Sprint Business

User Guide

Sprint Direct Connect Plus - Corporate Administration Tool (CAT)

Release 8.3

December 2017

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1. Introduction and Key Features

The Sprint Direct Connect Plus (SDC Plus) service provides instant communication to individuals and Group Connects at the push of a button. The Corporate Administration Tool (CAT) helps in managing a corporate user’s contacts and Group Connects.

The following is a brief description of key features of the Corporate Administration Tool:

SDC Plus Users Management – Allows you to manage the SDC Plus user profile such as name and subscription type.

Group Connect Management – Allows you to manage Group Connects including, Talkgroup Scanning, supervisory override, permission to the Group Connect members for call initiation, and receive and in call accessibility. There are three types of Group Connects that you can manage: standard, dispatch, and broadcast groups.

External Users Management – Allows you to manage users external to the corporation.

Integrated Users Management (Future Feature) – Allows you to manage the users of types, such as Integrated Mobile, Integrated Tracking, and Integrated Web.

Interop Connections Management (Future Feature)– Allows you to manage the users between the Interop and SDC Plus.

User Sets – Allows you to manage the user sets to SDC Plus Users, Group Connects, or Integrated Users.

2. Getting Started

This section describes the steps you must take to start using the Corporate Administration Tool.

This section is organized as follows:

Prerequisites

Required Browsers

The Corporate Administration Tool requires one of the following browsers. You must ensure that the browser you are using meets the following requirements:

- Apple Safari 8 or higher
- Google Chrome 45 or higher
- Microsoft Internet Explorer (IE) 11
- Microsoft Edge 25 or higher
- Mozilla Firefox 41 or higher

Hardware Requirements

Your PC must have the minimum recommended hardware for the Corporate Administration Tool.

- Recommended RAM size 8 GB.

Ensuring Correct Display of the Website

Enabling Pop-ups

The Corporate Administration Tool opens in a new browser window. Be sure to enable pop-ups to access the Corporate Administration Tool.

Reset Zooming

To display the Corporate Administration Tool properly, make sure that the browser you are using has a zoom setting of 100%. To reset the zoom to 100%, press **CTRL+0** (zero) on your keyboard.

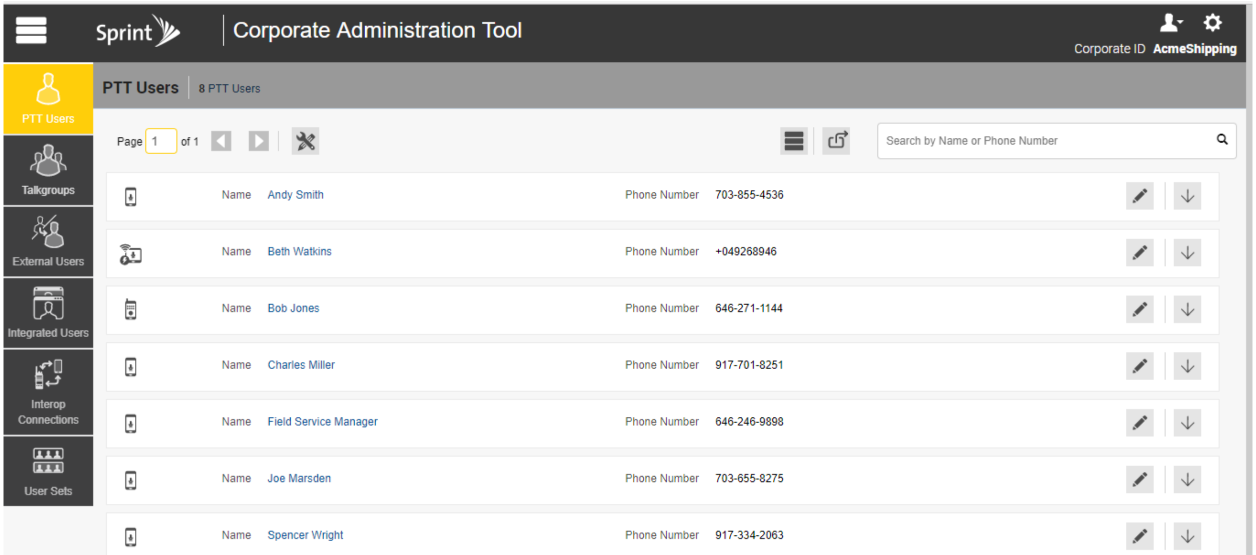
Log into the Sprint Direct Connect Plus Corporate Administration Tool (CAT)

Log into Sprint.com with your Sprint.com user name and password. User needs to navigate to the My Preferences page. Click the hyperlink for the SDC Plus Corporate Administration Tool (CAT).

3. Navigate the Sprint Direct Connect Plus Corporate Administration Tool (CAT)

The generic screen layout of the Corporate Administration Tool contains three common navigational features (Header Area, Navigation Area, and the Work Area). The header area is at the top, the navigation area is located to the left, and the work area is in the center.

This section is organized as follows:



Corporate Administration tool Main Screen

Header Area

The header area contains a Menu, Logo, My Account, Settings, as well as the Corporate ID and Corporate Name.

Header Area

My Account

My Account allows you to exit the Corporate Administration Tool.

When you click the **Exit** option, a dialog box is displayed. “Do you want to exit Corporate Administration Tool?” Click **Exit** to exit the program or click **Cancel** to go back to your previous operation.

Settings

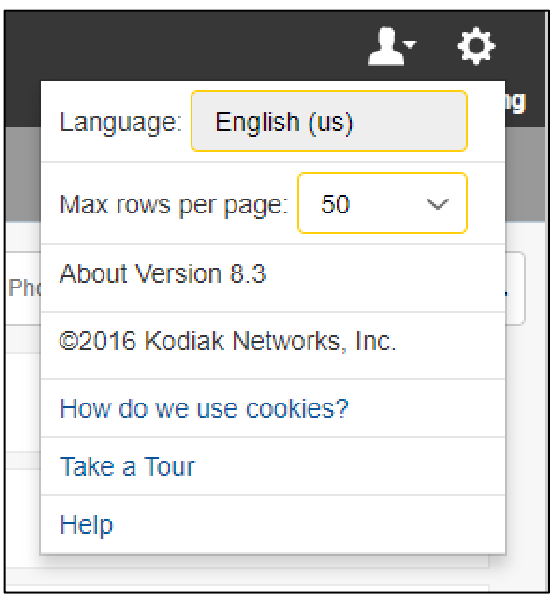
The settings are listed as follows:

- **Language –** Allows you to select the language, if another language is supported.
- **Max rows per pages –** Displays the number of rows to be shown per page in the work area. By default the 50 contacts will be shown per page. You can change the number of contacts displayed up to 200 from the drop-down.

Note: For the purpose of this document, 200 contacts is considered as the number of rows displayed.

- **About –** Displays the product version number of the product you are logged into.
- **Copyright –** Displays the product copyright details.
- **How do we use cookies** – Displays how do we use cookies to save user’s browsing preferences depend upon the server configuration.
- **Take a Tour –** Shows basic features and demo of the application.
- **Help –** Allows you to access various documents such as user guide when you click on the Help.

Note: Ensure to enable pop-ups in the browser to access the “Help” page.



Settings

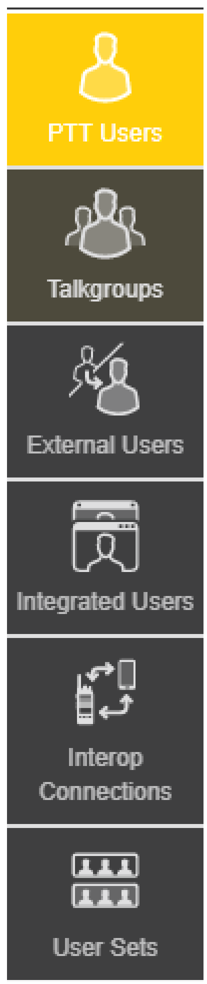
Header Area Icons

The following table lists the Header Area icons you will see in the Corporate Administration Tool.

Name	Icons	Description
My Account		Click to exit the application.
Menu		Click to access any available associated applications, such as Corporate Administration Tool.
Settings		Click to access the Language setting, Max rows per page, About version, How do we use cookies, Take a tour, Copyright, and Help.

Navigation Area

The left pane of the Corporate Administration Tool is the navigation area. This area contains menus which provide quick navigation to the corporate data information such as “SDC Plus Users”, “Group Connect”, “External Users”, “Integrated Users”, “Interop Connections” and “User Sets” work areas.

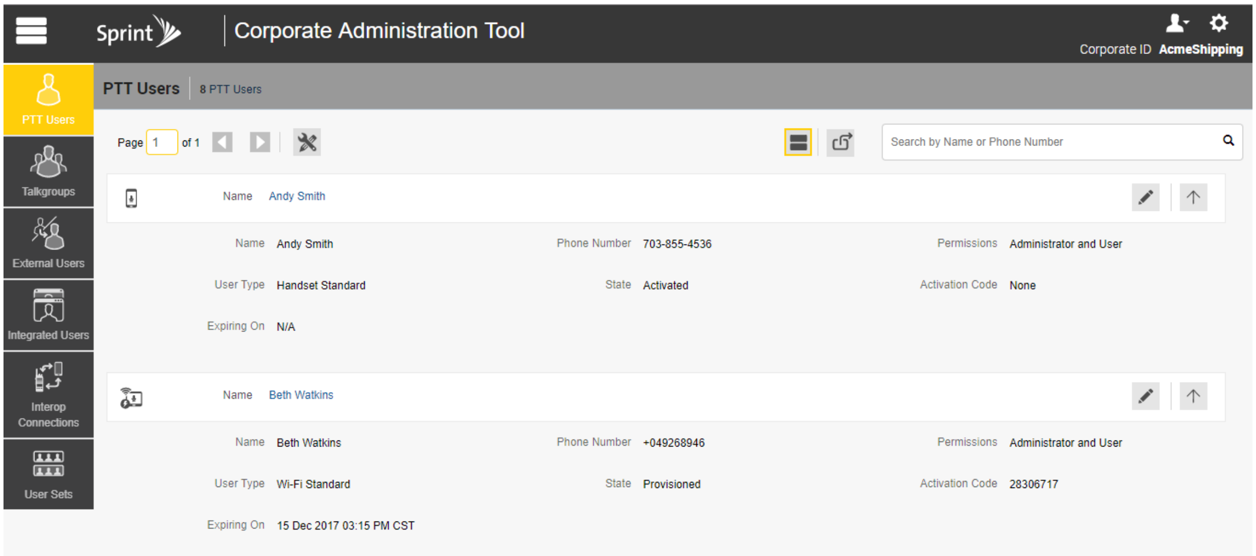


CAT Navigation Area

Sprint PTT Users

The “PTT Users” work area displays the list of users within your corporation. You can click the ***PTT Users*** menu in the navigation area.

You can search for a PTT User Name, Phone Number, State, User Type and Permission. This area also has options to search for specific user parameters. For details, refer to the "Search" section of this document.



PTT Users Main Screen

The following user types are displayed in the “PTT Users” work area. PTT Users are identified with unique icons as described in the "PTT Users Icons" section of this document.

- Handset SDC Plus Radio
- Handset Standard
- Needs Attention
- Wi-Fi SDC Plus Radio - Sprint Tablet
- Wi-Fi Standard - Sprint Tablet

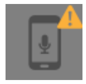
In this work area, to select a single user, click the user row.

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

Note: By default 50 users will be displayed. To view up to 200 users, change the “Max rows per page” from the Settings in the header.

Sprint Direct Connect Plus Users Icons

The following table lists the SDC Plus Users icons you will see in the Corporate Administration Tool.

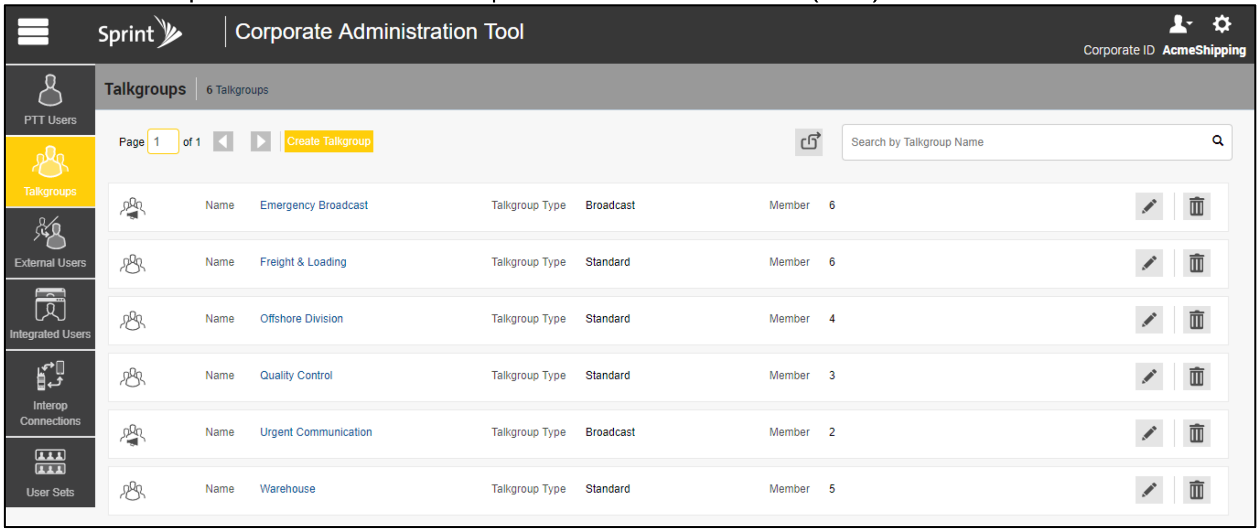
Name	Icons	Description
Handset Standard		This icon indicates a Handset Standard.
Handset Standard Warning		This icon indicates that a Handset Standard needs attention.
Handset SDC Plus Radio		This icon indicates a Handset SDC Plus Radio.
Handset SDC Plus Radio Warning		This icon indicates that a Handset SDC Plus Radio needs attention.
Wi-Fi Standard		This icon indicates a Wi-Fi Standard.
Wi-Fi Standard Warning		This icon indicates that a Wi-Fi Only Standard needs attention. A Wi-Fi Standard will typically need attention when there is no activation code.
Wi-Fi SDC Plus Radio		This icon indicates a Wi-Fi SDC Plus Radio.
Wi-Fi SDC Plus Radio Warning		This icon indicates that a Wi-Fi SDC Plus Radio needs attention. A Wi-Fi SDC Plus Radio will typically need attention when there is no activation code.

Group Connect

Talkgroup and Group Connect are used interchangeably within this document.

The Talkgroup work area displays the list of Group Connect groups within your corporation. To view the Group Connects, click on the **Talkgroup** menu in the navigation area.

You can search for a Group Connect Name or Type. For details, refer to the "Search" section of this document.



Talkgroup Main Screen

Group Connects are identified with unique icons as described in the "Group Connect Icons" section of this document. A Group Connect can also be assigned a specific Avatar as described in the "Avatars" section of this document.

The following types of Group Connects are displayed in the Group Connects for creation:

- Broadcast
- Dispatch (Future Feature – This feature should not be used at this time)
- Standard

Click the **Create Talkgroup** button to create a new Group Connect.

Group Connect Icons

The following table lists the Talkgroup icons you will see in the Corporate Administration Tool.

Name	Icons	Description
Broadcast Group		This icon indicates the broadcast group.
Broadcast Group Warning		This icon indicates that a broadcast group needs attention. Broadcast groups will typically need attention when a Group Connect does not meet the minimum requirements or exceeds the maximum requirements than allowed.
Broadcaster		This icon indicates that the user is a broadcaster of the broadcast group.
Change Call Initiating Permissions		This icon allows you to change or edit the call initiating permissions for a dispatch group type. Available options are as follows: Allow, Do not allow.

Name	Icons	Description
Change Call Receiving Permissions		This icon allows you to change or edit the call receiving permissions for a dispatch group type. Available options are as follows: Listen and Talk, Listen Only.
Change In Call Permissions		This icon allows you to change or edit the in call permissions for a dispatch group type. Available options are as follows: Allow, Do not allow.
Talkgroup		This icon indicates a Talkgroup in the list area and work areas.
Standard Group Connect		This icon indicates the standard Group Connect in the list area and work areas.
Standard Group Connect Warning		This icon indicates that a standard Group Connect needs attention. Standard Group Connect will typically need attention when there is no activation code.

Avatars

The following table lists the Avatar icons that you can assign to a Group Connect to be displayed on the SDC Plus Radio user type in the Corporate Administration Tool.

Name	Icons	Description
Default		The default icon associated with a Group Connect.
Airplane		The airplane icon associated with a Group Connect.
Book		The book icon associated with a Group Connect.
Car		The car icon associated with a Group Connect.
Construction		The construction icon associated with a Group Connect.
Delivery		The delivery icon associated with a Group Connect.

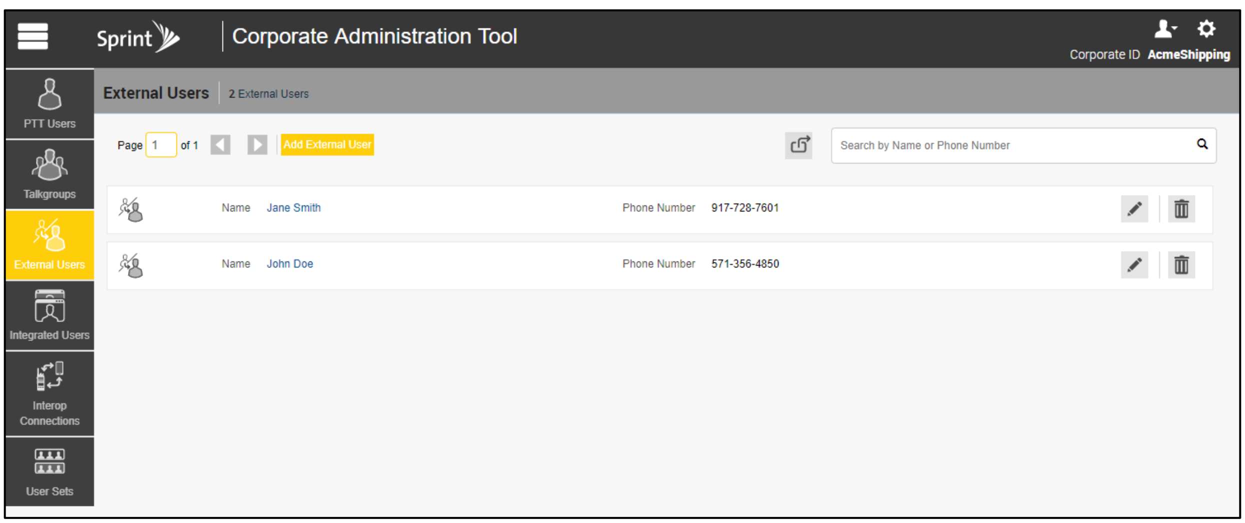
Name	Icons	Description
Desktop PC		The desktop PC icon associated with a Group Connect.
Dispatcher		The dispatcher icon associated with a Group Connect.
Driver		The driver icon associated with a Group Connect.
Envelope		The envelope icon associated with a Group Connect.
Field Service		The field service icon associated with a Group Connect.
Flower		The flower icon associated with a Group Connect.
Front Desk		The front desk icon associated with a Group Connect.
Housekeeping		The housekeeping icon associated with a Group Connect.
Laptop		The laptop icon associated with a Group Connect.
Medical		The medical icon associated with a Group Connect.
Notepad		The notepad icon associated with a Group Connect.
SDC Plus Phone		The SDC Plus phone icon associated with a Group Connect.
Room Service		The room service icon associated with a Group Connect.
Security		The security icon associated with a Group Connect.

Name	Icons	Description
Supervisor		The supervisor icon associated with a Group Connect.
Telephone		The telephone icon associated with a Group Connect.
Tree		The tree icon associated with a Group Connect.
Truck		The truck icon associated with a Group Connect.
Warehouse		The warehouse icon associated with a Group Connect.
Worker		The worker icon associated with a Group Connect.

External Users

The External Users work area displays the list of external Users outside of your corporation.

The External Users work area has options to search for a specific external user by Name or Phone Number. For details, refer to the "Search" section of this document.



External Users Main Screen

Icons are identified in the "External Users Icon" section of this document.

The following types of users are displayed in the External Users section:

- External Users

Click the ***Add External Users*** button to create a new External Users.

External Users Icon

The following table lists the External Users icon you will see in the Corporate Administration Tool.

Name	Icons	Description
External User		This icon indicates that a user is a different corporation.

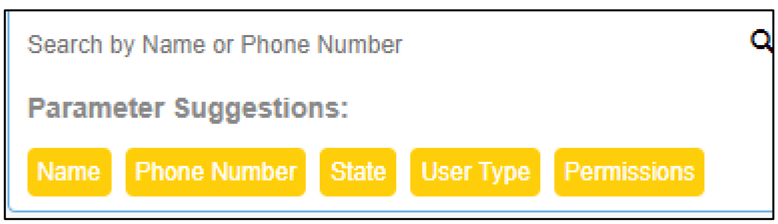
Work Area Navigation

Users are listed alphabetically in the work area. You can navigate through the pages by using the arrows at the top-left of the page or type a page number in the text field. A maximum of 200 users can be displayed for each page.

Note: By default 50 users will be displayed. To view up to 200 users, change the “Max rows per page” from the Settings in the header.

Search

You can search for a specific name in the work areas on the user interface of the Corporate Administration Tool.



Search Screen

The search narrows down and shows matching results as you are typing. The search is not case-sensitive. The result is a list with the search string anywhere in the Name or Phone number.

Note: Special characters are filtered from the search string while searching for the User using its Phone Number.

You can search for SDC Plus Users, External Users, Integrated Users and Interop Users by entering the Name or Phone number in the search box.

You can search for Group Connects by entering the Group Connect Name, type and Interop type in the search box.

To search the User Set, enter the name of the User Set in the search box.

Using Parameters

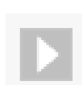
You can use the following parameters to narrow your search results. Select the desired parameter and begin typing. Not all parameters are available for every work area. These parameters are as follows:

- **Name** – Enter up to a 30-alpha numeric character name.
- **Phone Number** – Enter up to a 30-alpha numeric character number.
- **User Type** – Click the drop-down and select the available options. Types are available based on the work area.
- **State** – Click the drop-down and select the available options: Active, Provisioned, or Suspended.
- **Permission** – Click the drop-down and select the available options: Corporate and Corporate and User.

Common Icons

The following table lists the common icons you will see in the Corporate Administration Tool.

Name	Icons	Description
Assign Contacts		Click to assign a contact.
Assign User Set		Click to assign a user set for a single SDC Plus user.
Tools		Click to active multiple operations for multiple selections including change permission and generate activation codes.
Cancel or Close		Click to cancel or close the current operation.
Change Permission		Click to change type Administrator or Administrator and User. This icon is active in when Tools is clicked.
Close		Click to close the current window.
Close User Set		Click to close user sets for SDC Plus Users, Group Connects, External Users, Integrated Users and Interop users.

Name	Icons	Description
Collapse Details		Click to collapse the details for a single SDC Plus User and Integrated Users.
Delete		Click to delete the record data.
Edit		Click to edit the record data.
Error		This icon indicates an unsuccessful operation. Click to close the error message.
Expand Details		Click to expand the details for a single SDC Plus User and Integrated Users.
Export		Click to export all tabular data in CSV file format.
Generate Activation Code		Click to re-generate an activation code.
Generate Activation Codes		Click to generate activation codes for multiple selected users. This icon is active in Tools is clicked.
Show More for All		Click to show more for all record details.
Show Less for All		Click to show less for all record details.
Assign User Set		Click to manage the user sets for SDC Plus Users, Group Connects, External Users, Integrated Users and Interop users.
Next Page		Click to display the next page of records.
Previous Page		Click to display the previous page of records.
Save Name		Click to save the record.

Name	Icons	Description
Name Change Cancel		Click to cancel the name change.
Search		Displays in the search text box.
Send Email		Click to send an activation code using email.
Show Less		Click to show fewer record details.
Show More		Click to show more record details.
Users		This icon indicates a user.
Success		This icon indicates a successful operation.
User Set		Click to view the User Set that you are not a member of.
User Set Member		Click to view the User Set that you are a member of.
View Distribution		Click to view the User Set Distribution.
Go to Top		Click to go to top of the window.
Information		Click to view the information.

4. Manage Sprint Direct Connect Plus Users

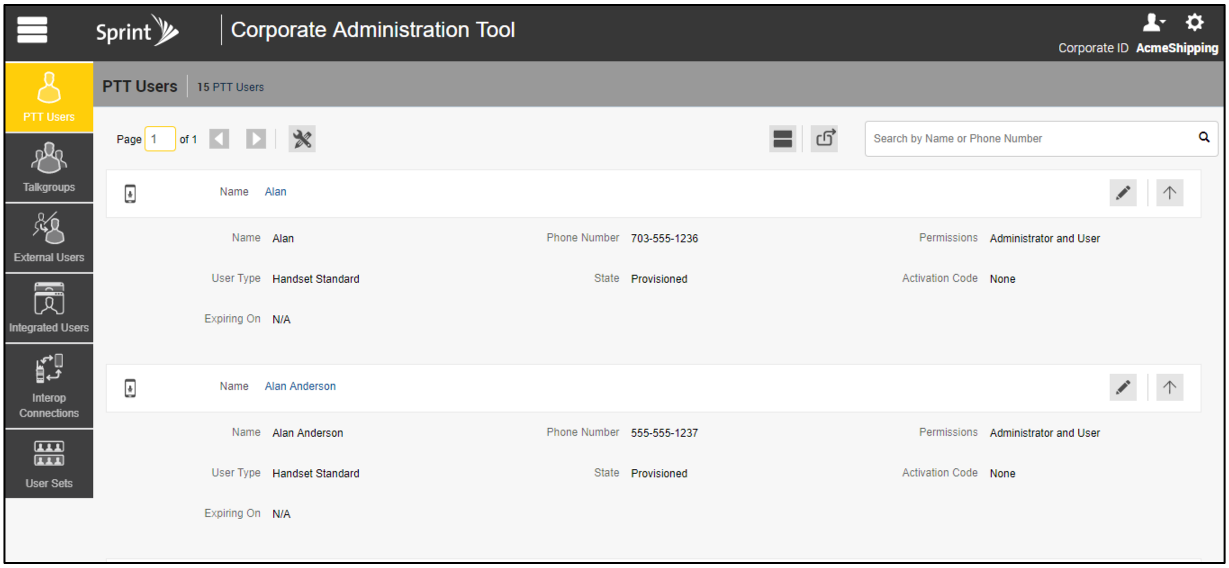
The Manage SDC Plus Users section describes how to manage the user profile in the work area (PTT Users, TalkGroup, External Users, Integrated Users, Interop Connections and User Sets using the Corporate Administration Tool (CAT)).

PTT Users icons are identified in the "SDC Plus Users Icons" section of this document. For common icons, refer to the "Common Icons" section of this document.

This section is organized as follows:

View a User

To view a user, click the ***PTT Users*** menu from the CAT navigation. The PTT Users main screen is displayed as shown below.



PTT Users Main Screen

Note: To edit the name, double-click the Name field and change the name as desired.

You can view the following information on clicking the **Show More for All** icon to view an individual PTT User details:

- Name
- Phone Number
- User Type
- Permissions
- State
- User ID

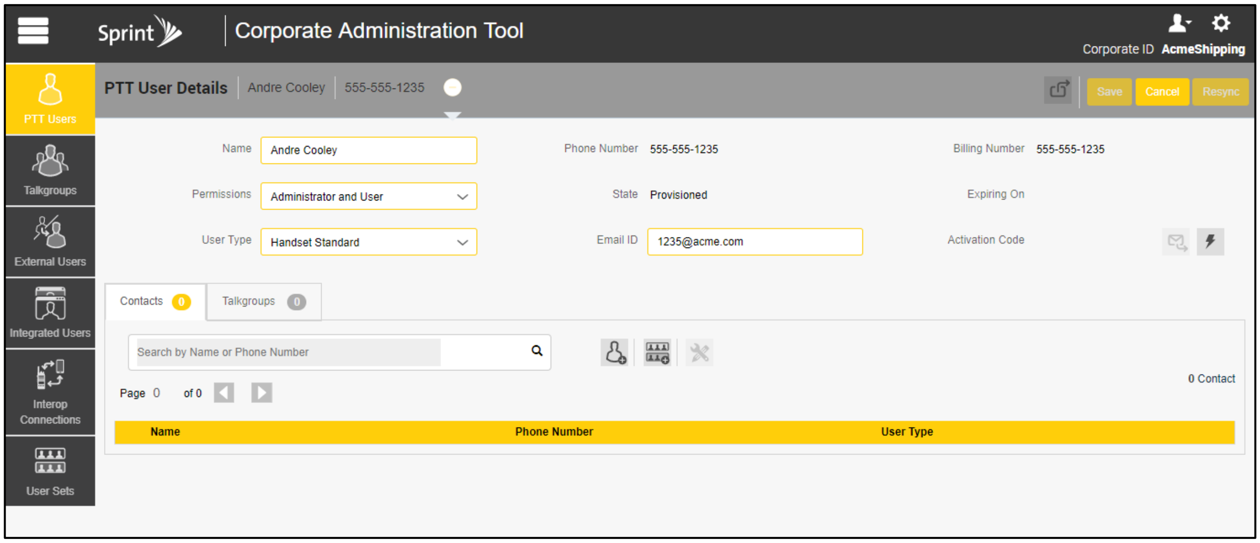
You can use the **Export** icon to export the page data in CSV format. For more details, see the "Using the Export Operation" section in this document.

You can use the search operation using specific parameters, refer to the "Search" section of this document.

To select one or multiple users, click the ***Tools*** icon and click the check boxes associated with the users you want to select.

Edit a User

To edit a single user, click the **Edit** icon associated with the user name from the work area. The user profile is displayed.



Single User Selection

The following details of a User profile is shown as follows:

- **Name** – Displays the name of the user. This field can be edited.
- **Phone Number** – Displays the number of the user. This field cannot be edited.
- **Billing Number** – Displays the billing phone number of the user. This field cannot be edited. For more information, refer to the "Permissions" section in this document.
- **Permissions** – Displays the corporation type permissions of the user. This field can be edited. For more information, refer to the "Permissions" section in this document.
- **State** – Displays the activation state of the user. This field cannot be edited. For more information, refer to the "State" section in this document.
- **Expiring On** – Displays the expiration date of the activation code. This field cannot be edited. For more information, refer to the "Expiring On" section in this document.
- **User Type** – Displays the client type of the user. This field can be edited. For more information, refer to the "User Type" section in this document.
- **Email ID** – Displays the email ID of the user. This field can be edited. For more information, refer to the "Email ID" section in this document.
- **Activation Code** – Displays the activation code of the user. This field cannot be edited. For more information, refer to the "Activation Code" section in this document.
- **Messaging** – Allows you to enable or disable the messaging feature for the user. You can select the checkbox(es) from the Text, Multimedia and Location to enable the features.
- **Geofence** – Allows you to enable or disable the geofence feature for the SDC Plus User.
- **Location History** – Allows you to enable or disable the location history feature for the SDC Plus

Users. You can use the **Show More for All** icon to view the details of all the users expanded at once.

The user's profile is shown on the top portion of the work area, which consists of the following information.

Permissions

Select the new users **Permission** from the drop-down.

You can manage Administrator or Administrator User types only. You are not allowed to manage Public user permissions. User permission can have the following values.

- **Administrator** – These users will only receive contacts and Group Connects from a corporate administrator.

- **Administrator and User** – These users can receive contacts and Group Connects from a corporate administrator and have the capability to define and manage their own contacts and Group Connects. They can make and receive calls outside the corporation.

State

The State field represents the user service status. It is assigned by the billing system 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's service is currently suspended. The user can maintain their configuration, contacts, and Group Connects but cannot use the service.

User Type

The User Type represents the read-only information about the user type and are as follows:

- Handset SDC Plus Radio (this would include a Sprint provisioned tablets)
- Handset Standard (this would include a Sprint provisioned tablets)
- Wi-Fi SDC Plus Radio
- Wi-Fi Standard

Expiring On

The Expiring On is a system generated once the Generate Activation Code button is selected. The activation code typically expires within seven days from generation.

Email ID

Enter or Update the user e-mail in the Email ID field. The activation code is sent to this Email ID.

Activation Code

The clients other than Handset, Handset SDC Plus Radio, Interop Radio, Integrated Users, Interop Group Connect, and Patch Endpoint need a special code for activation. This is called an activation code.

Interop User and Interop Group Connect do not need an activation code and these clients will be in

‘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. An example of this would be a department store where there is no cellular coverage indoors. Refer to "Generate Activation Codes" on how to

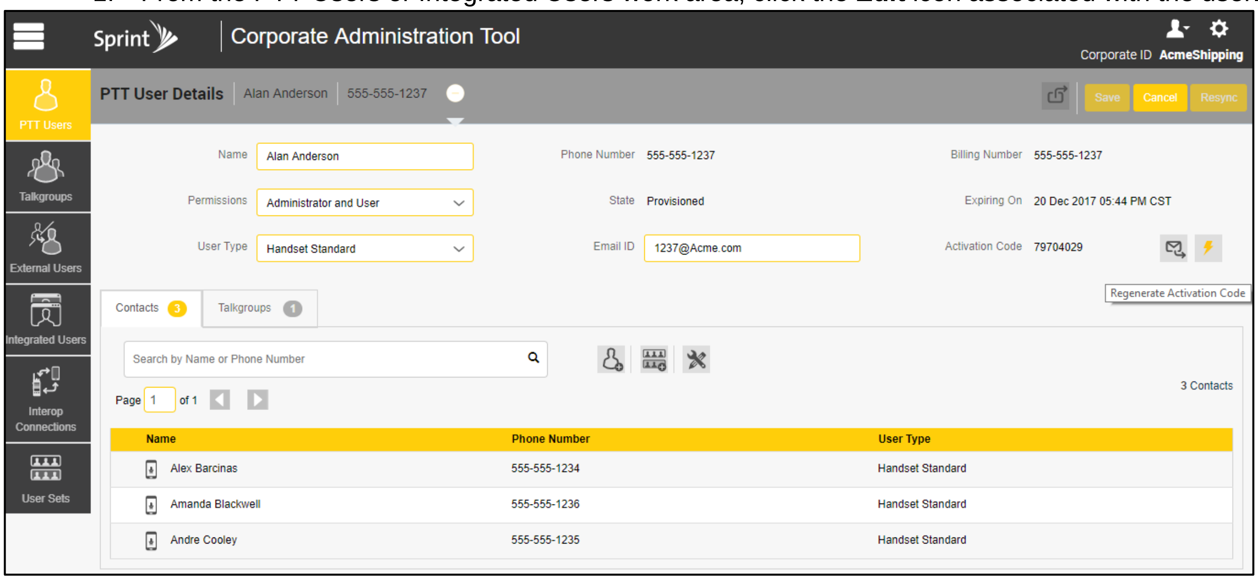
generate an activation code for handset users activating over Wi-Fi. A similar method is followed to activate other types of clients.

Re-Sync a User

For more information, refer to the "Re-sync a Device " section in this document.

Generate Activation Codes

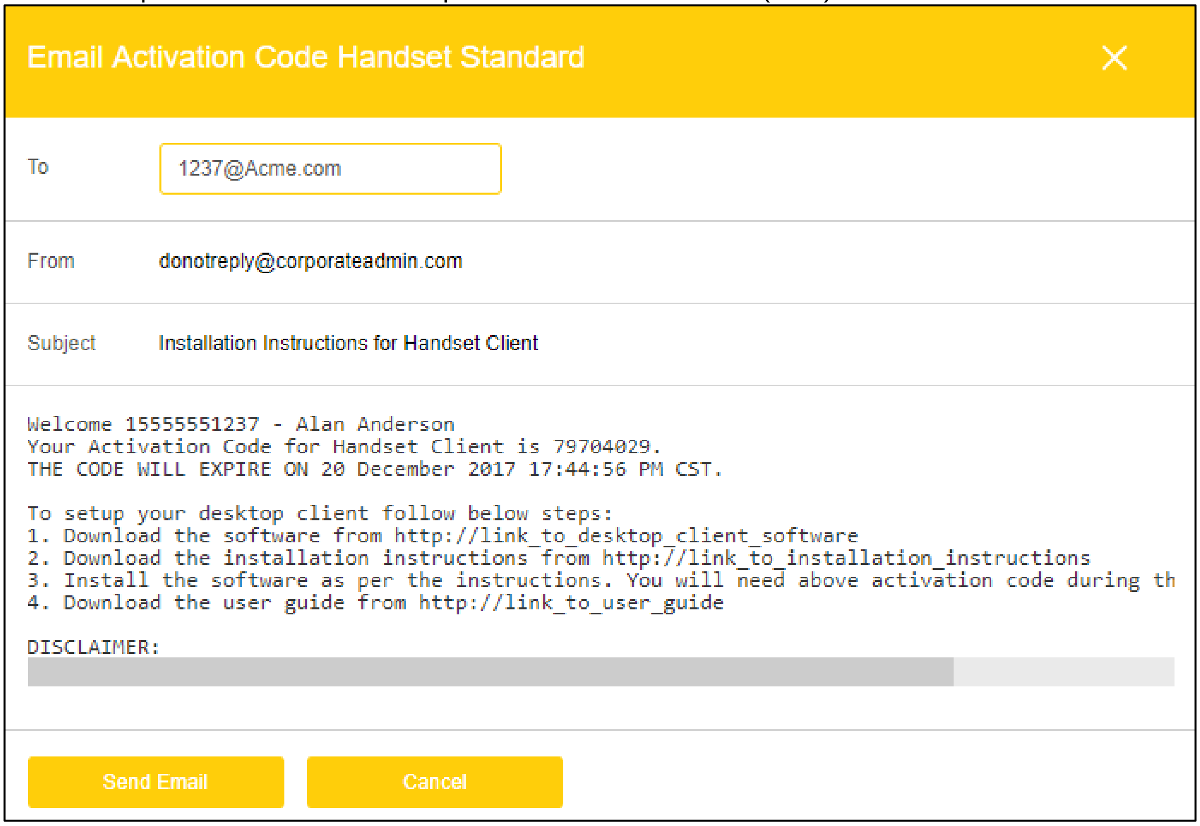
1. From the PTT Users or Integrated Users work area, click the **Edit** icon associated with the user.



Generate Activation Code for a User

2. Click the **Generate Activation Code** icon. A pop-up message window is displayed, “*Activation code successfully generated. Would you like to send an email.*”

3. Click **OK** to send the new activation code to user’s Email ID. A Send Email with Activation Code to Handset Client pop-up window displays.

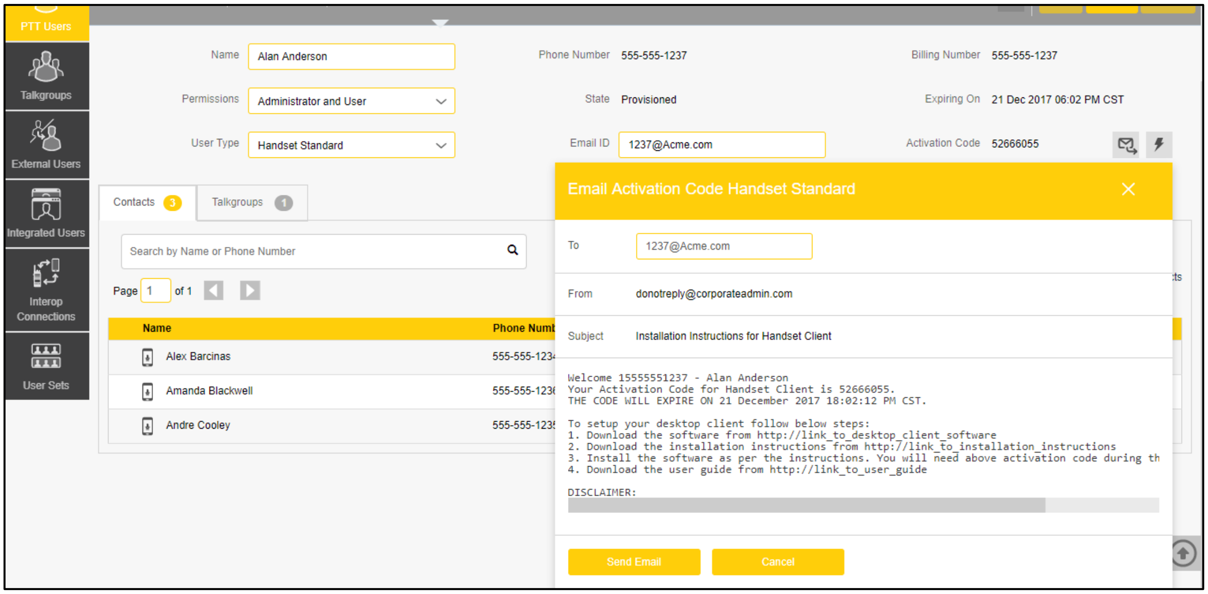


Send New Activation Code to User

4. Click the **Send Email** button to send the newly generated activation code.
5. After generating the activation code, the activation code expiry date appears on the ***User Profile*** page in the ***Expiring On*** field.

Regenerate an Activation Code

1. Click **Regenerate Activation Code** on the ***User Profile*** page to regenerate the activation code. Regenerating an activation code for already activated clients deactivates the client, thus a confirmation message window is displayed, "*You have selected to generate a new activation code. Existing activation code will be invalidated. Client will have to re-activate with new activation code. You do not have to save the changes since the new activation codes are automatically saved after generation.*"
2. Click **OK** to confirm for the regeneration of a new activation code. A pop-up message window is displayed, "*Activation code successfully generated. Would you like to send an email.*'
3. Click **OK** to send the new activation code to the user's Email ID. A Send Email with Activation Code to Handset Client popup window is displayed.

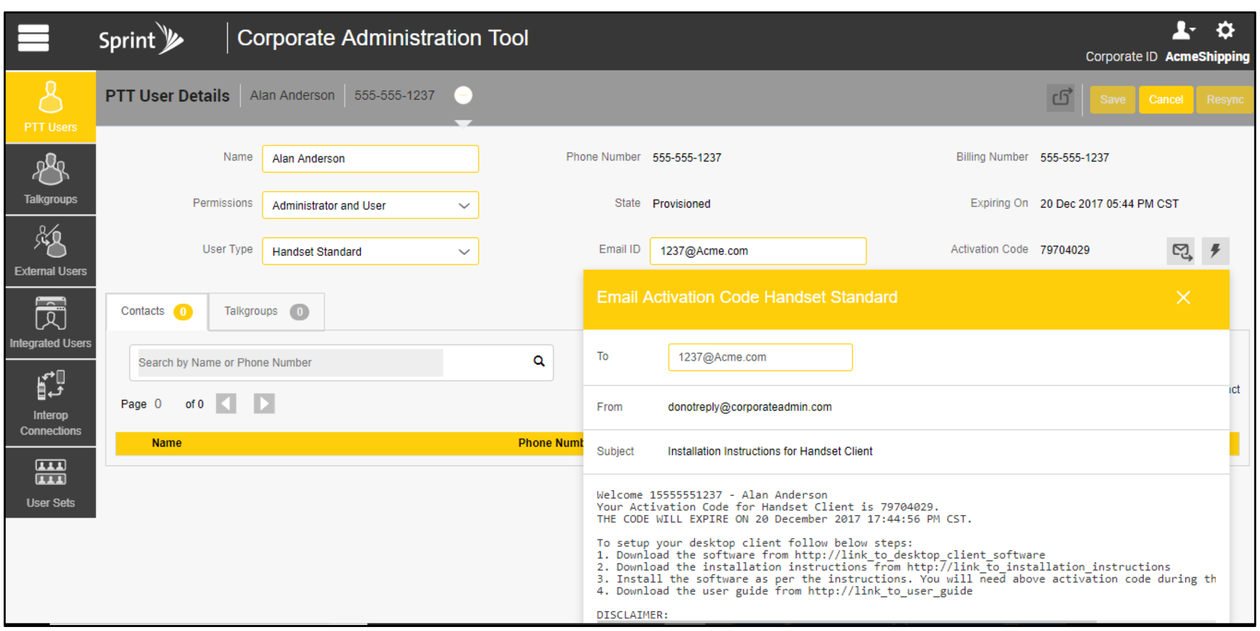


Send Email Activation Code

4. Click the **Send Email** button to send the regenerated activation code.
5. After regenerating the activation code, the activation code expiry date appears on the ***User Profile*** page in the ***Expiring On*** field.

Resend an Existing Generated Activation Code without Regenerating

1. From the PTT Users or Integrated Users work area, click the **Edit** icon associated with the user.
2. Click **Email Activation** icon on the ***User Profile*** page to open an email with the current activation code.
3. Click the ***Email Activation Code*** button to resend the existing activation code to the user's Email ID. A '*Send Email with Activation Code*' pop-up window displays.



Resend an Existing Generated Activation Code without Regenerating

4. Click the **Send Email** button to resend the existing activation code.

Manage Contacts

There are two types of Sprint Direct Connect Plus (SDC Plus) contacts: those that are personal and managed on the phone, and those that are managed by the CAT. This section covers the SDC Plus contacts that are managed by the CAT.

The phone book management for contacts is designed with three tabs under the ***Manage Contact*** tab. An administrator can navigate between these tabs, perform the required changes, and later update the changes.

There are two ways that you can assign contacts to a user.

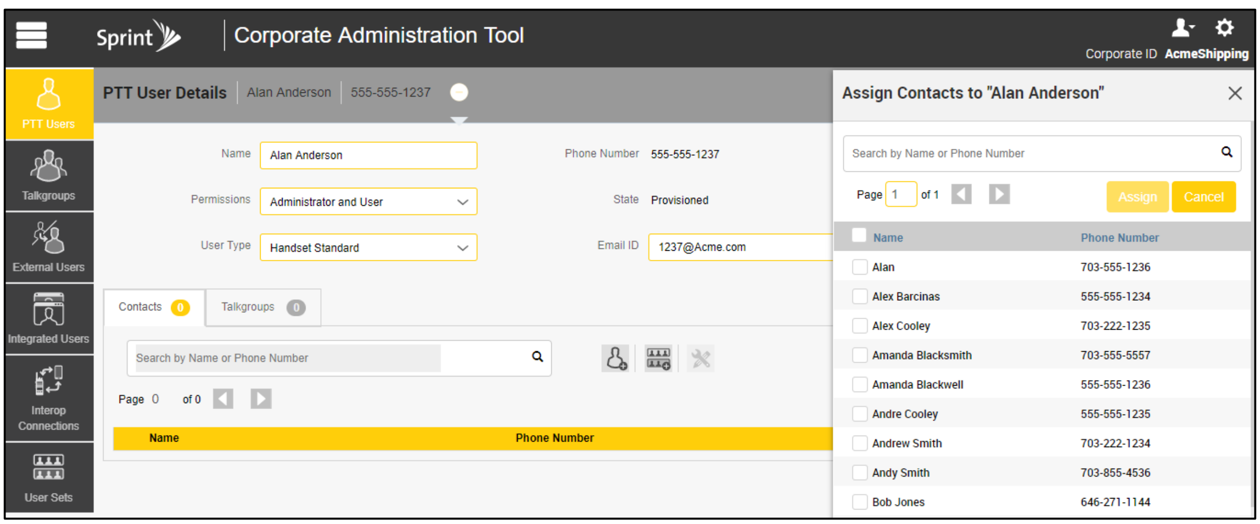
1. Selecting individual members from user's list.
2. Creating or assigning a user set to a user.

This section describes the first method. For the second method, refer to the "Assign More than 200 Contacts to Each User through User Sets" section of this document.

Assign Contacts

Perform the following steps to assign contacts.

1. Select a user as explained in the "View a User" section of this document.
2. From the Contacts tab, click the **Assign Contacts** button.



Assign Contacts

3. Select the contacts you want to assign to the user's phone book by selecting the applicable check boxes. Only those contacts that are not already assigned to the user are available for selection. You can also select multiple contacts by clicking the check box before the Name header, which functions as a **Select All** check box.
4. Click **Assign**. The assigned contacts are displayed in the ***Contacts*** tab and the total contacts count is increased accordingly.

Note: You may receive an error if you select an External Contact(s) which is not part of the Corporation.

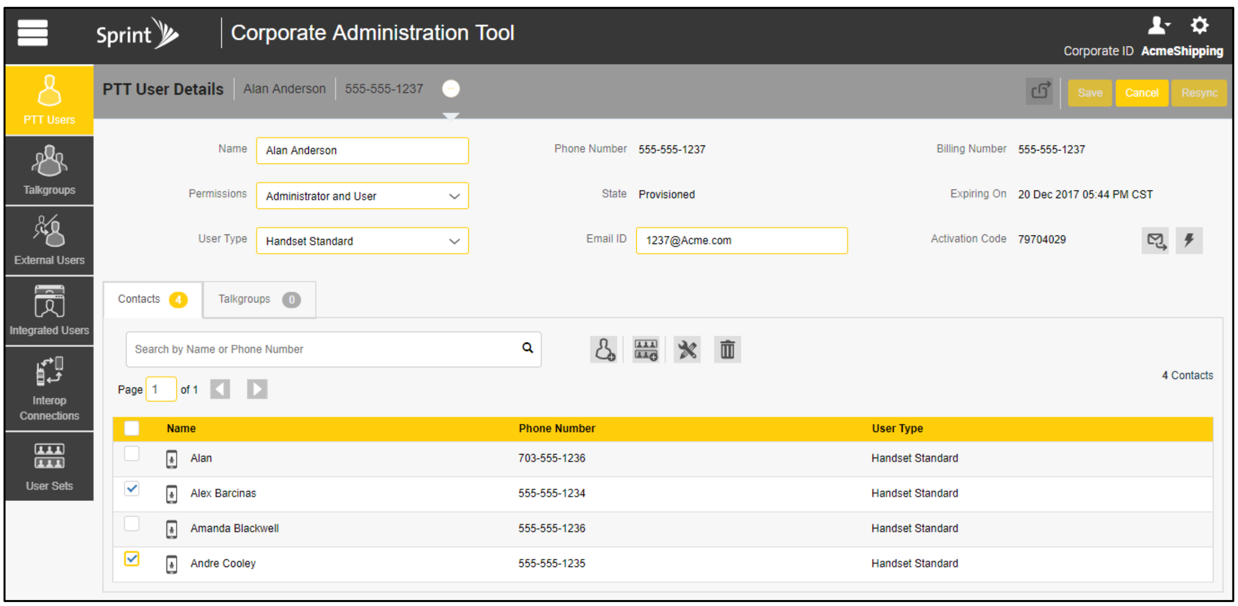
5. Click **Save** to save your changes. A confirmation message is displayed. The assigned contacts will be synced to the user's handset.

Note: You can select a combination of up to 200 individual contacts or any number of user sets at one time until you reach the maximum of 1000 (new and existing) total contacts. When completed, click the **Save** button to save all records. The data is not saved until the **Save** button is clicked.

Remove Contacts

Perform the following steps to remove a contact.

1. Select a user as explained in the "View a User" section of this document.
2. In the work area, click the **Tools** icon.
3. From the ***Contacts*** tab, select the check box associated with the contact to be deleted.
4. You can also search for the contact by selecting a parameter.



Remove Contacts

5. Click the **Delete** icon to perform the removal operation. A confirmation message is displayed stating user name profile was updated successfully. The contacts selected for removal are removed from the Contacts tab, and subsequently, the Total Contacts count decreases.

Note: You can select up to 200 individual contacts or any number of user sets at a time for removal. When completed, click the **Save** button to save all records. The data is not saved until the **Save** button is clicked.

Manage User Sets

A user set is a faster way to program multiple handsets easily. It is a logical set of users where each member of the user set is assigned as a contact to other. The user sets are only visible and manageable from the Corporate Administration Tool (CAT).

For more information, refer to the "Manage User Sets Assigned to SDC Plus Users, Group

Connects, or Integrated Users" section in this document.

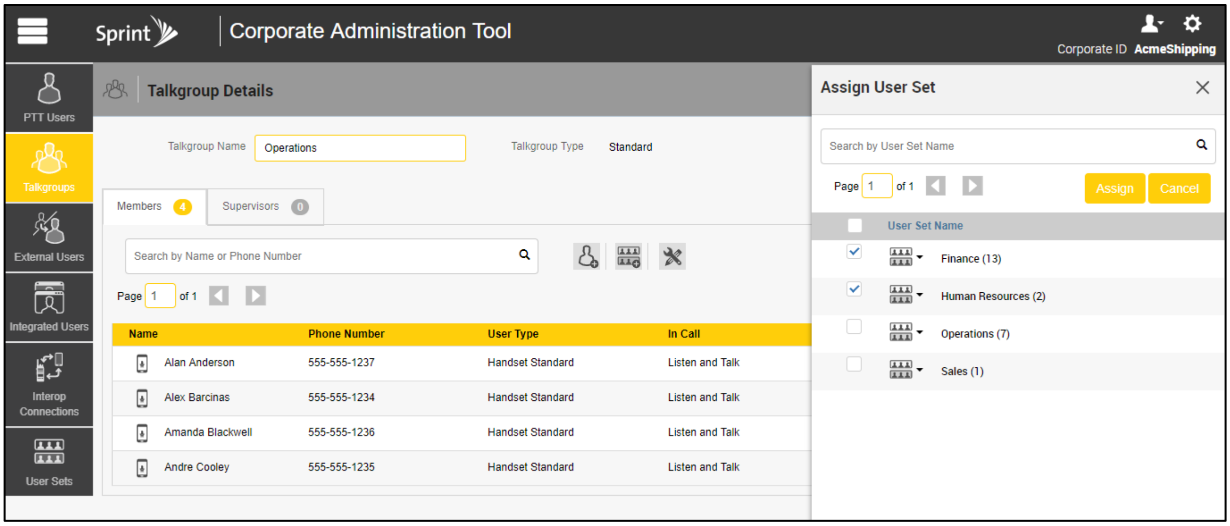
Add a User Set as Contacts to a User

To add a user set as contacts of a user, refer to "Assign a User Set" section in this document.

User Sets updates are propagated automatically.

To add a User Sets to a group

1. Select a group from the **Talkgroups** tab and click edit button.
2. Click the **Assign User Set** tab and a pop-up assign user set window is displayed.



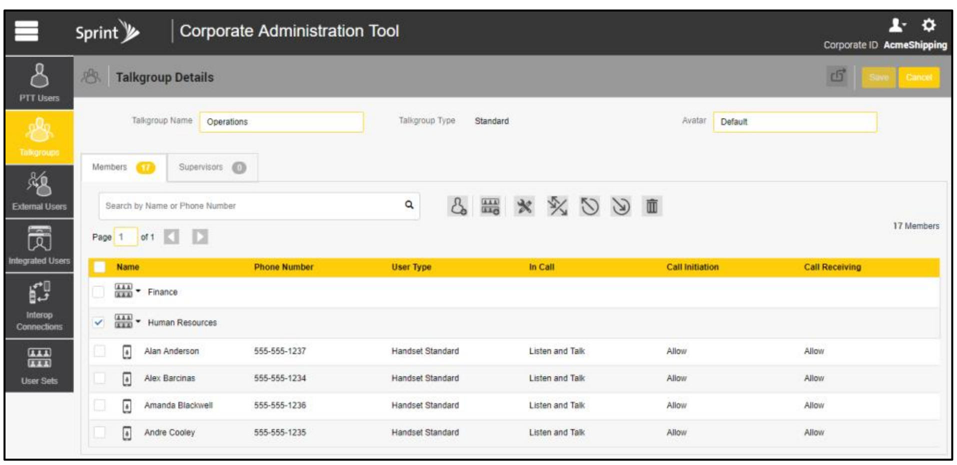
Add User Sets as Members of a Group

3. Select the user sets and click the **Assign** button.
4. Click **OK** to continue on the confirmation message that appears.

Remove a User Set from a User

To remove a user set from a user that you are not a member of, refer to "Remove a User Set" section in this document.

To remove a user set from a user that you are a member of, refer to "Remove Members from a User Set" section in this document.



Remove a User Set from a Group Connect

View User Set Members Associated with a User

To view user set members associated with a user, refer to "View User Set Members".

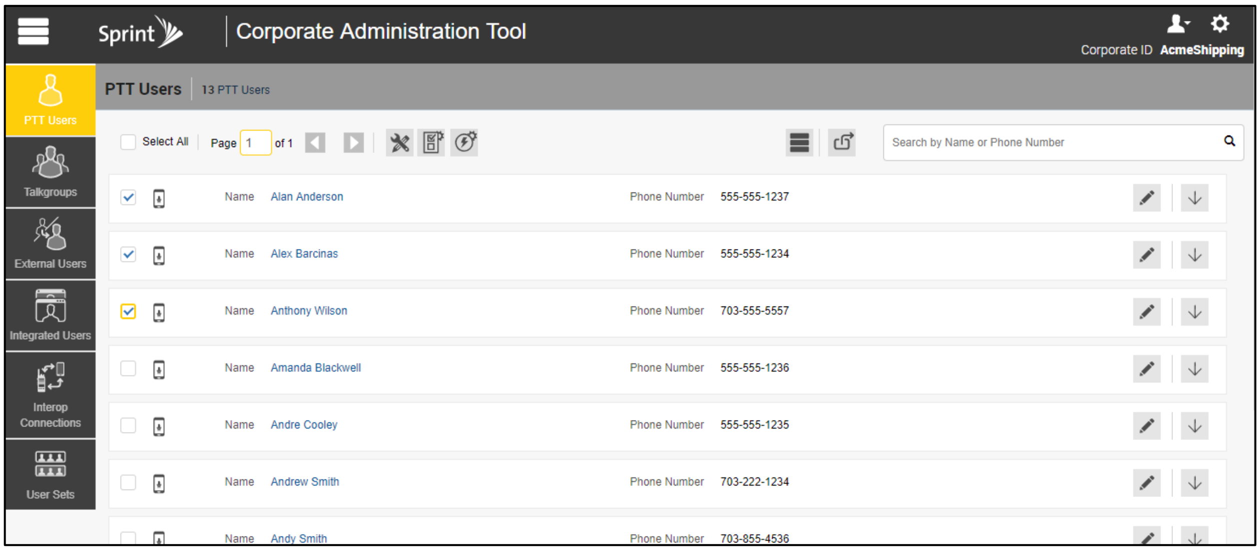
Manage Group Connects

For more information, refer to the "Manage Group Connects" section in this document.

Select Multiple Users

To select multiple users, you can select and click the users from the work area individually by clicking the **Tools** icon and clicking the **Select All** check box for all records or clicking one or more individual check box.

Users are displayed alphabetically in the work area in pages. You can navigate through the pages by using the arrows at the top-left of the page or type a page number in the text field.



Selecting Multiple Users

You can change the Type as explained below:

1. Select the **Change Type icon** to display the following options for the selection.
   - Administrator
   - Administrator and User

Note: You will see an Information message based on your selection of Administrator or Administrator and User type selected. For example: "*You are about to change the types of all the selected users to Administrator. Are you sure?*"

---

2. Click **OK** to save the changes or **Cancel** and your changes will be lost.

Generate Activation Codes for Multiple Users

You can generate activation codes for multiple users by performing the following steps.

1. In the work area, click the **Tools** icon (if available) and click the **Select All** check box for all records or click more than one individual check box.
2. Click the **Generate Activation Codes** icon. An information message displays, "*You have selected to generate new activation codes. Existing activation codes if any will be invalidated. Client will have to re-activate with new activation code. You do not have to save the changes since the new activation codes are automatically saved after generation.*"
3. Click **OK** to generate the activation code. A confirmation message displays stating, "*Success Multiple Users updated successfully.*"
4. Click **Close** icon to close the confirmation window.

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

Using the Export Operation

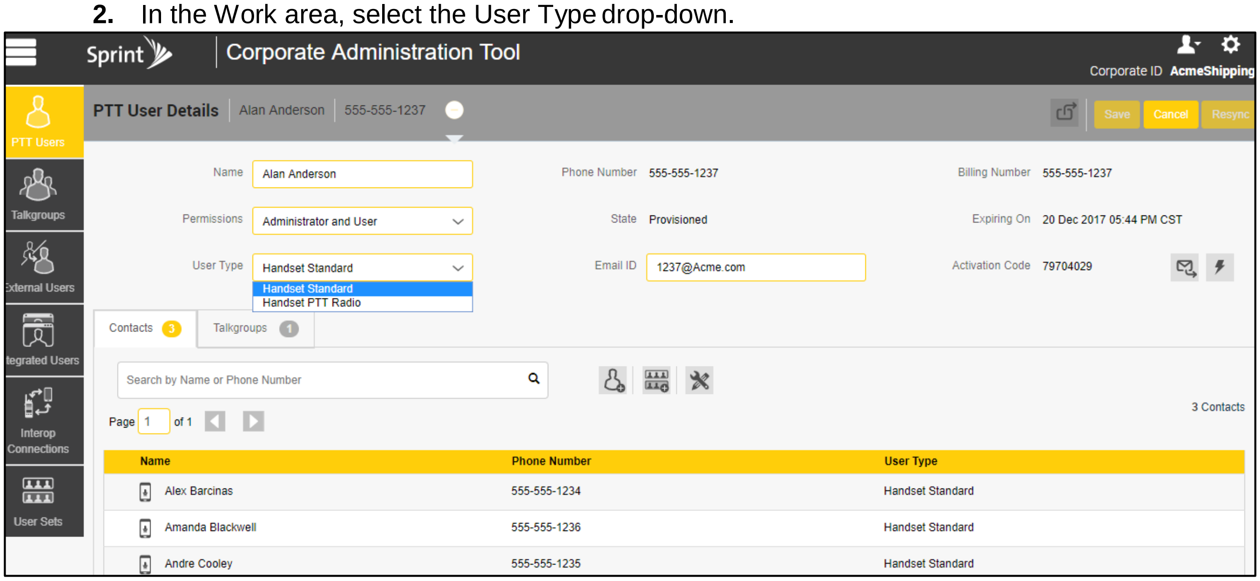
For more information, refer to the "Using the Export Operation" section in this document.

Change User Type

You can change the user type of the Handset Standard, Cross Carrier Standard and Wi-Fi Standard from the drop-down in the work area of the user details. To change the user type do the following:

1. From the PTT Users work area, click the **Edit** icon associated with the user.

2. In the Work area, select the User Type drop-down.



Change User Type

3. Select the type of user you want to change and click **Save** button.
4. A confirmation message is displayed. Click **OK** to continue.

Or

Click **Cancel** to cancel the action.

5. Manage Talkgroups

The Manage Talkgroup section describes the Group Connects that are managed by you.

There are two types of Group Connects: those that are personal and managed on the phone and those that are managed by you.

Group Connect icons are identified in the "Group Connect Icons" section of this

document. For common icons, refer to the "Common Icons" section of this

document.

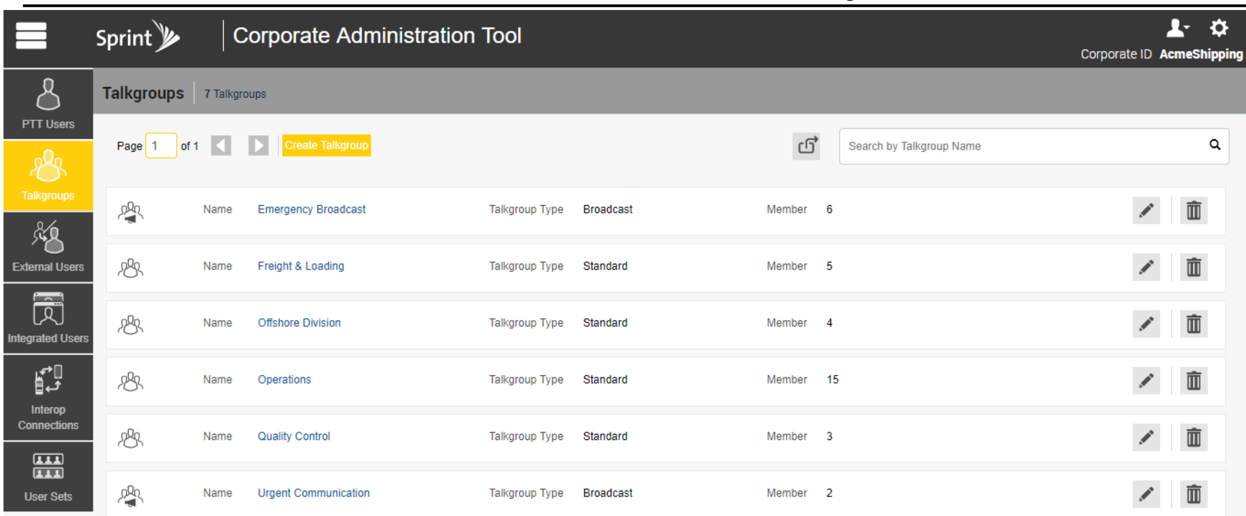
This section is organized as follows:

View a Talkgroup

To view a Talkgroup, click the TalkGroups menu from the CAT navigation. The Talkgroup main screen is displayed as shown below.

The work area lists the name, type of the Talkgroup, and number of members. You can change the name but you cannot change the type of the Talkgroup or number of members.

Note: To edit the name, double-click the Name field and change the name as desired.

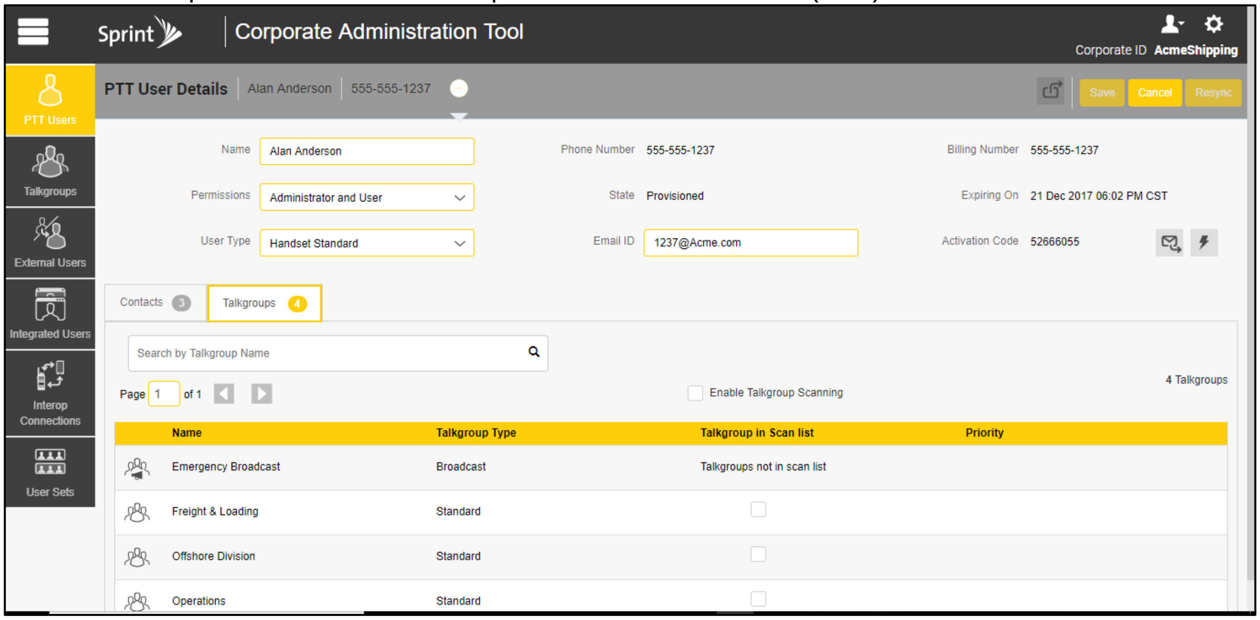


Talkgroup Main Screen

Note: For some small corporations, the auto-pairing feature creates a Talkgroup named '*all-users Group Connect'* automatically when there is no corporate administration access. As the auto-paired corporation grows, the corporate administration access is required to manage the contacts and Talkgroups. Not all corporations are auto-paired. If your corporation is auto-paired previously and you are given an access to Admin tool now, that means your corporation is no longer auto-paired, but you can manage the previously created auto-paired Group Connect as any other Group Connect.

View Talkgroups Assigned to a User

1. Select a user from the ***PTT Users*** menu to display the User Profile page.
2. Click the **Edit** icon in the user's profile.
3. Click the Talkgroups tab to display the assigned Group Connects for the selected user as shown below.



View Talkgroups Assigned to a User

Note: If there is no Talkgroup displayed for a selected user, you will need to create a Talkgroup. For information on creating Group Connects, refer to the "Create a New Talkgroup" section of this document.

Create a New Talkgroup

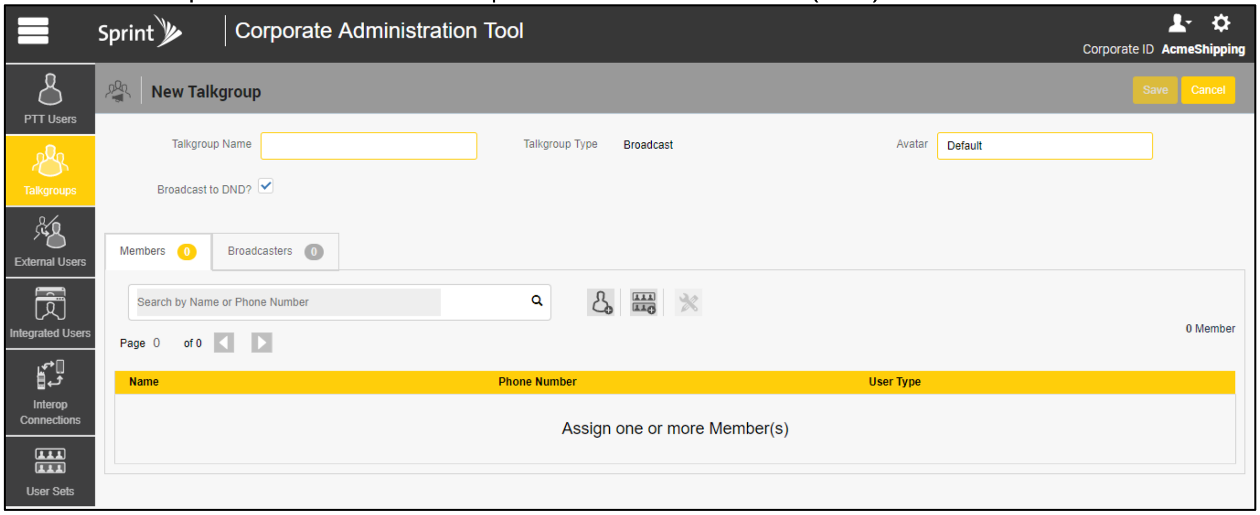
The following Talkgroup types are supported in the Corporate Administration Tool.

Standard Group – A Standard Group Connect can have up to 250 members. A standard Talkgroup can have one or more supervisors assigned to it. Refer to "Supervisory Override" for more details.

Dispatch Group – (Future Feature – This feature should not be used at this time) A Dispatch group is a standard Group Connect with the additional capability to assign a dispatcher to it. A Dispatch Group can have up to 100 members including the Dispatcher. The members of the Group Connect are called fleet members. Refer to "Dispatch" for more details.

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. A Broadcast Group can have up to 500 members including the Broadcaster. These types of Group Connects allow a broadcaster to make high-priority calls typically used for making important announcements. Refer to "Manage Broadcast Groups" for more details.

1. From the Talkgroup work area, click **Create Talkgroup** to create a new Group Connect as shown below.



Create New Talkgroup

2. Select a Group Connect from the ***Talkgroup Type*** drop-down.
3. Enter the Talkgroup name in the **Name** field. The name should be less than 30-characters long and it should have at least one non-space character. Duplicate names are not allowed in the corporation.
4. Select an **Avatar** from the drop-down. A list of all available Avatars are listed in the "Avatars" section within this document.

Note: You can change the avatars only for PTT Radio Mode users.

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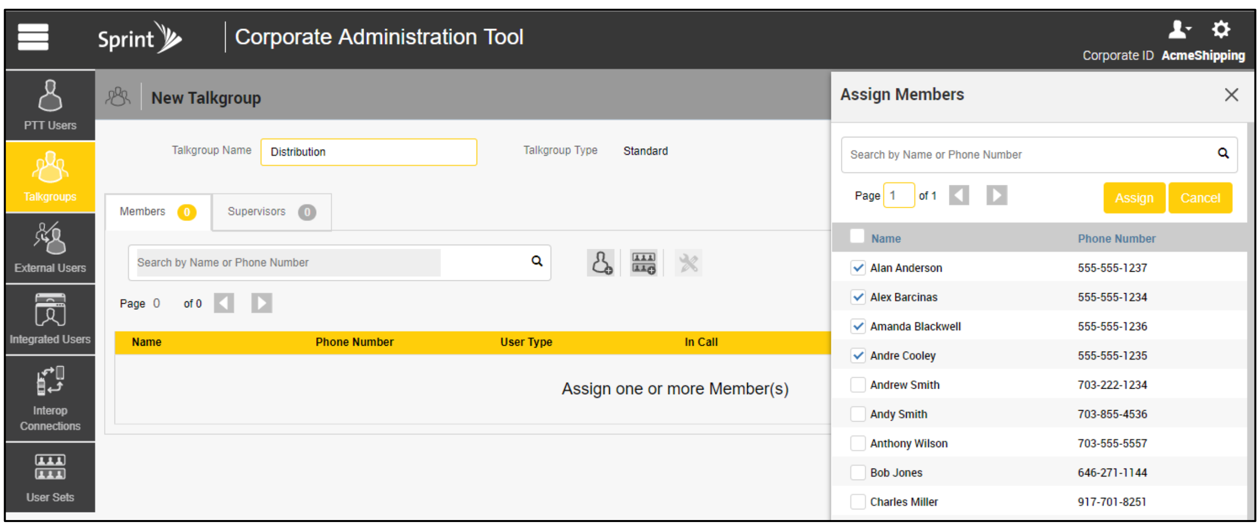
5. Click the **Assign Members** button to assign members. The ***Assign Members*** pop-up window is displayed as shown below.



Add Individual Members

6. Select the members to be added to the Talkgroup by checking the applicable check boxes. Only those members that are not already a member of the Talkgroup are available for selection. The Talkgroup must have at least two members in it. You can pick a maximum of 200 members at a time for an addition. You can also select members by clicking the check box next to the Name header, which functions as a **Select All** check box.
7. Click **Assign.** The members selected for addition are displayed in the Talkgroup tab and the

total members count is increased accordingly.

8. Click **Save** to add the Talkgroup. A confirmation message displays, "Talk*Group 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.*"

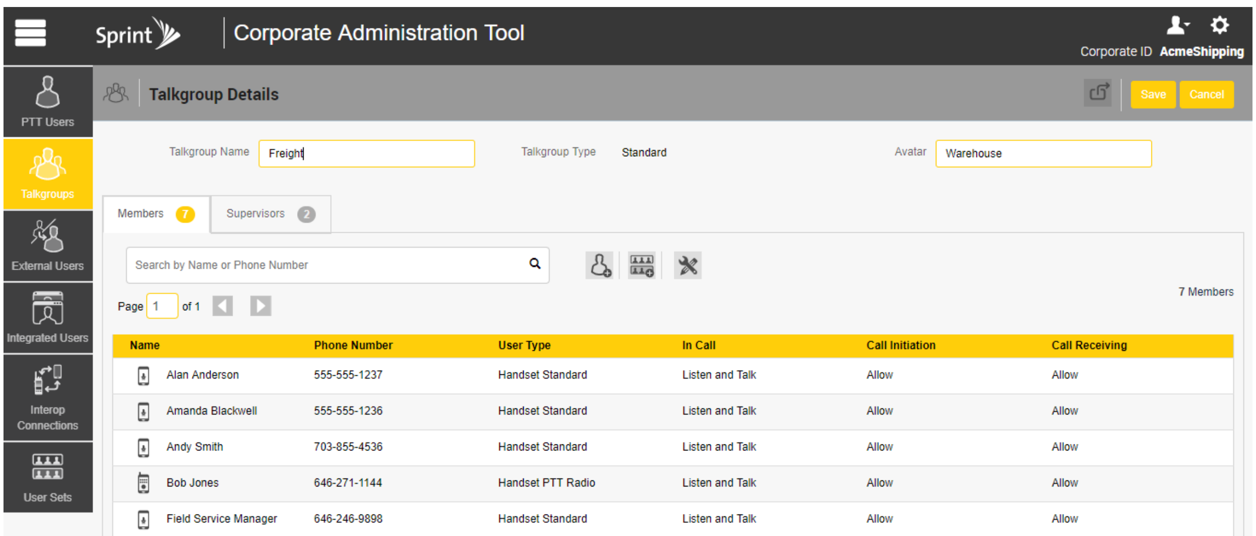
9. Click **OK** to continue the confirmation message that appears. The updated Talkgroup will be synced to the user's handset. A Success message displays stating that your 'TalkGroup" added successfully.

Note: The Talkgroup is not added to the corporation until you click the **Save** button.

Edit a Talkgroup

Rename a Talkgroup

1. Select the Talkgroup from the TalkGroups work area and click the **Edit** icon associated with the Group Connect to be edited.



Rename a Talkgroup

2. Modify the TalkGroup name in the **Name** field.

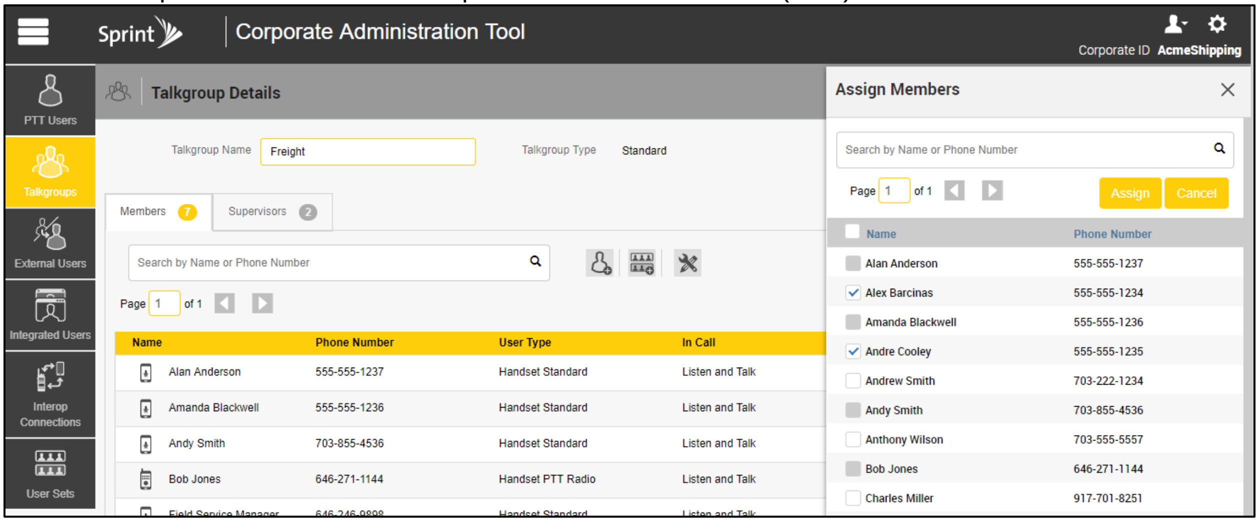
3. Click **Save** to save your changes. A Success message displays, *"'<TalkGroup Name>' updated successfully.*"

Add Members to a Talkgroups

1. Select the Talkgroups from the **Talkgroups** work area and click the **Edit** icon.

2. Select the **Members** tab to display the individual members in the selected Talkgroups.

3. Click the **Assign Members** button to add more members. The Assign Members pop-up is displayed as shown below.



Add Members

4. Select the members to be added to the Talkgroups by checking the applicable check boxes. Only those members that are not already a member of the Talkgroups are available for selection. You can pick a maximum of 200 members at a time for an addition. You can select all members of a Group Connect by clicking on the check box before the Name header, which functions as a Select All check box.

5. Click **Assign** once you are done selecting the members. The members selected for addition are displayed in the ***Members*** tab and the total members count is increased accordingly. Default call permissions are automatically assigned. To change the call permissions for a member, see "Change Call Permissions" section in the document.

Change Call Permissions

There are three types of call permissions that you can assign to a member as listed in the following table.

Function	Permission	Description
In Call	Listen and Talk	While In call permission is set to Listen and Talk, SDC Plus user is allowed to listen to the SDC Plus call session as well as allowed to transmit/talk to the active SDC Plus call session. This is default permission to all the Group Connect members.
	Listen Only	While In call permission is set to Listen only, SDC Plus user is only allowed to listen to the SDC Plus call session but NOT allowed to transmit/talk to the active SDC Plus call session.

Function	Permission	Description
Call Initiation	Allow	When set to Allow, SDC Plus user is allowed to initiate new SDC Plus call session to the predefined Group Connect. SDC Plus user is also allowed to rejoin to the session that is missed due to network issues, busy in other call etc. reasons. This is default permission for all Group Connect members.
	Do not Allow	When set to Do not Allow, SDC Plus user is NOT allowed to initiate new SDC Plus call session or rejoin existing active SDC Plus call session.
Call Receiving	Allow	When set to Allow, SDC Plus user is configured to receive all the calls on the predefined Group Connect that user is part of. SDC Plus user is paged for all the calls that are initiated on the Group Connect by other members. There is no retry for paging if user missed the call for any reason. This is default permission to all the Group Connect members.
	Do not Allow	When set to Do not Allow, SDC Plus user is NOT allowed to receive any incoming SDC Plus call session. SDC Plus user is not paged for any calls that are initiated on that Group Connect by other members.

Call Permissions icons are identified in the "Talkgroup Icons" section of this document.

Change In Call Permissions

1. From the ***Members*** tab, click the **Tools** icon, and select the check box associated with the member to assign permissions.
2. Click the **Change In Call Permissions** icon, select ***Listen and Talk*** or ***Listen Only***.

An information message displays, "*You are about to change Call Permissioning for the selected Users to "Listen Only". Are you sure?*"

3. Click **OK**. A success message displays.

Change Call Initiating Permissions

1. From the ***Members*** tab, click the **Tools** icon, and select the check box associated with the member to assign permissions.
2. Click the **Change In Call Initiating Permissions** icon, select ***Allow*** or ***Do not Allow***.

An information message displays, "*You are about to change Call Permissioning for the selected Users to "Do not allow". Are you sure?*"

3. Click **OK**. A success message displays.

Change Call Receiving Permissions

1. From the ***Members*** tab, click the **Tools** icon, and select the check box associated with the member to assign permissions.
2. Click the **Change In Call Initiating Permissions** icon, select ***Allow*** or ***Do not Allow***.

An information message displays, "*You are about to change Call Permissioning for the selected Users to "Do not allow". Are you sure?*"

3. Click **OK**. A success message displays.

Remove a Member from a Talkgroup

1. Select the TalkGroup from the Talk**Groups** work area and click **Edit** icon associated with the Group Connect to be edited.
2. Click the **Members** tab to display the individual members in the selected Group Connect.
3. Click the **Tools** icon.
4. Select the members to be removed from the Talkgroup by checking the applicable check boxes.
5. Click the **Delete** icon to remove Talkgroup members. A Success message displays, *"'<Group Connect Name>' updated successfully."*

Note: Unless the **Save** button is clicked, the remove operation is not complete.
You can select up to 200 members at a time for removal.

Manage User Sets

A user set is a faster way to program multiple handsets easily. It is a logical set of users where each member of the user set is assigned as a contact to other. The user sets are only visible and manageable from the Corporate Administration Tool (CAT).

For more information, refer to the "Manage User Sets" section in this document.

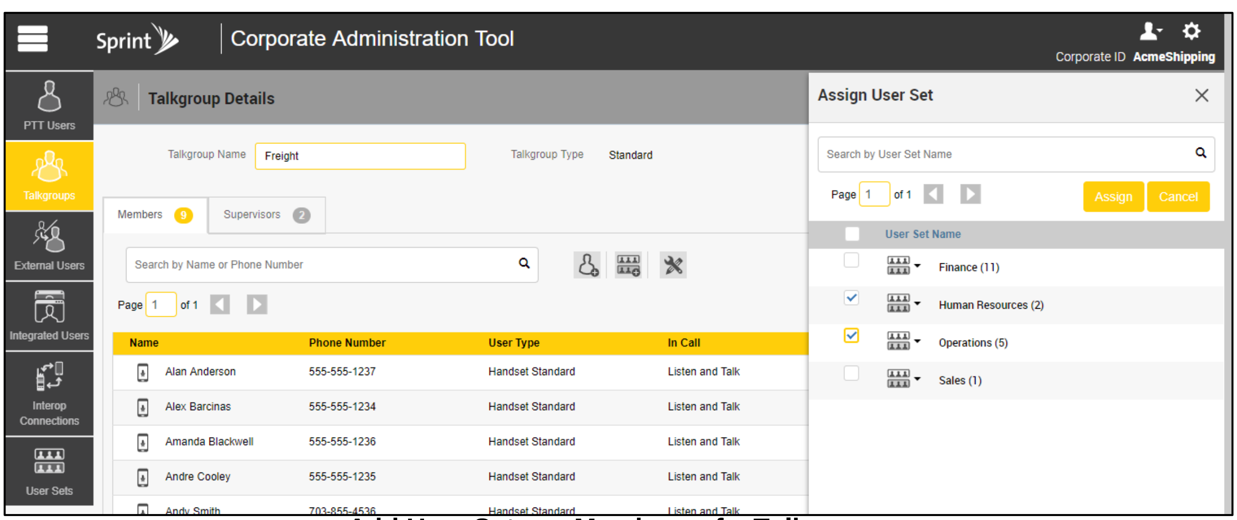
Add User Sets as Members of a Talkgroup

Using User Sets, you can quickly add members to a Talkgroup. To learn more about User Sets, refer to "Manage User Sets".

User Sets updates are propagated automatically.

To add a User Sets to a group

1. Select a group from the **TalkGroups** tab and click edit button.
2. Click the **Assign User Set** tab and a pop-up assign user set window is displayed.



Add User Sets as Members of a Talkgroup

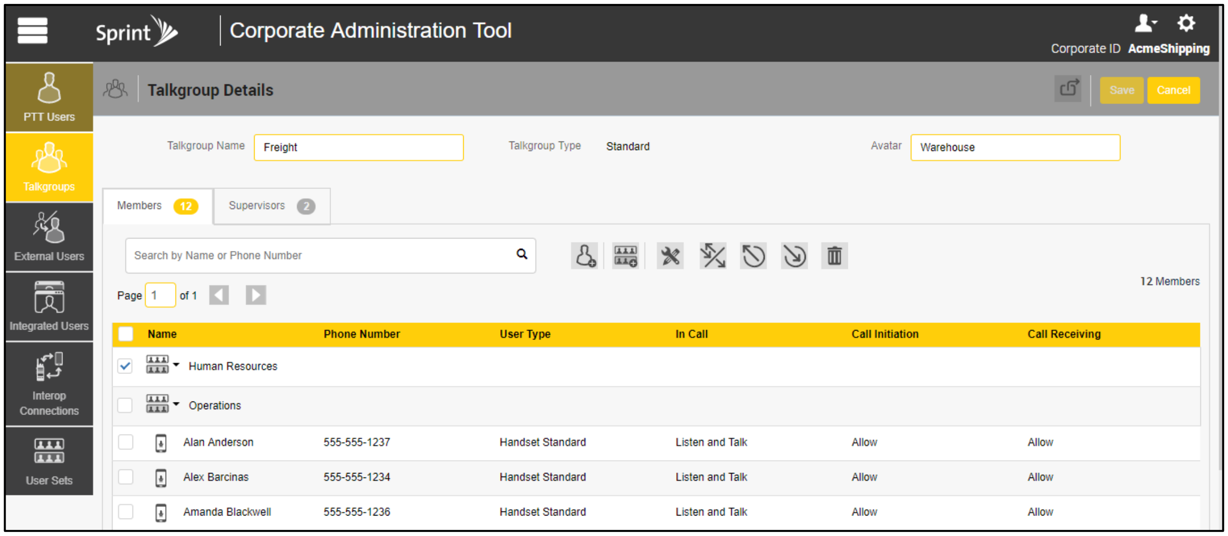
3. Select the user sets and click the **Assign** button.

4. Click **Close** icon to continue on the confirmation message that appears.

Remove a User Set from a Talkgroup

Using User Sets, you can remove User Sets from a Talkgroup. To learn more about User Sets, refer to "Manage User Sets".

1. Select the Group from the Talkgroups tab and click edit button.
2. Click the **Tool** icon.
3. Select the user set in the work area and click the **Delete** icon to remove the user set (and thus the members of the user set as contacts) from the group.



Remove a User Set from a Talkgroup

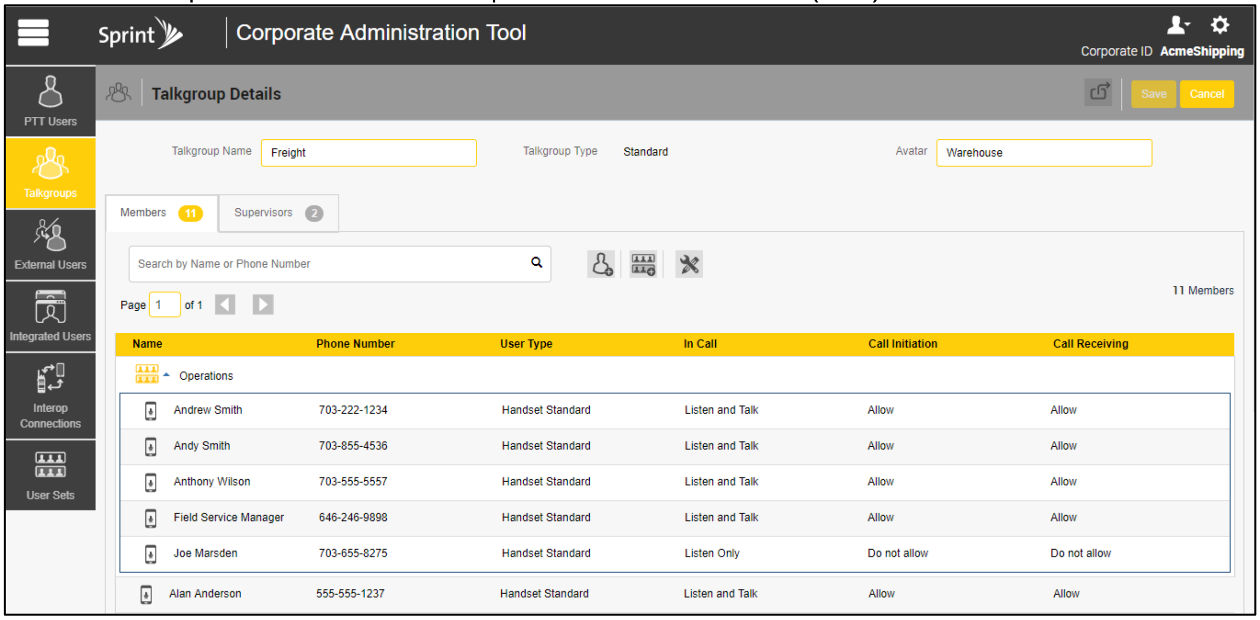
4. Click **Close icon.** The members of the user-set are removed from the subscriber and the total contacts count decreases.

View User Set Distribution to a Talkgroup

Using User Sets, you can view User Sets distribution with a Talkgroup. To learn more about User Sets, refer to "View User Set Distribution".

Perform the steps below to identify the groups that a user set is a member.

1. Select the group from the **Talkgroups** tab and click edit button.
2. Click the **View Distribution** drop-down of the user set on the work area of the group page to view the list of groups in which this user set is added as a member. The View Distribution page appears as shown below.



View User Set Distribution to a Talkgroup

Save Changes to a Talkgroup

Perform the following steps to save changes to a Talkgroup.

1. Click **Save** or **Assign** to save your changes.
2. Click **OK** to continue the confirmation message that displays.

Delete a Talkgroup

Perform the following steps to delete a Talkgroup.

1. From the Talkgroups work area, click the **Delete** icon next to the Group that you want to delete. A delete confirmation window is displayed, "*You are about to delete <Talkgroup Name> from the system. It shall be deleted from it's members. Are you sure?.*"
2. Click **OK** to delete the Talkgroup.

6. Talkgroup Scanning

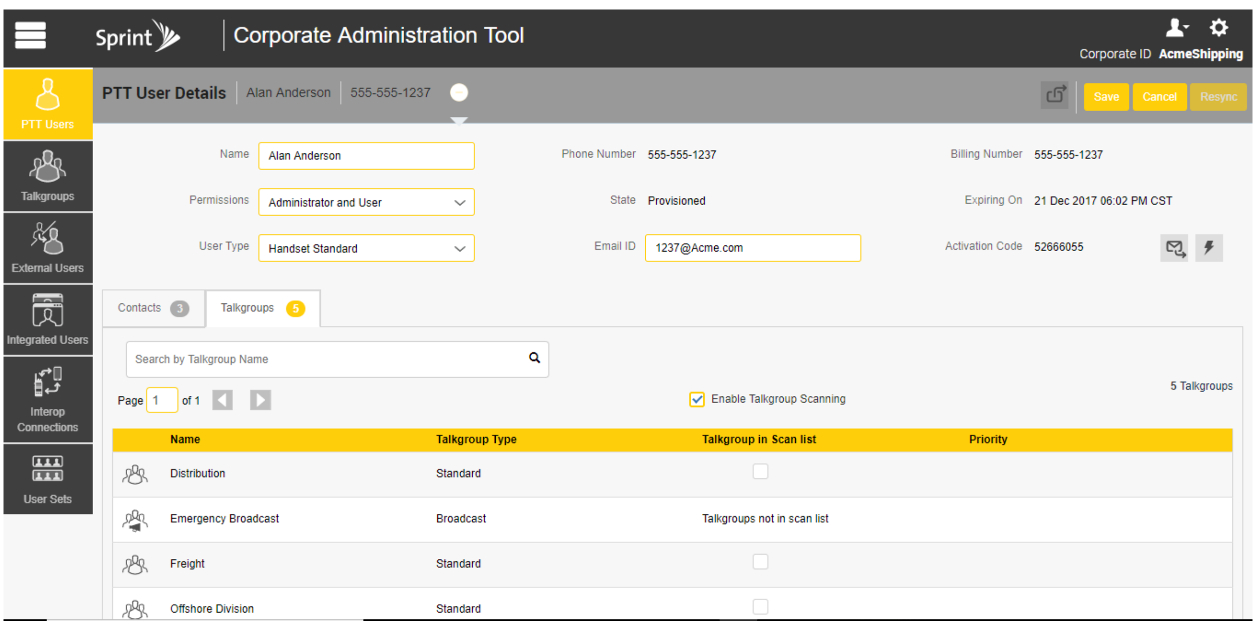
Talkgroup Scanning allows a user to receive incoming Sprint Direct Connect Plus (SDC Plus) calls from a selected list of assigned Group Connects. Calls from other corporate and public Group Connects are filtered and no missed call alerts are presented to the user for filtered Group Connect calls (except for Dispatch users). The scan Group Connects can be assigned a priority. An incoming priority Group Connect call preempts an ongoing call. The Talkgroup Scanning does not prevent the user from initiating any calls.

Handset standard PTT users (not SDC Radio Clients) manage the Talkgroups scan list from the client itself. You do not manage their scan list but you can control whether the user can use the Talkgroup Scanning functionality or not.

The Talkgroups tab of each user allows you to enable or disable the Talkgroup Scanning feature for that user.

When the ***Enable Talkgroup Scanning*** check box is checked, it means Talkgroup Scanning is enabled for the user and the users can select their own scan list. When the check box is cleared, it means Talkgroup Scanning is disabled for the user.

Note: In the above scenarios, you will not see the Talkgroups in Scan List and Priority columns.



Talkgroup Scanning for 7.10 Onward Clients

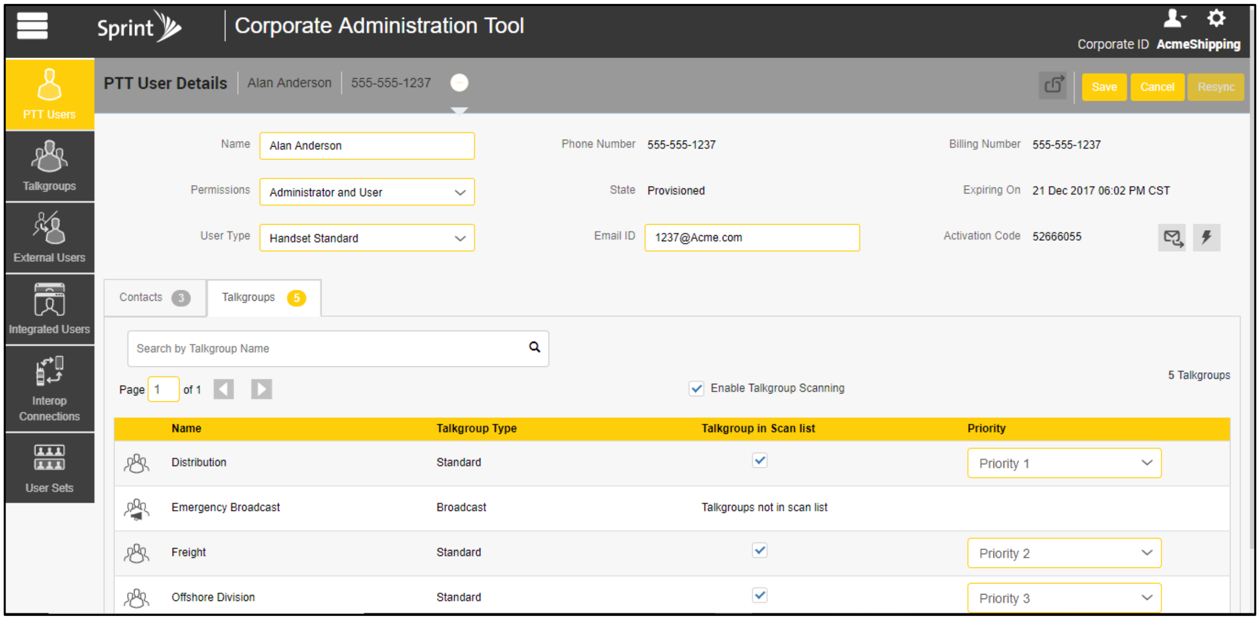
Position and Talkgroup Scanning for SDC Plus Radio Users

The Group Connect which has SDC Plus Radio, Handset SDC Plus Radio or Cross carrier SDC Plus Radio as a member needs a position for Group Connect calling. Talkgroup Scanning with position assignment (1–8 position) and scan list priority (Priority 1–8 and No Priority) can be assigned to all Group Connect types with the exception for broadcast Group Connects:

1. When a SDC Plus Radio user is member of the broadcast Group Connect, you cannot assign a Position or Scan List Priority.

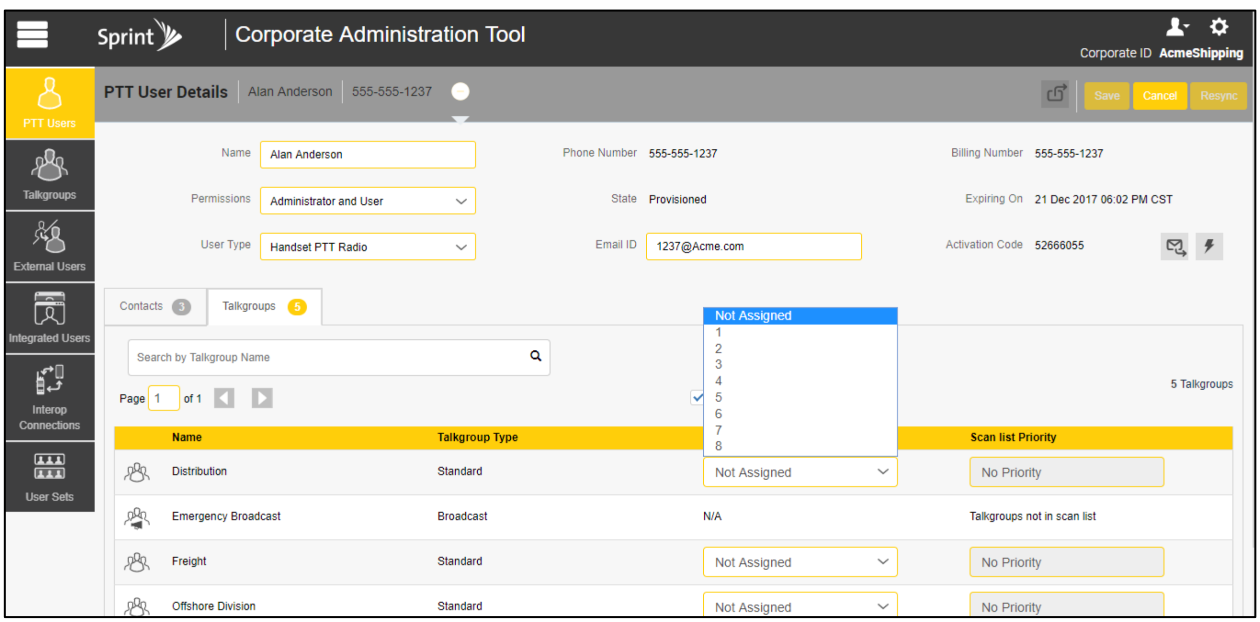
2. When a SDC Plus Radio user is a broadcaster of the broadcast group and not a member, you can assign a Position but not a Scan List Priority. Thus the Scan List Priority column indicates “Not in Scan List”.

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



Assign Priority Scanning

If you change the user type from any of the previously mentioned users, then the priority scan list feature will be shown as disabled. To enable the priority scan list, the user needs to be assigned with a position. When you assign a position to the TalkGroup, the priority scan list will be enabled to select for the priority.



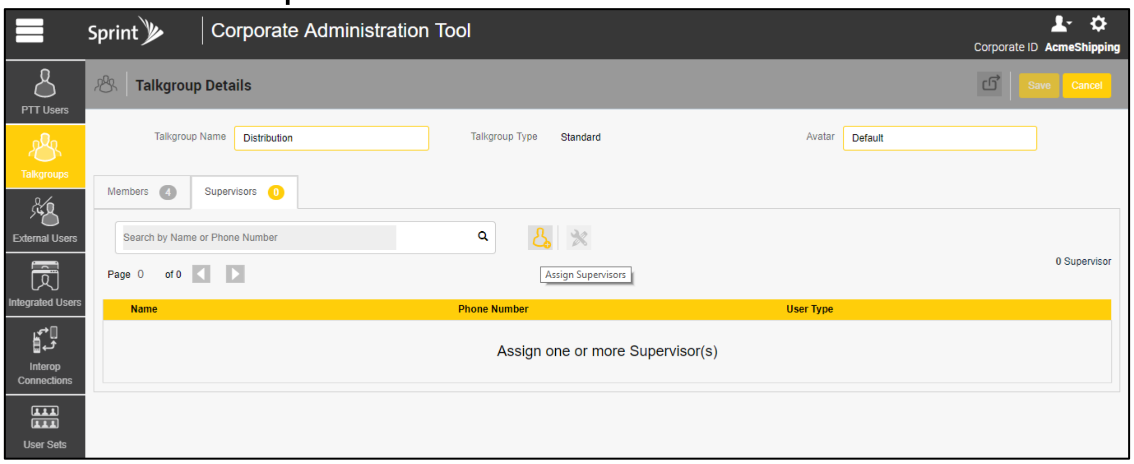
Assign Position

7. Supervisory Override

Supervisory Override allows a Talkgroup member to be designated by an administrator to have the privilege to take the floor and speak at any time during a call, even if someone else has the floor. When the supervisor takes the floor while someone else is speaking, the floor will be revoked from the speaker and given to the supervisor. One or more members of a Group Connect can be designated as a supervisor. If there are two or more supervisors in the same Group Connect, each supervisor can interrupt the other(s).

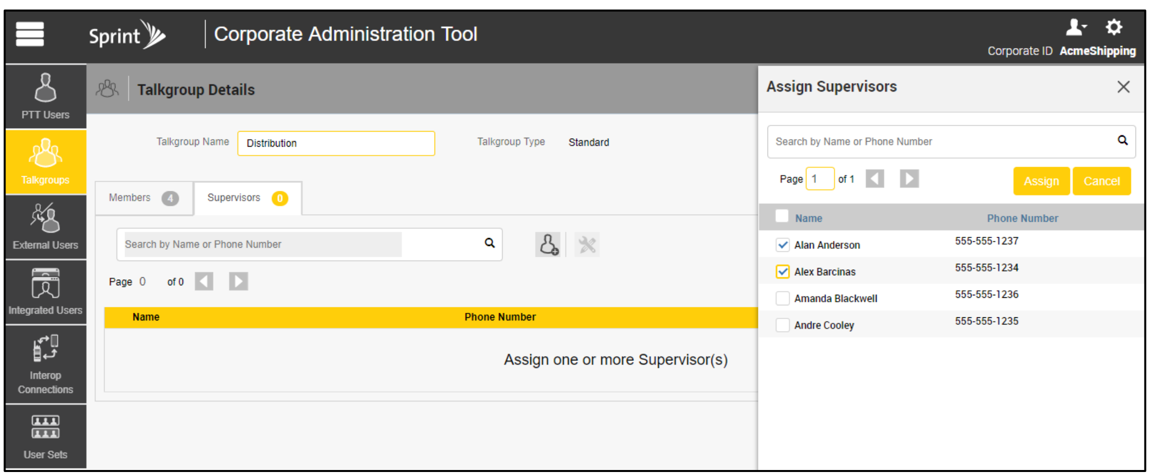
1. From the Talkgroups work area, click the **Edit** icon associated with the Talkgroup that you want to edit.

2. Click the **Supervisors** tab.



Assign a Supervisor to a Talkgroup

3. Click the **Assign Supervisor** button to assign supervisors to the Talkgroup. The Assign Supervisor pop-up window displays.



Assign Supervisors

4. Select the Talkgroup members to be assigned as supervisors for the Talkgroup. If the user is already assigned as supervisor, they will not show up on this window.

5. Click **Assign**. A Success message displays a message stating that the Talkgroup was updated successfully.

6. Click the close icon to dismiss the message. The users selected to be a supervisor are displayed in the ***Supervisors*** tab and the total supervisors count is increased accordingly.

8. Manage Broadcast Groups

Broadcast calling enables a broadcaster to make a one-way Talkgroup call to the broadcast group members.

Broadcast Group icons are identified in the "Talkgroup Icons" section of this document.

For common icons, refer to the "Common Icons" section of this document.

This section is organized as follows:

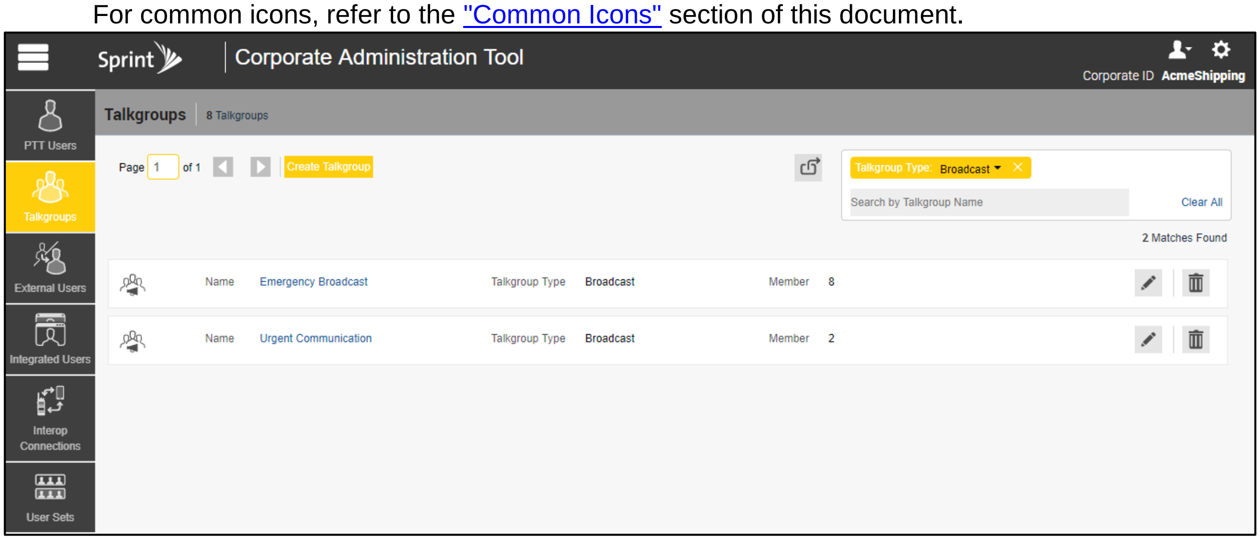
- View a Broadcast Group
- Create a Broadcast Group
- Edit a Broadcast Group
- Delete Broadcast Members in a Talkgroup
- Delete a Broadcast Group

View a Broadcast Group

From TalkGroups work area, you can view all Broadcast groups.

The work area displays the name, type of the TalkGroup, and number of members. You can change the name but you cannot change the type of the TalkGroup or number of members.

For common icons, refer to the "Common Icons" section of this document.



View a Broadcast Group

For details, refer to the "Search" section of this document.

Create a Broadcast Group

Perform the following steps to create a Broadcast group.

1. Click the **Create Talkgroups** button from the Talkgroups work area to add a Talkgroup.
2. Select the **Broadcast Group** option from the **Talk*group Type*** drop-down.

3. Click **Assign Broadcasters** button. The **Assign Broadcasters** pop-up window displays.

Note: The Broadcast group can have more than one broadcaster. You must select at least one broadcaster for the Talkgroup.

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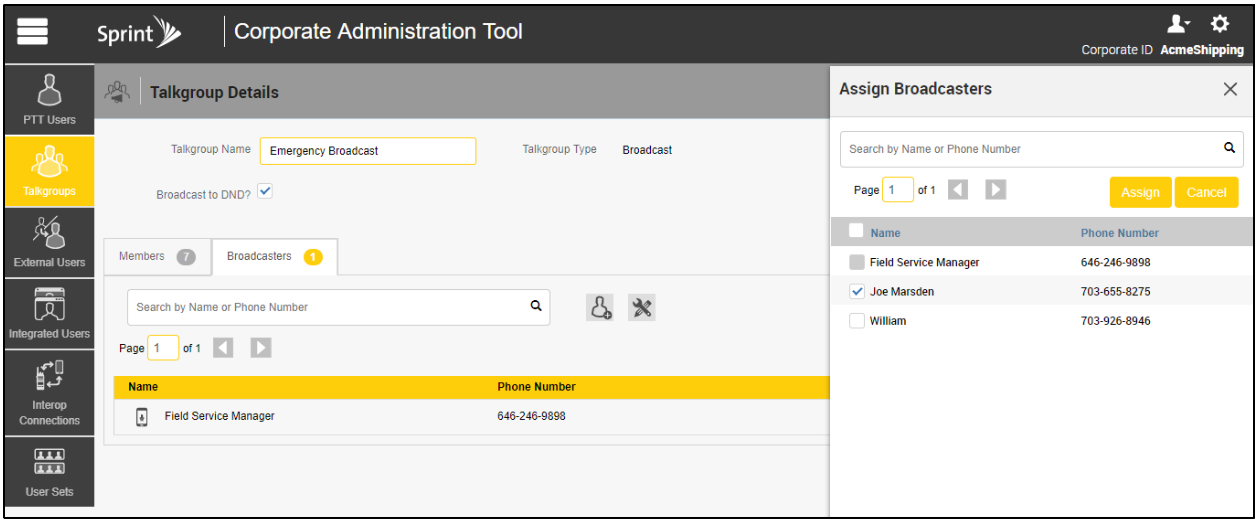
4. Select one or more broadcasters that you want to assign as a broadcaster to the Talkgroup.



Assign Broadcasters

5. Click the **Assign** button.

Note: Any client that was created in releases prior to 7.10 will not be allowed to be assigned as broadcasters.

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6. Type a name for the Talkgroup in the **Name** field.

7. Follow the same steps to add the members to the Talkgroup as described in the ["Create a New Talkgroup"]() section of this document.

8. Click the **Save** button. A confirmation window displays, "*You are about to save a broadcast group. Broadcast group allows the broadcaster(s) of the Talkgroup to make a one way call to the members. Do you want to continue?*"

9. Click **OK** and a success message displays stating that the 'Broadcast Group' added successfully. The broadcast Talkgroup is now added to the Talkgroup list.

Note: Broadcast group will not be synced to the handset users of the broadcast group.

Edit a Broadcast Group

Perform the following steps to rename the Talkgroup or change the broadcaster.

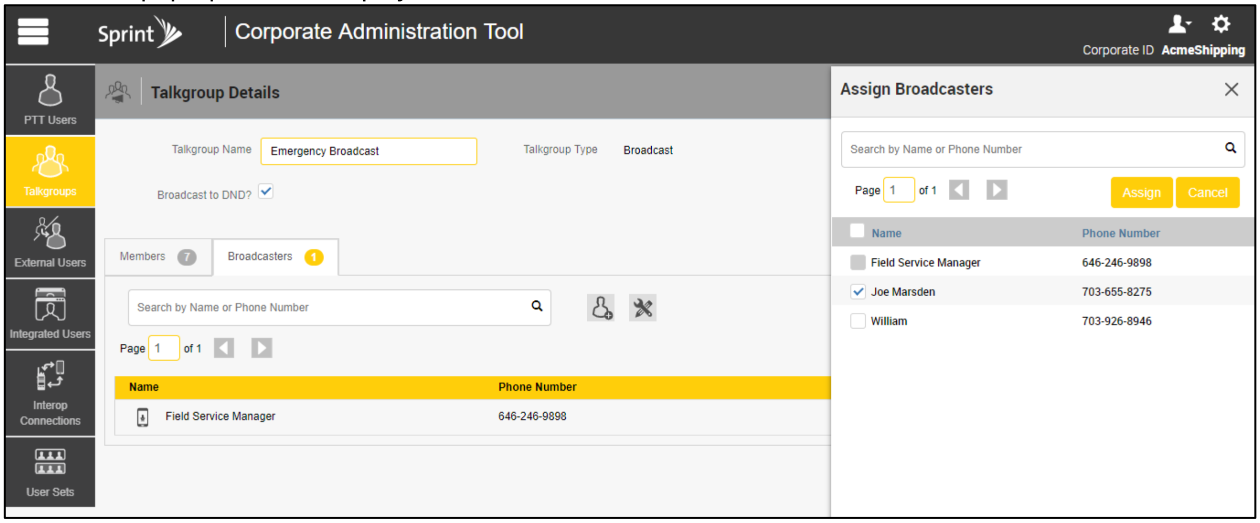
1. From Talkgroups work area, click the **Edit** icon associated with the Broadcast group to edit.

2. To change the name of the Broadcast group, enter a new name in the **Name** field.

3. To change the broadcaster, click the **Broadcaster** tab.

Note: If you need to delete a broadcaster, select the check box associated with the broadcaster to delete. Then click the **Delete** icon.

4. To assign a broadcaster, click the **Assign Broadcaster** button. The **Assign Broadcasters** pop-up window displays.



Assign Broadcasters

5. Select the Broadcaster you want to assign to the Talkgroup.

6. Click **Assign**.

7. Click **Save** to save your changes.

Delete Broadcast Members in a Talkgroup

1. From Talkgroups work area, click the **Edit** icon next to the Broadcast group.

2. Select the ***Members*** tab, click the **Tools** icon, and select the check box associated with the member to delete.

3. Click the **Delete** icon to remove Group Connect members.

4. Click **Save** to save.

Delete a Broadcast Group

1. From the Talkgroups work area, click the **Delete** icon associated with the Group Connect to delete. A confirmation message displays, "*You are about to delete Broadcast Group<Group Connect Name>' from the system. It shall be removed from Broadcaster's client.*"

2. Click **OK** to continue. A success message displays.

9. Manage External Users

The external users could be the vendors or the partners of the corporation. You can add a phone number signed up for Sprint Direct Connect Plus (SDC Plus) service from corporations other than yours. The external users in your corporation are shown in the External Users work area.

External Users icons are identified in the "External Users Icon" section of this document.

For common icons, refer to the "Common Icons" section of this document.

For details on searching, refer to the "Search" section of this document.

This section is organized as follows:

View an External Users

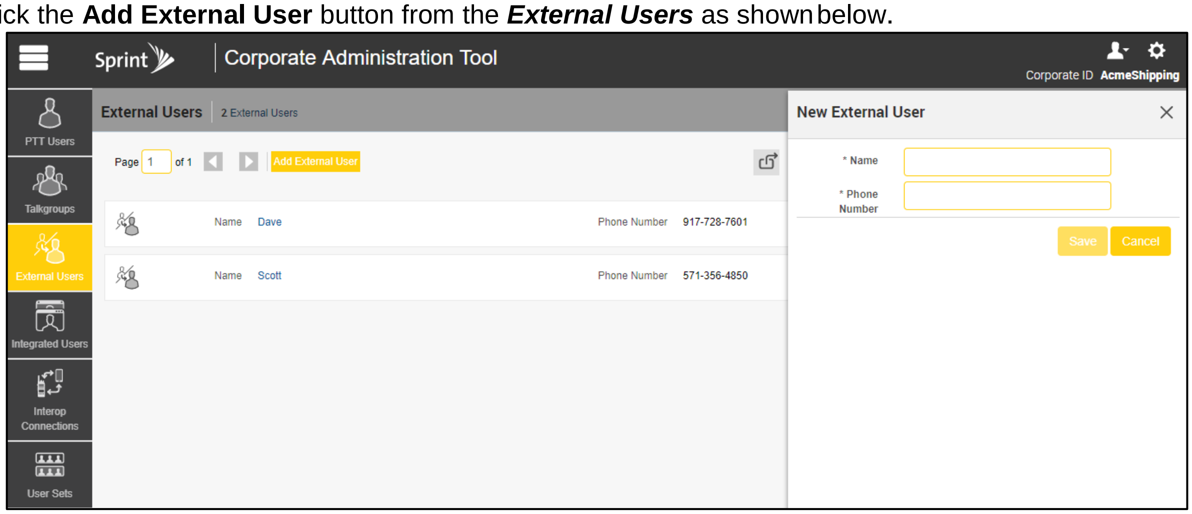
The External Users work area has options to search for a specific external users by Name and Phone Number. You can also use the search operation using specific parameters, refer to the "Search" section of this document.

You can use the **Export** icon to export the page data in a CSV format. For more details, see the "Using the Export Operation" section in this document.

Note: To edit the name, double-click the Name field and change the name as desired.

Add an External User

1. Click the **Add External User** button from the ***External Users*** as shown below.



Add an External User Number

2. Enter the name in the **Name** field. The name should be less than 30-characters long and it should have

at least one non-space character. Duplicate names are allowed in the corporation but you will receive a warning message.

3. Enter a valid Public or Administrator and User SDC Plus user's Phone number in the **Phone Number** field.

Note: Enter 10-digits in the case of local numbers. Add the + prefix and the country code in the case of an international number.

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4. Click **Save** to add an external contact to the corporation.

Delete an External User

1. Click the **Delete** icon associated with the External User in the work area. A confirmation message is displayed., "*You are about to delete External Contact '<Name>' from the system. Since External Contacts are shared with other Corporate Administrators, this might affect users, user sets or Group Connects that are not managed by you. Are you sure?*"
2. Click **OK** on the confirmation message window that appears.

Using the Export Operation

For more information, refer to the "Using the Export Operation" section in this document.

10. Manage User Sets

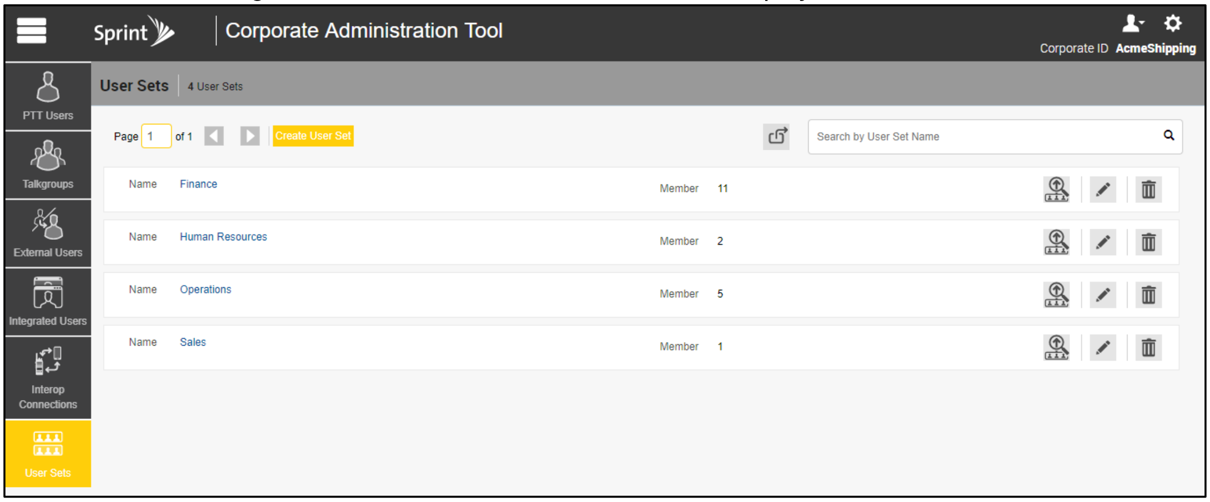
A user set is a faster way to program multiple handsets easily. It is a logical set of users where each member of the user set is assigned as a contact to other. The user sets are only visible and manageable from the Corporate Administration Tool (CAT).

For common icons, refer to the "Common Icons" section of this document.

This section is organized as follows:

View a User Set

1. In the navigation area, click the **User Set** button to display all user sets as shown below.

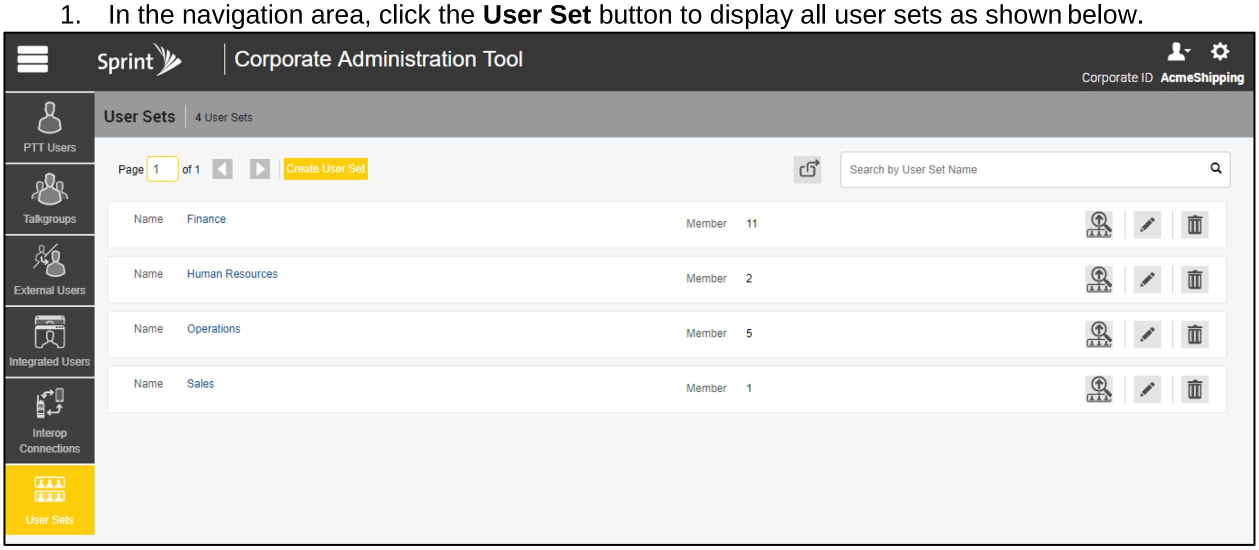


View User Sets

Note: For some small corporations, auto-pairing feature creates a user set named '*all-users-user-set'* automatically. As the auto-paired corporation grows, the corporate administration access is required to manage the contacts and Talkgroup. Not all corporations are auto-paired. If your corporation is auto-paired previously and you are given an access to Admin tool now, that means your corporation is no longer auto-paired, but you can manage the previously created auto-paired user set as any other User Set.

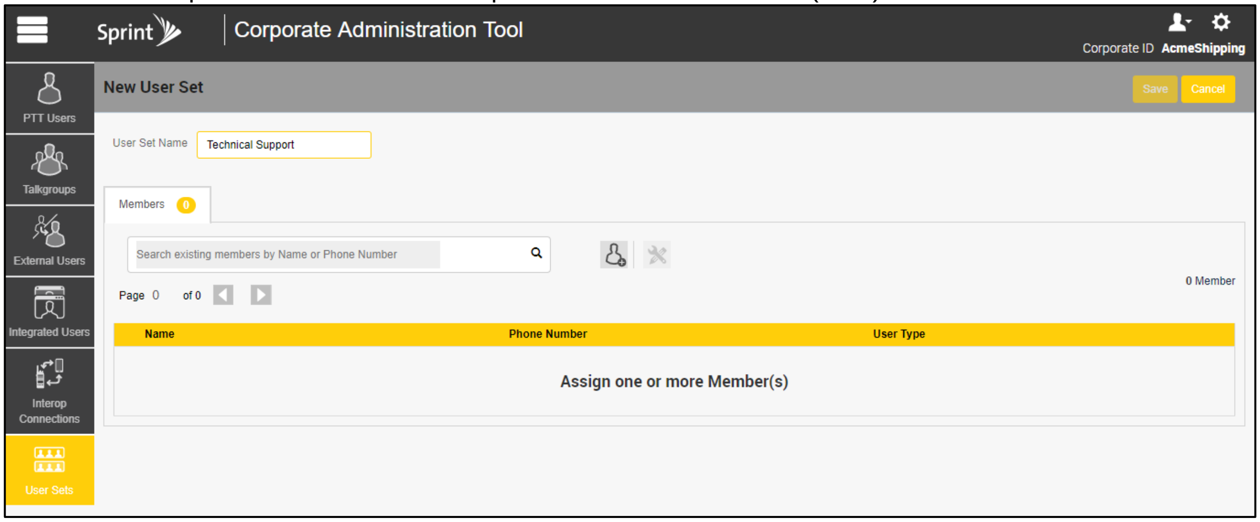
Create a New User Set

1. In the navigation area, click the **User Set** button to display all user sets as shown below.



View User Sets

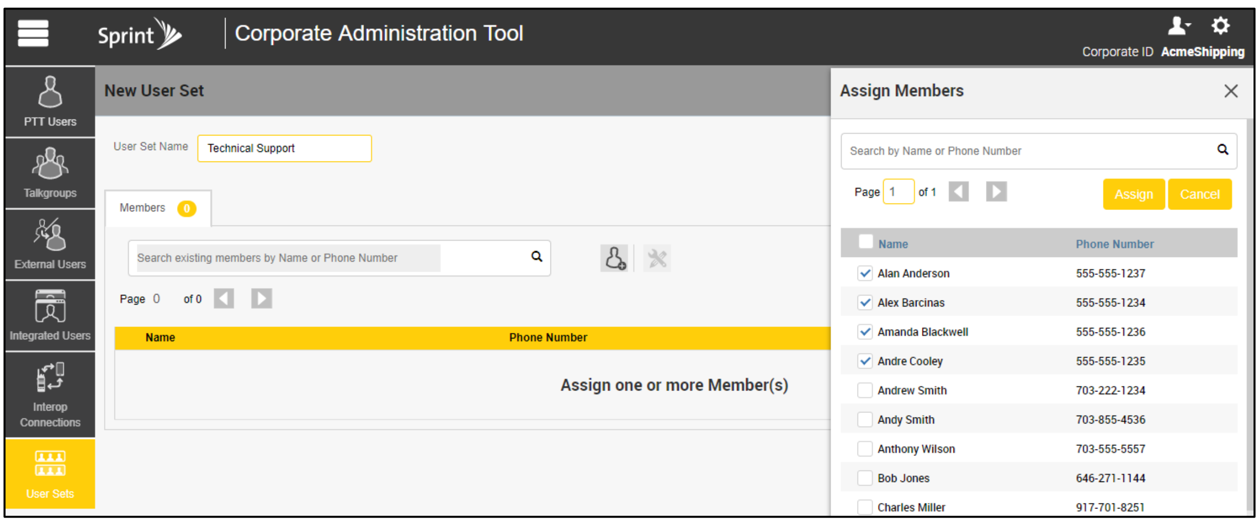
2. Click the **Create User Set** button. A Create User Set window is displayed as shown below.



Create User Set

3. Enter the user set name in the **User Set Name** field. The name should be less than or equals to 30-characters long and it should have at least one non-space character. Duplicate names are not allowed in the corporation.

4. Click the **Assign Members** button to assign members. The Assign Members pop-up is displayed as shown below.



Assign Members to a User Set

5. Select the members to be added to the user set by checking the applicable check boxes. Only those members that are not already a member of a user set are available for selection. You can pick a maximum of 200 members at a time for an addition. You can also select all members by clicking on the check box before the Name header, which functions as **Select All** check box.

6. Click **Assign**. The members selected for addition are displayed in the ***Members*** tab and the total members count is increased accordingly.

7. Click **Save** to add the user set. A confirmation message displays, "*User Set will be created and distributed to all the members. Are you sure? DO NOT CREATE a User Set with all external contacts only. Make sure that there is at least one internal user in it.*"

8. Click **OK** to continue on the confirmation message that displays. The updated user set will be synced to the user's handset.

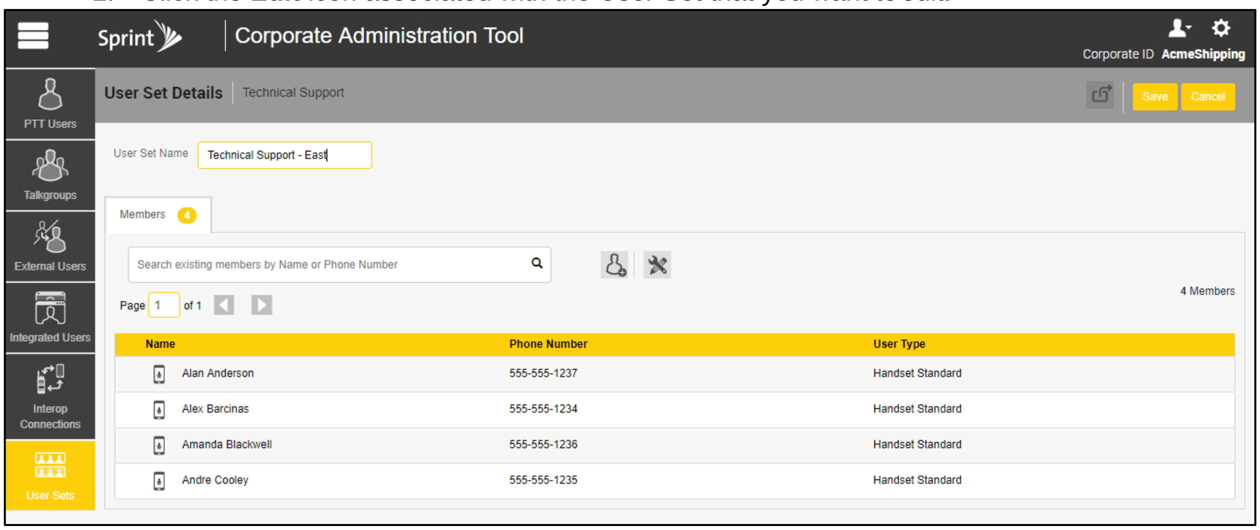
Note: Each member of the user set is assigned as a contact with other members. Thus, if you have created a user set with three members: Bob, Rob, and Joe; Bob will get Rob and Joe as contacts, Rob will get Bob and Joe as contacts and Joe will get Bob and Rob as contacts.

The user set is not created until the **Add** button is clicked. The user set must have at least two members in it. The total members that can be added to a user set are 200, but you can add a maximum of 50 new members to a user set in one add operation.

Edit a User Set

Rename a User Set

1. In the navigation area, click the **User Sets** button.
2. Click the **Edit** icon associated with the User Set that you want to edit.



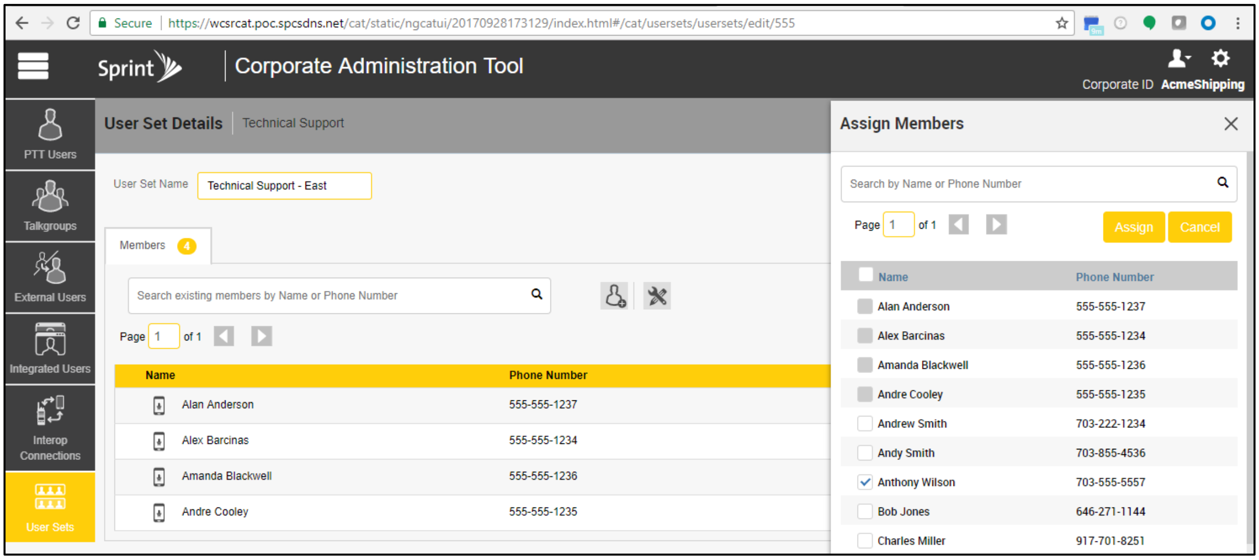
Edit a User Set

3. Click the Name field to modify the User Set name.
4. Click **Save** to save your changes.

Note: You can perform other operations like adding or removing members of the User Set in the same operation.

Add Members to a User Set

1. Select the **Members** tab to display the members of the user set.
2. Click the **Assign Members** button to add additional members. The Pick user set Members pop-up window displays as shown below.



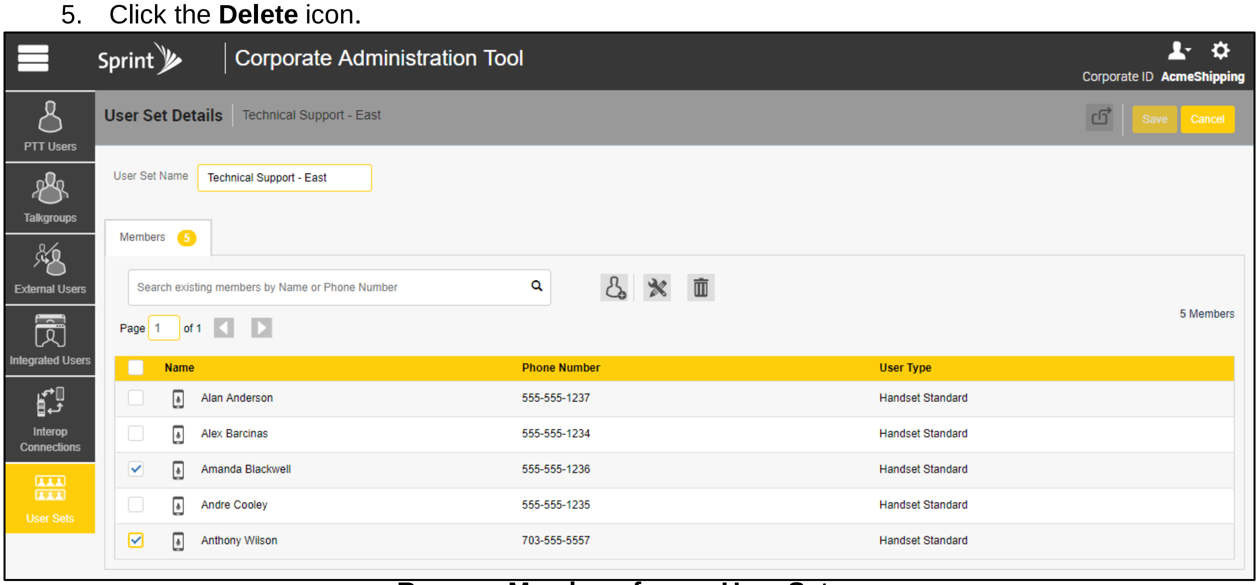
Assign Members to an Existing User Set

3. Select the members to be added to the user set by checking the applicable check boxes. Only those members that are not already a member of the user set are available for selection. You can pick a maximum of 200 members at a time for an addition. You can also select all members by clicking the check box before the Name header, which functions as Select All check box.

4. Click **Assign**. The members selected for addition are displayed on the ***Members*** tab and the total members count is increased accordingly.

Remove Members from a User Set

1. In the navigation area, click the **User Set** button.
2. Click the **Edit** icon associated with the User Set that you want to edit.
3. Click the **Tools** Icon.
4. Select the check box associated with the member to be removed.
5. Click the **Delete** icon.



Remove Members from a User Set

Save Changes to a User Set

Perform the following steps to save changes to a User Set.

6. Click **OK** to continue on the confirmation message that displays.

Delete a User Set

Perform the following steps to delete a user set.

1. Click the **User Sets** button.
2. Click the **Delete** icon associated with the User Set to delete shown below. A confirmation message displays, "*You are about to delete User Set "<Name>" from the system. It shall be deleted from it's members as well as from non-members and Talkgroups to which it is distributed to.*"
3. Close the success message.

User Set updates are propagated automatically.

Manage User Sets Assigned to SDC Plus Users or Talkgroups

Assign a User Set

You can assign a user set to SDC Plus Users, Talkgroups

Users perform the following steps to assign a user set:

1. Select the appropriate User Set menu (SDC Plus Users, Talkgroups) from the Navigation Area.
2. Click the **Edit** icon associated with the user or Talkgroups to edit.
3. Click the **Assign User Sets** icon.
4. Select the user set to assign.
5. Click the **Assign** button. A success message displays.

User Set updates are propagated automatically.

Remove a User Set

You can remove a user set assigned to SDC Plus Users, Talkgroups that you are not a member of from these work areas,

To remove a user set that you are a member of, see "Remove Members from a User Set" in this document.

Perform the following steps to remove a user set:

1. Select the appropriate menu (SDC Plus Users, Talkgroups) from the Navigation Area.
2. Click the **Edit** icon associated with the user or Talkgroups to edit.
3. Click the **Tools** icon to see the check boxes.

4. From the Contacts or Members tab, select the check box associated with the desired user set that you are not a member of.
5. Click the **Delete** icon.

User Set updates are propagated automatically.

View User Set Members

You can view the user set members for SDC Plus Users, Group Connects, Users

Perform the following steps to view the user set members:

1. Select the appropriate menu (SDC Plus Users, Talkgroups) from the Navigation Area.
2. Click the **Edit** icon associated with the user or Talkgroups to view.
3. From the Contacts tab, click the **User Set** or **User Set Member** icon. A drop-down will display all members associated with the user set.

Assign More than 200 Contacts to Each User through User Sets

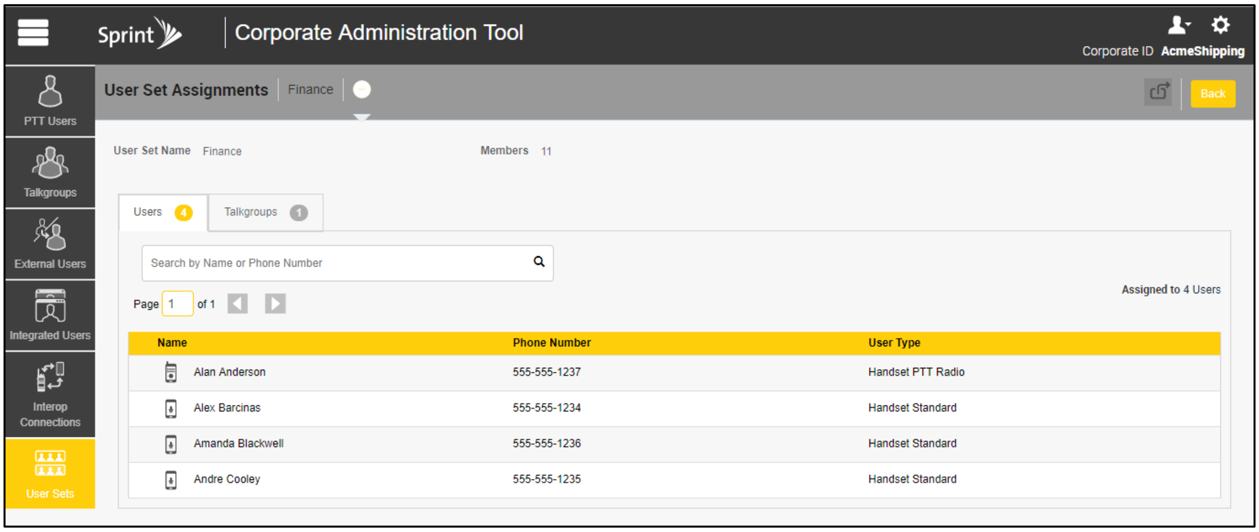
The maximum number of users in a User Set is 200. If your organization has fewer than 200 SDC Plus users, you can choose to create just one User Set, make all the SDC Plus users as members of the single user set, and assign all of them to each other as contacts in an efficient way. If, however, your organization wants to assign more than 200 SDC Plus users to each other as contacts, you will need to use the following method.

Note: The scenario used for illustrations below is that your organization wants to assign 500 SDC Plus users to each other as contacts.

1. Create three separate user sets, with each containing fewer than 200 members. The three user sets combined cover all 500 SDC Plus users.
2. From the SDC Plus Users *work area*, select a user of the first user set, click the **Assign User Set** button to assign the user to the other two user sets that the user is not a member.
3. Repeat the process above for all the other members of the first user set.
4. Repeat the steps above for each member of the second and third user sets.

View User Set Distribution

1. In the work area, click the **View Assignment to Users & Talkgroups** icon associated with the User Set to view the distribution.

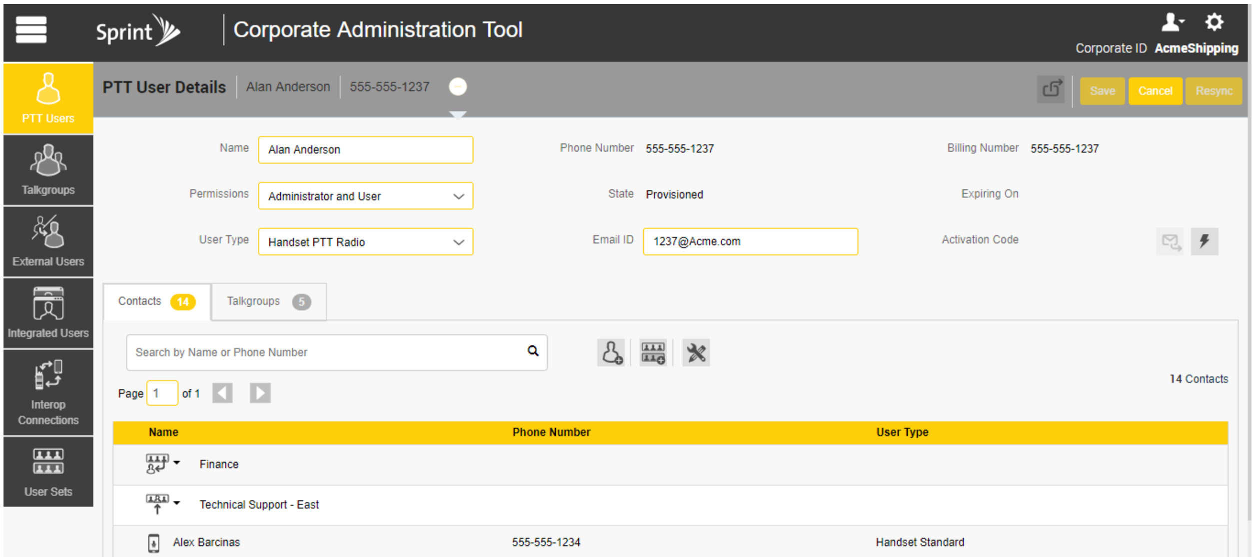


View User Set Distribution

11. Re-sync a Device

After every save operation, the user's 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 Corporate Administration Tool, the Re-Sync operation can be performed.

1. In the **PTT Users** work area, click **Edit** icon associated with the user. The user profile is displayed.



Re-Sync Corporate Data from the Work Area

2. Click the **Re-Sync** button to sync the available data to the device. A confirmation window is displayed.

3. Click **OK** to complete the re-sync command. A success message is displayed.

4. Click **OK** to continue.

Note: The **Re-Sync** button is disabled for provisioned and suspended users. It is also disabled if your changes are not saved.

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12. Using the Export Operation

This section describes how to export records for a single or all SDC Plus Users, Talkgroups, and User Sets details using the export operation.

This section is organized as follows:

Open CSV File

Open a CSV file in the Excel as follows:

1. Open Excel program.
2. Click the **File** tab, and then click **Open**.
3. Browse to the location to where the CSV file is downloaded.
4. Select **Text File** from the **Open** dialog box.

The Open dialog box appears and you select Text Files (*.prn,*.txt,*.csv) from the drop-down in the lower right-hand corner.

5. Browse for the CSV file and click **Open**.

Export User or Talkgroups Details

Export Details of a Single User or Talkgroups

1. From the work area, click the **Edit** icon associated with the user or Talkgroups in the work area. The User Details is displayed.
2. Click the **Export** icon in the work area. The user or Talkgroups details are automatically downloaded.

Export Details of all users or Talkgroups

1. From the work area, click the **Export** icon in the work area. The user or Talkgroups details are automatically downloaded.

Export User Sets

Export a Single User Set

1. From the navigation area, click the **User Set** icon. The User Set details are displayed.
2. Click the **Edit** icon associated with the User Set in the work area. The User Set details are displayed.
3. Click the **Export** icon in the work area. The User Set details are automatically downloaded.

Export All User Sets

1. From the navigation area, click the **User Set** icon. The User Set details are displayed.
2. Click the **Export** icon in the work area. The user set records are automatically downloaded.

13. Using the Tool by more than one ADMIN

Multiple Administrators can use the Corporate Administration Tool at the same time. If one administrator updates the data, the changes by another administrator will not be accepted and the second administrator will see, "*Data is updated by Another admin. Please refresh the page to get the updated result.*"

14. Troubleshooting

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

This section is organized as follows:

Log On Issues

After I login, I don't see any users in the landing page of PTT Users.

Please contact Sprint Customer Care. There may not be any PTT users added to your corporation.

When I login, I get an "Invalid Corporate Id" error

Please contact Sprint Customer Care. Your corporation may not have been set up correctly.

User Interface Issues

When I click on the Corporate Admin Tool link nothing happens.

Enable pop ups on your browser. Refer to the Ensuring Correct Display of the Web Site

section of this document for more information on how to enable popups in your web browser.

The layout of Tool is not displaying properly and some UI Components are not functioning properly.

Please make sure you are using the right version of the browser. Refer to **"Required Browsers**" for more information.

Also if you are using IE11 and above check whether compatibility mode is turned off. IE 11 has a caching issue which always selects the cached data to display. Clear the browser cache to avoid loading saved UI which does not take the latest updates. Also make sure that the zoom is set to 100%. Refer to "Reset Zooming" for more information.

I can't re-sync. The button is disabled.

Save your changes by clicking the **Update/Save** button.

The Update/Save button is disabled.

There are no changes to save.

Manage Contacts Issues

I can't delete an assigned user. The button is disabled.

Select the corresponding checkbox to select the user to delete and click on delete icon.

I can't generate activation code for multiple SDC Plus users. The button is disabled.

Select bulk operation and select the corresponding checkbox to select the user and click on generate activation code icon.

I selected Bob and gave him Jen as contact. But when I select Jen, I don't see Bob as her contact.

The assignment of contacts does not work both ways. For this example, select Jen and manually assign Bob as a contact to her 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 contact, but Sofia didn't get Bob as a contact. Why?

External User's contacts and Talkgroups are not managed by you. They are managed by the administrator of his or her corporation. You do not have the rights to push any contacts or Talkgroups to an external contact. Contact the external user's administrator to perform the reverse assignment.

I created a user set titled "East Zone" but the handset of the members do not show that user set. Why?

A User Set's visibility is in the Corporate Administration Tool only. The members of the user set get each other as contacts, thus each member of "East Zone" will get all other members as contacts.