# FirstNet Rapid Response

Central Admin Tool User Guide

FIRSTNET®
Built with AT&T

# FirstNet Rapid Response

## Central Admin Tool User Guide

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# Introduction and Key Features

The Broadband FirstNet Rapid Response (FNRR) service provides instant communication to individuals and talkgroups at the push of a button. The Central Admin Tool (CAT) is a web-based management tool that consists of **Contact and Talkgroup Management** and **License Management** pages. The **License Management** screen displays when your agency has subscribers provisioned with the license. This document describes the purpose and usage of the CAT.

## Contact and Talkgroup Management

**Contact and Talkgroup Management** is a centralized web portal, which helps in managing contacts and talkgroups for FNRR communications.

**Contact and Talkgroup Managemen**t allows you to manage FNRR Users, Talkgroups, Dispatch, External Users, Integrated Users, Interop Connections, Operational Status Message (OSM) and configure user features.

The following is a description of the **Contact and Talkgroup Management** key features:

### FNRR Users

Allows you to manage the FNRR user profile, such as name, email ID, permission type, assign contacts, view assigned talkgroups, and manage features for the FNRR user. For more information, see the FNRR Users section.

### Talkgroup Management

Allows you to create talkgroups, assign avatar, assign talkgroup scanning, supervisory override, and configure call permission to the talkgroup members. You can manage three types of talkgroups: standard, dispatch, and broadcast. You can create talkgroups and share the groups with other agencies for intercommunication between the members. For more information, see the Talkgroups section.

### User Profile

Allows you to create and assign a profile with a set of features, contacts, and talkgroups to a user. In that role, the only specific configuration is available for the user. For more information, see the User Profiles section.

### Group Profile Management

Allows you to create a profile with predefined properties such as name of the talkgroup, type of talkgroup, an avatar, MCX group, operational status message, and assign talkgroups.
For more information, see the Group Profile Management section.

### External User Management

Allows you to create users external to the agency. For more information, see the External Users section.

### Integrated User Management

Allows you to manage the users of types, such as Integrated Mobile, Integrated Tracking, and Integrated Web. For more information, see the Integrated Users section.

### Interop Connection Management

Allows you to manage the users between the Interop and FNRR. For more information, see the Interop Connections section.

### User Sets

Allows you to create the user sets to FNRR users, Talkgroups, or Integrated users. For more information, see the User Sets section.

### OSM Configuration

Allows you to configure the operational status messages for the FNRR users in your agency. For more information, see the OSM Configuration section.

The features included in each feature set are as follows:

## License Management Tool

The **License Management** displays when your agency has subscribers provisioned with licenses.

The License Management Tool (LMT) allows you to view and manage the licenses; this is applicable for the following types of clients:

- Cross Carrier Standard
- Cross Carrier FNRR Radio
- Dispatch
- Integrated Mobile
- Integrated Tracking
- Web Dispatch
- Interop Talkgroup

- Interop Connection
- Patch Endpoint
- Wi-Fi Standard
- Wi-Fi FNRR Radio

For more information on License Management, see the *License Management Tool* User Guide.

## FNRR

FNRR feature set provides an advanced set of Mission Critical Push-to-Talk (MCPTT) features and capabilities, which includes the following:

- Group Profile
- MCX Talkgroups (up to 100,000 members)
- Operational Status Messaging (OSM)
- User Profiles
- FNRR Calling, Presence, IPA
- Broadcast Calling
- Messaging - Text and Multimedia
- Voice Messaging
- Standard Talkgroups (up to 250 members)
- Priority Talkgroup Scanning
- Location Services
- Emergency Calling and Alerting
- Large Talkgroups (up to 3,000 members)

## Add-On Features (Added to Each Selected Feature Set)

- Video Services

# What's New in Release?

- Updated browsers requirements in Prerequisites.
- Updated Logging into the Central Admin Tool section with two-factor authentication feature.
- Added the Password Management section.

# Getting Started

This section describes the steps that you must take to start using the Central Admin Tool (CAT).

See the following sections to get started:

- Prerequisites
- Logging into the Central Admin Tool
- Password Management
- Cookies
- Take a Tour
- Contact and Talkgroup Management Navigation

# Prerequisites

The Central Admin Tool (CAT) requires the following prerequisites:

## Browsers Requirements

Ensure that the browser you are using meets the following requirements:

- Google Chrome 104 or higher
- Microsoft Edge 115 or higher (Chromium-based). Enable the extensions from other stores.
- Mozilla Firefox 76 or higher
- Safari 14 or higher

**NOTE:** Ensure to update the browser with the latest stable version.

## Hardware Requirements

Your PC must have the minimum hardware to launch the CAT. The recommended RAM size is 8 GB.

## Website Display Requirements

### Enable Pop-Ups

The CAT opens in a new browser window. Ensure that you enabled pop-ups to access the tool.

### Reset Zoom

To display the CAT correctly, ensure that the browser you are using has a zoom setting of 100%. To reset the zoom to 100%, you can press CTRL+0 (zero) on your keyboard.

# Logging into the Central Admin Tool

Central Admin Tool (CAT) first-time login requires account activation. The application provides multifactor authentication (MFA). If the administrator enables the MFA, once the user logs in with valid credentials the second-level authentication occurs.

**Prerequisites:** Ensure that you install the MFA mobile application. AT&T has certified the use of the Google Authenticator. The application can be downloaded from the application store on a mobile device.

Process:

1. Depending on the account activation method, follow one the corresponding steps:

| If... | Then... |
|---|---|
| If you receive a username and password and a link to log in to the Webbased Customer Support Representative (WCSR) portal, | perform the following actions:<br>a. Click the link and enter the credentials.<br>The **CAT** landing page displays the **Contact and Talkgroup Management** and **License Management**.<br>b. Select **Contact and Talkgroup Management**.<br>**License Management** displays when your agency has subscribers provisioned with the license packs. For information on License Management, see the *License Management Tool User Guide*.<br>For more information on how to access CAT through WCSR, see the *WCSR User Guide*. |
| If you receive a username and password in your email and a link to log in to the CAT directly, | perform the following actions:<br>a. Click the link.<br>A **Cookies** pop-up notification displays.<br>b. To allow the CAT to store and access cookies on your device click **Accept**.<br>c. Enter the received credentials and click **Sign In**. |
| If you receive an email that contains a link to log in to the CAT, | perform the following actions:<br>a. Click the link.<br>**NOTE:** The link to sign in expires within a set time period after the email was sent. You can generate additional verification mail by clicking the link and selecting **Send it again**.<br>A **Cookies** pop-up notification displays.<br>b. To allow the CAT to store and access cookies on your device click **Accept**.<br>The **Set Password** page displays.<br>c. Provide and confirm the password.<br>**NOTE:** An error message displays if the entered password does not match the minimum requirements of the password policy.<br>The password must meet the minimum requirements of the password policy of the application as follows:<br>i. At least 16 characters<br>ii. One lower case letter [a to z]<br>iii. One upper case letter [A to Z]<br>iv. One number between [0 to 9]<br>v. One of these special characters: @#$%^&+=<br>**NOTE:** These system-wide settings may change based on your service provider configuration. |

2. **NOTE:** If the administrator enables the MFA, **Mobile Authentication Setup** window displays.

   Perform the following actions:

   a. Perform one of the following actions:
      - Open the mobile application and scan the QR code.
      - Enter the provided key manually.

   b. Enter the one-time password (OTP) provided by the mobile application and click **Submit**.

**NOTE:** The OTP can expire within a set time period. Updated code is available after the expiration.

If the dispatch user enters the one-time password (OTP) wrong during the log in, after maximum retries the account is locked out from the application. To reset the account, the admin can click the **Device Reset** icon in the user details. For more information see the FNRR User Details section.

**Postrequisites:** If the administrator enables the MFA, each log-in requires two-factor authentication. To access the portal, after entering credentials enter the OTP from the mobile MFA app.

# Password Management

Password management allows you to change or reset the password of your application account. For more details on password requirements, see the Logging into the Central Admin Tool section.

**NOTE:** These system-wide settings may change based on your service provider configuration.

The system default configuration is set as follows:

1. Password expires every 90 days.
2. Password history cannot be the same as any of the last five passwords used.
3. Password cannot be same as your username.

## Resetting the Password

If you have forgotten the password, you can reset it by clicking the **Forgot Password** link on the login page of the Central Admin Tool (CAT).

For more details on password requirements, see the Logging into the Central Admin Tool section.

**When and where to use:** To reset the password, follow these steps:

**Procedure:**

1. From the login page of the CAT, click **Forgot Password**.
2. Enter the email ID associated with your account and click **Submit**.

   An email is sent to all valid users. Check the email and reset the password.
3. If you did not receive the email, click **Send it again**.
4. Click the link received in your email ID.
5. Enter the new password and click **Submit**.

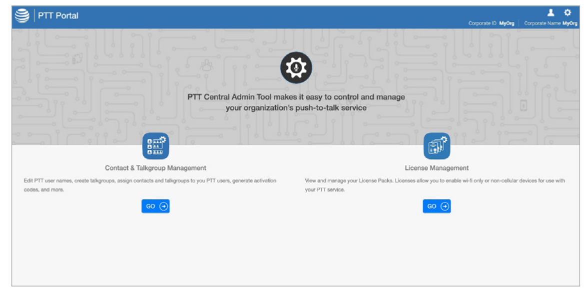
# Cookies

Whenever you log in to the Central Admin Tool (CAT), a pop-up displays so that you can choose your browser preferences. When you log in to the CAT using a browser that uses cookies, the browser remembers your registered login, password details, and language preferences. It is mandatory to accept the cookies to use the CAT.

If you want to learn about the cookies used by the tool, you can click **What are cookies?**.

# Take a Tour

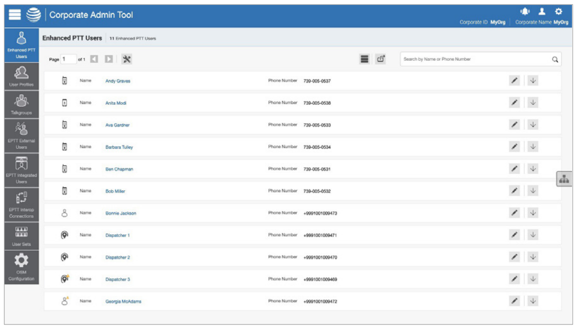
Take a Tour shows the basic features and demo of the application. A **Take a Tour** page displays when your log into the Central Admin Tool (CAT).

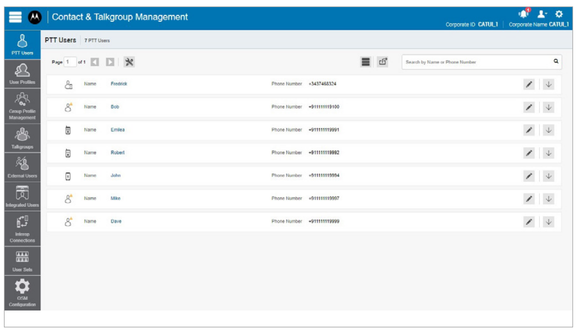



By clicking **View Tour,** it takes you to the basic operation of the Central Admin Tool. To view the demo and their introductions, you can use the **Next** button. You can click the **Close** icon if you want to cancel the **Take a Tour** view. Also, if you do not want the Central Admin Tool to display the **Take a Tour** page, whenever you log in, you can select the checkbox **Do not show again** and click the **Close** icon.

# Contact and Talkgroup Management

The main screen layout of the **Contact and Talkgroup Management** page contains the following common navigational features: Header Area, Navigation Area, Search, and the common work area.




For common icons displayed in the **Contact and Talkgroup Managemen**t, refer to the Common Icons section.

For available avatar icons, refer to the Avatar Icons section.

## Header Area

The header area contains the **Menu**, **Logo**, **Notifications**, **My Account**, **Settings**, **Corporate ID**, and **Corporate Name** options.

See the following sections on the header area available actions.

- My Account
- Menu
- Settings
- Notifications

### My Account

Click the **My Account** icon to log out or exit the Contact and Talkgroup Management.

### Menu

Click the **Menu** icon to access Contact and Talkgroup Management and the License Management Tool (LMT).

In the header, the tool always shows the **Contact and Talkgroup Management** option. The **License Management Tool** option displays when provisioned.

The **Menu** contains the following options:

**Home.** Allows you to go back to the home page to select the type of tool.

**Contact and Talkgroup Management.** Allows you to launch the **Contact and Talkgroup Management**.

### Settings

Click the **Settings** icon to access the following:

**Language** - Allows you to select a supported language.

**Max rows per page** - Displays the number of rows shown per page in the work area. By default, 50 contacts are displayed per page. You can change the number of contacts displayed up to 200 from the drop-down.

**Set Password** - Displays the **Change Password** window.

**About** - Displays the version number of the product.

**Copyright** - Displays the product copyright details.

**How do we use cookies** - Displays how we use cookies to save the browsing preferences of the user, which are dependent upon the server configuration.

**Take a Tour** - Provides basic features and a demo of the application.

**Help** - Allows you to access the FNRR product page when you click **Help**.

**NOTE:** You must enable browser pop-ups to access the **Help** page.

### Notifications

Click the **Notifications** icon to view the recent changes made on the Central Admin Tool.

# Search

You can search for a specific name in the work areas on the **Contact and Talkgroup Management** user interface.


The search narrows down and shows matching results as you begin typing at least three alphanumeric characters. The search is not case-sensitive. The result is a list with the search string anywhere in the name or phone number.

**NOTE:** The search string filters out the special characters when searching for the user using their phone number.

You can use parameters to narrow your search results by selecting the desired parameter and begin typing. Not all parameters are available for every work area.

### Name

You can enter up to a 30-alphanumeric character name.

### Phone Number

You can enter up to a 10 digits in the case of local numbers and add the + prefix and the country code in the case of an international number.

### Client Type

You can click the drop-down and select the available options. Types are available based on the work area.

### State

You can click the drop-down and select the available options:

- **Active**
- **Provisioned**
- **Suspended**

### Permissions

You can click the drop-down and select the available options:

- **Administrator**
- **Administrator and User**

### Talkgroup Type

You can click the drop-down and select the available options:

- **Broadcast**
- **Dispatch**
- **Standard**

### Interop Type

You can click the drop-down and select the available options:

- **Donor Radio**
- **Interop Talkgroup**
- **Patch Endpoint**

### Talkgroup Size

You can click the drop-down and select the available options:

- **Large**
- **Normal**
- **MCX Group**

### Linked

You can click the drop-down and select **Yes** or **No.**

### User Set Name

You can enter up to a 30-alphanumeric character name.

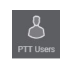
### List Name

You can enter up to a 30-alphanumeric character name.

# Navigation Area

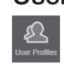
The left pane of the **Contact and Talkgroup Management** is the navigation area. This area contains menus that provide quick navigation to the work areas.

### FNRR Users




Displays the list of users within your organization. See the FNRR Users section.

### User Profiles




Displays created user profiles with predefined properties, such as the user name, type, an avatar, operational status message, and sharing capabilities. See the User Profiles section.

### Group Profile Management

Displays created group profiles with predefined properties, such as the name of the talkgroup, type of talkgroup, an avatar, MCX group, operational status message, talkgroups, and group sharing capabilities. See the Group Profile Management section.

### Talkgroups

Displays the list of talkgroups within your organization. See the Talkgroups section.

### External Users

Displays the list of external users outside your agency. The external users could be the vendors or the partners of the agency. See the External Users section.

### Integrated Users

Displays the list of integrated FNRR users within your agency. See the Integrated Users section.

### Interop Connections

Displays the list of Interop connections within your agency. An Interop connection is a special type of user that facilitates communication between Land Mobile Radio (LMR) and Broadband (FNRR) networks. See the Interop Connections section.

### User Sets

Displays created user sets. You can create and manage sets. See the User Sets section.

### Operational Status Messaging (OSM) Configuration

Displays configured operational status messages for the FNRR users in your agency. See the OSM Configuration section.

## Common Icons

The **Contact and Talkgroup Management** working area has the icons with the same functionality throughout the page.

### Assign

You can click the icon to assign a member or contact.

### Assign User Set

You can click the icon to assign a user set.

### Success

This icon indicates a successful operation.

### Error

This icon indicates an unsuccessful operation. You can click the icon to close the error message.

### Owned Group

This icon indicates that a user or talkgroup is owned by its own agency in the list area and work areas.

### Shared Group

This icon indicates that a user or talkgroup is shared from another agency.

### Warning

This icon indicates that a user or talkgroup needs attention.

### Tools

You can click the icon to activate multiple operations for multiple selections including change permission and generate activation codes.

### Cancel or Close

You can click the icon to cancel or close the current operation.

### Delete

You can click the icon to delete the record data.

### Edit

You can click the icon to edit the record data.

### Export

You can click the icon to export all tabular data in *CSV* file format.

### Import

You can click the icon to import External Users to the tool.

### Next Page

You can click the icon to display the next page of records.

### Previous Page

You can click the icon to display the previous page of records.

**Save Name**

You can click the icon to save the record.

**Name Change Cancel**

You can click the icon to cancel the name change.

**Search**

Displays in the search text box.

**Show Less**

You can click the icon to show fewer record details.

**Show More**

You can click the icon to show more record details.

**Interop Feature Enabled**

This icon indicates that the Interop feature is enabled for the user.

**Email Activation Code**

You can click the icon to send an activation code using email without regenerating it.

**Regenerate Activation Code**

You can click the icon to re-generate an activation code.

Icons that are specific for a working area or tab are described in the separate chapters.

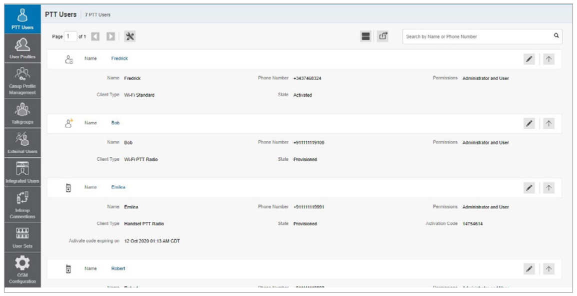
# Avatar Icons

The following table lists the avatar icons that you can assign to a talkgroup to display on the FNRR Radio user type in the **Contact and Talkgroup Management.**

- Default
- Airplane
- Book
- Car
- Construction
- Delivery
- Desktop PC
- Dispatcher
- Driver
- Envelope
- Field Service
- Flower
- Front Desk
- Cleanup
- Laptop
- Medical
- Notepad
- FNRR Phone
- Room Service
- Security
- Supervisor
- Telephone
- Tree
- Truck
- Warehouse
- Worker

# FNRR Users

The **FNRR Users** work area displays the list of users within your organization.



See the following sections to navigate and view available actions in the **FNRR User** main work area.

- Search
- FNRR User Types
- Additional User Information
- Tools
- Export
- Resync

To view and edit the user details, see the FNRR User Details section.

## Search

You can click the **FNRR Users** menu in the navigation area and search for a user by the name or phone number.

This area also has options to search for specific user parameters. For more information, see the Search section.

**NOTE:** By default, the Central Admin Tool displays up to 50 users. To view up to 200 users, you can change the **Max rows per page** from the **Settings** in the header.

## FNRR User Types

The **FNRR Users** work area displays the following user types:

- Cross Carrier Standard
- Cross Carrier FNRR Radio
- Dispatch
- Handset Standard
- Handset FNRR Radio
- Wi-Fi Standard
- Wi-Fi FNRR Radio Radio

You can hover over the icon to view the user type.

A **Needs Attention** icon on the FNRR user icon indicates that the user that needs attention. User typically needs attention when there is no activation code. For activation code management, see the Activation Code section.

## Additional User Information

You can view the following information:

- Name
- Phone Number
- Client Type
- Permissions
- State
- User ID
- Activation Code

NOTE: The information details vary depending on the user type.

You can use the following icons to view additional information:

**Show More for All**

You can click the icon to show more for all record details.

**Show Less for All**

You can click the icon to show less for all record details.

**Show More**

You can click the icon to show individual user details.

**Show Less**

You can click the icon to show individual user details.

## Tools

**NOTE:** To edit the name, you can click the **Name** field, and change the name as desired.

Accept changes clicking the **Save Name** icon next to the name.

To select up to 200 users in a single instance, you can click the **Tools** icon, then the **Select All** check box. If you want to select one or multiple users, you can click the **Tools** icon, then the check boxes associated with the users you want to select.

The following table describes available actions on selected users.

### Change Permission

Allows to change the user permission type to one of fol-lowing:

- **Administrator**
- **Administrator and User**

### Generate Activation Codes

Allows to generate new activation codes for all selected users.

### Set Messaging

Allows to change the messaging permissions to all se-lected users. The following permissions are available:

**None** - The selected user cannot send and receive any mes-sage.

**Text** - The selected user can send and receive text messages.

**Text and Multimedia** - The selected user can send and receive text and mul-timedia messages, such as an image, video, audio, or a file.

### Set Location Sharing

Allows location sharing to all selected users.

**NOTE:** Subscriber with the FNRR feature set provisioned, the following feature combinations are available:

| If... | Then... |
|---|---|
| If the **Location Sharing** feature is enabled, and the **Messaging** feature set to **Text** or **Text and Multimedia**, | Both features are enabled. |
| If the **Location Sharing** feature is enabled, and the **Messaging** feature set to **None**, | The **Messaging** feature automatically sets to **Text.** |
| If the **Location Sharing** feature is disabled, and the **Messaging** feature set to **Text** or **Text and Multimedia**, | The **Location Sharing** feature automatically enables. |
| If the **Location Sharing** feature is disabled, and the **Messaging** feature set to **None**, | Both features are disabled. |

## Export

You can use the Export icon to export the page data in *.csv* format. Exported files are stored in a *.csv* file and help you to modify the user details in bulk.

For the information about opening *.csv* file, see the Opening a CSV File section.

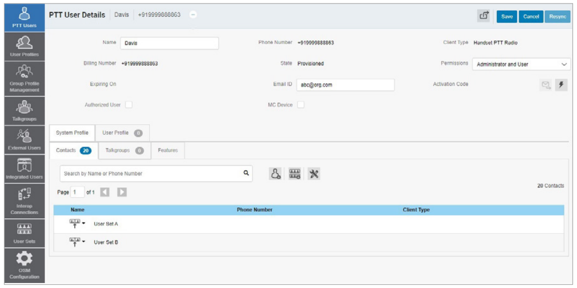
## Resync

Once you save every operation, the user device is synced with the server in real time. However, if for some reason the device data is not matching with the data shown on the **Contact and Talkgroup Management**, you can resync the device by clicking **Resync** in top-right corner.

**NOTE:** The **Resync** is disabled for provisioned and suspended users. It is also disabled if you do not save the changes that you made.

# FNRR User Details

To view or edit user details, you can click the **Edit** icon associated with the user name from the work area. The **FNRR User Details** window displays.



Depending on the client type the following user details may display:

**Name**

Displays the name of the user. You can edit this field.

### Phone Number

Displays the number of the user. You cannot edit this field.

### Billing Number

Displays the billing phone number of the user. You cannot edit this field.

The billing system assigns a billing number to these license packs. The system generates pseudo phone numbers for each billing number.

The billing number cannot have FNRR service and thus is not available in the work area.

The users without a license pack, the Phone Number, and the Billing Number are the same.

### Permissions

Displays the permissions type of the user. You can edit this field.

You can select the new user permission from the drop-down, but can only manage **Administrator** or **Administrator User** types. You are not allowed to manage public user permissions.

User permissions can have the following values:

#### Administrator

These users receive contacts and talkgroups from a system administrator.

**Administrator and User -** These users can receive contacts and talkgroups from a system admin and are capable of defining and managing their contacts and talkgroups. They can make and receive calls outside the agency.

### State

Displays the activation state of the user. You cannot edit this field.

The **State** field represents the user service status.

The billing system assigns it and can have one of the following options:

#### Provisioned

The user has signed up for a service but has not yet activated the client for use.

#### Activated

The user has downloaded and activated the client and has the necessary configuration for the user to start using the service.

#### Suspended

The user service is suspended. The user can maintain their configuration, contacts, and talkgroups but cannot use the service.

### Expiring On

Displays the expiration date of the activation code. You cannot edit this field.

The **Expiring On** is a system-generated once you select the **Generate Activation Code**. The activation code typically expires within seven days from generation.

### Client Type

Displays the client type of the user. You can change Handset Standard to Handset FNRR Radio and vice versa.

The **Client Type** represents the read-only information about the client type and is as follows:

- Cross Carrier FNRR Radio
- Cross Carrier Standard
- Dispatch
- Handset FNRR Radio
- Handset Standard
- Wi-Fi FNRR Radio
- Wi-Fi Standard

**NOTE:** When changing the client type from FNRR Standard to FNRR Radio, the Contact and Talkgroup Management uses the same tired package as originally provisioned.

### User ID

Displays the email ID of the user. You can edit this field.

You can enter or update the user email in the **Email ID** field. The activation code is sent to this email ID.

### Account Creation Date

Displays the account creation date and time. You cannot edit this field.

### Activation Code

Displays **Activation Code** and the available actions:

---

**Email Activation Code**

You can click the icon to send an activation code using email without regenerating it.

---

**Regenerate Activation Code**

You can click the icon to re-generate an activation code.

**Account Status**

Displays the status of the account. You cannot edit this field.

You can reset the password for the dispatch user by clicking **Reset Password** icon.

**Device Reset**

Allows to reset the device if multifactor authentication (MFA) is enabled. If the dispatch user enters the one-time password (OTP) wrong during the log in, after maximum retries the account is locked out from the application.

To reset the account, click the **Device Reset** icon.

**NOTE:** The maximum retries are configured by the service provider.

If the MFA is disabled for the user, the reset device triggers a password reset.

**Authorized User**

Allows to enable and disable the authorization for the remote supervision of the members.

**MC Device**

Allows to enable and disable the Mission Critical device option. When selected, the user-less mode is enabled and the device authenticates to FNRR service using the device phone number. Once logged in, the user logs in using username and password after the device is authenticated and logged in for FNRR service using a default configuration.

**NOTE:** The Contact and Talkgroup Management restricts an administrator from changing the client type from FNRR Radio to FNRR Standard for users provisioned as Mission Critical.

To save the changes, click **Save**.

# FNRR User Details Management

See the following tabs available in the FNRR User Details window:

- You can manage the **Contacts** tab. See the FNRR User Contacts Tab section.
- You can manage the **Talkgroups** tab. See the FNRR User Talkgroups Tab section.
- You can view and edit features in the **Features** tab. See the FNRR User Features Tab section.
- You can manage the **User Profiles** tab. See the FNRR User Profiles Tab section.

You can use the **Export** icon to export the user details data in *.csv* format. Exported files are stored in a *.csv* file. You can then import the *.csv* file to Contact and Talkgroup Management to apply the changes.

For the information about opening *.csv* file, see Opening a CSV File.

To save the changes, click **Save**.

## FNRR User Contacts Tab

The **Contacts** tab under the **FNRR Users Details** screen displays assigned contacts and user sets. There are two types of (FNRR) contacts: contacts that are personal and managed on the phone, and the contacts that you can manage. This section covers the FNRR contacts that you manage.

**Contacts** tab displays the list of added users and user sets with the following information:

- **Name**
- **Phone Number**
- **Client Type**

  **NOTE:** Contacts have different icons depending on the type. You can hover over the icon to view the type.

If the FNRR user is the **Authorized User**, the following contact information is displayed:

**Ambient Listening**

Authorized user can listen to the surroundings of the member without knowing them and take necessary actions like remote emergency and enable or disable the device of the member.

**Discrete Listening**

Authorized user can listen to any call to and from the selected member without them knowing.

**Unconfirmed Pull**

Authorized used can initiate an unconfirmed pull for the allowed users.

**NOTE:** Only dispatchers can be authorized for the **Unconfirmed Pull** feature.

You can click on the **User Set** icon to view all the users assigned to the user set.

The following table displays available actions on contacts.

**Assign Contacts**

Displays the **Assign Contacts** tab. You can select the user and click **Assign**. The assigned contacts sync to the handset of the user.

**NOTE:** If your agency wants to assign more than 250 FNRR users to each other as contacts, follow Assigning More Than 250 Contacts to Each User Through User Sets.

**Assign User Set**

Allows to assign or reassign the user set to the user. Displays the **Assign User Set** tab. You can select the user set and click **Assign**.

**Tools**

Allows to select one or multiple assigned contacts. After selecting the contacts enables **Delete** icon.

**Delete**

Allows to remove the contact from the FNRR user contact list

**Remote Supervision**

Allows to authorize a user to supervise the assigned contacts remotely. You can activate the following features:

- Remote Supervision
- Ambient Listening
- Discreet Listening

NOTE: To activate remote supervision, ambient listening or discreet listening feature should be available for the configuration and the device of the user should support these features.

For more information refer to the Authorization for Remote Supervision Feature section.

The data does not save until you click the **Save** button.

### Authorization for Remote Supervision Feature

You can authorize a user to supervise the assigned contacts remotely.

The **Remote Supervision** feature includes user checks and enables or disables the contact.

After evaluating and accessing the information, you can activate remote supervision, ambient listening and discrete listening for the user. You can only authorize FNRR Users and Integrated Users for user monitoring.

**NOTE:** The **Authorization** checkbox is unavailable for:

- Version 9.0 and older users
- Users that are not provisioned with the emergency feature package

  You cannot activate remote supervision, ambient listening (if available), and discreet listening for a dispatcher. If you select the dispatcher for authorization, an error message displays. A FNRR user that uses a feature phone may not work as an authorized user even if assigned from the Contact and Talkgroup Management.

Once a user is authorized, they can monitor the current situation of a member who is not responding to calls, IPAs, and messages. The authorized user can activate remote supervision, ambient listening, and discreet listening to collect information about that member.

You can allow the following features for the authorized user from the edit user screen:

**Remote Supervision**

Allows the authorized user to view information like the location, presence status, battery status, emergency state, and signal strength of Wi-Fi or LTE of the device of the member. The authorized user can remotely enable or disable the device of the user device and can start or cancel the remote emergency.

**Ambient Listening (if available)**

Once the user check information displays, the authorized user can select ambient listening, activating the device Mic of the member remotely. This operation allows the authorized user to listen to the surroundings of the member without knowing them and take necessary actions like remote emergency and enable or disable the device of the member.

**Discreet Listening**

Allows the authorized user to listen to any call to and from the selected member without them knowing. Broadcast calls and full duplex calls are not supported for Discreet Listening.

If you want to enable or disable the features respectively for the authorized user, you can select or clear the previous feature checkboxes.

**NOTE:** To activate remote supervision, ambient listening or discreet listening feature should be available for the configuration and the device of the user must support these features.

## FNRR User Talkgroups Tab

**Talkgroups** tab displays the talkgroup list the user is a member of with the following information:

- Name
- Talkgroup Type

**NOTE:** Talkgroups have different icons depending on the type. You can hover over the icon to view the talkgroup type.

You can search the talkgroup by name.

You can use the **Talkgroup Scanning** feature. See the Talkgroup Scanning section.

# FNRR User Features Tab

The **Features** tab under the **FNRR Users Details** screen displays the following sections:

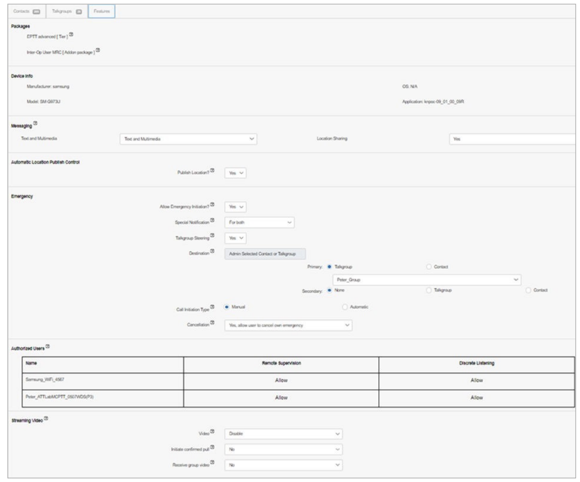
- Packages
- Device Info
- Messaging
- Authorized User Features
- Automatic Location Publish Control
- Emergency
- Streaming Video
- Recording

You can enable the specific or all the features to selected FNRR users.

**NOTE:** The feature drop-downs appear only for the activated 8.3 or above clients.

The emergency-specific information is not shown under the **Features** tab for older than 9.0 clients.

You can hover over the Info icon to display the details of each feature.



## Packages

The **Packages** section displays the type of package assigned to the user. These packages include Tired Package and Add-on Packages.

## Device Info

The **Device Info** section displays the information related to Manufacturer, Model, Operating System (OS), and Application of the user device.

## Messaging

The **Messaging** section displays the messaging capability of the user.

You can configure the messaging capability of the user as follows:

### Text Multimedia

Allows you to provide permission from one of the following options:

- **None -** No messaging capabilities.
- **Text -** Only text messaging
- **Text and Multimedia -** Both text and multimedia messaging.

### Location Sharing

Allows you to provide permission for sharing the location capability of the member in messages.

**NOTE**: Subscriber with the FNRR feature set provisioned, the following feature combinations are available:

| If... | Then... |
|---|---|
| If the **Location Sharing** feature is enabled, and the **Messaging** feature set to **Text** or **Text and Multimedia**, | Both features are enabled. |
| If the **Location Sharing** feature is enabled, and the **Messaging** feature set to **None**, | The **Messaging** feature automatically sets to **Text**. |
| If the **Location Sharing** feature is disabled, and the **Messaging** feature set to **Text** or **Text and Multimedia**, | The **Location Sharing** feature automatically enables. |
| If the **Location Sharing** feature is disabled, and the **Messaging** feature set to **None**, | Both features are disabled. |

For **Dispatch** user type:

- **Location History -** Allows the dispatcher to track the path traversed by the fleet members who can report their location on the map for a specified duration.
- **Geofence -** Allows the dispatcher to monitor location activity for all talkgroup members.
- **WDS Patching -** Allows the dispatcher the talkgroup patching.

## Authorized User Features

The authorized user for the selected FNRR user displays under the **Features** tab in a tabular format showing the operations that an authorized user can perform to the selected FNRR user.

## Automatic Location Publish Control

The **Automatic Location Publish Control** section allows you to enable or disable the location publish capabilities for the user.

## Emergency

The administrator can configure the following:

**Allow Emergency Initiation?**

From the drop-down, you can select either **Yes** or **No** to enable or disable emergency initiation respectively for the user.

If you select **Yes**, the following options display:

**Destination**

From the drop-down, you can select either **User Selected Talkgroup** or **Admin Selected Contact or Talkgroup**. If you select **User Selected Talkgroup**, the user can initiate the emergency to any of the assigned talkgroups lists. However, if you select **Admin Selected Contact or Talkgroup**, you can choose the destination of the emergency to **Primary** and **Secondary** contacts or talkgroups.

**NOTE:** AT&T does not recommend selecting a contact as the **Primary** and **Secondary** emergency destination. The contact may be unavailable for various reasons; therefore, the emergency call may not be initiated. Exercise caution when using this configuration.

Also, from the drop-down, you can choose the talkgroup or contact where you want the user to initiate the emergency.

**NOTE:** Users with the emergency destination set to a talkgroup or **User-Selected Talkgroup** option should not be configured as **Listen-Only** members of the talkgroup because an emergency cannot be declared when listen-only.

**Call Initiation Type**

You can select either **Manual** or **Automatic**. If you select **Manual**, an emergency alert is sent to the user. In order to initiate the emergency call, you can press the FNRR button. However, if you select **Automatic**, an emergency alert is sent, and the emergency call starts.

**Cancellation**

From the drop-down, you can select either **Yes** or **No**. If you select **Yes**, the user can cancel their own emergency. However, if you select **No**, only authorized users can cancel the initiated emergency.

**Special Notification**

From the drop-down, you can select one of the following options:

- **None (Regular call notification -** You can select this option if you want the user to be notified of regular call notifications.
- **For received emergency calls -** You can select this option if you want the user to be notified of the received emergency calls only.

- **For initiated emergency calls -** You can select this option if you want the user to be notified of the initiated emergency calls only.
- **For both -** You can select this option if you want the user to be notified of both the initiated and received emergency calls.

**Talkgroup Steering**

From the drop-down, you can select either **Yes** or **No**. If you select **Yes**, the user automatically joins the emergency call.

**NOTE:** This feature does not apply to users configured with FNRR tier service.

## Streaming Video

The **Streaming Video** section allows you to enable or disable the live video stream session feature for individual users. When you enable this feature, users can send one-way stream live videos with audio to another user. You can configure whether the type of video stream pull is **Confirmed** to initiate the video stream after the confirmation from the recipient, or **Unconfirmed**, which means that no confirmation is needed for the video stream.

The following selections are available for you to configure the streaming video:

**Video**

Allows you to enable or disable the video stream for the selected user to send and receive one-to-one, talkgroup, and quick group video streams.

**Initiate confirmed pull**

If you select **Yes**, the user needs to accept the request received from the authorized user to start the video stream on the device. However, if you select **No**, the video stream starts on the device of the user without acceptance.

**Receive group video**

If you select **Yes**, the user can receive a talkgroup video stream. However, if you select **No**, the user cannot receive talkgroup video streams from the user-assigned talkgroup list but can receive one-to-one video streams.

## Recording

The **Recording** section allows to record calls based on the selected options. If you select **Yes**, the dispatcher can record the calls. User has different capabilities depending on the selected options:

**User Preference**

Allows the dispatcher to make a recording of a selected call .

**Disable Recording**

The dispatcher has no recording capabilities.

**Always Record**

The calls are always recorded.

The data does not save until you click the **Save** button.

# FNRR User Profiles Tab

**User Profiles** tab displays the list of assigned user profiles the following information:

- **Profile Name**
- **Assigned to # Users**
- **Default**

You can search user profiles by name.

You can select the **Default** checkbox next to the profile.

The following table displays available actions on user profiles.

**Assign User Profile**

Allows to assign the user. Displays the **Assign Profiles** tab. You can select the profile and click **Assign**.

**Tools**

Allows to select one or multiple assigned user profiles. After selecting the profiles enables **Delete** and **View** icons.

**Delete**

Allows to remove the profile.

**Assign User Set**

Allows to view the user profile details. Displays the following tabs:

- **Contacts**
- **Talkgroups**
- **Features**

The data does not save until you click the **Save** button.

# Device Sharing

This feature allows users to log in from any device or share the same device to log in with multiple users. To log in to shared devices, the user needs a user ID and password. Each user is assigned with a User ID for login purposes.

The User ID can have the following fields:

- System ID
- Phone Number
- Email ID

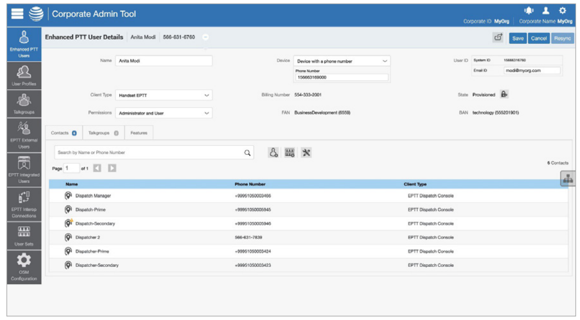
You can choose the device type from the **Device** field that the user is using to login. The following options are available:

**Shared device or No Phone Number**

The user can log in from any supported device. To log in to the device, the user must have either an email ID or a system ID as a user ID.

**Device with a phone number**

The user owns a device with a phone number. The phone number is mandatory when you select this option. You should ensure that the phone number does not exist in the system or is assigned to another user license. To login to the device, you should use the phone number as a user ID.




## Configuring a Device for Sharing

Follow this procedure to configure a device for device sharing.

**Procedure:**

1. From the FNRR users work area, click the **Edit** icon associated with the users.
2. From the **Device** drop-down list, perform one of the following actions:
   - Select **Device with a Phone Number,** and in the **Phone Number** field, enter the phone number of the device that the user can use as a User ID to log into the device.
   - Select **Shared Device or No Phone number** and enter the email ID under the **User ID** box that the user can use as a User ID to log into the device.
3. Click the **Generate Temporary Password** icon.

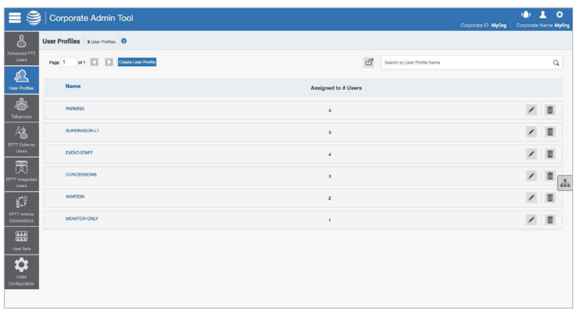
   *The system administrator communicates the User ID and temporary password to the user by email, SMS, or offline. The user needs to change the password on their first login.*
4. Click **Save.**

# User Profiles

The user role authorizes a user for services required to fulfill the duties in that role. In that role, only a specific configuration is available for the user. If the **User Profile** feature is enabled for the user, they can log into the FNRR application with the assigned user profile other than the default system profile. While the user is logged into the FNRR application, they can select a user profile from a list of user profiles that you authorize.

**User Profiles** main work area displays the list of user profiles. The following information about each user profile is displayed:

- **Name**
- **Assigned to # Users**




See the following available actions in the **User Profiles** main work area.

- You can create new user profile. See the Creating a User Profile section.
- You can edit the name by clicking on the name of the user profile and changing the name as desired. The name should be less than 30 characters long and have at least one non-space character. Duplicate names are not allowed in the agency.

  Accept changes clicking the **Save Name** icon next to the name.
- You can search user profiles by the name.
- You can delete a user profile by clicking the **Delete** icon.
- You can view and **Edit** the user profile details. For more information see the User Profile Details Management section.
- You can export the **User Profiles** page data in *.csv* format by clicking the **Export** icon. Exported files are stored in a **.csv** file and help you to modify the details in bulk.
- You can share user profiles with single or multiple agencies. See the User Profile Sharing section.

## Creating a User Profile

**Prerequisites:** Ensure that you have created user sets for your agency. For more information, see the User Sets section.

**Procedure:**

1. From the **User Profile** work area, click **Create User Profile**.
2. Enter the name of the user profile in the **Profile Name** field.

   **NOTE:** The name should be less than or equal to 30 characters long and have at least one nonspace character. Duplicate names are not allowed in the agency.
3. From the **Contacts** tab, click the **Assign User Sets** icon.

   The **Assign User Set** window displays.

   **NOTE:** Only user sets with **Auto Pairing** disabled show in the Assign User Sets window.
4. Select the checkbox next to the user set and click **Assign**.

   **NOTE:** You can select only one user set for a User Profile.
5. From the **Talkgroup** tab, click **Assign Talkgroup**. An **Assign Groups** Window displays.
6. Select the checkboxes next to the talkgroups and click **Assign**.
7. From the **Features** tab, select the feature checkboxes and configure the features that you want to enable the user profile.

   For more information on features, see the FNRR User Features Tab section.
8. Perform one of the following actions:
   - To create the user profile, click **Save**.
   - To cancel the action, click **Cancel**.

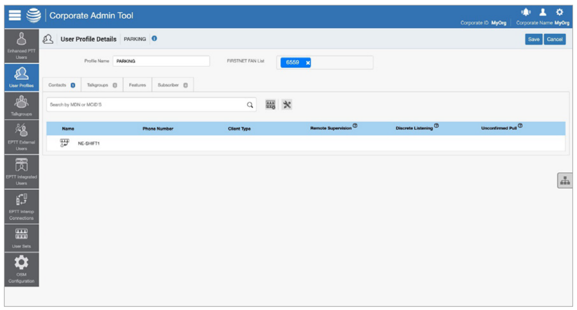
**Result:** The user profile shows in the **User Profile** list in the work area.

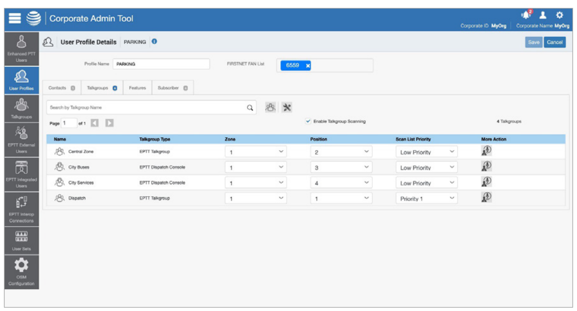
## User Profile Details Management

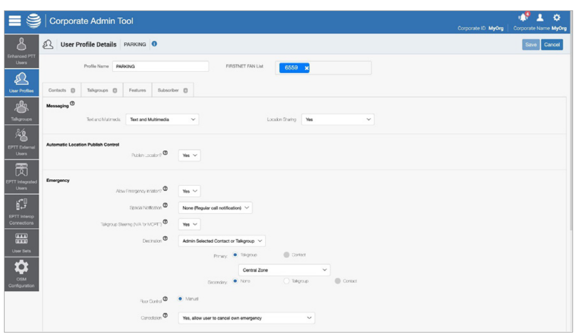
To view or edit user profile details, you can click the **Edit** icon associated with the user profile name from the work area. The **User Profile Details** window displays the name and contacts assigned with that user profile.

You can assign contacts, talkgroups, and configure features for that user profile. All contacts or talkgroups show based on the user profile configuration. A user can be assigned more than one role, but only a single role is active at a time.

**NOTE:** Any modification to the user profile does not sync to devices or users in the real time. The change can take a few minutes depending upon your FNRR system network settings, typically up to 27 minutes.




See the following sections to view available actions in the **User Profile Details** window:

- You can edit the name by clicking on the profile name and changing it.
- You can manage the **Contacts** tab. See User Profile Contacts Tab.

  **NOTE:** You can only assign **User Sets** as user profile contacts and cannot assign individual contacts.
- You can manage the **Talkgroups** tab. See the User Profile Talkgroups Tab section.
- You can view and edit features in the **Features** tab. See the User Profile Feature Configuration section.
- You can manage the **Assigned to Users** tab. See the User Profile Assigned to User Tab section.

# User Profile Contacts Tab

**Contacts** tab displays the list of added contacts with the following information:

- **Name**
- **Phone Number**
- **Client Type**
- **Remote Supervision** - Authorized user can perform emergency operation, enable/ disable and perform user check for the available users.

If the user profile is authorized, the following information is displayed:

**Ambient Listening**

Authorized user can listen to the surroundings of the member without knowing them and take necessary actions like remote emergency and enable or disable the device of the member.

**Discrete Listening**

Authorized user can listen to any call to and from the selected member without them knowing.

**Unconfirmed Pull**

Authorized used can initiate an unconfirmed pull for the allowed users.

**NOTE:** Only dispatchers can be authorized for the **Unconfirmed Pull** feature.

You can search user profile contacts by the phone number.

You can click on the **User Set** icon to view all the users assigned to the user set

The following table displays available actions on contacts.

**Assign User Set**

Allows to assign or reassign the user set to the user profile.

**NOTE:** You can only assign the User Sets to a User Profile with **Auto Pairing** discblaed.

Displays the **Assign Contacts** tab. You can select the user set and click **Assign**.

**NOTE:** When you choose to add a user set to theuser profile, the new user set replaces the existing user set.

**Tools**

Allows to select one or multiple users. After selecting the contacts enables **Delete** and **Remote Supervision** icons.

**Delete**

Allows to remove the user set or a user from the contacts.

**Remote Supervision**

Allows to authorize a user to supervise the assigned contacts remotely. You can activate the following features:

- Remote Supervision
- Ambient Listening
- Discreet Listening

**NOTE:** To activate remote supervision, ambient listening or discreet listening feature should be available for the configuration and the device of the user should support these features.

For more information refer to the Authorization for Remote Supervision Feature section.

## User Profile Talkgroups Tab

**Talkgroups** tab displays the list of added talkgroups with the following information:

- **Name**
- **Talkgroup Type**

  **NOTE:** Talkgroups have different icons depending on the type. You can hover over the icon to view the talkgroup type.
- **Zone**
- **Position**
- **Scan List Priority**
- **More Actions**

You can search the talkgroup by entering the name in the **Search** field.

You can use the **Talkgroup Scanning** feature. See the Talkgroup Scanning section.

The following table displays available actions on talkgroups.

**Assign Talkgroup**

Allows to assign talkgroups to the user profile. Displays the **Assign Groups** tab. You can select the talkgroups and click **Assign**.

**Tools**

Allows to select one or multiple talkgroups. After selecting the talkgroups enables **Delete** and **Supervisory-Location & OSM Permissions** icons.

**Delete**

Allows to remove the talkgroup from the user profile contacts.

**Supervisory-Location & OSM Permissions**

Displays the **Configuration** pop-up. You can manage the following talkgroup capabilities:

- Supervisory Override
- Location Capabilities
- Call Initiation
- Call Receiving
- in Call
- OSM Permission
- Is Broadcaster

You can click **Apply** to save the changes.

For more information refer to the Talkgroup Supervisors Tab section.

### Talkgroup Scanning

Talkgroup Scanning allows users to receive incoming FNRR calls from a selected list of assigned talkgroups.

Calls from other corporate and public talkgroups are filtered, and no missed call alerts are presented to the user for filtered talkgroup calls, except for dispatch users. The scan talkgroups can be assigned a priority, where an incoming priority talkgroup call preempts an ongoing call. The Talkgroup Scanning does not prevent the user from initiating any calls.

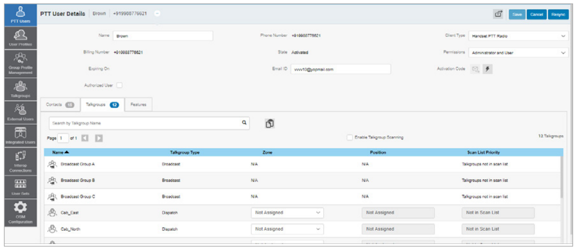
The **Talkgroup Scanning** feature applies to the default system profile, located in the **FNRR User** menu, and not the user profile.

**Talkgroup Scanning (Except FNRR Radio Clients)**

You manage the talkgroup scanning for users. The **Talkgroups** tab of each user allows you to enable or disable the talkgroup scanning feature for that user.

When you select the **Enable Talkgroup Scanning** checkbox, the talkgroup scanning is enabled for the user and they can select their own scan list. When you clear the checkbox, the talkgroup scanning is disabled for the user.

**NOTE:** In the preceding scenarios, you cannot see the talkgroup in **Scan List** and **Priority** columns.



### Position and Talkgroup Scanning for FNRR Radio Users

The talkgroup with FNRR Radio, Handset FNRR Radio, or Cross carrier FNRR Radio as a member needs a position for a talkgroup call. You can assign talkgroups to zones for a FNRR Radio user type.

A zone categorizes channels into logical groupings. You can assign each talkgroup to a single channel. Each channel can be assigned to a single zone. The number of channels allowed per zone is configurable. You can assign talkgroup scanning with position assignment (1–16 position) and scan list priority (Priority 1–16 and No Priority) to all talkgroup types, except for broadcast talkgroups.

When a FNRR Radio user is a member of the broadcast talkgroup, you cannot assign a position or scan list priority.

When a FNRR Radio user is a broadcaster of the broadcast group and not a member, you can assign a position but not a scan list priority. Thus, the **Scan List Priority** column indicates **Not in Scan List**.

You can assign a Scan List Priority only when the **Enable Talkgroup Scanning** checkbox is selected.

If you change the client type from any previously mentioned users, the priority scan list feature is shown as disabled. You can assign the user a position to enable the priority scan list. When you assign a position to the talkgroup, the priority scan list is enabled to select the priority.

## User Profile Feature Configuration

You can configure the features for the user profile that allows the user to access only a specific set of features once the user selects the user profile to log in.

To configure the features, you can select the **Features** tab in the **User Profile Management** menu and configure the features. Once configured, you can click **Save**.

The **Features** tab under the **User Profile Details** screen displays the following sections:

- Messaging
- Automatic Location Publish Control
- Emergency
- Streaming Video
- Location

**NOTE:** The feature drop-downs appear only for the activated 8.3 or above clients. The emergency related features drop-downs appear for 9.0 or above clients.

With your cursor, you can hover over the **Help** icon to display the details of each feature.

**NOTE:** The emergency-specific information is not shown under the **Features** tab for older than 9.0 clients.

### Messaging

The **Messaging** section displays the messaging capability of the user profile.

You can configure the messaging capability of the user profile as follows:

#### Text Multimedia

Allows you to provide permission from one of the following options:

- **None:** No messaging capabilities.
- **Text:** Only text messaging
- **Text and Multimedia:** Both text and multimedia messaging.

#### Location Sharing

Allows you to provide permission for sharing the location capability of the member in messages.

### Automatic Location Publish Control

The **Automatic Location Publish Control** section allows you to enable or disable the location publish capabilities for the user profile.

### Emergency

The administrator can configure the following:

#### Allow Emergency Initiation?

From the drop-down, you can select either **Yes** or **No** to enable or disable emergency initiation respectively for the user.

If you select **Yes**, the following options display:

- **Destination -** From the drop-down, you can select either **User Selected Talkgroup** or **Admin Selected Contact or Talkgroup.** If you select **User Selected Talkgroup,** the user can initiate the emergency to any of the assigned talkgroups lists. However, if you select **Admin Selected Contact or Talkgroup**, you can choose the destination of the emergency to **Primary** and **Secondary** contacts or talkgroups.

**NOTE:** AT&T does not recommend selecting a contact as the **Primary** and **Secondary** emergency destination. The contact may be unavailable for various reasons; therefore, the emergency call may not be initiated. Exercise caution when using this configuration.

Also, from the drop-down, you can choose the talkgroup or contact where you want the user to initiate the emergency.

**NOTE:** Users with the emergency destination set to a talkgroup or **User-Selected Talkgroup** option should not be configured as **Listen-Only** members of the talkgroup because an emergency cannot be declared when listen-only.

**Call Initiation Type**

You can select either **Manual** or **Automatic.** If you select **Manual,** an emergency alert is sent to the user. In order to initiate the emergency call, you can press the FNRR button. However, if you select **Automatic**, an emergency alert is sent, and the emergency call starts.

**Cancellation**

From the drop-down, you can select either **Yes** or **No**. If you select **Yes**, the user can cancel their own emergency. However, if you select **No**, only authorized users can cancel the initiated emergency.

**Special Notification**

From the drop-down, you can select one of the following options:

- **None (Regular call notification) -** You can select this option if you want the user to be notified of regular call notifications.
- **For received emergency calls -** You can select this option if you want the user to be notified of the received emergency calls only.
- **For initiated emergency calls -** You can select this option if you want the user to be notified of the initiated emergency calls only.
- **For both -** You can select this option if you want the user to be notified of both the initiated and received emergency calls.

Talkgroup Steering

From the drop-down, you can select either **Yes** or **No**. If you select **Yes**, the user automatically joins the emergency call.

**NOTE:** This feature does not apply to users configured with FNRR tier service.

## Streaming Video

The **Streaming Video** section allows you to enable or disable the live video stream session feature for user profiles. When you enable this feature, users can send one-way stream live videos with audio to another user. You can configure whether the type of video stream pull is **Confirmed** to initiate the video stream after the confirmation from the recipient, or **Unconfirmed**, which means that no confirmation is needed for the video stream.

The following selections are available for you to configure the streaming video:

**Video**

Allows you to enable or disable the video stream for the selected user to send and receive one-to-one, talkgroup, and quick group video streams.

**Initiate confirmed pull**

If you select **Yes**, the user needs to accept the request received from the authorized user to start the video stream on the device. However, if you select **No**, the video stream starts on the device of the user without acceptance.

**Receive group video**

If you select **Yes**, the user can receive a talkgroup video stream. However, if you select **No**, the user cannot receive talkgroup video streams from the user-assigned talkgroup list but can receive one-to-one video streams.

## Location

The **Location** section allows to manage user preference for location sharing to authorized users. The following selections are available for you to configure the location sharing:

**Operational Status Messages (OSM)**

Allows the user to send quick status messages to authorized users in the group.

**Geofence**

Monitors geographical activity on a group using virtual boundaries. When a user in a group crosses the set boundary, the alerts are rigged.

**Bread Crumb Feature**

Allows dispatcher to monitor the location history of a user and the path traversed.

## User Profile Assigned to User Tab

**Assigned to User** tab displays the contacts to which the user set is assigned. The list contains the following information:

- **Name**
- **Phone Number**
- **Client Type**
- **Status**

You can click on the **User Set** icon to view all the users assigned to the user set.

**Assign Members**

You can click the icon to assign a member.

**Tools**

Allows to select one or multiple members. After selecting the members enables **Delete** icon.

**Delete**

Allows to un-assign the user profile from a member.

# User Profile Sharing

User Profile Sharing allows users to share their profiles with single or multiple agencies as defined in the trust matrix.

It is shown in the Central Admin Tool portal with distinct identification. The agency that the profile is shared with can assign a user to a group but cannot modify the profile except for modifying its users assigned.

The following are the three profile types:

- Owned Profile
- Shared Profile
- Normal Profiles

**NOTE:** Sharing is not enabled with this profile type.

## Creating a Shared User Profile

Creating a Shared User Profile allows users to add to groups by their agency.

**Prerequisites:** Ensure that the agency is configured.

**Procedure:**

1. On the left navigation panel, click the **User Profiles** tab.
2. Perform one of the following:
   - Click **Create New Profile**.
   - Click the **Edit** icon nest to the user profile name.
3. Select the **User Profile Sharing** checkbox.

   The **Corporate List** drop-down filed displays.
4. Select the corporate to which you want to share the user profile.
5. Click **Save**.

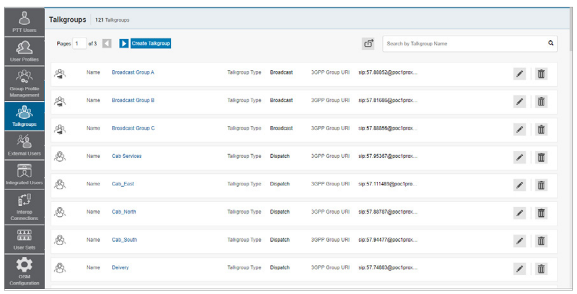
   **NOTE:** A list of user profiles with specific icons indicates which profiles are shared or owned.

# Talkgroups

The Talkgroups section allows you to manage the talkgroups for the FNRR Users.

There are two types of talkgroups. The talkgroups that are personal and managed on the phone or dispatch and talkgroups that you manage. The **Talkgroups** work area displays the list of talkgroups within your organization. The following information about each talkgroup is displayed:

- **Name**
- **Talkgroup Type**
- **Member Number**



**NOTE:** For some small agencies, the autopairing feature automatically creates a talkgroup named *all-users talkgroup* when there is no corporate administration access. Not all agencies are autopaired. As the autopaired Agency grows, corporate administration access is required to manage the contacts and talkgroups.

If your Agency was autopaired previously and you are given access to **Contact and Talkgroup Management** now, which means your Agency is no longer autopaired. However, you can manage the previously created autopaired talkgroup as any other talkgroup.

## Talkgroup Types

The **Talkgroup** work area displays the following talkgroup types:

### Standard Talkgroup

This icon indicates the standard talkgroup in the list area and work areas. A standard talkgroup can have one or more supervisors assigned.

### Dispatch Group

This icon indicates the dispatcher group in the list area and work areas. A dispatch talkgroup is a standard talkgroup with the additional capability to assign a dispatcher.

### Broadcast Group

This icon indicates the broadcast group. A broadcast group is a special type of talkgroup where the communication is one-way from the broadcasters of the talkgroup to the members. These types of talkgroups allow a broadcaster to make high-priority calls for making important announcements.

### Large Talkgroup

This icon indicates the large talkgroup up to 3,000 members in the list area and work areas. Any group that has members greater than 250 member and up to 3000 members is a identified by a different Icon in CAT indicating its a large talk group

### MCX Standard Group

This icon indicates that the talkgroup is an MCX, very large talkgroup in the list area and work areas.

### Pre-configured Group

This icon indicates that a talkgroup has been configured as a **Pre-configured Group**. A preconfigured group allows authorized users, like third-party dispatch users, to create groups on demand to allow PPT voice calls, messaging, or video calls by creating temporary groups. These groups can have affiliate groups (Max. 20) and regroup until ungroup operation is done.

You can hover over the icon to view the user type.

A **Needs Attention** icon on the talkgroup icon indicates that the talkgroup needs attention. Talkgroup typically needs attention in the following scenarios:

There is a missing information. For details management see the Talkgroup Details section.

There is no activation code. For activation code management, see the Activation Code section.

The talkgroup does not meet the minimum requirements or exceeds the maximum allowed requirement.

See the following available actions in the **Talkgroups** main work area.

- You can create new talkgroup. See Talkgroup Creation.
- You can edit the talkgroup name by clicking on the name of the group name and changing the name as desired.

  The name should be fewer than 30 characters long and have at least one nonspace character. Duplicate names are not allowed in the Agency.

Accept changes clicking the **Save Name** icon next to the name.

- You can search the talkgroups by entering the name in the **Search** field.

  This area also has options to search for specific parameters. For more information, see the Search section.
- You can delete a talkgroup by clicking the **Delete** icon.
- You can view and **Edit** the talkgroup details. See the Talkgroup Details section.
- You can export the **Talkgroups** page data in *.csv* format by clicking the **Export** icon. Exported files are stored in a **.csv** file and help you to modify the details in bulk.
- If the talkgroup is **Linked** to an Interop talkgroup, you can click the **Linked to Interop Talkgroup** icon to see the linked Interop talkgroup details.
- You can share group profiles with single or multiple agencies. For more information, see the **Group Sharing** section in Talkgroup Details.

# Talkgroup Creation

The **Contact and Talkgroup Management** supports the following talkgroup types:

**Standard Talkgroup**

A standard talkgroup can have one or more supervisors assigned. To create a standard talkgroup, see the Creating Standard Talkgroup section.

**Dispatch Talkgroup**

A dispatch talkgroup is a standard talkgroup with the additional capability to assign a dispatcher. The members of the talkgroup are called fleet members. To create a dispatch talkgroup, see the Creating a Dispatch Group section.

**Broadcast Group**

A broadcast group is a special type of talkgroup where the communication is one way from the broadcasters of the talkgroup to the members. These types of talkgroups allow a broadcaster to make high-priority calls for making important announcements. A broadcast group can have up to 500 members, including the broadcaster. To create a broadcast talkgroup, see the Creating Broadcast Groups section.

**Preconfigured Talkgroup**

You can use preconfigured groups to configure a template that assigned users can use to dynamically create a group on a need basis and allow quick communication in times of need. To create a preconfigured talkgroup, see the Creating Preconfigured Talkgroup section.

If the talkgroup consists of up to 3,000 members, a large talkgroup icon is shown next to the talkgroup name. You cannot enable Geofence and Geo Location features for a large talkgroup and dispatcher, or the supervisor does not receive the location updates from the large talkgroup members.

The talkgroup count assigned to the user excludes the dynamic area-based talkgroups. It is applicable to all the types of talkgroups.

**NOTE:** Standard, Dispatch, and Broadcast talkgroups can have up to 3000 members. The maximum numbers of members in a talkgroup depend on the server configuration.

A preconfigured group allows authorized users, like third-party dispatch users, to create groups on demand to allow PPT voice calls, messaging, or video calls by creating temporary groups. These groups can have affiliate groups (the maximum is 20) and regroup until ungroup operation is done.

## Creating Preconfigured Talkgroup

You can use preconfigured groups to configure a template that assigned users can use to dynamically create a group on a need basis and allow quick communication in times of need. The templates can be used to achieve the group-regroup functionality.

**Procedure:**

1. From the **Talkgroups** work area, click **Create Talkgroup**.
2. From the **Talkgroup Type** drop-down, select a talkgroup type.

   **New Talkgroup** window displays.
3. Enter a name for the talkgroup in the **Group Name** field.

   **NOTE:** The name should be less than 30 characters long and have at least one non-space character. Duplicate names are not allowed in the Agency.
4. From the **Avatar** the drop-down, select an avatar.

A list of all available avatars is listed in the Avatar Icons.

5. Select the **Pre Configured Group** checkbox.

   A warning message displays the following: *Pre Configured Group feature will be enabled, any member level data assigned will be lost. Do you want to continue?*

6. Click **Save**.

## Creating Standard Talkgroup

**Procedure:**

1. From the **Talkgroups** work area, click **Create Talkgroup**.

2. From the **Talkgroup Type** drop-down, select **Standard**.

   **New Talkgroup** window displays.

3. In the **Group Name** field, enter the talkgroup name.

   **NOTE:** The name should be less than or equal to 30 characters long and have at least one nonspace character. Duplicate names are not allowed in the Agency.

4. From the drop-down, select an **Avatar**.

   For a list of all available avatars, see the Avatar Icons section.

5. If required, assign a status message from the **Operational Status Message** drop-down.

6. To make the group an **MCX Group**, select the check box.

   **NOTE:** You can create an MCX group with up to 100,000 members. At a time only 3,000 members can be affiliated for calling and messaging. An MCX group icon shows next to the talkgroup icon for an MCX group. You can assign MCX groups only through the User Profiles. **NOTE:** Only Standard talkgroups are allowed as very large talkgroups.

   A warning message displays the following: *Very large group feature will be enabled, any member level data assigned will be lost. Do you want to continue?*

7. Select a **Group Profile List** to which you want to associate the talkgroup.

8. To share the talkgroup across the agency, select the **Group Sharing** checkbox.

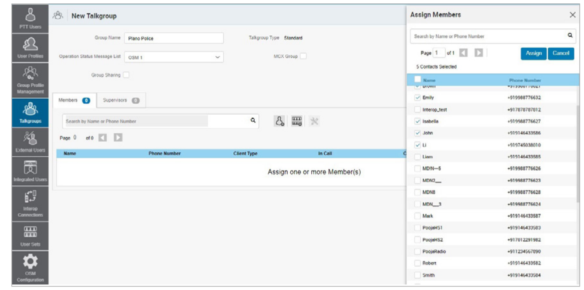
9. To create the talkgroup, click **Save**, a confirmation message displays: *Talkgroup will be created and distributed to members. Are you sure? Note. DO NOT CREATE a Talkgroup with all external contacts only. Make sure that there is at least one internal subscriber in it.*

10. Click one of the following:

    - **OK** to continue. A success message displays.
    - **Cancel** to discard the changes.

11. To assign members, click the **Assign Members** button.

    The **Assign Members** pop-up window displays.




12. Select the members you want to add to the talkgroup by selecting the applicable checkboxes.

    **NOTE:** Only those members that are not already a member of the talkgroup are available for selection. You can also create a talkgroup without members. You can pick a maximum of 200 members at a time for an addition. You can also select members by selecting the checkbox next to the Name header; it functions as a select all checkbox.

13. If you want the talkgroup to be a very large talkgroup, select the **MCX Group** checkbox.

    **NOTE:** Only Standard talkgroups are allowed as very large talkgroups.

    The following message displays: *Very large group feature will be enabled. Any member level data assigned will be lost. Do you want to continue?*

14. If you want to create a pre-configured talkgroup, select the **Pre Configured Group** checkbox.

A warning message displays the following: *Pre Configured Group feature will be enabled, any member level data assigned will be lost. Do you want to continue?*

15. To create the talkgroup, click **Save**.

    A confirmation message displays the following: *Talkgroup will be created and distributed to members. Are you sure? Note: DO NOT CREATE a talkgroup with all external contacts only. Make sure that there is at least one internal user in it.*

16. Click one of the following:
    - **OK** to continue. A success message displays.
    - **Cancel** to discard the changes.

    Once the updated talkgroup is synced to the user handset, a success message displays stating that your talkgroup added successfully

**Result:** A success message is displayed stating that the standard group was successfully added to the talkgroup list.

## Creating a Dispatch Group

**Procedure:**

1. From the **Talkgroups** work area, click **Create Talkgroup**.
2. From the **Talkgroup Type** drop-down, select **Dispatch**.

   **New Talkgroup** window displays.
3. In the **Group Name** field, enter the talkgroup name.

   **NOTE:** The name should be less than or equal to 30 characters long and have at least one nonspace character. Duplicate names are not allowed in the agency.
4. If required, assign an avatar from the **Avatar** drop-down.

   For a list of all available avatars, see the Avatar Icons section.
5. If required, assign a status message from the **Operational Status Message** drop-down.
6. Select a **Group Profile List** to which you want to associate the talkgroup.
7. To share the talkgroup across the agency, select the **Group Sharing** checkbox.
8. Type a name for the talkgroup in the **Talkgroup Name** field.
9. To create the talkgroup, select **Save**, a confirmation message displays:

   *Confirm the automatic contacts assignment If the checkbox is checked, the following is done for you automatically.*

   1. *The members are assigned as contacts to the dispatcher(s)*
   2. *The dispatcher(s) is (are) assigned as contacts to each member 3. The dispatcher(s) is (are) assigned as contacts to each other . Note that the dispatcher cannot get location of a talkgroup member unless the member is in the contact list. Click 'OK' to continue and 'Cancel' to abort the operation.*

   **NOTE:** Only the location of contacts assigned to the dispatcher is available on the Dispatch client. As such, if you want the location of the talkgroup members to be available to the dispatcher, ensure that to check the dispatcher confirmation checkbox.
10. Click one of the following:
    - **OK** to continue. A success message displays.
    - **Cancel** to discard the changes.

**Postrequisites:** Assign a dispatcher to the created group. For more information, see the Talkgroup Dispatchers Tab section.

## Creating Broadcast Groups

**Procedure:**

1. From the **Talkgroups** work area, click the **Create Talkgroup** button.
2. From the **Talkgroup Type** drop-down, select **Broadcast**.

   **New Talkgroup** window displays.
3. In the **Group Name** field, enter the talkgroup name.

   **NOTE:** The name should be less than or equal to 30 characters long and have at least one nonspace character. Duplicate names are not allowed in the agency.
4. From the drop-down, select an **Avatar**.

   For a list of all available avatars, see the Avatar Icons section.
5. To receive the broadcast messages even if they are in **Do Not Disturb** state select the **Broadcast to DND**? checkbox.

6. Select a **Group Profile List** to which you want to associate the talkgroup.
7. To share the talkgroup across the agency, select the **Group Sharing** checkbox.
8. To create the talkgroup, click **Save**.

   A confirmation window displays the following: *You are about to save a broadcast group. Broadcast group allows the broadcasters of the talkgroup to make a one-way call to the members. Do you want to continue?*

9. Click one of the following:
   - **OK** to continue. A success message displays.
   - **Cancel** to discard the changes.

   **NOTE:** Broadcast groups cannot sync to the handset users of the broadcast group.

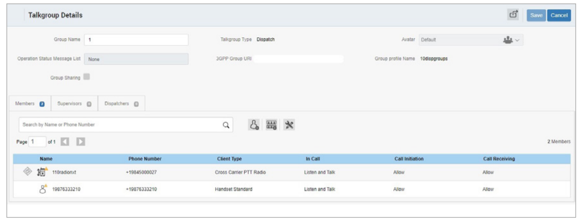
**Result:** A success message is displayed stating that the broadcast group was successfully added to the talkgroup list.

**Postrequisites:** Assign a broadcaster to the created group. For more information, see the Talkgroup Broadcast Tab section.

**NOTE:** You can assign only activated users as a broadcaster to the broadcast group. Additionally, the broadcast group can have more than one broadcaster. You can select at least one broadcaster for the talkgroup.

# Talkgroup Details

To edit a single talkgroup, you can click the **Edit** icon associated with the talkgroup name from the work area. The **Talkgroup Details** window displays.




The talkgroup details are shown as follows:

### Group Name

Displays the name of the talkgroup. You can edit this field.

### Talkgroup Type

Displays the type of the talkgroup. You cannot edit this field.

The following types can be displayed:

- **Standard Talkgroup -** A standard talkgroup can have one or more supervisors assigned.
- **Dispatch Talkgroup -** A dispatch talkgroup is a standard talkgroup with the additional capability to assign a dispatcher. The members of the talkgroup are called fleet members.
- **Broadcast Group -** A broadcast group is a special type of talkgroup where the communication is one-way from the broadcasters of the talkgroup to the members. These types of talkgroups allow a broadcaster to make high-priority calls for making important announcements.

### Avatar

Displays the avatar selected for the talkgroup on the FNRR radio. Depending on your permissions you may edit this field.

### Operation Status Message List

Allows you to assign a status message from the drop-down. You can edit this field.

### 3GPP Group URI

Displays the talkgroup URI. You cannot edit this field.

### MCX Group

Allows to make the talkgroup an MCX Group. You can create an MCX group with up to 100,000 members.

**NOTE: MCX Group** checkbox is available for **Standard** talkgroups only.

### Group Sharing

Group sharing allows you to create talkgroups and share the groups with other agencies for intercommunication between the members.

The owner is the creator of the talkgroup. The shared agency can add the contacts that are available to their agency.

**NOTE:** MCX Talkgroups are required for Group Sharing.

| Owned Group |
|---|
| This icon indicates that a Group is owned by its own agency in the list area and work areas. |

| Shared Group |
|---|
| This icon indicates that a Group is shared from another agency. |

| Warning |
|---|
| This icon indicates that a shared talkgroup needs attention. |

The shared agency does not have edit permission for shared talkgroups and can assign these talkgroups only through the **User Profile**.

Depending on the talkgroup type, different tabs are available. See the following tabs available in the **Talkgroup Details** window:

- You can manage the Members tab. See the Talkgroup Members Tab section.
- You can manage the Supervisors tab. See the Talkgroup Supervisors Tab section.
- You can manage the Dispatchers tab. See the Talkgroup Dispatchers Tab section.
- You can manage the Broadcasters tab. See the Talkgroup Broadcast Tab section.

You can use the **Export** icon to export the talkgroup details data in *.csv* format. Exported files are stored in a *.csv* file.

For the information about opening *.csv* file, see Opening a CSV File.

To save the changes, click **Save.**

## Talkgroup Members Tab

The **Members** tab under the **Talkgroup Details** screen displays assigned members, user sets and interop connections.

The list displays the following information:

- **Name**
- **Phone Number**
- **Client Type**
- **In Call**
- **Call Initiation**
- **Call Receiving**

**NOTE:** Members have different icons depending on the type. You can hover over the icon or view the **Client Type** column to view the type.

You can search the members by **Name** or **Phone Number** in the Search field.

If assigned, you can click on the **User Set** icon to view all the users assigned to the user set.

The following table displays available actions on members.

**Assign Members**

Displays the **Assign Members** tab. You can select the member and click **Assign**. Only those members that are not already a member of the talkgroup are available for selection.

**NOTE:** You can select all members by clicking the checkbox next to the **Name** header, it functions as a **Select All** checkbox. You can create a talkgroup without members. You can assign a maximum of 200 members at a time.

**NOTE:** The talkgroup is changed to an interop talkgroup, indicated by an **Interop** icon, only when there is at least one interop user added to the talkgroup.

**Assign User Set**

Allows to assign or reassign the user set to the talkgroup. Displays the **Assign User Set** tab. You can select user sets and click **Assign.**

**NOTE:** You can select all user sets by clicking the checkbox next to the User **Set Name** header, it functions as a **Select All** checkbox.

**Tools**

Allows to select one or multiple assigned members. After selecting the contacts enables **Delete** and **Permissions** icons.

**Delete**

Allows to remove the member from the talkgroup list.

**Permissions**

Allows to change permissions of a member. Displays the **Select the Configuration:** pop-up window. You can configure the following features:

- **In Call** - Allows to choose whether the members can listen to the call session and be allowed to transmit or talk to the active FNRR call session.

  **Listen & Talk** permission is the default for all the talkgroup members.
- **Call Initiation** - Allows to choose whether the members can initiate a new FNRR call session to the predefined talkgroup.

  **Allow** permission is the default for all talkgroup members.
- **Call Receiving** - Allows to choose whether the members can receive all the calls on the predefined talkgroup that the user is a part of.

  **Allow** permission is the default for all the talkgroup members.

The data does not save until you click the **Save** button.

## Talkgroup Supervisors Tab

You can designate one or more members of a talkgroup as supervisors. A supervisor has additional capabilities allowing to revoke the floor during the call or track members location. If two or more supervisors are in the same talkgroup, each supervisor can use the capabilities.

The **Supervisors** list displays the following information:

- **Name**
- **Phone Number**
- **Client Type**
- **Supervisory Override -** Supervisory Override allows an administrator to designate a talkgroup member to have the privilege to take the floor and speak at any time during a call, even if someone else has the floor. For instance, when the supervisor takes the floor while someone else is speaking, the floor is revoked from the speaker and given to the supervisor.
- **Location Capabilities -** Location Capabilities allow a supervisor to track the location of the talkgroup members. Supervisors can track the location of the talkgroup member by using the Location History feature.
- **Operational Status Messaging Permission -** Operational Status Messaging Permission allows to use the operational status messages.

**NOTE:** Supervisors may have different icons depending on the type. You can hover over the icon to view the type.

You can search the supervisors by **Name** or **Phone Number** in the **Search** field.

The following table displays available actions on supervisors.

**Assign Supervisors**

Displays the **Assign Supervisors** tab.

**NOTE: External Contacts**, **Interop Talkgroups**, and **Interop Connections** are not allowed to be supervisors and are unavailable on the **Assign Supervisors** window for selection.

You can select the supervisor and click **Assign**.

**Tools**

Allows to select one or multiple assigned supervisors. After selecting the contacts enables **Delete** and **Supervisory Location & OSM Permissions** icons.

**Delete**

Allows to remove the supervisor.

**Supervisory-Location & OSM Permissions**

Allows to change permissions of a supervisors. Displays the **Select the Configuration:** pop-up window. You can configure the following features:

- **Supervisory Override**
- **Location Capabilities**
- **OSM Permission**

You can click **Apply** to save the changes.

The data does not save until you click the **Save** button.

## Talkgroup Dispatchers Tab

You can designate one or more members of a talkgroup as dispatchers. A dispatcher has additional capabilities allowing to revoke the floor during the call or track members location. If two or more supervisors are in the same talkgroup, each supervisor can use the capabilities.

**NOTE:** Only the location of contacts assigned to the dispatcher is available on the Dispatch client. As such, if you want the location of the talkgroup members to be available to the dispatcher, ensure that to check the dispatcher confirmation checkbox.

The **Dispatchers** list displays the following information:

- **Name**
- **Phone Number**
- **Client Type**
- **In Call**
- **Call Initiation**
- **Call Receiving**
- **Operational Status Messaging (OSM) Permission**

**NOTE**: Members have different icons depending on the type. You can hover over the icon to view the type.

You can search the dispatchers by **Name** or **Phone Number** in the **Search** field.

The following table displays available actions on dispatchers.

**Assign Dispatchers**

Displays the **Assign Dispatchers** tab. You can select the dispatcher and click **Assign.**

**NOTE:** You can select all dispatchers by clicking the checkbox next to the **Name** header, it functions as a **Select All** checkbox.

**Tools**

Allows to select one or multiple assigned dispatchers. After selecting the contacts enables **Delete** and **Dispatcher Permissions** icons.

**Delete**

Allows to remove the dispatcher.

**Dispatch Permissions**

Allows to change permissions of a dispatcher. Displays the **Select the Configuration:** pop-up window. You can configure the following features:

- **In Call -** Allows to choose whether the dispatchers can listen to the call session and be allowed to transmit or talk to the active FNRR call session.

  **Listen & Talk** permission is the default for all the talkgroup members.
- **Call Initiation -** Allows to choose whether the dispatchers can initiate a new FNRR call session to the predefined talkgroup.

  **Allow** permission is the default for all talkgroup members.
- **Call Receiving -** Allows to choose whether the dispatchers can receive all the calls on the predefined talkgroup that the user is a part of.

  **Allow** permission is the default for all the talkgroup members.
- **OSM Permission -** OSM Permission allows to use the operational status messages.

The data does not save until you click the **Save** button.

## Talkgroup Broadcast Tab

The **Broadcast** tab under the **Talkgroup Details** screen displays assigned broadcasters.

The list displays the following information:

- **Name**
- **Phone Number**
- **Client Type**

**NOTE:** Broadcasters have different icons depending on the type. You can hover over the icon to view the type.

You can search the broadcasters by **Name** or **Phone Number** in the **Search** field.

The following table displays available actions on broadcasters.

**Assign Broadcasters**

Displays the **Assign Broadcasters** tab. You can select the member and click **Assign.**

**NOTE:** You can select all members by clicking the checkbox next to the **Name** header, it functions as a **Select All** checkbox. You can create a talkgroup without members. You can assign a maximum of 200 members at a time.

**Tools**

Allows to select one or multiple assigned broadcasters. After selecting the contacts enables **Delete** icon.

**Delete**

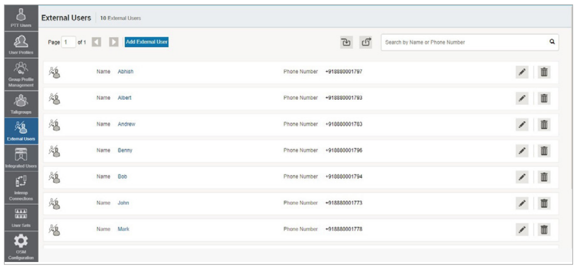
Allows to remove the broadcaster.

The data does not save until you click the **Save** button.

# External Users

The External Users work area displays the list of external users outside your agency. The external users could be the vendors or the partners of the agency. The following information about each user is displayed:

- **Name**
- **Phone Number**



See the following available actions in the **External Users** main work area.

- You can add an external user. See the Adding an External User section.
- You can edit the name by clicking on the name of the user or clicking **Edit** icon and providing the name as desired.

  The name should be fewer than 30 characters long and have at least one nonspace character. Duplicate names are not allowed in the agency.

  Accept changes clicking the **Save Name** icon next to the name.
- You can search for a specific external user by name or phone number.
- You can remove a user from the agency a user by clicking the **Delete** icon. The following message displays: *You are about to delete External Contact from the system. Since External Contacts are shared with other Central Admin, this might affect users, user sets or talkgroups that are not managed by you. Are you sure?*
- You can export the **External Users** page data in *.csv* format by clicking the **Export** icon. Exported files are stored in a *.csv* file and help you to modify the details in bulk.
- You can import the **External Users** page data in *.csv* or *excel* format by clicking the **Import** icon, selecting the file format and the files.

  **NOTE:** In the *excel* file, you must not import any filename with special characters, such as:

  =

  '

  "

  /

  -

  +

  @

  Also, you must not use commas (,) and pipes (|) characters at the beginning of any name.

## Adding an External User

You can add a phone number signed up for (FNRR) service from agencies other than yours.

**Procedure:**

1. From the **External Users** work area, click **Add External User**.
2. Enter the name in the **Name** field.

   **NOTE:** The name should be less than or equal to 30 characters long and have at least one nonspace character. Duplicate names are allowed in the agency, but you receive a warning message.

   You cannot add **Dispatcher, Interop Connection**, **Interop Talkgroup,** and **Administrator** users as external users.
3. In the **Phone Number** field, enter the valid phone number of the FNRR user.

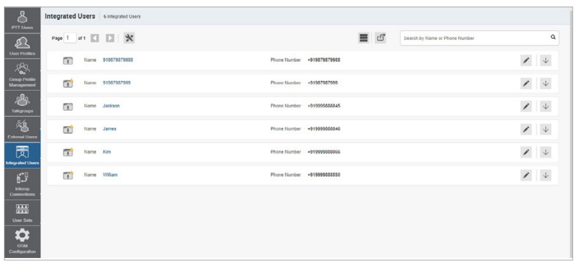
   **NOTE:** You must enter 10 digits in the case of local numbers and add the + prefix and the country code in the case of an international number.
4. To add an external contact to the agency, click **Save**.

# Integrated Users

The **Integrated Users** work area displays the list of integrated users within your agency. This work area displays the list of integrated (FNRR) users within your agency. Integrated users are third-party applications, such as workforce management, developed using a FNRR communication platform.

**Integrated Users** main work area displays the list of integrated users. The following information about each user is displayed:

- **Name**
- **Phone Number**



The following user types are displayed in the Integrated Users work area:

Integrated Mobile

Integrated Tracking

Integrated Web

You can hover over the icon to view the user type.

A **Needs Attention** icon on the FNRR user icon indicates that the user that needs attention. User typically needs attention when there is no activation code. For activation code management, see the Activation Code section.

See the following available actions in the **Integrated Users** main work area.

- You can search for a specific integrated user by name or phone number.
- You can edit the name by clicking on the name of the user and providing the name as desired.

  The name should be fewer than 30 characters long and have at least one nonspace character. Duplicate names are not allowed in the agency.

  Accept changes clicking the **Save Name** icon next to the name.
- You can use the following icons to view additional integrated user information:

**Show More for All**

You can click the icon to show more for all record details.

**Show Less for All**

You can click the icon to show less for all record details.

**Show More**

You can click the icon to show individual user details.

**Show Less**

You can click the icon to show individual user details.

- You can view and **Edit** the interop user details. See Integrated User Details.
- You can remove a user from the agency a user by clicking the **Delete** icon.

  A message displays the following: *You are about to delete External Contact from the system. Since External Contacts are shared with other Central Admin, this might affect users, user sets or talkgroups that are not managed by you. Are you sure?*
- You can export the **Integrated Users** page data in *.csv* format by clicking the **Export** icon. Exported files are stored in a *.csv* file and help you to modify the details in bulk.
- You can click the **Tools** icon to select up to 200 users in a single instance and perform the following actions:

**Change Permission**

Allows to change the user type to one of following:

- **Administrator**
- **Administrator and User**

**Generate Activation Codes**

Allows to generate new activation codes for all selected users.

**Set Messaging**

Allows to change the messaging permissions to all selected users.

- **None** - The selected user cannot send and receive any message.
- **Text** - The selected user can send and receive text messages.
- **Text and Multimedia** - The selected user can send and receive text and multimedia messages, such as an image, video, audio, or a file.

**Set Location Sharing**

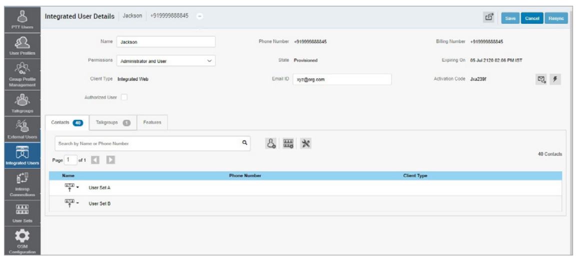
Allows location sharing to all selected users.

Click **Save** to save changes.

**NOTE:** If for some reason the device data is not matching with the data shown in the **Contact and Talkgroup Management**, you can resync the device by clicking **Resync** in top-right corner.

# Integrated User Details

To view or edit integrated user details, you can click the **Edit** icon associated with the integrated user name from the work area.




The following user information details are shown as follows:

**Name**

Displays the name of the user. You can edit this field.

**Phone Number**

Displays the number of the user. You cannot edit this field.

**Billing Number**

Displays the billing phone number of the user. You cannot edit this field.

The billing system assigns a billing phone number to these license packs and generates pseudo phone numbers for each billing phone number.

The billing phone number cannot have FNRR service and thus is unavailable in the work area.

If the user is not a license pack user, the phone and billing numbers are the same.

**Permission**

Displays the type of the user. You can edit this field.

You can manage **Administrator** or **Administrator and User** types only. **Contact and Talkgroup Management** does not allow you to manage public user types.

Subscription types can have the following values:

- **Administrator** - These users only receive contacts and talkgroups from your administrator.
- **Administrator and User** - These users can receive contacts and talkgroups from your administrator and can define and manage their own contacts and talkgroups. They can make and receive calls outside the agency.

**State**

Displays the activation state of the user. You cannot edit this field.

The **State** field represents the service status. The billing system assigns the state and can have one of the following options:

- **Provisioned** - The user has signed up for a service but has not yet activated the client for use.
- **Activated** - The user has downloaded and activated the client and has the necessary configuration for the user to start using the service.
- **Suspended** - The user service is suspended. However, the user can maintain their configuration, contacts, and talkgroups but cannot use the service.

**Expiring On**

Displays the expiration date of the activation code. You cannot edit this field.

When you select the **Generate Activation Code** button, the **Expiring On** shows the validity of the generated code. The activation code typically expires within seven days from generation.

**Client Type**

Displays the client type of the user. You cannot edit this field. Available client types are:

- **Integrated Mobile**
- **Integrated Tracking**
- **Integrated Web**

**Email ID**

Displays the email ID of the user. You can edit this field.

You can enter or update the user email in the **Email ID** field. The activation code is sent to this email ID.

### Activation Code

Displays **Activation Code** and the available actions:

**Email Activation Code**

You can click the icon to send an activation code using email without regenerating it.

---

**Regenerate Activation Code**

You can click the icon to re-generate an activation code.

### Contacts tab

For Integrated User **Contacts** tab available actions, refer to the FNRR User Contacts Tab section.

### Talkgroup tab

For Integrated User **Talkgroup** tab available actions, refer to the FNRR User Talkgroups Tab section.

### Features tab

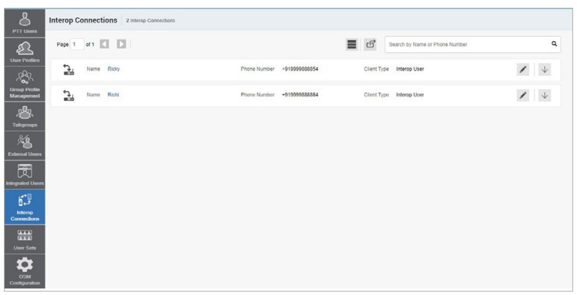
For Integrated User **Features** tab details, refer to the FNRR User Features Tab section.

# Interop Connections

The Interop Connections work area displays the list of interop connections within your agency. An interop connection is a special type of user that facilitates communication between Land Mobile Radio (LMR) and Broadband (FNRR) networks. These users are restrictive, and your administrator cannot assign any contacts to these users. Due to this limitation, the assign contacts and assign user sets buttons are disabled. Additionally, these users can be members of only one talkgroup. The addition of interop connections to more than one talkgroup is not allowed.

**Interop Connections** main work area displays the list of integrated users. The following information about each user is displayed:

- **Name**
- **Phone Number**
- **Client Type**



The following user types are displayed in the Interop Users work area:

**Interop Radio**

This icon indicates the Interop Radio or Interop Talkgroup that allows the interoperability between the Motorola Pushto-Talk over Cellular (POC) system and Interop networks using the Interop Radio solution.

**Interop Talkgroup**

This icon represents a FNRR Talkgroup on an Interop Console.activation code using email without regenerating it.

**Interop User**

This icon indicates an interop user.

**Donor Radio**

This icon indicates a Donor Radio user.

You can hover over the icon to view the user type.

A **Needs Attention** icon on the FNRR user icon indicates that the user that needs attention. User typically needs attention when there is no activation code. For activation code management, see the Activation Code section.

See the following available actions in the **Interop Users** main work area.

- You can search for a specific interop user by entering the name or phone number in the **Search** field.
- You can edit the name by clicking on the name of the user and providing the desired name.

The name should be fewer than 30 characters long and have at least one nonspace character. Duplicate names are not allowed in the agency.

Accept changes clicking the **Save Name** icon next to the name.

- You can use the following icons to view additional interop user information:

**Show More for All**

You can click the icon to show more for all record details.

**Show Less for All**

You can click the icon to show less for all record details.

**Show More**

You can click the icon to show individual user details.

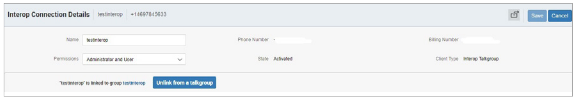
**Show Less**

You can click the icon to show individual user details.

- You can view and **Edit** the interop details. See the Interop Connection Details section.
- You can export the **Interop Users** page data in *.csv* format by clicking the **Export** icon. Exported files are stored in a *.csv* file and help you to modify the details in bulk.
- If the interop talkgroup is **Linked** to a talkgroup, you can click the **Linked to FNRR Talkgroup** icon to see the linked talkgroup details.

# Interop Connection Details

To edit a single interop connection, you can click the **Edit** icon associated with the connection name from the work area. The **Interop Connection Details** window displays.




The user details are shown as follows:

### Name

Displays the name. You can edit this field.

### Phone Number

Displays the phone number. You cannot edit this field.

### Billing Number

Displays the billing phone number of the user or talkgroup. You cannot edit this field.

The billing system assigns a billing number to these license packs. The system generates pseudo phone numbers for each billing number.

The Billing Number cannot have FNRR service and thus is not available in the work area.

For the users without a license pack, the phone number and the billing number are the same.

### Permissions

Displays the permissions type of the user or talkgroup. You can edit this field. Users or talkgroups permissions can have the following values.

- **Administrator -** These users or talkgroups receive contacts and talkgroups from a system administrator.
- **Administrator and User -** These users or talkgroups can receive contacts and talkgroups from a system admin and are capable of defining and managing their contacts and talkgroups. They can make and receive calls outside the agency.

### State

Displays the activation state of the user or talkgroup. You cannot edit this field.

The **State** field represents the service status. The billing system assigns it and can have one of the following options:

- **Provisioned –** The user has signed up for a service but has not yet activated the client for use.
- **Activated –** The user has downloaded and activated the client and has the necessary configuration for the user to start using the service.
- **Suspended –**The user service is suspended. The user can maintain their configuration, contacts, and talkgroups but cannot use the service.

### Client Type

Displays the client type of the user. You cannot edit this field.

See the following sections to view available actions in **the Interop Connection Details** window:

- You can edit the name by clicking on the name and changing it.

  The name should be less than 30 characters long and have at least one non-space character. Duplicate names are not allowed in the agency.

- Accept changes clicking the **Save Name** icon next to the name.

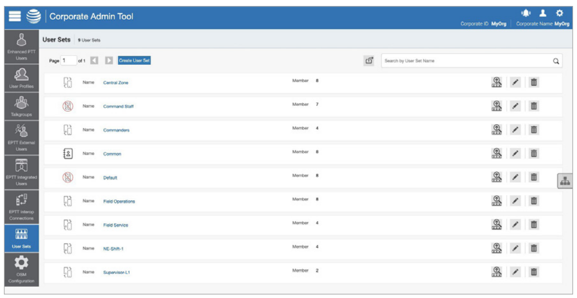
  You can use the **Export** icon to export the **Interop Connection Details** data in *.csv* format. Exported files are stored in a *.csv* file. You can then import the *.csv* file to Contact and Talkgroup Management to apply the changes.

# User Sets

A user set is a fast way to program multiple handsets easily. It is a logical set of users where each member is assigned as a contact to others. The user sets are only visible and manageable from the **Contact and Talkgroup Management** portal.

**User Sets** main work area displays the list of user profiles. The following information about each user profile is displayed:

- **Name**
- **Member -** Displays the number of members in the user set.




Depending on the type and enabled features, user sets can be displayed with the following icons:

**Auto Pair Enabled**

Shows in the **User Sets** list when **Auto Pairing** is disabled.

**Auto Pair Disable**

Shows in the **User Sets** list when **Auto Pairing** is disabled.

**Common Contact List**

Indicates that a common contact list has been enabled.

You can hover over the icon to view the user set type.

See the following available actions in the **User Sets** main work area.

- You can create new user set. See the Creating a User Set section.
- You can search user sets by entering the name in the **Search** field.
- You can edit the name by clicking on the name of the user set and changing the name as desired. The name should be fewer than 30 characters long and have at least one nonspace character. Duplicate names are not allowed in the agency.

  Accept changes clicking the **Save Name** icon next to the name.
- You can view user set assignments details by clicking **View Assignments** icon.

  The **User Set Assignments** page displays where you can view the **Name**, **Users Assigned**, and **Talkgroups Assigned** information for the user set.
- You can view and **Edit** the user set details. See the User Set Details section.
- You can delete a user set by clicking the **Delete** icon.

# Creating a User Set

**Procedure:**

1. From the **User Sets** main work area, click **Create New User Set** the **New User Set** window displays.
2. In the **Name** field, enter the user set name.

   **NOTE:** The name should be less than or equal to 30 characters long and have at least one nonspace character. Duplicate names are not allowed in the agency.
3. Optional: Select the **Auto Pairing** checkbox.

   **NOTE:** For some small agencies, the **Auto Pairing** feature creates a user set named *allusers-user-set* automatically when there is no corporate administration access. Not all agencies are auto-paired. As the auto-paired agency grows, corporate administration access is required to manage the contacts and talkgroups. If your agency was auto-paired previously, and you have access to the Central Admin Tool, your agency is no longer auto-paired. However, you can manage the previously created auto-paired user set like any other user set.

   Only user sets with **Auto Pairing Disabled** are displayed in the **Assign User Sets** window.

The user set can be assigned with one of the icons:

Auto Pairing Enabled

Auto Pairing Disabled

4. Optional: To define the contact list which the PPT user can use across all profiles, perform the following actions:
   a. Click **Common Contacts List** checkbox

      The following warning message displays: *Common Contact List feature will be enabled, and any Auto Pairing related changes will be lost. Do you want to continue?*

b. Click one of the following:

- **Ok** to proceed with the common contact list creation.
- **Cancel** to disable the **Common Contacts List** feature.

5. To assign members, click the **Assign Users** icon.

   The **Assign Members** menu displays.

6. To select the members that you want to add to the user set, click the check boxes next to the user names.

   **NOTE:** Only members who are not already members of a user set are available for selection. You can pick 200 members at a time for an addition. You can also select all members by clicking the check box before the name header.

7. Click **Assign**.

   The selected members are displayed in the **Members** tab, and the total members count increases accordingly.

8. To add the user set, click **Save**.

   A confirmation message similar to the following displays: *User Set will be created and distributed to all the members. Are you sure? DO NOT CREATE a User Set with all External Users only. Make sure that there is at least one internal subscriber in it.*

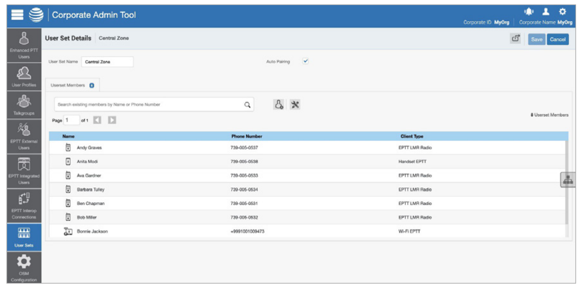
9. To continue, click **OK**.

**Result:** The updated user set is synced to the handset of the user.

# User Set Details

To view or edit user set details, you can click the **Edit** icon associated with the user set name from the work area.

The **User Set Details** window displays the name and members assigned with that user set.




See the following sections to view available actions in the **User Set Details** window:

- You can edit the name by clicking on the profile name and providing an updated one.

  The name should be less than 30 characters long and have at least one non-space character. Duplicate names are not allowed in the agency.

- You can manage the **Members** tab.
- You can use the **Export** icon to export the user set details data in *.csv* format. Exported files are stored in a *.csv* file.

# User Set Members Tab

The **Members** tab under the **User Set Details** screen displays assigned members.

The list displays the following information:

- **Name**
- **Phone Number**
- **Client Type**

**NOTE:** Members have different icons depending on the type. You can hover over the icon to view the type.

You can search the members by **Name** or **Phone Number** in the **Search** field.

The following table displays available actions on members:

**Assign Members**

Displays the **Assign Members** tab. You can select the member and click **Assign**. Only those members that are not already a member of the talkgroup are available for selection.

**NOTE:** You can select all members by clicking the checkbox next to the **Name** header, it functions as a **Select All** checkbox. You can create a talkgroup without members. You can assign a maximum of 200 members at a time.

**Tools**

Allows to select one or multiple assigned members. After selecting the contacts enables **Delete** icon.

**Delete**

Allows to remove the member.

The data does not save until you click the **Save** button.

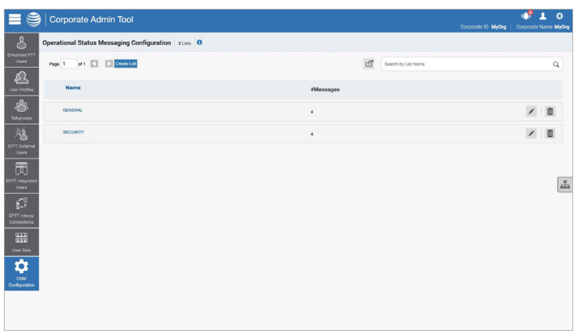
# OSM Configuration

Operational Status Messaging (OSM) configuration allows you to configure the operational status messages for the FNRR users in your agency. You can create the status messages and assign them to your talkgroups list. Also, you can import status messages from a file or existing list of status messages. Additionally, you can search for a specific status message in the work areas on the user interface of the OSM Configuration by code, short text, or long text.

**NOTE: OSM Configuration** feature is applicable only to a few subscription packages. Contact your administrator for more information.

**OSM Configuration** main work area displays the list of OSM lists. The following information about each list is displayed:

- **Name**
- **Messages -** Displays the number of messages in the OSM list.




See the following available actions in the **OSM Configuration** main work area.

- You can create new OSM list. See the Creating Operational Status Message List section.
- You can search OSM lists by entering the name in the **Search** field.
- You can edit the name by clicking on the name of the user set and changing the name as desired. The name should be fewer than 30 characters long and have at least one nonspace character. Duplicate names are not allowed in the agency.

  Accept changes clicking the **Save Name** icon next to the name field.
- You can view and **Edit** the OSM list details. See the OSM Configuration Details section.
- You can delete an OSM list by clicking the **Delete** icon.

## Creating Operational Status Message List

**Procedure:**

1. From the **OSM Configuration** work area, click **Create List**.

   An **Operational Status Messaging Configuration** page displays.
2. In the **List Name** field, enter the name of the message list.

   **NOTE:** The name should be less than or equal to 30 characters long and have at least one nonspace character. Duplicate names are not allowed in the agency.
3. Optional: To make the list default for all talkgroups, click the **Default for Talkgroups** checkbox.

   **NOTE:** Only one list name can be default in the OSM.
4. Click **Add New Message**.

   **NOTE:** You can also import the status messages from a file or an already available list of messages in your **Contact and Talkgroup Management**.
5. In the **Code** field, enter the status code.
6. In the **Short Message** field, enter a short message.

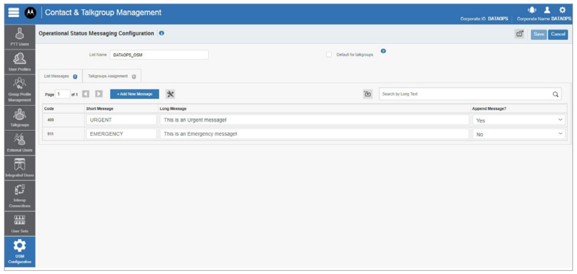
   **NOTE:** The short message length is 1-15 characters (10 default), including special characters based on system configuration.
7. In the **Long Message** field, enter the description of the status message.

   **NOTE:** The long message length is 300 characters (100 default) based on system configuration.
8. From the **Append Message**, click one of the following :
   - **Yes** to allow appending the message.
   - **No** to deny the appending message.
9. To save the status message, click **Save**.

## OSM Configuration Details

To view or edit OSM list details, you can click the **Edit** icon associated with the OSM list name from the work area.

The **OSM Configuration Details** window displays the name, created list messages and talkgroups assigned with that OSM list.




See the following sections to view available actions in the **OSM Configuration Details** window:

- You can edit the name by clicking on the profile name and providing an updated one.

  The name should be less than 30 characters long and have at least one non-space character. Duplicate names are not allowed in the agency.

- If you want to make OSM list default when you create talkgroups, you can select the **Default for Talkgroups** checkbox.

  **NOTE:** Only one list name can be default in the OSM.

- You can manage the **List Messages** tab. See the OSM Details List Messages Tab section.

- You can manage the **Talkgroups Assignment** tab. See the OSM Configuration Talkgroups Assignment Tab section.

- You can use the **Export** icon to export the user set details data in *.csv* format. Exported files are stored in a *.csv* file.

# OSM Configuration Talkgroups Assignment Tab

**Talkgroup Assignment** tab displays talkgroups with assigned OSM list with the following information:

- **Group Name**
- **Members** - Displays the number of group members.
- **Talkgroup Type**

**NOTE:** Talkgroups have different icons depending on the type. You can hover over the icon to view the talkgroup type.

You can search the talkgroup by entering the name in the **Search** field.

You can assign the OSM list to groups by clicking **Assign to Groups.**

**NOTE:** You can select all talkgroups by clicking the checkbox next to the **Name** header, it functions as a **Select All** checkbox.

Click **Assign**.

# OSM Details List Messages Tab

**List Messages** tab displays the list created messages with the following information:

- **Code** - Displays the status code. You cannot edit this field.
- **Short Message** - You can edit this field.
- **Long Message** - You can edit this field.
- **Append Message?** - You can edit this field. Select **Yes** or **No** from the drop-down.

See the following available actions in the **List Messages** tab.

- You can search the messages by entering the parts of the long text in the **Search** field.

- You can assign the OSM list to groups by clicking **Assign to Groups.**

  **NOTE:** You can select all talkgroups by clicking the checkbox next to the **Name** header, it functions as a **Select All** checkbox.

  Click **Assign.**

- You can import data to the **List Messages** tab. See the Importing Operational Status Messages section.

## Importing Operational Status Messages

**NOTE:** In the *excel* file, you must not import any filename with special characters, such as:

=

'

"

/

-

+

@

Also, you must not use commas (,) and pipes (|) characters at the beginning of any name.

**Procedure:**

1. From the **OSM Configuration Details** work area, navigate to **List Messages**.
2. Click the **Import** icon.
3. Depending on the import option, perform one of the following:

| If... | Then... |
|---|---|
| If you want to import a message from a file, | perform the following actions:<br>a. From the Import drop-down, select **From a file.**<br>b. Click **Choose File**.<br>A file selection window opens.<br>c. Select *.csv* file and click **Open**.<br>d. Click **Import**. |
| If you want to import a message from an existing list, | perform the following actions:<br>a. From the **Import** drop-down, select **From an Existing File**.<br>Select **Operational Status Messages to Add to the List** window appears.<br>b. Select the messages.<br>**NOTE:** You can select all members by clicking the checkbox next to the **Name** header, it functions as a **Select All** checkbox.<br>c. Click **Add Selected**. |

4. To save the changes, click **Save**.

# Troubleshooting

This section describes common issues that have been identified and their corrective action.

## Log In Issues

**After I log in, no users show up on the landing page of FNRR Users.**

You should contact your service provider. There may not be any FNRR users added to your agency.

**When logging in, an "Invalid Corporate ID" error displays**

You should contact your service provider. Your agency setup may not have the correct setup.

## User Interface Issues

**When I click the Contact and Talkgroup Management link, nothing happens.**

You must enable your browser pop-ups. For more information on how to enable pop-ups in your web browser, see the Prerequisites section.

**The layout of the Central Admin Tool is not displaying correctly, and some UI Components are not functioning correctly.**

You must ensure that you are using the right version of the browser. For more information, see the Prerequisites section.

If you are using IE11 and above, you should check whether the compatibility mode is turned off. IE 11 has a caching issue that always selects the cached data to display.

Also, to avoid loading a saved UI that does not take the latest updates, you should do the following:

- Clear the browser cache.
- Ensure that the zoom is set to 100%.

For more information, see the Prerequisites section.

**The Resync button is disabled and does not work.**

You must save your changes by clicking the Save button.

**The Update/Save button is disabled.**

There are no changes to save.

**The following message appears: *Data is updated by Another admin. Please refresh the page to get the updated result.***

Multiple administrators can use the Contact and Talkgroup Management at the same time. If one administrator updates the data, the changes by another administrator cannot be accepted.

**Why is the Authorized User checkbox not showing?**

There could be many reasons why it is not showing, such as the following:

- The user has not purchased a package with an emergency feature in it.
- The handset the user was using was a legacy client before the 9.0 release.

  To resolve this issue, you should request the user to upgrade the handset client.

**Multiple incorrect numbers show for one contact under the "Assign Contacts" block.**

You should check for any Skype extension add-on in your browser. You can disable and refresh the page if the Skype add-on is enabled. To disable the add-on, you can do the following:

- If you are using the Chrome browser, you can click the **More Option** in the top right of the browser and go to **More tools - Extensions.** Disable the Skype add-on.
- If you are using the Mozilla Firefox browser, you can click the **Extensions - Manage Extension** in the top right of the browser and disable the extension.
- If you are using Microsoft Edge, you can click the **Setting** icon on the top-right corner and select **Manage add-on**. Afterward, you can select the Skype extension add-on and disable it.

## Contacts Management Issues

**I cannot delete an assigned user. The button is disabled.**

To select the user to delete, you can select the corresponding checkbox and click the **Delete** icon.

**I am unable to generate an activation code for multiple FNRR users. The button is disabled.**

To select the user, you can select bulk operation and select the corresponding checkbox. Afterward, you can click the **Generate Activation Code** icon.

**I selected contact A and made B a contact. However, when I select B, the list does not show A as their contact.**

The assignment of contacts does not work both ways. For this example, you can select B and manually assign A as a contact to B from the **Manage Contacts** tab.

# User Set Issues

**I added Sofia to a user set where Bob is also a member. Bob got Sofia as a contact, but Sofia did not get Bob as a contact. Why?**

The administrator of their agency manages their external users. You do not manage external contacts and talkgroups of the user and have the right to push any contacts or talkgroups to an external contact. To perform the reverse assignment, you can contact the administrator of the external user.

**I created a user set with the title "East Zone," but the handset of the members does not show that user set. Why?**

The visibility of the user set is in the **Contact and Talkgroup Management** only. The members of the user set get each other as contacts. Thus, each member of **East Zone** gets all other members as contacts.

# Generic Issues

**I configured the user where they can start or cancel the emergency remotely. However, now the authorized user is not able to start the emergency. What went wrong?**

For the remote emergency call to work, the destination contact or talkgroup must be set for the user.

# Assigning More Than 250 Contacts to Each User Through User Sets

The maximum number of users in a user set is 250. If your agency has fewer than 250 FNRR users, you can create just one user set, make all the FNRR users members of the single user set, and assign them all to each other as contacts efficiently. However, if your agency wants to assign more than 250 FNRR users to each other as contacts, follow this procedure.

**NOTE:** The following scenario used for example if your agency wants to assign 500 FNRR users to each other as contacts.

**Procedure:**

1. Create two separate user sets, with each containing 250 members.

   The two user sets combined to cover all 500 FNRR users.

2. From the **FNRR Users** page, select a user of the first user set.
3. To assign the user to the other two user sets that the user is not a member of, click the **Assign User Set** button.

**NOTE:** For all the other members of the first and second user sets, repeat step 1 through step 3

# Opening a CSV File

Follow this procedure to open a CSV file in Excel.

**Procedure:**

1. Open the Excel program.
2. Select the **File** tab.
3. Click **Open**.
4. Browse to the location where the CSV file is downloaded.
5. From the drop-down in the lower right-hand corner of the **Open** dialog box, select the **Text File**.

   The text file options include *.prn, .txt, .csv*.
6. Browse for the CSV file and click **Open**.

# Activation Code

Clients other than Handset, Handset FNRR Radio, Interop Radio, Integrated Users, and Interop Talkgroup need a unique code for activation, called an activation code.

Interop Connections and Interop Talkgroups do not need an activation code, and these clients are in an **Active** state immediately after provisioning. For Handset and Interop Radio clients, generating an activation code is optional and required only if the user wants to activate over the Wi-Fi network. For example, a department store where there is no cellular coverage indoors.

## Generating Activation Codes

An activation code is used to register or activate a FNRR user, dispatch, and an integrated user. The system administrator must generate and communicate the code with the user to activate the client.

**Procedure:**

1. From the user list, click the **Edit** icon next to the selected user.

   The **User Details** window displays.

2. Click the **Generate Activation Code** icon.

   A pop-up displays the following message: *Activation code successfully generated. Would you like to send an email?*

3. To send the newly generated activation code to the email ID of the user perform one of the following:

   - Click **OK**.
   - Click the **Send Email** icon.

   A send email activation code window displays.

**Result:** After generating the activation code, the activation code expiry date appears on the user details page in the **Expiring On** field.

## Generating Activation Codes for Multiple Users

You can generate activation codes for a FNRR user, dispatch, and an integrated user at once.

**Procedure:**

1. In the user list, click the **Tools** icon.
2. Perform one of the following actions:
   - To select all records, click the **Select All** checkbox.
   - To select numerous records, click more than one individual checkbox.
3. Click the **Generate Activation Codes** icon.

   The following information message displays: *You have selected to generate new activation codes. Existing activation codes if any are invalidated. Client has to reactivate with new activation code. You do not have to save the changes since the new activation codes are automatically saved after generation.*

4. To generate the activation code, click **OK**.

   **NOTE:** If any of the selected users are already active or have an activation code, only then you get the pop-up message.

   The following confirmation message displays: *Success Multiple Users updated successfully.*

## Resending an Existing Generated Activation Code without Regenerating

You can resend an existing activation code to a FNRR user, dispatch, and an integrated user without generating it again.

**Procedure:**

1. From the user list, click the **Edit** icon next to the selected user.

   The **User Details** window displays.

2. To open an email with the current activation code, on the user details page, click the **Email Activation** icon.
3. To resend the existing activation code to the email ID of the user, click the **Email Activation Code** button.

   A send email activation code pop-up displays.

4. To resend the existing activation code, click the **Send Email** button.

# Regenerating an Activation Code

Follow this procedure to regenerate activation codes for a FNRR user, dispatch, and an integrated user.

**Procedure:**

1. From the user list, click the **Edit** icon next to the selected user.

   The **User Details** window displays.

2. To regenerate the activation code, on the user details page, click **Regenerate Activation Code**.

   Regenerating an activation code for already activated clients deactivates the client, and the following confirmation message displays: *You have selected to generate a new activation code. Existing activation code is invalidated. Client has to reactivate with new activation code. You do not have to save the changes since the new activation codes are automatically saved after generation.*

3. To confirm the regeneration of a new activation code, click **OK**.

   The following pop-up message window displays: *Activation code successfully generated. Would you like to send an email?*

4. To send the new activation code to the email ID of the user, click **OK**.

   A send email activation code pop-up displays.

5. To send the regenerated activation code, click the **Send Email** button.

**Result:** After regenerating the activation code, the activation code expiry date appears on the user details page in the **Expiring On** field.