



Enterprise Secure Chat

Administrative Portal User Guide

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August 7, 2014	1.0	Initial Release
September 16, 2014	1.1	Corrections
May 16, 2016	1.2	Reflect New Portal Capabilities
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The ESChat Administrative Portal allows customers to manage their own ESChat account. During initial account set up, a Customer Administrator is created by providing secure and password protected administrative logins for one or more technical representatives. New Customer Admins may be added upon the request of an existing administrator. Access to the Administrative Portal permits you to:

- Add, delete, and modify individual user accounts
- Add, delete, and modify ESChat groups
- Modify feature key settings for individual or multiple accounts
- Modify settings for individual or multiple users
- Create custom feature and settings templates
- Change individual contacts
- View provisioning history, call history, and overall usage
- View a map display with location history options
- Configure radio gateways and external interfaces.

1. Logging Into the Administrative Portal

Once your account has been set up, there are two ways to access the Management Portal. If you do not yet have an account, contact ESChat Support at 844-437-2428, Ext 3 or support@eschat.com

Option A – Email Credentials

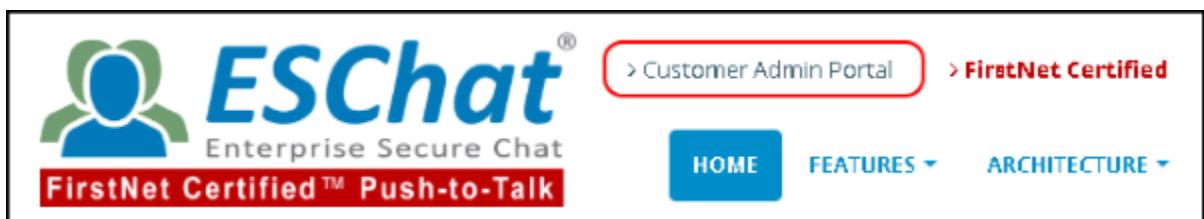
- Click on the link in the email you receive from ESChat Sales
- You will then be prompted to create a new password.
- This link will expire in approximately 24 hours.



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Option B – Through the Home Page

- Go to the ESChat website (<http://www.eschat.com/>)



• Click on the Customer Admin Portal link located next to the ESChat logo at the top of the screen.

- There are three sites for login: the Primary AWS server, the Legacy AWS server, and the Gov.cloud server. The Primary AWS site is the most commonly used site.

ESChat Administrative Management Portal Access

Three buttons for portal access:

- Primary AWS Portal**
Server ver. 4.1.2 & Newer
[Go To Site](#)
Server Launch Date March 29, 2018
- Legacy AWS Portal**
Server ver. 3.x & Older
[Go To Site](#)
Server Launch Date June 2013
- GovCloud Portal**
All Server Versions
[Go To Site](#)
Server Launch Date October 2014

- Click **Forgot Password** on the resulting page, and a time sensitive email will be sent to you with a new sign-in link.

Enterprise Secure Chat

ESChat Management Login

Please enter your account email address to reset the password.

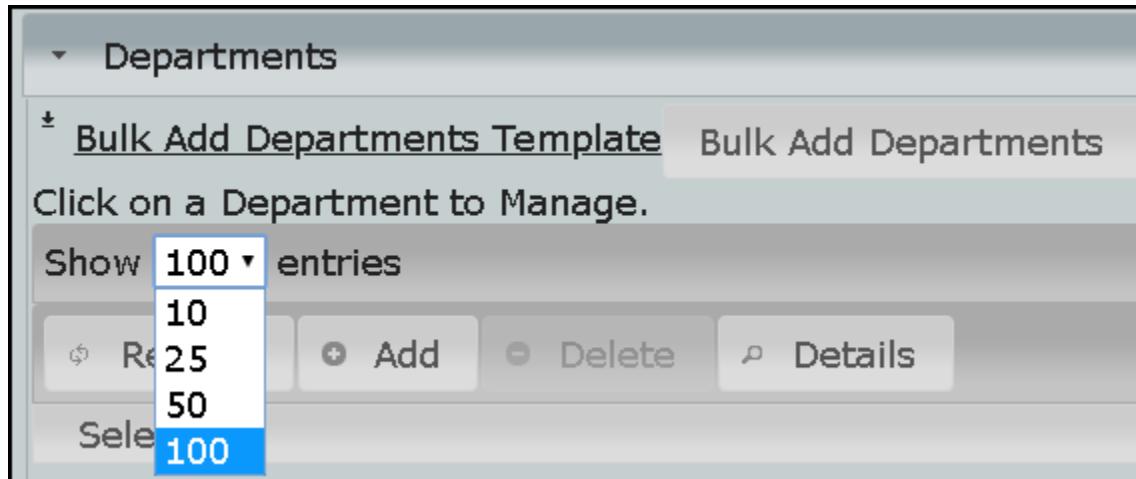
Email:

Submit Cancel

of SLA
n design or

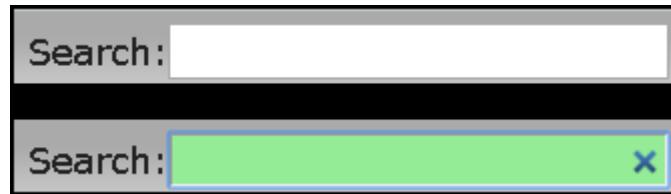
2. Features of the Administrative Portal

The Admin portal is set up in a series of tabs that represent different functional areas. The first level of organization is the department level. An enterprise may consist of a single or multiple departments as a means of organizing users. Within each department you will be able to view and modify the users and groups. Each section has a “Show” quantity box with drop-down options to make it easier to view large numbers of users at one time.



The screenshot shows the 'Departments' section of the Admin portal. At the top, there is a dropdown menu labeled 'Show 100 entries' with options 10, 25, 50, and 100. Below the dropdown are buttons for 'Add', 'Delete', and 'Details'. The text 'Click on a Department to Manage.' is displayed above the list area.

There is a search box within each section to filter available information. Once you enter text, the search box turns green (if you are using Google chrome as your browser). Search boxes will retain the text and will continue to filter the information until they are manually cleared by clicking on the X. If you are getting a “no data in tables” message, be sure to click on the X to clear the search box.



For very long lists of entries, information may be on multiple pages even when “Show” is set to the maximum of 100. In this case, the bottom right corner will contain the page navigation options.

3. Customer Profile

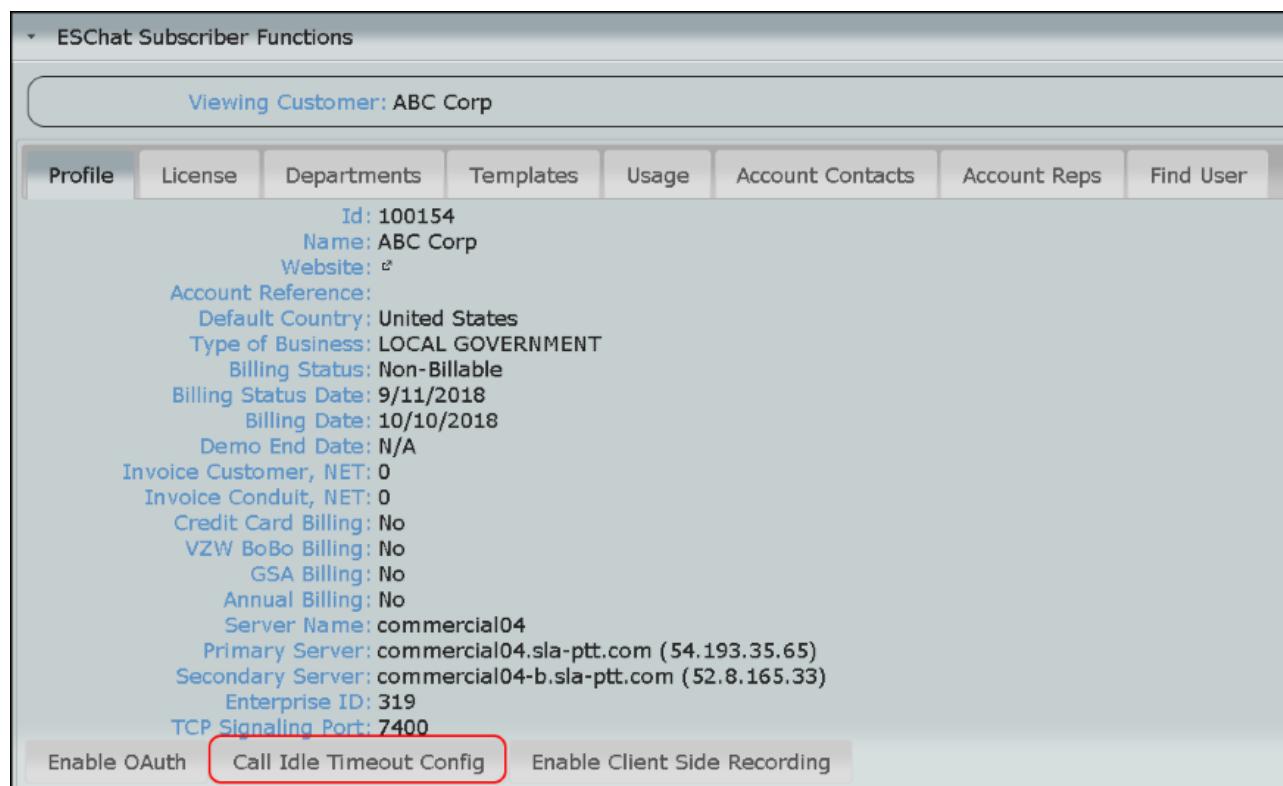
The Customer Profile provides the detailed information for your enterprise, including billing status, the date of creation, and the server and port address information.

3.1 OAuth

The Enable OAuth tab is appropriate for customers who wish to have different users sign into the same device for shift work. This option requires an OAuth server outside of ESChat. Contact ESChat Support for further assistance.

3.2 Call Idle Timeout Config

The Call Idle Timeout Config tab allows you to customize the ad hoc call idle timeout period for every user.



ESChat Subscriber Functions

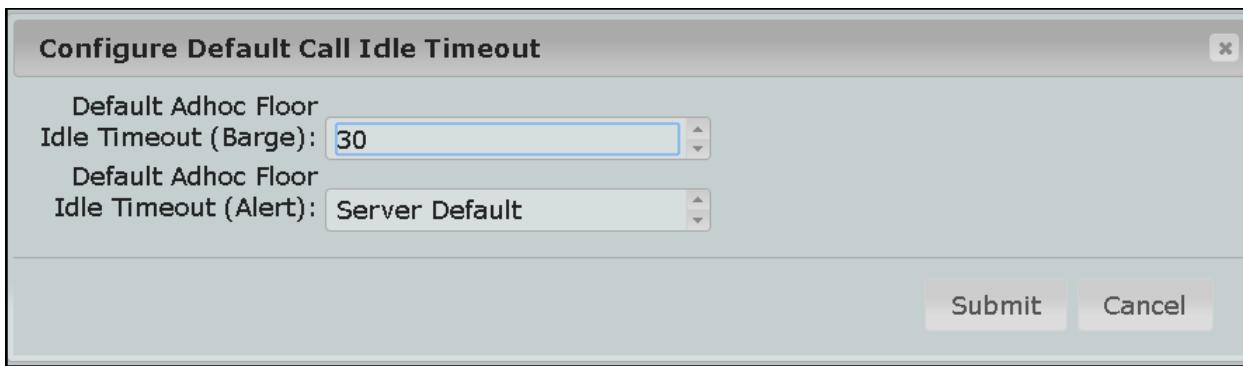
Viewing Customer: ABC Corp

Profile License Departments Templates Usage Account Contacts Account Reps Find User

Customer Details:
Id: 100154
Name: ABC Corp
Website: [www.abc.com](#)

Account Reference:
Default Country: United States
Type of Business: LOCAL GOVERNMENT
Billing Status: Non-Billable
Billing Status Date: 9/11/2018
Billing Date: 10/10/2018
Demo End Date: N/A
Invoice Customer, NET: 0
Invoice Conduit, NET: 0
Credit Card Billing: No
VZW BoBo Billing: No
GSA Billing: No
Annual Billing: No
Server Name: commercial04
Primary Server: commercial04.sla-ptt.com (54.193.35.65)
Secondary Server: commercial04-b.sla-ptt.com (52.8.165.33)
Enterprise ID: 319
TCP Signaling Port: 7400

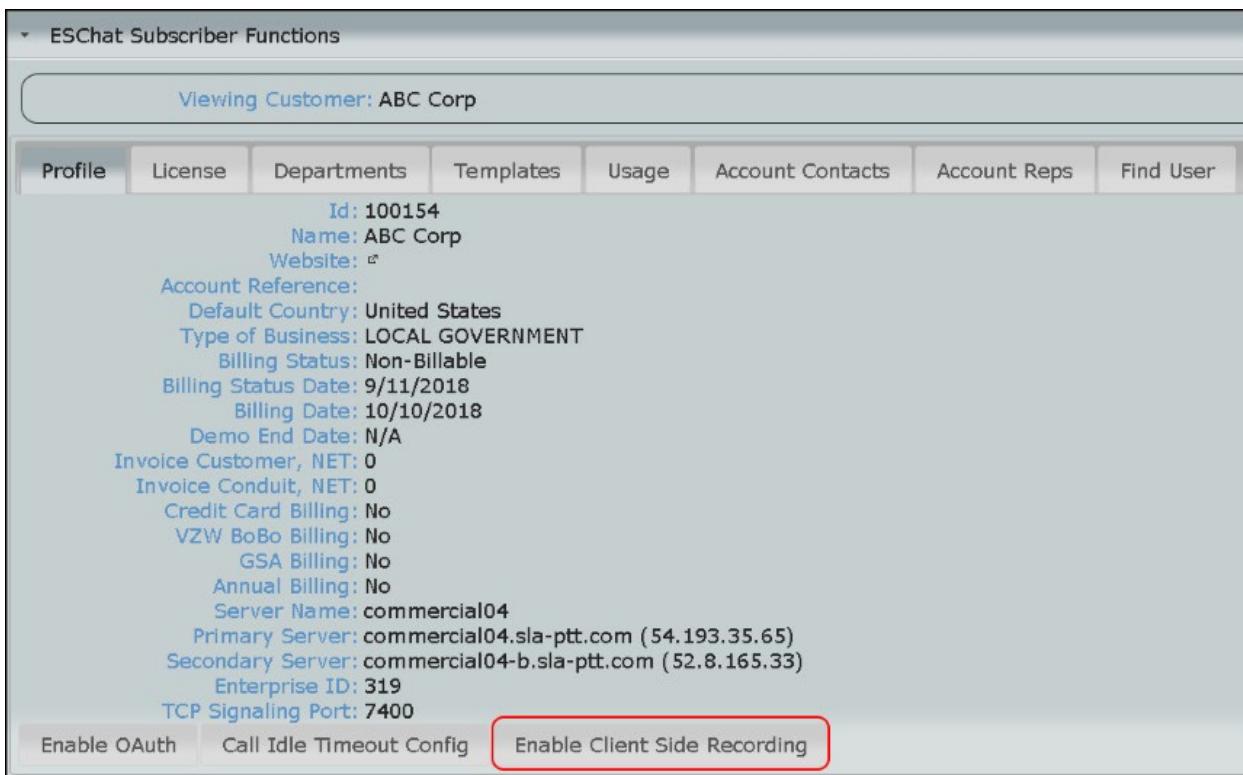
Enable OAuth Call Idle Timeout Config Enable Client Side Recording



The server default idle timer for both barge and alert calls is 30 seconds. This means that after the end of an ad hoc barge or alert call, the call will end 30 seconds after the last PTT button is released. The best setting depends on the customer use case. Some customers find 30 seconds too long, and shorten it to 10 or 15 seconds.

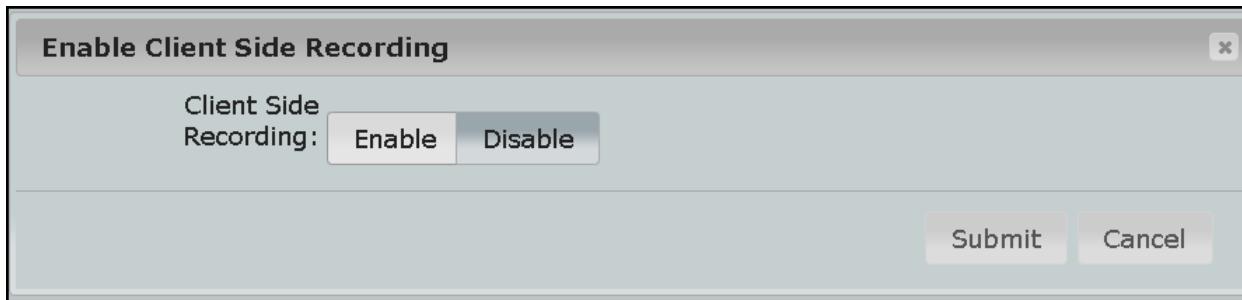
3.3 Client Side Recording

ESChat offers a recorded call option, enabled at the company level, where calls may be recorded and kept for playback for a 24 hour period after the call. This feature is available on Android, iOS, and PC Dispatch clients but must first be enabled in the Admin Portal. To do this, go to your customer profile. Click on Enable Client Side Recording.

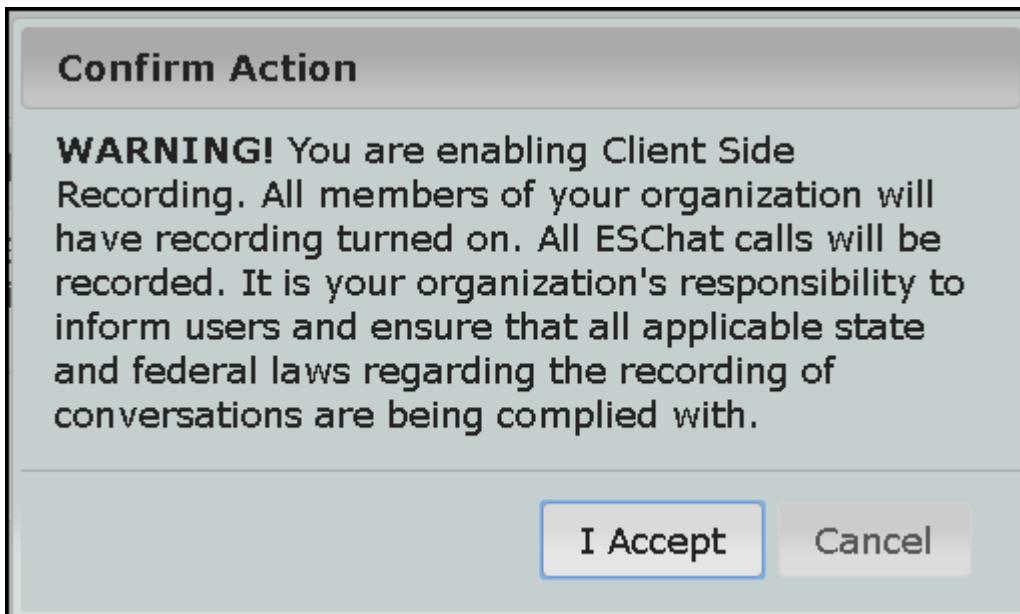


In the resulting pop up window, click Enable and then Submit.

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The final step is to affirm the disclaimer statement.



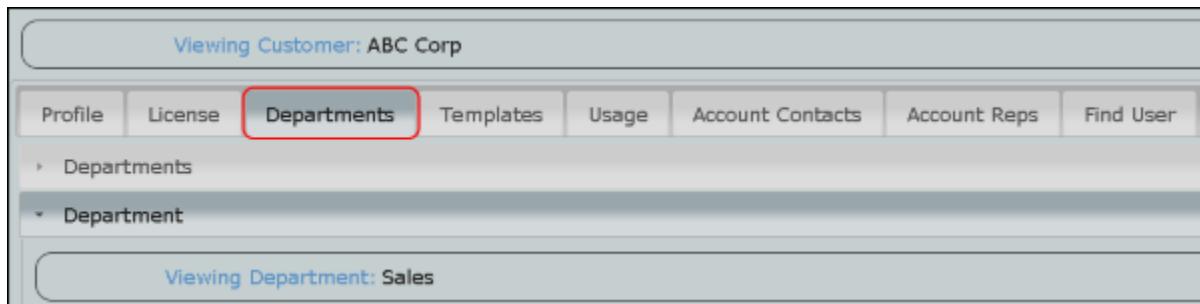
Clicking on the "I Accept" button will enable the feature. It will take a presence update cycle (roughly 10-12 minutes) to be available on the devices. Disabling this feature will purge any existing messages. A maximum of 10 megabytes of data (roughly 42 minutes @ 4G rate) per day shall be stored for playback. A new recording will replace the oldest when at maximum storage. If Client Side Recording is disabled in the portal, all messages will be automatically deleted.

4. Departments

After initial login, verify that the Departments tab is selected, then click the line with your department name. Customers with only one department will automatically be entered into that department when they log into the portal.

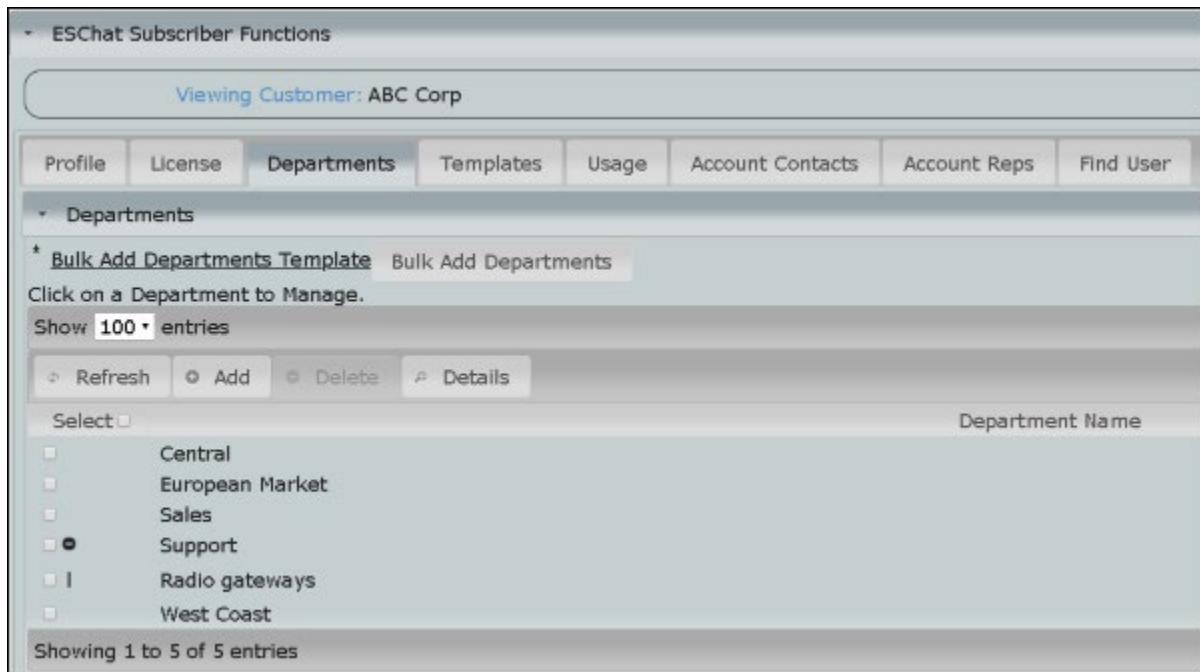
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Departments permit separation between users within an enterprise. An organization may have one or more departments. Multiple departments are useful when you have various regional offices or wish to create additional administrators with access to some rather than all users.



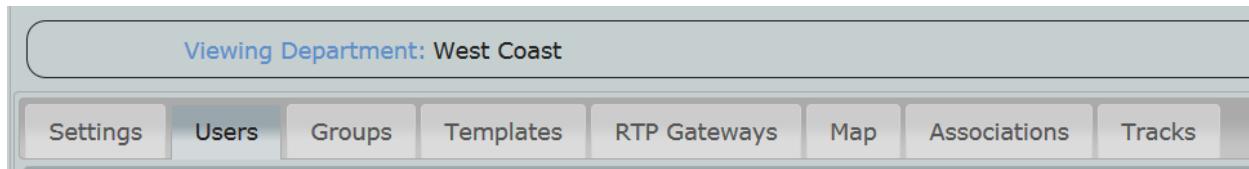
The screenshot shows a software interface for managing a customer account. At the top, a header bar displays "Viewing Customer: ABC Corp". Below the header is a navigation bar with tabs: Profile, License, **Departments**, Templates, Usage, Account Contacts, Account Reps, and Find User. The "Departments" tab is highlighted with a red box. A sidebar on the left shows a tree structure with "Departments" expanded, and "Department" selected. At the bottom of the screen, a message box displays "Viewing Department: Sales".

Enterprises with more than one department will see a list of available departments. Click on the department you wish to view.



The screenshot shows a software interface for managing a customer account. At the top, a header bar displays "Viewing Customer: ABC Corp". Below the header is a navigation bar with tabs: Profile, License, **Departments**, Templates, Usage, Account Contacts, Account Reps, and Find User. The "Departments" tab is highlighted. A sidebar on the left shows a tree structure with "Departments" expanded, and "Support" selected. A message box displays "Bulk Add Departments Template" and "Bulk Add Departments". Below the message box, it says "Click on a Department to Manage." and "Show 100 entries". At the bottom, there are buttons for Refresh, Add, Delete, and Details. On the left, there is a "Select" section with checkboxes for "Central", "European Market", "Sales", "Support" (which is checked), "Radio gateways", and "West Coast". A message at the bottom says "Showing 1 to 5 of 5 entries".

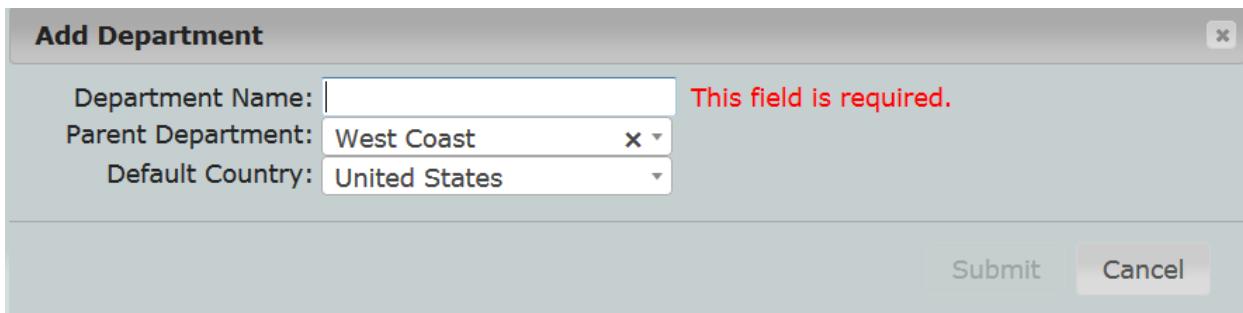
Below the selected department are the department level tabs for viewing and editing all aspects of a department.



The screenshot shows a software interface for managing a department. At the top, a header bar displays "Viewing Department: West Coast". Below the header is a navigation bar with tabs: **Settings**, Users, Groups, Templates, RTP Gateways, Map, Associations, and Tracks. The "Settings" tab is highlighted.

4.1 Creating a New Department

First, navigate to the Departments tab, and select Add. You'll see a pop up window. To add a single department, enter the Department Name and select Submit. You'll see a confirmation pop up message that you created a new department. If you are creating a new, standalone department, this task is complete, and you may skip to the next section, Add Users.



The screenshot shows a 'Add Department' dialog box. The 'Department Name' field is empty and has a blue border, with the error message 'This field is required.' displayed in red text to its right. The 'Parent Department' dropdown is set to 'West Coast' and the 'Default Country' dropdown is set to 'United States'. At the bottom of the dialog are 'Submit' and 'Cancel' buttons.

If this new department is to be a sub-department, choose the parent department from the dropdown list of your currently available departments to host this new department, and click Submit. Sub departments are commonly used when large groups (such as drivers) need to be separated into departments for contact list management and templates.

Departments hosting another department will be identified by the following symbols:

1.  Main Department: click to expand the directory.
2.  Main Department: click to compress the directory.
3.  First Sub-department: click to expand the directory.
4.  First Sub-department: click to compress the directory.
5.  Second Sub-department containing no more sub-departments.

Notes:

- Departments may have up to 5 levels of hierarchy. Each department, whether parent or sub department, acts as a complete unit, and may have their own users and groups.
- Ctrl + "Click" will select only the parent department.
- Parent/Sub-departments are not inherently associated with each other, and will not automatically see another department's contacts or groups.
- When an association is made between one department and another parent department, associations will not be automatically created between the sub-departments and the source department. For more information about department associations, refer to Chapter 9.
- When a parent department is deleted, the sub-departments and their users are also deleted.

- Any sub-department may be edited to be a standalone department. View the department and select edit. Click the x next to the parent department. This changes the department to a standalone department. All associations will be preserved during this process.

Modify Department

Department Name:	Radio gateways
Parent Department:	Support X
Default Country:	United States

Submit **Cancel**

5. Users

Click the Users tab to view all members of the department. You'll see a list of all app users, including user names, current registration status, device information and software versions. From here you can add, delete, or modify individual users and their account information, change feature keys, and adjust settings and contacts. This is also where you may resend activation texts or clear public keys (the encryption key) when users have new devices.

Viewing Department: West Coast

Settings Users Groups Templates RTP Gateways Map Associations Tracks

- Users

* [Bulk Add Users Template](#) Bulk Add Users
 * [Bulk Activate UsersTemplate](#) Bulk Activate Users
 * [Bulk Add Contacts Template](#) Bulk Add Contacts
 * [Bulk Delete Contacts Template](#) Bulk Delete Contacts

Click on a User to manage.
 Click on one or more Users to bulk edit.

Show 100 entries Show / hide columns

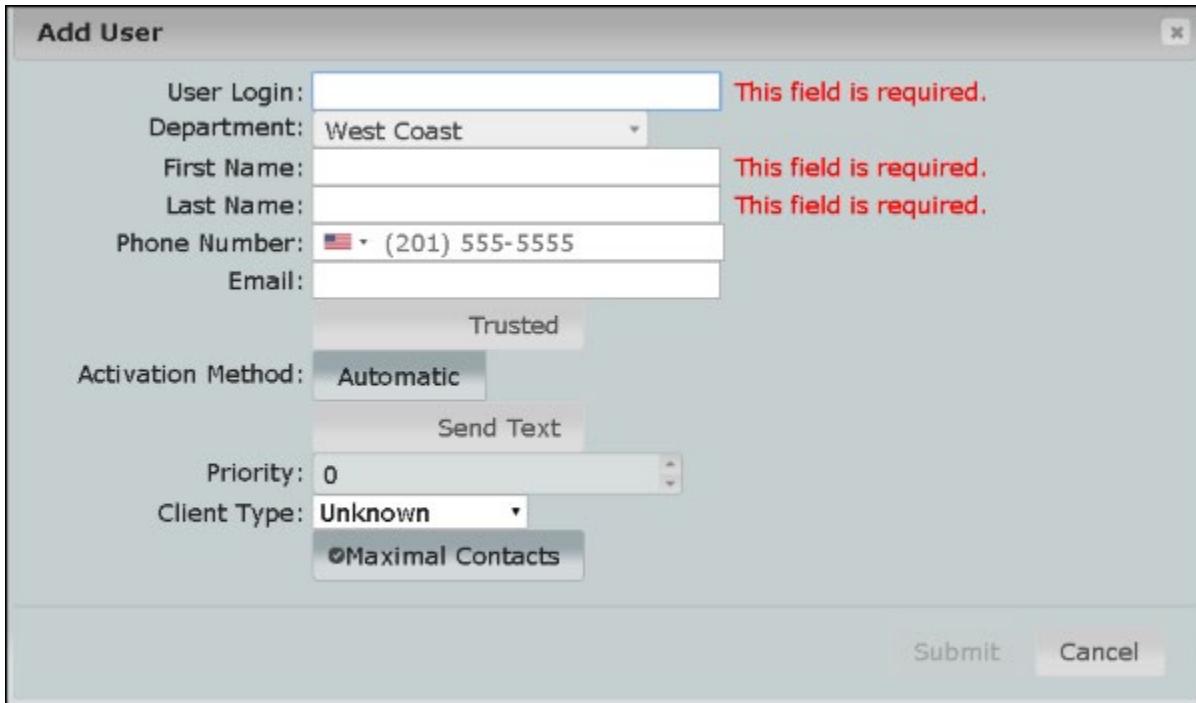
Refresh Add Delete Edit

Select	User Login	Activation Code	Registration Status	Detected Client Type	Client Software	Priority
<input type="checkbox"/>	Barry.Arbaugh	LWWCQJNHXD	Registered	Android 5.1.1	1421	0
<input type="checkbox"/>	Greg.Bailey	AQZRJCUCAT	Signed Out	Android 5.1.1	1422	0
<input type="checkbox"/>	Larry.Brooks	KMVZCTZDUZ	Never		0	0
<input type="checkbox"/>	Jim.Croft	BQMNNPZXPA	Registered	Android 5.1.1	1569	0
<input type="checkbox"/>	Quinn.Herrington	ESZNRPYQSZ	Never		0	0
<input type="checkbox"/>	Jill.Johnson	VYYGFZLECX	Never		0	0
<input type="checkbox"/>	Erin.Weston	KCUUSUTVSS	Registered	IOS 11.4.1	1101	0

Showing 1 to 7 of 7 entries

5.1 Adding a Single User to a Department

Add users to a department one at a time by clicking the Add button at the top of the list. Add multiple users at once using the Bulk Add Feature, which is described in section 5.3 below.



The screenshot shows the 'Add User' dialog box. It contains fields for User Login, Department, First Name, Last Name, Phone Number, Email, Activation Method, Priority, and Client Type. The 'User Login' field is empty and highlighted with a red border, with the error message 'This field is required.' to its right. The 'First Name' and 'Last Name' fields are also empty and highlighted with red borders, with the error message 'This field is required.' to their right. The 'Email' field is empty. Other fields like 'Department', 'Phone Number', 'Activation Method', 'Priority', and 'Client Type' are populated but not required. Buttons for 'Submit' and 'Cancel' are at the bottom.

After clicking the Add button, you can enter details in the resulting Add User window. Only the three fields identified with “This field is required” must be filled in; all others are optional and may be left blank. The fields are as follows:

User Login: Unique username that will be seen by other devices. Must consist of letters, numbers and “.”s, and be between 3 and 24 characters long. Example formats are John.Smith or Bus.57.

Department: When an enterprise has multiple departments, select the correct department for this new user from the drop down list.

First Name: User’s first name must be at least one character. This field must contain letters or numbers.

Last Name: User’s last name must be at least three characters long. This field must contain letters or numbers.

Phone number: You can choose the country by clicking the flag pulldown, or the portal will attempt to deduce the country based on the input country code.

Email Address: An email can be used in addition to, or instead of a phone number for delivery of activation information to the device.

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Trusted: No action required during user creation. A new user is created as “untrusted” until the user signs in on their device. Thereafter, the trusted key will display as checked and the settings tab will show that user as “Trusted = yes.”

Activation Code: This setting will display as “Automatic.” No action required.

Send Text: Enable by clicking the button in order to generate an activation text to the user. The default is set to **NO**. Be sure to select the box and include a valid phone number if you want the user to get a text on their device. ESChat does not support international SMS.

Priority: User priority can be set to value between 0 (lowest) and 5 (highest). Higher priority level users have the ability to interrupt ESChat conversations between lower priority users. An example might be for a bus company to set the drivers at “0” priority, dispatchers at “3,” and the owner at “5.” That way, the dispatcher has priority over the drivers but the owner, with the highest priority, has the ability to interrupt any lower level ESChat communication and pull users at lower levels into their call.

User priority also affects a user’s ability to add contacts from their devices. When this feature key is enabled, a user may add contacts to their devices if they have the priority level that is the same, lesser or one level above. So someone will not automatically be able to add the company president.

Note: See talker priority in Section 6.2 Adding or Removing Users in a Group.

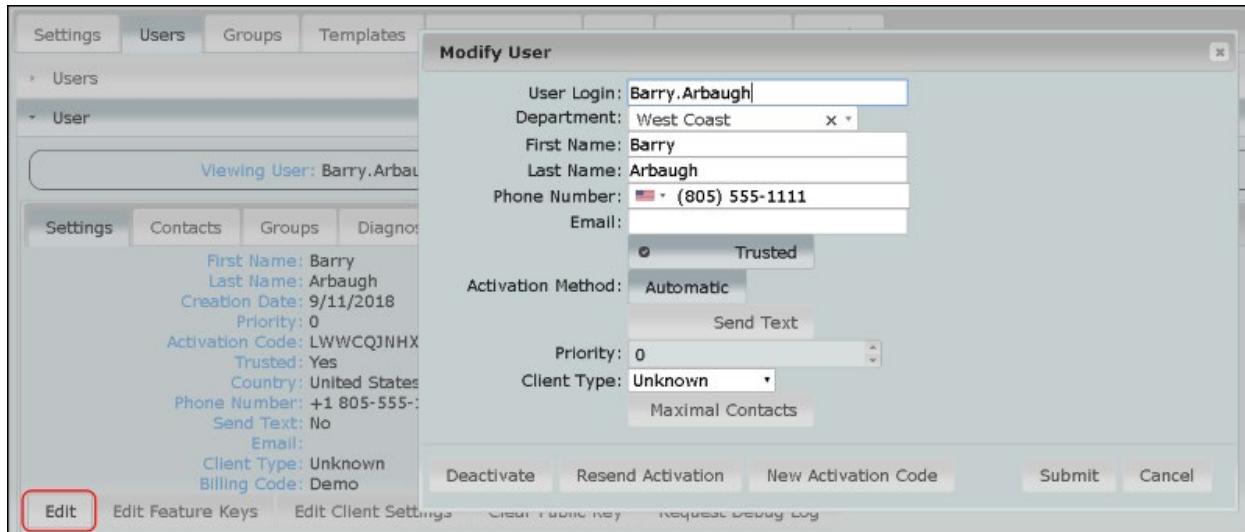
Client Type: A drop down list of client device type options. If you do not know, choose Unknown. With no option selected, the field will auto fill in when the user provisions. However, adding a user that is an RTP Gateway requires assigning the correct client type.

Maximal Contacts: The default setting is set to allow maximal contacts, which will populate the new user’s device with all department members available as ESChat contacts and they in turn will be inserted into all of the other department members’ contact lists. If for any reason you wish to delay adding contacts to a new user, turn Maximal Contacts off.

When finished, click Submit to create the account and send an activation text or email to the user’s device.

5.2 View/Edit a Single User

To edit a particular user's information select the Users tab and click on an individual user in the list. The user's information will be displayed. Click the Edit button to change these settings.



After making changes, click Submit. If you wish to Resend an Activation message to the user at the time of editing, click Resend Activation instead of Submit. This will save the changes made and resend the activation text and/or email at the same time. Generate a New Activation Code when your user gets a new device. You can then click Resend Activation to send the updated activation to the device.

5.2.1 View/Edit a User's Feature Keys

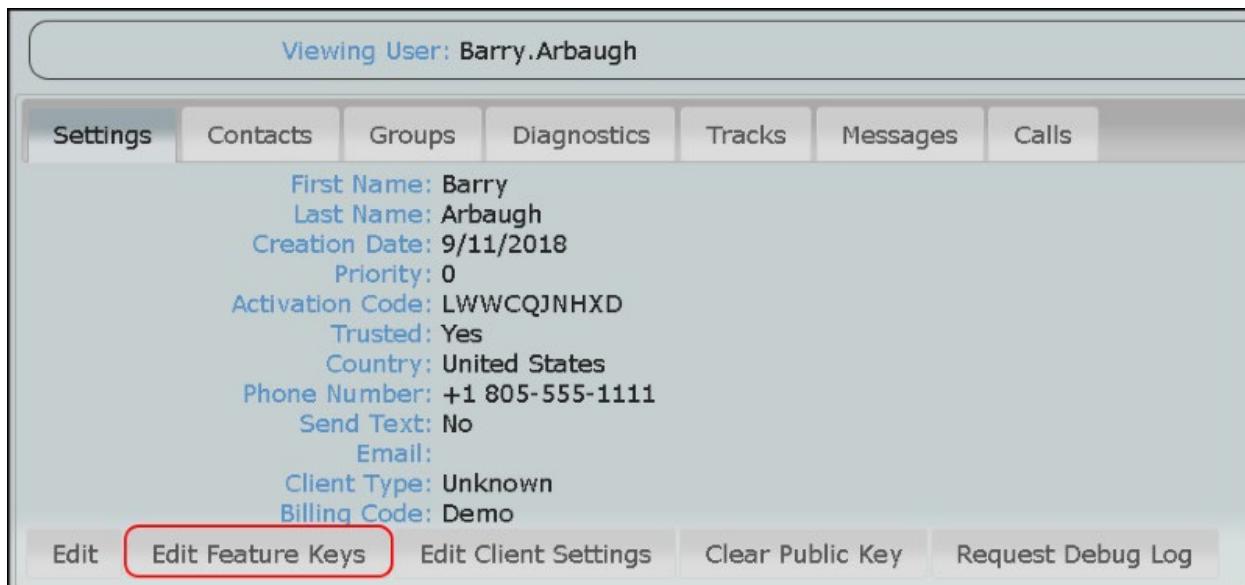
Feature Keys control the behavior and capabilities of the device. Feature keys can be changed per device, or for a group of devices by using templates. Templates are described in section 6.

Viewing User: Barry.Arbaugh

Settings Contacts Groups Diagnostics Tracks Messages Calls

First Name: Barry
Last Name: Arbaugh
Creation Date: 9/11/2018
Priority: 0
Activation Code: LWWCQJNHXD
Trusted: Yes
Country: United States
Phone Number: +1 805-555-1111
Send Text: No
Email:
Client Type: Unknown
Billing Code: Demo

Edit **Edit Feature Keys** Edit Client Settings Clear Public Key Request Debug Log



To change feature keys for a particular device, click the Username, the Settings tab, and then click Edit Feature Keys.

The resulting box shows the current device Feature Key settings.

Modify Feature Keys

Management Features <div style="display: flex; justify-content: space-around;"> <div> <input checked="" type="checkbox"/> Allow Contact Management <input type="checkbox"/> Allow Group Management <input checked="" type="checkbox"/> Allow Refresh Presence </div> <div> <input checked="" type="checkbox"/> Allow Deactivation <input type="checkbox"/> Show Contacts Tab <input checked="" type="checkbox"/> Show Groups Tab </div> <div> <input checked="" type="checkbox"/> Show Map on Client <input type="checkbox"/> Show Settings Menu </div> </div> <div style="margin-top: 10px;"> Default Tab View: Contacts <input type="button" value="▼"/> </div>		
PTT Features <div style="display: flex; justify-content: space-around;"> <div> <input checked="" type="checkbox"/> Allow DND <input type="checkbox"/> Show Recents Tab </div> </div>		
Location Features <div style="display: flex; justify-content: space-around;"> <div> <input checked="" type="checkbox"/> Send Client Location <input type="checkbox"/> Allow Location Disable <input type="checkbox"/> Force Duty Mode </div> <div> Tracking Report Period: <input type="button" value="10"/> </div> <div> Tracking Sample Period: <input type="button" value="Server Side Only"/> </div> </div> <div style="margin-top: 10px;"> Enable Location Tracking </div>		
Messaging Features <div style="display: flex; justify-content: space-around;"> <div> <input checked="" type="checkbox"/> Enable Messaging <input type="checkbox"/> Collect Sent Message Status <input checked="" type="checkbox"/> Message Delivery (App) </div> <div> Message Delivery (eMail) </div> </div>		
Dispatch Features <div style="display: flex; justify-content: space-around;"> <div> Allow Voice Record </div> </div>		
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>		

If this box does not display as the one above, then that account has been assigned to a feature key template. For more information about feature key templates, see section 6. In order to modify the feature keys for this account only, you must first select Unassign Users from Template.

Unassign Users from Template

Assigned Template: all on
<input type="button" value="Unassign from Template"/>
<input type="button" value="Cancel"/>

Note: After removing a user from a template, the template settings are still in effect. You must then make the necessary adjustments to the individual user's settings.

Feature keys may be turned on/off individually. When enabled the feature key button color will be darker gray, appear shadowed, and be identified with a check mark on the left side of the button. When not enabled, the button will

appear as a flat grey color. The feature keys are separated into sections based on function. See the table below for key names and definitions.

Management Features:

Allow Contact Management	Allows user to add or remove contacts on their device. Users may add contacts who are one priority level above, the same level, or below.
Allow Group Management	Allows user to create or remove groups on their device. If turned off, the user's groups can only be changed by the administrator.
Allow Refresh Presence	Allows the user to have the ability to force an immediate refresh on the device. Automatic presence refresh occurs every 10-12 minutes. ESChat recommends leaving this feature key in the default checked state for best results.
Allow Deactivation	Allows the user to have an option to sign out of ESChat. In order to sign in again, the user will need to sign in using the activation code. ESChat recommends removing this feature key as it is preferable user to run ESChat in the background in order to receive calls and notifications.
Show Contacts Tab	If on, the device will show the contacts tab. If this option is off, the contacts tab will not be shown on the device.
Show Groups Tab	If on, the device will show the groups tab. If this option is off, the group tab will not be shown on the device.
Show Map on Client	If on, the device will have the maps tab and the user will be able to view a map with their contacts' locations.
Show Settings Menu	Allows the user to view and change their ESChat settings on the device.
Default Tab View	The ESChat functional tab that is displayed each time the client is launched or after an ESChat call is finished.

PTT Features:

Allow DND	Allows the user to disable PTT call reception by setting the Do Not Disturb option and allows the user to block calls from a contact or group.
Show Recents Tab	If on, the device displays the Recents tab that allows the user to view recently placed and/or missed calls.

Location Features:

Send Client Location	Send periodic idle client location and real-time in-call location.
----------------------	--

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Allow Location Disable	Displays Disable Location menu option in the device. Disable Location allows the user to stop reporting location while this setting is enabled. This does not affect the device's overall ability to send location.
Force Duty Mode	Displays Duty Mode menu option in the device. Duty Mode allows the user to go "Off Duty" and stop reporting location (i.e. at the end of their shift). The device will not report location until the user either starts an ESChat call, talks in an ESChat call, or clicks to enable On Duty Mode. Note: Allow Location Disable and Force Duty Mode will not display on the same device menu. Force Duty Mode has priority.
Enable Location Tracking	Enables client to send periodic location measurements, which are stored on the server. These measurements are used by the Bread Crumb Tracking Services premium feature, which has an additional cost per user per month. Contact ESChat Support for more information.
Tracking Report Period	Location tracking report period in minutes. This controls how often location reports are sent to the server (the default is 10-12 minutes). This feature is only enabled if "Enable Location Tracking" is enabled.
Tracking Sample Period	In seconds, how often location data is recorded per tracking period. This feature may only be enabled if "Enable Location Tracking" is enabled.

ESChat Messaging Features:

Enable Messaging	If enabled, allows the user to send and receive ESChat messages and displays the Messages tab.
Collect Sent Message Status	If enabled, shows the number of recipients who have received the message and how many have opened the message.
Message Delivery (App)	Messages sent to this user will be received in the ESChat secure application.
Message Delivery (Email)	If enabled, messages sent to this user will be received at the email account associated with this user.

Dispatch Client Features:

Allow Voice Record	Allow RTP voice recording within the PC Dispatch Client. Please contact ESChat Support for more information.
--------------------	--

5.2.3 View/Edit Client Settings

Default settings are preselected based on ESChat customers' most common needs. This section describes the many options for customization. Changes to these settings affect what is displayed on the target device's settings menu, the UI controls, and client interaction with the device. Changes made on a device will override settings in the portal. If Display on Phone is not checked, then the setting shown will be accurate as the user cannot see the feature to adjust manually. While all features are shown in the portal, not all apply to both Android and iOS (iPhone, iPod, and iPad).

Here are links to our Knowledge Base for each set of device specific definitions:

[Android](#)

[iOS](#)

For the following pages:

Light grey indicates



Inactive

Shadowed grey indicates



Active

Default settings are displayed, and the check marks indicate selection.

Call Settings

Modify Client Settings

Call	Integration	Speaker	Notifications	Headset	Emergency
Whole Screen as PTT	Display On Phone				
<input checked="" type="checkbox"/> Start Call with Speaker	Display On Phone				
Tap to Toggle PTT	Display On Phone				
Use Surveillance Call Mode	Display On Phone				
Surveillance Call Brightness: 100	Display On Phone				
Default Callee: None	<input checked="" type="checkbox"/> Display On Phone				
Submit Cancel					

Whole Screen as PTT	When enabled, and once a call starts, the entire touch screen can be used as the PTT button.
Start Call with Speaker	Disable this to have call audio sent to the earpiece rather than the speakerphone.
Tap to Toggle PTT	Changes the Push to Talk screen to begin speaking and tap to stop rather than push-and-hold. Android Only.
Use Surveillance Call Mode	Dim the screen brightness while in a call. Used in combination with Surveillance Call Brightness to dim a device screen during a surveillance.
Default Callee	Selects a default user or group to call. A default callee may be assigned in the portal or selected on the device. Having a default callee means that the user can make a PTT call with a touch of the screen or a push of a button on a device with a dedicated PTT button.

Integration Settings

Modify Client Settings

Call	Integration	Speaker	Notifications	Headset	Emergency
Hide Tabs	<input checked="" type="checkbox"/> Display On Phone				
Allow Bluetooth		Display On Phone			
Bluetooth Always On		Display On Phone			
Activate DnD in Silent Mode		Display On Phone			
<input checked="" type="checkbox"/> Activate DnD in Vibrate Mode	<input checked="" type="checkbox"/> Display On Phone				
<input checked="" type="checkbox"/> Disable Onscreen PTT		Display On Phone			
Call Priority: PTT		Display On Phone			
Display Name: Username		Display On Phone			
Configure App Switcher (Disabled)		Display On Phone			
Allowed Screen Orientations: Portrait		Display On Phone			
<input checked="" type="checkbox"/> Lock Split Screen Slider		Display On Phone			
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>					

Hide Tabs	Hides the tab ribbon at the top of the screen. Users navigate through the app with the Android Navigation Drawer. Android only.
Allow Bluetooth	Allows the use of Bluetooth audio within ESChat.
Bluetooth Always On	When enabled the audio connection to a paired device remains active. This will have an impact on the battery life of both the bluetooth device and the phone.
Activate DnD in Silent Mode	When enabled and the handset is placed into Silent Mode, ESChat will automatically go into DnD (Do Not Disturb).
Activate DnD in Vibrate Mode	When enabled and the handset is placed into Vibrate Mode, ESChat will automatically go into DnD (Do Not Disturb). Android only.
Disable On-screen PTT	When enabled there will not be a PTT button displayed on the screen.

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Call Priority	<p>Describes how ESChat will handle simultaneous PTT and phone calls.</p> <p>Android:</p> <ul style="list-style-type: none"> • None: Does not prioritize one type of call over another. You can hear both the PTT and the voice call at the same time, and can choose which you wish to end. • PTT: If on a PTT call an incoming voice call is sent to voicemail • Voice: If on a PTT call, it will end and the voice call is allowed • Current: Whichever is in use remains in use. <p>iOS:</p> <ul style="list-style-type: none"> • None: Allows both calls to play audio at the same time. • PTT, Voice, Current: Voice call gets priority; PTT call is denied.
Display Name	Defines how your contact list is displayed. Choose from Username; Firstname, Lastname; Lastname, Firstname; Last name only, or First name only. Android Only.
Configure App Switcher	Click to configure an app of your choice to launch from the ESChat tab bar. Android Only.
Allowed Screen Orientation	Choose the screen orientation: portrait or landscape. Android Only.
Lock Split Screen Slider	Prevents resizing of the left and right views in Landscape mode. Android Only.

Speaker Settings

Modify Client Settings

Speaker

Call	Integration	Speaker	Notifications	Headset	Emergency
Minimum Call Start Volume: <input type="text" value="25"/>			<input checked="" type="checkbox"/> Display On Phone		
<input checked="" type="checkbox"/> Ring on Incoming Call			<input checked="" type="checkbox"/> Display On Phone		
<input type="checkbox"/> Vibrate on Incoming Call			<input checked="" type="checkbox"/> Display On Phone		
Tone Gain: <input type="text" value="50"/>			<input checked="" type="checkbox"/> Display On Phone		
<input checked="" type="checkbox"/> Play Grant Tone			<input checked="" type="checkbox"/> Display On Phone		
<input type="checkbox"/> Vibrate on Grant			<input checked="" type="checkbox"/> Display On Phone		
<input type="checkbox"/> Play Floor Taken Tone			<input checked="" type="checkbox"/> Display On Phone		
<input type="checkbox"/> Play Floor Idle Tone			<input checked="" type="checkbox"/> Display On Phone		
<input checked="" type="checkbox"/> Play Floor Denied Tone			<input checked="" type="checkbox"/> Display On Phone		
<input checked="" type="checkbox"/> Play Floor Revoked Tone			<input checked="" type="checkbox"/> Display On Phone		
<input checked="" type="checkbox"/> Play Call Lost Tone			<input checked="" type="checkbox"/> Display On Phone		
Volume Boost: <input type="text" value="0"/>			<input checked="" type="checkbox"/> Display On Phone		
Ring Gain: <input type="text" value="50"/>			<input checked="" type="checkbox"/> Display On Phone		
<input checked="" type="checkbox"/> Play Busy Bonk			<input checked="" type="checkbox"/> Display On Phone		

Submit **Cancel**

Minimum Call Start Volume	A PTT call will start with at least this minimum volume level. Adjustable from 0 percent to 100 percent of the main audio stream.
Ring on Incoming Call	When enabled ESChat will play the ringtone on an incoming PTT call.
Vibrate on Incoming Call	When enabled ESChat will vibrate on an incoming PTT call.
Tone Volume	Sets the gain level for the “tone” items listed. This is a gain reduction only. A value of 100 represents the volume of the main audio stream. A value of 0

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	represents silent.
Play Grant Tone	ESChat will play a notification tone when user is granted the floor.
Vibrate on Grant	ESChat will vibrate when User is granted the floor. Android Only.
Play Floor Taken Tone	ESChat will play a notification tone when another User takes the floor.
Play Floor Idle Tone	ESChat will play a notification tone when the floor goes idle.
Play Floor Denied Tone	ESChat will play a notification tone when an attempt to take the floor is denied.
Play Floor Revoked Tone	ESChat will play a notification tone when the floor is taken from the User.
Play Call Lost Tone	ESChat will play a notification tone when a call is dropped.
Volume Boost	Boost the tone of all audio.
Ring Gain	The gain of the ring tone. This is a gain reduction only. A value of 100 represents the volume of the main audio stream. A value of 0 represents silent.
Play Busy Bonk	ESChat will play a notification tone when a call fails to connect.

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Notifications Settings

Modify Client Settings

Call	Integration	Speaker	Notifications	Headset	Emergency
Alert Call Ring Duration: 30 seconds	<input checked="" type="checkbox"/>	Display On Phone			
Endless Alert on Missed Call	<input checked="" type="checkbox"/>	Display On Phone			
Foreground App on Incoming Call	<input checked="" type="checkbox"/>	Display On Phone			
<input checked="" type="checkbox"/> Notify All Missed Calls	<input checked="" type="checkbox"/>	Display On Phone			
Notify All New Messages		Display On Phone			
New Message Alert: Default System Notification		Display On Phone			
New Message Alert Time: 1 seconds		Display On Phone			
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>					

Alert Call Ring Duration	The time, in seconds, to ring when receiving an Alert Call (15, 20, 30, 45, 60 seconds or No-Timeout).
Endless Alert on Missed Call	When enabled and a PTT call is missed, ESChat will play a periodic audible alert until the alert is dismissed by the user. This may affect the battery.
Foreground App on Incoming Call	Android and Dispatch: When enabled, an incoming PTT call will bring the application to the foreground automatically. iOS: When enabled, an incoming PTT call will cause a notification to be posted. Note: Requires the user to allow notifications within iOS.
Notify All Missed Calls	When enabled, the user is notified of all missed calls regardless of ESChat being in the background. When disabled, the user is only notified of the first missed call since entering the background. This setting has no effect on missed call notifications while in the foreground. Note: Requires the user to allow notifications within iOS.

Notify All New Messages	When enabled, a user is notified of all new messages even if the app is backgrounded. When disabled, the user is only notified of the first missed message since entering the background. This setting has no effect on missed message notifications while in the foreground. Note: Requires the user to allow notifications within iOS.
New Message Alert	When enabled, allows for selection between the handset's default notification tone and the Ringtone for new messages. Note: Requires the user to allow notifications within iOS.
New Message Alert Time	The time, in seconds, which the notification tone plays when a message is received (1, 10, 15, 20, 30, 45, 60 seconds or No Timeout). Note: This only applies if New Message Alert is enabled. Note: On iOS, only the values 1 and No Timeout apply. No Timeout will issue an alert once per minute until acknowledged.

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Headset Settings

Modify Client Settings

Call Integration Speaker Notifications **Headset** Emergency

Headset Type: **None** Display On Phone

Wake Display at Call Start Display On Phone

Minimum Call Start Volume: 25 Display On Phone

Ring on Incoming Call Display On Phone

Vibrate on Incoming Call Display On Phone

Tone Gain: 50 Display On Phone

Play Grant Tone Display On Phone

Vibrate on Grant Display On Phone

Play Floor Taken Tone Display On Phone

Play Floor Idle Tone Display On Phone

Play Floor Denied Tone Display On Phone

Play Floor Revoked Tone Display On Phone

Play Call Lost Tone Display On Phone

Volume Boost: 0 Display On Phone

Ring Gain: 50 Display On Phone

Play Busy Bonk Display On Phone

Headset Type	Allows for selection of the type of headset connected. Options are: <ul style="list-style-type: none"> Default (Toggle) - Used with standard mic/earpiece with button. Two Pulse - used with specific aftermarket speaker/mics. Bluetooth PTT - used to support Bluetooth SPP protocol devices. Bluetooth LE - used to support Bluetooth LE protocol devices None - used to avoid unwanted audio connectivity (hands free cars).
Wake Display at Call Start	When enabled, ESChat will unlock and wake up the display at the start of a PTT call. Android Only.

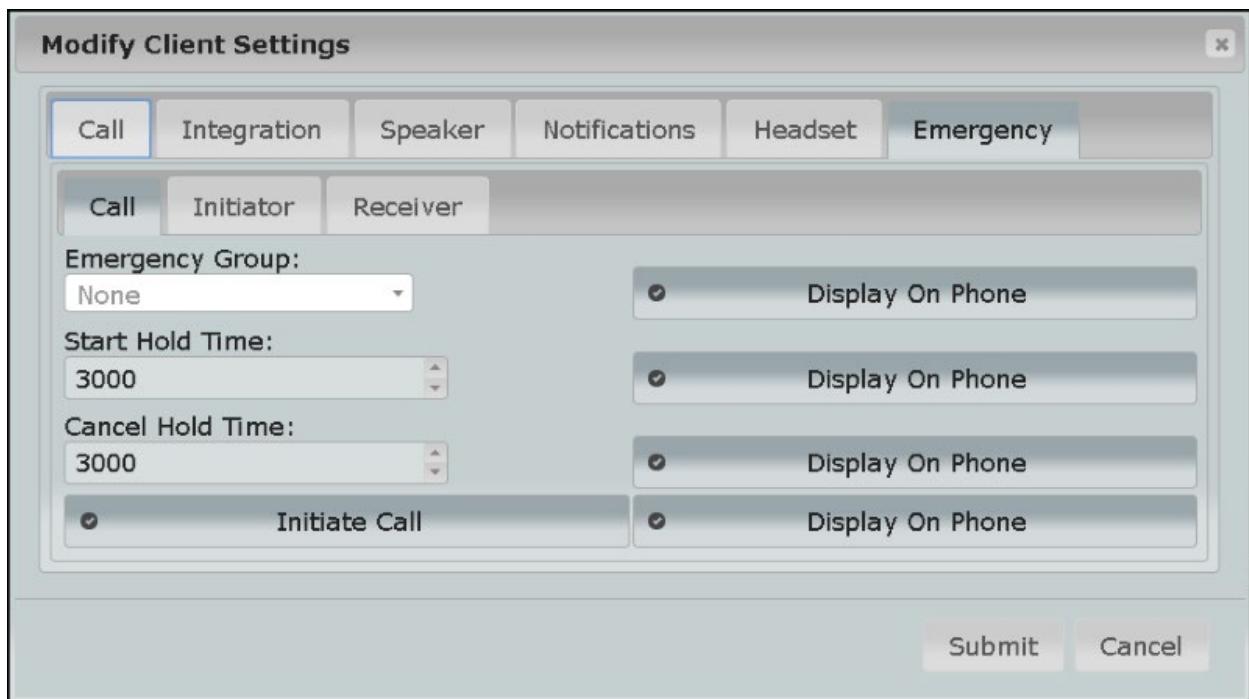
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Minimum Call Start Volume	PTT calls start with this volume level.
Ring on Incoming Call	When enabled, ESChat will play the ringtone on an incoming PTT call.
Vibrate on Incoming Call	When enabled, ESChat will vibrate on an incoming PTT call.
Tone Volume	Sets the gain level for the “tone” items listed. This is a gain reduction only. A value of 100 represents the volume of the main audio stream. A value of 0 represents silent.
Play Grant Tone	ESChat will play a notification tone when user is granted the floor.
Vibrate on Grant	ESChat will vibrate when user is granted the floor. Android Only.
Play Floor Taken Tone	ESChat will play a notification tone when the user takes the floor.
Play Floor Idle Tone	ESChat will play a notification tone when the floor goes idle.
Play Floor Denied Tone	ESChat will play a notification tone when an attempt to take the floor is denied.
Play Floor Revoked Tone	ESChat will play a notification tone when the floor is taken from the user.
Play Call Lost Tone	ESChat will play a notification tone when a PTT call is dropped.
Volume Boost	Boosts the volume of all audio in ESChat.
Ring Gain	The gain of the ring tone. This is a gain reduction only. A value of 100 represents the volume of the main audio stream. A value of 0 represents silent.
Play Busy Bonk	ESChat will play a notification tone when a PTT call fails to connect.

Emergency Call Group Settings

An Emergency Group Call is a high priority insistent call that is assigned to devices that are part of a designated emergency group. This type of call may be triggered by an onscreen tab, a dedicated side key on a specific ruggedized device, or by a specific Emergency call button on a capable wired device or Bluetooth RSM. Each device must be added to this group, and then must be assigned the Emergency group as seen below. Once a call begins, everyone in the group will be pulled into the call. They may not exit the call until the call is de-escalated into a regular PTT call. The caller may de-escalate the call into a regular PTT call and then end the group call.

An Emergency Group is assigned in the emergency tab in the Modify **Call** Settings menu. From the list shown in the pull down menu, select a group that a user is a member of to be designated as the emergency group. Select from the other configurable options regarding the call and then select "Submit." After that, the user device screens that are part of that group will be modified to display the red emergency rectangle that signifies membership in an emergency group.



Modify Client Settings

Call Integration Speaker Notifications Headset Emergency

Call Initiator Receiver

Emergency Group: None Display On Phone

Start Hold Time: 3000 Display On Phone

Cancel Hold Time: 3000 Display On Phone

Initiate Call Display On Phone

Submit Cancel

Emergency Group	Selects an available group to receive the Emergency calls. The user must already be a member of this group.
Start Hold Time	The time, in milliseconds, that a user must press and hold the Emergency Call button to initiate an Emergency Call state.
Cancel Hold Time	The time, in milliseconds, that a user must press and hold the

	Emergency Call button to cancel an Emergency Call state.
Initiate Call	Allows the user to initiate an Emergency Call. Leave as default.

The **Initiator** and **Receiver** tabs will allow you to adjust audio/visual device settings for a user who is part of an Emergency Call. The tabs offer further customization options. For best results, we recommend leaving the default checked items as in unless directed by Support.

Modify Client Settings

Call Integration Speaker Notifications Headset Emergency

Call Initiator Receiver

Minimum Call Start Volume: 25

<input checked="" type="checkbox"/> Ring on Incoming Call	<input checked="" type="checkbox"/> Display On Phone
Vibrate on Incoming Call	<input checked="" type="checkbox"/> Display On Phone

Tone Gain: 50

<input checked="" type="checkbox"/> Play Grant Tone	<input checked="" type="checkbox"/> Display On Phone
<input checked="" type="checkbox"/> Vibrate on Grant	<input checked="" type="checkbox"/> Display On Phone
Play Floor Taken Tone	<input checked="" type="checkbox"/> Display On Phone
Play Floor Idle Tone	<input checked="" type="checkbox"/> Display On Phone
<input checked="" type="checkbox"/> Play Floor Denied Tone	<input checked="" type="checkbox"/> Display On Phone
<input checked="" type="checkbox"/> Play Floor Revoked Tone	<input checked="" type="checkbox"/> Display On Phone
Play Call Lost Tone	<input checked="" type="checkbox"/> Display On Phone

Volume Boost: 0

<input checked="" type="checkbox"/> Display On Phone
--

Ring Gain: 50

<input checked="" type="checkbox"/> Display On Phone
--

Play Busy Bonk

<input checked="" type="checkbox"/> Display On Phone
--

Visual Indicator: Status Bar

<input checked="" type="checkbox"/> Flash Indicator	<input checked="" type="checkbox"/> Display On Phone
<input checked="" type="checkbox"/> Blink LED	<input checked="" type="checkbox"/> Display On Phone
Blank Screen	<input checked="" type="checkbox"/> Display On Phone

Minimum Call Start Volume	An emergency PTT call will start with at least this minimum volume level.
---------------------------	---

Ring on Incoming Call	When enabled, ESChat will play the ringtone on an incoming emergency PTT call.
Vibrate on Incoming Call	When enabled, the device will vibrate on an incoming emergency call.
Tone Volume	Sets the gain level for the “tone” items listed. This is a gain reduction only. A value of 100 represents the volume of the main audio stream. A value of 0 represents silent.
Play Grant Tone	ESChat will play a notification tone when the user is granted the floor.
Vibrate on Grant	ESChat will vibrate when user is granted the floor. Android Only.
Play Floor Taken Tone	ESChat will play a notification tone when another user takes the floor.
Play Floor Idle Tone	ESChat will play a notification tone when the floor goes idle.
Play Floor Denied Tone	ESChat will play a notification tone when an attempt to take the floor is denied.
Play Floor Revoked Tone	ESChat will play a notification tone when the floor is taken from the user.
Play Call Lost Tone	ESChat will play a notification tone when a call is dropped.
Volume Boost	Boost the tone of all audio (Tenths of a dB).
Ring Gain	The gain of the ring tone. This is a gain reduction only. A value of 100 represents the volume of the main audio stream. A value of 0 represents silent.

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Play Busy Bonk	ESChat will play a notification tone when the emergency call fails to connect.
----------------	--

Visual Indicator for an emergency PTT call Receiver	<p>Drop Down Menu Choices:</p> <ol style="list-style-type: none"> 1. Status Bar (Default) 2. Background 3. None
Flash Indicator for an emergency PTT call Receiver.	Whether or not the chosen visual indicator should flash during an emergency PTT Call.
Blink LED	Leave on as default.
Blank Screen	Whether or not the device's screen should stay off during an emergency PTT Call.

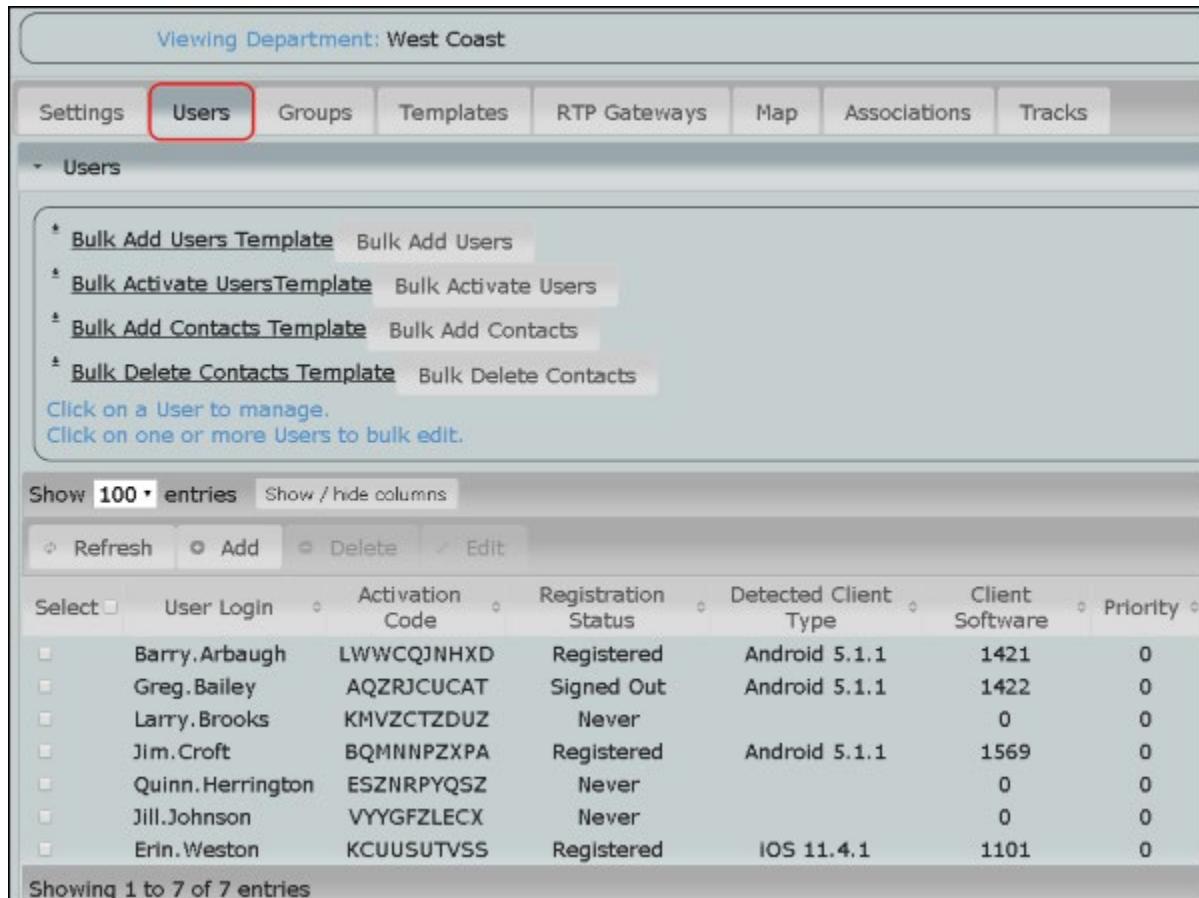
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5.2.4 Adding a Contact to an Individual User

A user's contact list may be edited in several ways:

- The user may add and delete contacts from their device, if the feature key "Allow Contact Management" is enabled.
- The user can be given maximal contacts with the Bulk Edit feature described below in section 4.3.
- A user's contact list can be changed individually using the procedure described in the following section.

To view and change a user's contacts, highlight the user's name and be sure to click the box in order to view an individual account and then press the Contacts tab.



Viewing Department: West Coast

Settings **Users** Groups Templates RTP Gateways Map Associations Tracks

- Users

* [Bulk Add Users Template](#) Bulk Add Users
* [Bulk Activate UsersTemplate](#) Bulk Activate Users
* [Bulk Add Contacts Template](#) Bulk Add Contacts
* [Bulk Delete Contacts Template](#) Bulk Delete Contacts

Click on a User to manage.
Click on one or more Users to bulk edit.

Show 100 entries Show / hide columns

Refresh Add Delete Edit

Select	User Login	Activation Code	Registration Status	Detected Client Type	Client Software	Priority
<input type="checkbox"/>	Barry.Arbaugh	LWWCQJNHXD	Registered	Android 5.1.1	1421	0
<input type="checkbox"/>	Greg.Bailey	AQZRJCUAT	Signed Out	Android 5.1.1	1422	0
<input type="checkbox"/>	Larry.Brooks	KMVZCTZDUZ	Never		0	0
<input type="checkbox"/>	Jim.Croft	BQMNNPZXPA	Registered	Android 5.1.1	1569	0
<input type="checkbox"/>	Quinn.Herrington	ESZNRPYQSZ	Never		0	0
<input type="checkbox"/>	Jill.Johnson	VYYGFZLECX	Never		0	0
<input type="checkbox"/>	Erin.Weston	KCUUSUTVSS	Registered	IOS 11.4.1	1101	0

Showing 1 to 7 of 7 entries

The resulting list will include all contacts shown on the device.

Viewing User: Barry.Arbaugh

Settings **Contacts** Groups Diagnostics Tracks Messages Calls

Click on one or more Contacts to bulk edit.

Show 10 entries Show / hide columns

Refresh Add Delete Delete All

Select	Contact User Login	Blocked	Department
<input type="checkbox"/>	Greg.Bailey	No	West Coast
<input type="checkbox"/>	Larry.Brooks	No	West Coast
<input type="checkbox"/>	Jim.Croft	No	West Coast
<input type="checkbox"/>	Erin.Weston	No	West Coast
<input type="checkbox"/>	Jill.Johnson	No	West Coast
<input checked="" type="checkbox"/>	Quinn.Herrington	No	West Coast

Showing 1 to 6 of 6 entries

If you wish to delete any contacts from this list, you can select one or more contacts by clicking the white boxes next to the name, then click the Delete button in the box above the list. Delete becomes an option once names are selected.

Add Contacts to User						
Show 10 entries		Search:				
Select	Contact User Login	Department	Last Name	First Name	Phone Number	Email
<input type="checkbox"/>	tester.1	Support	1	test	None	
<input type="checkbox"/>	disp.win.7	Support	7	win	None	
<input type="checkbox"/>	iphone.x	Support	iphone.x	iphone.x	None	
<input type="checkbox"/>	Nan.cy	Support	Nan.cy	Nan.cy	None	
<input type="checkbox"/>	U11.Bryce	Support	the B	Bryce	None	
<input type="checkbox"/>	sonim.yellow7	Support	last	first	None	
<input type="checkbox"/>	galtab.8	Support	last	first	None	
<input type="checkbox"/>	gs8.edge	Support	gs8.edge	gs8.edge	None	
<input type="checkbox"/>	iphone5	Support	iphone5	iphone5	None	
<input type="checkbox"/>	Ali.Test	Support	Test	Ali	None	

Showing 1 to 10 of 24 entries

First Previous 1 2 3 Next Last

Submit Cancel

To add contacts to the list, click the Add button. The resulting box will show any eligible users that are not currently in the user's contact list. Select one or more names (be sure to check the white boxes by the names) and then click Submit. This will add these users to the user's contact list.

Any user within a department can be added as a contact. Also, if a department is configured with associated departments, those department users will also be eligible contacts.

5.2.5 View/Edit an Individual User's Groups

To view a user's groups, choose the user by clicking on the user name from the user login list to view that individual's account and then press the Groups tab.

Viewing User: Barry.Arbaugh									
Groups		Diagnostics		Tracks		Messages		Calls	
Show 25 entries	Search:	Refresh	Delete	Delete All	Receive Calls	Originate Calls	Talker Override	Listen Only	
					No	Yes	No	No	

NorCal

Showing 1 to 1 of 1 entries

First Previous 1 Next Last

The list shows all groups to which the user belongs and is useful for viewing a particular user's group configuration. You may delete an individual membership from a group by selecting the group name and clicking "Delete." "Delete All" removes this user from all of the listed groups.

- **Group Name:** Group names created on the portal display in the admin portal without special notation to distinguish them from groups created on individual devices.
 - Personal groups have the format "GroupName (Creator's Name)"
 - Member groups have the format "GroupName (Creator's Name)"
- **Blocked:** A Yes indicates that the user is currently blocking this group.
- **Receive Calls:** Yes indicates that this user will receive calls to this group.
- **Originate Calls:** Yes indicates that this user may start calls to the group.
- **Talker Override:** Talker override boosts your priority during a group call. Members with a lower priority may take the floor from a speaker with higher priority (providing the speaker does not have talker override as well). If the current speaker also has talker override, then the floor cannot be taken from them.
- **Listen Only:** This option is for group members who may listen in on ongoing calls but may not initiate or participate in calls to this group. Their device will show "Push to Listen" instead of "Push to Talk."

To create, modify or delete Groups, please refer to "Section 5: Groups."

5.2.6 The Diagnostics Tab

The diagnostics tab provides information about a user that may be useful in troubleshooting an issue.

Viewing User: Barry.Arbaugh

Session

Registration Status: Registered
 Registration ID: 3916
 Registration Timeout: 10/9/2018 11:48:20 AM
 Client Software: ESChat build 1421 core 1212
 Device Info: kyocera E6790TM, Android 5.1.1
 Network Type: WIFI
 IP Address: ::ffff:10.0.11.100[2178]
 Protocol Version: 12
 List Syncer Version: 5
 Voice Privacy Version: 3
 Key Generation Date: 10/2/2018 5:08:07 PM
 Do Not Disturb Enabled: No
 Silent Mode Enabled: No
 Location Reporting Enabled: Yes
 Duty Mode: On Duty
 APNS Token Valid: No
 APNS Client Type: Invalid

Refresh

Some of the more useful fields displayed are:

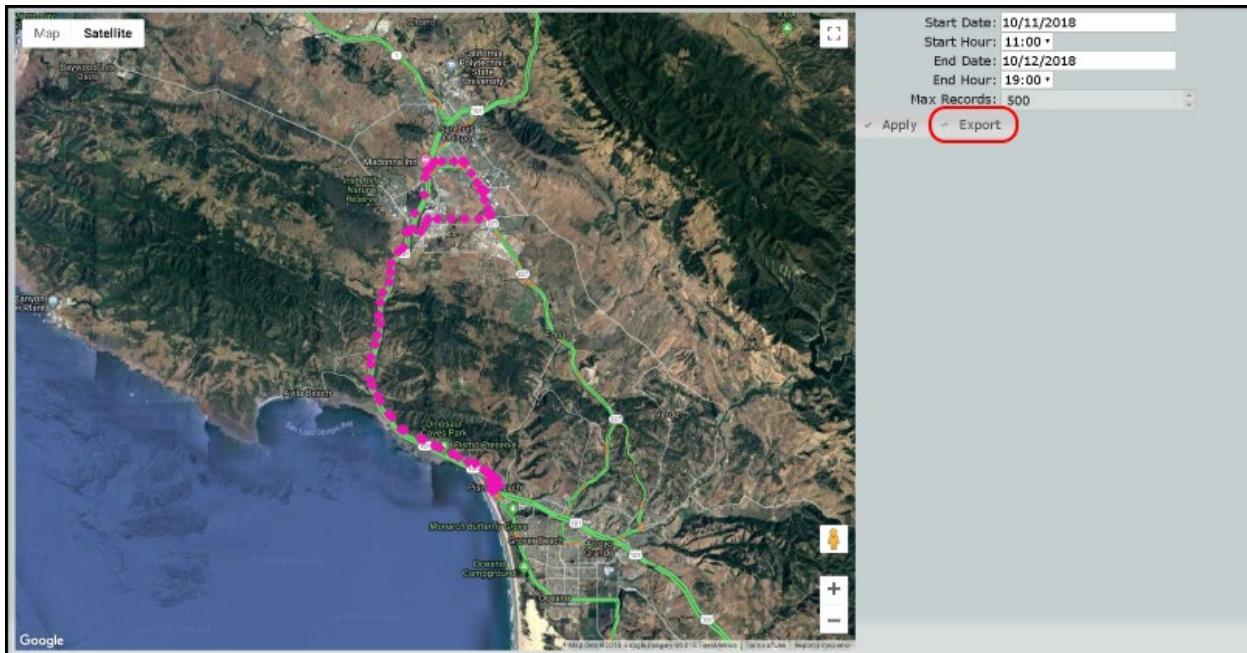
- **Registration Status:** Displays Registered, Not Responding, Signed Out, or Unregistered
- **Registration Timeout:** Time that the device will transition to the unregistered state if it does not re-register with the server by then.
- **Client Software version:** ESChat version number
- **Device Info:** Device Make and Model, Operating System and Version.
- **Key Generation Date:** The date/time of the last key exchange with this user

Permission Settings that can interfere with PTT communications are also displayed here for your convenience.

5.2.7 The Tracks Tab

When Historical Location Tracking has been configured, the Tracks tab will show a map with the user's location breadcrumbs for the last 24 hour period. The date and time range can be modified to any time over the last six months. The administrator can also export the location information into a spreadsheet.

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If Historical Location Tracking is not configured, the map will be empty.

1	A	B	C	D	E	F	G	H	I	J
	ID	User Login	Date	Time	Latitude	Longitude	Speed (MPH)	Heading (deg.)	Accuracy (meters)	Location
2	44632057	U11.Bryce	10/12/2018	10/12/2018 11:58	35.257979	-120.645952	0.56	32	8	View on Map
3	44632047	U11.Bryce	10/12/2018	10/12/2018 11:57	35.257902	-120.645928	2.8	343	3	View on Map
4	44632046	U11.Bryce	10/12/2018	10/12/2018 11:57	35.257463	-120.646946	4.47	62	3	View on Map
5	44632045	U11.Bryce	10/12/2018	10/12/2018 11:56	35.254344	-120.645879	40.83	342	3	View on Map
6	44632044	U11.Bryce	10/12/2018	10/12/2018 11:56	35.250612	-120.644301	1.12	337	3	View on Map
7	44632043	U11.Bryce	10/12/2018	10/12/2018 11:55	35.250561	-120.644272	0	N/A	3	View on Map
8	44632042	U11.Bryce	10/12/2018	10/12/2018 11:55	35.248331	-120.643049	14.54	51	3	View on Map
9	44632041	U11.Bryce	10/12/2018	10/12/2018 11:54	35.248011	-120.643862	3.92	65	3	View on Map
10	44632040	U11.Bryce	10/12/2018	10/12/2018 11:54	35.246809	-120.648616	43.07	91	3	View on Map
11	44632039	U11.Bryce	10/12/2018	10/12/2018 11:53	35.24683	-120.655629	49.22	89	3	View on Map
12	44632038	U11.Bryce	10/12/2018	10/12/2018 11:53	35.246826	-120.662026	45.31	90	3	View on Map
13	44632037	U11.Bryce	10/12/2018	10/12/2018 11:52	35.246817	-120.668592	40.83	89	3	View on Map
14	44632036	U11.Bryce	10/12/2018	10/12/2018 11:52	35.246702	-120.673547	12.31	40	3	View on Map
15	44632035	U11.Bryce	10/12/2018	10/12/2018 11:51	35.245182	-120.674546	33	26	3	View on Map
16	44632034	U11.Bryce	10/12/2018	10/12/2018 11:51	35.242021	-120.676591	14.54	75	3	View on Map
17	44632033	U11.Bryce	10/12/2018	10/12/2018 11:50	35.242041	-120.676822	1.12	119	3	View on Map
18	44632032	U11.Bryce	10/12/2018	10/12/2018 11:50	35.242733	-120.680888	34.12	124	3	View on Map
19	44632031	U11.Bryce	10/12/2018	10/12/2018 11:49	35.241544	-120.683205	45.31	12	3	View on Map
20	44632030	U11.Bryce	10/12/2018	10/12/2018 11:49	35.235412	-120.685015	59.29	40	3	View on Map
21	44632029	U11.Bryce	10/12/2018	10/12/2018 11:48	35.229263	-120.691002	63.21	4	3	View on Map
22	44631933	U11.Bryce	10/12/2018	10/12/2018 11:48	35.221906	-120.691939	69.36	17	3	View on Map
23	44631932	U11.Bryce	10/12/2018	10/12/2018 11:47	35.213752	-120.696597	69.92	3	3	View on Map
24	44631931	U11.Bryce	10/12/2018	10/12/2018 11:47	35.205349	-120.696546	69.92	5	3	View on Map
25	44631930	U11.Bryce	10/12/2018	10/12/2018 11:46	35.197047	-120.698834	71.04	17	3	View on Map
26	44631929	U11.Bryce	10/12/2018	10/12/2018 11:46	35.189298	-120.700936	72.72	3	3	View on Map
27	44631928	U11.Bryce	10/12/2018	10/12/2018 11:45	35.180948	-120.700345	60.41	326	3	View on Map
28	44631927	U11.Bryce	10/12/2018	10/12/2018 11:45	35.174551	-120.696655	60.41	330	3	View on Map
29	44631926	U11.Bryce	10/12/2018	10/12/2018 11:44	35.168303	-120.690832	60.41	327	3	View on Map
30	44631925	U11.Bryce	10/12/2018	10/12/2018 11:44	35.163018	-120.684792	66.56	296	3	View on Map
31	44631924	U11.Bryce	10/12/2018	10/12/2018 11:43	35.159382	-120.675549	63.21	295	3	View on Map
32	44631923	U11.Bryce	10/12/2018	10/12/2018 11:43	35.156255	-120.667561	63.77	295	3	View on Map
33	44631922	U11.Bryce	10/12/2018	10/12/2018 11:42	35.15245	-120.658568	64.33	298	3	View on Map
34	44631921	U11.Bryce	10/12/2018	10/12/2018 11:42	35.149875	-120.650494	63.77	292	3	View on Map
35	44631920	U11.Bryce	10/12/2018	10/12/2018 11:41	35.146619	-120.643919	34.68	296	3	View on Map
36	44631919	U11.Bryce	10/12/2018	10/12/2018 11:41	35.14469	-120.64127	8.39	318	3	View on Map
37	44631918	U11.Bryce	10/12/2018	10/12/2018 11:40	35.143158	-120.639596	28.53	317	3	View on Map
38	44631917	U11.Bryce	10/12/2018	10/12/2018 11:40	35.141236	-120.638811	24.05	47	3	View on Map
39	44631916	U11.Bryce	10/12/2018	10/12/2018 11:39	35.140727	-120.639501	10.63	47	3	View on Map
40	44631915	U11.Bryce	10/12/2018	10/12/2018 11:39	35.139882	-120.640654	0	N/A	3	View on Map

Historical Location Tracking is a premium feature and available per user at an additional cost. Contact ESChat Support for more information.

5.2.8 Messages and Calls

For Messages and calls, there are selectable options for a date/time range and number of records to display. Once either tab is selected the option box will open just below the tab, set your date/time range and the number of records to display and click Apply.

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User

Viewing User: Jim.Croft

Settings Contacts Groups Diagnostics Tracks **Messages** Calls

Select your desired report properties and click the 'Apply' button.
Click on a row to see more details on a record.

Start Date: 9/27/2018
Start Hour: 12:00 ▾
End Date: 9/28/2018
End Hour: 12:00 ▾
Max Records: 500

✓ Apply Export

Show 10 ▾ entries Show / hide columns

Data found will be displayed below the option box.

Messages

The Messages tab will show the history of messages sent to and from this user over the last 30 days, as well as the message text contents. Set the dates and time and select "Apply." If you wish to export the information to a .csv file, click "Export."

Start Date:	01/11/2017								
Start Hour:	10:00 *								
End Date:	01/13/2017								
End Hour:	10:00 *								
Max Records:	500								
<input checked="" type="checkbox"/> Apply	<input type="checkbox"/> Export								
Show 10 entries Show / hide columns <input type="text" value="Search:"/>									
Select	Date Sent	Direction	Sender	Recipients	Group	Type	Date Received	Date Opened	Message
<input type="checkbox"/>	01/12/2017 09:47:36	Initiated	Jane.Doe	JRS, SLA.ISSI.3, Sam.Thu, j789	MessageTest	Text + Image	N/A	N/A	Hello, There will be a meeting in 15 minutes in Conference room 3.
<input type="checkbox"/>	01/12/2017 09:36:07	Received	j789	Jane.Doe		Text	01/12/2017 09:36:16	01/12/2017 09:36:35	Hi back
<input type="checkbox"/>	01/12/2017 09:35:09	Initiated	Jane.Doe	j789		Text	N/A	N/A	Hi
<input type="checkbox"/>	01/12/2017 09:21:48	Received	j789	JRS, JRSWorkComp, SLA.ISSI.3, Sam.Thu, Jane.Doe	MessageTest	Text	01/12/2017 09:22:48	01/12/2017 09:24:31	Good Morning All!
<input type="checkbox"/>	01/12/2017 09:16:35	Initiated	Jane.Doe	JRS, JRSWorkComp, SLA.ISSI.3, Sam.Thu, j789	MessageTest	Text	N/A	N/A	Good Morning All!
<input type="checkbox"/>	01/12/2017 09:12:33	Initiated	Jane.Doe	JRS, JRSWorkComp, SLA.ISSI.3, Sam.Thu, j789	MessageTest	Text	N/A	N/A	Good Morning All!
<input type="checkbox"/>	01/12/2017 09:05:56	Initiated	Jane.Doe	JRS, JRSWorkComp, SLA.ISSI.3, Sam.Thu, John.Smith, j789	MessageTest	Text	N/A	N/A	hello

Showing 1 to 7 of 7 entries

[First](#) [Previous](#) [1](#) [Next](#) [Last](#)

Calls

Show the call history Metadata (time, direction, initiator, recipient, group, type and end reason) for this User over the last thirty days. Like the Messages tab, this information may be date and time selected for export to a .csv file.

Start Date:	01/10/2017											
Start Hour:	10:00 *											
End Date:	01/13/2017											
End Hour:	10:00 *											
Max Records:	500											
<input checked="" type="checkbox"/> Apply	<input type="checkbox"/> Export											
Show 10 entries Show / hide columns <input type="text" value="Search:"/>												
Select	Start Time	Duration	Direction	Initiator	Recipients	Group	Type	End Reason	Supervision Lost	Connected	Idle Timeout	Network Type
<input type="checkbox"/>	01/12/2017 15:55:40	00:00:30	Received	IPod.Touch.Gen6	JRSWorkComp, SLA.ISSI.3, Sam.Thu, FLIR.CAT.S60, Kyo.Hydro.Wave, John.Smith, JRS	Testing.Closed	Group	USER_INITIATED	No	Yes	Yes	WIFI
<input type="checkbox"/>	01/12/2017 15:55:04	00:00:30	Received	IPod.Touch.Gen6	Sam.Thu, SLA.ISSI.3, John.Smith, JRS	Testing.Closed	Group	USER_INITIATED	No	Yes	Yes	WIFI
<input type="checkbox"/>	01/12/2017 15:04:19	00:01:35	Received	JRS	SLA.ISSI.3, Sam.Thu, j789	MessageTest	Group	USER_INITIATED	No	Yes	Yes	WIFI
<input type="checkbox"/>	01/11/2017 14:35:52	00:04:54	Initiated	Sam.Thu	J789, JRS, John.Smith, SLA.ISSI.3	GroupCall	Group	USER_INITIATED	No	Yes	No	WIFI
<input type="checkbox"/>	01/11/2017 14:26:29	00:00:18	Initiated	Sam.Thu	j789		Adhoc	USER_INITIATED	No	Yes	No	WIFI
<input type="checkbox"/>	01/11/2017 14:25:46	00:00:12	Received	V10.LG.Bryce	Sam.Thu		Adhoc	USER_INITIATED	No	Yes	No	WIFI

5.2.9 Deleting One or More Users

To delete one or more users, place a checkmark in the select box to the left of the user login column. Once the users to be deleted have been selected, the Delete button becomes available. Click Delete to remove the users. When users have been deleted, they will be removed from other users' contact lists and any groups to which they belonged.

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Settings Users Groups Templates RTP Gateways Map Associations Tracks

Users

* Bulk Add Users Template Bulk Add Users
 * Bulk Activate UsersTemplate Bulk Activate Users
 * Bulk Add Contacts Template Bulk Add Contacts
 * Bulk Delete Contacts Template Bulk Delete Contacts

Click on a User to manage.
 Click on one or more Users to bulk edit.

Show 10 entries Show / hide columns

Refresh Add Delete Edit

Select	User Login	Activation Code	Registration Status	Detected Client Type	Client Software
<input checked="" type="checkbox"/>	Quinn.Herrington	ESZNRPYQSZ	Never		0
<input checked="" type="checkbox"/>	Larry.Brooks	KMVZCTZDUZ	Never		0

5.3 Bulk Modify Users

You may edit some fields for several users at once. To do this, click the Users tab, use the check box to select the user(s) to be edited, and then click the Edit button.

Settings Users Groups Templates RTP Gateways Map Associations Tracks

Users

* Bulk Add Users Template Bulk Add U
 * Bulk Activate UsersTemplate Bulk Ac
 * Bulk Add Contacts Template Bulk Ad
 * Bulk Delete Contacts Template Bulk
 Click on a User to manage.
 Click on one or more Users to bulk edit.

Show 10 entries Show / hide columns

Refresh Add Delete Edit

Select User Login Activation Code

Bulk Modify Users

Department: WestCoast

Priority: No Change

Type of Client: No Change

Submit Cancel

<input checked="" type="checkbox"/>	Quinn.Herrington	ESZNRPYQSZ	Never	0	0	Demo	+1 805-555-7777
<input checked="" type="checkbox"/>	Larry.Brooks	KMVZCTZDUZ	Never	0	0	Demo	None

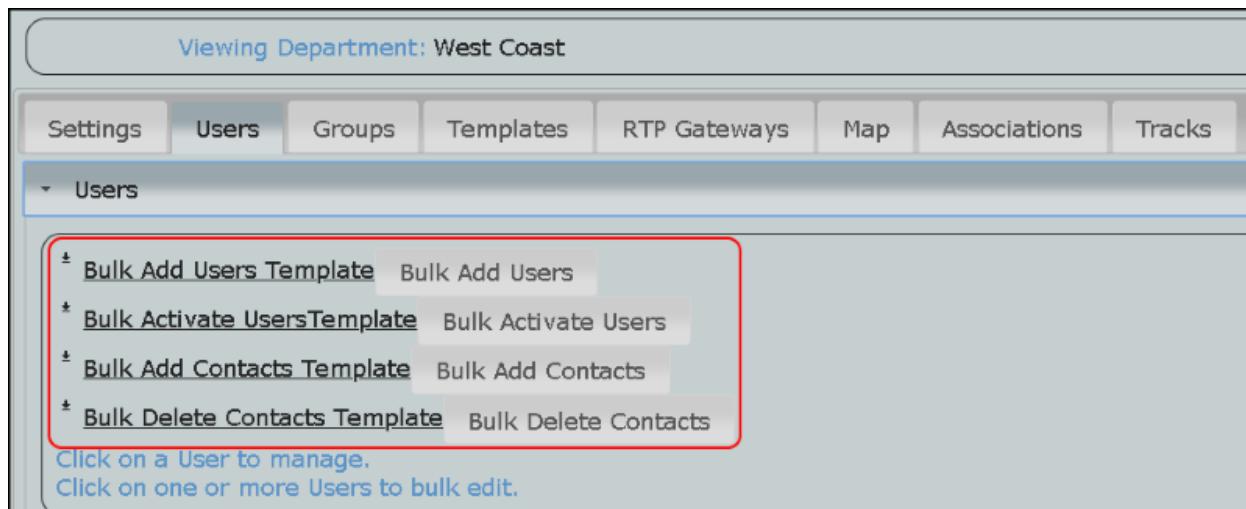
The Bulk Modify Users popup window appears where you may edit the following fields:

- **Department:** Users may be moved between departments if your enterprise has more than one department configured and you are the designated Customer Admin for those departments.
- **Priority:** User Priority can be set to value between 0 (lowest) and 5 (highest). The most significant reason to change this value is to give higher level users the ability to interrupt ESChat conversations between lower priority users and pull them into another call. An example might be for a bus company to set the drivers at “0” priority, dispatchers at “3,” and the owner at “5.” That way, the dispatcher has priority over the drivers but the owner, with the highest priority, has the ability to interrupt any lower level ESChat communication.
- **Type of Client:** The defined Type of Client can be changed to one of the devices listed in the pull down menu.
- **Maximal Contacts:** Enabling Maximal Contacts button is a way to make sure that the selected User(s) have contact lists set up with all users within the department. When on, the selected user(s) to have all other members of the department added to their contact list, and the selected user(s) to be inserted into all other department members contact lists.
- **Reset Contacts:** This action removes all of the contacts from the selected users.
- **Reset Groups:** This action removes all of the group memberships from the selected users.

After making the edit changes, click Submit. If you do not wish to make any changes at this time, click the Cancel button.

Bulk Add Users

ESChat has a provision to allow adding many users at once. The Bulk Add feature makes it possible to “batch” load users from an Excel (.CSV) sheet. From the Users tab, first download the Bulk Add User Template:



The screenshot shows the ESChat interface with the title "Viewing Department: West Coast". The top navigation bar includes "Settings", "Users", "Groups", "Templates", "RTP Gateways", "Map", "Associations", and "Tracks". The "Users" tab is selected, indicated by a dropdown menu showing "Users". Below the navigation bar, there is a list of four download links, each preceded by a red asterisk (*):

- * [Bulk Add Users Template](#) Bulk Add Users
- * [Bulk Activate UsersTemplate](#) Bulk Activate Users
- * [Bulk Add Contacts Template](#) Bulk Add Contacts
- * [Bulk Delete Contacts Template](#) Bulk Delete Contacts

At the bottom of this list, there are two blue links:

- [Click on a User to manage.](#)
- [Click on one or more Users to bulk edit.](#)

The template is in a .CSV format and looks like this:

1	User Login	First Name	Last Name	Country	Phone Number	Email Address	MEID	Send Text	Client Type	Activation Type	Maximal Contacts	Feature Key Template	Settings Template
2	Barry.Arbaugh	Barry	Arbaugh	US	18055551111		No	Android	Activation Code	yes			
3	Erin.Weston	Erin	Weston	US			No	iOS	Activation Code	yes			
4	Greg.Bailey	Greg	Bailey	US			No	Android	Activation Code	yes			
5	Jill.Johnson	Jill	Johnson	US	18055554444		No	iOS	Activation Code	yes			
6	Jim.Croft	Jim	Croft	US	18055553333		No	Android	Activation Code	yes			
7	Larry.Brooks	Larry	Brooks	US			No	none	Activation Code	yes			
8	Quinn.Herrington	Quinn	Herrington	US	18055557777		No	Android	Activation Code	yes			
9	Phil.Stanley	Phil	Stanley	US		pstanley@abc.com	Yes	PC Dispatch	Activation Code	yes			

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The required fields are:

- **User Login:** Unique username that will be seen by other devices. This field must be made up of characters, numbers and “.”s, and be 3-24 characters long. Example formats are John.Smith or Bus.57.
- **First Name:** User’s first name. This field must be at least one character.
- **Last Name:** User’s last name. This field must be at least one character.
- **Country:** The default country for this enterprise. This field will supply the proper telephone prefix.
Caution: You may get an error message if any of the usernames are already in your enterprise. Make sure that user names are unique.

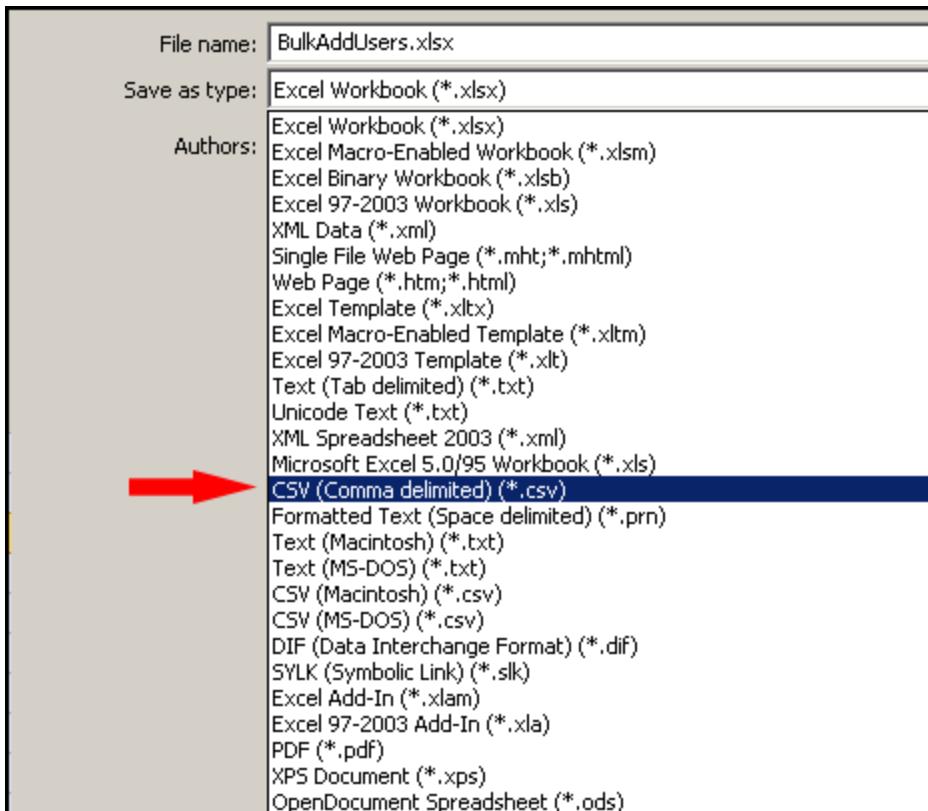
The following fields have a drop-down menu for completion:

- **Send Text:** Yes or No, required to send the SMS message upon user creation.
- **Client Type:** Select the correct type for this user. The options are: BREW, Android, iOS, Dispatch PC, and Radio Gateway.
- **Activation Type:** Select **Activation Code** for immediate activation upon upload, **Inactive** for manual activation later.
- **Maximal Contacts:** Select **yes** from the drop down menu to have all department members integrated into the new user’s contact lists. This field is case sensitive.

The following fields are not required and may be left blank:

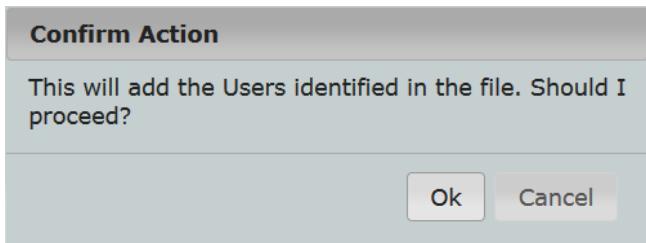
- **Phone Number & Email Address:** One or both of these fields should be populated if you wish to generate and activation text/email to the end user. If both fields are populated, the user will get both an SMS and email activation when the users are activated.
- **Feature Key Template:** If you have a Feature Key Template already built that you would like to assign these new users to, type the name of the template here.
- **Settings Template:** If you have a Settings Template built you would assign it here.

Once filled out, you will need to save as a .CSV (comma delimited) file as shown below.



Bulk Add Users

Once saved you will be able to add the users in bulk. Select the **Bulk Add Users** button and select the .CSV file you just created from your computer. Once selected, press Open to choose the file.



Confirm the file by pressing OK.

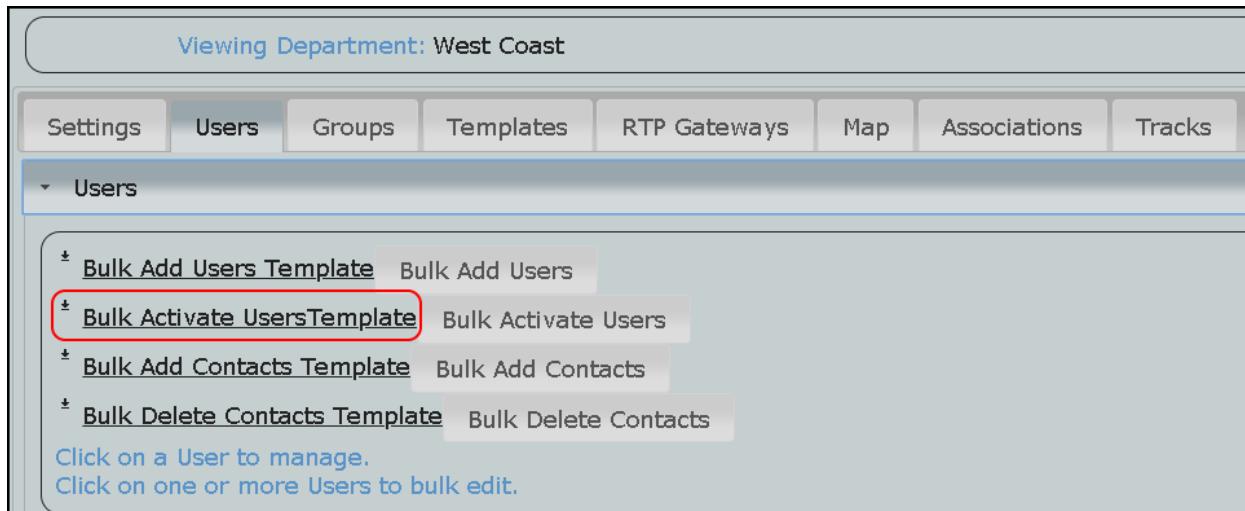
CAUTION: If there are errors in the .CSV file, a pop up window appears containing information about the error including which user was affected. In this If this happens, cancel the operation, and check that your information in the csv file is correct and re-do Bulk Add. In the example below, the phone numbers were added incorrectly (with extra dashes or spaces, for instance).

⚠ Barry.Arbaugh: Failure: Invalid Parameter: Number: format failure: /^[0-9]*\$/
Erin.Weston: Failure: Invalid Parameter: Number: format failure: /^[0-9]*\$/
Greg.Bailey: Failure: Invalid Parameter: Number: format failure: /^[0-9]*\$/
Jill.Johnson: Failure: Invalid Parameter: Number: format failure: /^[0-9]*\$/
Jim.Croft: Failure: Invalid Parameter: Number: format failure: /^[0-9]*\$/
Larry.Brooks: Failure: Invalid Parameter: Number: format failure: /^[0-9]*\$/; clientType: minimum range: 0

Bulk Activate Users

ESChat provides a Bulk Activation option. Bulk Activation can be used after bulk loading users in the Inactive state, so that a large number of users can be activated without editing them one by one. To use this, download and populate the Bulk Activate Users Template list with a list of inactive usernames that you wish to activate.

The template can be downloaded from:



The screenshot shows the ESChat interface with the following details:

- Header: Viewing Department: West Coast
- Top navigation bar: Settings, Users, Groups, Templates, RTP Gateways, Map, Associations, Tracks. The "Users" tab is selected.
- Sub-navigation: "Users" is expanded, showing "Bulk Add Users Template" and "Bulk Activate UsersTemplate". The "Bulk Activate UsersTemplate" link is highlighted with a red box.
- Text below the list: "Click on a User to manage." and "Click on one or more Users to bulk edit."

To bulk activate, simply populate the user login column with the login names of the inactive users you wish to Activate. Just like a Bulk User Load, save as a .CSV and then select Bulk Activate Users to upload the .CSV file.

	A	B
1	User Login	
2		

Bulk Add Contacts

ESChat also provides a Bulk Add Contacts option. This template can be used to add multiple contacts to a user not set with Maximal Contacts, without having to manually add each contact individually. The template can be downloaded from:

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Viewing Department: West Coast

Settings Users Groups Templates RTP Gateways Map Associations Tracks

▼ Users

* [Bulk Add Users Template](#) Bulk Add Users

* [Bulk Activate UsersTemplate](#) Bulk Activate Users

* [Bulk Add Contacts Template](#) Bulk Add Contacts

* [Bulk Delete Contacts Template](#) Bulk Delete Contacts

[Click on a User to manage.](#)
[Click on one or more Users to bulk edit.](#)

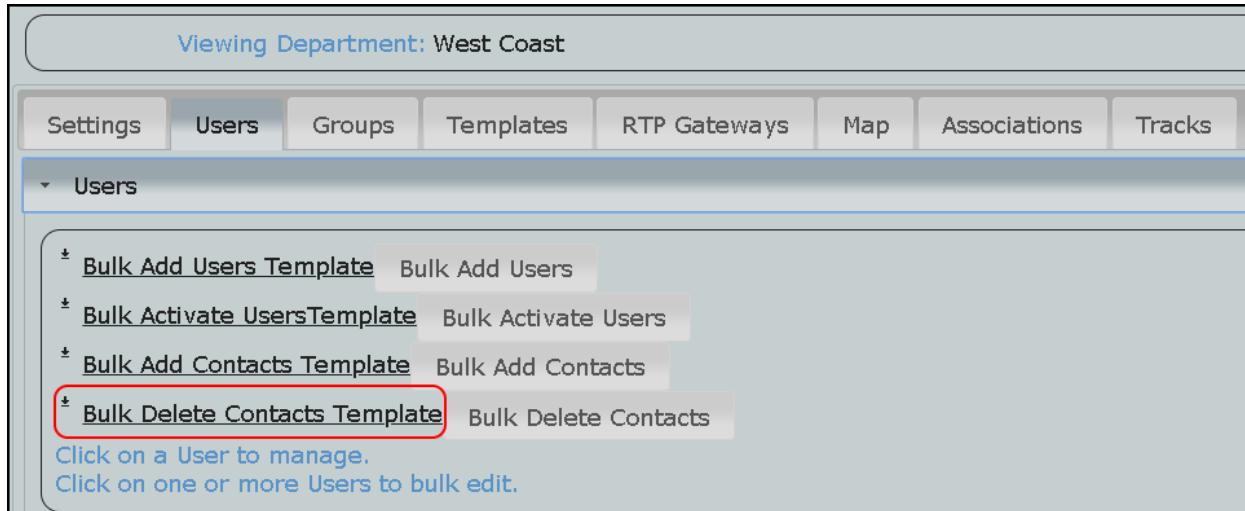
Populate the Owner User Login field with the users you wish to add as contacts, and the Contact User Login field with the user Login ID you wish to add to the contact list.

	A	B	C
1	Owner User Login	Contact User Login	
2			

Note: All User Login names must already exist.

Bulk Delete Contacts

ESChat also provides a Bulk Delete Contacts option. This template can be used to delete multiple contacts from a user, without having to manually remove each contact individually. The template can be downloaded from:



The screenshot shows the ESChat interface with the 'Users' tab selected. A list of templates is displayed, with the 'Bulk Delete Contacts Template' highlighted by a red box. Below the list, two instructions are shown: 'Click on a User to manage.' and 'Click on one or more Users to bulk edit.'

Populate the Owner User Login field with the user you wish to delete contacts from, and the Contact User Login field with the user Login ID you wish to remove from the contact list.

	A	B	C
1	Owner User Login	Contact User Login	
2			

Note: All User Login names must already exist.

6. Groups

Click the Groups tab to view all of your groups. The table shows the group name, group type and the group priority. From here you can create groups, delete groups and modify individual group settings, including adding or removing group members. Personal or member groups created on individual devices will appear in a group list, along with the username of the group creator, but these groups may only be modified from the devices themselves, not in the portal.

Viewing Department: West Coast

Settings Users Groups Templates RTP Gateways Map Associations Tracks

Groups

* Bulk Add Groups Template Bulk Add Groups
* Bulk Delete Groups Template Bulk Delete Groups
* Bulk Add Group Members Template Bulk Add Group Members
* Bulk Delete Group Members Template Bulk Delete Group Members

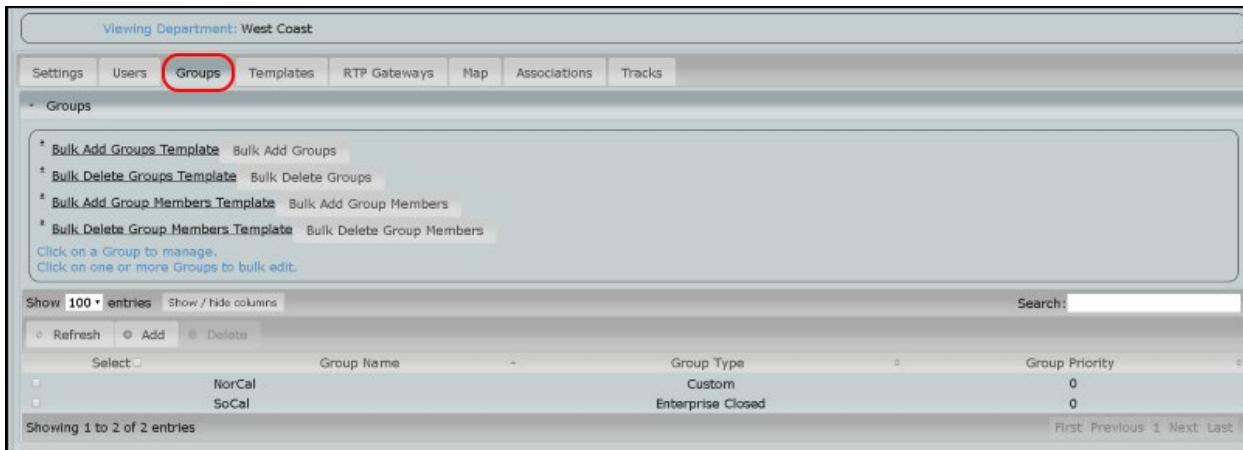
Click on a Group to manage.
Click on one or more Groups to bulk edit.

Show 100 entries Show / hide columns Search:

Refresh Add Delete

Select	Group Name	Group Type	Group Priority
<input type="checkbox"/>	NorCal	Custom	0
<input type="checkbox"/>	SoCal	Enterprise Closed	0

Showing 1 to 2 of 2 entries First Previous 1 Next Last



6.1 Creating a Group

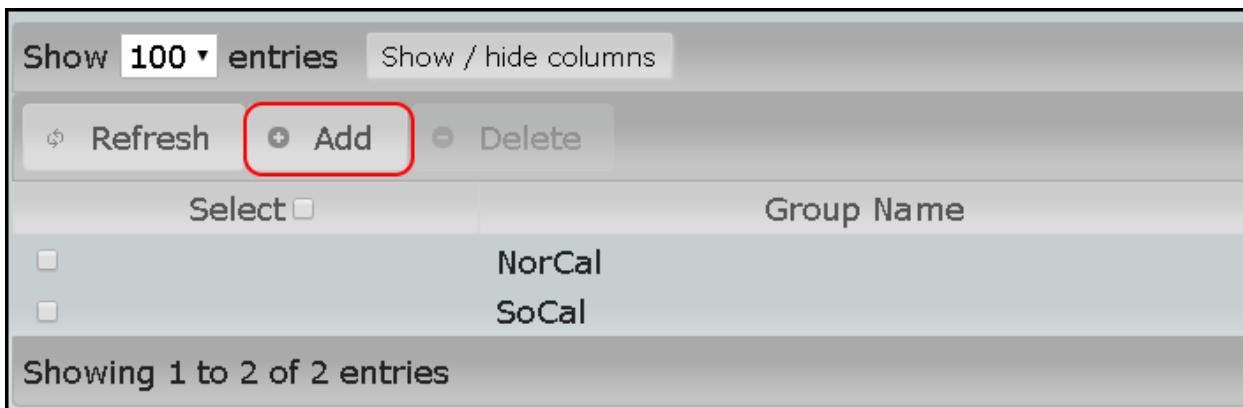
To create a group, select Add.

Show 100 entries Show / hide columns

Refresh Add Delete

Select	Group Name
<input type="checkbox"/>	NorCal
<input type="checkbox"/>	SoCal

Showing 1 to 2 of 2 entries



Within the Add Group menu you will be able to: name, describe, set the group type, assign a priority level to this group, set the caller option, choose when the group call will be ended, set a maximum time one device can hold the call floor, and choose group settings. While it is possible to change any of the settings, you may trigger unintended consequences from those changes. We recommend that you change the group type and leave all other settings as configured unless you have a strong understanding of the resulting behavior.

Add Group

Group Name:	<input type="text"/>	This field is required.
Group Description:	<input type="text"/>	
Group Type:	Closed	
Group Priority:	0	
Caller Option:	Member	
Cleanup Call:	With one active Member	
Idle Timeout:	30	
Max Talk Burst		
Duration:	30	
<input checked="" type="radio"/> Join Call Option <input type="radio"/> Allow Hiding <input type="radio"/> Searchable <input type="radio"/> Alert on Call Start <input type="radio"/> Listen Only		
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>		

The fields are:

- **Group Name:** This is how the group will appear in the Groups List on the device.
- **Group Description:** This information is shown on the Group Settings Tab of the Administration Portal.
- **Group Type:** The following five types of groups may be created on the portal.
 1. **Open:** Open groups are publicly visible for any users in your enterprise that have the appropriate priority. Users with appropriate priority access and have group management enabled may join an open group.
 2. **Closed:** Closed groups are not publicly visible for users other than the members of the Group. Members must be managed from the web portal. Closed groups are the most commonly used group type. Members cannot remove themselves from the group and no one else can add themselves to the group.
 3. **Dispatch:** Dispatch groups are useful for creating groups that can be called by many ESChat Users. Users set up as receivers will receive all calls made to this group. Initiators may call the group, but are not drawn into a call when others who have the call initiating privilege call the group.
 4. **Custom:** Adjusting any specific group's default settings will result in the chosen group type changing to custom.
 5. **Unicast:** The Unicast group type is a one-way group that users may join and leave over time to listen. An example is a dedicated weather or traffic announcement channel.

6. **Surveillance:** The Surveillance group starts a group call that users can join and leave over time. Once started, the call will stay open until a configurable idle time period or until the last User has left the call. Based on the idle timeout setting (see below), the call may be idle for up to 2 hours before the call will be dropped.

- **Group Priority:** The priority level for this particular group. A group with a higher priority will pull group members from other lower priority ongoing.
- **Caller Option:** ESChat recommends staying with the default settings that come with the chosen group types; this field determines the choices available for adding users to your group (see Section 6.2 below).
- **Cleanup Call:** Conditions for ending the Group PTT.
 - **Without Initiator:** The Initiator manually ends the call for all users.
 - **With zero Active Members:** Call ends after all of the users in the call have exited the call or the preset idle time runs out.
 - **With one Active Member:** Calls end after a preset idle time, or when there is only one user left in the call member list.
- **Idle Timeout:** Time a call remains connected whilst idle. The default time is 30 seconds.
- **Max Talk Burst Duration:** Maximum Voice Burst time in seconds. This is how long a user can hold the floor before it is revoked.
- **Join Call Option:** Allow users to join an in-progress call for this group.
- **Allow Hiding:** Permits a user to hide the group from their group List while retaining group membership.
- **Searchable:** Allows non members to find and join the group.
- **Alert on Call Start:** Sends an invite to the call on the call start.
- **Listen Only:** Allows some members to be part of the group, without talk privileges. Designated members of the group will have a “Push to Listen” privilege.

Broadcast Groups: These large scale groups may contain up to 60,000 users who will hear an announcement. Creating this type of group requires assistance from ESChat Support.

Emergency Groups: This high priority call setting can be assigned to a configured group in the edit client settings. See section 4.2.3 for more information.

Note: The default settings for the various group types are based on best practices. There may be unexpected or unwanted group call behavior if the settings are changed. If this turns out to be the case, a simple fix is to delete the group and start over.

6.2 Adding and Removing Users in a Group

In the Groups tab, double click on the group. Select the Members tab to view a current list of members and their membership privileges. Click “Add.” The popup window “Add Members to Group” will open to show the available users

which may be added to this group. When users are added, their membership privileges may be customized according to the group settings. To adjust these privileges, you must edit the group itself before adding members.

Group membership privileges may include:

- **Receive Calls:** This controls this user's ability to receive calls from this group.
- **Originate Calls:** This controls this user's ability to initiate calls to this group.
- **Talker Override:** This controls the user's ability to take the floor from another active speaker in the group PTT. For this function to work, you must have a higher caller priority setting. Users with an equal or lower individual caller priority setting may not take the floor from an equal or higher priority speaker who also has the group Talker Override privilege.
- **Listen Only:** This member will be added as a Listen Only member. When a user looks at this group on their device, they will see "Push to Listen" instead of "Push to Talk."

Add users by checking the select box to the left of the user login column. Once all users with the selected privileges to be have been selected, click Submit. Repeat the process with members to be added who have different privileges.

Add Members to Group

1) Select the Member Options
 2) Select one or more Users
 3) Select 'Done'.

Receive Calls
 Originate Calls
 Talker Override
 Listen Only

Show 10 entries Show / hide columns Search:

Select	User Login	Department	Last Name	First Name	Phone Number	Email
<input type="checkbox"/>	tester.1	Support	1	test	None	
<input type="checkbox"/>	disp.win.7	Support	7	win	None	
<input type="checkbox"/>	iphone.x	Support	iphone.x	iphone.x	None	
<input type="checkbox"/>	Nan.cy	Support	Nan.cy	Nan.cy	None	
<input type="checkbox"/>	U11.Bryce	Support	the B	Bryce	None	
<input type="checkbox"/>	sonim.yellow7	Support	last	first	None	
<input type="checkbox"/>	galtab.8	Support	last	first	None	
<input type="checkbox"/>	gs8.edge	Support	gs8.edge	gs8.edge	None	
<input type="checkbox"/>	iphone5	Support	iphone5	iphone5	None	
<input type="checkbox"/>	Ali.Test	Support	Test	Ali	None	

Showing 1 to 10 of 32 entries

First Previous 1 2 3 4 Next Last

Note: To edit a member's setting once they are already part of a group, you must remove the member from the group and then re-add them to the group.

Removal of a user is also done from the group members list. Select one or more users to be removed; be sure the box is checked. Click Delete which becomes available once a user is selected.

Viewing Group: SoCal													
Settings		Members		History		Message Templates							
Click on one or more Members to bulk edit.													
Show 100 entries Show / hide columns Search:													
<input type="radio"/> Refresh	<input type="radio"/> Add	<input checked="" type="radio"/> Delete											
Select	Member User Login	Department	Receive Calls	Originate Calls	Talker Override	Listen Only							
<input type="checkbox"/>	Barry.Arbaugh	West Coast	Yes	Yes	No	No							
<input type="checkbox"/>	Erin.Weston	West Coast	Yes	Yes	No	No							
<input type="checkbox"/>	Greg.Bailey	West Coast	Yes	Yes	No	No							
<input checked="" type="checkbox"/>	Jill.Johnson	West Coast	Yes	Yes	No	No							
<input checked="" type="checkbox"/>	Jim.Croft	West Coast	Yes	Yes	No	No							
<input type="checkbox"/>	Larry.Brooks	West Coast	Yes	Yes	No	No							
<input type="checkbox"/>	Quinn.Herrington	West Coast	Yes	Yes	No	No							

7. Templates

Templates are used to set a specific configuration of feature keys or client settings that will be applied to a selected number of Users. To create or modify templates, click the Templates tab. There are enterprise level templates and those that are limited to the department level, so be sure to be aware of this distinction when you work with templates.

Viewing Customer: ABC Corp							
Profile	License	Departments	Templates	Usage	Account Contacts	Account Reps	Find User
Departments							
Department							
Viewing Department: West Coast							
Settings	Users	Groups	Templates	RTP Gateways	Map	Associations	Tracks
<input type="radio"/> Feature Keys	<input type="radio"/> Settings						
Show 10 entries	Show / hide columns						
<input type="radio"/> Refresh	<input type="radio"/> Add	<input type="radio"/> Delete					
Select			Template Name				
No data available in table							
Showing 0 to 0 of 0 entries							

7.1 Creating a Template

There are two types of templates available: Feature Keys and Settings. To create a template, click on the Templates tab and select whether it is to be a feature key or settings template, then click Add. This will bring up the specific template screen.

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Viewing Department: Radio gateways

Settings Users Groups **Templates** RTP Gateways Map Associations Tracks

Feature Keys Settings

Show 10 entries Show / hide columns

Refresh Add Delete

Select Template Name

No data available in table

Showing 0 to 0 of 0 entries

Enter a template name, adjust the feature keys or client settings for this template and click Submit. Refer to the examples of a feature key and settings templates below.

Add Template

Template Name:

Management Features

<input checked="" type="checkbox"/> Allow Contact Management	<input checked="" type="checkbox"/> Allow Group Management	<input checked="" type="checkbox"/> Allow Refresh Presence
Allow Deactivation	<input checked="" type="checkbox"/> Show Contacts Tab	<input checked="" type="checkbox"/> Show Groups Tab
<input checked="" type="checkbox"/> Show Map on Client	<input checked="" type="checkbox"/> Show Settings Menu	Default Tab View: <input type="button" value="Contacts"/>

PTT Features

<input checked="" type="checkbox"/> Allow DND	<input checked="" type="checkbox"/> Show Recents Tab
---	--

Location Features

<input checked="" type="checkbox"/> Send Client Location	Allow Location Disable	Force Duty Mode
Enable Location Tracking	Tracking Report Period: <input type="text" value="10"/>	Tracking Sample Period: <input type="text" value="Server Side Only"/>

Messaging Features

<input checked="" type="checkbox"/> Enable Messaging	Collect Sent Message Status	<input checked="" type="checkbox"/> Message Delivery (App)
Message Delivery (eMail)		

Dispatch Features

Allow Voice Record

Submit Cancel

Add Template

Template Name: **drivers**

Call	Integration	Speaker	Notifications	Headset	Emergency
Whole Screen as PTT	<input checked="" type="checkbox"/>	Display On Phone			
Start Call with Speaker	<input checked="" type="checkbox"/>	Display On Phone			
Tap to Toggle PTT	<input checked="" type="checkbox"/>	Display On Phone			
Use Surveillance Call Mode	<input checked="" type="checkbox"/>	Display On Phone			
Surveillance Call Brightness:	100	<input checked="" type="checkbox"/>	Display On Phone		
Default Callee:	None	<input checked="" type="checkbox"/>	Display On Phone		

Submit **Cancel**

Refer to the description of the feature keys in section 4.2.2 and client settings in section 4.2.3 above.

7.2 Adding Users to a Template

Users can be assigned to a template once the template has been created. A feature key and a client settings template may have identical names, but the user must still be assigned separately to each template. The same process is used to modify currently assigned users. Select the template by clicking on the template name. This brings up a window similar to the add template window with a new tab next to settings labeled Assigned Users. Click this tab to show the users currently assigned to this template, assign new users to the template, or remove current users from the template.

Modify Template

Settings Assigned Users

Assign Users **Unassign Users**
Click on one or more assigned users to modify.

Show 10 entries Show / hide columns Search:

Select	User Login	Last Name	First Name	Phone Number	Email
No data available in table					

Showing 0 to 0 of 0 entries First Previous Next Last

Assign Users to Template

Show 10 entries Show / hide columns Search:

Select	User Login	Last Name	First Name	Phone Number	Email
<input type="checkbox"/>	Barry.Arbaugh	Arbaugh	Barry	+1 805-555-1111	
<input type="checkbox"/>	Erin.Weston	Weston	Erin	None	

Showing 1 to 2 of 2 entries First Previous 1 Next Last

Submit Cancel

Remove a user from a template by checking the selected box of the intended user(s) to be removed from the template and then clicking Unassign Users.

Modify Template

Assigned Users

Assign Users **Unassign Users** Unassign Users

Click on one or more assigned users to modify.

Show 10 entries					Search:	
Select	User Login	Last Name	First Name	Phone Number	Email	
<input type="checkbox"/>	Barry.Arbaugh	Arbaugh	Barry	+1 805-555-1111		
<input checked="" type="checkbox"/>	Erin.Weston	Weston	Erin	None		

Showing 1 to 2 of 2 entries

First Previous 1 Next Last

When you attempt to edit the feature keys or client settings for a user that is assigned to a template, the resulting box will indicate that the user is currently assigned to a template. Select “Unassign from Template” in order to modify settings.



7.3 Modifying a template

Changes to templates will take a full registration cycle (typically 10 -12 minutes) to take effect and propagate to all users assigned to the template.

8. RTP Gateways

In order to integrate with an existing LMR radio network, you need the appropriate RTP gateway hardware and configurations. Please contact ESChat Support for more information about this process. Once you are ready to set up your RTP Gateway, create a new user that will be an RTP Gateway client.

The client type must be set to “Radio Gateway.”

Add User

User Login:

Department:

First Name:

Last Name:

Phone Number:

Email:

Trusted

Activation Method: Automatic Manual

Send Text

Priority:

Client Type:

Maximal Contacts

The following error dialog boxes will display if you created the RTP gateway user without available RTP gateway licenses. If you see either of these error messages, please contact [ESChat Support](#).

⚠ Failure: License Exceeded: Customer total Radio Gateway limit (0) reached

⚠ Failure: Parameter Taken: UserLogin: Max.GatewayLimit

Once your user has been successfully created, view the RTP Gateway user that you just made and click "Edit RTP Gateway" to add the IP address and port.

Department

Viewing Department: gateways

Settings Users Groups Templates RTP Gateways Map Associations Tracks

Users

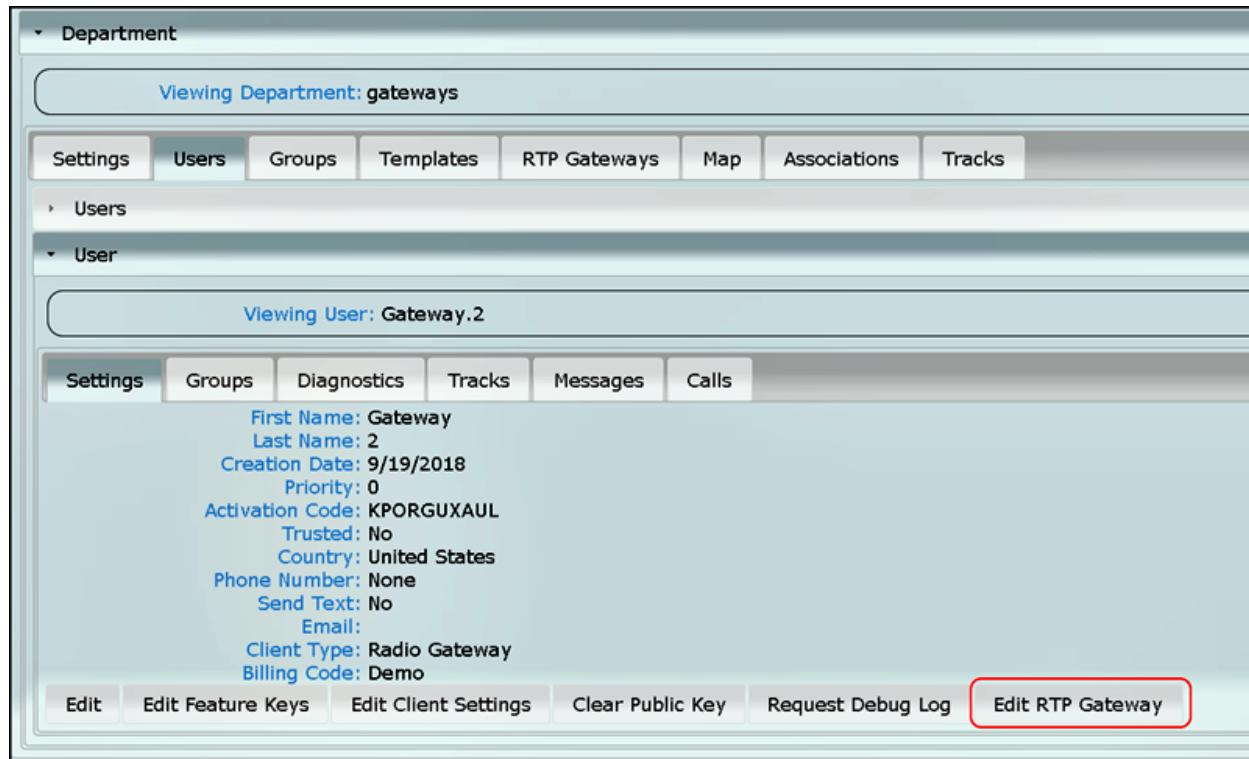
User

Viewing User: Gateway.2

Settings Groups Diagnostics Tracks Messages Calls

First Name: Gateway
Last Name: 2
Creation Date: 9/19/2018
Priority: 0
Activation Code: KPORGUXAUL
Trusted: No
Country: United States
Phone Number: None
Send Text: No
Email:
Client Type: Radio Gateway
Billing Code: Demo

Edit Edit Feature Keys Edit Client Settings Clear Public Key Request Debug Log **Edit RTP Gateway**



If you don't see the RTP Gateway tab, you have not been enabled to create an RTP Gateway client. Please contact ESChat Support.

In the resulting pop up window, set the remote UDP port to match the server assigned port:

Enter the Remote IP Address (provided by the customer). We accept IPv4 and IPv6 format; the following error will show for incorrect entries by either format.

⚠ Failure: Invalid Parameter: remotePv6Address: format failure: IPv6



For non-JPS hardware configuration:

Configure RTP Gateway

Assigned Activation Code: KPORGUXAUL
Assigned Server IP Address:
Assigned Server UDP Port: 50548

Remote IP Address: 10.100.100.1	Remote UDP Port: 50548	Protocol Mode: RTP
Voice DSCP: Expedited Forwarding	Keep Alive Duration: 0	Internal Data Payload Format: G.711, mu-Law
Receive Gain: 0dB	Transmit Gain: 0dB	

Submit Cancel

For JPS hardware configuration:

Configure RTP Gateway

Assigned Activation Code: KPORGUXAUL
Assigned Server IP Address:
Assigned Server UDP Port: 50548

Remote IP Address: 10.100.100.1	Remote UDP Port: 50548	Protocol Mode: JPS RoIP
Voice DSCP: Expedited Forwarding	Keep Alive Duration: 3000	Internal Data Payload Format: G.711, mu-Law
Receive Gain: 0dB	Transmit Gain: 0dB	

Submit Cancel

The same settings above can be accessed from the department level by selecting the RTP Gateway Tab, then clicking on the gateway to edit. Look for the activation code to select the correct gateway to edit. In this case, select “KPORGUXAUL.”

Select	RTP Gateway Server	Assigned Activation Code	ESChat Status	Link Status	Assigned Server IP Address	Assigned Server UDP Port	Remote IP Address	Remote UDP Port
<input type="checkbox"/>	rtpgwd-3	KAIHMNNSD	Online	Unknown	::ffff:13.57.125.85	50408	::ffff:10.100.100.1	50408
<input type="checkbox"/>	rtpgwd-3	KPORGUXAUL	Online	Active	::ffff:13.57.125.85	50548	::ffff:10.100.100.1	50548

For JPS gateways, the Link Status will show “Active” when connected; all other brands will show as “Unknown.”

Select	RTP Gateway Server	Assigned Activation Code	ESChat Status	Link Status	Assigned Server IP Address	Assigned Server UDP Port	Remote IP Address	Remote UDP Port
<input type="checkbox"/>	rtpgwd-3	KAIHMNNSD	Online	Unknown	::ffff:13.57.125.85	50408	::ffff:10.100.100.1	50408
<input type="checkbox"/>	rtpgwd-3	KPORGUXAUL	Online	Active	::ffff:13.57.125.85	50548	::ffff:10.100.100.1	50548

In order to make calls, the gateway needs to be added into a group with other ESChat users. The RTP Gateways Tab can be helpful in troubleshooting as the “ESChat Status” displays an error for some failures:

By hovering over the error box, a dialog box will appear describing the failure:

The two failure messages are:

Call attempted, but no receivers were available.

This indicates that no other group members are signed in or that the gateway is not correctly set up in a group. We recommend that you review the gateway's group configuration and check that the other group members are signed in and available to participate in a group call.

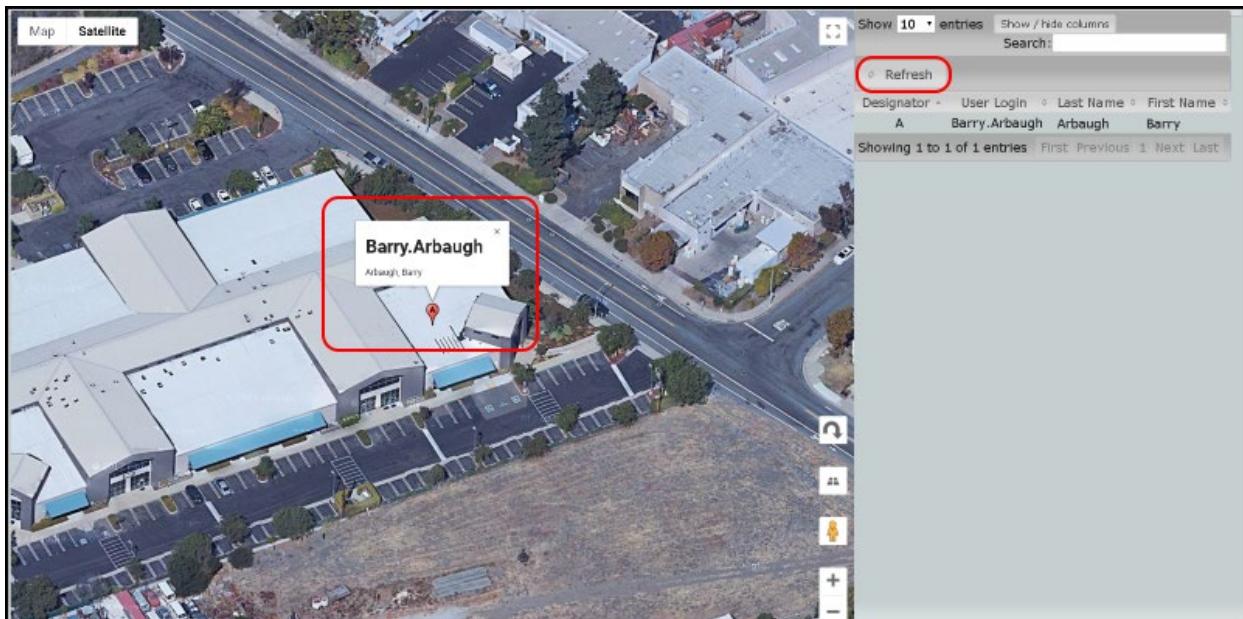
The gateway is receiving packets from an unexpected remote IP address.

Most commonly this is not an IP Address issue, but rather a port mismatch; incoming packets that our server rejects are coming from the correct address, but the incorrect port. PAT/NAT (Port Address Translation/Network Address Translation) often causes this. Verify that the port in the gateway is preserved through the PAT/NAT process.

9. Map, Associations, and Tracks

Map

The Map tab is used to show department users that are currently logged in and reporting their location. This display **DOES NOT** refresh automatically. To update locations, click the refresh button to the right of the map display.



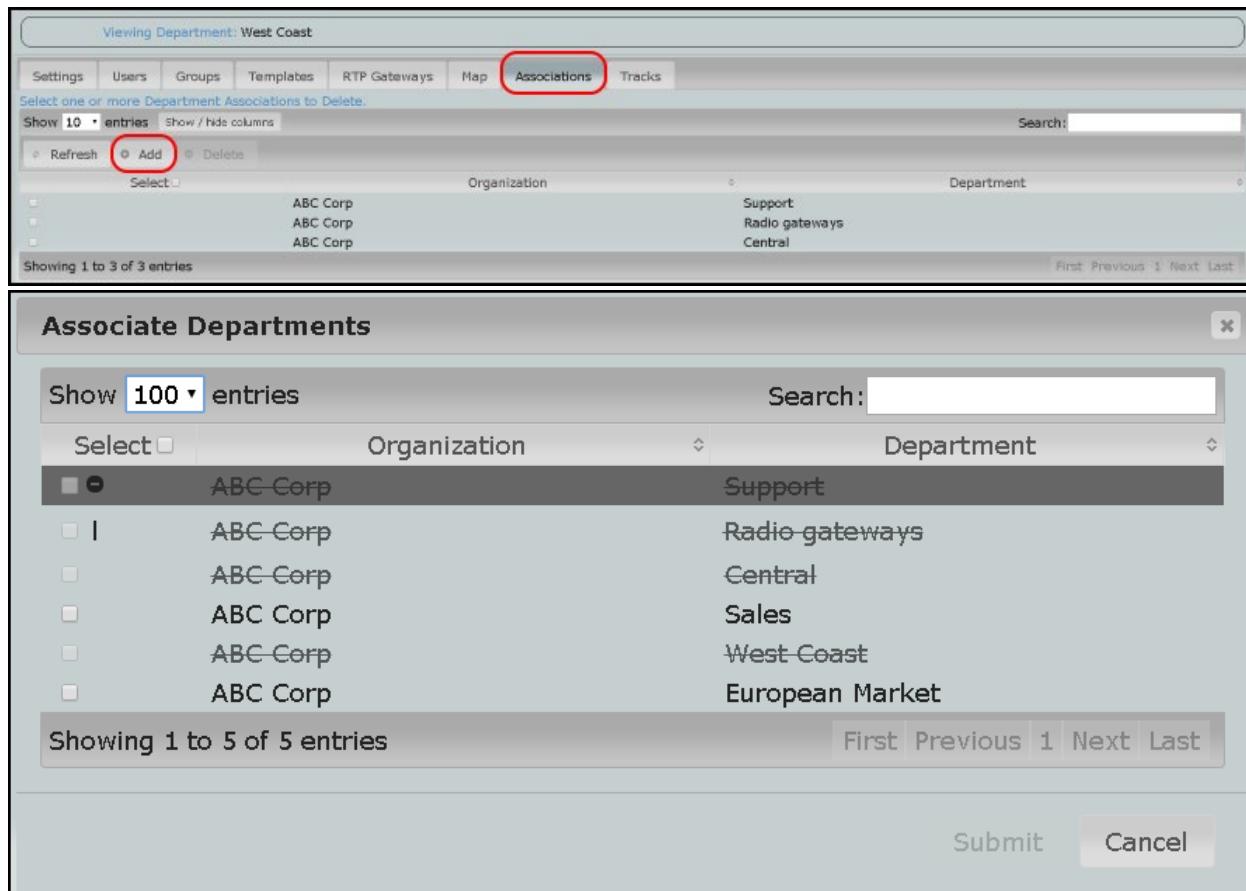
Click on a user to have them identified on the map.

Associations

The Associations tab allows for contacts and groups to be added/shared when an enterprise has multiple departments or needs to connect with another customer. Associations are one way, allowing members from one department to add/view members from another department or customer. An example of such an association would be an Internal Affairs Department who wishes to see the location of a patrol user without reporting their own location to the patrol member. Support can also establish a second association to make the member sharing bi-directional. An example of a

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bi-directionally associated department could be a maintenance department and an operations department within the same company, in which users need contacts from other departments..



The screenshot shows the 'Associations' tab selected in the main interface. Below it, a modal window titled 'Associate Departments' is open, also showing the 'Associations' tab. Both tabs have a red circle around them. The main interface shows a list of organizations and their associated departments. The modal window shows a list of organizations and their associated departments.

Organization	Department
ABC Corp	Support
ABC Corp	Radio gateways
ABC Corp	Central

Organization	Department
ABC Corp	Support
ABC Corp	Radio gateways
ABC Corp	Central
ABC Corp	Sales
ABC Corp	West Coast
ABC Corp	European Market

Note: Only a Support-level admin may only share associations between multiple enterprises with permission from both account administrators. Contact ESChat support to request a department associations outside of your enterprise.

Tracks

Historical Location Tracking is an additional feature that allows an administrator the capability of reviewing the past location data from ESChat devices within their Enterprise. Contact support ESChat if you would like to enable this feature.

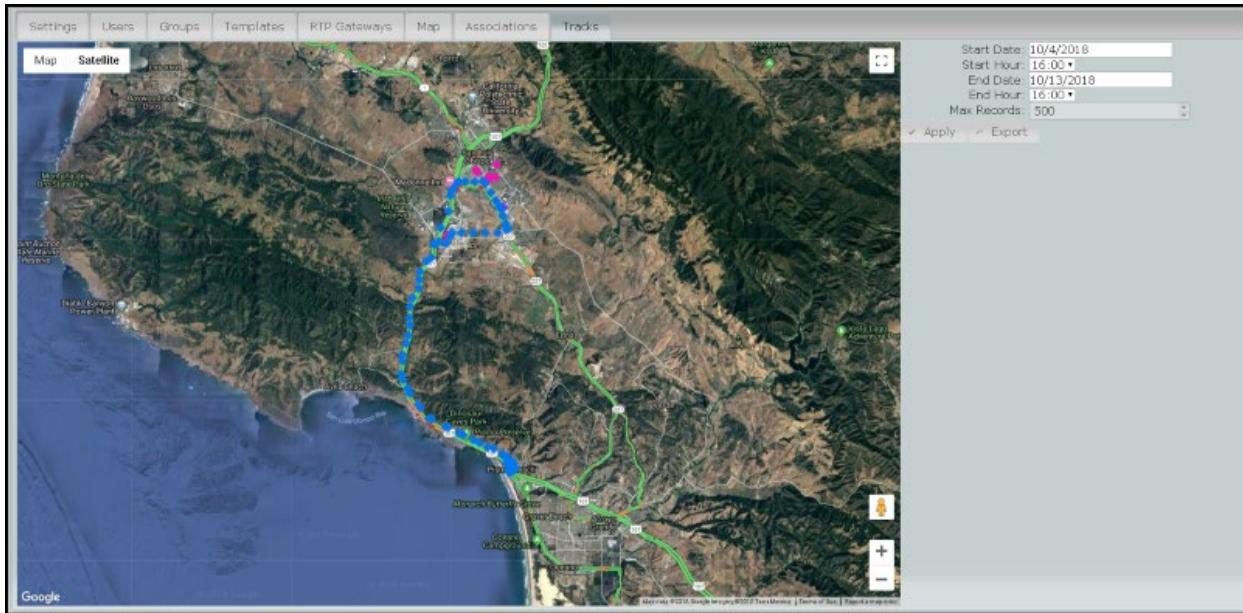
Once enabled for your enterprise, Historical Location Tracking can be enabled and configured per user account with the feature key settings. See section 5.2.1 for more details. Historical location may then be viewed viewed graphically or downloaded to a spreadsheet.

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This subscription includes:

- 6 months of stored data
- Historical location information including direction, speed, and GPS location (latitude and longitude) per track point

Tracking data in a graphical representation.



Tracking data is also available for download in .CSV format. Set the parameters for the information you would like provided and select Apply, then select Export button.

	A	B	C	D	E	F	G	H	I	J
1	ID	User Login	Date	Time	Latitude	Longitude	Speed (MPH)	Heading (deg.)	Accuracy (meters)	Location
2	44638227	Ali.Test	10/13/2018	10/13/2018 3:53	35.271238	-120.653019	0	N/A	10	View on Map
3	44638160	Ali.Test	10/13/2018	10/13/2018 3:33	35.271311	-120.653125	0	N/A	10	View on Map
4	44638159	Ali.Test	10/13/2018	10/13/2018 3:31	35.271303	-120.652991	0	0	5	View on Map
5	44638101	Ali.Test	10/13/2018	10/13/2018 3:23	35.271322	-120.65306	0	26	5	View on Map
6	44638045	Ali.Test	10/13/2018	10/13/2018 3:19	35.271489	-120.649789	30.76	217	10	View on Map
7	44638032	Ali.Test	10/13/2018	10/13/2018 3:07	35.245221	-120.676253	0	N/A	10	View on Map
8	44637967	Ali.Test	10/13/2018	10/13/2018 2:56	35.245518	-120.676558	0	N/A	10	View on Map
9	44637910	Ali.Test	10/13/2018	10/13/2018 2:54	35.245421	-120.676397	0	N/A	10	View on Map
10	44632189	SAMSUNGNOTE10	10/12/2018	10/12/2018 12:10	35.25801	-120.646209	1.68	268	12	View on Map
11	44632188	SAMSUNGNOTE10	10/12/2018	10/12/2018 12:08	35.258	-120.646228	2.8	276	19	View on Map
12	44632187	SAMSUNGNOTE10	10/12/2018	10/12/2018 12:06	35.258011	-120.646201	0	N/A	12	View on Map
13	44632186	SAMSUNGNOTE10	10/12/2018	10/12/2018 12:04	35.258006	-120.64621	0	N/A	19	View on Map
14	44632093	SAMSUNGNOTE10	10/12/2018	10/12/2018 12:02	35.25802	-120.646116	1.68	276	23	View on Map
15	44632092	SAMSUNGNOTE10	10/12/2018	10/12/2018 12:00	35.258009	-120.646202	1.12	73	12	View on Map
16	44632057	U11.Bryce	10/12/2018	10/12/2018 11:58	35.257979	-120.645952	0.56	32	8	View on Map
17	44632091	SAMSUNGNOTE10	10/12/2018	10/12/2018 11:58	35.258005	-120.646205	N/A	N/A	19	View on Map
18	44632047	U11.Bryce	10/12/2018	10/12/2018 11:57	35.257902	-120.645928	2.8	343	3	View on Map
19	44632046	U11.Bryce	10/12/2018	10/12/2018 11:57	35.257463	-120.646946	4.47	62	3	View on Map
20	44632045	U11.Bryce	10/12/2018	10/12/2018 11:56	35.254344	-120.645879	40.83	342	3	View on Map
21	44632090	SAMSUNGNOTE10	10/12/2018	10/12/2018 11:56	35.25801	-120.646205	6.15	275	15	View on Map
22	44632044	U11.Bryce	10/12/2018	10/12/2018 11:56	35.250612	-120.644301	1.12	337	3	View on Map
23	44632043	U11.Bryce	10/12/2018	10/12/2018 11:55	35.25061	-120.644272	0	N/A	3	View on Map
24	44632042	U11.Bryce	10/12/2018	10/12/2018 11:55	35.248331	-120.643049	14.54	51	3	View on Map
25	44632041	U11.Bryce	10/12/2018	10/12/2018 11:54	35.248011	-120.643862	3.92	65	3	View on Map
26	44632089	SAMSUNGNOTE10	10/12/2018	10/12/2018 11:54	35.257944	-120.646155	1.12	107	18	View on Map
27	44632040	U11.Bryce	10/12/2018	10/12/2018 11:54	35.246809	-120.648616	43.07	91	3	View on Map
28	44632039	U11.Bryce	10/12/2018	10/12/2018 11:53	35.24683	-120.655629	49.22	89	3	View on Map
29	44632038	U11.Bryce	10/12/2018	10/12/2018 11:53	35.246826	-120.662026	45.31	90	3	View on Map
30	44632037	U11.Bryce	10/12/2018	10/12/2018 11:52	35.246817	-120.668592	40.83	89	3	View on Map
31	44631978	SAMSUNGNOTE10	10/12/2018	10/12/2018 11:52	35.258004	-120.646192	N/A	N/A	25	View on Map

10. Usage, Account Contacts, and Account Reps

The Usage, Account Contacts, and Account Reps tabs are on the top level of tabs, above the department specific tabs.

10.1 Usage

The **Usage** tab will show three graphs displaying information that covers the daily:

1. Total of users (Total number of users, active users, and the billing status of users). Active users are the number of users that were active on an ESChat call within that 24 hour period.
2. Number and type of calls made (group and ad hoc).
3. Total duration of all the calls made by users (group and ad hoc).



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10.2 Account Contacts

The **Account Contacts** Tab will show the authorized contact person(s). For each contact there are roles which allow different levels of access:

- **Account Contact:** This contact is the main contact for this company, but does not have access to the Customer Administration Portal.
- **Customer Admin:** This contact will have access to all departments within the enterprise.
- **Customer Technical:** This contact has administrative access to one or more departments.

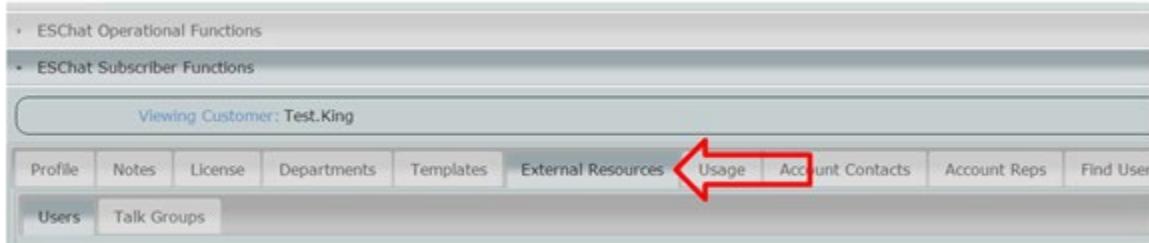
Please contact ESChat Customer Support to establish Account Contacts.

10.3 Account Reps

The Account Reps Tab will display any associated sales agent. Commonly, when an account is established by a sales agent, the agent's information will appear here.

11. External Resources

An External Resource defines a connected DMR or P25 network. After you have purchased a P25/ISSI or DMR/AIS gateway interface, you will need to define the interface by clicking the External Resources tab under the customer tab.



If you do not see the External Resources tab, contact ESChat support so that this feature can be enabled in your configuration.

A certain number of external aliases will have been made available to you. These aliases are used to:

- Alias ESChat users to P25/DMR Unit IDs
- Export P25/DMR radio users for ESChat contact list display
- To Alias ESChat groups to P25/DMR Group IDs

An example of external unit IDs configured to user aliases can be seen below.

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Fleet Management

Users **Subscribers**

Template Bulk Assign User Aliases
Template Bulk Unassign User Aliases
Template Bulk Create Externally Horned Users

Available Assigned

50 entries Show / hide columns

Refresh Unassign

Select

User Login

5000
5001
5002
5003
5004
5005
5006
5007
5008
5009
5010

Export P25/DMR Radio Users for ESChat Contact List

Alias ESChat Users to P25/DMR Unit IDs

Type	Unit type	SUID	Unit ID	System ID
Unit	SU	ABCDE00200138B	001388 (5000)	02 (2) AE
Unit	SU	ABCDE00200138C	001389 (5001)	02 (2) AE
Unit	SU	ABCDE00200138D	00138A (5002)	02 (2) AE
Unit	SU	ABCDE00200138E	00138B (5003)	02 (2) AE
Unit	SU	ABCDE00200138F	00138C (5004)	02 (2) AE
Unit	SU	ABCDE00200138G	00138D (5005)	02 (2) AE
Unit	SU	ABCDE00200138H	00138E (5006)	02 (2) AE
FNE	SU	ABCDE0020000FE	00138F (5007)	02 (2) AE
RFSS	SU	0400.002.ABCDE.p25dr	001390 (5008)	02 (2) AE
Unit	SU	ABCDE002001393	001391 (5009)	02 (2) AE
			001392 (5010)	02 (2) AE
			0000FE (254)	02 (2) AE
			001393 (5011)	02 (2) AE

An example of ESChat Groups aliased to P25/DMR Group IDs is shown in the next screenshot.

Fleet Management

Groups

SGID **Group ID** **System ID** **WACN ID** **WGID**

Showing all 11. Show 100 per page

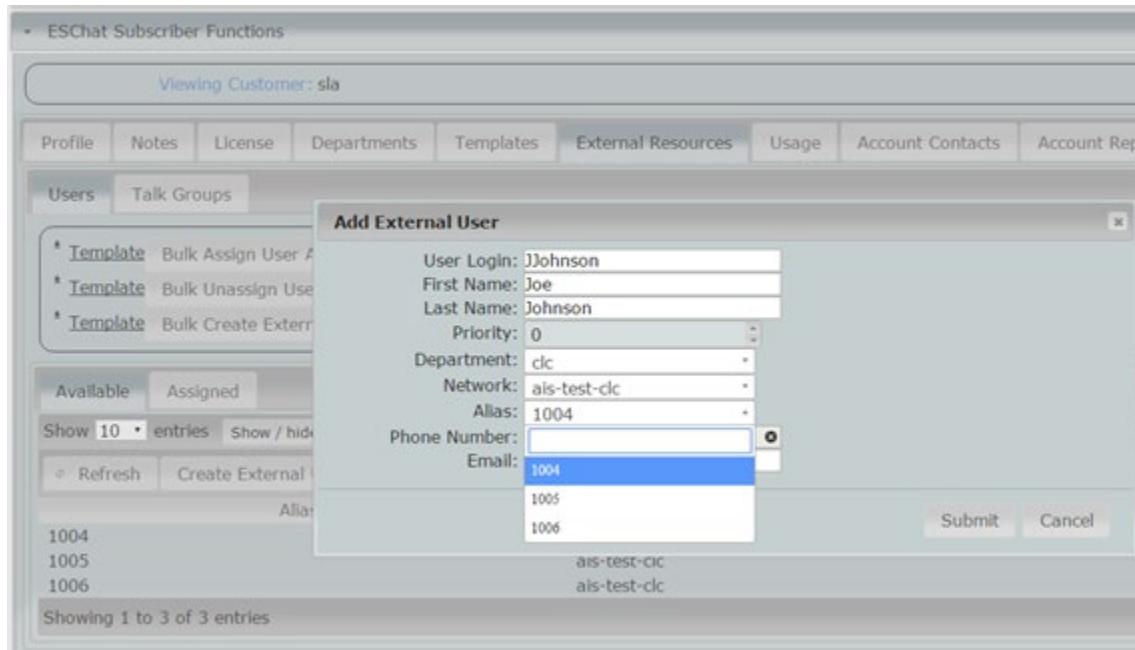
SGID	Group ID	System ID	WACN ID	WGID
ABCDE00207D0	07D0 (2000)	02 (2)	ABCDE (703710)	07D0 (2000)
ABCDE00207D1	07D1 (2001)	02 (2)	ABCDE (703710)	07D1 (2001)
ABCDE00207D2	07D2 (2002)	02 (2)	ABCDE (703710)	07D2 (2002)
ABCDE00207D3	07D3 (2003)	02 (2)	ABCDE (703710)	07D3 (2003)
ABCDE00207D4	07D4 (2004)	02 (2)	ABCDE (703710)	07D4 (2004)
ABCDE00207D5	07D5 (2005)	02 (2)	ABCDE (703710)	07D5 (2005)
ABCDE00207D6	07D6 (2006)	02 (2)	ABCDE (703710)	07D6 (2006)
ABCDE00207D7	07D7 (2007)	02 (2)	ABCDE (703710)	07D7 (2007)
ABCDE00207D8	07D8 (2008)	02 (2)	ABCDE (703710)	07D8 (2008)
ABCDE00207D9	07D9 (2009)	02 (2)	ABCDE (703710)	07D9 (2009)
ABCDE00207DA	07DA (2010)	02 (2)	ABCDE (703710)	07DA (2010)

Alias ESChat Groups to P25/DMR Group IDs

11.1 Assigning an External User Alias

There should be one or more user or talk group aliases assigned to your enterprise. To view the available user aliases, first click the External Resources tab, and then the Users tab. User aliases are separated under two tabs: Available and Assigned. If you do not see the External Resources tab, or there are no user or talk group aliases in either tab, please contact ESChat Support.

To associate an ESChat username to a particular radio device, click the Users tab, click Available, then select Create External User.



In the popup, define the new external user. The User Login is a required field and must be unique across an ESChat customer. The First Name, Last Name and Alias fields are also required. The Alias pulldown will include all external aliases currently available to the customer. After filling out the required external user fields, click Submit to create the new external user. The alias used will no longer be listed in the Available tab, but is now visible in the Assigned tab.

External users are identified with the icon . Once completed, this external device can be made visible to ESChat users. The external device will be listed in the department user list with the defined user login name. At this point, the new external user can be assigned to contact lists and groups.

11.2 Alias ESChat Users to P25/DMR Unit IDs

ESChat users who wish to communicate with P25/DMR Radio users must be assigned an external alias. There are two ways to do this, through a bulk load or under the specific user setting.

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The Bulk Assign User Aliases template and button can be found by clicking the External Resources tab, then the users tab. The bulk load file contains three columns:

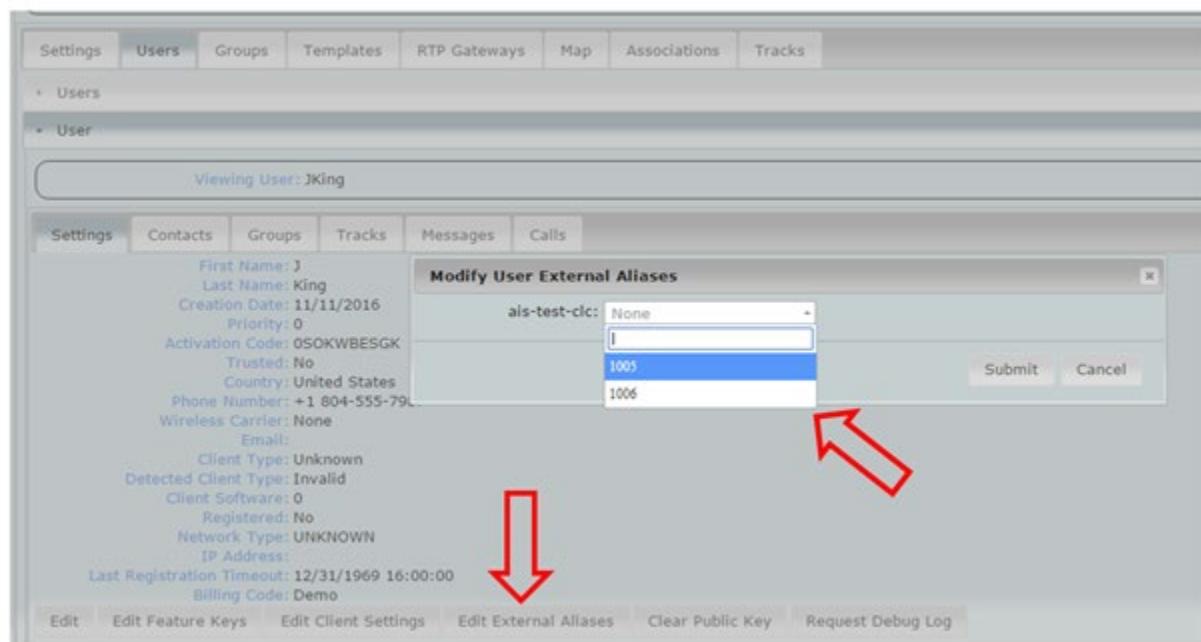
User Login: A valid ESChat user.

Network: The external network on which the alias is defined.

Alias: The available alias (Unit ID) to be assigned to this ESChat user.

Once you have completed the bulk load definition, click the Bulk Assign User Aliases button to load the new definitions.

To assign one ESChat user to an alias, go to the ESChat Department tab, select users tab, and click on the user login name of the user you wish to assign to an alias. In the settings pane, click Edit External Aliases.



Once the aliases are defined they will be listed in the Assigned Users table as shown in the example below. Externally homed (radio) users are identified with the icon, and aliased ESChat users are listed without an icon. In the example below JJohnson is a radio user, and JKKing is an ESChat user.

JJohnson	1004	ais-test-clc
JKKing	1005	ais-test-clc

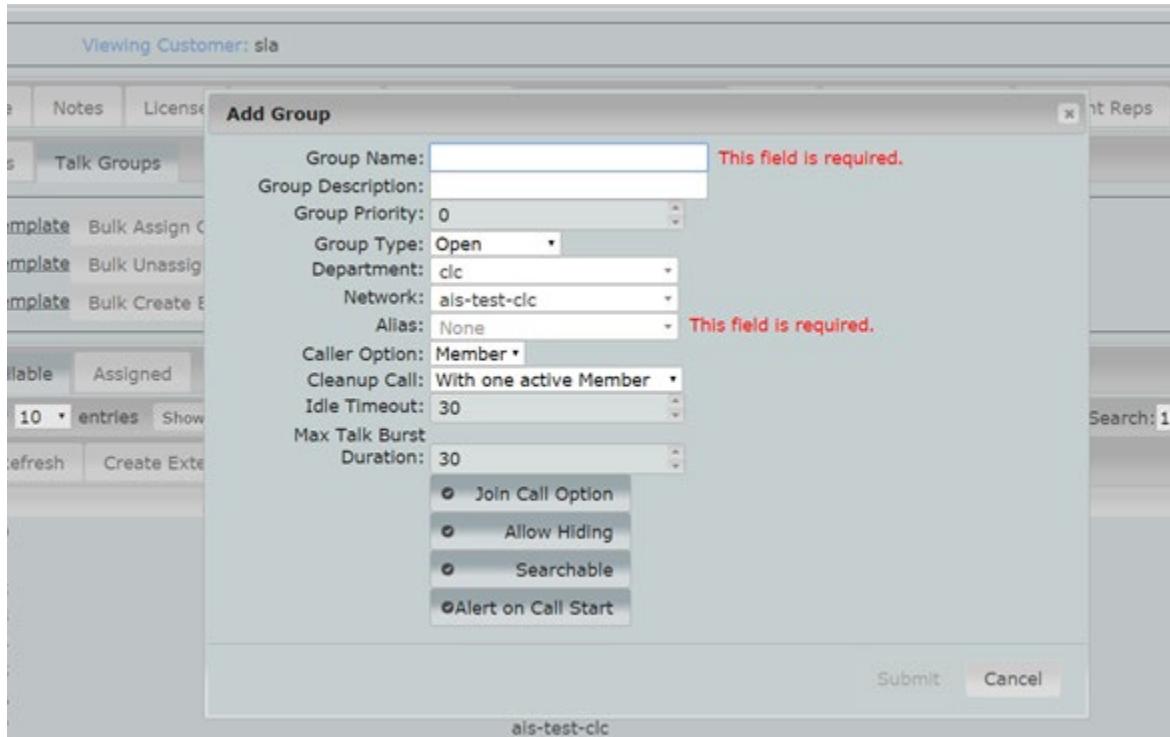
11.3 Unassign User Aliases

If a user alias is no longer required, it can be freed for later reassignment. To do this, click the External Resources tab, the Users tab, and then the Assigned tab. Click the select box of the aliases that are no longer needed, and then click the Unassign button. The selected resources will be disassociated from the current assignees.

11.4 Creating an External Talk Group

There may be one or more talk group aliases assigned to your enterprise. To view the available talk group aliases, first click the External Resources tab, and then the Talk Group tab. Talk Group aliases are separated under two tabs, Available and Assigned. If you do not see the External Resources tab, or there are no talk group aliases in either tab, please contact ESChat support.

To associate an ESChat group to a P25/DMR Group ID click the Talk Groups tab, click Available, then click the Create External Group button.



Enter the group information into the Add Group popup. One additional setting is required for an external talk group definition. The Alias field is a pulldown containing all available external talk group aliases. Once you have defined the group and set the alias, click Submit.

Once that external group has been added, the group will appear in the Assigned Talk Group list and in the department group list. External talk groups are identified with the icon . External groups can also be created with the Bulk Create Externally Homed Groups option. The Bulk Create Externally Homed Groups template and button can be found by clicking the External Resources tab, then the Talk Groups tab. The bulk load file contains a number of columns. Most of the columns relate to the ESChat group definitions. The additional fields required for an externally homed group definition are:

- **Network:** The external network on which the alias is defined.
- **Alias:** The available alias (Group ID) to be assigned to this externally homed ESChat group.
- **Department:** The name of the enterprise department where this group will be located.

11.5 Populating an External Talk Group

Once the external group has been created, you can add members to this group. To do this, click the group name to see the group definition view, click the Members tab, and select Add. A list of available users will be visible in the Add Members to Group popup list.

Note: Only externally aliased ESChat users may be added as Talk Group Members. Non aliased ESChat users and externally homed users cannot be included in an External Talk Group.

11.6 Deleting an External Talk Group

External Talk Groups can be deleted in one of three ways:

- From the Department Groups List, click the Select box, then click the Delete button.
- From the External Resources Assigned Talk Group list, click the Select box, then click the Unassign button.
- From the External Resources Assigned Talk Group tab, select Bulk Unassign Group Aliases button to delete multiple groups at once.

In each of the above cases, the group will be deleted and the alias returned to the available pool.

12. Support and Knowledge Base

Support is available 24/7 via:

- Telephone: 844-437-2428 x3
- Email: support@eschat.com

For walkthroughs and device specific information please visit the knowledge base at:

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