# FirstNet Push-to-Talk Admin Tool Manual

for Release 1.0.4
July 2019

## Table of Contents

<table>
<thead>
<tr>
<th>Chapter</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preface</td>
<td>3</td>
</tr>
<tr>
<td>Chapter 1 – Overview</td>
<td>3</td>
</tr>
<tr>
<td>Chapter 2 – FirstNet PTT Admin Tool Landing Page</td>
<td>4</td>
</tr>
<tr>
<td>Chapter 3 – License</td>
<td>9</td>
</tr>
<tr>
<td>Chapter 4 – Agency</td>
<td>15</td>
</tr>
<tr>
<td>Chapter 5 – Talkgroup</td>
<td>22</td>
</tr>
<tr>
<td>Chapter 6 – Contact List</td>
<td>28</td>
</tr>
<tr>
<td>Chapter 7 – Other Operations</td>
<td>36</td>
</tr>
<tr>
<td>Appendix – Acronyms</td>
<td>41</td>
</tr>
</tbody>
</table>
Preface
This manual describes how to operate the FirstNet Push-to-Talk (PTT) Admin Tool.

Conventions in this Document
Product documentation uses the following conventions.

Symbols

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="" /></td>
<td>Indicates a task.</td>
</tr>
<tr>
<td><img src="image" alt="" /></td>
<td>Indicates a shortcut or an alternative method.</td>
</tr>
<tr>
<td><img src="image" alt="" /></td>
<td>Provides additional information.</td>
</tr>
<tr>
<td><img src="image" alt="" /></td>
<td>Provides information or instructions that you should follow to avoid service failure or damage to equipment.</td>
</tr>
<tr>
<td><img src="image" alt="" /></td>
<td>Provides information or instructions that you should follow to avoid personal injury or fatality.</td>
</tr>
<tr>
<td><img src="image" alt="" /></td>
<td>Provides antistatic precautions that you should observe.</td>
</tr>
</tbody>
</table>

Menu Commands

### Menu | Command
- This indicates that you must select a command on a menu, where menu is the name of the menu, and command is the name of the command on that menu.

Filenames and Paths

These are indicated by a bold typeface.

Copy filename.ext into the /home/folder1/folder2/bin/ folder.

Chapter 1 – Overview

This chapter describes the key features and prerequisites of FirstNet PTT Admin Tool.

Key Features

The FirstNet Push-to-Talk (PTT) service provides instant communication between users within a public service agency or users from different agencies at the push of a button. The FirstNet PTT Admin Tool helps agency administrators manage their users, Talkgroups, and licenses.

Following is a brief description of key features of the PTT Admin Tool.

**Talkgroup Management**

Allows agency administrators to manage Talkgroups, including creating, editing, and deleting them.

**Agency Management**

Allows an agency administrator to manage its sub-agencies and child sub-agencies.

**License Management**

Allows agency administrators to manage licenses, including activating and revoking them.

**Contact List Management**

Allows agency administrators to manage contact lists.

**Other Operations**

Allows agency administrators to manage history (user, processing) and mutual aid requests.

Prerequisites

**Valid FirstNet Credentials**

You must have a valid FirstNet login to use the FirstNet PTT Admin Tool.

**Approved Browsers**

For best results, use one of the following browsers:

- Google Chrome® 15 or higher
- Internet Explorer® (IE) 10 or 11
- Mozilla® Firefox® 8 or higher
Popups and Zooming
To ensure the tool displays correctly, do the following:

- **Enable Popups** – The FirstNet PTT Admin Tool opens in a new browser window. You need to enable popups to access the tool.
- **Reset Zooming** – To display the tool properly, make sure the browser you use has a zoom setting of 100%. To get to 100%, press CTRL+0 (zero) on your keyboard.

Chapter 2 – FirstNet PTT Admin Tool Landing Page
This chapter describes the landing page of the FirstNet PTT Admin Tool and the basic methods for operating it.

You access the FirstNet PTT Admin Tool by logging in to FirstNet using the Single-Sign-On (SSO) process. Depending on the access permissions assigned to you, you will either have access to all data or to specific foundation accounts (FANs) or billing accounts (BANs) only. The subset of the data that you are allowed to access is referred to as “span of control” in this document. If you have any questions regarding your access permissions, contact FirstNet.

Connecting to the FirstNet PTT Admin Tool
This section describes how to log in and log out of the PTT Admin Tool. Make sure you’re using one of the approved browsers and have the zoom level set to 100% (see Chapter 1, Prerequisites).

Login
1. Log in to FirstNet Local Control.
2. Click the link in the FirstNet PTT Admin Tool tile in Local Control.
3. When your login information is verified, the FirstNet PTT Admin Tool landing page appears.

   **Note:** If there are many tabs in a browser when you logged in, the displayed language can be mixed with Korean and English due to the cookies used by the tabs.

Log Out
Click the “Log out” button at the top right to end the current session and log out.

The PTT Admin Tool landing page shows the status of your purchased licenses, which must be matched to a FirstNet user profile. The landing page also displays notifications for pending actions required by the administrator.

The panel on the right displays mutual assistance or mutual aid email requests from other administrators and may require immediate attention. These requests are either responses to aid email the administrator has requested or new requests from other administrators to create interagency groups.
Configuration of the PTT Admin Tool

The PTT Admin Tool consists of the following sections:

- Header Area
- Navigation Area
- Work Area
- Agency Tree Area

Header Area
The header area contains logo, agency selection and user ID.

Navigation Area
The navigation area contains four menu items.

Agency Tree Area
The Agency tree area shows agencies and agency users.

Work Area
The work area shows information for the selected menu.
Basic Operation
This section describes the basic elements for operating Admin tool.

Icons
The icons in this Admin tool are designed to run the same functions in Basic Properties.

<table>
<thead>
<tr>
<th>Navigation Area Icons</th>
<th>License Status Icons</th>
<th>Talkgroup Role Icons</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Talkgroup</strong></td>
<td><strong>PTT User, PTT License</strong></td>
<td><strong>Supervisor</strong></td>
</tr>
<tr>
<td>[Image]</td>
<td>[Image]</td>
<td>[Image]</td>
</tr>
<tr>
<td>Click to go to the page where you can create, edit, and delete Talkgroups and add and delete Talkgroup members.</td>
<td>Displayed when a PTT license is assigned to the user.</td>
<td>[Image] Supervisor icon</td>
</tr>
<tr>
<td><strong>Agency</strong></td>
<td><strong>Wi-Fi only User</strong></td>
<td><strong>User</strong></td>
</tr>
<tr>
<td>[Image]</td>
<td>[Image]</td>
<td>[Image]</td>
</tr>
<tr>
<td>Click to go to the page where you can manage the selected agency and its users.</td>
<td>Displayed when a Wi-Fi® license is assigned to the user.</td>
<td>User icon</td>
</tr>
<tr>
<td><strong>License</strong></td>
<td><strong>Dispatcher</strong></td>
<td><strong>Dispatcher</strong></td>
</tr>
<tr>
<td>[Image]</td>
<td>[Image]</td>
<td>[Image]</td>
</tr>
<tr>
<td>Click to go to the page where you can view the license status and manage licenses.</td>
<td>Displayed when a Dispatcher license is assigned to the user.</td>
<td>Dispatcher icon</td>
</tr>
<tr>
<td><strong>Contact List</strong></td>
<td><strong>PTT Gateway</strong></td>
<td><strong>PTT</strong></td>
</tr>
<tr>
<td>[Image]</td>
<td>[Image]</td>
<td>[Image]</td>
</tr>
<tr>
<td>Click to go to the page where you can edit contact list and bulk update.</td>
<td>Displayed when a PTT license is assigned to the user.</td>
<td>[Image] PTT icon</td>
</tr>
<tr>
<td><strong>Other Operations</strong></td>
<td><strong>Interop Add-on User, Interop Add-on License</strong></td>
<td><strong>Interop</strong></td>
</tr>
<tr>
<td>[Image]</td>
<td>[Image]</td>
<td>[Image]</td>
</tr>
<tr>
<td>Click to go to the page where you can configure the PTT Admin Tool. Depending on your permission, you may not be able to access the second level of menu items.</td>
<td>Displayed when an Interop license is assigned to the user.</td>
<td>Interoperability icon</td>
</tr>
<tr>
<td><strong>Pending</strong></td>
<td><strong>Inactive</strong></td>
<td></td>
</tr>
<tr>
<td>[Image]</td>
<td>[Image]</td>
<td></td>
</tr>
<tr>
<td>Displayed when the license assigning and revoking process is in “Processing” or “Error” state.</td>
<td>Displayed when no license is assigned to the user.</td>
<td></td>
</tr>
</tbody>
</table>
Common Icons

Logout
- Click to log out of the system.

Help
- Click to go to the Help page where you can view a list of frequently asked questions and download the user manual.

Edit
- Click to edit the name, including the Talkgroup name, agency name, user name, and foundation account name.

Refresh
- Click to refresh the page.

Download
- Click to download an Excel file.

Header Area
The header area contains logo, agency selection, user ID, and log out button.
You can click the logo to return to this landing page at any time.

Navigation Area
The left panel of the PTT Admin Tool landing page is the navigation area. This area provides quick navigation to the Talkgroup, License, Agency, and Other Operations.

- Talkgroup
- Agency
- License
- Contact List
- Other Operations

Talkgroup
This menu allows you to add, edit and delete Talkgroups and their members.

Agency
This menu allows you to manage users in your agency and monitor activities of your Talkgroups.

License
This menu allows you to view the license status and manage assigned and available licenses in your agency.
The License menu has the following submenus:
- License Status
- Assign License
- Revoke License
- License Assignments
License Status
View the license status (Active, Inactive, Pending and Revoke) for the selected group.

Activate License
Assign available licenses to users.

Revoke License
Revoke licenses that users are currently using.

License Assignments
View the result of mapping between license and user (Active, Inactive and Pending).

Contact List
This menu allows you to manage the “Edit Contact List” and “Bulk Update” submenus.

Other Operations
This menu allows you to manage user history and mutual aid requests.

The Other Operations menu has the following submenus:

- History
- Mutual Aid Requests

History
View processing and user history.

Mutual Aid Requests
Manage inter-agency requests you submitted and received.

Agency Tree Area
In the Agency Tree area, you can view the agencies and the users of each agency of the PTT Admin Tool.

You can add members to a Talkgroup or add users to an agency using the “Edit” button.

Assigned and Unused Licenses
The top of the Agency Tree area shows the number of assigned and available users.

- Assigned – View the number of licenses that have been assigned.
- Unused – View the number of licenses that are available for assignment.
- Agency Tab – View the list of users by agency.
- Approved Users Tab – View the list of approved users.
Work Area
The center of the PTT Admin Tool landing page is the work area. When you select a task in the navigation area, the results are displayed in the work area. You can also perform detailed activities such as editing the Talkgroup or assigning licenses.

The following image shows an example of the work area showing the details of an Agency.

• “Plus” icon – Adds an agency.
• “Edit” button – Adds, modifies, and deletes users.

Chapter 3 – Licenses
The License management function allows you to view the license status of each agency, manage assigned licenses and revoke licenses.

License management has the following features:
• View License Status
• Assign License
• Revoke License
• View License Assignments

View License Status
The License Status area has the license status table that shows the status of assigned (Active, Inactive and Pending) and available licenses.
### View License Status
The procedure of View License Status is as follows:

1. Click the **Home | License | License Status** menu in the navigation area.

#### License Status

<table>
<thead>
<tr>
<th>CTN</th>
<th>Customer telephone number</th>
</tr>
</thead>
<tbody>
<tr>
<td>License</td>
<td></td>
</tr>
<tr>
<td>PTT User</td>
<td></td>
</tr>
<tr>
<td>PTT License</td>
<td></td>
</tr>
<tr>
<td>PTT Gateway</td>
<td></td>
</tr>
<tr>
<td>PTT Interop Add-on User</td>
<td></td>
</tr>
<tr>
<td>PTT Interop Add-on Lic.</td>
<td></td>
</tr>
</tbody>
</table>

#### License Type

<table>
<thead>
<tr>
<th>Single:</th>
<th>1:1 license</th>
</tr>
</thead>
<tbody>
<tr>
<td>Multiple:</td>
<td>P*Q license</td>
</tr>
</tbody>
</table>

#### Current State

Current account state (Activated/Canceled/Suspended/Resumed)

#### Target State

Usually it is the same as the current account state, but sometimes not

#### Assigned

The number of assigned licenses

#### Unused

The number of unused licenses

#### Total

The sum of assigned and unused licenses

If there are no licenses, following message is displayed.

“There are no available licenses. To request licenses, contact your Public Safety Administrator.”

2. Click the “Expand” icon in the “Assigned” column to open the “Assigned Users” popup window.

3. Click the “Expand” icon in the “Total” column to open the “License Quantity Changes” popup window.

### Assign Licenses

Assign unused licenses to users to activate them.

**Home | License | Assign License**
Assign License by License

The procedure of Assign License by License is as follows:

1. Click the Home | License | Assign License menu in the navigation area.

On the “Assign License” page, select the “Select License” tab.

If there are no licenses, following message is displayed.

“There are no available licenses. To request licenses, contact your Public Safety Administrator.”

2. At the top of the Select License area, select the desired license pool.

The Select User area at the bottom shows a list of users to whom the selected license can be assigned.

3. In the Select User area, select desired users. You can select multiple users.

4. When selection is done, click the “Assign” button.

5. In the confirmation window, click the “OK” button.

If the operation is successful, a success message is displayed.

Assign License by User

The procedure of Assign License by User is as follows:

1. In the “Assign License” page, select the “Select User” tab.

2. Check the list of users shown in the Agency Tree area on the right.

   Click the desired user’s display name to open its “User Profile” popup window.
3. Check the user's profile, and then click the “OK” button to close it.

4. Click the “Add User” button at the bottom right.

The selected user is shown in the Select User area. The Select License area shows a list of licenses that can be assigned to the selected user.

5. To change the selected user to a different one, click the “Close” icon.

Then, repeat Steps 4 and 5 above.

6. In the Select License area, select the desired license pool you want.

You can only select one.

When selection is done, click the “Assign” button.

7. In the confirmation window, click the “OK” button.

If the operation is successful, a success message is displayed.

---

**Revoke License**

Revoke licenses from the selected users.
Revoke License by License
The procedure of Revoke License by License is as follows:

1. Click the Home | License | Revoke License menu in the navigation area.

   On the “Revoke License” page, select the “Select License” tab.

   If there are no licenses, the following message is displayed:
   “There are no available licenses. To request licenses, contact your Public Safety Administrator.”

2. At the top of the Select License area, select the desired license pool.
   The Select User area at the bottom shows a list of users from whom the selected license can be revoked.

3. In the Select User area, select desired users.
   You can select multiple users.

4. When selection is done, click the “Revoke” button.

5. In the confirmation window, click the “OK” button.
   If the operation is successful, a success message is displayed.

Revoke License by User
The procedure of Revoke License by User is as follows:

1. In the “Revoke License” page, select the “Select User” tab.

2. Select the desired user in the Agency Tree area on the right.
   You can select only one user.
   Not all users are shown in the list.
3. Click the “Add User” button at the bottom right.
   The selected user is shown in the Select User area. The Select License area shows a list of licenses that can be revoked from the selected user.

4. To change the selected user to a different one, click the “Close” icon.
   Then, repeat Steps 2 and 3 above.

5. In the Select License area, select the desired license pool.
   You can only select one.

6. When selection is done, click the “Revoke” button.

7. In the confirmation window, click the “OK” button.
   If the operation is successful, a success message is displayed.

License Assignments
Search license assignments and view search results based on search criteria (Date, Result and User).

Set Search Conditions
The procedure of Set Search Conditions is as follows:
1. Set search conditions.
2. To reset the search conditions, click the “Reset” icon.
3. Click the “Search” button.

View Search Results
View search results shown in the table.
Chapter 4 – Agency

The Agency management function allows you to view, add, edit, and delete agencies and agency users.

Agency management has the following features:
- Agency management
- Agency user management

Agency Management

The Agency management function allows you to view, add, edit, and delete agencies.

Home | Agency

View Agency

The procedure of View Agency is as follows:

1. Click the Home | Agency menu in the navigation area.
2. Select the desired agency in the Agency list.
3. View the agency users of the selected agency.

Edit Entity

The procedure of Edit Entity is as follows:

1. In the “Agency” page, click the “Edit” icon.
2. The “Edit Entity” popup window is displayed.

3. Fill in the “Entity Name” field and click the “OK” button.

If the operation is successful, a success message is displayed.

---

**Edit Entity Details**

**Entity Name**
- Entity name can only contain letters [A to Z, a to z], numbers [0 to 9], special characters [ + @ # $ & ( ) _ , . ! ]
- Spaces within a name are not allowed.
- Maximum length of characters: 80

---

**Create Agency**

The procedure of Create Agency is as follows:

1. In the “Agency” page, click the “Add” icon.

2. The “Create Agency” popup window is displayed.

3. Fill in the “Agency Name” field and click the “Check” button to check for any duplicate names.

4. To create a sub-agency, select the “Select parent (Optional)” checkbox and select the desired parent agency in the dropdown box.

5. When finished, click the “OK” button.

If the operation is successful, a success message is displayed.

6. The agency you created is displayed in the Agency list on the left and the Agency Tree area on the right.

---

**Create Agency Details**

**Agency Name**
- Agency name can only contain letters [A to Z, a to z], numbers [0 to 9], special characters [ + @ # $ & ( ) _ , . ! ]
- Spaces are only allowed in the middle of a Talkgroup name. They are not allowed as leading or ending character.
- Maximum length of characters: 80

**Select parent (Optional)**
To create a child agency, select the “Select parent” checkbox.
Edit Agency
The procedure of Edit Agency is as follows:

1. In the “Agency” list, click the “Edit” icon next to the agency you want to edit.
   Unaffiliated agencies cannot be edited.
2. The “Edit Agency” popup window is displayed.
3. For a parent agency, only the “Agency Name” field is editable.
4. For a sub-agency, the “Agency Name” and “Select parent” fields are editable.
   a. To change the parent agency, select a different parent agency in the dropdown box.
   b. To change it to a parent agency, deselect the “Select parent” checkbox.
5. When finished, click the “OK” button.
   If the operation is successful, a success message is displayed.

Delete Agency
The procedure of Delete Agency is as follows:

1. In the “Edit Agency” popup window, click the “Delete” button to delete the selected agency.
   • You cannot delete an agency if it has any sub-agency. Delete sub-agencies and their users first and try again.
   a. If the operation is successful, a success message is displayed. The agency you deleted is not displayed in the Agency list on the left and the Agency Tree area on the right.
   b. If the operation fails, a failure message is displayed.
   Go to the Other Operations | History | Processing History menu and check the error before trying again.
   For more information, see the Retry of Failed Process procedure.
Agency User Management

The Agency User management function allows you to view, add, edit and delete Agency users.

Home | Agency

Add Agency User

The procedure of Add Agency User is as follows:

1. On the “Agency” page, click the agency you want to add the user to.

2. In the Agency Tree area on the right, click the “Agency” tab.

3. Click the desired user’s display name to open its “User Profile” popup window.

4. Check the user’s profile.

5. Select the desired user in the Agency Tree area on the right.

   You can select multiple users.
   - The selected user can be added to only one agency.
   
     a. To add a user from “Unaffiliated,” do the following:
        - Click “Unaffiliated” to view a list of users who do not belong to any agency.
        - Select the user you want to add.
   
     b. To move a user from a different agency, do the following:
        - Click the desired agency to view a list of users who belong to the agency.
        - Select the user you want to move.

6. When selection is done, click the “Add User” button at the bottom of the Agency Tree area.

For more information, see the View & Edit User Profile procedure.
7. The user you selected is displayed in the middle area. Click the “Save” button to add it to the Agency you selected in Step 1 above.

If the operation is successful, a success message is displayed.

8. The user you added is displayed in the middle area and the Agency Tree area on the right.

View and Edit User Profile
The procedure of View and Edit User Profile is as follows:

1. On the “Agency” page, click the agency that has the user you want to view.

2. Click the desired Display Name.

3. Check the user’s profile.
   a. For Name, Email, and User Type, you can view the value.
   
   For Display Name, you can view and edit the value.
   
   b. For License, Agency, and Talkgroup (My Entity/Mutual Aid), you can view the value.
   
   To view the user’s license history, click the “License History” button. To edit the settings of the user’s Talkgroup, click the “Edit” button next to it.
   
   c. For FAN, BAN and MSISDN/CTN, you can view the value.

4. To view the contact list, click the “Contact List” button.

5. Click the “Edit” button next to the “Display Name” field to make the field editable.

6. Make necessary changes and click the “Save” button.

If the user has no licenses, agency or talkgroups, a dash is displayed.
7. Click the “User History” button next to the License History field to open the “User History” popup window and view the user’s license history.

8. Click the “Edit” button next to the “Talkgroup” field to open the “Change Default/Emergency group” popup window.

9. You can edit the settings of the user’s Talkgroup.
   a. To change the default group, select the desired one in the “Default Group” dropdown box.
   b. To change the emergency group, select the desired one in the “Emergency Group” dropdown box.
   c. When selection is done, click the “Save” button.

   If the operation is successful, a success message is displayed.

10. Click the “Contact List” button next to the “Contact List Control” field to open the “Contact List” popup window.

11. Click the “List” button at the bottom of the User Profile area to go to the selected agency’s user list.

   a. You can view the user’s contact list.
   b. Click the “Edit” button in the bottom of the popup window to go to the Contact List | Edit Contact List menu.
Edit Agency User

The procedure of Edit Agency User is as follows:

1. On the “Agency” page, click the agency you want to edit the user.

2. Click the “Edit” button.

3. To delete a user, click the “X” icon under the “Delete” column of the desired user.

4. The number of users of the parent agency increases when users are added to its sub-agencies.

5. When editing is done, click the “Save” button at the bottom right.
   If the operation is successful, a success message is displayed.

To add a user, select the desired user from the Agency Tree area on the right.
For more information, see the Add Agency User procedure.
Chapter 5 – Talkgroup

The Talkgroup management function allows you to view, add, edit, and delete Talkgroups and Talkgroup members. The operator can use the functions provided to view the current status of and manage Talkgroups and Talkgroup members.

Talkgroup management has the following features:

- Talkgroup management
- Talkgroup member management

Talkgroup Management

Manage view, add, edit, and delete Talkgroups.

View Talkgroup

View the list of Talkgroups and their details.

1. Click the Home | Talkgroup menu in the navigation area.

2. Select the desired Talkgroup in the Talkgroup list.

3. View the members of the selected Talkgroup.

Create Talkgroup

The procedure of Create Talkgroup is as follows:

1. Click the “Create” button to create a Talkgroup.
2. If there is already a list of Talkgroups, click the “Add” icon at the bottom of the Talkgroup list on the left.

3. The “Create a Talkgroup” popup window is displayed.

4. Fill in the required fields.
   a. Fill in the “Talkgroup Name” field and click the “Check” button to check for any duplicate names.
   b. Select “Normal” (default) in the “Talkgroup Priority” dropdown box.
   c. If necessary, fill in the “Description” field.
   d. Click the “Map” button next to the “Location” field to open the “FirstNet NTC Regions” popup window.

   • The name of the selected data center is displayed in the “Location” field.

   • Select the region of the data center located near the Talkgroup and click the “OK” button.
Create Talkgroup Details

Talkgroup Name
- Talkgroup name can only contain letters [A to Z, a to z], numbers [0 to 9], special characters [ + @ # $ & ( ) _ , . ! ]
- Spaces are only allowed in the middle of a Talkgroup name. They are not allowed as leading or ending character.
- Maximum length of characters: 80

Location
Nearest data center location

Talkgroup Priority
Normal

Description
Maximum length of characters: 200

5. When finished, click the “OK” button.
   If the operation is successful, a success message is displayed.

6. The Talkgroup you created is shown in the Talkgroup list on the left.

Edit a Talkgroup

The procedure of Edit a Talkgroup is as follows:

1. In the “Talkgroup” page, click the “Edit” icon next to the Talkgroup you want to edit.

2. The “Edit a Talkgroup” popup window is displayed.

3. For Talkgroup Name, Location, Talkgroup Priority and Description, you can edit the value.

4. When finished, click the “OK” button.
   If the operation is successful, a success message is displayed.

Delete a Talkgroup

The procedure of Delete a Talkgroup is as follows:

1. In the “Edit Talkgroup” popup window, click the “Delete” button to delete the selected Talkgroup.
   - You cannot delete the selected Talkgroup if it has any members.
     Delete the member(s) first and try again.
Talkgroup Member Management
Manage view, add, edit, and delete members of the selected Talkgroup.

Add Talkgroup Member (from My Entity)
The procedure of Add Talkgroup Member is as follows:

1. In the “Talkgroup” page, click the Talkgroup you want to add the user.

2. To add a member from my entity, click the “Agency” tab in the Agency Tree area on the right.

3. Click the desired user’s display name to open its “User Profile” popup window.

4. Check the user’s profile.

For more information, see the View & Edit User Profile procedure.

If the operation is successful, a success message is displayed. The Talkgroup you deleted is no longer shown in the Talkgroup list on the left.

If the operation fails, a failure message is displayed.

Go to the Other Operations | History | Processing History menu and check the error before trying again.

For more information, see the Retry of Failed Process procedure.
5. Select the desired user in the Agency Tree area on the right and click the “Add User” button.
   You can select multiple users.
   • For users with foundation account numbers or billing account numbers, their display name is shown in bold.
   • For users with an active license, a checkbox is shown next to their name.
   • A user can be added to more than one Talkgroup as a member.

6. The user you selected is displayed in the middle area. Click the “Save” button to add it as a member to the Talkgroup you selected in Step 1.

If the operation is successful, a success message is displayed.

7. The user you added as a member is displayed in the middle area.

Add Talkgroup Member (from Other Entity)
The procedure of Add Talkgroup Member (from Other Entity) is as follows:

1. In the “Talkgroup” page, click the Talkgroup you want to add a member to.
2. Click the “Edit” button at the bottom right.

3. To add a member from other entity with a mutual aid request,
   a. Click the “Agency” tab in the Agency Tree area on the right.
   b. Select the entity you want to submit a mutual aid request to in the Entity dropdown box.
   c. Click the “Submit Request” button at the bottom right to go to the Other Operations | Mutual Aid Requests | Mutual Aid Request menu.
   d. In the “Mutual Aid Request” page, submit a mutual aid request.

   For more information, see the Mutual Aid Request procedure.

4. Go back to the “Talkgroup” page, click the “Approved Users” tab in the Agency Tree area on the right.
5. Select the entity you submitted the mutual aid request to in the Entity dropdown box.
6. Under the selected entity, you can view a list of users who have been approved for mutual aid.

7. Click the desired user's display name to open its “User Profile” popup window.

8. Check the user's profile.

For more information, see the View & Edit User Profile procedure.

9. Select the desired user in the Agency Tree area on the right and click the “Add User” button.

You can select multiple users.

- For users with foundation accounts or billing accounts, their display name is shown in bold.
- For users with an active license, a checkbox is shown next to their name.
- A user can be added to more than one Talkgroup as a member.

10. The user you selected is displayed in the middle area. Click the “Save” button to add it as a member to the Talkgroup you selected in Step 1.

If the operation is successful, a success message is displayed.

11. The user you added as a member is displayed in the middle area.

Edit Talkgroup Member

The procedure of Edit Agency User is as follows:

1. In the “Talkgroup” page, click the Talkgroup you want to edit the user.

2. Click the “Edit” button.
3. To change a member’s role, select the desired role in the “Role” dropdown box. To delete a member, click the “Close” icon of the desired member.

To add a member, add it from the Agency Tree area on the right.

4. When editing is done, click the “Save” button at the bottom right.

If the operation is successful, a success message is displayed.

Chapter 6 – Contact List

Update a contact list in bulk and add, modify, and delete contacts.

Contact List has the following features:
- Edit Contact List
- Bulk Update

Edit Admin Contact List

Add, modify, and delete contacts in the selected admin contact list.

For more information, see the Add Talkgroup Member (from My Entity) and Add Talkgroup Member (from Other Entity) procedures.

For the admin contact list, it cannot be edited on the user's device.
View Admin Contact List
The procedure of View Admin Contact List is as follows:

1. Click the user you want to view the admin contact list for.
2. View the admin contact list of the selected user.
3. If the selected user failed to be created, an Operation Failed message is displayed.

Edit Admin Contact Group Name
The procedure of Edit Admin Contact Group Name is as follows:

1. Click the user you want to change the admin contact group name for.
2. Click the “Edit” icon next to the admin contact group name to open the “Edit Group” popup window.
3. Fill in the “Name” field and click the “Save” button.

4. Click the “Save” button in the “Edit Contact List” page to apply the change.

Edit Contact Group Name Details

- Group name can only contain letters [A to Z, a to z], numbers [0 to 9], special characters [ + @ # $ & ( ) _ , . ! ]
- Spaces within a name are not allowed
- Maximum length of characters: 80
Add Admin Contact
The procedure of Add Admin Contact is as follows:

1. Click the user you want to add an admin contact to.
2. Click the “Add Contact” button in the “Edit Contact List” page.
3. The “Add Contact” popup window is displayed.
4. To add a contact, you need to browse available users first.
   Click the “Search” button next to the “Display Name” field to open the “Search User” popup window.
5. To search for the desired user, select an item in the “Search Item” dropdown box and fill in the “Keyword” field.
   Select the desired user in the list and click the “OK” button.
6. The information for the user you selected is populated in the “Add Contact” popup window.
   • Only the “Phone” field is editable.
7. For the admin contact list, there is only one default group, so it cannot be changed.
8. Click the “Save” button to save the input and close the “Add Contact” popup window.
9. Click the “Save” button in the “Edit Contact List” page to add the user.

If the operation is successful, a success message is displayed.

Edit Admin Contact
The procedure of Edit Admin Contact is as follows:
1. Click the user you want to edit an admin contact for on the left.
2. In the “Admin” tab, click the “Edit” button of the contact you want to edit.
3. The “Edit Contact” popup window is displayed.
4. The Display Name, Phone, and Email fields are editable.
5. To browse available users, click the “Search” button next to the “Display Name” field.
   For more information, see the Add Admin Contact procedure.
6. Click the “Save” button to save the change and close the “Edit Contact List” popup window.
7. Click the “Save” button in the “Edit Contact List” page to apply the change.

Delete Admin Contact
The procedure of Delete Admin Contact is as follows:
1. Click the user you want to delete an admin contact for.
2. Select the checkbox of the contact you want to delete in the “Edit Contact List” page.
   You can select multiple contacts.
3. Click the “Delete Contact” button.

4. Click the “Save” button in the “Edit Contact List” page to apply the change.

If the operation is successful, a success message is displayed.

Edit Personal Contact List
Add, modify, and delete contacts in the selected personal contact list.

For the personal contact list, it can be edited on the user’s device.

View Personal Contact List
The procedure of View Personal Contact List is as follows:
1. Click the user you want to view the personal contact list for.
2. View the personal contact list of the selected user.

Edit Personal Contact Group Name
The procedure of Edit Personal Contact Group Name is the same as Edit Admin Contact Group Name.

For more information, see the Edit Admin Contact Group Name procedure.

Add Personal Contact
The procedure of Add Personal Contact is as follows:
1. Click the user you want to add a personal contact to.
2. Click the “Add Contact” button in the “Edit Contact List” page.
3. The “Add Contact” popup window is displayed.

4. To add a contact, you need to browse available users first.
   Click the “Search” button next to the “Display Name” field to open the “Search User” popup window.

5. To search for the desired user, select an item in the “Search Item” dropdown box and fill in the “Keyword” field.
   Select the desired user and click the “OK” button.

6. The information for the user you selected is populated in the “Add Contact” popup window.
   - Only the “Phone” field is editable.

7. Select the group to add the contact.
   If there is only one group, the group is selected by default.
   If there is more than one group, select the desired group in the “Group” dropdown box.
   - For the personal contact, a group can be created on the user’s device, not in this tool.
   - If there is no group, a personal contact cannot be added.

8. Click the “Save” button to save the input and close the “Add Contact” popup window.

9. Click the “Save” button in the “Edit Contact List” page to apply the change.

   If the operation is successful, a success message is displayed.
Edit Personal Contact
The procedure of Edit Personal Contact is the same as Edit Admin Contact.
For more information, see the Edit Admin Contact procedure.

Delete Personal Contact
The procedure of Delete Personal Contact is the same as Delete Admin Contact.
For more information, see the Delete Admin Contact procedure.

Bulk Update
Update a contact list in bulk.

Home | Contact List | Bulk Update

Bulk Update (Addition)
The procedure of Bulk Update (Addition) is as follows:

1. Select the users you want to add to the contact list of specific users.
2. Click the upper arrow to move the selected users to the List of Contacts to Add area.
   To delete one from the selected users, click the “Close” icon.
3. Select the users you want to update their contact list for.
4. Click the arrow to move the selected users to the Users assigned Contacts area.
   To delete one from the selected users, click the “Close” icon.
5. Click the “Confirm Addition” button to add the users selected in the List of Contacts to Add area to the contact list of the users selected in the Users assigned Contacts area.

If the operation is successful, a success message is displayed.

**Bulk Update (Deletion)**

The procedure of Bulk Update (Deletion) is as follows:

1. Select the users you want to delete from the contact list of specific users.

2. Click the upper arrow to move the selected users to the List of Contacts to Add area. To delete one from the selected users, click the “Close” icon.

3. Select the users you want to update their contact list for.

4. Click the arrow to move the selected users to the Users assigned Contacts area. To delete one from the selected users, click the “Close” icon.

5. Click the “Confirm Deletion” button to delete the users selected in the List of Contacts to Add area from the contact list of the users selected in the Users assigned Contacts area.

If the operation is successful, a success message is displayed.
Chapter 7 – Other Operations

The Other Operations function allows you to manage the History and Mutual Aid Requests. Other Operations has the following features:

- History
- Mutual Aid Requests

History

Search the history of users, licenses, operations, processing, and emails and view search results based on search criteria.

Home | Other Operations | History

History has the following features:

- User History
- Processing History

User History

View the history of users based on search criteria.

Home | Other Operations | History | User History

View User History

The procedure of View User History is as follows:

1. Set search conditions.

2. Click the “Search” button.

3. View search results shown in the table.

4. Click the “Download” button to download an Excel file of your results.
Processing History
View the history of processing based on search criteria.

Home | Other Operations | History | Processing History

View Processing History
The procedure of View Processing History is as follows:
1. Set search conditions.
2. Click the "Search" button.
3. View search results shown in the table.
4. Click the "Download" button to download an Excel file of your results.

Retry of Failed Process
The procedure of Retry for Failed Process is as follows:
1. If the result of an action that occurred in a FirstNet Network module is "Fail", click the "Retry" button.
   If measures need to be taken, check the result message and then retry the action.
2. If the retry is successful, “Finished on” column shows the date and time when the transaction was done.
3. The transaction’s result is shown at the top of the list.
   If the retry fails, keep retrying until the transaction is successful.
Chapter 7 – Other Operations

Processing Actions by Module

License
- Add – Registering license by 3PP
- Modify – Modifying license information & quantity by 3PP
- Suspend – Suspending license by 3PP
- Resume – Activating license by 3PP
- Cancel – Cancelling license by 3PP

Address Book
- GET – Exporting address book
- ADD – Adding address book
- DELETE – Deleting address book
- OVERWRITE – Overwriting address book

Email
- E-Mail – Sending email

User
- Search – Retrieving user information by interfacing with Dmaap

Email Result
- DMAAP_EMAIL_RESULT – Retrieving email result by interfacing with Dmaap

Admin Permission
- Search – Retrieving FAN and BAN permission information in case of PSE Admin

Admin Login
- Log In – Login as PSE Admin

Customer Care Login
- Log In – Login as CCC

FirstNet Push-to-Talk Network
- Create User – Creating user in Dmaap
- Delete User – Deleting user from Dmaap
- Modify User
  - Modifying user in Dmaap
  - Assigning license in the Admin page
  - Revoking license in the Admin page
- Recovery Create User – In case of an error in Create User, revoking license if the user has a license
- Recovery Modify User – In case of an error in Modify User, revoking license if the user has a license
- Create Group – Creating a Talkgroup (including adding a member)
- Delete Group – Deleting a Talkgroup
- Modify PSI – Modifying the location of Talkgroup in the Edit a Talkgroup popup window
- Modify Part Group – Modifying the name of Talkgroup in the Edit a Talkgroup popup window
- Modify Group – Modifying the location and name of Talkgroup in the Edit a Talkgroup popup window
- Add Multiple Group User – Adding a member to the Talkgroup
- Delete Multiple Group User – Deleting a member from the Talkgroup

Mutual Aid Requests
Manage the mutual aid requests sent and received to/from agencies.

Home | Other Operations | Mutual Aid Requests

Mutual Aid Requests has the following features:
- Mutual Aid Request
- Requesting History
- Incoming History

Mutual Aid Request
Submit a request of mutual aid for specific agencies.

Home | Other Operations | Mutual Aid Requests | Mutual Aid Request
Submit Mutual Aid Request

The procedure of Submit Mutual Aid Request is as follows:

1. Select the entity you want to submit a mutual aid request to.
2. Select the desired agency.
3. Click the arrow to move the selected agency to the right area.
4. Fill in the “Reason for Request” field.
5. Click the “Request” button to open the “Admin list” popup window.
6. Click the “OK” button to submit the mutual aid request.

For the admin who received the mutual aid request, go to the Mutual Aid Requests | Incoming History menu to approve or reject the mutual aid request.

For more information, see the Incoming History procedure.

View Requesting History

The procedure of View Requesting History is as follows:

1. Set search conditions.
2. Click the “Search” button.
3. View search results shown in the table.
4. Click the “Expand” icon in the “Status” column to view details in a popup window.

5. In the “Finished on” column.
   a. Click the “Finish” button to finish the approved request.
   b. Click the “Cancel” button to cancel the submitted request.
   c. The date shows when the request was finished.

Incoming History
View the history of incoming mutual aid requests.

View Incoming History
The procedure of View Incoming History is as follows:

1. Set search conditions.
2. Click the “Search” button.
3. View search results shown in the table.
4. Click the “Expand” icon in the “Members” column to view details in a popup window.
5. Click the “Approve” button in the “Started on” column to allow the requested user to join in an external Talkgroup.
6. Click the “Reject” button in the “Finished on” column to reject the inter-agency request you received.
7. The date shows when the corresponding action occurred.
Appendix – Acronyms

- PTT User – Push-To-Talk User