



Enterprise Secure Chat

Administrative Portal User Guide

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May 16, 2016	1.2	Reflect New Portal Capabilities
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November 9, 2017	1.7	Update for Server Cluster 4.1
	1.8	Update for Server 4.2

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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.

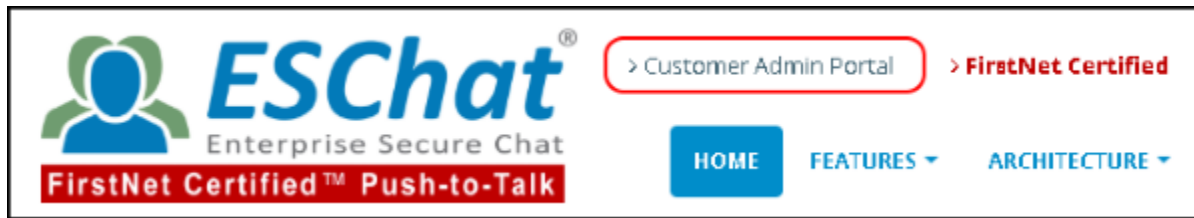


The screenshot shows the login interface for Enterprise Secure Chat. At the top, there is a header with a logo of three stylized figures (green, blue, and yellow) and the text "Enterprise Secure Chat". Below the header, there is a section titled "ESChat Management Login". Inside this section, there are two input fields: "Email:" and "Password:". Below the "Email:" field, there is a "Login" button. To the right of the "Login" button, there is a "Forgot Password" link.

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Option B – Through the Home Page

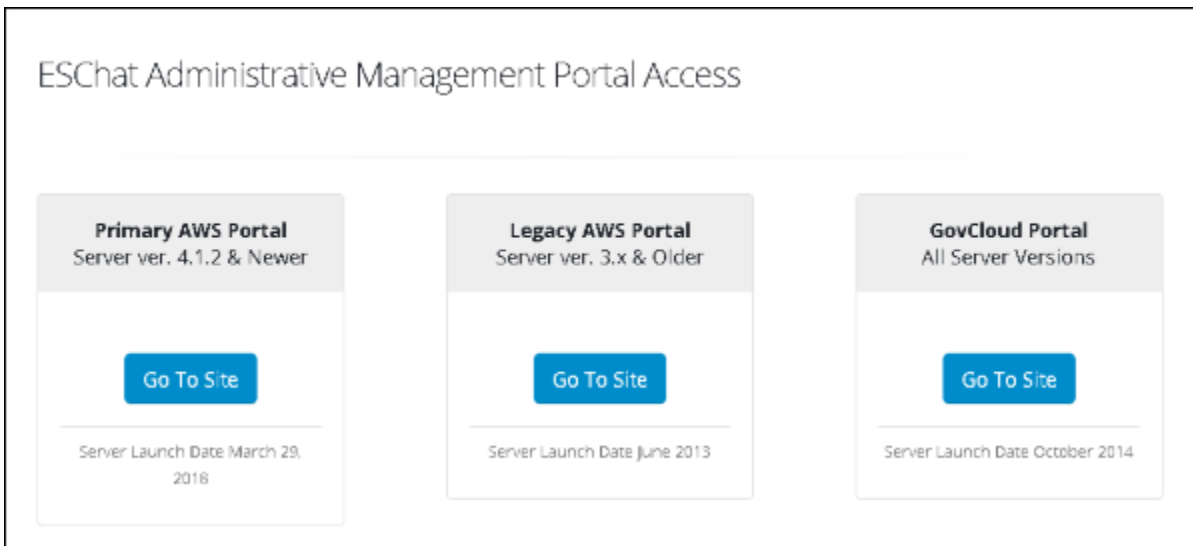
- Go to the ESChat website (<http://www.eschat.com/>)



lick 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.



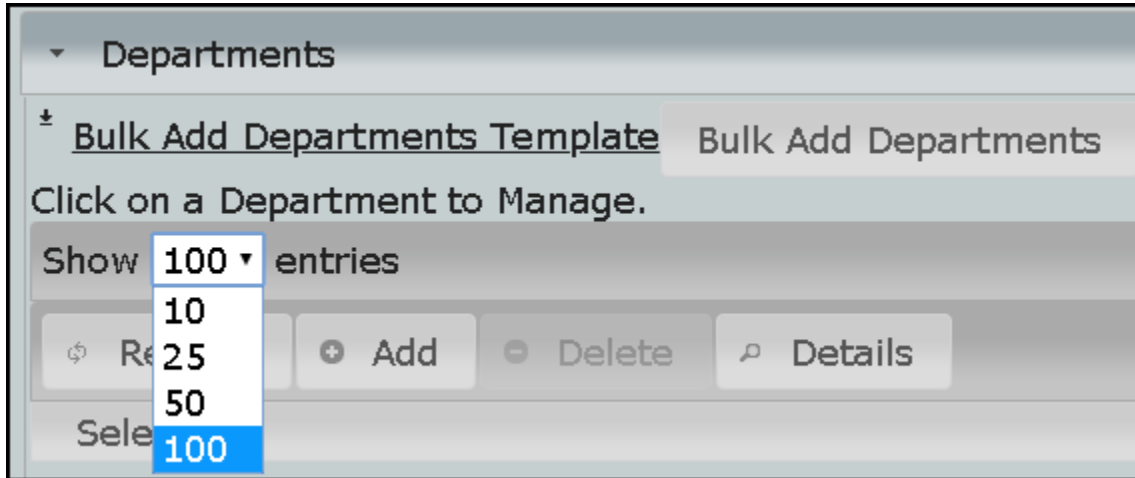
- Click **Forgot Password** on the resulting page, and a time sensitive email will be sent to you with a new sign-in link.

The image shows a login form for 'Enterprise Secure Chat'. At the top is the company logo and name. Below it is a section titled 'ESChat Management Login'. The main instruction is 'Please enter your account email address to reset the password.' followed by an 'Email:' label and a text input field. At the bottom of the form are two buttons: 'Submit' and 'Cancel'.

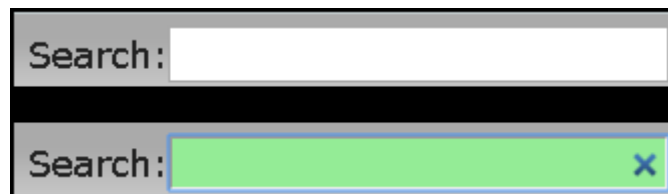
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2. Features of the Administrative Portal

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.



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.

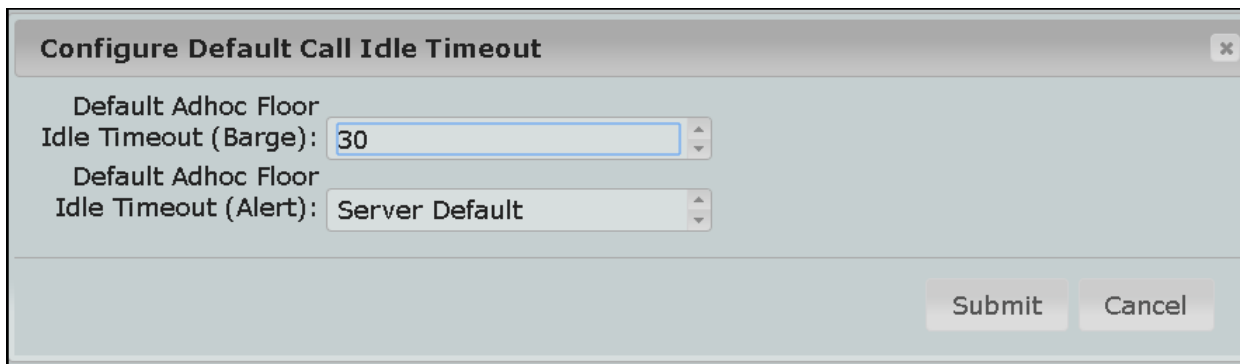
3.2 Call Idle Timeout Config

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

The screenshot displays the 'ESChat Subscriber Functions' window. At the top, it says 'Viewing Customer: ABC Corp'. Below this is a tabbed interface with the following tabs: Profile, License, Departments, Templates, Usage, Account Contacts, Account Reps, and Find User. The 'Profile' tab is selected, showing the following details:

- Id: 100154
- Name: ABC Corp
- Website: [\[icon\]](#)
- 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

At the bottom of the window, there are three buttons: 'Enable OAuth', 'Call Idle Timeout Config' (which is highlighted with a red rectangle), and 'Enable Client Side Recording'.



Configure Default Call Idle Timeout

Default Adhoc Floor Idle Timeout (Barge): 30

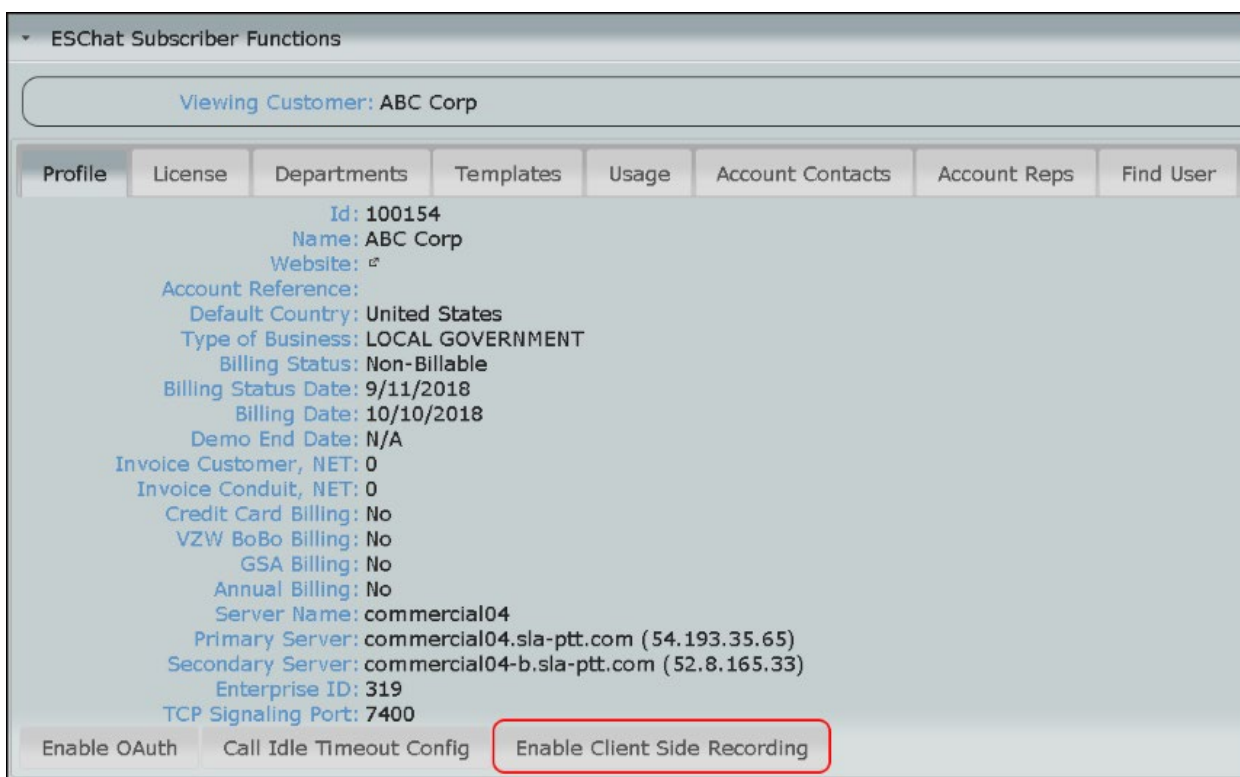
Default Adhoc Floor Idle Timeout (Alert): Server Default

Submit Cancel

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.



ESChat Subscriber Functions

Viewing Customer: ABC Corp

Profile	License	Departments	Templates	Usage	Account Contacts	Account Reps	Find User
<p>Id: 100154 Name: ABC Corp Website: ↗</p> <p>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</p> <p>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</p> <p>Enable OAuth Call Idle Timeout Config Enable Client Side Recording</p>							

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

The screenshot shows a dialog box titled "Enable Client Side Recording" with a close button (X) in the top right corner. Inside the dialog, the text "Client Side Recording:" is followed by two buttons: "Enable" and "Disable". The "Enable" button is highlighted. At the bottom right of the dialog, there are two buttons: "Submit" and "Cancel".

The final step is to affirm the disclaimer statement.

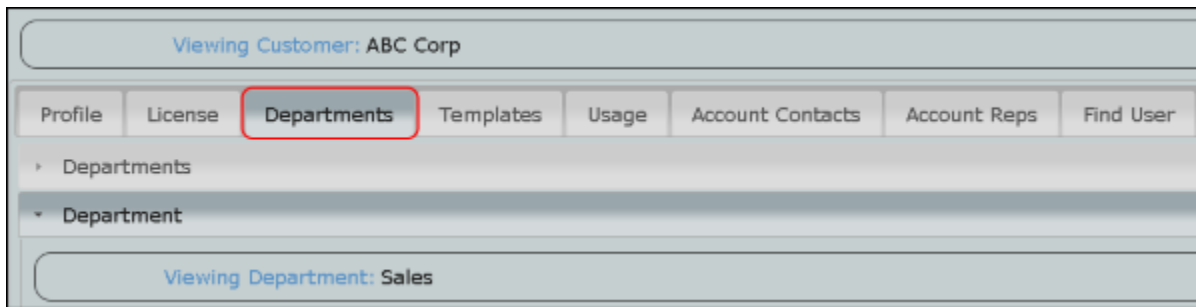
The screenshot shows a dialog box titled "Confirm Action". The main text is a warning: **WARNING!** You are enabling Client Side Recording. All members of your organization will have recording turned on. All ESChat calls will be recorded. It is your organization's responsibility to inform users and ensure that all applicable state and federal laws regarding the recording of conversations are being complied with. At the bottom right, there are two buttons: "I Accept" and "Cancel". The "I Accept" button is highlighted with a blue border.

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.

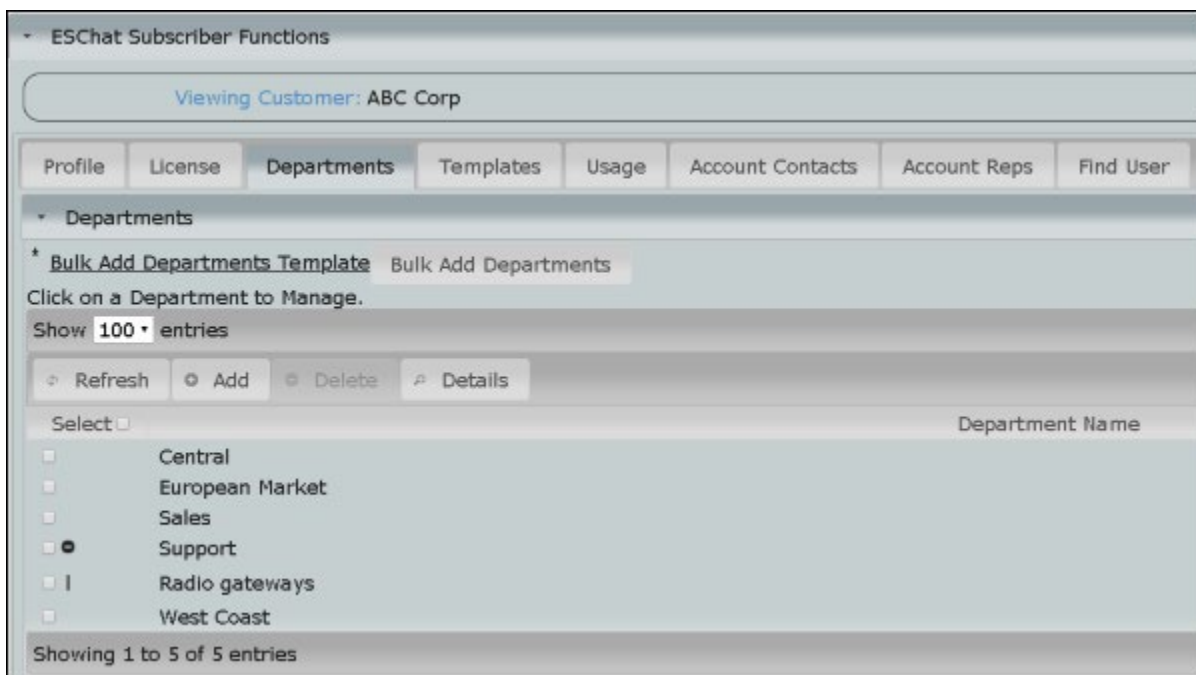
4. Departments

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.

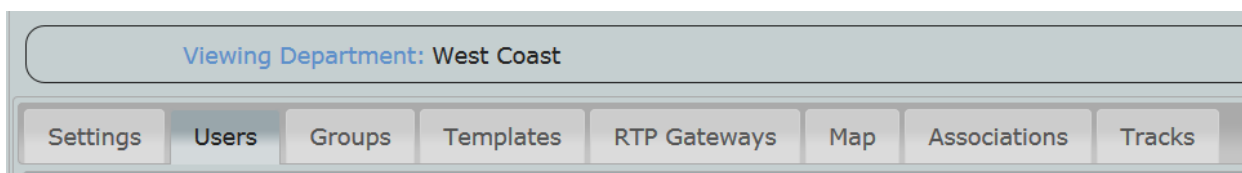
Departments permit separation between users within an enterprise. An organization may have one or more departments. Multiple departments are useful when you have various regional offices or wish to create additional administrators with access to some rather than all users.



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

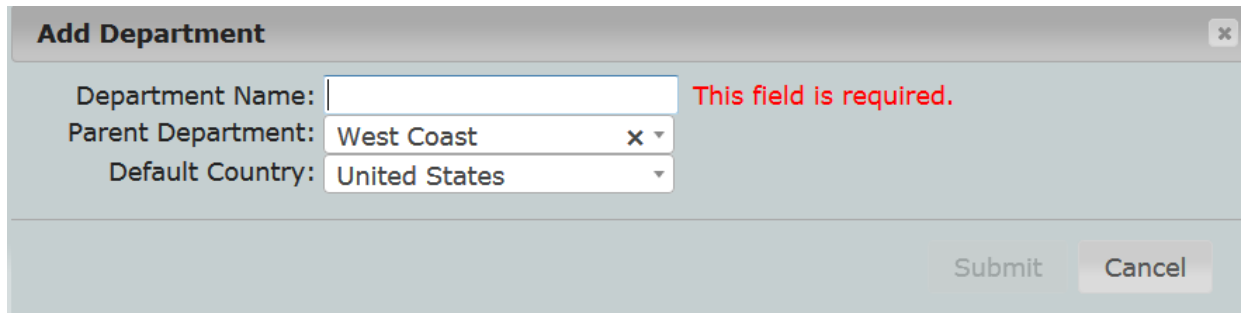


Below the selected department are the department level tabs for viewing and editing all aspects of a department.



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.



Add Department

Department Name: This field is required.






Parent Department:

Default Country:

Submit Cancel

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:

Parent Department:

Support

✕

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

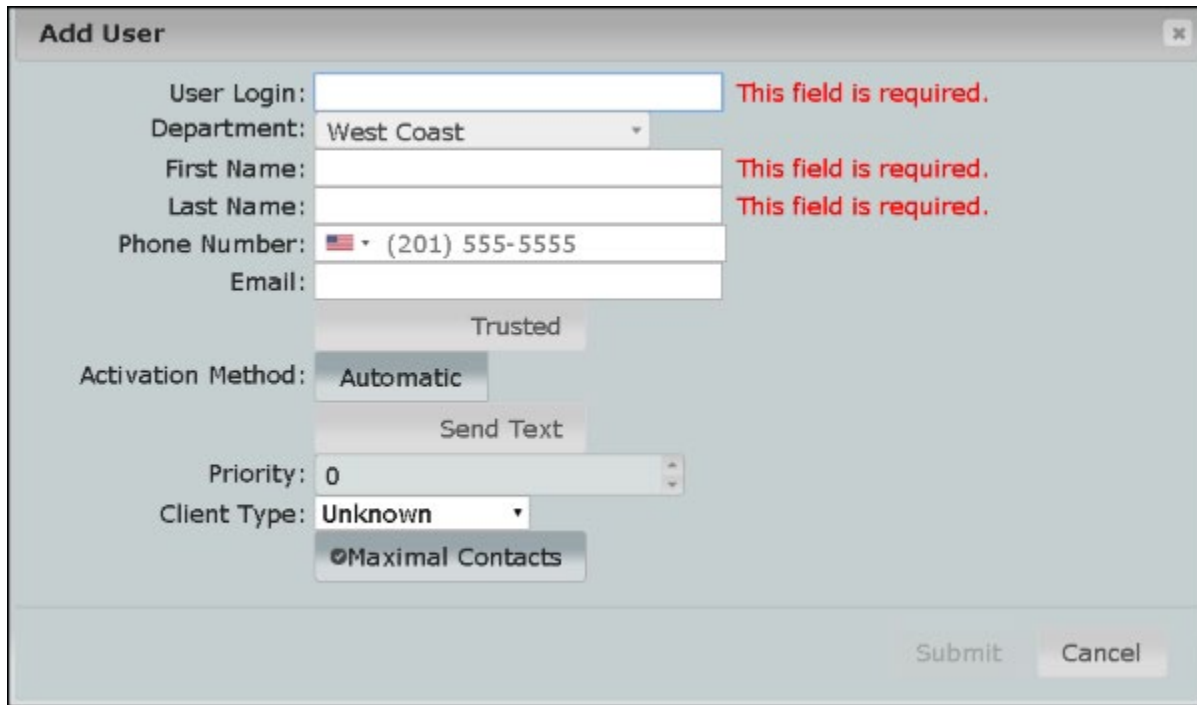
Edit

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	VYGFZLECX	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 a window titled "Add User" with a close button in the top right corner. The form contains the following fields and options:

- User Login:** A text input field with a red error message "This field is required." to its right.
- Department:** A dropdown menu currently showing "West Coast".
- First Name:** A text input field with a red error message "This field is required." to its right.
- Last Name:** A text input field with a red error message "This field is required." to its right.
- Phone Number:** A text input field containing "(201) 555-5555" with a US flag icon to its left.
- Email:** A text input field.
- Activation Method:** A group of three radio buttons: "Trusted", "Automatic" (which is selected), and "Send Text".
- Priority:** A dropdown menu currently showing "0".
- Client Type:** A dropdown menu currently showing "Unknown".
- Maximal Contacts:** A checkbox that is currently checked.

At the bottom right of the window are "Submit" and "Cancel" buttons.

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 ".", 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.

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.

The screenshot shows a software interface with a 'Users' tab selected. A 'Modify User' dialog box is open, displaying the following information:

- User Login: Barry.Arbaugh
- Department: West Coast
- First Name: Barry
- Last Name: Arbaugh
- Phone Number: (805) 555-1111
- Email: (empty)
- Activation Method: Automatic
- Priority: 0
- Client Type: Unknown
- Maximal Contacts: (empty)

At the bottom of the dialog are buttons: Deactivate, Resend Activation, New Activation Code, Submit, and Cancel. In the background, the 'Edit' button is highlighted with a red box.

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

- ☒ Allow Contact Management
- ☒ Allow Group Management
- ☒ Allow Refresh Presence
- ☒ Allow Deactivation
- ☒ Show Contacts Tab
- ☒ Show Groups Tab
- ☒ Show Map on Client
- ☒ Show Settings Menu
- Default Tab View: **Contacts**

PTT Features

- ☒ Allow DND
- ☒ Show Recents Tab

Location Features

- ☒ Send Client Location
- ☐ Allow Location Disable
- ☐ Force Duty Mode
- ☐ Enable Location Tracking
- Tracking Report Period: 10
- Tracking Sample Period: Server Side Only

Messaging Features

- ☒ Enable Messaging
- ☐ Collect Sent Message Status
- ☒ Message Delivery (App)
- ☐ Message Delivery (eMail)

Dispatch Features

- ☐ Allow Voice Record

Submit 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

Unassign from Template

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.
----------------------	--

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

☒

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

☒

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

☒

Display On Phone

Allow Bluetooth

☐

Display On Phone

Bluetooth Always On

☐

Display On Phone

Activate DnD in Silent Mode

☐

Display On Phone

☒
Activate DnD in Vibrate Mode

☒

Display On Phone

☒
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

☒
Lock Split Screen Slider

☐

Display On Phone

Submit

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	<p>Defines how your contact list is displayed. Choose from Username; Firstname, Lastname; Lastname, Firstname; Last name only, or First name only. Android Only.</p>
Configure App Switcher	<p>Click to configure an app of your choice to launch from the ESChat tab bar. Android Only.</p>
Allowed Screen Orientation	<p>Choose the screen orientation: portrait or landscape. Android Only.</p>
Lock Split Screen Slider	<p>Prevents resizing of the left and right views in Landscape mode. Android Only.</p>

Speaker Settings

Modify Client Settings

Call

Integration

Speaker

Notifications

Headset

Emergency

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

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.

Notifications Settings

Modify Client Settings

Call

Integration

Speaker

Notifications

Headset

Emergency

Alert Call Ring Duration: 30 seconds ▾

☒ Display On Phone

Endless Alert on Missed Call

☒ Display On Phone

Foreground App on Incoming Call

☒ Display On Phone

☒ Notify All Missed Calls

☒ 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

Submit

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	<p>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.</p> <p>Note: Requires the user to allow notifications within iOS.</p>
New Message Alert	<p>When enabled, allows for selection between the handset's default notification tone and the Ringtone for new messages.</p> <p>Note: Requires the user to allow notifications within iOS.</p>
New Message Alert Time	<p>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).</p> <p>Note: This only applies if New Message Alert is enabled.</p> <p>Note: On iOS, only the values 1 and No Timeout apply. No Timeout will issue an alert once per minute until acknowledged.</p>

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	<p>Allows for selection of the type of headset connected. Options are:</p> <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	<p>When enabled, ESChat will unlock and wake up the display at the start of a PTT call. Android Only.</p>

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 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

Start Hold Time:
3000

Cancel Hold Time:
3000

☒ Initiate Call

☒ Display On Phone

☒ Display On Phone

☒ Display On Phone

☒ 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

☒ 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

Visual Indicator: Status Bar

☒ Display On Phone

☒ Flash Indicator

☒ Display On Phone

☒ Blink LED

☒ Display On Phone

Blank Screen

☒ 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.

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

Visual Indicator for an emergency PTT call Receiver	Drop Down Menu Choices: 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.

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.

The screenshot shows a web application interface for managing users. At the top, there's a header bar with the text "Viewing Department: West Coast". Below this is a navigation menu with tabs: Settings, Users (highlighted with a red box), Groups, Templates, RTP Gateways, Map, Associations, and Tracks. The main content area is titled "Users" and contains several bulk action links: "Bulk Add Users Template", "Bulk Add Users", "Bulk Activate Users Template", "Bulk Activate Users", "Bulk Add Contacts Template", "Bulk Add Contacts", and "Bulk Delete Contacts Template", "Bulk Delete Contacts". Below these links are instructions: "Click on a User to manage." and "Click on one or more Users to bulk edit." A table below shows a list of users with columns: Select, User Login, Activation Code, Registration Status, Detected Client Type, Client Software, and Priority. The table contains 7 entries. At the bottom, it says "Showing 1 to 7 of 7 entries".

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

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 <input type="checkbox"/>	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 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

Show / hide columns

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

Settings

Contacts

Groups

Diagnostics

Tracks

Messages

Calls

Show 25 entries

Show / hide columns

Search:

Refresh

Delete

Delete All

Select	Group Name	Blocked	Receive Calls	Originate Calls	Talker Override	Listen Only
<input type="checkbox"/>	NorCal	No	Yes	Yes	No	No

Showing 1 to 1 of 1 entries

First

Previous

1

Next

Last

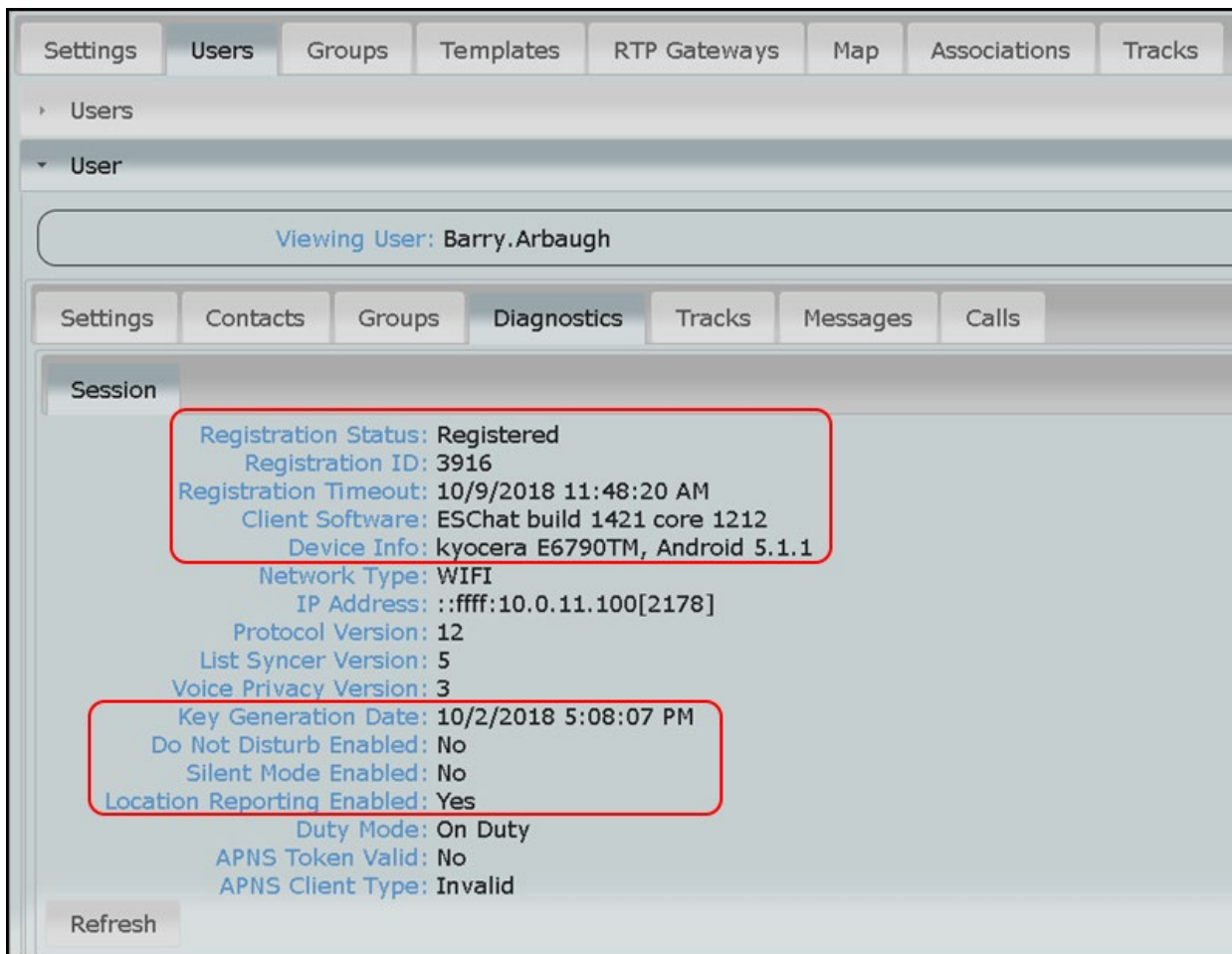
The list shows all groups to which the user belongs and is useful for viewing a particular user's group configuration. You may delete an individual membership from a group by selecting the group name and clicking "Delete." "Delete All" removes this user from all of the listed groups.

- **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.



Some of the more useful fields displayed are:

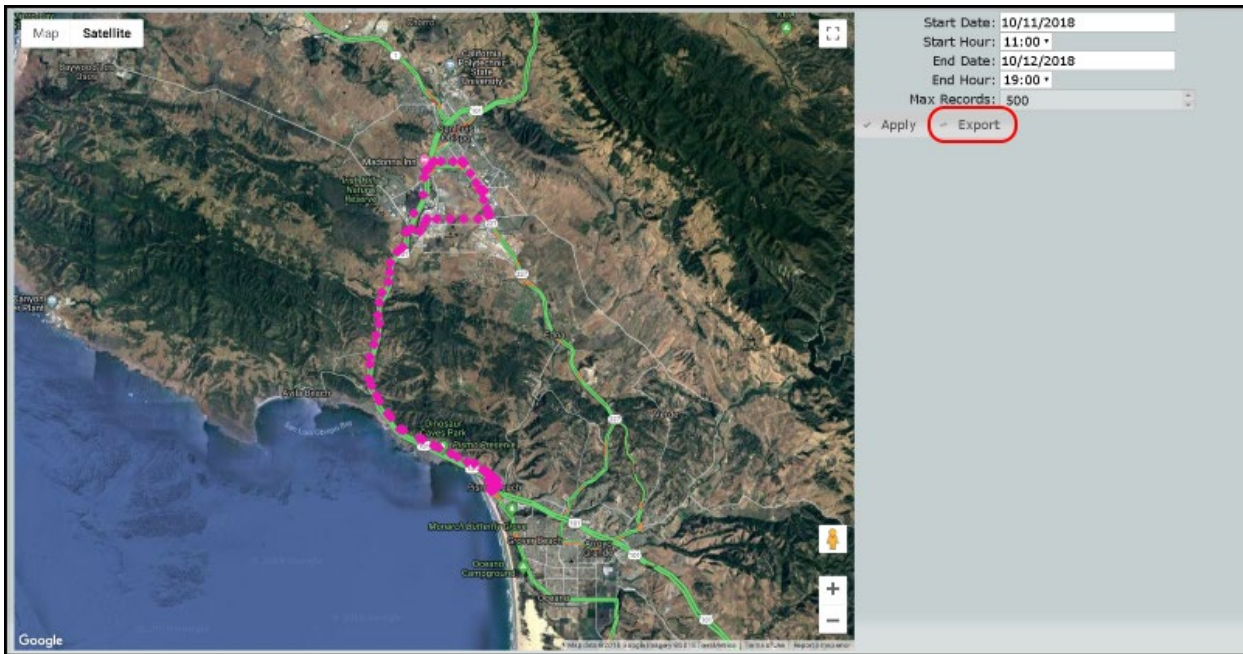
- **Registration Status:** Displays Registered, Not Responding, Signed Out, or Unregistered
- **Registration Timeout:** Time that the device will transition to the unregistered state if it does not re-register with the server by then.
- **Client Software version:** ESChat version number
- **Device Info:** 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.

	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	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	35.25061	-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 or records to display and click Apply.

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

✓ Apply

✗ Export

Show 10 ▾ entries

Show / hide columns

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.Tnu, 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.Tnu, 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.Tnu, 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.Tnu, 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.Tnu, John.Smith, j789	MessageTest	Text	N/A	N/A	hello

Showing 1 to 7 of 7 entries

First Previous 1 Next Last

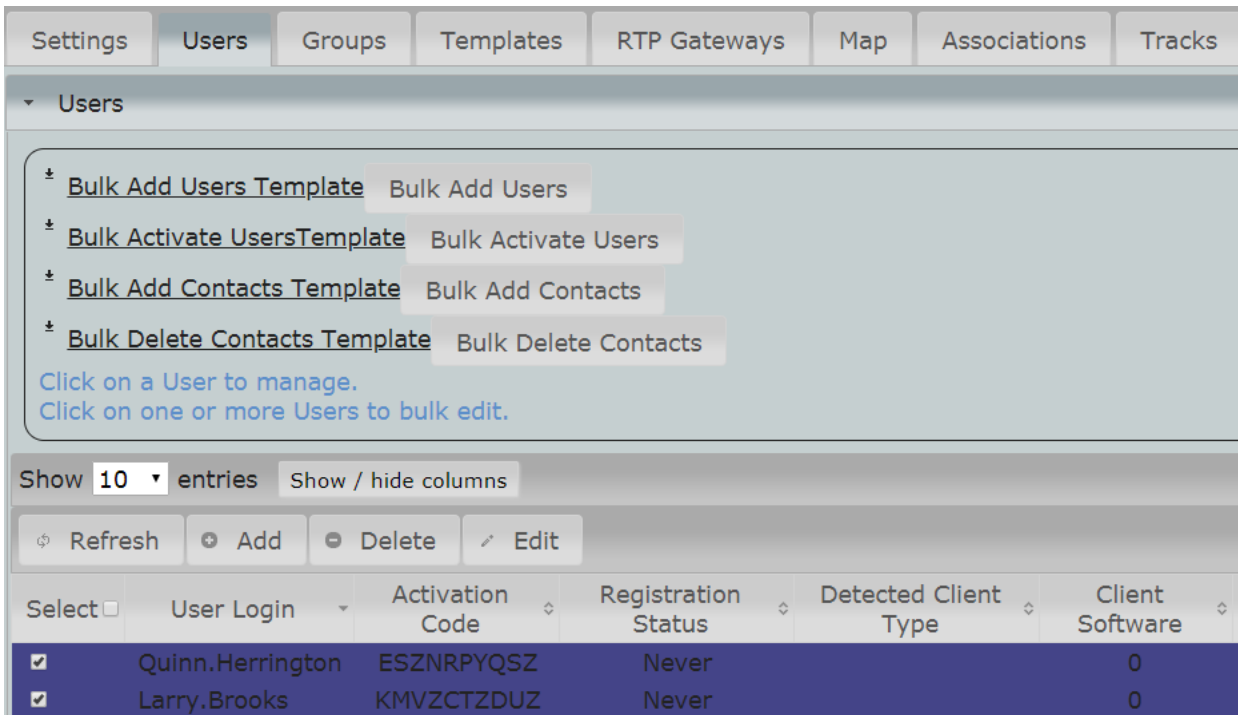
Calls

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 type="checkbox"/> Apply <input type="checkbox"/> Export													
Show 10 ▾ entries Show / hide columns 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.Tnu, FLIR.CAT.560, 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	JRSWorkComp, Sam.Tnu, 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.Tnu, j789	MessageTest	Group	USER_INITIATED	No	Yes	Yes	WIFI	
<input type="checkbox"/>	01/11/2017 14:35:52	00:04:54	Initiated	Sam.Tnu	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.Tnu	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.Tnu		Adhoc	USER_INITIATED	No	Yes	No	WIFI	

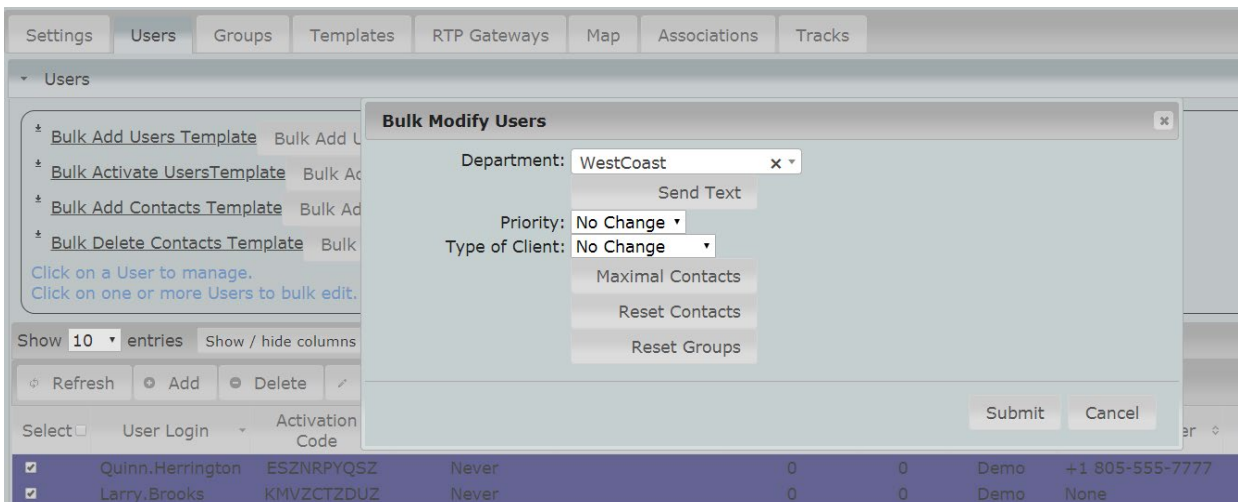
5.2.9 Deleting One or More Users

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.



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.



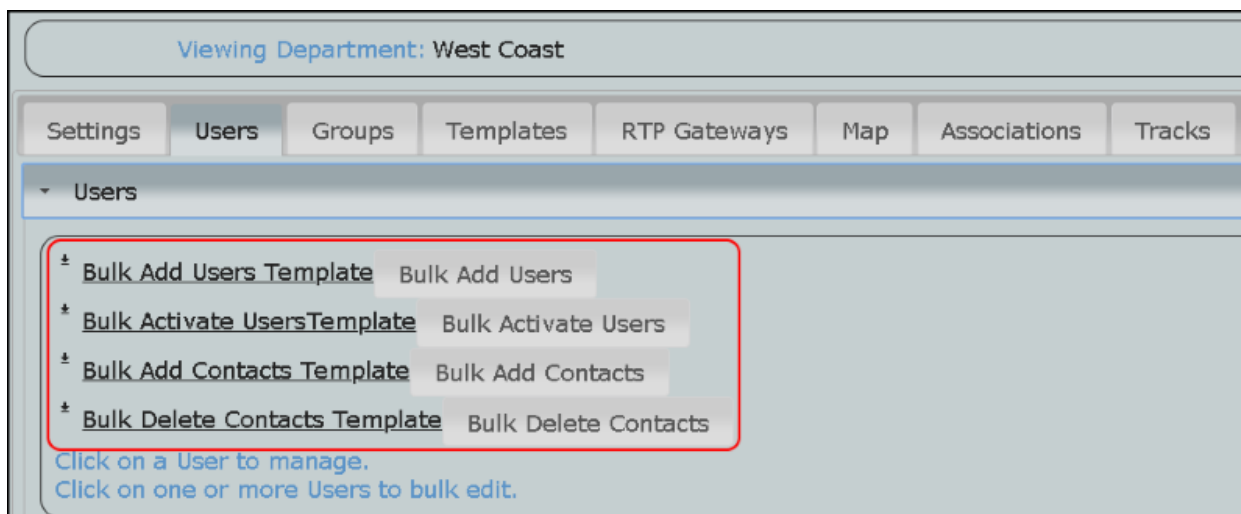
The Bulk Modify Users popup window appears where you may edit the following fields:

- **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 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		

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.

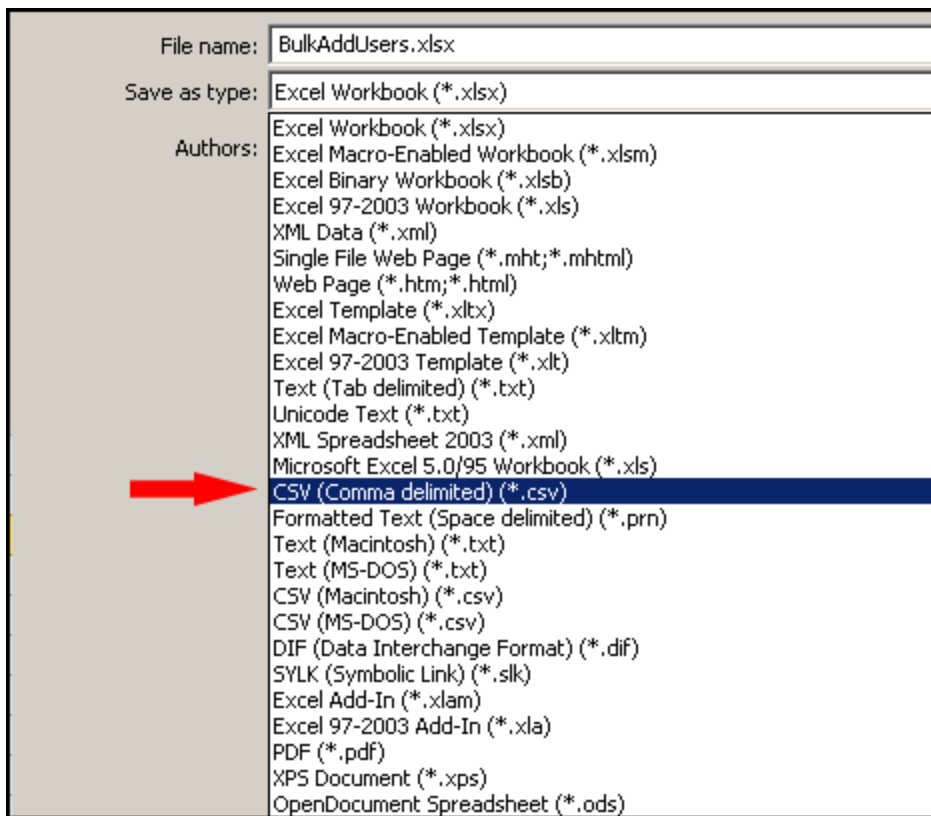
The following fields have a drop-down menu for completion:

- **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:

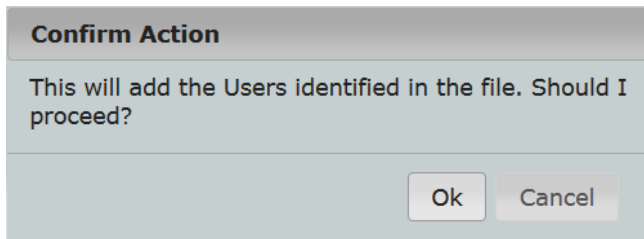
- **Phone Number & Email Address:** One or both of these fields should be populated if you wish to generate and activation text/email to the end user. If both fields are populated, the user will get both an SMS and email activation when the users are activated.
- **Feature Key Template:** If you have 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.

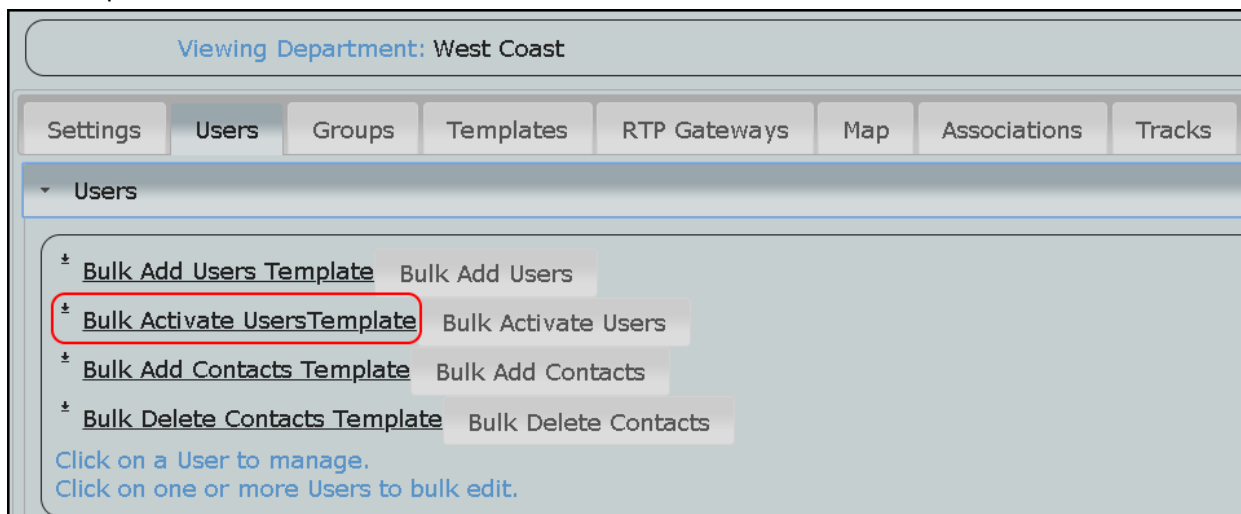
CAUTION: If there are errors in the .CSV file, a pop up window appears containing information about the error including which user was affected. In this If this happens, cancel the operation, and check that your information in the csv file is correct and re-do Bulk Add. In the example below, the phone 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:



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			

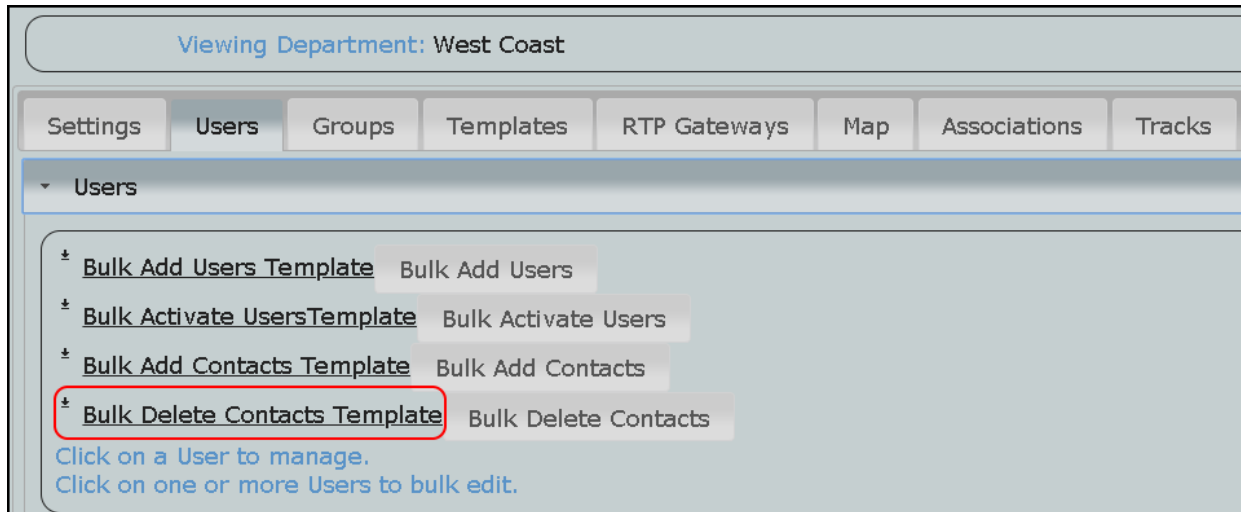
Note: All User Login names must already exist.

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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:



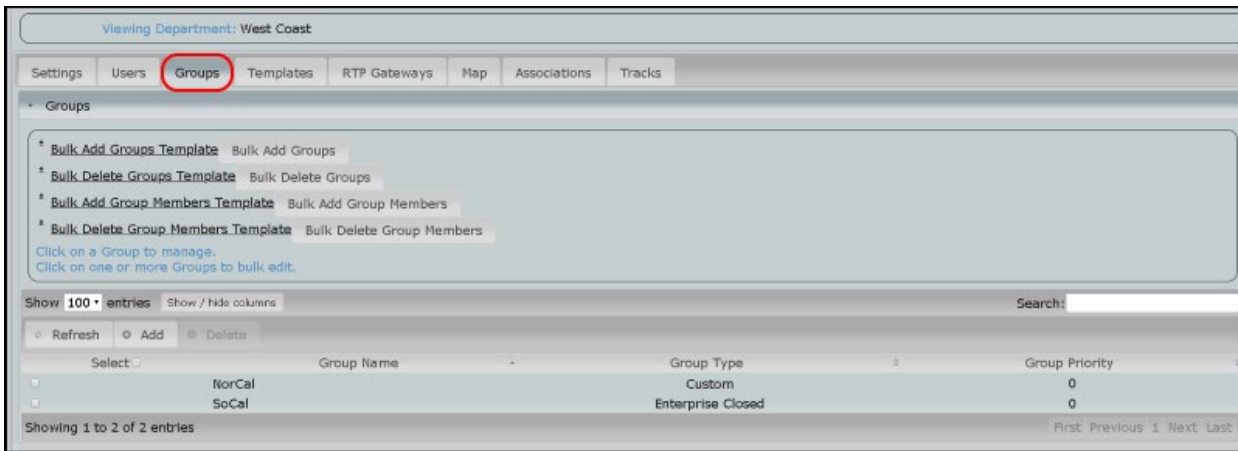
Populate the Owner User Login field with the user you wish to delete contacts from, and the Contact User Login field with the user Login ID you wish to remove from the contact list.

	A	B	C
1	Owner User Login	Contact User Login	
2			

Note: All User Login names must already exist.

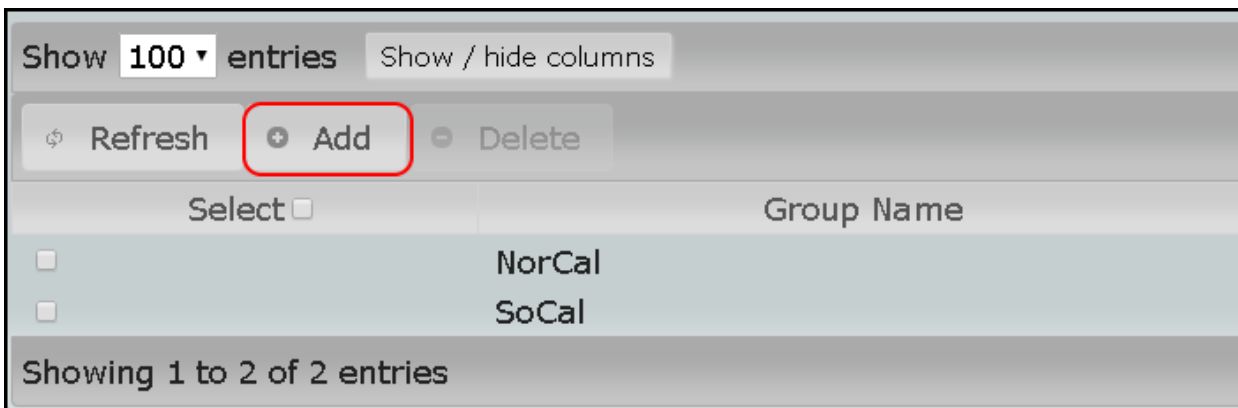
6. Groups

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.



6.1 Creating a Group

To create a group, select Add.



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: This field is required.

Group Description:

Group Type: Closed ▾

Group Priority: 0

Caller Option: Member ▾

Cleanup Call: With one active Member ▾

Idle Timeout: 30

Max Talk Burst Duration: 30

☒ Join Call Option

☐ Allow Hiding

☐ Searchable

☐ Alert on Call Start

☐ Listen Only

Submit 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:

Refresh

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	

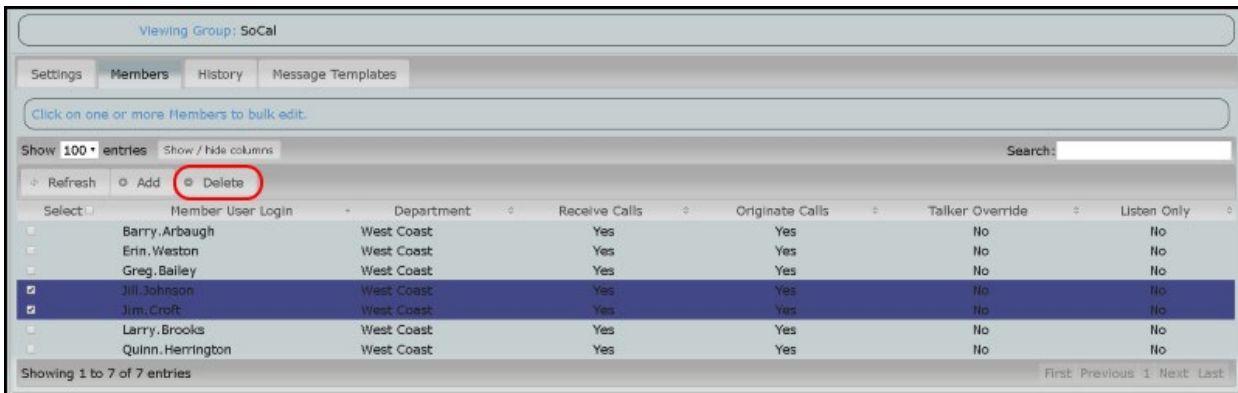
Showing 1 to 10 of 32 entries
 First Previous 1 2 3 4 Next Last

Submit

Cancel

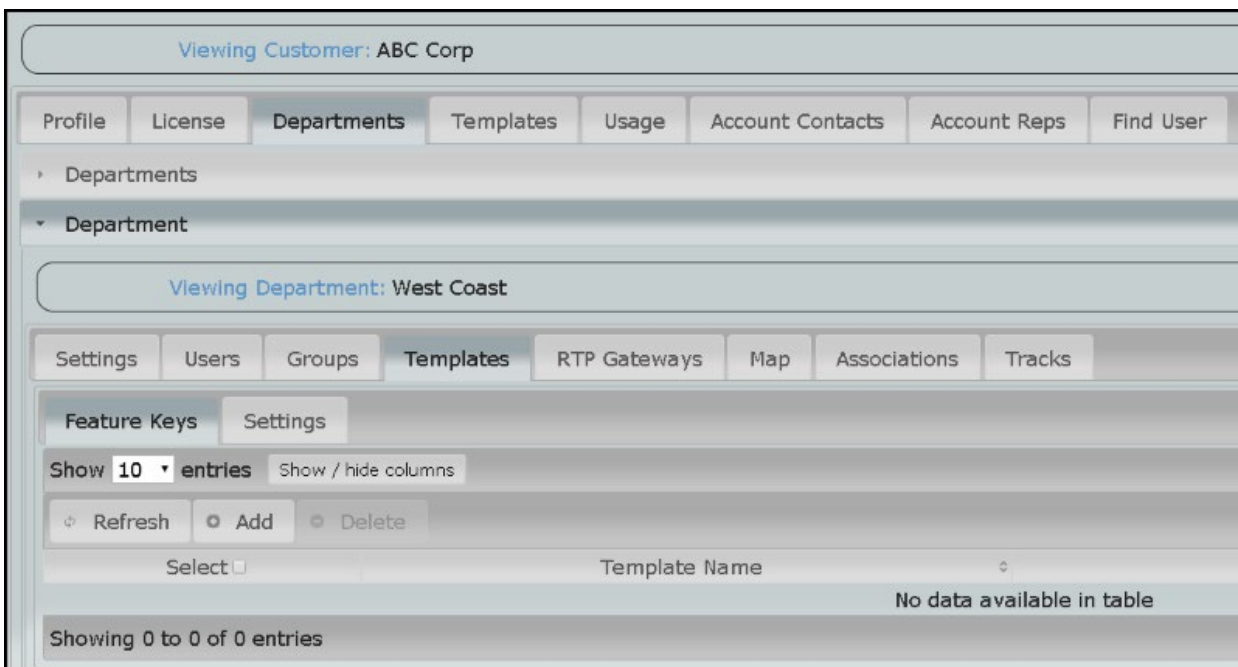
Note: To edit a member's setting once they are already part of a group, you must remove the member from the group and then re-add them to the group.

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.



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.



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: drivers

Management Features

☒ Allow Contact Management
 ☒ Allow Group Management
 ☒ Allow Refresh Presence

☐ Allow Deactivation
 ☒ Show Contacts Tab
 ☒ Show Groups Tab

☒ Show Map on Client
 ☒ Show Settings Menu
 Default Tab View: Contacts

PTT Features

☒ Allow DND
 ☒ Show Recents Tab

Location Features

☒ Send Client Location
 Allow Location Disable
 Force Duty Mode

☐ Enable Location Tracking
 Tracking Report Period: 10
 Tracking Sample Period: Server Side Only

Messaging Features

☒ Enable Messaging
 Collect Sent Message Status
 ☒ Message Delivery (App)

☐ Message Delivery (eMail)

Dispatch Features

☐ Allow Voice Record

Submit Cancel

Add Template

Template Name:

Call

Integration

Speaker

Notifications

Headset

Emergency

Whole Screen as PTT

☒

Display On Phone

☒ Start Call with Speaker

☒

Display On Phone

Tap to Toggle PTT

☒

Display On Phone

Use Surveillance Call Mode

☒

Display On Phone

Surveillance Call Brightness:

☒

Display On Phone

Default Callee:

☒

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

Settings

Assigned Users

Assign Users

Unassign Users

Click on one or more assigned users to modify.

Show 10 entries

Show / hide columns

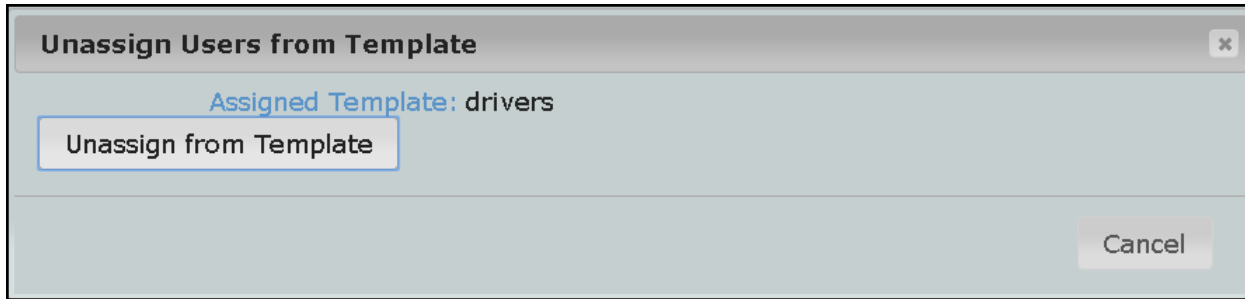
Search:

Select	User Login	Last Name	First Name	Phone Number	Email
<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: Gateway.2

Department: gateways (Bryce)

First Name: Gateway

Last Name: 2

Phone Number: (201) 555-5555

Email:

Trusted

Activation Method: Automatic Manual

Send Text

Priority: 0

Client Type: Radio Gateway

Maximal Contacts

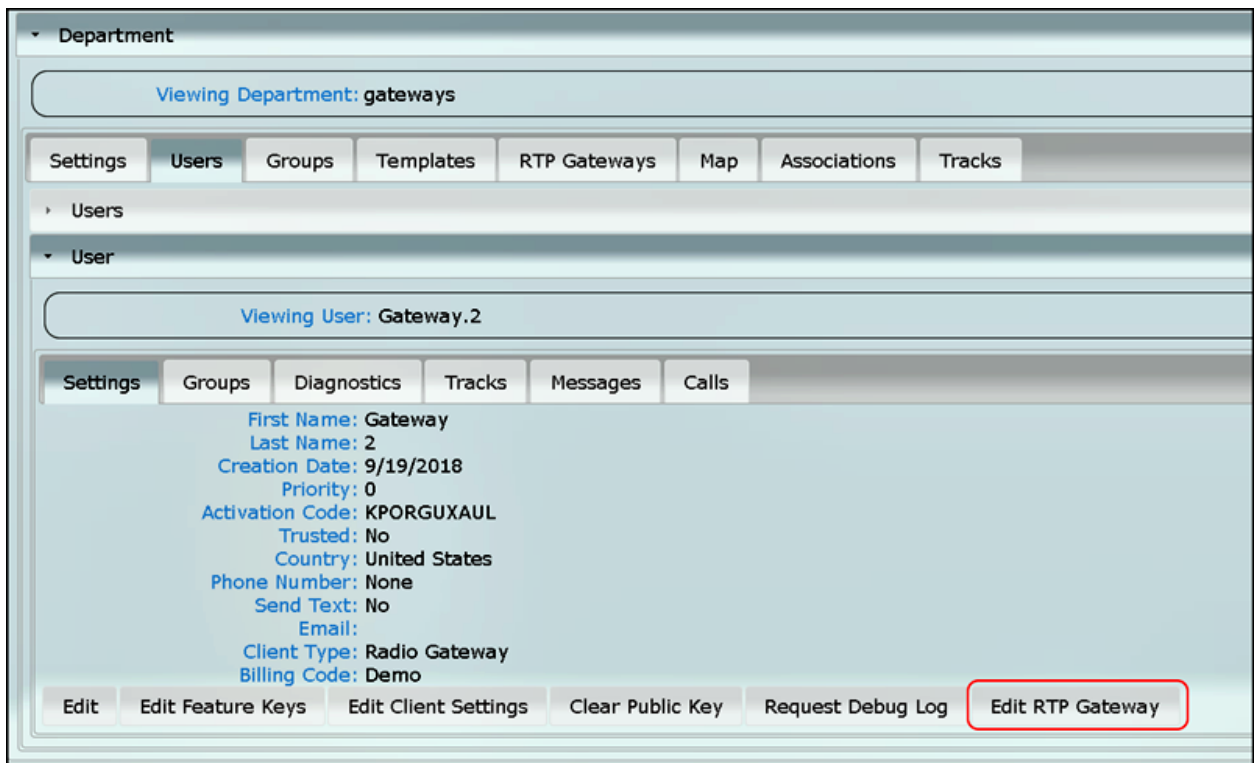
Submit Cancel

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.



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

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

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

Configure RTP Gateway

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

Remote IP Address: Remote UDP Port: 50000 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

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: remoteIPv6Address: format failure: IPv6

For non-JPS hardware configuration:

The dialog box is titled "Configure RTP Gateway". It contains the following fields and values:

- Assigned Activation Code: KPORGUXAUL
- Assigned Server IP Address: (empty)
- Assigned Server UDP Port: 50548
- Remote IP Address: 10.100.100.1 (highlighted with a red box)
- 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

Buttons: Submit, Cancel

For JPS hardware configuration:

The dialog box is titled "Configure RTP Gateway". It contains the following fields and values:

- Assigned Activation Code: KPORGUXAUL
- Assigned Server IP Address: (empty)
- Assigned Server UDP Port: 50548
- Remote IP Address: 10.100.100.1
- Remote UDP Port: 50548
- Protocol Mode: JPS RoIP (highlighted with a red box)
- Voice DSCP: Expedited Forwarding
- Keep Alive Duration: 3000 (highlighted with a red box)
- Internal Data Payload Format: G.711, mu-Law
- Receive Gain: 0dB
- Transmit Gain: 0dB

Buttons: 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.”

The screenshot shows the ESChat Subscriber Functions interface for 'ABC Corp'. The 'Departments' tab is selected, and the 'RTP Gateways' sub-tab is active. A table lists two RTP Gateways:

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	KAJIHMJNSD	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

The 'Link Status' column is highlighted with a red box. The interface also includes a search bar, a 'Refresh' button, and a 'Delete' button.

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

This screenshot is identical to the one above, showing the ESChat Subscriber Functions interface for 'ABC Corp'. The 'Departments' tab is selected, and the 'RTP Gateways' sub-tab is active. The table lists two RTP Gateways:

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	KAJIHMJNSD	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

The 'Link Status' column is highlighted with a red box. The interface also includes a search bar, a 'Refresh' button, and a 'Delete' button.

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:

ESChat Subscriber Functions

Viewing Customer: ABC Corp

Profile Notes License **Departments** Templates Usage Account Contacts Account Reps Find User

Departments

Department

Viewing Department: gateways

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

Click on a RTP Gateway to Manage. Select one or more RTP Gateways to delete.

Show 10 entries Show / hide columns Search:

Refresh Delete

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	KAJIHMJNSD	Online	Active	::ffff:13.57.125.85	50408	::ffff:10.100.100.1	50408
<input type="checkbox"/>	rtpgwd-3	KPORGUXAUL	In-Call	Active	::ffff:13.57.125.85	50548	::ffff:10.100.100.1	50548

Showing 1 to 2 of 2 entries

First Previous 1 Next Last

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

ESChat Subscriber Functions

Viewing Customer: ABC Corp

Profile Notes License **Departments** Templates Usage Account Contacts Account Reps Find User

Departments

Department

Viewing Department: gateways

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

Click on a RTP Gateway to Manage. Select one or more RTP Gateways to delete.

Show 10 entries Show / hide columns Search:

Refresh Delete

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	KAJIHMJNSD	Online	Active	::ffff:13.57.125.85	50408	::ffff:10.100.100.1	50408
<input type="checkbox"/>	rtpgwd-3	KPORGUXAUL	In-Call	Active	::ffff:13.57.125.85	50548	::ffff:10.100.100.1	50548

Showing 1 to 2 of 2 entries

First Previous 1 Next Last

Call attempted, but no receivers were available.

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.

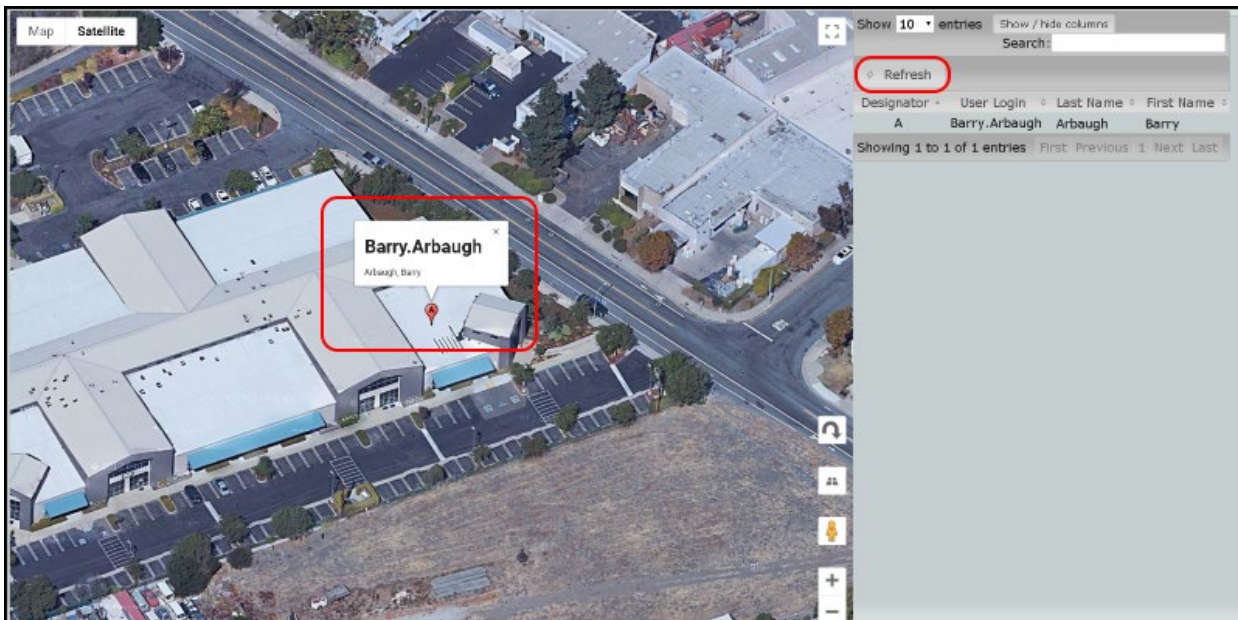
The gateway is receiving packets from an unexpected remote IP address.

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 ESChat interface with the 'Associations' tab selected. The 'Associate Departments' dialog box is open, displaying a table of department associations. The table has columns for 'Select', 'Organization', and 'Department'. The first row is selected, showing 'ABC Corp' and 'Support'. The dialog also includes a search bar, a 'Show 100 entries' dropdown, and 'Submit' and 'Cancel' buttons.

Select	Organization	Department
<input checked="" type="checkbox"/>	ABC Corp	Support
<input type="checkbox"/>	ABC Corp	Radio gateways
<input type="checkbox"/>	ABC Corp	Central
<input type="checkbox"/>	ABC Corp	Sales
<input type="checkbox"/>	ABC Corp	West Coast
<input type="checkbox"/>	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.

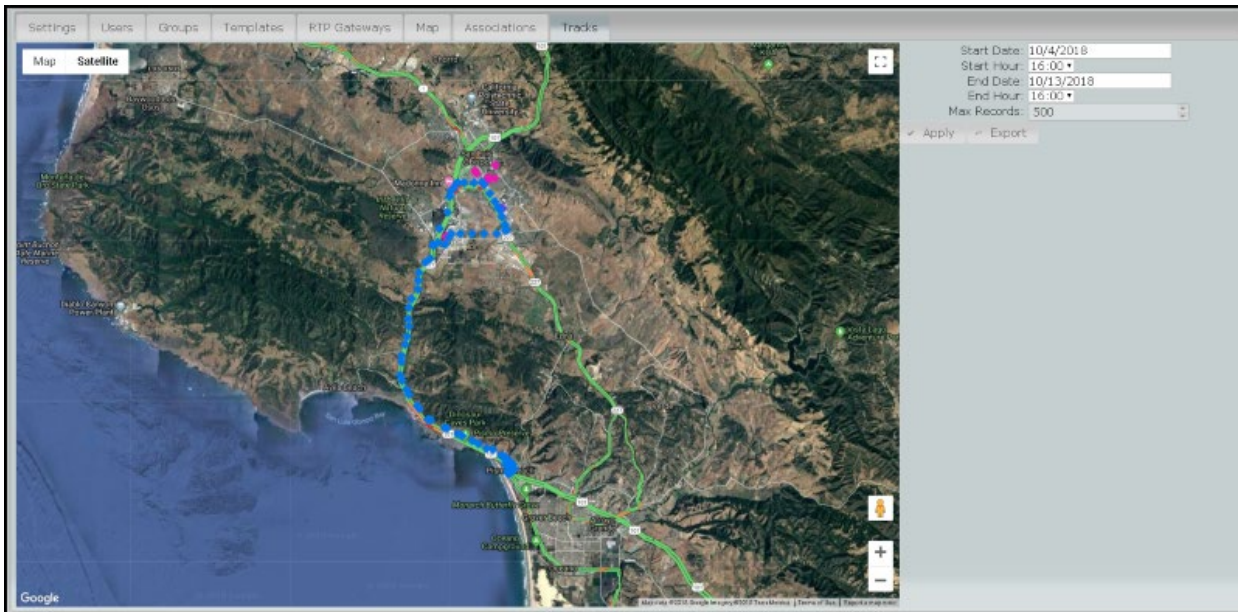
Once enabled for your enterprise, Historical Location Tracking can be enabled and configured per user account with the feature key settings. See section 5.2.1 for more details. Historical location may then be viewed viewed graphically or downloaded to a spreadsheet.

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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 the 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	Alii.Test	10/13/2018	10/13/2018 3:53	35.271238	-120.653019	0	N/A	10	View on Map
3	44638160	Alii.Test	10/13/2018	10/13/2018 3:33	35.271311	-120.653125	0	N/A	10	View on Map
4	44638159	Alii.Test	10/13/2018	10/13/2018 3:31	35.271303	-120.652991	0	0	5	View on Map
5	44638101	Alii.Test	10/13/2018	10/13/2018 3:23	35.271322	-120.65306	0	26	5	View on Map
6	44638045	Alii.Test	10/13/2018	10/13/2018 3:19	35.271489	-120.649789	30.76	217	10	View on Map
7	44638032	Alii.Test	10/13/2018	10/13/2018 3:07	35.245221	-120.676253	0	N/A	10	View on Map
8	44637967	Alii.Test	10/13/2018	10/13/2018 2:56	35.245518	-120.676558	0	N/A	10	View on Map
9	44637910	Alii.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

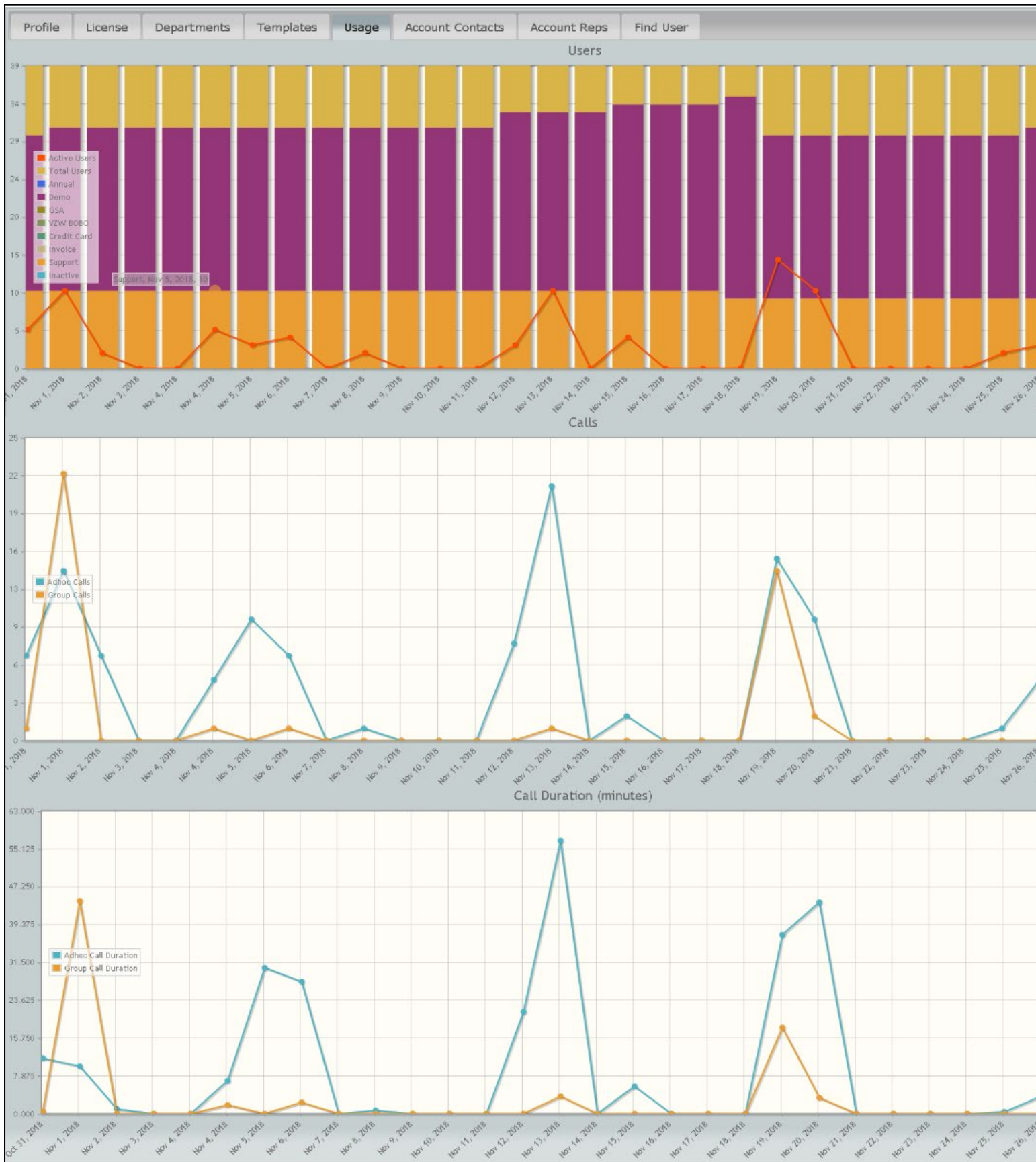
10. Usage, Account Contacts, and Account Reps

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.

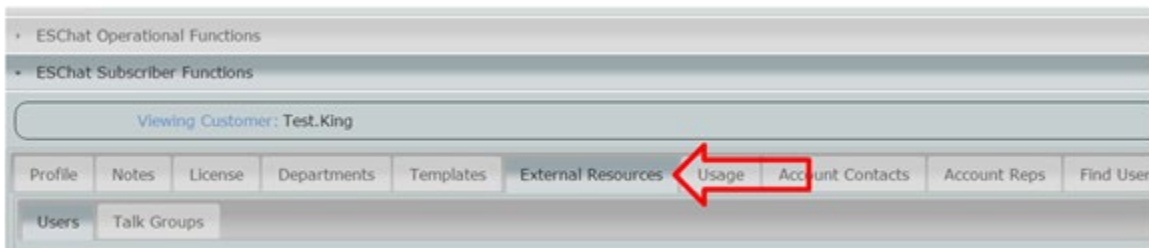
Please contact ESChat Customer Support to establish Account Contacts.

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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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.

The screenshot shows the 'ESChat Subscriber Functions' window. At the top, it says 'Viewing Customer: sla'. Below this are several tabs: Profile, Notes, License, Departments, Templates, External Resources, Usage, Account Contacts, and Account Rep. The 'External Resources' tab is selected. Under this tab, there are two sub-tabs: 'Users' and 'Talk Groups'. The 'Users' sub-tab is active, showing a list of available aliases (1004, 1005, 1006) and a 'Create External User' button. A 'Add External User' popup form is open, containing the following fields: User Login (JJohnson), First Name (Joe), Last Name (Johnson), Priority (0), Department (clc), Network (ais-test-clc), Alias (1004), Phone Number, and Email (1004). The 'Submit' and 'Cancel' buttons are at the bottom right of the popup.

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.

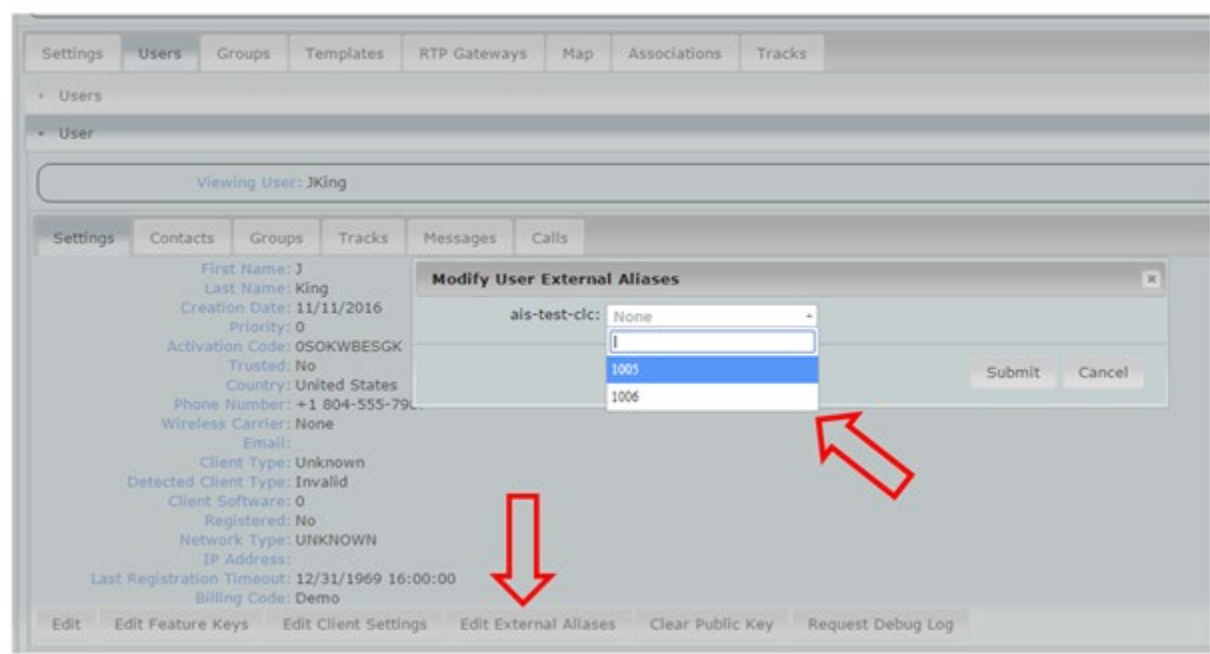
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The Bulk Assign User Aliases template and button can be found by clicking the External Resources tab, then the users tab. The bulk load file contains three columns:

- 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 JKing is an ESChat user.

<input type="checkbox"/>	 JJohnson	1004	ais-test-clc
<input type="checkbox"/>	JKing	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.

Viewing Customer: sla

Notes License

Talk Groups

template Bulk Assign C
template Bulk Unassign
template Bulk Create E

Available Assigned

10 entries Show

Refresh Create Ext

Add Group

Group Name: This field is required.

Group Description:

Group Priority: 0

Group Type: Open

Department: clc

Network: als-test-clc

Alias: None This field is required.

Caller Option: Member

Cleanup Call: With one active Member

Idle Timeout: 30

Max Talk Burst

Duration: 30

☐ Join Call Option

☐ Allow Hiding


☐ Searchable

☐ Alert on Call Start

Submit Cancel

als-test-clc

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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<https://support.sla-ptt.com/index.php?/Knowledgebase/List>