Agnet Organization Admin - User Manual
My Organization

Tactilon® Agnet 500

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02.02/EN	08/12/20	Modification of the following chapters: • Connection (§ 3.2 and 3.3) • User details (§ 5.2.1) • Options (§ 5.2.3) • User Role icon (§ 5.2.3.2.4) • Delete user (§ 5.2.4.1.3) • Add a group (§ 5.6.2) • Edit a user (§ 6.4.1) • Delete several users (§ 6.4.2) • External video destination list (§ 6.5) • Add a department (§ 7.2.1) • Delete a department (§ 7.2.3) • Call settings (§ 10.3.4) Addition of the following chapters: • External video source (§ 5.2.1.2) • External video destination (§ 5.2.1.3) • Export the external video destinations list (§ 6.5.1) • Delete the external video destinations list (§ 6.5.2) • Cellular Call (§ 10.3.4.2) • Call Out via PBX(§ 10.3.4.7) • Call In from external network (§ 10.3.4.8) • User Role Icon (§ 10.3.7.8) • Organization LDAP SYNC (§ 10.3.16)	All

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03.01/EN	30/04/21	Modification of the following sections: • Description of the hardware (§ 2.3) • Options (§ 5.2.3) • Erase device data (§ 5.2.4.1.4) • Bulk buttons (§ 5.4) • Users list (§ 6.4) • Organization setting (§ 10.3) • Audio session recording (§ 10.3.4.5) Addition of the following sections: • Channels Tail Time (§ 5.2.3.2 and § 10.3.4.6) • Unblock a user (§ 5.2.4.1.5) • Bulk assign (§ 5.2.3) • Reverse first name and last name (§ 6.4.2) • Call Forward (§ 10.3.4.2) • Organization Logo (§ 10.3.16) Filters (§ 10.3.25)	All
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VERSION	DATE	COMMENTS	CHAPTER UPDATED
03.03/EN	17/12/21	Addition of the following features: • Call forward user level conditional configuration: - § 5.2.4 Call Forward - § 7.2.1 Add a department - § 7.2.2 Edit a department - § 11.3.4.2 Call forward profiles • Reachback Request for connected dispatchers: - § 11.3.13 Reach back request • Channel/Talkgroup dependent Emergency: - § 11.3.11 Emergency PTT group call • Automatically take the floor in Emergency PTT Call: - § 11.3.11 Emergency PTT group call • Alias: - § 5.2.1 User details - § 11.3.22 Users authorization • Automatic disconnect: - § 11.3.23 Users status • External User invitation - Invite Guest: - § 11.3.22 Users authorization - § 5.2.3 Options - § 7 Guests • Call Barring: - § 5.2.5 Call Barring - § 7.2.1 Add a department - § 7.2.2 Edit a department - § 11.3.4.3 Call Barring profiles	0 to 12
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VERSION	DATE	COMMENTS	CHAPTER UPDATED
04.01/EN (Cont'd)		- § 12.4.7 Geolocation - § 12.4.9 Emergency message - § 12.4.25 Report - § 12.4.26 Purchased Licences - § 12.4.27 Cloud storage quota • Addition of the following sections: - § 5.5.1.2 Import a list of 3GPP users - § 8 User profile menu - § 12.4.4.17 End Conference Call call when initiator leaves - § 12.4.7.1 Store Geolocation points mode - § 12.4.15 Workflows - § 13.4 Manage Call Priority with Automatic connection	

To supplement our efforts in developing this document, we invite readers to send us their corrections and suggestions for improvement on an Anomaly and Improvement Form (AIF).

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1 INTRODUCTION

1.1 PURPOSE

The purpose of this document is to provide the Web Organization Administrator with all the information and resources required to use the **"Agnet Organization Administrator"** application.

The permitted functions for an Web Organization Administrator depend on the options enabled for the organization and on the access rights of this Web Organization Administrator.

This document is divided into the following chapters:

- **Chapter 1: Introduction**

  This chapter provides general information (reference documents (see Section 1.2), abbreviations (see Section 1.3), definitions (see Section 1.4), format (see Section 1.5)).

- **Chapter 2: General information**

  This chapter provides an overview of Tactilon Agnet 500.

- **Chapter 3: Connection**

  This chapter provides information for connecting to the **"Agnet Organization Administrator"** application.

- **Chapter 4: Homepage**

  This chapter describes the **"Agnet Organization Administrator"** application homepage.

- **Chapter 5: Dashboard menu**

  This chapter describes and provides information about the features of the **"Dashboard"** screen.

- **Chapter 6: Users menu**

  This chapter describes and provides information about the features of the **"Users"** screen.

- **Chapter 7: Guests menu**

  This chapter describes and provides information about the features of the **"Guests"** screen.

- **Chapter 8: User profile menu**

  This chapter describes and provides information about the features of the **"User profile menu"** screen.

- **Chapter 9: Org. Chart menu**

  This chapter describes and provides information about the features of the **"Org. Chart"** screen.

- **Chapter 10: Groups and Dep. menu**

  This chapter describes and provides information about the features of the **"Groups and Dep."** screen.

- **Chapter 11: Admin menu**

  This chapter describes and provides information about the features of the **"Admin"** screen.

- **Chapter 12: Settings menu**

  This chapter describes and provides information about the features of the **"Settings"** screen.

- **Chapter 13: Manage users, groups and call priority**

  This chapter describes how to access the panel for user and group configuration

- **Chapter 14: Notes**

  This chapter provides blank pages for the operator to make notes.

1.2 REFERENCE DOCUMENTS

[1] Tactilon® Agnet 500 – Agnet Super Admin User Manual
LTE/SYS/APP/00059

[2] Tactilon® Agnet 500 – Agnet Work User Guide
LTE/TR/APP/00011

[3] Tactilon® Agnet 500 – Agnet Dispatcher User Guide
LTE/SYS/APP/00046

[4] Tactilon® Agnet 500 – Agnet Organization Admin – Workflows User Manual
LTE/SYS/APP/00069

There may be technical bulletins impacting this document and the documents above.

1.3 ABBREVIATIONS

1.3.1 General Abbreviations

3GPP	:	3rd Generation Partnership Project
3G	:	Third Generation
3rd	:	Third
4G	:	Fourth generation
app	:	application
CSV	:	Comma Separated Values
FQDN	:	Full qualified domain name
GPS	:	Global Positioning System
GUI	:	Graphical User Interface
ID	:	IDentifier
IP	:	Internet Protocol
MCPTT	:	Mission Critical Push-To-Talk
OS	:	Operating System
PCRF	:	Policy and Charging Rules Function
RTSP	:	Real Time Streaming Protocol

PBX	:	Private Branch eXchange
PSTN	:	Public Switched Telephone Network
PTT	:	Push-To-Talk
RX	:	Reception
TCP	:	Transmission Control Protocol
TLS	:	Transport Layer Security
UDP	:	User Datagram Protocol
URL	:	Uniform Resource Locator
VoIP	:	Voice over IP

1.3.2 Specific Abbreviations

ORG	:	ORGanization
DEP	:	DEPartment

1.4 DEFINITION

3GPP user

3GPP user is a user (human or machine) who connects to Agnet using the standard 3GPP interface. Usually these are users using tools other than the **"Agnet Work"** app or **"Agnet Dispatcher"** tool.

Active

Activates the feature for all Organization Users.

Admin

An Admin is an administrator who can be:

- a Super Administrator
- an Administrator

Agnet Dispatcher

The **"Agnet Dispatcher"** tool is used by the Dispatcher.

Agnet Super Administrator

The **"Agnet Super Administrator"** application (also called **"Platform Administration"**) is used by the Super Administrator users to manage Agnet administrators, resellers, organizations, departments, group and user accounts, and server settings.

Agnet Organization Administrator

The **"Agnet Organization Administrator"** application (also called "**Web Organization Administration**") is used by the Web Organization Administrator to manage Agnet groups, users and organization settings.

All users

Activates the feature for all Organization Users.

Broadcast Call

A Broadcast Call is a special group call where the initiating MCPTT user expects no response from the other MCPTT users. When the transmission is complete, the call is also complete.

Conference Call

A Conference Call is a communication session between at least three users who can talk to each other at the same time. The "Conference Call" feature is activated for an Organization within the main function to which it is connected, namely the "Call" feature.

Department

A Department is a sub-assembly of the Organization users. Each department inherits the settings of its parent Department and can customize them according to the rights defined in the parent Department. Each Department can be divided into several Departments.

The Root Department contains all the users in the organization.

Dispatcher

The Dispatcher can access Tactilon Agnet from the office with the **"Agnet Dispatcher"** tool. The Dispatcher can access all the Tactilon Agnet features such as PTT voice and video and an integrated map view showing the location of the mobile workers.

Group

Set of users with common operational characteristics: access rights to specific communications and partitioning mechanisms enabling them to communicate independently of all the other users in the system.

Inactive

Deactivates the feature for all Organization Users.

Lifeguard

Advanced Man Down. (Lifeguard includes Man Down and lifeguard protection).

Message Retention Period

Period after which a user's messages are deleted from their accounts. It can be set from one week to one year.

Only some users

Sets the access user by user when creating or editing a User.

Organization

An Organization is an Airbus DS SLC's customer organization using the service.

Organization Department

The Organization Department is an administrator of a Department in the Organization. He/she can create other Organization Departments in his/her Department, as well as users/departments/groups in his/her Department with the **"Agnet Organization Administrator"** application.

Organization Master

The Organization Master is an administrator of the Organization. He/he can create Organization Administrators and Organization Departments as well as users/departments/groups in his/her Organization with the **"Agnet Organization Administrator"** application.

There is only one Organization Master per Organization.

Pattern

A pattern is a sequence of numbers followed or preceded by an asterisk (*).

Example : When 33* is entered: all calls from phone numbers that start with 33 will be blocked. When *33 is entered, all calls from phone numbers that end in 33 will be blocked.

Push-To-Talk

Push-to-Talk is a half-duplex communication method which allows users to send instant audio messages which will be directly heard by recipients.

RX Interface

An RX interface is a 3GPP interface which runs between an application function and a Policy Charging and Rules Function (PCRF) in a 3GPP architecture.

Super Administrator

A Super Administrator manages the entire Agnet **"Super Administrator"** application and its configuration and can create:

- Administrators
- An Organization Master
- Organization Departments
- Organization Administrators
- Resellers
- Reseller Managers

Talk group

A Group that is pre-configured by an Organization for group communication.

User

Any team member who has been registered as a user of the organization. Users can be smartphone users with **"Agnet Work"** app, or Dispatchers with **"Agnet Dispatcher"** tool.

Video Call

A Video Call is a visual communication between two users on the application via Internet, allowing them to talk to each other while at the same time viewing live video from each other's phone.

Web Organization Administrator

The Organization Admin is an administrator of the Organization. He/she can create Department Admins as well as users/departments/groups in the organization with the **"Agnet Organization Administrator"** application.

There can be several Organization Admins per Organization:

- Organization Master
- Organization Administrator
- Organization Department

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1.5 FORMAT

The format used in procedures involving client software applications is described in Table 1.1.

FORMAT	USAGE	EXAMPLE
"Bold and between inverted commas"	Windows Programs Applications Files Folders Directories Links	Open the **"Configuration panel"** folder and select the **"Install"** file
[Bold and between square brackets]	Menus Sub-menus	In the **[Session]** menu, select **[Open]**.
{Bold and between braces}	Window tabs	Click on the **{Characteristics}** tab.
{Bold italic and between braces}	Window fields Window zones Drop-down menus	The ***{Attributes}*** field is used to display the attributes of an element.
[Bold italics and between square brackets]	Boxes to be checked Window buttons	Select the ***[Exit]*** box, then click on the ***[OK]***.
"Bold italics and between inverted commas"	Prompts Messages Questions	***"Press any key to continue..."***
<Bold and between angle brackets>	IP addresses Keyboard keys	Enter the network IP address **<Network>** and press **<Enter>**.
Bold	Commands Replies	Enter the command **install␣*.***. The character "␣" represents a "space".

Table 1.1 FORMAT

2 GENERAL INFORMATION

2.1 PRESENTATION

This chapter describes the following components involved in the General information:

- General presentation (see Section 2.2)
- Role of the Agnet Super Administrator (see Section 2.3)
- Description of the hardware (see Section 2.4)

2.2 GENERAL PRESENTATION

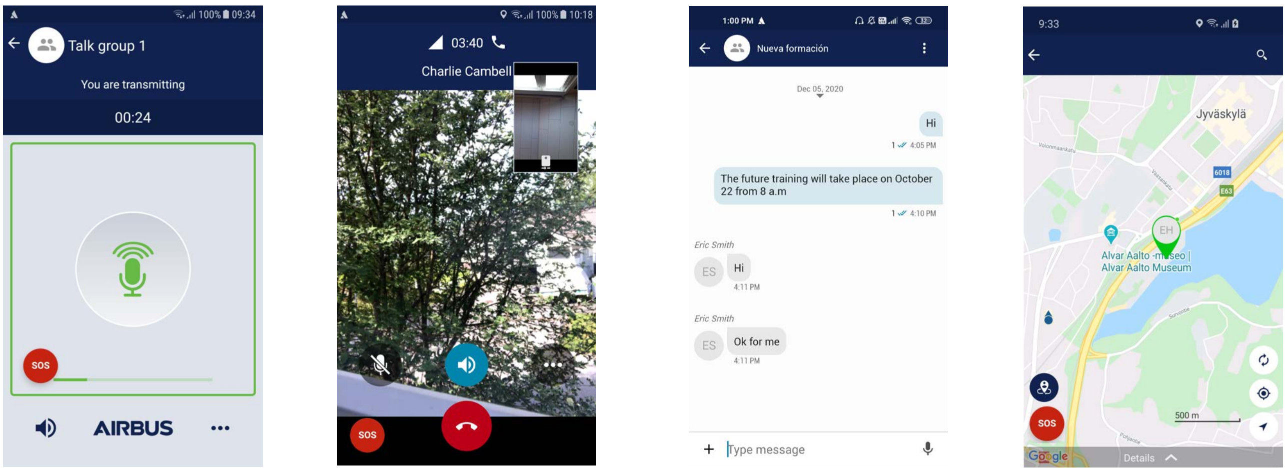
Warning: *The illustrations, GUIs, notifications and colors shown in this document may differ from those displayed on the application.*

Tactilon Agnet 500 is a comprehensive and secure business communication solution which allows instant connection between remote teams.

It is a fully customizable solution, tailored to the size and scope of any organization, offering the following features to users:

- Private and group conversations to communicate with relevant team members
- VoIP calls
- Push-To-Talk
- Geolocation
- Corporate Directory
- Video streaming
- Video calls

CAUTION: *Only IPV4 is supported for an IP Address.*



Push-To-Talk **Video** **Messaging** **Geolocation**

Figure 2.1 AGNET APPLICATIONS OVERVIEW

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2.3 ROLE OF THE AGNET ORGANIZATION ADMINISTRATOR

The **"Agnet Organization Administrator"** application is a web application that can be used to:

- Customize the organization's account
- Add/delete/edit users
- Add/delete/edit Groups and Departments
- Add/delete/edit admins
- Report on an organization's use of the Agnet 500 solution

2.4 DESCRIPTION OF THE HARDWARE

2.4.1 General information

The PC on which the Agnet Organization Administrator is run is described in Section 2.4.2.

2.4.2 Recommended specifications of the Agnet Organization Administrator PC

Table 2.1 gives the recommended specifications of the PC on which the Agnet Organization Administrator is run.

COMPONENT	RECOMMENDATION
PC with Ethernet cable	• Not supplied by AIRBUS • No configuration required
Web browser minimum version	• Mozilla Firefox: 80.0.1 (64-bit) • Chrome: 86.0.4240.75 (64-bit)

Table 2.1 RECOMMENDED SPECIFICATIONS OF THE AGNET ORGANIZATION ADMINISTRATOR PC

3 CONNECTION

3.1 PRESENTATION

This chapter describes the following components involved in the Connection:

- URL (see Section 3.2)
- First connection (see Section 3.3)
- Authentication (see Section 3.4)

3.2 URL

To connect to the **"Agnet Organization Administrator"** application, the Web Organization Administrator has to open a web browser and enter the portal URL.

The URL is broken down as follows: https://admin.domain.com

Note: *admin.domain.com is the admin FQDN*

3.3 FIRST CONNECTION

After entering and validating the URL, the **"ACTIVATE YOUR ACCOUNT"** window appears (Figure 3.2) for activating the account.

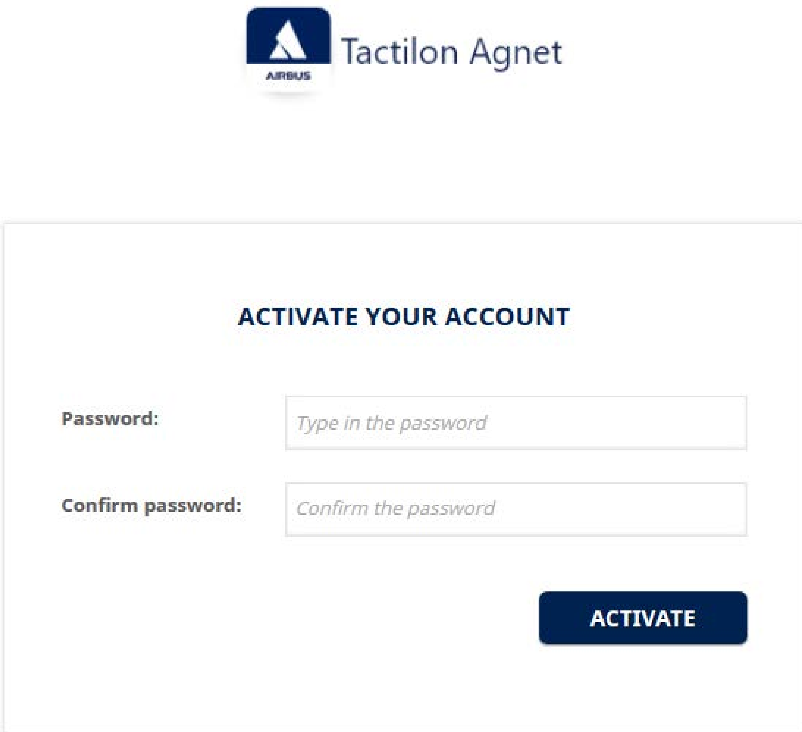

Figure 3.1 ACTIVATE YOUR ACCOUNT WINDOW

- Enter a Password twice in the ***{Password}*** and ***{Confirm password}*** fields

  Note: *The password must contain at least:*
  - *8 characters*
  - *1 lowercase letter*
  - *1 uppercase letter*
  - *1 digit [0-9]*
  - *1 special character.*
- Click on the ***[ACTIVATE]*** button

3.4 AUTHENTICATION

After activating the account, an Organization authentication window appears (Figure 3.2).

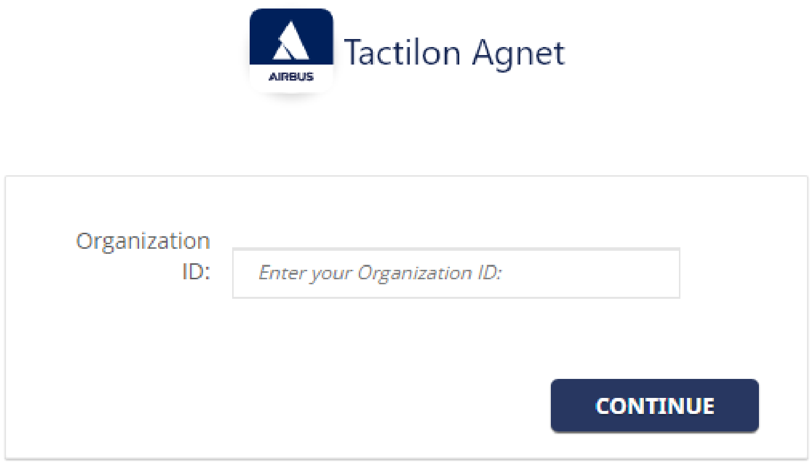

Figure 3.2 ORGANIZATION ID WINDOW

- Enter the identifier number in the ***{Organization ID}*** field

  Note: *The Organization is given by the Super Administrator.*
- Click on the ***[CONTINUE]*** button

  The login authentication window appears (Figure 3.3) for accessing the **"Agnet Organization Administrator"** interface.

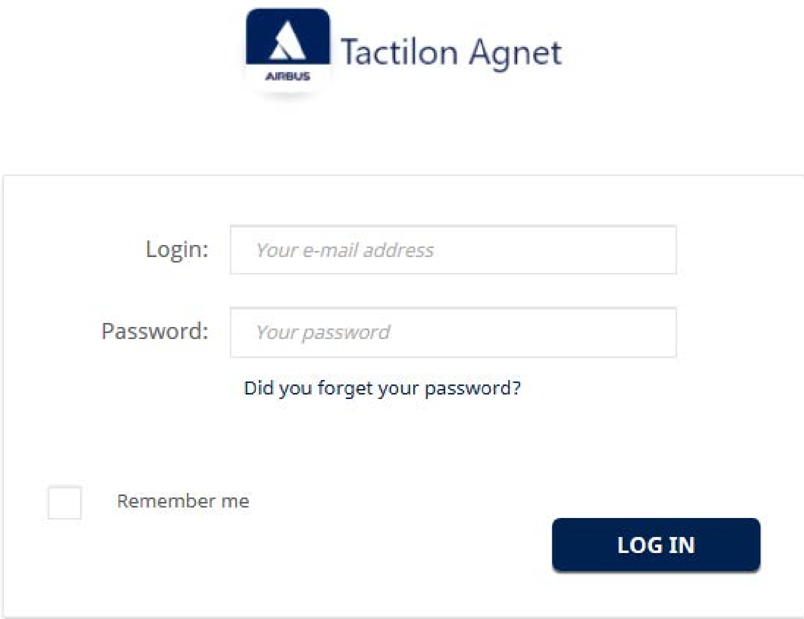

Figure 3.3 AUTHENTICATION WINDOW

The Web Organization Administrator has to fill in the ***{E-mail}*** and ***{Password}*** fields.

Note: *For the first time that the Web Organization Administrator logs in, see Section 3.3.*

The ***[Login]*** button allows the Web Organization Administrator to validate the identification and to connect to the **"Agnet Organization Administrator"**.

After a successful authentication, the Web Organization Administrator is redirected to the **"Agnet Organization Administrator"** homepage (see Section 4).

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4 HOMEPAGE

4.1 PRESENTATION

This chapter describes the following components involved in the Homepage:

- Description of the Homepage (see Section 4.2)
- Menu bar (see Section 4.3)
- Main screen (see Section 4.4)
- Profile bar (see Section 4.5)

4.2 DESCRIPTION OF THE HOMEPAGE (Figure 4.1)

The "**Agnet Organization Administrator**" homepage offers several options and a contextual menu, depending on several factors (such as user account type and platform architecture).

The "**Agnet Organization Administrator**" homepage is divided into 3 parts:

- A menu bar (item 1) (See Section 4.3)
- A main screen (item 2) (See Section 4.4)
- A profile bar (item 3) (See Section 4.5)

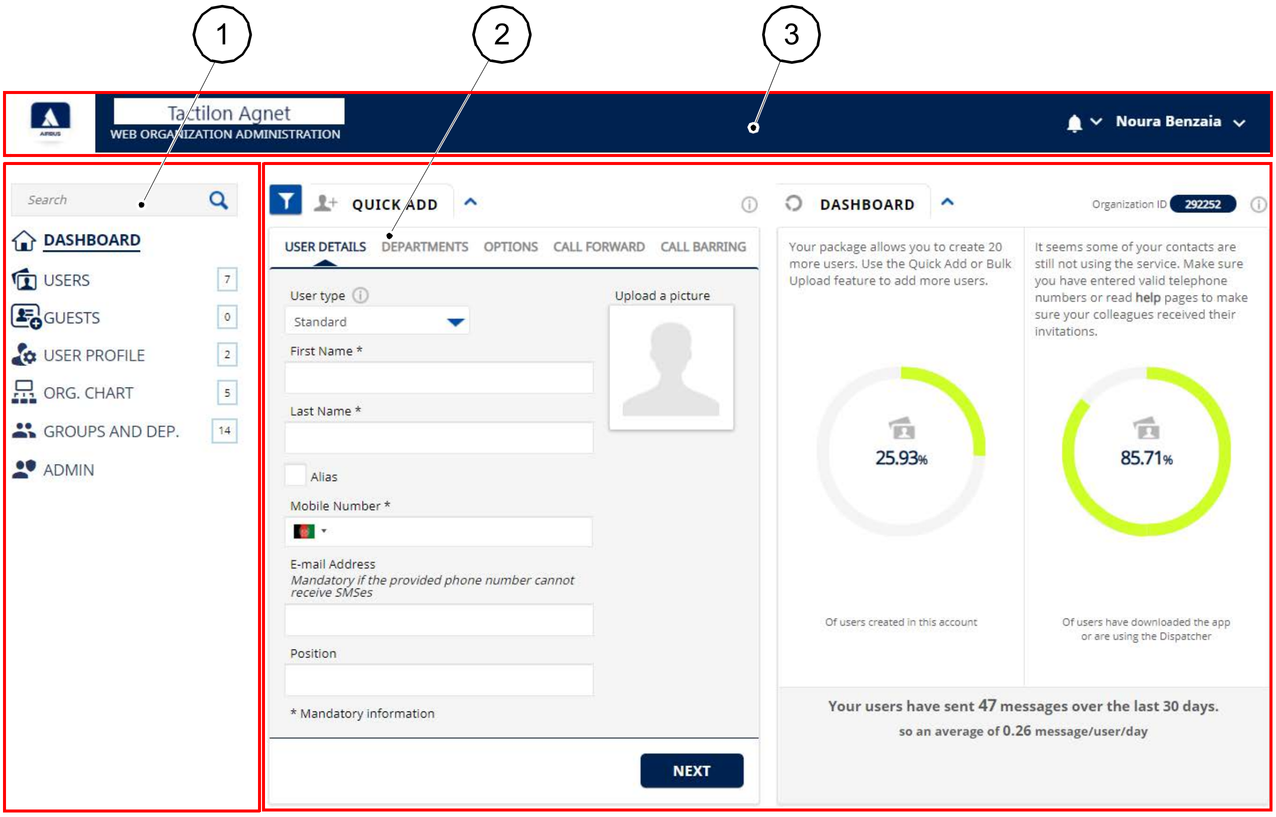

Figure 4.1 AGNET ORGANIZATION ADMINISTRATOR HOMEPAGE

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4.3 MENU BAR (Figure 4.2)

The menu bar is used for navigating through the portal. The content depends on the role of the user.

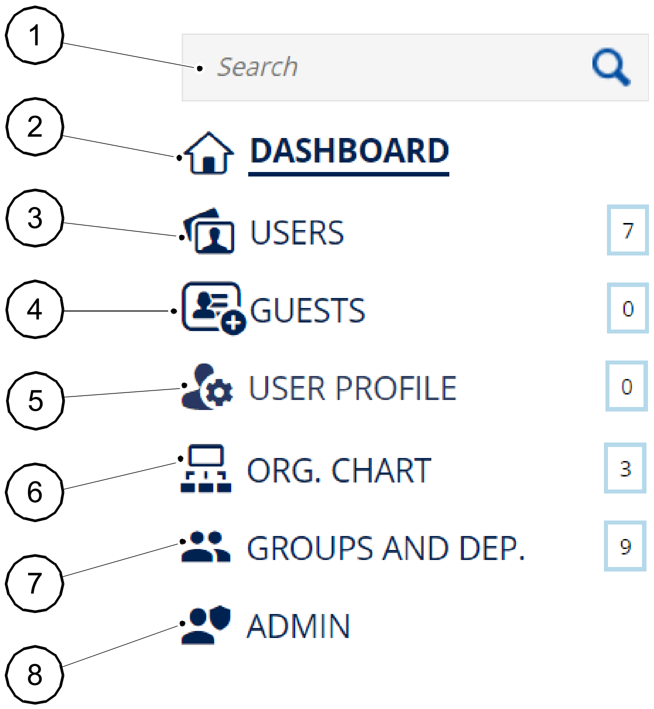

Figure 4.2 MENU BAR

Note: *If the profile bar (see Section 4.5.1) contains tabs, the Web Organization Administrator has to select the* ***{MY ORGANIZATION}*** *tab.*

The menu bar contains a search bar (item 1) and the following menus:

- **[Dashboard]** (item 2) (see Section 5): to access service statistics through the dashboard
- **[Users]** (item 3) (see Section 6): to register users and choose the options to activate for them (depending on purchased options and the configuration done by upper level administrators)
- **[Guests]** (item 4) (see Section 7): to invite users outside the Organization and choose the options to activate for them (depending on purchased options and the configuration done by upper level administrators)
- **[User profile]** (item 5) (see Section 8): to create customized user profiles where multiple options and settings are configured at the same time, and each profile is assigned to a user
- **[Org. Chart]** (item 6) (see Section 9): to structure your organization by Departments and set communication rules between users in each department (open the **[Settings]** menu and modify ***{Change work mode}*** to "ADVANCED")
- **[Groups and Dep.]** (item 7) (see Section 10): to create/edit/delete groups of users and departments (open the **[Settings]** menu and modify ***{Change work mode}*** to "ADVANCED")
- **[Admin]** (item 8) (see Section 11): to add admins with specific access rights over the organization and departments

4.4 MAIN SCREEN

The main screen (Figure 4.1, item 2) is updated according to the search (Figure 4.2, item 1) or to the selected menu (items 2 to 8).

The main screen displays the **"Dashboard"** view by default.

4.5 PROFILE BAR

4.5.1 Profile bar description (Figure 4.3)

The profile bar contains:

- A **{MY ORGANIZATION}** tab (item 1): this document refers to this tab
- A **{WORKFLOWS}** tab (item 2): refer to Document [4]

Note: *These tabs are displayed if the "Workflows" feature has been activated in the **"Agnet Super Administrator"** app by the Admin.*

- ***[Notification]*** button (item 3)
- ***[Username]*** button (item 4) to open the following menus:
  - **[Settings]**: to access Administrator Profile settings and Organization settings (see Section 4.5.2)
  - **[Help]**: to ask questions about features (see Section 4.5.3)
  - **[Log out]**: to disconnect the **"Agnet Organization Administrator"** interface (see Section 4.5.4).

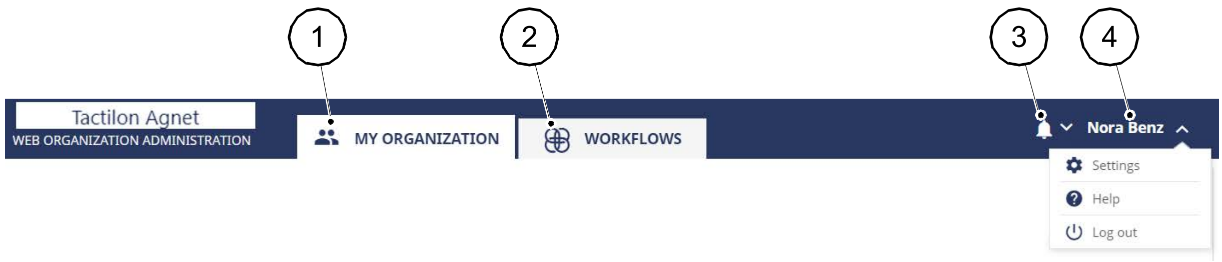

Figure 4.3 PROFILE MENU

4.5.2 Settings

The Agnet 500 account can be customized from the **[Settings]** menu (see Section 12).

4.5.3 Help (Figure 4.4)

The Web Organization Administrator can obtain information about:

- Battery issues
- Organization administration
- Plans and pricing
- Agnet Dispatcher feature
- Emergency alert
- Report a problem
- **"Agnet Work"** app

- Messaging
- Geolocation features
- Launcher app

Procedure:

- Click on the ***[Username]*** button (Figure 4.3, item 2) in the profile bar
- Select the **[Help]** menu

  The ***{ASK A QUESTION}*** pane is displayed (Figure 4.4).

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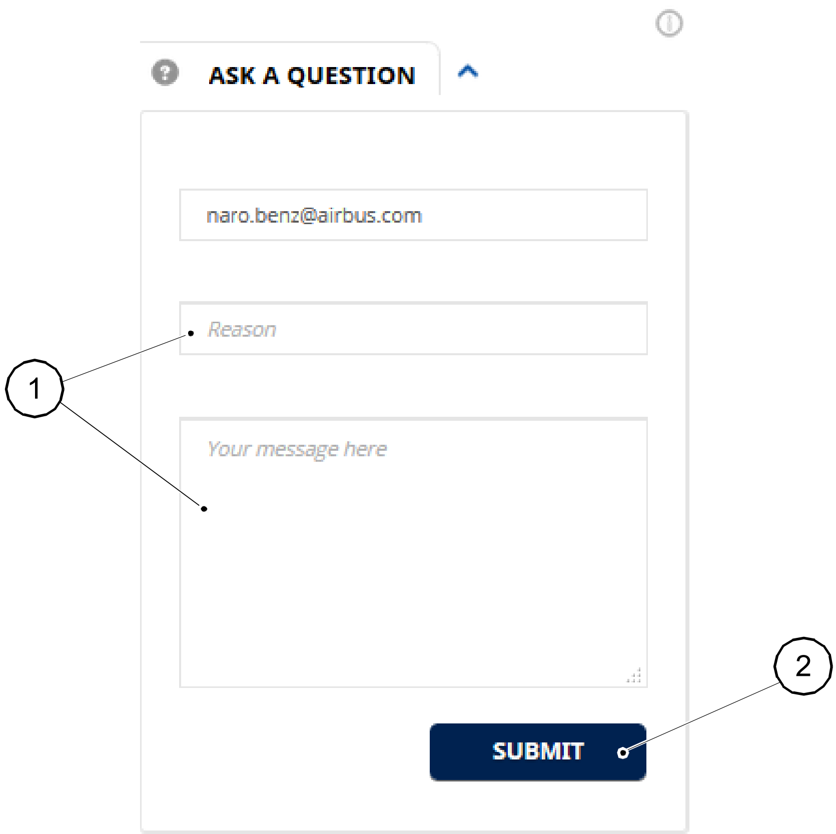

Figure 4.4 ASK A QUESTION PANE

- Write the reason and the question (item 1)
- Click on the ***[SUBMIT]*** button (item 2)

  The question is sent to the support team.

4.5.4 Log out (Figure 4.5)

Procedure to log out

- Click on the ***[Username]*** button (Figure 4.3, item 2) in the profile bar
- Select the **[Log out]** menu

  A **"CONFIRMATION REQUIRED"** dialog box opens (Figure 4.5).

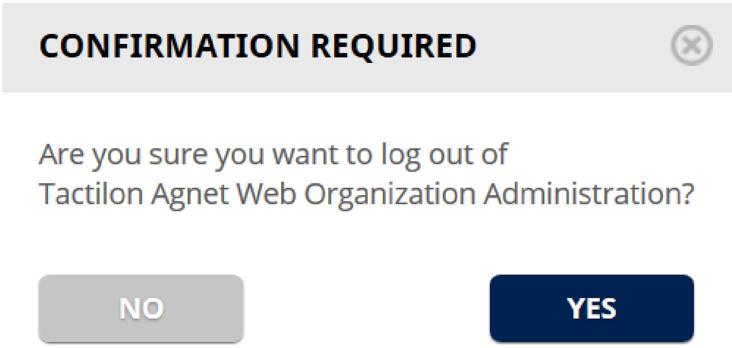

Figure 4.5 CONFIRMATION REQUIRED DIALOG BOX

- Click on the ***[YES]*** button.

  The Organization authentication window appears (Figure 3.2).

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5 DASHBOARD MENU

5.1 PRESENTATION

This chapter describes the following components involved in the Dashboard menu:

- Dashboard screen (see Section 5.2)
- Quick add (see Section 5.3)
- Dashboard (see Section 5.4)
- Bulk buttons (see Section 5.5)

5.2 DASHBOARD SCREEN (Figure 5.1)

The **"Dashboard"** screen is divided into 3 functional areas:

- ***{QUICK ADD}*** (item 1): to create, modify users (see Section 5.3)
- ***{DASHBOARD}*** (item 2): to inform about statistics (see Section 5.4)
- ***{BULK BUTTONS}*** (item 3) (see Section 5.5)

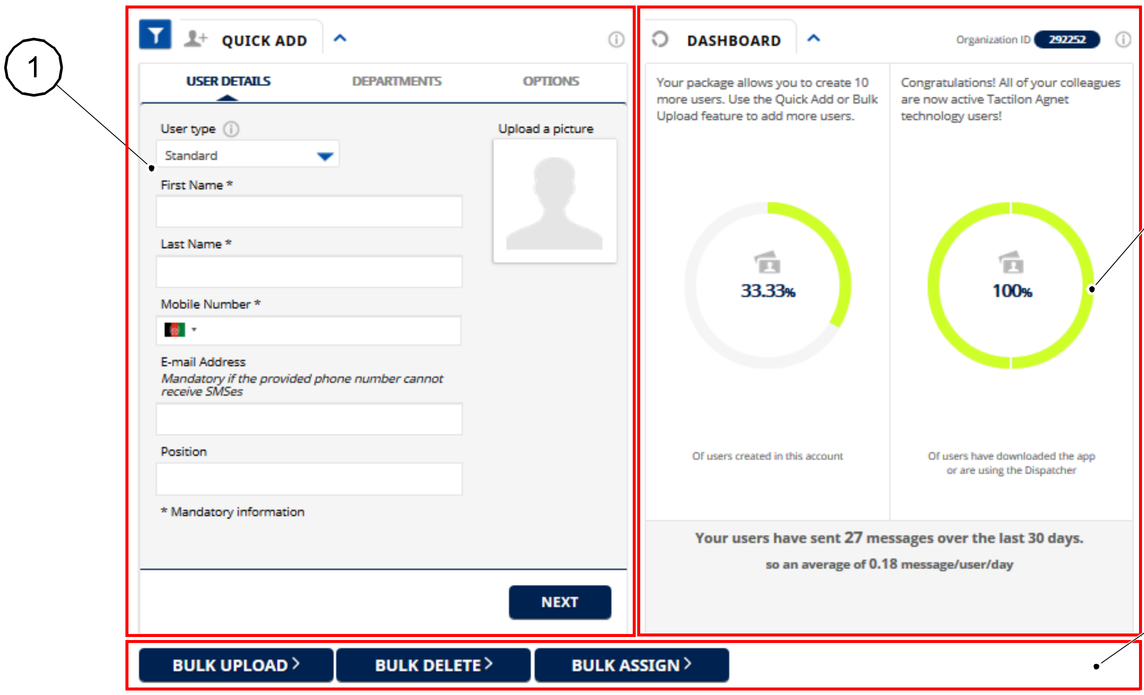

Figure 5.1 DASHBOARD SCREEN

5.3 QUICK ADD (Figure 5.2)

The ***{QUICK ADD}*** pane contains the following tabs:

- **{USER DETAILS}** (item 1) (see Section 5.3.1)
- **{DEPARTMENTS}** (item 2) (see Section 5.3.2)
- **{OPTIONS}** (item 3) (see Section 5.3.3)
- **{CALL FORWARD}** (optional) (item 4) (see Section 5.3.4)
- **{CALL BARRING}** (optional) (item 5) (see Section 5.3.5)

The ***[ ]*** button is used to edit the tabs cited above (see Section 5.3.6).

The ***[^]*** button is used to minimize the ***{QUICK ADD}*** pane.

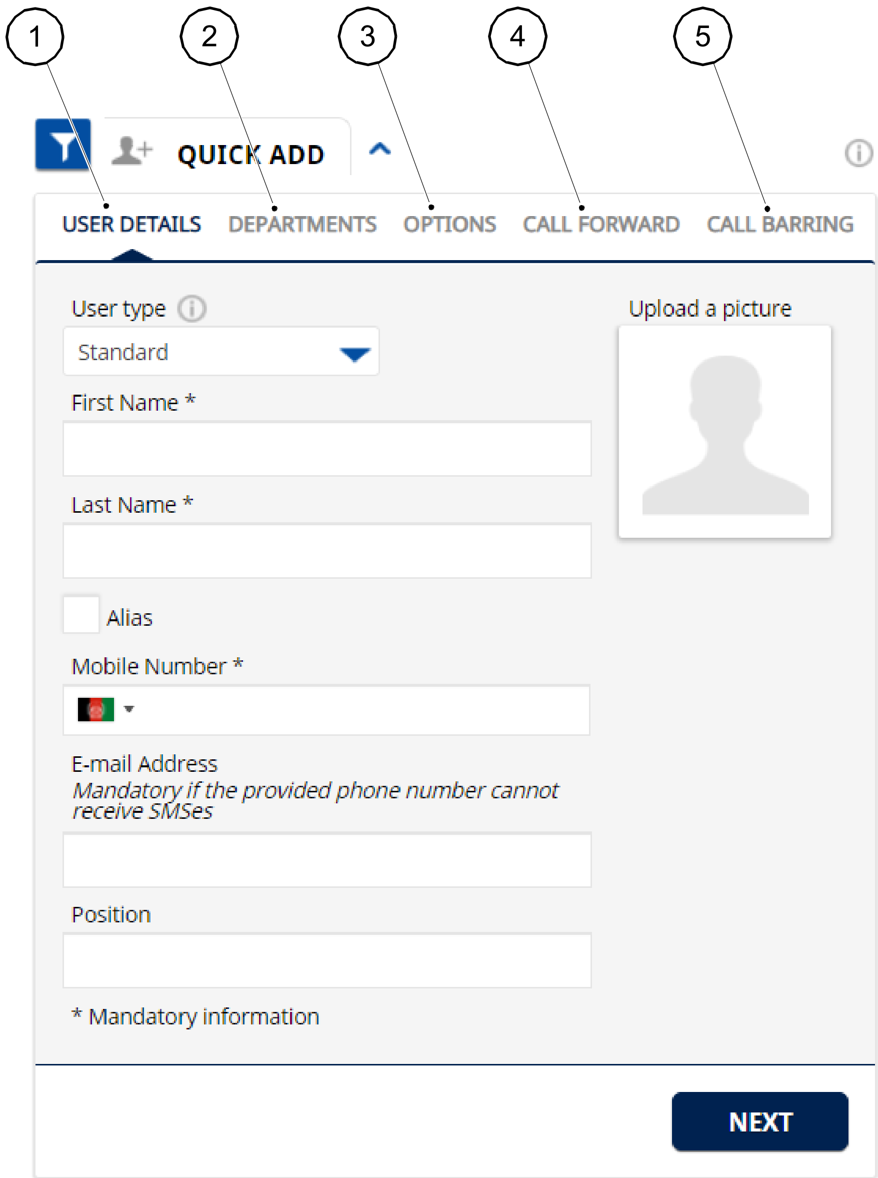

Figure 5.2 QUICK ADD PANE

5.3.1 User details

In the **{USER DETAILS}** tab, the parameters for creating the user depend on the type of user to be created. The Web Organization Administrator can choose between three user types:

- Standard (see Section 5.3.1.1)
- External video source (see Section 5.3.1.2)
- External video destination (see Section 5.3.1.3)
- 3rd party 3GPP (see Section 5.3.1.4)

5.3.1.1 Standard (Figure 5.3)

The required user informations (item 1) for Standard user type are the following:

- ***{First Name}*** field
- ***{Last Name}*** field
- ***[Alias]*** checkbox (optional)
- ***[Allow user to change alias]*** checkbox (optional)

  Note: *This parameter appears when the **[Alias]** checkbox is selected.*
- ***{Alias}*** field (optionally)

  Note: *This parameter appears when the **[Alias]** checkbox is selected.*
- ***{Mobile Number}*** field
- ***{E-mail Address}*** field
- ***{Position}*** field
- ***{User profile}*** drop-down menu (available if at least one user profile has been created, see Section 8)
- ***{Upload a picture}*** field

Mandatory attributes are indicated with an asterisk.

The ***[NEXT]*** button (item 2) is used to proceed to the **{DEPARTMENTS}** tab (see Section 5.3.2) or **{OPTIONS}** tab (see Section 5.3.3).

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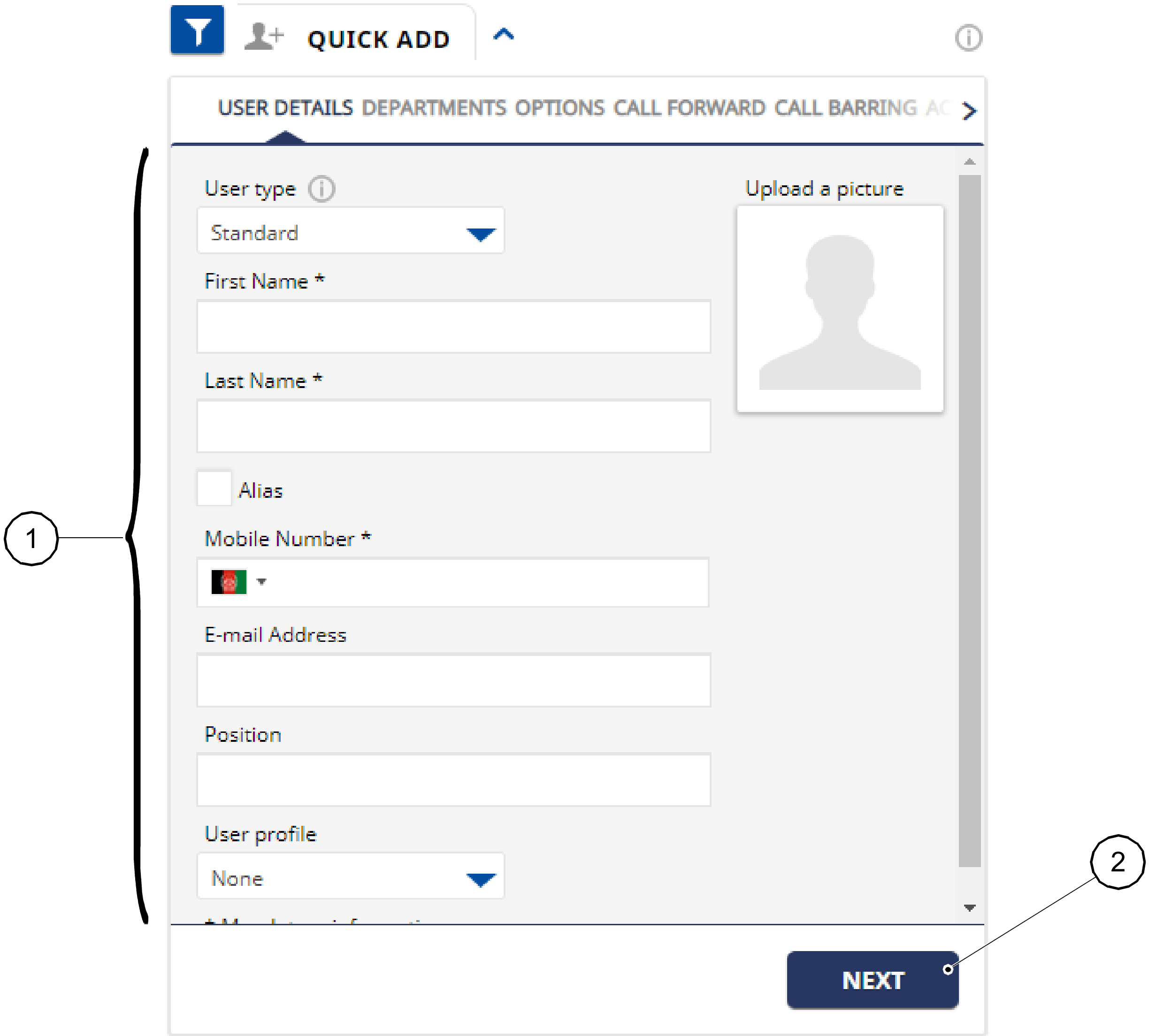

Figure 5.3 USER DETAILS TAB - STANDARD USER TYPE

5.3.1.2 External video source (Figure 5.4)

The following fields (item 1) are available to define the required user information:

- ***{Name}:*** name of the user who will act as an external video source
- ***{RTSP URL}***
- ***{Upload a picture}***

Mandatory attributes are indicated with an asterisk.

The ***[CREATE]*** button (item 2) is used to create the user.

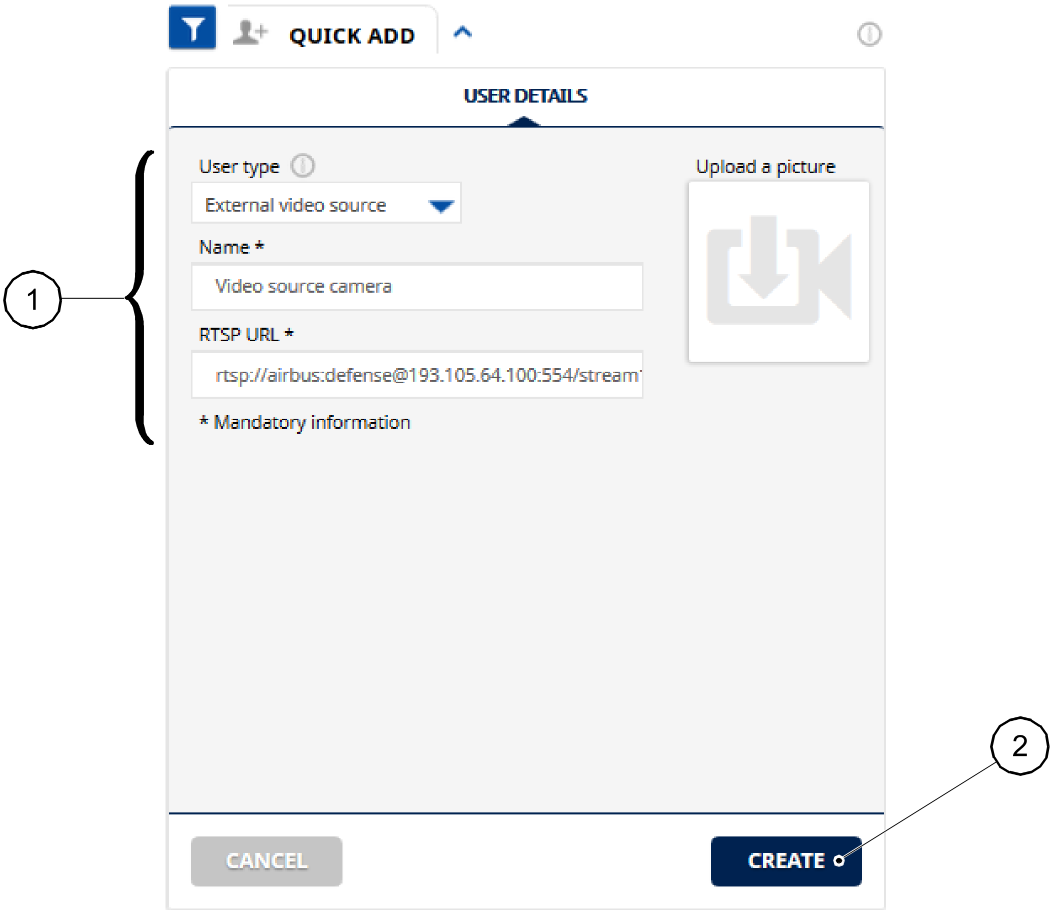

Figure 5.4 USER DETAILS TAB - EXTERNAL VIDEO SOURCE USER TYPE

The "External video source" user created will be displayed in the:

- ***{USERS LIST}*** pane (see Section 6.2)
- **{Contacts}** tab in the **"Agnet Dispatcher"** tool (see Document [3]) with a camera icon next to the name.

Note:
- *"External video source" users can only broadcast video. They cannot receive video streams.*
- *The Super Administrator can also create "External video source" users.*

5.3.1.3 External video destination (Figure 5.5)

The following fields (item 1) are available to define the required user information:

- ***{Name}:*** name of the user who will act as an external video destination
- ***{IP}***
- ***{Port}***
- ***{Telephone number}***
- ***{Transport}:*** three communications protocols: UDP, TCP and TLS
- ***{Upload a picture}***

Mandatory attributes are indicated with an asterisk.

The ***[CREATE]*** button (item 2) is used to create the user.

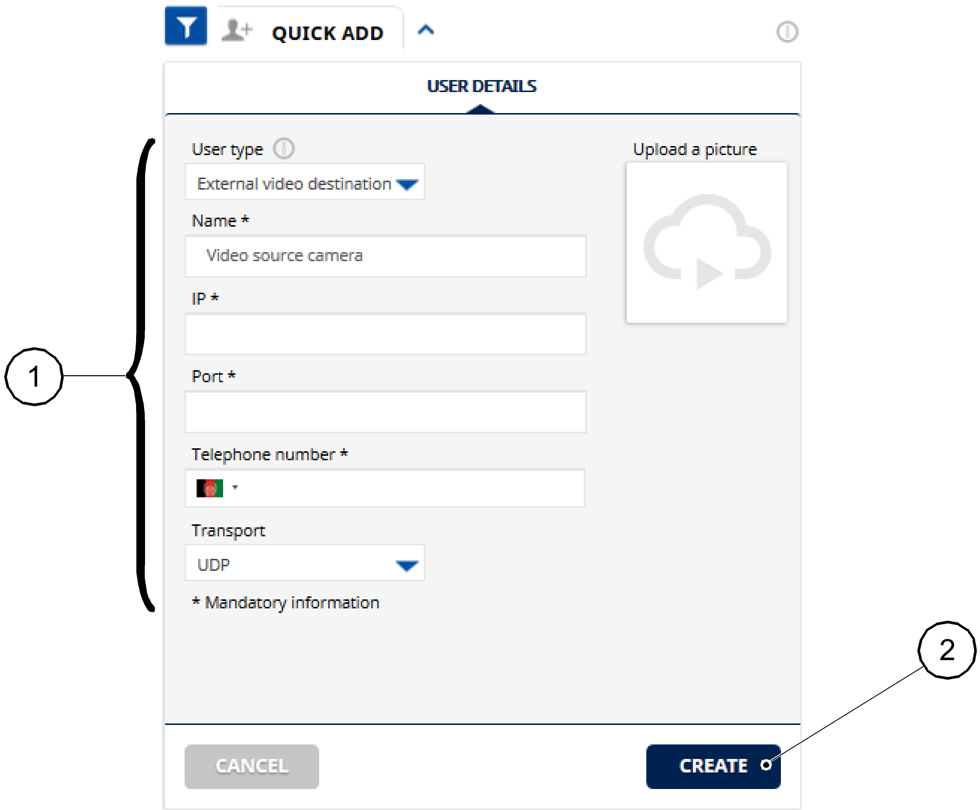

Figure 5.5 USER DETAILS TAB - EXTERNAL VIDEO DESTINATION USER TYPE

The "External video destination" user that will receive the video stream is always seen as a Dispatch Manager. Every time a user in an organization broadcasts a video to a Dispatch Manager, the "External Video Destination" user will be the recipient of the video.

The "External video destination" users created will be displayed in the:

- ***{EXTERNAL VIDEO DESTINATIONS LIST}*** pane (see Section 6.2)
- **{Contacts}** tab in **"Agnet Dispatcher"** tool (see Document [3]) with a camera icon next to the name.

Note: *The Super Administrator can also create "External video destination" users.*

5.3.1.4 3rd party 3GPP (Figure 5.6)

The Web Organization Administrator has to define one 3GPP user per interconnected Group with Agnet users.

The following fields (item 1) are available to define the required user information:

- ***{First Name}*** field
- ***{Last Name}*** field
- ***[Alias]*** checkbox (optional)
- ***[Allow user to change alias]*** checkbox (optional)

  Note: *This parameter appears when **[Alias]** checkbox is selected.*
- ***{Alias}*** field (optional)

  Note: *This parameter appears when **[Alias]** checkbox is selected.*
- ***{Mobile Number}*** field
- ***{MCPTT ID}*** field

Note:
- *It is not necessary to fill the {MCPTT ID} field. This field is automatically filled with the correct information when saving the 3GPP user.*
- *If the Web Organization Administrator wants a different format, the {MCPTT ID} field can be added. The unique identifier can have the following format: [phone-number]@domain).*

- ***{E-mail Address}*** field
- ***{Position}*** field
- ***{Upload a picture}*** field

Mandatory attributes are indicated with an asterisk.

The ***[NEXT]*** button (item 2) is used to proceed to the **{DEPARTMENTS}** tab (see Section 5.3.2) or **{OPTIONS}** tab (see Section 5.3.3).

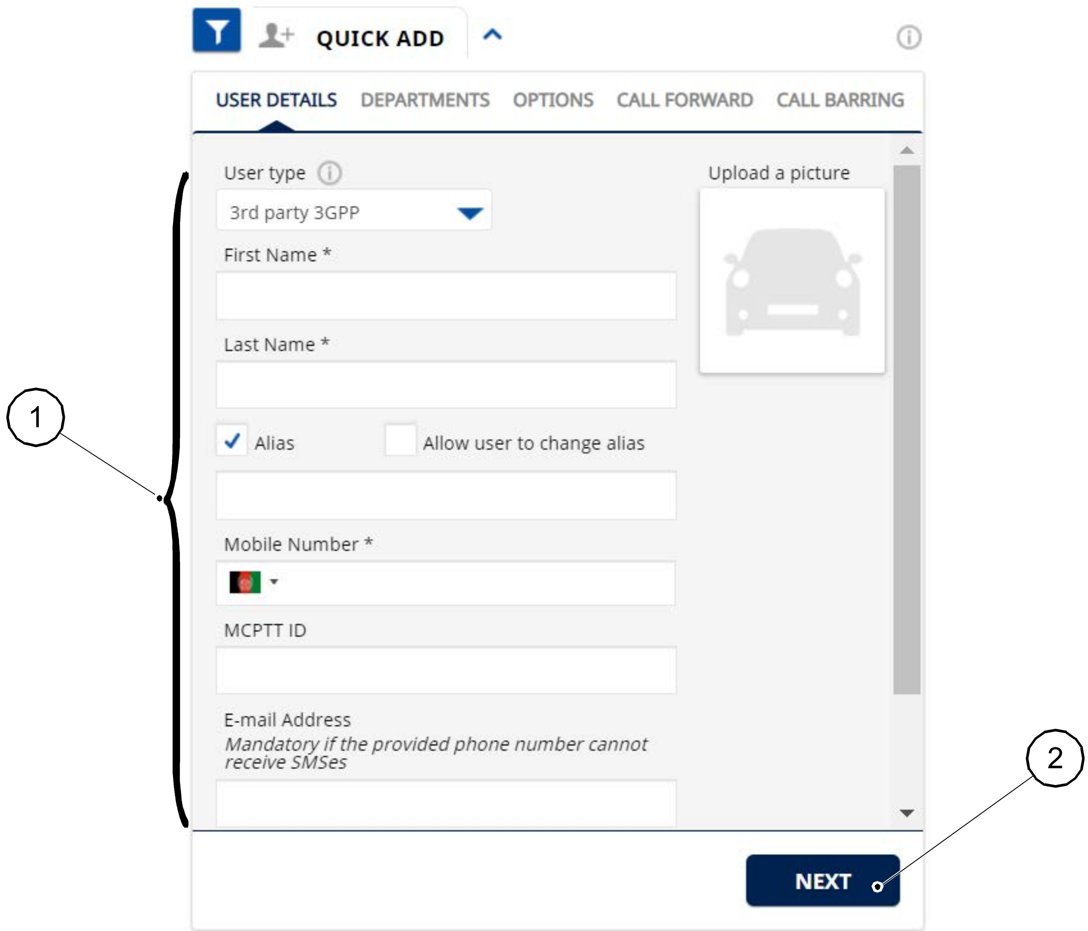

Figure 5.6 USER DETAILS TAB - 3RD PARTY 3GPP

5.3.2 Departments (Figure 5.7)

Note: *This tab is displayed only if "Advanced Mode" (see section 12.3) is enabled in the Settings. This tab is optional and not required in order to add, edit, or delete Users.*

The following fields (item 1) are available to define the required user information:

- ***{Select User's Main Department}***
- ***{Add user in additional departments}***

The ***[NEXT]*** button (item 2) is used to proceed to the **{OPTIONS}** tab.

The ***[BACK]*** button (item 3) is used to return to the **{USER DETAILS}** tab.

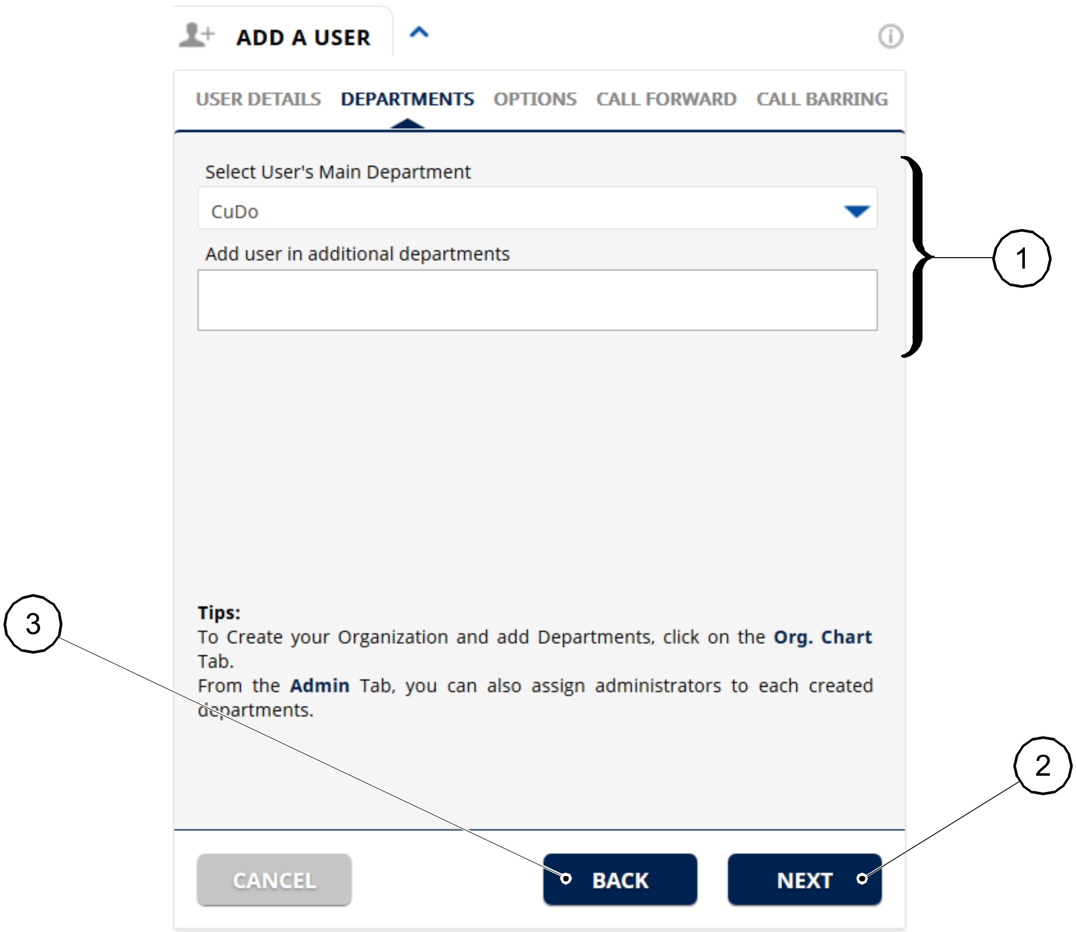

Figure 5.7 DEPARTMENTS TAB

5.3.3 Options (Figure 5.8)

The available Options will be from the following list (item 1), depending on which one is activated for the organization:

- ***{Dispatcher}***: allows users to use the **"Agnet Dispatcher"** tool (see Document [3])
- ***{Allow Cloud Storage Process Export}***: allows users to export processes
- ***{Cloud Storage quota}***: allows users to export their processes
- ***{Calls}***: allows users to make and receive calls
- ***{Cellular Call}***: allows users to make and receive cellular calls from the app
- ***{Push-To-Talk}*** (for more information, see Section 5.3.3.1)
- ***{Audio sessions recording}***: VoIP calls, PTT calls, PTT Talk group sessions
- ***{Broadcast Call Initiation Rights}***: the Broadcast Call can be activated only for the Dispatchers
- ***{Video calls}***: allows users to make and receive Video Calls.
- ***{Multi-Talk groups}***: allows users to stay connected to multiple Talk groups at the same time
- ***{Active talk group auto-selection}*** (for more information see Section 5.3.3.2)
- ***{Video sessions recording}***: allows users to record Video Streaming sessions
- ***{Call Out via PBX}***: allows users to make audio calls outside the app
- ***{Call In from external network}***: allows users to receive VoIP or PTT group calls from external users. The external user will automatically take the floor when he/she starts talking based on voice detection, and the floor will be automatically released when he/she stops talking
- ***{Public visibility}***: allows users inside an Organization to communicate with users from another Organization via the **"Agnet Work"** app if both users have the app installed and have each other's phone numbers in the phone contacts list. An external contact is synchronized and displayed only if it is authenticated on the platform (on **"Agnet Dispatcher"** or **"Agnet Work"** app).
- ***{Always connected users}***: allows users to always be connected to the server
- ***{Always connected calls}***: allows users to always be connected to calls
- ***{External API Access}***: allows the organization to access the External API feature (mandatory for the functionality of the geolocation based on beacons)
- ***{Video streaming}***: allows Users and Dispatchers to broadcast videos
  - ***{Share Video Streaming}***: allows the user to share the Video Streaming with other users.
  - ***{Receive Video Streaming}***: allows the user to receive Video Streaming from other users.
- ***{Process Completion}***: allows users to benefit from the auto-completion of widgets for new processes. The data used for auto-completion only includes information from process instances based on the same template and previously entered by the user only. The data entered by other process participants will not be available with auto-completion
- ***{Operational status}***: additional information regarding the activity/place of a user (e.g.: On the way, On the site, At the office, etc.) describing various steps of a workflow or mission in the field. It is different and independent from On/Off duty, and both features can be active at the same time

- ***{Geolocation}*** (for more information see Section 5.3.3.3)
- ***{Allow user to invite guests}***: allows users to add external contacts to the Organization
- ***{Workflows}***: allows the Admin to create processes adapted to business needs. Any kind of processes can be created that correspond to the specific business needs. Each step of the process can include different actions or information meant to simplify the work of the teams.

The ***[NEXT]*** button (item 2) is used to proceed to the **{CALL FORWARD}** tab.

Note: *If the **{CALL FORWARD}** and/or **{CALL BARRING}** tabs have not been activated by the Admin, the **[CREATE]** button replaces the **[NEXT]** button. The **[CREATE]** button is used to create the user.*

The ***[BACK]*** button (item 3) is used to return to the **{DEPARTMENTS}** tab.

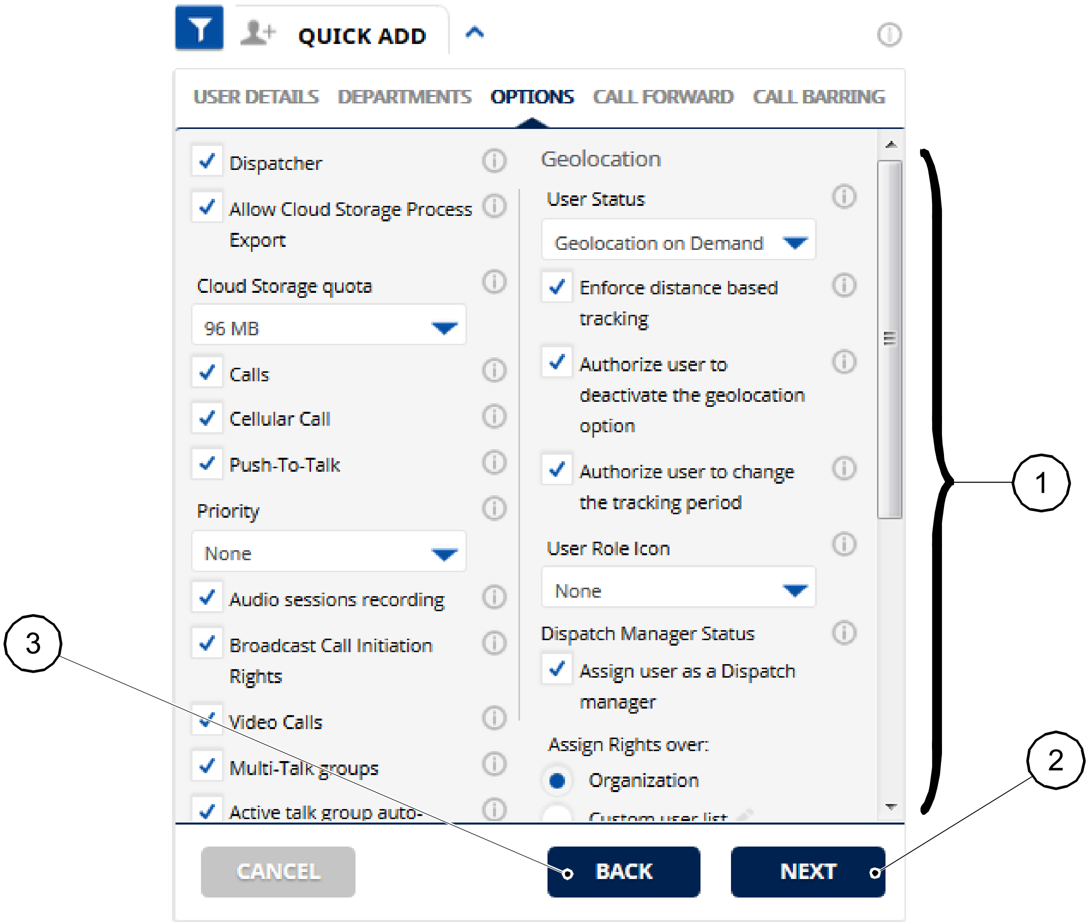

Figure 5.8 OPTIONS TAB

A feature can be set on a user-by-user basis only when the Organization setting (see Section 12.4) for this feature is set to "Disabled".

The features can be set on a user-by-user basis in the **{OPTIONS}** tab by checking the corresponding boxes.

5

5.3.3.1 Push-to-Talk priority (Figure 5.9)

When the ***[Push-To-Talk]*** box is selected for a user, the Web Organization Administrator can assign a Push-To-Talk priority level (item 1) to this user.

This option allows designated users to take the floor and start talking at any time during a PTT session, even if other users are speaking. The user with the highest level will have priority: Level 2 takes priority over Level 1.

Use case: All users will have a default priority level composed of the existing level + 100. If the existing user has the priority "None", it will be migrated to level 100. If the existing user has the priority "1", it will be migrated to level 101, etc.

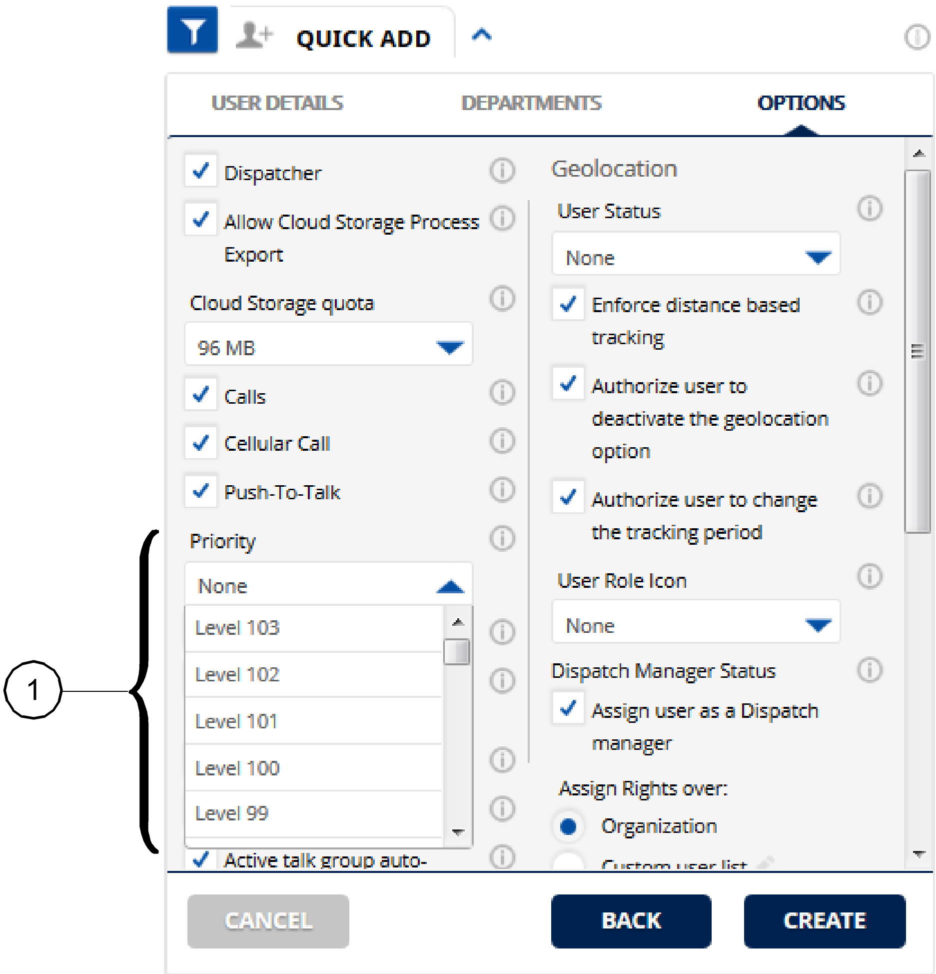

Figure 5.9 PRIORITY LEVEL - PUSH-TO-TALK

Note: *The supervisor levels displayed when creating or editing a user depend on how many levels were set on the* ***"Agnet Organization Administrator"*** *interface. Push-to-Talk priority can have an unlimited number of levels.*

5.3.3.2 Active talk group auto-selection (Figure 5.10)

The "Active talk group auto-selection" feature (item 1) allows the user to talk automatically in the last active Talk group by pressing the device embedded Push-To-Talk button or using an accessory when they are connected to multiple Talk groups. The "Active talk group auto-selection" is valid during a configured period of time. Once this period of time is over, the user will take the floor in the Talk group that he/she has selected manually.

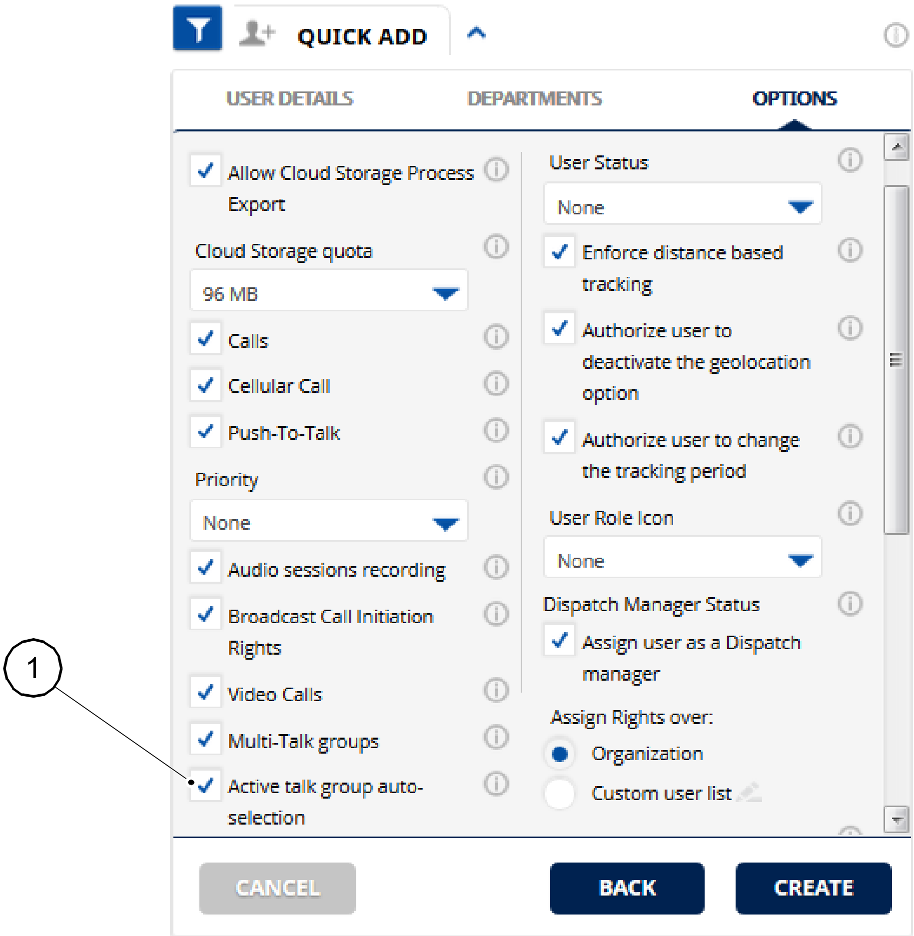

Figure 5.10 ACTIVE TALK GROUP AUTO-SELECTION

5.3.3.3 Geolocation (Figure 5.11)

The ***{Geolocation}*** area (item 1) contains the following options:

- User Status (see Section 5.3.3.3.1)
- Enforce distance based tracking (see Section 5.3.3.3.2)
- Authorize user to deactivate the geolocation option (see Section 5.3.3.3.3)
- Authorize user to change the tracking period (see Section 5.3.3.3.4)
- User Role icon (see Section 5.3.3.3.5)
- Dispatch manager status (see Section 5.3.3.3.6)

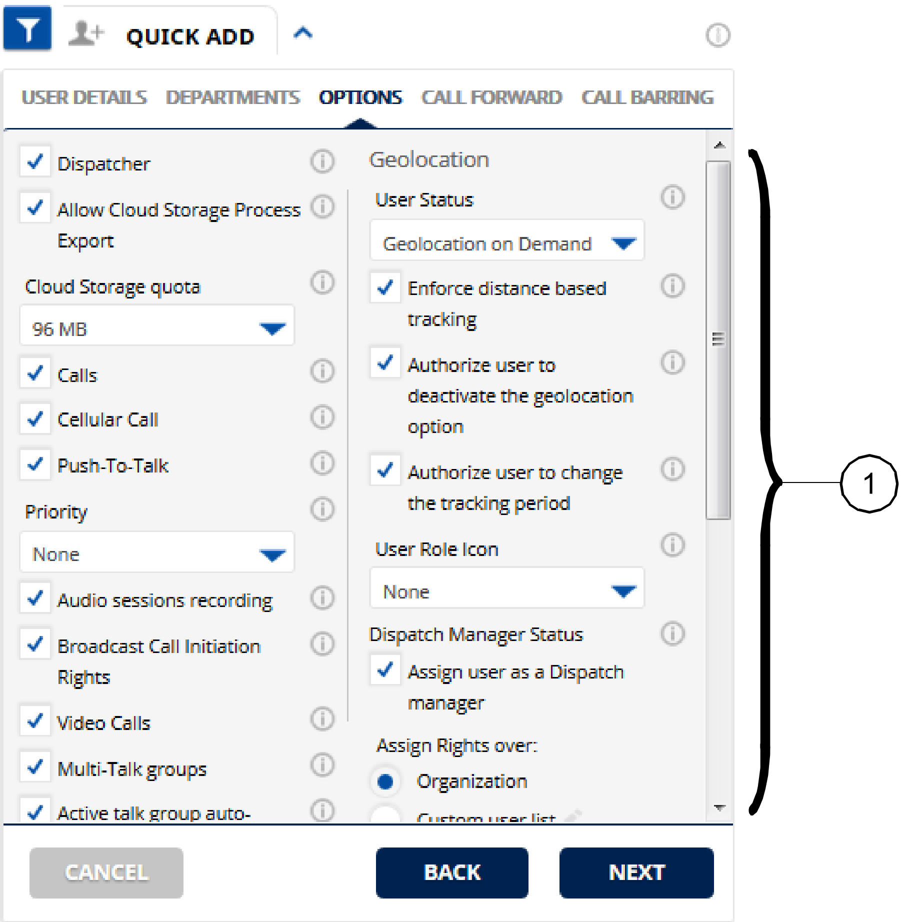

Figure 5.11 GEOLOCATION - OPTIONS TAB

5.3.3.3.1 User status (Figure 5.12)

When adding or editing a user, the Web Organization Administrator can choose a user's geolocation status (meaning that the user can be located or not). The "User Status" (item 1) can be set to:

- ***{None}***
- ***{Geolocation on Demand}***
- ***{Tracking}***

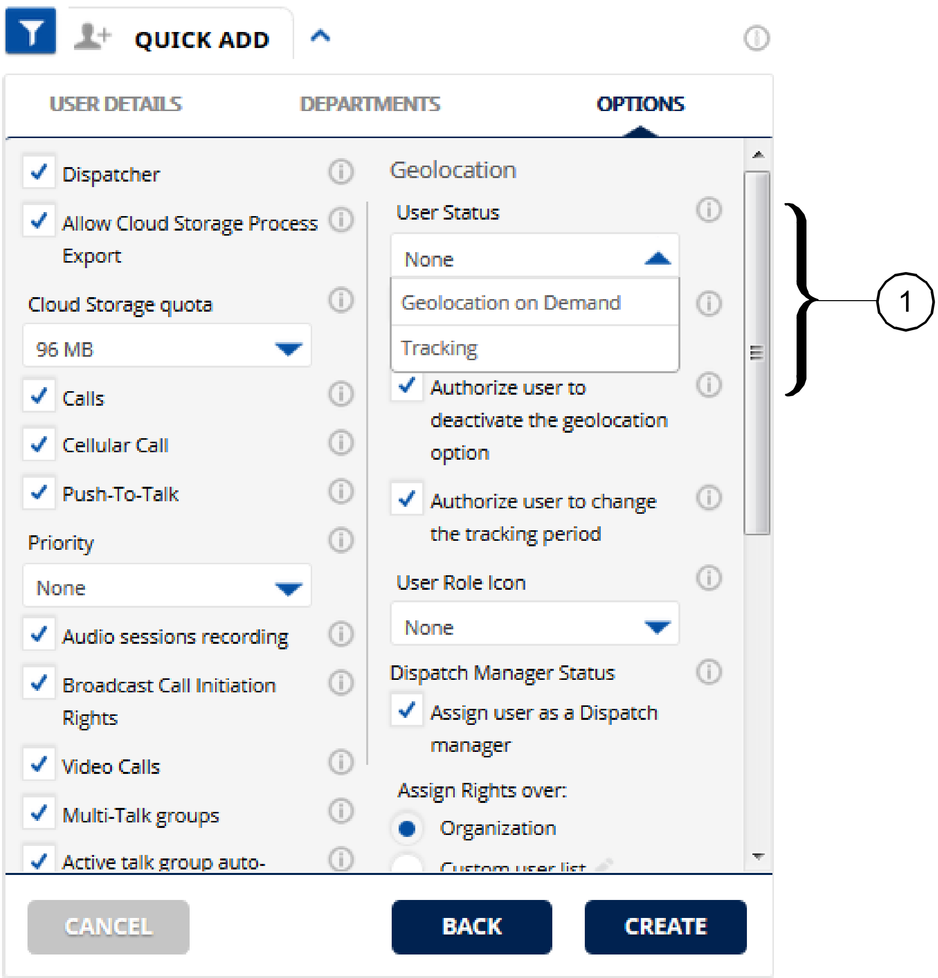

Figure 5.12 USER STATUS - GEOLOCATION OPTIONS

5.3.3.3.2 Enforce distance based tracking (Figure 5.13)

The "Enforce distance based tracking" feature (item 1) only affects users with the "Tracking" user status. The user location is sent to the Dispatcher when the user moves more than the specific distance set up for the organization.

When this feature is active, the user sends the location based on the set:

- "Time-Frequency Tracking" (see Section 12.4.7.3)
- "Distance Frequency Tracking" (see Section 12.4.7.4)

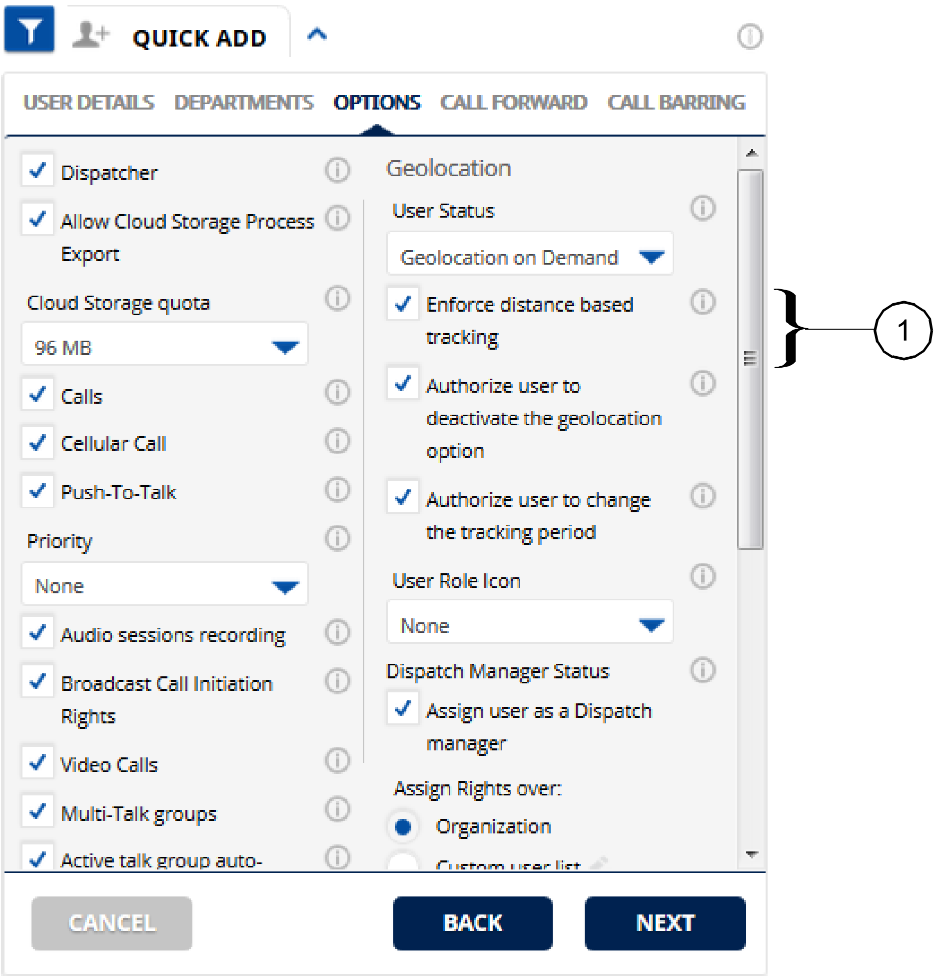

Figure 5.13 ENFORCE DISTANCE BASED TRACKING OPTION

5.3.3.3.3 Authorize user to deactivate geolocation option (Figure 5.14)

The Web Organization Administrator can allow users to activate/deactivate geolocation. The "Authorise user to deactivate the geolocation option" box (item 1) must therefore be checked. If enabled, the option to deactivate the geolocation will be available on the "Settings" page of the user's mobile app.

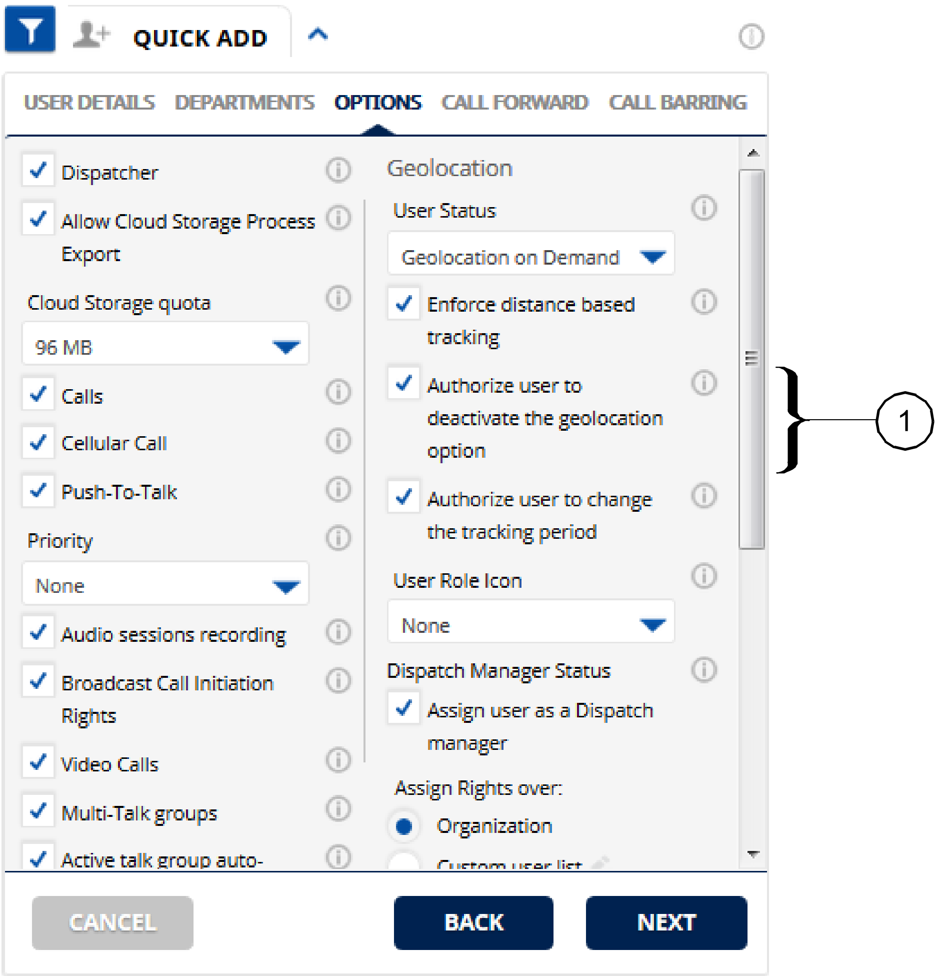

Figure 5.14 AUTHORISE TO DEACTIVATE THE GEOLOCATION OPTION

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5.3.3.3.4 Authorize user to change the tracking period (Figure 5.15)

The Web Organization Administrator can allow users to change the tracking period by selecting one of the tracking rules. The "Authorize user to change the tracking period" box (item 1) must therefore be checked. If enabled, the option to change the tracking rule will be available on the "Settings" page of the user's mobile app.

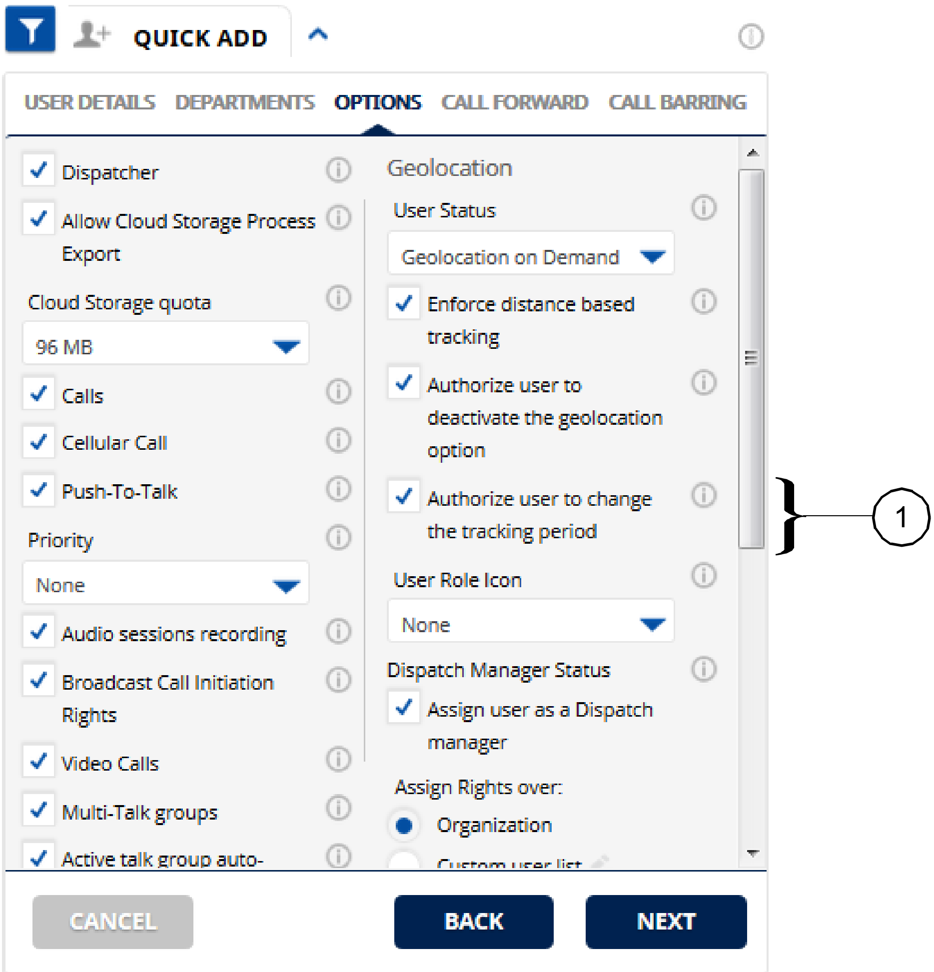

Figure 5.15 AUTHORISE USER TO CHANGE THE TRACKING PERIOD - GEOLOCATION OPTIONS

5.3.3.3.5 User Role icon (Figure 5.16)

The Web Organization Administrator can quickly identify the different users and their roles directly on the map.

The "User Role Icon" (item 1) can be set in the "User Role Icon" feature (see section 12.4.7.10).

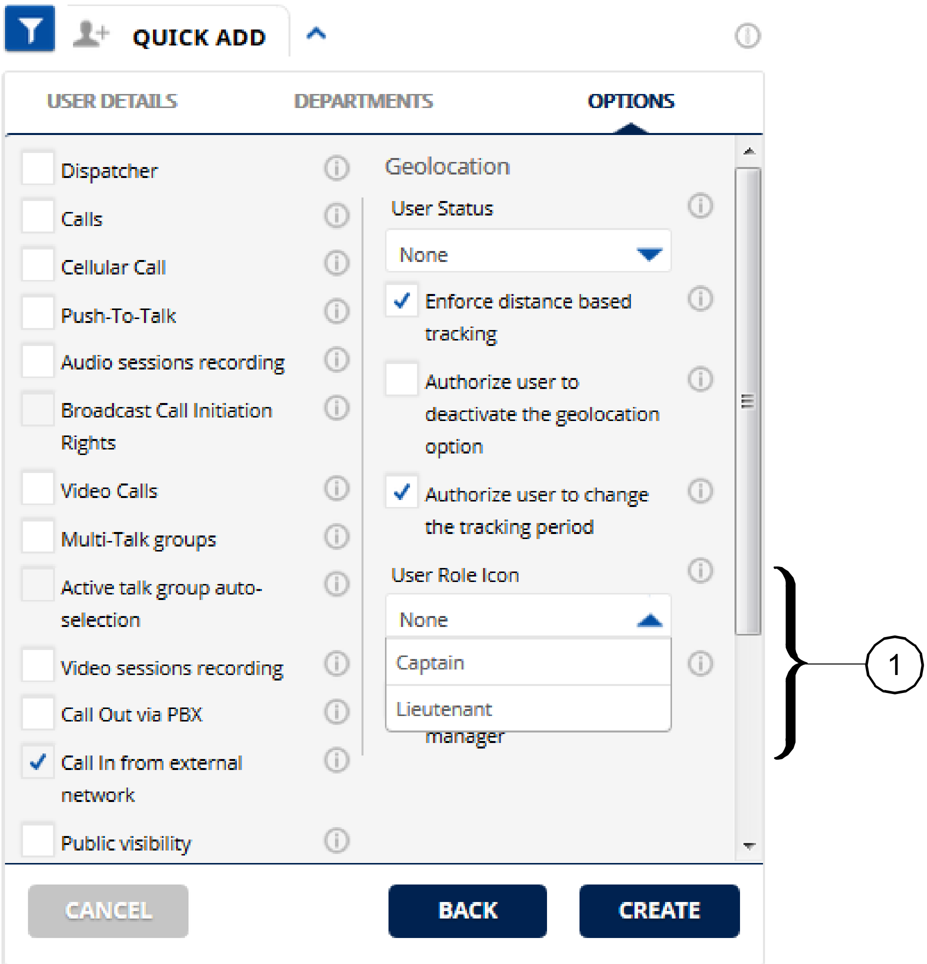

Figure 5.16 USER ROLE ICON - GEOLOCATION OPTIONS

5.3.3.3.6 Dispatch manager status (Figure 5.17)

A Dispatcher is a user that has been authorized by his/her Web Organization Administrator to obtain the location of other Organization users. A user with the "Assign user as a Dispatch manager" (item 1) option activated can see the location of other Organization users who have Geolocation, and run reports on their routes.

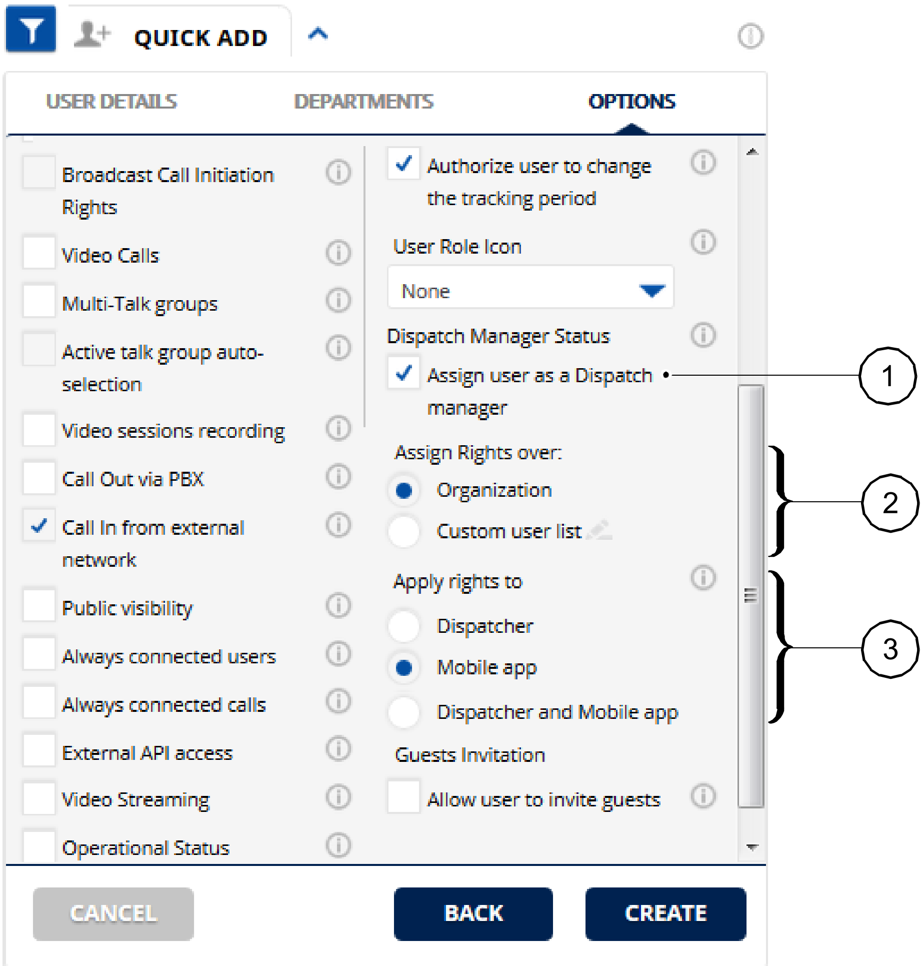

Figure 5.17 DISPATCH MANAGER STATUS - GEOLOCATION OPTIONS

For each Dispatcher, the Web Organization Administrator can set the list of users who they are authorized to locate (item 2):

- Organization
- Custom user list (this list can include Users and Groups)

The Dispatch Manager rights (item 3) can be applied to:

- Dispatcher
- Mobile app
- Dispatcher and Mobile app

5.3.4 Call Forward (optional) (Figure 5.18)

Note: *The **{Call Forward}** tab is optional and displayed only if the Admin has activated this feature.*

The "Call Forward" feature is used for smartphone users with **"Agnet Work"** app, or Dispatchers with **"Agnet Dispatcher"** tool.

When a person (Agnet or external user) makes a call to an Agnet user and the recipient is already in a call, does not answer, or is unreachable, the Web Organization Administrator can configure one of the following options:

- Organization user: to select a user from the Organization to forward the call to
- External number: to enter the phone number of an external contact to forward the call to
- Voicemail: to leave a voice message for the recipient

This tab contains the following options

- Default profile (item 1) (see Section 5.3.4.1)
- Custom profile (item 2) (see Section 5.3.4.2)
- Allow user to make changes (item 3): the user will be able to change the settings

The ***[NEXT]*** button (item 4) is used to proceed to the **{CALL BARRING}** tab.

Note: *If the **{CALL BARRING}** tab has not been activated by the Admin, the **[CREATE]** button replaces the **[NEXT]** button. The **[CREATE]** button is used to create the user.*

The ***[BACK]*** button (item 5) is used to return to the **{OPTIONS}** tab.

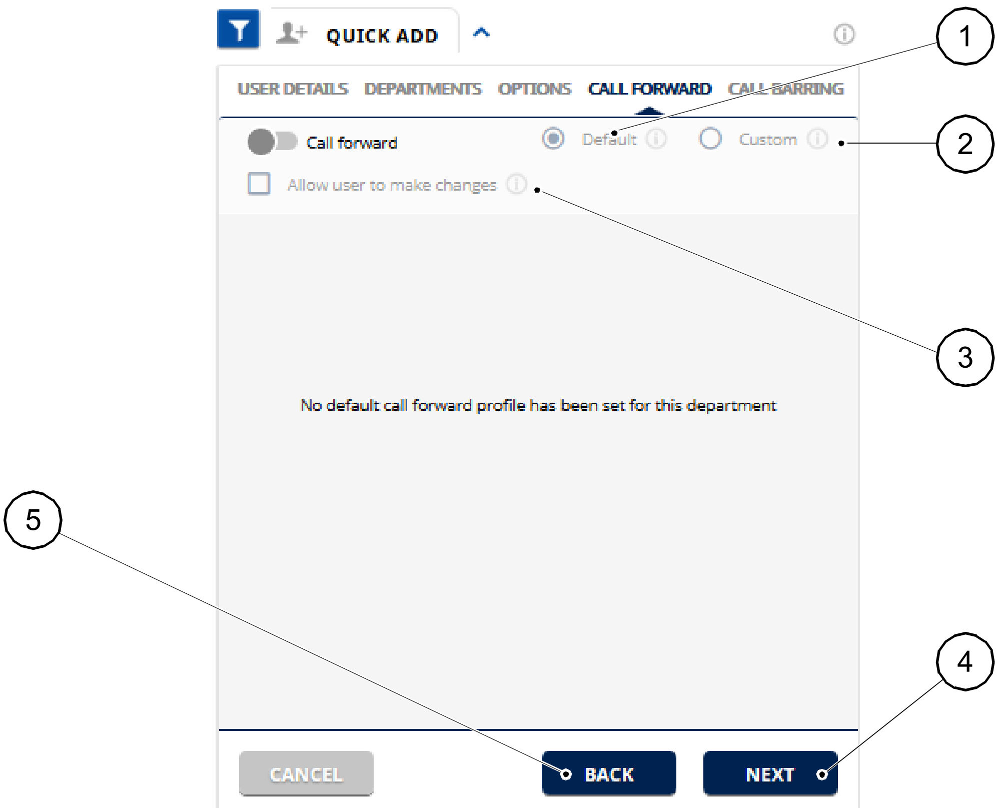

Figure 5.18 CALL FORWARD TAB

5.3.4.1 Default profile (Figure 5.19)

When the ***[Default]*** box (item 1) is selected, the Web Organization Administrator can see either:

- A "No default call forward profile has been set for this department" notification if there are no profiles added. The Web Organization Administrator can add and configure a profile from the **[Settings]** menu (see Section 12.4.4.2).
- A profile with the configuration created from the **[Settings]** menu. All options are inactive.

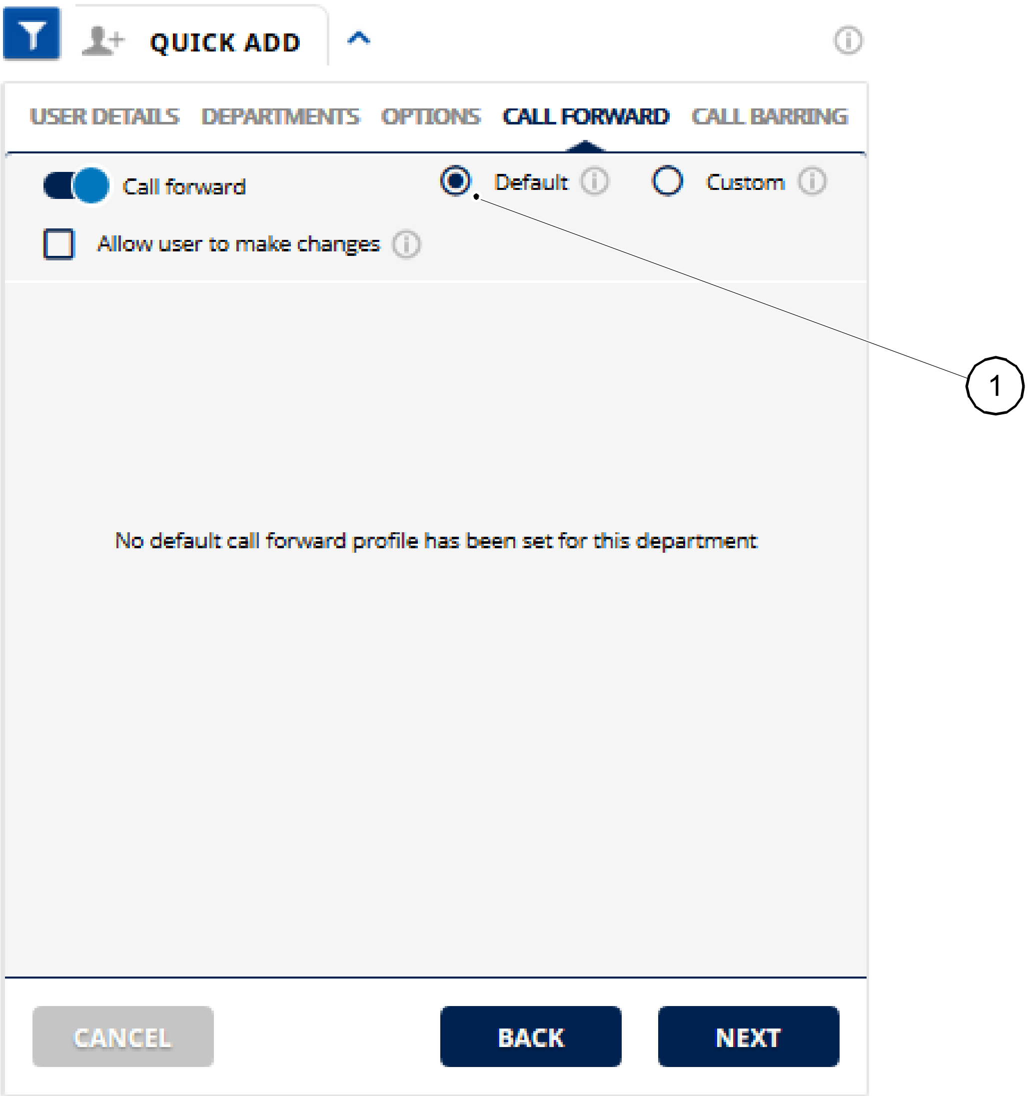

Figure 5.19 DEFAULT PROFILE - CALL FORWARD TAB

5.3.4.2 Custom profile (Figure 5.20)

When the ***[Custom]*** box (item 1) is selected, the Web Organization Administrator can configure an option for each Call Forward State:

- When Busy (item 2): when a user declines to answer
- When Unanswered (item 3): when a user does not answer
- When Unreachable (item 4): when there is no Network connection
- Always (item 5): this state will override the settings defined for each type of Call Forward, whether they are active or not

Note: *The "Organization user" option is selected by default from the drop-down menu.*

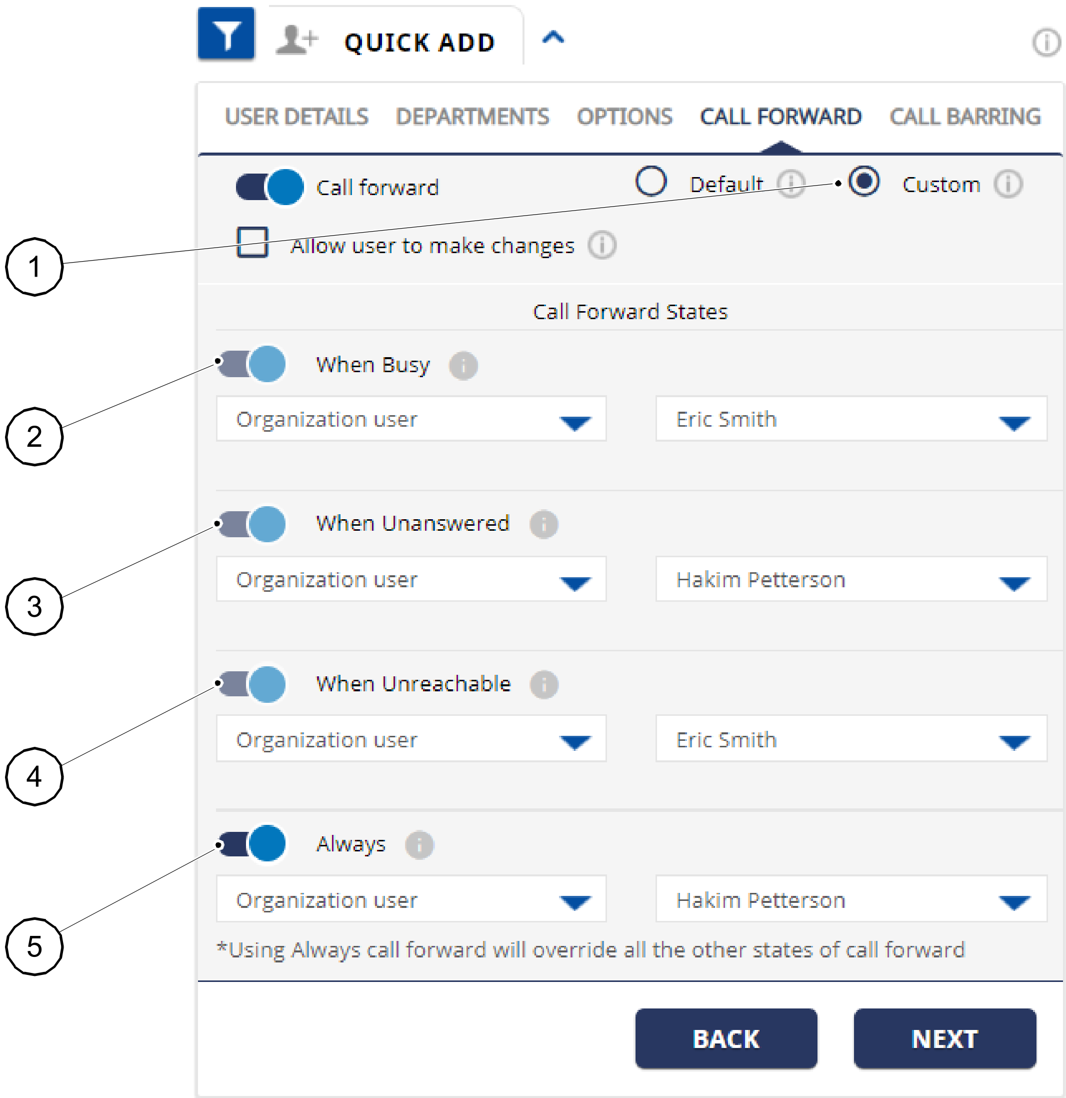

Figure 5.20 CUSTOM PROFILE - CALL FORWARD TAB

5.3.5 Call Barring (optional) (Figure 5.21)

Note: *The **{Call Barring}** tab is optional and displayed only if the Admin has activated this feature.*

The "Call Barring" feature is used to prevent Users from receiving calls from specific phone numbers.

The Web Organization Administrator can select one of the following options:

- None: the Users will not be able to use the feature
- Default: the "Incoming Call Barring Profile" assigned to the Main Department of the Organization will apply to the users
- Custom profile: to choose one "Incoming Call Barring Profile" from the drop-down menu to apply to the users.

Note: *The "Incoming Call Barring Profile" will be created from the **[Settings]** menu (see Section 12.4.4.3).*

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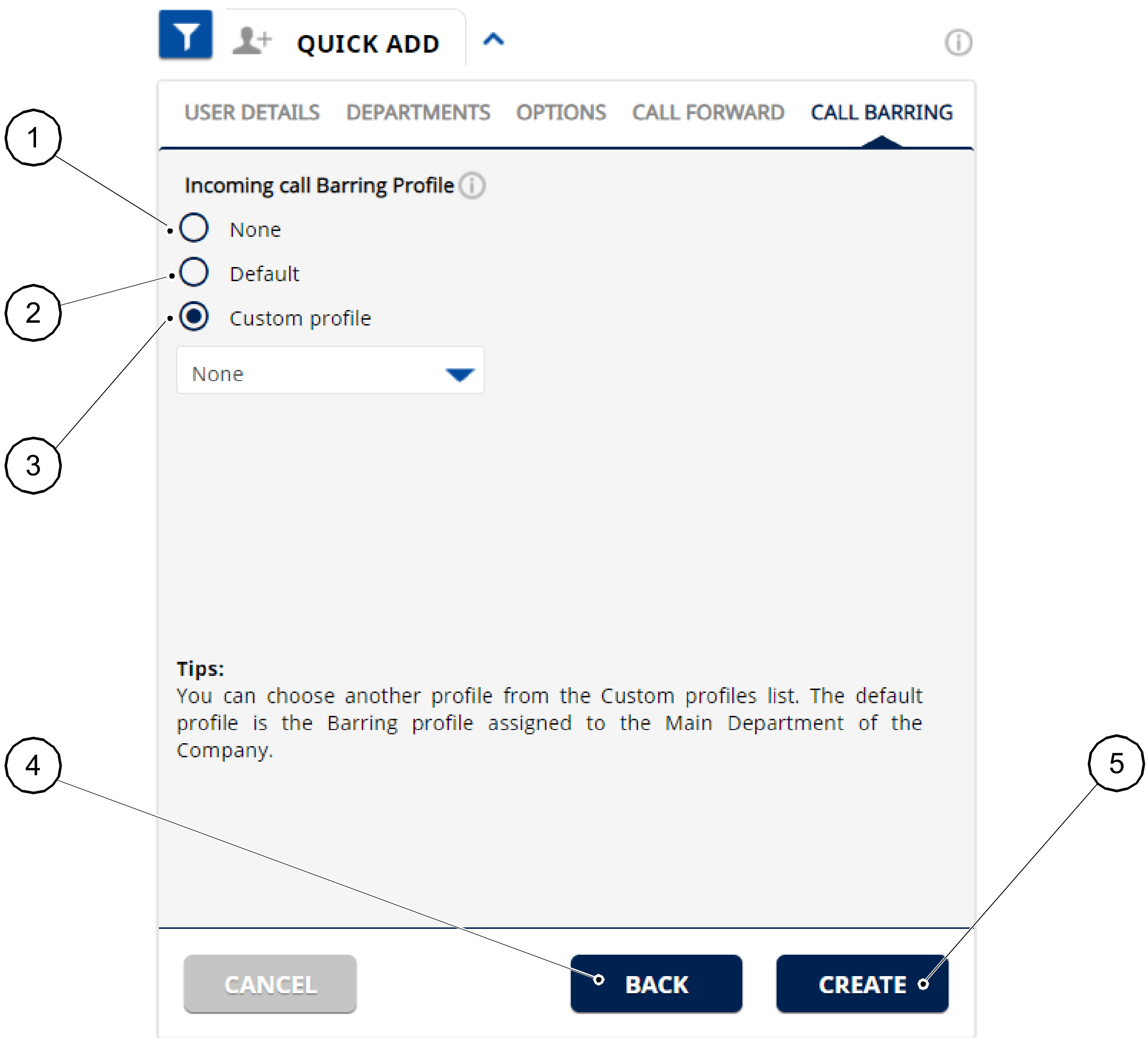

Figure 5.21 CALL BARRING TAB

5.3.6 Quick edit

The Web Organization Administrator can:

- Edit User details (see Section 5.3.6.1)
- Edit Departments (see Section 5.3.6.2)
- Edit Options (see Section 5.3.6.3)
- Edit Call forward (see Section 5.3.6.4)
- Edit Call barring (see Section 5.3.6.5)
- Access a user's logs (see Section 5.3.6.1.2)

Procedure

- Click on the *[ ]* button (Figure 5.22, item 1)

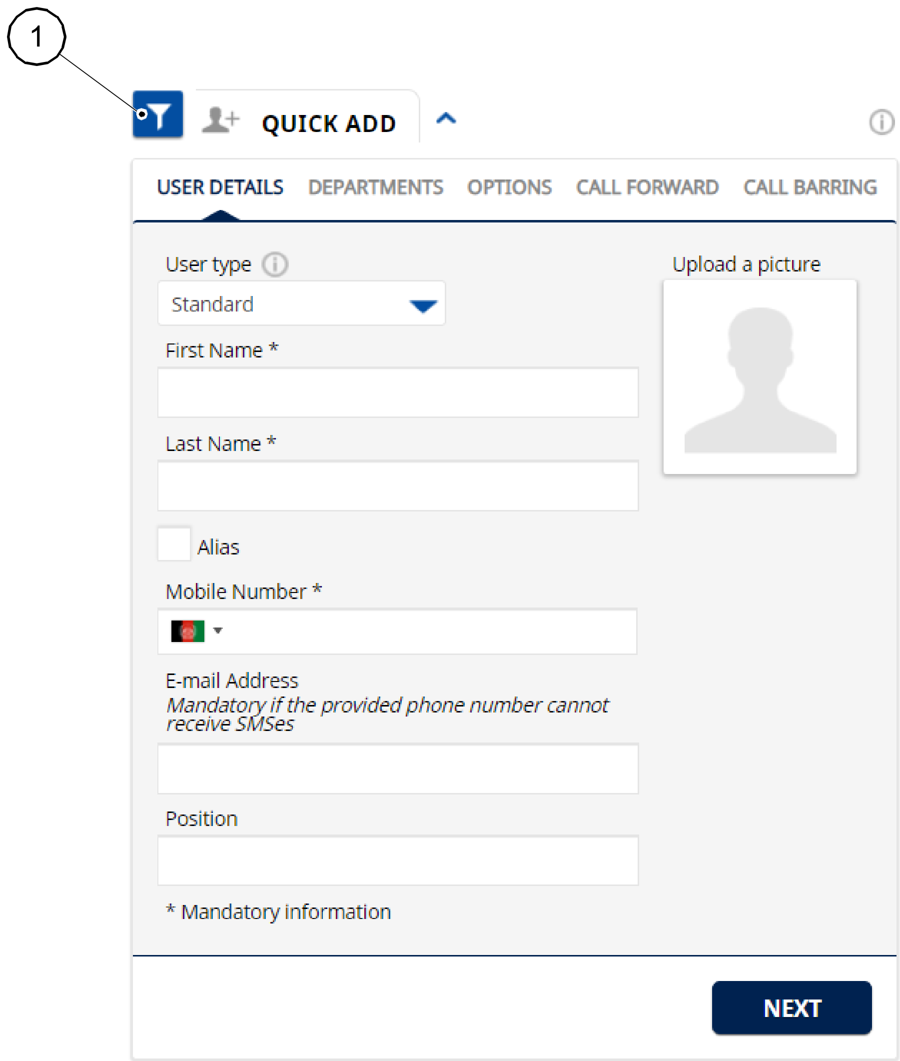

Figure 5.22 QUICK EDIT BUTTON

The ***{QUICK ADD}*** pane becomes the ***{QUICK EDIT}*** pane (Figure 5.23).

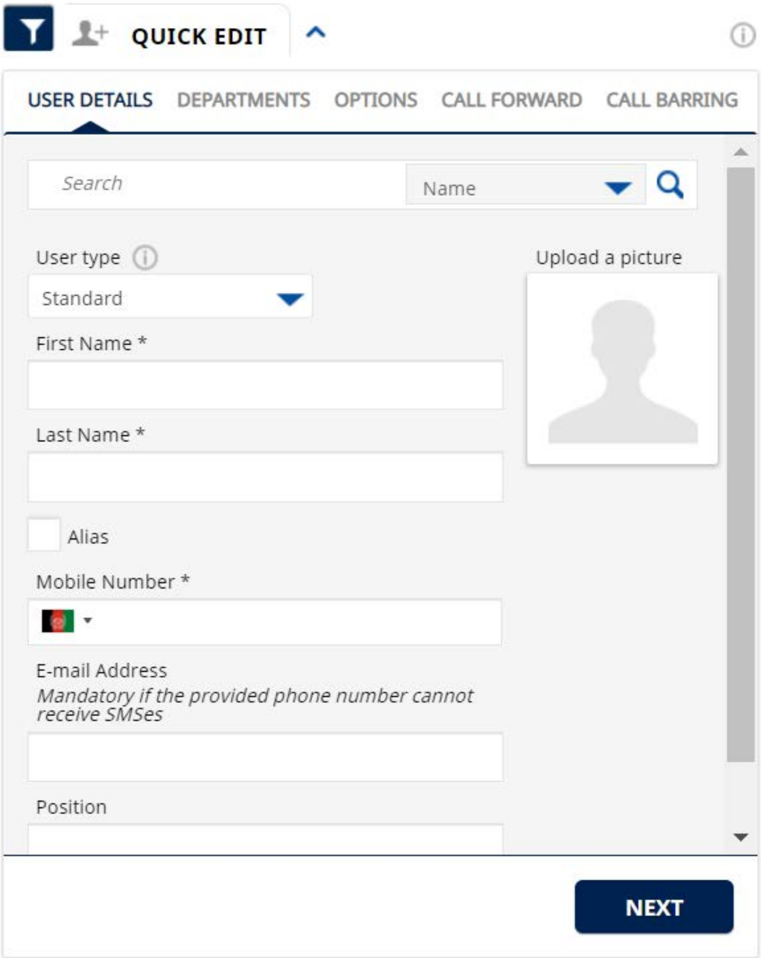

Figure 5.23 QUICK EDIT PANE

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5.3.6.1 User details

Procedure

- Click on the *[ ]* button (Figure 5.22, item 1)
  The **{USER DETAILS}** tab displays (Figure 5.24)

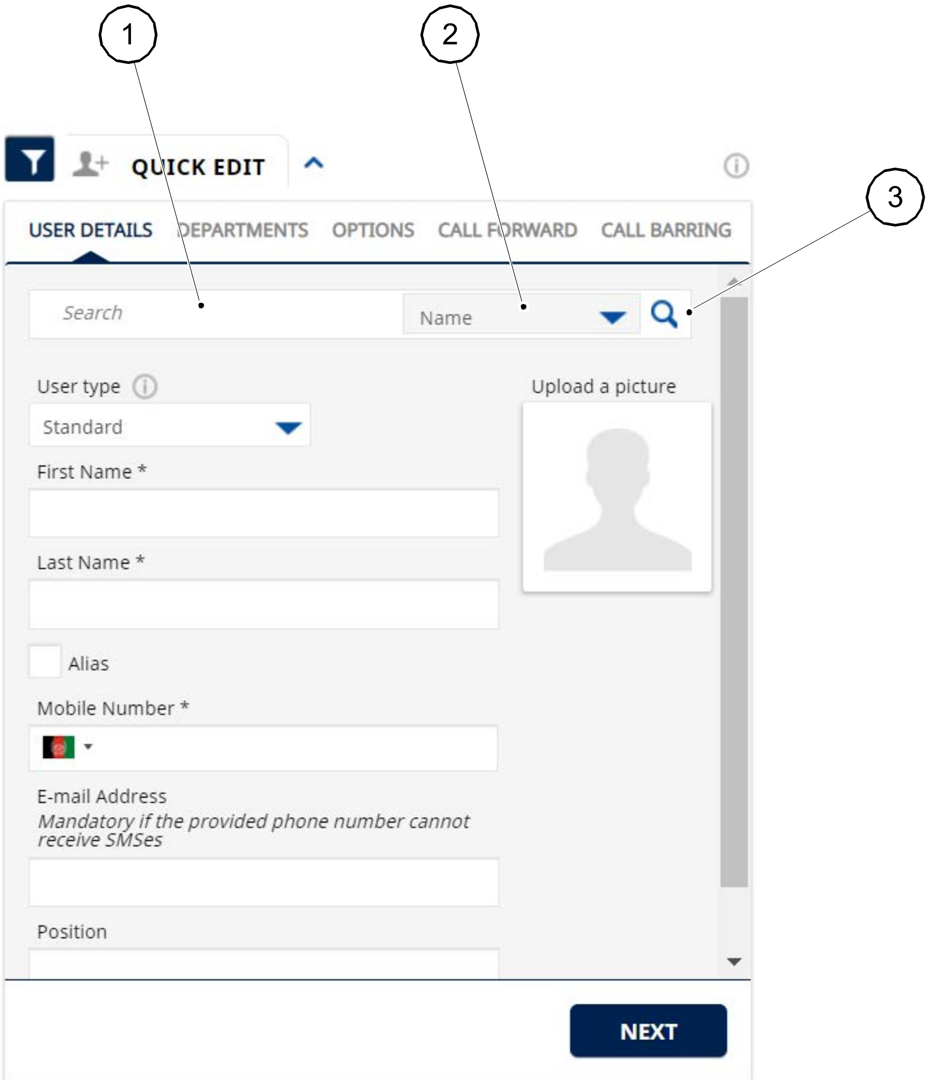

Figure 5.24 QUICK EDIT PANE

- Click on the drop-down menu (Figure 5.24, item 2)
- Choose one option between "Name", "E-mail Adress" or "Mobile Number"
- Enter the "Name", "E-mail Adress" or "Mobile Number" in the ***{Search}*** bar (item 1)
- Click on the *[ ]* button (item 3)
  The ***{QUICK EDIT}*** pane displays the user information (Figure 5.25, item 1).

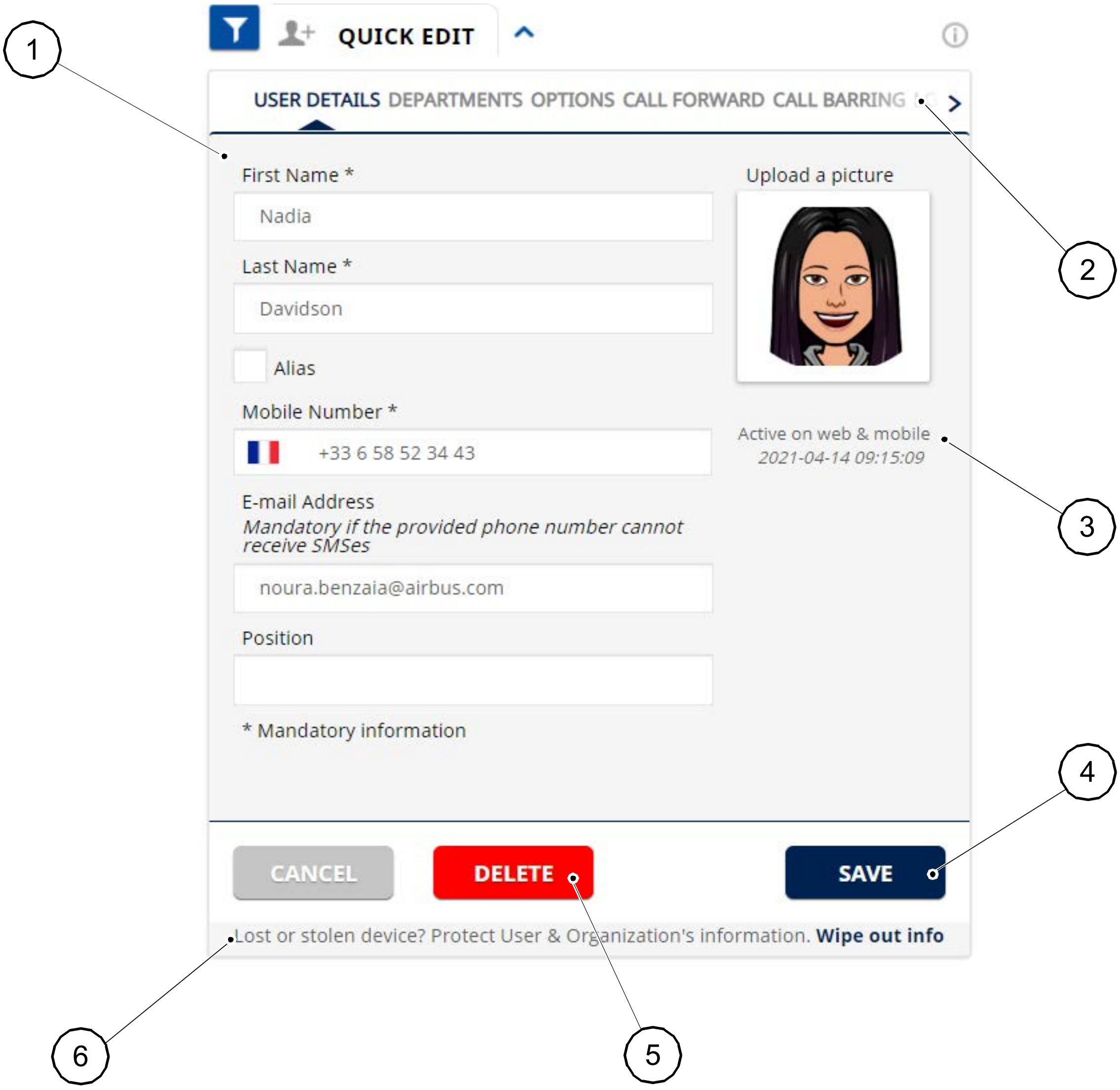

Figure 5.25 USER INFORMATION - QUICK EDIT PANE

The Web Organization Administrator can:

- Edit (Figure 5.25, item 1) and save (item 4) user details (see Section 5.3.6.1.1)
- Access a user's logs (item 2) (see Section 5.3.6.1.2)
- See if a user has logged into the **"Agnet Work"** app and **"Agnet Dispatcher"** tool (item 3)
- Delete a user (item 5) (see Section 5.3.6.1.3)
- Erase device data (item 6) (see Section 5.3.6.1.4)
- Unblock a user (see Section 5.3.6.1.5)

5.3.6.1.1 Edit user details

Procedure

- Follow the steps in Section 5.3.6.1
- Modify or add user information (Figure 5.25, item 1)

  Mandatory attributes are indicated with an asterisk.
- Click on the ***[SAVE]*** button (item 4)

  A **"CONFIRMATION REQUIRED"** dialog box opens.
- Click on the ***[YES]*** button to confirm

  Note: *The Web Organization Administrator can click on the **[NO]** button to close the operation.*

  A notification is displayed to confirm the change.

5.3.6.1.2 Logs

The **{LOGS}** tab (Figure 5.26, item 1) is displayed only for users who have already been created and it shows the last logs sent by the mobile user in chronological order (item 2). The maximum number of logs can be configured in the **"Agnet Super Administrator"** application (see Document [1], section 1.2).

If the maximum logs option is set to 3 and the user has already sent 3 logs and he/she sends another one, the latest log file will replace the 4th.

Procedure

- Follow the steps in Section 5.3.6.1
- Click on the **{LOGS}** tab (item 1)

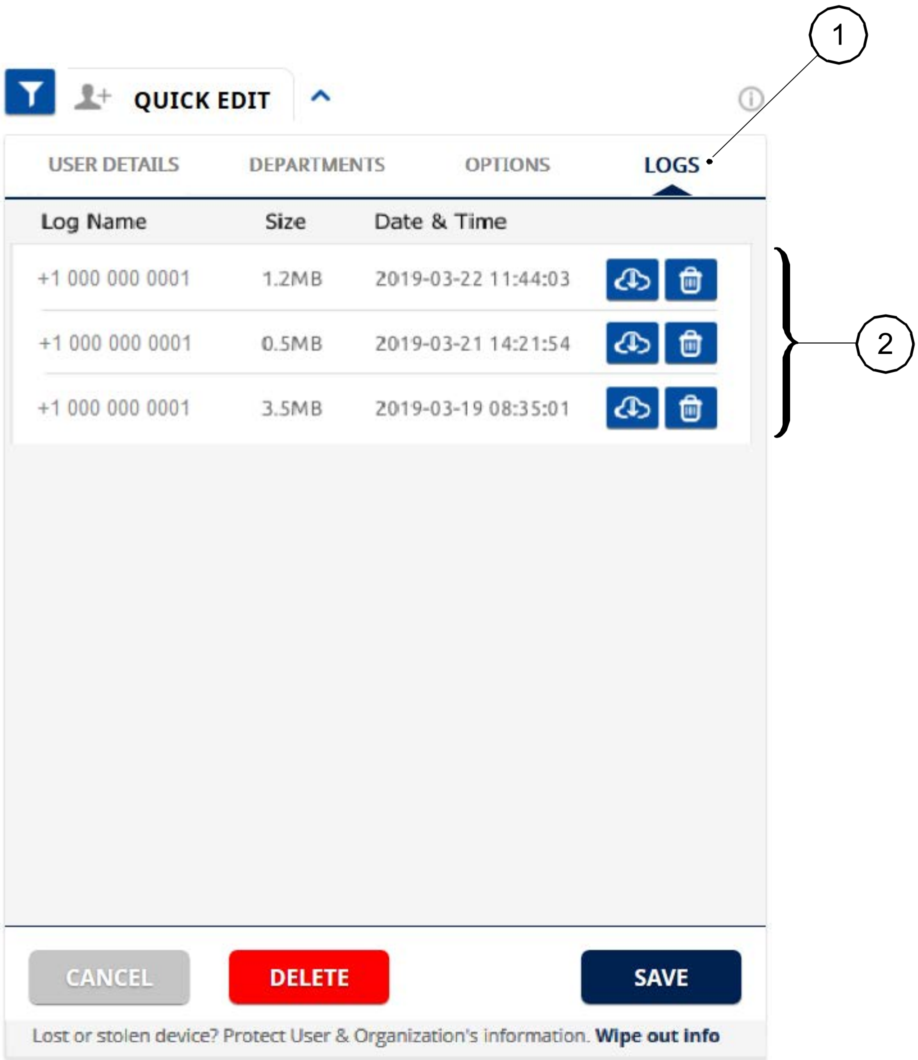

Figure 5.26 LOGS - QUICK EDIT PANE

5.3.6.1.3 Delete user

Procedure

- Follow the steps in Section 5.3.6.1
- Click on the ***[DELETE]*** button (Figure 5.25, item 5)

  A **"CONFIRMATION REQUIRED"** dialog box opens.
- Click on the ***[YES]*** button to confirm

  A notification is displayed to confirm the deletion.

If the deletion is confirmed:

- Users that can be deleted (no dependencies) will be deleted
- For users that cannot be deleted (dependencies with Workflows) a **"DELETION INFORMATION"** window will be displayed, indicating the list due to which the users cannot be deleted and why (Figure 5.27)

  There are three cases for deleting a user with dependencies:
  - Case 1: When the user is the last recipient of a process step

    The process name can be clicked on: the edition tunnel of the process/routing step will open.
  - Case 2: When the user is the last recipient in an escalation step

    The process name can be clicked on: the edition tunnel of the process/routing step will open.
  - Case 3: When the user is the last recipient of the Emergency list (Call/Message/Lone Worker Protection)

    The list names can be clicked on: the list pop-up configuration will open.

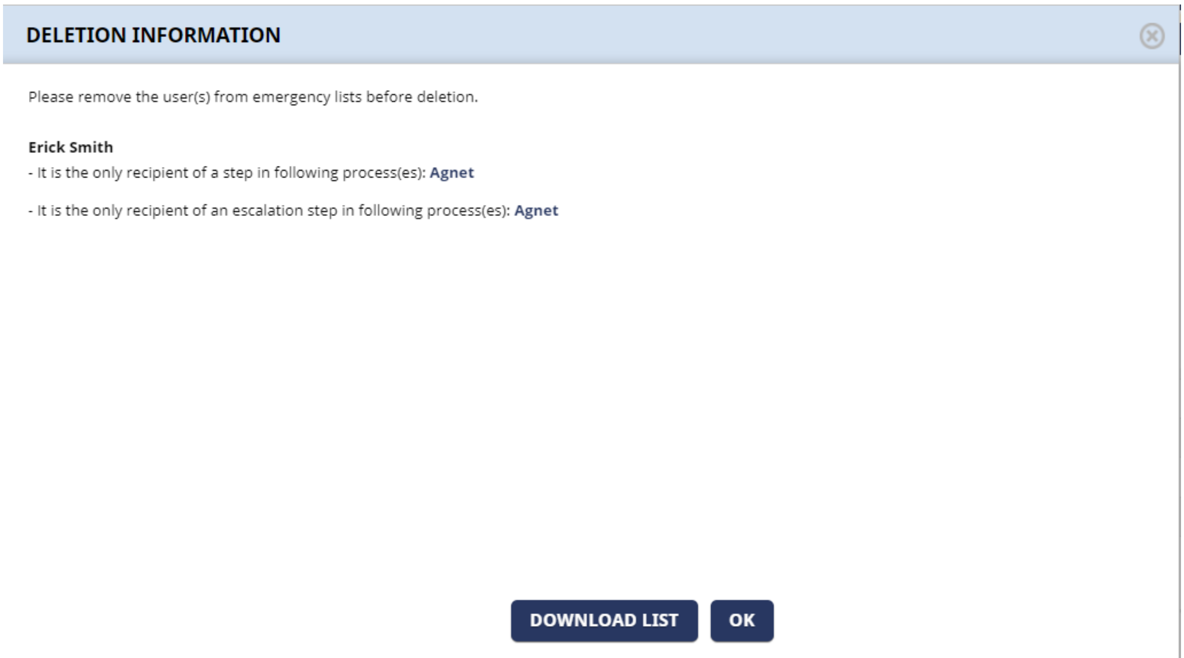

Figure 5.27 DELETION INFORMATION WINDOW

The ***[DOWNLOAD LIST]*** button allows the Web Organization Administrator to perform all the required updates without having to click on the ***[ ]*** button again to obtain information about the user's dependencies. This list can be displayed in **"txt"** format.

5.3.6.1.4 Erase device data

When a user's device is compromised, the Web Organization Administrator can wipe out all information from the mobile application installed on user's mobile phone.

Procedure

- Follow the steps in Section 5.3.6.1
- Click on the ***[Wipe out info]*** banner (Figure 5.25, item 5)

  A **"PROTECT USER & ORGANIZATION'S INFORMATION"** window opens (Figure 5.28).

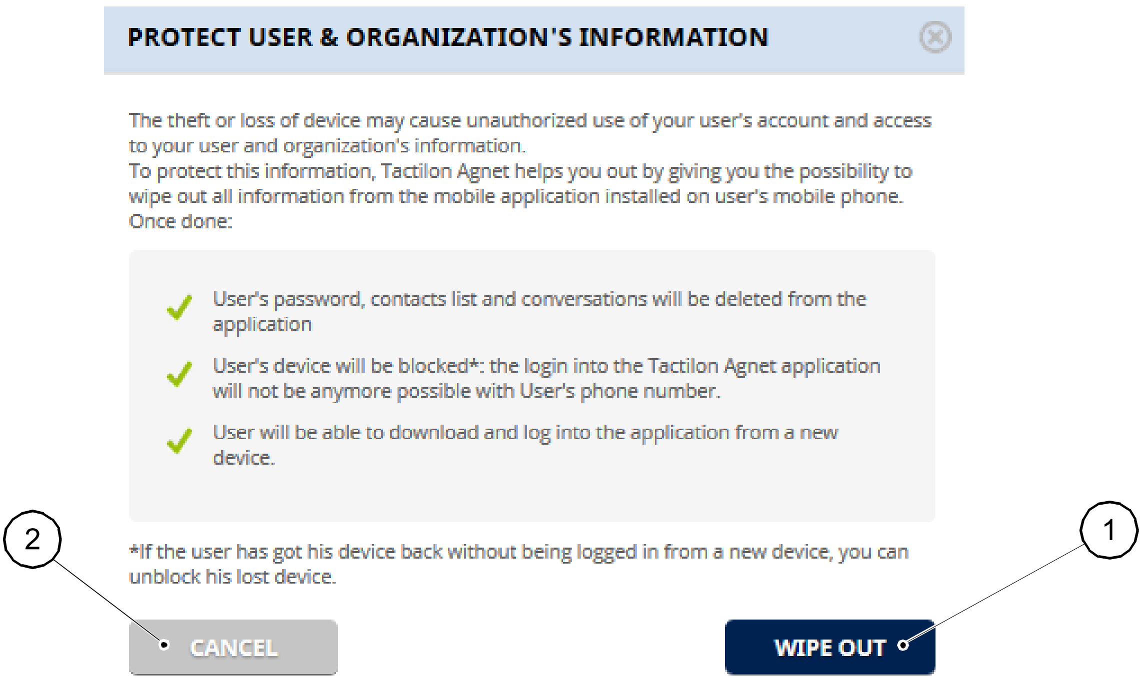

Figure 5.28 PROTECT USER & ORGANIZATION'S INFORMATION WINDOW

- Click on the ***[WIPE OUT]*** button (item 1)

  Note: *The Web Organization Administrator can click on the* ***[Cancel]*** *button (item 2) to close the operation.*

  A notification is displayed to confirm that the erasure of user's information from the device and the blocking of the device has been successfully updated.

- Click on the ***[SAVE]*** button (Figure 5.25, item 4)

  A **"CONFIRMATION REQUIRED"** dialog box opens.

- Click on the ***[YES]*** button to confirm

Note: *The Web Organization Administrator can click on the **[NO]** button to close the operation.*

A notification is displayed to confirm the update.

The banner indicates the state of the device (Figure 5.29, item 1)

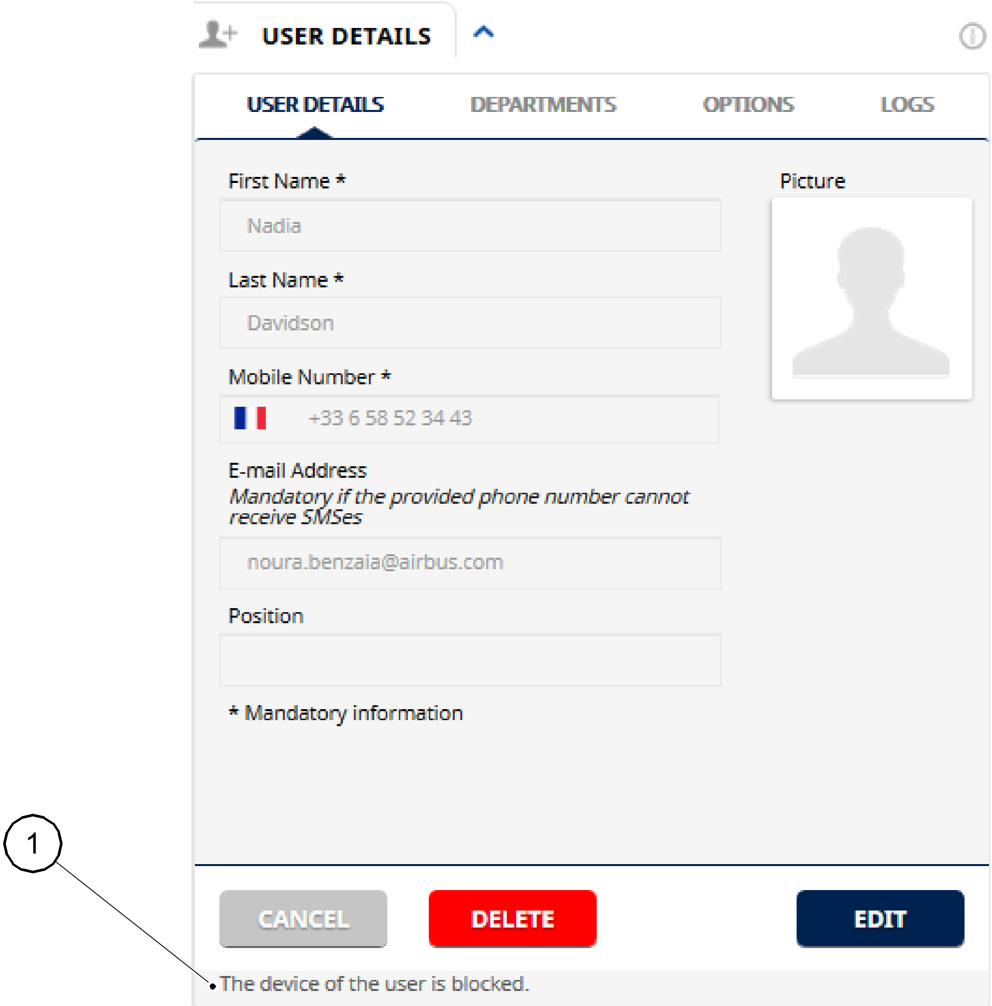

Figure 5.29 STATE OF WIPE OUT

5.3.6.1.5 *Unblock a user*

Procedure

- Follow the steps in Section 5.3.6.1

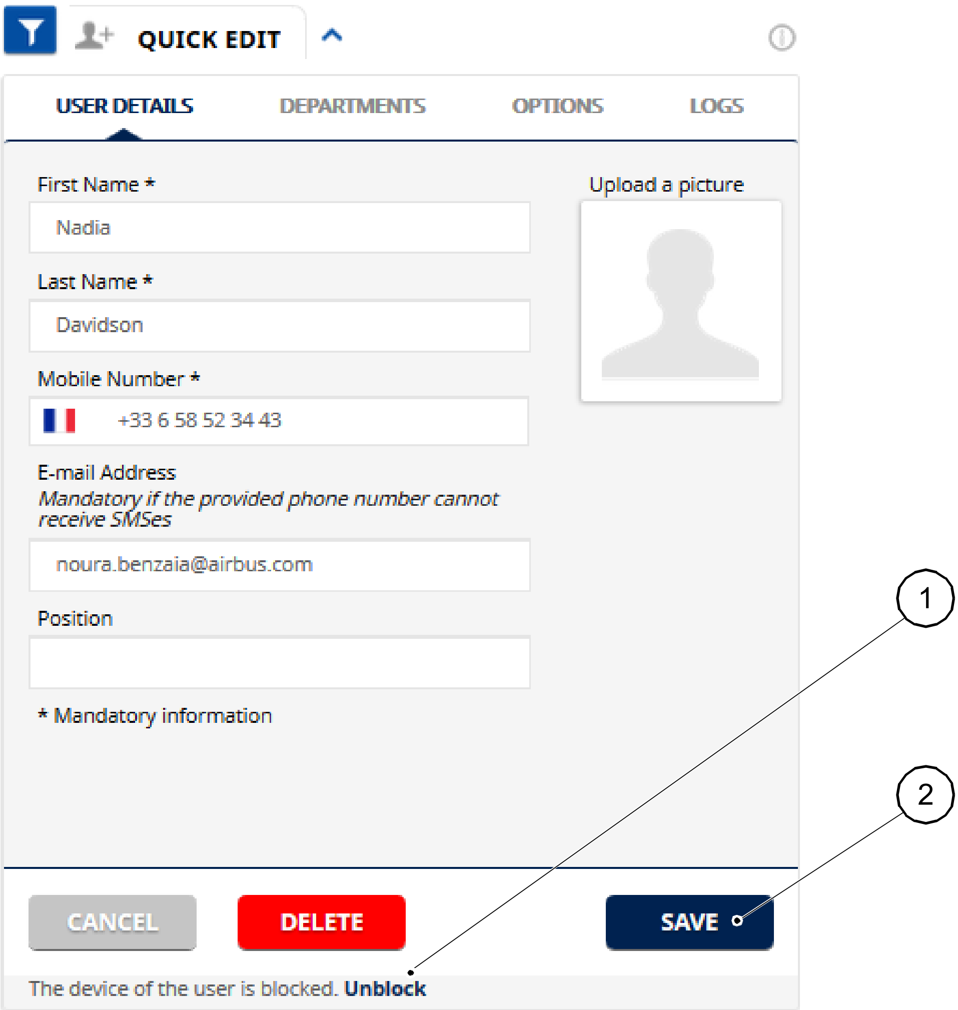

Figure 5.30 DEVICE OF USER IS BLOCKED

- Click on the **"Unblock"** link (Figure 5.30, item 1)
  A **"UNBLOCK DEVICE OF THE USER"** window opens (Figure 5.31).

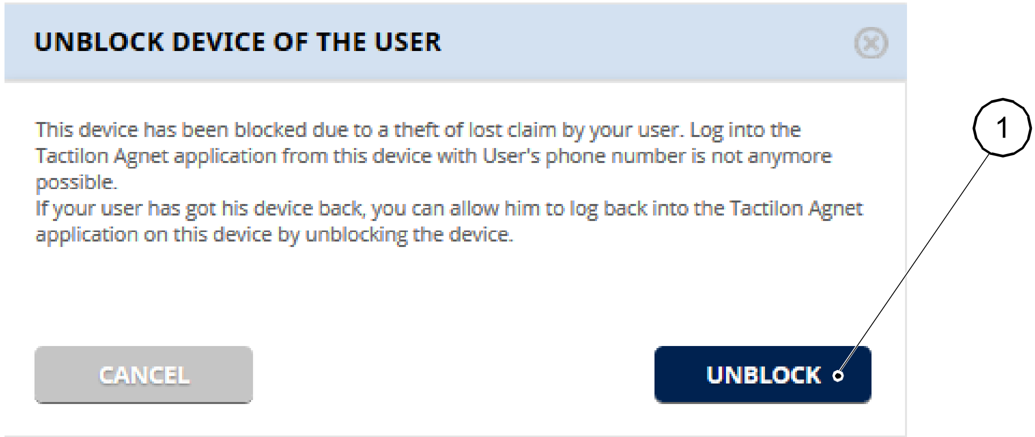

Figure 5.31 UNBLOCK DEVICE OF THE USER WINDOW

- Click on the ***[UNBLOCK]*** button (Figure 5.31, item 1)

  A notification is displayed to confirm that the device has been unblocked.
- Click on the ***[SAVE]*** button (Figure 5.30, item 2)

  A **"CONFIRMATION REQUIRED"** dialog box opens.
- Click on the ***[YES]*** button to confirm

  Note: *The Web Organization Administrator can click on the **[NO]** button to close the operation.*

  A notification is displayed to confirm the update.

5.3.6.2 Departments

Procedure

- Follow the Follow the stepssteps in Section 5.3.6.1

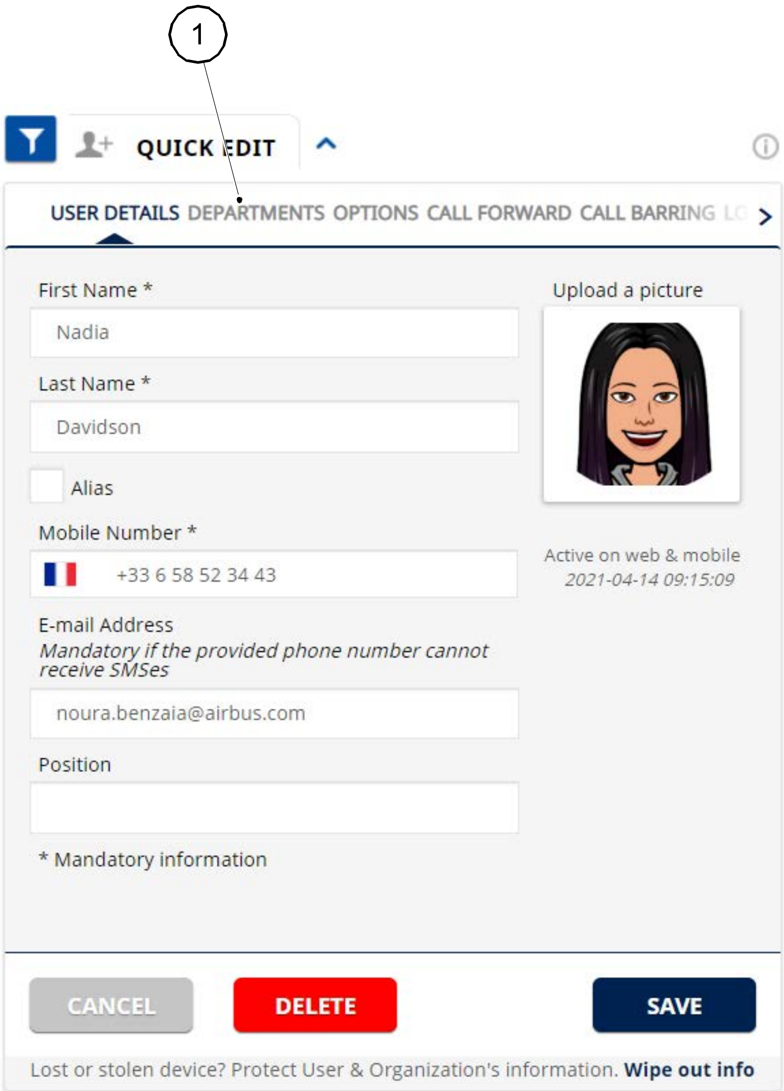

Figure 5.32 DEPARTMENTS TAB - QUICK EDIT PANE

- Click on the **{DEPARTMENTS}** tab (Figure 5.32, item 1)
  The **{DEPARTMENTS}** tab displays (Figure 5.33)

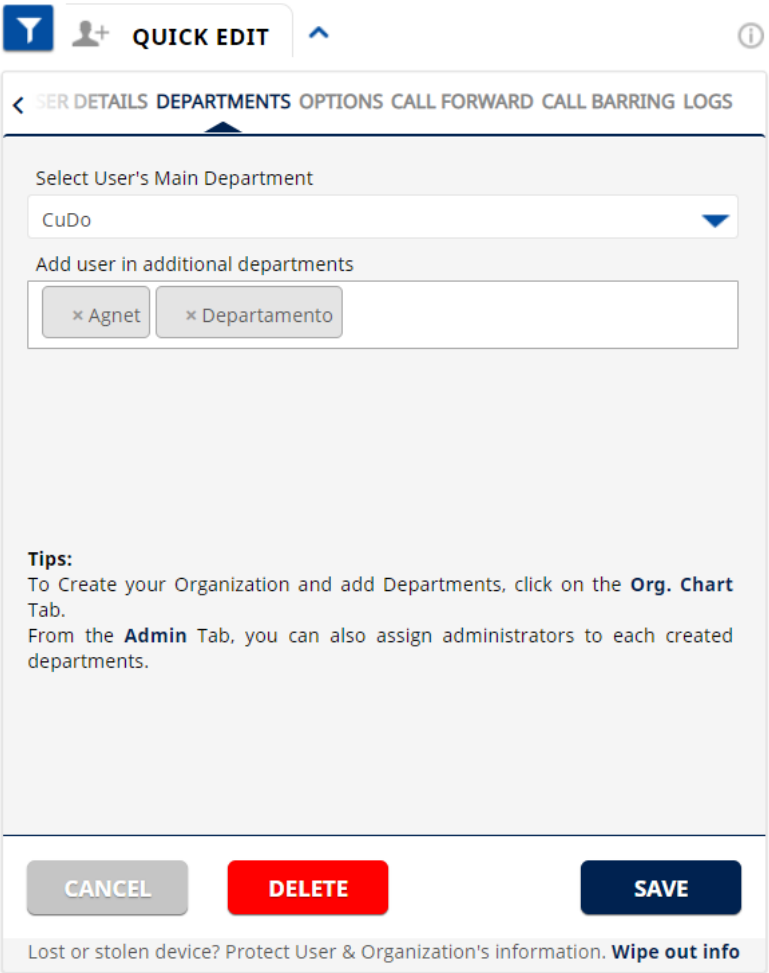

Figure 5.33 DEPARTMENTS TAB - EDIT

For more information concerning the **{DEPARTMENTS}** tab, see Section 5.3.2.

5.3.6.3 Options

Procedure

- Follow the steps in Section 5.3.6.1

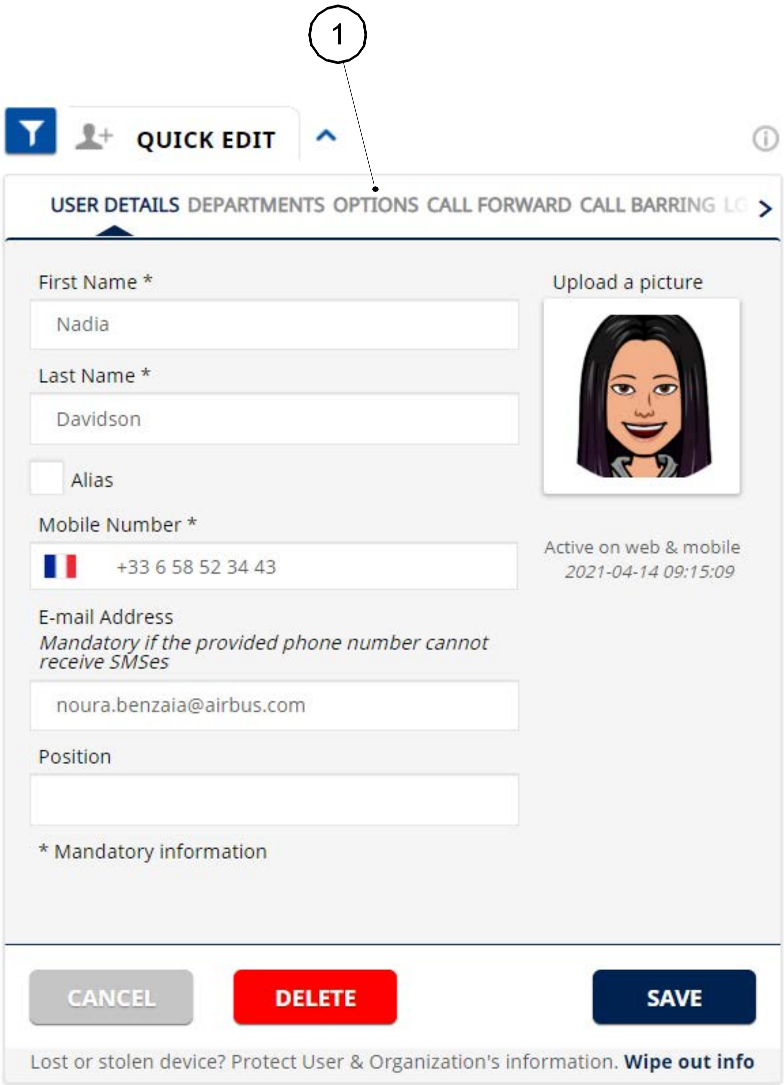

Figure 5.34 OPTIONS TAB - QUICK EDIT PANE

- Click on the **{OPTIONS}** tab (Figure 5.34, item 1)
  The **{OPTIONS}** tab displays (Figure 5.35)

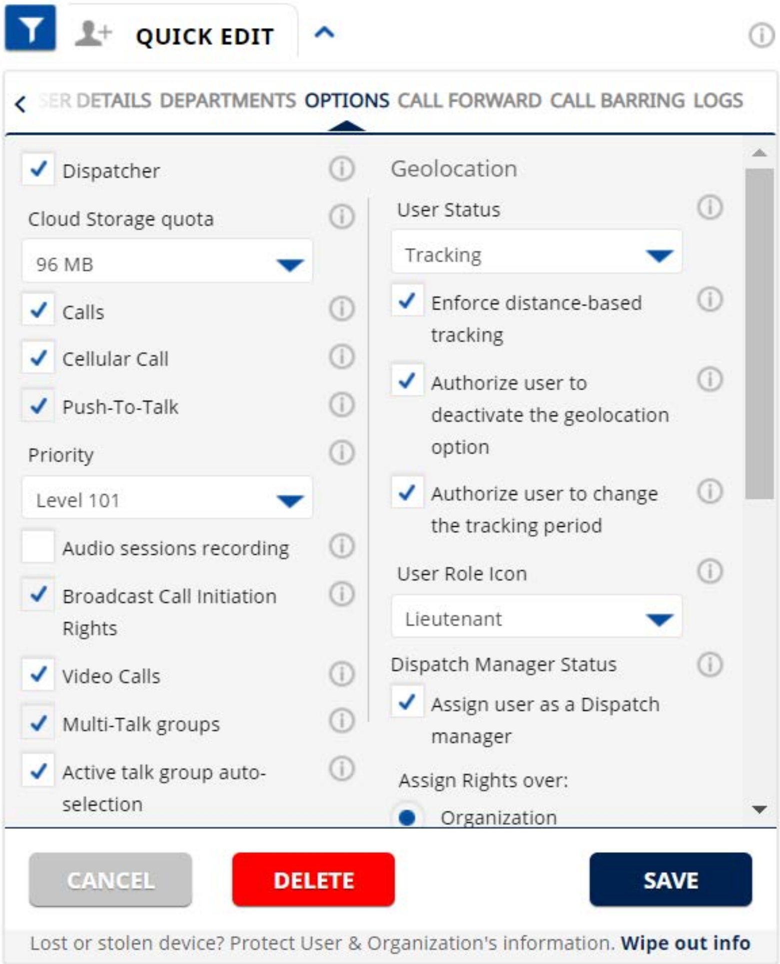

Figure 5.35 OPTIONS TAB - EDIT

For more information concerning the **{OPTIONS}** tab, see Section 5.3.3.

5

5.3.6.4 *Call forward (optional)*

Procedure

- Follow the steps in Section 5.3.6.1

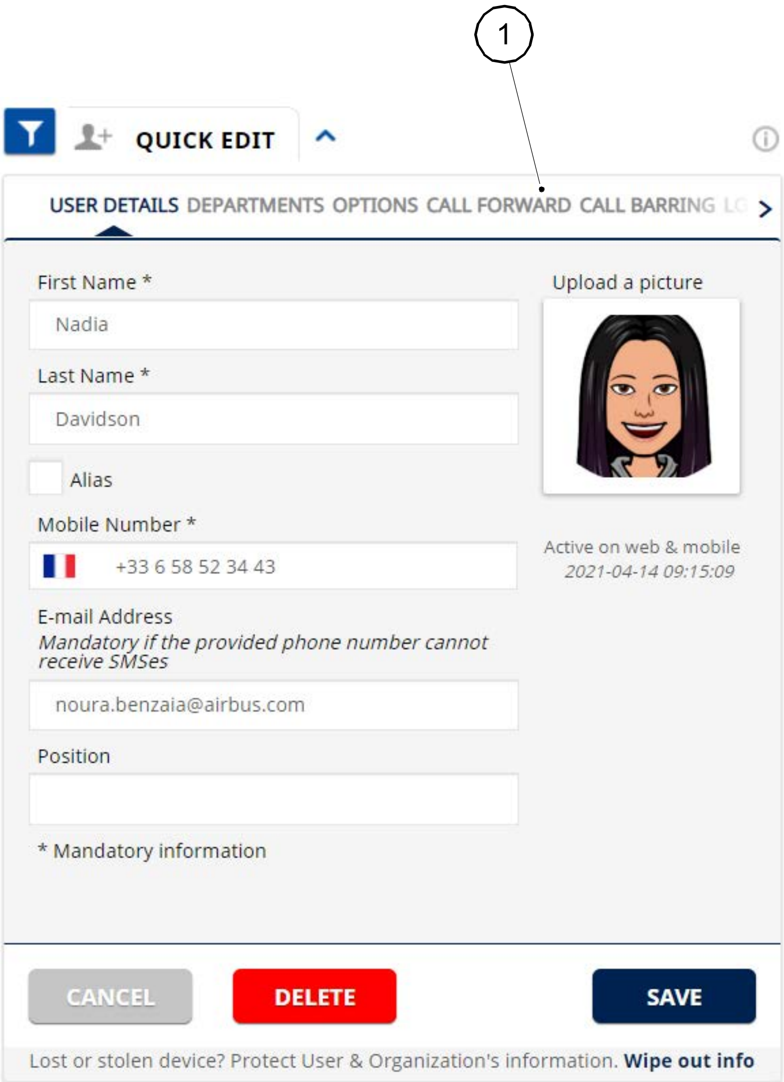

Figure 5.36 CALL FORWARD TAB - QUICK EDIT PANE

- Click on the **{CALL FORWARD}** tab (Figure 5.36, item 1)
  The **{CALL FORWARD}** tab displays (Figure 5.37)

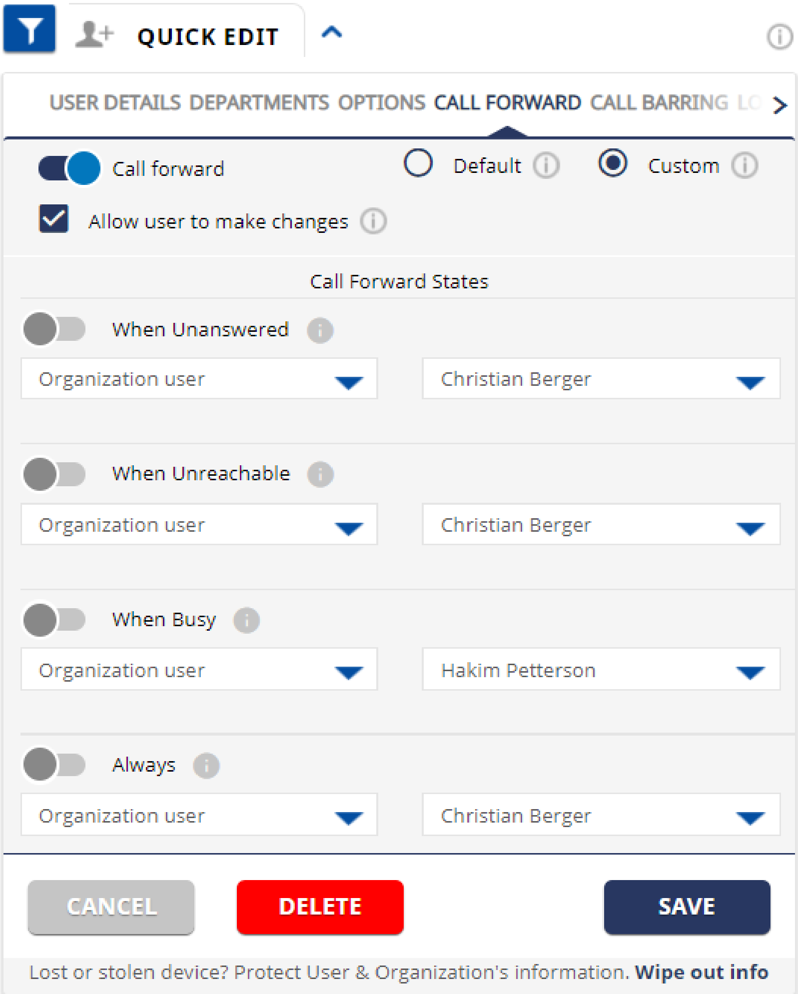

Figure 5.37 CALL FORWARD TAB - EDIT

For more information concerning the **{CALL FORWARD}** tab, see Section 5.3.4.

5

5.3.6.5 *Call barring (optional)*

Procedure

- Follow the steps in Section 5.3.6.1

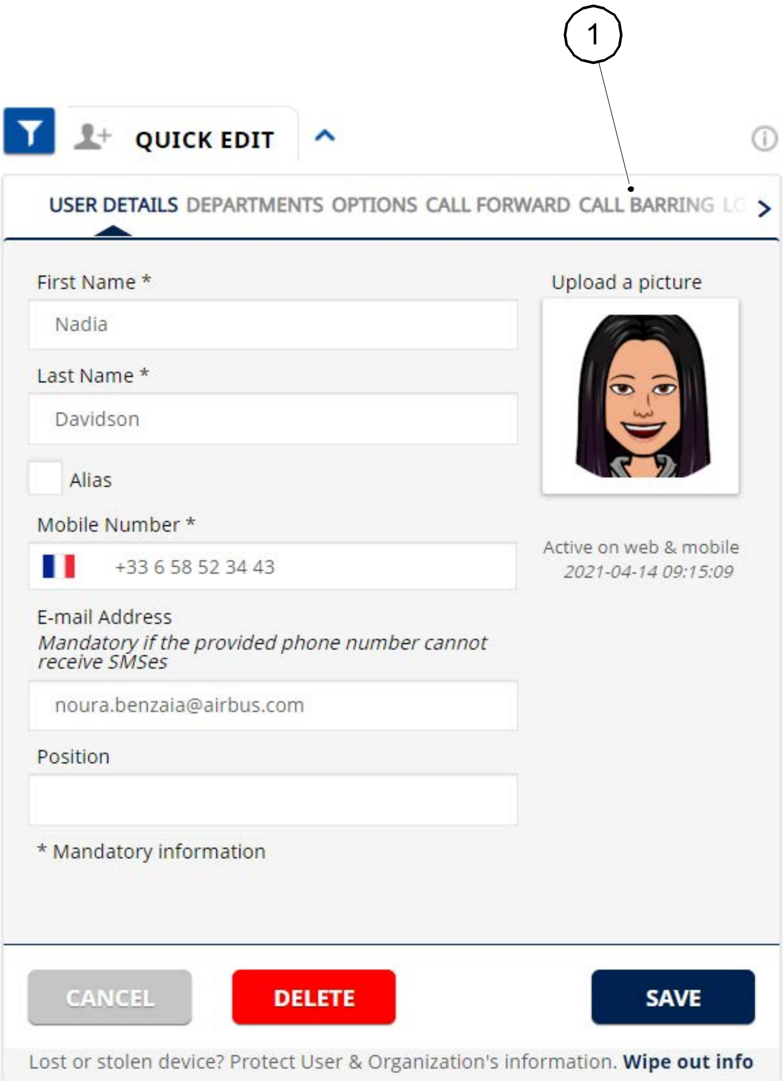

Figure 5.38 CALL BARRING TAB - QUICK EDIT PANE

- Click on the **{CALL BARRING}** tab (item 1)
  The **{CALL BARRING}** tab displays (Figure 5.39)

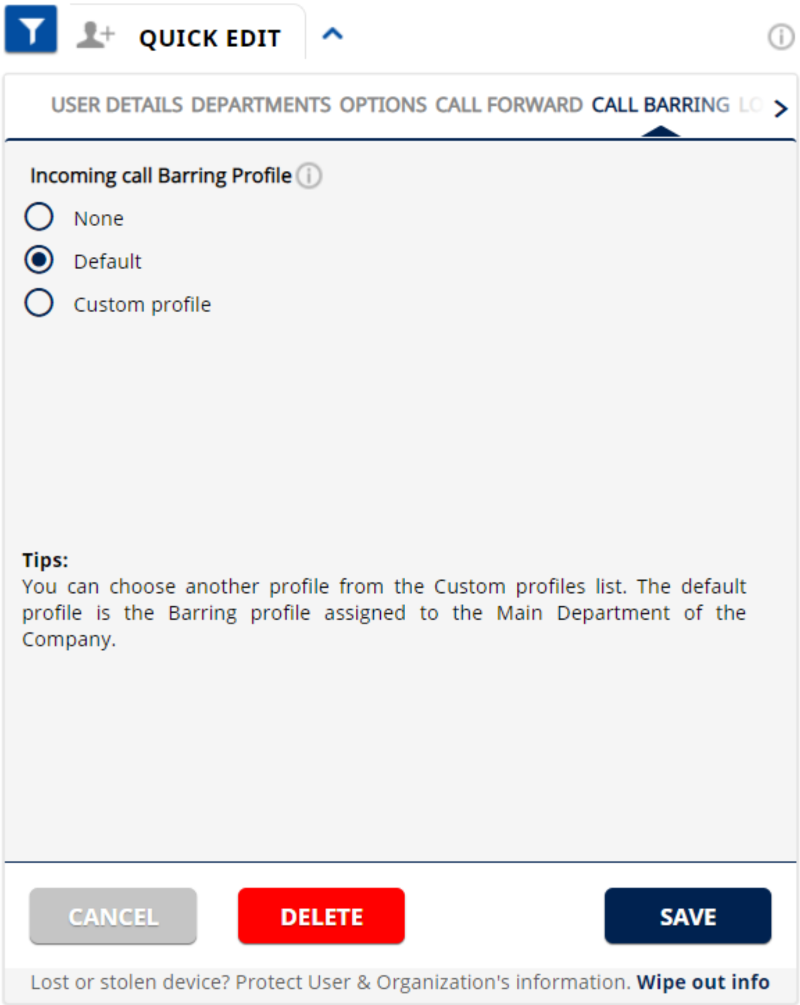

Figure 5.39 CALL BARRING TAB - EDIT

For more information concerning the **{CALL BARRING}** tab, see Section 5.3.3.

5.4 DASHBOARD (Figure 5.40)

The Web Organization Administrator can see the following information:

• The number of users that can be created according to the package (item 1)

• The number of users created in this account (item 2)

• The number of users who have downloaded the **"Agnet Work"** app or are using the **"Agnet Dispatcher"** tool (item 3)

• The number of sent messages (item 4)

The ***[^]*** button is used to minimize the ***{DASHBOARD}*** pane.

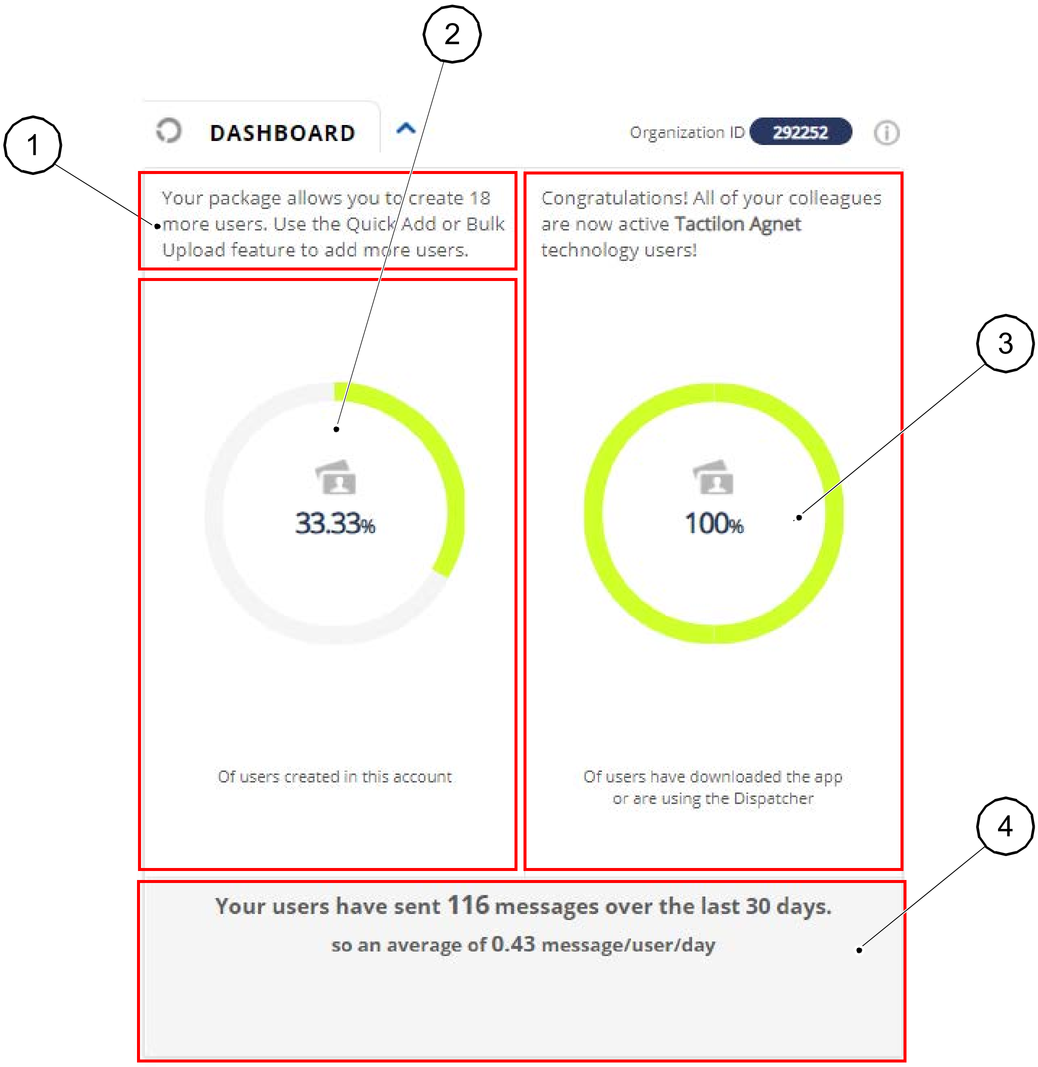

Figure 5.40 DASHBOARD PANE

5.5 BULK BUTTONS (Figure 5.41)

The bulk buttons are used to perform mass operations and are as follows:

- The ***[BULK UPLOAD]*** button (item 1) (see Section 5.5.1)
- The ***[BULK DELETE]*** button (item 2) (see Section 5.5.2)
- The ***[BULK ASSIGN]*** button (item 3) (see Section 5.5.3)

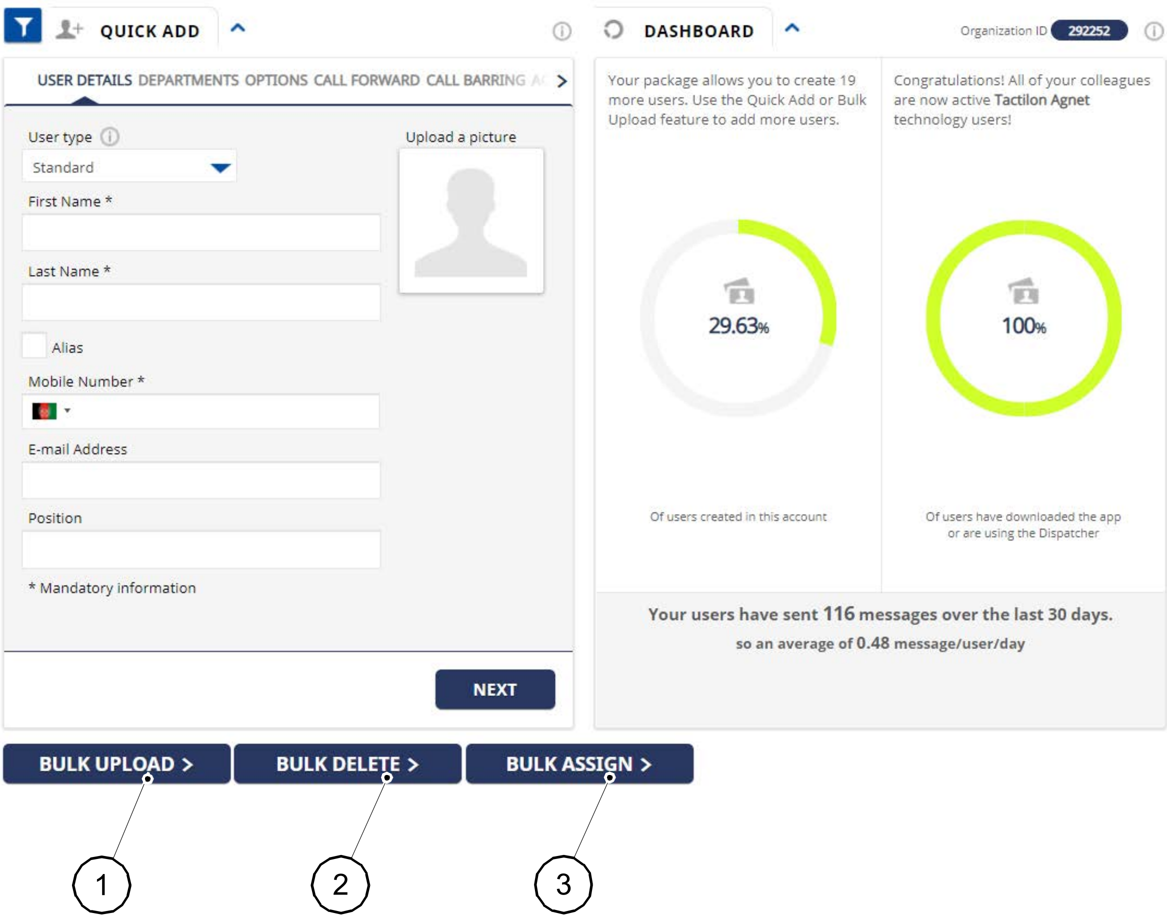

Figure 5.41 BULK BUTTONS

5.5.1 Bulk upload

The ***[BULK UPLOAD]*** button (Figure 5.41, item 1) is used by the Web Organization Administrator to:

- Import a list of users to create multiple user accounts at the same time (see Section 5.5.1.1)
- Import a list of 3GPP users to create multiple 3GPP user accounts at the same time (see Section 5.5.1.2)
- Upload users pictures in bulk: no need to click on each user's profile to upload the pictures (see Section 5.5.1.3)

5.5.1.1 Import a list of users

Procedure

- Click on the ***[BULK UPLOAD]*** button (Figure 5.41, item 1)

  A **"BULK UPLOAD PROCESS"** window opens (Figure 5.42).

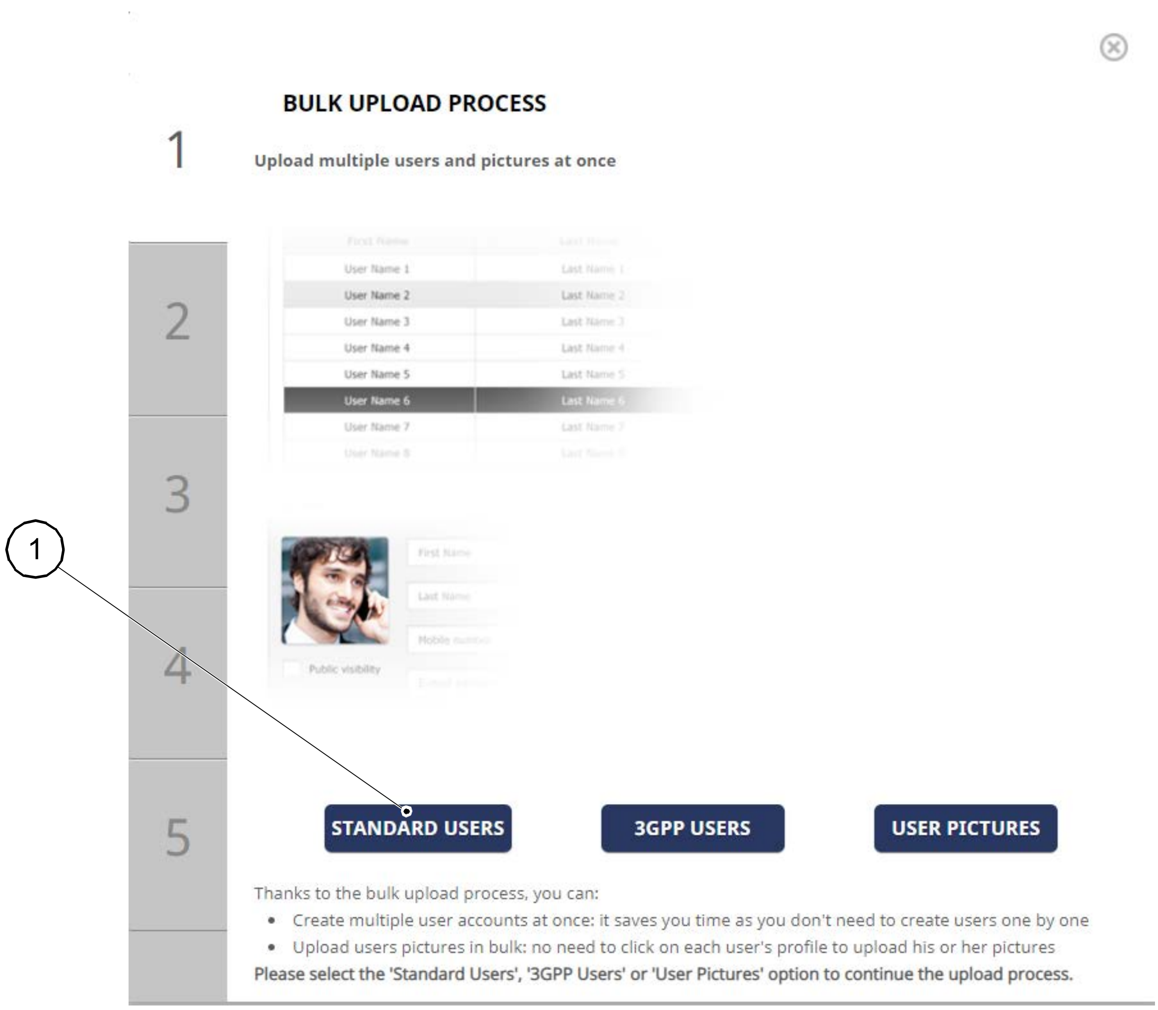

Figure 5.42 USERS - BULK UPLOAD PROCESS WINDOW

- Click on the ***[STANDARD USERS]*** button (Figure 5.42, item 1)

  A **"BULK UPLOAD OF USERS"** window opens (Figure 5.43).

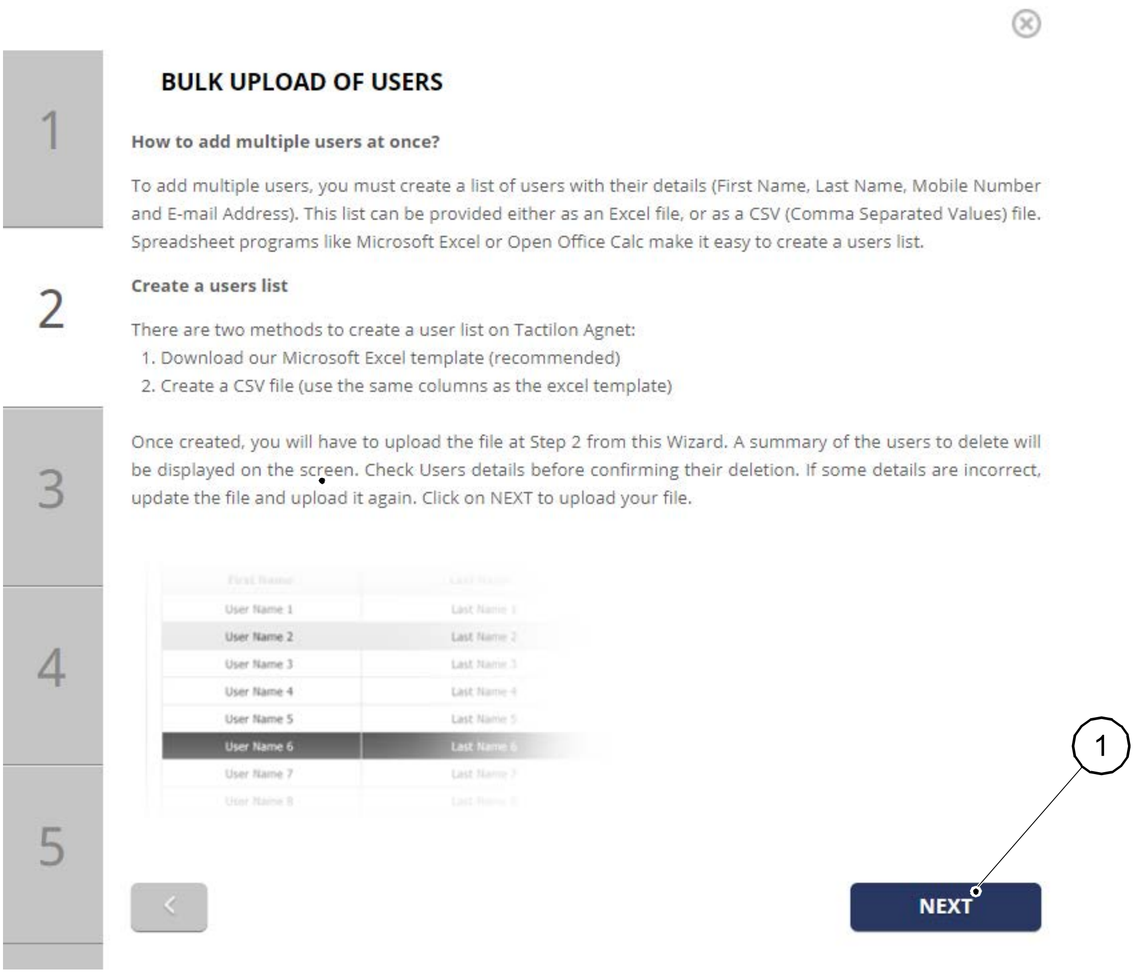

Figure 5.43 BULK UPLOAD OF USERS WINDOW

Note: *To add multiple users, the Web Organization Administrator has to create a list of users with their mandatory details (First Name, Last Name, Mobile Number and E-mail Address). This list can be provided either as an **"xlsx"** file or as a **"CSV"** file.*

- Click on the ***[NEXT]*** button (Figure 5.43, item 1)

  A **"CONFIRMATION OF BULK IMPORT OF USERS"** window opens (Figure 5.44).

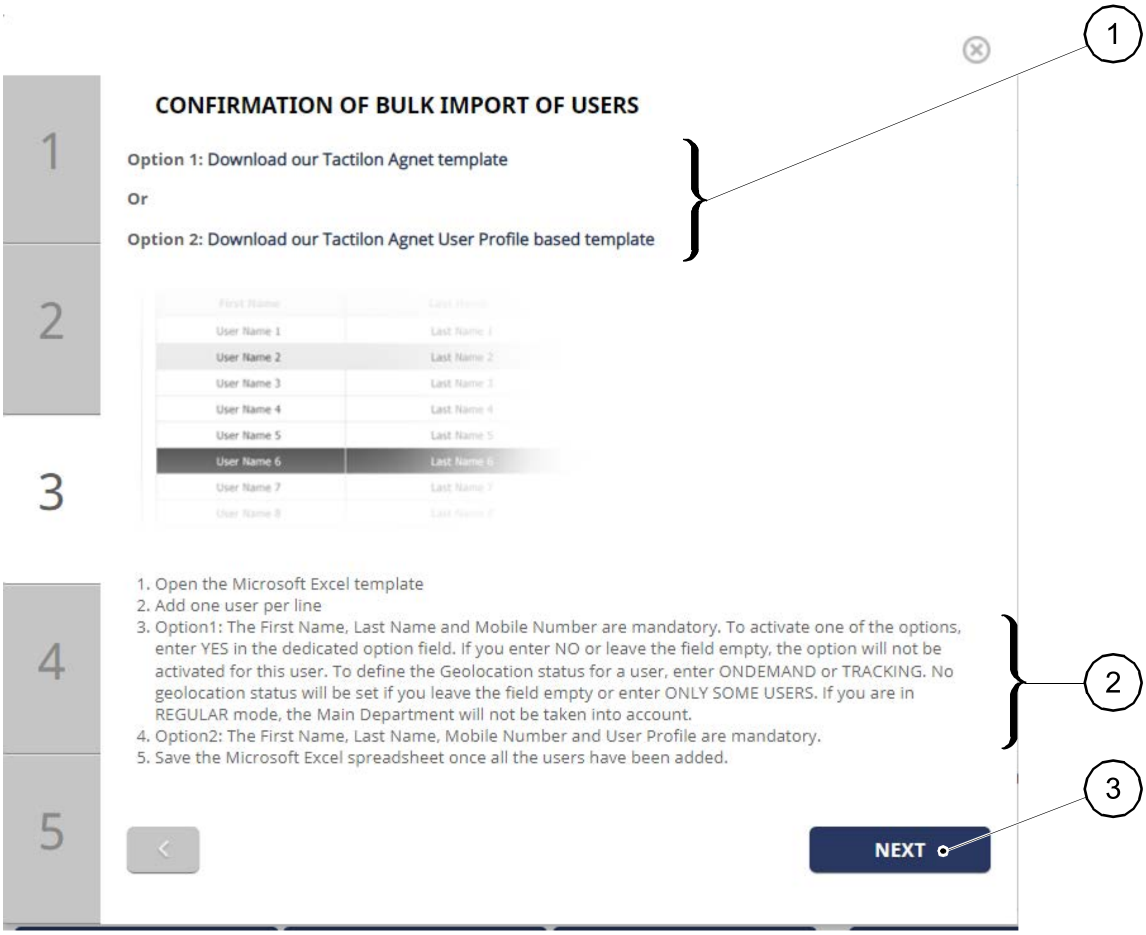

Figure 5.44 CONFIRMATION OF BULK IMPORT OF USERS WINDOW

- Choose between the following methods to create a user list in Tactilon Agnet:
  - Download the Tactilon Agnet template in **"xlsx"** file (recommended)
  - Download the Tactilon Agnet User Profile based template in **"xlsx"** file (recommended)

    Note: *At least one user profile must be created beforehand.*
- If the download method is chosen, click on the **"Download our Tactilon Agnet template"** or **"Download our Tactilon Agnet User Profile based template"** link (Figure 5.44, item 1)
- Open or save the Excel file

  Note: *The Excel file is saved in the **"Downloads"** folders.*
- Add one user per line with their mandatory details.
- For the options detail, follow the instructions in step 3 (item 2)
- Save the Excel file
- Close the Excel file
- Return to the **"CONFIRMATION OF BULK IMPORT OF USERS"** window (Figure 5.44)

- Click on the ***[NEXT]*** button (item 3)

  A **"UPLOAD YOUR TACTILON AGNET TEMPLATE"** window opens (see Figure 5.45).

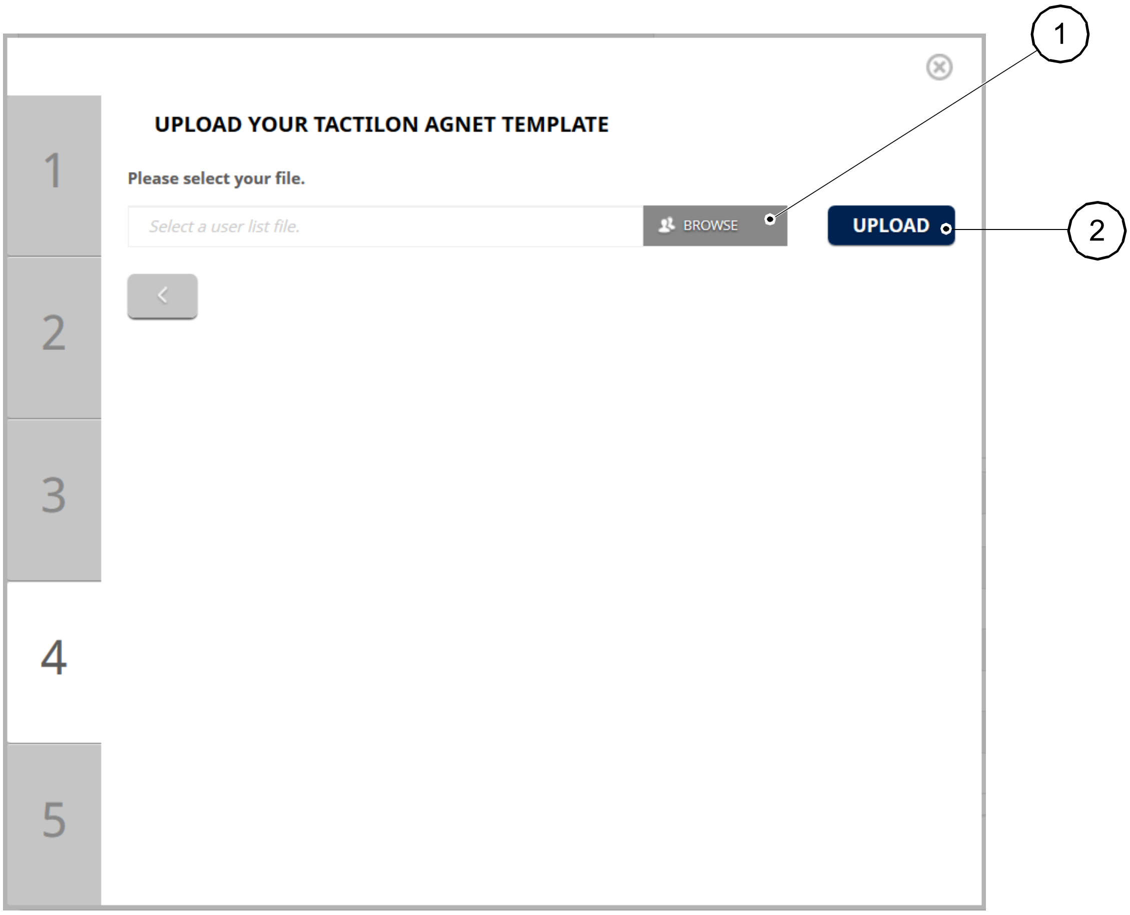

Figure 5.45 UPLOAD YOUR TACTILON AGNET TEMPLATE WINDOW

- Click on the ***[BROWSE]*** button (Figure 5.45, item 1) to search for the **"xlsx"** file or **"**CSV**"** file.

  The **"File Upload"** window appears.

In the **"File Upload"** window:

- Select the location of the configuration file
- Select the desired file from the list
- Click on the ***[Open]*** button
- Click on the ***[UPLOAD]*** button (item 2)
- Wait a few moments while importing the file

  A **"BULK USERS UPLOAD CONFIRMATION"** window opens with a preview of the users who will be created (Figure 5.46, item 1). This preview is used to check user details and discard any user with incorrect information.

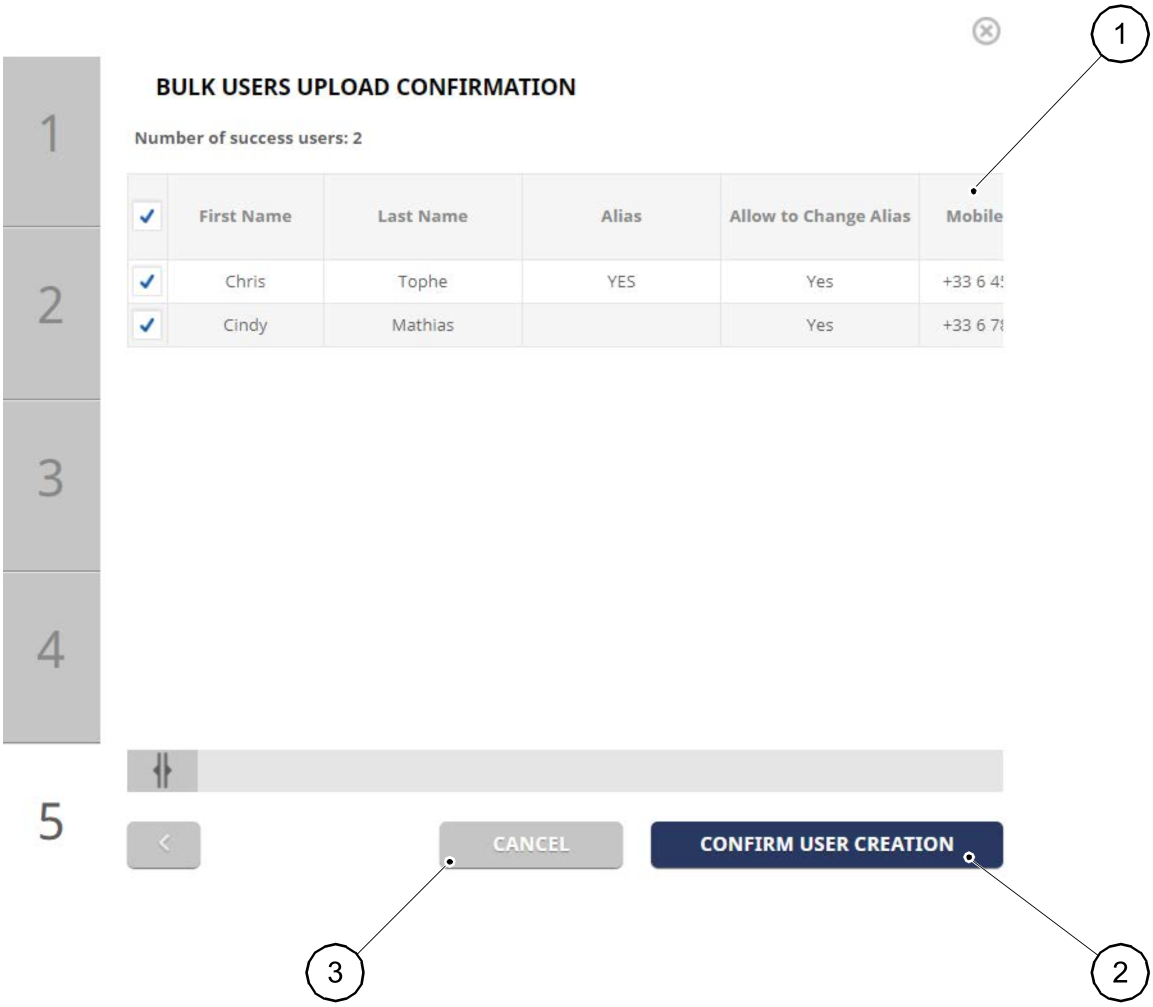

Figure 5.46 BULK USERS UPLOAD CONFIRMATION WINDOW

- Click on the ***[CONFIRM USER CREATION]*** button (item 2) to validate.

  Note: *The Web Organization Administrator can click on the **[Cancel]** button (item 3) to close the operation.*

  A **"CONGRATULATION!"** dialog box opens.

  Note: *If a quota is set for voice, video and geolocation features, and the number of users the admin wants to import exceeds this quota, then the users are imported in the order listed in the Excel file until the quota is reached.*

- Click on the ***[Yes]*** button to start the procedure

  Note: *The Web Organization Administrator can click on the **[NO]** button to close the operation.*

  A **"BULK PICTURE UPLOAD"** window opens (see Figure 5.51).

5.5.1.2 Import a list of 3GPP users

Procedure

- Click on the ***[BULK UPLOAD]*** button (Figure 5.41, item 1)
  A **"BULK UPLOAD PROCESS"** window opens (Figure 5.47).

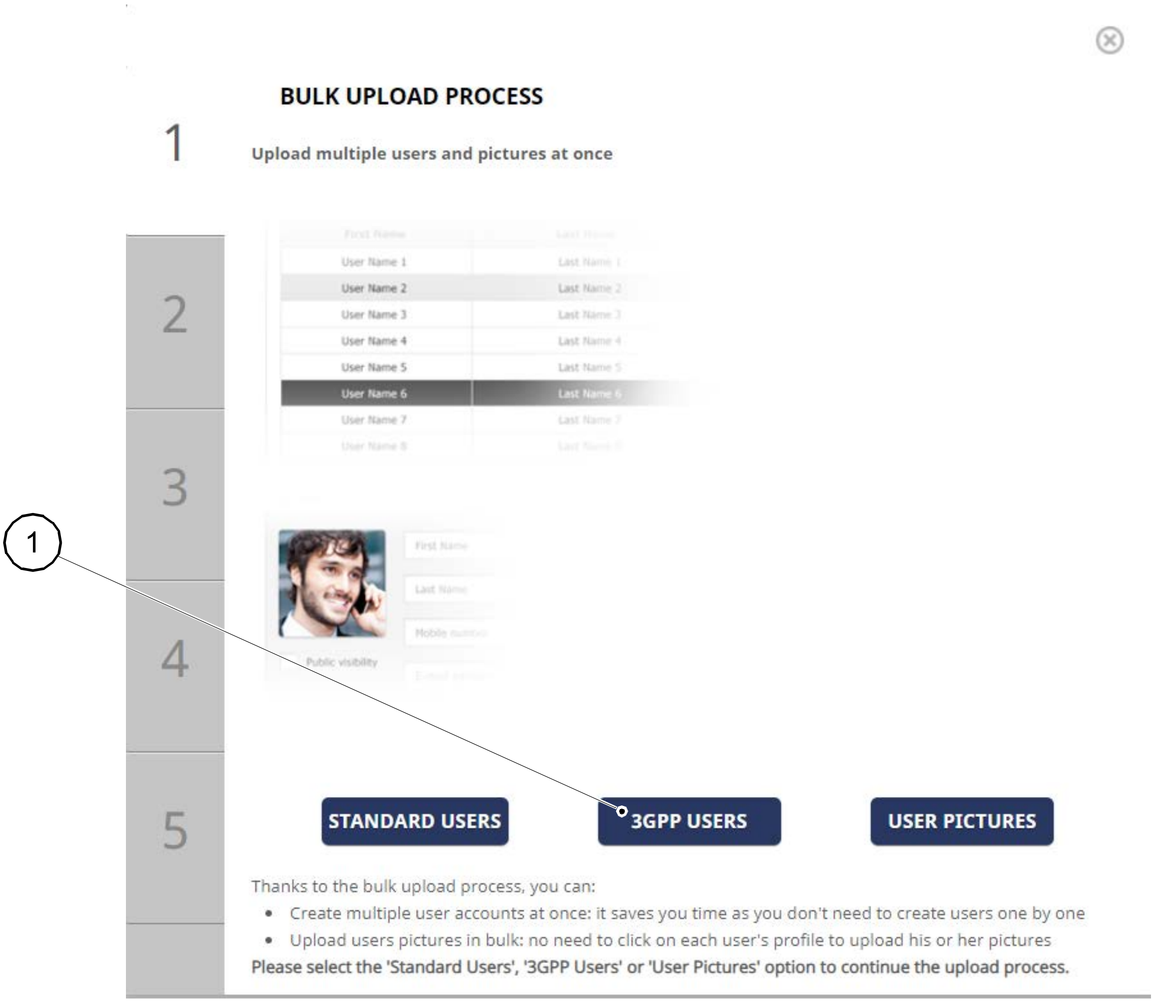

Figure 5.47 3GPP USERS - BULK UPLOAD PROCESS WINDOW

- Click on the ***[3GPP USERS]*** button (Figure 5.47, item 1)
  A **"BULK UPLOAD OF 3GPP USERS"** window opens (Figure 5.48).

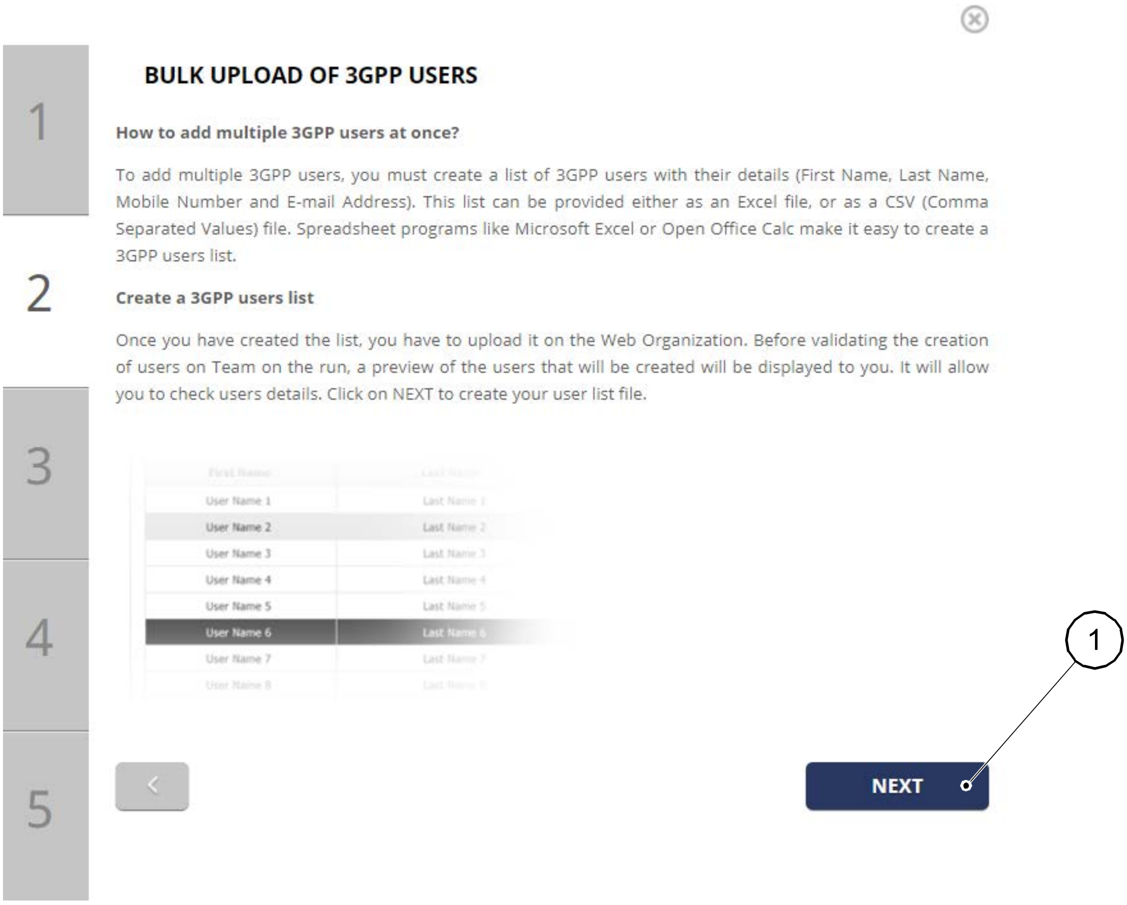

Figure 5.48 BULK UPLOAD OF 3GPP USERS WINDOW

Note: *To add multiple users, the Web Organization Administrator has to create a list of users with their mandatory details (First Name, Last Name, Mobile Number and E-mail Address).*

- Click on the ***[NEXT]*** button (Figure 5.48, item 1)

  A **"CONFIRMATION OF BULK IMPORT OF 3GPP USERS"** window opens (Figure 5.49).

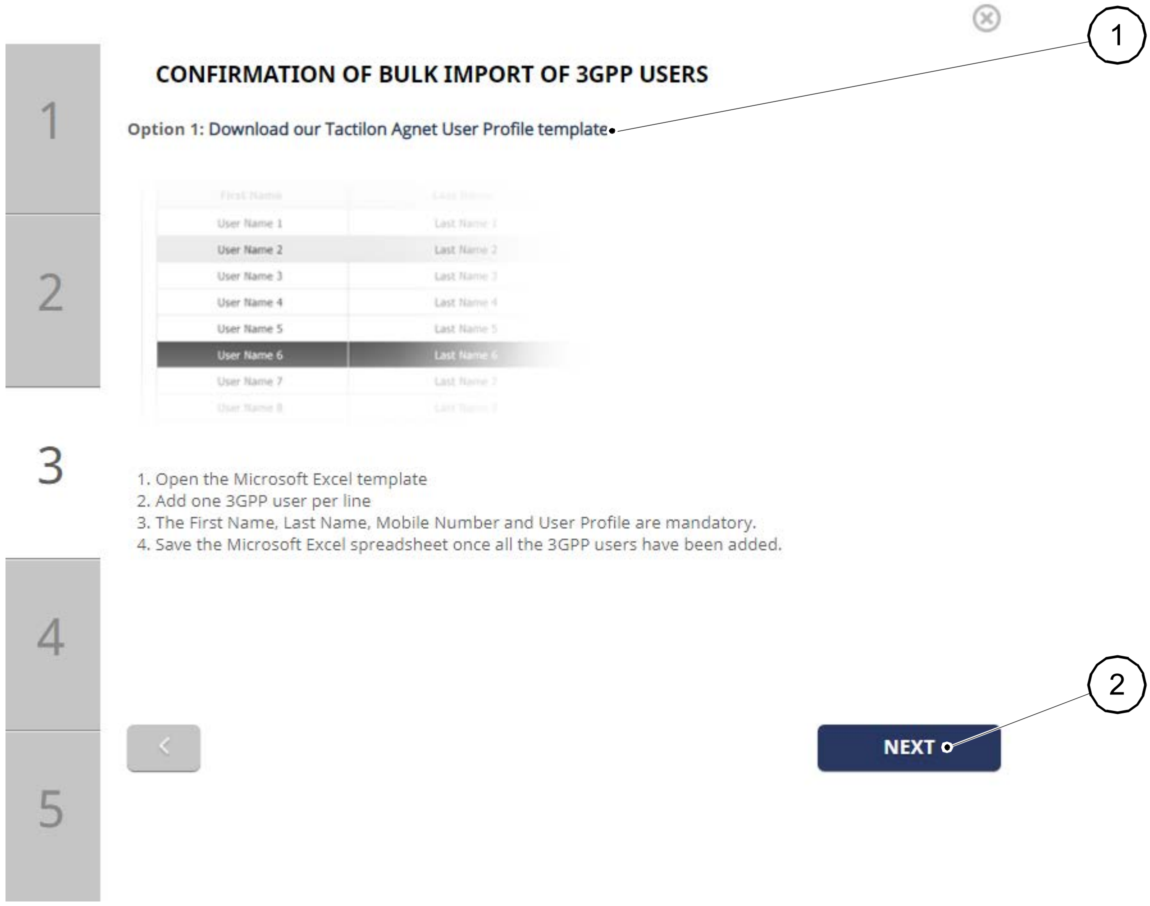

Figure 5.49 CONFIRMATION OF BULK IMPORT OF 3GPP USERS WINDOW

- Click on the **"Download our Tactilon Agnet User Profile template"** link (Figure 5.49, item 1)
- Open or save the Excel file

  Note: *The Excel file is saved in the **"Downloads"** folders.*
- Add one 3GPP user per line with their mandatory details.
- Save the Excel file
- Close the Excel file
- Return to the **"CONFIRMATION OF BULK IMPORT OF 3GPP USERS"** window (Figure 5.49)
- Click on the ***[NEXT]*** button (item 2)

  A **"UPLOAD YOUR TACTILON AGNET TEMPLATE"** window opens (see Figure 5.45).
- Follow the steps from the Figure 5.45 to the ***[CONFIRM USER CREATION]*** button (Figure 5.45, item 2)
- Click on the ***[CONFIRM USER CREATION]*** button (item 2) to validate.

  A CSV file is downloaded and contains the activation code of the Organization (see Figure 5.45).

5.5.1.3 Upload users pictures

Users' pictures can be uploaded one by one or in a zip file.

Procedure

Note: *The Web Organization Administrator has to name each user's picture with the registered mobile number (e.g. 0678452398).*

- Click on the ***[BULK UPLOAD]*** button (Figure 5.41, item 1)

  A **"BULK UPLOAD PROCESS"** window opens (see Figure 5.50).

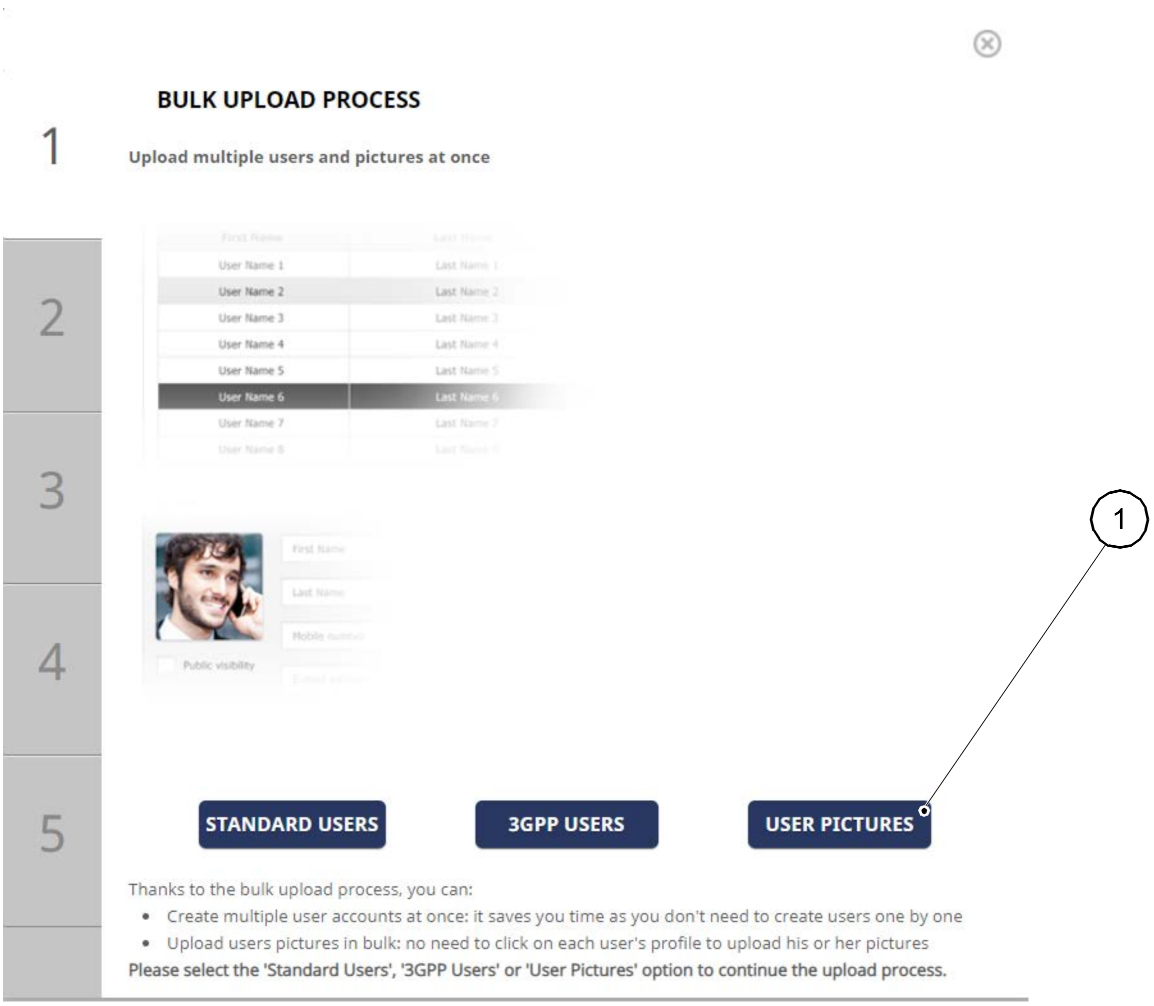

Figure 5.50 USER PICTURES - BULK UPLOAD PROCESS WINDOW

- Click on the ***[USER PICTURES]*** button (Figure 5.50, item 1)

  A **"BULK PICTURE UPLOAD"** window opens (Figure 5.51).

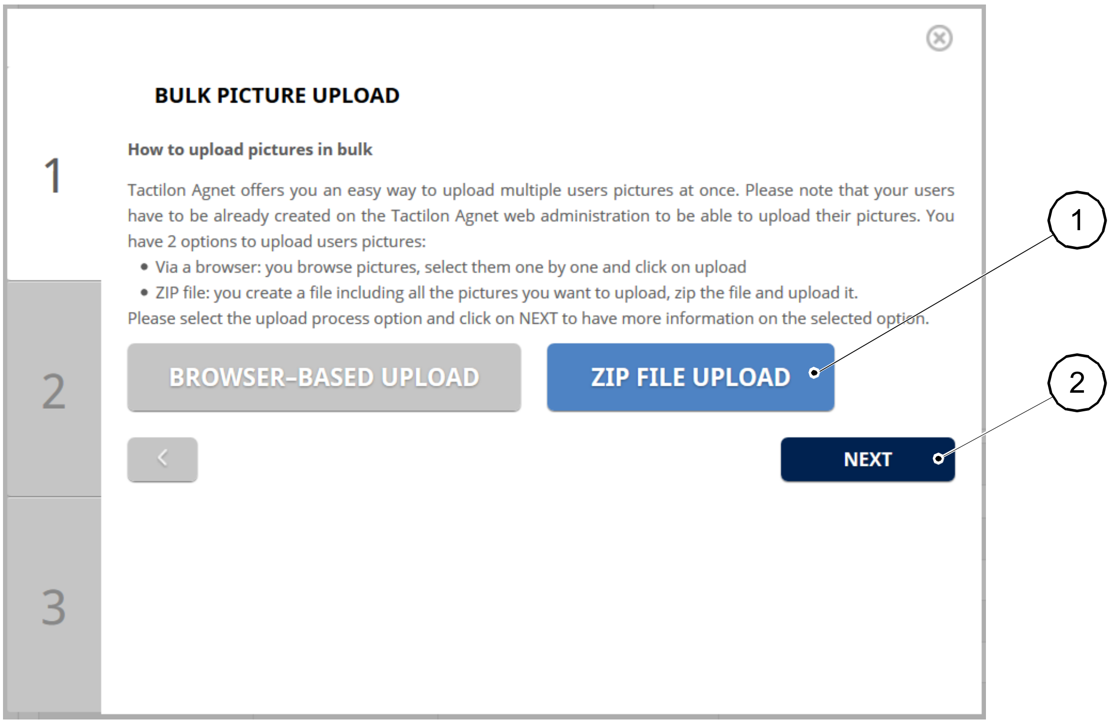

Figure 5.51 BULK PICTURE UPLOAD WINDOW

- Choose between the following two methods to upload pictures:
  - Via a **"zip"** file
  - Via a browser
- If the first method is chosen, create a folder and include all pictures.
- Zip the folder using the appropriate program

  A **"zip"** folder is created.
- Click on the ***[ZIP FILE UPLOAD]*** button (Figure 5.51, item 1)
- Click on the ***[NEXT]*** button (item 2)

  The **"PICTURES UPLOAD WITH A ZIP FILE"** window opens (see Figure 5.52).

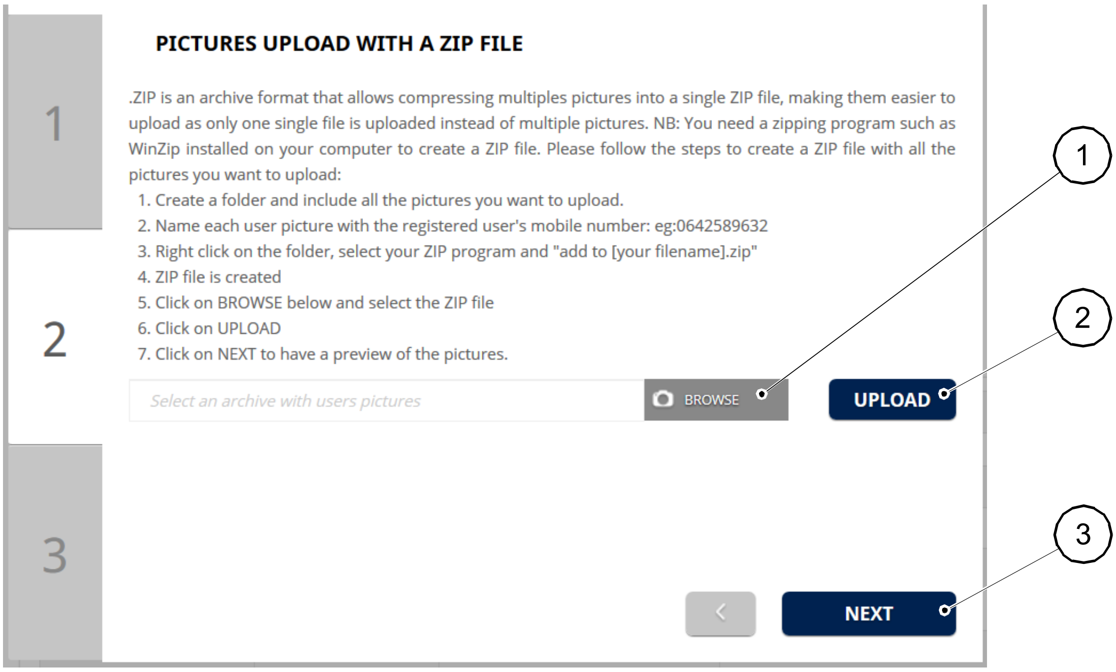

Figure 5.52 PICTURES UPLOAD WITH A ZIP FILE WINDOW

- Click on the ***[BROWSE]*** button (Figure 5.52, item 1) to search for the **"zip"** file.
  The **"File Upload"** window appears.
  In the **"File Upload"** window:
- Select the location of the **"zip"** file or pictures
- Select the desired **"zip"** file or multiple pictures from the list
- Click on the ***[Open]*** button
- Click on the ***[UPLOAD]*** button (item 2)
  A notification is displayed to confirm the upload.
- Click on the ***[NEXT]*** button (item 3)
  A **"PICTURES UPLOAD CONFIRMATION"** window opens (see Figure 5.53).

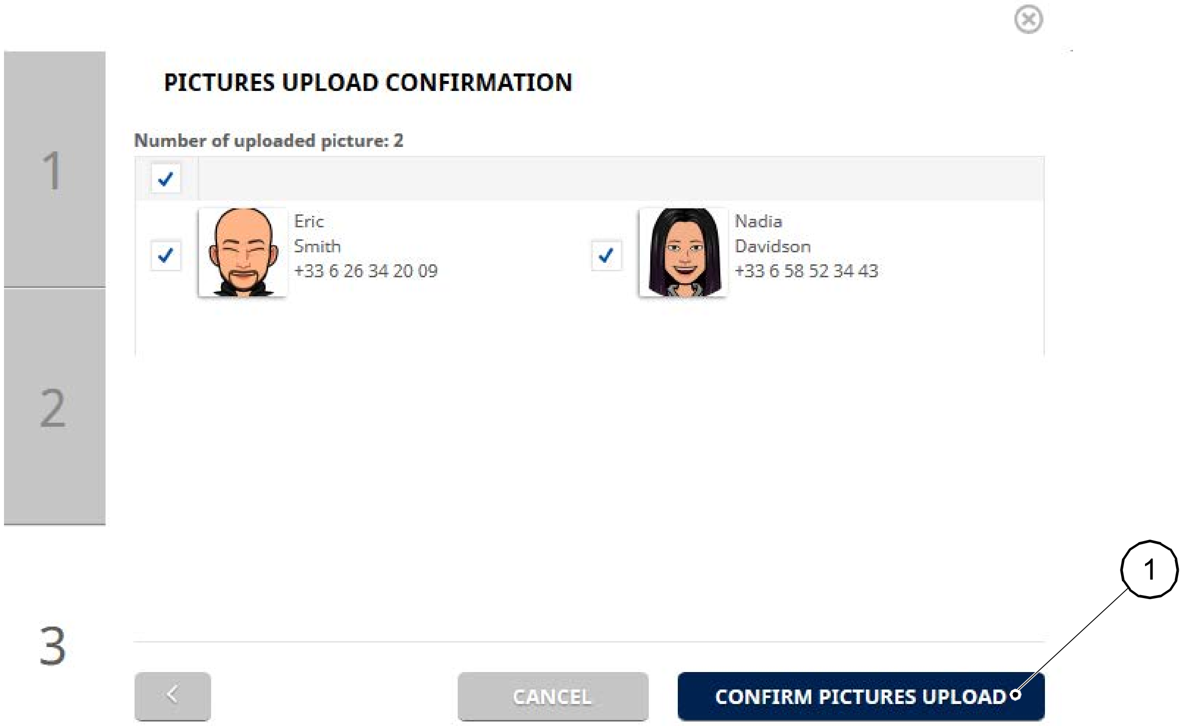

Figure 5.53 PICTURES UPLOAD CONFIRMATION WINDOW

- Click on the ***[CONFIRM PICTURES UPLOAD]*** button (Figure 5.53, item 1).
  A **"CONGRATULATION"** dialog box opens.
- Click on the ***[OK]*** button.

5.5.2 Bulk delete

The ***[BULK DELETE]*** button (Figure 5.41, item 2) is used by the Web Organization Administrator to delete users in bulk.

Procedure

- Click on the ***[BULK DELETE]*** button (Figure 5.41, item 2)

  A **"BULK DELETE PROCESS"** window opens (Figure 5.54).

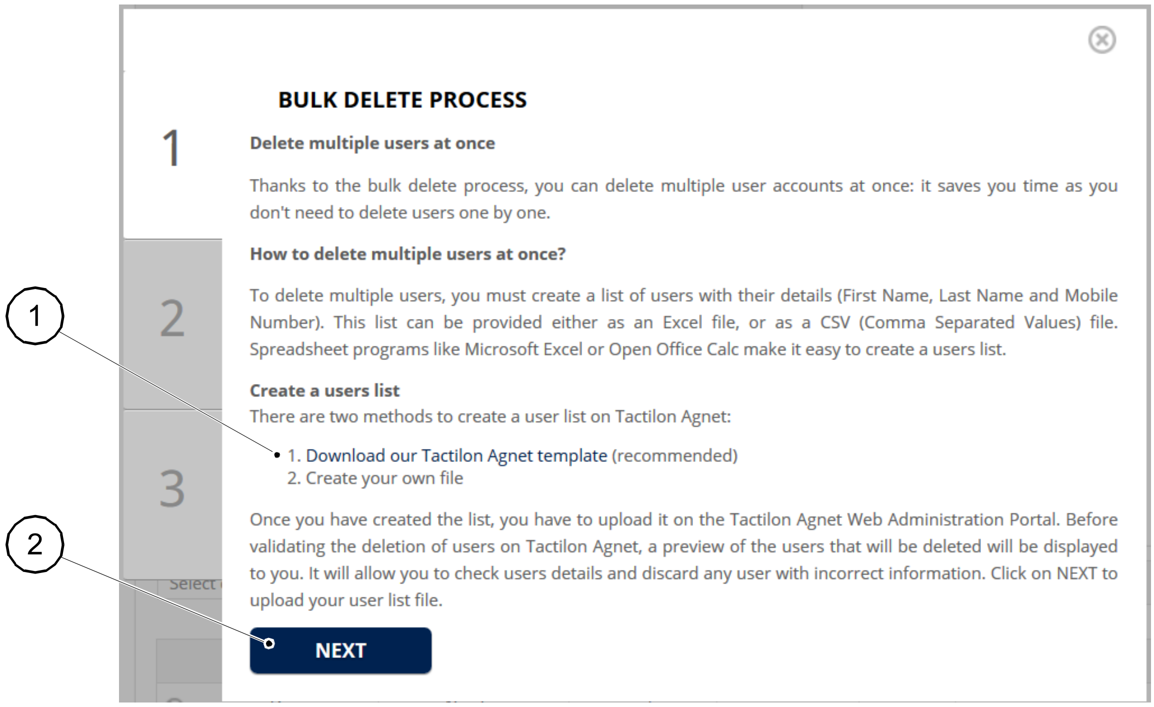

Figure 5.54 BULK DELETE PROCESS WINDOW

- Choose between the following two methods to create a user list on Tactilon Agnet:
  - Download the Tactilon Agnet template in **"XSLX"** file (recommended)
  - Create a personal file
- If the first method is chosen, click on the **"Download our Tactilon Agnet template"** link (Figure 5.54, item 1)
- Open or save the **"TactilonAgnet_BulkDelete.xlsx"**

  Note: *The Excel file is saved in the* ***"Downloads"*** *folder.*
- Add one user per line with their mandatory details
- Save the **"TactilonAgnet_BulkDelete.xlsx"** file
- Close the Excel file
- Return to the **"BULK DELETE PROCESS"** window (Figure 5.54)
- Click on the ***[NEXT]*** button (item 2)

  The **"UPLOAD YOUR TACTILON AGNET TEMPLATE"** window appears (Figure 5.55).

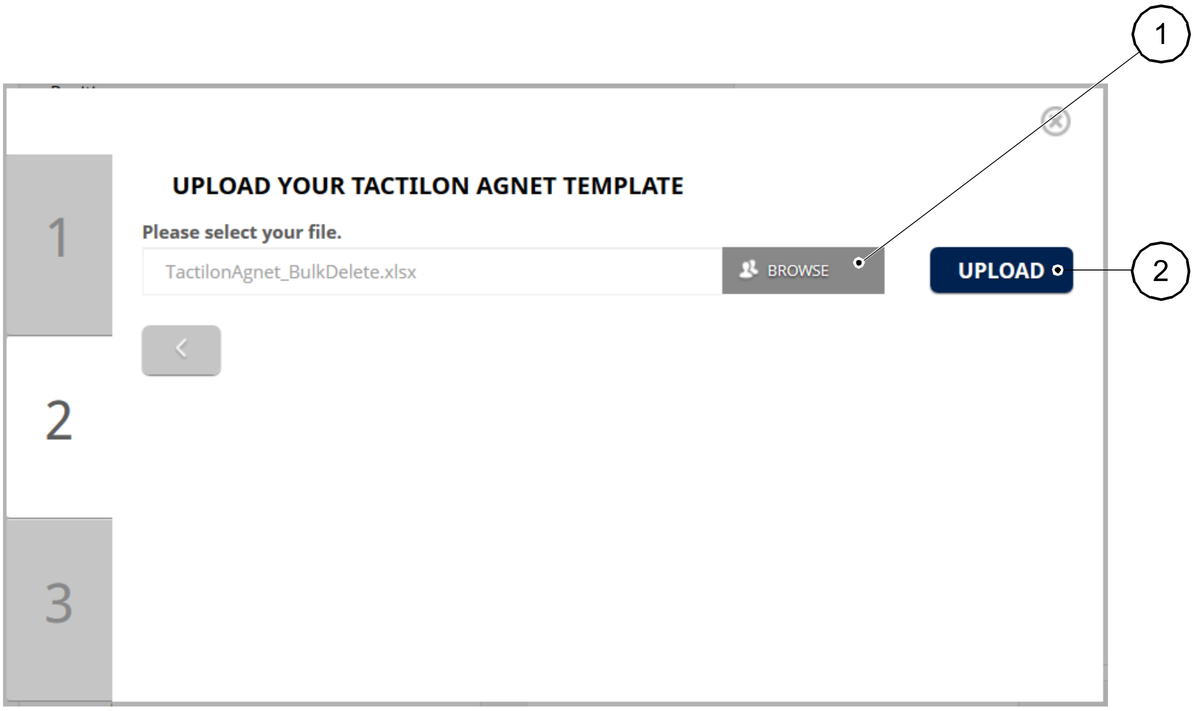

Figure 5.55 UPLOAD YOUR TACTILON AGNET TEMPLATE WINDOW

- Click on the ***[BROWSE]*** button (Figure 5.55, item 1) to search for the **"xlsx"** file or **"CSV"** file.

  The **"File Upload"** window appears.

  In the **"File Upload"** window:

- Select the location of the configuration file
- Select the desired file from the list
- Click on the ***[Open]*** button
- Click on the ***[UPLOAD]*** button (item 2)
- Wait a few moments for the file to import

  A **"BULK USERS DELETION CONFIRMATION"** window opens with a preview of the users that will be deleted (Figure 5.56, item 1). This preview is used to check user details and discard any user with incorrect information.

5

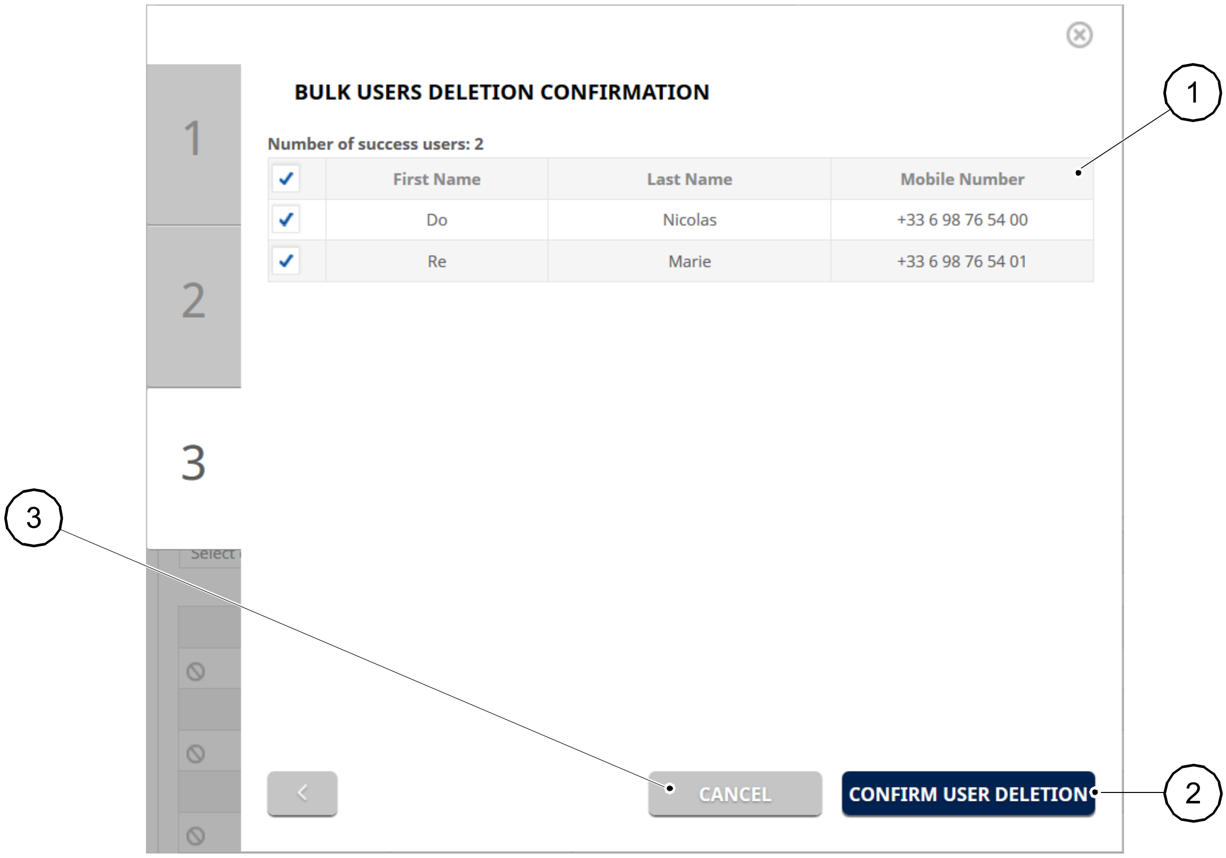

Figure 5.56 BULK USERS DELETION CONFIRMATION WINDOW

- Click on the ***[CONFIRM USER DELETION]*** button (item 2) to validate.

  Note: *The Web Organization Administrator can click on the* ***[Cancel]*** *button (item 3) to close the operation.*

  A **"CONGRATULATION!"** dialog box opens.
- Click on the ***[OK]*** button.

5.5.3 Bulk assign

Procedure

- Click on the ***[BULK ASSIGN]*** button (Figure 5.41, item 3)

  A **"BULK ASSIGNMENT PROCESS"** window opens (Figure 5.57).

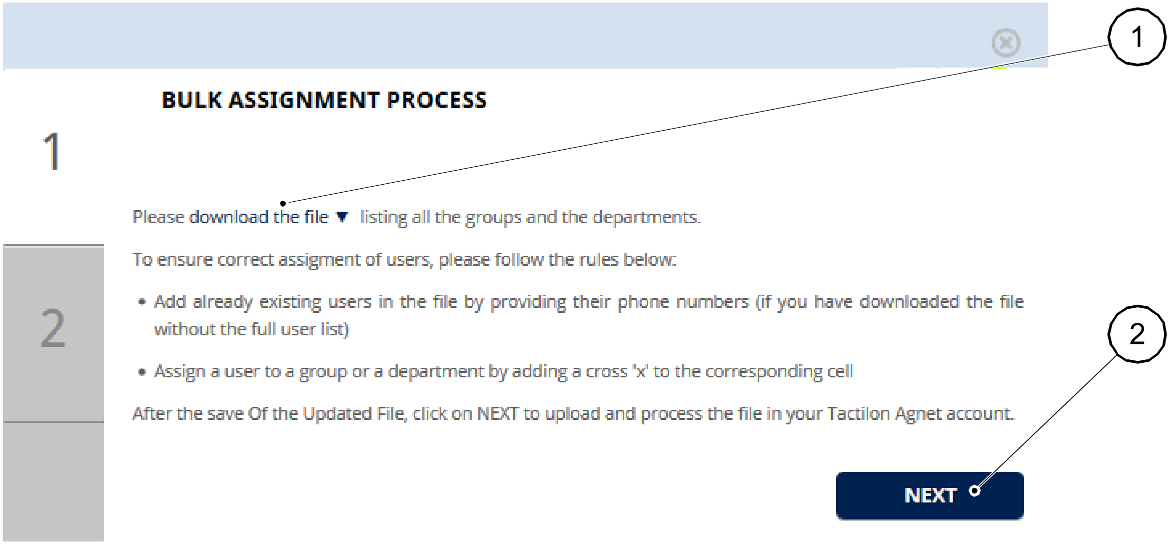

Figure 5.57 BULK ASSIGNMENT PROCESS WINDOW - STEP 1

- Click on ***{Please download the file}*** from the drop-down menu (Figure 5.57, item 1)
- Choose between the following two methods to create a user list in Tactilon Agnet:
  - Download an empty user list in **"xlsx"** file format (recommended)
  - Download an **"xlsx"** file with all the users of the Department / Organization
- If the second option is chosen, click on the "With all the users of the department / Organization" option
- Open or save the **"TactilonAgnet_BulkAssign.xlsx"** file

  Note: *The **"TactilonAgnet_BulkAssign.xlsx"** is saved in the **"Downloads"** folder.*

  The Excel file contains:

  - For the Web Organization Administrator: all the organization departments, sub-departments, and Groups to which he/she has access.
  - For the Organization Department: all the sub-departments and Groups to which he/she has access.

  The Excel file is organized as follows:

  - First Name (optional)
  - Last Name (optional)
  - Phone Number (mandatory)
  - All the groups of the department or the organization (a column for each group)

- All the departments and the sub-departments of the organization or all the sub-departments of the department

Note:
- *Each line is dedicated to only one user.*
- *The groups and departments are listed in alphabetical order.*
- *To differentiate between groups and departments, the following letters are displayed:*
  - *"G" in the cell above each group column title*
  - *"D" in the cell above each department/sub-department column title*

- Assign the users to Groups/Departments by adding a lower-case letter "x" in the appropriate cell.
- Delete some columns for unconcerned departments and/or groups to keep only groups and departments that need new member assignments.
- Save the **"TactilonAgnet_BulkAssign.xlsx"** file
- Close the Excel file.
- Return to the **"BULK ASSIGNMENT PROCESS"** window (Figure 5.57)
- Click on the ***[NEXT]*** button (item 2)

  Step 2 opens (see Figure 5.58).

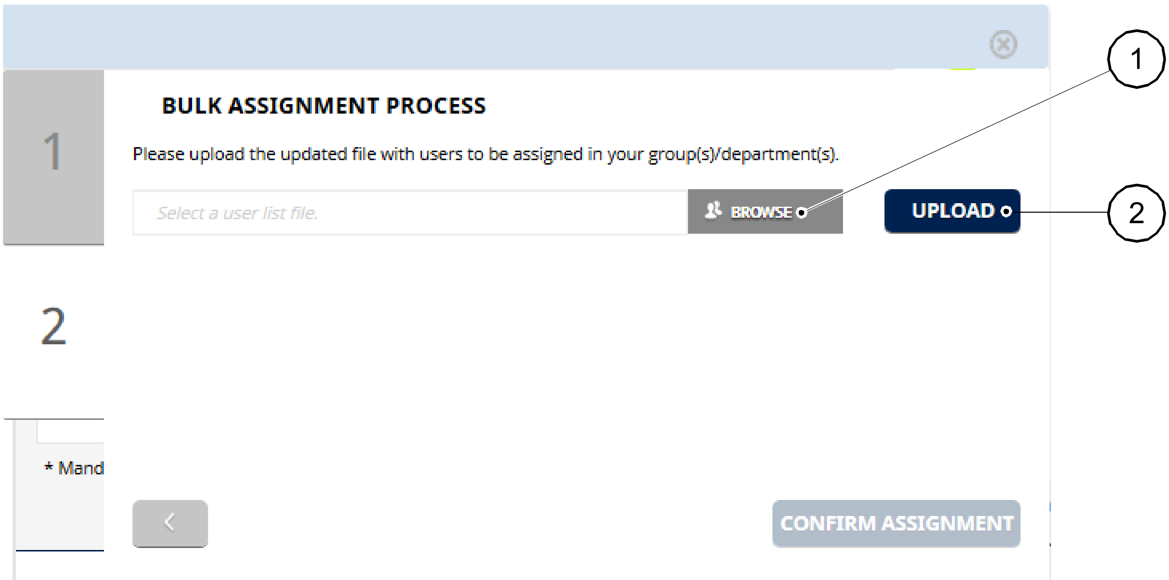

Figure 5.58 BULK ASSIGNMENT PROCESS WINDOW - STEP 2

- Click on the ***[BROWSE]*** button (Figure 5.58, item 1) to search the **"xlsx"** file.

  The **"File Upload"** window appears.

In the **"File Upload"** window:

- Select the location of the configuration file
- Select the desired file from the list
- Click on the ***[Open]*** button

- Click on the ***[UPLOAD]*** button (item 2)
- Wait a few moments while the file is importing

  If the file is correct, the message "The file has been uploaded successfully. After checking, all the assignments can be processed. Please confirm assignment" is displayed (Figure 5.59).

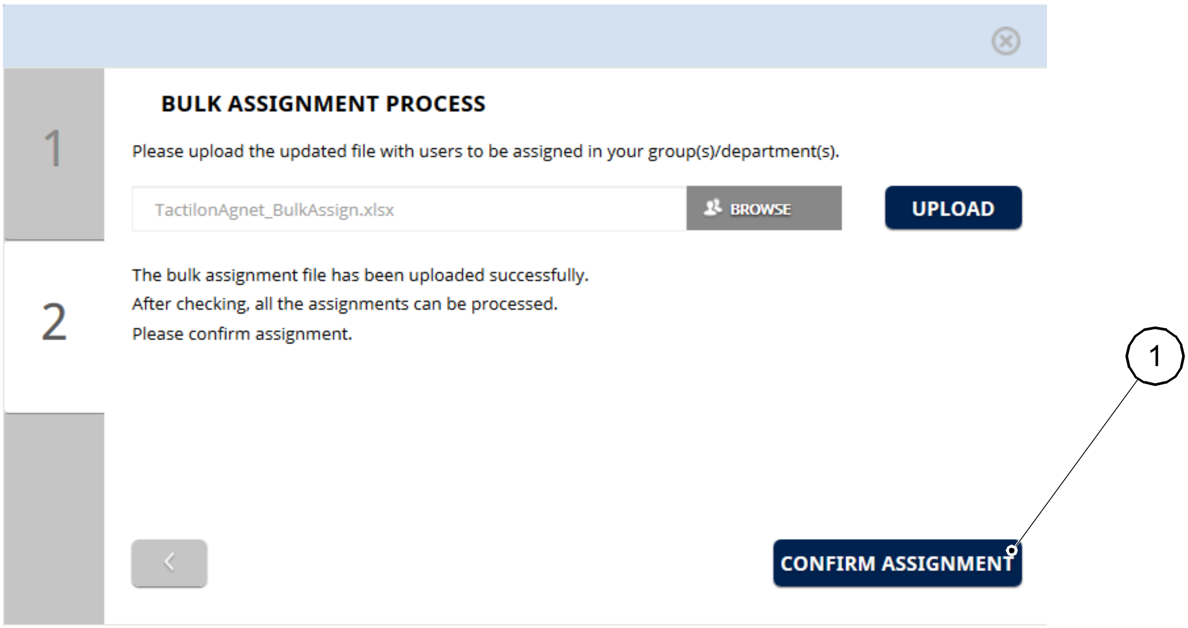

Figure 5.59 BULK ASSIGNMENT PROCESS WINDOW - FILE DOWNLOADED

- Click on the ***[CONFIRM ASSIGNMENT]*** button (item 1) to validate.

  A "Bulk assignment process confirmation completed successfully" message appears (see Figure 5.60).

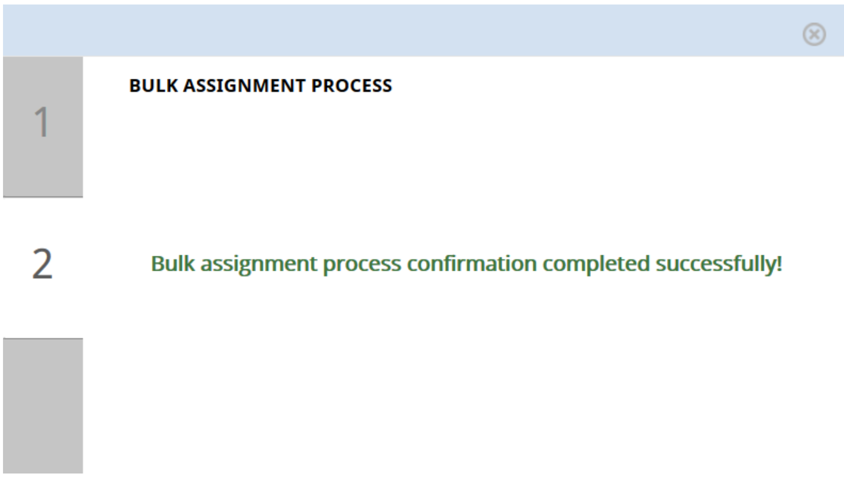

Figure 5.60 ASSIGNMENT CONFIRMATION

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6 USERS MENU

6.1 PRESENTATION

This chapter describes the following components involved in the Users menu:

- Users screen (see Section 6.2)
- Add a user (see Section 6.3)
- Bulk buttons (see Section 6.4)
- Users list (see Section 6.5)
- External video destinations list (see Section 6.6)

6.2 USERS SCREEN (Figure 6.1)

The **"Users"** screen is divided into 4 functional areas:

- ***{ADD A USER}*** (item 1) (see Section 6.3)
- ***{BULK BUTTONS}*** (item 2) (see Section 6.4)
- ***{USERS LIST}*** (item 3) (see Section 6.5)
- ***{EXTERNAL VIDEO DESTINATIONS LIST}*** (item 4) (see Section 6.6)

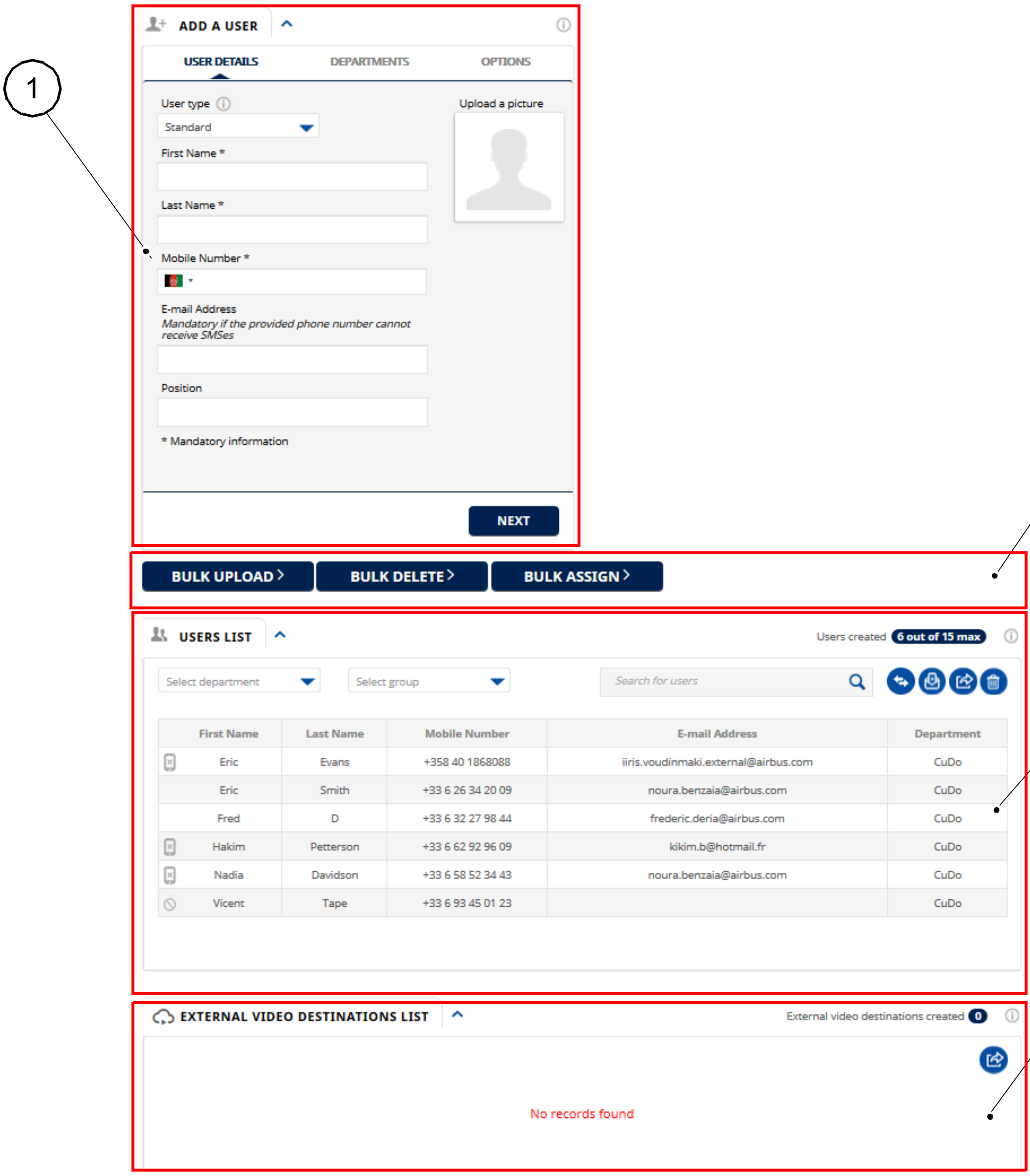

Figure 6.1 USERS SCREEN

6.3 ADD A USER

For more information about the ***{ADD A USER}*** pane, refer to the ***{QUICK ADD}*** pane (see Section 5.3).

6.4 BULK BUTTONS

For more information about the bulk buttons, refer to Section 5.5.

6.5 USERS LIST (Figure 6.2)

The ***{USERS LIST}*** pane is used by the Web Organization Administrator to:

- See the list of all users (item 1)
- Quickly filter users by Departments or Groups (item 3)
- Search users (item 4)

  Note: *The search function is case sensitive.*
- Edit a user (see Section 6.5.1)
- Access a user's logs (see Section 5.3.6.1.2). This is done by clicking on the user and going to the **{logs}** tab. This category displays the last logs sent by the mobile user in chronological order. The maximum number of logs is configured at the system level and cannot be changed.
- Reverse first name and last name (item 5) (see Section 6.5.2)
- To resend users' invitations (item 6): this will send an invitation to all users that have not downloaded the application yet
- Export users list in Excel format (item 7)

  The exported file contains information such as:
  - User's name
  - Mobile number and e-mail addresses
  - Job position and main department
  - Device OS
  - First and last authentication date
  - App still installed on device (yes/no)
  - Options activated for that user (Agnet Dispatcher, calls, PTT, geolocation, etc.)
- Delete several users (item 8) (see Section 6.5.3)

The ***[^]*** button (item 2) is used to minimize the ***{USERS LIST}*** pane.

An icon (item 9) near the first name represents a non-authenticated user: a user who has not logged into the **"Agnet Work"** app and **"Agnet Dispatcher"** tool.

An icon (item 9) near the first name represents a user who has not yet downloaded the application.

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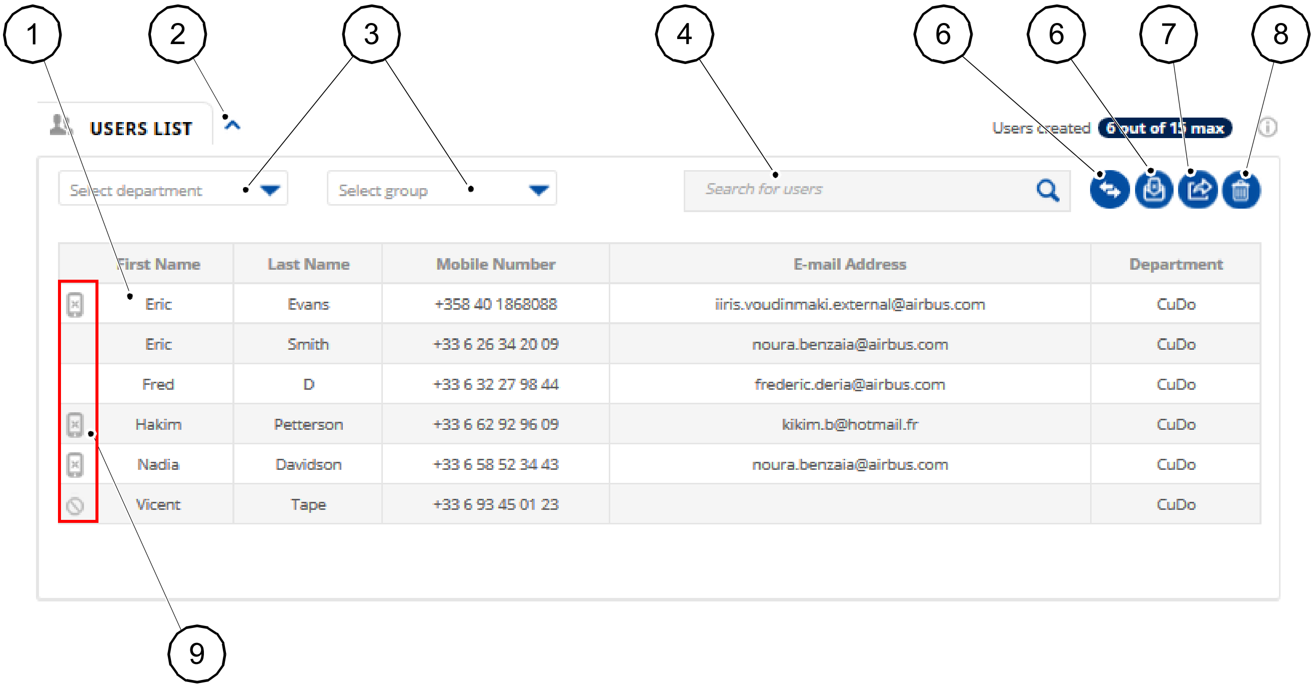

Figure 6.2 USERS LIST PANE

Note: *When a user tries to login with an incorrect password, his/her Dispatcher account is blocked after the fifth attempt. In order to unblock a user, you must press on the* ***[Unblock]*** *button which will be displayed in* ***[User Details]****. A pop-up window will require that this action be confirmed.*

6.5.1 Edit a user

Procedure

- Select a user from the ***{USERS LIST}*** pane (Figure 6.2, item 1)

  The ***{USER DETAILS}*** pane displays user information and a ***{USER'S GROUPS}*** pane opens to display one or several Groups assigned to this subscriber (Figure 6.3).

  The Web Organization Administrator can:

  - Modify a user (see Section 6.5.1.1)
  - Delete a user (see Section 6.5.1.2)
  - Erase device data (see Section 6.5.1.3)
  - Add user to a group (see Section 6.5.1.4)
  - Remove user from one or several assigned groups (see Section 6.5.1.5)

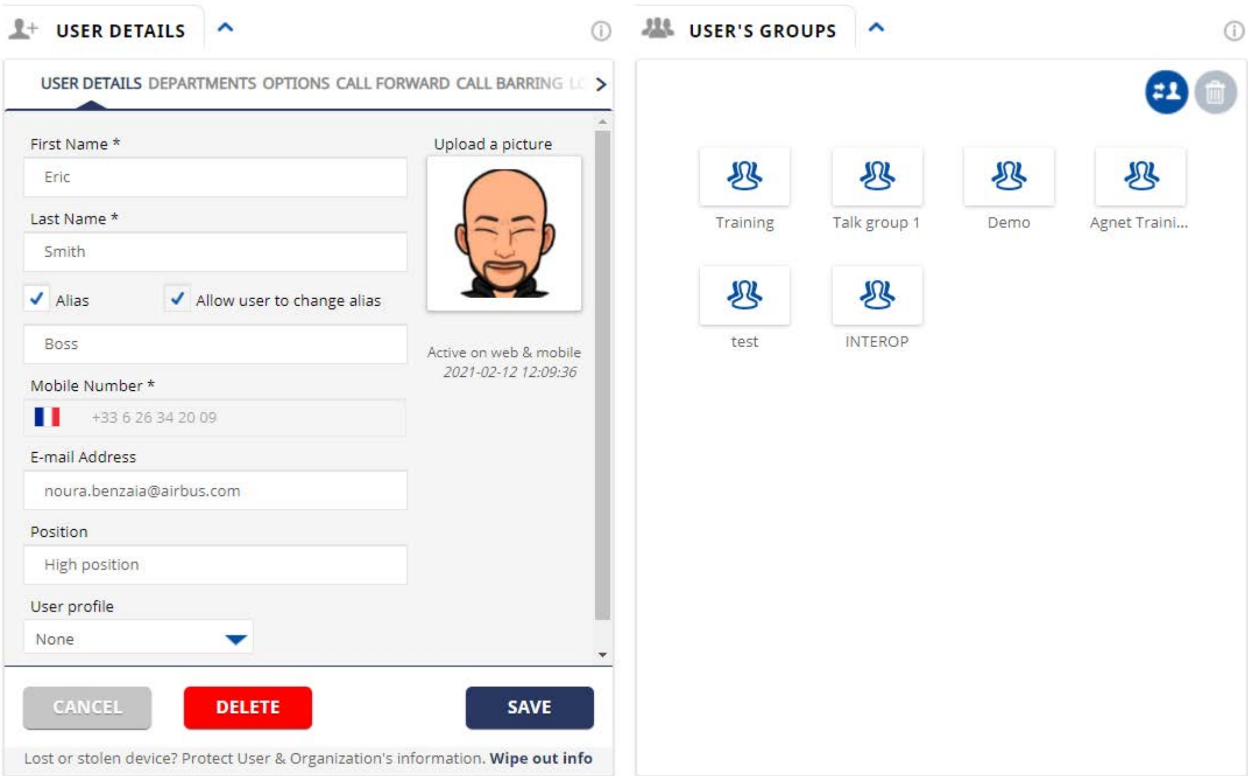

Figure 6.3 USER INFORMATION

6.5.1.1 Modify a user

Procedure

- Select a user from the ***{USERS LIST}*** pane (Figure 6.2, item 1)

  The ***{USER DETAILS}*** pane displays user information (Figure 6.3).

For more information concerning the procedure to edit user details, see Section 5.3.6.1.1.

6.5.1.2 *Delete a user*

Procedure

- Select a user from the ***{USERS LIST}*** pane (Figure 6.2, item 1)

  The ***{USER DETAILS}*** pane displays user information (Figure 6.3).

For more information concerning the procedure to delete a user, see Section 5.3.6.1.3.

Note: *To delete several users, see Section 6.5.3.*

6.5.1.3 *Erase device data*

Procedure

- Select a user from the ***{USERS LIST}*** pane (Figure 6.2, item 1)

  The ***{USER DETAILS}*** pane displays user information (Figure 6.3).

For more information concerning the procedure to erase device data, see Section 5.3.6.1.4.

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6.5.1.4 *Add user to a group*

Procedure

- Select a user from the ***{USERS LIST}*** pane (Figure 6.2, item 1)

  The ***{USER'S GROUPS}*** pane opens (Figure 6.4).

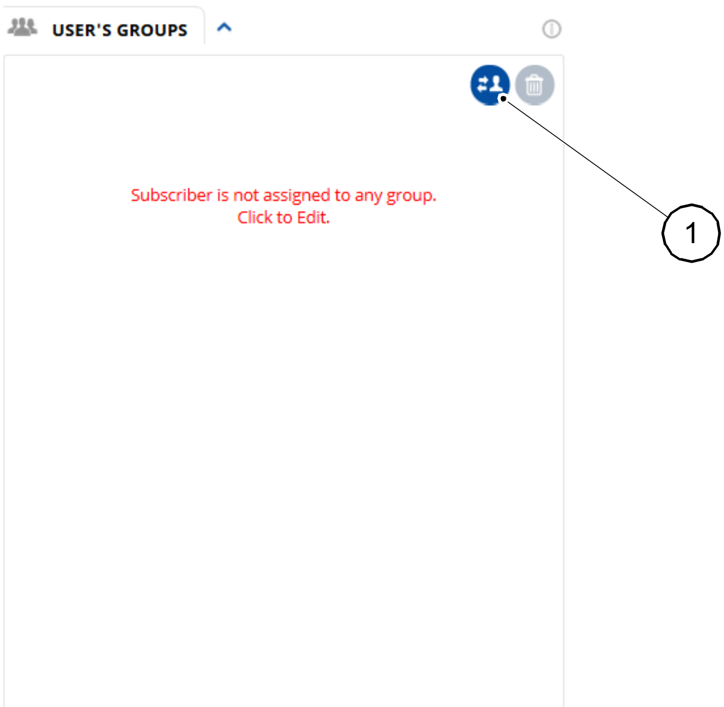

Figure 6.4 ADD A USER TO A GROUP - USER'S GROUPS PANE

- Click on the ***[ ]*** button (Figure 6.4, item 1)

A **"USER'S GROUPS"** window opens (Figure 6.5).

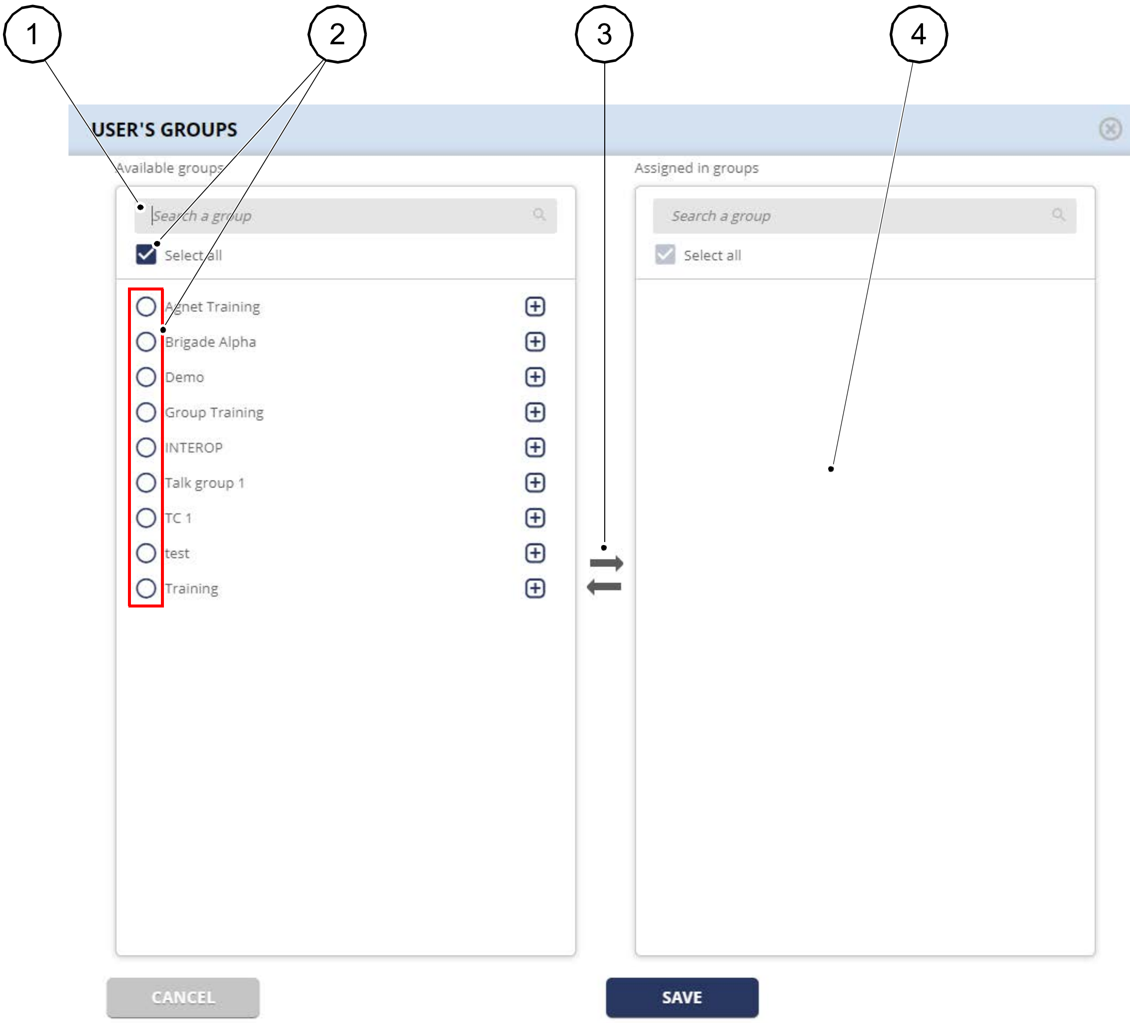

Figure 6.5 USER'S GROUPS WINDOW

- Use the **"Search a group"** bar if necessary (Figure 6.5, item 1)
- Check the ***[Select all]*** box (item 2) to select all Groups or select groups one by one (item 2)
- Click on the ***[➡]*** button (item 3) to transfer the selected groups to the ***{Assigned in groups}*** zone (item 4)

  Groups are added to the ***{Assigned in groups}*** zone (Figure 6.6, item 1).

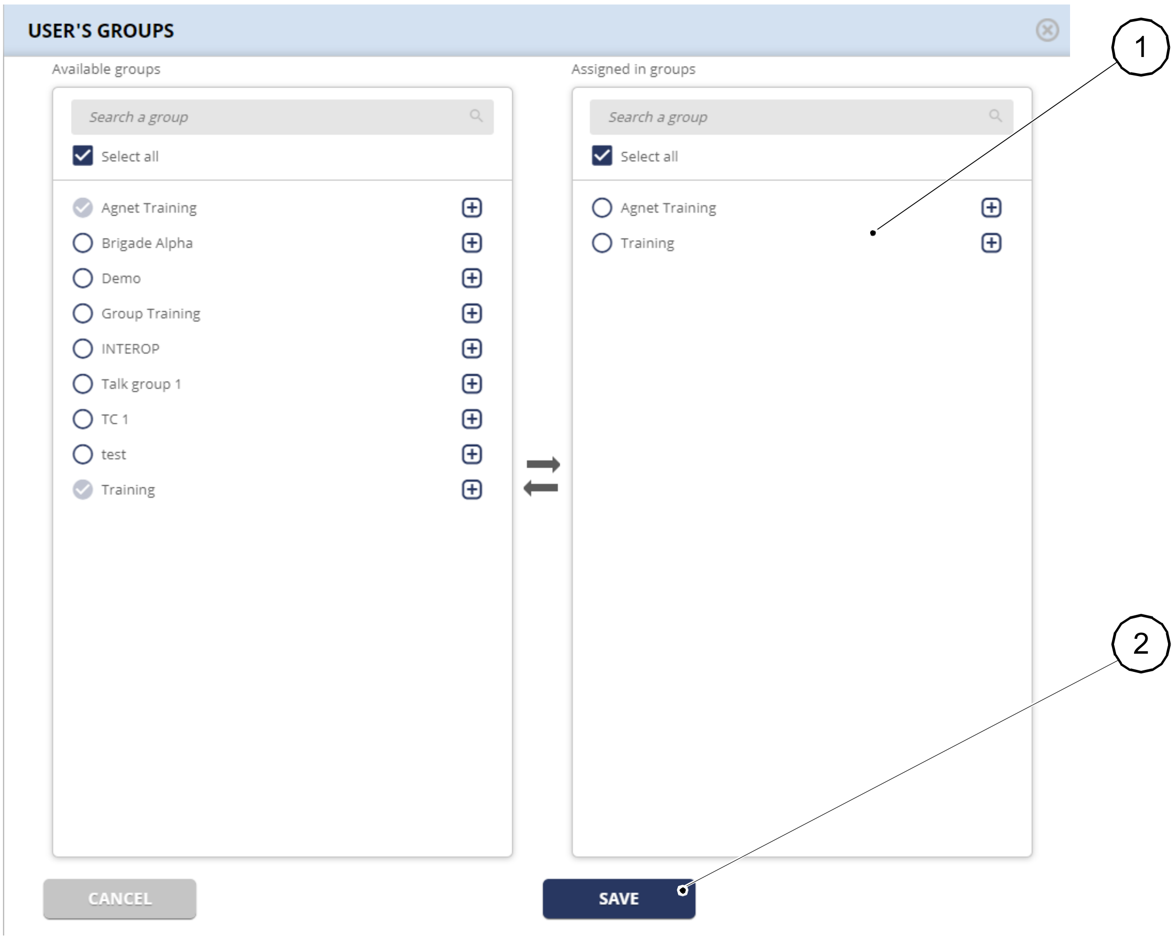

Figure 6.6 ADDED GROUPS - USER'S GROUPS WINDOW

- Click on the ***[SAVE]*** button (item 2)

  A **"CONFIRMATION REQUIRED"** dialog box opens.
- Click on the ***[YES]*** button to confirm

  A notification is displayed to confirm the addition and the selected group(s) is/are added to the ***{USER'S GROUPS}*** pane.

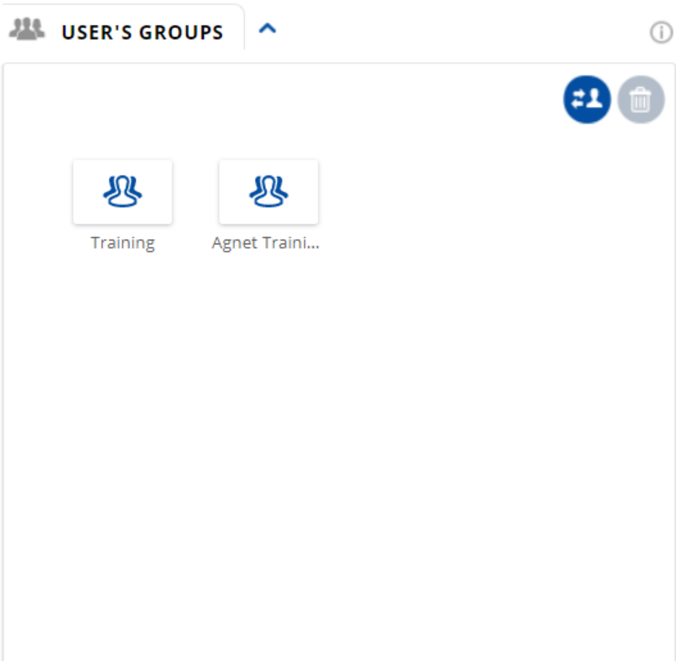

Figure 6.7 USER ADDED TO A GROUP - USER’S GROUPS PANE

6.5.1.5 Remove user from one or several assigned groups

Procedure

- Select a user from the ***{USERS LIST}*** pane (Figure 6.2, item 1)
  The ***{USER’S GROUPS}*** pane opens (Figure 6.8).

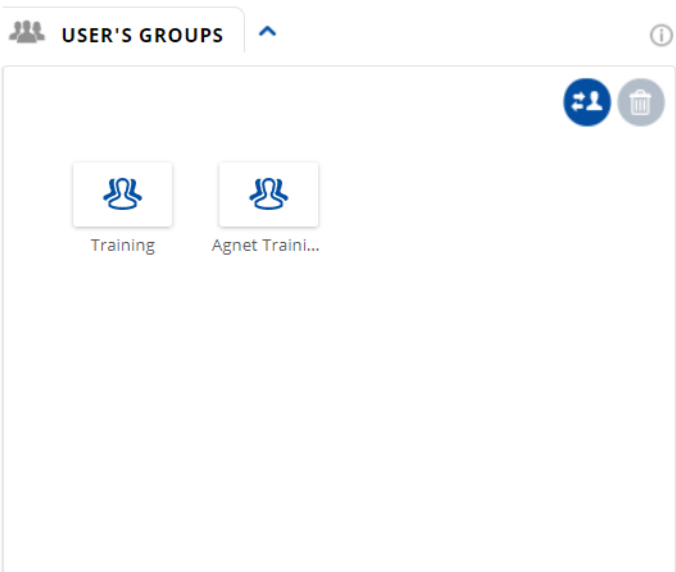

Figure 6.8 ASSIGNED GROUP(S) OF A USER - USER’S GROUPS PANE

- Select one or several groups from the ***{USER'S GROUP}*** pane (Figure 6.9, item 1)

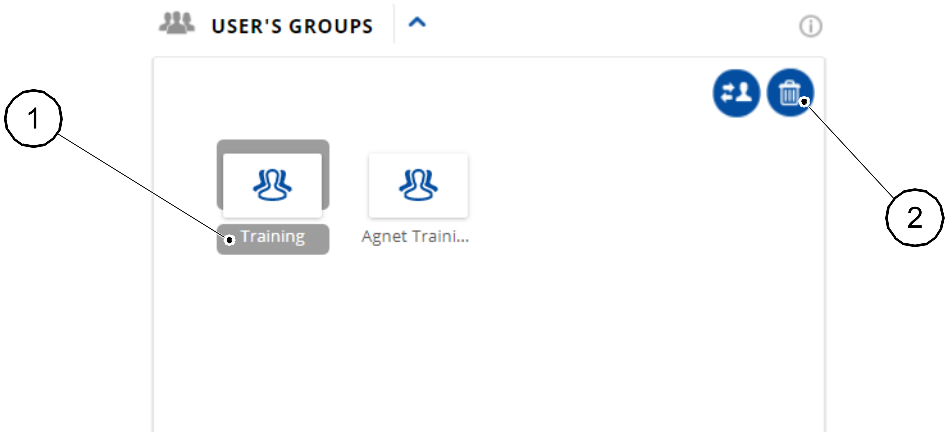

Figure 6.9 ASSIGNED GROUP(S) SELECTED - USER'S GROUPS PANE

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- Click on the ***[ ]*** button (item 2)

  A **"CONFIRMATION REQUIRED"** dialog box opens.

  Click on the ***[YES]*** button to confirm

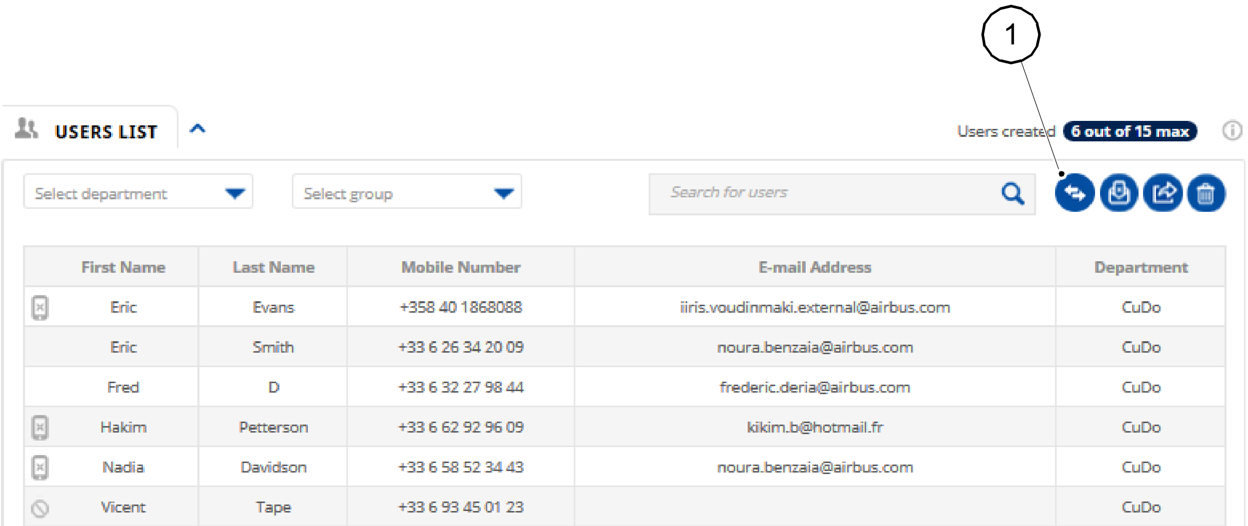
  A notification is displayed to confirm the deletion and the selected group(s) is/are deleted from the ***{USER'S GROUPS}*** pane.

6.5.2 Reverse first name and last name

The Web Organization Administrator can order the Users list by "First name" or "Last name". This operation can be reproduced any time and is only applied to your session. This has no impact on the sessions of other Web Organization Administrator.

Procedure

- Click on the ***[ ]*** button (Figure 6.10, item 1) from the ***{USERS LIST}*** pane



First Name	Last Name	Mobile Number	E-mail Address	Department
Eric	Evans	+358 40 1868088	iiris.voudinmaki.external@airbus.com	CuDo
Eric	Smith	+33 6 26 34 20 09	noura.benzaia@airbus.com	CuDo
Fred	D	+33 6 32 27 98 44	frederic.deria@airbus.com	CuDo
Hakim	Petterson	+33 6 62 92 96 09	kikim.b@hotmail.fr	CuDo
Nadia	Davidson	+33 6 58 52 34 43	noura.benzaia@airbus.com	CuDo
Vicent	Tape	+33 6 93 45 01 23		CuDo

Figure 6.10 REVERSE FIRST NAME ET LAST NAME COLUMNS - USERS LIST PANE

A **"CONFIRMATION REQUIRED"** dialog box opens

- Click on the ***[YES]*** button to confirm

The columns are reversed.

6.5.3 Delete several users

Procedure for deleting several user accounts

- Click on the ***[ ]*** button (Figure 6.11, item 1) from the ***{USERS LIST}*** pane

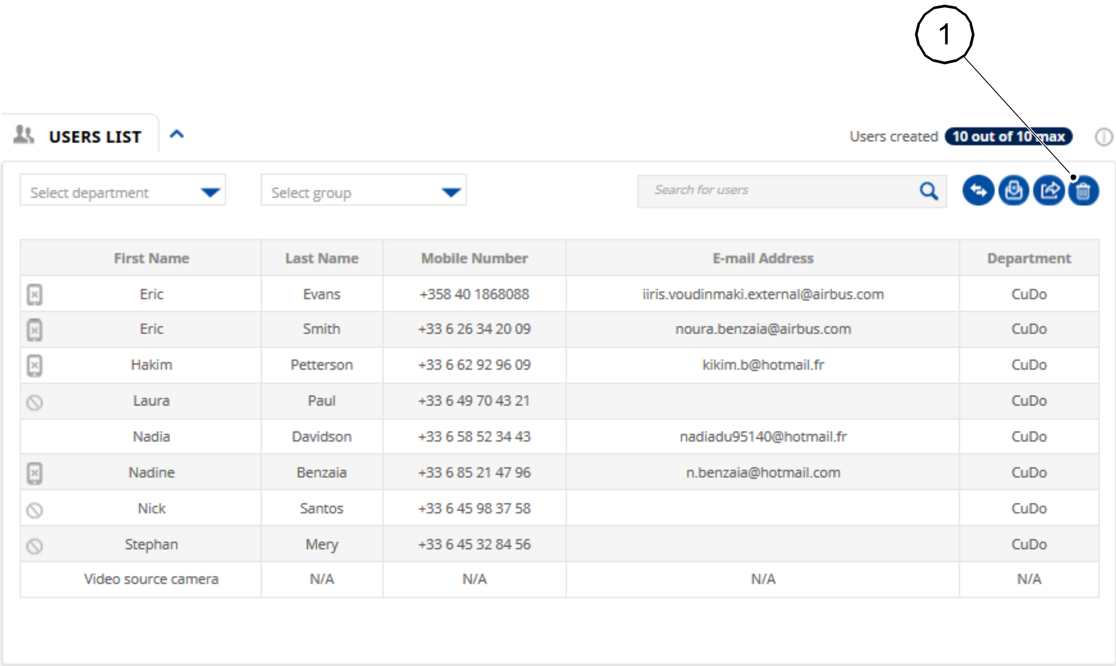


Figure 6.11 DELETE SEVERAL USER ACCOUNTS - USERS LIST PANE

A new column (Figure 6.12, item 1) with checkboxes and a ***[DELETE SELECTED]*** button (item 2) appear.

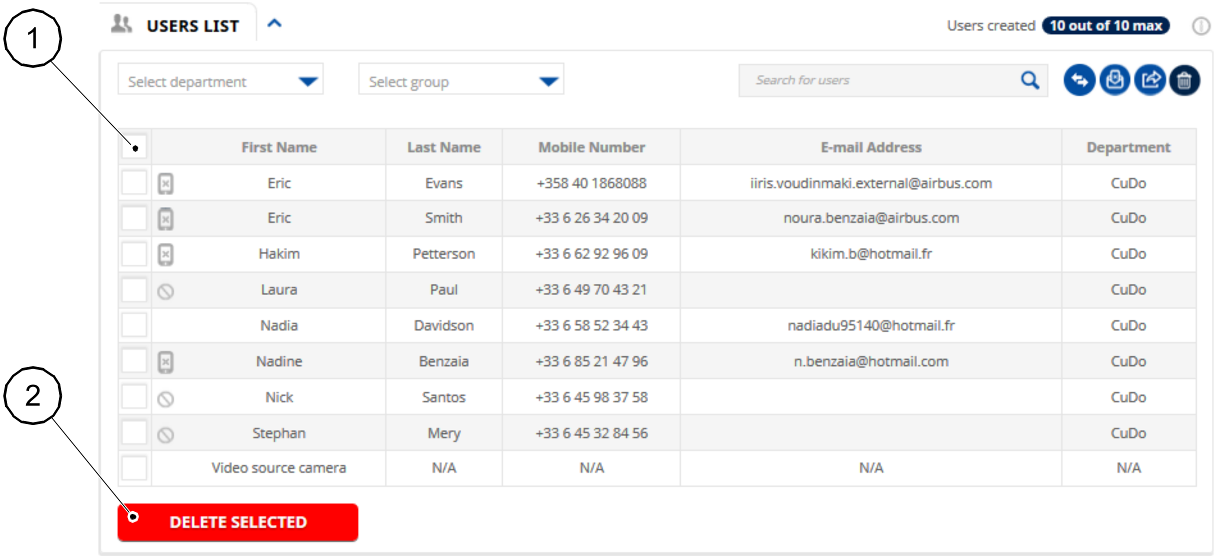


Figure 6.12 CHECKBOXES TO DELETE SEVERAL USER ACCOUNTS

- Check several checkboxes (item 1) to select desired user accounts
- Click on the ***[DELETE SELECTED]*** button (item 2)

  A **"CONFIRMATION REQUIRED"** dialog box opens
- Click on the ***[YES]*** button to confirm

  A notification is displayed to confirm the deletion.

If the deletion is confirmed:

- Users that can be deleted (no dependencies) will be deleted
- For users that cannot be deleted (dependencies with Workflows) a **"DELETION INFORMATION"** window will be displayed, indicating the list due to which the users cannot be deleted and why (Figure 6.13)

  There are three cases for deleting a user with dependencies:

  - Case 1: When the user is the last recipient of a process step

    The process name can be clicked on: the edition tunnel of the process/routing step will open.
  - Case 2: When the user is the last recipient in an escalation step

    The process name can be clicked on: the edition tunnel of the process/routing step will open.
  - Case 3: When the user is the last recipient of the Emergency list (Call/Message/Lone Worker Protection)

    The list names can be clicked on: the list pop-up configuration will open.

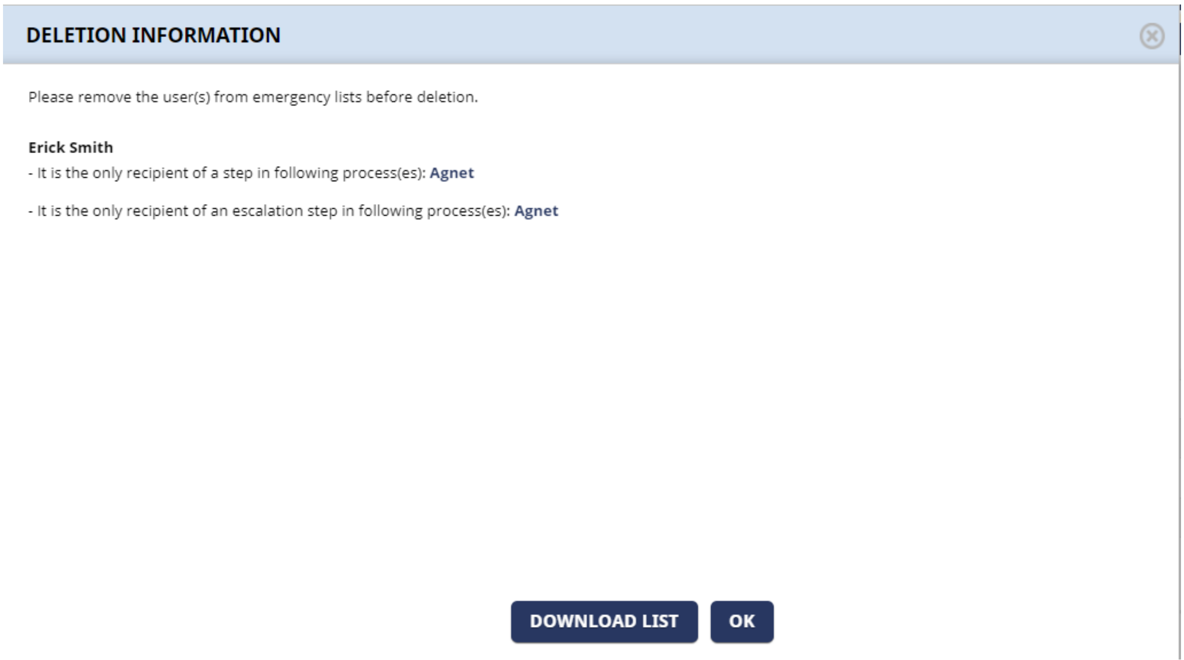


Figure 6.13 DELETION INFORMATION WINDOW

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The ***[DOWNLOAD LIST]*** button allows the Web Organization Administrator to perform all the required updates without having to click on the ***[ ]*** button again to obtain information about the user's dependencies. This list can be displayed in **"txt"** format.

6.6 EXTERNAL VIDEO DESTINATIONS LIST (Figure 6.14)

The ***{EXTERNAL VIDEO DESTINATIONS LIST}*** pane is used by the Web Organization Administrator to:

- See the list of all external video destinations (item 1)
- Export the external video destinations list in Excel format (item 3) (see Section 6.6.1)
- Delete the external video destination account (item 4) (see Section 6.6.2)

The ***[^]*** button (item 2) is used to minimize the ***{EXTERNAL VIDEO DESTINATIONS LIST}*** pane.

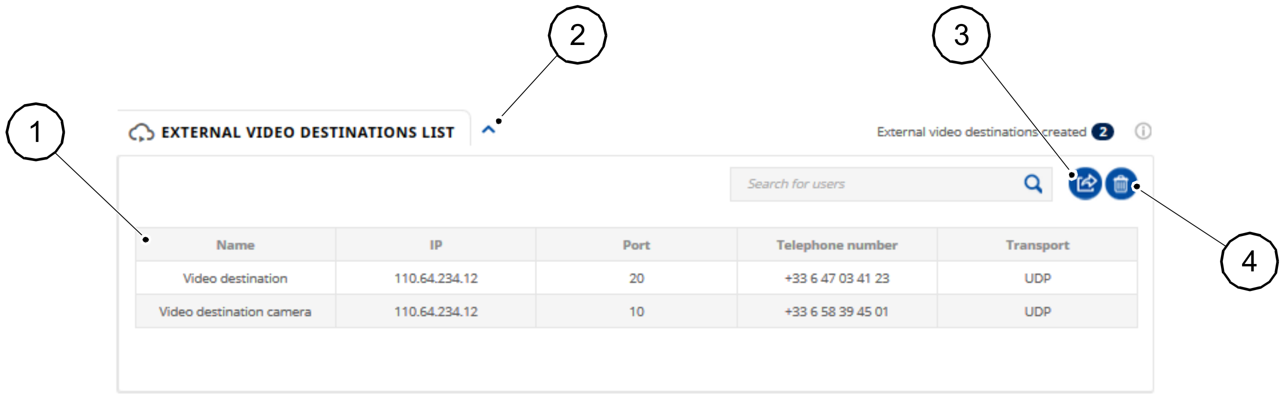

Figure 6.14 EXTERNAL VIDEO DESTINATION LIST PANE

6.6.1 Export the external video destinations list

Procedure

- Click on the ***[ ]*** button (Figure 6.14, item 3) from the ***{EXTERNAL VIDEO DESTINATIONS LIST}*** pane

  A **"CONFIRMATION REQUIRED"** dialog box opens (Figure 6.15).

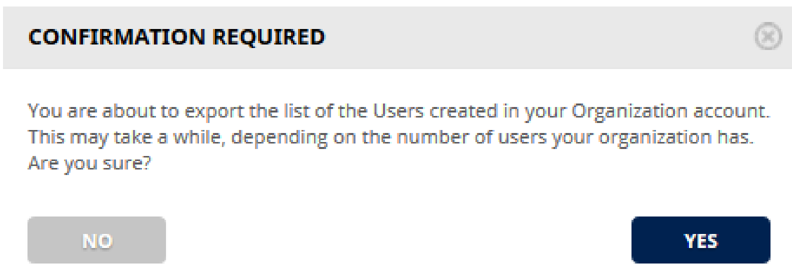

Figure 6.15 EXPORT THE EXTERNAL VIDEO DESTINATIONS - CONFIRMATION DIALOG BOX

- Click on the ***[YES]*** button to confirm
- Save or open the **"Name-Of-Organization_ExportUsersList_Year_Month_Day.csv"**

The Excel format contains the same information as the export users list (see Section 6.5).

6.6.2 Delete the external video destinations list

Procedure

- Click on the ***[ ]*** button (Figure 6.14, item 4) from the ***{EXTERNAL VIDEO DESTINATIONS LIST}*** pane

  A new column (Figure 6.16, item 1) with checkboxes and a ***[DELETE SELECTED]*** button (item 2) appear.

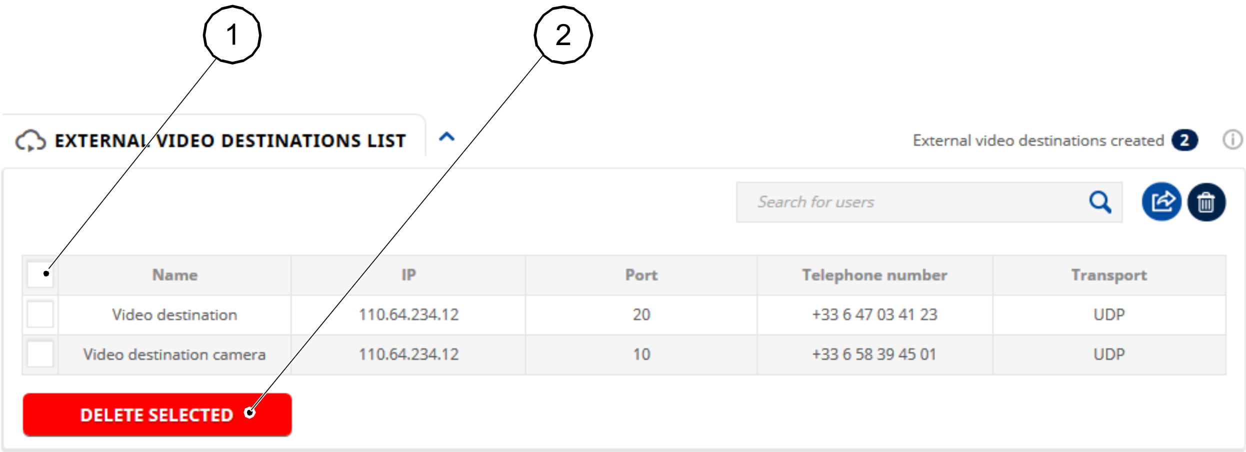

Figure 6.16 CHECKBOXES TO DELETE EXTERNAL VIDEO DESTINATION ACCOUNTS

- Check one or several checkboxes (Figure 6.16, item 1) to select desired external video destination account(s)
- Click on the ***[DELETE SELECTED]*** button (item 2)

  A **"CONFIRMATION REQUIRED"** dialog box opens
- Click on the ***[YES]*** button to confirm

  A notification is displayed to confirm the deletion.

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7 GUESTS MENU

7.1 PRESENTATION

This chapter describes the following components involved in the Guests menu:

- Introduction (see Section 7.2)
- Guests list screen (see Section 7.3)
- Incorporate one or several guests (see Section 7.4)
- Delete one or several guests (see Section 7.5)

7.2 INTRODUCTION

A guest is a contact that has been added to an Organization by a User from the organization.

Note: *A guest cannot be added by the Web Organization Administrator or by a Organization Department. The Web Organization Administrator may authorize users to invite guests from Settings with the "Authorize users to invite guests" feature (see Section 12.4.23).*

The guest is automatically provisioned in the main Department of the user who invited them. Guests cannot be added to groups or moved to other departments.

On the **"Agnet Work"** and **"Agnet Dispatcher"** applications, though the guests are linked to a department, guests are not displayed in that department's details. The guests do not have access to other departmental communications or to the Talk group associated with the department in the Talk groups tab.

When The Web Organization Administrator incorporates the guest into the organization, the guest will have the same status as the users. Before the integration, the guest only has access to the features defined in the Guest profile (see Section 12.4.23).

7.3 GUESTS LIST SCREEN (Figure 7.1)

The Web Organization Admin can see the number of external contacts that have been added to the Organization/Department by the authorized users in the counter in the upper right corner (item 6).

The ***{GUESTS LIST}*** pane is used by the Web Organization Administrator to:

- See the list of all guests (item 1)
- See the following details for each guest added by the authorized users (item 2):
  - First Name and Last Name
  - Guest's Mobile Number
  - Authorized User's Number
  - Invitation Date
  - The Group or the Department to which the guest will be assigned
- Search users (item 3)
- Incorporate one or more guests into the organization (item 4) (see Section 7.4)
- Delete one or more guests from the organization (item 5) (see Section 7.5)

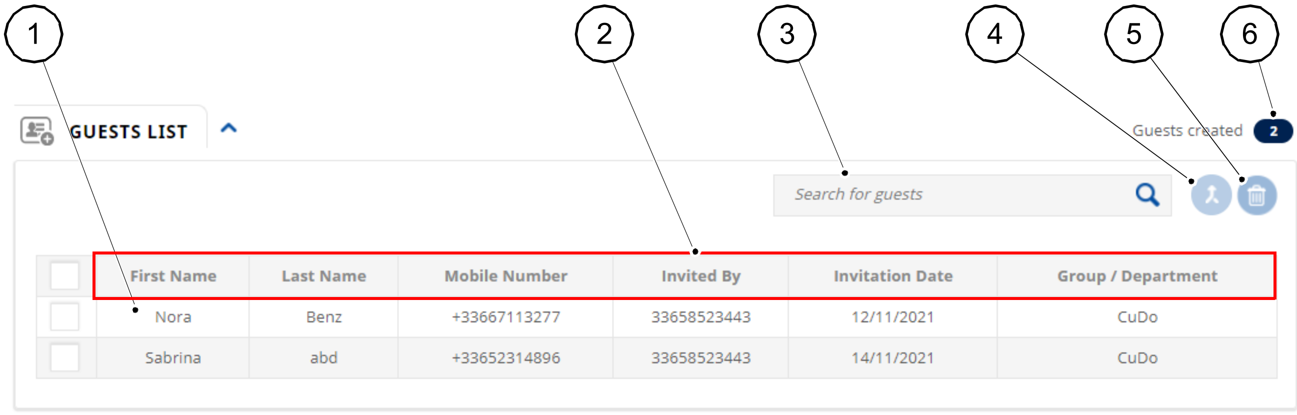

Figure 7.1 GUESTS LIST SCREEN

7.4 INCORPORATE ONE OR SEVERAL GUESTS

The ***[Incorporate Guests]*** button (Figure 7.2, item 2) is used by the Web Organization Administrator to incorporate a guest into the organization. This guest becomes a User and will have access to all features and data like other users of the organization. This guest will no longer be shown on the "Guests list" after incorporation, but on the "Users list".

Procedure:

- Check one or several checkboxes (item 1) to select desired guests

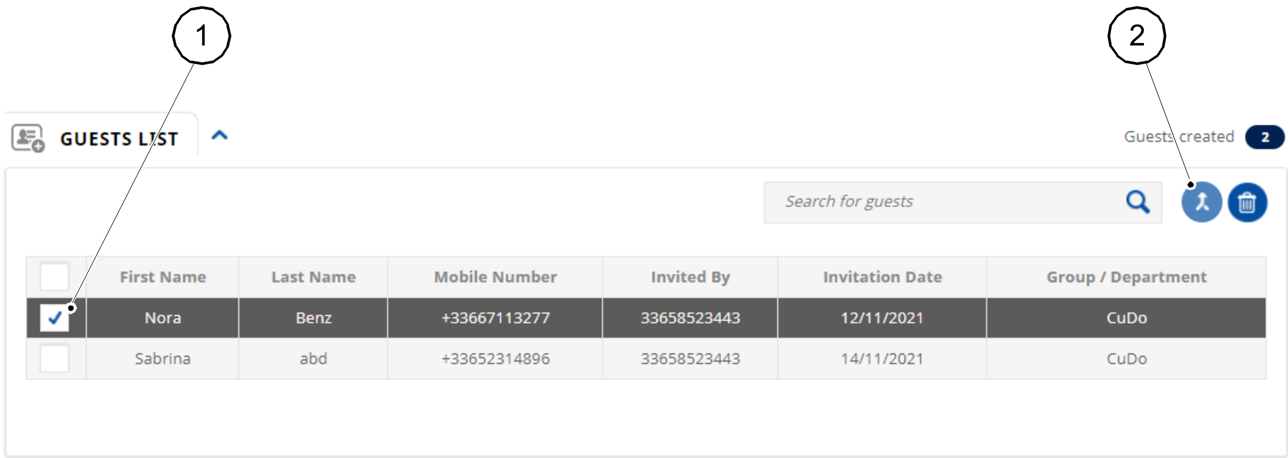

Figure 7.2 INCORPORATE ONE OR SEVERAL GUESTS.PNG

- Click on the ***[***  ***]*** button (item 2)

  A **"CONFIRMATION REQUIRED"** dialog box opens.
- Click on the ***[YES]*** button

  A notification is displayed to confirm the incorporation.

7.5 DELETE ONE OR SEVERAL GUESTS

The ***[Delete]*** button (Figure 7.3, item 2) is used by the Web Organization Administrator to delete a guest from the organization. The guest will no longer be able to use Agnet to interact with the Users.

Procedure:

- Check one or several checkboxes (item 1) to select desired guests

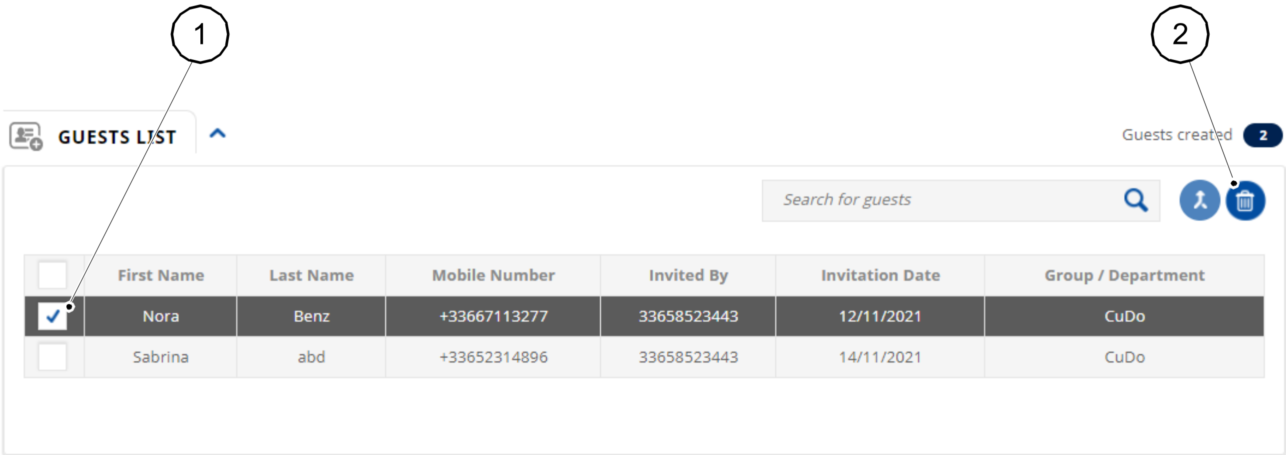

Figure 7.3 DELETE ONE OR SEVERAL GUESTS.PNG

- Click on the ***[ ]*** button (item 2)
  A **"CONFIRMATION REQUIRED"** dialog box opens.
- Click on the ***[YES]*** button
  A notification is displayed to confirm the deletion.

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8 USER PROFILE MENU

8.1 PRESENTATION

This chapter describes the following components involved in the User profile menu:

- User profile screen (see Section 8.2)
- Add a user profile (see Section 8.3)
- Assign users to a user profile (see Section 8.4)
- Edit a user profile (see Section 8.5)
- Duplicate a user profile (see Section 8.6)
- Delete a user profile (see Section 8.7)

8.2 USER PROFILE SCREEN (Figure 8.1)

The **"User profile"** screen allows the Web Organization Administrator to create user profiles and configure multiple options and settings at the same time. Each profile is assigned to thousands of users in order to use the applications with the appropriate settings.

User profiles are displayed in the order of creation.

The screen is divided into two areas:

- ***{User profile}*** (item 1) with:
  - ***[Create new profile]*** button (item 5): to add a new User profile (see Section 8.3)
- ***{User profile list}*** (item 2) with:
  - ***{Table}*** (item 3): contains the list of User profiles
  - ***{Search}*** (item 4): to search a User profile by Profile name
  - ***{Actions}*** (item 6): User profiles can be:
    - ◆ Assigned (see Section 8.4)
    - ◆ Edited (see Section 8.5)
    - ◆ Duplicated (see Section 8.6)
    - ◆ Deleted (see Section 8.7)

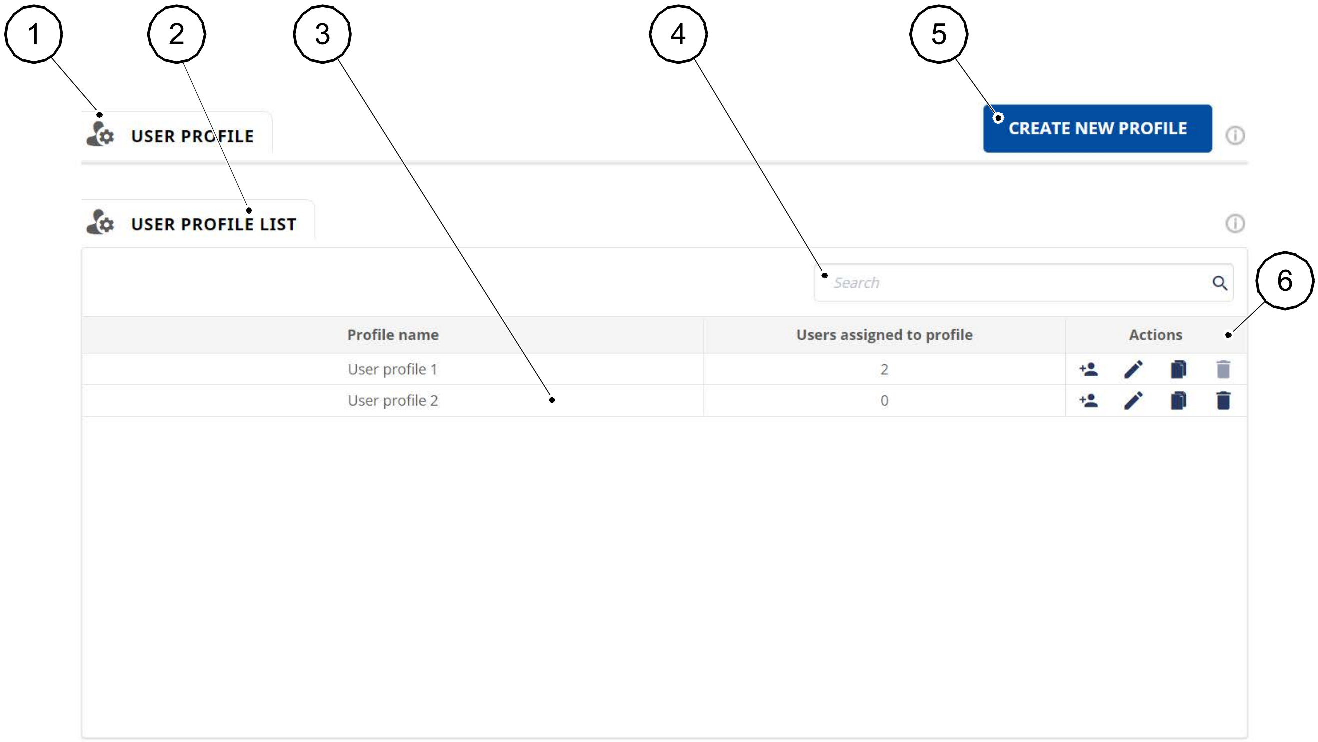

Figure 8.1 USER PROFILE SCREEN

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8.3 ADD A USER PROFILE

Procedure:

- Click on the ***[CREATE NEW PROFILE]*** button (Figure 8.1,item 5)

  A user profile window (Figure 8.2) is displayed on the ***{User profile}*** area (Figure 8.1, item 1) containing three tabs to edit.

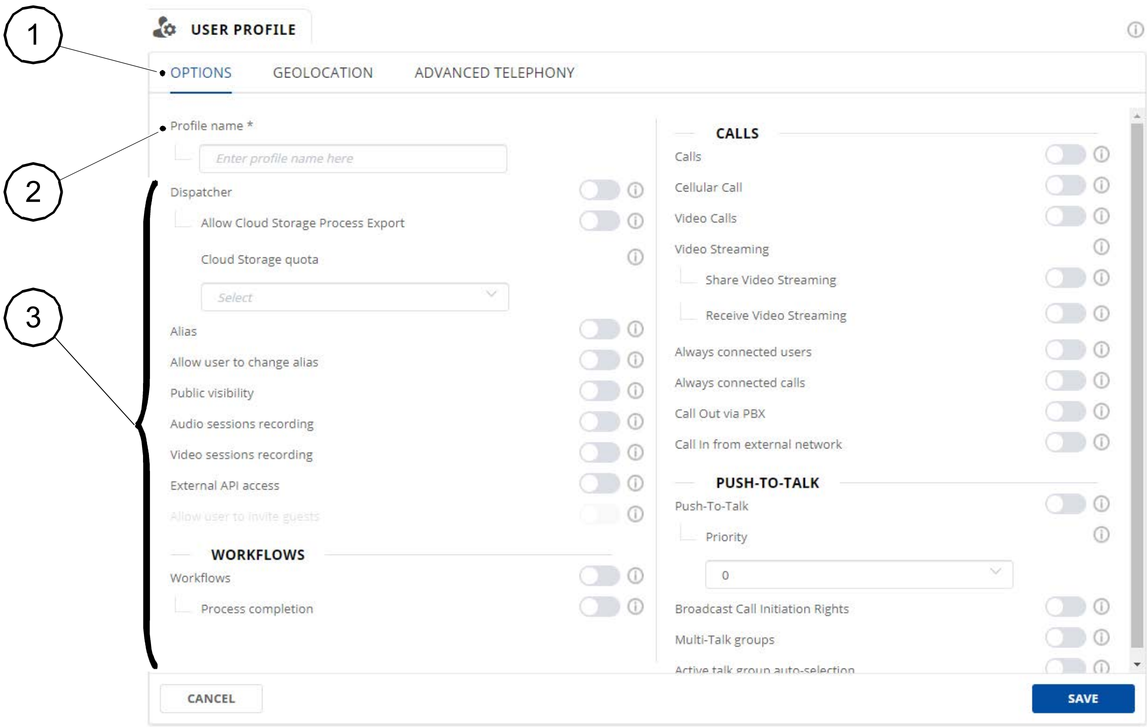

Figure 8.2 OPTIONS - USER PROFILE AREA

- In the **{OPTIONS}** tab (Figure 8.2, item 1):
  - Enter a name for the new user profile in the ***{Profile name}*** field (item 2)
  - Enable user options (item 3)

  Note: *The option descriptions are given in Section 5.3.3.*
- Select the **{GEOLOCATION}** tab (Figure 8.3, item 1)
- Enable the geolocation options (item 2)

  Note: *The option descriptions are given in Section 5.3.3.3.*

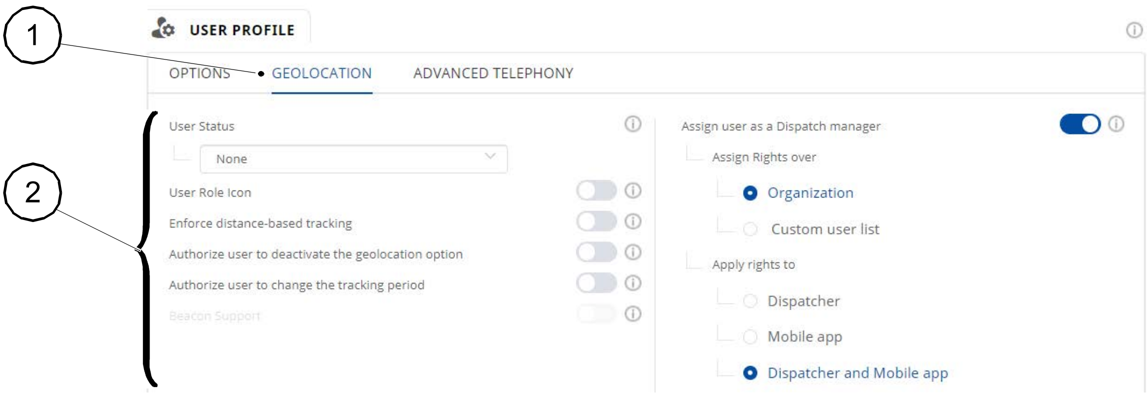

Figure 8.3 GEOLOCATION - USER PROFILE AREA

- Select the **{ADVANCED TELEPHONY}** tab (Figure 8.4, item 1)

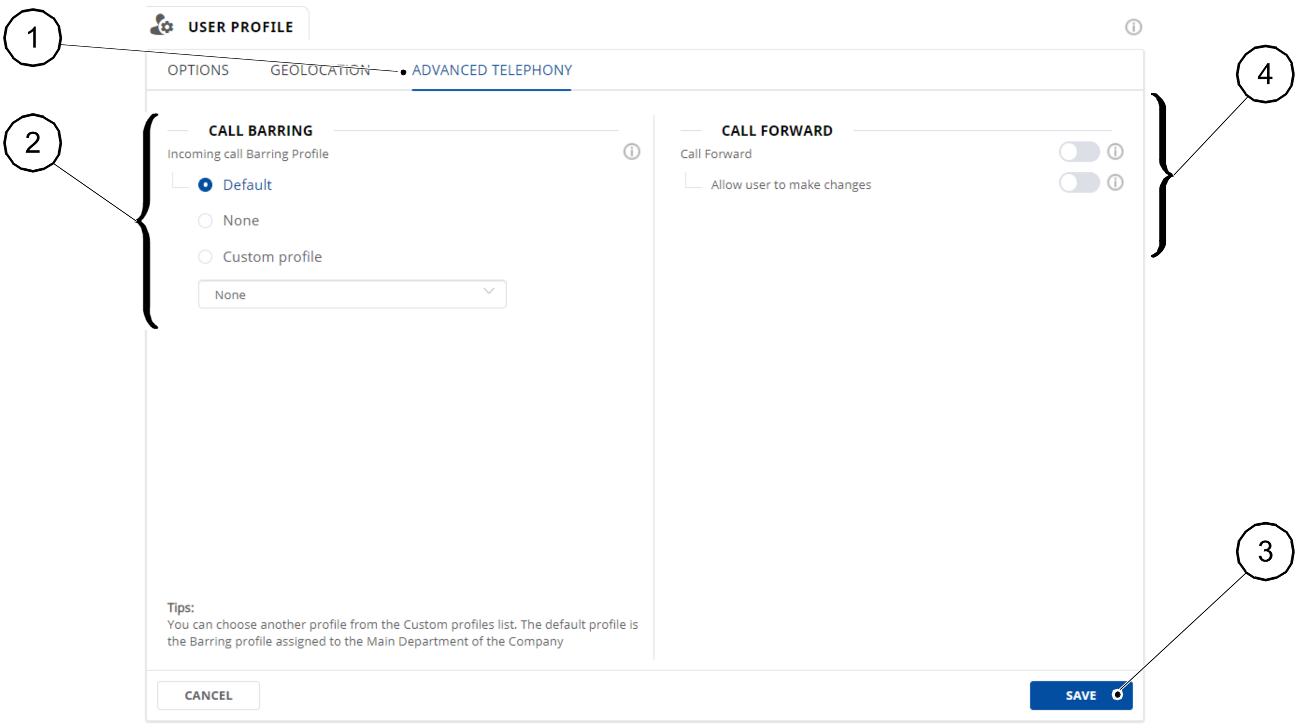

Figure 8.4 ADVANCED TELEPHONY - USER PROFILE AREA

- Enable the Call barring options (item 2)

  Note: *The description of the options is given in Section 5.3.6.5.*

- Enable the Call forward options (item 4)

  Note: *The description of the options is given in Section 5.3.6.4.*

- Click on the ***[SAVE]*** button (item 3)

  The profile is created and appears in the ***{User profile list}*** area (Figure 8.1, item 2) and the **{USER DETAILS}** pane (Figure 5.3)

8.4 ASSIGN USERS TO A USER PROFILE (Figure 8.5)

Procedure:

- Search the desired User profile in the ***{Table}*** area (Figure 8.1, item 3) on the ***{User profile list}*** area (item 2)
- Click on the ***[ ]*** button in the ***{Actions}*** area (item 6)

  The **"ASSIGN USERS TO PROFILE "PROFILE NAME"** window opens (Figure 8.5).

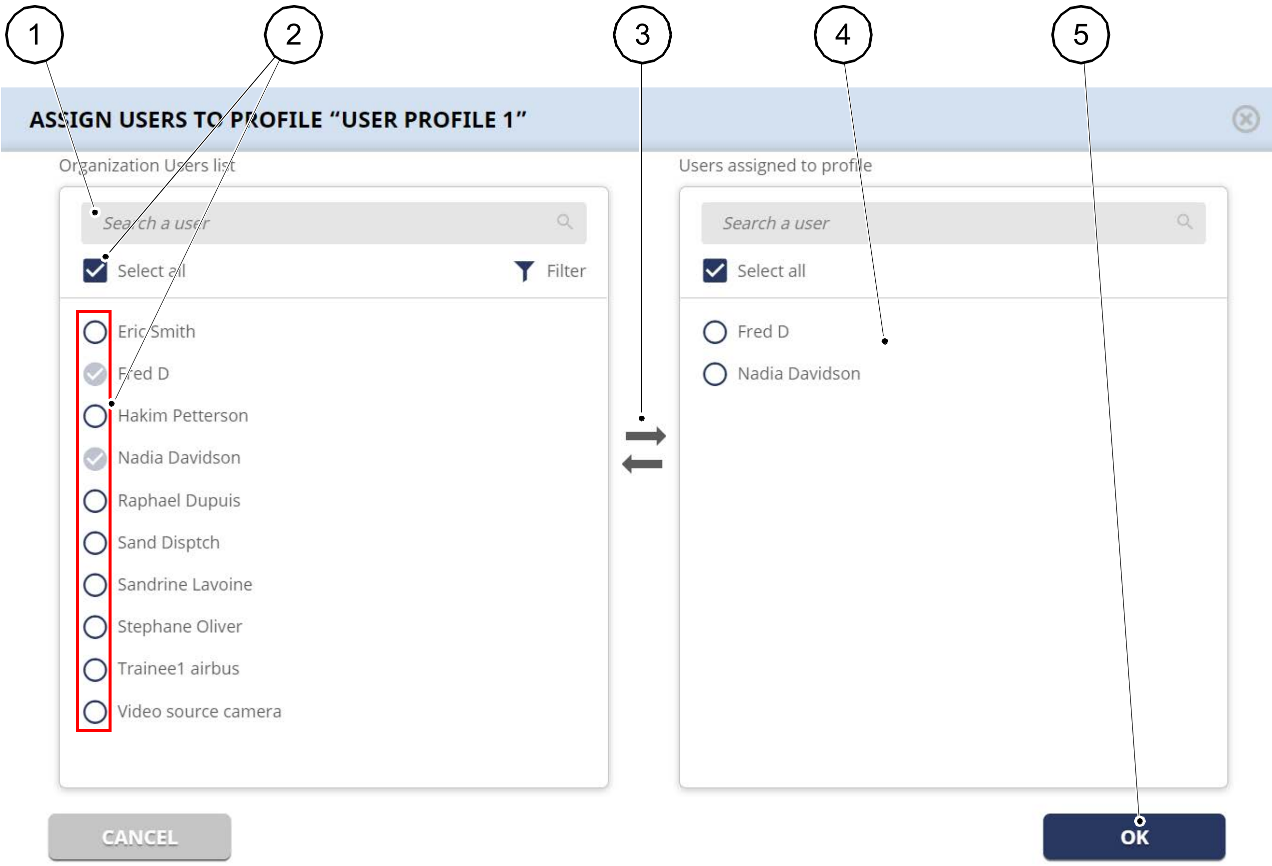

Figure 8.5 ASSIGN USERS TO PROFILE WINDOW

- Use the **"Search a user"** bar if necessary (Figure 8.5, item 1)
- Check the ***[Select all]*** box (item 2) to select all users or select users one by one (item 2)
- Click on the ***[➡]*** button (item 3) to transfer the selected users to the ***{Users assigned to profile}*** zone (item 4)
- Click on the ***[OK]*** button (item 5)

  The **"ASSIGN USERS TO PROFILE "PROFILE NAME"** window closes and the number of users assigned to the profile appears in the "Users assigned to profile" column in the ***{Table}*** area (Figure 8.1, item 3)

  The user options associated with this profile are modified automatically.

8

8.5 EDIT A USER PROFILE

Procedure:

- Search the desired User profile in the ***{Table}*** area (Figure 8.1, item 3) in the ***{User profile list}*** area (item 2)
- Click on the ***[ ]*** button in the ***{Actions}*** area (item 6)

  The user profile window (Figure 8.2) is displayed in the ***{User profile}*** area (Figure 8.1, item 1).
- Follow the steps in Section 8.3 to active or deactivate the user options in the tabs if necessary
- Click on the ***[Save]*** button to update the user profile

  The user profile is updated and the user options associated with this profile are modified automatically.

8.6 DUPLICATE A USER PROFILE

This feature allows the Web Organization Administrator to quickly create a new user profile based on an existing profile while only updating specific options. A copy of the user profile will be duplicated, with the exact same name followed by a number. This name can be changed.

Procedure:

- Search the desired User profile in the ***{Table}*** area (Figure 8.1, item 3) on the ***{User profile list}*** area (item 2)
- Click on the ***[ ]*** button in the ***{Actions}*** area (item 6)

  A copy of the user profile window (Figure 8.2) is displayed on the ***{User profile}*** area (Figure 8.1, item 1).
- Change the user profile name if needed
- Follow the steps in Section 8.3 to enable or disable the user options in the three tabs
- Click on the ***[Save]*** button to update the user profile

8.7 DELETE A USER PROFILE

Procedure:

- Search the desired User profile in the ***{Table}*** area (Figure 8.1, item 3) in the ***{User profile list}*** area (item 2)
- Click on the ***[ ]*** button in the ***{Actions}*** area (item 6)

  Note: *The Delete button is disabled if there are users assigned to the user profile.*

  A **"CONFIRMATION REQUIRED"** dialog box opens.
- Click on the ***[YES]*** button to confirm

  The user profile is deleted.

9 ORG. CHART MENU

9.1 PRESENTATION

This chapter describes the following components involved in the Org. Chart menu:

- Org. Chart screen (see Section 9.2)
- Manage your organization chart (see Section 9.3)
- Users list (see Section 9.4)
- Groups list (see Section 9.5)

9.2 ORG. CHART SCREEN (Figure 9.1)

The **"Org. Chart"** screen is divided into four functional areas:

- ***{MANAGE YOUR ORGANIZATION CHART}*** (item 1) (see Section 9.3)
- ***{USERS LIST}*** (item 2) (see Section 9.4)
- ***{GROUPS LIST}*** (item 3) (see Section 9.5)
- ***{GUESTS LIST}*** (item 4)

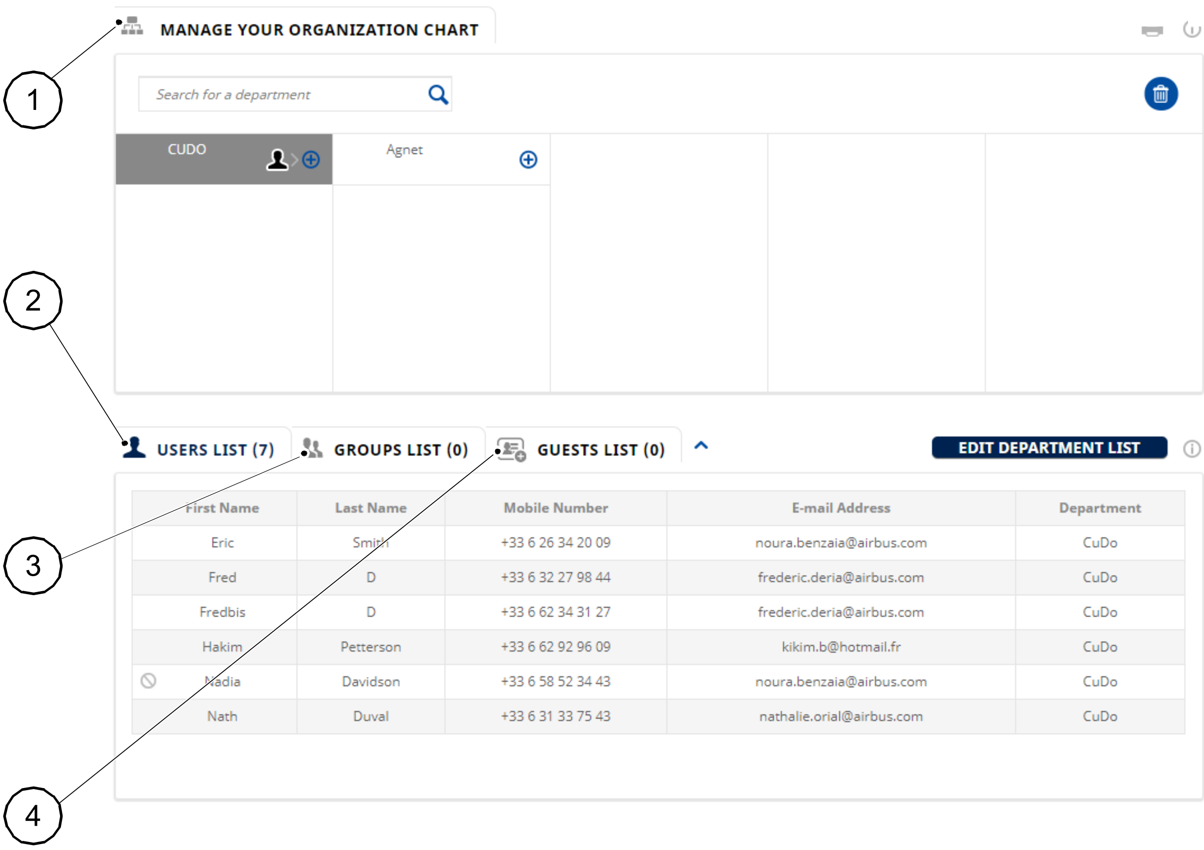

Figure 9.1 ORG. CHART SCREEN

9.3 MANAGE YOUR ORGANIZATION CHART

The ***{MANAGE YOUR ORGANIZATION CHART}*** pane is used by the Web Organization Administrator to:

- Search for a Department (item 1)
- Add a department (item 2) (see Section 9.3.1)
- Define the management of the Organization (item 3)
- Edit a new department (see Section 9.3.2)
- Download the organization chart (item 4) (see Section 9.3.4)
- Delete a department (item 5) (see Section 9.3.4)

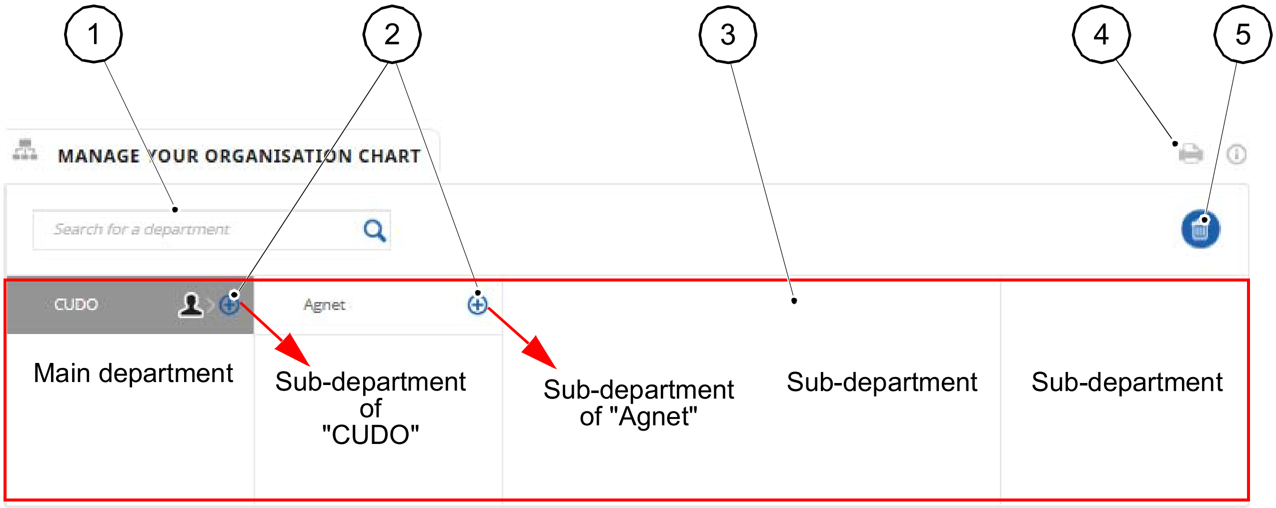

Figure 9.2 MANAGE THE ORGANIZATION CHART PANE

9.3.1 Add a department

The Web Organization Administrator can select Users and/or Groups in the new Department.

Procedure

1) Click on the ***[+]*** button of the department (Figure 9.3, item 1)

Figure 9.3 ADD A DEPARTMENT - MANAGE THE ORGANIZATION CHART PANE

A **"CREATE A NEW DEPARTMENT"** window opens (Figure 9.4) with a ***{Step 1 - Create your department}*** zone.

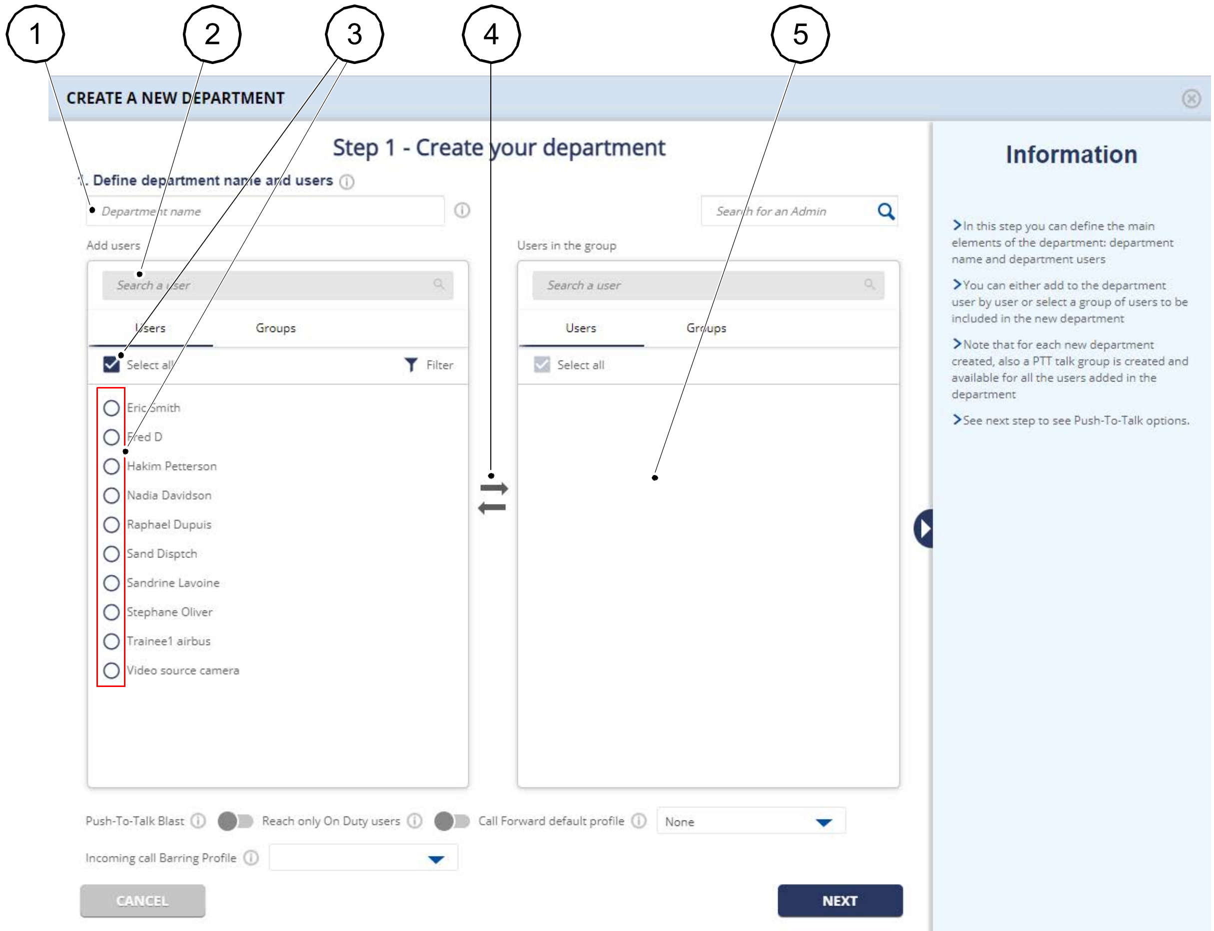

Figure 9.4 ADD USERS - CREATE A NEW DEPARTMENT WINDOW

2) Enter a name in the ***{Department name}*** field (Figure 9.4, item 1)

3) Use the **"Search"** bar if necessary (item 2)

The **"Search"** bar is a global search. It will include all Users and Groups:

4) If the **{Users}** tab is selected, the search will display the users found in the **{Users}** tab.

5) If the **{Groups}** tab is selected, the search will display the groups found in the **{Groups}** tab

Note:
- *The search function is case sensitive.*
- *Once created, a group of groups will be displayed in the group list like other created groups. The number displayed right above the group name corresponds to the total number of users in the group of groups.*

6) Check the ***[Select all]*** box (item 3) to select all users or select users one by one (item 3)

7) Click on the ***[➡]*** button (item 4) to transfer the selected users to the zone on the right (item 5)

Users are added to the Department (Figure 9.5, item 2)

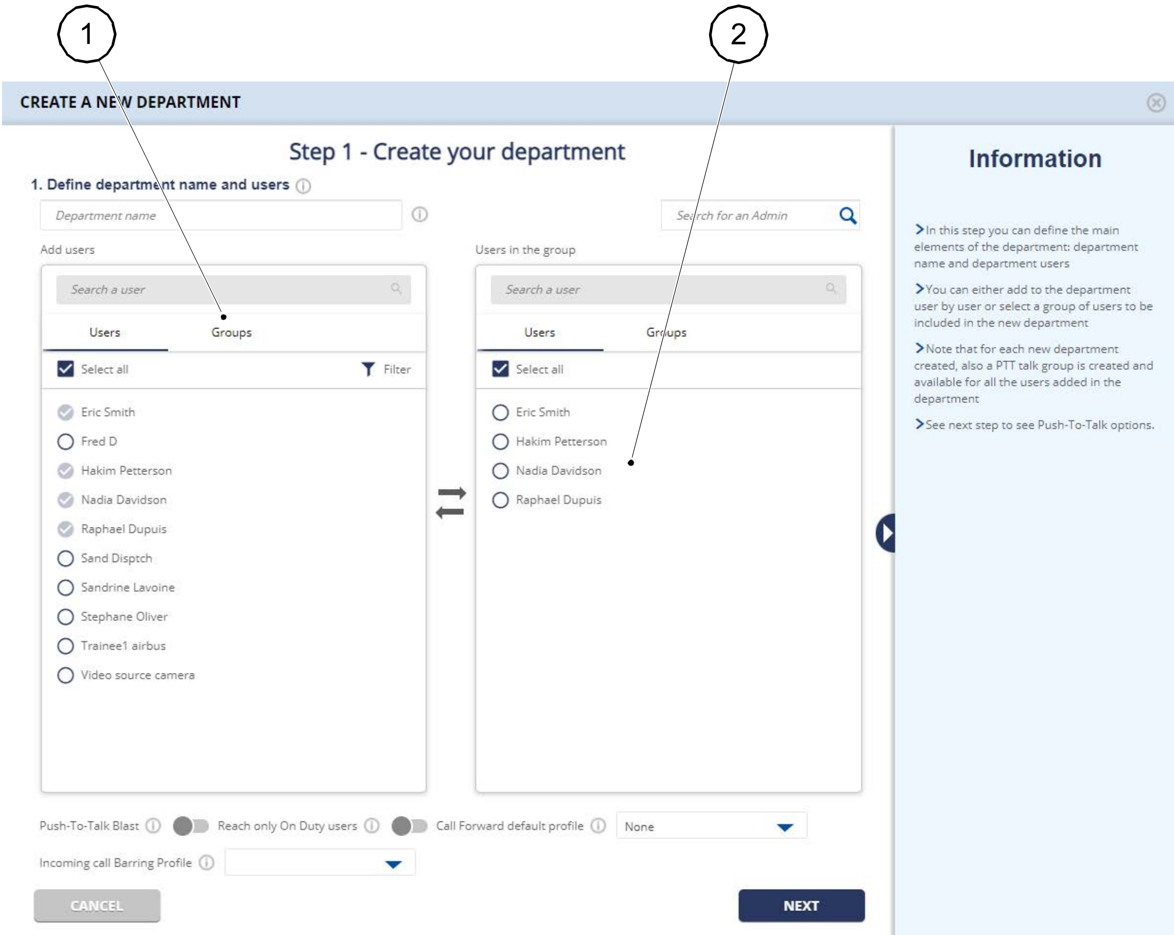

Figure 9.5 ADDED USERS - CREATE A NEW DEPARTMENT WINDOW

8) Click on the **{GROUPS}** tab (Figure 9.5, item 1)

The group list is displayed (Figure 9.6, item 1)

9

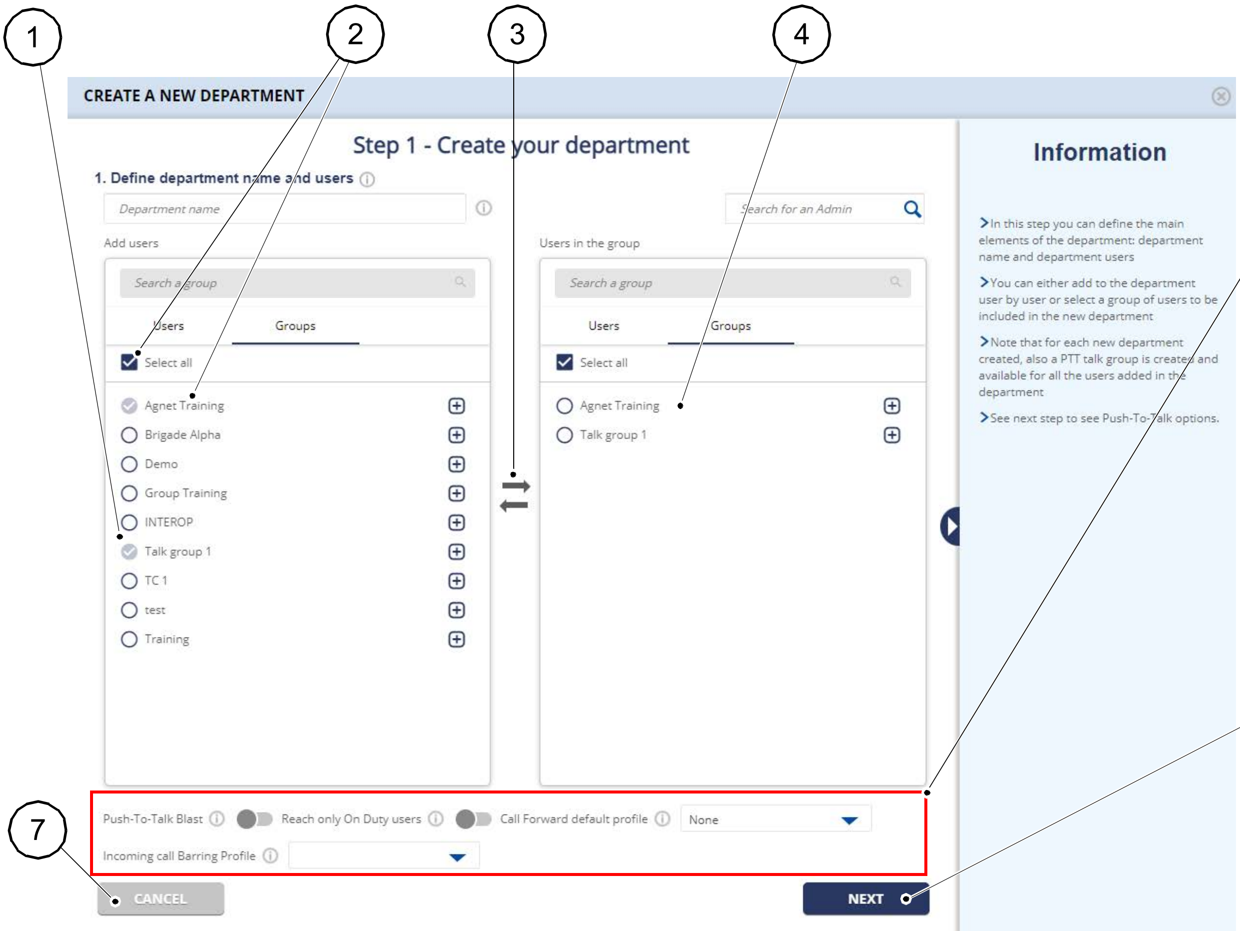

Figure 9.6 ADD GROUPS - CREATE A NEW DEPARTMENT WINDOW

9) Check the ***[Select all]*** box (item 2) to select all groups or select groups one by one (item 2)

Note: *When a Group is displayed in the list, a **[⊞]** button is displayed to the right of the Group name. The list of users of this group will be displayed in Multi-selection.*

10) Click on the ***[➡]*** button (item 3) to transfer the selected groups to the zone on the right (item 4)

Groups are added to the Department.

11) Select one or several options if necessary (item 5):

- "Push-To-Talk Blast":
  - If enabled, this lets users contact all the other users in the group individually and simultaneously from the department. Once a PTT call is accepted by a user, the other calls are ended.
  - If disabled, the users may launch group PTT calls and they may all communicate with each other.

- "Reach only On Duty users":
  - ◆ If enabled, only users whose status is "On Duty" will receive messages and PTT calls in this Department
  - ◆ If disabled, all users receive messages/PTT calls, regardless of their status

  Note: • *The Web Organization Administrator can see the detailed information of each option by clicking on the **[** ⓘ **]** button.*

  • *Each department corresponds to a PTT call, meaning that Groups users will be able to initiate PTT calls with other users in that department.*
- "Call Forward default profile": profile that will be used for Call Forward types for the Users in the Group
- "Incoming call Barring Profile": allows the users to not receive calls from specific phone numbers

12) Click on the ***[NEXT]*** button (item 6)

The ***{Step 2 - Define talk group Options}*** zone appears (Figure 9.7).

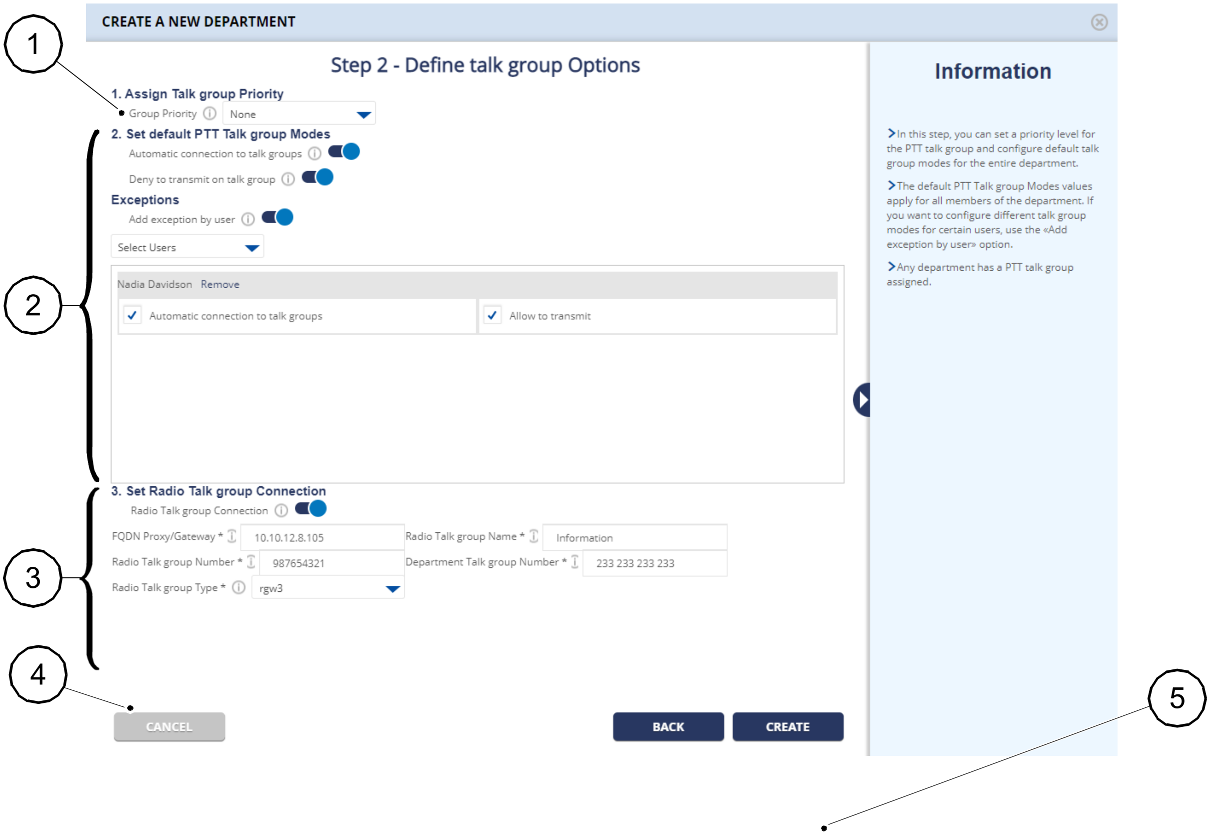

Figure 9.7 DEFINE TALK GROUP OPTIONS - CREATE A NEW DEPARTMENT WINDOW

13) Choose the level to give this Talk group priority over the other Talk groups in the Organization (Figure 9.7; item 1)

Note: *This feature can be set when the multi-Talk group feature is activated, and the user can connect to more than one Talk group at once.*

14) Set default PTT Talk group modes (item 2):

- "Automatic Connection to talk groups": if enabled, the users will have access to this Talk group only from the mobile app and the Talk group will be automatically connected. The users will not have the option to manually disconnect the Talk group. When the user has their status set to "On Duty", they will be automatically connected to this Talk group. When the user has their status set to "Off Duty", they will be automatically disconnected from this Talk group.

  Note: *This feature works if the "Reach Only On Duty Users" option from the **{Step 1 - Create your department}** zone has been enabled.*

- "Deny to transmit on talk groups": if enabled, no user will be able to take the floor in this Talk group. If the "Automatic Connection to talk groups" option is disabled and the "Deny to transmit on talk groups" option is enabled, the Talk group will be displayed for Users. Users will be able to manually connect or disconnect from this Talk group.
- "Exceptions": set a user as an exception to give them the rights to take the floor in this Talk group.
  - If the "Automatic Connection to talk groups" and "Deny to transmit on talk groups" options are disabled, the "Add exception by user" option is inactive.
  - If the "Automatic Connection to talk groups" option is disabled and the "Deny to transmit on talk groups" option is enabled, the "Add exception by user" option can be enabled. The drop-down list will contain all the users added to the group in the ***{Step 1 - Create your department}*** zone. The ***[Automatic connection to talk groups]*** checkbox is inactive. The ***[Allow to transmit]*** checkbox can be enabled.
  - If the "Automatic Connection to talk groups" option is enabled and the "Deny to transmit on talk groups" option is enabled, the "Add exception by user" option can be enabled. The drop-down list will contain all the users added to the group in the ***{Step 1 - Create your department}*** zone. The ***[Automatic connection to talk groups]*** checkbox can be enabled. The ***[Allow to transmit]*** checkbox can be enabled.

    Note: *The **[Remove]** button is used to erase the user. This user will no longer be considered an exception.*

15) Set Radio Talk group Connection (item 3): this allows users from outside to connect to the group's Push-To-Talk Talk group by using a radio frequency. The group/Talk group with the highest priority will have the upper hand: Level 2 takes priority over Level 1.

- Enter the domain of the gateway in the ***{FQDN Proxy/Gateway}*** field
- Enter the radio port number registered on the proxy server or radio gateway in the ***{Radio Talk group Number}*** field
- Define a name that will be displayed when users from outside the Organization communicate through radio frequency in the ***{Radio Talk group Name}*** field
- In the ***{Department Talk group Number}*** field, enter the Talk group number that is registered on the proxy server or radio gateway
- Select the type of radio Talk group from the ***{Radio Talk group Type}*** drop-down menu

Note:
- *Each group corresponds to a PTT Talk group, meaning that users will be able to initiate PTT calls with other users in that group.*
- *A group of groups can be supported, but only partially. If a group of groups is created, the groups (or users from those groups) added to the group of groups will not be displayed in the Exceptions list.*

16)Click on the ***[CREATE]*** button (item 5)

Note: *The Web Organization Administrator can click on the **[Cancel]** button (item 4) to close the operation.*

A notification is displayed to confirm the creation.

The Department is created and appears in the right-hand column (item 1) of the master department (item 2).

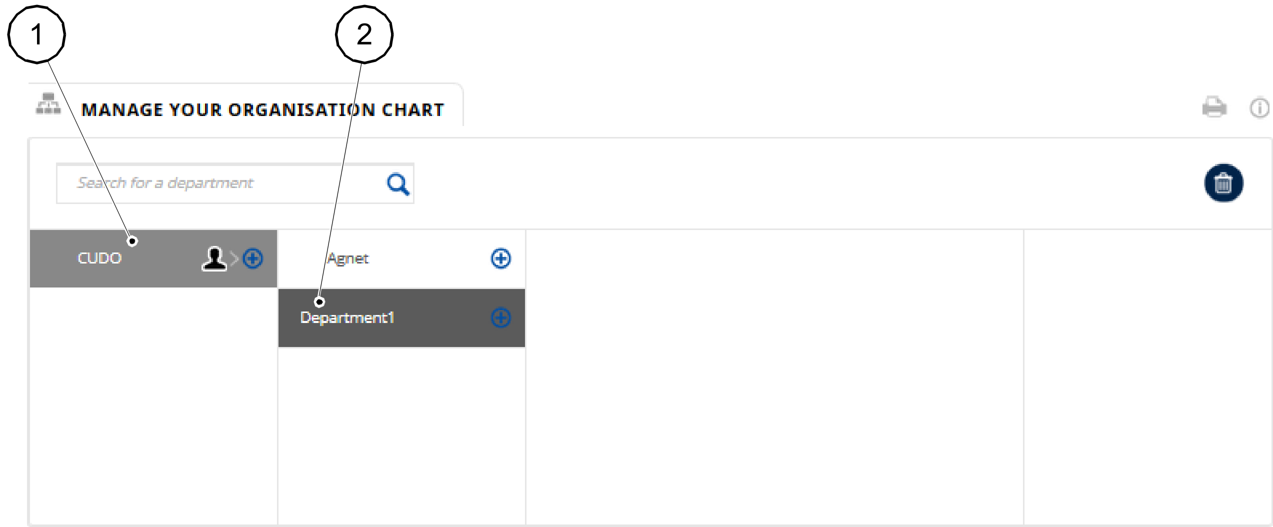

Figure 9.8 ADDED DEPARTMENT - MANAGE YOUR ORGANIZATION CHART PANE

9.3.2 Edit a department

The Web Organization Administrator can:

- Quickly add one or several users using drag and drop (see Section 9.3.2.1)
- Add and/or remove Users, Groups and/or options using the **"EDIT DEPARTMENT"** window (see Section 9.3.2.2)

9.3.2.1 Quickly add users on department

Procedure

- Select the desired Department (Figure 9.9, item 1)

9

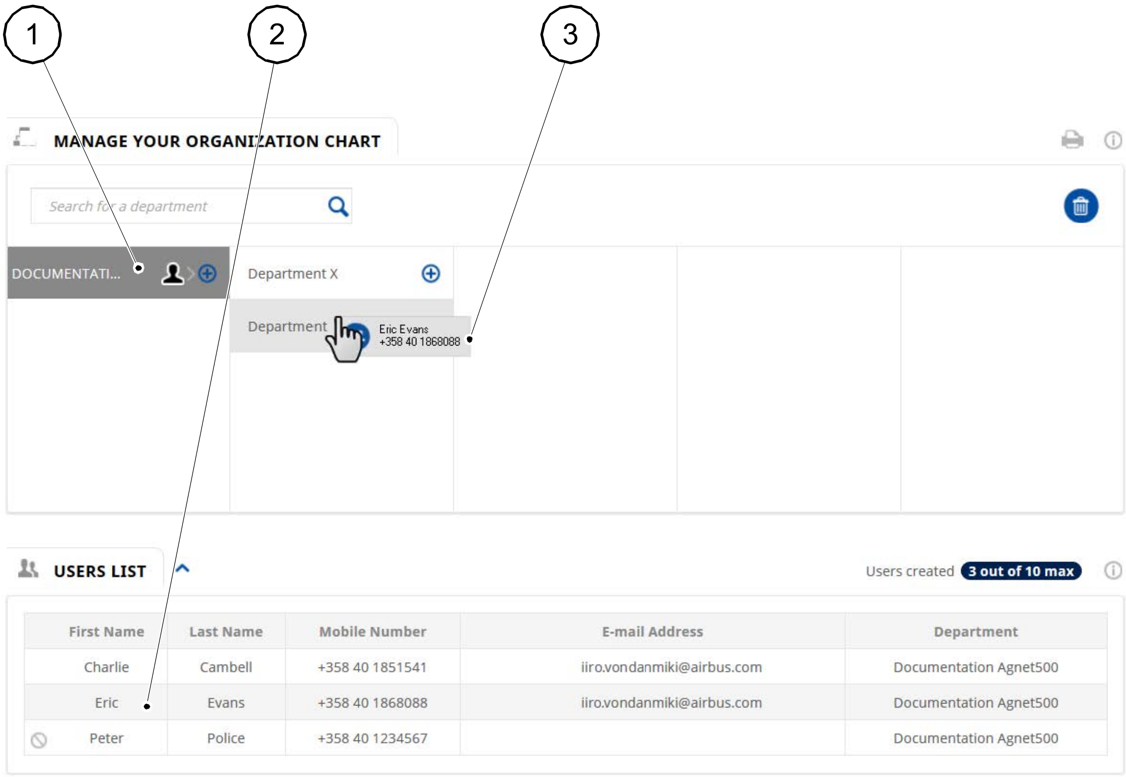

Figure 9.9 QUICKLY ADD USERS ON A CREATED DEPARTMENT

- Select a user from the ***{USERS LIST}*** pane (item 2)
- Drag and drop the user to the chosen Department (item 3)
  A **"CONFIRMATION REQUIRED"** dialog box opens
- Click on the ***[YES]*** button to confirm
  The user is added on the department.

9.3.2.2 *Edit department list*

Procedure

- Select the desired Department (Figure 9.10, item 1)
  A ***[EDIT DEPARTMENT LIST]*** button appears (Figure 9.11)

9

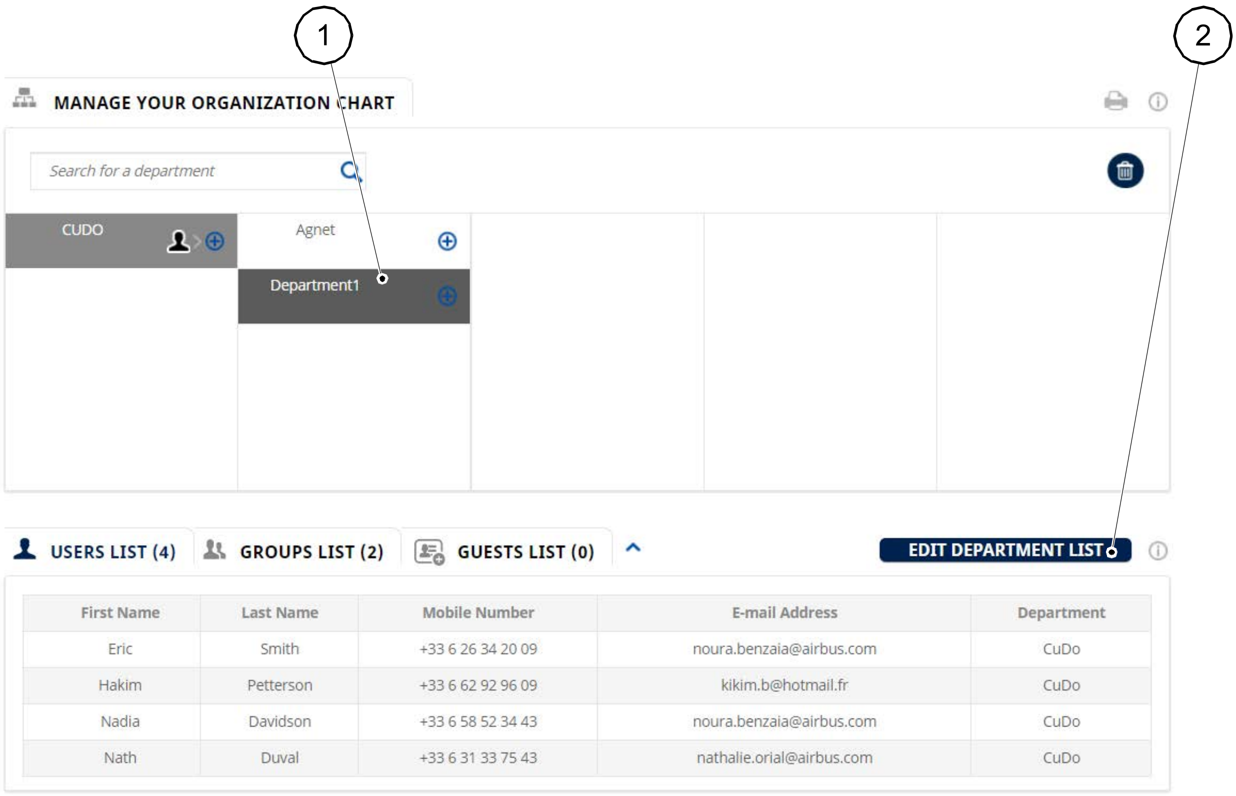

Figure 9.10 EDIT DEPARTMENT LIST - USERS LIST

- Click on the ***[EDIT DEPARTMENT LIST]*** button (item 2)
  A **"EDIT DEPARTMENT"** window opens (Figure 9.11)

9

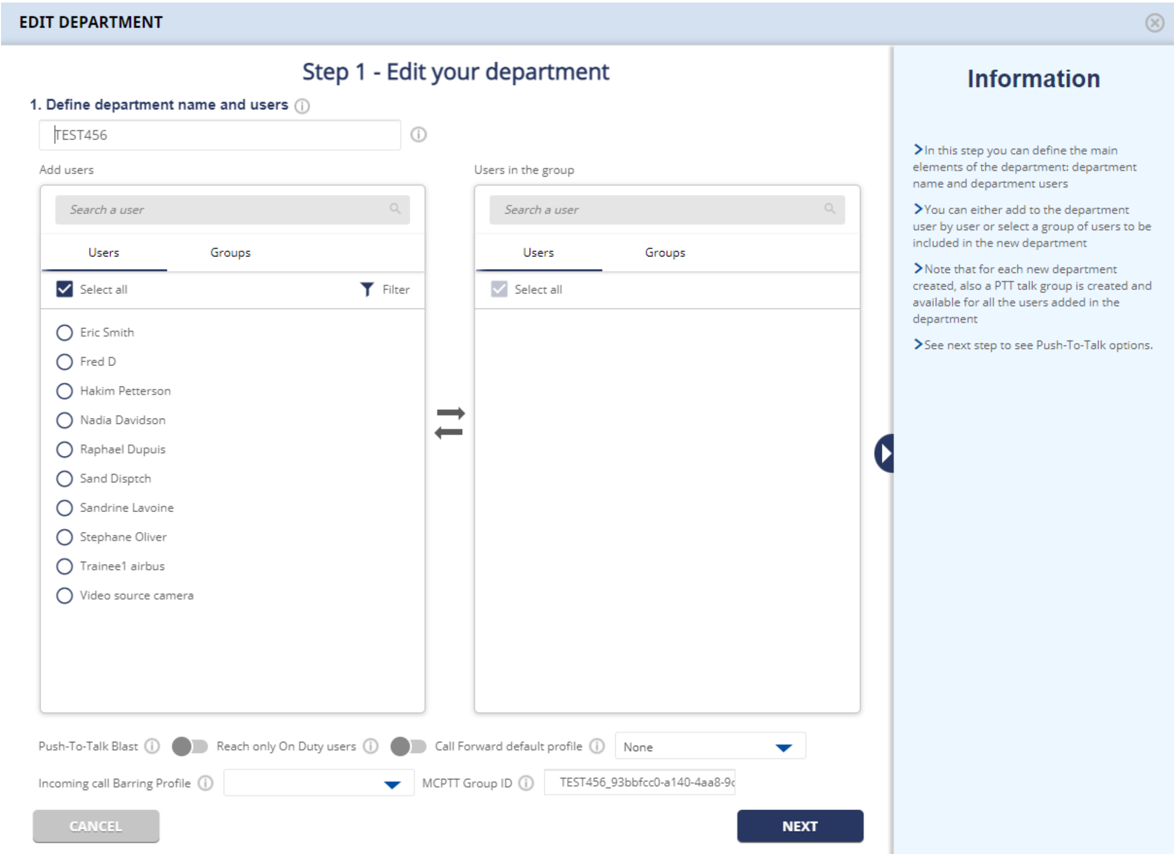

Figure 9.11 EDIT DEPARTMENT WINDOW

For more information concerning the procedure, see Section 9.3.1.

9.3.3 Download the organization chart

Procedure

- Click on the *[* 🖶 *]* button (Figure 9.12, item 1)

  A PDF file is downloaded.

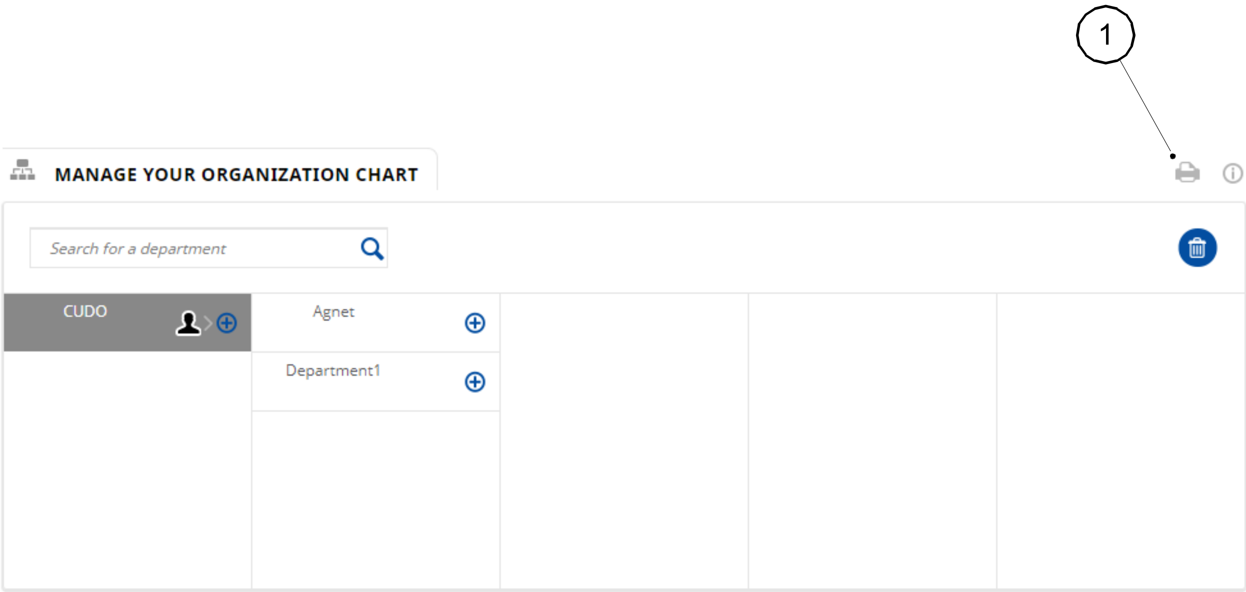

Figure 9.12 DOWNLOAD THE ORGANIZATION CHART

- Click on the PDF to open this file

  The PDF file contains the Organization chart as in the example below.

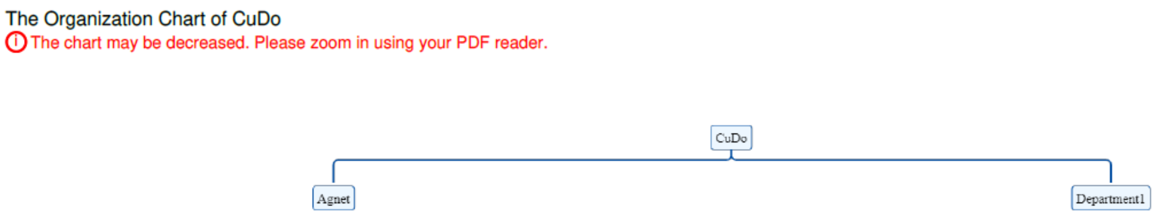

Figure 9.13 ORGANIZATION CHART EXAMPLE

9.3.4 Delete a department

Procedure

- Select the desired Department (Figure 9.14, item 1)

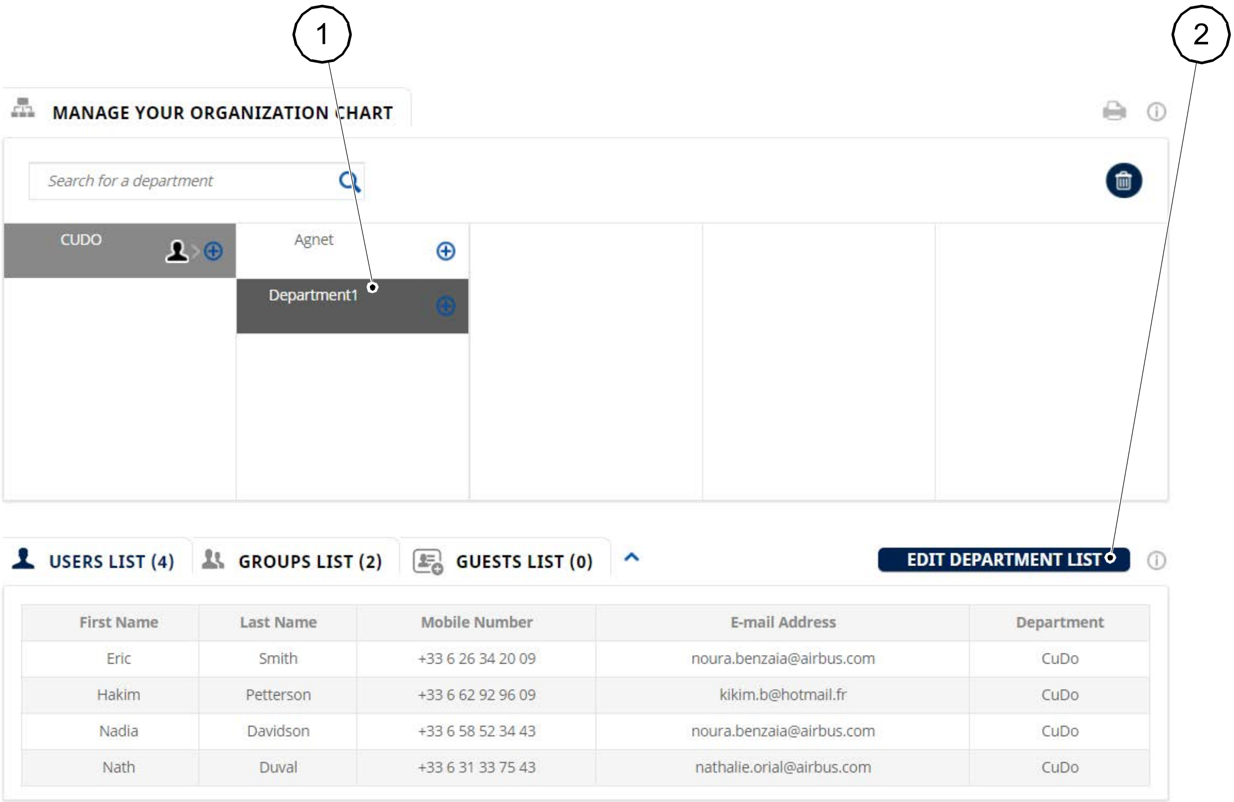

Figure 9.14 DELETE DEPARTMENT - MANAGE YOUR ORGANIZATION CHART

- Click on the ***[EDIT DEPARTMENT LIST]*** button (item 2)

  A **"EDIT DEPARTMENT"** window opens (Figure 9.15) with a ***{Step 1 - Edit your department}*** zone.

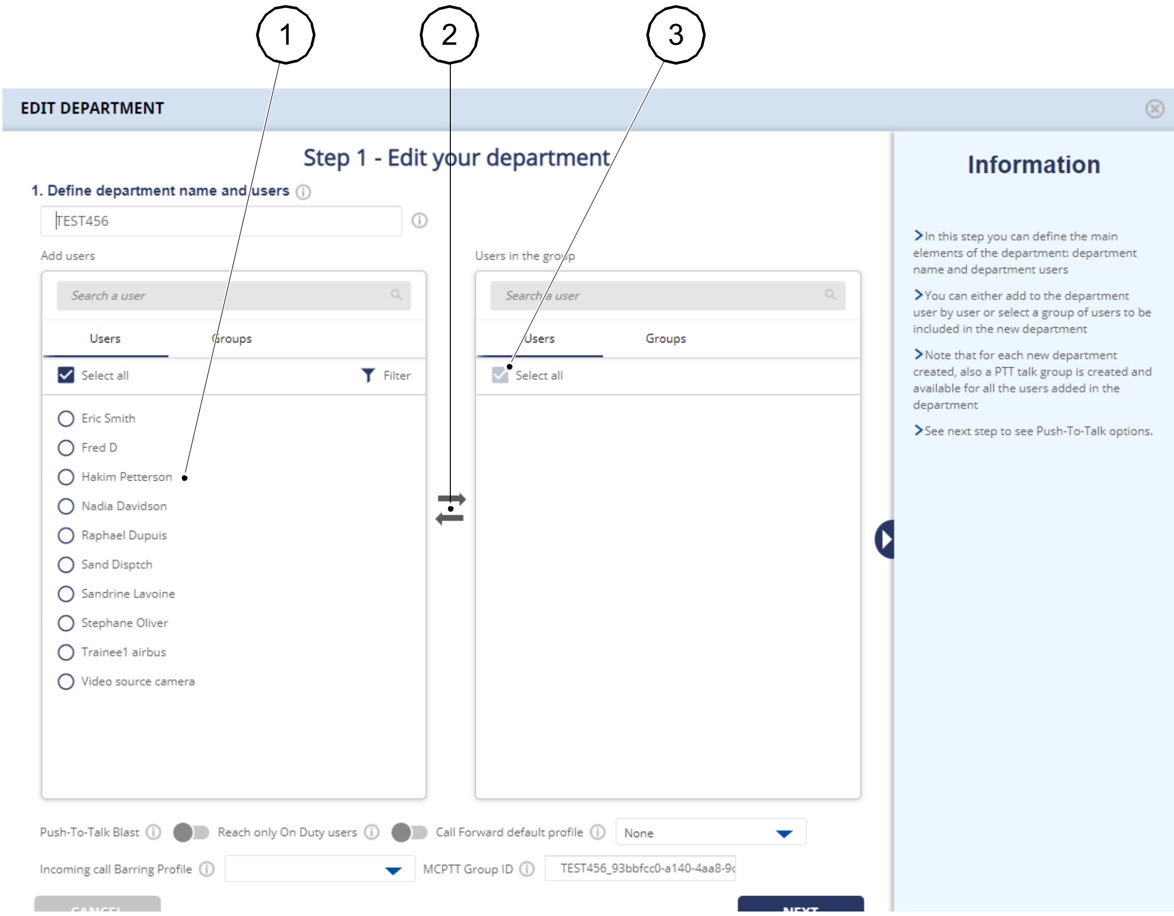

Figure 9.15 DELETE DEPARTMENT - EDIT DEPARTMENT WINDOW

- Check the ***[Select all]*** box (Figure 9.15, item 3) to select all users
- Click on the ***[⟵]*** button (item 2) to transfer the selected users to the zone on the left (item 1)

  Users are removed from the users Department (Figure 9.16, item 2).

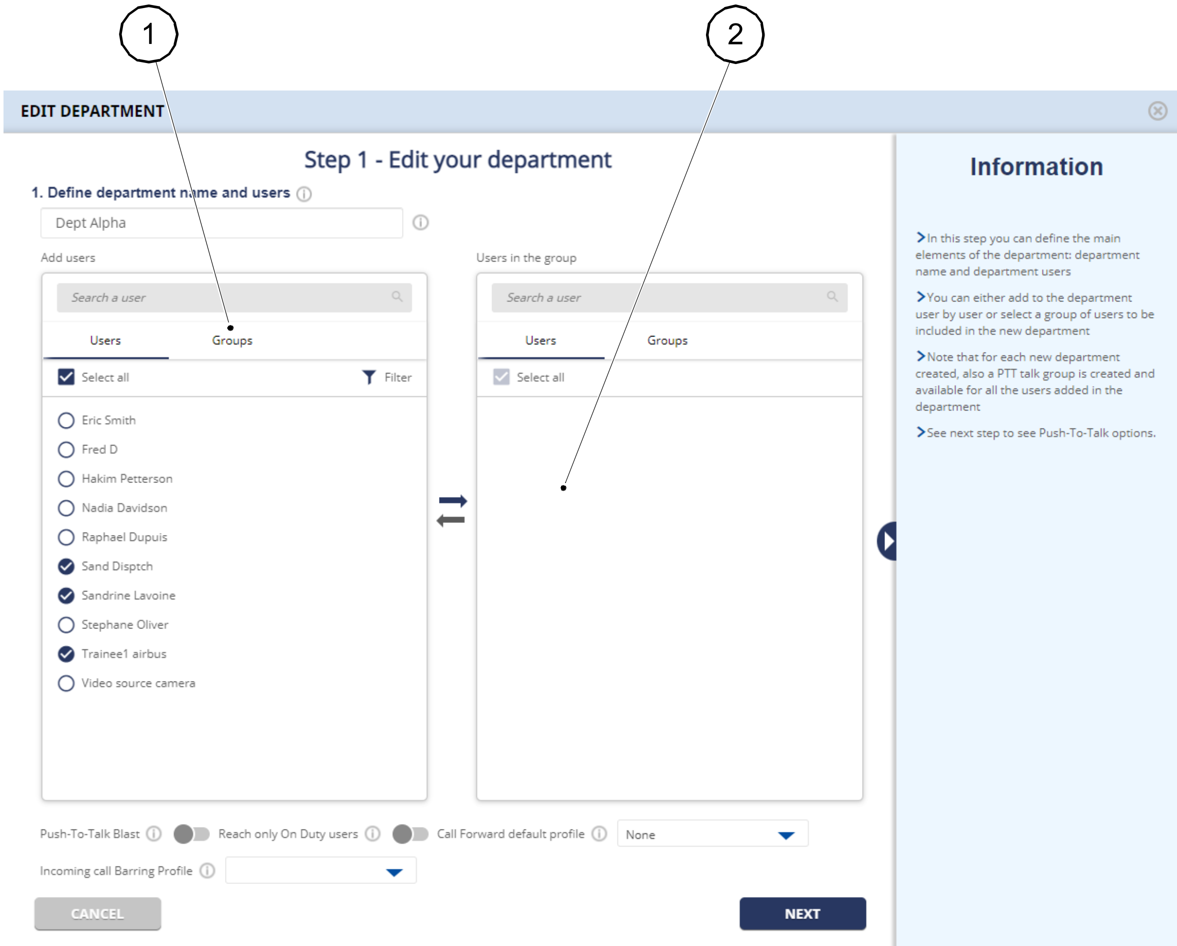

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Figure 9.16 REMOVED USERS - EDIT DEPARTMENT WINDOW

- Click on the **{GROUPS}** tab (Figure 9.16, item 1)
  The group list is displayed (Figure 9.17, item 4)

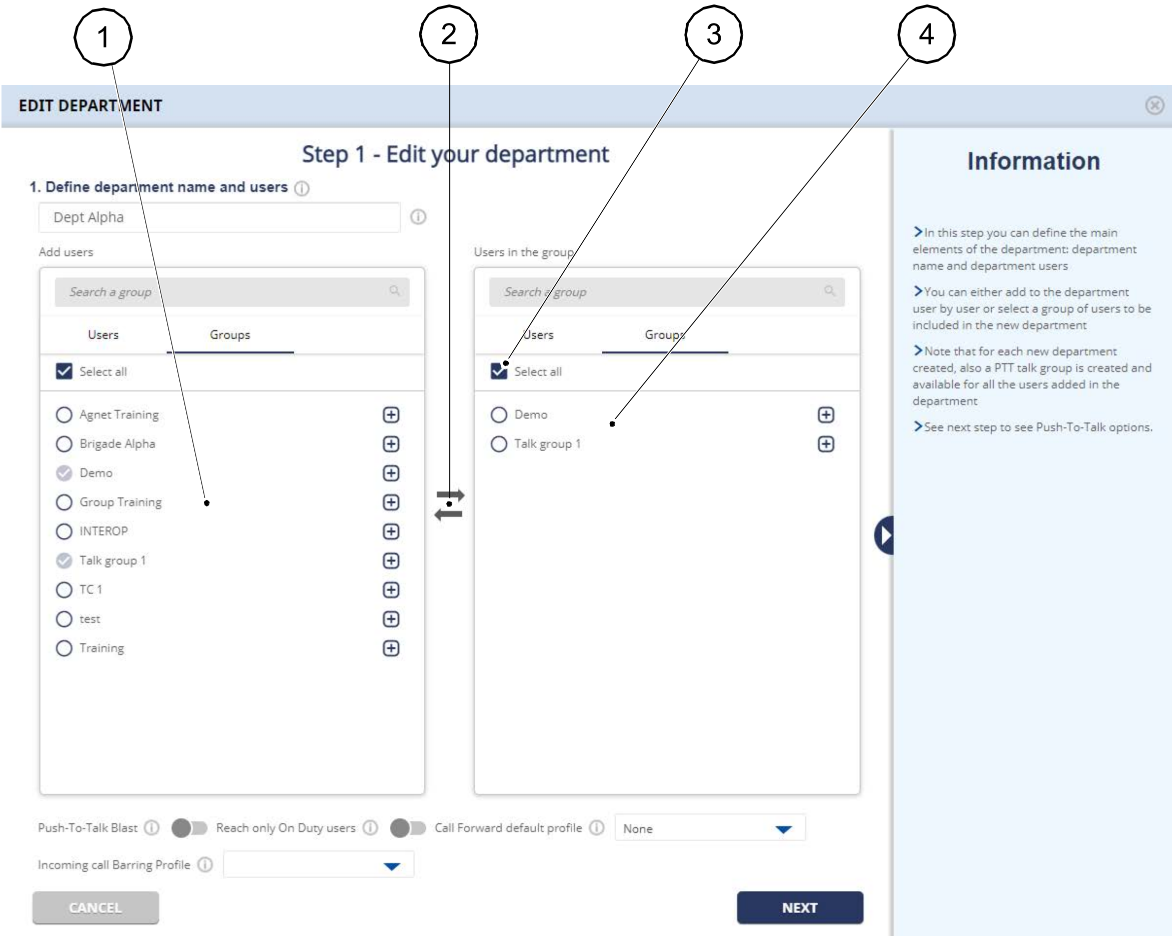

Figure 9.17 GROUPS - EDIT DEPARTMENT WINDOW

- Check the ***[Select all]*** box (item 3) to select all groups
- Click on the ***[⟵]*** button (item 2) to transfer the selected groups to the zone on the right (item 1)

  Groups are removed from the groups Department (Figure 9.18, item 1).

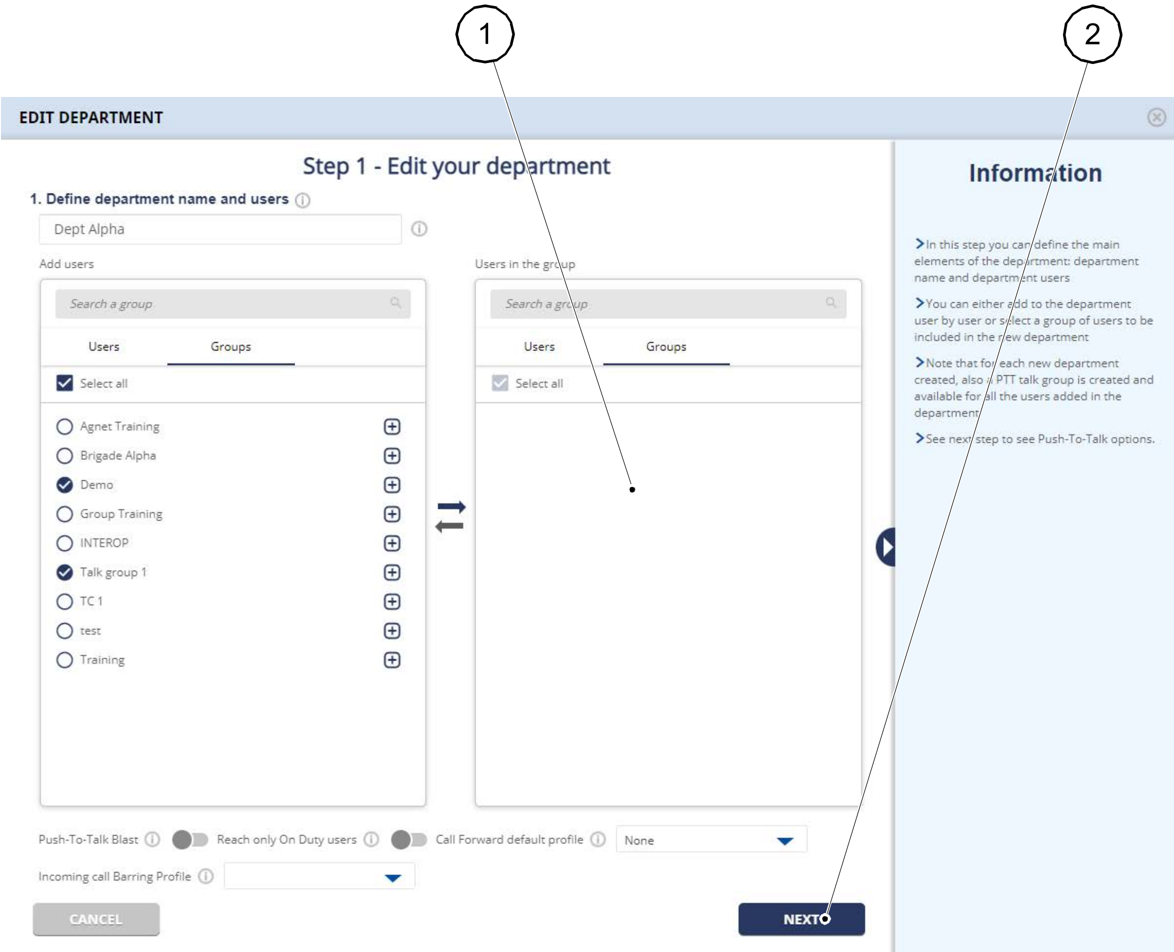

Figure 9.18 REMOVED GROUPS - EDIT DEPARTMENT WINDOW

- Click on the ***[NEXT]*** button (Figure 9.18, item 2)

  The ***{Step 2 - Define talk group Options}*** zone appears (Figure 9.19).

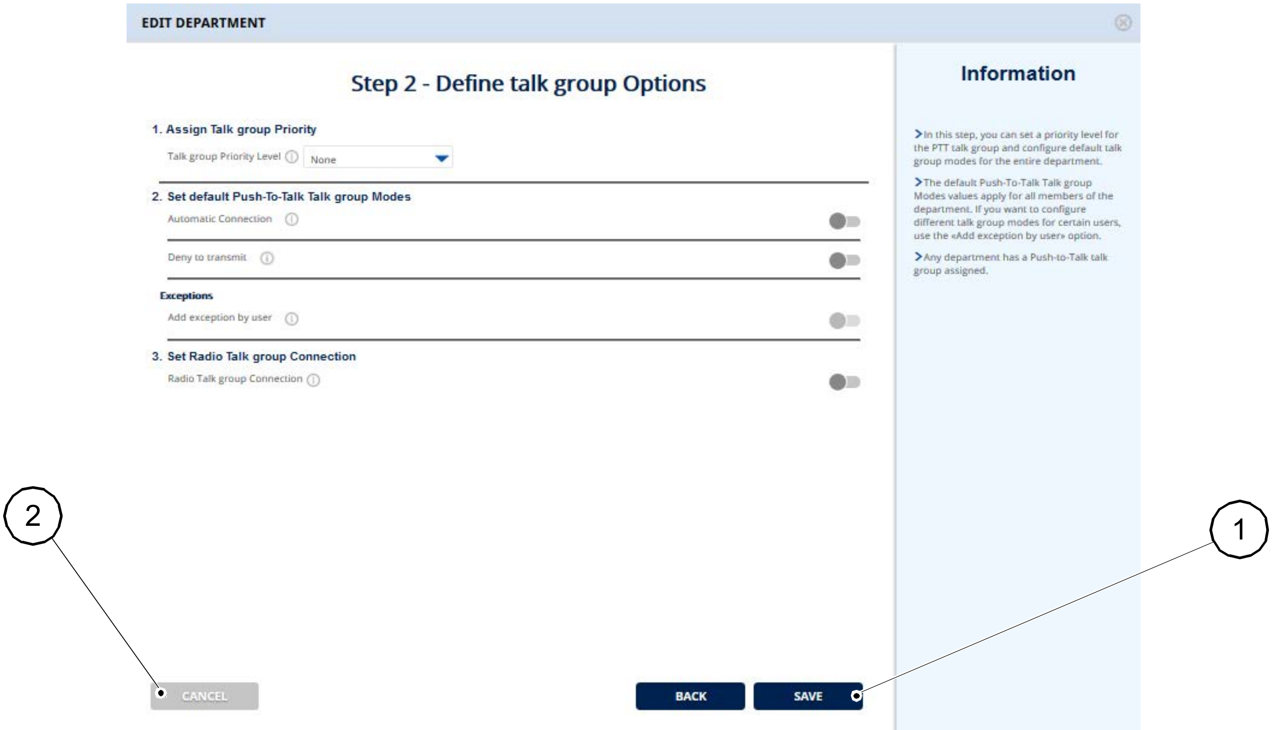

Figure 9.19 DEFINE TALK GROUP OPTIONS - EDIT DEPARTMENT WINDOW

- Click on the ***[SAVE]*** button (item 1)

Note: *The Web Organization Administrator can click on the **[Cancel]** button (item 2) to close the operation.*

A **"CONFIRMATION REQUIRED"** dialog box opens.

A notification is displayed to confirm the change.§

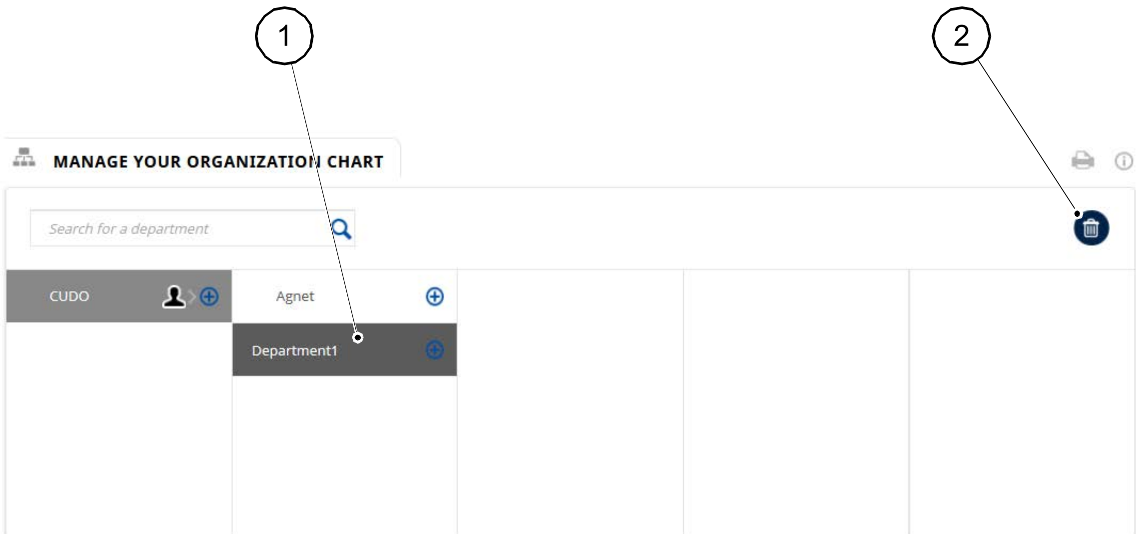

Figure 9.20 DEPARTMENT TO DELETE - MANAGE YOUR ORGANIZATION CHART

- Select the department (Figure 9.20, item 1)
- Click on the ***[ ]*** button (item 2)

  A **"CONFIRMATION REQUIRED"** dialog box opens
- Click on the ***[YES]*** button to confirm

  A notification is displayed to confirm the deletion.

9.4 USERS LIST

The ***{USERS LIST}*** pane is used by the Web Organization Administrator to:

- See the list of all users for a main Department (see Section 9.4.1)
- See the list of users and edit each department (see Section 9.4.2)

9.4.1 Users list for a main department (Figure 9.21)

The ***{USERS LIST}*** pane is used to see the list of all users for the main department (item 1).

The number of users, groups and guests created is indicated in each tab in parenthesis (item 2).

An ***icon*** (item 3) near the first name represents a user who is not authenticated, who has not logged into the **"Agnet Work"** app and **"Agnet Dispatcher"** tool.

An ***icon*** (item 3) near the first name represents a user who has not yet downloaded the application.

The ***[ ]*** button (item 4) is used to minimize the ***{LAST ADDED USERS}*** pane.

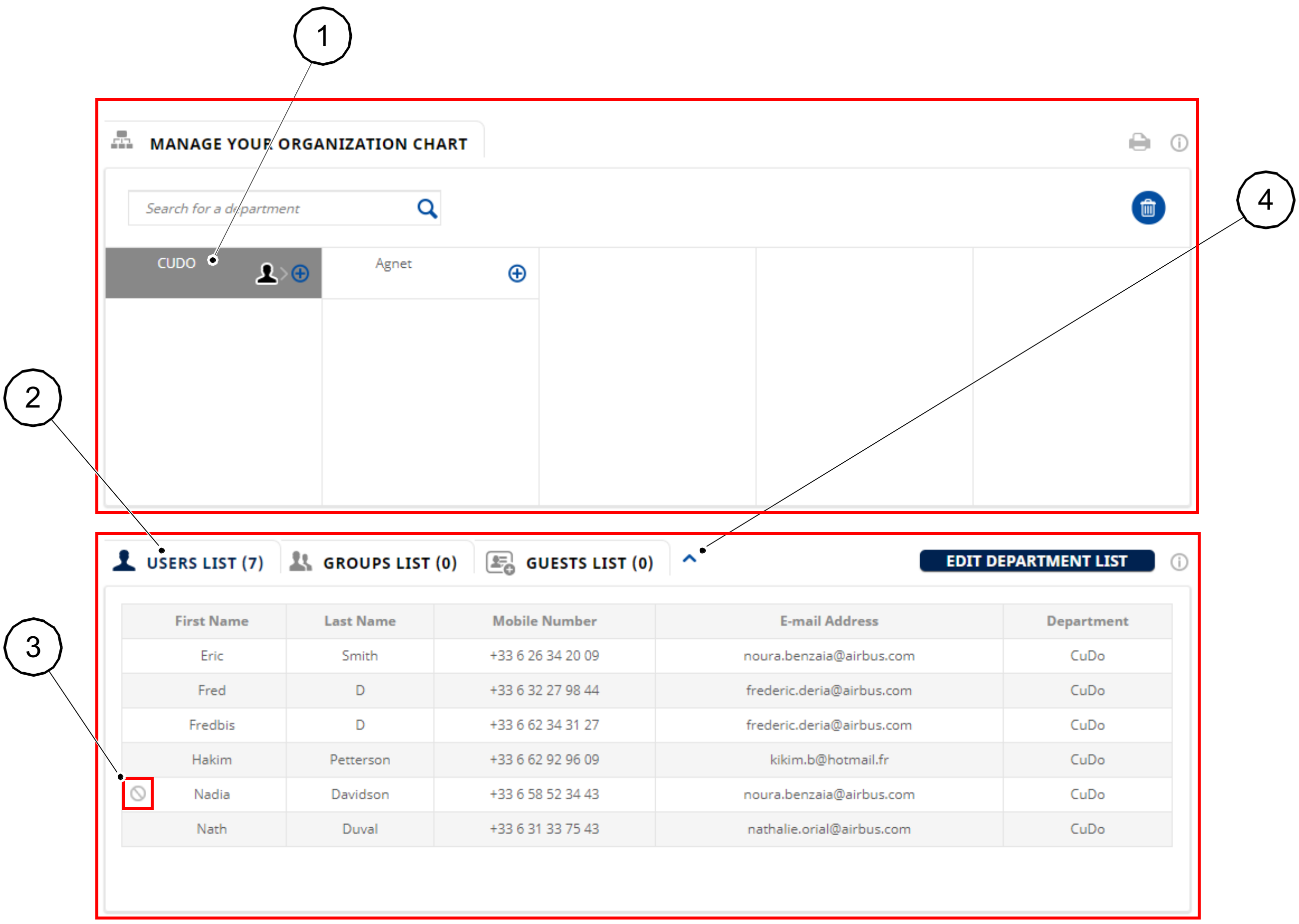

Figure 9.21 USERS LIST PANE FOR MAIN DEPARTMENT

9

9.4.2 User list for each department

The ***{USERS LIST}*** pane is used to:

- See the list of users for the each department selected
- Edit the list by adding or removing certain Users or Groups (see Section 9.3.2)
- Remove all users and groups to delete a Department (see Section 9.3.4)

9.5 GROUPS LIST (Figure 9.22)

The ***{GROUPS LIST}*** pane is used by the Web Organization Administrator to:

- See the list of all groups for the selected Department (see Section 9.5.1)
- See the list of users for each group of the selected department (see Section 9.5.2)

9.5.1 Groups list for a department (Figure 9.22)

The ***{GROUPS LIST}*** pane (item 1) is used by the Web Organization Administrator to display:

- All the groups added to the department (item 2)
- The number of users available for each group (item 4)

The ***[⊞]*** button (item 3) is used to display details on each user in that group (see Section 9.5.2).

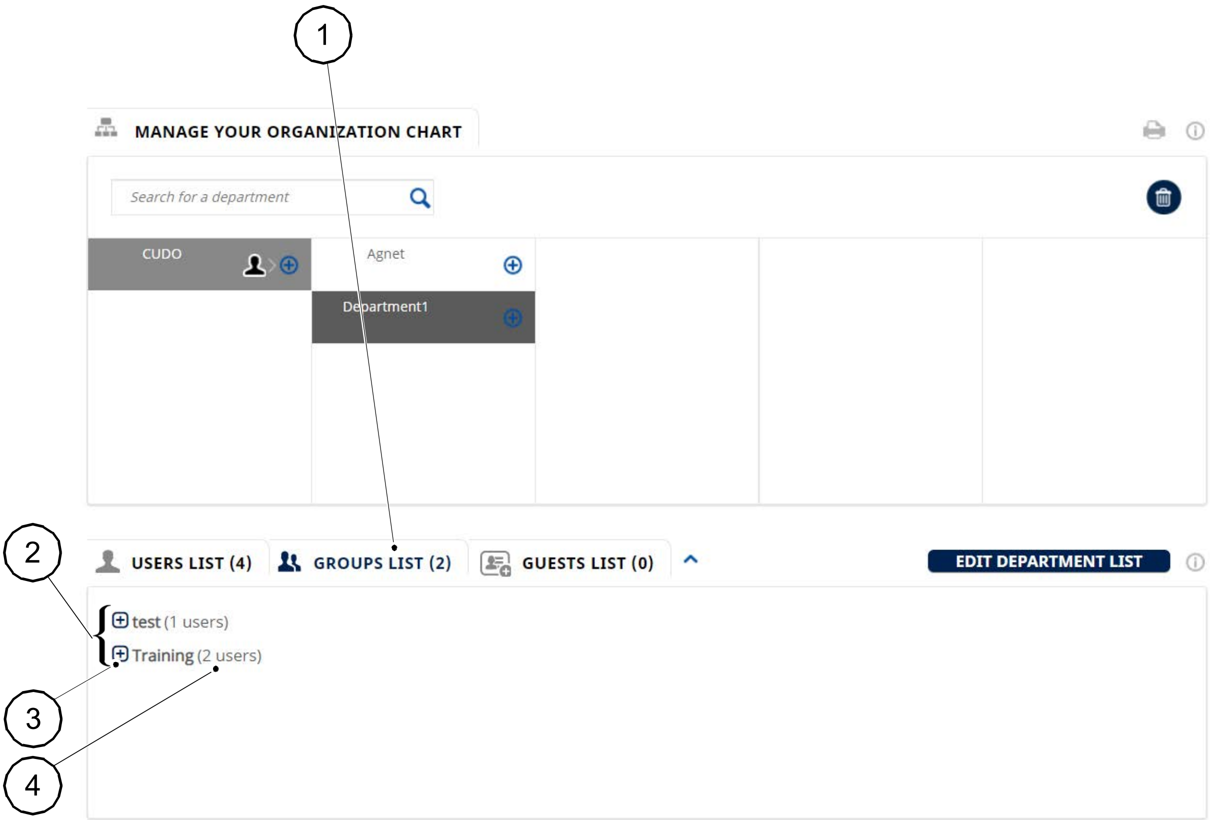

Figure 9.22 GROUPS LIST PANE FOR DEPARTMENT

9.5.2 Users in the groups list for a department (Figure 9.23)

The ***[⊞]*** button (item 1) is used to display users' information (item 2) in each group.

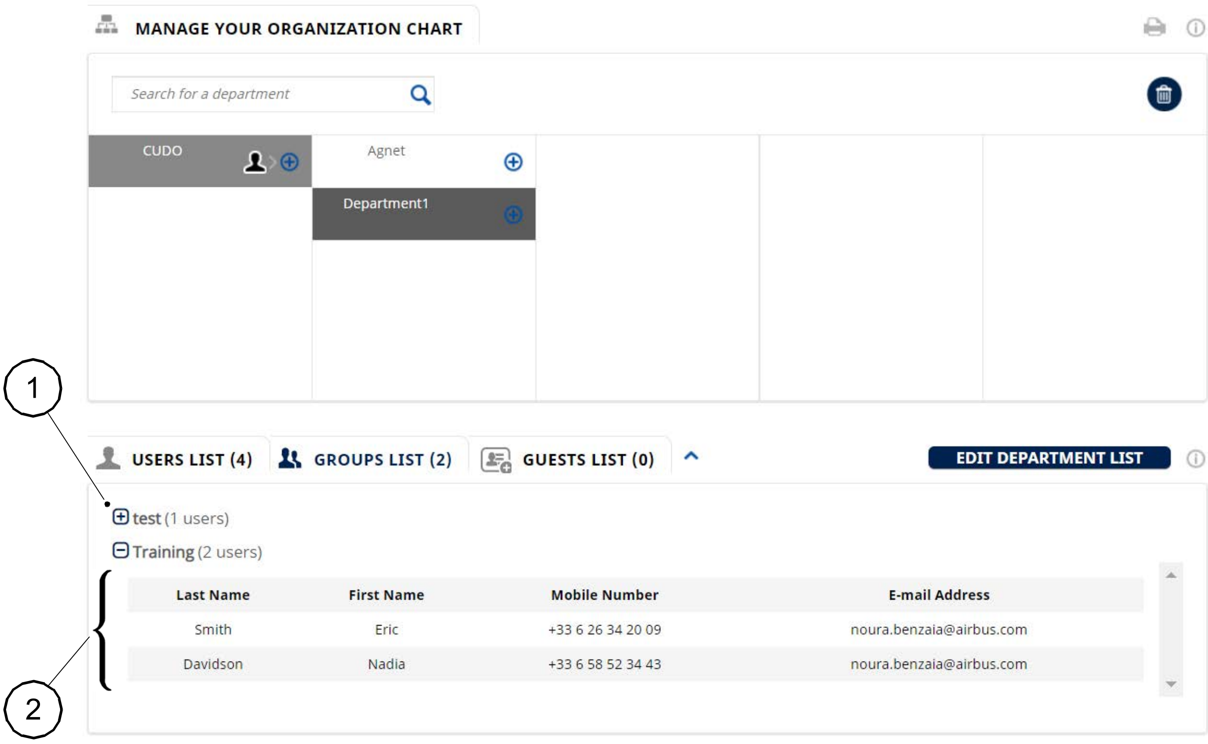

Figure 9.23 USERS IN GROUPS LIST PANE FOR DEPARTMENT

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10 GROUPS AND DEP. MENU

10.1 PRESENTATION

This chapter describes the following components involved in the Groups and Dep. menu:

- Groups and Dep. screen (see Section 10.2)
- Groups and Departments pane (see Section 10.3)
- Authorization of Communications between members of different groups or Departments (see Section 10.4)

10.2 GROUPS AND DEP. SCREEN (Figure 10.1)

The **"Groups and Dep."** screen is divided into 2 functional areas:

- ***{GROUPS AND DEPARTMENTS}*** (item 1) (see Section 10.3)
- ***{AUTHORIZATION}*** (item 2) (see Section 10.4)

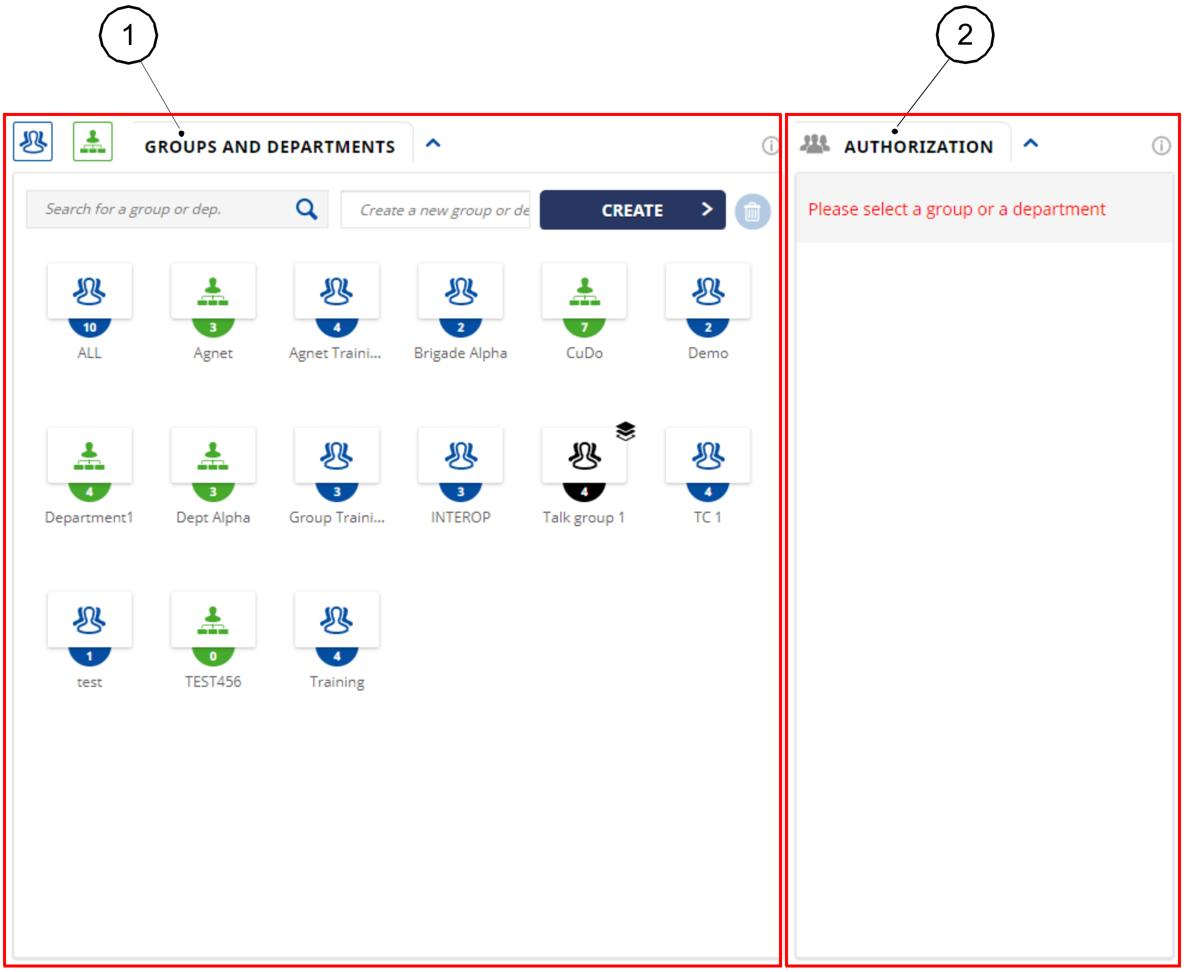

Figure 10.1 GROUPS AND DEP. SCREEN

10.3 GROUPS AND DEPARTMENTS PANE (Figure 10.2)

The ***{GROUPS AND DEPARTMENTS}*** pane is used by the Web Organization Administrator to:

- Search Groups (item 1)
- See groups (item 2)
- See Departments (item 3)
- Create a new group or department (item 4) (see Section 10.3.1)
- Delete a group or department (item 5) (see Section 10.3.2)
- Have an overview of the number of users and groups (item 6) by hovering the mouse over a group or a department
- Edit a group (see Section 10.3.3)
- Edit a department (see Section 10.3.4)

The ***[^]*** button (item 4) is used to minimize the ***{GROUPS AND DEPARTMENTS}*** pane.

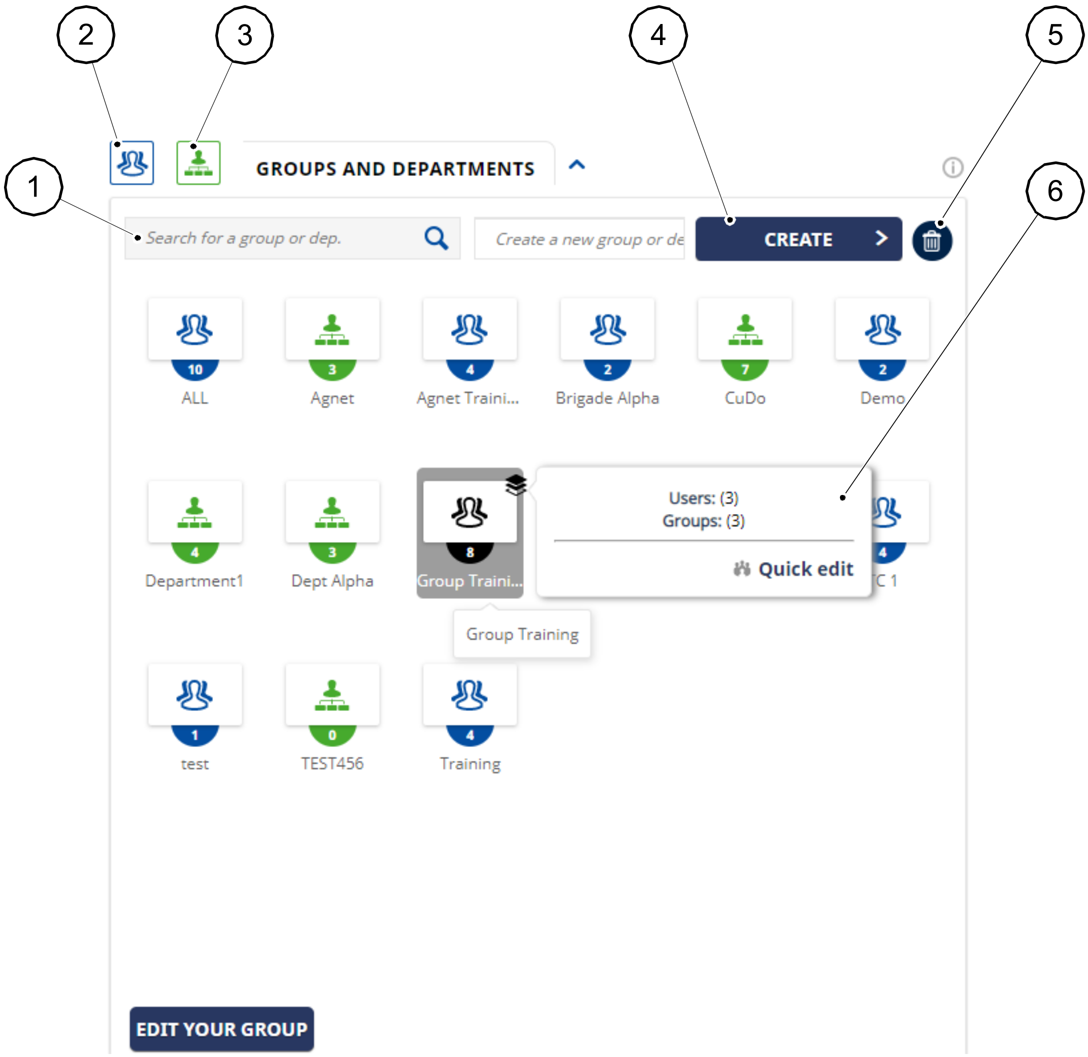

Figure 10.2 GROUPS AND DEPARTMENTS PANE

10.3.1 Create a new group or a new department

Note: *To create a new department, the Web Organization Administrator has to enable the "Change work mode" setting in "Advanced" mode (see section 12.3). To create a new group, the "Regular" mode is sufficient.*

Procedure to create a new group or a department

- Click on the ***[CREATE]*** button (Figure 10.3, item 1)

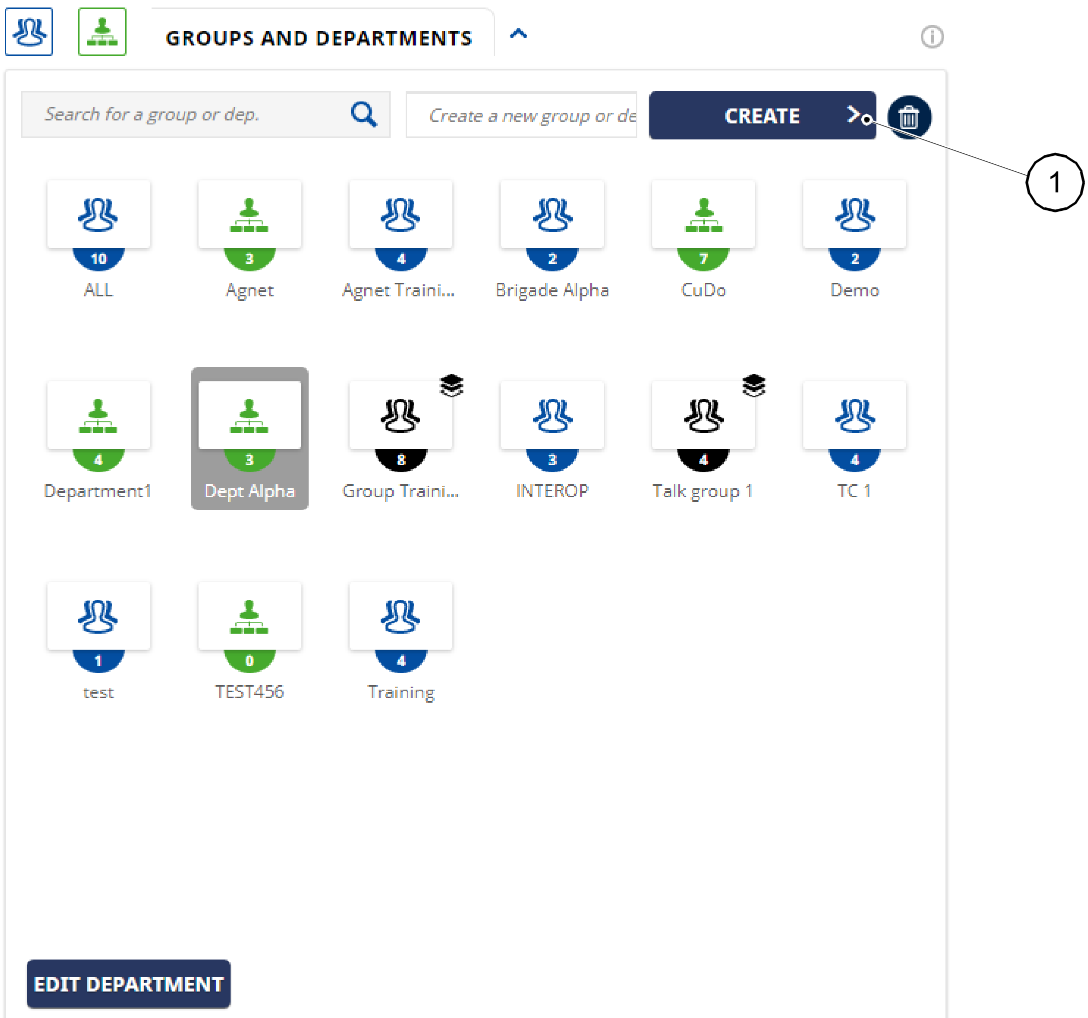

Figure 10.3 CREATE BUTTON - GROUPS AND DEPARTMENTS PANE

Two new buttons appear (Figure 10.4, item 1).

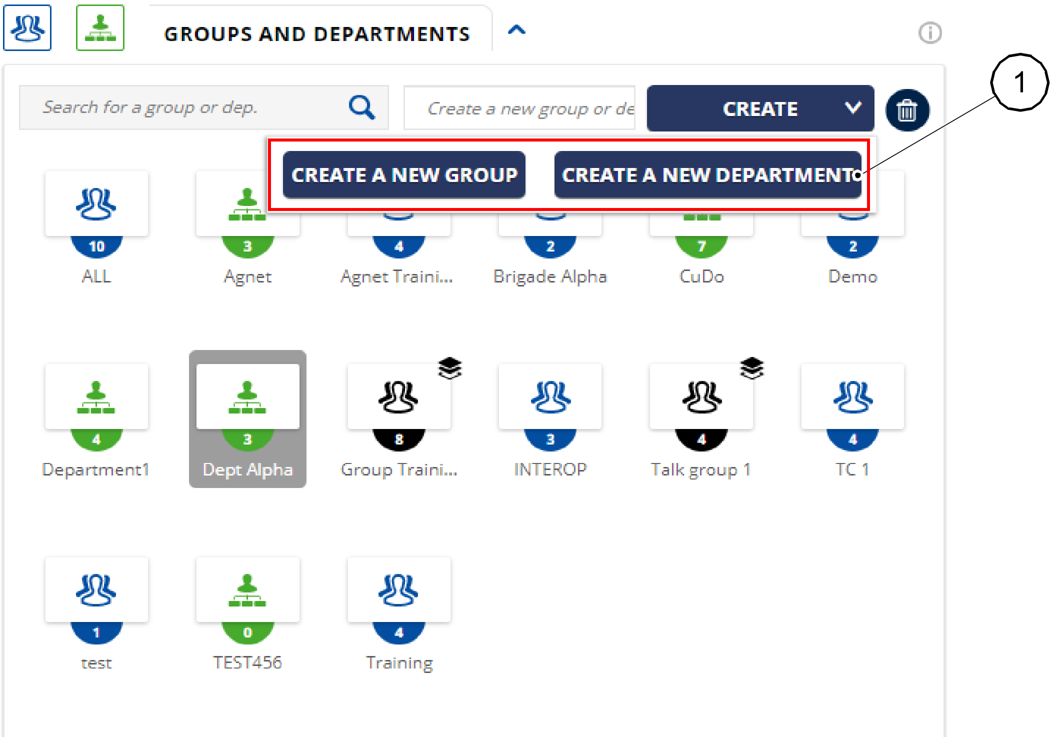

Figure 10.4 CREATE A NEW GROUP AND DEPARTMENT BUTTONS

- Click on the ***[CREATE A NEW DEPARTMENT]*** button (item 1)

  A **"CREATE A NEW DEPARTMENT"** window opens (Figure 9.6).

  For more information concerning the procedure for creating a new Department, see Section 9.3.1 from step 2) onwards

  Or

- Click on the ***[CREATE A NEW GROUP]*** button (item 1)

  For more information concerning the procedure for creating a new group, refer to the following procedure.

Procedure for creating a group

1) Click on the ***[CREATE A NEW GROUP]*** button (Figure 10.4, item 1)

   A **"CREATE A NEW GROUP"** window opens (Figure 10.5) with a ***{Step 1 - Create your group}*** zone.

10

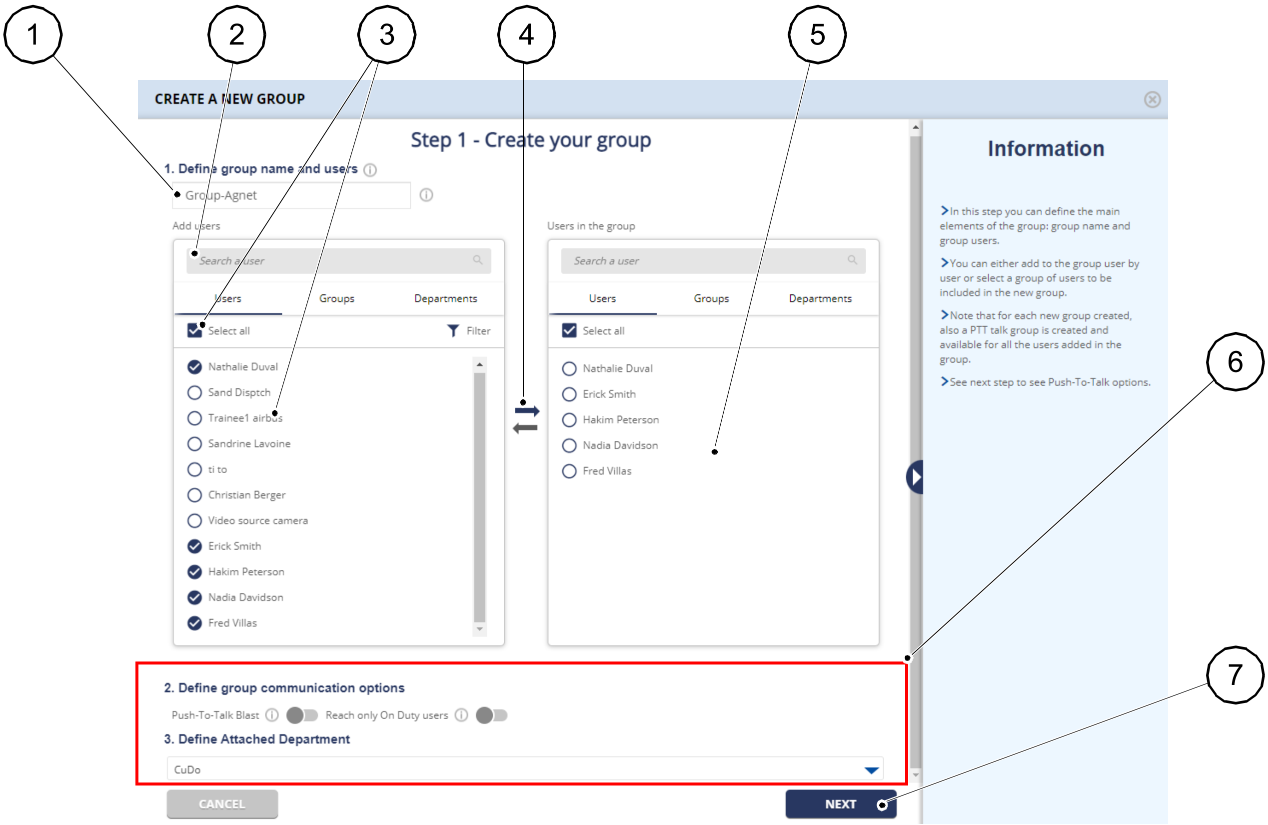

Figure 10.5 CREATE A NEW GROUP WINDOW

2) Enter a name in the ***{Name of the group}*** field (Figure 10.5, item 1)

3) Use the **"Search"** bar (item 2)

- If the **{Users}** tab is selected, the search will display the users found in the **{Users}** tab.
- If the **{Groups}** tab is selected, the search will display the groups found in the **{Groups}** tab.
- If the **{Departments}** tab is selected, the search will display the departments found in the **{Departments}** tab.

Note:
- *The search function is case sensitive.*
- *Once created, a group of groups will be displayed in the group list like other created groups. The number displayed right above the group name corresponds to the total number of users in the group of groups.*
- *When a group or department is displayed in the list, a **[⊞]** button is displayed to the right of the name. The list of users of this group or department will be displayed in Multi-selection.*

4) Check the ***[Select all]*** box (item 3) to select all users, groups and/or departments, or select users, groups and/or departments one by one (item 3)

5) Click on the *[➡]* button (item 4) to transfer the selected users, groups and/or departments to the zone on the right (item 5)

Users, groups and/or departments are added.

6) Select one or several options if necessary (item 6):

- "Push-To-Talk Blast":
  - ◆ If enabled, this lets users contact all the other users in the group individually and simultaneously. Once a PTT call is accepted by a user, the other calls are ended
  - ◆ If disabled, the users may launch group PTT calls and they may all communicate with each other
- "Reach only On Duty users":
  - ◆ If enabled, only users whose status is "On Duty" will receive messages and PTT calls in this group
  - ◆ If disabled, all users receive messages/PTT calls, regardless of their status
- Define Attached Department

Note: • *The Web Organization Administrator can see the detailed information for each option by clicking on the* ***[ⓘ]*** *button.*

- *Each group corresponds to a PTT Call, meaning that Group users will be able to initiate Push-To-Talk calls with other users in that group.*

7) Click on the ***[NEXT]*** button (item 7)

The ***{Step 2 - Define talk group Options}*** zone appears (Figure 10.6).

10

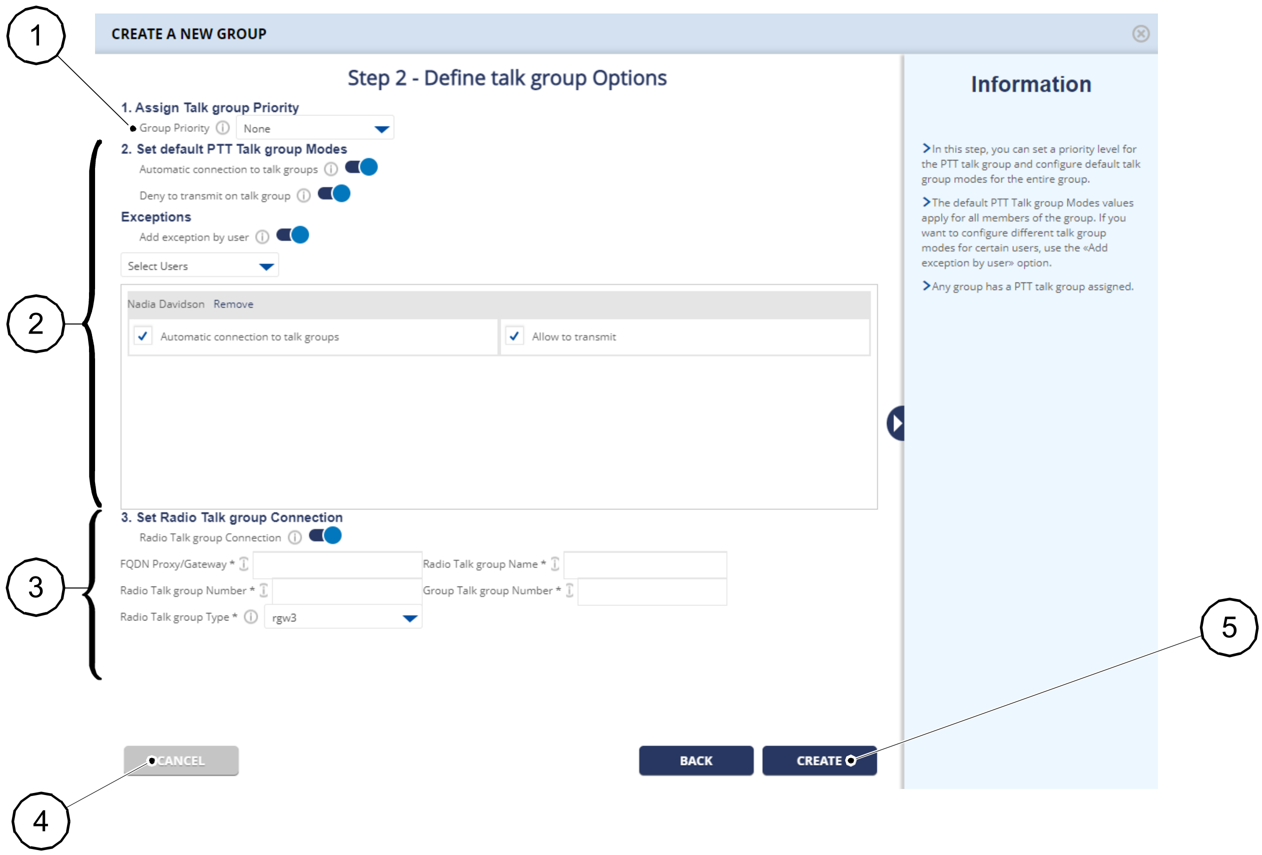

Figure 10.6 DEFINE TALK GROUP OPTIONS - CREATE A NEW GROUP WINDOW

8) Choose a level to give this Group priority over the other Talk groups of the Organization (Figure 10.6; item 1)

   Note: *This setting can be set when the multi-Talk group feature is activated, and the user can connect to more than one Talk group at once.*

9) Set default PTT Talk group modes (item 2):

   - "Automatic Connection to talk groups": If enabled, the users will have access to this Talk group from the mobile app only and the Talk group will be automatically connected. The users will not have the option to manually disconnect from the Talk group. When the user has their status set to "On Duty", they will automatically be connected to this Talk group. When the user has their status set to "Off Duty", they will automatically be disconnected from this Talk group.

     Note: *This feature works if the "Reach Only On Duty Users" option from the **{Step 1 - Create your group}** zone has been enabled.*

   - "Deny to transmit on talk group": If enabled, no user will be able to take the floor in this Talk group. If the "Automatic Connection to talk groups" option is disabled and the "Deny to transmit on talk group" option is enabled, the Talk group will be displayed for both mobile users and Dispatchers. Users will be able to manually connect or disconnect from this Talk group.

   - "Exceptions": Set a user as an exception to give them the rights to take the floor in this Talk group.

- If the "Automatic Connection to talk groups" and "Deny to transmit on talk group" options are disabled, the "Add exception by user" option is inactive.
- If the "Automatic Connection to talk groups" option is disabled and the "Deny to transmit on talk group" option is enabled, the "Add exception by user" option can be enabled. The drop-down list will contain all the users added to the Group in the ***{Step 1 - Create your group}*** zone. The ***[Automatic connection to talk groups]*** checkbox is inactive. The ***[Allow to transmit]*** checkbox can be enabled.
- If the "Automatic Connection to talk groups" option is enabled and the "Deny to transmit on talk group" option is enabled, the "Add exception by user" option can be enabled. The drop-down list will contain all the users added to the group in the ***{Step 1 - Create your group}*** zone. The ***[Automatic connection to talk groups]*** checkbox can be enabled. The ***[Allow to transmit]*** checkbox can be enabled.

  Note: *The **[Remove]** button is used to erase the user. This user will no longer be considered an exception.*

10) Set Radio Talk group Connection (item 3): this allows users from outside to connect to the group's Push-To-Talk Talk group by using a radio frequency. The group/Talk group with the highest priority will have the upper hand: Level 2 takes priority over Level 1.

- Enter the domain of the gateway in the ***{FQDN Proxy/Gateway}*** field
- Enter the radio port number registered on the proxy server or radio gateway in the ***{Radio Talk group Number}*** field
- Define a name that will be displayed in the ***{Radio Talk group Name}*** field when users from outside the Organization communicate through radio frequency
- In the ***{Group Talk group Number}*** field, enter the Talk group number that is registered on the proxy server or radio gateway
- Select the type of radio Talk group from the ***{Radio Talk group Type}*** drop-down menu

Note:
- *Each group corresponds to a PTT Talk group, meaning that users will be able to initiate PTT calls with other users in that group.*
- *A group of groups can be supported, but only partially. If a group of groups is created, the groups (or users from those groups) added to the group of groups will not be displayed in the Exceptions list.*

10

11) Click on the ***[CREATE]*** button (item 5)

Note: *The Web Organization Administrator can click on the **[Cancel]** button (item 4) to close the operation.*

A notification is displayed to confirm the creation of the group.

The group is added to the ***{GROUPS AND DEPARTMENTS}*** pane (Figure 10.1, item 1).

10.3.2 Delete a group or department

Procedure

- Select a Group or a Department (Figure 10.7, item 1)

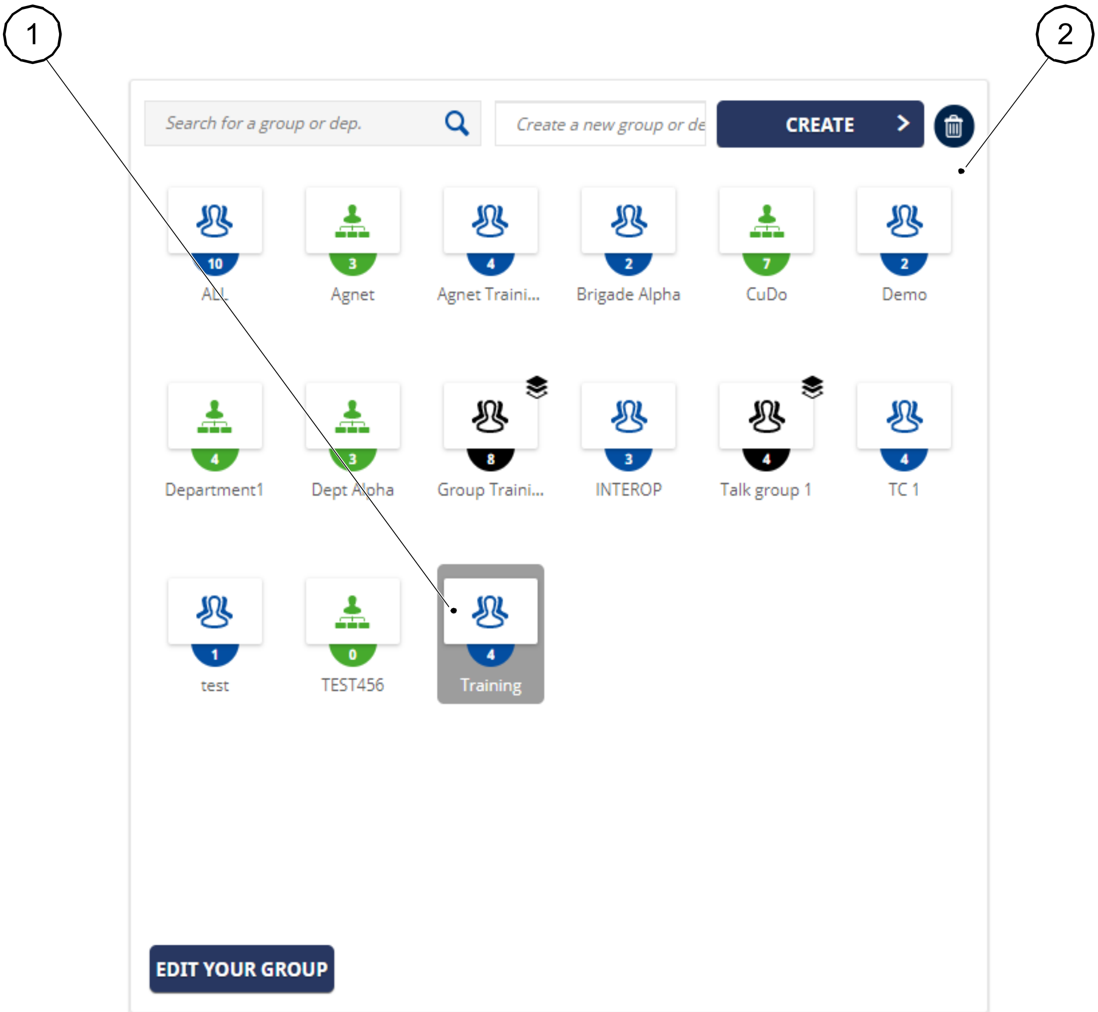

Figure 10.7 DELETE GROUP OR DEPARTMENT - GROUPS AND DEP. MENU

- Click on the ***[ ]*** button (item 2)
  A **"CONFIRMATION REQUIRED"** dialog box opens.
- Click on the ***[YES]*** button to confirm

10

10.3.3 Edit a group

The Web Organization Administrator can remove Users, Groups and/or options using the **"EDIT GROUP"** window.

Procedure

- Select the desired group (Figure 10.8, item 1)

  A ***[EDIT YOUR GROUP]*** button appears (item 2).

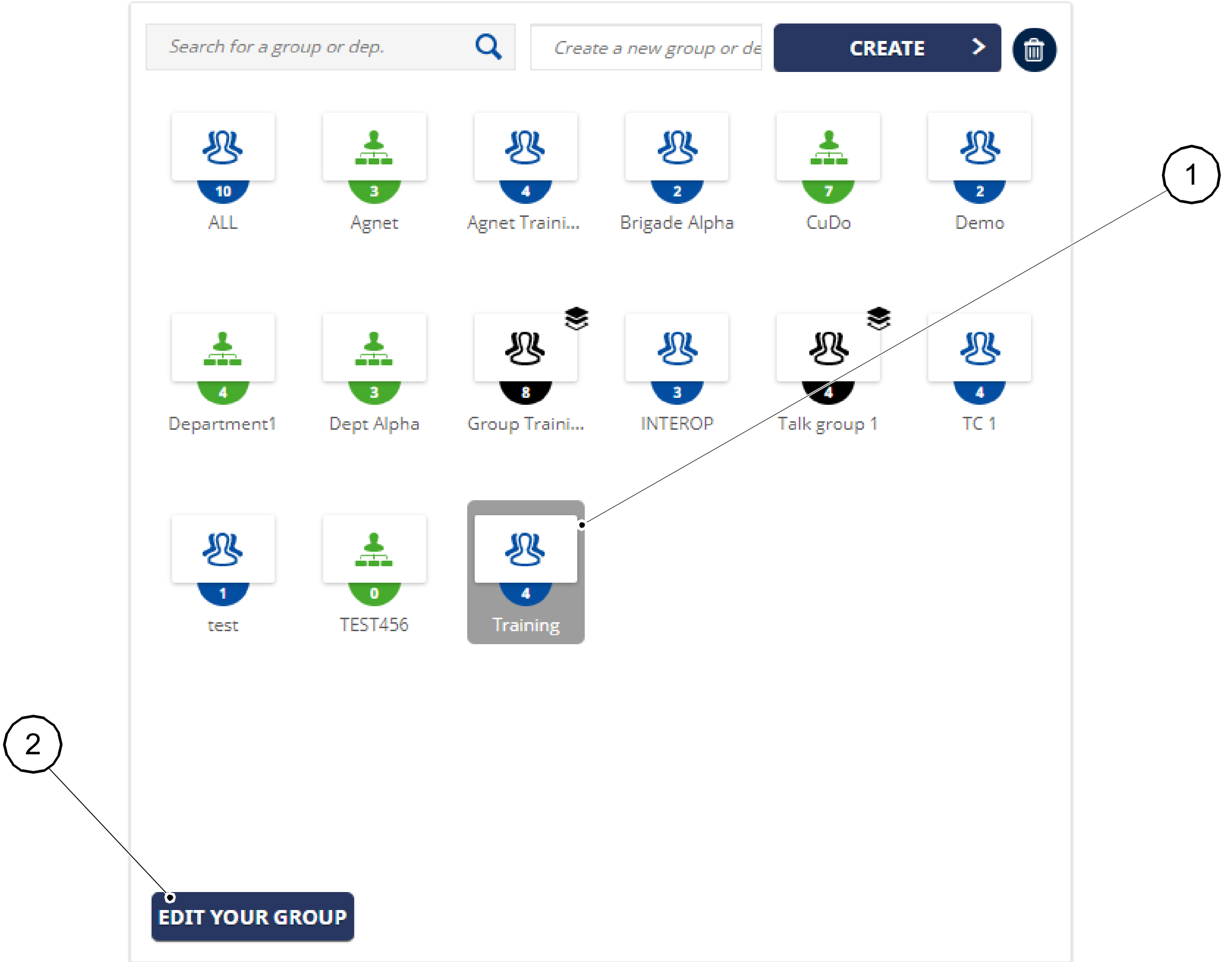

Figure 10.8 EDIT GROUP - GROUPS AND DEP. MENU

- Click on the ***[EDIT YOUR GROUP]*** button (item 2)

  A **"EDIT YOUR GROUP"** window opens (Figure 10.9).

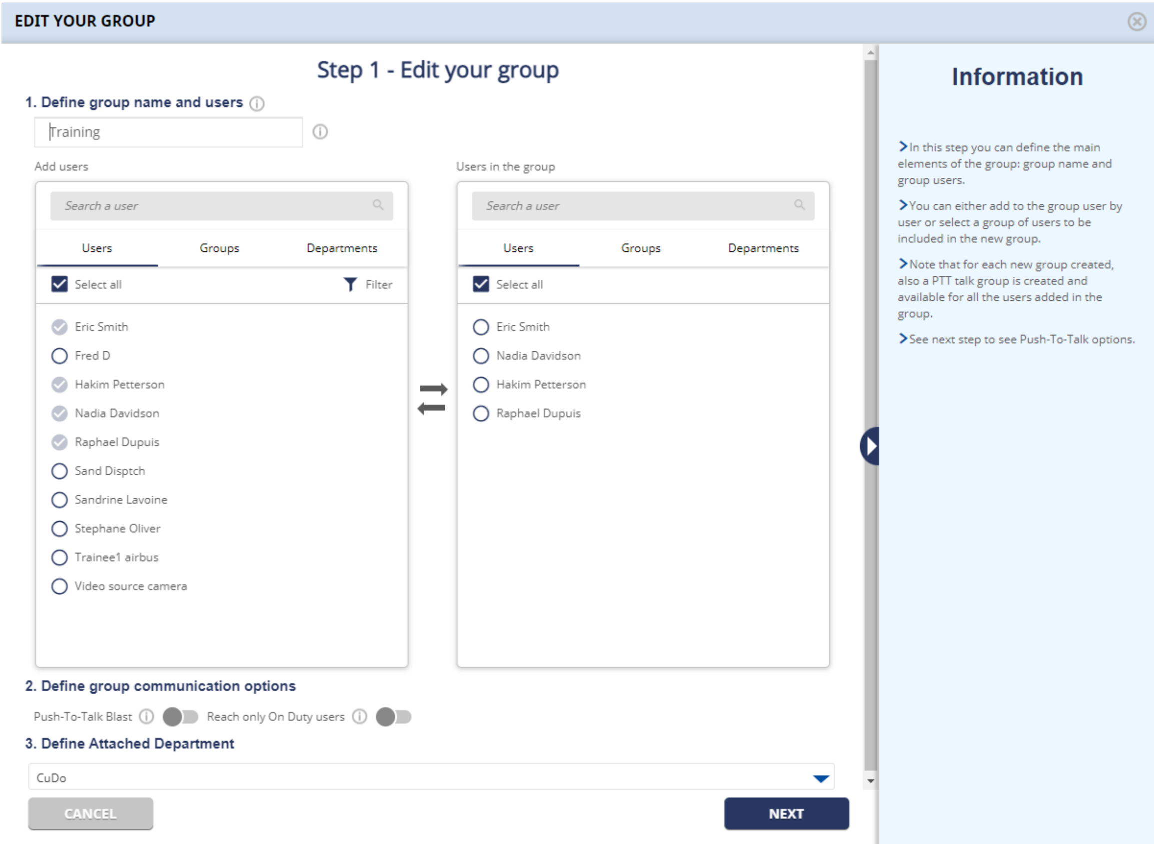

Figure 10.9 EDIT YOUR GROUP WINDOW

For more information concerning the procedure, see Section 10.3.1.

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10.3.4 Edit a department

The Web Organization Administrator can remove Users, Groups and/or options using **"EDIT DEPARTMENT"** window.

Procedure

- Select the desired Department (Figure 10.10, item 1)

  A ***[EDIT DEPARTMENT]*** button appears (item 2).

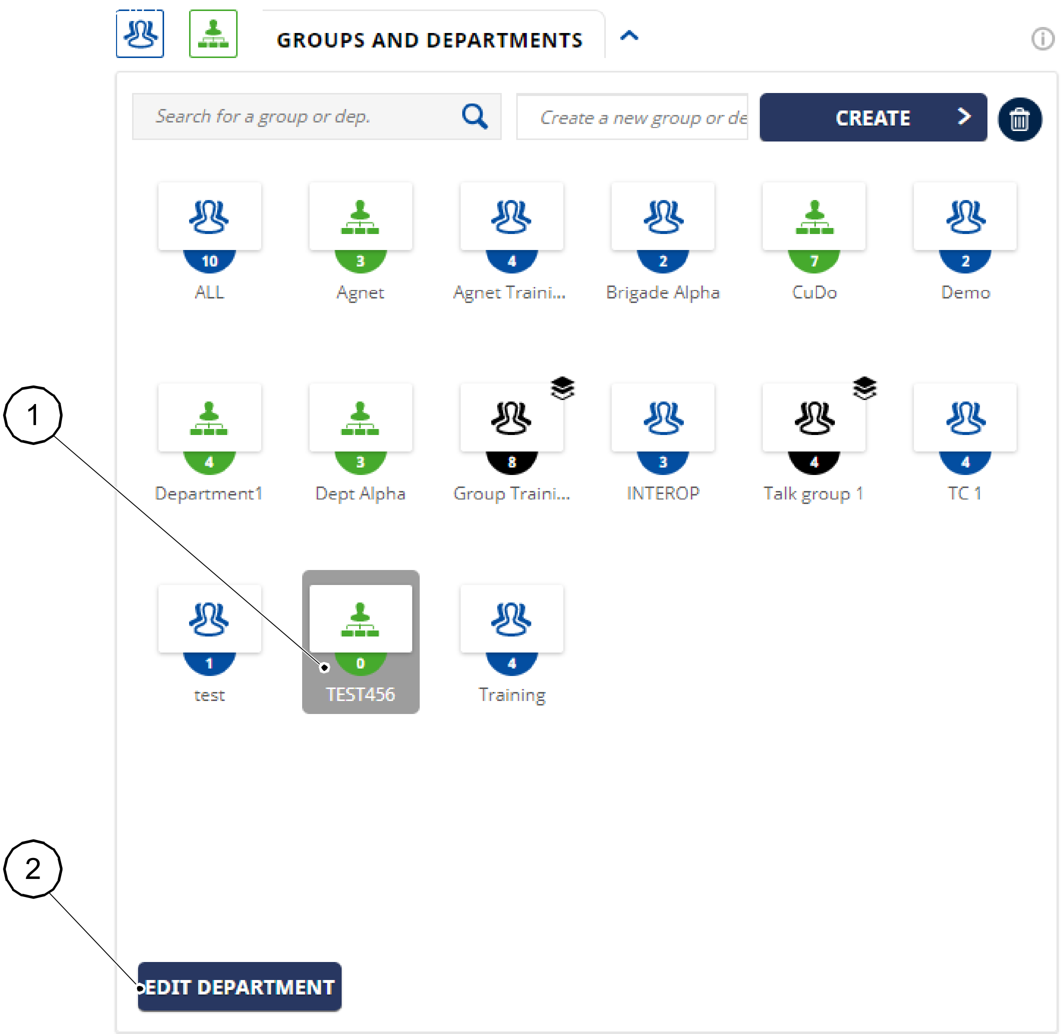

Figure 10.10 EDIT DEPARTMENT - GROUPS AND DEP. MENU

- Click on the ***[EDIT DEPARTMENT]*** button (item 2)

  A **"EDIT DEPARTMENT"** window opens (Figure 10.11).

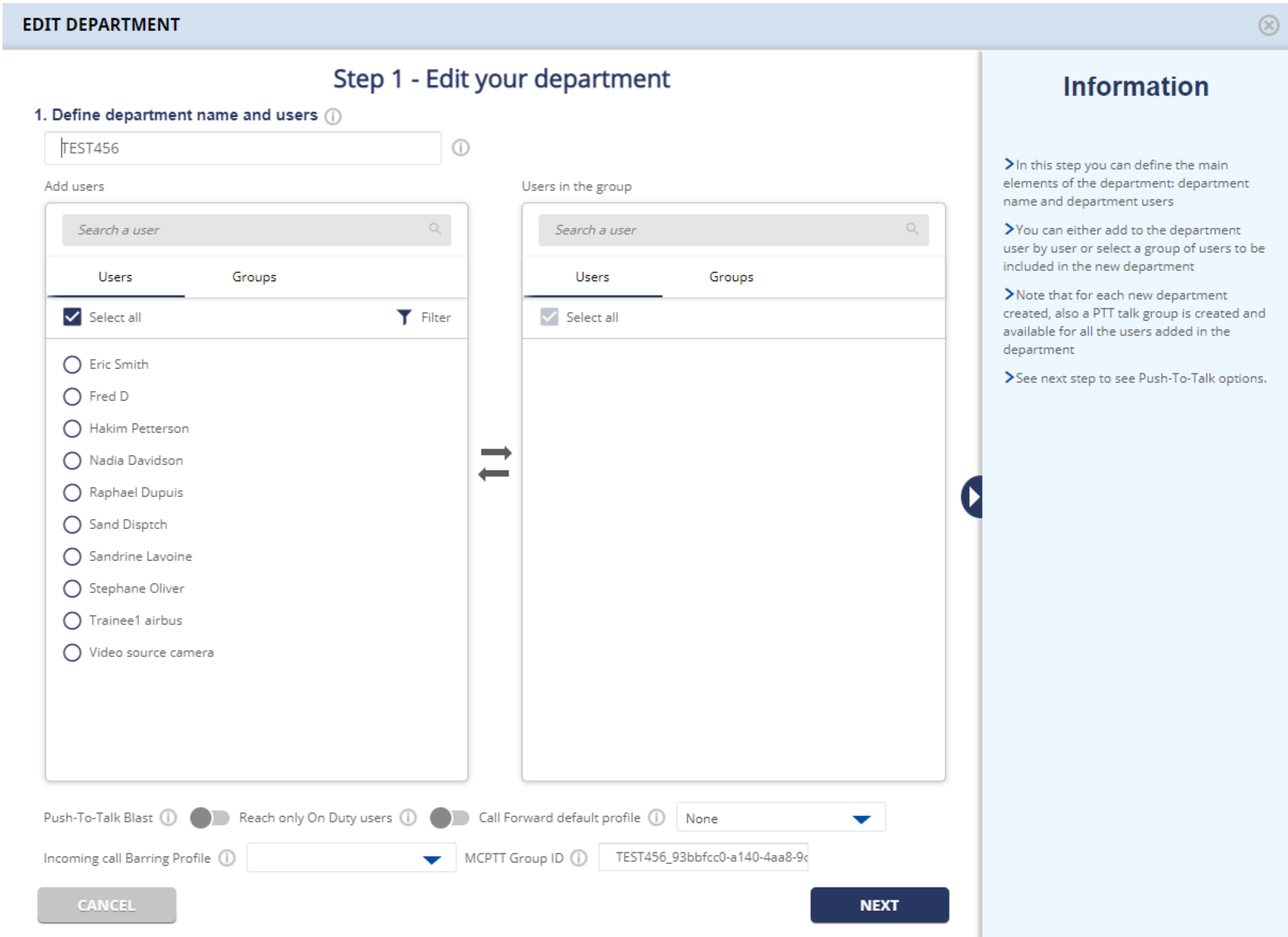

Figure 10.11 EDIT DEPARTMENT WINDOW - GROUPS AND DEP. MENU

For more information concerning the procedure, see Section 9.3.1.

10

10.4 AUTHORIZATION OF COMMUNICATIONS BETWEEN MEMBERS OF DIFFERENT GROUPS OR DEPARTMENTS (Figure 10.12)

This option allows the Web Organization Administrator to connect 2 different Departments so that the users of each Group or department will be able to see the users of the other departments or groups in the contact list.

Procedure

- Click on a group or department to assign permissions

  The selected group or department is displayed in the ***{GROUP AUTHORIZATION}*** or ***{DEP. AUTHORIZATION}*** pane, respectively

- Click on another group or department and drag it to the ***{GROUP AUTHORIZATION}*** or ***{DEP. AUTHORIZATION}*** pane, respectively
- Add more groups or departments to this permission list by dragging them from the "Department" list
- To revoke permission of a specific group or department, select it from the ***{GROUP AUTHORIZATION}*** or ***{DEP. AUTHORIZATION}*** pane, respectively, and click on the ***[ ]*** icon in the top right corner

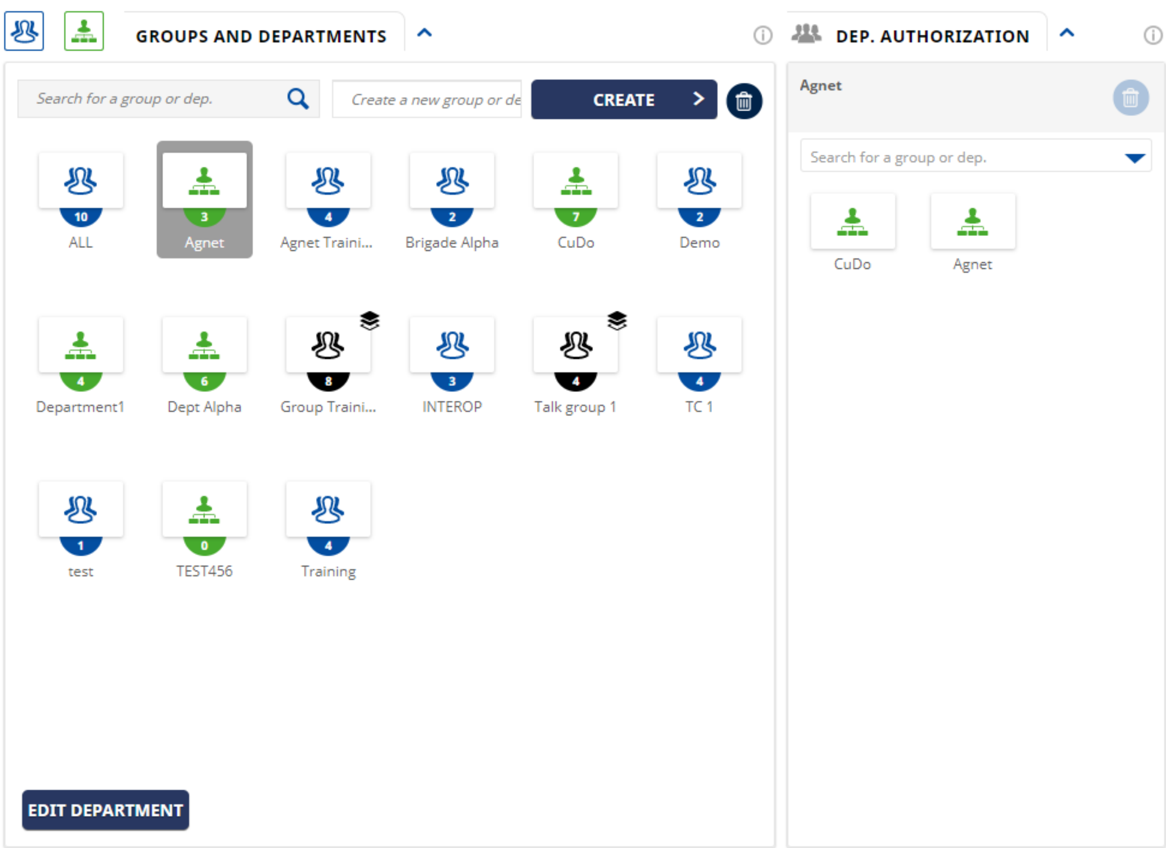

Figure 10.12 EXAMPLE OF DEP. AUTHORIZATION PANE

11 ADMIN MENU

11.1 PRESENTATION

This chapter describes the following components involved in the Admin menu:

- Introduction (see Section 11.2)
- Admin screen (see Section 11.3)
- Add an admin (see Section 11.4)
- Admin list (see Section 11.5)

11.2 INTRODUCTION

Admins can:

- Add new users to an account
- Delete an existing admin

11.3 ADMIN SCREEN (Figure 11.1)

The **"Admin"** screen is divided into 2 functional areas:

- ***{ADD AN ADMIN}*** (item 1) (see Section 11.4)
- ***{ADMINS LIST}*** (item 2) (see Section 11.5)

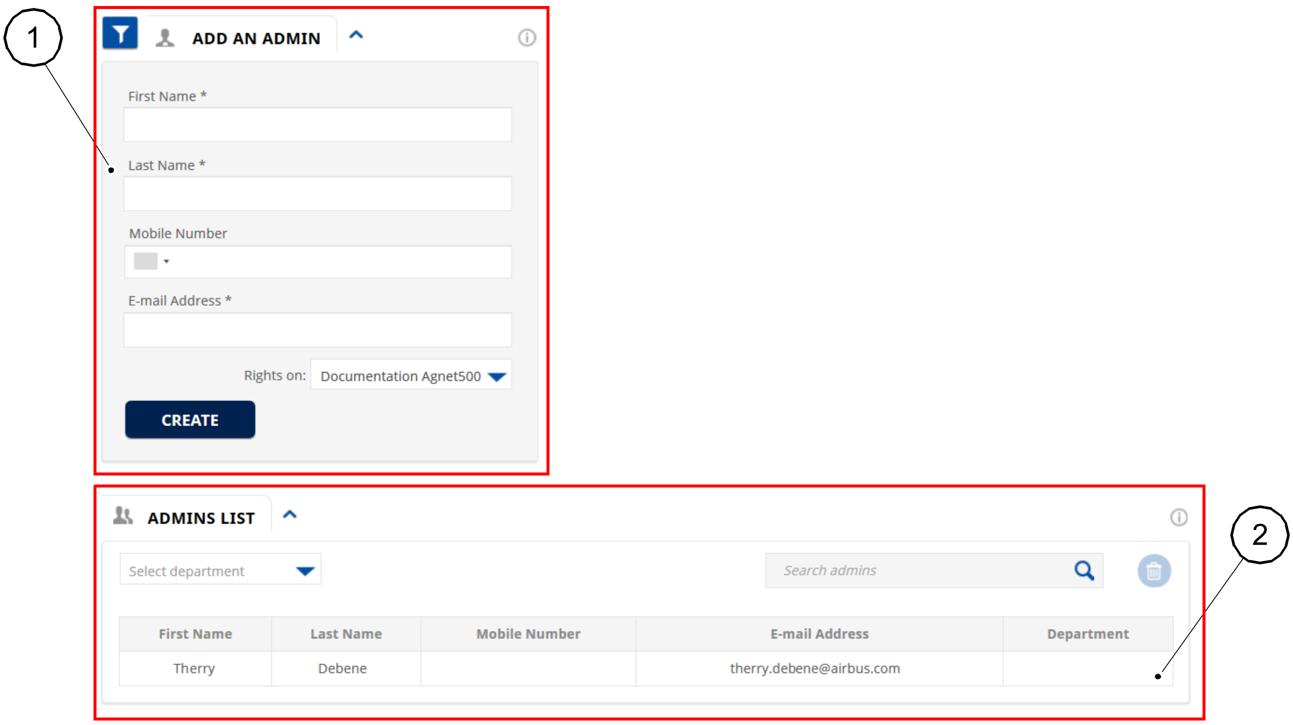

Figure 11.1 ADMIN SCREEN

11.4 ADD AN ADMIN (Figure 11.2)

The following fields (item 1) are available to define the required information for the admin:

- ***{First Name}***
- ***{Last Name}***
- ***{Mobile Number}***
- ***{E-mail Address}***
- ***{Right on:}***

Mandatory attributes are indicated with an asterisk.

The ***[ ]*** button (item 2) is used to edit information admin (see Section 11.5.1).

The ***[^]*** button (item 3) is used to minimize the ***{ADD AN ADMIN}*** pane.

The ***[CREATE]*** button (item 4) is used to confirm information and create the new admin.

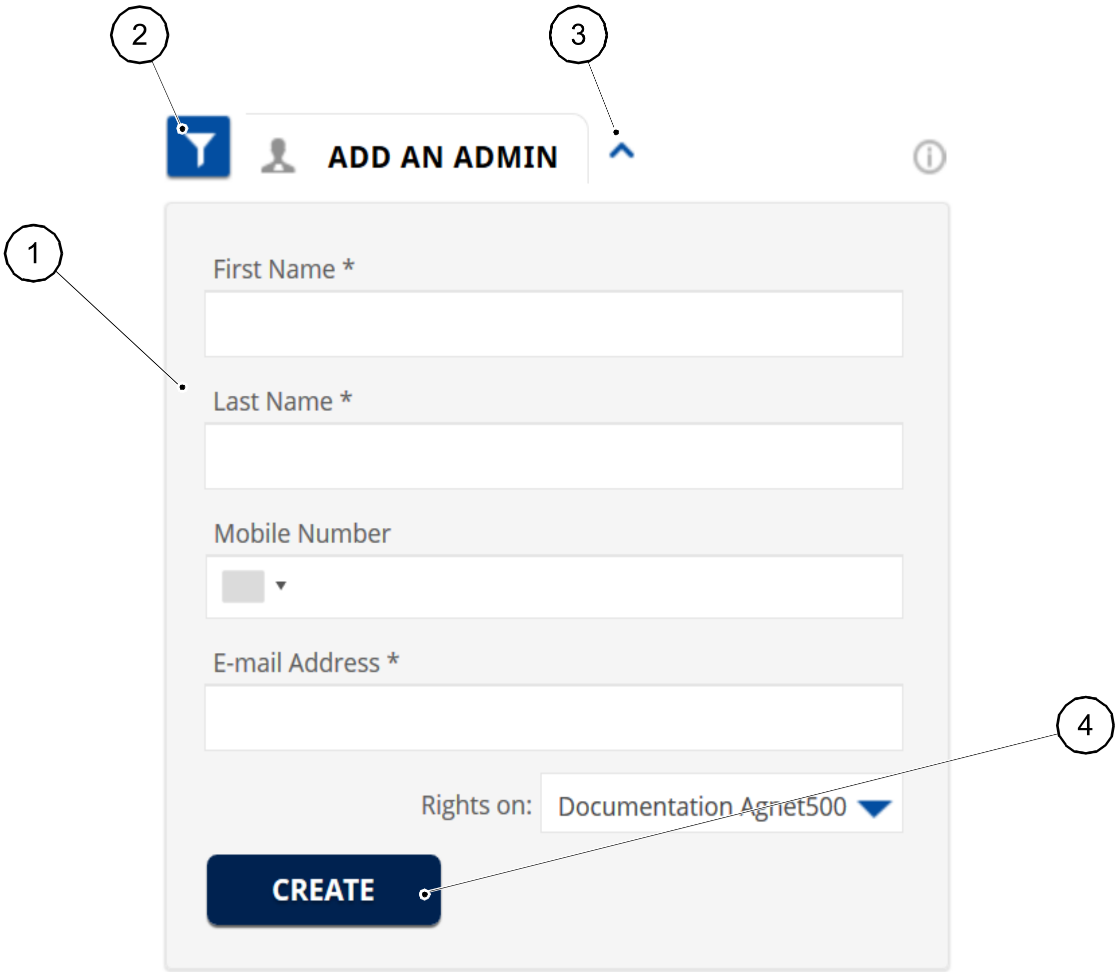

Figure 11.2 ADD AN ADMIN PANE

11.5 ADMIN LIST (Figure 11.3)

The ***{ADMINS LIST}*** pane is used by the Web Organization Administrator to:

- See the list of all admins (item 1)
- Quickly filter admins by Department (item 2)
- Search admins (item 4)

  Note: *The search function is case sensitive.*

- Edit an admin (see Section 11.5.1)
- Delete admins (see Section 11.5.2)

The ***[^]*** button (item 3) is used to minimize the ***{ADMINS LIST}*** pane.

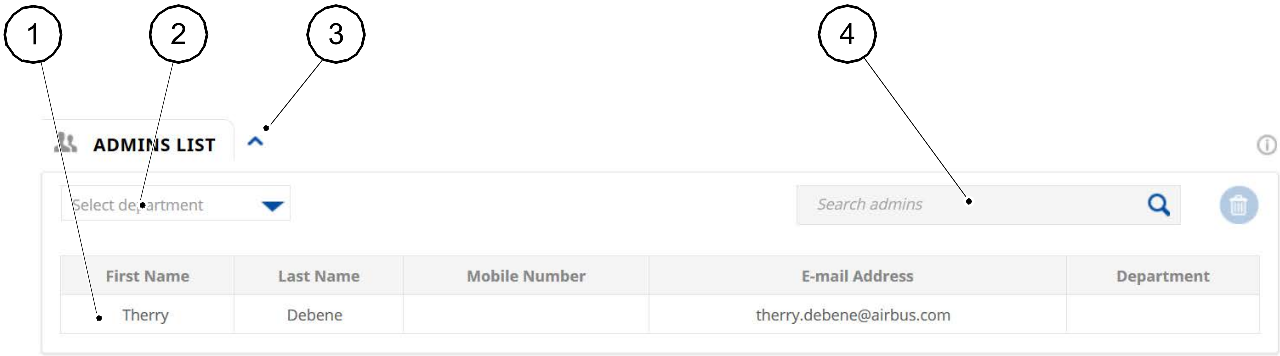

Figure 11.3 ADMINS LIST PANE

11.5.1 Edit an admin (Figure 11.4)

The Web Organization Administrator can:

- Modify an admin (see the procedure below)
- See admin authorization (see the procedure below)
- Delete an admin (see Section 11.5.2)

Procedure

- Select an admin from the ***{ADMINS LIST}*** pane (item 1)

  The ***{EDIT AN ADMIN}*** pane displays admin information (item 2) and the Web Organization Administrator can modify and save new information.

  The ***{ADMIN AUTHORIZATION}*** pane appears (item 3) and the Web Organization Administrator can see the rights for the admin.

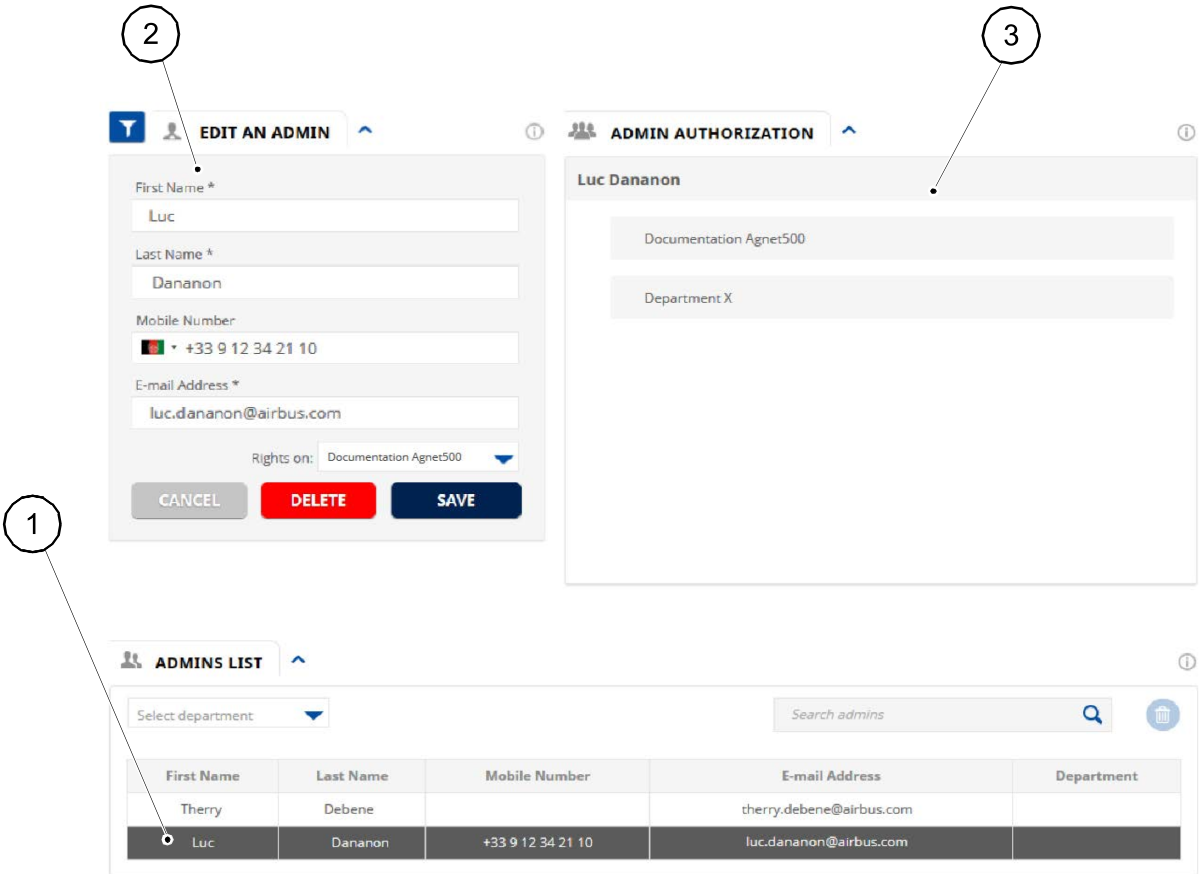

Figure 11.4 ADMIN INFORMATION - EDIT AN ADMIN PANE

11.5.2 Delete an admin

Procedure

- Select an admin from the ***{ADMINS LIST}*** pane (Figure 11.5, item 1)
  The ***{EDIT AN ADMIN}*** pane displays admin information (item 2).

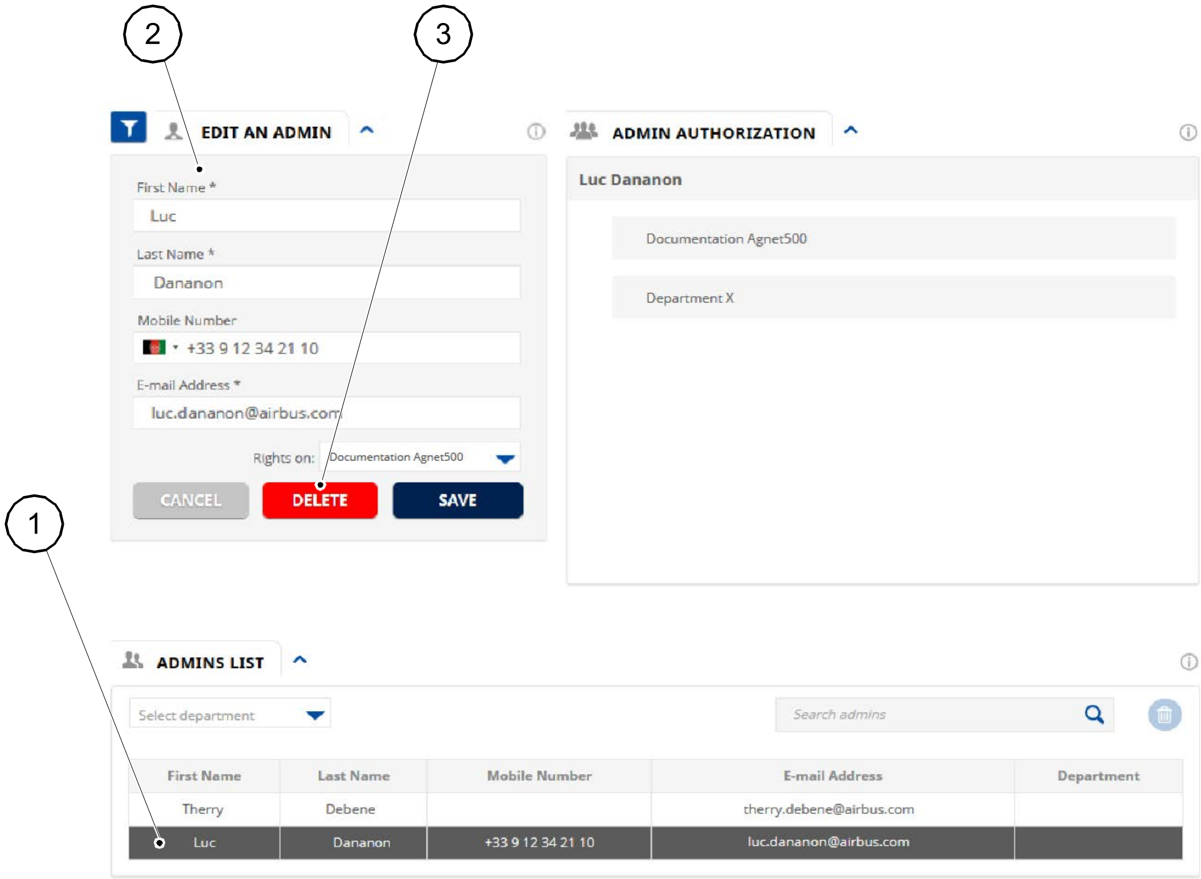

Figure 11.5 DELETE AN ADMIN - EDIT AN ADMIN PANE

- Click on the ***[DELETE]*** button (item 3)
  A **"CONFIRMATION REQUIRED"** dialog box opens.
- Click on the ***[YES]*** button to confirm
  A notification is displayed to confirm the deletion.

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12 SETTINGS MENU

12.1 PRESENTATION

This chapter describes the following components involved in the Admin menu:

- Settings screen (see Section 12.2)
- Profile settings (see Section 12.3)
- Organization setting (see Section 12.4)

12.2 SETTINGS SCREEN (Figure 12.1)

The **"Settings"** screen is divided into 2 functional areas:

- ***{PROFILE SETTINGS}*** (item 1) (see Section 12.3)
- ***{ORGANIZATION SETTINGS}*** (item 2) (see Section 12.4)

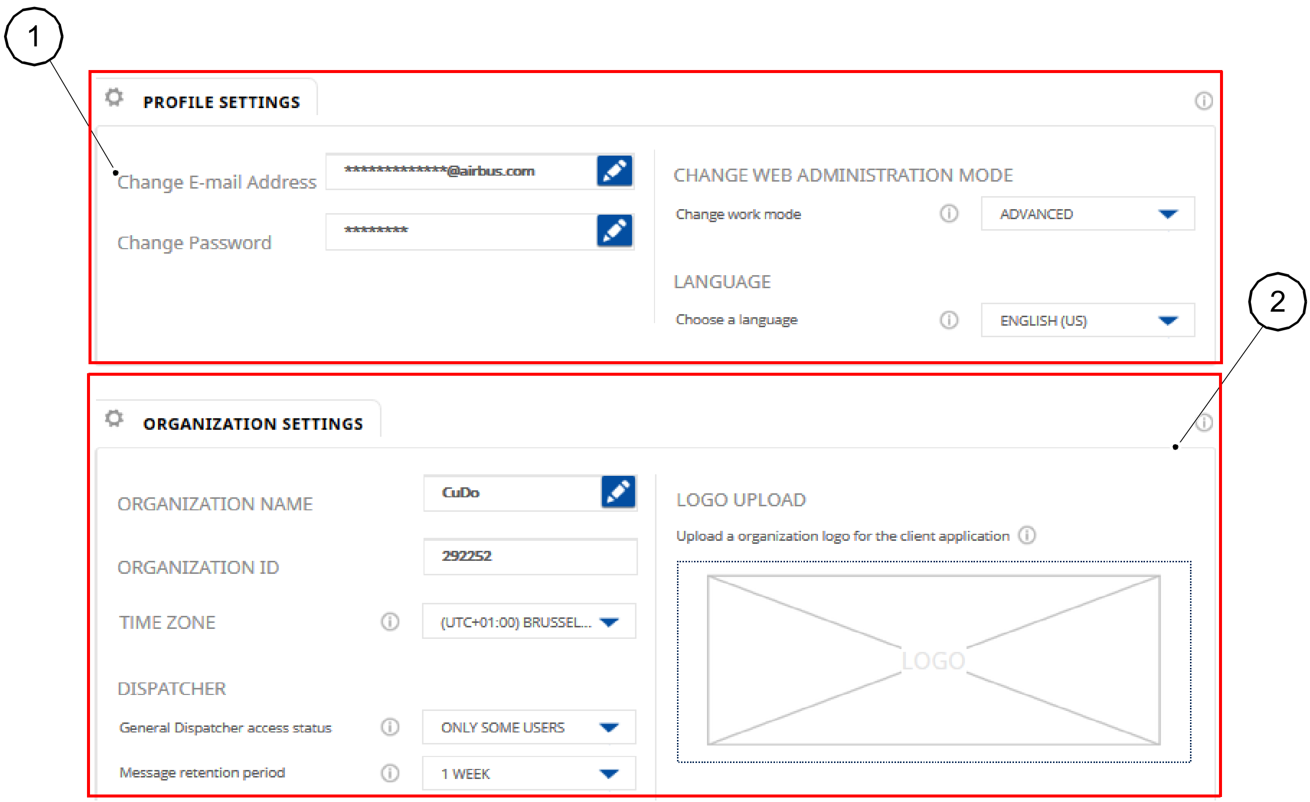


Figure 12.1 SETTINGS SCREEN

12.3 PROFILE SETTINGS (Figure 12.2)

The **{PROFILE SETTINGS}** tab is used by the Web Organization Administrator to:

- Change the e-mail address (item 1) (see Section 12.3.1)
- Change the password (item 2) (see Section 12.3.2)
- Set the work mode: Regular or Advanced (item 3)

  Note: ***[Advanced]** mode is needed to manage Departments and Groups.*
- Choose the interface language (item 4)

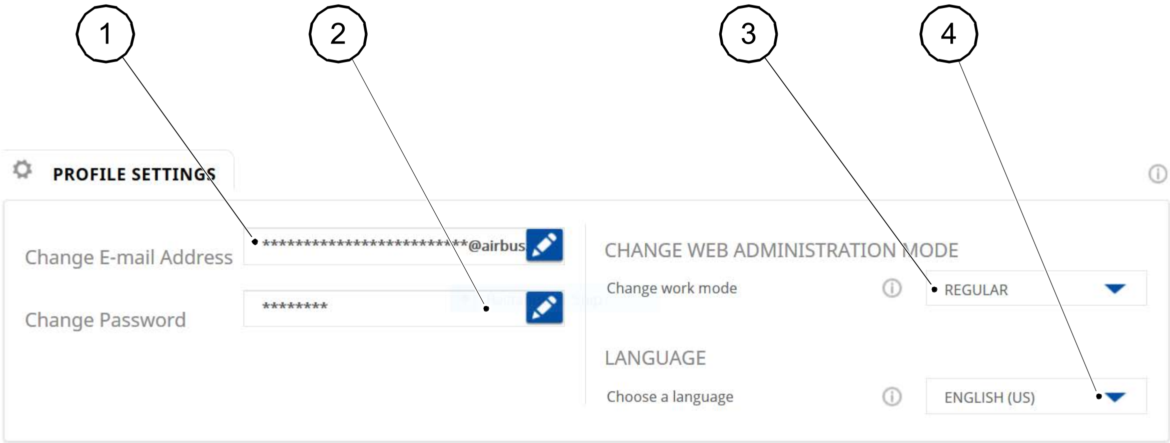


Figure 12.2 PROFILE SETTINGS TAB

12.3.1 Change E-mail Address (Figure 12.3)

Procedure

- Click on the ***[ ]*** button (Figure 12.2, item 1)

  A **"CHANGE E-MAIL ADDRESS"** dialog box opens (Figure 12.3).

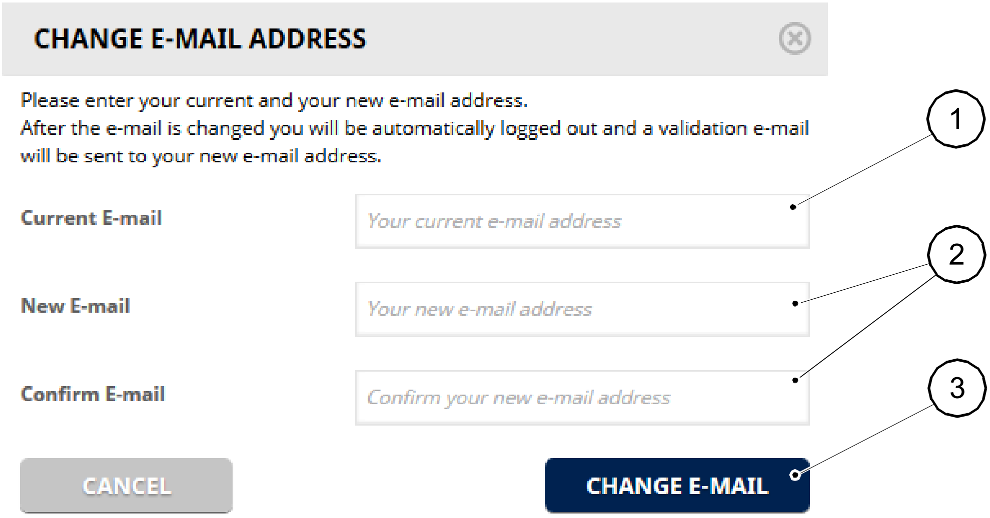


Figure 12.3 CHANGE E-MAIL ADDRESS DIALOG BOX

- Enter the current e-mail in the ***{Current E-mail}*** field (item 1)
- Enter the new e-mail twice in ***{New E-mail}*** and ***{Confirm E-mail}*** fields (item 2)
- Click on the ***[CHANGE E-MAIL]*** button (item 3)

  The e-mail address has been changed.

12.3.2 Change Password (Figure 12.4)

Procedure

- Click on the ***[ ]*** button (Figure 12.2, item 2)
  A **"CHANGE PASSWORD"** dialog box opens (Figure 12.4).

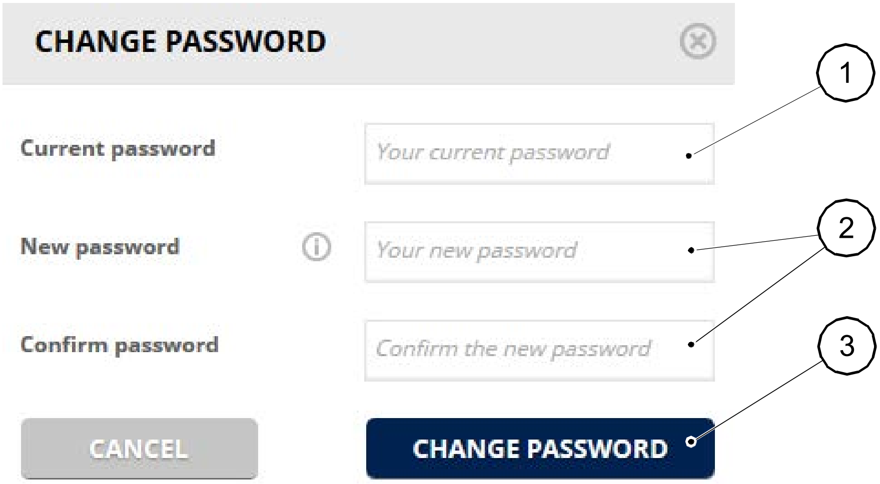


Figure 12.4 CHANGE PASSWORD DIALOG BOX

- Enter the current password into the ***{Current password}*** field (Figure 12.4, item 1)
- Enter the new password twice into the ***{New password}*** and ***{Confirm password}*** fields (item 2)

  Note: *The password must contain at least:*
  - *8 characters*
  - *1 lower case letter*
  - *1 upper case letter*
  - *1 digit [0-9]*
  - *1 special character.*
- Click on the ***[CHANGE PASSWORD]*** button (item 3)
  The password is changed.

12.4 ORGANIZATION SETTING (Figure 12.5)

Some of the following features are options and will be displayed in the **"Settings"** screen only if the appropriate license has enabled them.

The **{ORGANIZATION SETTINGS}** tab comprises several areas to fill:

- ***{ORGANIZATION NAME}*** (see Section 12.4.1)
- ***{ORGANIZATION ID}*** (see Section 12.4.1)
- ***{TIME ZONE}*** (see Section 12.4.1)
- ***{ORGANIZATION}*** (not used)
- ***{DISPATCHER}*** (see Section 12.4.2)
- ***{PUBLIC VISIBILITY}*** (see Section 12.4.3)
- ***{CALL SETTINGS}*** (see Section 12.4.4)
- ***{MESSAGE SETTINGS}*** (see Section 12.4.5)
- ***{MAP PROVIDER}*** (see Section 12.4.6)
- ***{GEOLOCATION}*** (see Section 12.4.7)
- ***{VIDEO STREAMING}*** (see Section 12.4.8)
- ***{EMERGENCY MESSAGE}*** (see Section 12.4.9)
- ***{EMERGENCY AMBIENT LISTENING CALL}*** (see Section 12.4.10)
- ***{EMERGENCY PTT GROUP CALL}*** (see Section 12.4.11)
- ***{LIFEGUARD}*** (see Section 12.4.12)
- ***{REACH BACK REQUEST}*** (see Section 12.4.13)
- ***{SEARCH MODE}*** (see Section 12.4.14)
- ***{WORKFLOWS}*** (see Section 12.4.15)
- ***{ALWAYS CONNECTED USERS MODE}*** (see Section 12.4.16)
- ***{ALWAYS CONNECTED CALLS MODE}*** (see Section 12.4.17)
- ***{LOGO UPLOAD}*** (see Section 12.4.18)
- ***{ORGANIZATION LOGO}***: when the logo is uploaded (see Section 12.4.19)
- ***{ORGANIZATION LDAP SYNC}*** (see Section 12.4.20)
- ***{USER INVITATIONS}*** (see Section 12.4.21)
- ***{USERS AUTHENTICATION}*** (see Section 12.4.22)
- ***{USERS AUTHORIZATION}*** (see Section 12.4.23)
- ***{USER STATUS}*** (see Section 12.4.24)
- ***{REPORT}*** (see Section 12.4.25)
- ***{PURCHASED LICENCES}*** (see Section 12.4.26)
- ***{CLOUD STORAGE QUOTA}*** (see Section 12.4.27)
- ***{FILTERS}*** (see Section 12.4.28)

Figure 12.5 ORGANIZATION SETTINGS TAB

12.4.1 Organization name, ID and time zone (Figure 12.6)

This section allows users to set the following features:

- ORGANIZATION NAME: Set the organization's name. This name is displayed in the **"Agnet Work"** app and **"Agnet Dispatcher"** tool
- ORGANIZATION ID: Needed to log into the **"Agnet Work"** app and **"Agnet Dispatcher"** tool. This field cannot be changed.
- TIME ZONE: Set the time zone. The selected time zone is used for system emails and reports

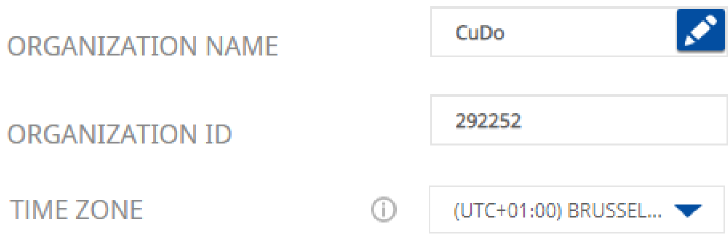


Figure 12.6 ORGANIZATION NAME, ID AND TIME ZONE - SETTINGS MENU

12.4.2 Dispatcher (Figure 12.7)

The ***{Dispatcher}*** area allows users to access Agnet 500 features through a Web interface.

This section allows users to set the following features:

- General Dispatcher access status
- Message Retention Period
- Process retention period

The Web Organization Administrator can see the detailed information for each parameter by clicking on the ***[ⓘ]*** button.

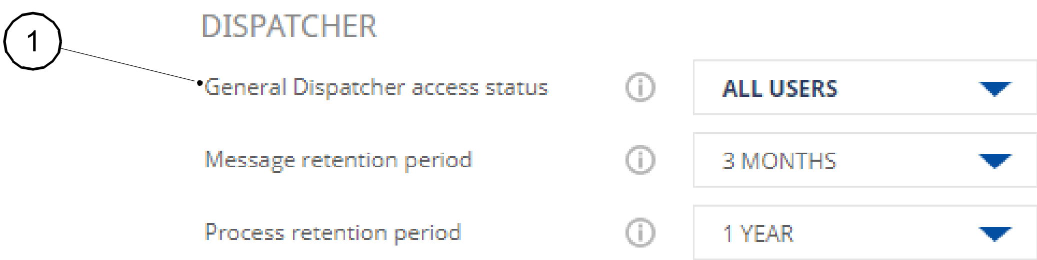


Figure 12.7 DISPATCHER - SETTINGS MENU

12

Table 12.1 provides information on the editable parameters.

PARAMETER	VALUE	COMMENT
• General Dispatcher access status	• Inactive • All users • Only some users	• Activate the "Dispatcher" feature (see Section 5.3.3) on a user-by-user basis if the ***{General Dispatcher access status}*** drop-down menu (item 1) is set to "Only some users".
• Message Retention Period	• 1 week, 1 month, 3 months, 6 months, 1 year	• Period after which a user’s messages are deleted from their accounts.
• Process retention period	• 1 week, 1 month, 3 months, 6 months, 1 year	• Period after which user’s processes are deleted from their accounts. • Period can be set from one week to unlimited. "Unlimited" can only be set at the **"Agnet Super Administrator"** interface. Management should validate an extended retention period for messages and/or processes.

Table 12.1 DISPATCHER - SETTINGS MENU

Note: *To make sure users' messages as well as their processes in Agnet 500 are saved to the server, the Dispatcher feature should be enabled for all users (even if not all will be using Dispatcher).*

This ensures that the message threads and conversation history can be restored during a change of device or Login/Logout. It also ensures that the Web Organization Administrator can access users’ Agnet 500 processes, as well as generate and export reports.

The storage of messages and processes depends of the selected retention period.

The application will request a confirmation if ***{General Dispatcher access status}*** (item 1) is modified.

12.4.3 Public visibility (Figure 12.8)

The "Public visibility" feature allows users from an Organization to see contacts from other organizations in their Agnet 500 contacts list if they have Agnet 500 installed and have the phone numbers of the other users in the phone contact list. The feature is "Disabled" by default.

Caution: *It is recommended that it be kept disabled unless there is a specific need.*

The Web Organization Administrator can see the detailed information for each parameter by clicking on the ***[ⓘ]*** button.

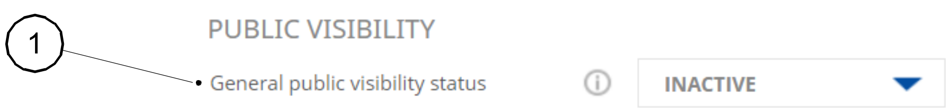


Figure 12.8 PUBLIC VISIBILITY - SETTINGS MENU

The "General public visibility status" feature (item 1) may have one of three values at the Organization level:

- Inactive
- All users
- Only some users

Note: *Activate the "Public visibility" feature (see Section 5.3.3) on a user-by-user basis if the* ***{General public visibility status}*** *drop-down menu (item 1) is set to "Only some users".*

12.4.4 Call settings (Figure 12.9)

The ***{CALL SETTINGS}*** area allows The Web Organization Administrator to set the general access for the following features:

- Calls (see Section 12.4.4.1)
- Call forward profiles (see Section 12.4.4.2)
- Call Barring (see Section 12.4.4.3)
- Voicemail (see Section 12.4.4.4)
- Cellular Call (see Section 12.4.4.5)
- Push-To-Talk (see Section 12.4.4.6)
- Live Replay (see Section 12.4.4.7)
- Large Group Calls (see Section 12.4.4.8)
- Broadcast Call Initiation Rights (see Section 12.4.4.9)
- Audio session recording (see Section 12.4.4.10)
- Multi-talk groups (see Section 12.4.4.11)
- Active talk group auto-selection (see Section 12.4.4.12)
- Video Calls (see Section 12.4.4.13)
- Video session recording (see Section 12.4.4.14)
- Call Out via PBX (see Section 12.4.4.15)
- Call In from external network (see Section 12.4.4.16)
- End Conference Call call when initiator leaves (see Section 12.4.4.17)
- End Push-To-Talk group call when the initiator leaves (see Section 12.4.4.18)

Note: *These features are optional and displayed only if the Admin has activated them.*

The Web Organization Administrator can see the detailed information for each parameter by clicking on the ***[ⓘ]*** button.

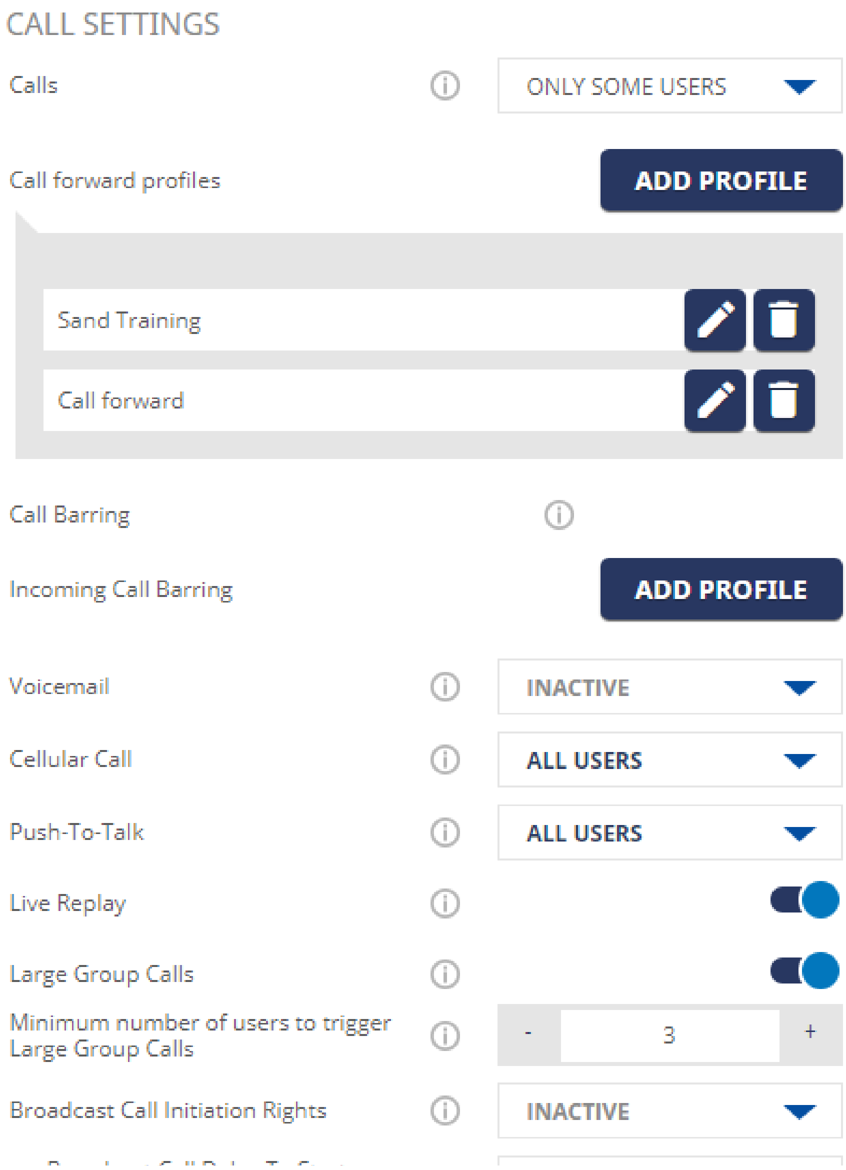


Figure 12.9 CALL SETTINGS - SETTINGS MENU

12.4.4.1 Calls (Figure 12.10)

The "Calls" feature (item 1) allows users to make VoIP calls and initiate Conference Calls.

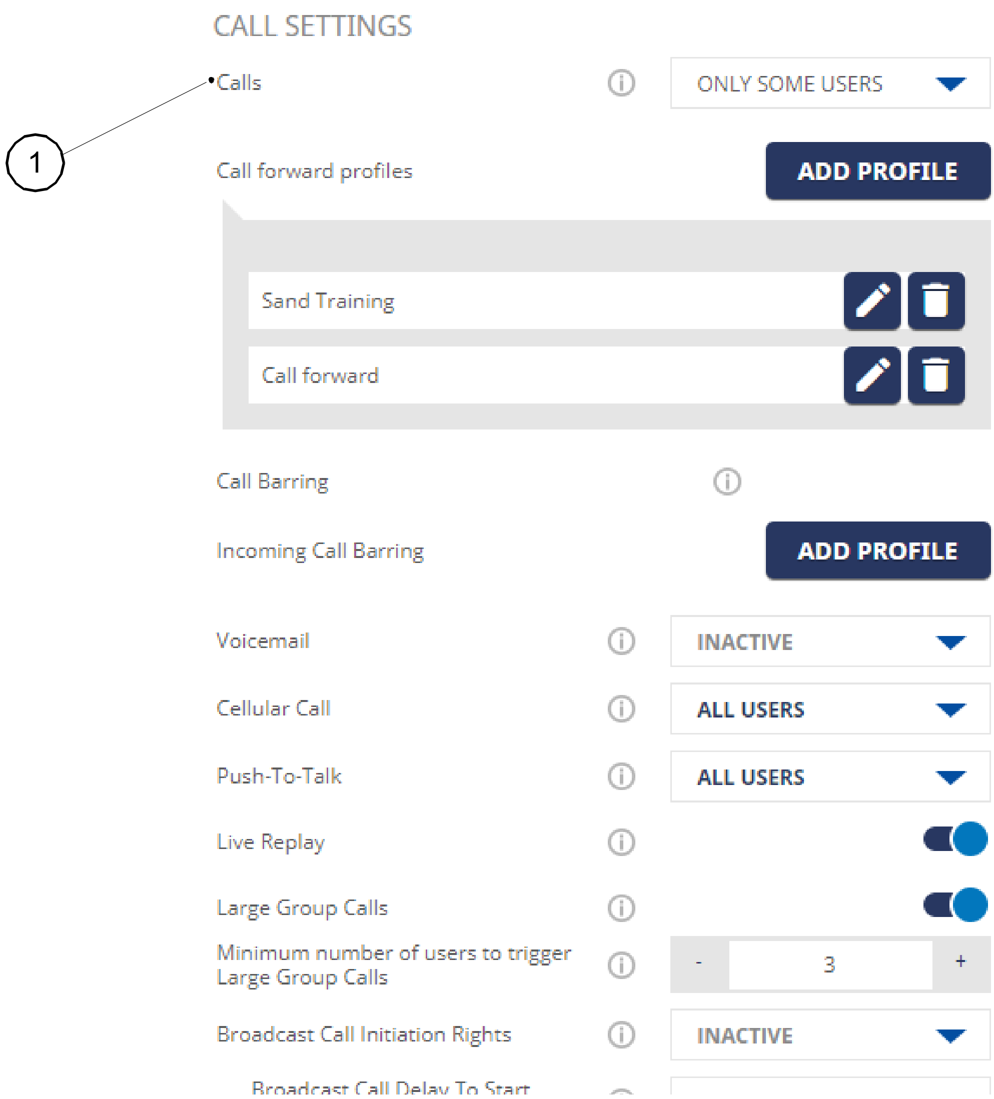


Figure 12.10 CALLS - CALL SETTINGS

Table 12.2 provides information on the editable parameter.

PARAMETER	VALUE	COMMENT
• Calls	• Inactive • All users • Only some users	• Activate the "Calls" feature (see Section 5.3.3) on a user-by-user basis if the ***{Calls}*** drop-down menu (item 1) is set to "Only some users".

Table 12.2 CALLS - CALL SETTINGS

12.4.4.2 *Call forward profiles*

The "Call forward profiles" feature (Figure 12.11, item 1) allows the Web Organization Administrator, when a person (Agnet or external user) makes a call to an Agnet user and the recipient is already in a call, does not answer, or is unreachable, to configure one of the following options:

- Organization user: to select a user from the Organization to forward the call to
- External number: to enter the phone number of an external contact to forward the call to

Note: *One or more Call Forward profiles can be configured.*

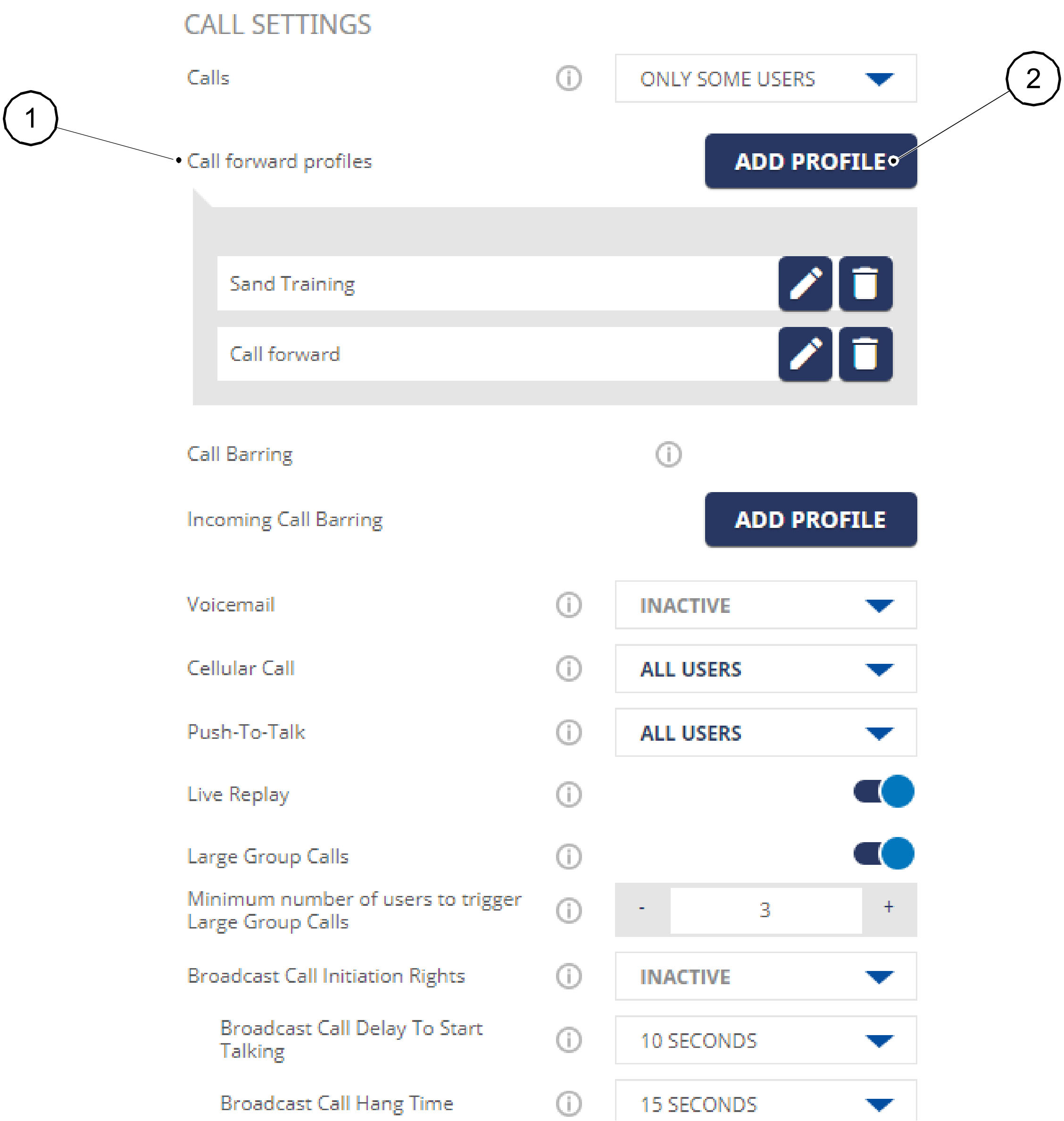


Figure 12.11 CALL FORWARD - CALL SETTINGS

Procedure

- Click on the ***[ADD PROFILE]*** button (Figure 12.11, item 2)
  A **"CALL FORWARD"** window opens (Figure 12.12).

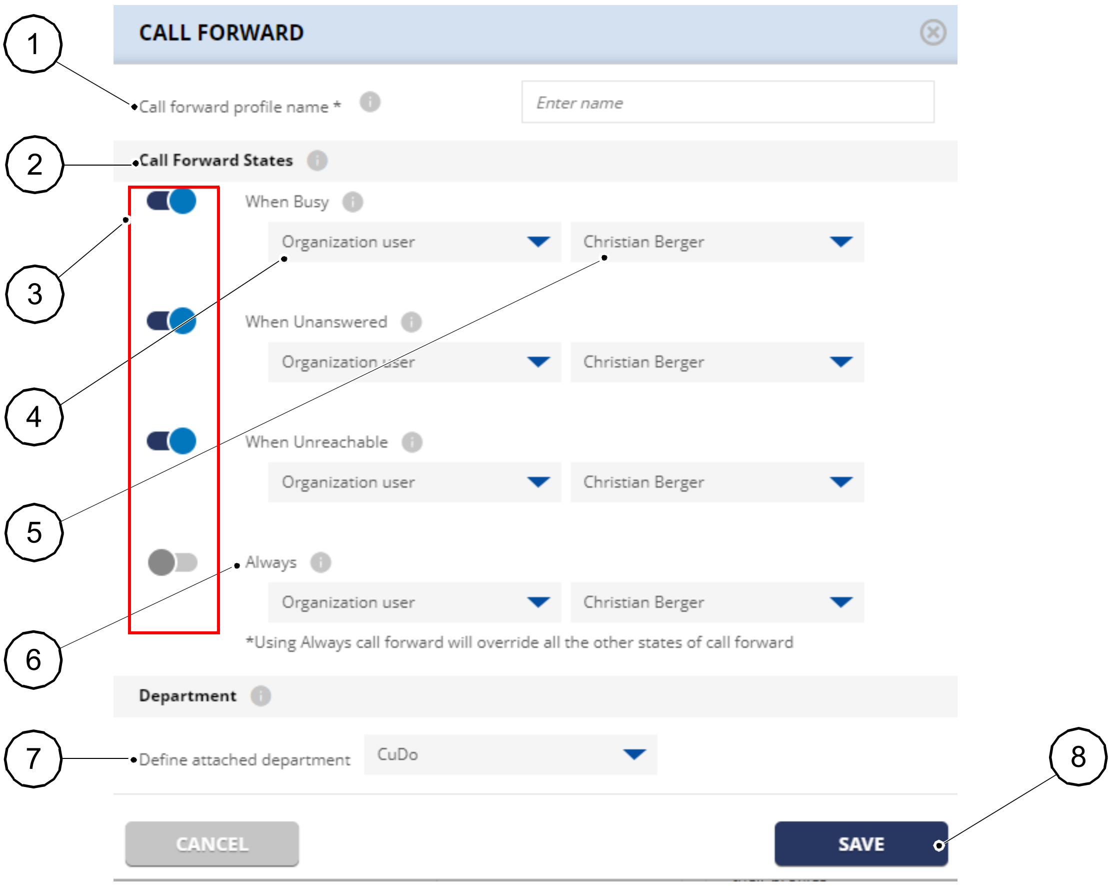


Figure 12.12 CALL FORWARD WINDOW

- Enter a name in the ***{Call forward profile name}*** field (Figure 12.12, item 1)
- In the ***{Call Forward States}*** area (item 2):
  - Enable one or more options (item 3)

    Note: *If the "Always" state (item 6) is selected, it will override the settings defined for each type of Call Forward, whether they are active or not.*
  - Select "Organization user" or "External number" from the drop-down menu (item 4)

    Note: *The "Organization user" option is selected by default from the drop-down menu.*
  - Select a user from the drop-down menu for which the forwarding call applies (item 5)
- Define the department from the ***{Define attached department}*** drop-down menu (item 7)
- Click on the ***[SAVE]*** button (item 8)
  A notification is displayed to confirm the update.

The call forward profile (Figure 12.13, item 1) is added under the ***[ADD PROFILE]*** button.

Figure 12.13 CALL FORWARD PROFILE ADDED

The Web Organization Administrator can:

- Click on the ***[ ]*** button (item 2) to edit the profile
- Click on the ***[ ]*** button (item 3) to delete the profile

12.4.4.3 Call Barring

The "Incoming Call Barring" feature (Figure 12.14, item 1) allows the Web Organization Administrator to prevent Users from receiving calls from specific phone numbers.

Note: *One or more Call Barring profiles can be configured.*

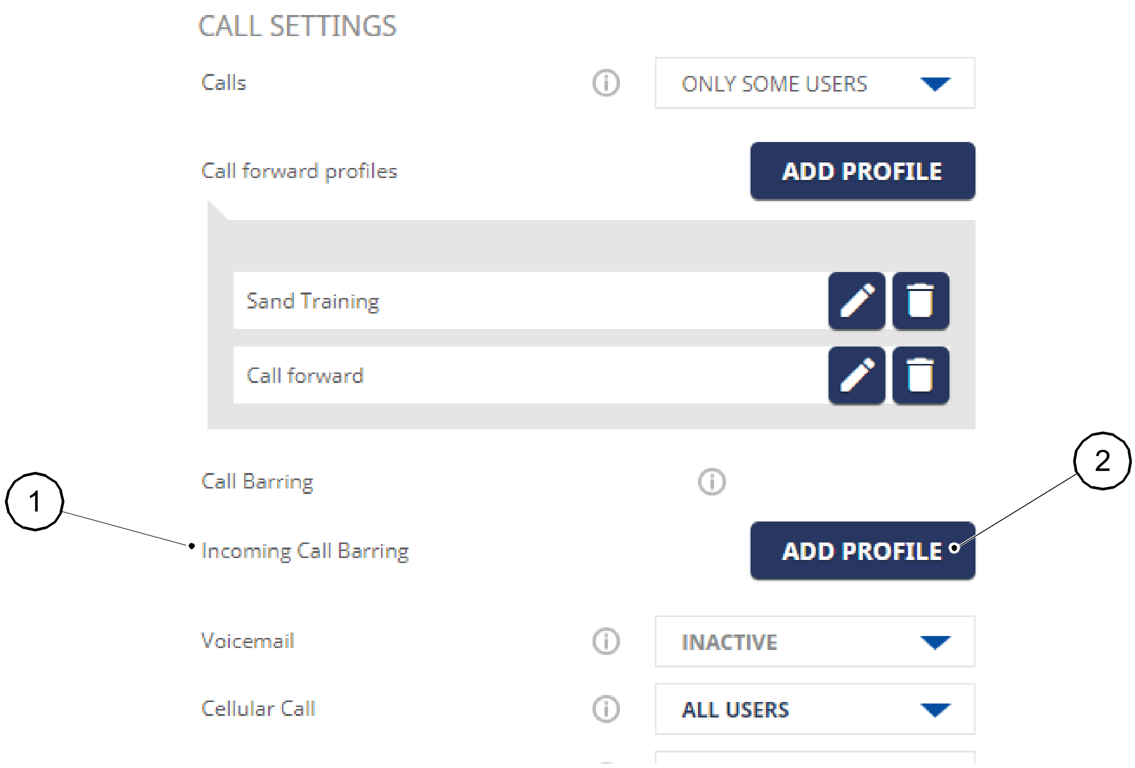


Figure 12.14 INCOMING CALL BARRING - CALL SETTINGS

Procedure

- Click on the ***[ADD PROFILE]*** button (Figure 12.14, item 2)
  A **"INCOMING CALL BARRING PROFILE"** window opens (Figure 12.15).

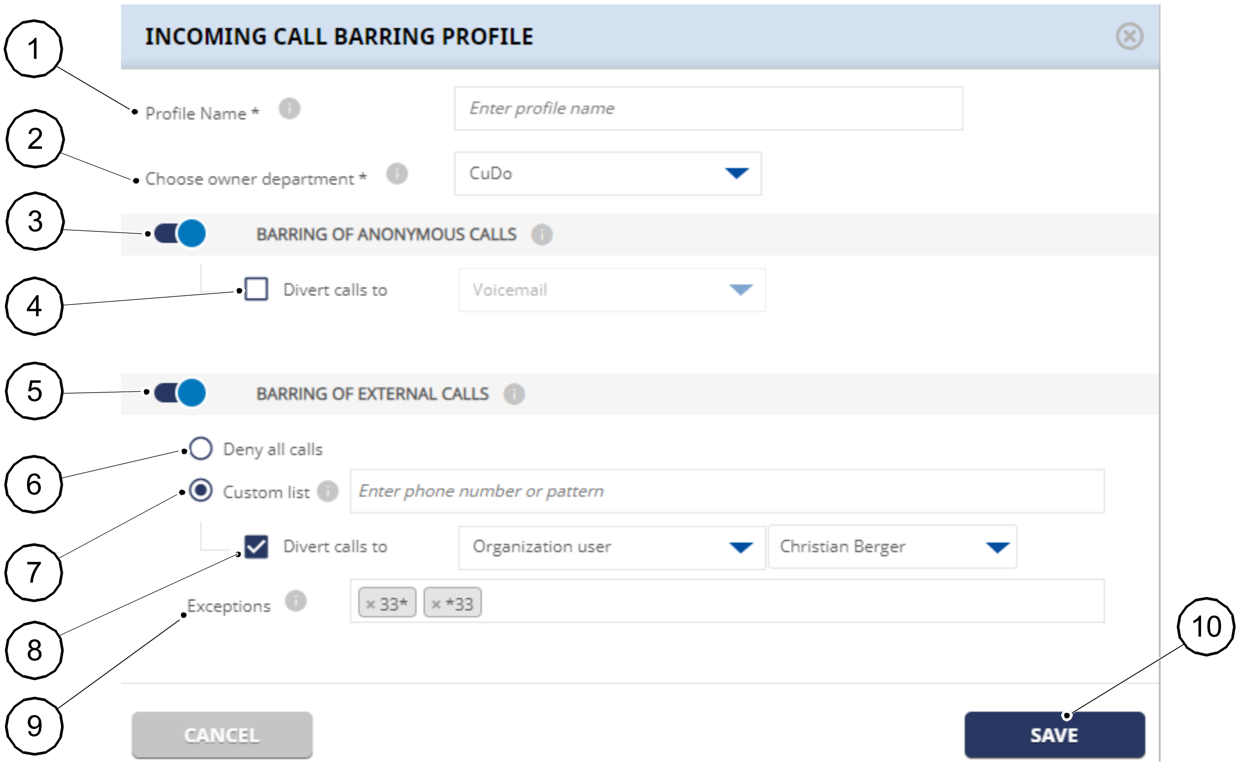


Figure 12.15 INCOMING CALL BARRING PROFILE WINDOW

- Enter a name in the ***{Profile Name}*** field (item 1)
- Define the department from the ***{Choose owner department}*** drop-down menu (item 2)
- Regarding anonymous calls:
  - Enable the ***{BARRING OF ANONYMOUS CALLS}*** area (item 3) to prevent users from receiving calls from anonymous phone numbers
  - Check the ***[Divert calls to]*** checkbox (item 4) to block calls from anonymous phone numbers and redirect them to an Organization User, an External Number or Voicemail
- Regarding external calls:
  - Enable the ***{BARRING OF EXTERNAL CALLS}*** area (item 5) to prevent users from receiving calls from external phone numbers

    Note: *The "Call Out via PBX" feature must be enabled.*
  - Choose the ***[Deny all calls]*** checkbox (item 6) to block all calls from external phone numbers

    or
  - Choose the ***[Custom list]*** checkbox (item 7) to block all calls from the regular phone numbers, short phone numbers and Patterns

- Check the ***[Divert calls to]*** checkbox (item 8) to block calls from external phone numbers and redirect them to an Organization User, an External Number or Voicemail
- Enter regular phone numbers, short phone numbers and Patterns in the ***{Exceptions}*** field (item 9) to allow calls from this list

- Click on the ***[SAVE]*** button (item 10)

A notification is displayed to confirm the creation.

The incoming call barring profile (Figure 12.16, item 1) is added under the ***[ADD PROFILE]*** button.

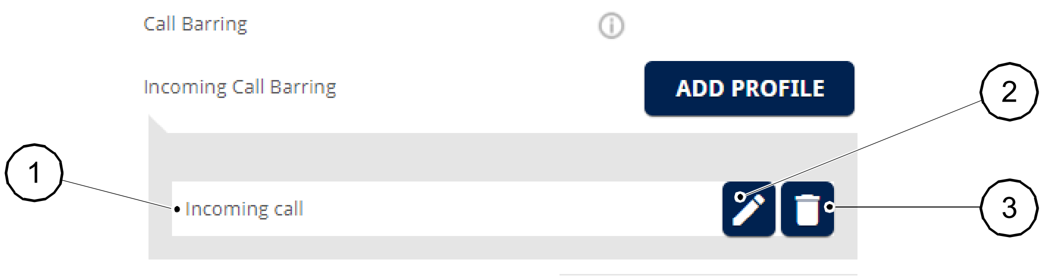


Figure 12.16 CALL BARRING PROFILE ADDED

The Web Organization Administrator can:

- Click on the ***[ ]*** button (item 2) to edit the profile
- Click on the ***[ ]*** button (item 3) to delete the profile

12.4.4.4 Voicemail (Figure 12.17)

The "Voicemail" feature (item 1) allows a person (Agnet user or external user) to leave a voice message for the recipient who is currently on a call, not answering, or unreachable.

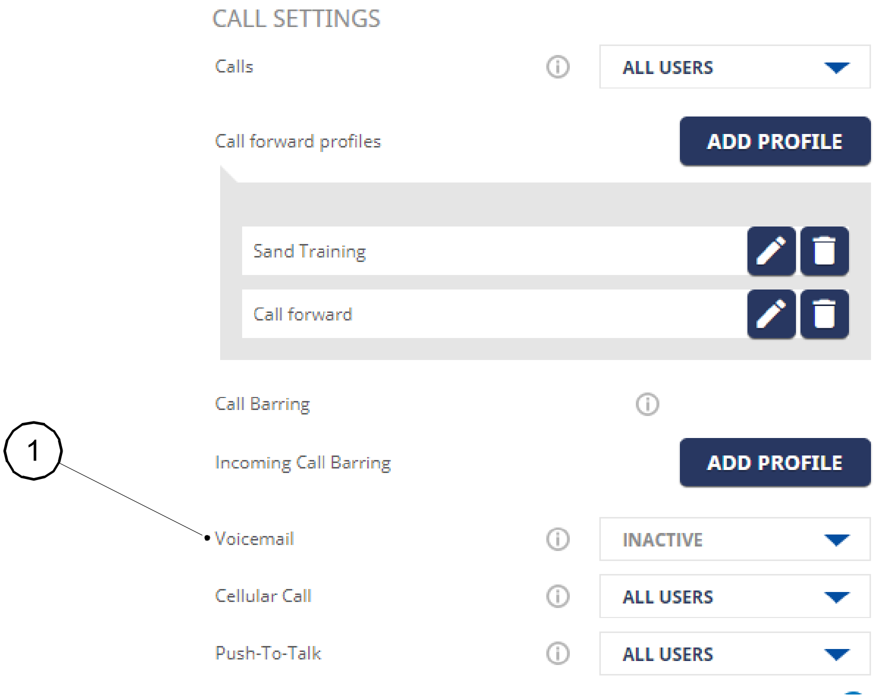


Figure 12.17 VOICEMAIL - CALL SETTINGS

The "Voicemail" feature (item 1) may have one of three values at the Organization level:

- Inactive
- Active

12.4.4.5 Cellular Call (Figure 12.18)

The "Cellular Call" feature (item 1) allows users to make and receive Cellular Calls from the app.

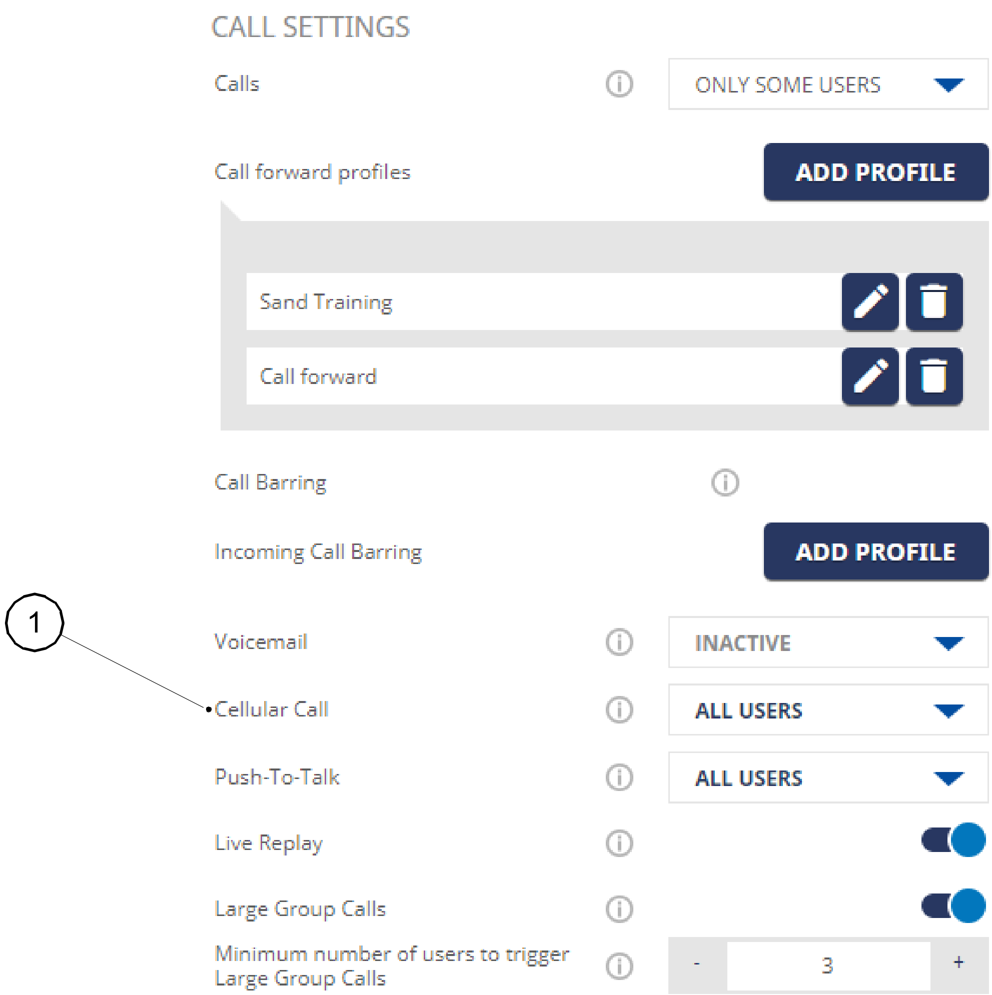


Figure 12.18 CELLULAR CALL - CALL SETTINGS

The "Cellular Call" feature (item 1) may have one of three values at the Organization level:

- Inactive
- All users
- Only some users

Note: *Activate the "Push-To-Talk" feature (see Section 5.3.3.1) on a user-by-user basis if the* ***{Push-To-Talk}*** *drop-down menu (item 1) is set to "Only some users".*

12.4.4.6 Push-To-Talk (Figure 12.19)

The "Push-To-Talk" feature (item 1) allows users to send instant audio messages that will be heard directly by its recipients. The user's status changes to transmit mode when pressing the ***[PTT]*** button and returns to reception mode when the button is released.

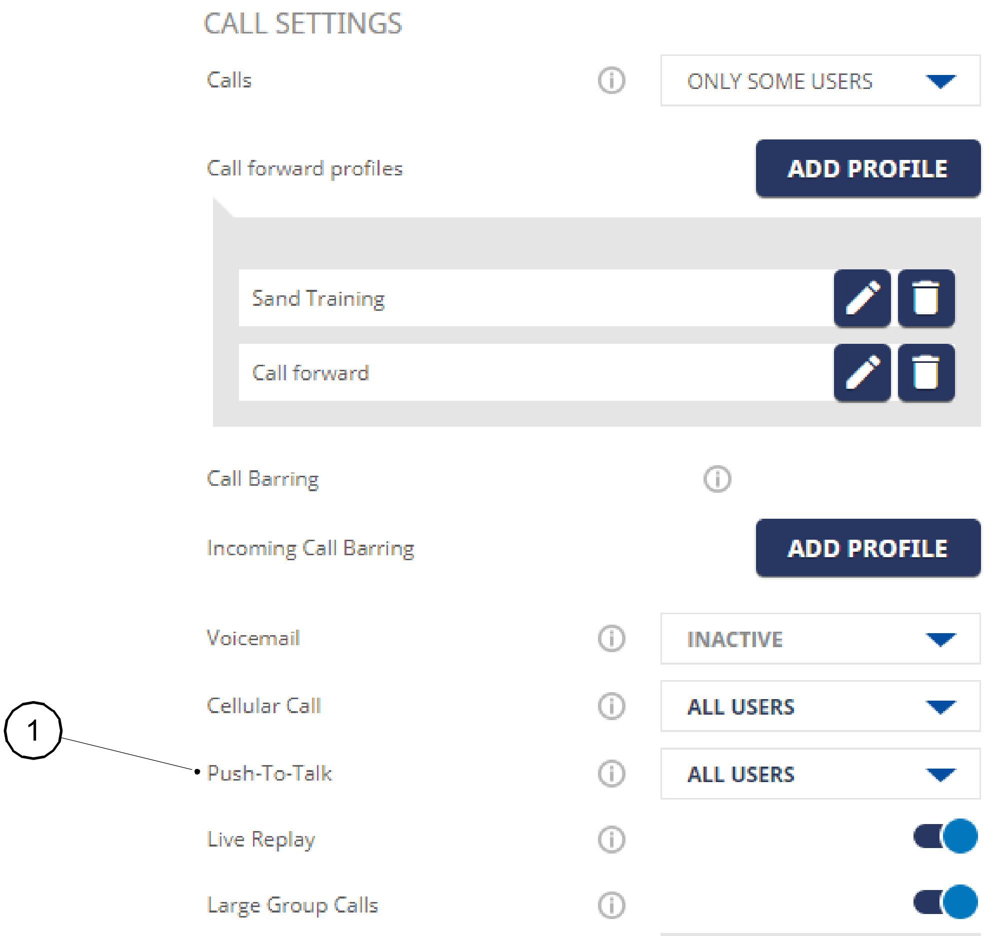


Figure 12.19 PUSH-TO-TALK - CALL SETTINGS

The "Push-To-Talk" feature (item 1) may have one of three values at the Organization level:

- Inactive
- All users
- Only some users

Note: *Activate the "Push-To-Talk" feature (see Section 5.3.3.1) on a user-by-user basis if the **{Push-To-Talk}** drop-down menu (item 1) is set to "Only some users".*

12.4.4.7 Live Replay (Figure 12.20)

The "Live Replay" feature (item 1) allows users to replay the last Push-To-Talk bursts from a Push-To-Talk group call.

Note: *The "Live Replay" feature can be enabled/disabled only if the Push-To-Talk feature is enabled for the Organization.*

The Web Organization Administrator can see the detailed information for each parameter by clicking on the ***[ⓘ]*** button.

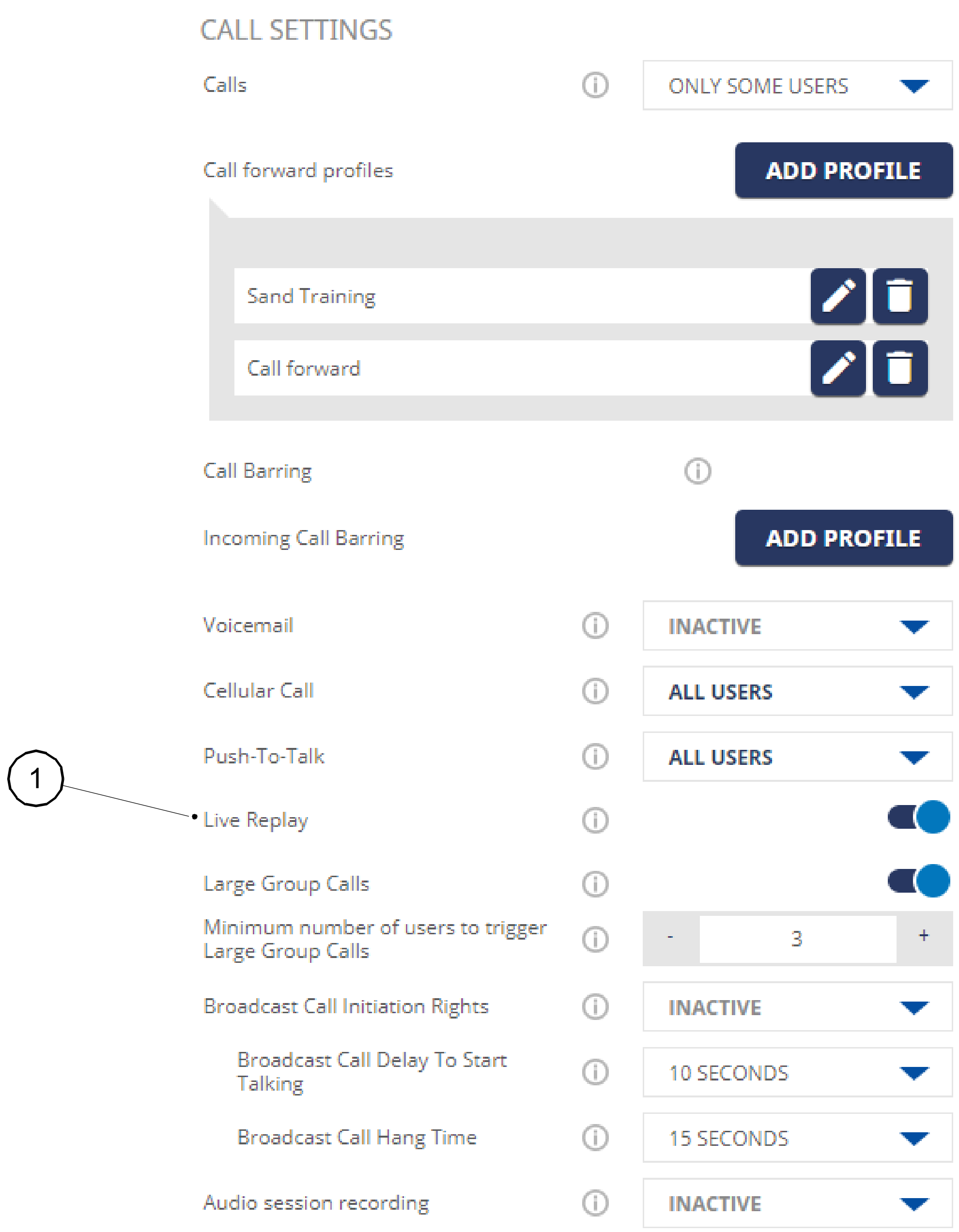


Figure 12.20 LIVE REPLAY - CALL SETTINGS

12.4.4.8 Large Group Calls (Figure 12.21)

The "Large Group Calls" feature (item 1) applies to Push-To-Talk group calls and Talk group. When it is triggered, the status of each user (connected, disconnected, on hold, etc.) will not be displayed in the call to optimize bandwidth.

Use case:

- If 200 is inserted:
  - If the Push-To-Talk group call, Talk group or conference has fewer than 200 users, the call/Talk group will have the old behavior and all statuses of the call will be displayed.
  - If the Push-To-Talk group call, channel or conference has 200 users or more, the new behavior will apply.
- The initial number of users will be counted:
  - If the Push-To-Talk group call or conference started with 199 users, and then X users are added, the old behavior will apply.
  - For Talk groups, the number of users from the group is counted, not the number of connected users.

The Web Organization Administrator can see the detailed information for each parameter by clicking on the *[ⓘ]* button.

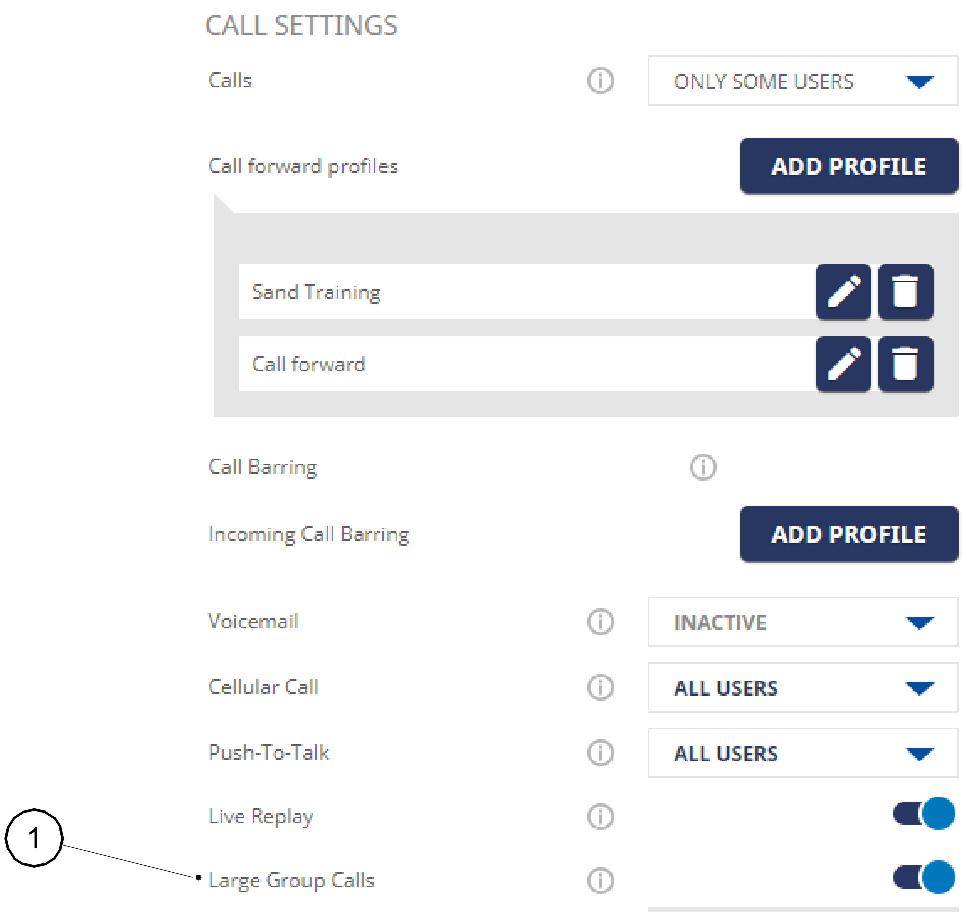


Figure 12.21 LARGE GROUP CALLS - CALL SETTINGS

12

12.4.4.9 Broadcast Call Initiation Rights (Figure 12.22)

The "Broadcast Call Initiation Rights" feature (item 1) allows the Dispatcher to initiate a Broadcast Call with groups/multiple contacts and talk. The recipients of the Broadcast Call will not be able to reply.

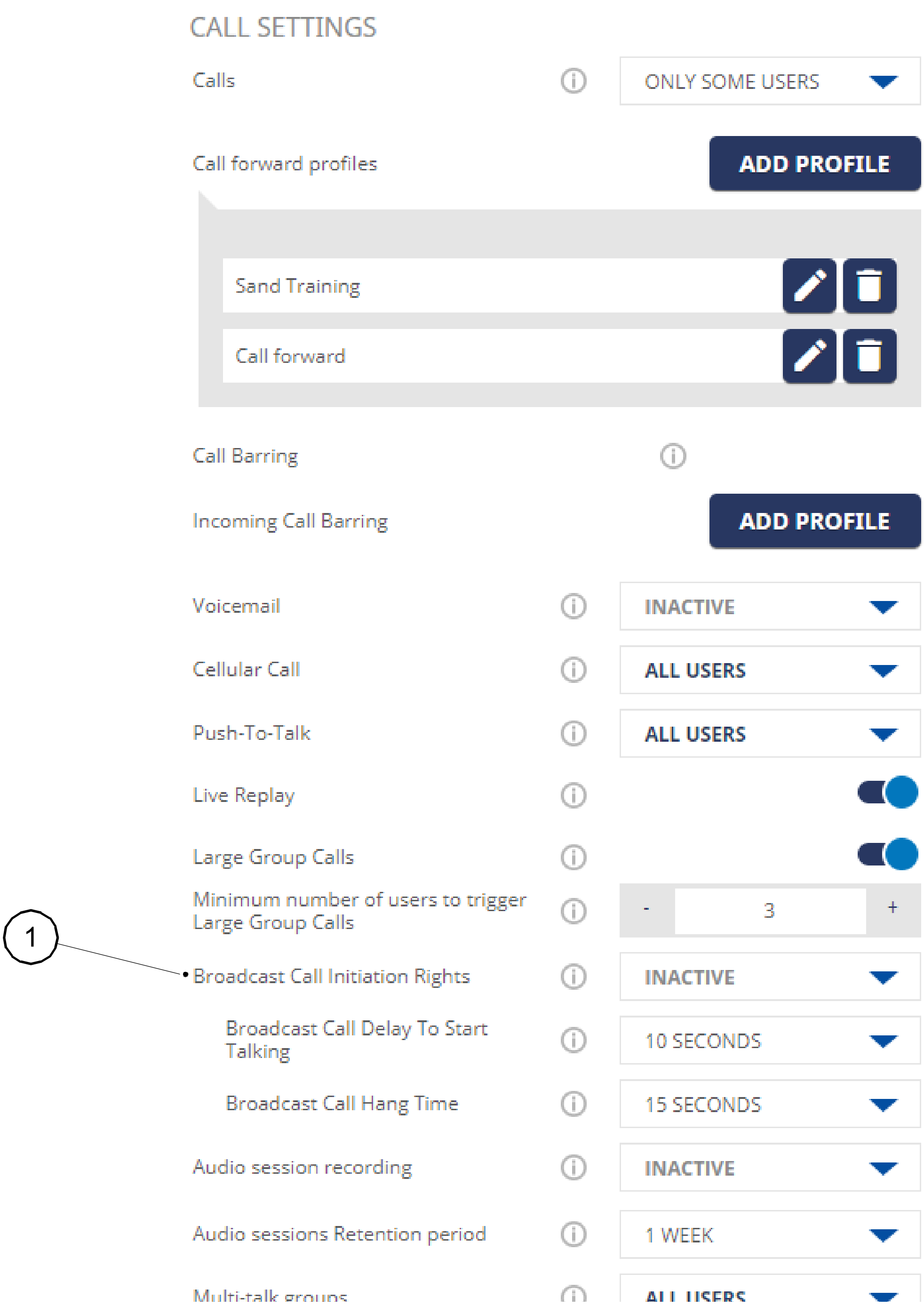


Figure 12.22 BROADCAST CALL INITIATION RIGHTS - CALL SETTINGS

Table 12.3 provides information on the editable parameters.

PARAMETER	VALUE	COMMENT
• Broadcast Call Initiation Rights	• Inactive • All users • Only some users	• "Inactive": the Dispatchers will not have the right to make a Broadcast Call. • "All users": the Dispatchers will have the right to make a Broadcast Call. • "Only some users": the right to make a Broadcast Call may be independently enabled/disabled for each Dispatcher. **Nota :** *Activate the "Broadcast Call Initiation Rights" feature (see Section 5.3.3) on a user-by-user basis if the **{Broadcast Call Initiation Rights}** drop-down menu (item 1) is set to "Only some users".*
- Broadcast Call Delay To Start Talking	• 0, 5, 10, 15, 20, 25 and 30 seconds	• Period to wait before the initiator of a Broadcast Call will start the transmission, after the initiation of the Broadcast Call. The transmission will start when all the recipients have answered or at least one recipient is connected after the delay. If no recipients are connected, the transmission will start when the first recipient joins the call after the delay.
- Broadcast Call Hang Time	• 0, 5, 10, 15, 20, 25 and 30 seconds	• Period in seconds between two consecutive MCPTT transmissions within the same Broadcast Call that will end the call. If "0" is selected, means that the Broadcast Call has a maximum duration of 2 minutes. **Example:** If 5 seconds is selected and the user released the floor, but they did not take the floor again in less than 5 minutes, the Broadcast Call will end.

Table 12.3 BROADCAST CALL INITIATION RIGHTS - CALL SETTINGS

12.4.4.10 *Audio session recording (Figure 12.23)*

The "Audio session recording" feature (item 1) allows users to record VoIP calls, PTT calls, and PTT Talk group sessions.

The Web Organization Administrator can see the detailed information for each parameter by clicking on the ***[ⓘ]*** button.

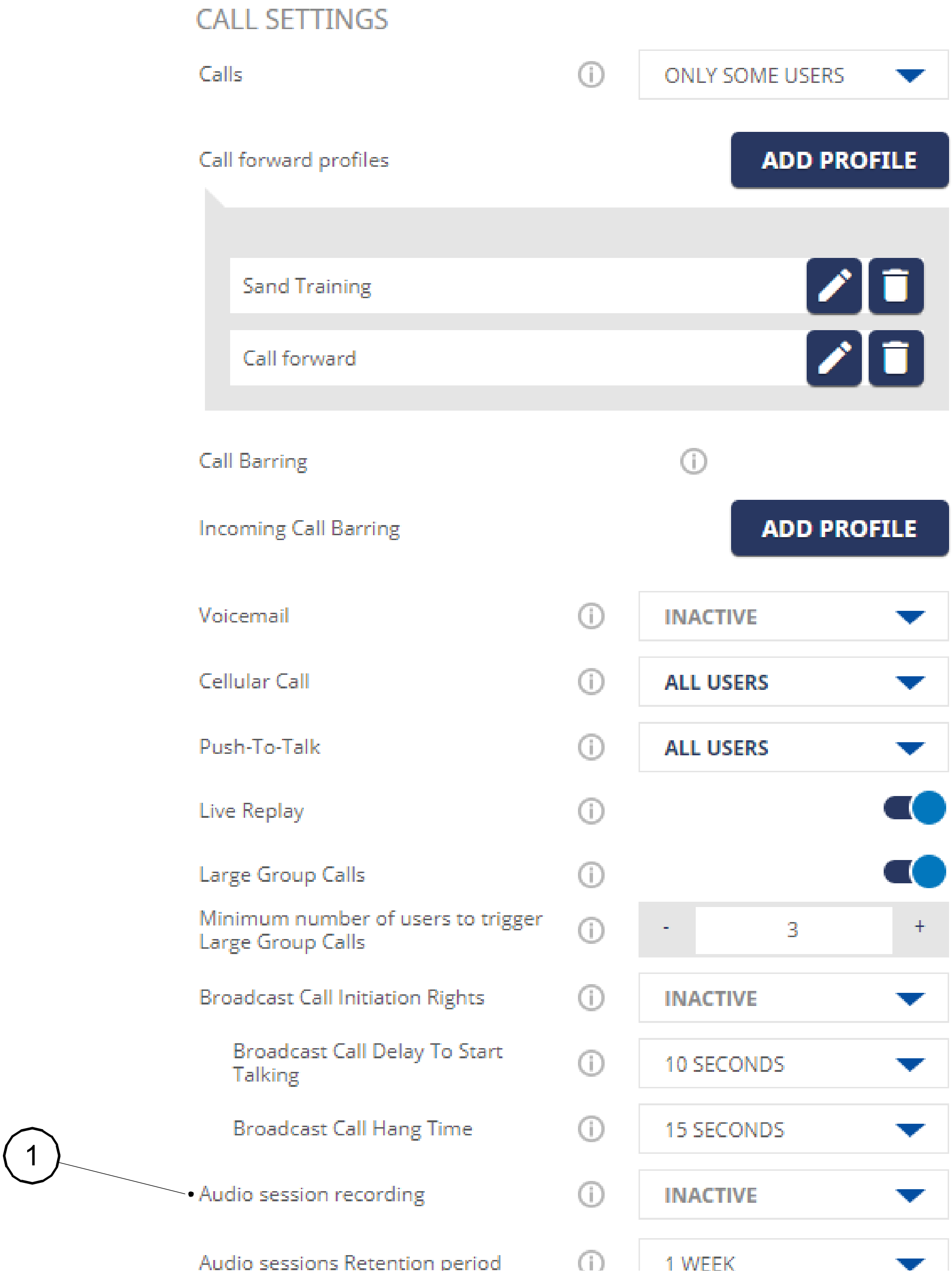


Figure 12.23 AUDIO SESSION RECORDING - CALL SETTINGS

Table 12.4 provides information on the editable parameters.

PARAMETER	VALUE	COMMENT
• Audio session recording	• Inactive • All users • Only some users	• Activate the "Audio session recording" feature (see Section 5.3.3) on a user-by-user basis if the ***{Audio session recording}*** drop-down menu (item 1) is set to "Only some users". Check this box to record the voice call sessions that involve this user.

Table 12.4 AUDIO SESSION RECORDING - CALL SETTINGS

If the ***{Audio session recording}*** drop-down menu (item 1) is set to "All users" or "Only some users", the Web Organization Administrator can:

- Upload the retrieve audio recordings on a FTP server (see Section 12.4.4.10.1)
- Send the retrieve audio recordings by e-mail to one or several recipients (see Section 12.4.4.10.2)
- Select the retention period for the audio (see Section 12.4.4.10.3)

12.4.4.10.1Audio records retrieval on FTP

Procedure

- Select "All users" or "Only some users" from the ***{Audio session recording}*** drop-down menu (Figure 12.23, item 1)

  An **"IMPORTANT"** window opens (Figure 12.24).

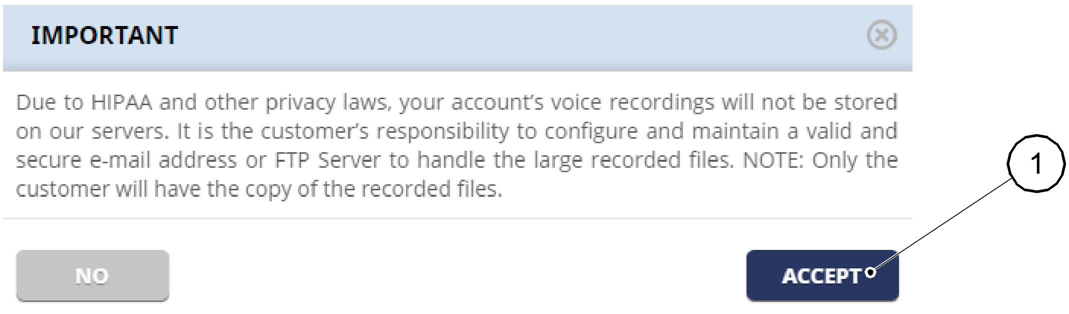


Figure 12.24 IMPORTANT WINDOW

- Click on the ***[ACCEPT]*** button (Figure 12.24, item 1)

  The "Audio records retrieval" feature appears (Figure 12.25, item 1).

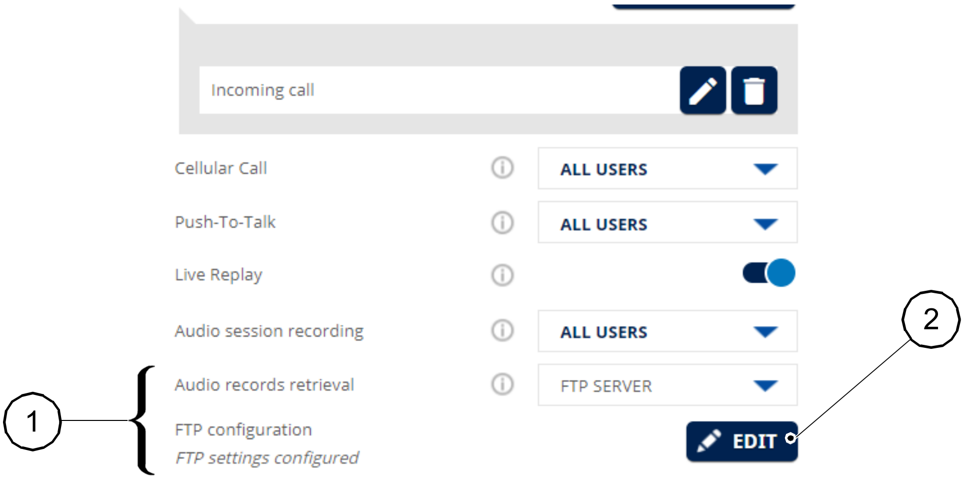


Figure 12.25 AUDIO RECORDS RETRIEVAL - FTP

- Click on the ***[EDIT]*** button (Figure 12.25, item 2) of the "FTP configuration" feature
  An **"FTP SERVER CONFIGURATION"** window opens (Figure 12.26).

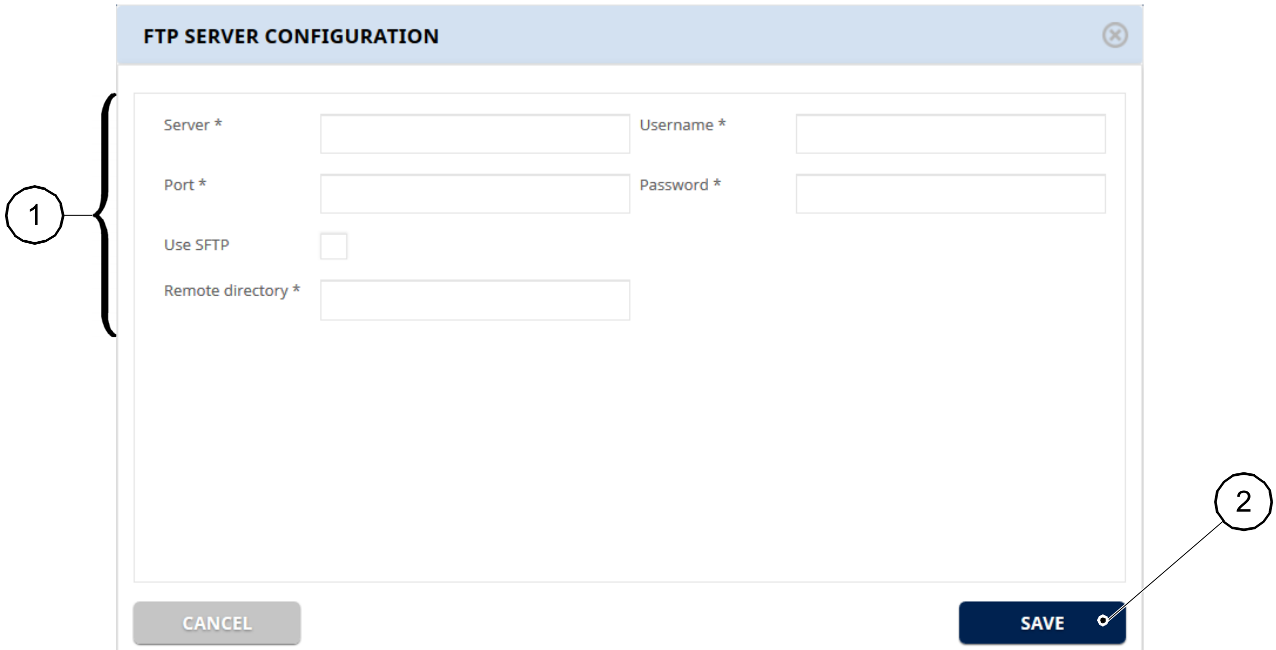


Figure 12.26 FTP SERVER CONFIGURATION - AUDIO RECORDS RETRIEVAL

- Enter the mandatory attributes that are indicated with an asterisk (Figure 12.26, item 1)
- Click on the ***[SAVE]*** button (item 2)

  "FTP settings configured" appears under the "FTP configuration" feature (Figure 12.25, item 1).

12.4.4.10.2 Audio records retrieval by e-mail

Procedure

- Select "All users" or "Only some users" from the ***{Audio session recording}*** drop-down menu (Figure 12.23, item 1)

  An **"IMPORTANT"** window opens (Figure 12.27).

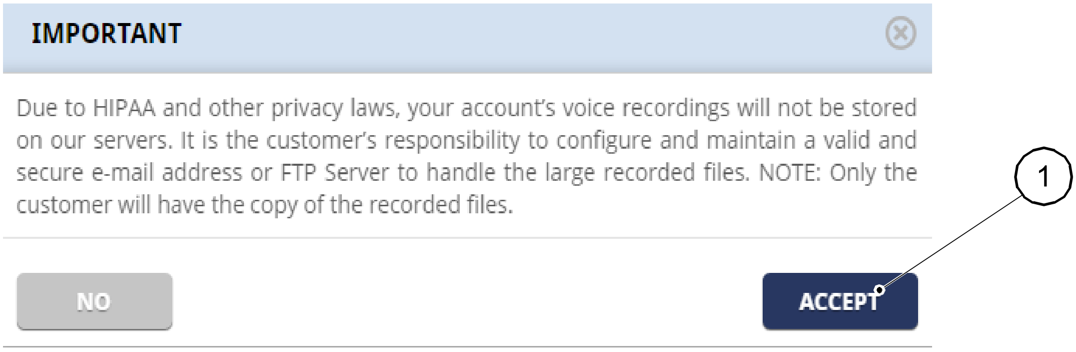


Figure 12.27 IMPORTANT WINDOW

- Click on the ***[ACCEPT]*** button (Figure 12.27, item 1)

  The "Audio records retrieval" feature appears (Figure 12.28, item 1).

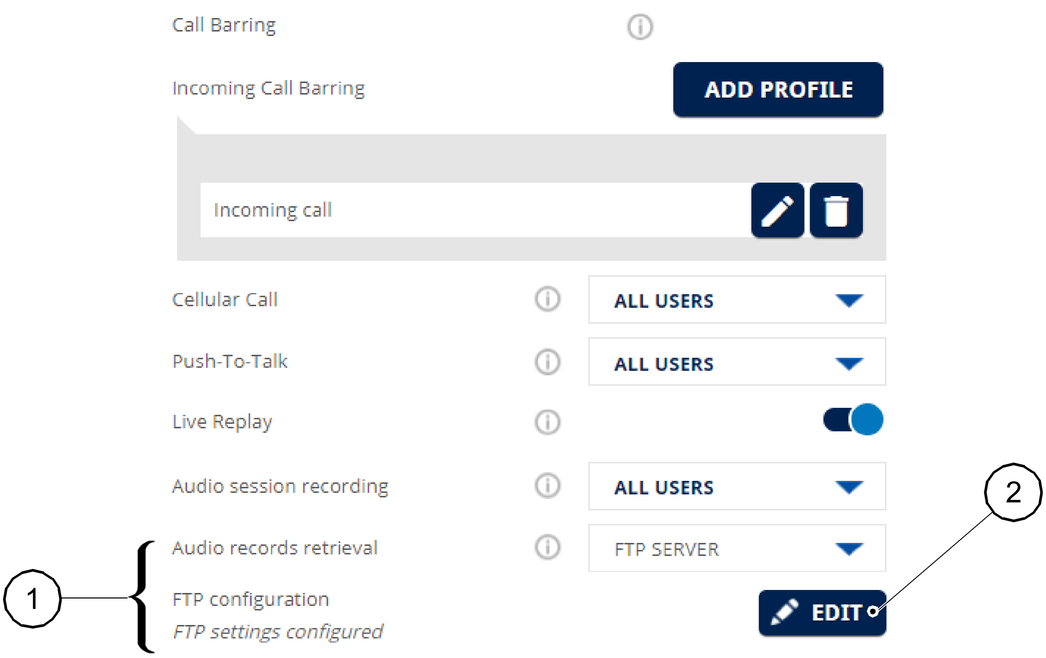


Figure 12.28 AUDIO RECORDS RETRIEVAL - FTP

- Select "E-MAIL ADDRESS" from the ***{Audio session recording}*** drop-down menu (item 2)

12

A ***{Recipient e-mail address}*** field appears (Figure 12.29, item 1).

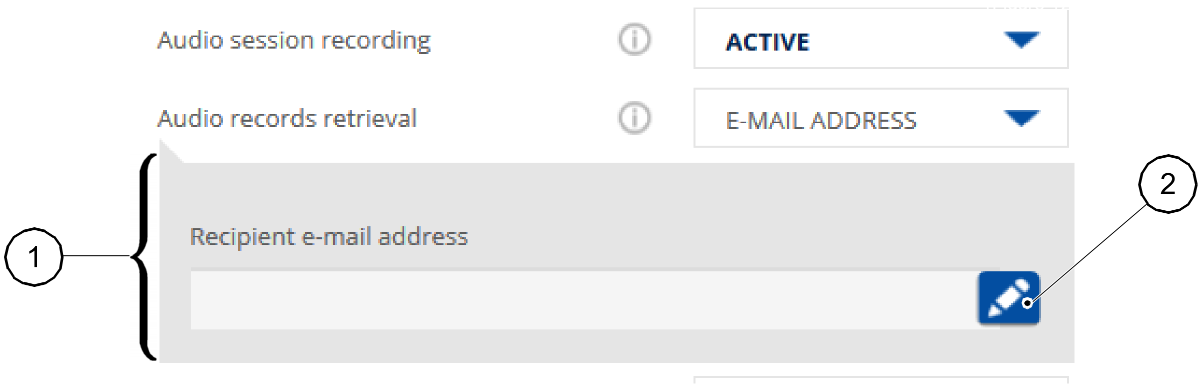


Figure 12.29 RECIPIENT E-MAIL ADDRESS

- Click on the ***[ ]*** button (item 2)

  A **"RECIPIENT E-MAIL ADDRESS"** window opens (Figure 12.30).

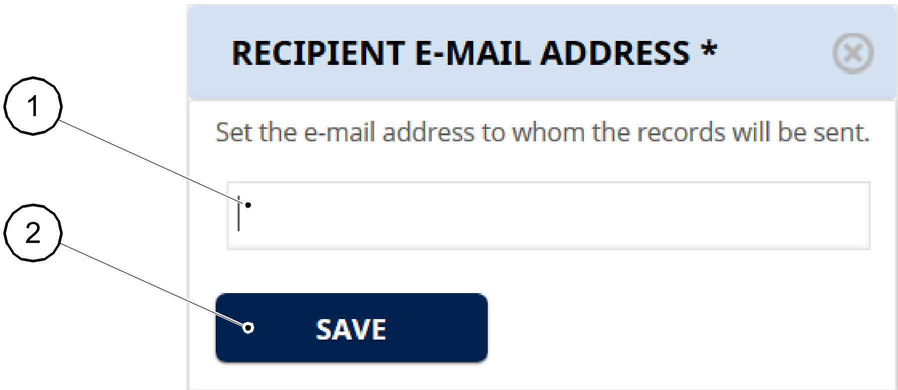


Figure 12.30 RECIPIENT E-MAIL ADDRESS WINDOW

- Enter an e-mail address (Figure 12.30, item 1)
- Click on the ***[SAVE]*** button (item 2)

  A notification is displayed to confirm that this change has been made, and the ***{Recipient e-mail address}*** field contains the recipients' e-mail addresses.

12

12.4.4.10.3 Audio sessions Retention period (Figure 12.31)

The "Audio sessions Retention period" feature (item 1) allows the Web Organization Administrator to select the period (from one week to one year) after which the records will be deleted from the server.

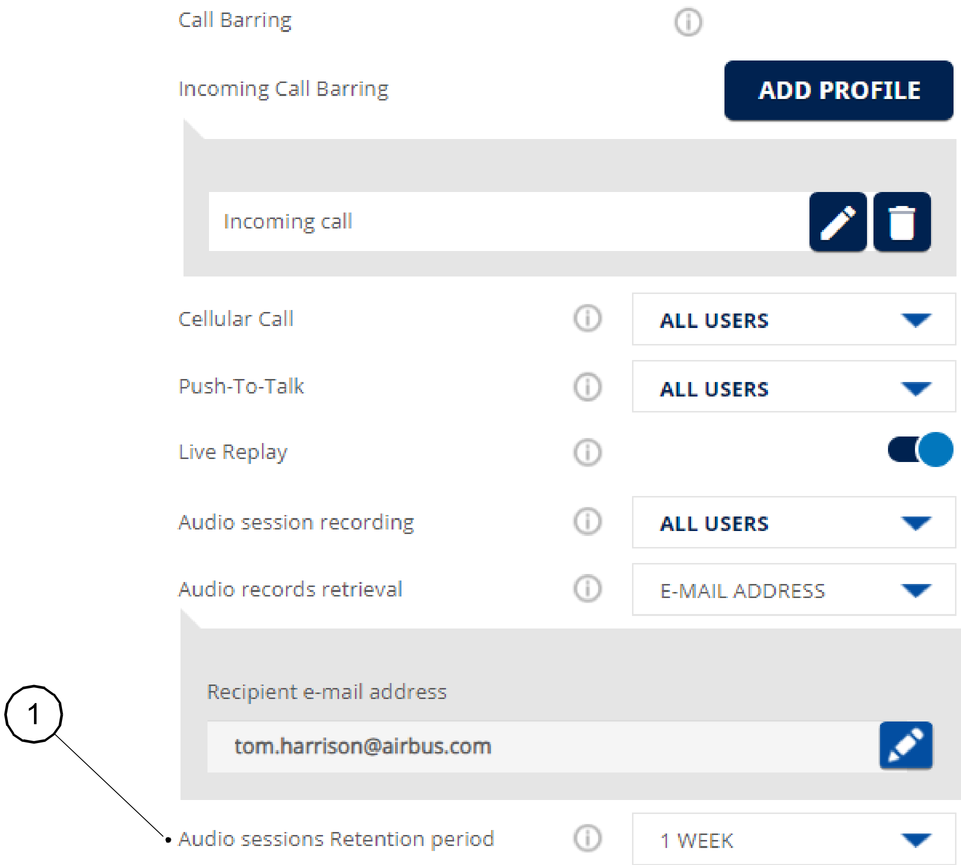


Figure 12.31 AUDIO SESSIONS RETENTION PERIOD - CALL SETTINGS

12

12.4.4.11 Multi-talk groups (Figure 12.33)

The "Multi-talk groups" feature (item 1) allows users to stay connected to multiple Talk groups at the same time.

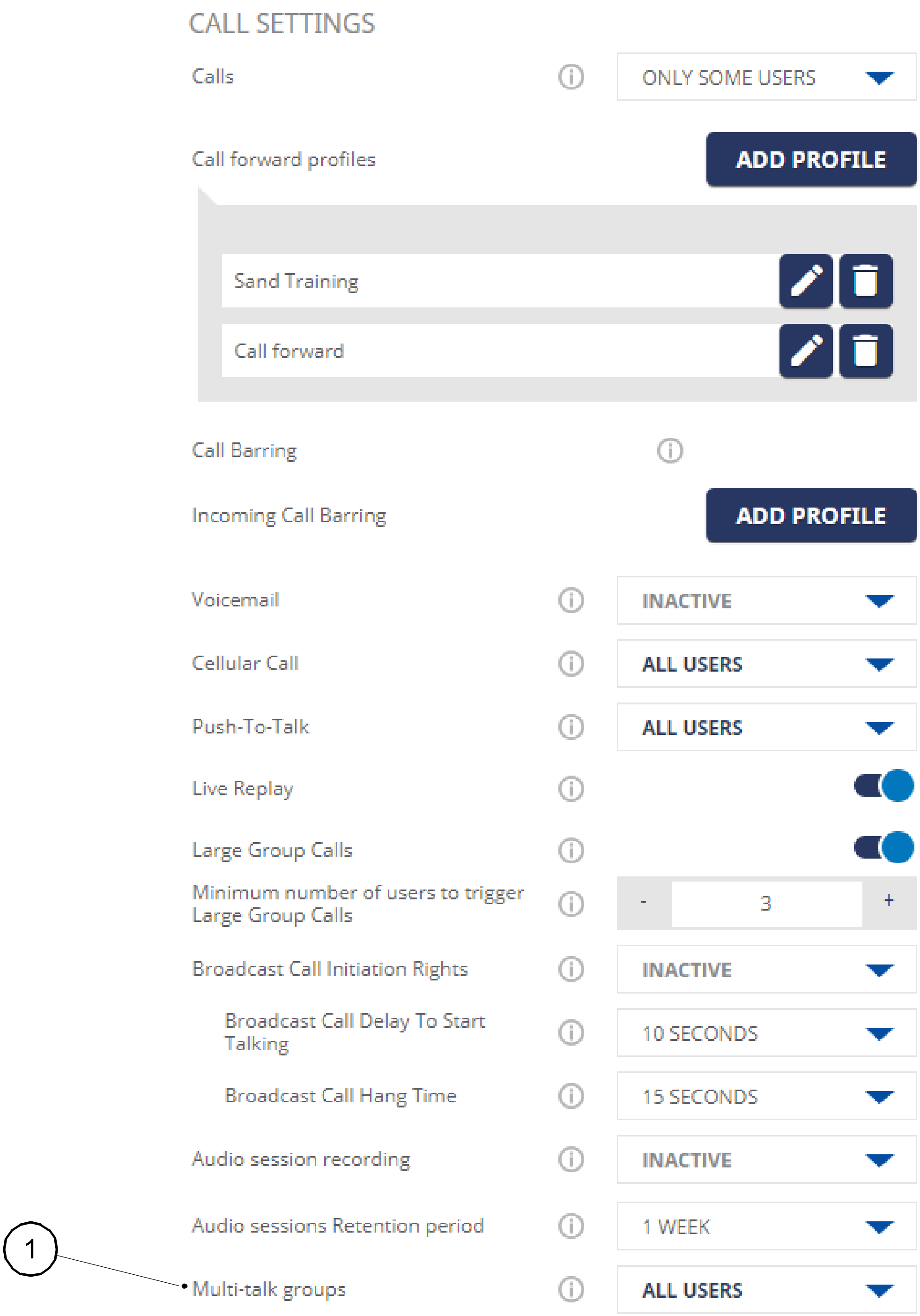


Figure 12.32 MULTI-TALK GROUPS - CALL SETTINGS

Table 12.5 provides information on the editable parameters.

PARAMETER	VALUE	COMMENT
• Multi-talk groups	• Inactive • All users • Only some users	• "Inactive": no user will be able to stay connected on two or more Talk groups at the same time. • "All users": the user will be able to stay connected to multiple Talk groups at the same time. • "Only some users": set the access on a user-by-user basis when creating or editing a user.

Table 12.5 MULTI-TALK GROUPS - CALL SETTINGS

Activate the "Multi-talk groups" feature (see Section 5.3.3) on a user-by-user basis if the ***{Multi-talk groups}*** drop-down menu (item 1) is set to "Only some users".

Note: *If this feature is inactive for a user, this user should not be added to multiple automatic connected Talk groups. If the user is added to multiple automatic connected Talk groups, he/she will stay connected only in the main Talk group or based on the alphabetical order of the Talk groups.*

The "Multi-talk groups" feature impacts the automatic connected Talk groups:

- Only one Talk group set to "Automatic Connection": the user will not be able to change the Talk group on mobile because they are not able to disconnect
- Two or more Talk groups set to "Automatic Connection": only one Talk group will be automatically connected based on alphabetical order
- Two or more Talk groups set to "Automatic Connection" and the user has a main Talk group: only the main Talk group will be automatically connected

The "Active talk group auto-selection" feature (see Section 5.3.3) should be inactive for the user that has the "Multi-talk groups" feature inactive.

12.4.4.12 Active talk group auto-selection (Figure 12.33)

The "Active talk group auto-selection" feature (item 1) allows users to automatically talk in the last active Talk group by pressing the device embedded PTT button or using an accessory when they are connected to multiple Talk groups. This feature is valid for a configured period of time. Once this period of time is over, the user will take the floor in the Talk group that he/she has selected manually.

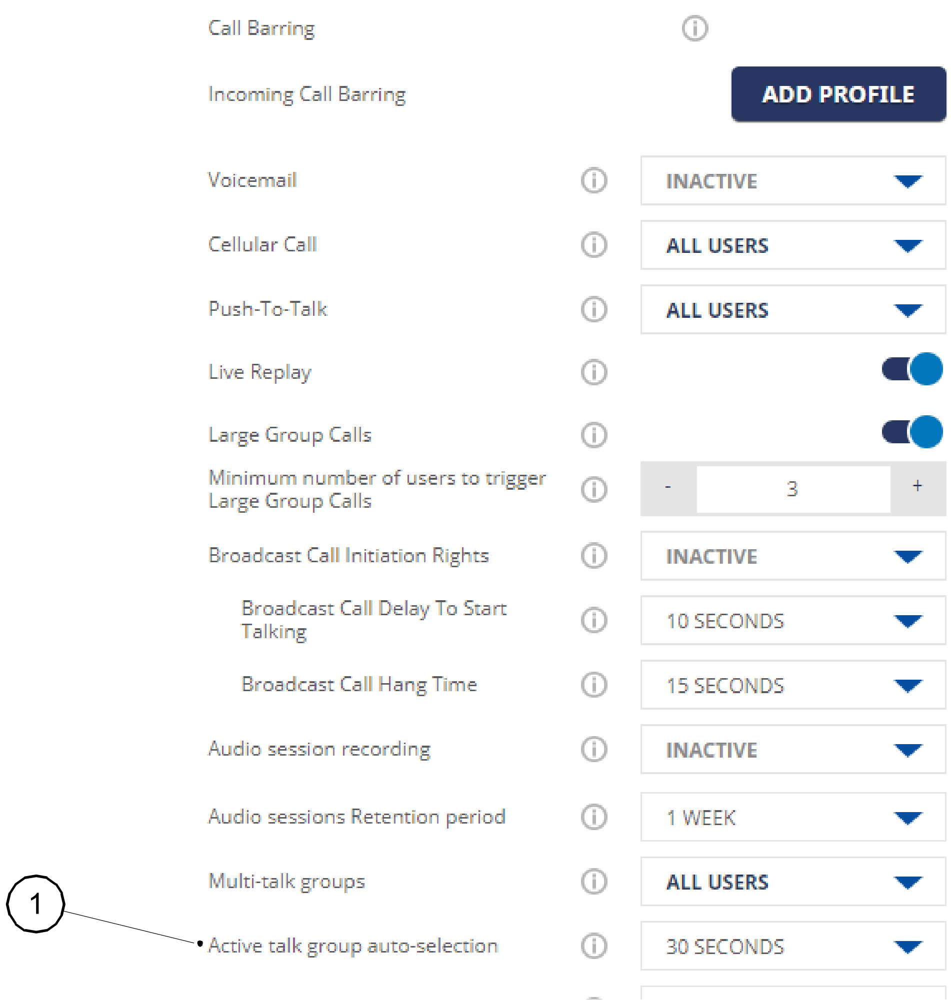


Figure 12.33 ACTIVE TALK GROUP AUTO-SELECTION - CALL SETTINGS

Table 12.6 provides information on the editable parameters.

PARAMETER	VALUE	COMMENT
• Active talk group auto-selection	• Inactive • 5, 10, 20 or 30 seconds	• Activate the "Active talk group auto-selection" feature (see Section 5.3.3) on a user-by-user basis if the ***{Active talk group auto-selection}*** drop-down menu (item 1) is set to "5, 10, 20 or 30 seconds".

Table 12.6 ACTIVE TALK GROUP AUTO-SELECTION - CALL SETTINGS

12.4.4.13 Video Calls (Figure 12.34)

The "Video Calls" feature (item 1) allows users to make and receive Video Calls.

The Web Organization Administrator can see the detailed information for each parameter by clicking on the *[ⓘ]* button.

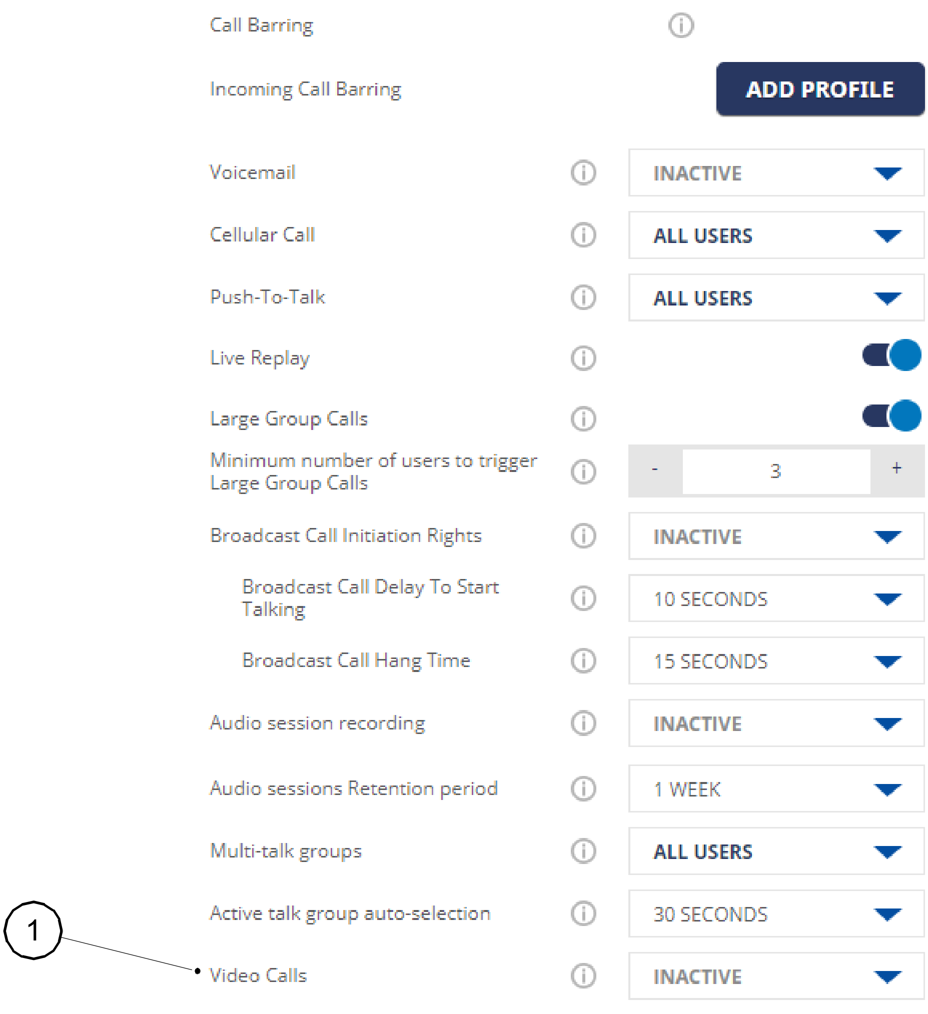


Figure 12.34 VIDEO CALLS - CALL SETTINGS

Table 12.7 provides information on the editable parameters.

PARAMETER	VALUE	COMMENT
• Video Calls	• Inactive • All users • Only some users	• Activate the "Video Calls" feature (see Section 5.3.3) on a user-by-user basis if the ***{Push-To-Talk}*** drop-down menu (item 1) is set to "Only some users".

Table 12.7 VIDEO CALLS - CALL SETTINGS

12

12.4.4.14 Video session recording (Figure 12.35)

The "Video session recording" feature (item 1) allows users to upload video records to an FTP server.

Caution: *The possibility of using an FTP shall be checked against security constraints.*

Table 12.8 provides information on the editable parameters.

PARAMETER	VALUE	COMMENT
• Video session recording	• Disabled • Inactive • Active	• "Disabled": sets the access on a user-by-user basis when creating or editing a user

Table 12.8 VIDEO SESSION RECORDING - CALL SETTINGS

Procedure

- Select "ACTIVE" from the ***{Video session recording}*** drop-down menu (item 1)

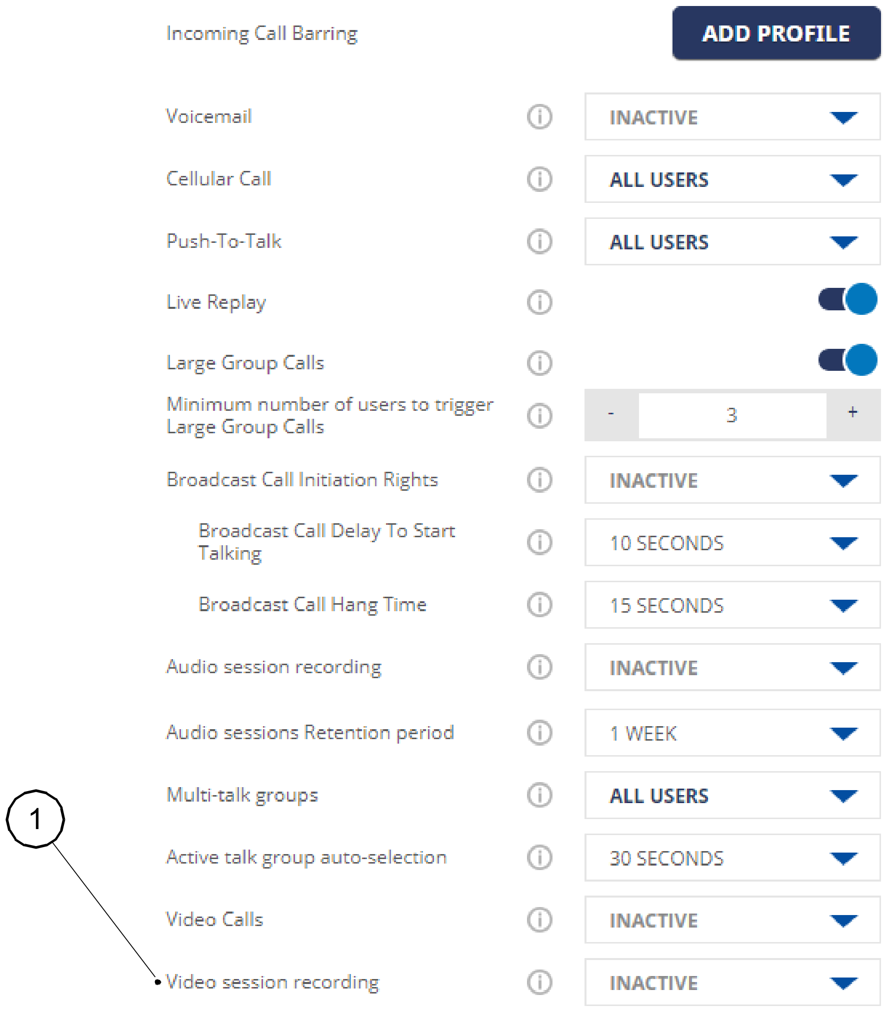


Figure 12.35 VIDEO SESSION RECORDING - CALL SETTINGS

An **"IMPORTANT"** window opens (Figure 12.36).

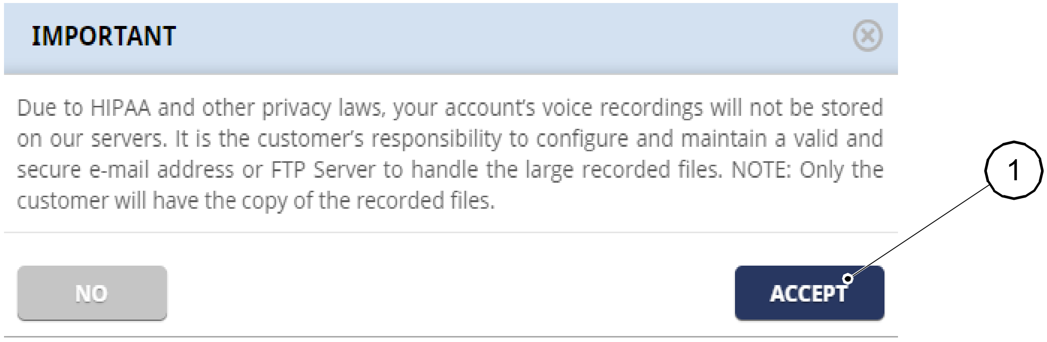


Figure 12.36 IMPORTANT WINDOW

- Click on the ***[ACCEPT]*** button (Figure 12.36, item 1)
  The "FTP configuration" feature appears (Figure 12.37, item 1).

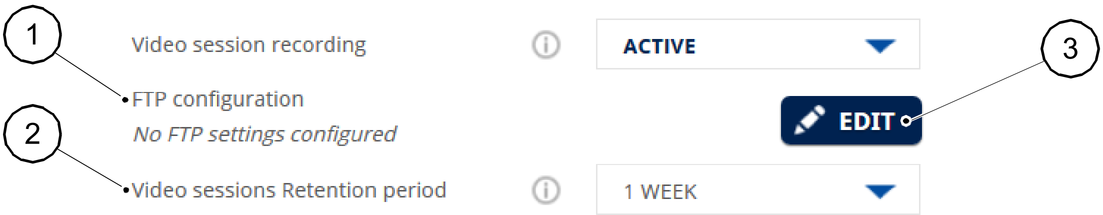


Figure 12.37 FTP CONFIGURATION - VIDEO SESSION RECORDING

- Click on the ***[EDIT]*** button (Figure 12.37, item 3) of the "FTP configuration" feature
  A **"FTP SERVER CONFIGURATION"** window opens (Figure 12.38).

12

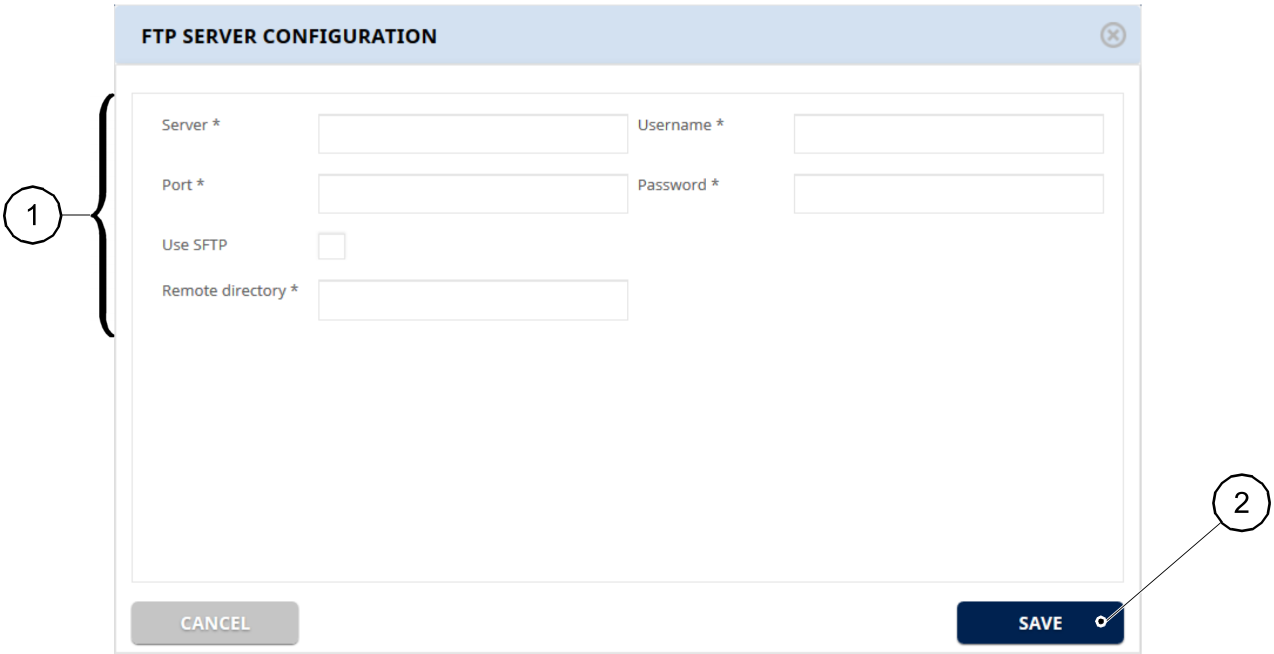


Figure 12.38 FTP SERVER CONFIGURATION - VIDEO SESSION RECORDING

- Enter the mandatory attributes that are indicated with an asterisk (Figure 12.38, item 1)
- Click on the ***[SAVE]*** button (item 2)

  A "FTP settings configured" appears under the "FTP configuration" feature (Figure 12.37, item 1).
- Select the period (from one week to one year) after which the records will be deleted from the server in the ***{Video sessions Retention period}*** drop-down menu (Figure 12.37, item 2)

12.4.4.15 Call Out via PBX (Figure 12.39)

The "Call Out via PBX" feature (item 1) allows users to make Audio Calls outside the app.

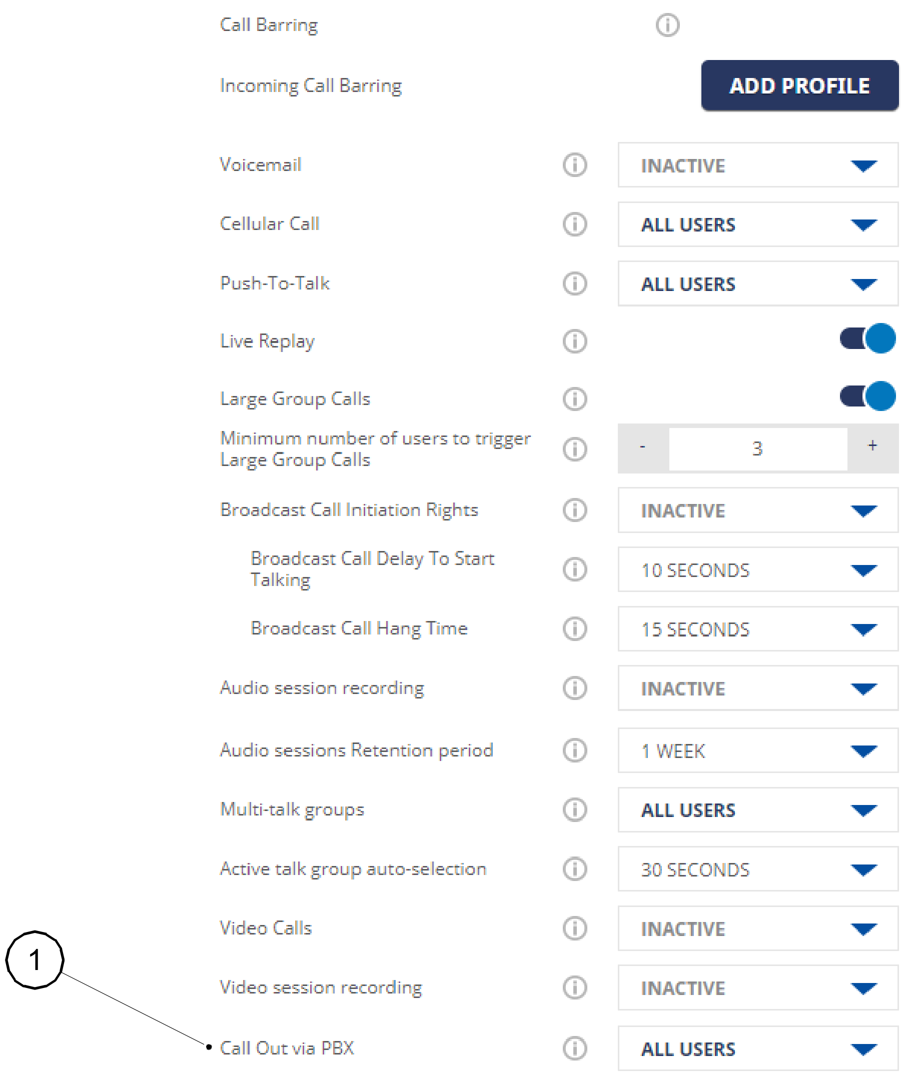


Figure 12.39 CALL OUT VIA PBX - CALL SETTINGS

Table 12.9 provides information on the editable parameters.

PARAMETER	VALUE	COMMENT
• Call Out via PBX	• Inactive • All users • Only some users	• Activate the "Call Out via PBX" feature (see Section 5.3.3) on a user-by-user basis if the ***{Call Out via PBX}*** drop-down menu (item 1) is set to "Only some users".

Table 12.9 CALL OUT VIA PBX - CALL SETTINGS

12.4.4.16 Call In from external network (Figure 12.40)

The "Call In from external network" feature (item 1) allows users to receive VoIP or Group Push-To-Talk Call from external user.

The ***{Call In from external network}*** area allows the Web Organization Administrator to set the following features:

- PTT Call in: External number to Call association (see Section 12.4.4.16.1)
- PTT Call in: Priority Level (see Section 12.4.4.16.2)

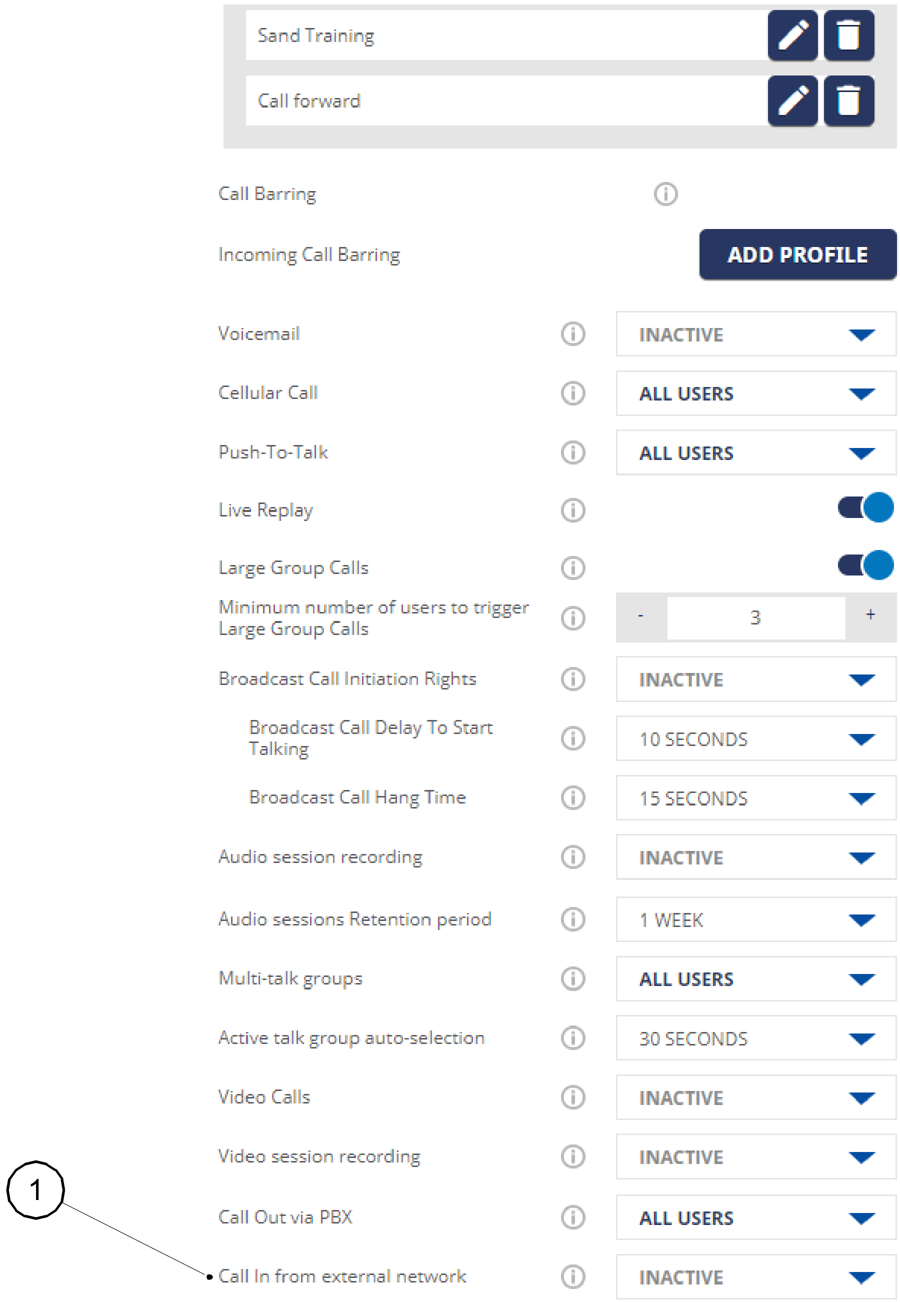


Figure 12.40 CALL IN FROM EXTERNAL NETWORK - CALL SETTINGS

Table 12.10 provides information on the editable parameters.

PARAMETER	VALUE	COMMENT
• Call In from external network	• Inactive • All users • Only some users	• "Inactive": deactivates the feature for all Organization users. VoIP one-to-one and PTT Call In: External Number to Call Association will not be displayed. • "All users": activates the feature for all Organization users. VoIP one-to-one and PTT Call In: External Number to Call Association will be displayed with PTT Call In Priority Level. • "Only some users": sets the access on a user-by-user basis when creating or editing a user. VoIP one-to-one and PTT Call In: External Number to Call Association will be displayed with PTT Call In Priority level.

Table 12.10 CALL IN FROM EXTERNAL NETWORK - CALL SETTINGS

Activate the "Call In from external network" feature (see Section 5.3.3) on a user-by-user basis if the ***{Call In from external network}*** drop-down menu (item 1) is set to "Only some users".

12.4.4.16.1 PTT Call in: External number to Call association

The "PTT Call in: External number to Call association" feature (Figure 12.41, item 1) allows the Web Organization Administrator to insert the PSTN number that will be associated with the predefined Group.

Procedure

- Click on the ***[ADD]*** button (item 2)

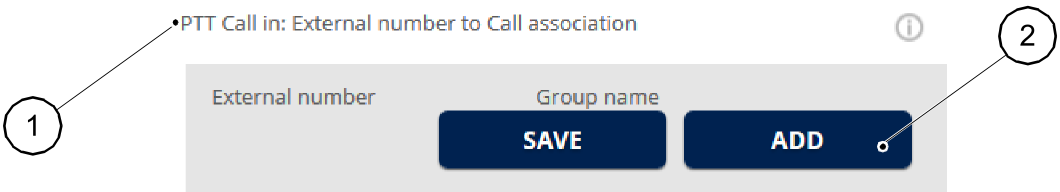


Figure 12.41 PTT CALL IN: EXTERNAL NUMBER TO CALL ASSOCIATION

The ***{External number}*** field and ***{Group name}*** drop-down menu appear (Figure 12.42).

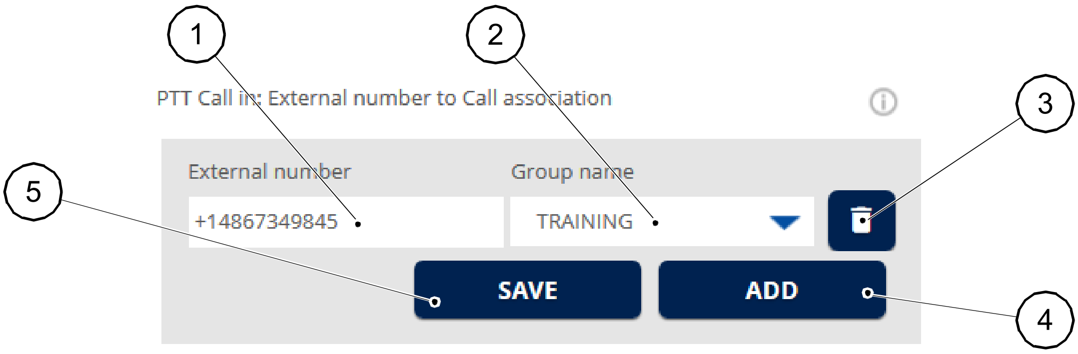


Figure 12.42 ADD PTT CALL IN: EXTERNAL NUMBER TO CALL ASSOCIATION

- Enter an external number in the ***{External number}*** field (Figure 12.42, item 1)

  Note:
  - *The Web Organization Administrator can click on the **[Delete]** button (item 3) to remove the line.*
  - *The external number is a PBX/PSTN number that will be called from an external network.*

- Select a Group from the ***{Group name}*** drop-down menu (item 2)

  Note: *The group will be associated with PBX/PSTN number.*

- Click on the ***[ADD]*** button (item 4) to add other external numbers if necessary
- Click on the ***[SAVE]*** button (item 5)

  A **"CONFIRMATION REQUIRED"** dialog box opens (Figure 12.43).

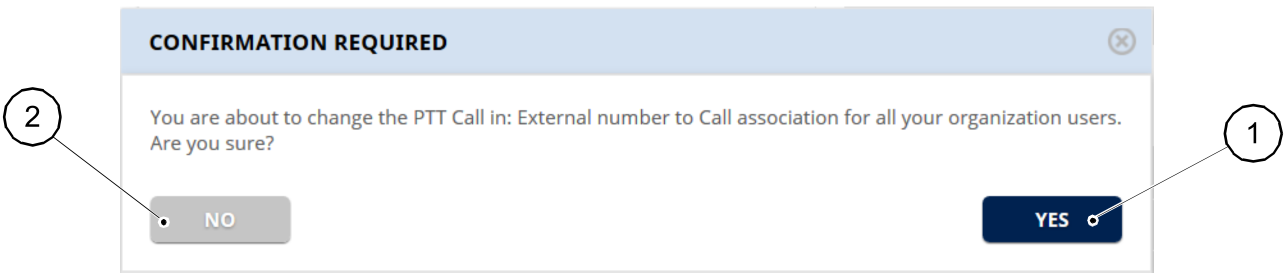


Figure 12.43 EXTERNAL NUMBER TO CALL ASSOCIATION CONFIRMATION DIALOG BOX

- Click on the ***[YES]*** button (Figure 12.43, item 1) to confirm

  Note: *The Web Organization Administrator can click on the **[NO]** button (item 2) to close the operation.*

When the PSTN/PBX number is called from the outside, the recipient group set in the ***{Group name}*** drop-down menu will receive the Push-To-Talk group call.

Note: *One external phone number can be associated to only one predefined group.*

12.4.4.16.2 PTT Call-in: Priority Level (Figure 12.44)

The "PTT Call-in: Priority Level" feature (item 1) allows the external user to take the floor in a Push-To-Talk call based on priority.

The drop-down menu displays all the "Priority Levels" (item 2) configured for the Organization. The default value represents the maximum Priority Level set for the organization.

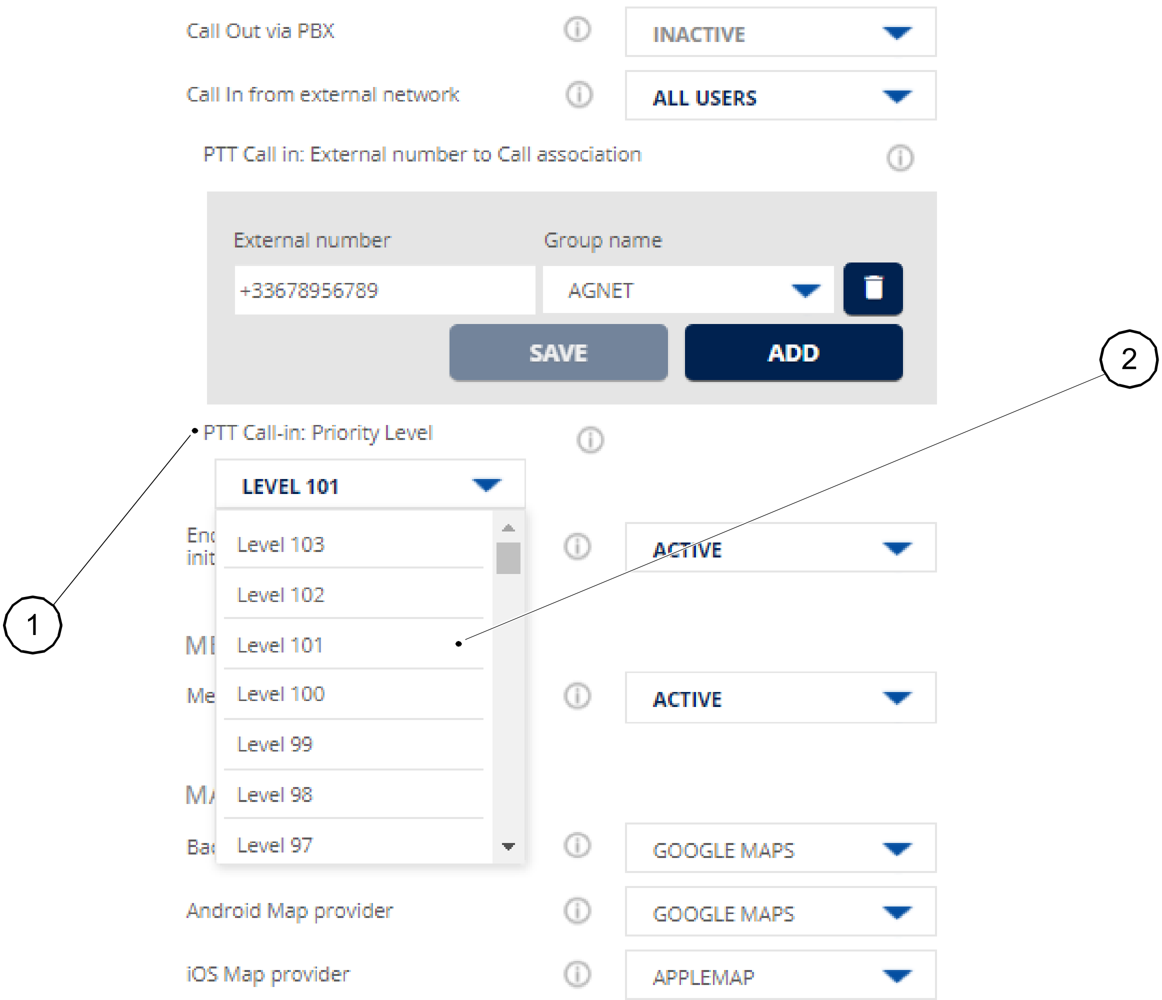


Figure 12.44 PTT CALL-IN: PRIORITY LEVEL

12.4.4.17 *End Conference Call call when initiator leaves (Figure 12.45)*

The Web Organization Administrator can see detailed information for each parameter by clicking on the ***[*** ⓘ ***]*** button.

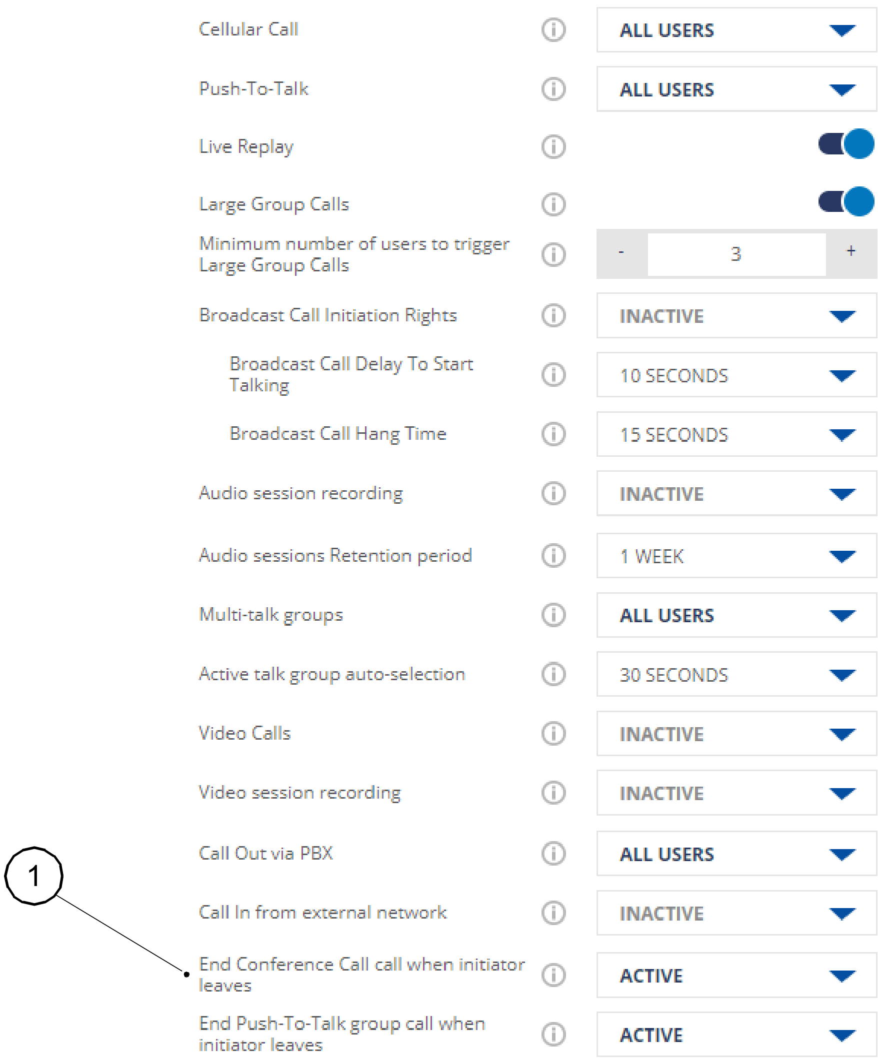


Figure 12.45 END CONFERENCE CALL CALL WHEN INITIATOR LEAVES - CALL SETTINGS

Table 12.12 provides information on the editable parameters.

PARAMETER	VALUE	COMMENT
• End Conference Call call when initiator leaves	• Inactive • Active	• "Inactive": the Conference Call ends when second to last participant leaves the call. • "Active": the Conference Call ends when the initiator leaves the call, or they remain the only participant.

Table 12.11 END CONFERENCE CALL CALL WHEN INITIATOR LEAVES - CALL SETTINGS

12.4.4.18 *End Push-To-Talk group call when initiator leaves (Figure 12.46)*

The Web Organization Administrator can see the detailed information for each parameter by clicking on the ***[ⓘ]*** button.

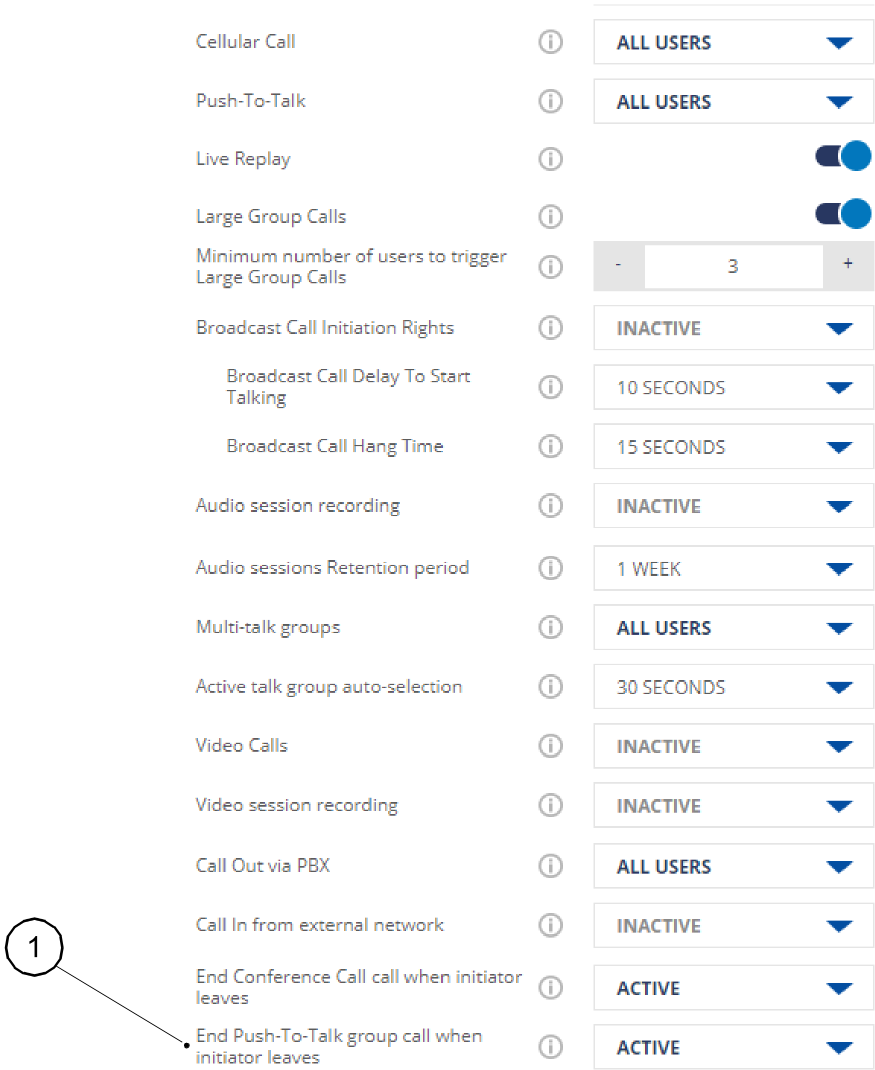


Figure 12.46 END PUSH-TO-TALK GROUP CALL WHEN INITIATOR LEAVES - CALL SETTINGS

Table 12.12 provides information on the editable parameters.

PARAMETER	VALUE	COMMENT
• End Push-To-Talk group call when initiator leaves	• Inactive • Active	• "Inactive": the Push-To-Talk group call ends when the second to last participant leaves the call • "Active": the Push-To-Talk group call ends when the initiator leaves the call or he remains the only participant.

Table 12.12 END PUSH-TO-TALK GROUP CALL WHEN INITIATOR LEAVES - CALL SETTINGS

12.4.5 Message settings (Figure 12.47)

The ***{MESSAGE SETTINGS}*** area allows users to send messages that require the recipient's validation.

Figure 12.47 MESSAGE SETTINGS - SETTINGS MENU

The "Message Acknowledgment" feature may have one of two values at the Organization level:

- Inactive
- Active

12.4.6 Map provider

The Web Organization Administrator can modify the following features:

- "Backend Map provider": used to select the map provider that will be used when the users send a location attachment from their Agnet Dispatcher and for the Geolocation console if the Geolocation service is activated for your account
- "Android Map provider": used to select the map provider that will be used when the users send a location attachment from their mobile app for Android
- "IOS Map provider": used to select the map provider that will be used when the users send a location attachment from their mobile app for IOS

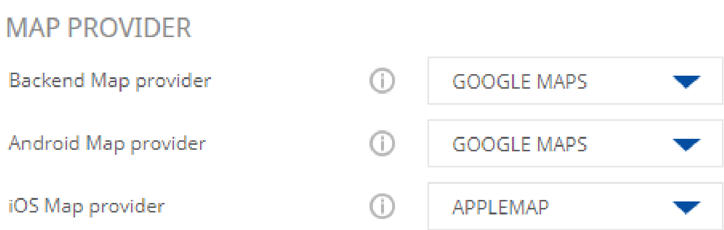


Figure 12.48 MAP PROVIDER - SETTINGS MENU

12.4.7 Geolocation (Figure 12.49)

The ***{GEOLOCATION}*** area allows the Dispatcher to manage fleets in the field by getting real-time position tracking on the map from **"Agnet Dispatcher"** tool or **"Agnet Work"** app.

This Geolocation service allows the Dispatcher to:

- Locate users on the map (in real time or not, depending on the settings).
- Enter an address (a pick-up location for example) and see on the map which Agnet user is currently closest.
- Send messages or make calls with one click directly from the map. He/she can also launch a PTT call that the user can reply to with a hands-free accessory in case he/she is driving.
- Generate reports and analyze each user's activity (number of trips per day/week, time spent on site, etc.).

The feature has 3 levels of rights, each with specific settings:

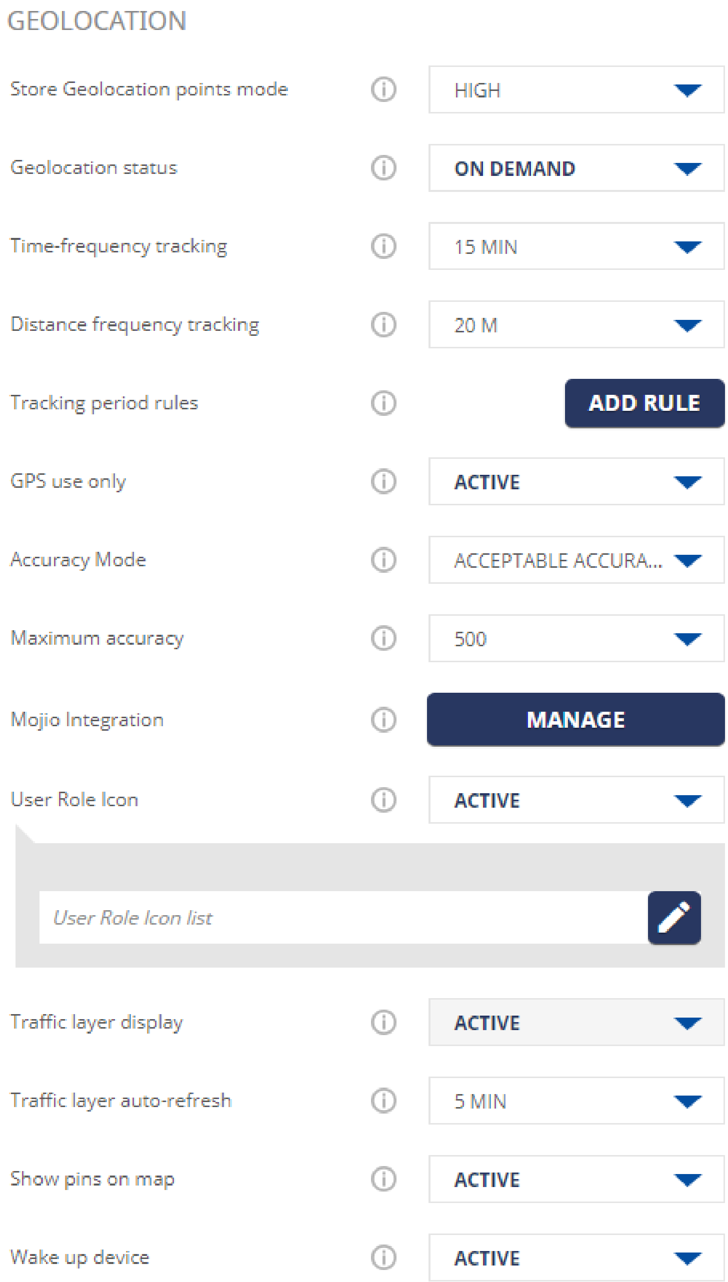
- From the **"Agnet Organization Administrator"** interface, the Web Organization Administrator activates the Geolocation option for the users and assigns user(s) as Dispatcher(s),
- From their Agnet Dispatcher or their mobile, the Dispatcher can track users with the Geolocation option active.
- Users are located with their mobiles (thanks to their mobile GPS/3G-4G Network or Wi-Fi). They can deactivate this option from Settings.

Note: *A Dispatcher is also a user (with specific rights) and can be tracked as a user.*

The Web Organization Administrator can modify the following features (see Figure 12.49):

- Store Geolocation points mode (see Section 12.4.7.1)
- Geolocation status (see Section 12.4.7.2)
- Time-frequency tracking (see Section 12.4.7.3)
- Distance frequency tracking (see Section 12.4.7.4)
- Tracking period rules (see Section 12.4.7.5)
- GPS use only (see Section 12.4.7.6)
- Accuracy Mode (see Section 12.4.7.7)
- Maximum accuracy (see Section 12.4.7.8)
- Mojio Integration (see Section 12.4.7.9)
- User Role Icon (see Section 12.4.7.10)
- Traffic layer display (see Section 12.4.7.11)
- Traffic layer auto-refresh (see Section 12.4.7.12)
- Show pins on map (see Section 12.4.7.13)
- Wake up device (see Section 12.4.7.14)

The Web Organization Administrator can see the detailed information for each parameter by clicking on the ***[ⓘ]*** button.



12

Figure 12.49 GEOLOCATION - SETTINGS MENU

12.4.7.1 Store Geolocation points mode (Figure 12.50)

The "Store Geolocation points mode" feature (item 1) allows the Web Organization Administrator to manage the storage mode for Geolocation points.

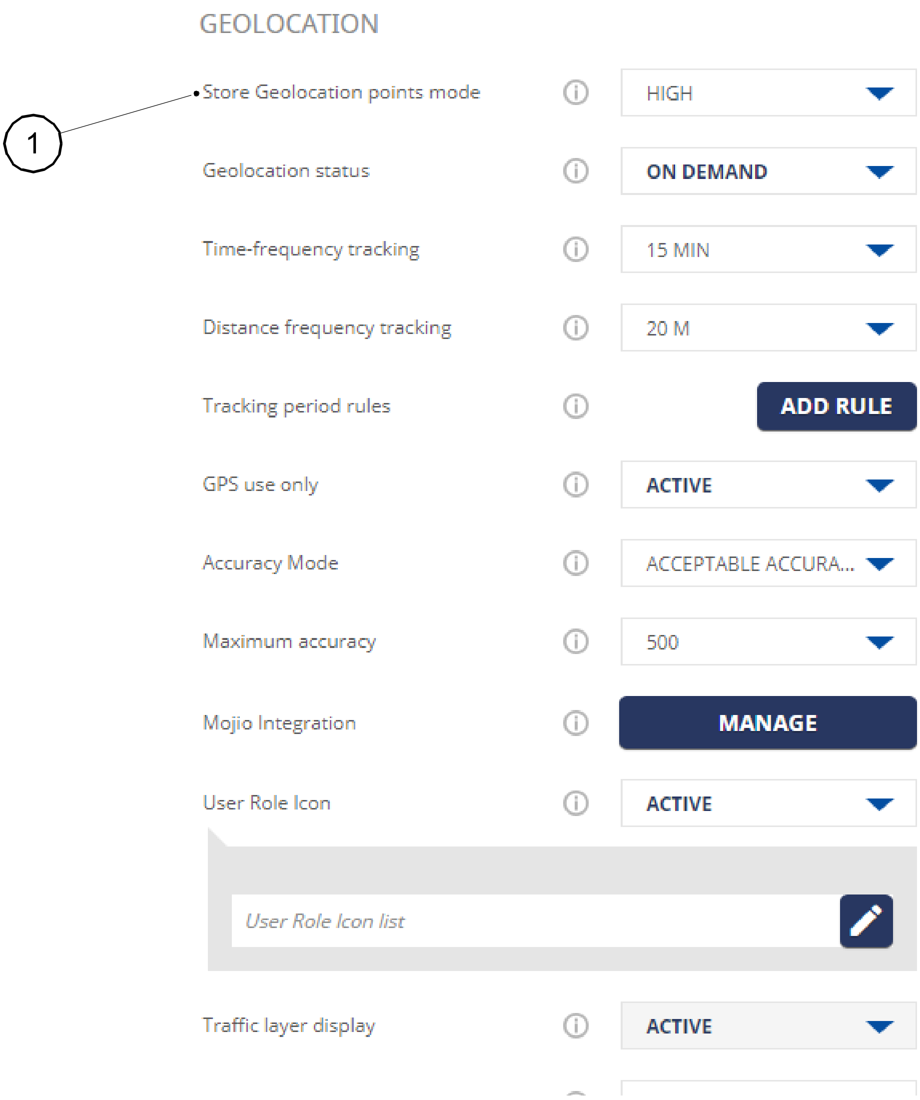


Figure 12.50 STORE GEOLOCATION POINTS MODE - GEOLOCATION

Table 12.13 provides information on the editable parameter.

PARAMETER	VALUE	COMMENT
• Store Geolocation points mode	• Low • Medium • High	• "Low": only valid and different (not from the same location) Geolocation points are stored. • "Medium": only valid Geolocation points are stored. • "High": all Geolocation points are stored.

Table 12.13 STORE GEOLOCATION POINTS MODE - GEOLOCATION

12.4.7.2 Geolocation status (Figure 12.51)

This Geolocation service allows your Dispatch Managers to locate users on the map, as well as continuous real time tracking on the map.

The "Geolocation status" feature (item 1) may have one of 4 values at the organization level:

- Inactive: the geolocation service will not be activated for any user in the organization
- On Demand: activates feature on request for all users by default. The user’s position is not refreshed automatically on the Agnet Dispatcher map. The Dispatcher will need to click on the ***[Refresh location]*** button to get an update
- Tracking: activates feature for all users by default. The Dispatch Manager will be able to locate users with this status in real time. A tracking frequency period should be configured, after which the User's locations are refreshed automatically on the map
- Only some users: makes it possible to define the geolocation status on a user-by-user basis when the Web Organization Administrator creates or edits a user

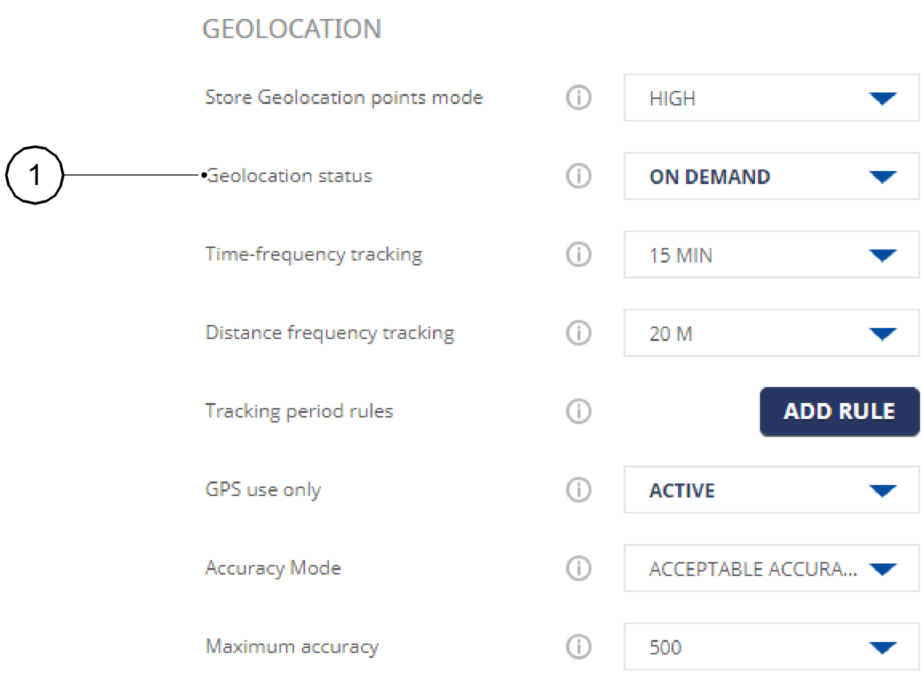


Figure 12.51 GEOLOCATION STATUS - GEOLOCATION

Table 12.14 gives the differences between Geolocation on Demand and Tracking.

GEOLOCATION - ON DEMAND	GEOLOCATION - TRACKING
Location at requested time	Real-time location
No automatic refreshing of location on the map	Automatic refreshing of location on the map (The time period after which it is refreshed - the frequency tracking- is set by the organization administrator)
No Map itinerary	Map itinerary
No Reports	Daily/weekly reports

Table 12.14 DIFFERENCES BETWEEN GEOLOCATION ON DEMAND AND TRACKING

12.4.7.3 Time-frequency tracking (Figure 12.52)

The "Time-frequency tracking" feature (item 1) only affects users with the "Tracking" status.

The setting determines the Frequency in minutes at which users' location will be refreshed on the Dispatcher's map.

Note:
- *The smaller the update interval, the more frequently the GPS location of devices being tracked will be queried, which can lead to more intensive battery use.*
- *The "Time-frequency tracking" feature can be decreased to 30 secs upon request.*

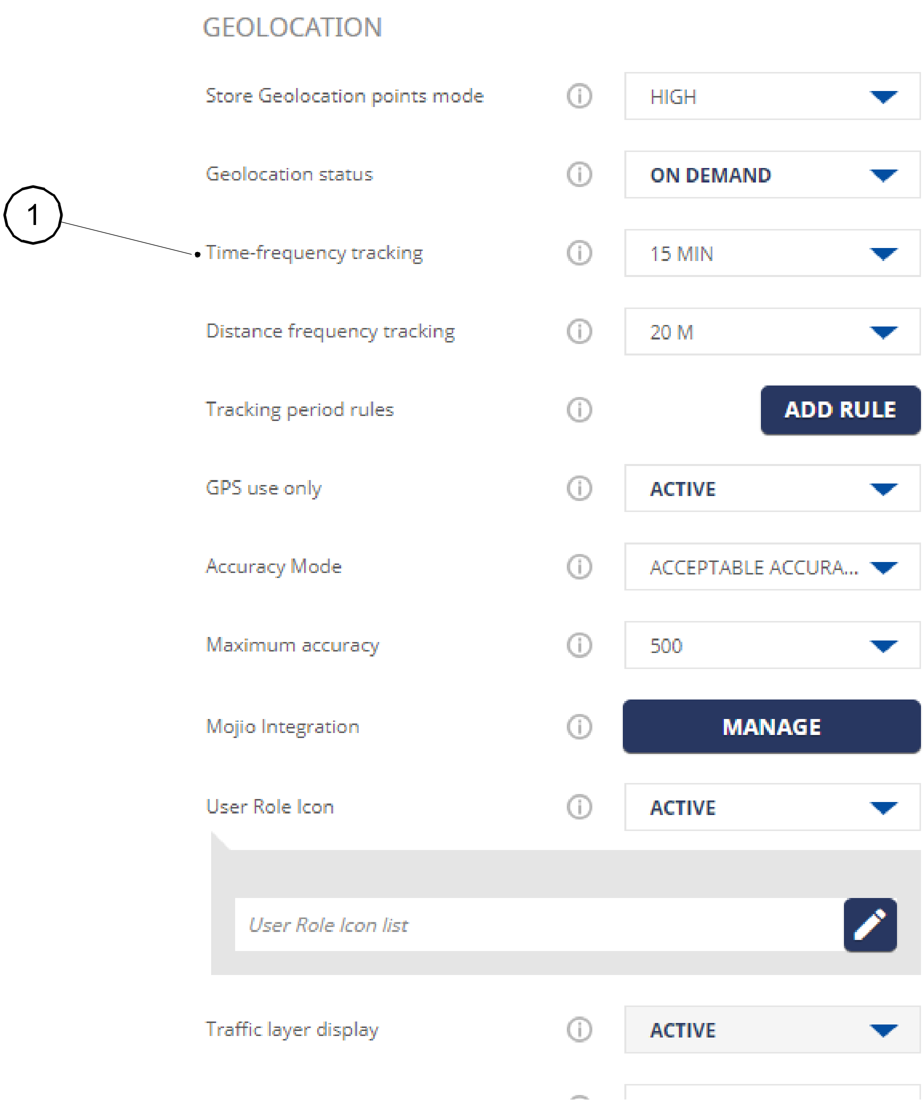


Figure 12.52 FREQUENCY TRACKING - GEOLOCATION

12.4.7.4 Distance frequency tracking (Figure 12.53)

The "Distance frequency tracking" feature (item 1) allows users send the location to the Dispatcher when the user move more than a specific distance set up for the Organization.

This feature only affects users with the "Tracking" User status (see Section 5.3.3.3.1).

Example :

A tracked user has the "Time-frequency tracking" feature set to 1 minute and the "Distance frequency tracking" feature set to 30 meters.

If the user is walking with at a speed of 100 meters per minute, the user sends the following locations:

- T0: 30 meters walked, one location sent
- T1: another 30 meters walked, second location sent
- T2: another 30 meters walked, third location sent
- T3: 1 minute since last location update has been sent (T2), forth location sent

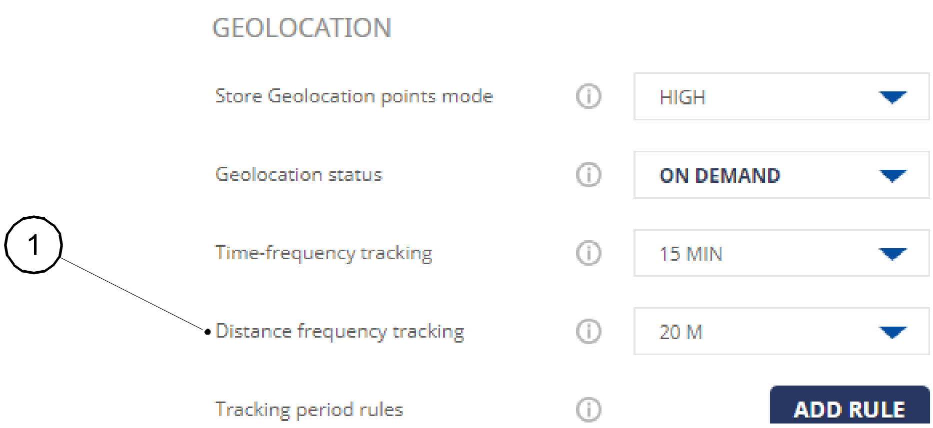


Figure 12.53 DISTANCE FREQUENCY TRACKING - GEOLOCATION

Table 12.15 provides information on the editable parameters.

PARAMETER	VALUE	COMMENT
• Distance frequency tracking	• Inactive • 10, 20, 30, 40, 50, 70, 100 m	• "10, 20, 30, 40, 50, 70, 100 m": activates the feature for each user. • Activate the "Enforce Distance-Based Tracking" feature (see Section 5.3.3.3.2) on a user-by-user basis if the ***{Distance frequency tracking}*** drop-down menu (item 1) is set to "10, 20, 30, 40, 50, 70 or 100 m".

Table 12.15 DISTANCE FREQUENCY TRACKING - GEOLOCATION

When ***{Distance frequency tracking}*** drop-down menu (item 1) is set to:

- "Inactive", the "Enforce distance based tracking" feature" is "Inactive" for each user (not editable)
- "10, 20, 30, 40, 50, 70 or 100 m", the "Enforce distance based tracking" feature is "Inactive" for each user but editable (Activate/Deactivate)

12.4.7.5 Tracking period rules

The "Tracking period rules" feature (Figure 12.54, item 1) defines tracking rules for the users with the "Tracking" option activated.

Note: *Users without any rules assigned will always be tracked.*

The Web Organization Administrator can set time intervals during which users will be tracked. This is done by creating rules and assigning users to them. Admins can create multiple rules, for various groups of users.

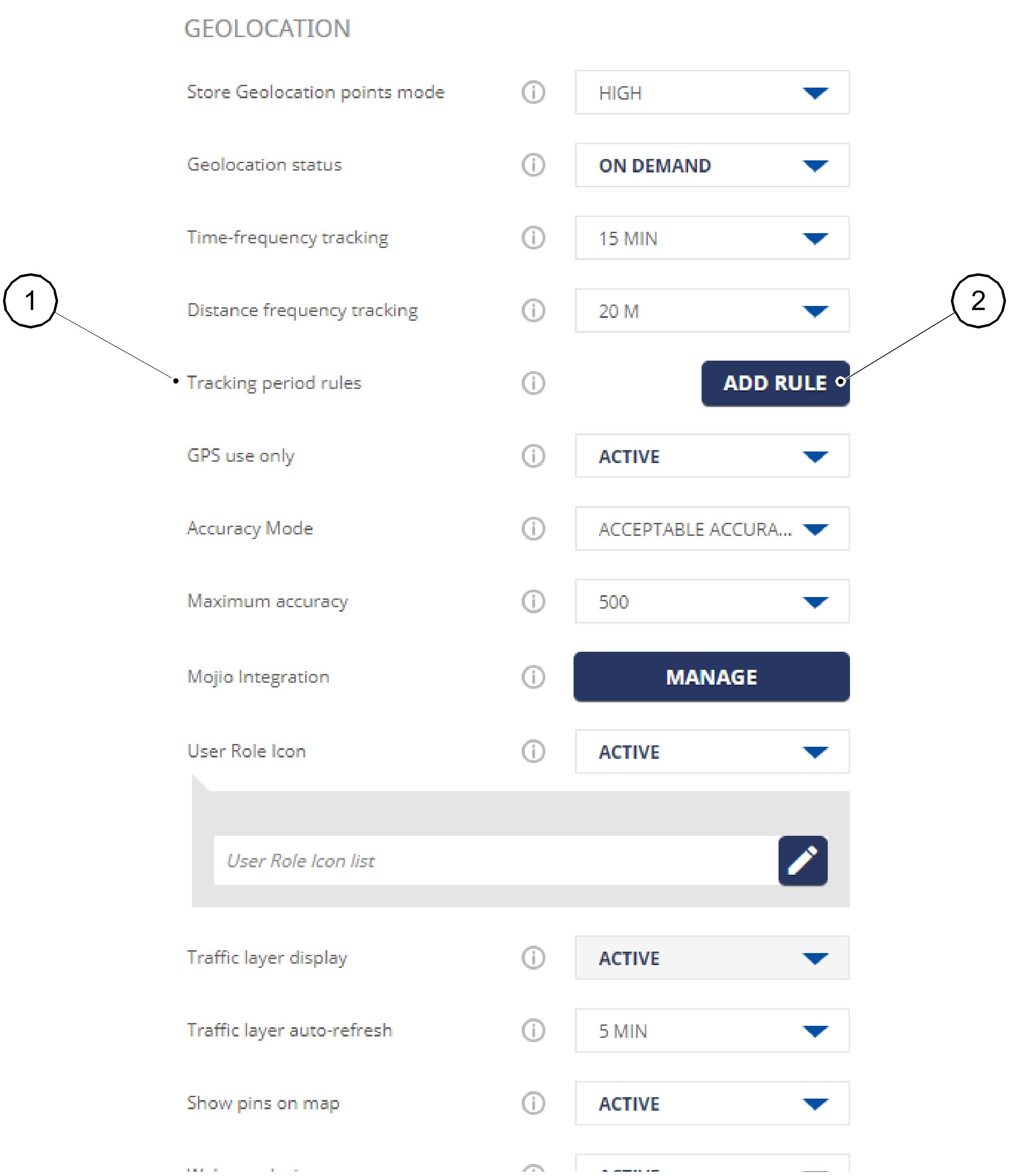


Figure 12.54 TRACKING PERIOD RULES - GEOLOCATION

Procedure

- Click on the ***[ADD RULE]*** button (item 2)

  A **"CREATE TRACKING RULE"** window opens (Figure 12.55).

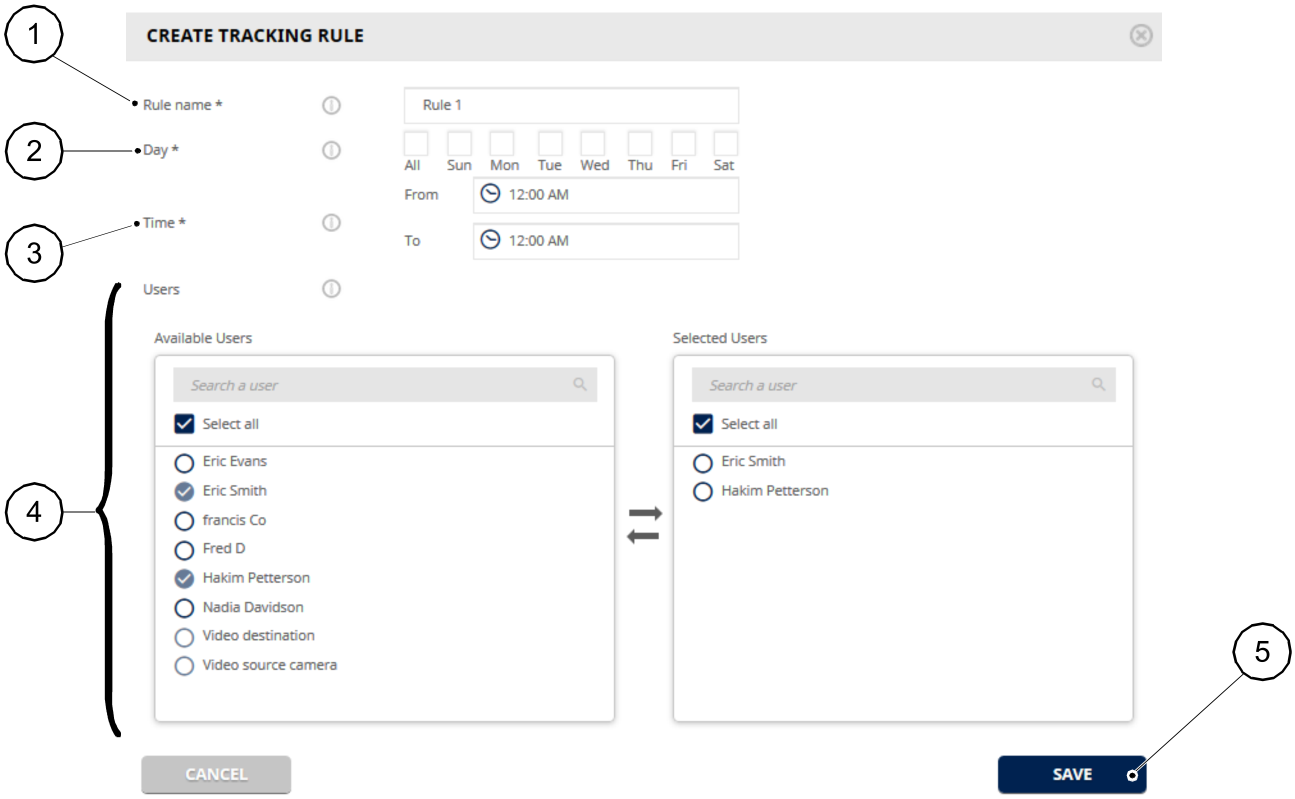


Figure 12.55 CREATE TRACKING RULE WINDOW

- Enter a name in the ***{Rule name}*** field (Figure 12.55, item 1) to define a name for the tracking rule
- Select one or more days in the ***{Day}*** field (item 2) to define the days on which the tracking rule applies
- Define the time frame (in hours) in the ***{Time}*** field (item 3) on which the tracking rule applies
- Define the user list for which the tracking rule applies (item 4)
- Click on the ***[SAVE]*** button (item 5) to save the rule

  The rule (Figure 12.56, item 1) is added under the ***[ADD RULE]*** button.

Figure 12.56   TRACKING PERIOD RULES - RULE ADDED

The Web Organization Administrator can:

- Click on the [ ] button (item 2) to edit the profile
- Click on the [ ] button (item 3) to delete the profile

12.4.7.6   *GPS use only (Figure 12.57)*

The "GPS use only" feature (item 1) may have one of two values:

- Active: determines user location using only GPS.
- Inactive: determines user location using GPS/3G-4G network or Wi-Fi.

Note: *If this option is activated, the users' smartphone batteries will run out faster.*

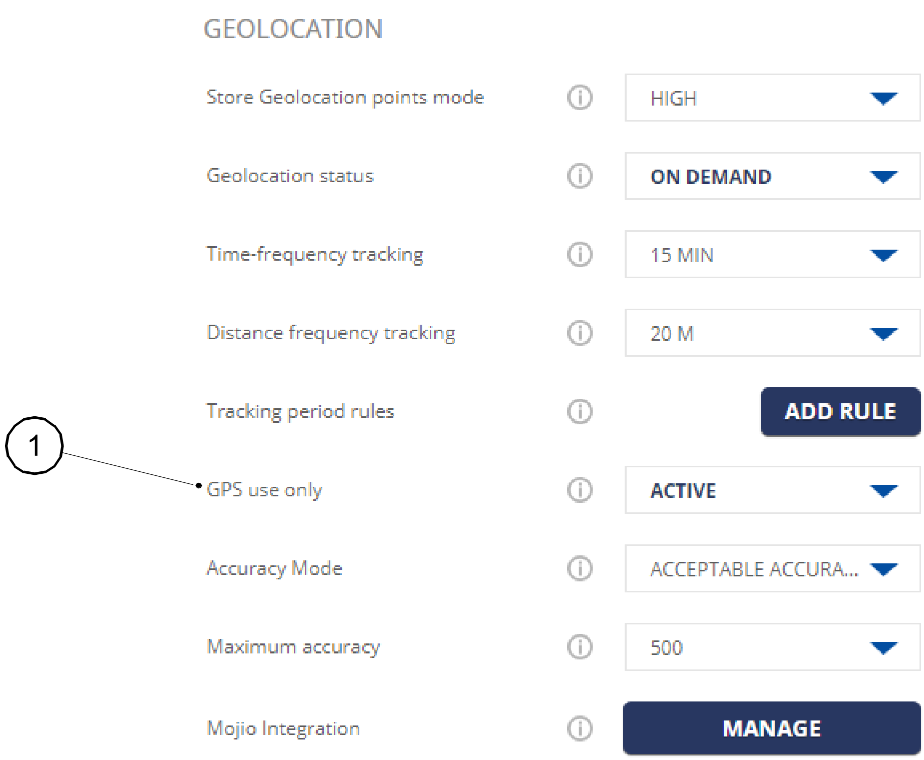


Figure 12.57   GPS USE ONLY - GEOLOCATION

12.4.7.7 *Accuracy Mode (Figure 12.58)*

The "Accuracy Mode" feature (item 1) allows the Web Organization Administrator to choose what locations will be collected by the mobile application. Depending on the user's device environment (tunnel, limited GPS coverage, etc.), the accuracy may vary.

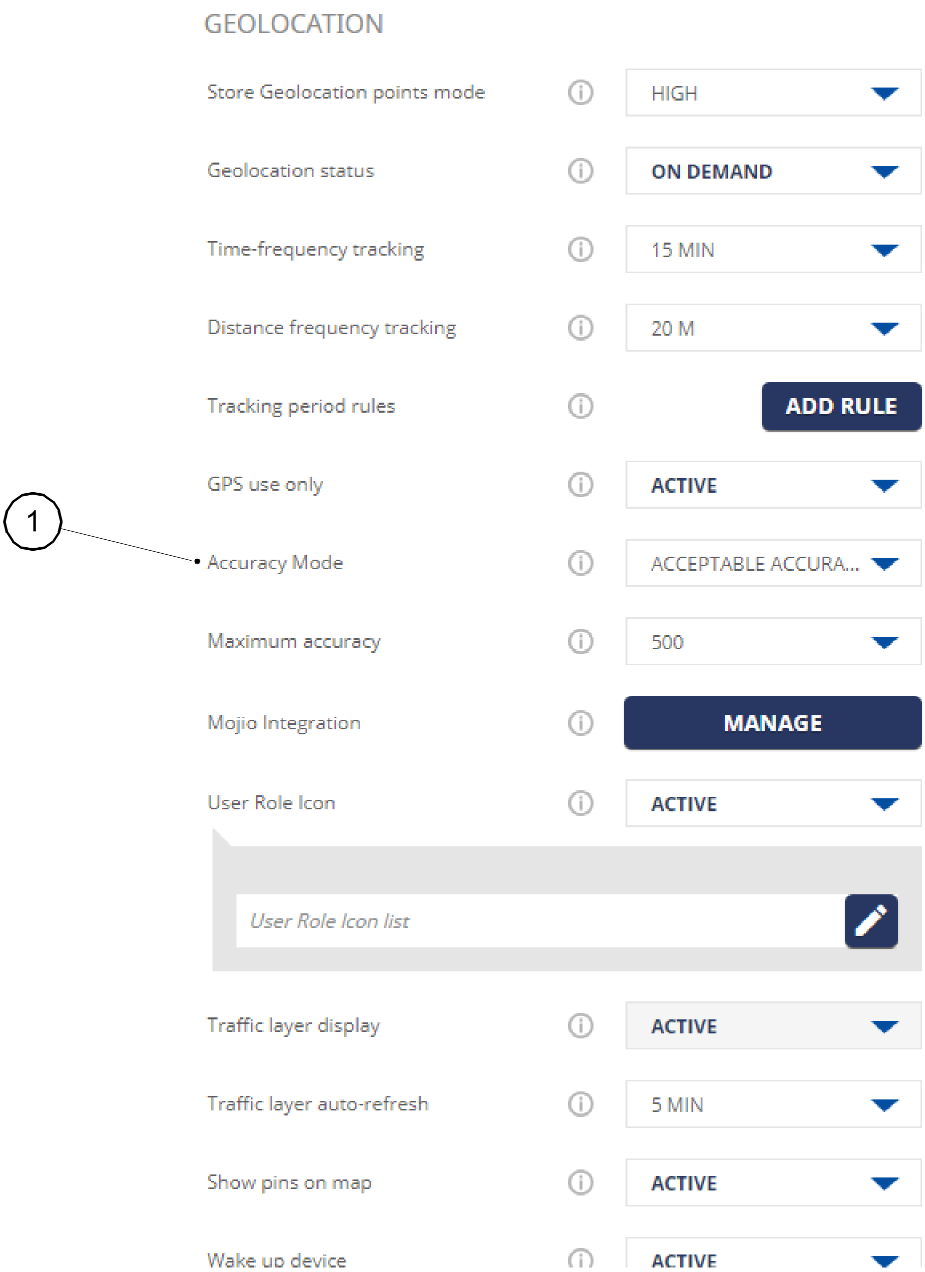


Figure 12.58 ACCURACY MODE - GEOLOCATION

12.4.7.8 Maximum accuracy (Figure 12.59)

The "Maximum accuracy" feature (item 1) is set in meters. Depending on the user's device environment (tunnel, limited GPS coverage, etc.), the selected geolocation accuracy may not be achieved.

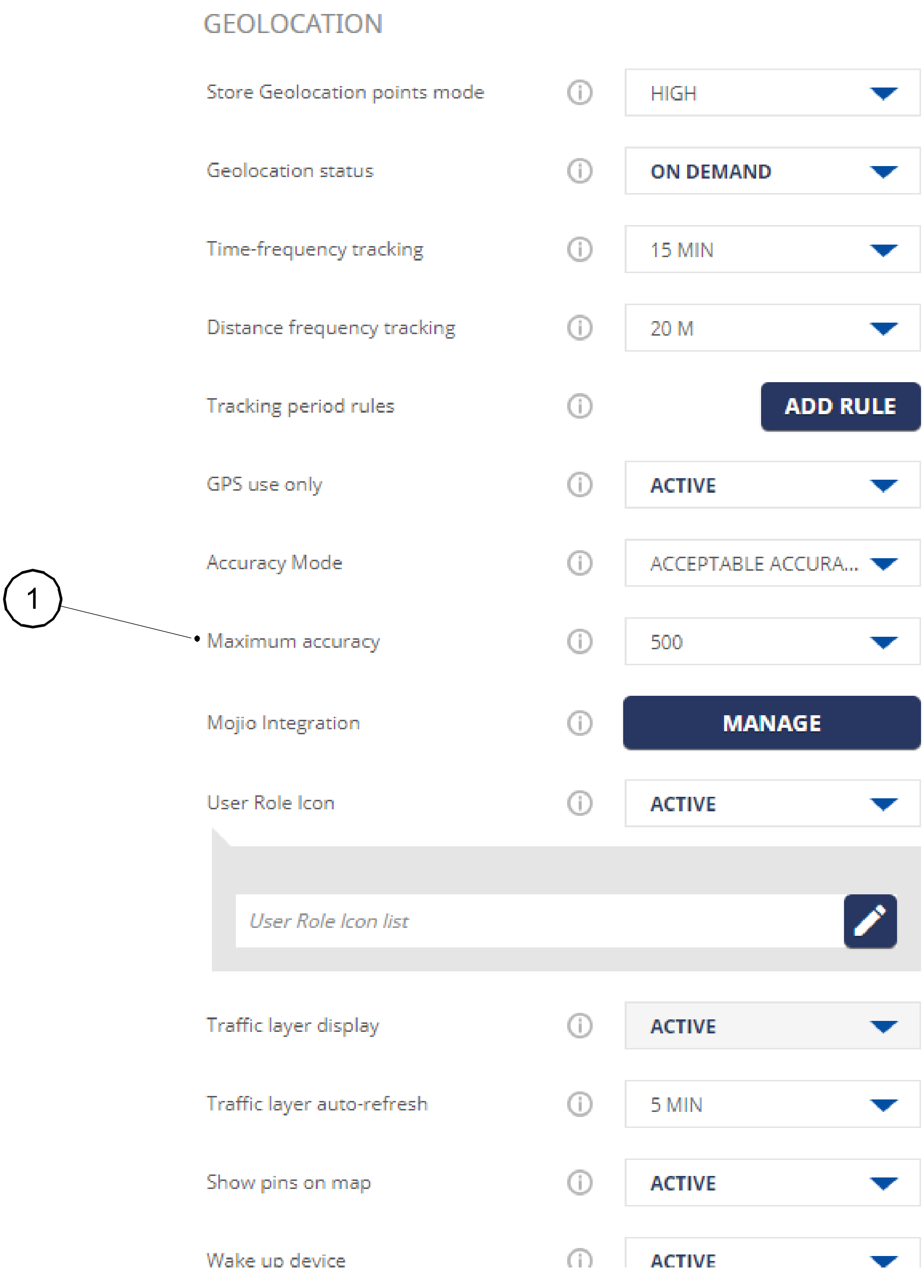


Figure 12.59 MAXIMUM ACCURACY - GEOLOCATION

12.4.7.9 Mojio Integration (Figure 12.60)

The Web Organization Administrator manages the "Mojio Integration" process (item 1) process for each organization.

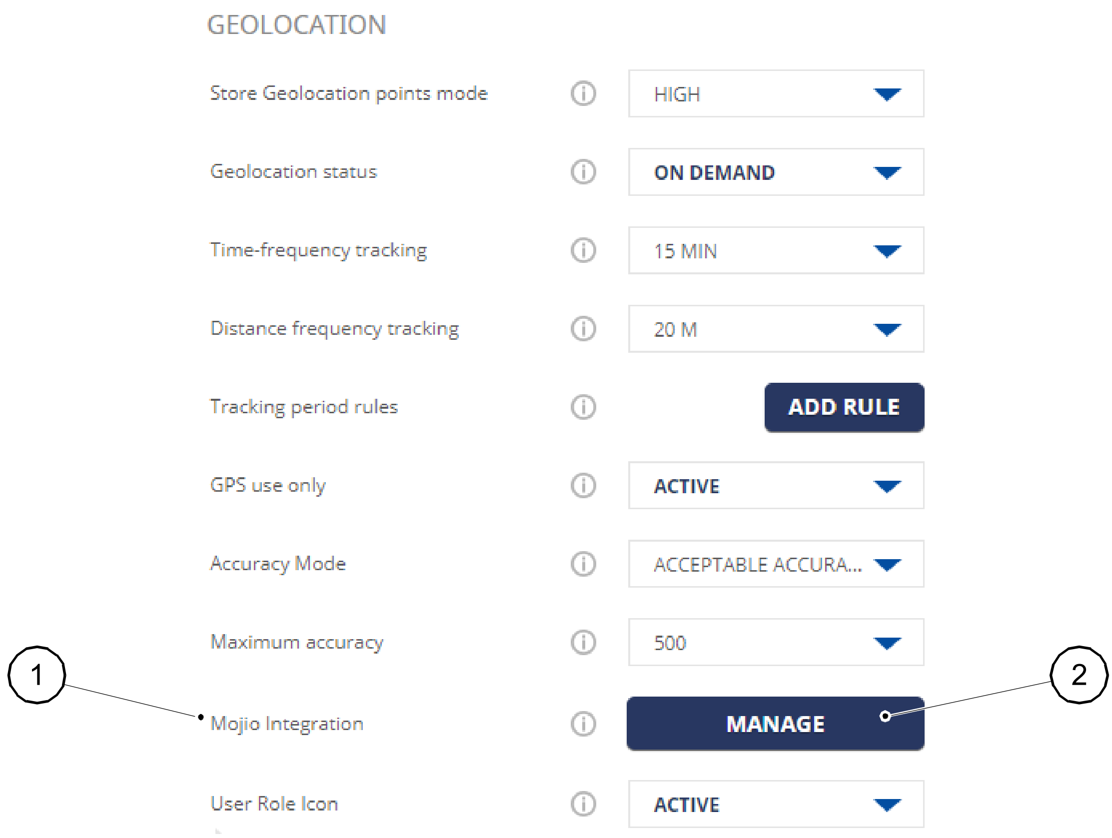


Figure 12.60 MOJIO INTEGRATION - GEOLOCATION

Procedure

- Click on the ***[MANAGE]*** button (item 2)

  A **"MOJIO INTEGRATION"** window opens (Figure 12.61).

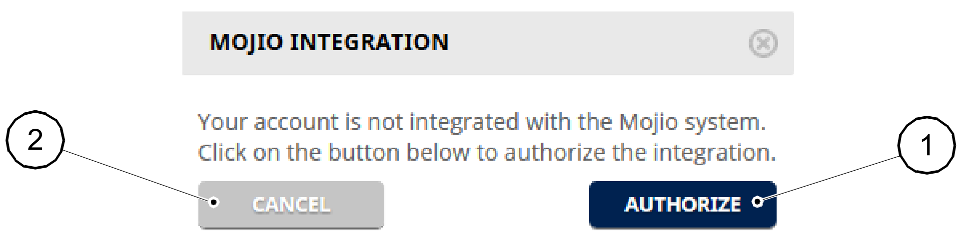


Figure 12.61 MOJIO INTEGRATION WINDOW

- Click on the ***[AUTHORIZE]*** button (item 1) to confirm

  Note: *The Web Organization Administrator can click on the **[NO]** button (item 2) to close the operation.*

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12.4.7.10 User Role Icon (Figure 12.62)

The "User Role Icon" feature (item 1) allows the Web Organization Administrator to define different user roles in your organization, such as a driver, guardian, or technician, and associate each with a specific icon or picture. This is useful when locating users mobilized in the field as it allows you to quickly identify the different users and their roles directly on the map.

The Web Organization Administrator can see the detailed information for each parameter by clicking on the ***[ ]*** button.

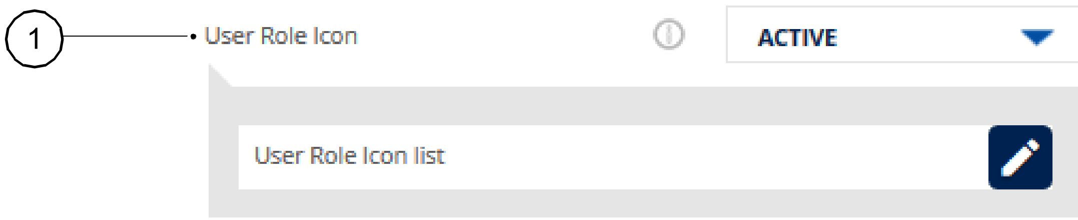

Figure 12.62 USER ROLE ICON - SETTINGS MENU

The "User Role Icon" feature (item 1) may have one of two values at the Organization level:

- Inactive
- Active

Procedure

- Click on the ***{User Role Icon}*** drop-down menu and choose "Active" (Figure 12.63, item 1)

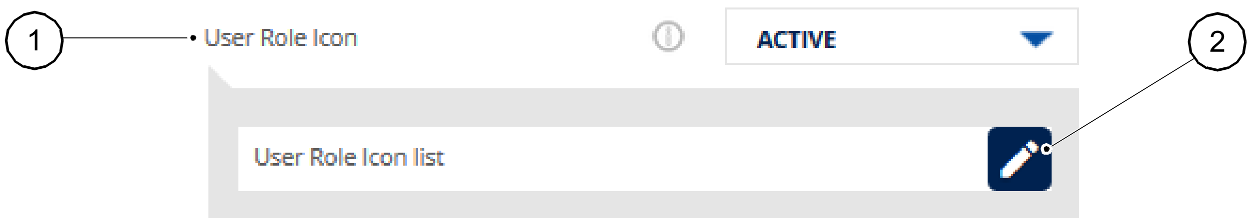

Figure 12.63 USER ROLE ICON - GEOLOCATION

- Click on the ***[ ]*** button (item 2)

  A **"USER ROLE ICON LIST"** window opens (Figure 12.64).

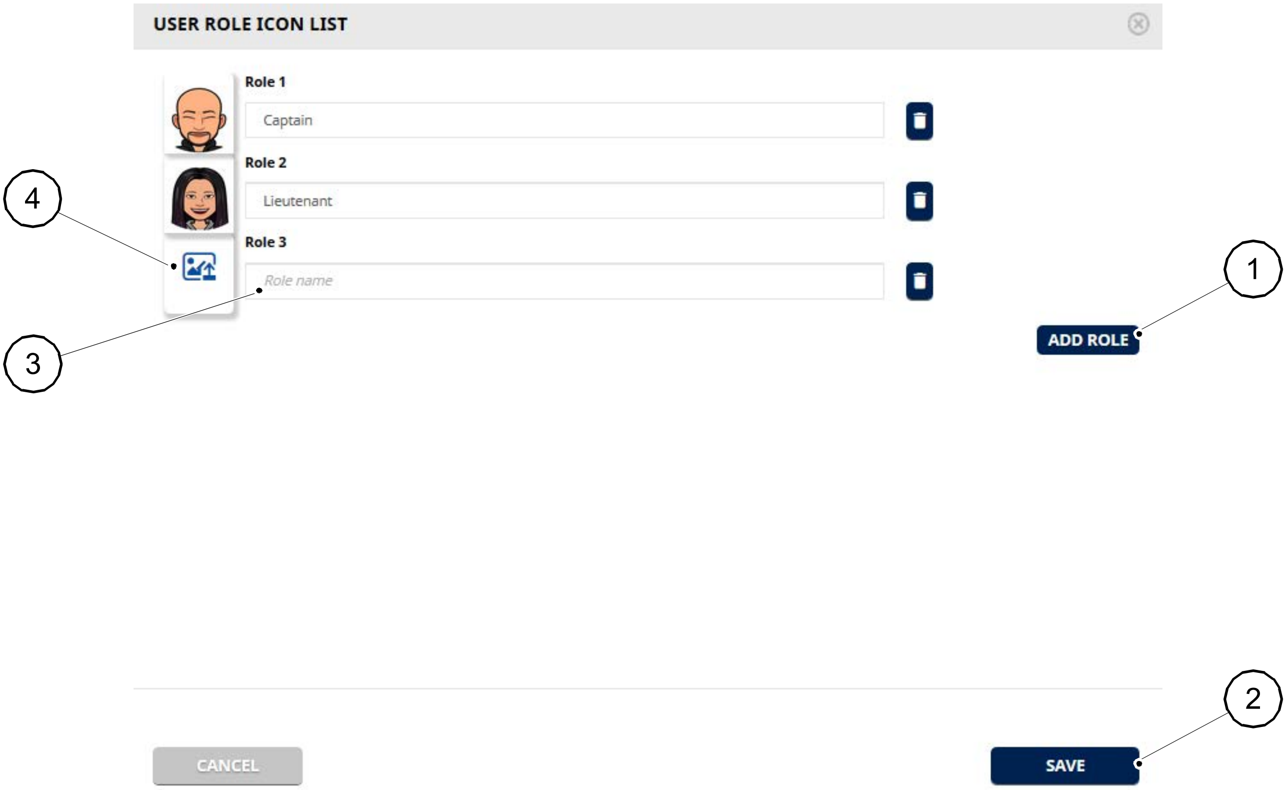

Figure 12.64 USER ROLE ICON LIST WINDOW

- Click on the ***[ADD ROLE]*** button (Figure 12.64, item 1)
  A new user role icon line appears.
- Enter a name in the ***{Role name}*** field (item 3)
- Add a picture or a photo (item 4)

  Note: *The picture or photo is mandatory and must be in **"PNG"** format.*
- If necessary add/delete a user role
- Click on the ***[SAVE]*** button (item 2)

  A notification is displayed to confirm the change.

Set the "User Role Icon" feature (see Section 5.3.3.3.5) on a user-by-user basis if the ***{User Role Icon}*** drop-down menu (Figure 12.63, item 1) is set to "ACTIVE".

12.4.7.11 Traffic layer display (Figure 12.65)

The "Traffic layer display" feature (item 1) allows the Web Organization Administrator to enable the possibility of displaying the traffic layer in the dispatchers' geolocation view.

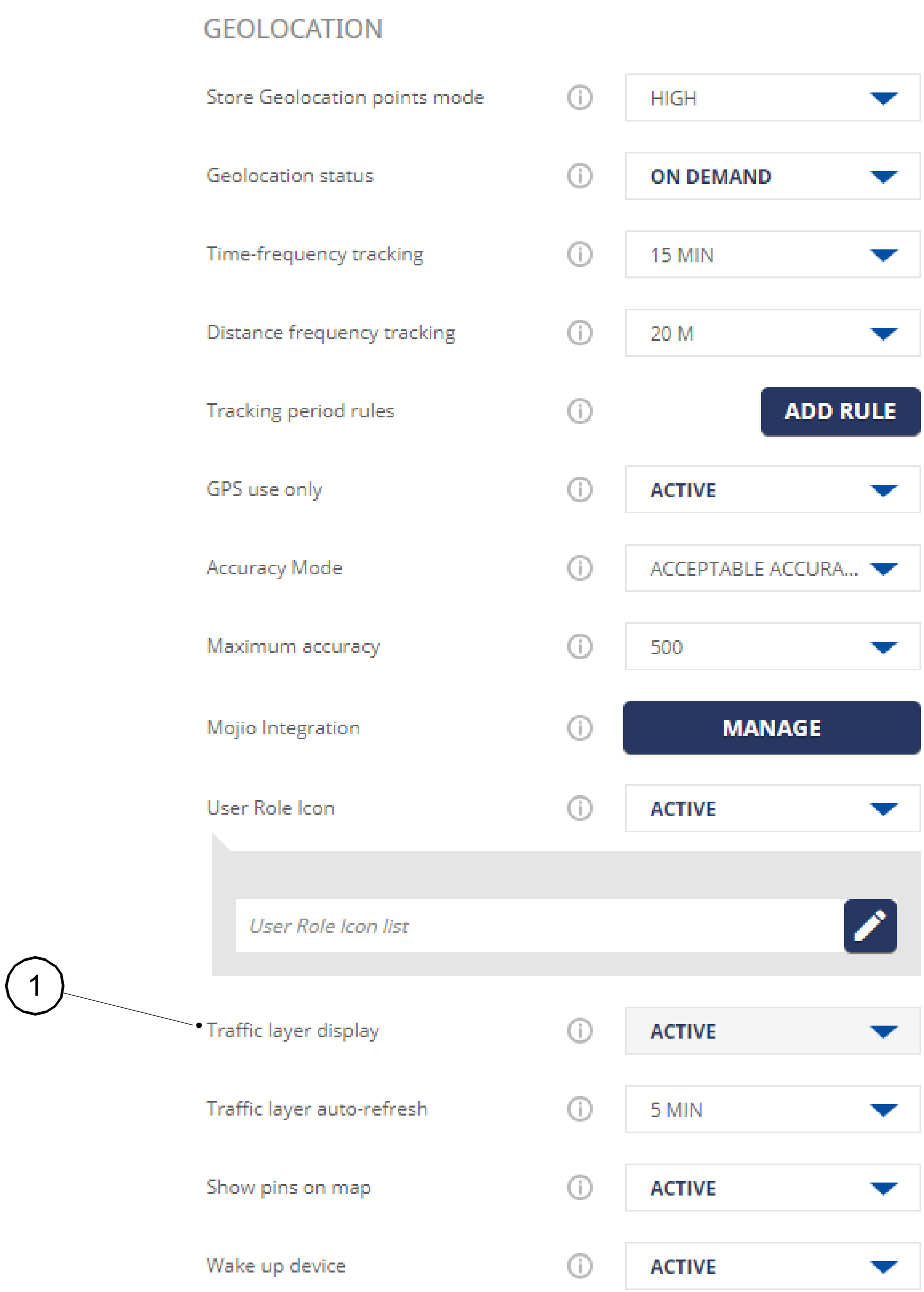

Figure 12.65 TRAFFIC LAYER DISPLAY - GEOLOCATION

12.4.7.12 *Traffic layer auto-refresh (Figure 12.66)*

The "Traffic layer auto-refresh" feature (item 1) allows the Web Organization Administrator to modify the time period after which the traffic layer is automatically refreshed on your dispatchers' geolocation console. The traffic layer info can be auto-refreshed once every minute, or every 1, 5, 10, 15 or 30 minutes.

Note: *Available only when the service provider is Google Maps.*

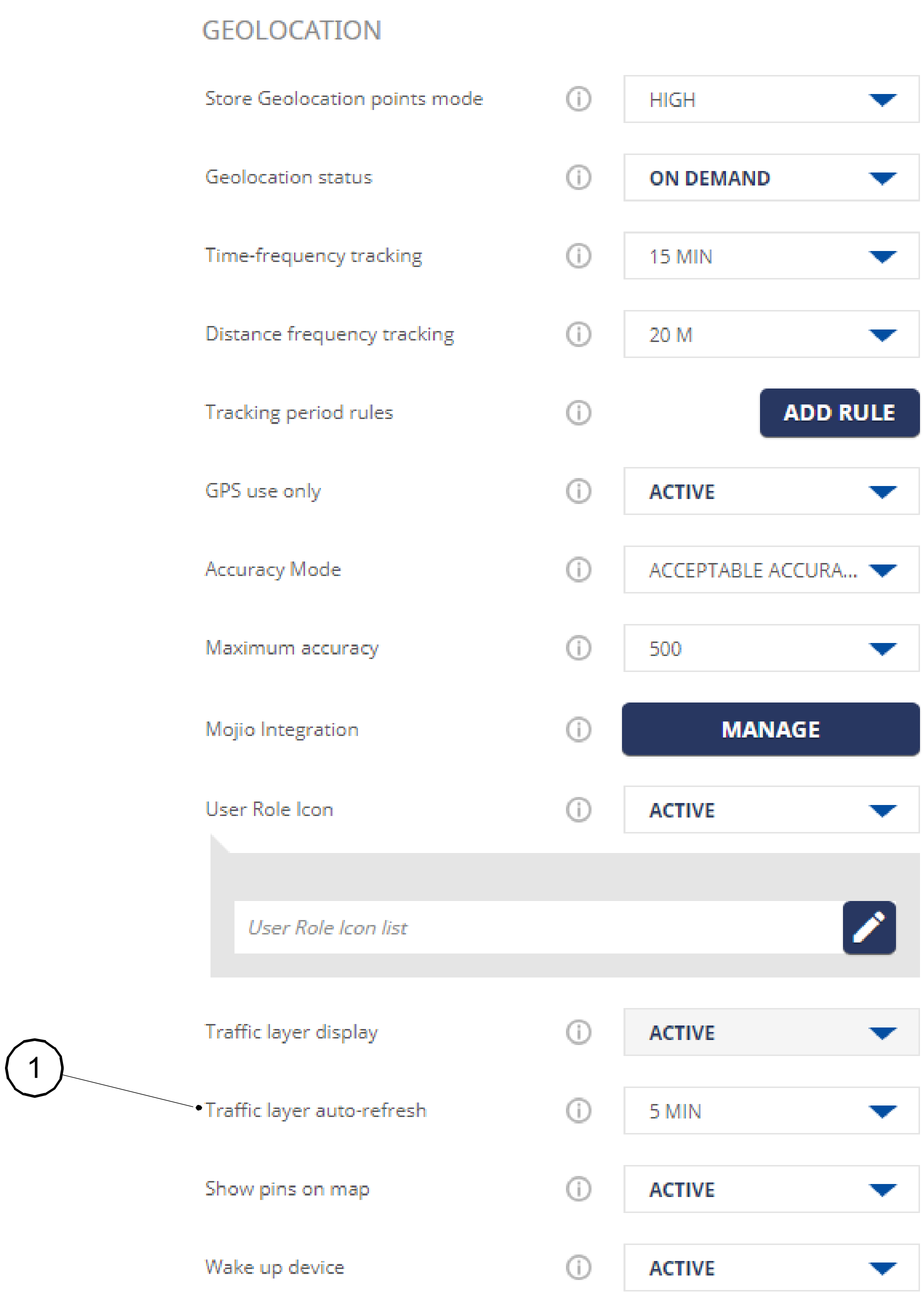

Figure 12.66 TRAFFIC LAYER AUTO-REFRESH - GEOLOCATION

12.4.7.13 Show pins on map (Figure 12.67)

The "Show pins on map" feature (item 1) allows the Web Organization Administrator to enable the pins that will be displayed on Agnet Dispatcher by default on the Geolocation page at login time.

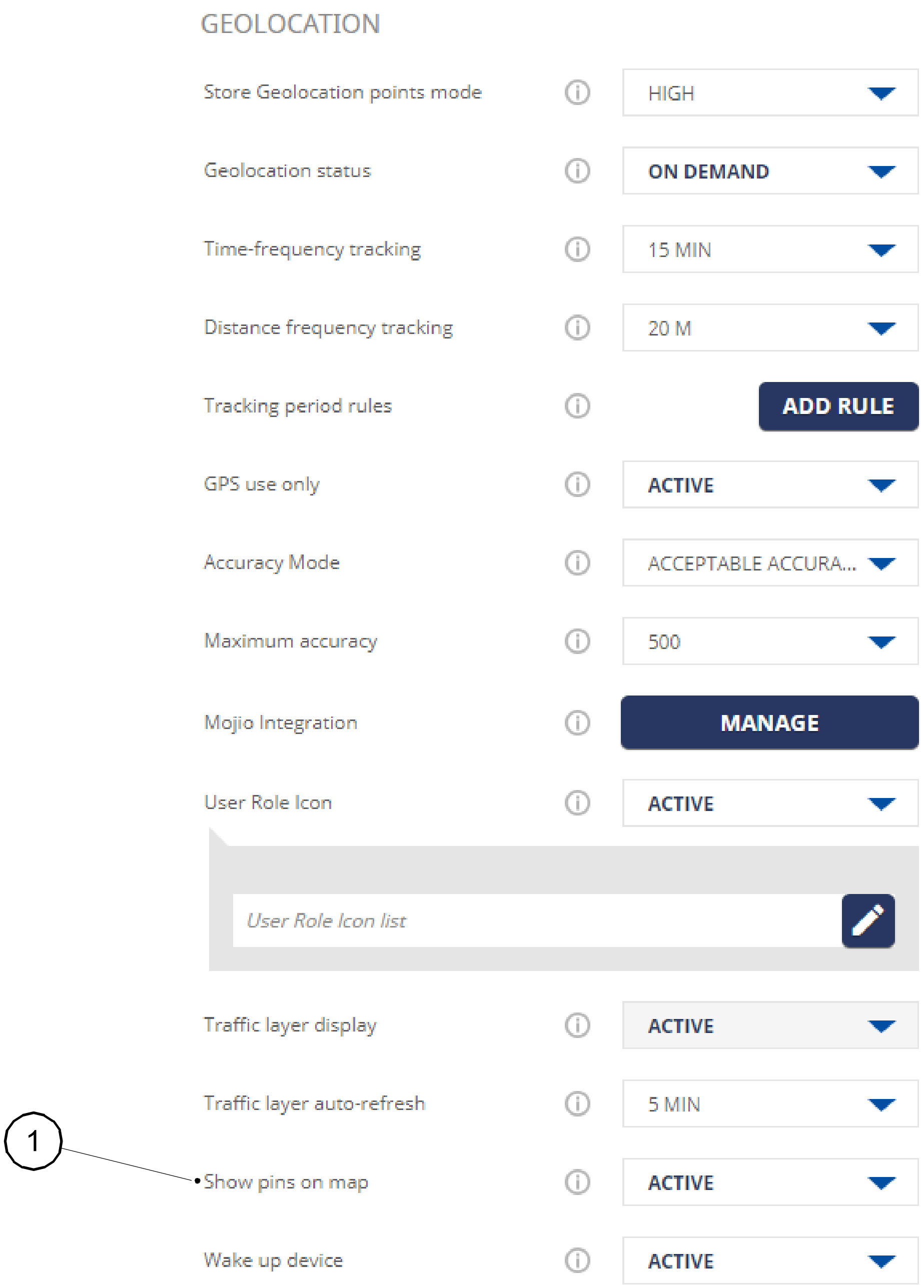

Figure 12.67 SHOW PINS ON MAP - GEOLOCATION

12.4.7.14 Wake up device (Figure 12.68)

The "Wake up device" feature (item 1) allows the Web Organization Administrator to wake up the users' devices when they are in deep sleep mode by displaying an information message. The devices' Wake up device feature is used to retrieve users' locations.

Note: *This feature applies only for devices running Android OS 8.*

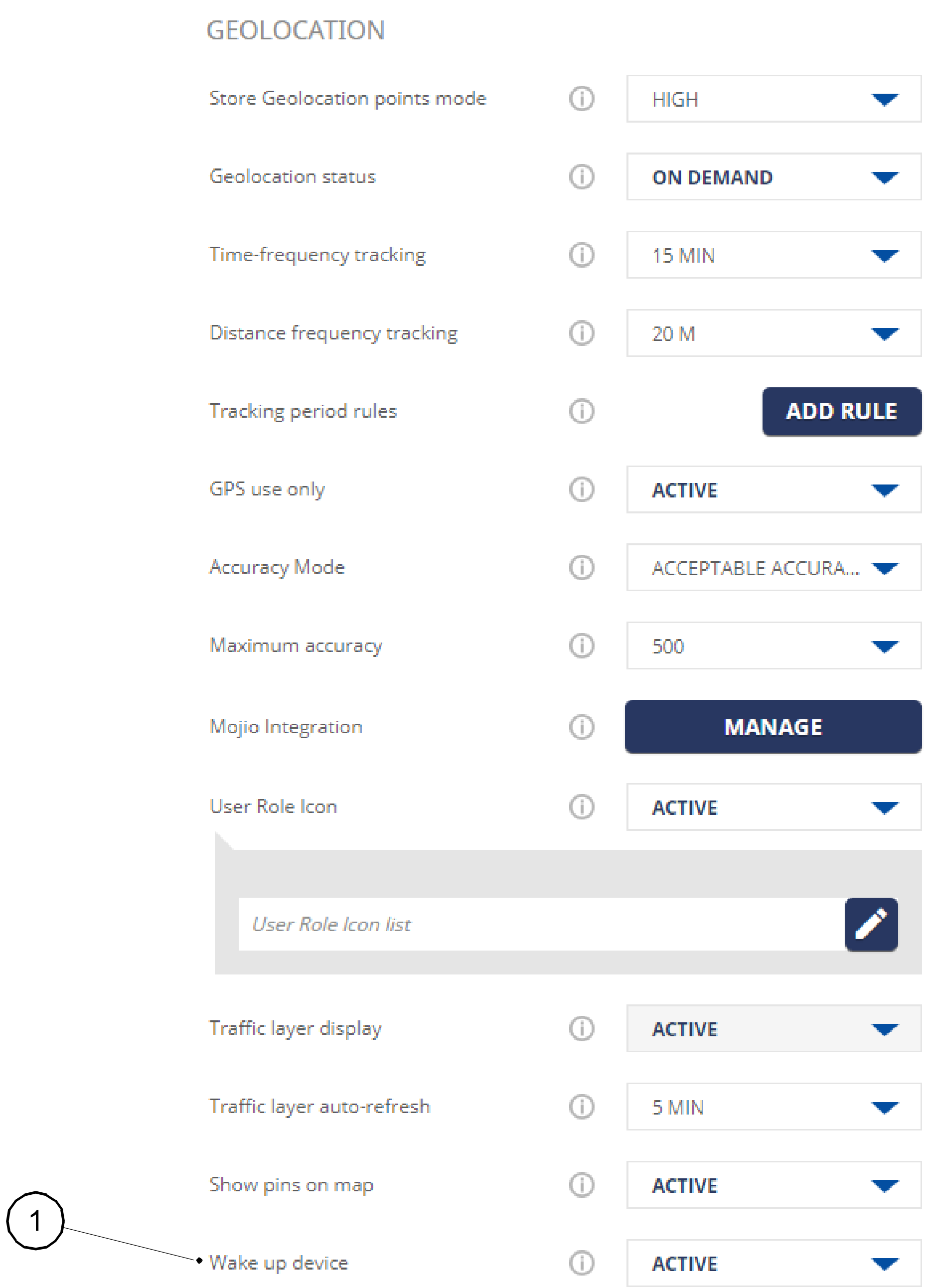

Figure 12.68 WAKE UP DEVICE - GEOLOCATION

12.4.8 Video streaming (Figure 12.69)

The Web Organization Administrator can modify the following features:

- Video Streaming status (see Section 12.4.8.1)
- External video source (see Section 12.4.8.2)
- External video destination (see Section 12.4.8.3)

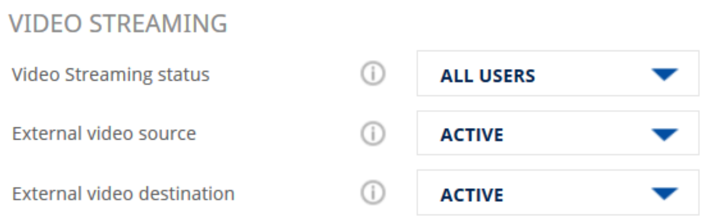

Figure 12.69 VIDEO STREAMING - SETTINGS MENU

12.4.8.1 Video Streaming status (Figure 12.70)

The "Video streaming" feature (item 1) is activated for a user, it allows other users to manually choose to view the video stream on their mobile devices.

The Web Organization Administrator can see the detailed information for each parameter by clicking on the ***[ⓘ]*** button.

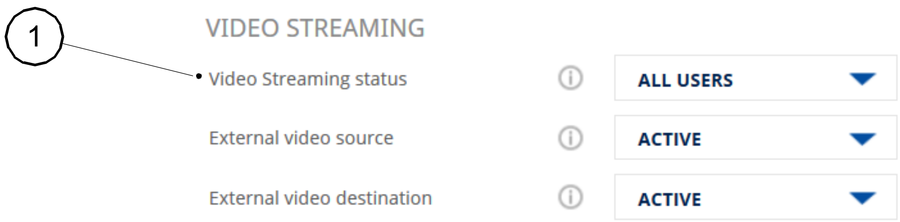

Figure 12.70 VIDEO STREAMING STATUS - VIDEO STREAMING

The "Video Streaming status" feature (item 1) may have one of three values at the Organization level:

- Inactive
- All users
- Only some users

Note: *Activate the "Video Streaming" feature (see Section 5.3.3) on a user-by-user basis if the **{Video streaming status}** drop-down menu (item 1) is set to "Only some users".*

12.4.8.2 External video source (Figure 12.71)

The Web Organization Administrator can see the detailed information for each parameter by clicking on the ***[ⓘ]*** button.

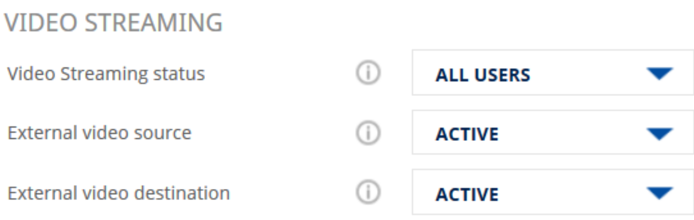

Figure 12.71 EXTERNAL VIDEO SOURCE - VIDEO STREAMING

Table 12.16 provides information on the editable parameters.

PARAMETER	VALUE	COMMENT
• External video source	• Inactive • Active	• "Inactive": the Organization will have the External video source feature deactivated by default • "Active": the Web Organization Administrator will be able to create an external video source (e.g.: camera)

Table 12.16 EXTERNAL VIDEO SOURCE - VIDEO STREAMING

12.4.8.3 External video destination (Figure 12.72)

The Web Organization Administrator can see the detailed information for each parameter by clicking on the ***[ⓘ]*** button.

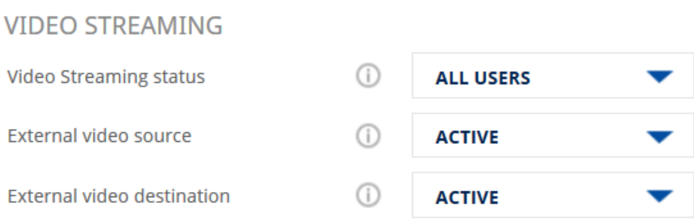

Figure 12.72 EXTERNAL VIDEO DESTINATION - VIDEO STREAMING

Table 12.17 provides information on the editable parameters.

PARAMETER	VALUE	COMMENT
• External video destination	• Inactive • Active	• "Inactive": the Organization will have the External video destination feature deactivated by default • "Active": the Web Organization Administrator will be able to create an external video destination (ex.: server)

Table 12.17 EXTERNAL VIDEO DESTINATION - VIDEO STREAMING

12.4.9 Emergency message

The ***{EMERGENCY MESSAGE}*** area (Figure 12.73) is a service that allows Users to send an emergency message from the **"Agnet Work"** or **"Agnet Dispatcher"** app. Emergency messages are sent to a predefined list of users. These users can be Dispatchers with the right to locate the emergency alert sender from their dispatch console.

The Web Organization Administrator can see the detailed information for each parameter by clicking on the ***[*** ⓘ ***]*** button.

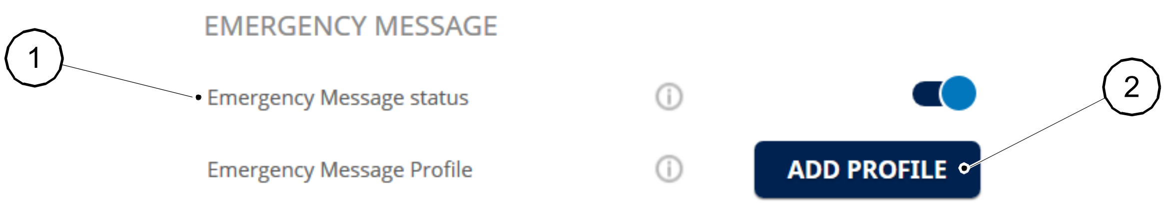

Figure 12.73 EMERGENCY MESSAGE - SETTINGS MENU

Table 12.18 provides information on the editable parameters.

PARAMETER	VALUE	COMMENT
• Emergency Message status	• Enabled • Disabled	• Enabled: the ***[Emergency message]*** button is displayed on Dispatchers' devices • Disabled: the profile is inactive. The ***[Emergency message]*** button will not be displayed on Dispatchers' devices
• Emergency Message Profile	• ***[ADD PROFILE]***	• Set multiple Emergency Messages Profiles for the team. Users that do not have any profile assigned can only receive alerts if they are added as recipients

Table 12.18 EMERGENCY MESSAGE - SETTINGS MENU

Procedure

- Click on the ***[ADD PROFILE]*** button (Figure 12.73, item 2)

  A **"CREATE EMERGENCY MESSAGE PROFILE"** window opens (Figure 12.74).

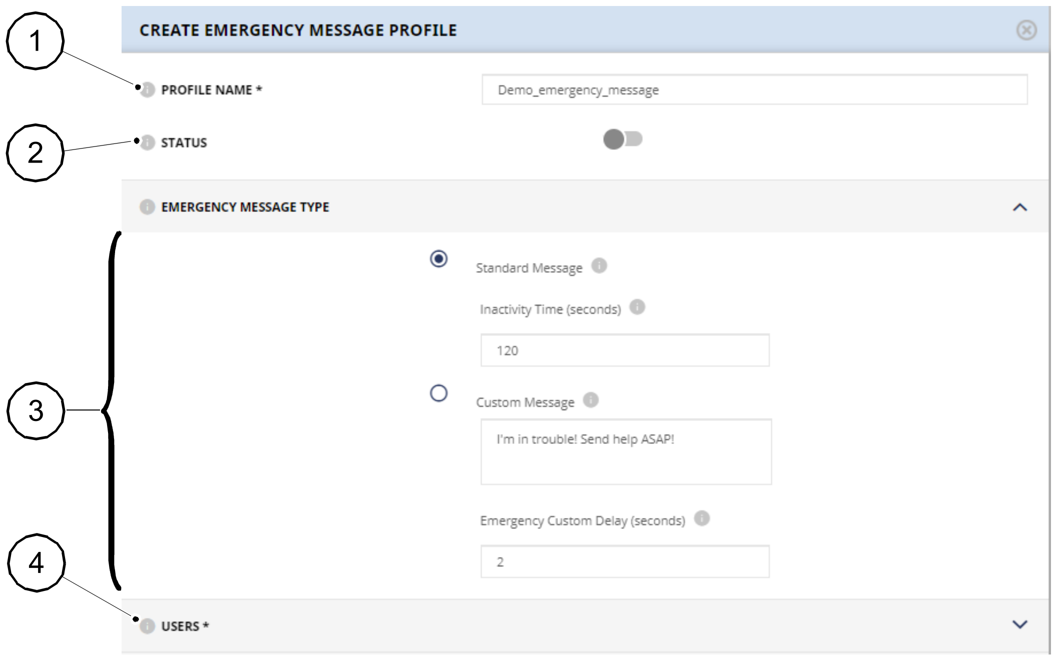

Figure 12.74 CREATE EMERGENCY MESSAGE PROFILE WINDOW

- Enter a name in the ***{PROFILE NAME}*** field (Figure 12.74, item 1)
- Select the status (item 2)
  - If set to "Enabled": the ***[Emergency message]*** button is displayed on Dispatchers' devices.
  - If set to "Disabled": the profile is Inactive. The ***[Emergency message]*** button will not be displayed on Dispatchers' devices.
- Select the message type in the ***{EMERGENCY MESSAGE TYPE}*** pane (item 3):
  - "Standard message": the messages are defined in the application by default. The sender of the message can choose between:
    - CRITICAL! Life in danger
    - SEVERE! Property in danger
    - URGENT! I need help

    "Inactivity Time (seconds)" feature: define after how many seconds of inactivity after the emergency message pop-up was displayed the emergency message will be sent automatically.
  - "Custom Message": define a customized emergency message. The organization users assigned to a Profile will be able to send the customized emergency message by pressing and holding down on the emergency button for 3 seconds.

    "Emergency Custom Delay (seconds)" feature: define the delay (in seconds) for sending a Custom emergency message.
- Click on the ***{USERS}*** pane (item 4) to add the users for which this configuration applies

  Note: *These users will be able to send alerts.*

  The ***{USERS}*** area is displayed (Figure 12.75).

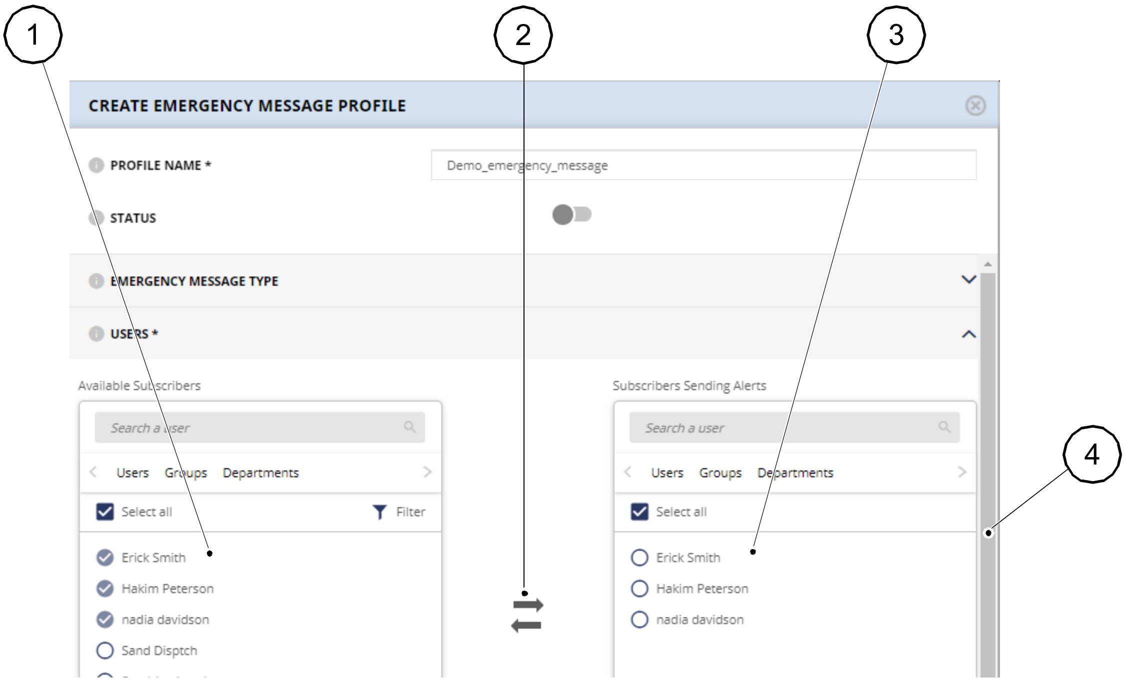

Figure 12.75 USERS - CREATE EMERGENCY MESSAGE PROFILE WINDOW

- Select users one by one (item 1)

  Note: *The maximum number of subscribers is 100.*

- Click on the ***[➡]*** button (item 2) to transfer the selected users to the zone on the right (item 3)
- Scroll the scrollbar (item 4)

  The ***{RECIPIENTS}*** pane appears (Figure 12.76).

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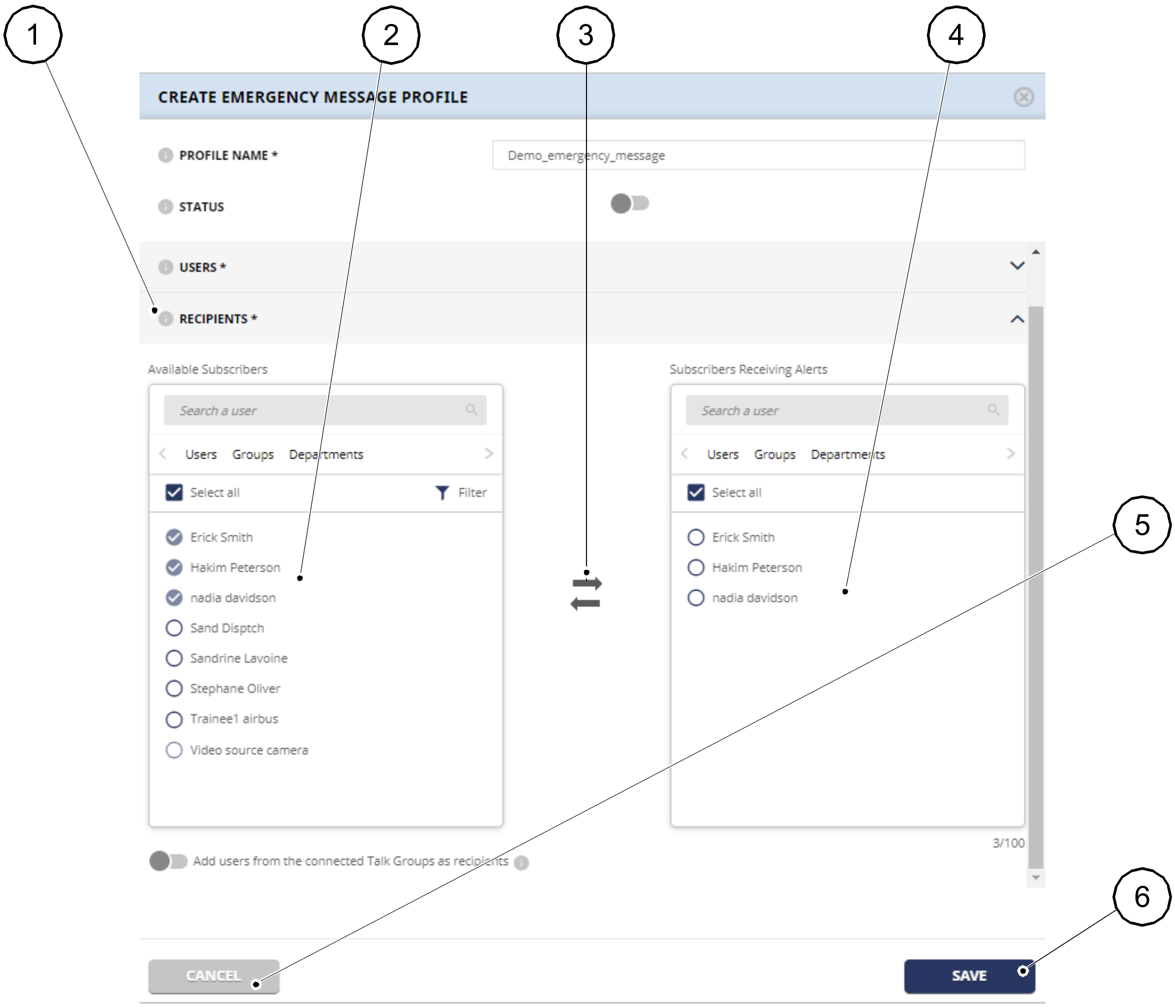

Figure 12.76 RECIPIENTS - CREATE EMERGENCY MESSAGE PROFILE WINDOW

- Click on the ***{RECIPIENTS}*** pane (item 1) to add recipients that will receive alerts from the users assigned for this configuration.
- Select recipients one by one (item 2)

  Note: *The maximum number of subscribers is 100.*

- Click on the ***[➡]*** button (item 3) to transfer the selected recipients to the zone on the right (item 4)
- Enable the "Add users from the connected Talk Groups as recipients" (item 5) feature

  Note: *If enabled, initiators of this profile will trigger an Emergency Message to all Users set as recipients, as well as to all connected users from the selected Talk group. This option is not available for Large Talk groups.*

- Click on the ***[SAVE]*** button (item 6)

  The emergency message profile (Figure 12.77, item 1) is added under the ***[ADD PROFILE]*** button.

  Note: *Multiple emergency message profiles can be created.*

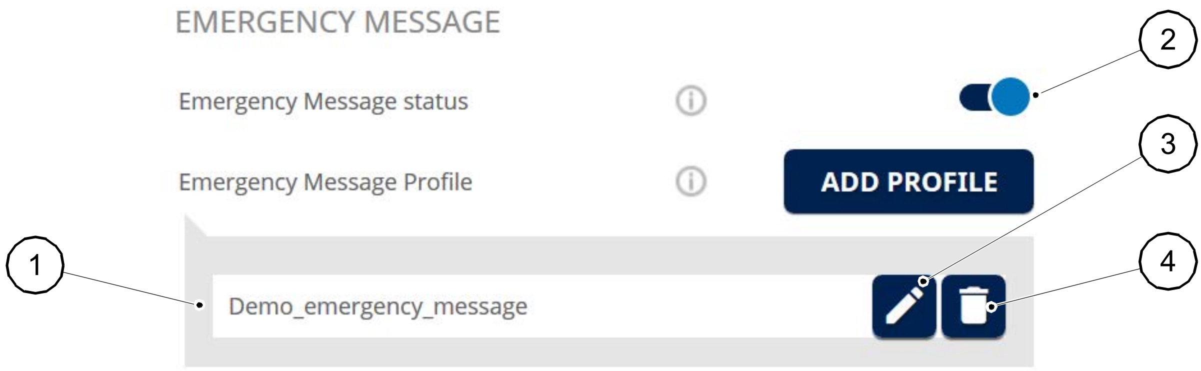

Figure 12.77 EMERGENCY MESSAGE - PROFILE ADDED

- Enable the "Emergency Message status" (item 2)

The Web Organization Administrator can:

- Click on the *[ ]* button (item 3) to edit the profile
- Click on the *[ ]* button (item 4) to delete the profile

12.4.10 Emergency Ambient Listening Call

The ***{Emergency Ambient Listening Call}*** area (Figure 12.78) is a service that allows users to make Emergency Ambient Listening Calls to a predefined user, informing them about a critical situation. Once activated, the ***[Emergency Ambient Listening Call]*** button will be displayed on the **"Agnet Work"** app of the users in the Organization.

The Web Organization Administrator can see the detailed information for each parameter by clicking on the *[ ]* button.

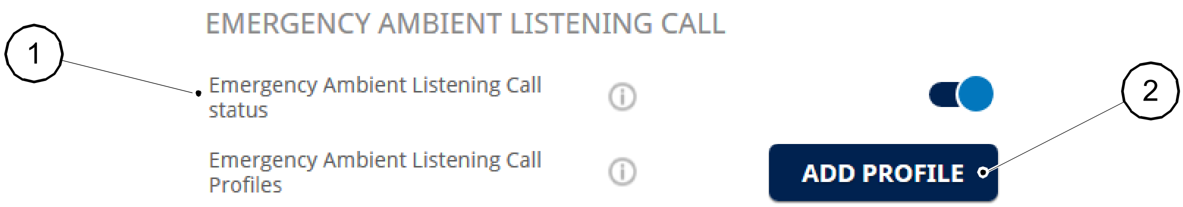

Figure 12.78 EMERGENCY AMBIENT LISTENING CALL - SETTINGS MENU

Table 12.19 provides information on the editable parameters.

PARAMETER	VALUE	COMMENT
• Emergency Ambient Listening Call status	• Enabled • Disabled	• Enabled: the ***[Emergency Ambient Listening Call]*** button is displayed on Users' Mobiles • Disabled: the profile is inactive. The ***[Emergency Ambient Listening Call]*** button will not be displayed on Users' Mobiles
• Emergency Ambient Listening Call Profiles	• ***[ADD PROFILE]***	• Set multiple Emergency Ambient Listening Call Profiles for the team. Users that do not have any profile assigned can only receive alerts if they are added as recipients

Table 12.19 EMERGENCY AMBIENT LISTENING CALL - SETTINGS MENU

Procedure

- Click on the ***[ADD PROFILE]*** button (Figure 12.78, item 2)

  A **"CREATE EMERGENCY AMBIENT LISTENING PROFILE"** window opens (Figure 12.79).

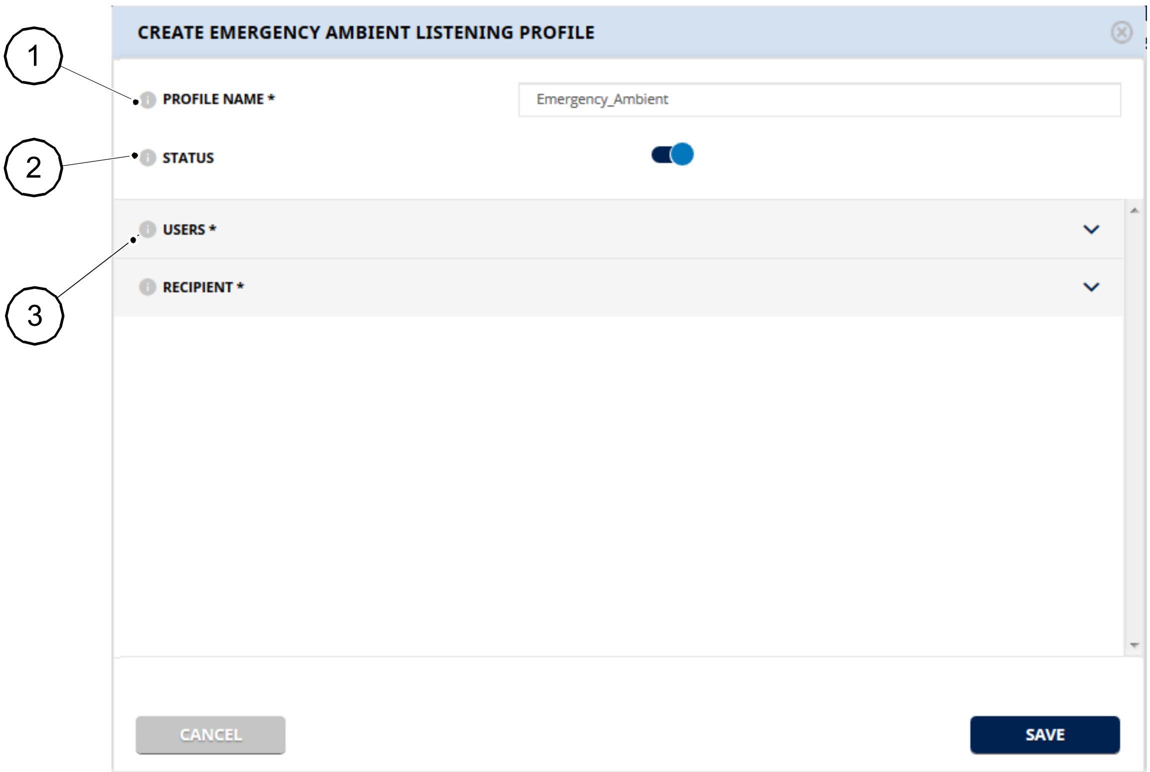

Figure 12.79 CREATE EMERGENCY AMBIENT LISTENING PROFILE WINDOW

- Enter a name in the ***{PROFILE NAME}*** field (Figure 12.79, item 1)
- Select the status (item 2)
  - If set to "Enabled": the ***[Emergency Ambient Listening Call]*** button is displayed on Users' Mobiles.

- If set to "Disabled": the profile is Inactive. The ***[Emergency Ambient Listening Call]*** button will not be displayed on users' Mobiles.

- Click on the ***{USERS}*** pane (item 3) to add the users for which this configuration applies

  Note: *These users will be able to send alerts.*

  The ***{USERS}*** area is displayed (Figure 12.80).

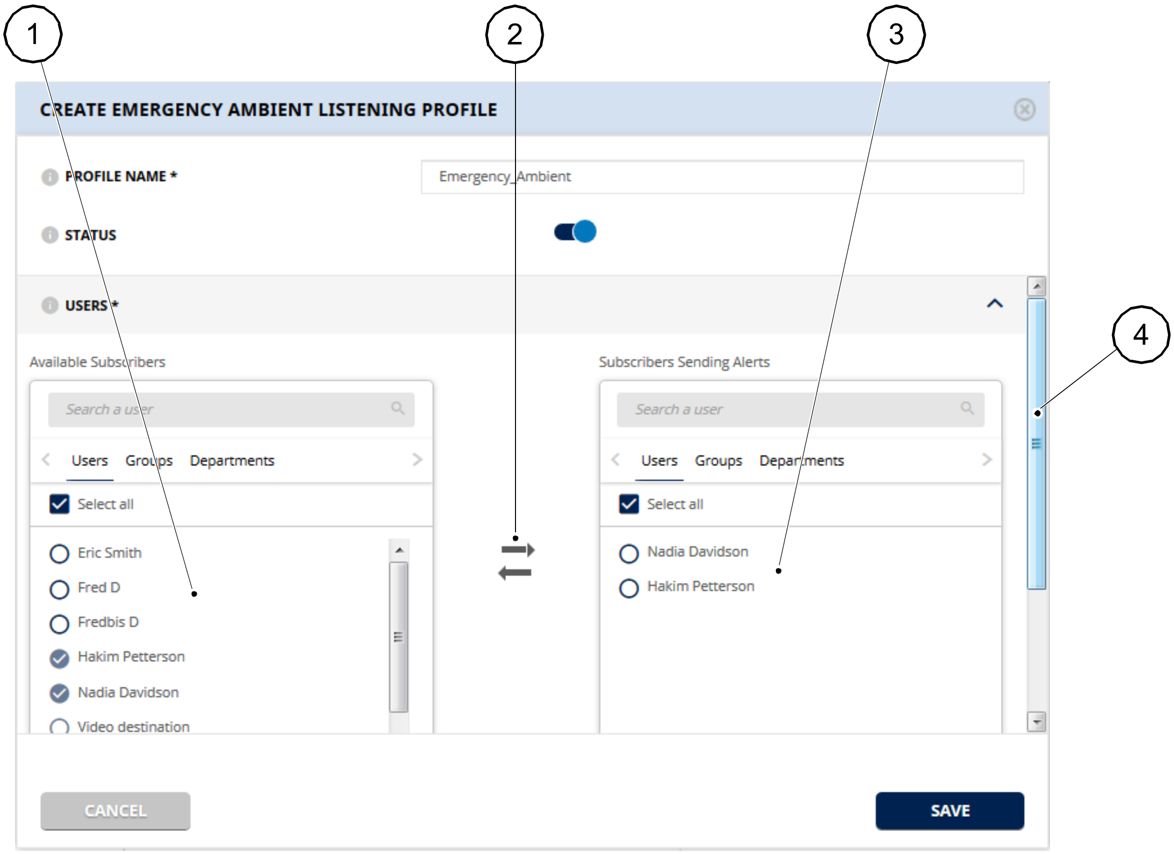

Figure 12.80 USERS - CREATE EMERGENCY AMBIENT LISTENING PROFILE WINDOW

- Select users one by one (item 1)

  Note: *The maximum number of subscribers is 100.*

- Click on the ***[➡]*** button (item 2) to transfer the selected users to the zone on the right (item 3)

- Scroll the scrollbar (item 4)

  The ***{RECIPIENTS}*** pane appears (Figure 12.81).

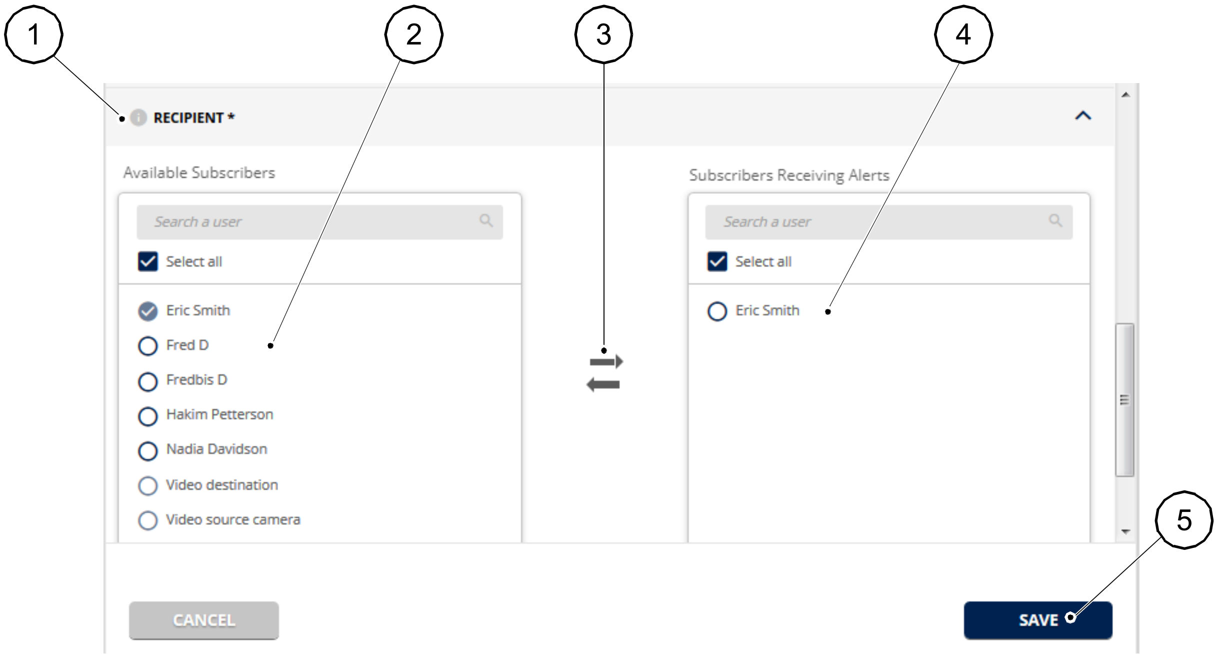

Figure 12.81 RECIPIENTS - CREATE EMERGENCY AMBIENT LISTENING PROFILE WINDOW

- Click on the ***{RECIPIENTS}*** pane (item 1) to add one recipient who will receive alerts from the users assigned for this configuration.
- Select one recipient (item 2)
- Click on the ***[➡]*** button (item 3) to transfer the selected recipient to the zone on the right (item 4)
- Click on the ***[SAVE]*** button (item 5)

A notification is displayed to confirm the update.

The emergency ambient listening call profile (Figure 12.82, item 1) is added under the ***[ADD PROFILE]*** button.

Note: *Multiple emergency ambient listening call profiles can be created.*

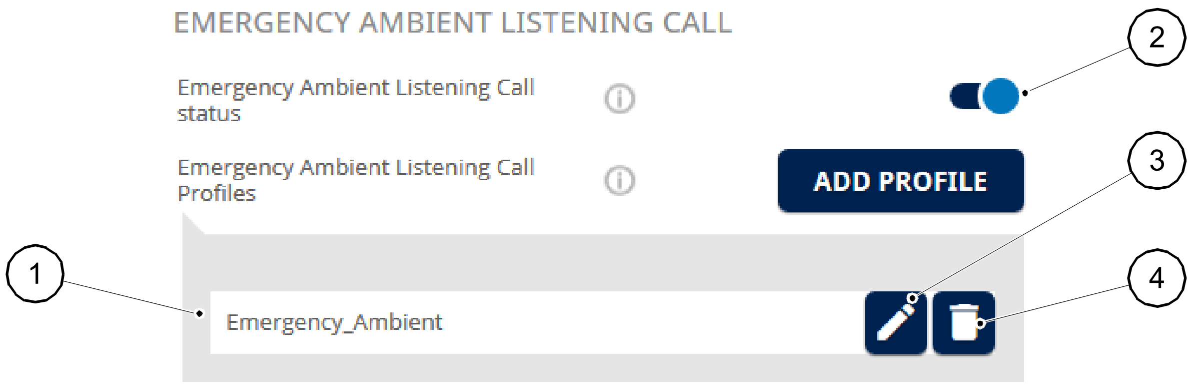

Figure 12.82 EMERGENCY AMBIENT LISTENING - PROFILE ADDED

- Enable the "Emergency ambient Listening Call status" (item 2)

The Web Organization Administrator can:

- Click on the *[* ✎ *]* button (item 3) to edit the profile
- Click on the *[* 🗑 *]* button (item 4) to delete the profile

12.4.11 Emergency PTT group call

The ***{EMERGENCY PTT GROUP CALL}*** area (Figure 12.83) is an optional feature that allows users to send emergency PTT group call to a preset list of organization users.

Note: *If the PTT option is not activated for an organization, the Emergency PTT call is disabled.*

The Web Organization Administrator can see the detailed information for each parameter by clicking on the *[* ⓘ *]* button.

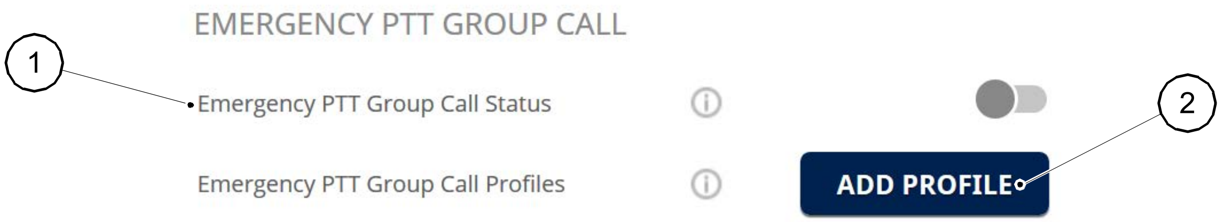

Figure 12.83 EMERGENCY PTT GROUP CALL - SETTINGS MENU

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[Table 12.20](#) provides information on the editable parameters.

PARAMETER	VALUE	COMMENT
• Emergency PTT Group Call Status	• Enabled • Disabled	• Enabled: the ***[Emergency Call]*** or ***[SOS]*** button is displayed on Users' devices • Disabled: the ***[Emergency Call]*** or ***[SOS]*** button will not be displayed on Users' devices
• Emergency PTT Group Call Profiles	• ***[ADD PROFILE]***	• Sets multiple Emergency PTT Group Call Profiles for the team

Table 12.20 EMERGENCY PTT GROUP CALL - SETTINGS MENU

Procedure

- Click on the ***[ADD PROFILE]*** button (Figure 12.83, item 2)

  A **"CREATE EMERGENCY PTT GROUP CALL PROFILE"** window opens (Figure 12.84).

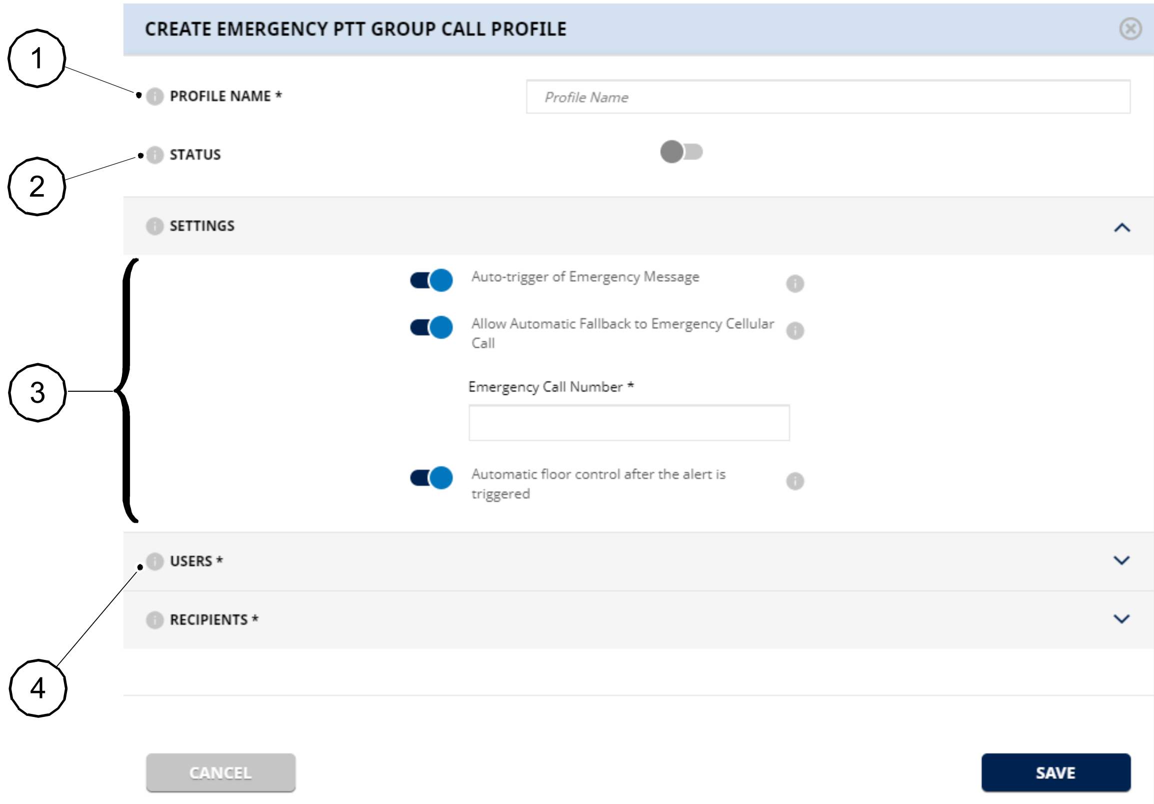

Figure 12.84 CREATE EMERGENCY PTT GROUP CALL PROFILE WINDOW

- Enter a name on the ***{PROFILE NAME}*** field (Figure 12.84, item 1)
- Select the status (item 2)
  - If set to "Enabled": the ***[Emergency Call]*** or ***[SOS]*** button is displayed on Users' devices.
  - If set to "Disabled": the profile is Inactive. The ***[Emergency Call]*** or ***[SOS]*** button will not be displayed on Users' devices.

- In the ***{SETTINGS}*** pane (item 3):
  - Set "Auto-trigger of Emergency Message". If "Enable": when user assigned to this Profile launches an Emergency PTT Group Call, an Emergency Message alert will be automatically sent as well

    Caution: *Always set this field to Disabled.*
  - Set "Allow Automatic Fallback to Emergency Cellular Call": if no data for the Emergency PTT Group Call, allows to automatically fallback to a cellular call to Emergency Call Number
  - Set cellular emergency call number in ***{Emergency Call Number}*** field
  - Set "Automatic floor control after the alert is triggered". If "Enable": the users set as initiators in the Emergency Call profile will automatically take the floor in the active selected Talk group instead of a PTT group call
- Click on the ***{USERS}*** pane (item 4) to add the users for which this configuration applies

  Note: *These users will be able to send alerts.*

  The ***{USERS}*** area is displayed (Figure 12.85).

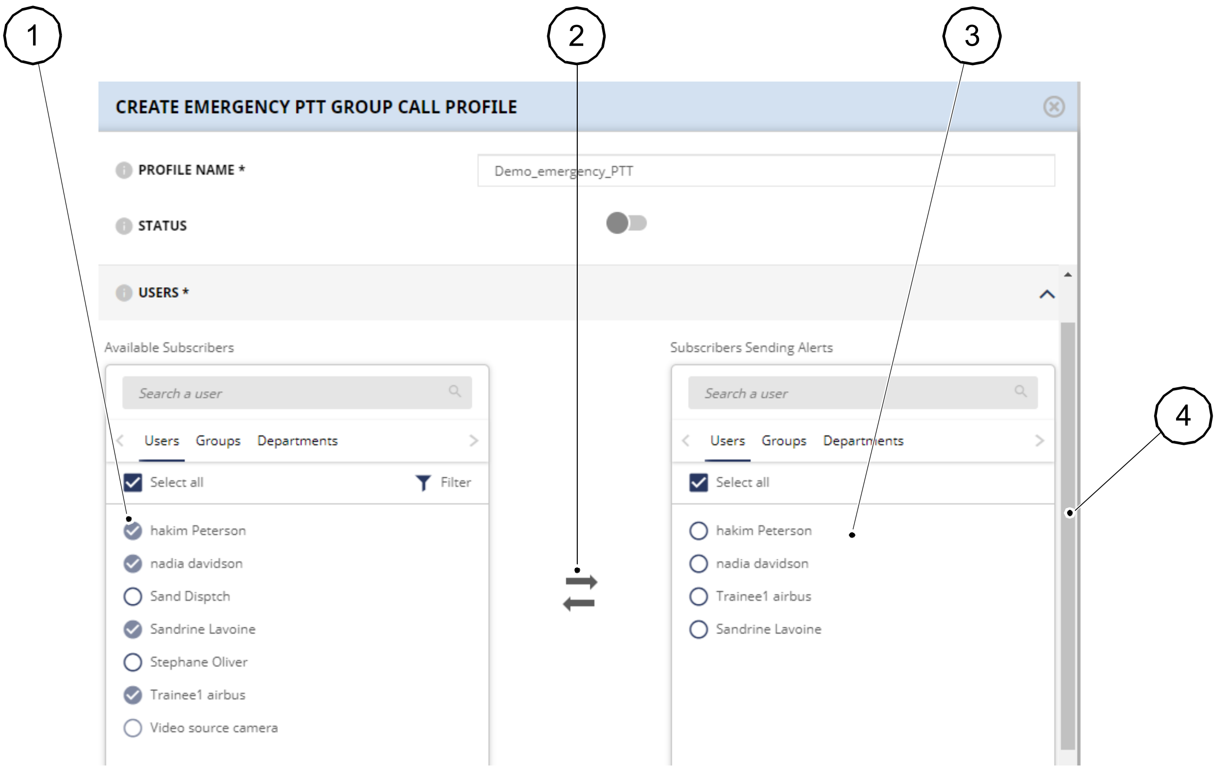

Figure 12.85 USERS - CREATE EMERGENCY PTT GROUP CALL PROFILE WINDOW

- Select users one by one (item 1)

  Note: *The maximum number of subscribers is 100.*
- Click on the ***[➡]*** button (item 2) to transfer the selected users to the zone on the right (item 3)
- Scroll the scrollbar (item 4)

The ***{RECIPIENTS}*** pane appears (Figure 12.86).

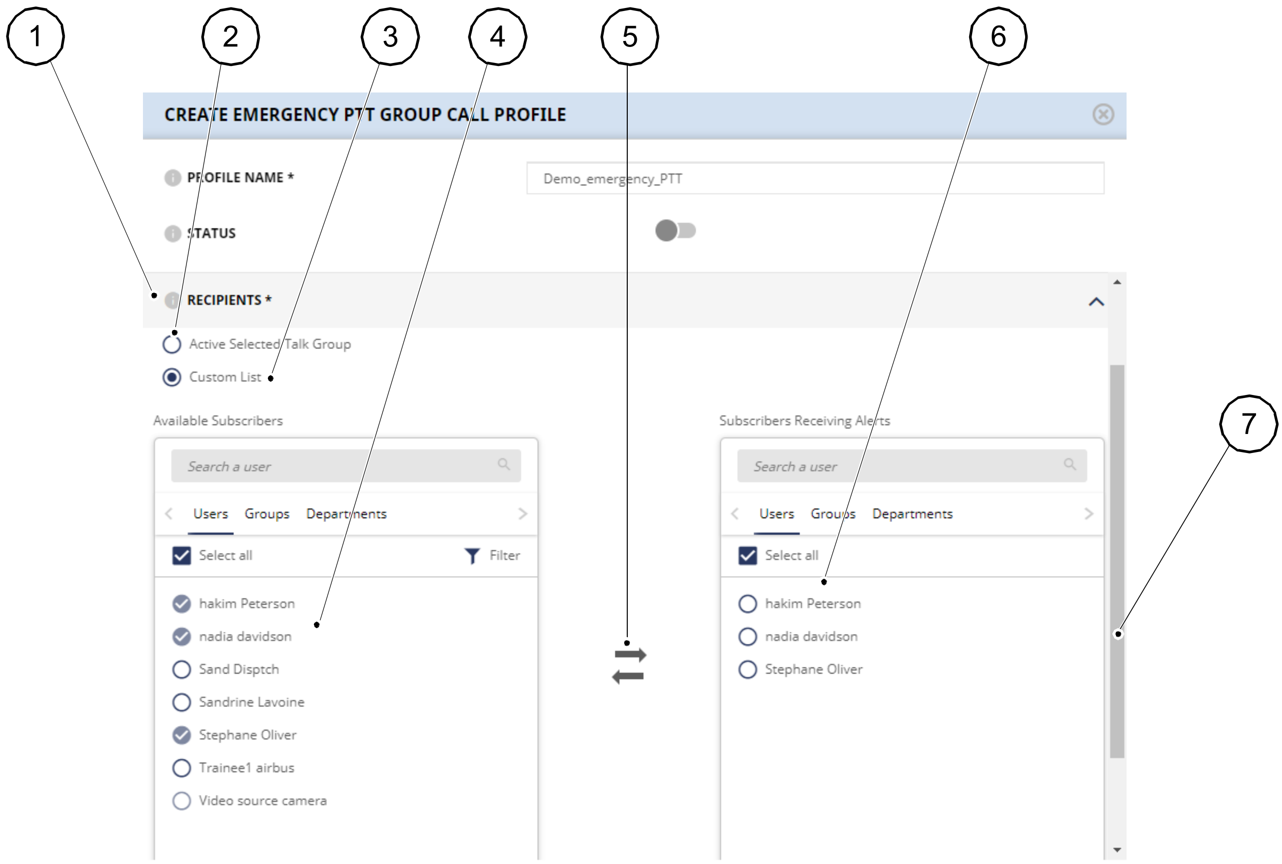

Figure 12.86 RECIPIENTS - CREATE EMERGENCY PTT GROUP CALL PROFILE WINDOW

- Click on the ***{RECIPIENTS}*** pane (item 1)
- Choose the ***[Active Selected Talk Group]*** checkbox (item 2) to allow the active Talk group to receive alerts

  or
- Choose the ***[Custom list]*** checkbox (item 3) to add recipients who will receive alerts from the users assigned for this configuration
  - Select recipients one by one (item 4)

    Note: *The maximum number of subscribers is 100.*
  - Click on the ***[➡]*** button (item 5) to transfer the selected recipients to the zone on the right (item 6)
  - Use the scrollbar (item 7) to scroll down

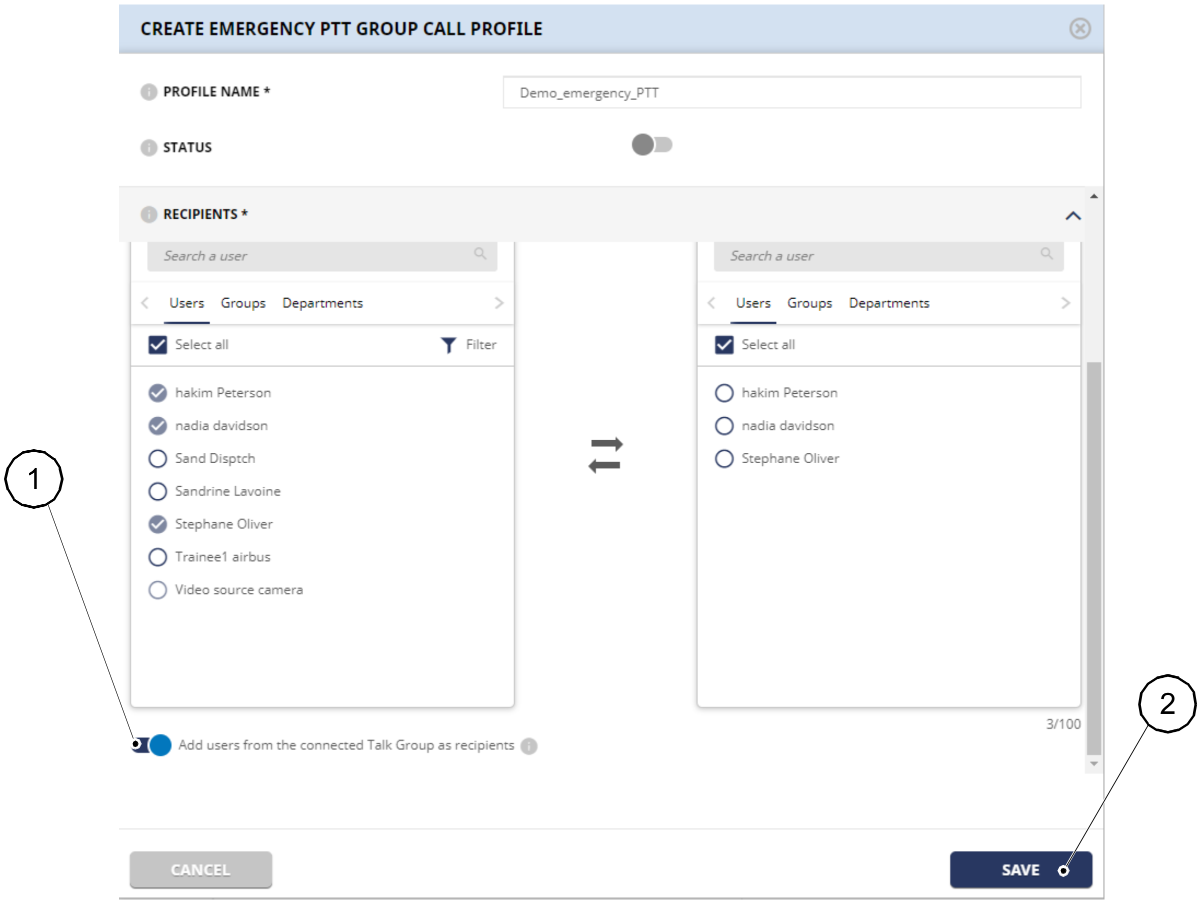

Figure 12.87 RECIPIENTS (CONT'D) - CREATE EMERGENCY PTT GROUP CALL PROFILE WINDOW

- Set "Add users from the connected Talk group as recipients" (item 1):
  - ◆ If set to Disabled: the initiator of the Emergency Push-To-Talk group call will be able to contact only the users set as recipients
  - ◆ If set to Enabled: the initiator of the Emergency Push-To-Talk group call will be able to contact the users set as recipients and the users connected to the same Talk groups as them

• Click on the ***[SAVE]*** button (item 2)

The emergency message profile (Figure 12.88, item 1) is added under the ***[ADD PROFILE]*** button.

Note: *Multiple emergency message profile can be created.*

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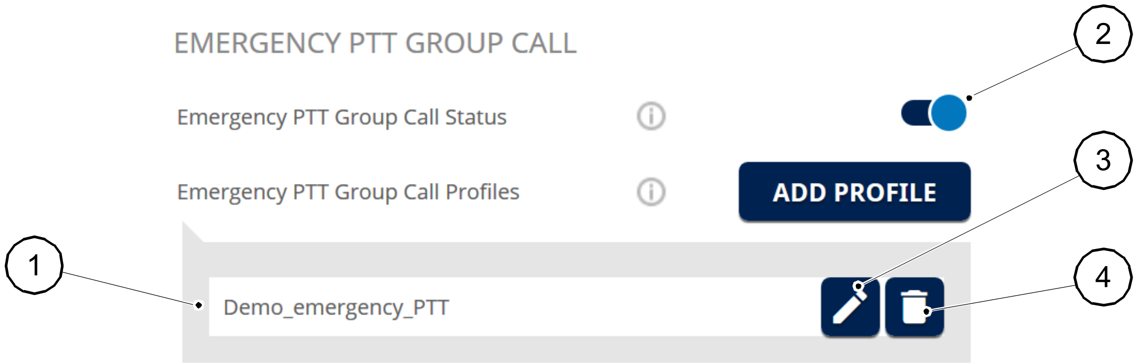

Figure 12.88 EMERGENCY PTT GROUP CALL - PROFILE ADDED

- Enable the "Emergency PTT Group Status" (item 2)

The Web Organization Administrator can also:

- Click on the [ ] button (item 3) to edit the profile
- Click on the [ ] button (item 4) to delete the profile

12.4.12 Lifeguard (Figure 12.89)

The Web Organization Administrator can modify the following features:

- Set default status for Lifeguard (see Section 12.4.12.1)
- Lifeguard Recipients list (see Section 12.4.12.2)
- Lifeguard Profile (see Section 12.4.12.3)

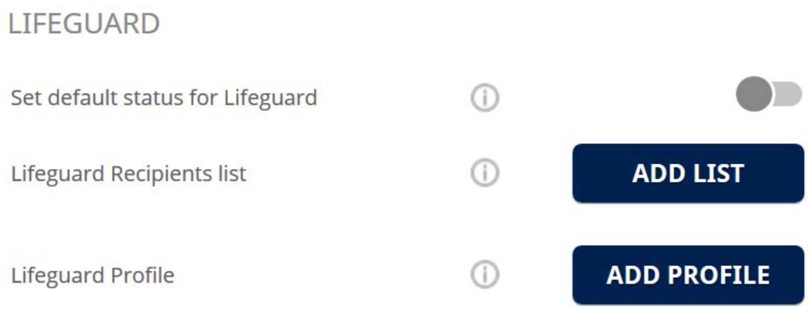

Figure 12.89 LIFEGUARD - SETTINGS MENU

12.4.12.1 Set default status for Lifeguard (Figure 12.90)

The Web Organization Administrator can see the detailed information for each parameter by clicking on the *[ⓘ]* button.

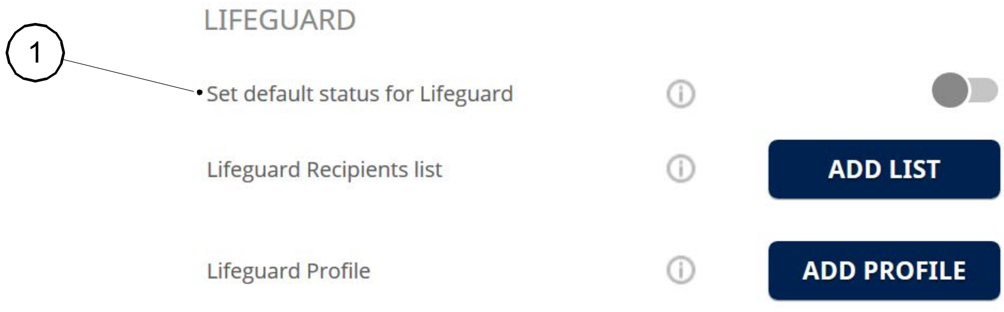

Figure 12.90 SET DEFAULT STATUS FOR LIFEGUARD - LIFEGUARD

Table 12.21 provides information on the editable parameters.

PARAMETER	VALUE	COMMENT
• Set default status for Lifeguard	• Enabled • Disabled	• Enabled: feature is enabled in the mobile application by default • Disabled: feature is disabled in the mobile application by default

Table 12.21 SET DEFAULT STATUS FOR LIFEGUARD - LIFEGUARD

12.4.12.2 Lifeguard Recipients list

The "Lifeguard Recipients list" feature (Figure 12.91, item 1) is used to set multiple Lifeguard Recipients list for the team.

Note: *At least one list needs to be set.*

The Web Organization Administrator can see the detailed information for each parameter by clicking on the *[ⓘ]* button.

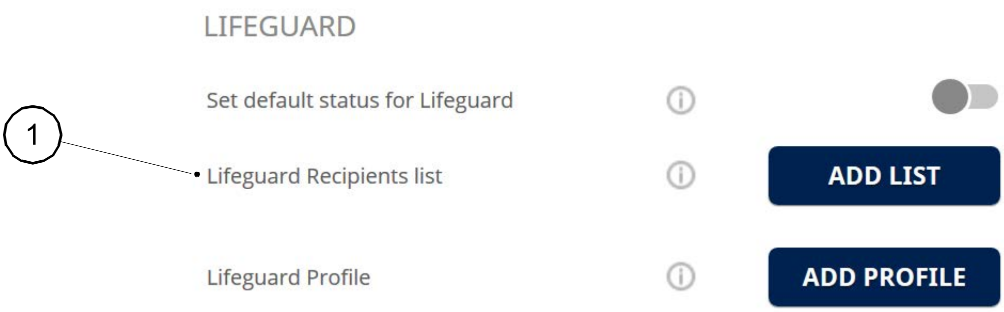

Figure 12.91 LIFEGUARD RECIPIENTS LIST - LIFEGUARD

Procedure

- Click on the ***[ADD LIST]*** button (Figure 12.91, item 1)

  A **"CREATE LIFEGUARD RECIPIENTS LIST"** window opens (Figure 12.92).

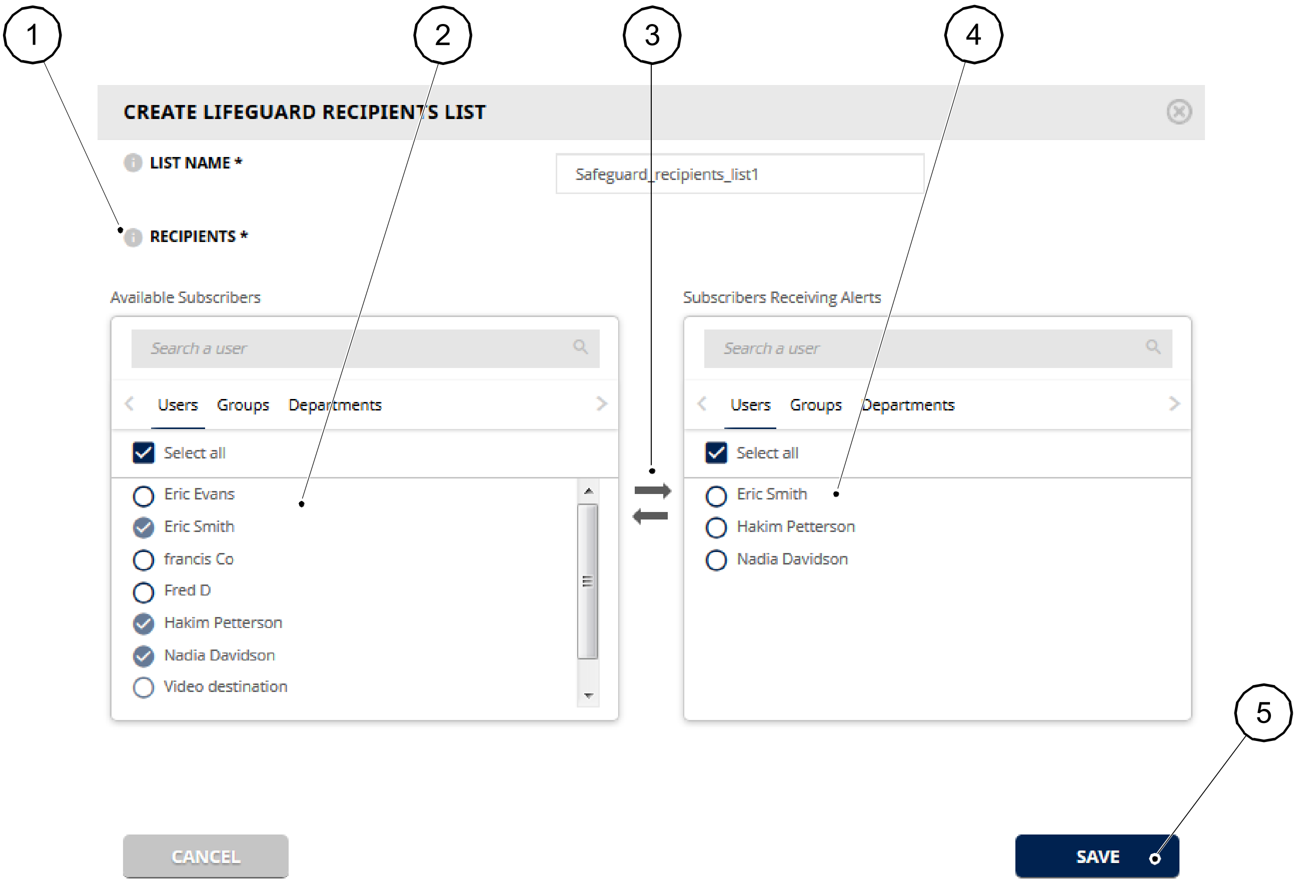

Figure 12.92 CREATE LIFEGUARD RECIPIENTS LIST WINDOW

- Enter a name in the ***{LIST NAME}*** field (Figure 12.92, item 1)
- In the ***{RECIPIENTS}*** area:
  - Select recipients one by one (item 2) to add the users that will receive alerts in case of a critical situation

    Note: *The maximum number of subscribers is 100.*
  - Click on the ***[➡]*** button (item 3) to transfer the selected recipients to the zone on the right (item 4)
  - Click on the ***[SAVE]*** button (item 5)

    The lifeguard recipients list (Figure 12.93, item 1) is added under the ***[ADD LIST]*** button.

  Note: *Multiple lifeguard recipients list can be created.*

12

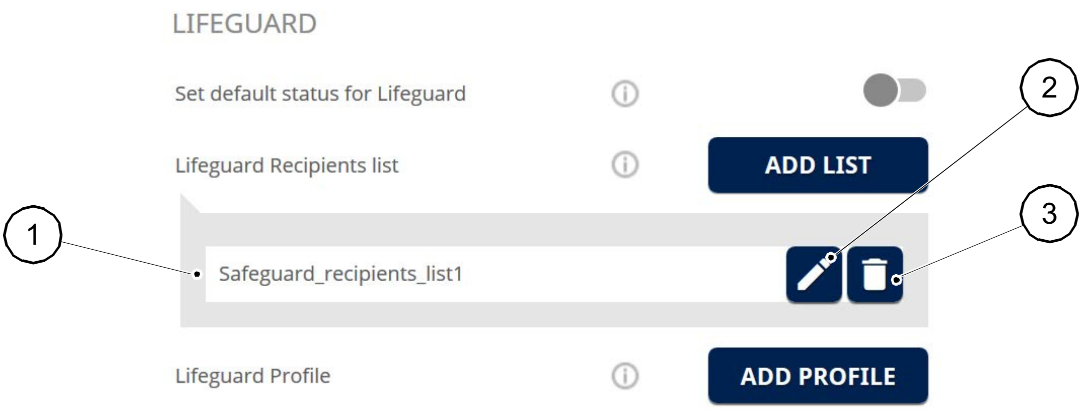

Figure 12.93 LIFEGUARD - LIST ADDED

Note: *The recipient of the alert can be an atomic user (individual user) as well as a group or department that includes:*

- *multiple atomic users*
- *multiple groups*
- *multiple atomic users and groups*

The Web Organization Administrator can also:

- Click on the *[ ]* button (item 2) to edit the list
- Click on the *[ ]* button (item 3) to delete the list

12.4.12.3 Lifeguard Profile

The "Lifeguard Profile" feature (Figure 12.94, item 1) is used to set multiple Lifeguard profiles for your team.

The Web Organization Administrator can see the detailed information for each parameter by clicking on the ***[ⓘ]*** button.

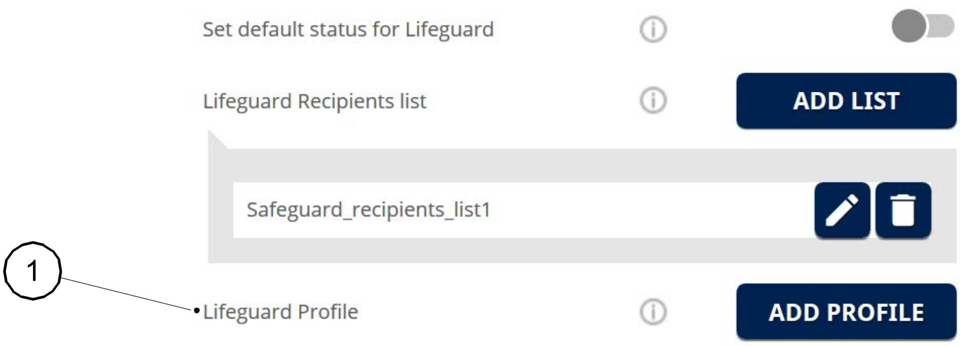

Figure 12.94 LIFEGUARD PROFILE - LIFEGUARD

Procedure

- Click on the ***[ADD PROFILE]*** button (Figure 12.94, item 1)

  A **"CREATE LIFEGUARD PROFILE"** window opens (Figure 12.95).

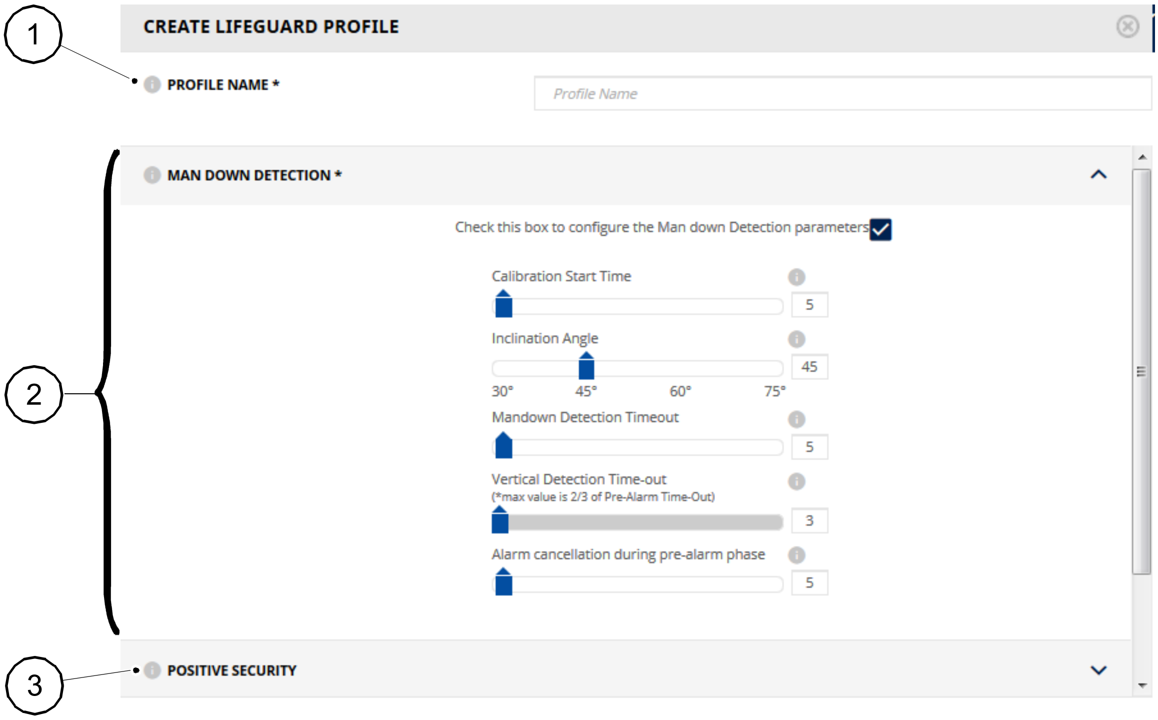

Figure 12.95 CREATE LIFEGUARD PROFILE WINDOW

- Enter a name in the ***{PROFILE NAME}*** field (Figure 12.95, item 1)
- In the ***{MAN DOWN DETECTION}*** pane (item 2) to define the criteria to send an alert:
  - Check the ***[Check this box to configure the Man down Detection parameters]*** box
  - Set the "Calibration Start Time" feature: duration before the calibration starts
  - Set the "Inclination Angle" feature: this angle represents how much a user needs to be tilted from the vertical position to be considered down
  - Set the "Mandown Detection Timeout" feature: duration in which the smartphone is tilted beyond the threshold angle. When this tilt duration is exceeded, an audio and visual notification will warn user of the initial detection
  - Set the "Vertical Detection Time-out" feature: during pre-alarm phase, duration in which Man Down Angular Sensitivity condition is no longer met (the device is put vertically again). When this duration is exceeded, the pre-alarm is automatically canceled
  - Set the "Alarm cancellation during pre-alarm phase" feature: duration in which the device is in pre-alarm phase. On user device, a warning tone is played, and the pre-alarm screen is displayed to let the user cancel the alarm
- Click on the ***{POSITIVE SECURITY}*** pane (item 3) to inform users when the Lifeguard service is not available because there is no network connection

  The ***{POSITIVE SECURITY}*** area is displayed (Figure 12.96).

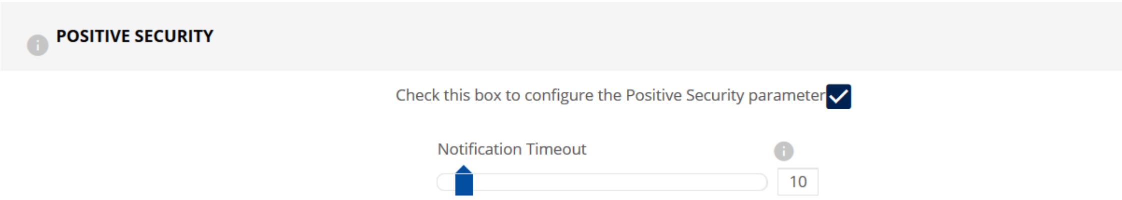

Figure 12.96 POSITIVE SECURITY - CREATE LIFEGUARD PROFILE WINDOW

- Check the ***[Check this box to configure the Positive Security parameter]*** box
- Set "Notification Timeout" feature: set duration after which the user is informed about the loss of connectivity
- Scroll the scrollbar

  The ***{USERS}*** pane appears (Figure 12.97).

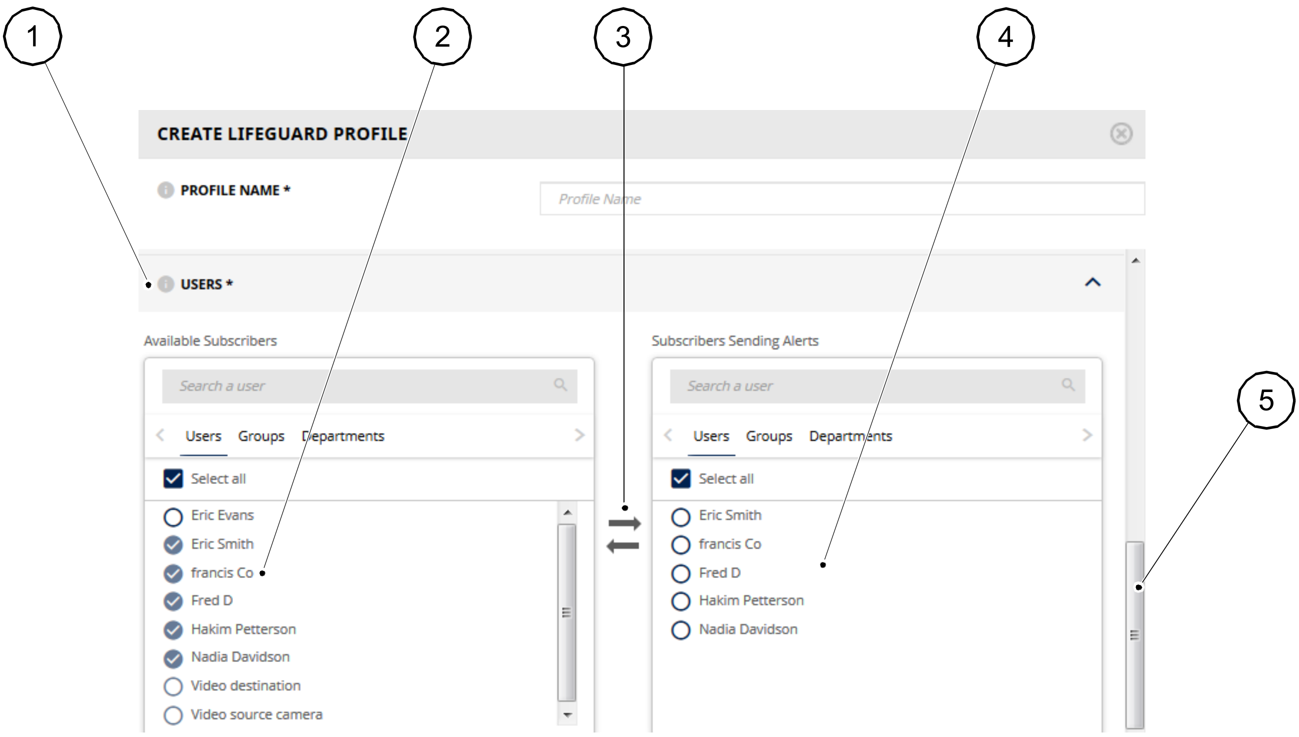

Figure 12.97 USERS - CREATE LIFEGUARD PROFILE WINDOW

- Click on the ***{USERS}*** pane (item 1) to add the users for which this configuration applies
- Select users one by one (item 2)

  Note: *The maximum number of subscribers is 100.*

- Click on the ***[➡]*** button (item 3) to transfer the selected users to the zone on the right (item 4)

- Scroll the scrollbar (item 5)

  The ***{RECIPIENTS}*** pane appears (Figure 12.98).

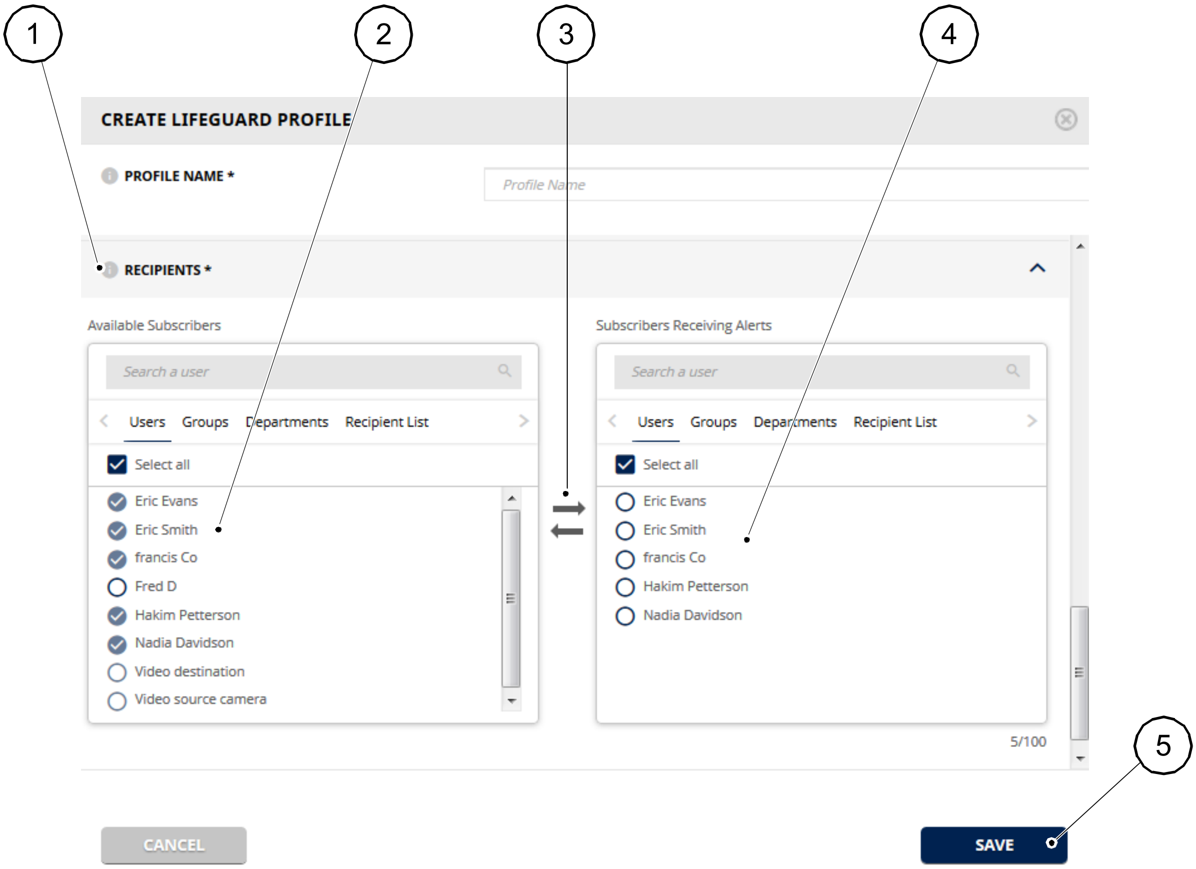

Figure 12.98 RECIPIENTS - CREATE LIFEGUARD PROFILE WINDOW

- Click on the ***{RECIPIENTS}*** pane (item 1) to add recipients that will receive alerts from the users assigned for this configuration
- Select recipients one by one (item 2)

  Note: *The maximum number of subscribers is 100.*
- Click on the ***[➡]*** button (item 3) to transfer the selected recipients to the zone on the right (item 4)
- Click on the ***[SAVE]*** button (item 5)

  The lifeguard profile (Figure 12.99, item 1) is added under the ***[ADD PROFILE]*** button.

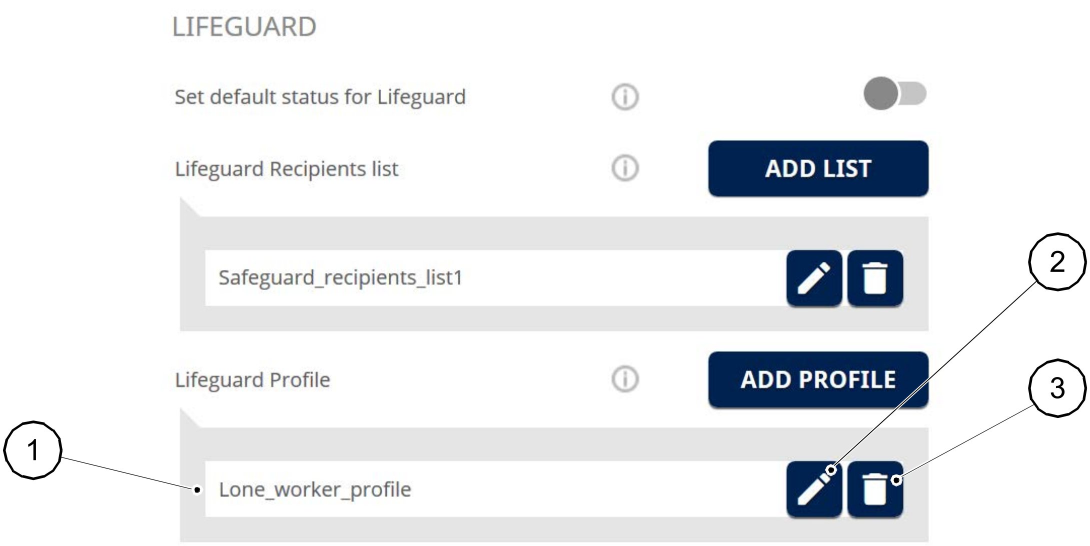

Figure 12.99 LIFEGUARD - PROFILE ADDED

The Web Organization Administrator can also:

- Click on the *[* *]* button (item 2) to edit the profile
- Click on the *[* *]* button (item 3) to delete the profile

12.4.13 Reach back request (Figure 12.100)

The "Reach back request" feature allows the mobile users that have the "Push-To-Talk" feature to request an "Urgent Reach Back" request or a "Reach Back" request from the Talk group main screen.

Figure 12.100 REACH BACK REQUEST - SETTINGS MENU

The "Talk Group reach back request" feature may have one of two values at the Organization level:

- Inactive
- Active

12.4.14 Search mode (Figure 12.101)

The "Server-side Contact search" feature allows the users to perform a search of the whole organization users list on the server and not only of the Contacts lists displayed to them. This parameter is recommended if you have many users in your account.

Figure 12.101 SEARCH MODE - SETTINGS MENU

The "Server-side Contact search" feature may have one of two values at the Organization level:

- Inactive
- Active

12.4.15 Workflows (Figure 12.102)

The ***{WORKFLOWS}*** area allows the Web Organization Administrator to set the following features:

- Workflows Status (item 1) (see Section 12.4.15.1)
- Upload process reports on FTP (item 2) (see Section 12.4.15.2)
- Cloud Process Export (item 3) (see Section 12.4.15.3)
- Cloud storage process grace period (item 4) (see Section 12.4.15.4)
- Process Auto-completion (item 5) (see Section 12.4.15.5)

The Web Organization Administrator can see the detailed information for each parameter by clicking on the ***[ⓘ]*** button.

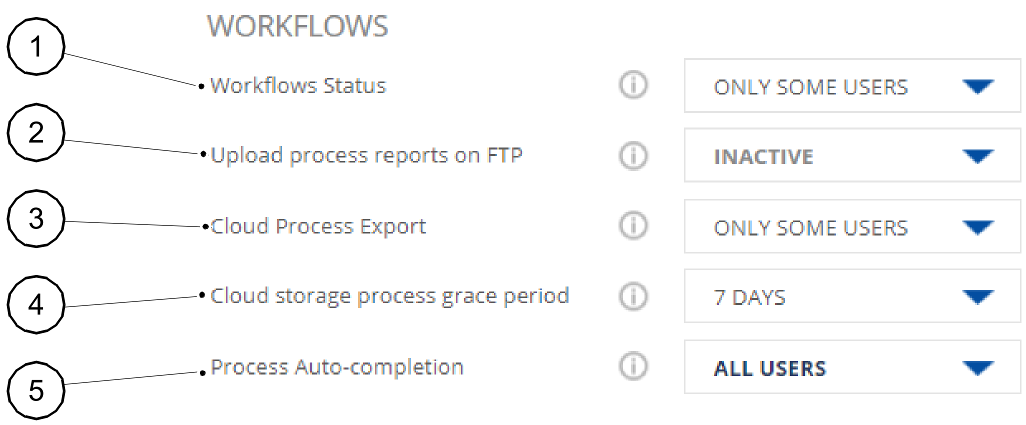

Figure 12.102 WORKFLOWS - SETTINGS MENU

12.4.15.1 Workflows Status

In a process template, a user can be assigned to the following lists:

- Publication list
- The Routing part/Recipients list of:
  - Manual, auto-routing, or hybrid steps
  - An escalation list
  - The "Inform users about process completion" step

Table 12.2 provides information on the editable parameter "Workflows Status" (Figure 12.102, item 1).

Note: *How the "Workflows" feature is activated can impact the creation of process models within your Organization.*

PARAMETER	VALUE	COMMENT
• Workflows Status	• Inactive • All users • Only some users	• "Inactive": no User will be displayed in the lists above and a **"CONFIRMATION REQUIRED"** window inform that the feature will inactive for users. • "All users": to have the right to select all the users in the Organization and assign them to one of the lists above. • "Only some users": - The Web Organization Administrator will be able to see all the users in the organization, but a visual indication will inform which of them do not have the "Workflows" option activated. - Users who do not have the "Workflows" option cannot be added to any of the above lists. To activate it, select the user and confirm the activation of the "Workflows" option for that user. **Nota :** *Activate the "Workflows" feature (see Section 5.3.3) on a user-by-user basis if the {Workflows Status} drop-down menu (Figure 12.102, item 1) is set to "Only some users"*

Table 12.22 WORKFLOWS STATUS - WORKFLOWS

12.4.15.2 Upload process reports on FTP

The "Upload process reports on FTP" feature (Figure 12.102, item 2) may have one of two values at the Organization level:

- Inactive: Worklows process reports will not be uploaded
- Active: the option allows the configuration on which the reports created for the processes will be uploaded

Procedure

- Select "Active" from the ***{Upload process reports on FTP}*** drop-down menu (Figure 12.103, item 1)

  The "FTP configuration" feature appears (item 2).

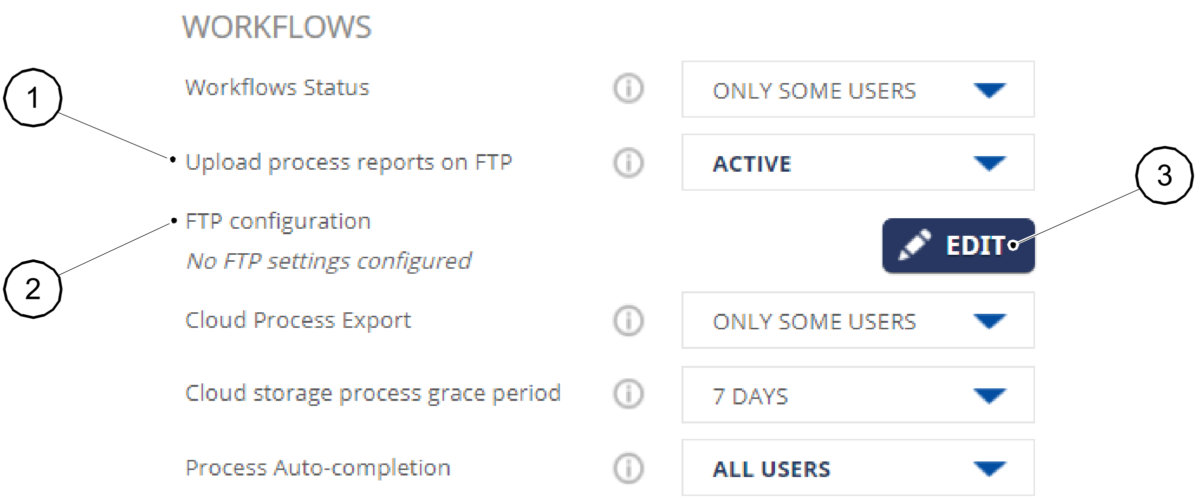

Figure 12.103 UPLOAD PROCESS REPORTS ON FTP

- Click on the ***[EDIT]*** button (item 3) of the "FTP configuration" feature

  An **"FTP SERVER CONFIGURATION"** window opens (Figure 12.104).

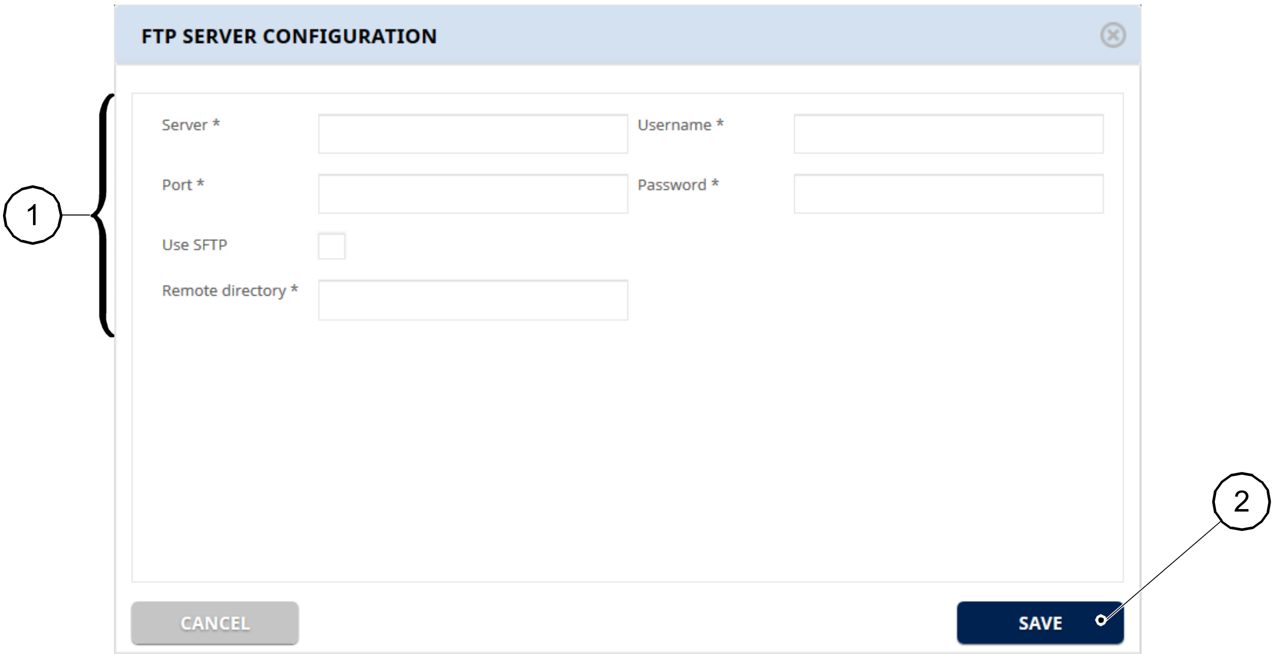

Figure 12.104 FTP SERVER CONFIGURATION - UPLOAD PROCESS REPORTS ON FTP

- Enter the mandatory attributes that are indicated with an asterisk (Figure 12.104, item 1)
- Click on the ***[SAVE]*** button (item 2)

  The FTP is configured.

12.4.15.3 Cloud Process Export

The "Cloud Process Export" feature (Figure 12.102, item 3) allows the Users to export processes from their Agnet Dispatcher account and free up storage space.

This feature may have one of three values at the Organization level:

- Inactive
- All users
- Only some users

  Note: *To export the processes in "Workflows", activate the "Dispatcher" feature (see Section 5.3.3) on a user-by-user basis if the **{Cloud Process Export}** drop-down menu (Figure 12.102, item 3) is set to "Only some users".*

12.4.15.4 Cloud storage process grace period

The "Cloud storage process grace period" feature (Figure 12.102, item 4) allows the Web Organization Administrator to choose an extra period for saving the "Workflows" processes.

12.4.15.5 *Process Auto-completion*

The "Process Auto-completion" feature (Figure 12.102, item 5) is used to display data entered by the user in previous process instances from the same template. Data entered by other process participants will not be available with auto-completion.

This feature may have one of three values at the Organization level:

- Inactive
- All users
- Only some users

  Note: *Activate the "Process Completion" feature (see Section 5.3.3) on a user-by-user basis if the* ***{Process Auto-completion}*** *drop-down menu (Figure 12.102, item 5) is set to "Only some users".*

12.4.16 Always connected users mode (Figure 12.105)

The ***{ALWAYS CONNECTED USERS MODE}*** area allows users to always be connected to the server.

Note: *Setting applies to Android users only.*

Caution: *Always set this field to Active.*

The Web Organization Administrator can see the detailed information for each parameter by clicking on the ***[ⓘ]*** button.

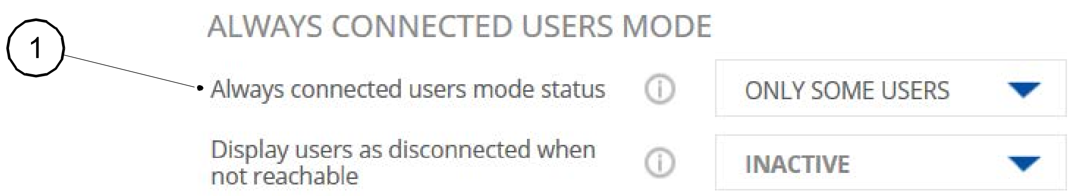

Figure 12.105 ALWAYS CONNECTED USERS MODE - SETTINGS MENU

Table 12.23 provides information on the editable parameters.

PARAMETER	VALUE	COMMENT
• Always connected users mode status	• Inactive • All users • Only some users	• Activate the "Always connected users" feature (see Section 5.3.3) on a user-by-user basis if the ***{Always connected users mode status}*** drop-down menu (item 1) is set to "Only some users".
• Display users as disconnected when not reachable	• Inactive • Active	• "Inactive": the users will be considered as disconnected only if they are logged out or locally disconnected • "Active": the users will be considered as disconnected when they are not reachable by the server for technical reasons

Table 12.23 ALWAYS CONNECTED USERS MODE STATUS - ALWAYS CONNECTED MODE

12.4.17 Always connected calls mode (Figure 12.106)

The Web Organization Administrator can see the detailed information for each parameter by clicking on the ***[ⓘ]*** button.

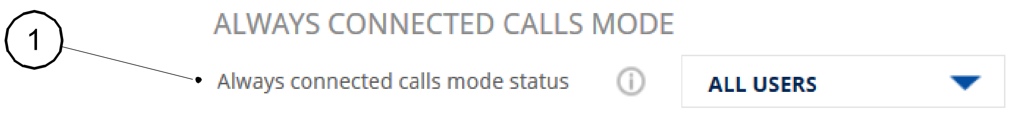

Figure 12.106 ALWAYS CONNECTED CALLS MODE - SETTINGS MENU

Table 12.24 provides information on the editable parameters.

PARAMETER	VALUE	COMMENT
• Always connected calls mode status	• Inactive • All users • Only some users	• Activate the "Always connected calls" feature (see Section 5.3.3) on a user-by-user basis if the ***{Always connected calls mode status}*** drop-down menu (item 1) is set to "Only some users".

Table 12.24 ALWAYS CONNECTED CALLS MODE - ALWAYS CONNECTED MODE

12.4.18 Logo upload

The ***{LOGO UPLOAD}*** area is used by the Web Organization Administrator to upload image that will be displayed in the **"Agnet Work"** app. The result of upload image is previewed before confirming the download.

Procedure

- Click on the ***[✎]*** button (Figure 12.107, item 1)

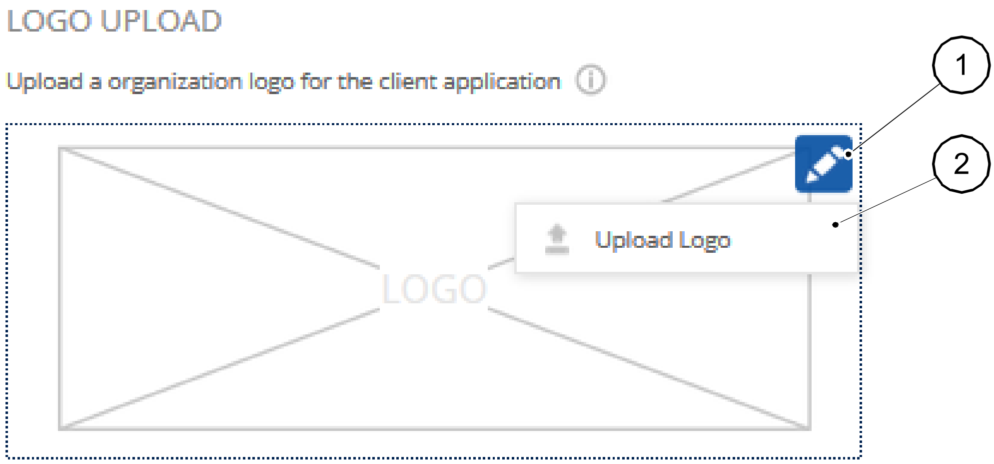

Figure 12.107 LOGO UPLOAD - SETTINGS MENU

- Click on the ***[Upload Logo]*** button (item 2)

The **"File Upload"** window appears.

In the **"File Upload"** window:

- Select where the logo file is located
- Select the desired logo file
- Click on the ***[Open]*** button

An **"ADJUST YOUR LOGO"** window appears (Figure 12.108).

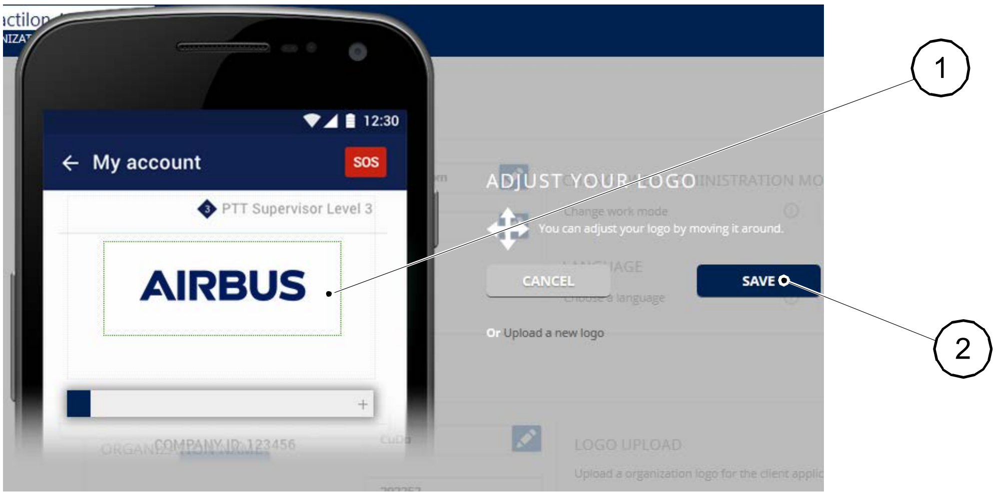

Figure 12.108 ADJUST YOUR LOGO WINDOW

- Adjust the logo if necessary (Figure 12.108, item 1)
- Click on the ***[SAVE]*** button (item 2)

A **"PREVIEW"** window appears (Figure 12.109).

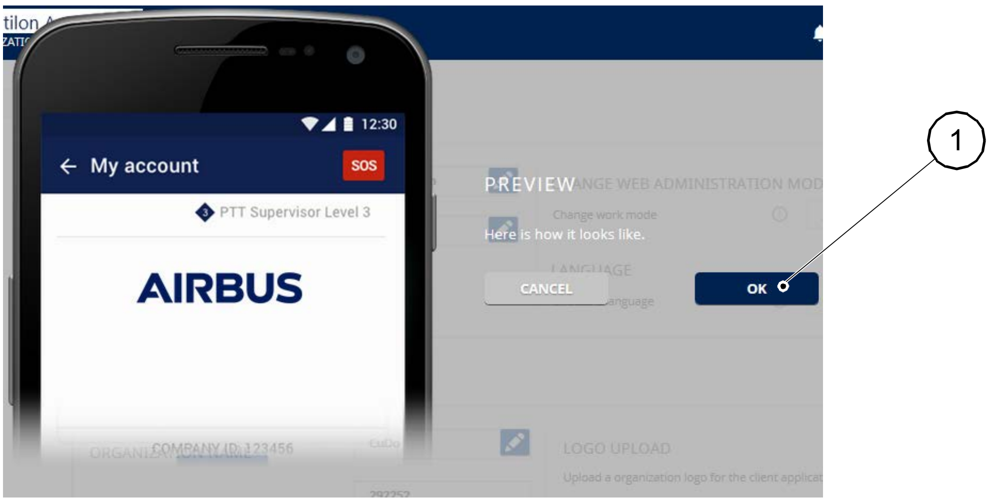

Figure 12.109 PREVIEW LOGO WINDOW

- Click on the ***[OK]*** button (Figure 12.109, item 1)

The logo appears in the ***{LOGO UPLOAD}*** area (Figure 12.110).

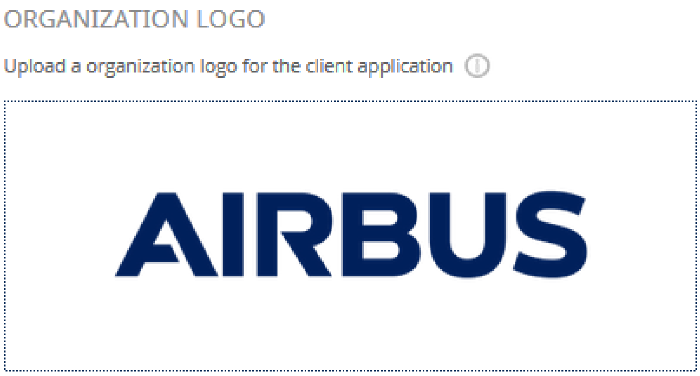

Figure 12.110 LOGO UPLOADED - SETTINGS MENU

12.4.19 Organization Logo

The Web Organization Administrator can:

- Upload logo (see Section 12.4.18)
- Remove logo (see Section 12.4.19.1)
- Preview logo on a smartphone (see Section 12.4.19.2)

12.4.19.1 Remove logo

Procedure

- Click on the ***[ ]*** button (Figure 12.111, item 1)

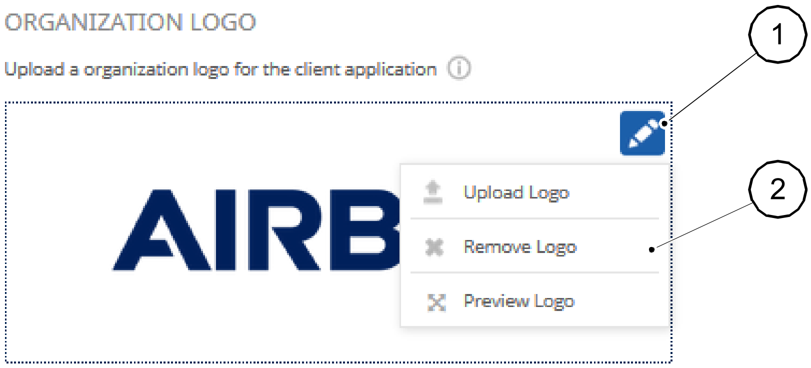

Figure 12.111 REMOVE LOGO - ORGANIZATION LOGO

- Click on the ***[Remove Logo]*** button (item 2)
  A **"CONFIRMATION REQUIRED"** dialog box opens.
- Click on the ***[YES]*** button to confirm
  A notification is displayed to confirm the deletion.

12.4.19.2 Preview logo

Procedure

- Click on the ***[ ]*** button (Figure 12.112, item 1)

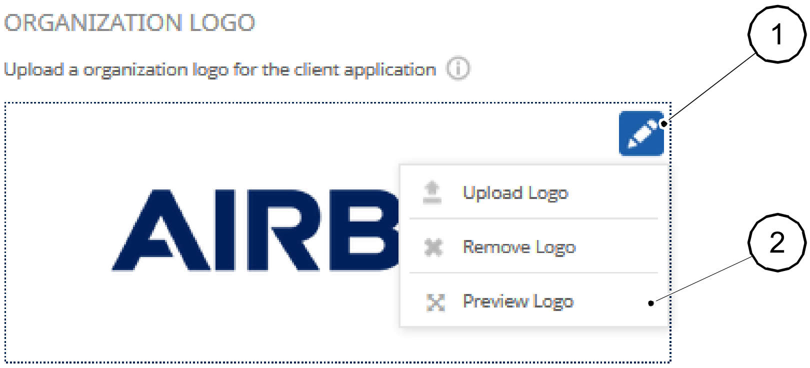

Figure 12.112 PREVIEW LOGO - ORGANIZATION LOGO

- Click on the ***[Preview Logo]*** button (item 2)
  A preview of the logo on a smartphone appears (Figure 12.113).

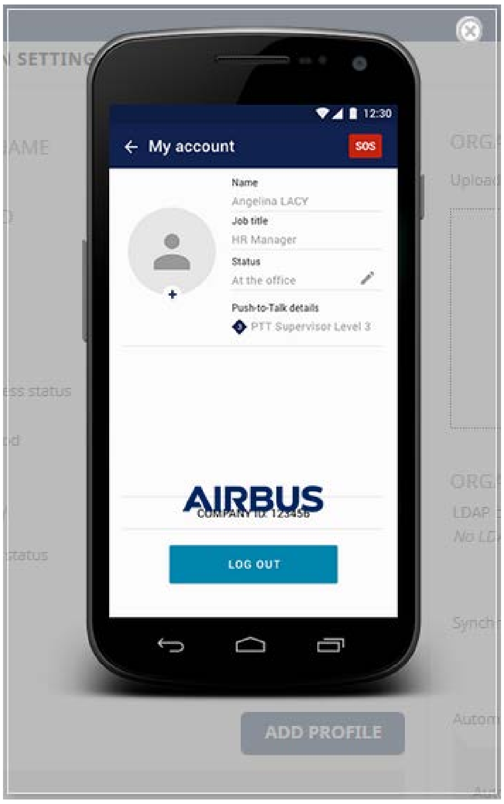

Figure 12.113 PREVIEW LOGO ON A SMARTPHONE

12.4.20 Organization LDAP SYNC

Procedure

- Click on the ***[EDIT]*** button (Figure 12.114, item 1)

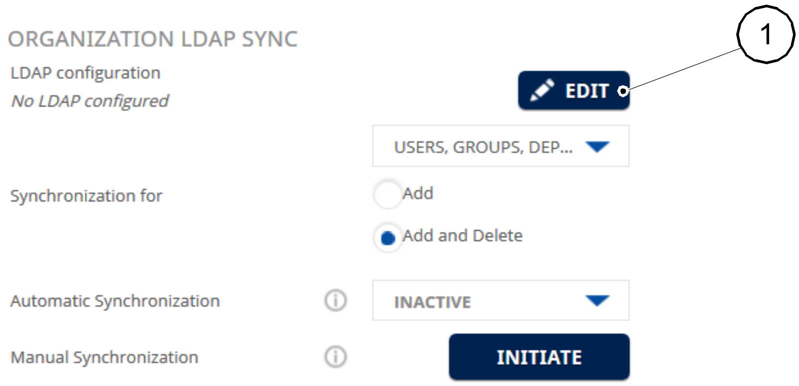

Figure 12.114 ORGANIZATION LDAP SYNC - SETTINGS MENU

An **"LDAP CONFIGURATION"** window opens (Figure 12.115).

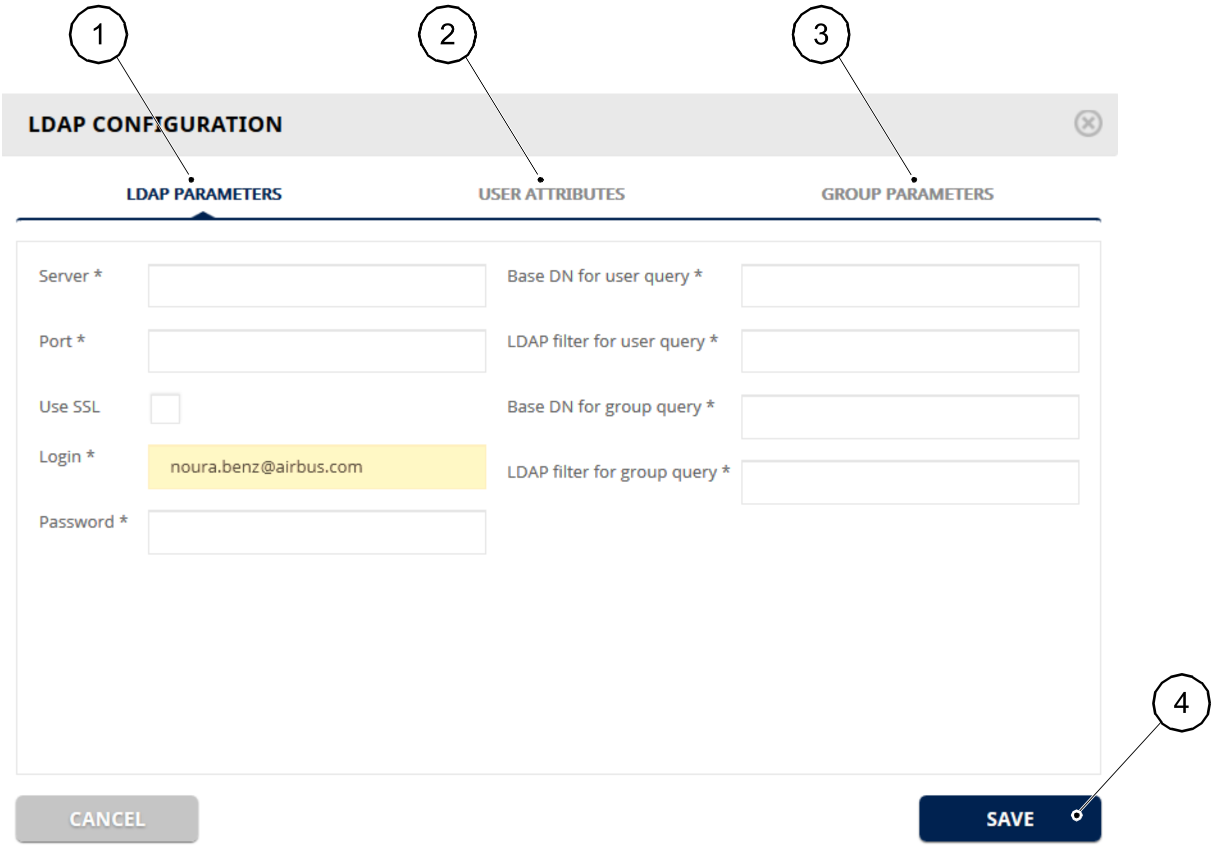

Figure 12.115 LDAP CONFIGURATION WINDOW

- Fill in all the parameters in the **{LDAP PARAMETERS}** tab (Figure 12.115, item 1)
- Fill in all the parameters in the **{USER ATTRIBUTES}** tab (item 2)
- Fill in all the parameters in the **{GROUP PARAMETERS}** tab (item 3)
- Select the ***[Add]*** or ***[Add and Delete]*** button (Figure 12.116, item 1)

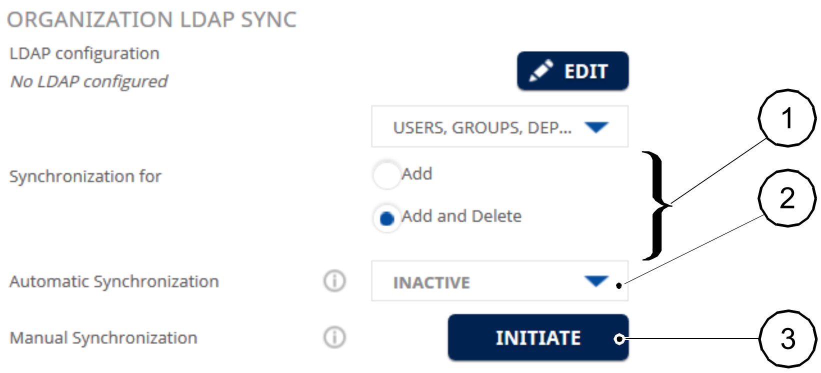

Figure 12.116 ORGANIZATION LDAP SYNC PARAMETERS - SETTINGS MENU

- Click on the ***{Automatic Synchronization}*** drop-down menu and choose "Active" or "Inactive" (item 3)

  or
- Click on the ***[INITIATE]*** button (Figure 12.116, item 1)

12.4.21 User invitations (Figure 12.117)

The ***{USER INVITATIONS}*** area is used by the Web Organization Administrator to modify the following feature:

- E-mail invitation status
- SMS invitation status
- Language

The Web Organization Administrator can see the detailed information for each parameter by clicking on the ***[ⓘ]*** button.

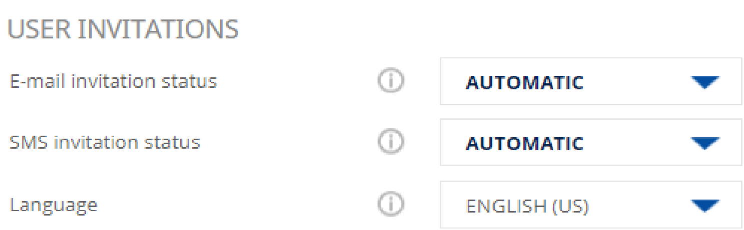

Figure 12.117 USER INVITATIONS - SETTINGS MENU

[Table 12.25](#) provides information on the editable parameters.

PARAMETER	VALUE	COMMENT
• E-mail invitation status	• Inactive • Automatic • On demand	• "Inactive": no e-mail will be sent to the new added user to activate his/her account. • "Automatic": an e-mail will be automatically sent to the new added user to activate his/her account. • "On demand": the Web Organization Administrator chooses when to send an e-mail to the new added user to activate his/her account.
• SMS invitation status	• Inactive • Automatic • On demand	• "Inactive": no SMS will be sent to the new added user to activate his/her account. • "Automatic": an SMS will be automatically sent to the new added user to activate his/her account. • "On demand": the Web Organization Administrator chooses when to send an SMS to the new added user to activate his/her account.
• Language	-	• The language used in the e-mail or SMS message

Table 12.25 USER INVITATIONS - SETTINGS MENU

12.4.22 Users authentication (Figure 12.118)

When users first connect to the application, an authentication link is sent by SMS to their phone numbers in order to confirm their identity. To also send this link by email, select "Active" from the drop-down menu.

The Web Organization Administrator can see the detailed information for each parameter by clicking on the ***[ⓘ]*** button.

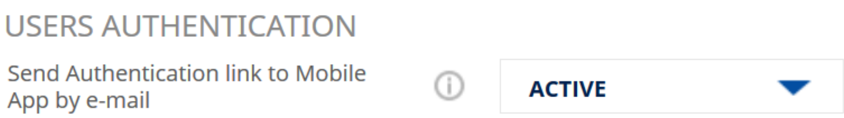

Figure 12.118 USERS AUTHENTICATION - SETTINGS MENU

12.4.23 Users authorization (Figure 12.119)

The ***{USER AUTHORIZATION}*** area is used by the Web Organization Administrator to modify the following feature:

- Display Organization Department
- Display the group "All"
- Allow communication between users that cannot see each other in the Organization list
- Authorize your users to add info to their profiles
- Sort the list of users by first name or last name
- Authorize users to invite guests
- Alias
- Allow users to change aliases

The Web Organization Administrator can see the detailed information for each parameter by clicking on the ***[*** ⓘ ***]*** button.

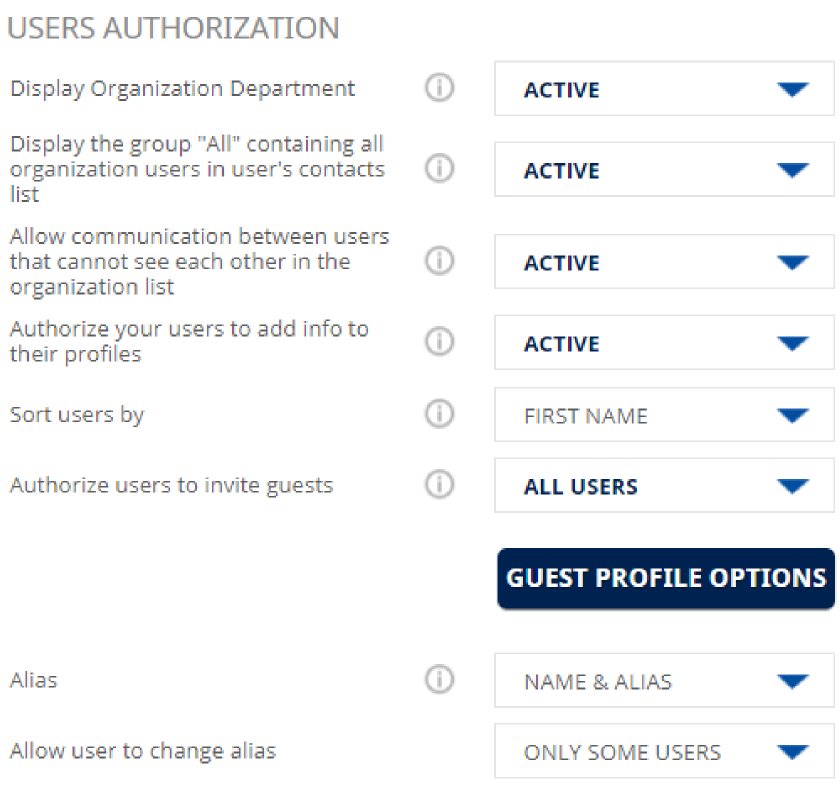

Figure 12.119 USERS AUTHORIZATION - SETTINGS MENU

Table 12.26 provides information on the editable parameters.

PARAMETER	VALUE	COMMENT
• Display Organization Department	• Inactive • Active	• Display organization department (also called Root department) has the same name as the organization name • This feature is displayed: - No matter if the Web Organization Administrator is in Regular or Advanced mode - To all Main administrators and Department administrators • Only an Organization Master or Organization administrator can modify this setting • "Inactive": the organization department will not be visible in users' contact list • "Active": the organization department will be visible in all users' contact list
• Display the group "All" containing all organization users in user's contacts list	• Inactive • Active	• Contains all organization users in user's contacts list • Only an Organization Master or Organization administrator can modify this setting • "Inactive": mask the group "All" to all users. • "Active": display the group "All" containing all organization users in user's contacts list.
• Allow communication between users that cannot see each other in the organization list	• Inactive • Active	• From the group, the Web Organization Administrator can define the communication rules between Groups and/or Departments. If the communication is not authorized between two groups, the users from these two groups will not see each other in their Contacts list. • "Inactive": the users will not be able to send messages in the group conversation. • "Active": the users will be able to send messages in the group conversation with users they cannot see in their Contacts list.
• Authorize your users to add info to their profiles	• Inactive • Active	• "Active": authorize all organization users to add or edit their pictures from the **"Settings"** page on **"Agnet Work"** app or **"Agnet Dispatcher"** tool.
• Sort users by	• First name • Last name	• Order the Contacts list of your new users, in their **"Agnet Work"** app or **"Agnet Dispatcher"** tool, by "First name" or "Last name". • Each user can change this display order from the settings of their **"Agnet Work"** app or **"Agnet Dispatcher"** tool tool.
• Authorize users to invite guests	• Inactive • All users • Only some users	• "Inactive": no user is allowed to invite guests. • "All users": every user in an organization can invite guests from their **"Agnet Work"** app or **"Agnet Dispatcher"** tool. • "Only some users": set the option to invite guests on a user-by-user basis when creating or editing a user. • ***[GUEST PROFILE OPTIONS]*** button: to define security checks on guest access to phone numbers, email domains and features. This button will open a **"GUEST PROFILE OPTIONS"** dialog box (Figure 12.120) to fill out the profile.

Table 12.26 USERS AUTHORIZATION - SETTINGS MENU

PARAMETER	VALUE	COMMENT
• Alias	• Inactive • Alias • Name & alias	• "Inactive": users are unable to add an alias to their profiles. • "Alias": users will be displayed only with their aliases. • "Only some users": users will be displayed with their name and alias.
• Allow user to change alias	• Inactive • All users • Only some users	• "Inactive": users are unable to add an Alias. The Web Organization Administrator is unable to edit the user's alias. • "All users": every user in an organization may add an Alias. The Web Organization Administrator is unable to edit the user's alias. • "Only some users": The Web Organization Administrator can activate or deactivate the "Alias" feature on a user-by-user basis (see Section 5.3.1.1).

Table 12.26 - SUITE -USERS AUTHORIZATION - SETTINGS MENU

The **"GUEST PROFILE OPTIONS"** dialog box is shown in Figure 12.120.

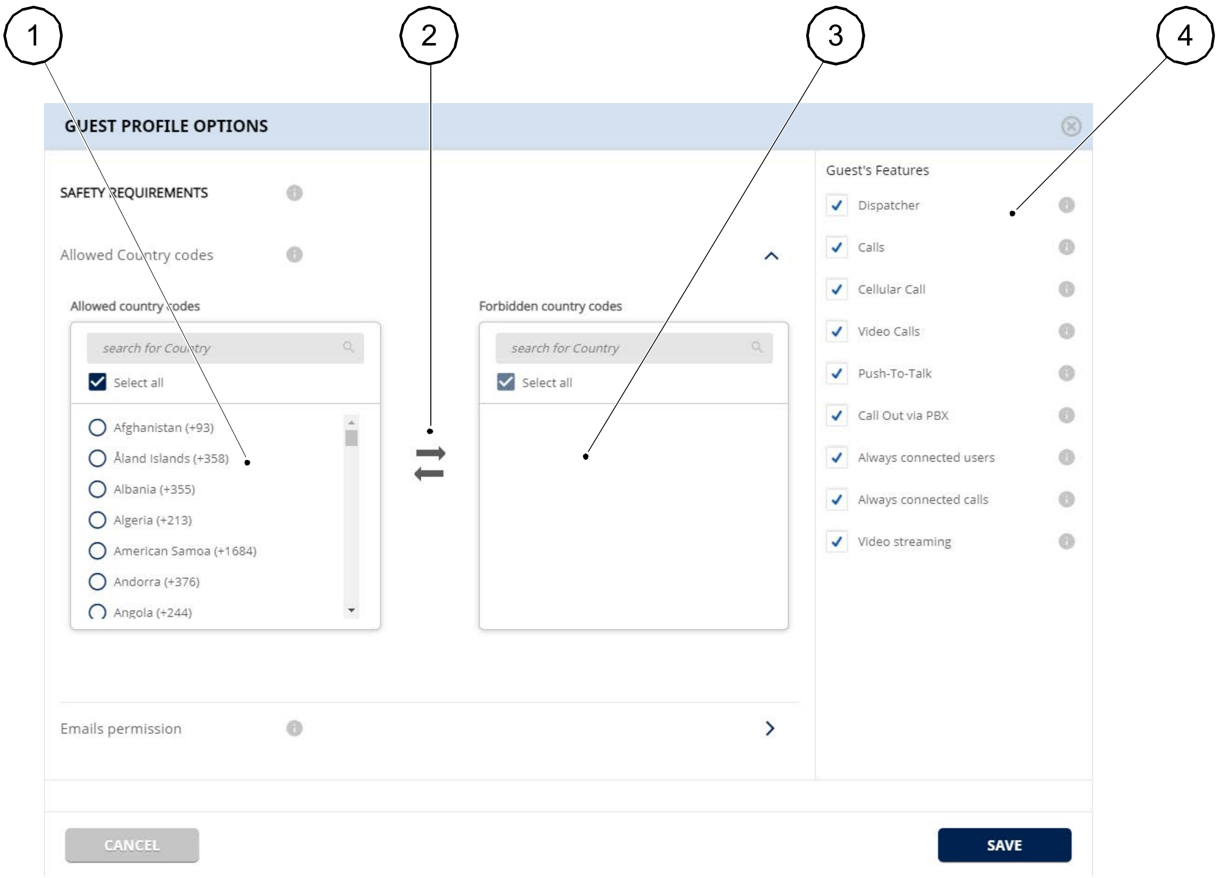

Figure 12.120 GUEST PROFILE OPTIONS - SETTINGS MENU

- Select country codes one by one (Figure 12.120, item 1)
- Click on the ***[➡]*** button (item 2) to transfer the selected country codes to the zone on the right (item 3).

Note: • *The invitation will not be sent to an external user who has a country code included in the "Forbidden country codes" list.*

• *By default, the country list names and their corresponding country codes are on the "Allowed country codes".*

- In the ***{Guest's Features}*** area (item 4), deselect, if necessary, the features that guests will not be allowed to use

  Note: *By default, all the features are available to guests.*

- Click on the ***{Emails permission}*** pane (Figure 12.121, item 1)

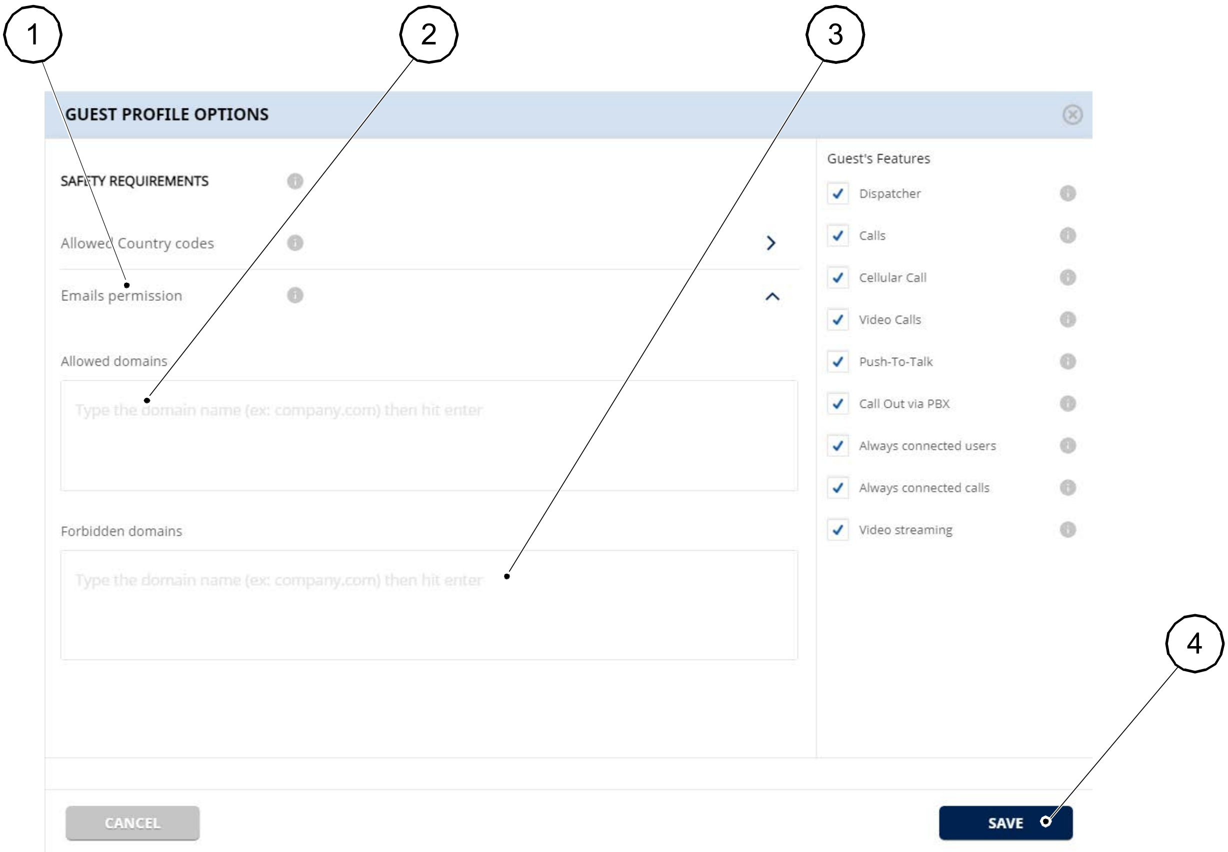

Figure 12.121 EMAILS PERMISSION - GUEST PROFILE OPTIONS - SETTINGS MENU

- Add domains to the ***{Allowed domains}*** section (item 2) or the ***{Forbidden domains}*** section (item 3)

  Note: • *Forbidden domains cannot be added (the field is not editable) if the allowed domains are added.*

  • *Allowed domains cannot be added (the field is not editable) if the forbidden domains are added.*

  • *To enter the domain name, use uppercase and lowercase letters, digits from zero to nine, hyphens, and periods, to identify sub-domains.*

  • *All common top-level domains are accepted (.com, .net, .org, etc.).*

- Click on the ***[SAVE]*** button (item 4)

  A notification is displayed to confirm the update.

12.4.24 Users status (Figure 12.122)

The ***{User status}*** area allows the Web Organization Administrator to set the following features:

- Set user status (item 1) (see Section 12.4.24.1)
- Operational status (item 2) (see Section 12.4.24.2)
- Automated operational status changes (item 3) (see Section 12.4.24.3)
- Automatically disconnect mobile users (see Section 12.4.24.4)

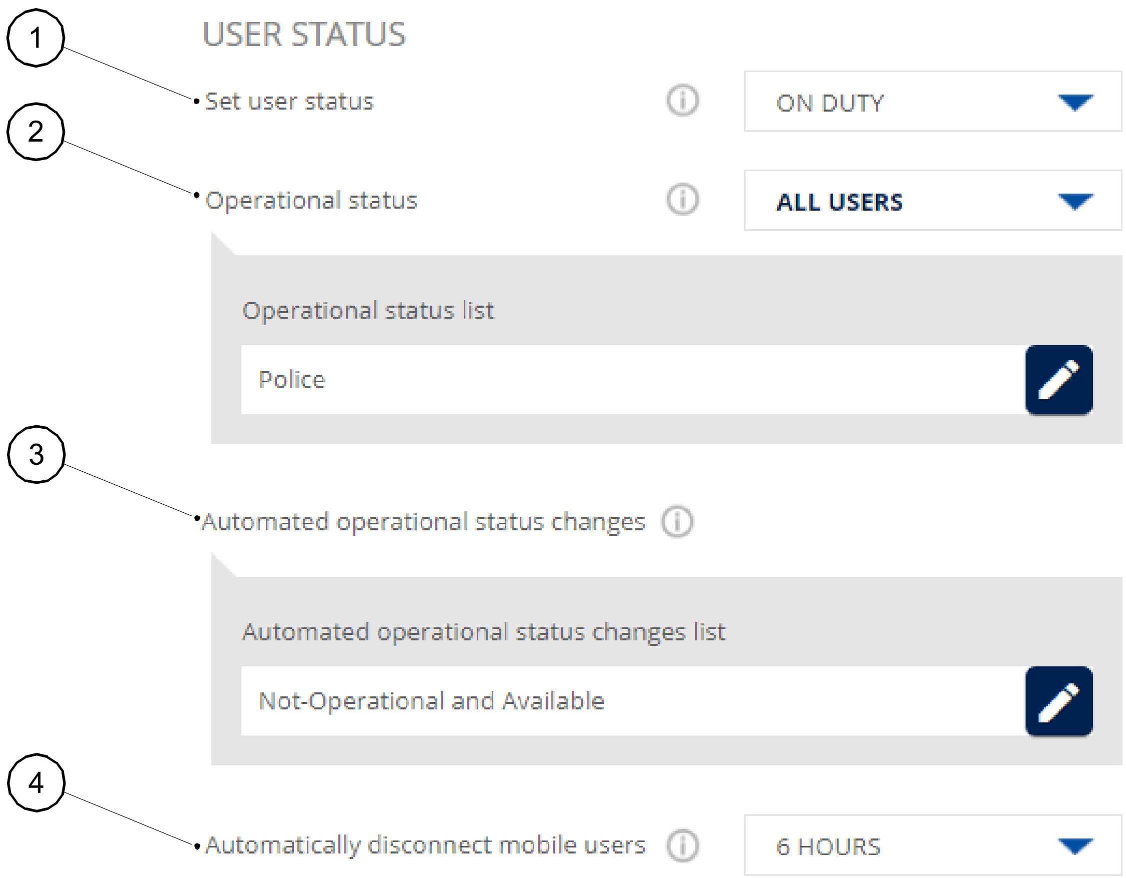

Figure 12.122 USERS STATUS - SETTINGS MENU

12.4.24.1 *Set user status (Figure 12.123)*

The "Set user status" feature (item 1) allows the Web Organization Administrator to select the status that will be applied for all new users by default: "On Duty" or "Off Duty". It is always possible to change it for a particular user in **[USERS]** menu (see Section 6).

The Web Organization Administrator can see the detailed information for each parameter by clicking on the ***[ⓘ]*** button.

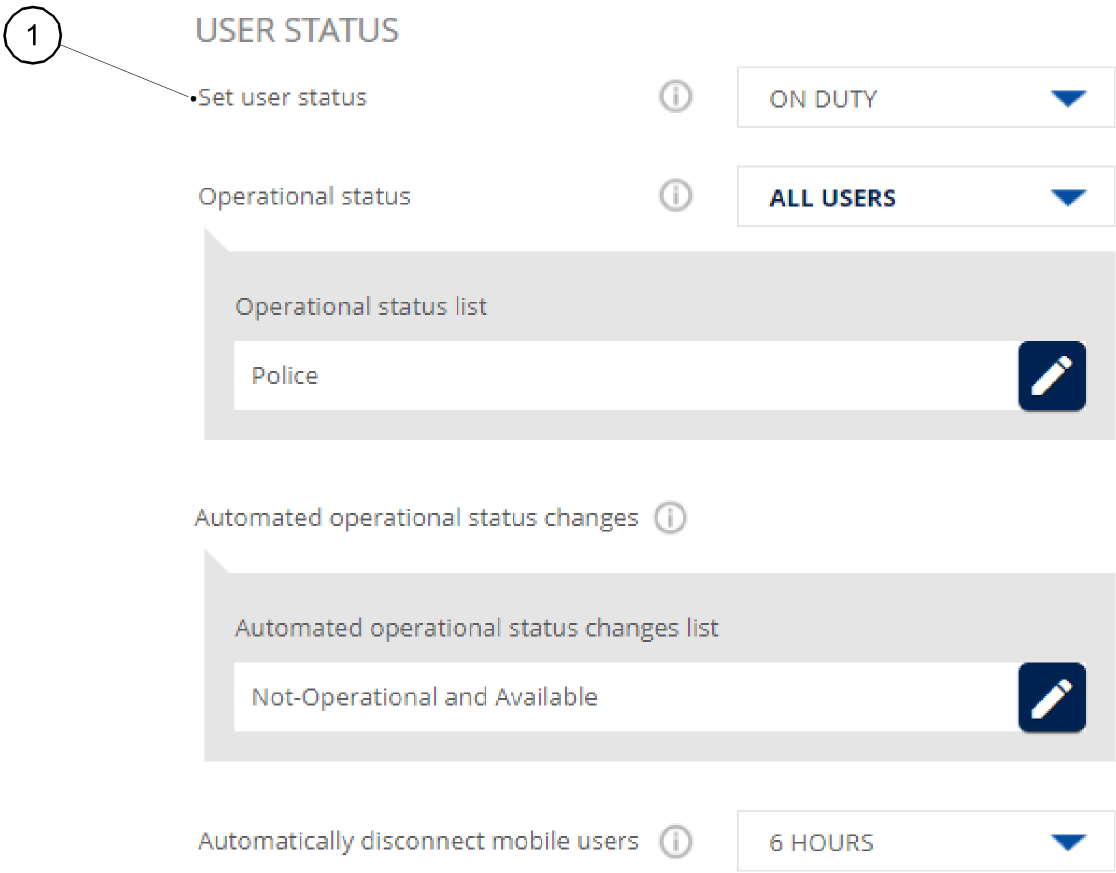

Figure 12.123 SET USER STATUS - USER STATUS

12.4.24.2 Operational status (Figure 12.124)

The "Operational status" feature (item 1) is additional information regarding the activity/place of a User. If the Web Organization Administrator set several operational statuses, the users will have the possibility to choose one of them at each moment.

The Web Organization Administrator can see the detailed information for each parameter by clicking on the *[ⓘ]* button.

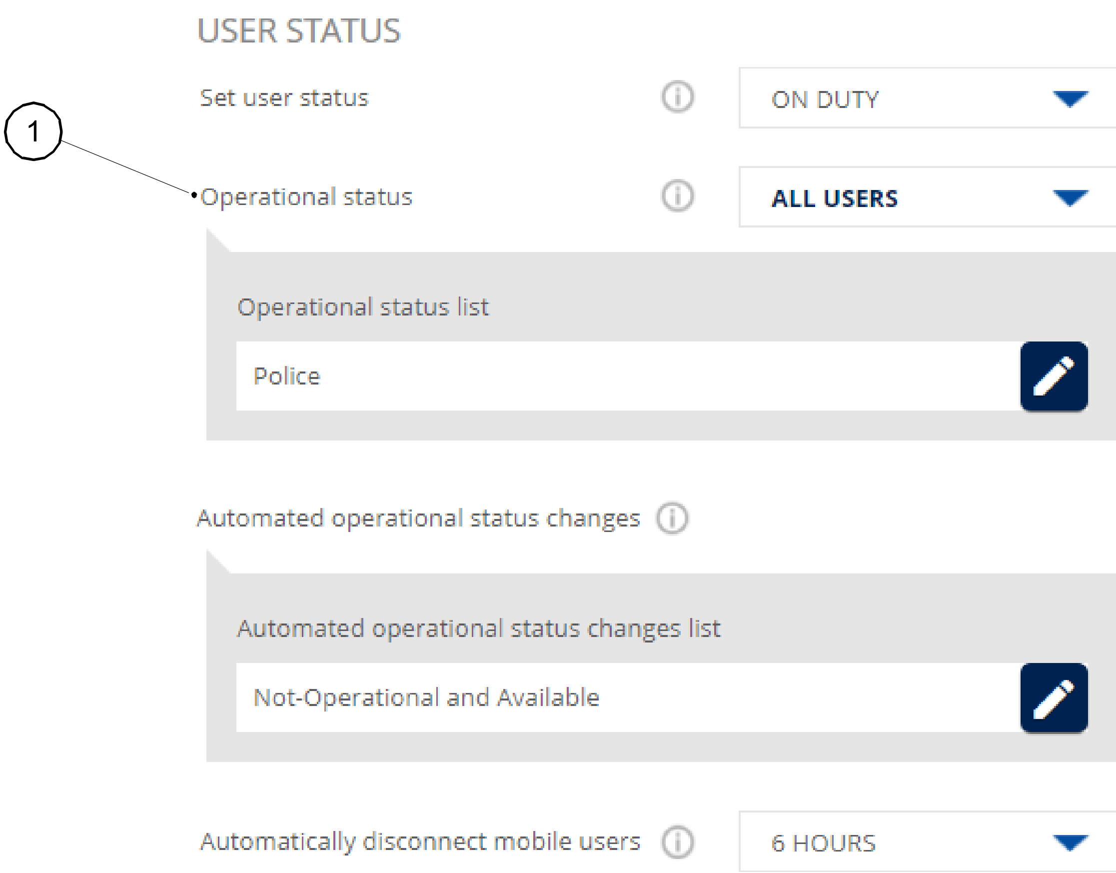

Figure 12.124 OPERATIONAL STATUS - USER STATUS

Table 12.27 provides information on the editable parameters.

PARAMETER	VALUE	COMMENT
• Operational status	• Inactive • All users • Only some users	• Activate the "Operational status" feature (see Section 5.3.3) on a user-by-user basis if the ***{Operational status}*** drop-down menu (item 1) is set to "Only some users".

Table 12.27 OPERATIONAL STATUS - USER STATUS

Once the operational status set active, it must be defined through a list of statuses the user will choose from.

Procedure

- Click on the ***{Operational status}*** drop-down menu and choose "Only some users" or "All users" (Figure 12.125, item 1)

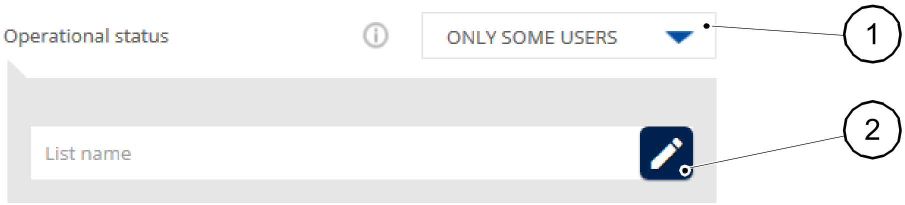

Figure 12.125 OPERATIONAL STATUS ACTIVATED - SETTINGS MENU

- Click on the ***[ ]*** button (item 2)

  A **"OPERATIONAL STATUS LIST"** window opens (Figure 12.126).

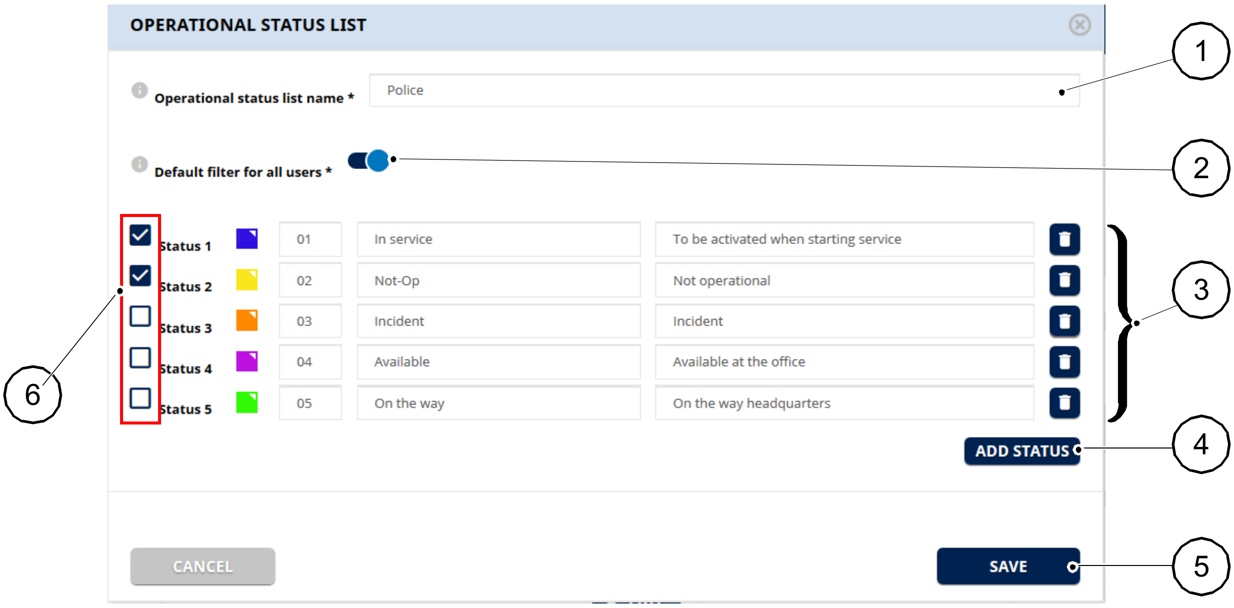

Figure 12.126 OPERATIONAL STATUS LIST WINDOW

- Enter a name in the ***{Operational status list name}*** field (Figure 12.126, item 1)
- Define each status: color, code (two digits), name, description (item 3)
- If necessary add/delete the status (item 4)
- Enable the "Default filter for all users" option, if necessary (item 2)

  A new column (item 6) with checkboxes appears.

  Note: *The selected statuses will be applied to **"Agnet Dispatcher"** and/or **"Agnet Work"** app if the User click on the **[Default]** button to apply this filter.*

- Check one or several checkboxes (item 6) for default filter
- Click on the ***[SAVE]*** button (item 5)

  A notification is displayed to confirm that it has been saved.

12.4.24.3 Automated operational status changes

The "Automated operational status changes" feature (item 1) allows the Web Organization Administrator to automatically change a specific Operational Status.

The Web Organization Administrator can see the detailed information for each parameter by clicking on the *[ⓘ]* button.

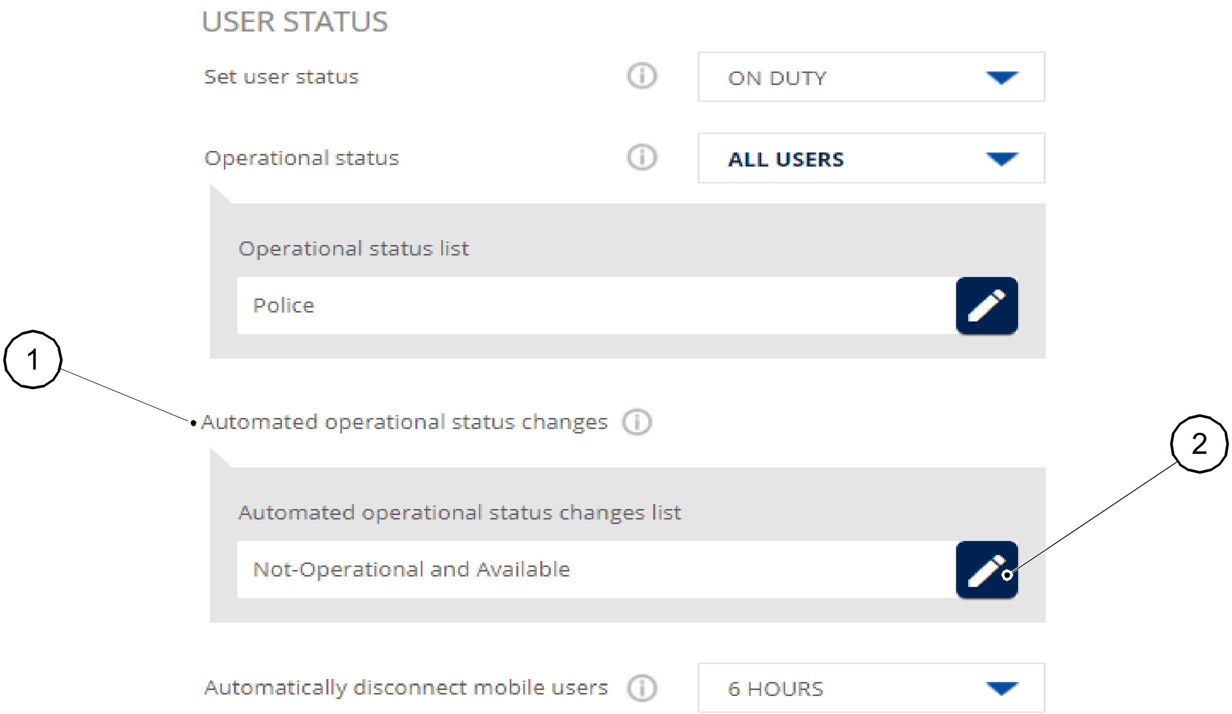

Figure 12.127 AUTOMATED OPERATIONAL STATUS CHANGES - USER STATUS

Procedure

- Click on the *[✎]* button (item 2)
  A **"Automated operational status changes"** window opens (Figure 12.128).

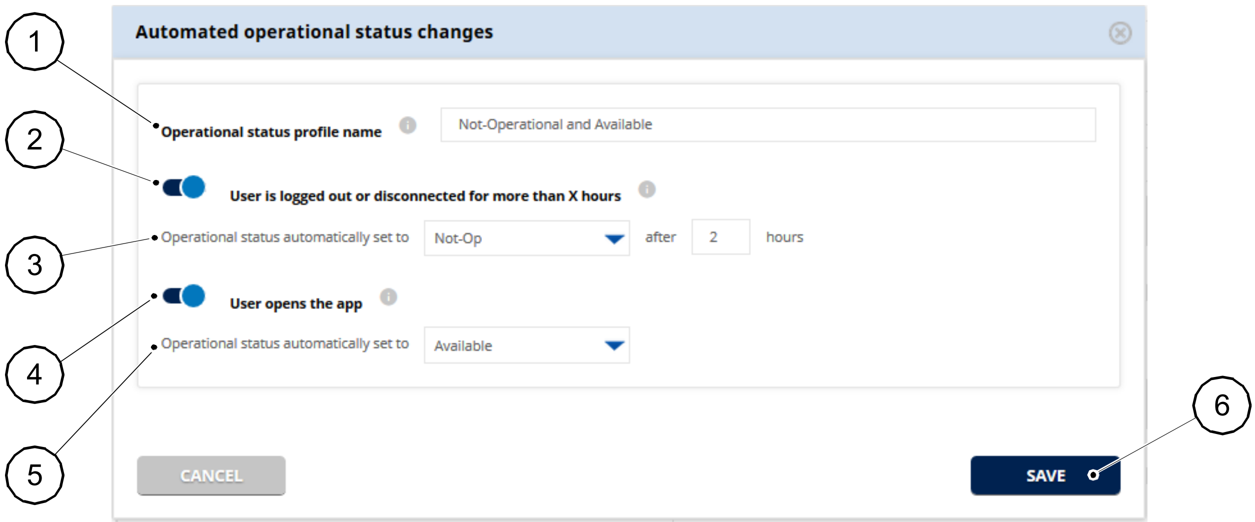

Figure 12.128 AUTOMATED OPERATIONAL STATUS CHANGES WINDOW

- Enter a name in the ***{Operational status profile name }*** field (Figure 12.128, item 1)
- Enable the "User is logged out or disconnected for more than X hours" option, if needed (item 2)

  Note: *When a user is disconnected for more than the selected period, their Operational Status will automatically change to the Operational Status assigned for this event.*

- Select one "Operational Status" from the drop-down menu and enter a period on the ***{Operational status automatically set to}*** feature (item 3)
- Enable the "User opens the app", if needed (item 4)

  Note: *When a user opens the application, their Operational Status will automatically change to the Operational Status assigned for this event.*

- Select one "Operational Status" from the ***{Operational status automatically set to}*** drop-down menu (item 5)
- Click on the ***[SAVE]*** button (item 6)

  A notification is displayed to confirm that it has been saved.

12.4.24.4 Automatically disconnect mobile users (Figure 12.129)

The "Automatically disconnect mobile users" feature (item 1) allows Web Organization Administrator to configure this option to automatically disconnect mobile users.

The drop-down menu (item 2) displays the number of hours (from 1 to 24) after which the mobile users will be automatically disconnected.

The Web Organization Administrator can see the detailed information for each parameter by clicking on the *[* ⓘ *]* button.

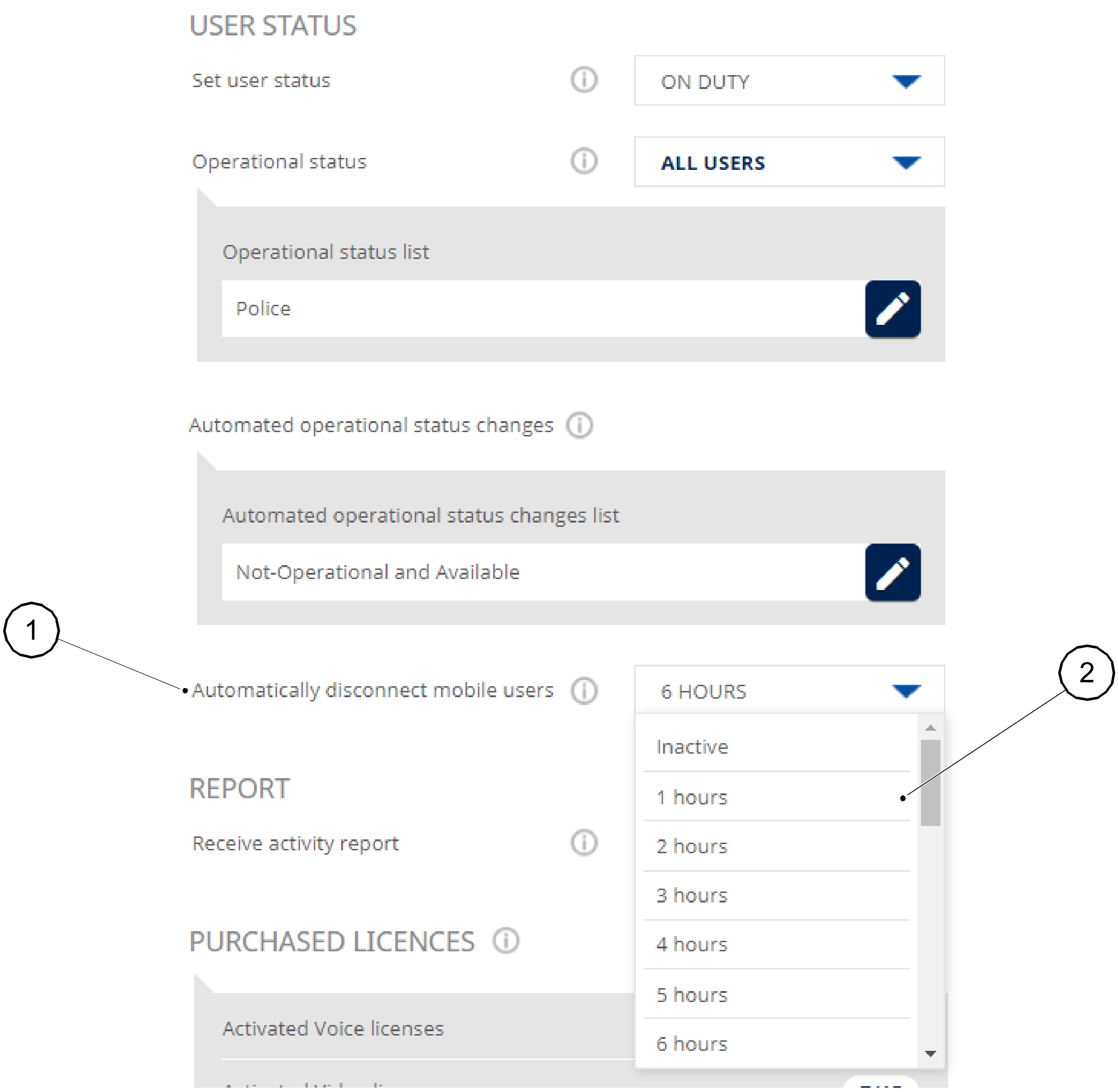

Figure 12.129 AUTOMATICALLY DISCONNECT MOBILE USERS - SETTINGS MENU

12.4.25 Report (Figure 12.130)

The "Receive activity report" feature allows the Web Organization Administrator to enable or disable activity report for administrators.

The following actions are recorded in the Admin Activity Report:

- The admin creates, modifies, and deletes users, groups, and departments
- The admin adds and removes users from groups and departments
- The admin adds and removes users' profile pictures
- The admin creates, modifies, and deletes other admins
- The admin adds another admin to a department
- The admin changes the password and email address
- The organization's name is changed by the admin
- The admin creates, modifies, and deletes processes
- The admin logs in and out
- The reseller logs in and out
- The reseller creates, modifies, and deletes organizations
- The admin adds and removes groups from other groups and departments
- Authorized users invite external users
- The admin incorporates and removes external users

Note: *Even if the "Receive activity report" feature is inactive, all administrator actions are logged in the report. This option is only available for selection if the report is sent automatically at the beginning of the next month.*

The report is sent automatically at the beginning of the next month to:

- All Web Organization Administrators who have the activity report option enabled
- All reseller administrators who have the activity report option enabled

The Web Organization Administrator can see the detailed information for each parameter by clicking on the ***[ⓘ]*** button.

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Figure 12.130 REPORT - SETTINGS MENU

12.4.26 Purchased Licences (Figure 12.131)

"Purchased Licences" gives the status of available licenses and the maximum licenses for "Voice", "Video", "Geolocation" or "Workflows" features. With the same license, the user will have all or some of the options from each feature, depending on which of them are activated by the administrator:

- Activated Voice licenses
- Activated Video licenses.
- Activated Geolocation licenses
- Activated Workflows licenses

The Web Organization Administrator can see the detailed information for each parameter by clicking on the *[ⓘ]* button.

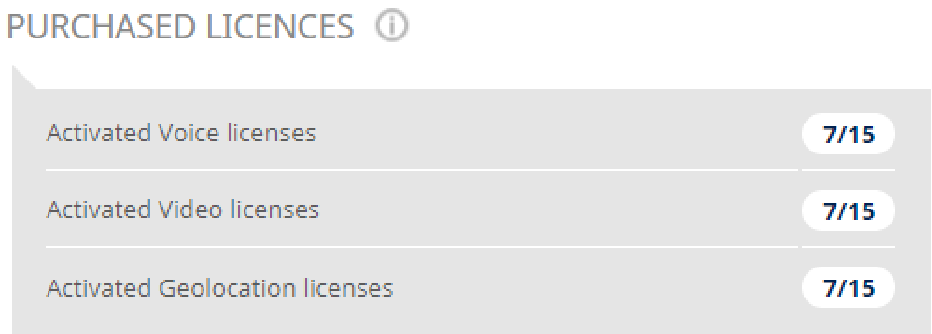

Figure 12.131 PURCHASED LICENCES - SETTINGS MENU

12.4.27 Cloud storage quota (Figure 12.132)

The "Cloud storage quota" includes:

- All messages/attachments (call events if activated, etc.)
- Workflow processes (if activated by the Super Administrator)

In an organization, the Web Organization Administrator can assign different quota type to different users. Configuration of the number of quota type and the number of users that can be assigned to each quota type in an organization is done at Super Administration level.

There are 2 main types of quotas:

- Default Quota: It is the amount of storage available by default for each user of an organization. Currently, it is 500 MB/User. This value can be updated by organization, at Super Administration level.
- Customized Quota: It is a different quota type that can be assigned to some users in the organization. The number of users that can have a customized quota is configurable in **"Agnet Super Administrator"** application. Admin can add more than one Customized Quota per organization.

Once the quota type has been defined at Super Administration level, the Web Organization Administrator has the following rights:

The Web Organization Administrator can see the detailed information for each parameter by clicking on the ***[ ]*** button.

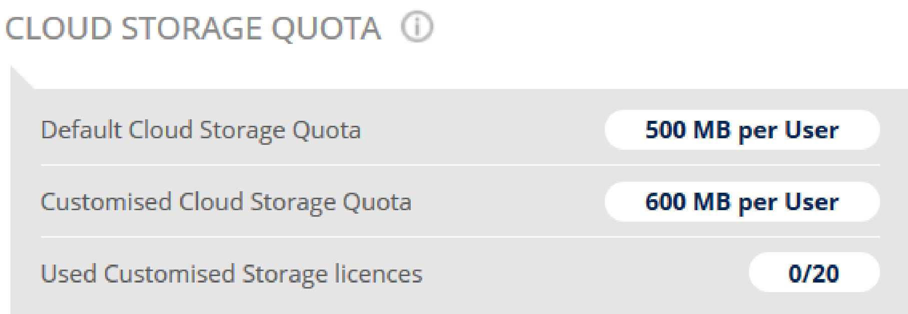

Figure 12.132 CLOUD STORAGE QUOTA - SETTINGS MENU

The default quota is set at user creation. The Web Organization Administrator can change it by selecting the value of a Customized quota in the ***{OPTIONS}*** pane (e.g. 600 MB) (Figure 12.133, item 1).

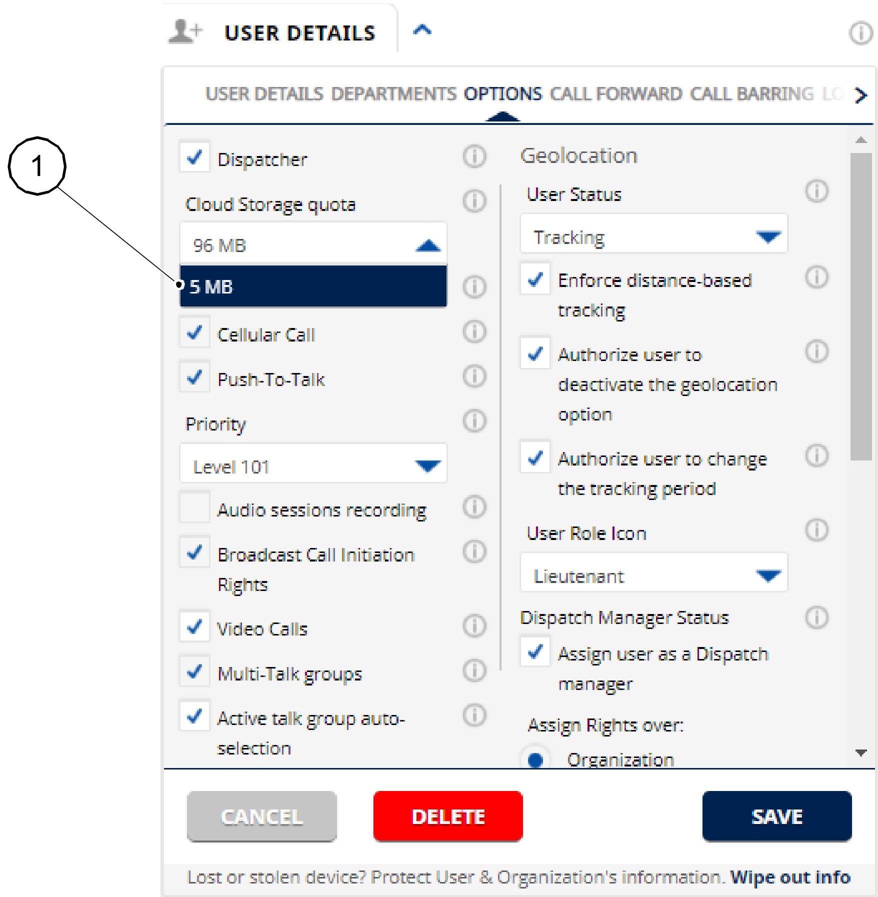

Figure 12.133 CLOUD STORAGE QUOTA - OPTION TAB

Impact for users:

- Cloud storage status info is displayed on the **"Agnet Work"** and **"Agnet Dispatcher"** app.
- When storage reaches 90% of Cloud storage:
  - A notification is displayed on the **"Agnet Work"** and **"Agnet Dispatcher"** app inviting user to delete attachment and/or processes.
  - It is displayed at each user connection on the **"Agnet Work"** and **"Agnet Dispatcher"** app.
- When storage is full: a notification is displayed on the **"Agnet Dispatcher"** app inviting the user to delete attachments and/or processes. When he/she receives new attachments/processes:
  - On the **"Agnet Dispatcher"** app:
    - ◆ The Dispatcher is notified of new attachment or processes received, but cannot access them.
    - ◆ An informative message is displayed to let them know that they cannot retrieve them because their storage quota was full at reception.
  - On the **"Agnet Work"** app: he/she can receive attachments and processes (as they are stored in the Mobile device's storage).

12.4.28 Filters (Figure 12.134)

When a user sends an attachment or a message, a generic filtering system is applied. All filter processing and configuration will be done on the specified external system.

The Web Organization Administrator can:

- Activate/Deactivate one or more filters by turning the toggle switch on or off for each filter
- Configure the filters in an external page by clicking on the ***[ ]*** button
- Change the order of the filters with drag and drop

Figure 12.134 FILTERS - SETTINGS MENU

13 MANAGE USERS, GROUPS AND CALL PRIORITY

13.1 PRESENTATION

This chapter describes the following components involved in the Manage users and groups:

- Manage users (see Section 13.2)
- Manage groups (see Section 13.3)
- Manage Call Priority with Automatic connection (see Section 13.4)

13.2 MANAGE USERS

13.2.1 Access (Figure 13.1)

The Web Organization Administrator has 2 ways of accessing the panel for user configuration:

1) By clicking on the **[DASHBOARD]** menu (item 1), then the ***{QUICK ADD}*** pane (see Section 5.2)

2) By clicking on the **[USERS]** menu (item 2), then the ***{ADD A USER}*** pane (see Section 6.2)

Note: *The same settings can be accessed from both menus.*

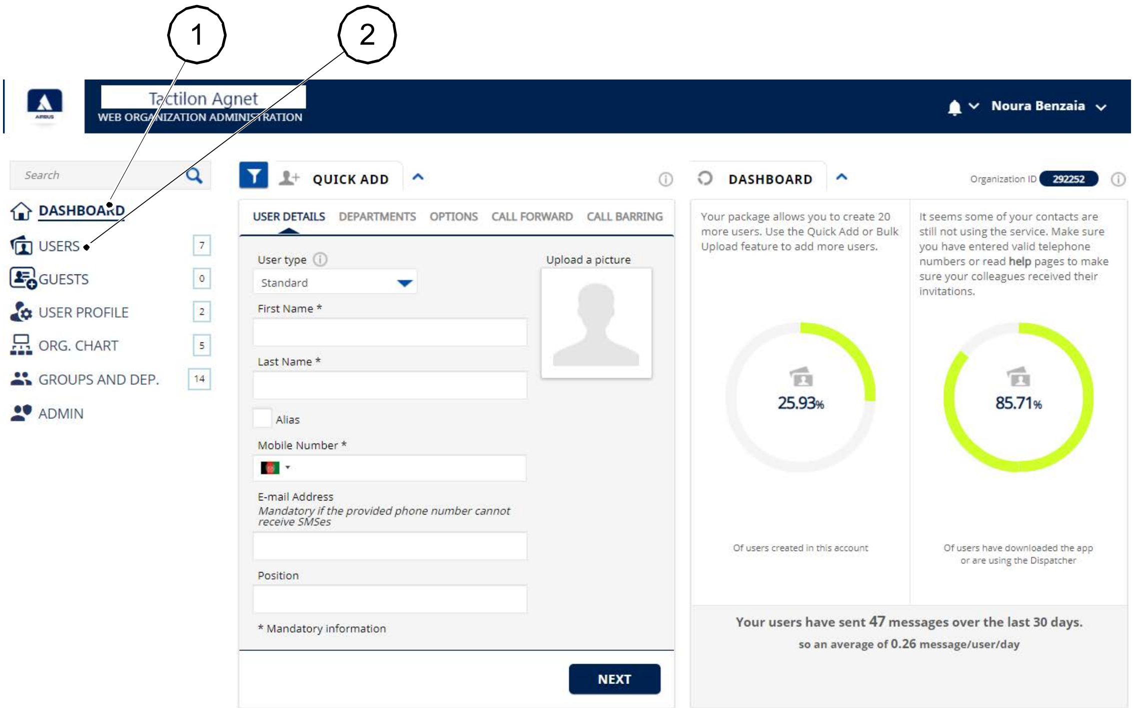

Figure 13.1 MANAGE USERS - AGNET ORGANIZATION ADMINISTRATOR HOMEPAGE

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13.2.2 Add new users

The Web Organization Administrator has 3 options for adding new users:

1) Add users one by one using the ***{QUICK ADD}*** pane (see Section 5.2)
2) Add users one by one using the ***{ADD A USER}*** pane (see Section 6.2)
3) Bulk upload of several users via a spreadsheet with the ***[BULK UPLOAD]*** button (see Section 5.5.1)

Note: *Users' mobile phone numbers and/or e-mail addresses need to be collected beforehand.*

13.3 MANAGE GROUPS

13.3.1 Access (Figure 13.1)

The Web Organization Administrator has 2 ways of accessing the panel for group configurations:

1) By clicking on the **[DASHBOARD]** menu (item 1), then the ***{GROUPS AND DEPARTMENTS}*** pane (see Section 5.2)
2) By clicking on the **[GROUPS AND DEP.]** menu (item 2), then the ***{GROUPS AND DEPARTMENTS}*** pane (see Section 10.3.1)

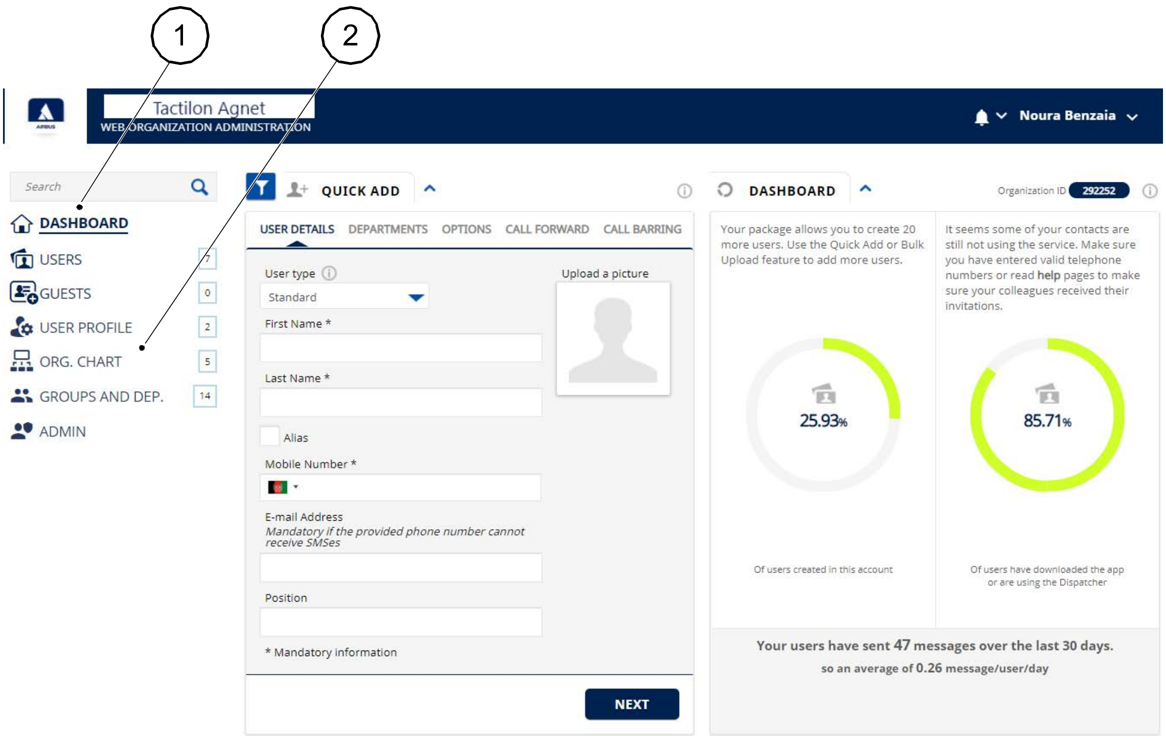

Figure 13.2 MANAGE GROUPS - AGNET ORGANIZATION ADMINISTRATOR HOMEPAGE

13.3.2 Add new groups

The Web Organization Administrator has 2 options for adding new users:

1) Add groups using the ***[ADD A GROUP]*** button in the ***{GROUPS AND DEPARTMENTS}*** pane (see Section 5.2)
2) Add groups using the ***[CREATE A NEW GROUP]*** button in the ***{GROUPS AND DEPARTMENTS}*** pane (see Section 10.3.1)

13.4 MANAGE CALL PRIORITY WITH AUTOMATIC CONNECTION

This paragraph applies only to cases where the "Automatic connection" option is defined either for:

- The Group by the Web Organization Administrator, or
- The User in the **"Agnet Work"** (see Document [2]) or **"Agnet Dispatcher"**app (see Document [3]).

In all other cases, users can decide whether to accept or reject the call. Emergency calls are the only exception to this rule as they are always automatically connected.

13.4.1 Group PTT calls

Web Organization Administrator can set "Automatic connection" option for a Talk group.

Web Organization Administrator can remove this option for an individual User by adding an exception. Then for that user, Automatic connection will not be applicable.

Priority of the Talk group is given by the Priority set on Group. If the "Automatic connection" option is "ON", users from that group will be automatically connected to the Talk group and will not have the option to disconnect the Talk group while using the app (only from the "Disconnect" button from user settings).

13.4.2 1-to-1 PTT and VoIP calls

Users can set "PTT Auto-answer" and/or "Call Auto-answer" option in the **"Agnet Work"** (see Document [2]) or **"Agnet Dispatcher"**app (see Document [3]).

13.4.3 Incoming 1-to-1 PTT and VoIP calls

13.4.3.1 New 1-to-1 call during existing 1-to-1 call

If an incoming 1-to-1 call is received during an existing 1-to-1 call and the "Call Auto-answer" option is set to "By Priority" by the User, then the following logic is applied:

1) If the initiator of the incoming call has higher priority than the initiator of the existing call, the existing call is terminated and the new incoming call is connected
2) If the initiator of the incoming call has equal priority, the new call is rejected, and the existing call continues
3) If the initiator of the incoming call has lower priority, the new call is rejected, and the existing call continues

13.4.3.2 1-to-1 call when user is connected to Talk Group and there is no activity in Talk Group

If an incoming 1-to-1 call is received during an existing group call and there is no activity in the group call and the "PTT Auto-answer" option is set to "By Priority" by the User, then the following logic is applied:

1) If the initiator of the incoming 1-to-1 call has higher priority than the initiator of the existing group call and higher priority than the group itself, the incoming 1-to-1 call is connected and the existing group call is put on hold. The call will not be interrupted again by the activity from the Talk group.
2) If the initiator of the incoming call has equal priority, a new incoming call is connected and the existing group call is put on hold. The call will not be interrupted if there is activity in group call.
3) If the initiator of the new call has lower priority than the initiator of the group call or group itself, the new incoming call is connected and the existing group call is put on hold. The 1-to-1 call is put on hold each time there is activity in the group call.

13.4.3.3 1-to-1 call when user is connected to Talk Group and there is activity in Talk Group

If incoming 1-to-1 call is received during an existing group call and there is activity in the group call and the "PTT Auto-answer" option is set to "By Priority" by the User, then the following logic is applied:

1) If the initiator of the incoming 1-to-1 call has higher priority than the initiator of the existing group call and higher priority than the group itself, the incoming 1-to-1 call is connected and the existing group call is put on hold.
2) If the initiator of the incoming call has equal priority, the new incoming call is connected and put on hold until the PTT burst ends. The call will be resumed and not interrupted if there is activity in the group call.
3) If the initiator of the new call has lower priority than initiator of the group call or group itself, the new incoming call is connected and put on hold until the PTT burst ends. The call will be resumed when there is activity in the group call, but again put on hold when there is activity in group call.

13.4.4 Incoming group call

13.4.4.1 Group call during existing 1-to-1 call

If the incoming group call is received during an existing 1-to-1 call and "Automatic connection" for that Talk group is set by the Web Organization Administrator, then the following logic is applied:

1) If the initiator of the incoming group call or group itself has higher priority than the initiator of the existing 1-to-1 call, the 1-to-1 call is terminated and the new incoming call is connected.
2) If the initiator of the incoming group call and group itself has equal or lower priority, the 1-to-1 call continues and the incoming group call is rejected.

13.4.4.2 *Group call during another Group Call*

If an incoming group call is received during an existing group call and there is no activity in the group call and "Automatic connection" is set to "By Priority" by the Web Organization Administrator, then the following logic is applied:

1) If the initiator of the incoming group call or group itself has higher priority than the initiator of the existing group call and higher priority than that of the group, the incoming group call is connected and the existing call is put on hold.
2) If the initiator of the new call and group itself has equal priority to that of the initiator of the existing group call or group itself, the incoming call is connected and the existing call is put on hold.
3) If the initiator of the new call and group itself has lower priority than the initiator of the existing group call or group itself, the incoming call is connected and the existing call is put on hold.

The Activity/non-activity use case only applies to Talk groups. It does not apply between calls.

13.4.5 Group Call when user connected to Talk Group and activity in Talk Group

If the incoming group call is received during an existing group call and there is activity in the group call and "Automatic connection" is set by the Web Organization Administrator, then the following logic is applied:

1) If the initiator of the incoming group call or group itself has higher priority than that group, incoming group call is connected and put on hold until PTT burst ends. Incoming call is not interrupted if there is activity in the lower priority group call.
2) If the initiator of the new call and group itself has equal priority to that of the initiator of the existing group call or group itself, the incoming call is connected and put on hold until the PTT burst ends. The incoming call is not interrupted if there is activity in the equal priority group call.
3) If the initiator of the new call and group itself has lower priority than the initiator of the existing group call or group itself, the incoming call is connected and put on hold. The incoming lower priority call is put on hold each time there is activity in the existing higher priority group call.

13.4.6 Incoming ad-hoc group call

As ad-hoc groups do not have any priority, only the priority of the initiator of an ad-hoc group call is used to determine how the incoming call is handled. After that, the same logic as for incoming group calls applies.

13.4.7 Video call

Same logic as for 1-to-1 call applies.

13.4.8 Emergency call

Emergency calls have priority over any other type of call, thus other calls are terminated, when an emergency call is received. However, an existing emergency call is not terminated.

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14 NOTES

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