POCSTARS User Admin Panel User Manual

V2.6.12
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1. The Product Introduction

1.1 Introduction

The POCSTARS User Admin Panel provides agent distribution management, PoC intercom management, PoC intercom distribution, intercom account renewal, user group for the regional first-level agents of the POCSTARS platform, secondary agents and end users developed by each level of agents and management system functions. The POCSTARS User Admin Panel can be opened from the website. The first-level agents, sub-agents and end-users can log in to the User Admin Panel through their respective login accounts.

The access address of the POCSTARS User Admin Panel is: https://manage.POCSTARS.com

1.2 POCSTARS User Admin Panel Mode and Features

1.2.1 Operation Role

The roles of the POCSTARS User Admin Panel include: POCSTARS administrators, POCSTARS regional first-level agents, and distributors of first-level agents (no hierarchy restrictions, which can develop multi-level distributors) and end users. The corresponding operation responsibilities are as follows:

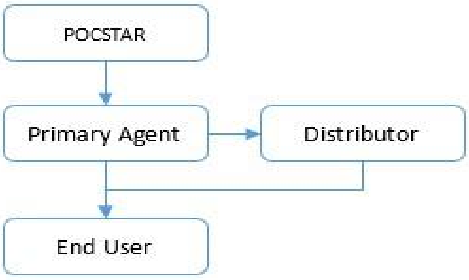
- **POCSTARS administrator:** The management of the agent at the regional level, including the account opening of the first-level agent, the distribution and settlement of the platform license.
- **The first-level agent:** The management of the distributor, the management of a brand of PoC intercom, the distribution and settlement of the POCSTARS platform license, and the sales management for the end user.
- **Distributors:** Management of sub-distributors, management of PoC intercom, distribution and settlement of

POCSTARS platform licenses, and sales management for end users.

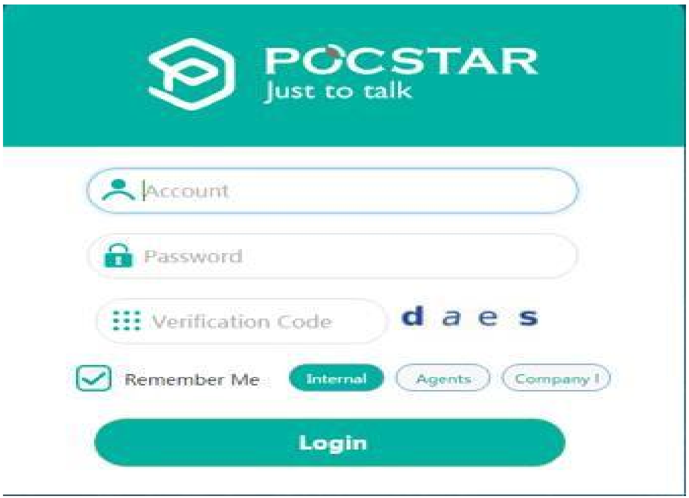
- **End user:** POCSTARS intercom usage management, group management.

1.2.2 How to Login

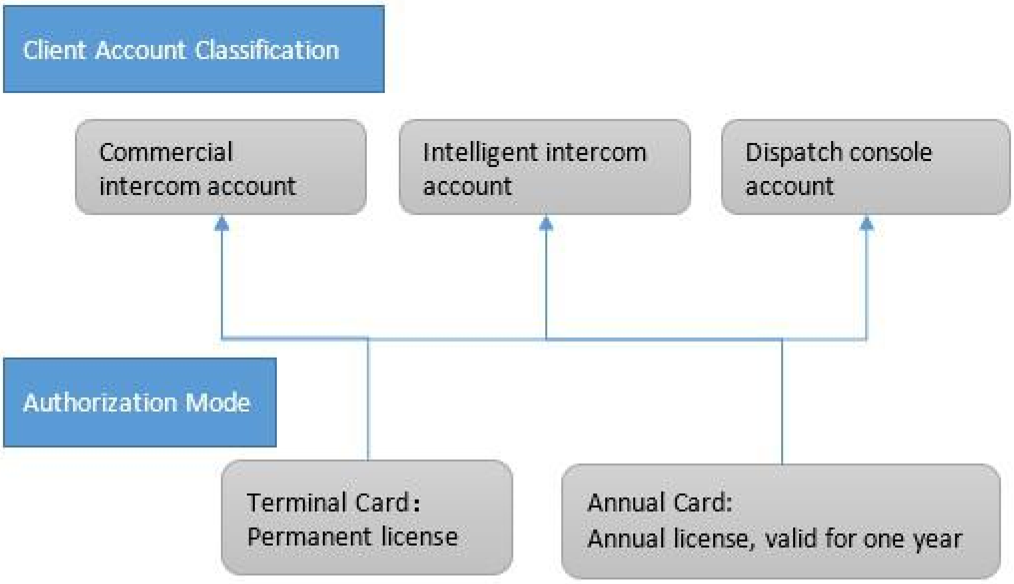
The POCSTARS administrator creates a login account for the regional level agent, the first level agent creates a login account for his distributor, the distributor creates a login account for the end user. The attribution relationship of the POCSTARS User Admin Panel login account is as follows:



Each role is logged in through the homepage of the POCSTARS User Admin Panel, and different role options are selected when logging in. The POCSTARS administrator selects “Internal”, the agent and distributor select “Agent”, and the end user selects “Company” to login.



1.2.3 Client Account Classification and License Authorization Mode



In the above sections 1.2.1 and 1.2.2, the classification and respective responsibilities of the participants in the entire operation of POCSTARS are mainly introduced. The end user wants to experience the PoC service provided by POCSTARS, and the agent (or distributor) needs to open the permission access account for its client. That is to say, with the client account as the operator and authorized by the license, POCSTARS provides multi-level distribution for agents and distributors. That is, the user holds a valid client account to enjoy the secure and stable PoC public network intercom service provided by POCSTARS.

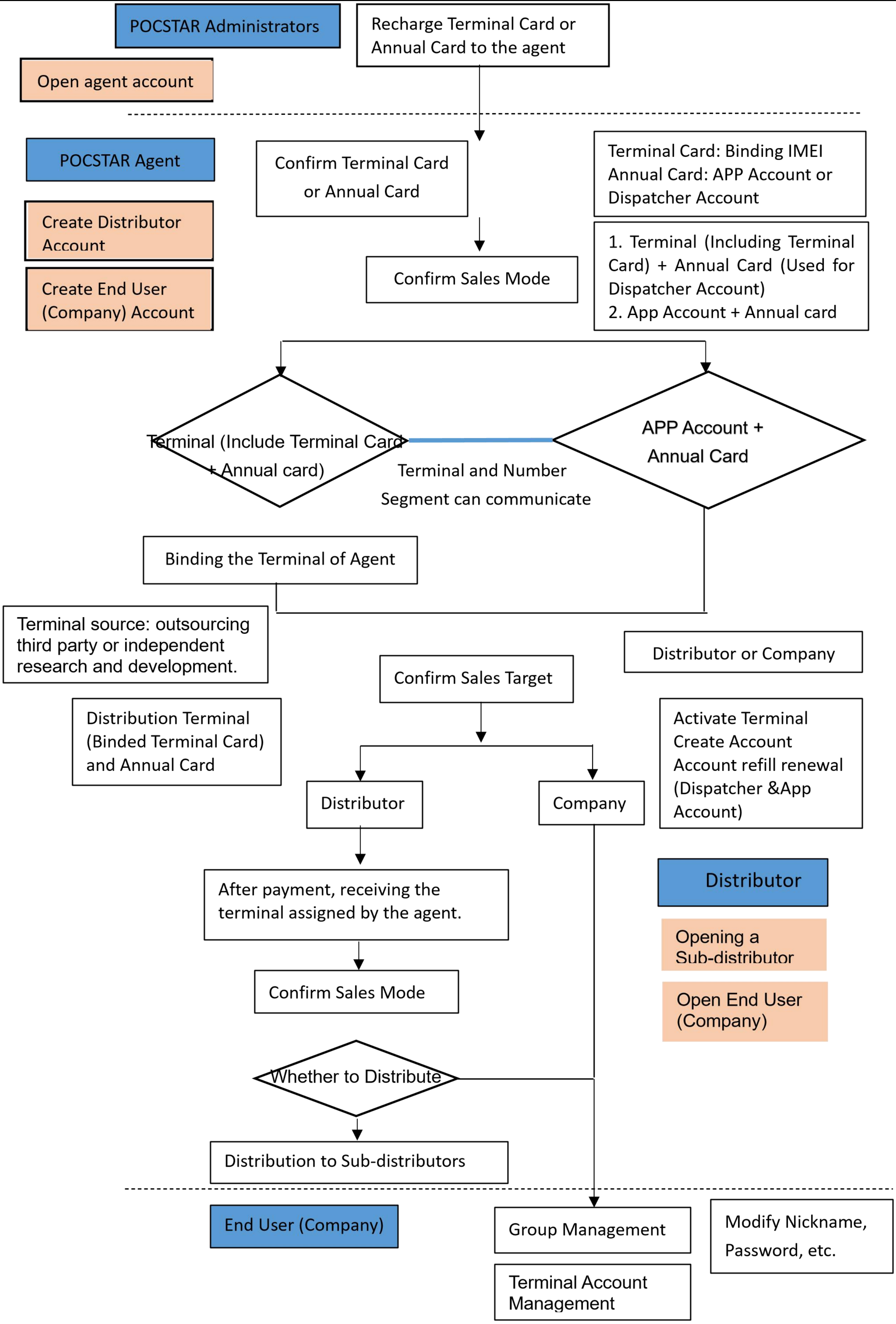
In the POCSTARS system, the client is mainly divided into: commercial PoC intercom, intelligent PoC intercom and dispatch console. Among them are as follows：

- **Commercial PoC Intercom:** Usually a professional intercom form, such as the Hytera PNC370. Such a terminal mainly uses the IMEI number of the device as a terminal account, and accesses the POCSTARS system after authorization. (Note: POCSTARS has dozens of terminal cooperation manufacturers, which can provide a variety of commercial PoC intercom terminals for agents to choose)
- **Smart PoC Intercom:** Usually in the form of a smartphone, such as the Hytera PNC550. After the agent chooses the right intercom, POCSTARS provides client software (including Android and IOS). Such a terminal mainly uses an APP account created by an agent as a terminal account, and is authorized to access the POCSTARS system. APP account example：ppt1@hytera.abc
- **Dispatch Console:** Professional trunking scheduling software provided by POCSTARS for dispatchers to login. The corresponding account is the dispatcher account created by the agent. Example of dispatcher account：dp1@hytera.abc

The access license of the POCSTARS platform is mainly divided into two types: the permanent accounting license and the annual charging license. The details are as follows:

- **Permanent Billing License:** The terminal card on the User Admin Panel. When enabled, terminal access is permanently authorized. The scope of application is usually a commercial PoC intercom agent. The specific operation is that the agent recharges the terminal card for the target PoC terminal, and these terminals can enjoy the permanent authorized access service provided by POCSTARS, and they can also enjoy the PoC intercom service provided by POCSTARS without time limit.
- **Annual Billing License:** The annual card on the User Admin Panel. When enabled, the terminal access time is valid for one year, and the service can be renewed. The scope of application is usually a commercial PoC intercom, intelligent PoC intercom and dispatcher. The specific operation is that the agent recharges the annual card for the target PoC terminal or dispatcher account, and these terminals or dispatchers can enjoy the one-year authorized access service provided by POCSTARS. After the expiration of one year, the service can be renewed.

1.2.4 Brief Description of Operation Process


POCSTAR Administrators
Recharge Terminal Card or Annual Card to the agent
Open agent account
POCSTAR Agent
Confirm Terminal Card or Annual Card
Terminal Card: Binding IMEI
Annual Card: APP Account or Dispatcher Account
Create Distributor Account
Create End User (Company) Account
Confirm Sales Mode
1. Terminal (Including Terminal Card) + Annual Card (Used for Dispatcher Account)
2. App Account + Annual card
Terminal (Include Terminal Card + Annual card)
APP Account + Annual Card
Terminal and Number Segment can communicate
Binding the Terminal of Agent
Terminal source: outsourcing third party or independent research and development.
Distributor or Company
Confirm Sales Target
Distribution Terminal (Binded Terminal Card) and Annual Card
Activate Terminal
Create Account
Account refill renewal (Dispatcher &App Account)
Distributor
Company
Distributor
After payment, receiving the terminal assigned by the agent.
Opening a Sub-distributor
Confirm Sales Mode
Open End User (Company)
Whether to Distribute
Distribution to Sub-distributors
End User (Company)
Group Management
Modify Nickname, Password, etc.
Terminal Account Management

2. The Product Operation Instruction-Internal Chapter

Use the browser to access the link: https://manage.POCSTARS.com, enter the login interface of the POCSTARS User Admin Panel, as shown in Figure 2.1, enter the internal account, password and verification code, select "internal" to log in, enter the internal User Admin Panel interface.

Figure 2.1 Login Interface

2.1 Home

After the internal account is successfully logged in, enter the home page, you can see the information on the left menu bar, the middle area home page (login information, user volume statistics, current version information), and the upper right corner exit button. As shown in Figure 2.2.

Figure 2.2

The menu bar is mainly composed of agent management, system management, help feedback, personal center and other functional modules. The following describes the main functional modules.

2.2 Agent Management

The agent management includes the addition, editing, deletion, search, terminal card and annual card recharge and modification passwords of the agent account. The internal account can be used for management and information viewing of its subordinate agents.

New Agent: Internal accounts can add their own first-level agents and all agent information under the agent list management name.

Operation Step: Click Agent → Agent List→ + Add Agent, pop up the new agent pop-up window, fill in the relevant information, click "Save" to complete the agent account. As shown in Figures 2.3 and 2.4 below:

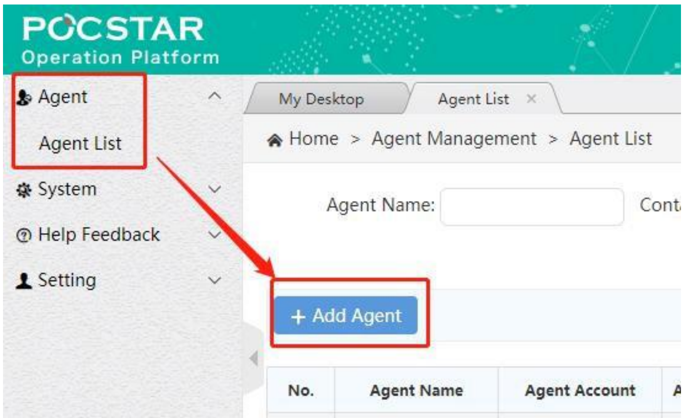


Figure 2.3 New Agent

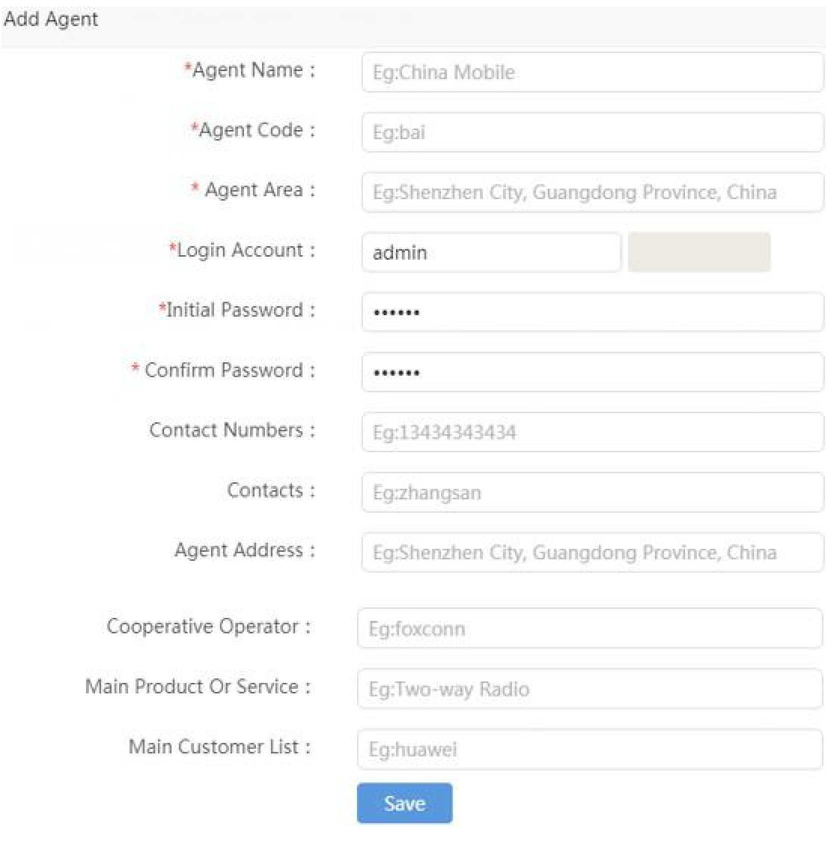


Figure 2.4 Agent Information ("*" is required)

For the created agent, you can view it in the agent list, as shown in Figure 2.5 below, and you can do the following:

Edit: You can modify some basic information of the agent, such as the agent name.

Delete: There is no sub-agent under the agent name. If there is no activation account and no company, you can delete the agent account.

Change Password: You can modify the password of the agent account to log in the User Admin Panel.

Yearly Card: You can recharge the agent for the yearly card.

Charge Terminal Card: It can recharge the terminal of the agent. After the recharge, the terminal is valid forever.

Search: Search the list of agents by search criteria.

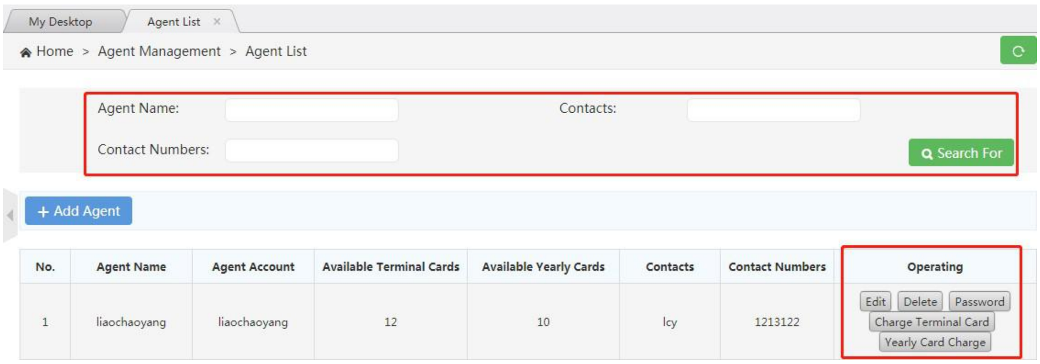


Figure 2.5 Agent List

Recharge of Agents: Agents need to recharge the intercom account, and recharge the sub-agents (ie: distributors), need to use the terminal card or the annual card, the terminal card of the first-level agent or the annual card is recharged by the internal (Factory). Support batch and single recharge

Single recharge:

Operation Steps: Agent → Agent list → Charge the terminal card/charge card, select the charge card/charge card corresponding to the agent to be recharged, pop up the recharge interface and enter the recharge amount. Click "Recharge". You can view the available number of agent recharge cards in the Available Terminal Cards/Available Yearly Cards column in the Resellers list. As shown in Figure 2.6 and Figure 2.7:

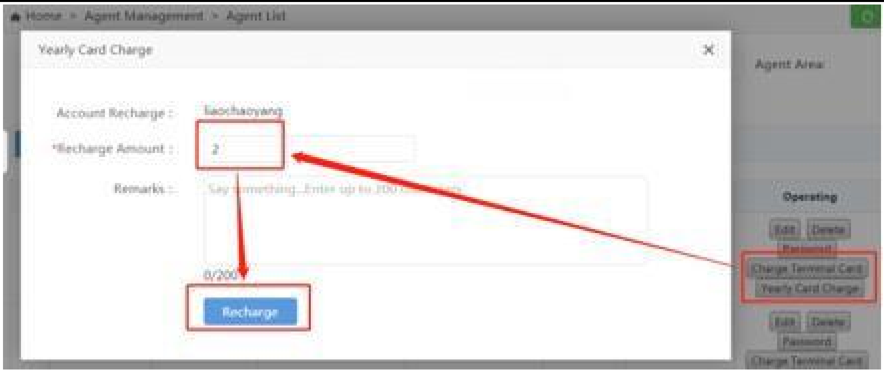


Figure 2.6 Recharge Agent

No.	Agent Name	Agent Account	Available Terminal Cards	Available Yearly Cards	Contacts	Contact Numbers	Operating
1	liaochaoyang	liaochaoyang	2	0	lcy	13823297968	Edit Delete Password Charge Terminal Card Yearly Card Charge
2	dongang	dongang	0	29	dongang	123456	Edit Delete Password Charge Terminal Card Yearly Card Charge
3	沃特沃德	waterworld	7	64	联系人	13430517472	Edit Delete Password Charge Terminal Card Yearly Card Charge
4	tiantian	tiantian	14	1	amy	15845212365	Edit Delete Password Charge Terminal Card

Figure 2.7 Available Number of Recharge Cards

Instructions for batch recharge:

1. Two recharge methods

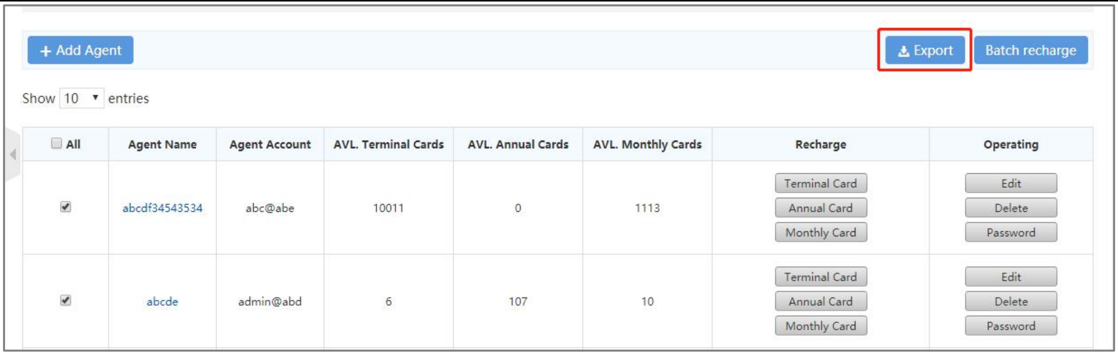
1) : Through "batch export" export required account and edit recharge quantity, after that import to recharge by "batch recharge"

2) : Download the recharge template, fill in the account and quantity to be recharged, after that import to recharge by "batch recharge" .

Second, detailed steps

1. Batch export:

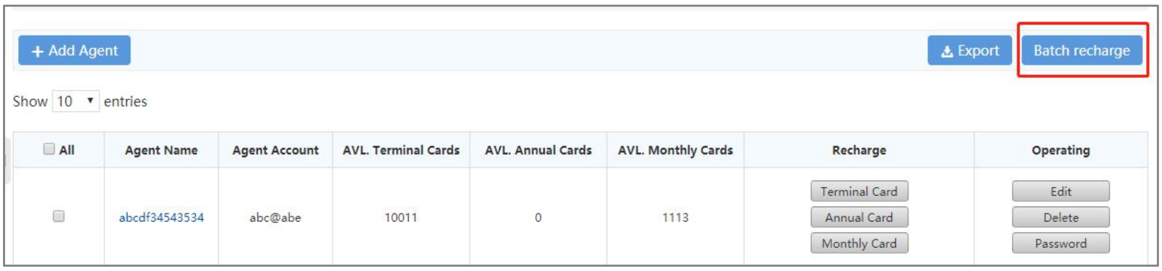
Selecting the account to be exported to export the batch recharge table;if the account is not selected, the batch recharge table exported by default contains all accounts. Through "Batch recharge", import the form to fill in the type of recharge card and the amount of recharge, and batch recharge the account. As shown below:



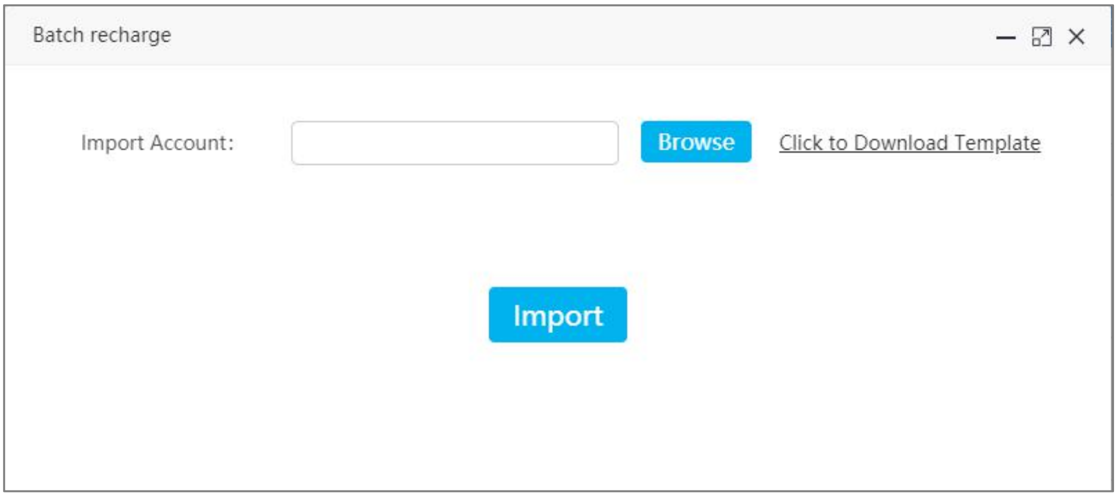
Batch recharge export

2. Batch recharge:

Click Batch recharge, the user can select to download the batch recharge template, custom fill in and import; can also import the existing batch recharge table, the result pop-up window shows that the recharge is completed, if the account recharge fails, you can download the table to view the reason for the failure. As shown below:



Batch recharge button

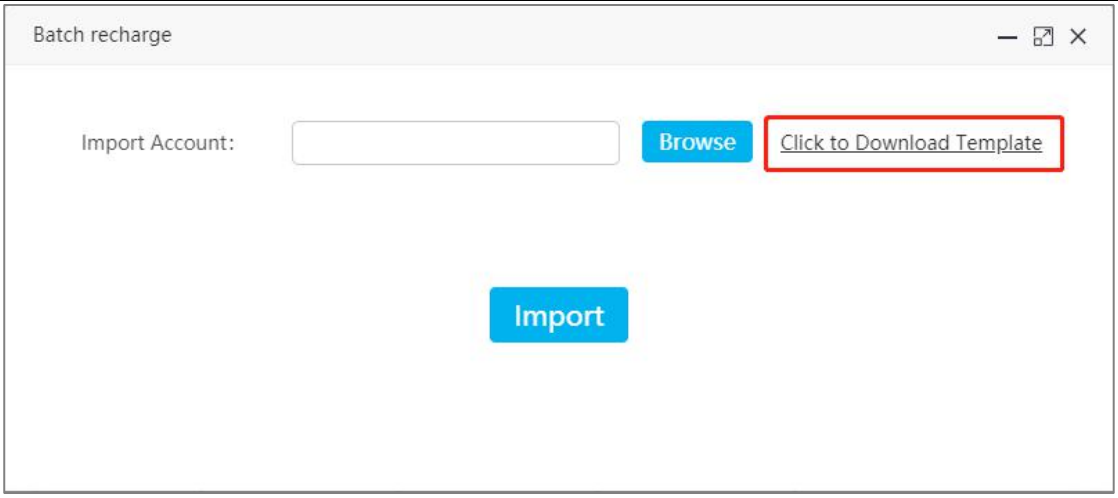


Batch recharge popup

3. Batch recharge template:

Template acquisition method:

Click "Batch Recharge", from pop up window to download the batch recharge template. The operator can manually add the account list, recharge card type, and recharge quantity. After filling, save and import into the system. As shown below:



Download batch recharge template

Number of list entries show: According to the user's choice, the number of list entries show as 10, 30, 50 ,100, and show 10 by default.

Number of list entries show

2.3 Setting

In the personal center module, you can check the current internal account login information, including the login account, user name and password modification, etc., you can also edit the personal data and password, as shown in Figure 2.8:

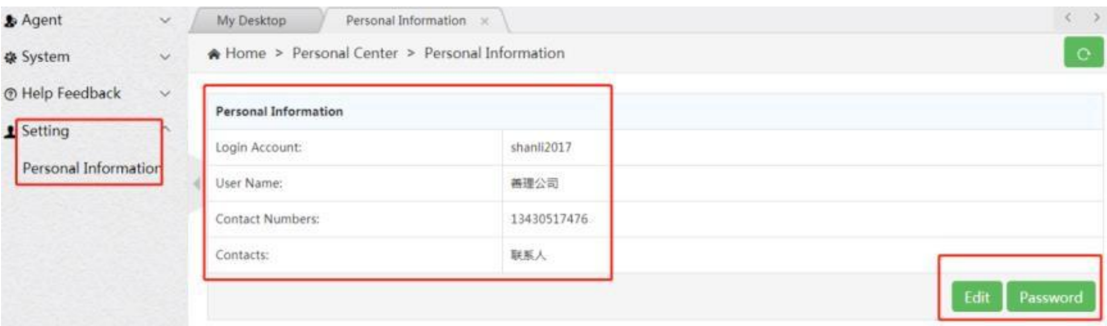


Figure 2.8 Personal Center

3. The Product Operation Instructions -Agent Chapter

Use the browser to access the link: https://manage.POCSTARS.com, enter the login interface of the POCSTARS User Admin Panel, enter the agent account number, password and verification code, select "agent" to log in, and enter the agent's User Admin Panel interface.

3.1 Home

After the agent account is successfully logged in, enter the homepage, you can see the left menu bar, the middle homepage information, and the upper right corner "exit" button. As shown in Figure 3.1 below: Click the "Exit" button to log out and return to the login interface.

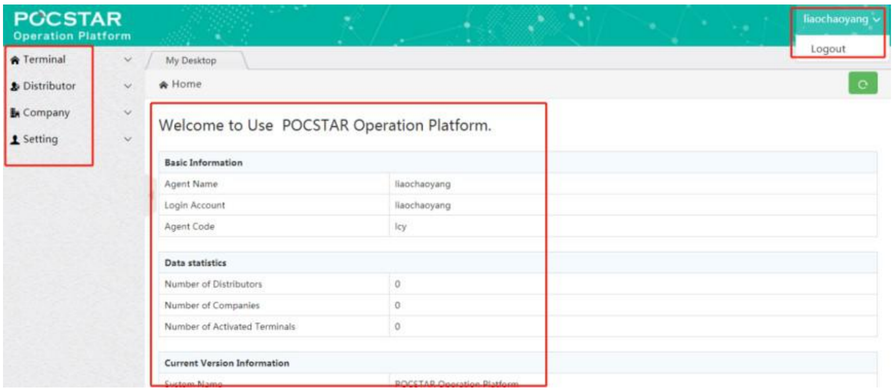


Figure 3.1 Agent Home

The agent's menu bar has: Terminal → terminal list: that is, the intercom account management, adding a terminal account for the agent and binding the completion test.

Distributor → distribution list: that is, the agent's sub-agent management.

Company → Company list: that is, the agent directly sells the management of the final use Client Company or organization of the intercom terminal.

Setting → Personal Information: The personal account management of the agent.

3.2 Terminal Management

The intercom account includes the terminal account required for the intercom terminal to start, APP account used for the intercom APP login, and the dispatcher account used by the login dispatcher. When the intercom account is to be sold to the end-use customer, the agent needs to complete the test of the intercom account, to bind the recharge card, and so on.

3.2.1 Adding Accounts

There are two ways to enter the account, single entry and batch entry.

Operation Steps: →Terminal → Terminal list + Add terminal, pop-up add terminal pop-up window, enter single account information, choose to bind the recharge card type (terminal card or annual card), click "Save" to complete the account addition. As shown in Figure 3.2.

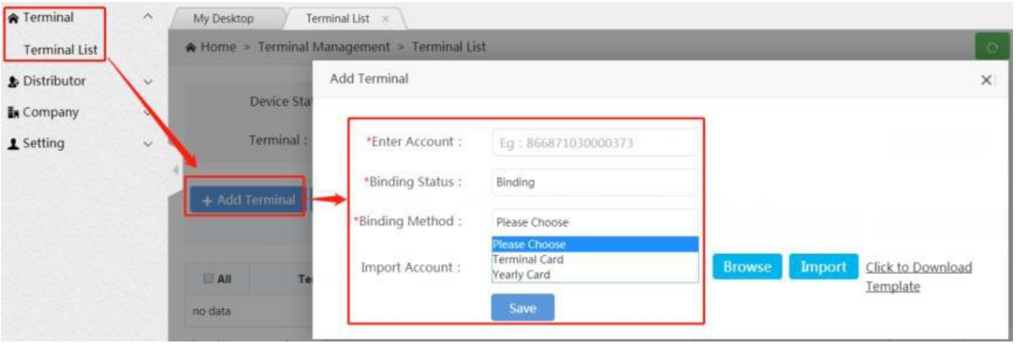


Figure 3.2 Adding Accounts

Enter Account Number: The account to be activated. It cannot be edited after entering.

Binding Status: Bind/Unbind, you can also select the binding after adding the account.

Binding Method: Select the recharge type, terminal card or annual card recharge.

The batch input operation mode is: terminal →terminal list→ + add terminal, click the download account template in the pop-up window, click "Browse" to select the account document, and then click "Import".

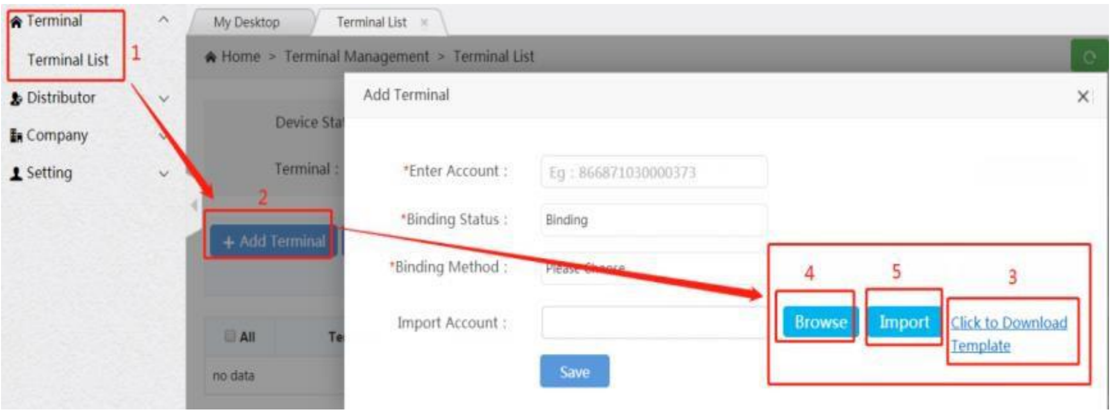


Figure 3.3 Batch Entry Operation

3.2.2 Account Management

For the added account, you can view it in the list and perform the following operations, as shown in Figure 3.4:

Binding/Unbinding: If the unsold account is not activated in the terminal list, it can be “unbind”, and the agent will add a corresponding recharge card; click “Bind” to consume a corresponding recharge card.

Delete: Unbound accounts can be deleted.

Terminal test: The account needs to complete the factory test before activation, click “Terminal List” →and “Terminal Test”, and click “Test”→ “Test End” in the pop-up window.

Search: The list of accounts can be searched by criteria.

Click Account: to view the details of the account.

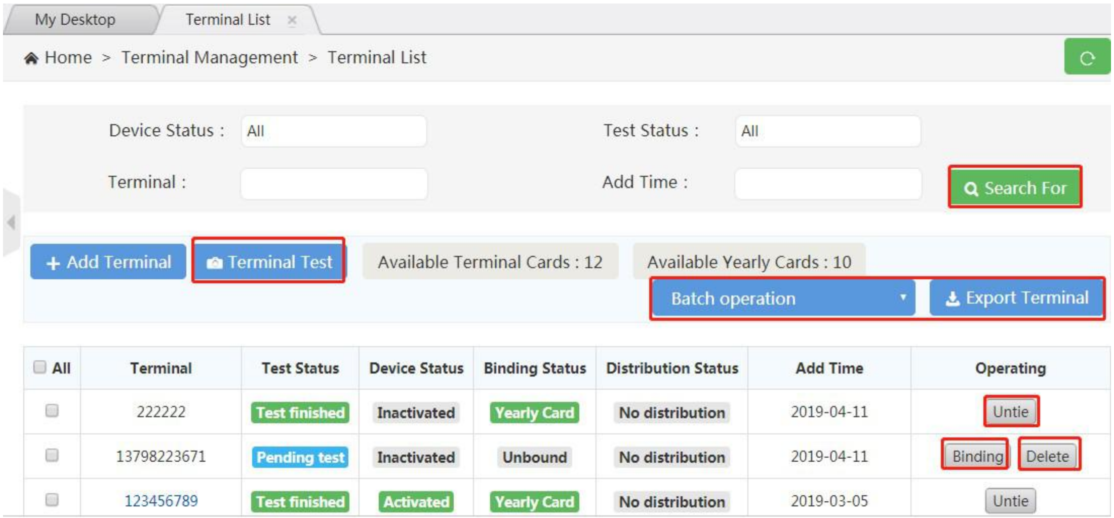


Figure 3.4 Account Management Interface

3.2.3 Account Deletion

To delete an existing intercom account, you can operate it on the terminal list interface, as shown in Figure 3.5.

Operation steps: Terminal → Terminal list, find the account to be deleted, click Delete in the operation bar, pop-up delete confirmation box, confirm the deletion. The account must be unbound to be deleted.

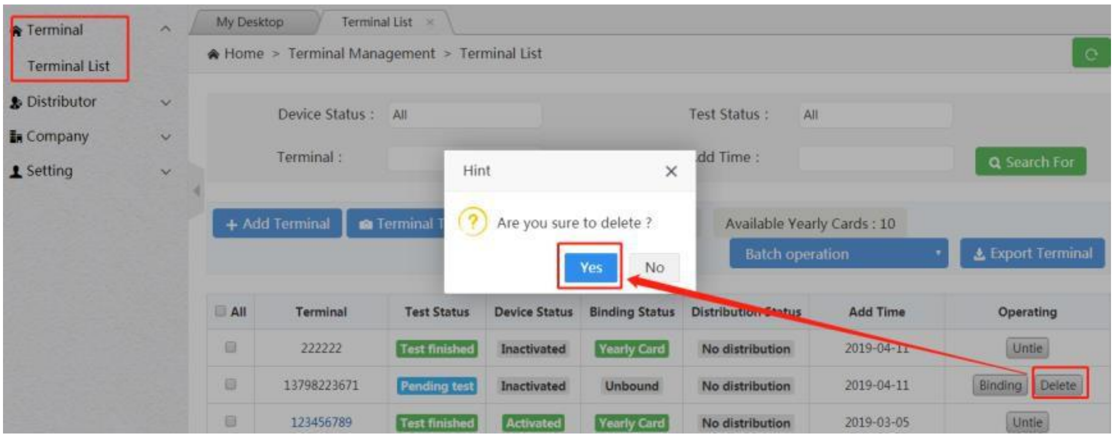


Figure 3.5 Delete Accounts

3.3 Distributor Management

Agents can establish their own secondary agents, distributors. The agent will sell the intercom account and the annual card to the sub-agent with the terminal, and the sub-agent will distribute it. Agents can create and manage secondary agent accounts under this menu.

3.3.1 Adding New Distributor

Steps: Distributor → Distributor List → + Add Distributor, pop up the new distributor pop-up window, fill in the relevant information, click “Save” to complete the new distributor account, as shown in Figures 3.6 and 3.7：

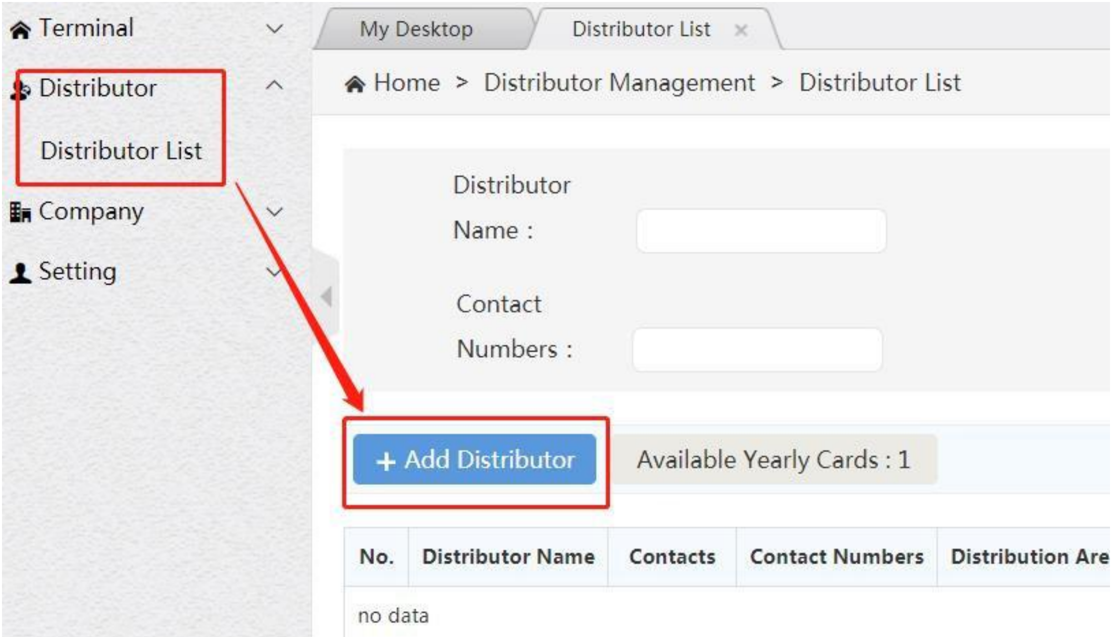


Figure 3.6 New Distributor

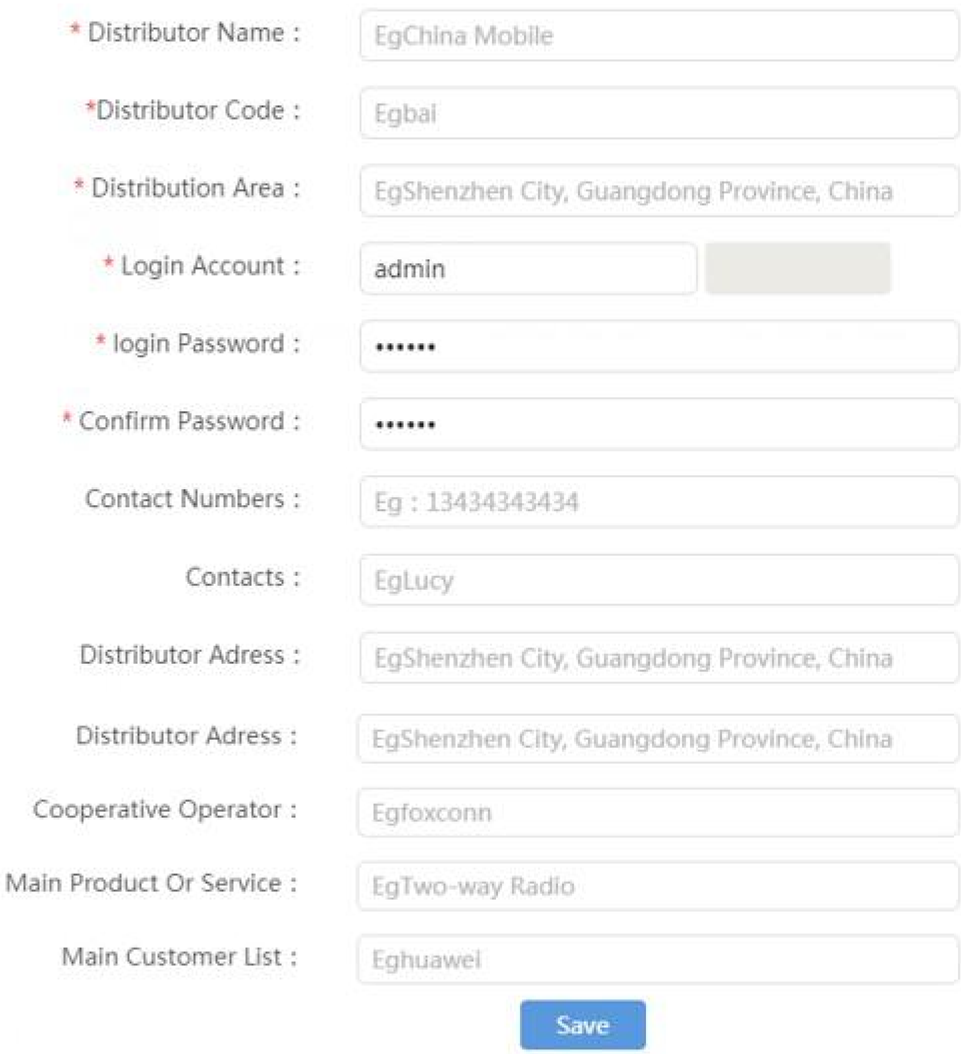


Figure 3.7 Distributor Information (with * is required)

3.3.2 Managing Distributors

For the created distributor, you can view it in the list and perform the following operations, as shown in Figure 3.8:

Edit: Some basic information of the distributor, such as the agent name, can be modified.

Change Password: You can modify the password of the distributor account to log in to the User Admin Panel.

Delete: There is no sub-agent under the name of the distributor. If there is no activation account and no company, the distributor account can be deleted.

Sales Terminal: The terminal account under the name of the distributor, which can be imported into the account in batch.

Full Yearly Card: The distributor can be recharged for the annual card.

Search: Search the list of resellers by distributor name, contact, contact number, and partition area.

Click on the distributor name: you can view the details of the distributor.

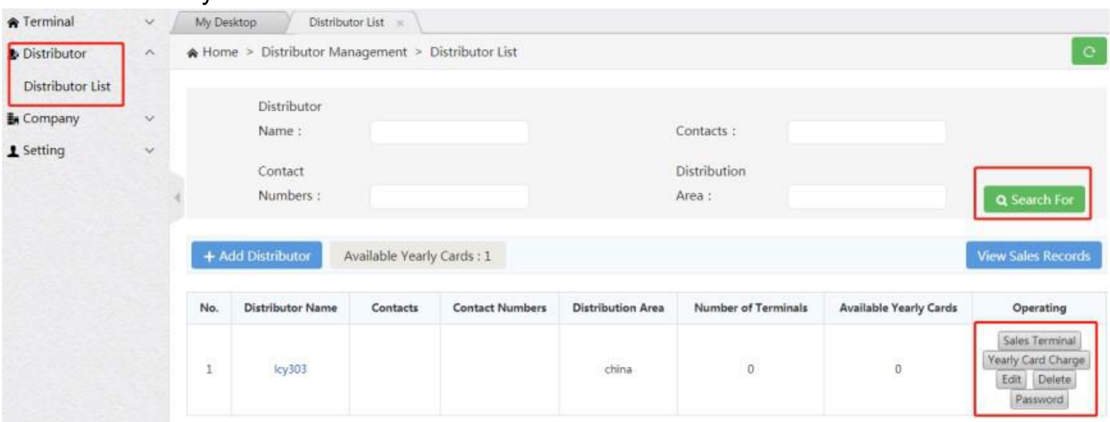


Figure 3.8 Distributor Management Interface

3.3.3 Recharge Agent

The agent needs to recharge the intercom account and recharge the sub-agent. The annual card or terminal card is required to use, and the recharge card of the sub-agent of the agent is recharged by the agent at the upper level. Support batch recharge and single recharge.

Single recharge Operation Steps: Distributor → Distributor list → Recharge the yearly card, pop up the yearly card recharge interface, enter the recharge amount, click “Recharge”, as shown in Figure 3.9. The number of available annual cards is displayed to the right of the Add Reseller button.

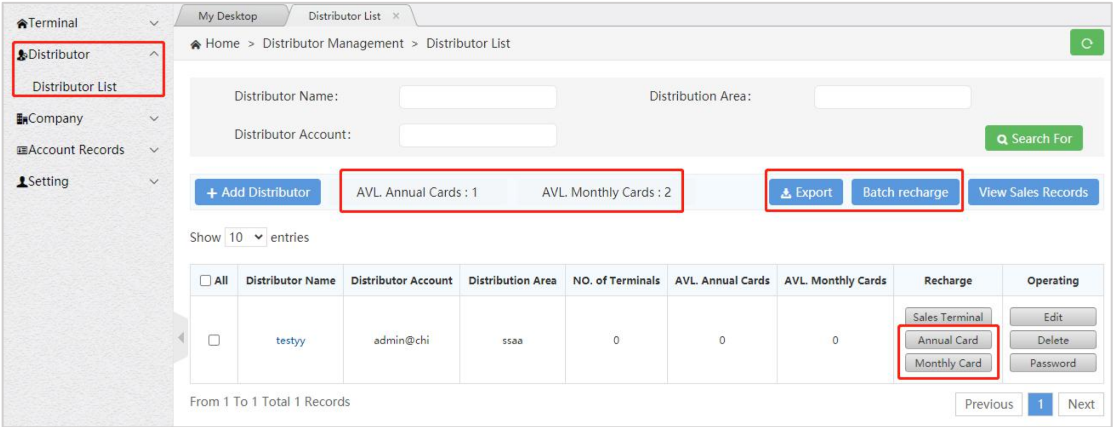


Figure 3.9 Recharging the Distributor

Instructions for batch recharge:

1. Two recharge methods

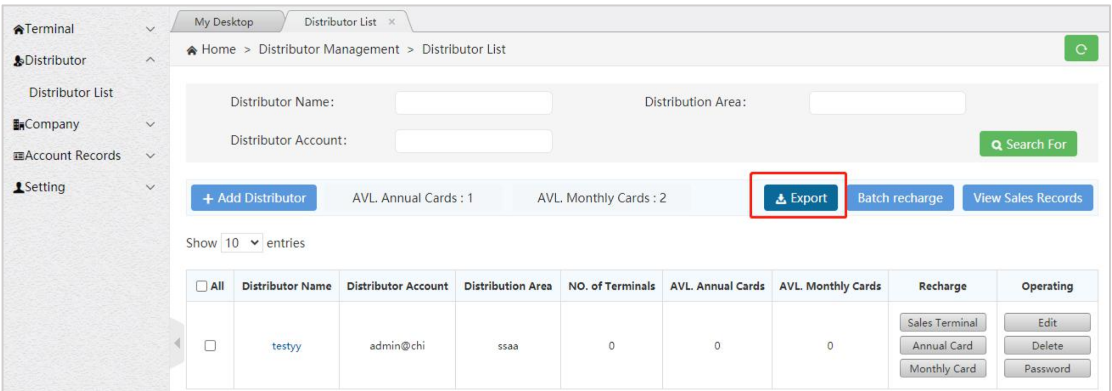
1) : Through "batch export" export required account and edit recharge quantity, after that import to recharge by "batch recharge"

2) : Download the recharge template, fill in the account and quantity to be recharged, after that import to recharge by "batch recharge" .

Second, detailed steps

1. Batch export:

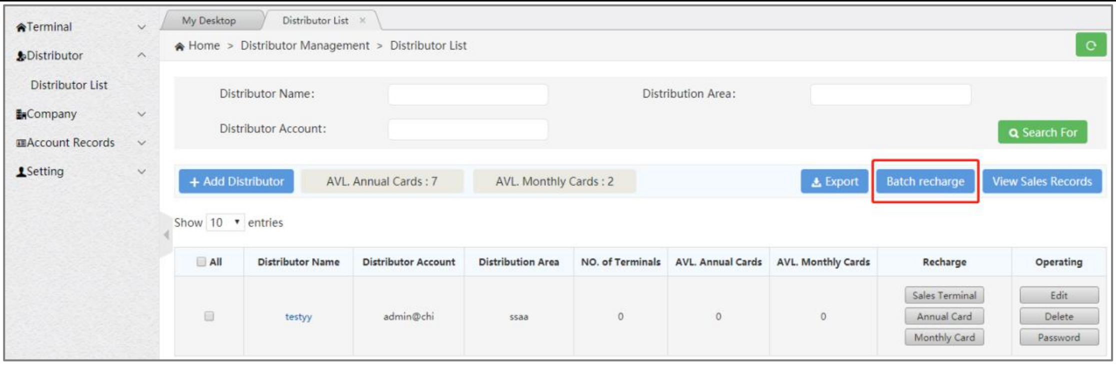
Selecting the account to be exported to export the batch recharge table;if the account is not selected, the batch recharge table exported by default contains all accounts. Through "Batch recharge", import the form to fill in the type of recharge card and the amount of recharge, and batch recharge the account. As shown below:



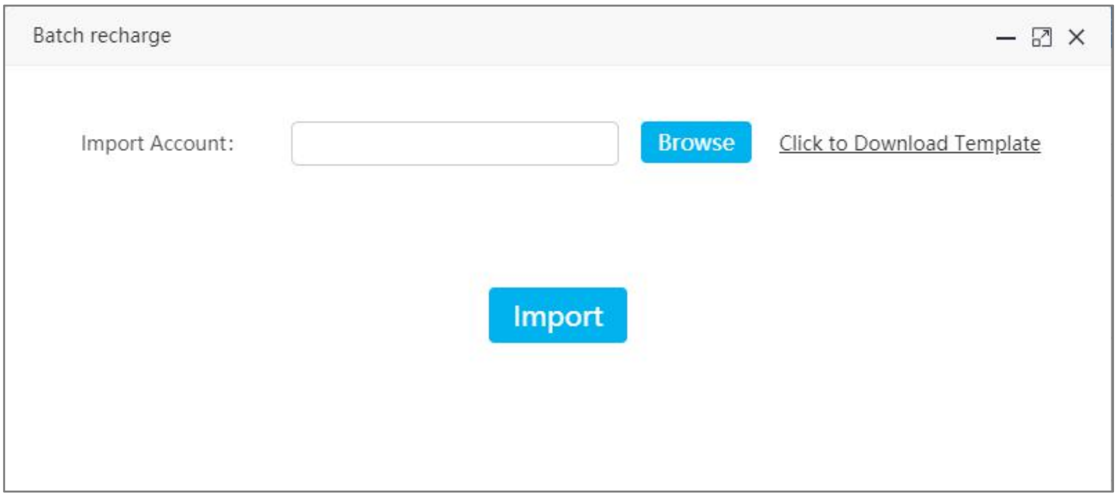
Batch recharge export

2. Batch recharge:

Click Batch recharge, the user can select to download the batch recharge template, custom fill in and import; can also import the existing batch recharge table, the result pop-up window shows that the recharge is completed, if the account recharge fails, you can download the table to view the reason for the failure. As shown below:



Batch recharge button

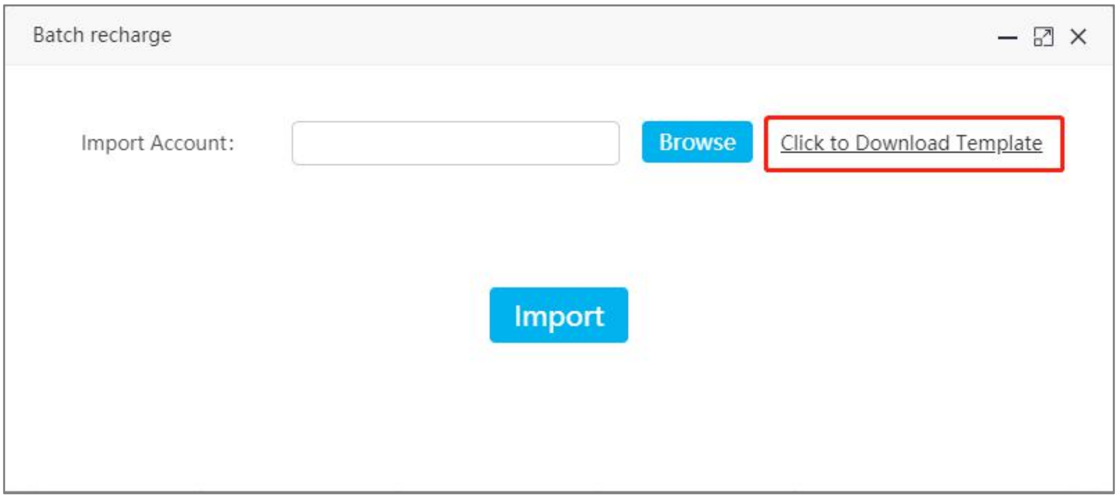


Batch recharge popup

3. Batch recharge template:

Template acquisition method:

Click "Batch Recharge", from pop up window to download the batch recharge template. The operator can manually add the account list, recharge card type, and recharge quantity. After filling, save and import into the system. As shown below:



Download batch recharge template

Number of list entries show: According to the user's choice, the number of list entries show as 10, 30, 50 ,100, and show 10 by default.

Number of list entries show

3.4 Company Management

The agent directly sells the intercom terminal to the Client Company or organization, and organizes to manage the company through management menu. Company management can create company account, add APP account, add dispatcher account, terminal activation, company information editing, login password modification, deletion and view company group information.

3.4.1 Adding Company

Operation Steps: company → company list→ + add company, pop up new company, fill in relevant information, click "save" to complete the company account. As shown in Figure 3.10 and 3.11, when creating a new company, four APP accounts and one dispatcher account are created by default. You can add the APP account or add a dispatcher in the operation column to increase the number of the company's APP and dispatcher's account.

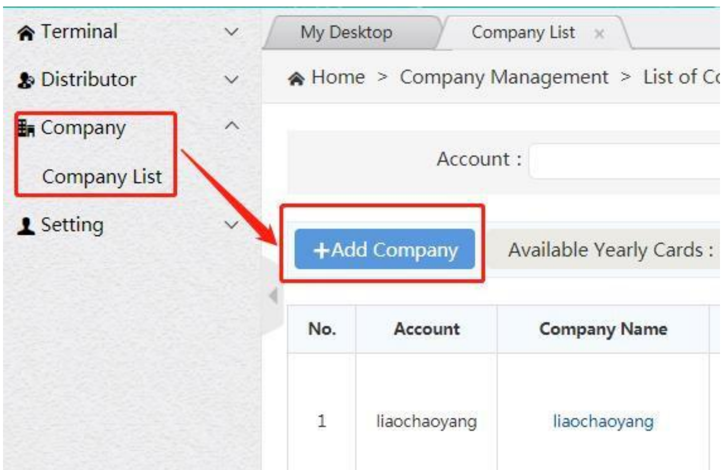


Figure 3.10 Adding Company

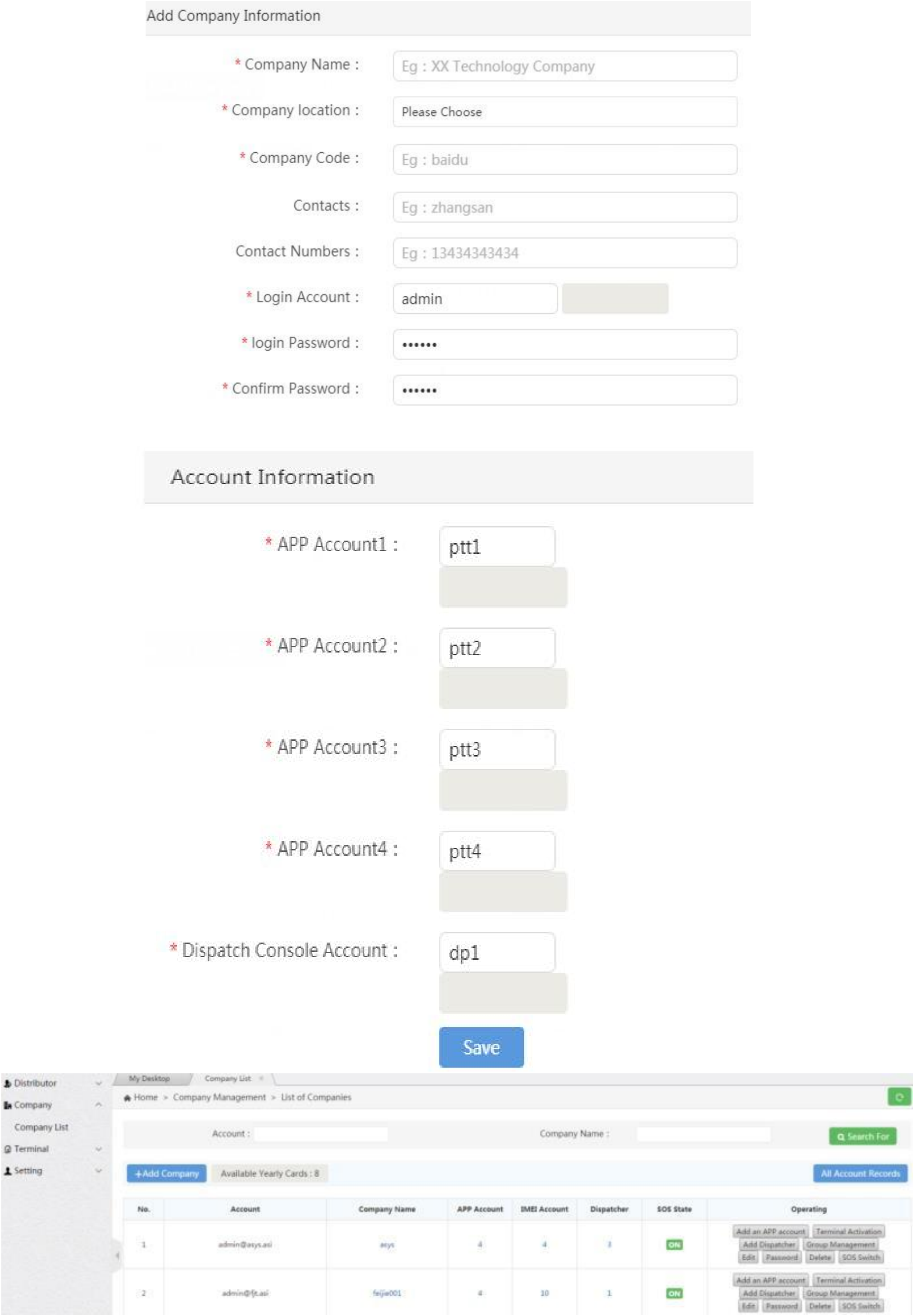
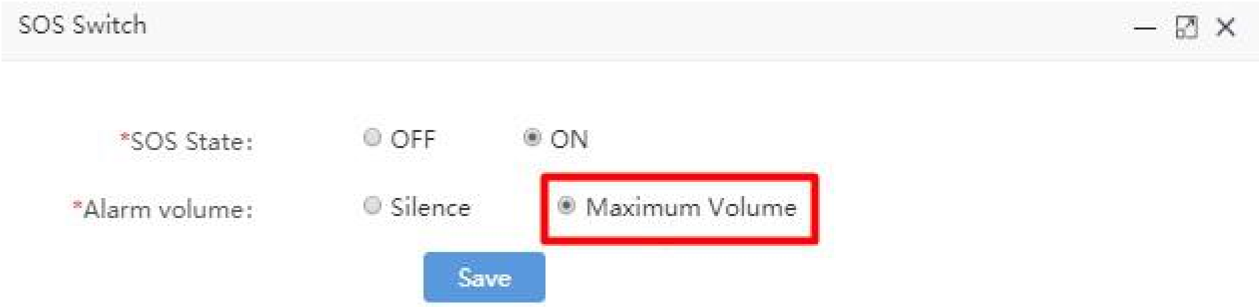


Figure 3.11 Add APP and Dispatcher Account

After the addition of a company, the SOS function of the company will be automatically activated by the system, and the default type of "Alarm volume" is "Silence", which can be manually modified to "Maximum volume".

Silence refers to the Silence alarm. After the terminal sends SOS for help, the system will automatically mute the POCSTARS's talking voice received by the terminal, which is suitable for scenarios such as taxi driver being hijacked.

Maximum Volume refers to the Maximum Volume alarm. After the terminal sends SOS for help, the POCSTARS talkback voice sent and received by the terminal will be automatically set to the Maximum Volume by the system, which is suitable for outdoor travel lost and other scenarios.



3.4.2 Managing company

For the created company, you can view it in the list and perform the following operations, as shown in Figure 3.12:

Edit: You can modify some basic information of the company, such as the company name.

Change password: You can modify the password of the company account to log in the User Admin Panel.

Delete: The company name group, if there is no activation account, you can delete the company account.

Group Management: You can add groups under the company and view group information, please see 3.4.3.

Add An APP Account: You can add an APP login account under the company name. After you add it, you need to recharge the annual card to take effect.

Add A Dispatcher Account: You can add a dispatcher account under the company name. After you add it, you need to recharge the annual card to take effect.

Terminal Activation: Activates the terminal whose device status is inactive in the terminal list.

Search: Search the list of companies by company name and account number.
Click on the company name: you can view the company's details

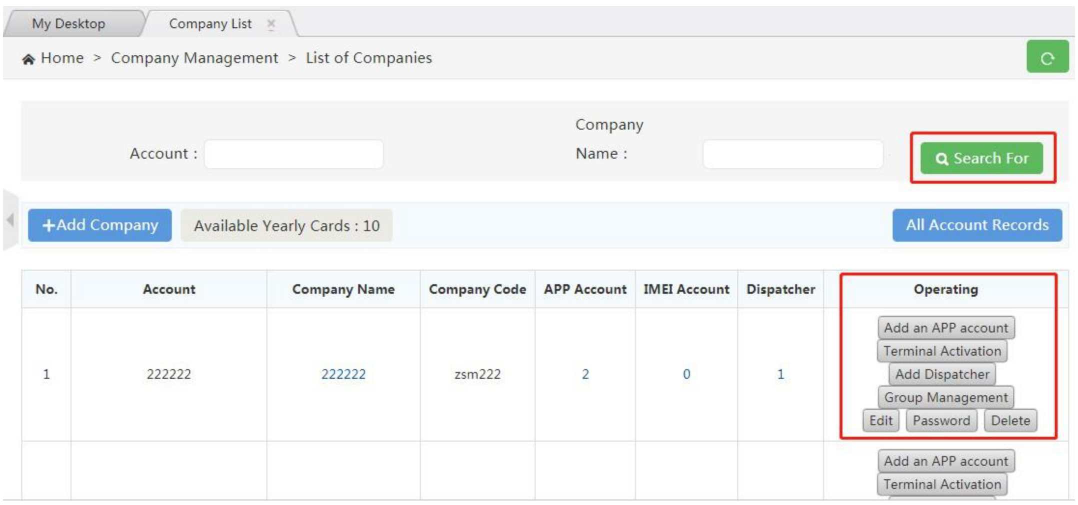


Figure 3.12 Company List Interface

3.4.3 Group Management

For the self-use company created by the agent, the agent can manage the group for it. It can create the group of the company, associate the group users and set the group call time.

Operation steps: Company → Company List → Group Management + Add Group → Pop-up window of creating group information then enter the information, click "Save" to complete group creation, as shown in Figure 3.13. The information to be entered is shown in Figure 3.14.

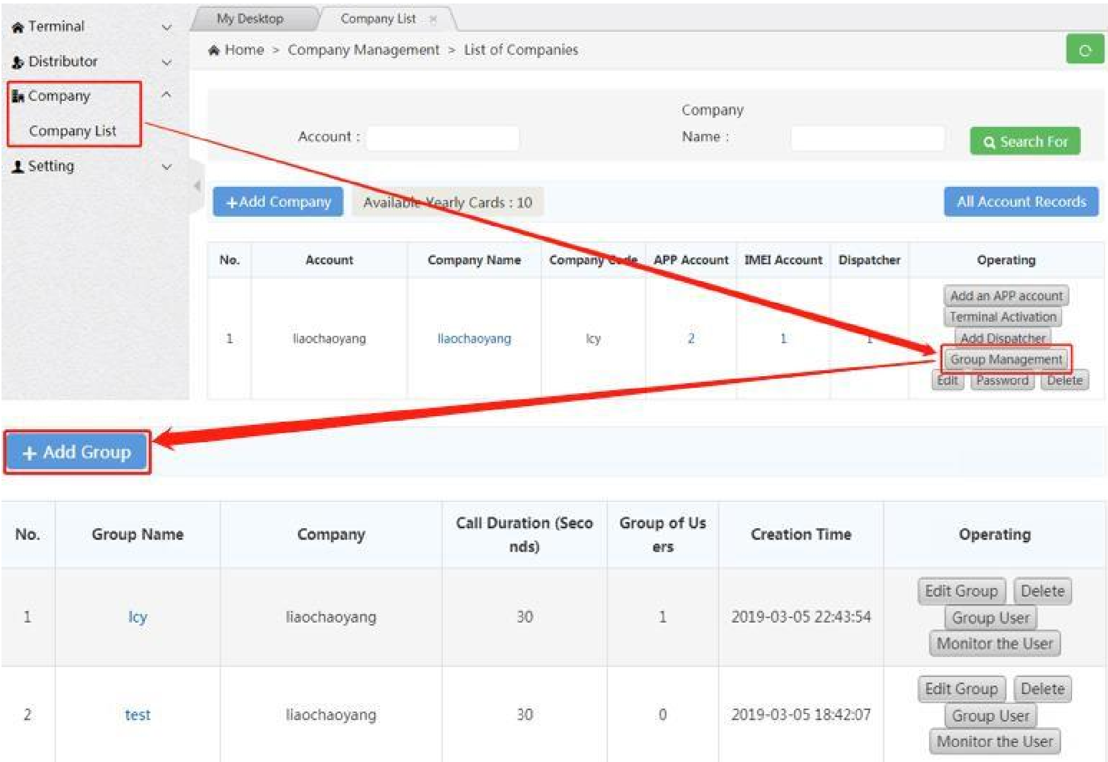


Figure 3.13 Company Group Information Interface

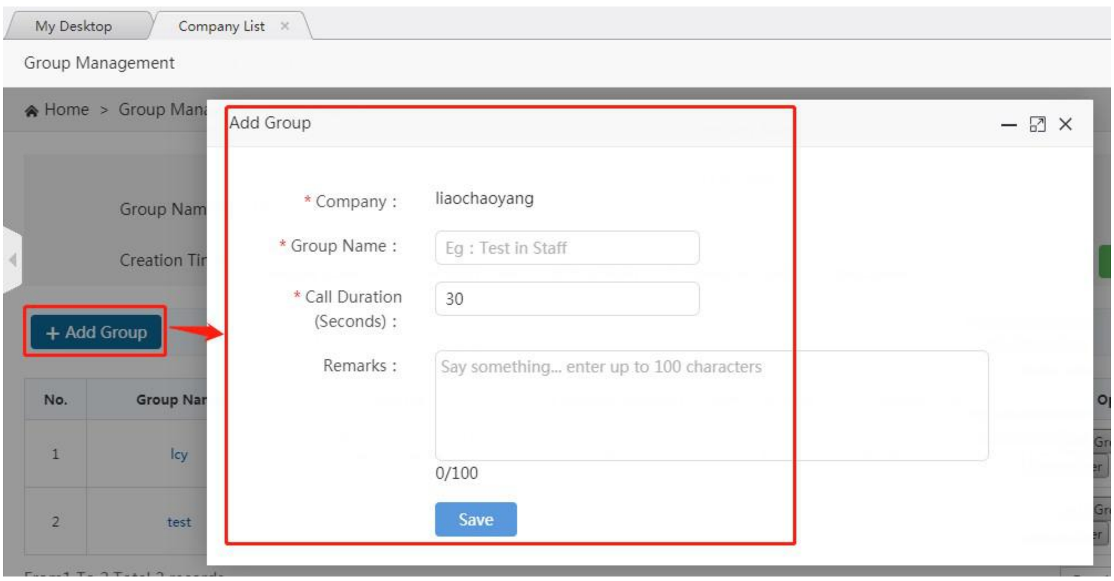


Figure 3.14 Create Group

Company: The company to which the group belongs.

Group Name: Name the group.

Call Duration (s): Set the duration of the group call. It is the longest intercom time for each user in the group to talk to each other.

3.4.4 Managing Group

For the created group, you can view it in the group list by doing the following:

Edit Group: Edit the basic information of the group, group name, call duration and notes.

Delete: When there is no group user in the group, the group can be deleted.

Group user: Group user management, as shown in Figure 3.5.3.

Monitor the user: Monitor user management, as shown in Figure 3.5.4.

Search For: The list of groups can be searched conditionally.

Click on the group name: View the details of the group.

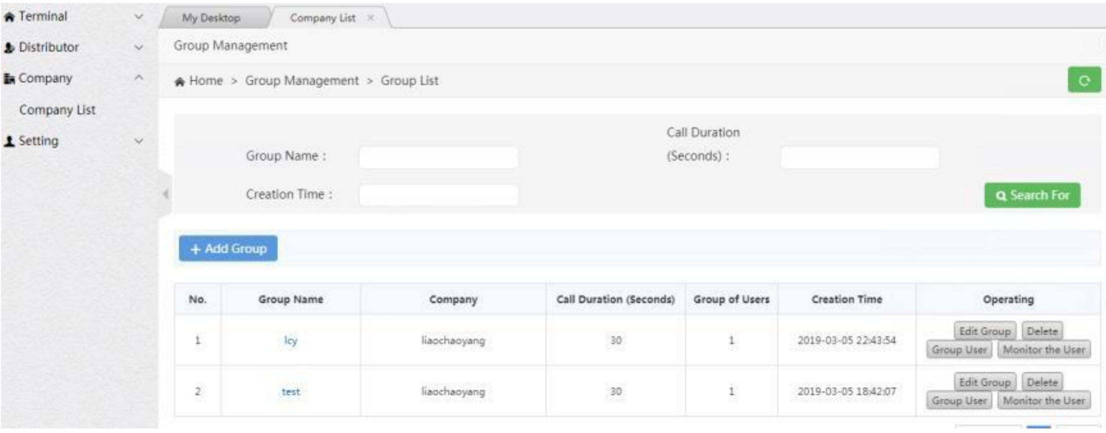


Figure 3.15 Group List interface

3.4.5 Group User Management

The group user management can be set whether the user is associated with the selected group and sets the user's priority in the group. In addition, the association between users and groups can also be set in Group User Management in Chapter 4.3.3.

Associate User Steps：Company → Company List → Group Management → Group User → + Related Users, pop up the user options that can be associated, select the user to be associated, click “Save”, as shown in Figure 3.16 below:

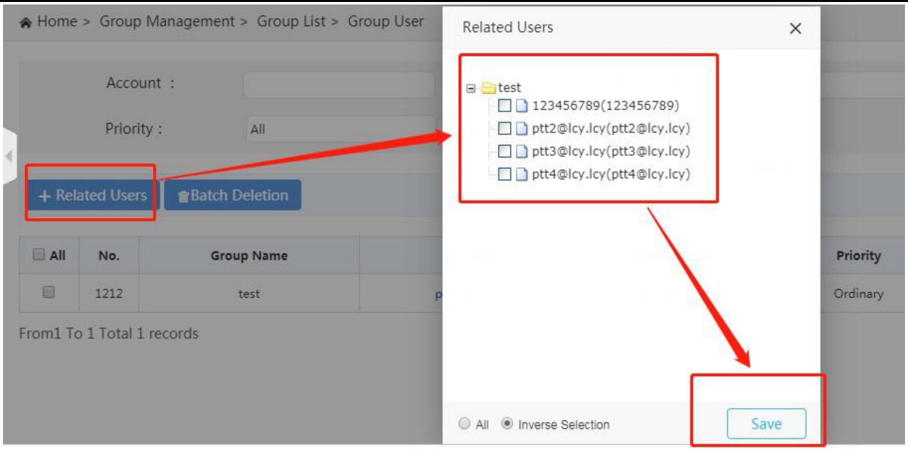


Figure 3.16 Associate Group User

Single Unassociated User: In the group user list, find the user you want to cancel, click Delete in the last column of the list.

Unlink Users in Batch: In the first column of the group user list, check the users you want to unlink, click “Batch Delete” above the list, and confirm the deletion.

Export Group Users in Batch: You can export the group users in excel format through the “Export Device” button at the top right of the list. You can select some users to export. If you do not check, all user lists in the group are exported by default.

Search Group Users: In Group User interface, group users can also be searched by conditions, so that users can be quickly found.

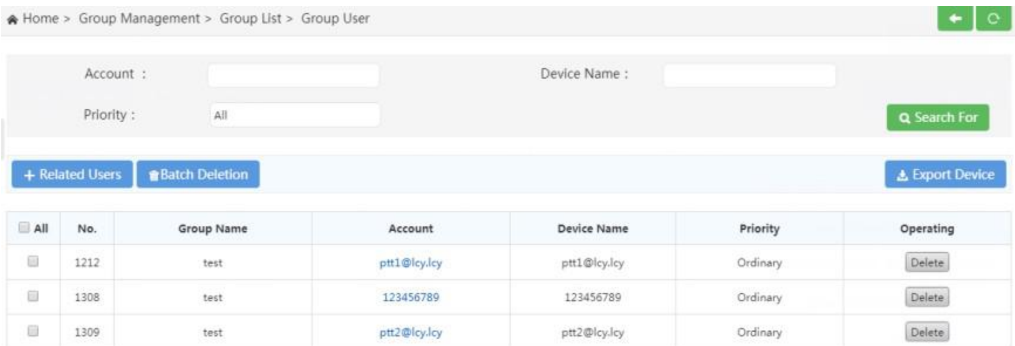


Figure 3.17 Group User Interface

3.4.6 Recycling card

An account is still valid, but you do not intend to continue to use it. You can recover the remaining validity period of the account as a monthly card. The minimum unit of measurement is month. One day after activation is equivalent to one month.

For example, recharge the account A for a 7-month card, and immediately perform card recovery after activation. The number of monthly cards that can be recovered is 6.

Recycling card steps: Company Company List, select the company to recycle cards, click the number of accounts of a certain type:

APP Acct .: You can view the detailed list of APP accounts of the selected company.

IMEI Acct .: You can view the detailed list of IMEI accounts of the selected company.

ICCID Acct .: You can view the detailed list of ICCID accounts of the selected company.

Dispatcher: You can view the detailed list of the account of the dispatcher of the selected company.

As shown in Figure 3.18 below:

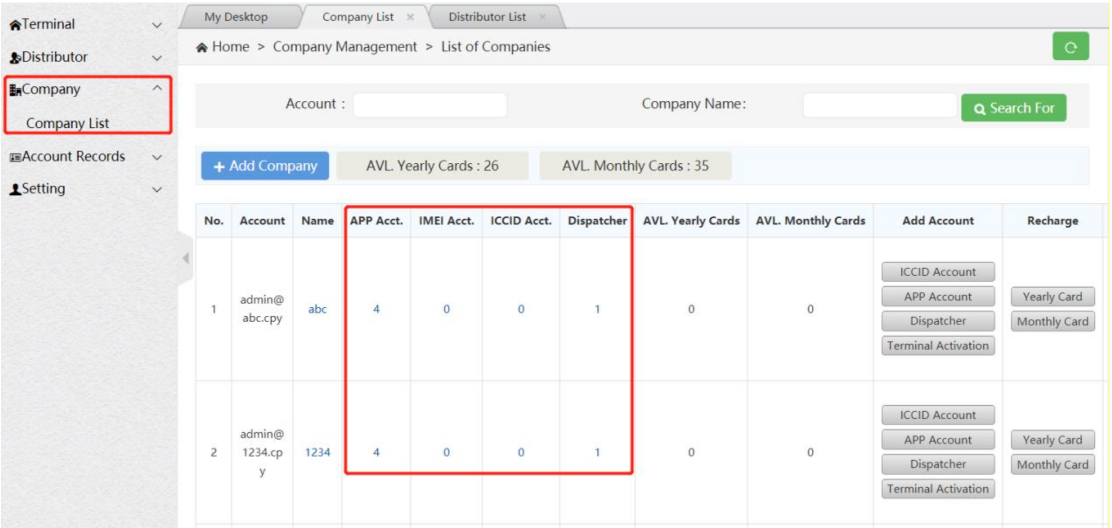


Figure 3.18 select a company to click on a certain type of account number

Taking the APP account type as an example, after clicking on the number of accounts of this type, you will enter the "Device List" page, select the account which remaining validity period is to be recycled as a monthly card, and click the "Recycle Cards" button. To be confirmed click "Yes".

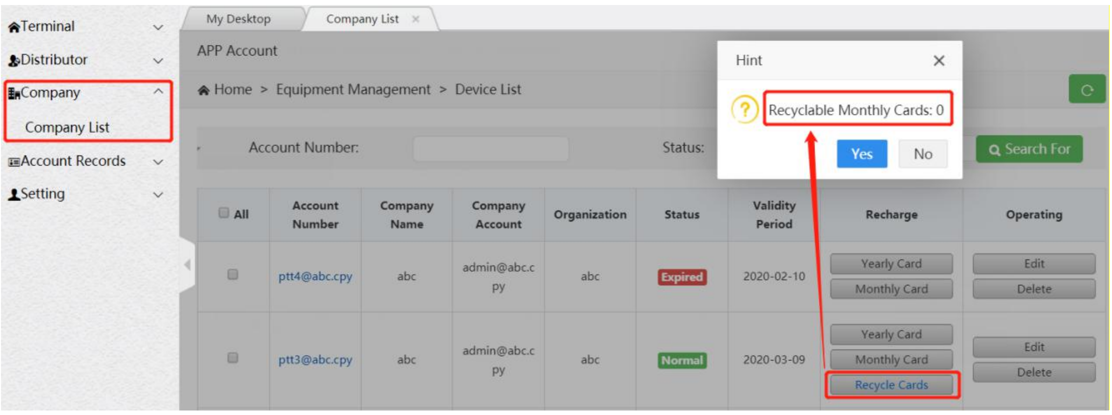


Figure 3.19 Recycling card

3.4.7 Account logout management

1) If the distributor wants to logout the existing intercom account, it can operate in the terminal list interface and need confirmation by the superior agent. There need re-authorized by agent that can be re-enabled device after the logout. As shown in Figure 3.20.

Operation steps： Terminal → Terminal List， find out the account which need to logout click Return Machine in the action bar, A confirmation box pops up and click "Yes".

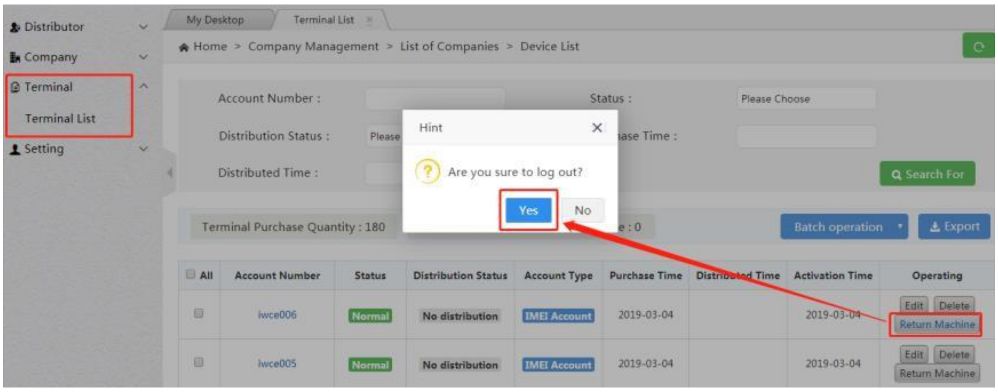


Figure3.20 Distributor Account logout

2) If agents want to logout their existing intercom accounts which can be operated in the company list interface, and need confirmation by Agent terminal list, there need re-authorized by agent that can be re-enabled device after the logout. As shown in Figure 3.21.

Operation steps： Company → Company List → All Account Records， find out the account which need to logout click Return Machine in the action bar, A confirmation box pops up and click "Yes".

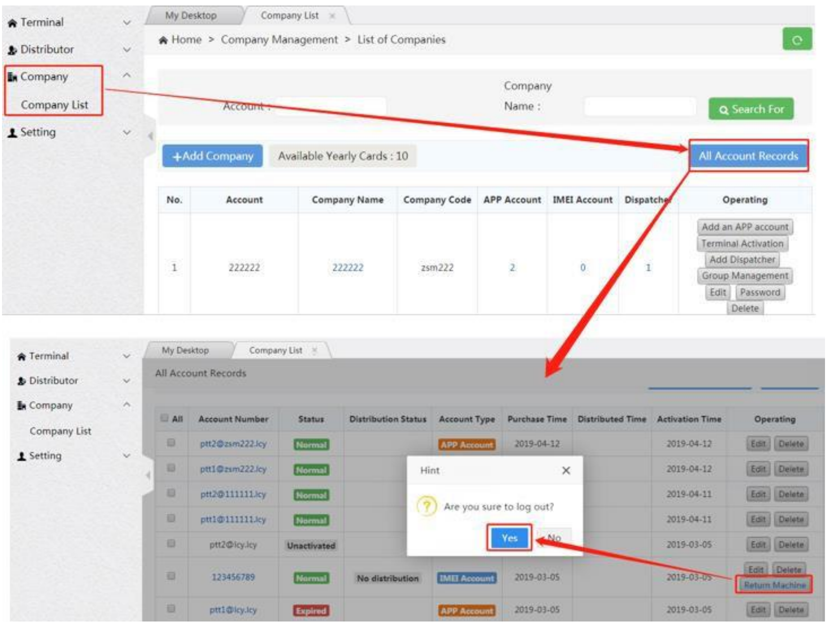


Figure3.21 Agent's self-use account logout

Description: The activation time of account has been exceeded for more than one month, and cannot be return machine.

3.4.8 Account transfer

Agents can transfer IMEI accounts and ICCID accounts of direct companies.

After the account is transferred, the original company group, session, geo group, geo fence and other attributes will be cleared, and the new company attributes will also be empty.

Account transfer steps: Company Company List, select the company to which the account belongs to, and click the number of accounts of a certain type:

IMEI Acct .: You can view the detailed list of IMEI accounts of the selected company.

ICCID Acct .: You can view the detailed list of ICCID accounts of the selected company.

As shown below

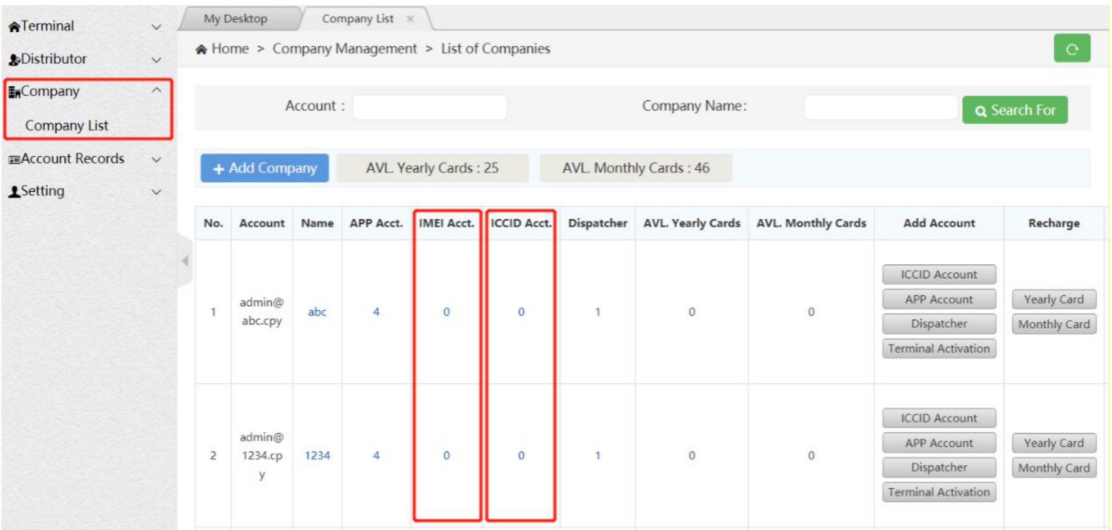


Figure 3.18 Select a company and click on the number of accounts of a certain type

Taking the IMEI account type as an example, after clicking the number of accounts of this type, enter the "Device List" page, select the account to be transferred, click the "Account Transfer" button, select the target company in the pop-up box, To be confirmed click "Submit" "Button and" Yes "button

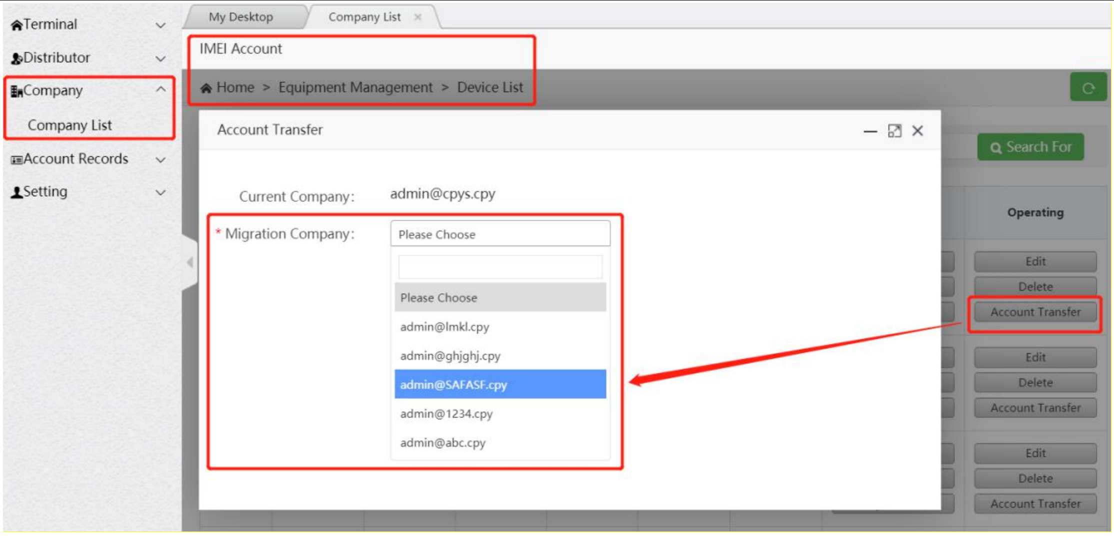


Figure 3.19 Account transfer

3.5 Setting

In the personal center module, you can check the current agent login information, including the login account, user name and password modification, as shown in Figure 3.20:

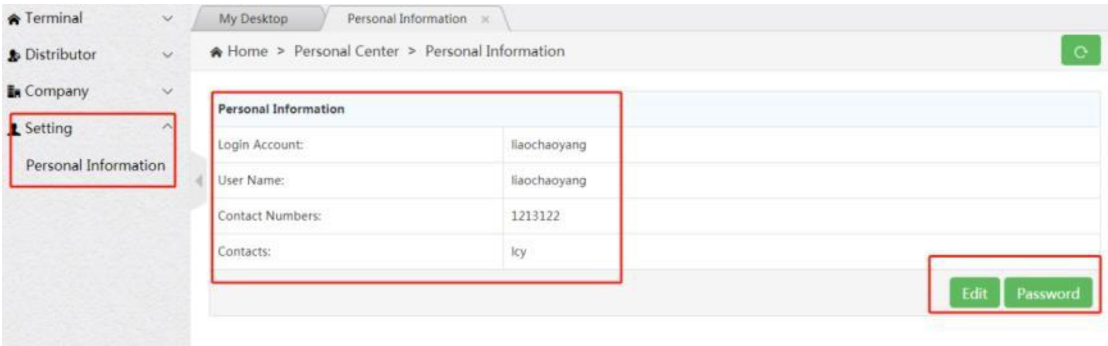


Figure 3.20. Personal Center

4. Product Operation Instruction-Company Chapter

Use the browser to access the link: https://manage.POCSTARS.com, enter the login interface of the POCSTARS User Admin Panel, enter the company account number, password and verification code, select “company” to log in, and enter the company's management platform interface. On the platform, the company can view the intercom accounts it purchased and manage the groups.

4.1 Home

After the company account is successfully logged in, enter the home page, you can see the left menu bar, the middle area home page information and the upper right corner exit button. As shown in Figure 4.1 below, “Exit”: log out and return to the login interface.

The company's menu bar has:

Dispatcher → The dispatcher manages the dispatcher list: dispatcher management, which is the dispatch management of the company.

Group → Group List: Group Management, which is the group management of the company.

Terminal → Terminal List: Intercom account management, which is the account management of the company.

Setting → Personal Data: Personal Center, which manages the company's personal accounts.

The following is a detailed description of each operation item of the company's User Admin Panel.

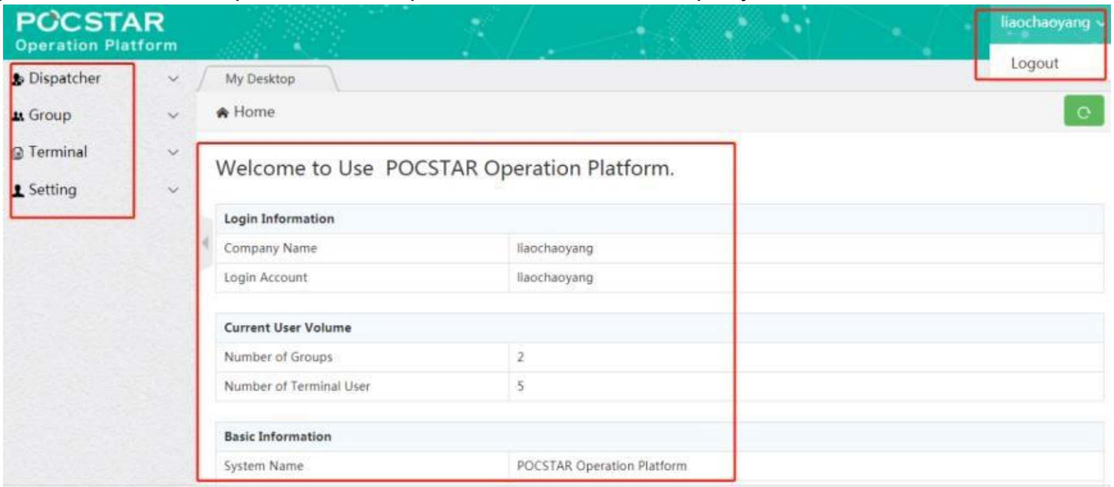


Figure 4.1 Company Home

4.2 Dispatcher Management

In the dispatcher list in the menu bar, you can view the dispatcher account information in the company account. For the procedure of creating the dispatcher account, see Figure 3.4.1 of the previous chapter of this article. Figure 3.11 Adding APP and dispatcher account.

The dispatcher can manage the operation of the account under the company name on the dispatch console side, including single call, group call, GPS visual scheduling, broadcast, recording and positioning. The dispatcher account is created by the agent at the upper level. In the dispatcher list, the edit and password of the existing dispatcher account information can be modified, Recharge annual/monthly cards for existing dispatcher accounts (support batch recharge and single recharge).as shown in Figure 4.2 below:

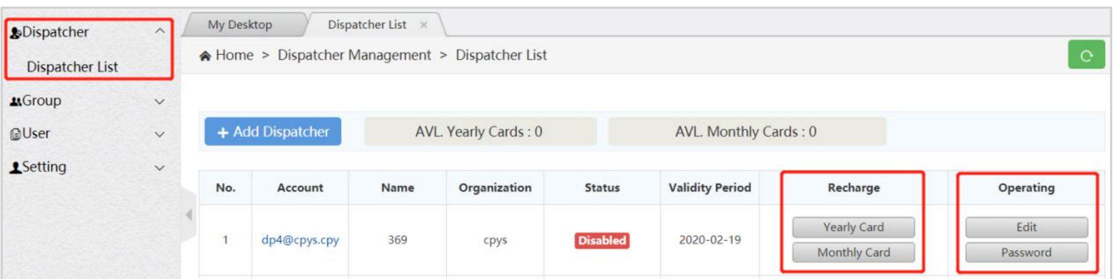


Figure 4.2 Dispatcher List

4.3 Group Management

The company account can create group, associate group users, set user priority in each group, group call duration setting, and so on.

4.3.1 Creating Group

Operation Steps: Group → Group List→ + Add Group → Pop-up to create group information, enter information, click “Save” to complete group creation, the information to be entered is shown in Figure 4.3. In addition, the creation of the group can also be created through the 3.4.2 Management Company Chapter in the previous chapter of this article.

See Figure 3.13 Company Group Information Interface for details:

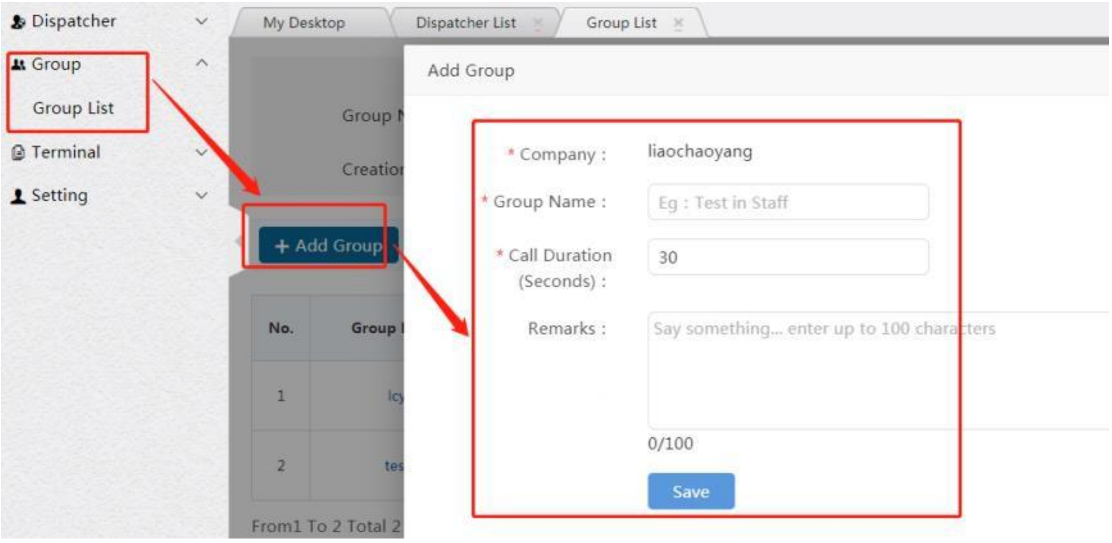


Figure 4.3 Creating Group

Instructions for batch recharge:

1. Two recharge methods

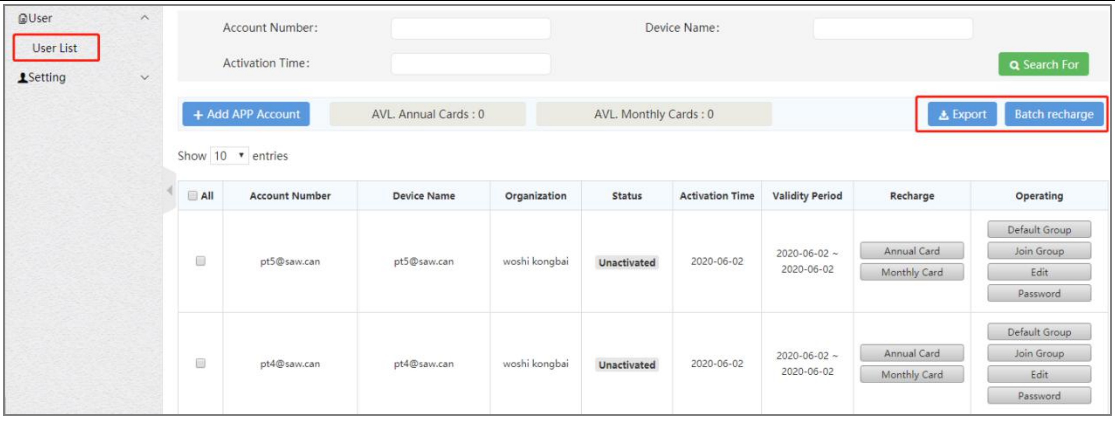
1) : Through "batch export" export required account and edit recharge quantity, after that import to recharge by "batch recharge"

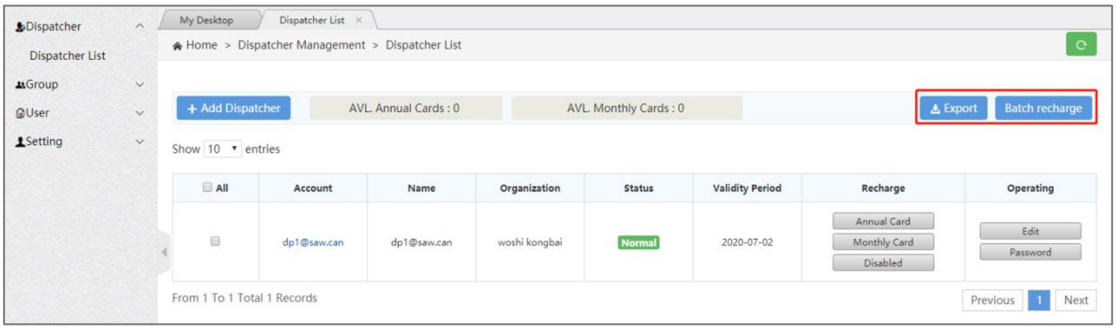
2) : Download the recharge template, fill in the account and quantity to be recharged, after that import to recharge by "batch recharge" .

Second, detailed steps

1. Batch export:

Selecting the account to be exported to export the batch recharge table;if the account is not selected, the batch recharge table exported by default contains all accounts. Through "Batch recharge", import the form to fill in the type of recharge card and the amount of recharge, and batch recharge the account. As shown below:

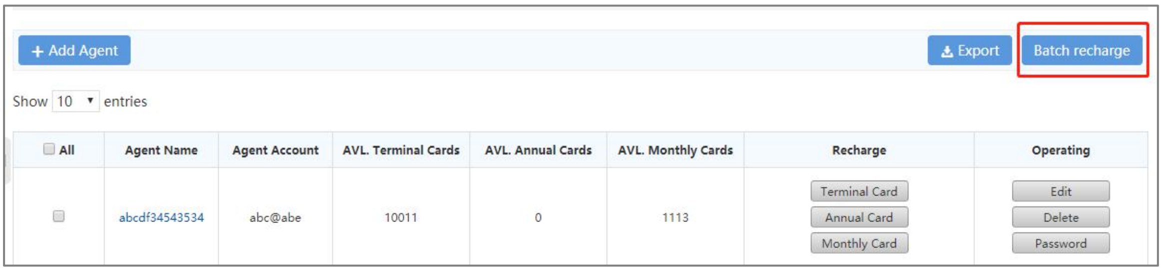




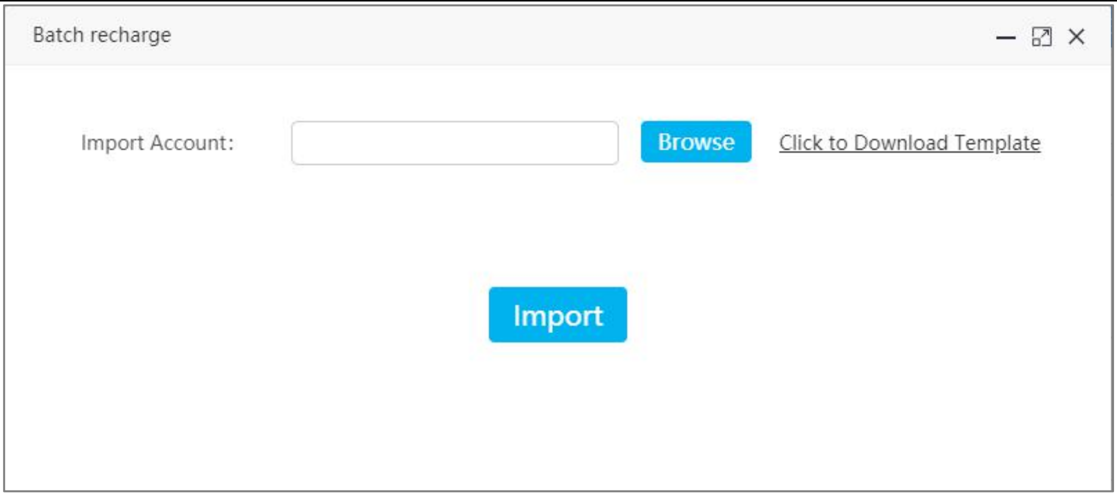
Batch recharge export button and batch recharge button

2. Batch recharge:

Click Batch recharge, the user can select to download the batch recharge template, custom fill in and import; can also import the existing batch recharge table, the result pop-up window shows that the recharge is completed, if the account recharge fails, you can download the table to view the reason for the failure. As shown below:



Batch recharge button

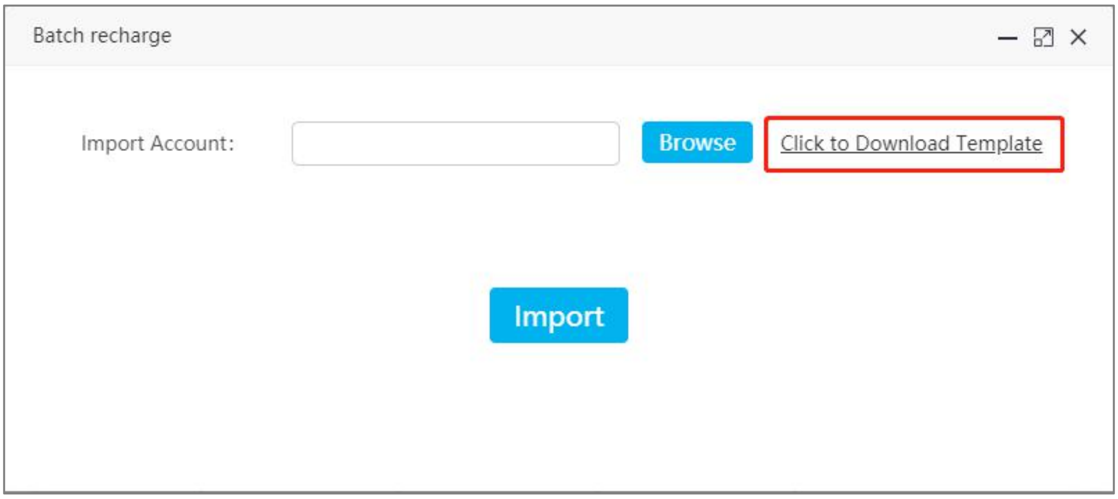


Batch recharge popup

3. Batch recharge template:

Template acquisition method:

Click "Batch Recharge", from pop up window to download the batch recharge template. The operator can manually add the account list, recharge card type, and recharge quantity. After filling, save and import into the system. As shown below:



Download batch recharge template

Number of list entries show: According to the user's choice, the number of list entries show as 10, 30, 50 ,100, and show 10 by default.

Number of list entries show

Group Name: Name the group.

Call Duration(s): Set the duration of the group call, the default is 30S, which is the longest intercom time for each user in the group to press the microphone intercom.

4.3.2 Managing Groups

For the created group, you can view it in the group list, as shown in Figure 4.4 below. You can do the following:

- Search: You can search the group list by conditions.
- Click on the group name: you can view the group details, see Figure 4.5 below.
- Edit group: edit group name, call duration and remarks.
- Group users: Group user management, see 4.3.3 in the following chapters.
- Delete: When there are no users in the group, you can delete the group.

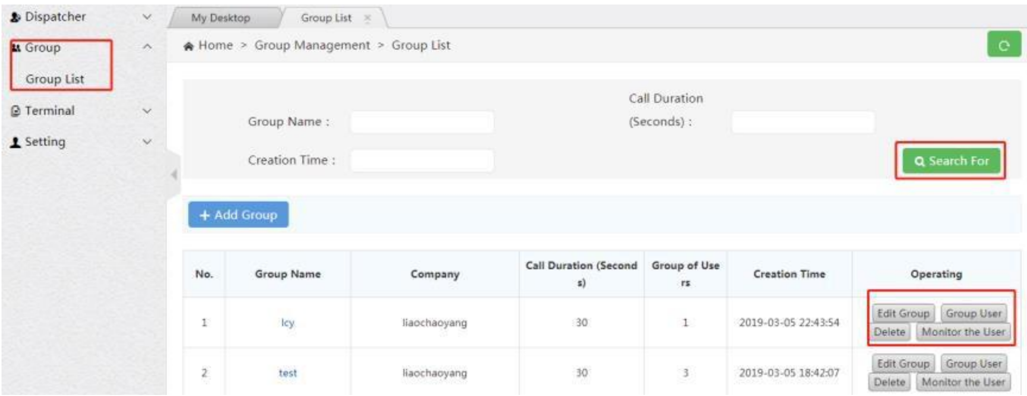


Figure 4.4 Group List Interface

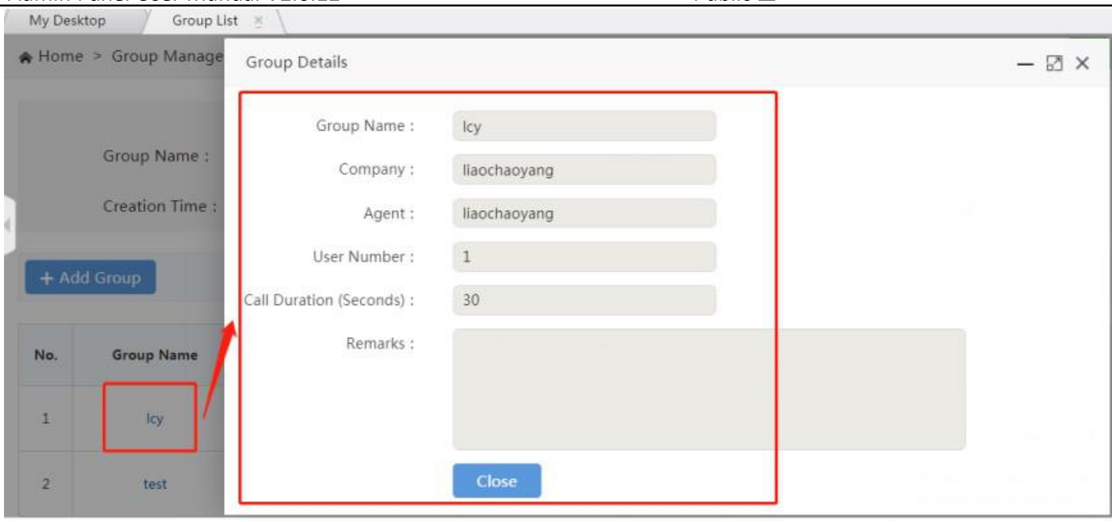


Figure 4.5 Group Details

4.3.3 Group User Management

The group user management can be set whether the user is associated with the selected group and sets the user's priority in the group. In addition, →the relationship between the user and the group → can also be set in the joining group of the user management user list in the next section of this document. For details, see Figure 4.9 User Group Relationship Setting Interface.

Associate User Steps: Group Management → Group List →Group User→ + Related Users, pop up the user options that can be associated, select the user to be associated, click “Save”, as shown in Figure 4.6 below:

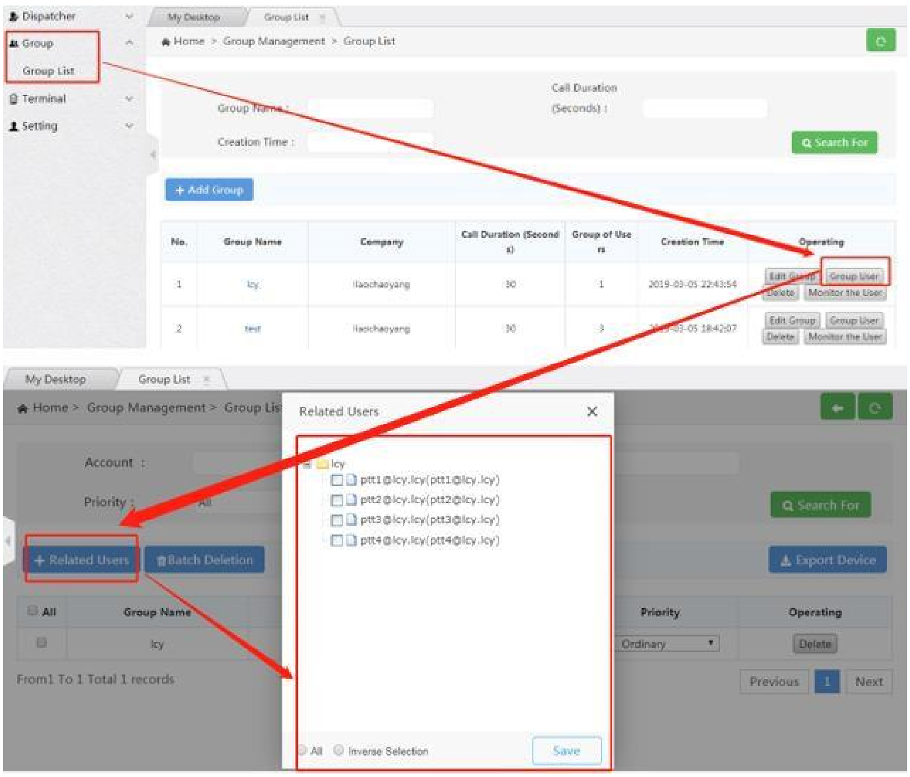


Figure 4.6 Associate Group User

Single Unassociated User: In the group user list, find the user you want to cancel, click Delete in the last column of the list.

Unlink Users in Batch: In the first column of the group user list, check the users you want to unlink, click “Batch Delete” above the list, and confirm the deletion.

Export Group Users in Batch: You can export the group users in excel format through the Export Device button at the top right of the list. You can select some users to export. If you do not check, all user lists in the group are exported by default.

Search Group Users: In the group user interface, group users can also be searched by conditions, so that users can be quickly found.

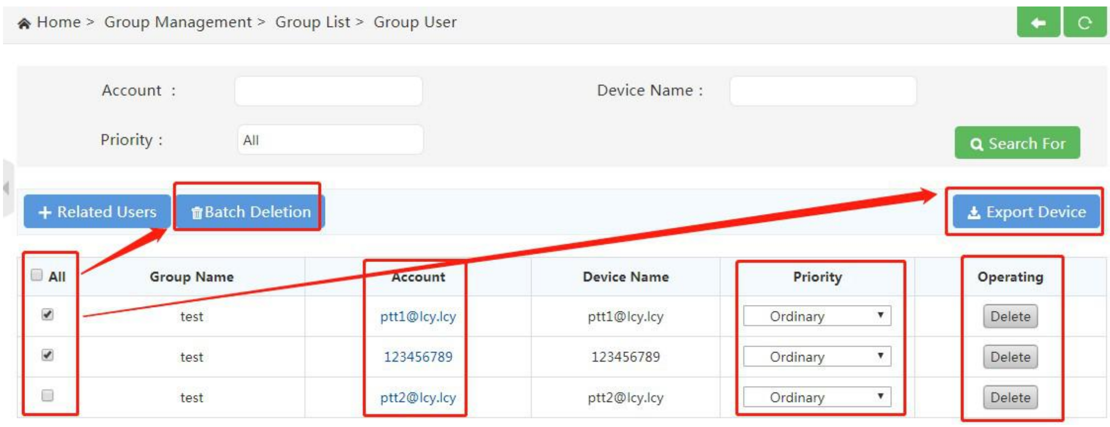


Figure 4.7 Group User Interface

4.3.4 Monitor Groups Management

Monitor groups management can sets whether or not the user that associated with other groups can monitor to the group.

Operation steps: Group→ Group List→ Monitor the User → +Monitor the User, pop up an optional user window, select the user who needs to be monitored and click "Save", as shown in Figure 4.8 below:

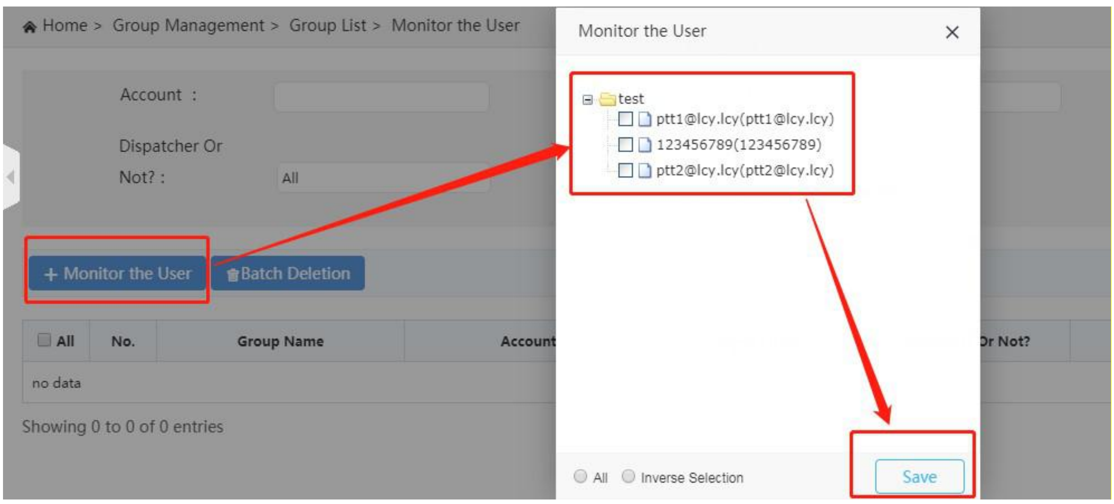


Figure 4.8 Setting up User Monitoring Groups

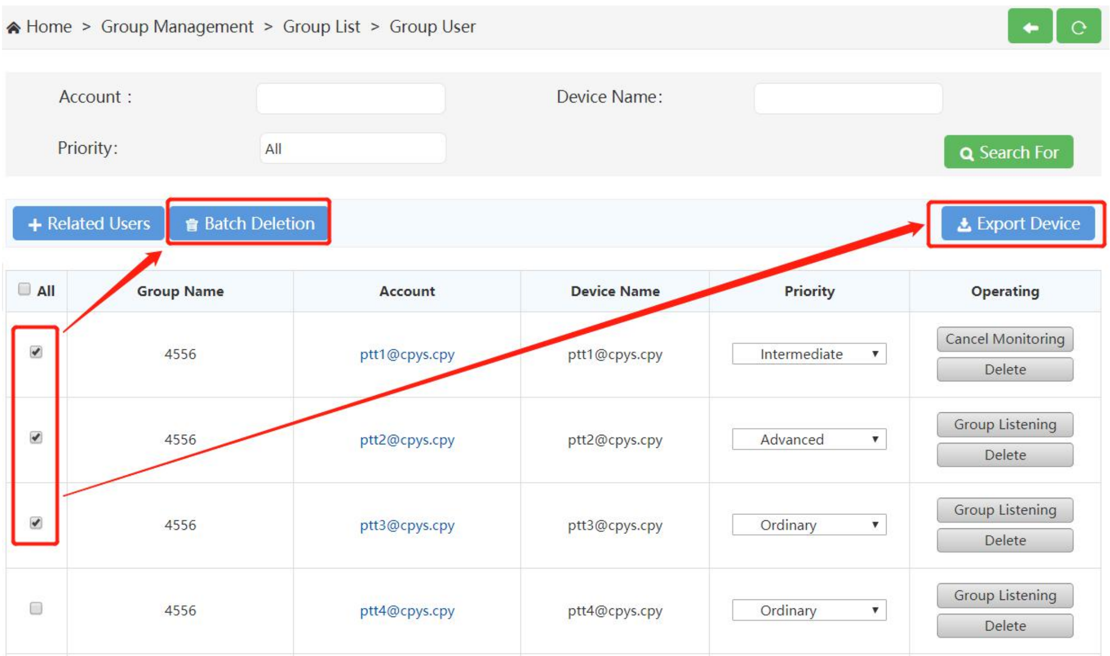
Cancel monitoring individually: In the Monitor the User list, find the user to cancel the monitoring, click "Delete" in the last column of the list.

Batch Debugging: In the first column of Monitor the User list, check the users to cancel the monitoring, click "Batch Delete" above the list, and confirm the deletion.

Export the monitoring user table: You can export the monitoring users of the group in excel format through the "Export Device" button at the top right of the list. You can select some users to export. If not selected, all monitoring users of the group are exported by default.

Search the monitoring user table: In the Monitor Users interface, the group monitoring users can also be searched by condition, so that the user can be quickly found.

Group listening / Cancel Group listening: In the group user list, find the user to group listening / cancel group listening , and click the "group listening / cancel listening" button in the last column of the list.



Group user page

4.4 Terminal

The company can view the list of intercom accounts it purchased, and can edit the account, modify the login password, and manage the group relationship, as shown in Figure 4.10.

- **Search account:** You can search according to the conditions to facilitate quick search.
- **Add APP account:** You can add an APP login account under the company name. After adding, you need to recharge the annual card / month card to take effect.
- **View account status and validity period:** You can view the validity period and status of an account in the

account list.

- **Annual recharge card:** You can recharge the annual card for this account.
- **Monthly recharge card:** You can recharge the monthly card for this account.
- **Set default group:** You can set the default group for the account.
- **Join group:** By joining the group, set the association relationship between the account and the company group.
- **Modify device name:** Modify the device name of the PTT radio account by editing. After the modification, the PTT terminal restarts or the APP logs in again to take effect.
- **Modify the login password:** as shown in Figure 4.11.

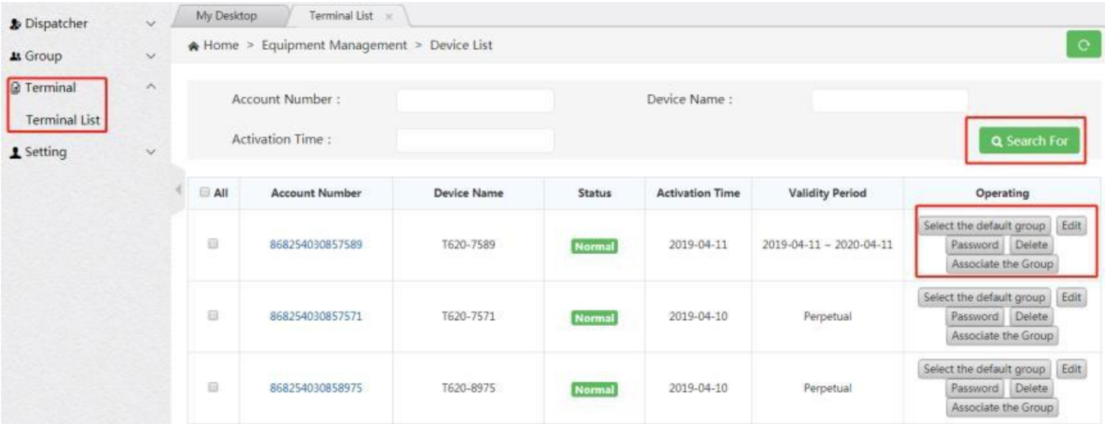


Figure 4.10 Account Management Interface

4.4.1 Join Group Management

In the list of terminal users, the terminal users can choose to join or cancel the group they have joined.

Steps for terminal users who join groups: Terminal → Terminal List→ Associate the Group →Join Group, as show in the figure 4.11：

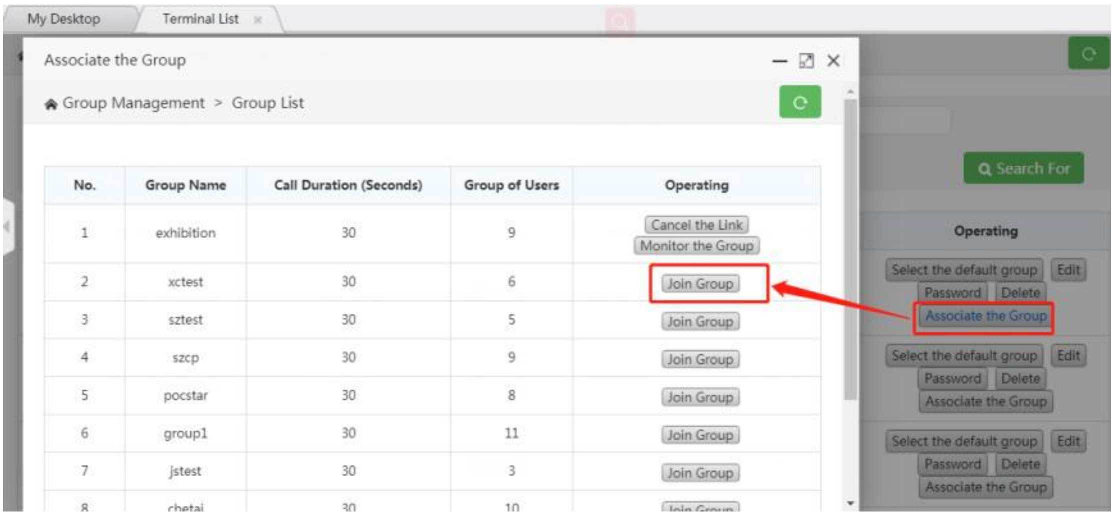


Figure 4.11 Setting Interface for User Group Relations

Exit group: In the Join Group user list, find the group you want to exit, and click Exit Group in the last column of the list to exit the group.

4.4.2 Monitor Group Management

Monitor Group Management can set whether to monitor to the group of users who are associated with the group or not.

Set user group listening steps: User → User List→ Join Group, select the user terminal to listen, and click Join Group → Group Listening in the last column of the list to complete the terminal user listening of the group, as shown in Figure 4.12 :

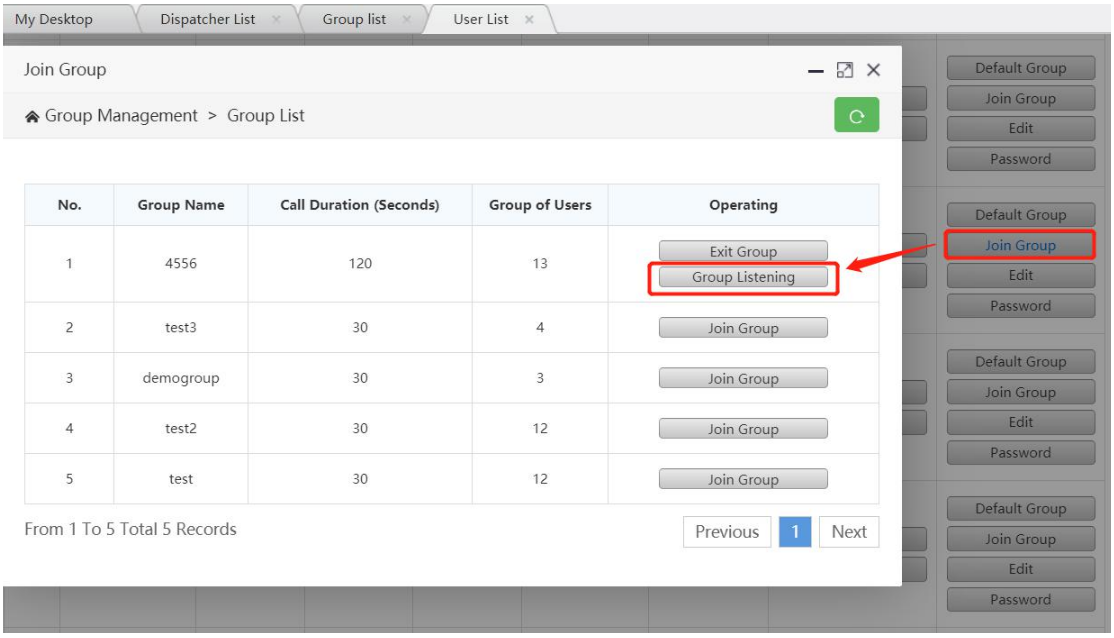


Figure 4.12 Setting up User Monitoring Groups

Cancel Monitor Groups: To find the user you want to unmonitored in the terminal lists, finding the Group to unmonitored in the Associate the Group list, Click Cancel monitoring in the last column of the list, as show in figure 4.13：

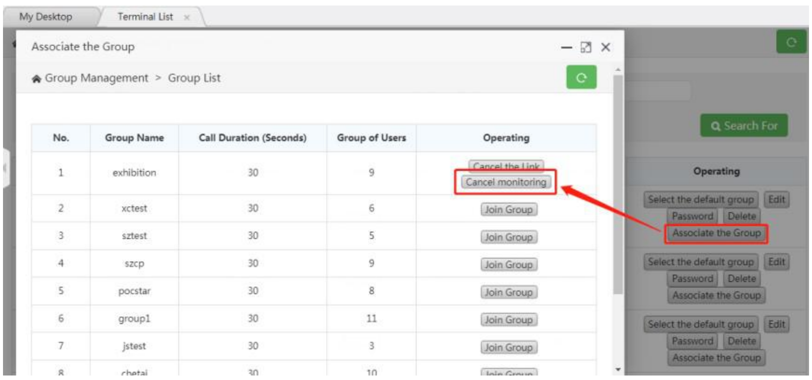


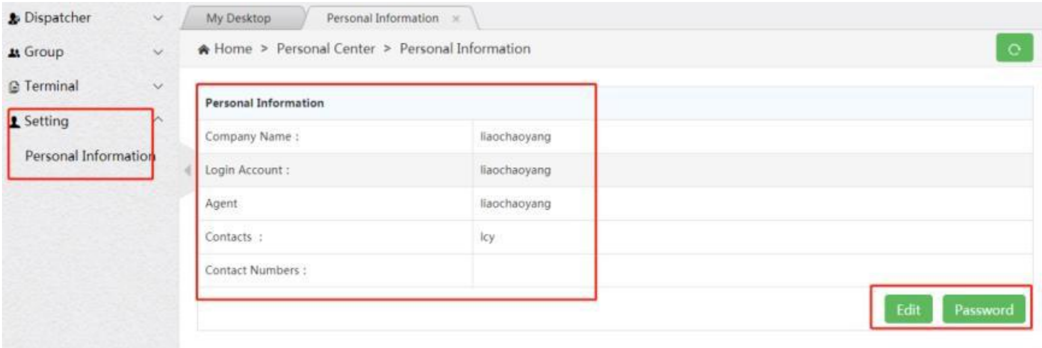
Figure 4.13 Canceling Monitor Groups

4.5 Setting

In the personal center of the menu bar, you can check the information about the current company account login, including the login account, company name, affiliate agent and contact information, as well as editing and password modification of the personal data. The interface is shown in Figure 4.14.

Edit: You can modify the user name and contact information of the company account.

Change Password: Change the password of the company account to log in the User Admin Panel.



4.14 Personal Center Interface