POCSTARS User Admin Panel User Manual

V2.12_WOP_2.10.5_EN_20241213

目录

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

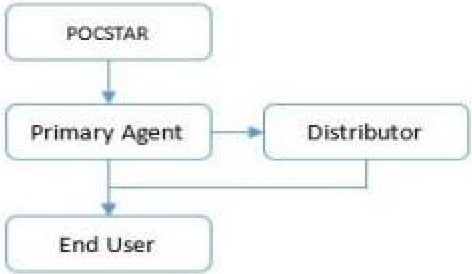
1.2.1 Operation Role

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:

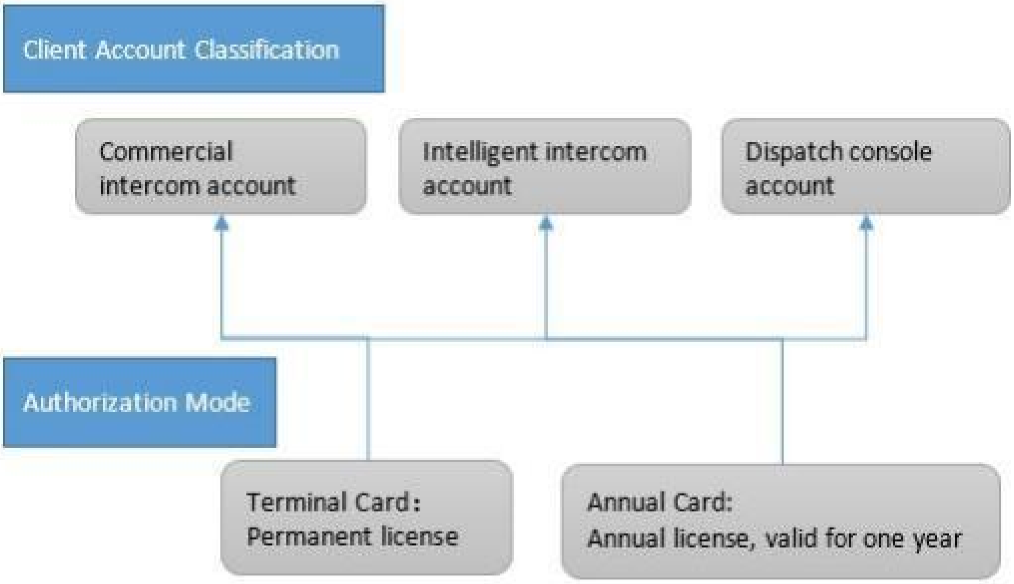
- **POCSTARS administrator:** The management of the agent at the regional level, including the account opening of the first-level agent, the distribution and settlement of the platform license.
- **The first-level agent:** The management of the distributor, the management of a brand of PoC intercom, 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 Log in

The POCSTARS administrator creates a login account for the regional first 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:



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, but can also use the ICCID number as the terminal accounts, and accesses the POCSTARS system after authorization. <u>(Note: POCSTARS has dozens of terminal cooperation manufacturers, which can provide a variety of commercial PoC intercom terminals for agents to choose) .</u>

- **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：ptt1@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

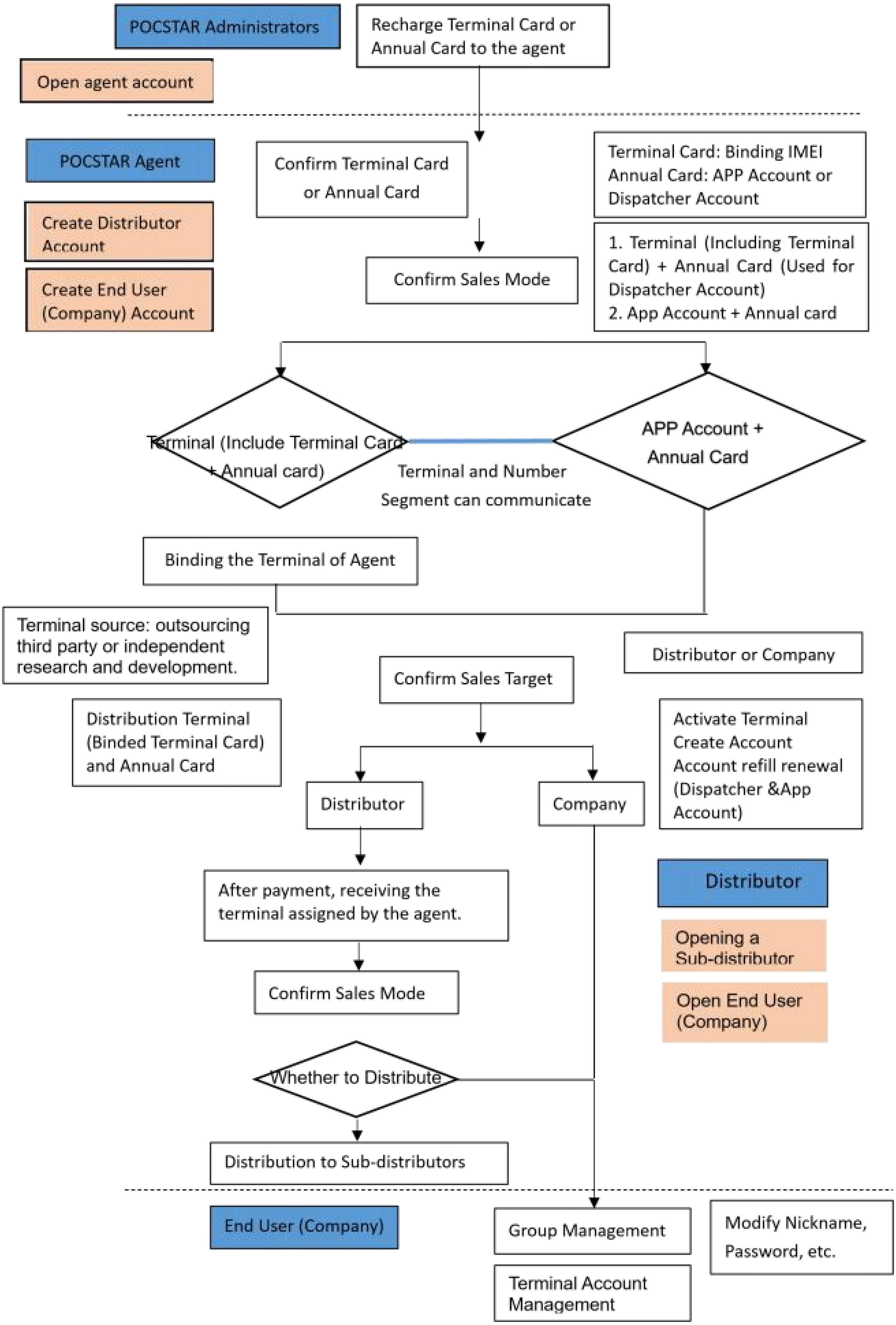
The access license of the POCSTARS platform is mainly divided into two types: the permanent accounting license and the annual charging license. The details are as follows:

- **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.

- Monthly billing license: the monthly card on the User Admin Panel. After it is enabled, the terminal access time is valid within 30 days, and the authorization will be resumed if the fee is renewed. The scope of application is usually the commercial POC walkie talkie, intelligent POC walkie talkie and dispatching console. The specific operation is that the agent recharges the monthly card for the target PoC terminal or dispatcher account, and these terminals or dispatchers can enjoy the 30 day authorized access service provided by POCSTARS. The service can be renewed after 30 valid days.

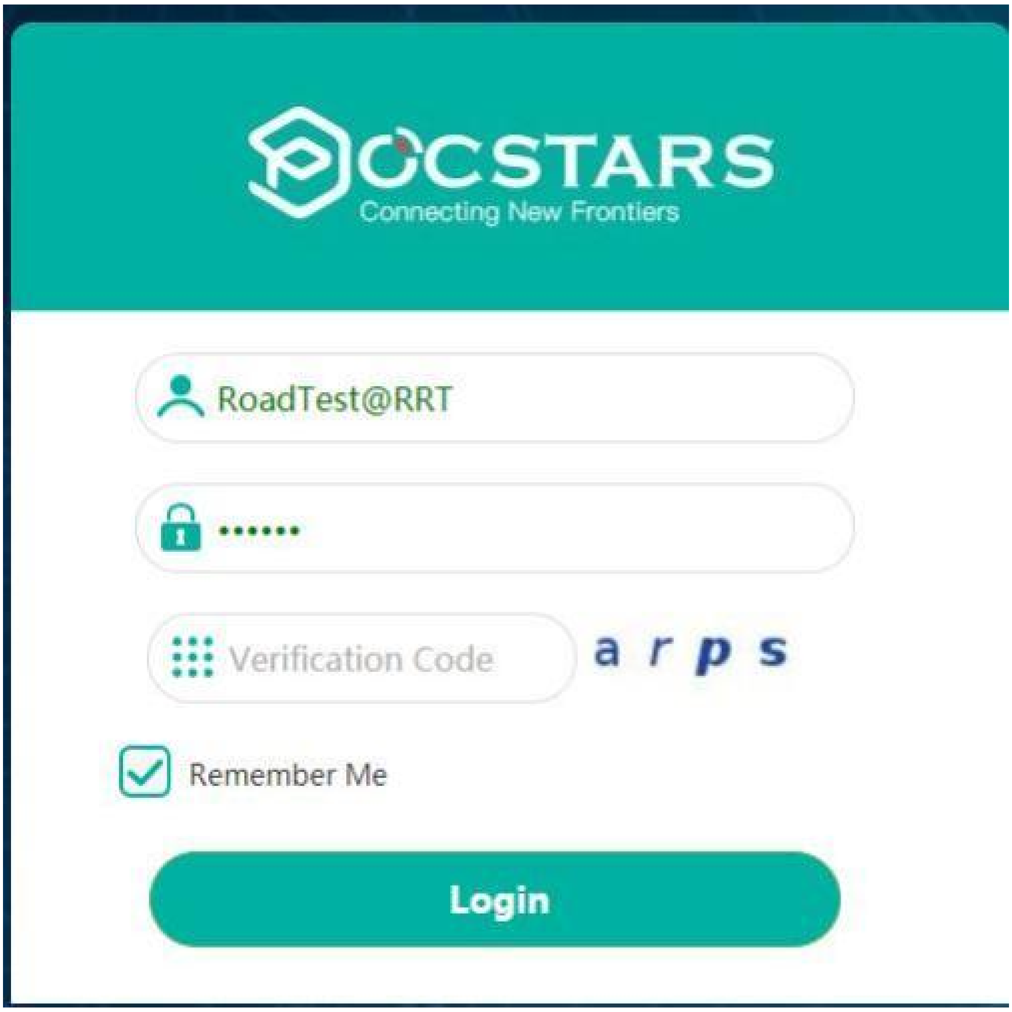
1.2.4 Brief Description of Operation Process


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
Confirm Sales Mode
1. Terminal (Including Terminal Card) + Annual Card (Used for Dispatcher Account)
2. App Account + Annual card
Create End User (Company) Account
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
After payment, receiving the terminal assigned by the agent.
Distributor
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

Note: the operation mode of monthly card is similar to that of annual card.

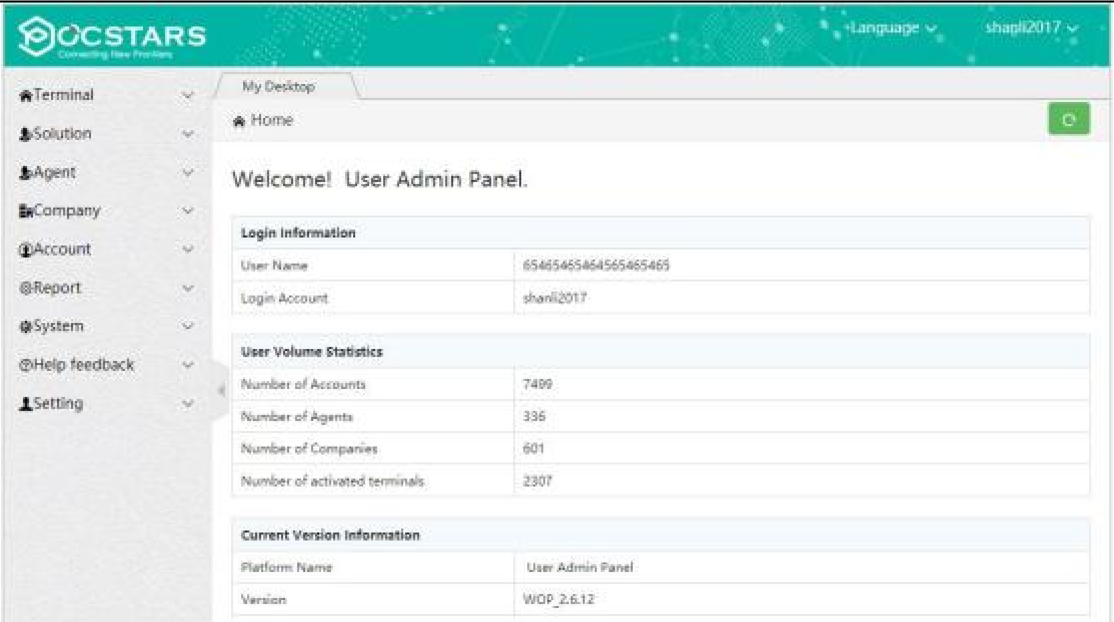
2. The Product Operation Instruction-Internal Chapter

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.



2.1 Homepage

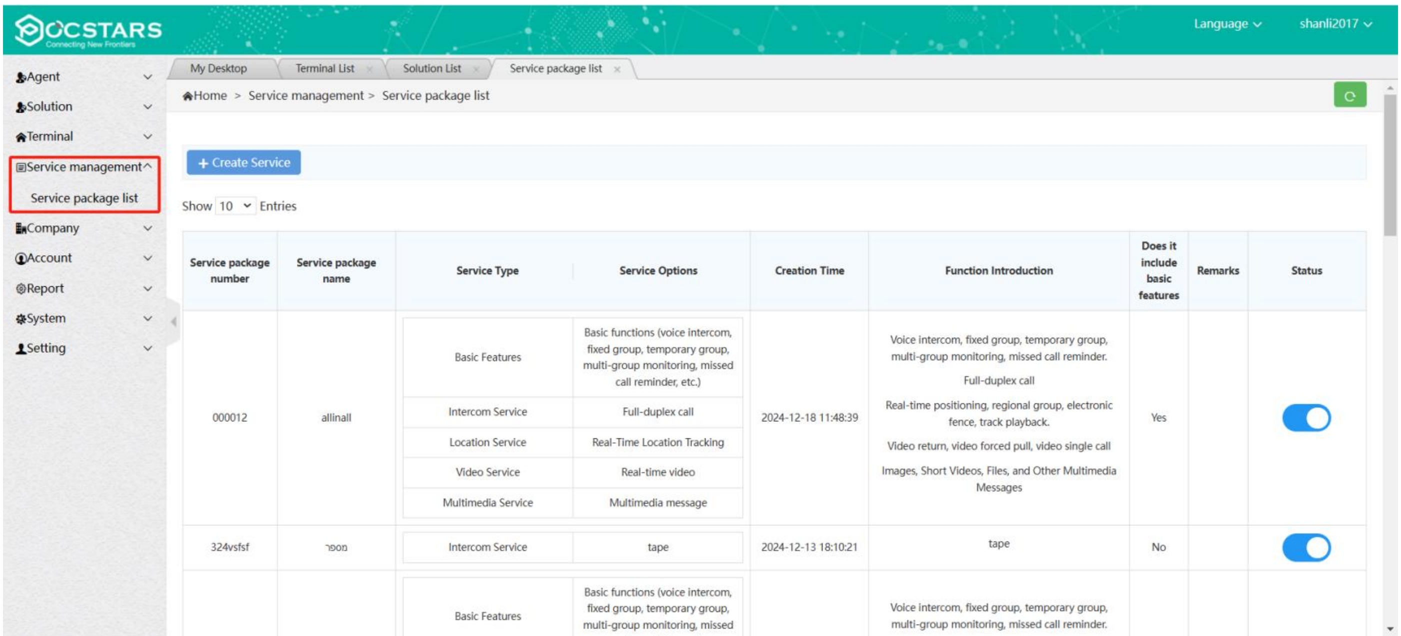
After the internal account is successfully logged in, enter the home page, you can see the information on the left menu bar, the middle area home page (login information, user volume statistics, current version information), and the upper right corner exit button as shown in the figure below.



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. Service Package Management

After the administrator account successfully logs in, they will enter the homepage. On the left menu bar, under Service Management, there is the Service Package List. Click on the Service Package List, as shown in the figure below.

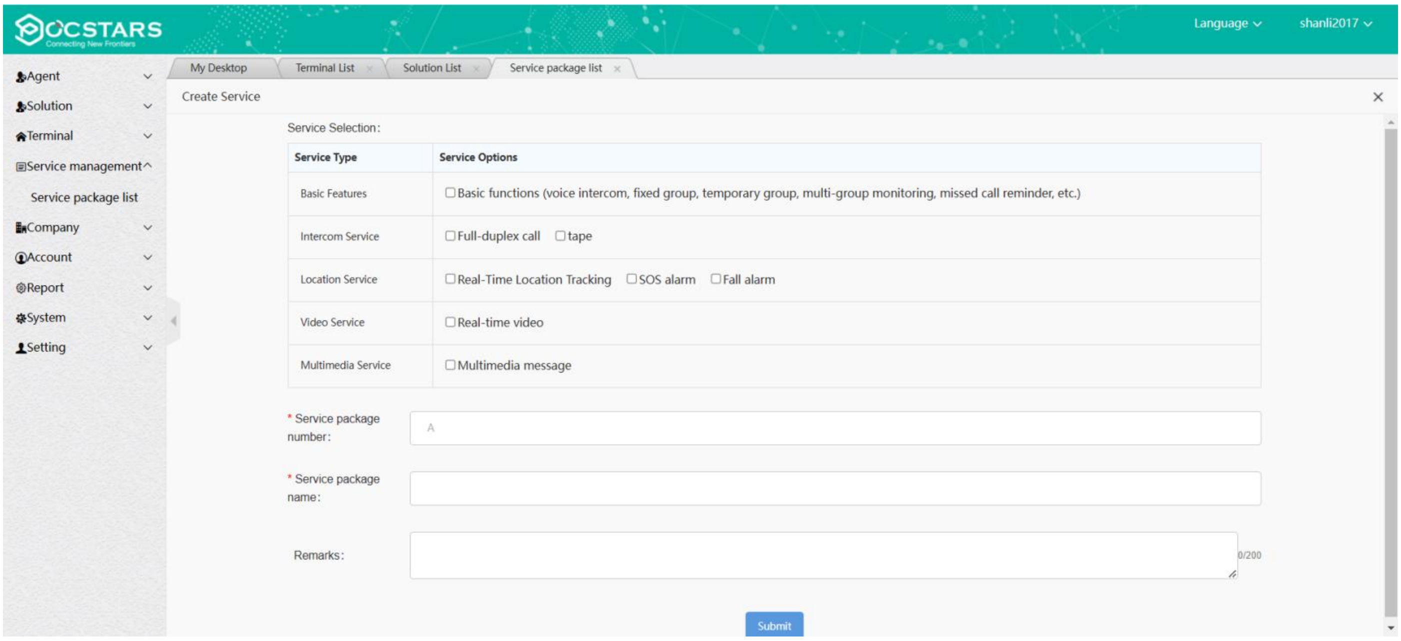


Service Package ID: The ID entered when creating the service package.
Service Package Name: The name entered when creating the service package.
Service Type: Primary functions within the service package.
Service Options: Secondary functions within the service package.
Creation Time: The time when the service package was created.
Feature Description: Detailed description of the secondary functions within the service package.
Includes Basic Functions: Whether the service package includes the most basic functions (to use advanced functions within the system, the user account must have basic functions enabled).

Remarks: Remarks entered when creating the service package.
Status: On/Off (When On, the service package can be selected when recharging agents; when Off, it cannot be selected).

2.2.1. Service Package Creation

Click Service Management - Service Package List - Service Package Creation, as shown in the figure below.



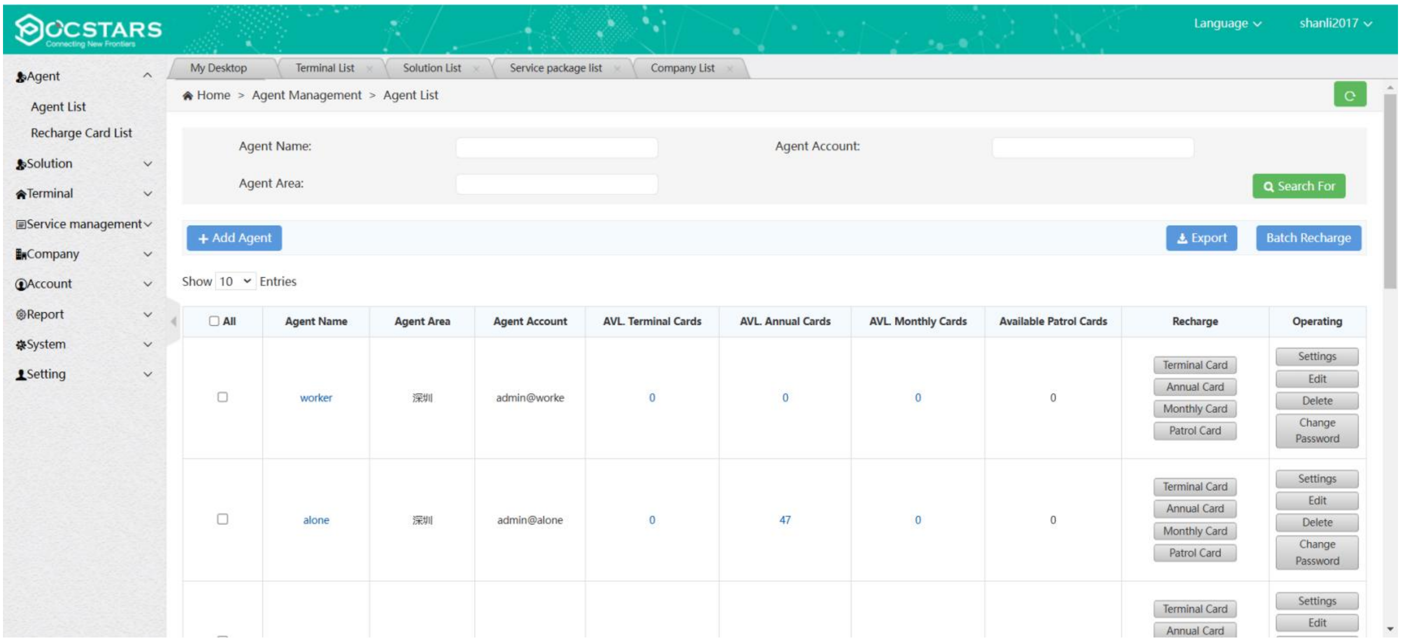
Service Selection: (Required, multiple selections) Customize and select service options to flexibly combine the features within the service package.
Service Package ID: (Required, alphanumeric) Enter the ID in the input field.
Service Package Name: (Required) Enter the name in the input field.
Remarks: Enter the detailed description of the service package in the input field.
"Submit": After clicking, the system will check if the ID and name are duplicated. If the validation passes, the service package will be successfully created.

2.3. Agent management

2.3.1. Agent List

The Agent List includes the following functionalities: adding, editing, deleting, and searching agent accounts; recharging terminal cards, annual cards, and monthly cards; and changing passwords. Internal accounts can manage and view the information of subordinate first-level agents.

Agent management can be accessed in the Agent List, as shown in the figure below.



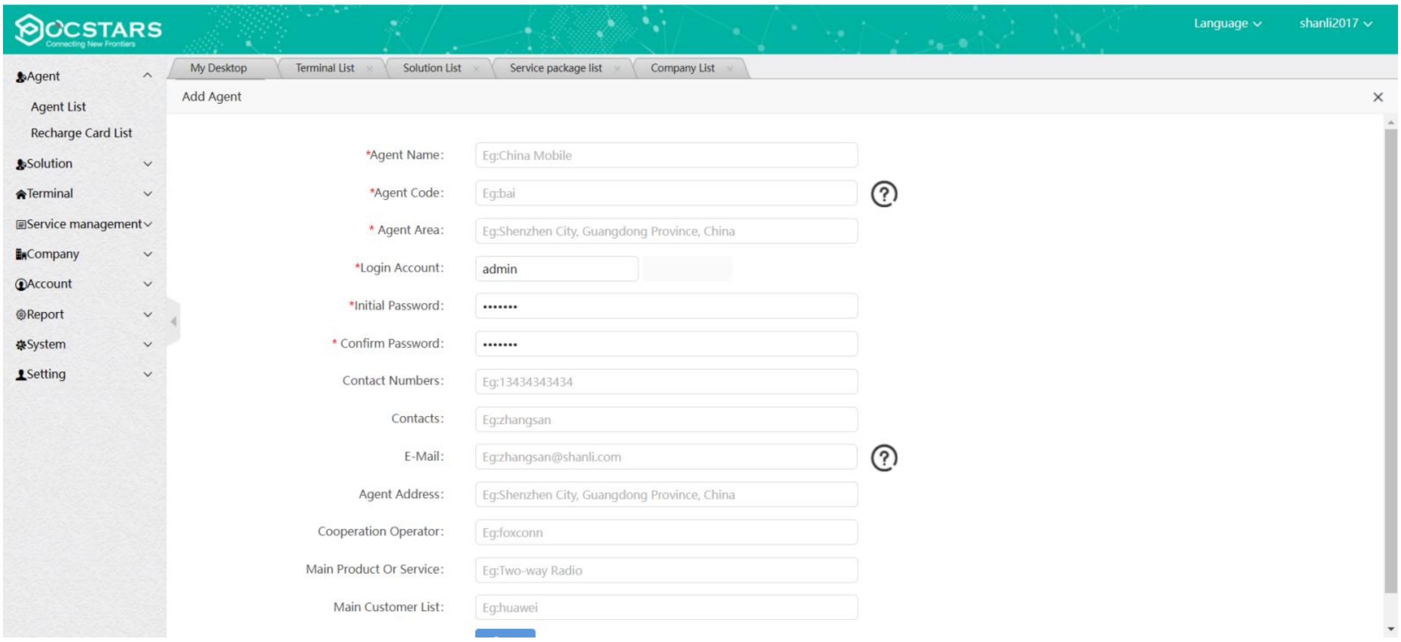
You can perform the following operations:

· Recharge Terminal Card: Recharge the terminal for the agent. After recharging, the terminal's validity period will be permanent.
· Recharge Annual Card: Recharge an annual card for the agent.
· Recharge Monthly Card: Recharge a monthly card for the agent.
· Recharge Patrol Card: Recharge a patrol card for the agent.
· Settings: Used to control whether the agent's service functions are enabled or disabled.
· Edit: Modify some basic information of the agent, such as the agent's name.
· Delete: An agent account can be deleted if there are no subordinate agents, no active accounts, and no associated company under that agent.
· Change Password: Modify the password for the agent account used to log in to the operation platform. Password rules: 6-16 characters in length, at least a combination of numbers, letters, and special characters. Special characters supported include !@.*_
· Search: Search the agent list based on search criteria.
· Set List Display Count: Set the number of items displayed per page in the list. By default, the list shows 10 entries per page, but the user can set it to 10, 30, 50, or 100. The list will display according to the configured number.

2.3.1.1. Adding New Agent

Internal accounts can add their own first-level agents and manage all agent information under the agent list.

Steps: Click on "Agent Management" in the menu bar, then select "Agent List" — "Add Agent." A pop-up window will appear to add a new agent. Fill in the relevant information and click "Save" to complete the addition of the agent account. The default password for the agent account is: a123456. See the image below:

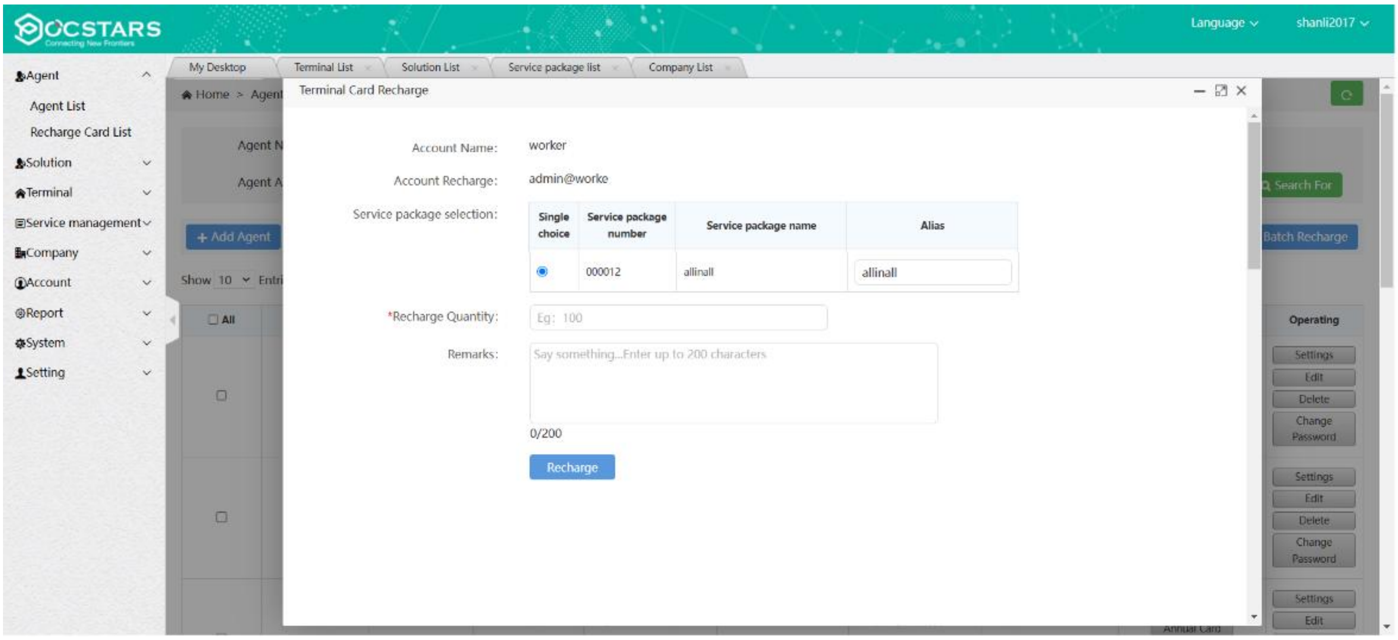


Agent Information (Fields marked with * are mandatory)

2.3.1.2. Agent Recharge

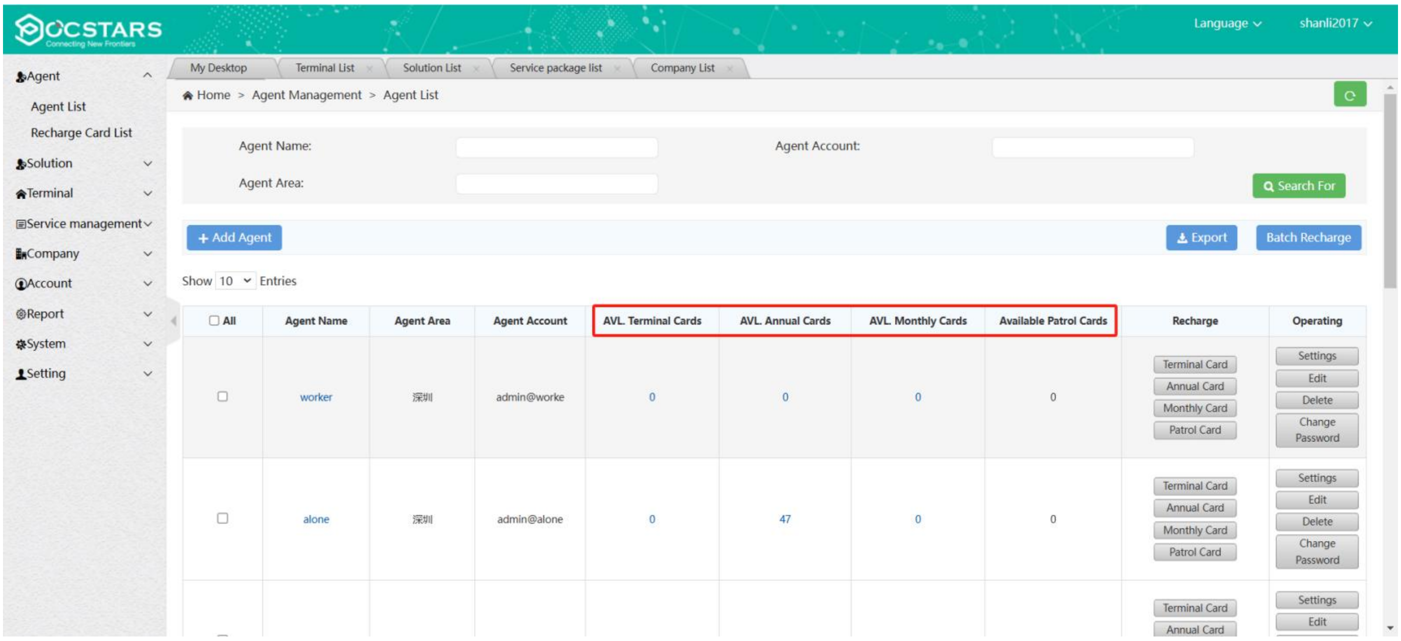
Agents need to recharge intercom accounts and recharge secondary agents (i.e., distributors). This requires the use of terminal cards, annual cards, monthly cards, or patrol cards. The terminal cards, annual cards, monthly cards, or patrol cards for first-level agents are recharged internally (by the manufacturer) and support both bulk and individual recharges.

Steps for individual recharge:
Agent Management → Agent List → Recharge Terminal Card/Annual Card/Monthly Card. Select the corresponding terminal card/annual card/monthly card to recharge for the agent, and a recharge interface will pop up. Enter the recharge quantity and service package, then click "Recharge" to complete the process. See the image below:



Note: When a service package is recharged for the first time, it can be customized, and the alias will default to the same as the service package name. The service package name displayed to the agent is the alias.

The available quantities of terminal cards, annual cards, and monthly cards for the agent can be viewed in the respective columns in the agent list. See the image below:



Available Recharge Card Quantity

Batch Recharge Steps:

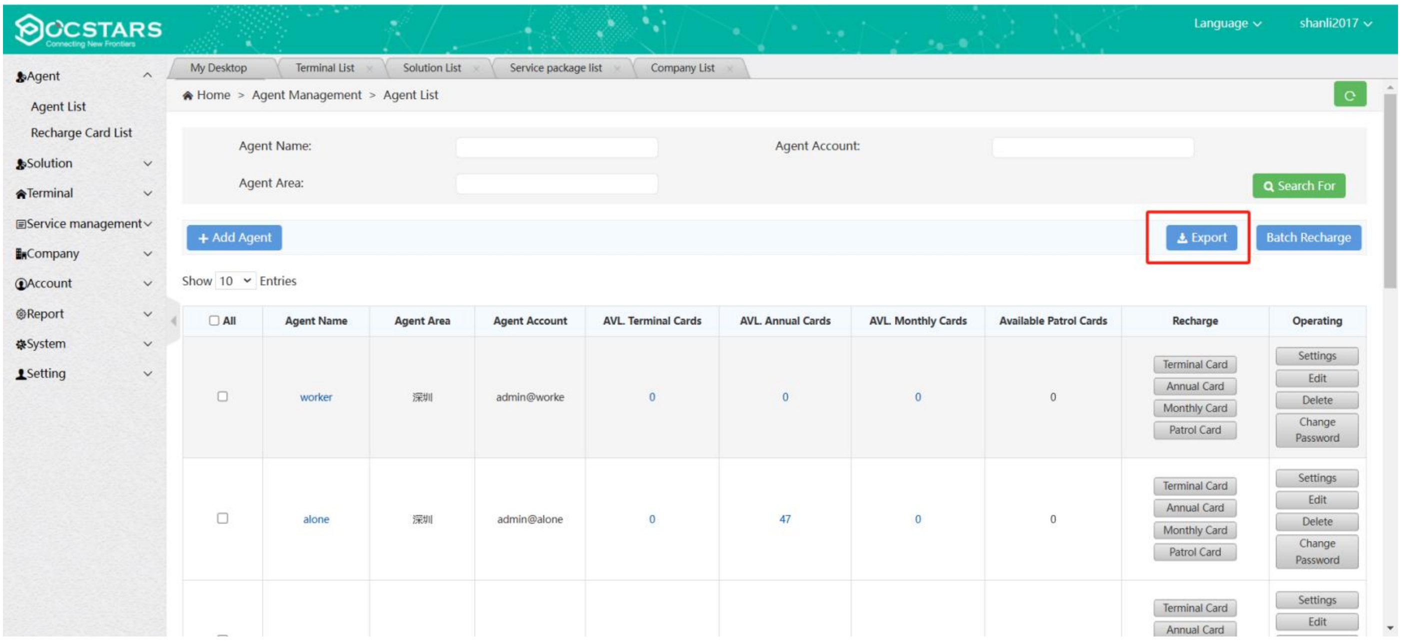
一、Two operation methods:

Method 1: First, use "Batch Export" to export the accounts to be recharged in bulk. Edit the recharge quantity for each account, then use "Batch Recharge" to import and complete the recharge.

Method 2: Download the recharge template from "Batch Recharge," fill in the accounts, quantities, and services to be recharged, and then use "Batch Recharge" to import and complete the recharge.

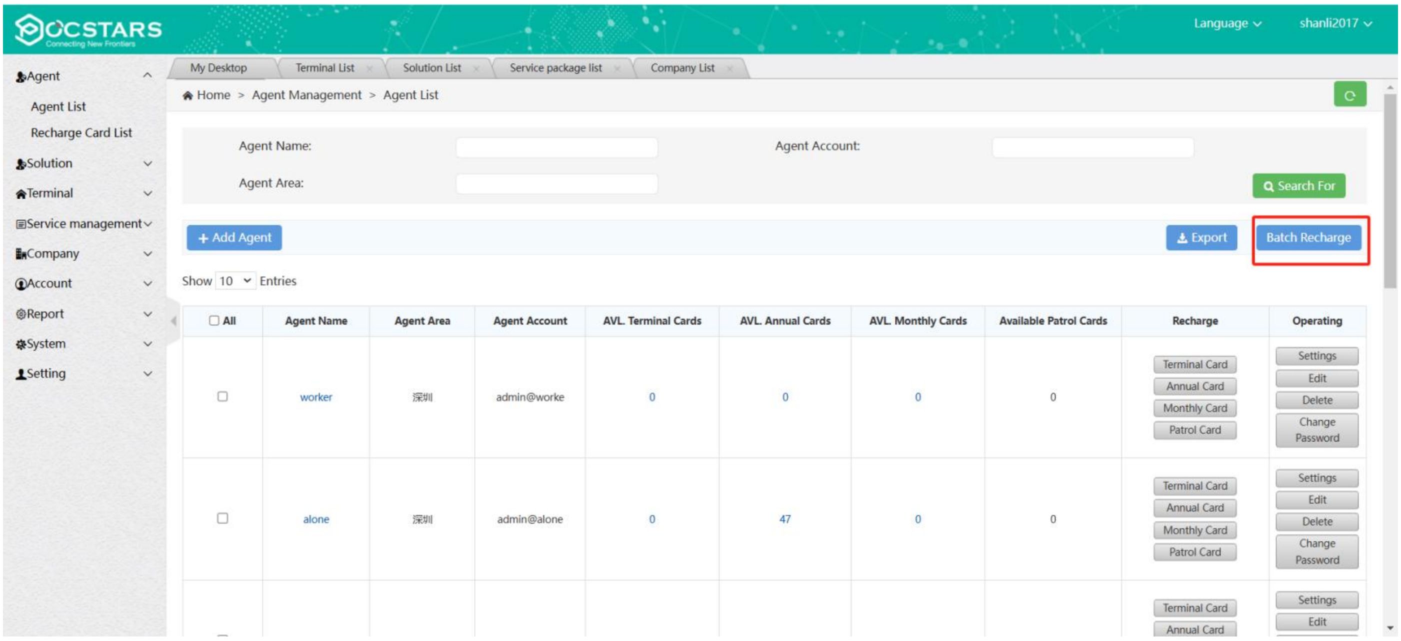
二、Detailed Steps

1. Batch Export:
   The operator can select accounts and then click the "Export" button to export the batch recharge list, which will contain the selected account list. Alternatively, if no accounts are selected, the exported batch recharge list will contain all accounts by default. After filling in the recharge card type, quantity, and service in the exported table, save it locally. The table can then be imported into the system through the "Batch Recharge" pop-up window for bulk account recharge operations. See the image below:

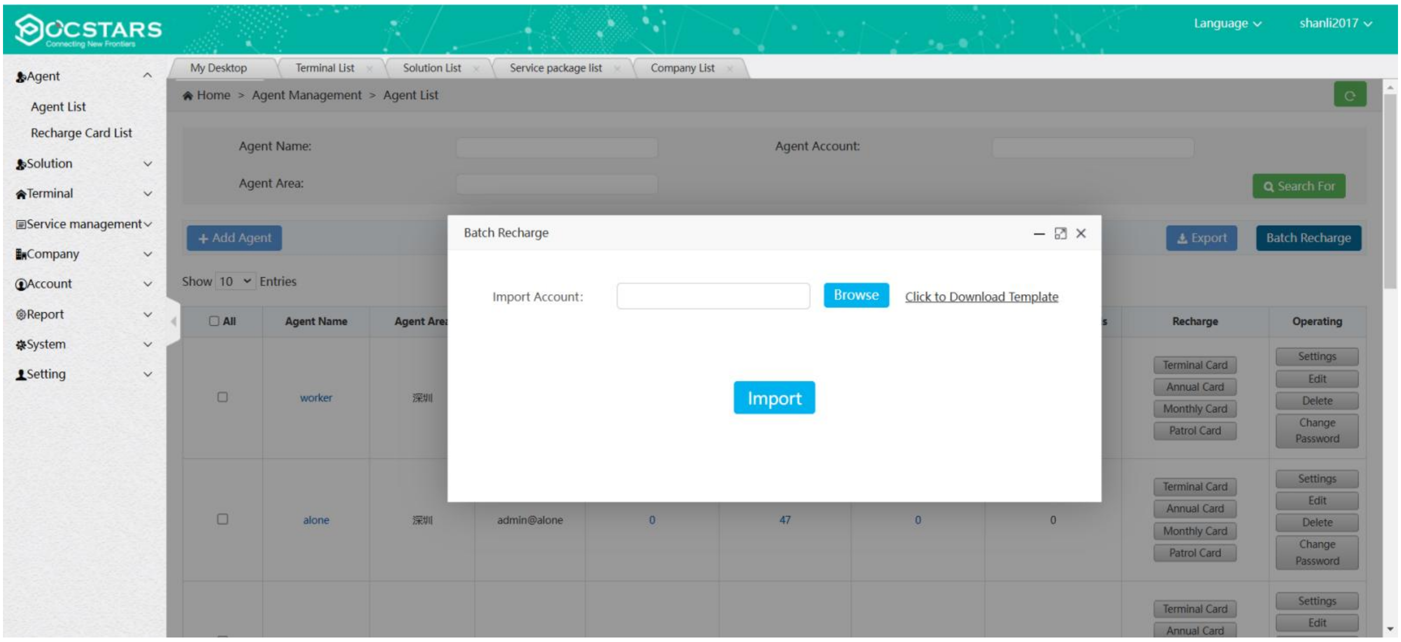


Batch Recharge Export Button

2. Batch Recharge:
   Click the "Batch Recharge" button to open the batch recharge pop-up window. The operator can choose to download the batch recharge template Excel sheet for custom entry, save it, and then import it. Alternatively, an existing local batch recharge file can be imported. After clicking the "Import" button, the system will perform a bulk recharge for the accounts listed in the file. Once the recharge is complete, a result pop-up will appear. If any accounts fail to recharge, a failure report can be downloaded to review the reasons for the failure. See the image below:

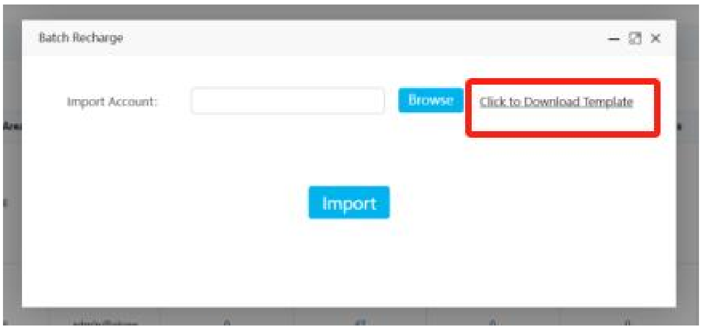


Batch Recharge Export Button



Batch Recharge Pop-up Window

3. Batch Recharge Template:
   How to Obtain the Template:
   Click the "Batch Recharge" button, and in the pop-up window, you can download the batch recharge template sheet. The template is a sample template, and the operator can manually add the account list, recharge card type, recharge quantity, and service. Once completed, save the file and import it into the system. See the image below:



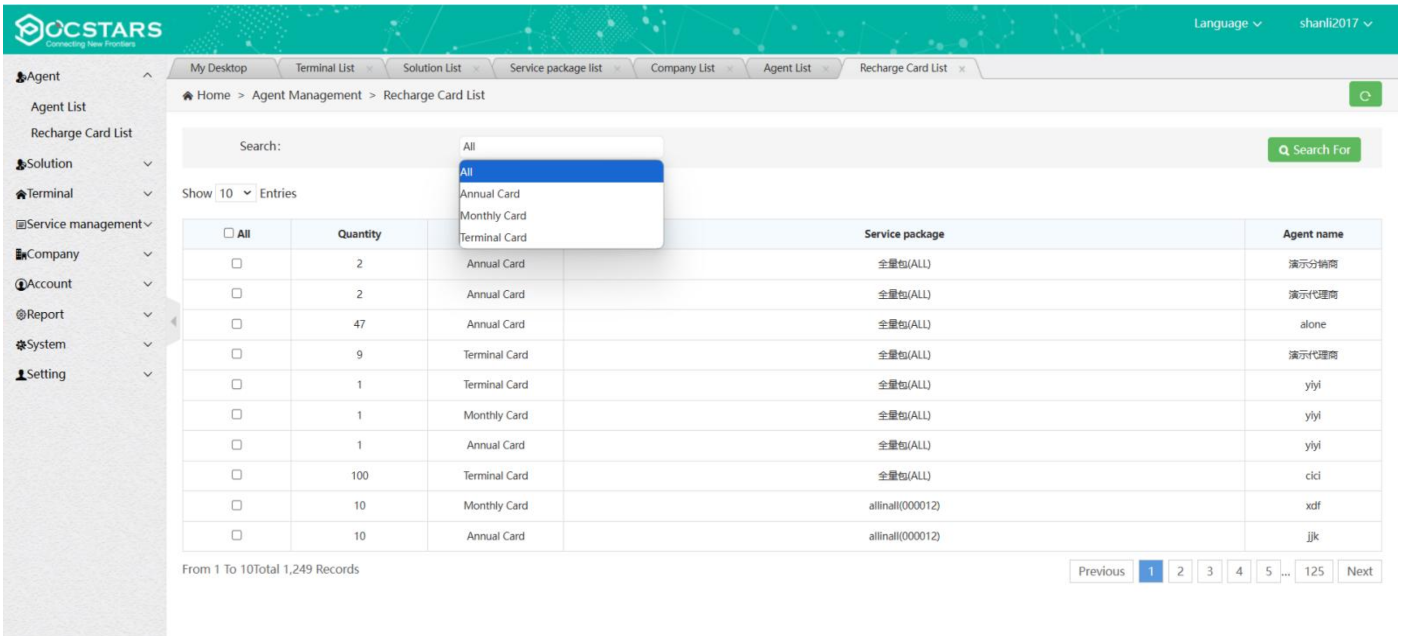
Download Batch Recharge Template Button

Note:

1. When recharging terminal cards, basic functions such as voice intercom must be included.
2. To ensure compatibility with previously existing cards at agents, distributors, or companies before tiered pricing was implemented, these cards default to the service package: "Full Package." When recharging agents, this "Full Package" will no longer be used.
3. When recharging scheduler accounts, existing cards (annual cards, monthly cards) can still be used. New annual and monthly cards can also be used, with the corresponding service package being: "Scheduler Exclusive."

2.3.2. Recharge Card List

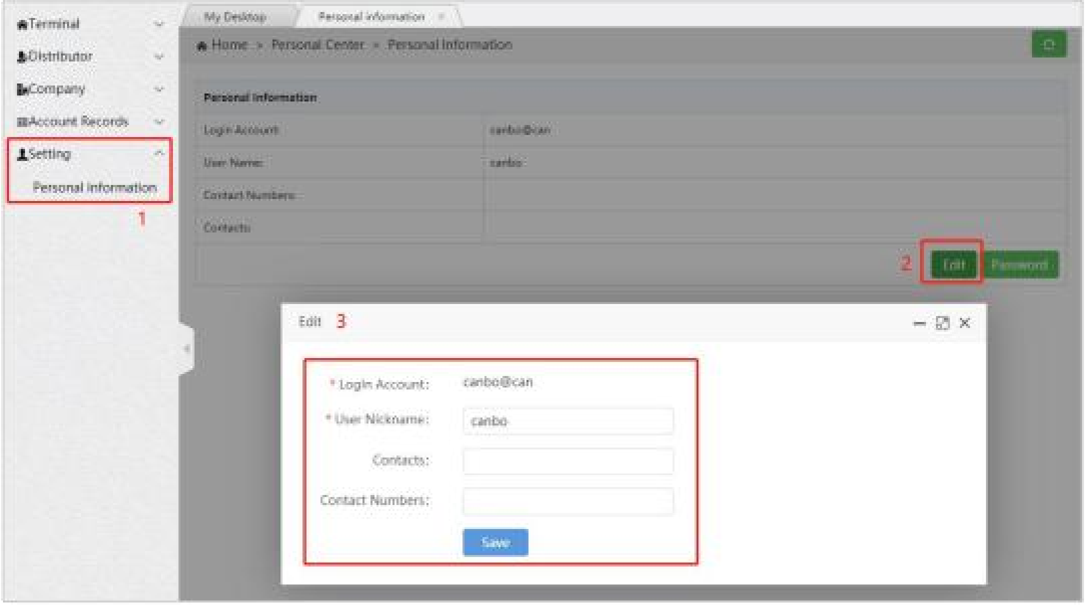
Agent Management - Recharge Card List, click as shown in the image below：



You can search within the page by terminal cards, annual cards, or monthly cards to view the recharge records of all recharge cards (recharge quantity, recharging agent, service package).

2.4. Settings

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 the figure below:



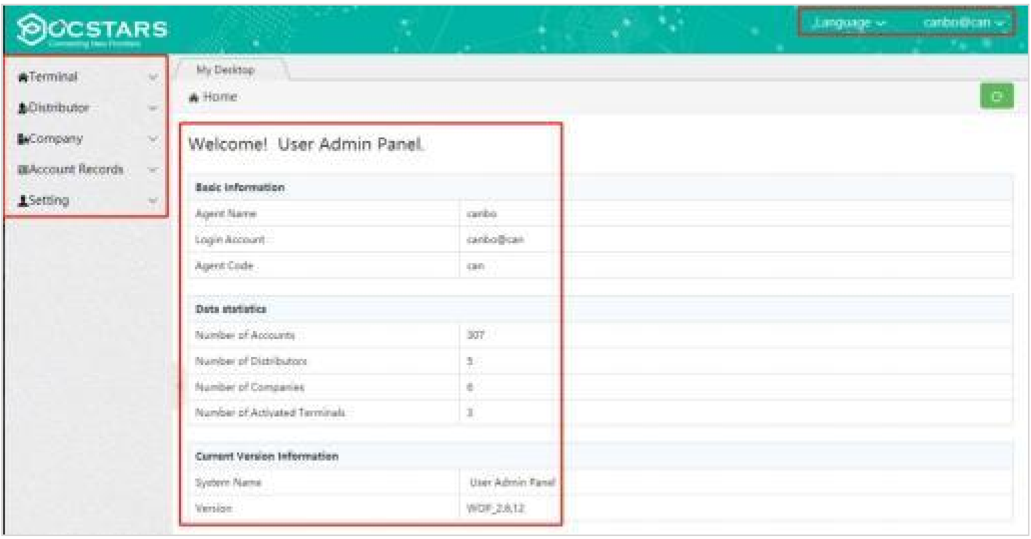
Personal Center

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 Homepage

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 the figure below: Click the "Exit" button to log out and return to the login interface.



Agent Homepage

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.

Account record → user list: all account records of the agent.

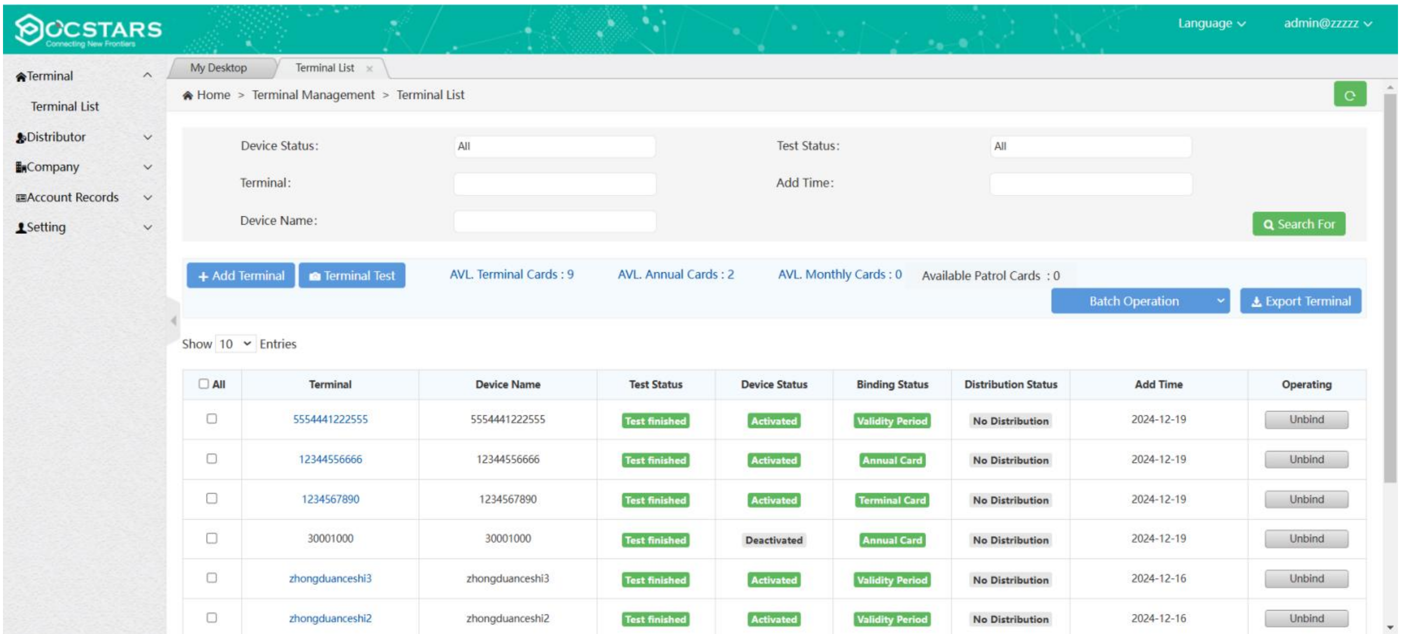
Setting → Personal Information: The personal account management of the agent.

3.2. Terminal Management

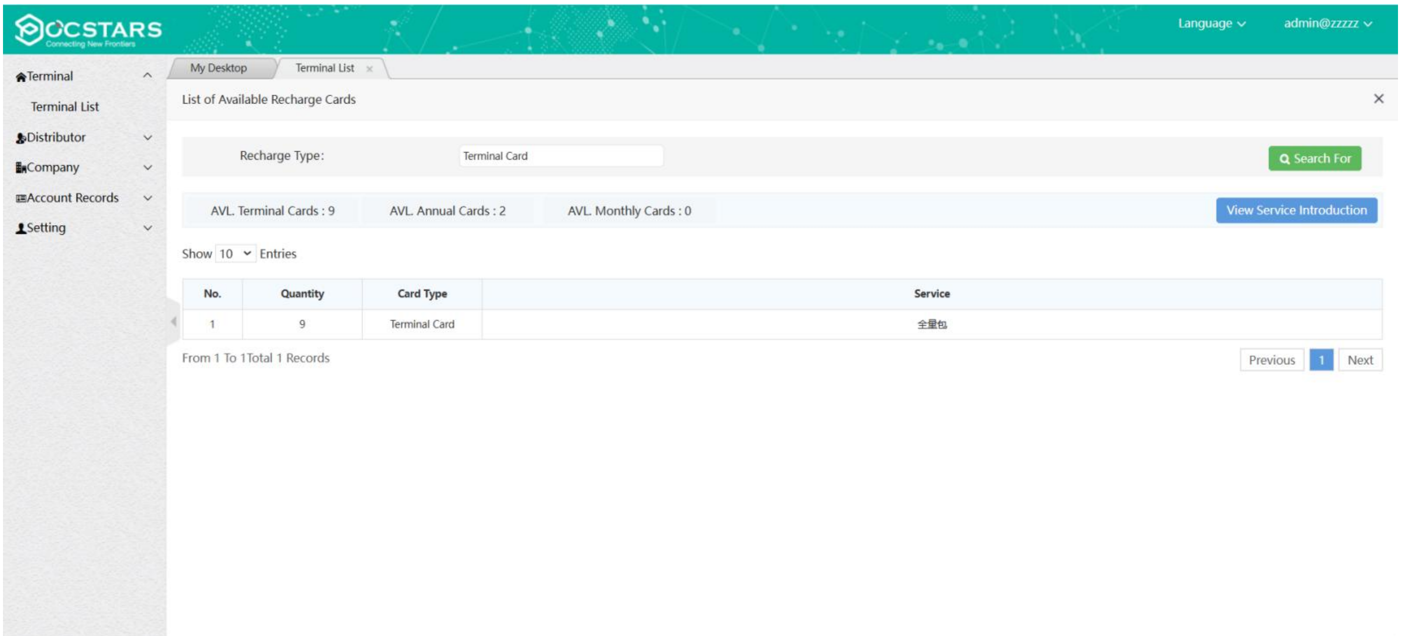
Intercom accounts include the terminal account required to start the intercom terminal, the app account used for logging into the intercom app, and the dispatcher account used for logging into the dispatch platform.

- When selling terminal accounts to the end customers, agents must complete testing, bind recharge cards, etc., for the terminal accounts.
- When selling other intercom accounts (other than terminal accounts) to the end customers, agents must bind recharge cards to these intercom accounts.

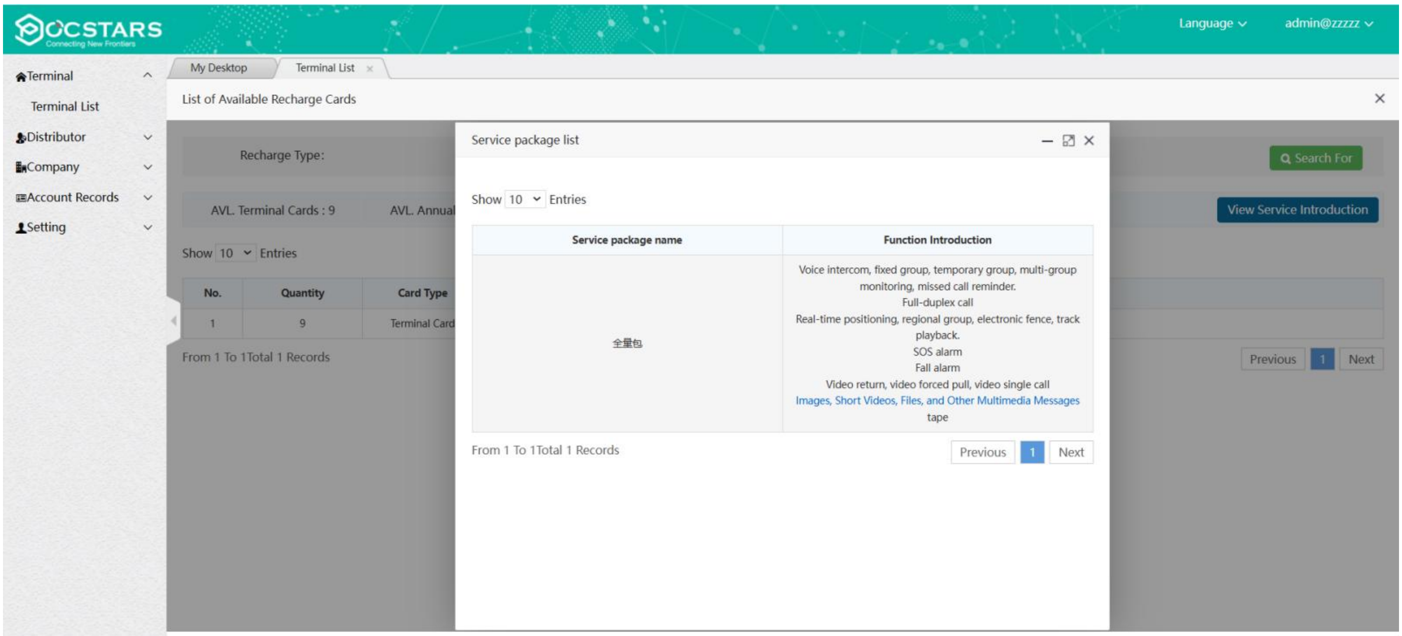
On the right side of the "Add Distributor" button, the available quantities of terminal cards, annual cards, monthly cards, and patrol cards are displayed, as shown in the image below:



Clicking on the available terminal cards/annual cards/monthly cards quantity will allow you to view the available card quantities, types, and services, as shown in the image below：

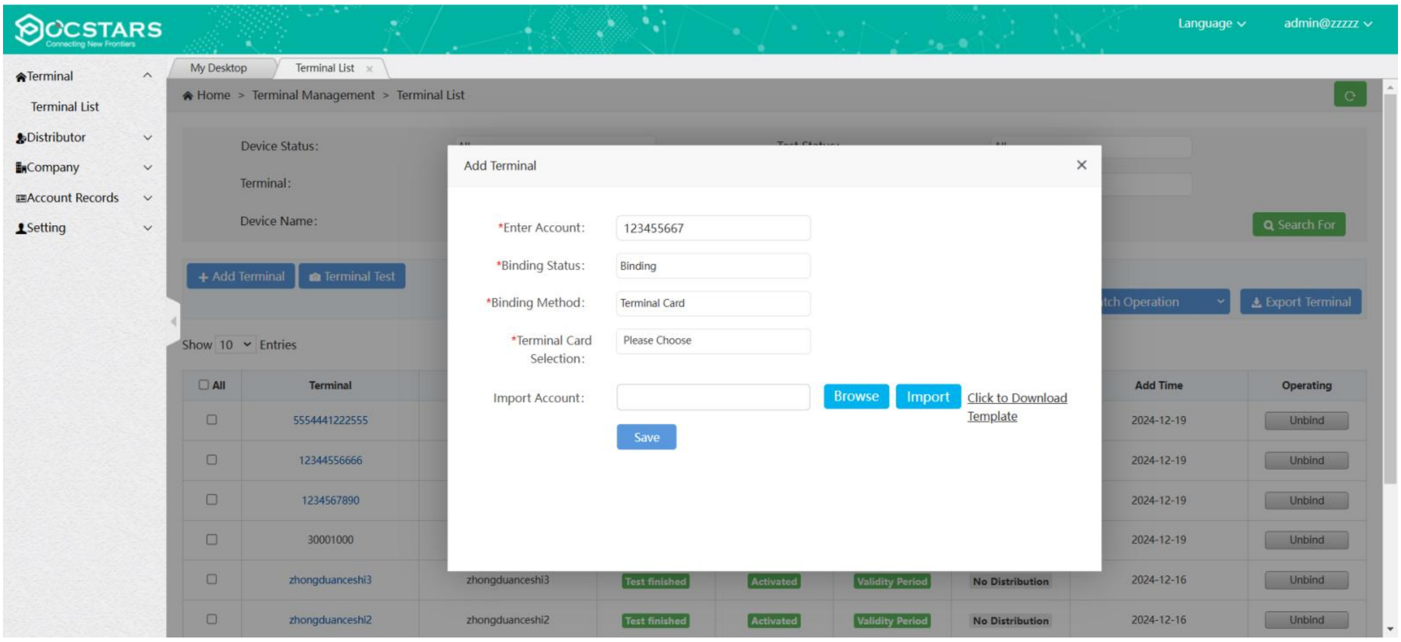


Clicking "View Service Introduction" will allow you to see the service package name and the description of the features included in the service package, as shown in the image below:

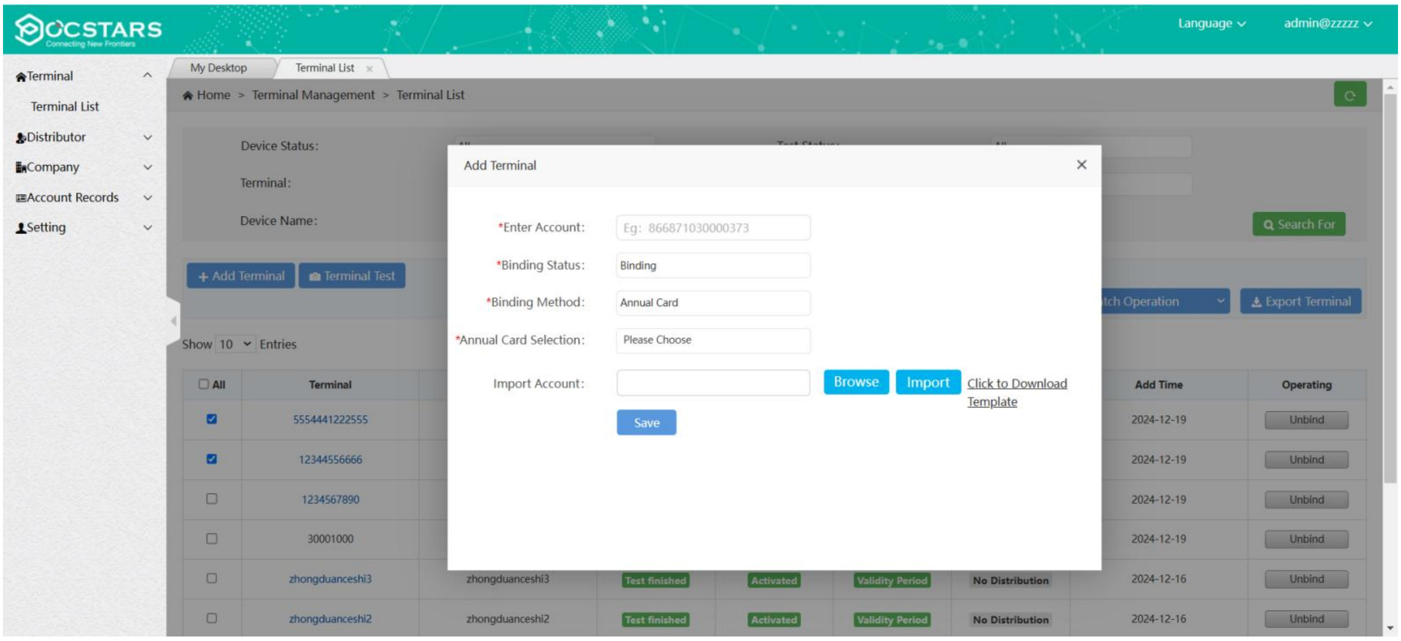


3.2.1. Adding Accounts

There are two methods for entering accounts: single entry and batch entry.
Steps:
Terminal Management → Terminal List → + Add Terminal. A pop-up window will appear to add a terminal. Enter the information for a single account, select the recharge card type to bind (terminal card, annual card, or monthly card), and the corresponding service package. Click "Save" to complete the account addition. See the image below:



Enter Account: The account that needs to be activated; once entered, it cannot be edited.
Binding Status: Bound/Unbound. You can also choose to bind the account after adding it.
Binding Method: Choose the recharge type—terminal card, annual card, or monthly card.
Terminal Card Selection: Based on the selected terminal card/annual card/monthly card, choose the available service package for the current account.
The batch entry process is as follows:
Terminal Management → Terminal List → + Add Terminal. In the pop-up window, click "Download Account Template," click "Browse" to select the account document, and then click "Import" to complete the process.



Batch Entry Operation

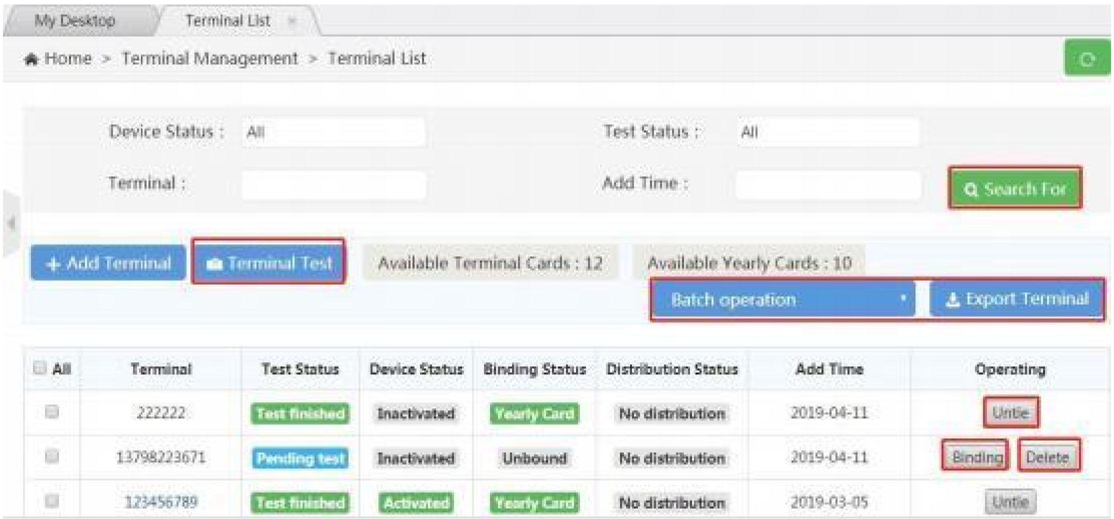
3.2.2. Account Management

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.



Terminal Test

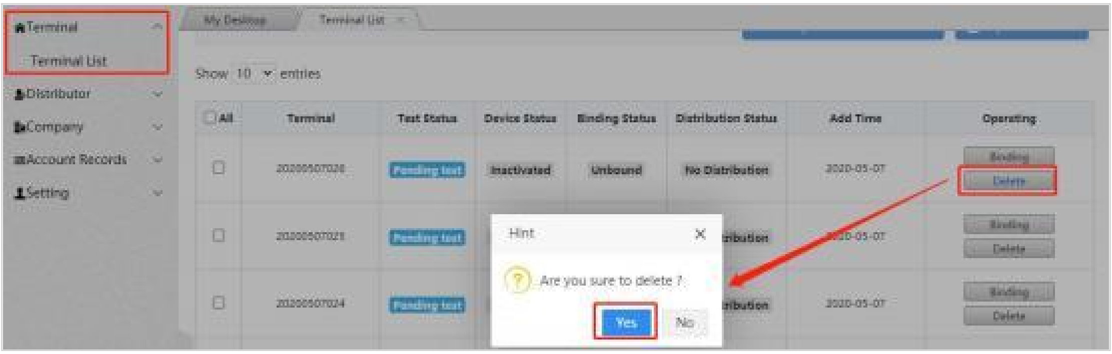
Search: The list of accounts can be searched by criteria.

Click Account: to view the details of the account.

3.2.3. Account Deletion

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

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.



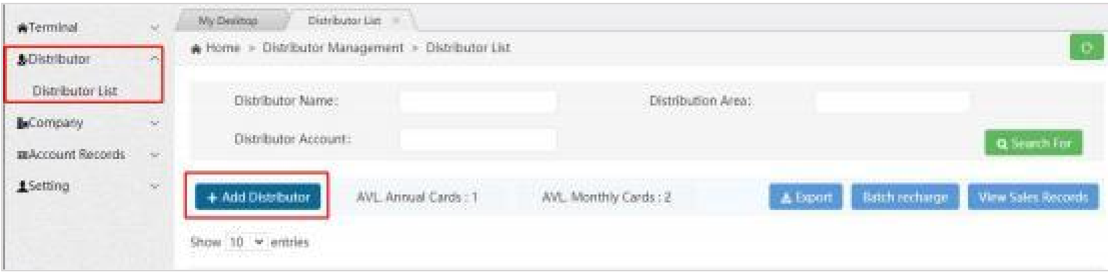
Delete Accounts

3.3. Distributor Management

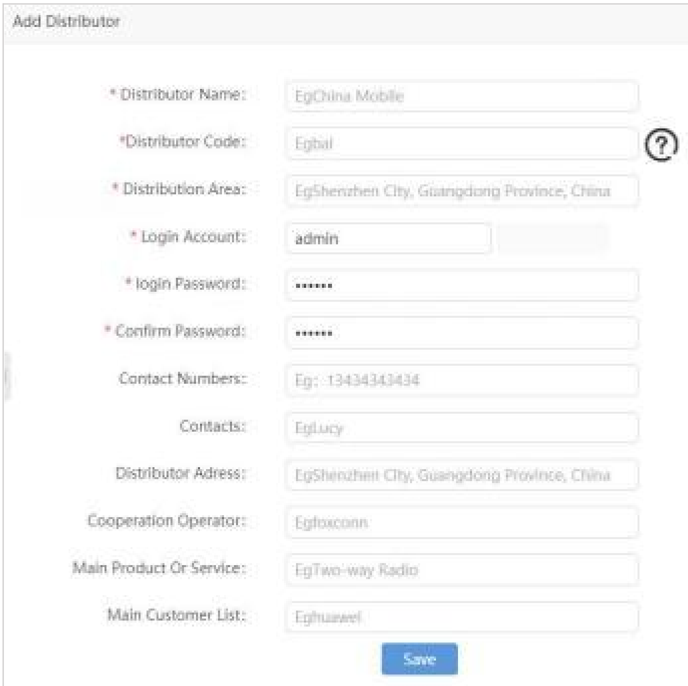
Agents can establish their own secondary agents, distributors. The agent will sell the intercom account and the annual card to the sub-agent with the terminal, and the sub-agent will distribute it. Agents can create and manage secondary agent accounts under this menu.

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 the figure below:



New Distributor



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:

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

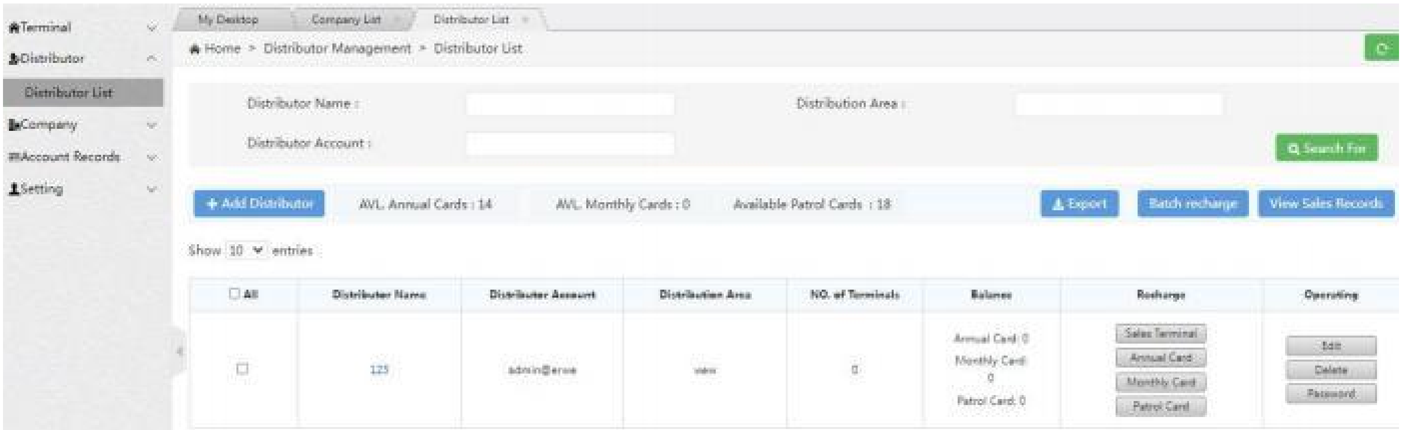
Sell Terminal: The terminal account under the name of the distributor, which can be imported into the account in batch.

Click on the distributor name: you can view the details of the distributor.
Charge annual card: charge annual card for the distributor.
Charge monthly card: charge monthly card for the distributor.

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

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.

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



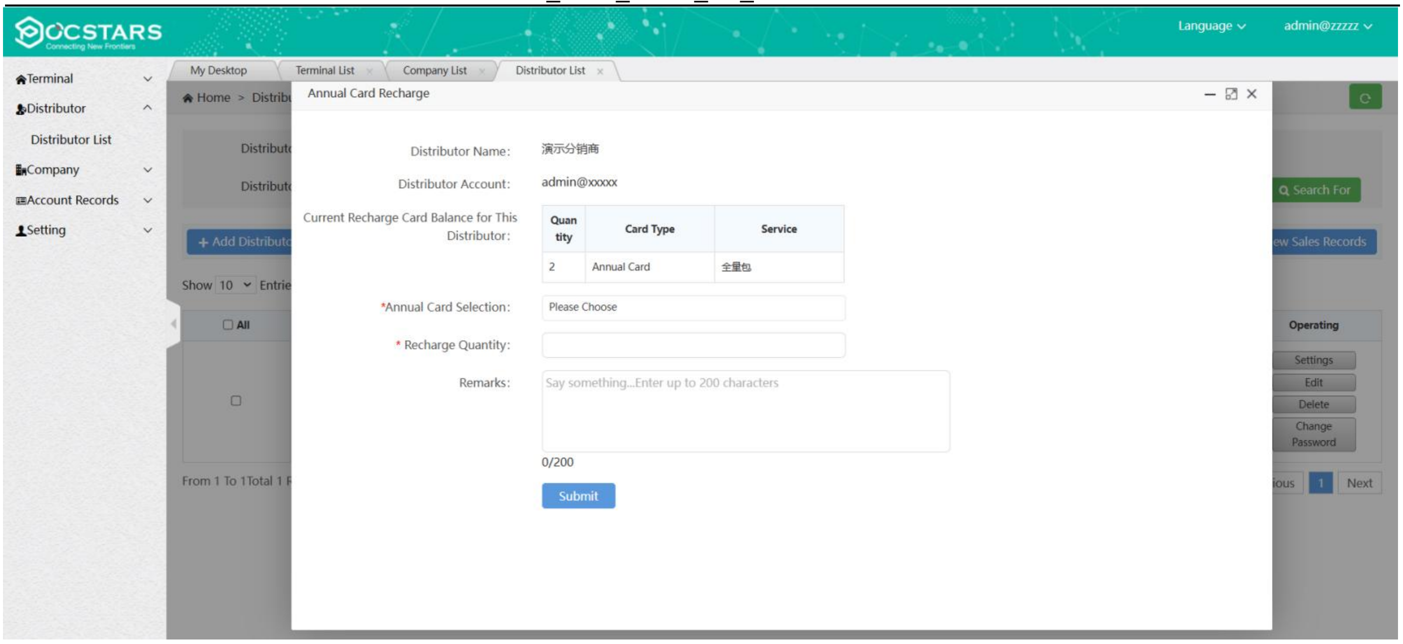
Distributor Management Interface

3.3.3. Recharge Agent

Distributors need to recharge intercom accounts and recharge secondary agents. They must use annual cards, monthly cards, or patrol cards. The recharge cards for secondary agents are provided by the upper-level agents, and both bulk and individual recharges are supported.

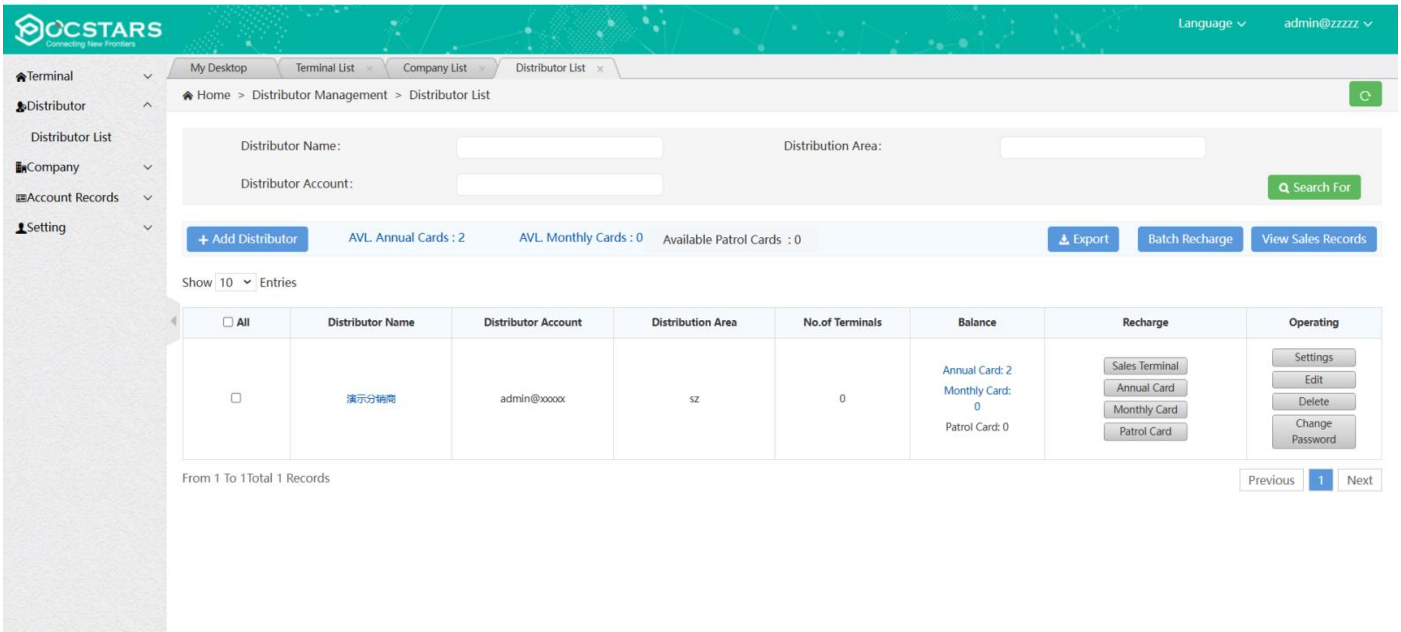
The terminal accounts (IMEI) of secondary agents are sold by the first-level agents to the secondary agents.

Individual Recharge Steps:
Distributor Management → Distributor List → Annual Card/Monthly Card/Patrol Card. A recharge interface for the annual card/monthly card/patrol card will pop up. Enter the recharge quantity and select the recharge service package, then click "Submit" to complete the process, as shown in the image below：

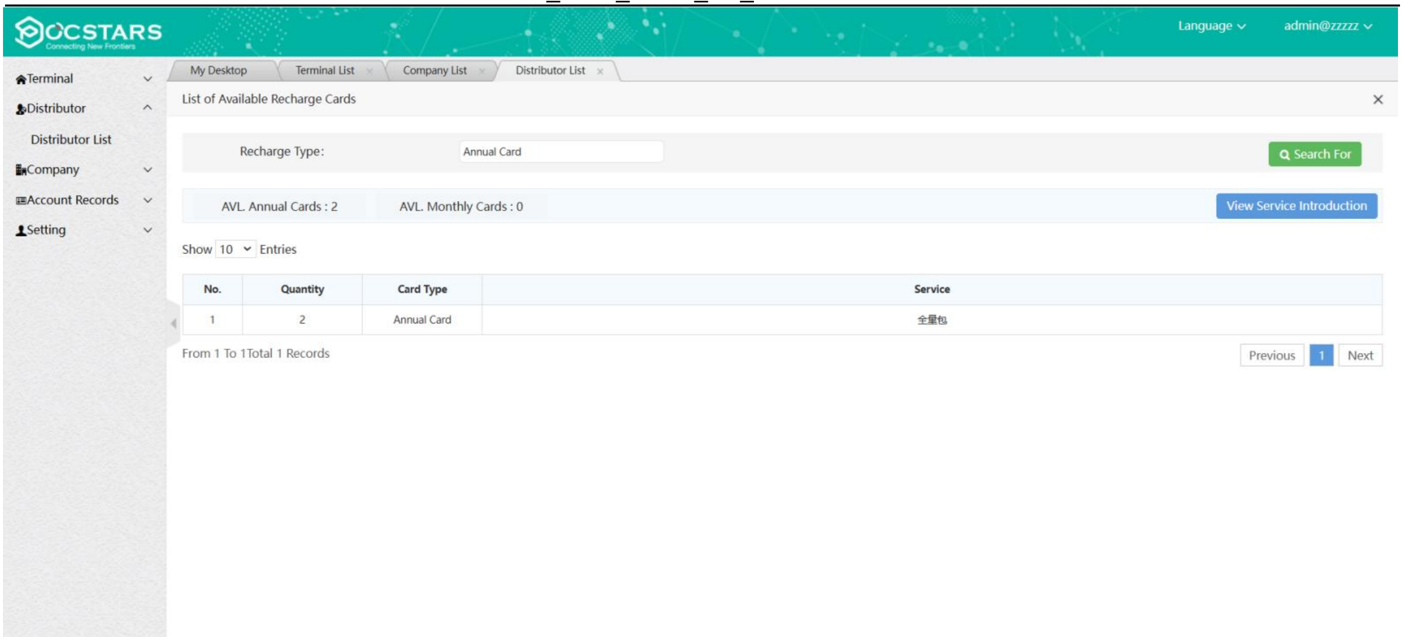


This page also allows you to view past recharge records.

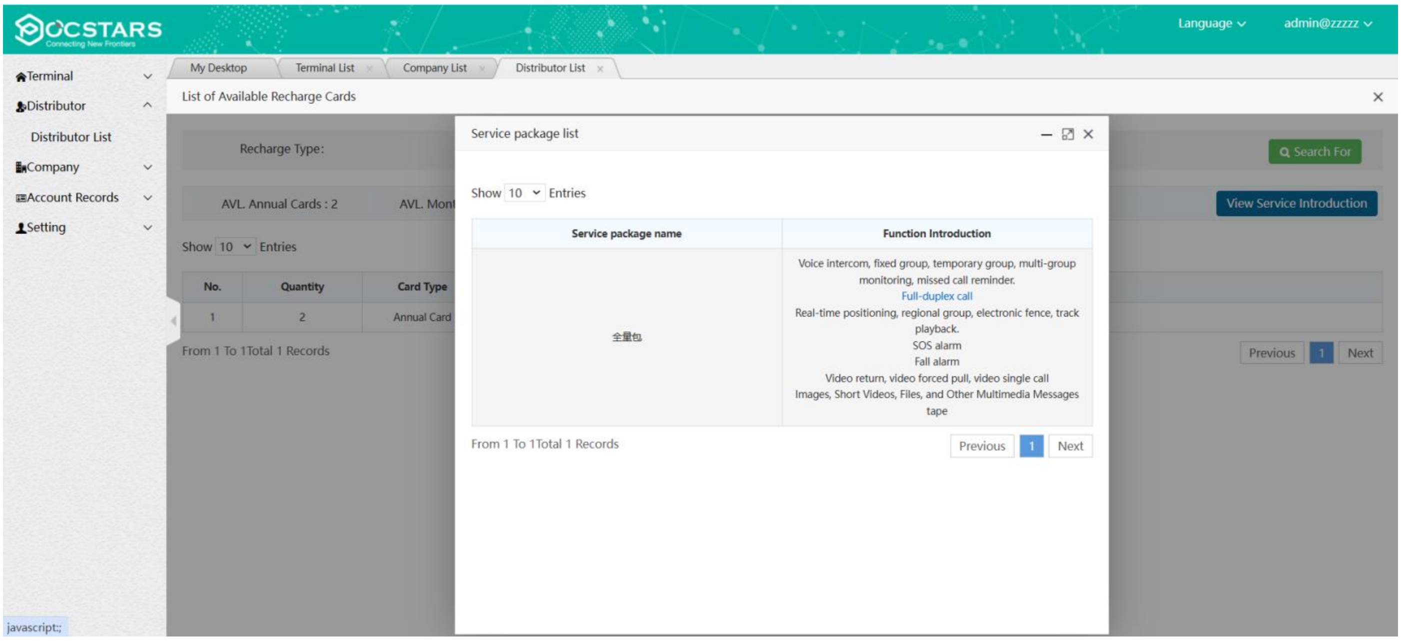
On the right side of the "Add Distributor" button, the available quantities of annual cards, monthly cards, and patrol cards are displayed, as shown in the image below:



Clicking on the available annual cards/monthly cards quantity will allow you to view the available card quantities, types, and services, as shown in the image below:



Clicking "View Service Introduction" will display the service package name and the feature descriptions included in the service package, as shown in the image below：



Batch Recharge Steps:

The process is as follows:

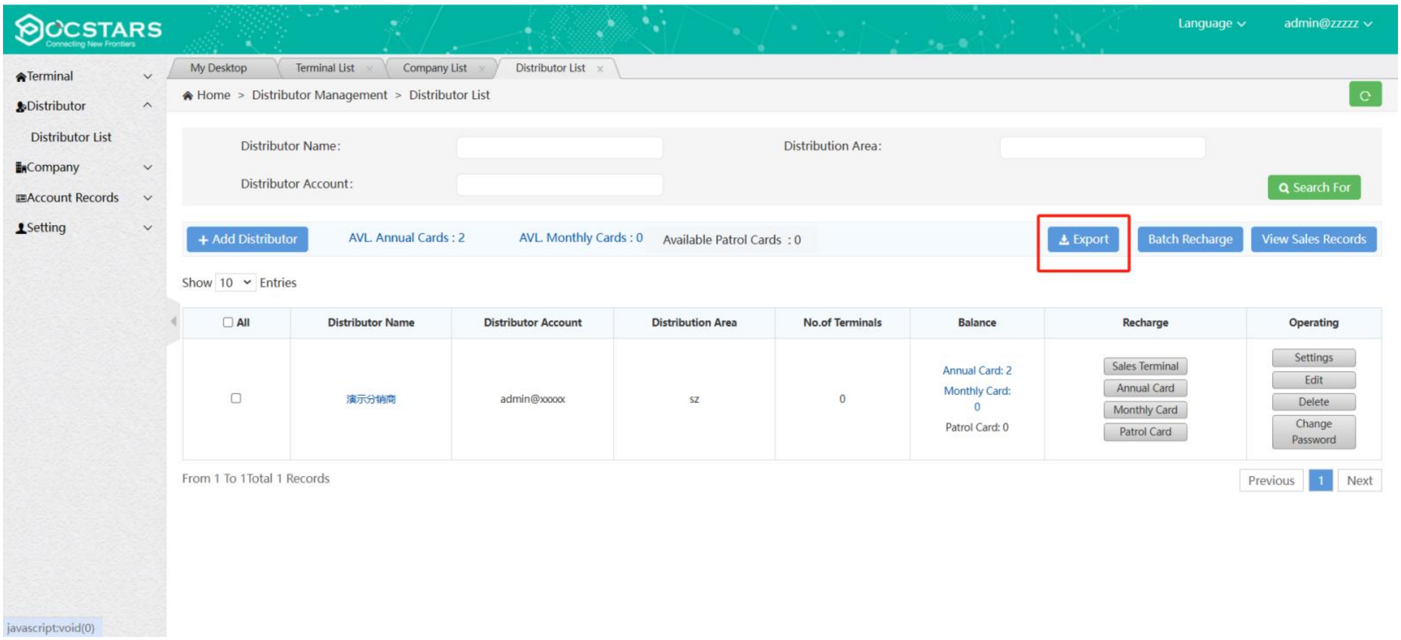
一、Two Operation Methods:

Method 1: First, use "Batch Export" to export the distributor accounts to be recharged in bulk, edit the recharge quantity and service package for each account, and then use "Batch Recharge" to import and complete the recharge.

Method 2: Download the recharge template from "Batch Recharge," fill in the accounts to be recharged, the quantity, card type, and service package, and then use "Batch Recharge" to import and complete the recharge.

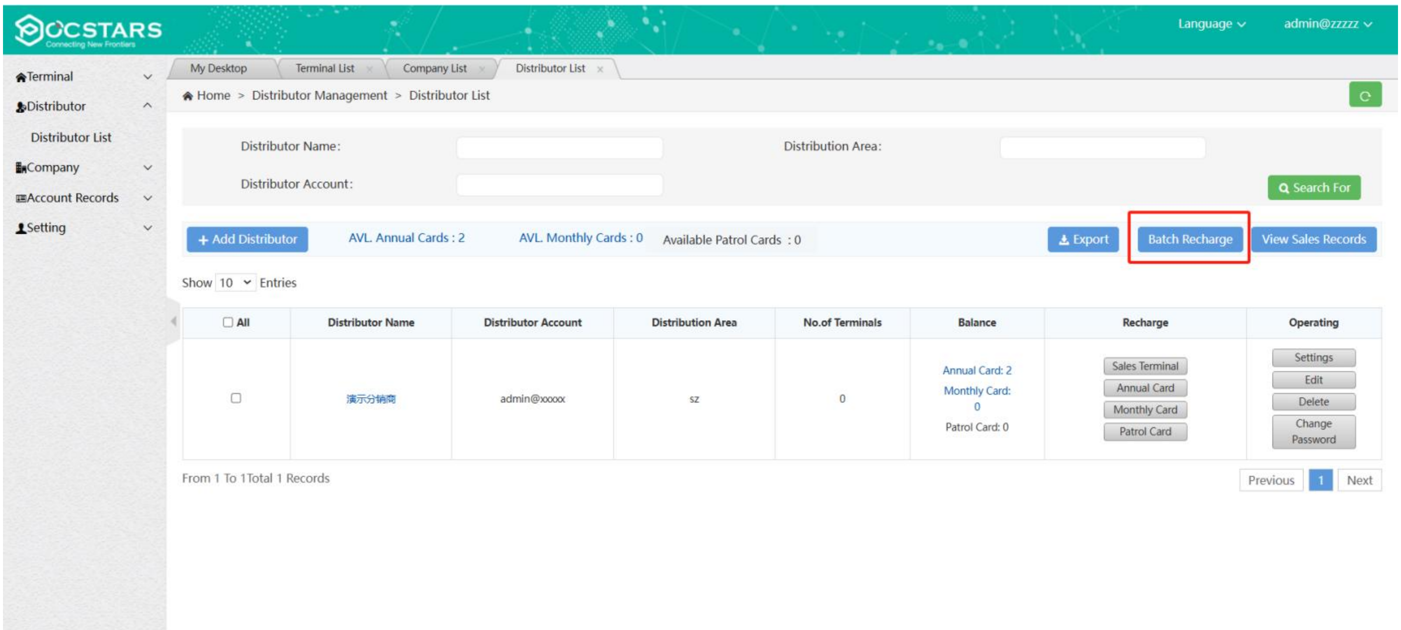
二、Detailed Steps:

1. Batch Export:
The operator can select distributor accounts and then click the "Export" button to export the batch recharge list, which will contain the selected distributor account list. Alternatively, if no accounts are selected, the exported batch recharge list will contain all distributor accounts by default. After filling in the recharge card type, recharge quantity, and service package in the exported file, save it locally. The file can then be imported into the system through the "Batch Recharge" pop-up window for bulk account recharge operations. See the image below:

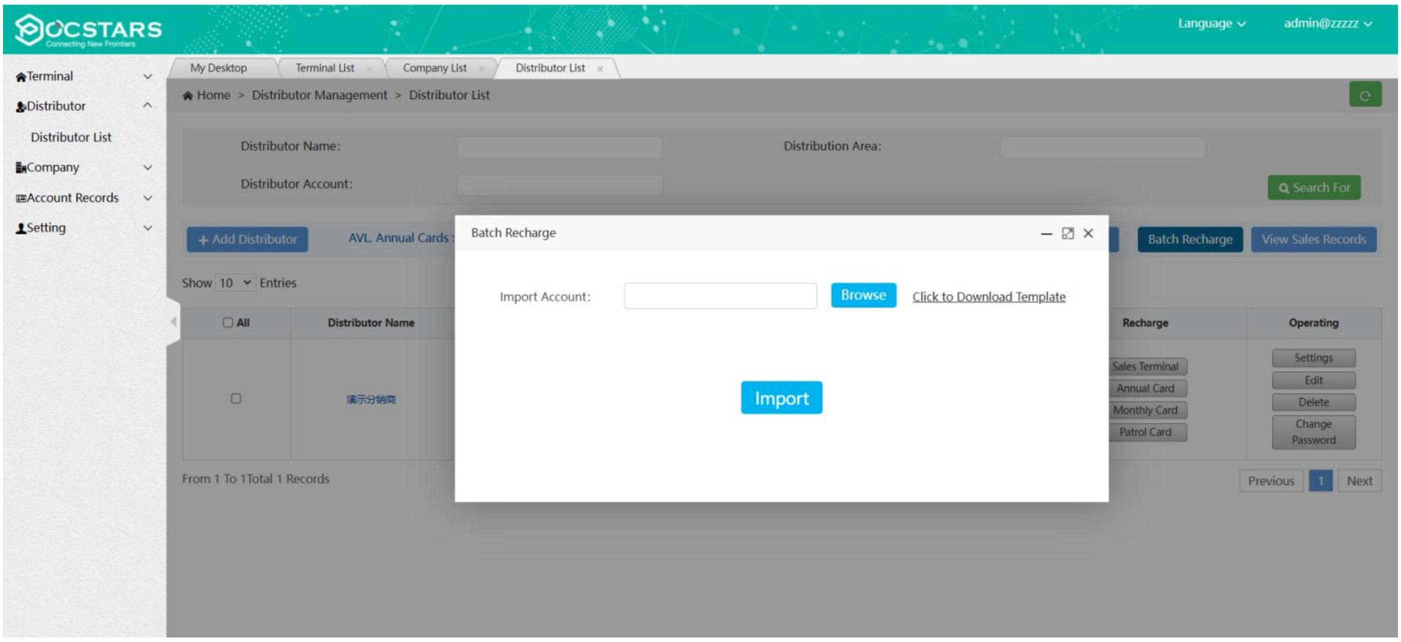


Batch Recharge Export Button

2. Batch Recharge:
Click the "Batch Recharge" button to open the "Batch Recharge" pop-up window. The operator can choose to download the batch recharge template Excel sheet for custom entry, save it, and then import it. Alternatively, an existing local batch recharge file can be imported. After clicking the "Import" button, the system will perform bulk recharges for the distributor accounts listed in the file. Once the recharge is complete, a result pop-up will appear. If any accounts fail to recharge, a failure report can be downloaded to view the reasons for the failure. See the image below:



Batch Recharge Button

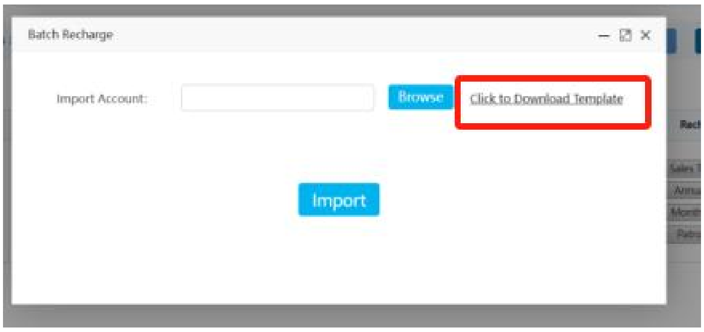


Batch Recharge Pop-up Window

3. Batch Recharge Template:

   How to Obtain the Template:

   Click the "Batch Recharge" button, and in the pop-up window, you can download the batch recharge template sheet. The template is a sample template, and the operator can manually add the account list, recharge card type, recharge quantity, and service package. Once completed, save the file and import it into the system. See the image below:



Download Batch Recharge Template Button

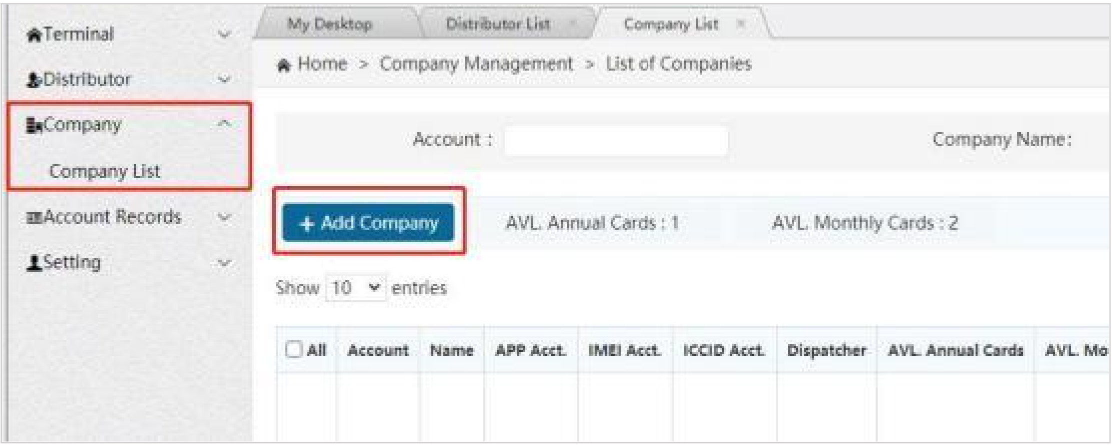
3.4. Company Management

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.

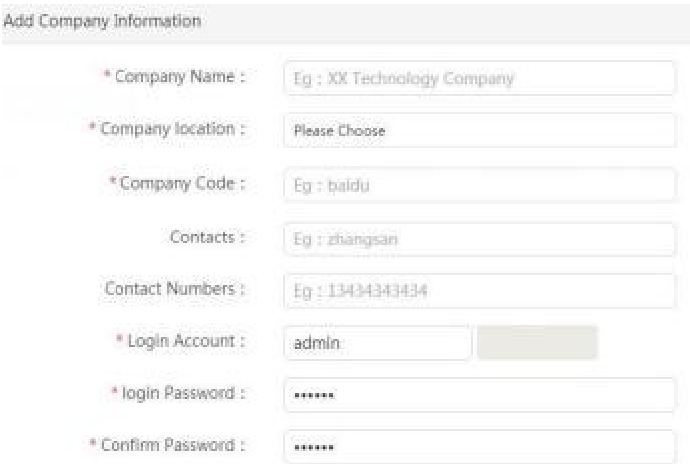
3.4.1. Adding Company

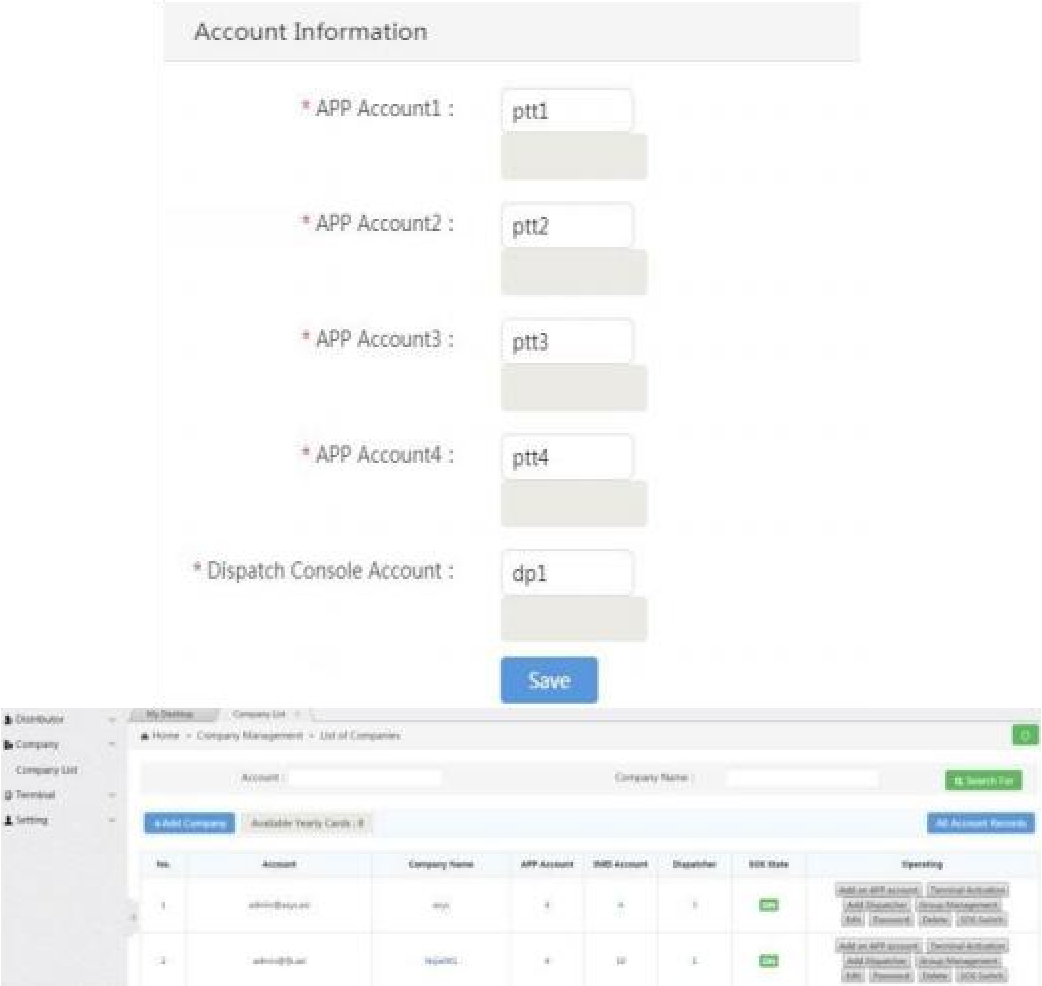
Operation Steps: Company → Company List→ +Add Company

Pop up new company, fill in relevant information, click "save" to complete the company account. As shown in the figure below, when creating a new company, four APP accounts and one dispatcher account are created by default, and SOS function is turned on. Other value added functions are turned off by default, which includes multimedia, video streaming, geo-group and level-scheduling. Click adding app account, ICCID account or add dispatcher in the operation column to increase the number of app, ICCID and dispatcher accounts of the company.



Adding Company





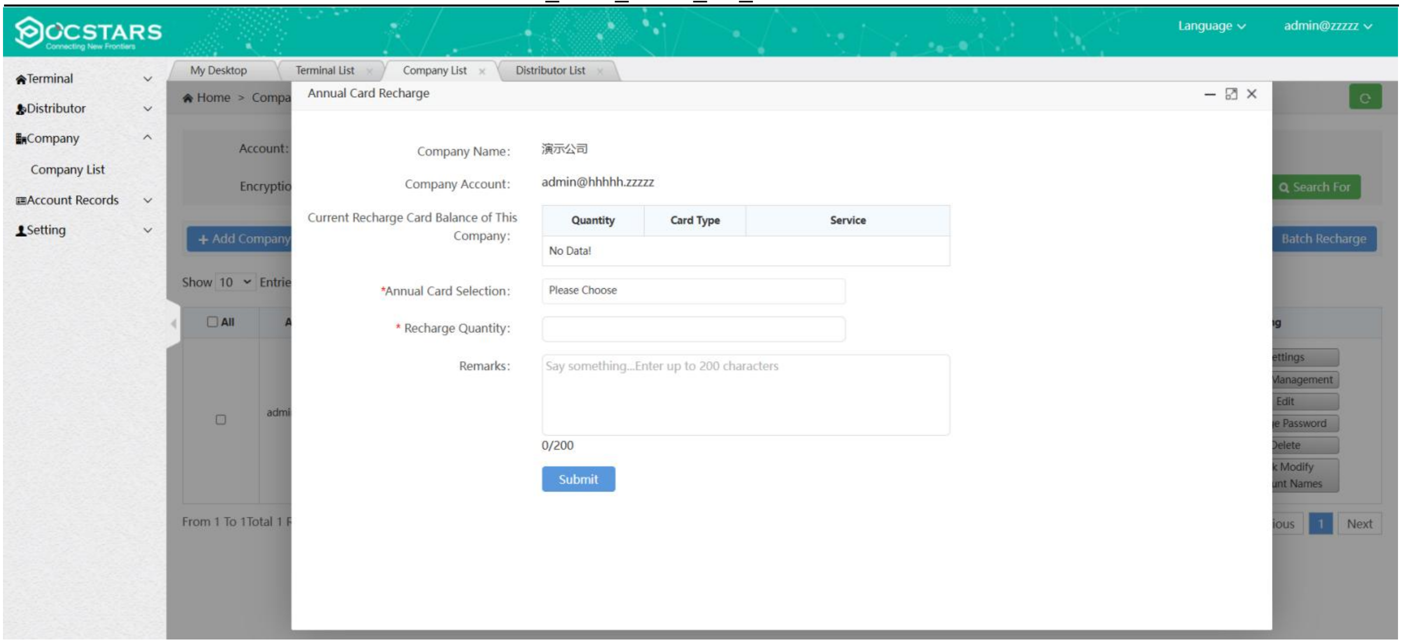
Add ICCID, APP and Dispatcher Account

3.4.2. Recharge for the Company

The company needs to recharge intercom accounts using annual cards, monthly cards, or patrol cards. The company's recharge cards are provided by the upper-level agents or distributors, and both bulk and individual recharges are supported.

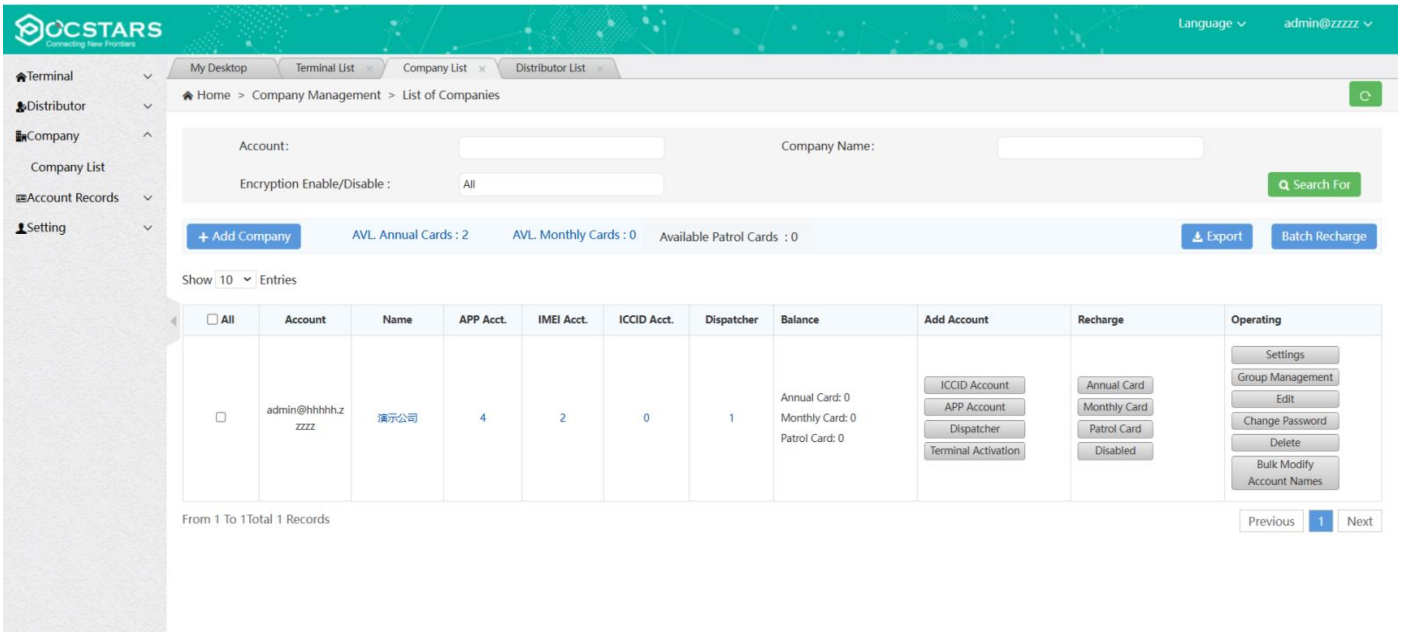
The company's terminal accounts (IMEI) are sold to the company by first-level agents or secondary agents.

Individual Recharge Steps:
Company Management → Company List → Annual Card/Monthly Card/Patrol Card. A recharge interface for the annual card/monthly card/patrol card will pop up. Enter the recharge quantity and select the recharge service package, then click "Submit" to complete the process, as shown in the image below.

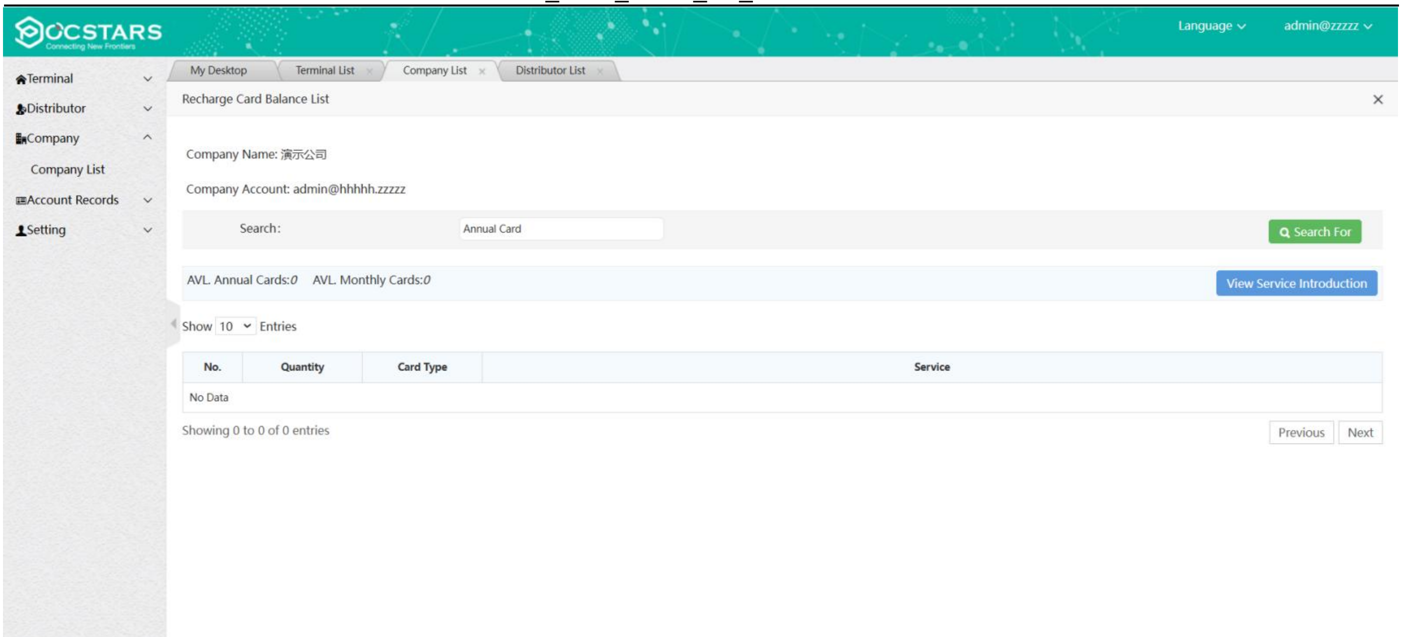


This page also allows you to view past recharge records.

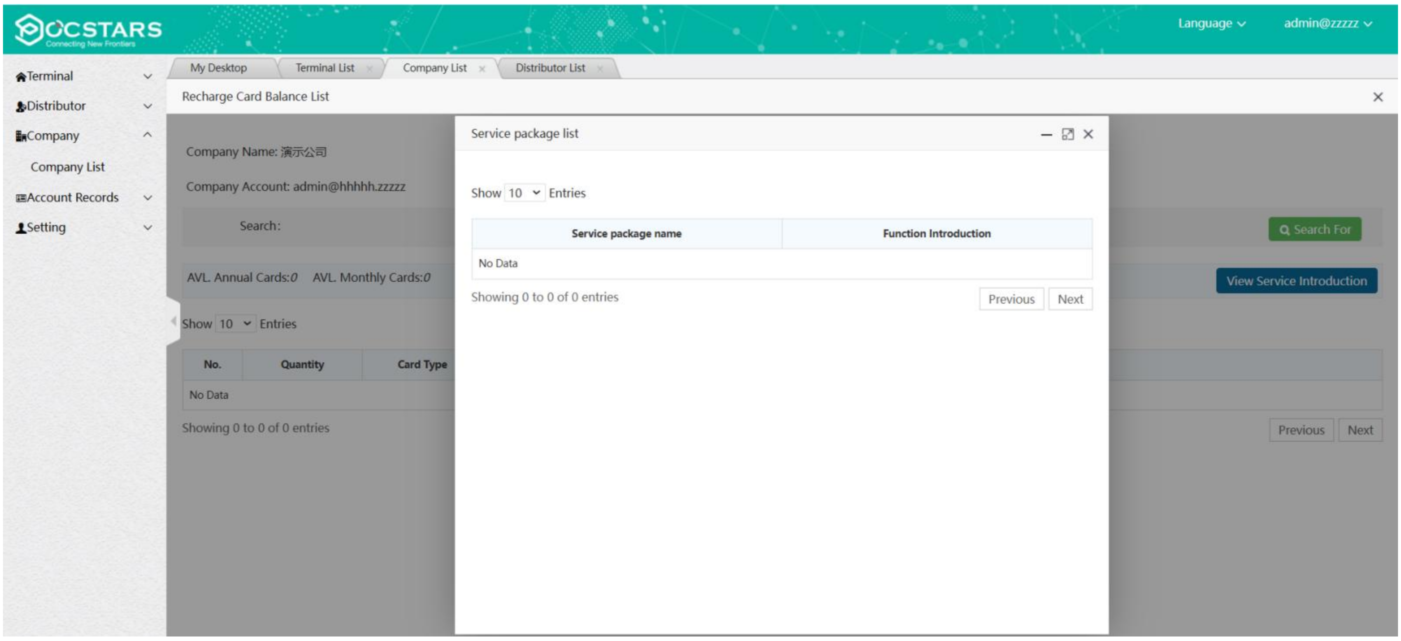
On the right side of the "Add Company" button, the available quantities of annual cards, monthly cards, and patrol cards are displayed, as shown in the image below.



Clicking on the available annual cards/monthly cards quantity will allow you to view the available card quantities, types, and services, as shown in the image below.



Clicking "View Service Introduction" will display the service package name and the feature descriptions included in the service package, as shown in the image below.



Batch Recharge Steps:

The process is as follows:

一、Two Operation Methods:

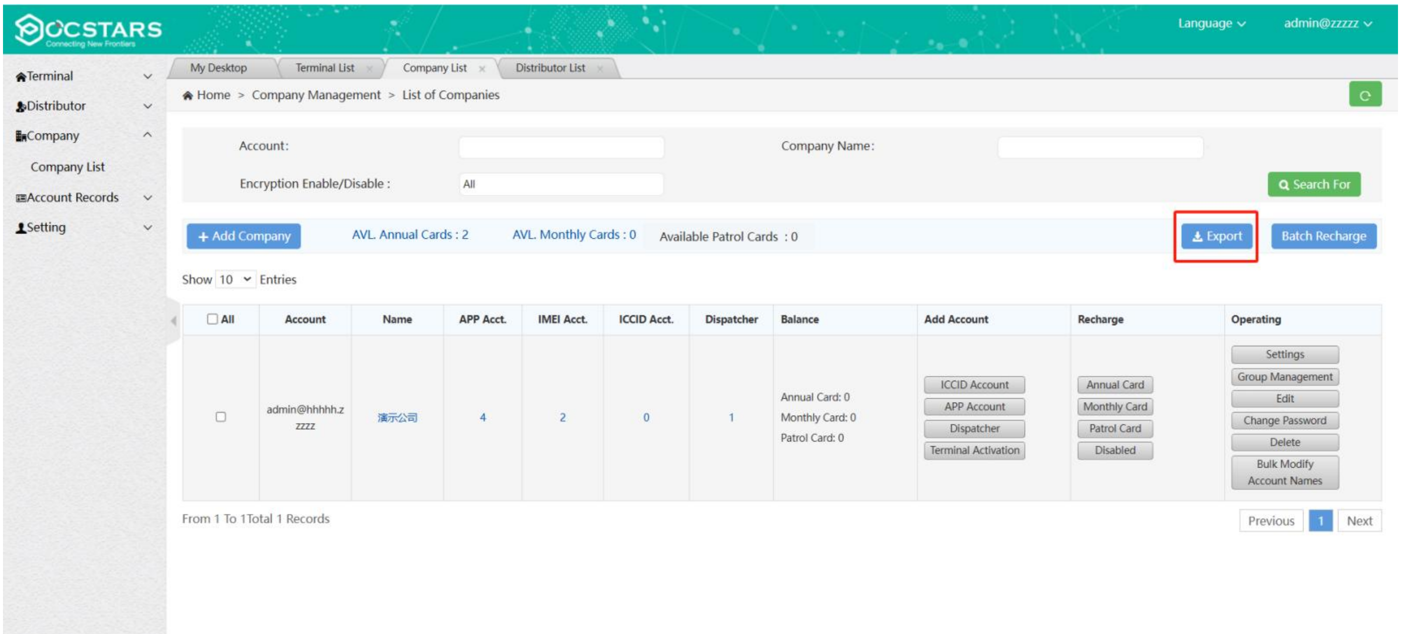
Method 1: First, use "Batch Export" to export the accounts to be recharged in bulk, edit the recharge quantity for each account, then use "Batch Recharge" to import and complete the recharge.

Method 2: Download the recharge template from "Batch Recharge," fill in the accounts and quantities to be recharged, then use "Batch Recharge" to import and complete the recharge.

二、Detailed Steps:

1. Batch Export:

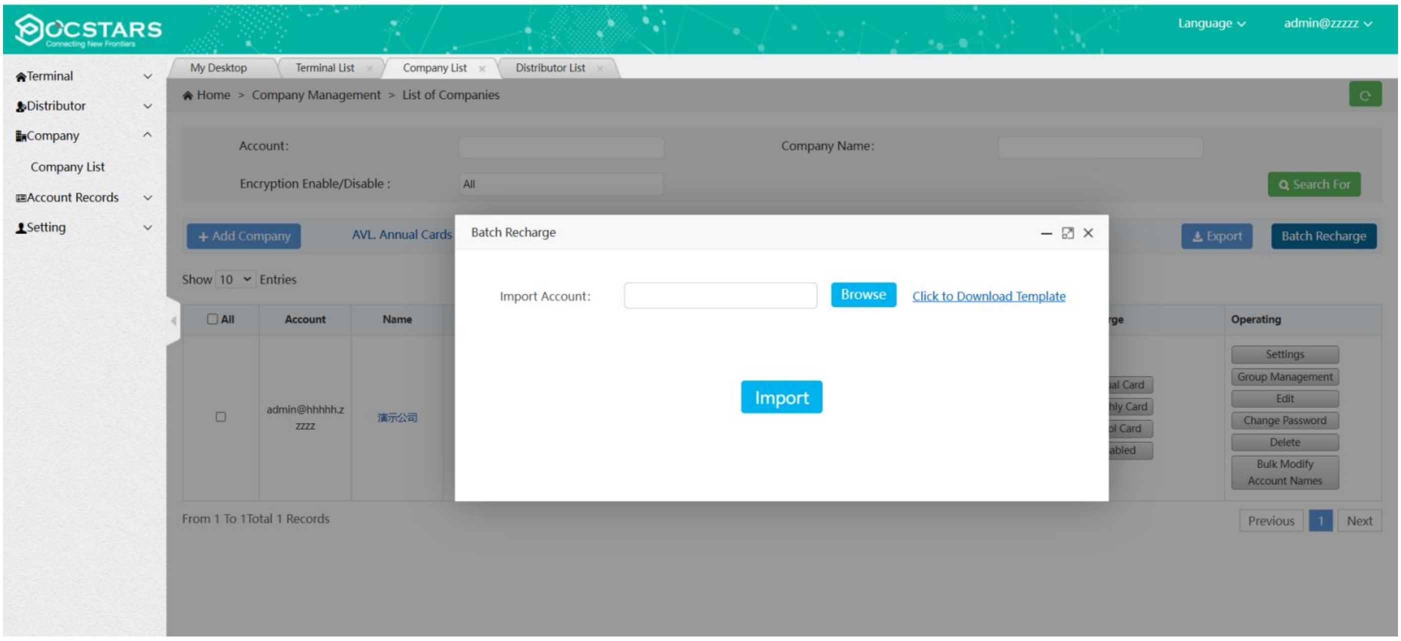
   The operator can select the companies and then click the "Export" button to export the batch recharge list, which will contain the selected company list. Alternatively, if no companies are selected, the exported batch recharge list will contain all company accounts by default. After filling in the recharge card type, recharge quantity, and service package in the exported file, save it locally. The file can then be imported into the system through the "Batch Recharge" pop-up window for bulk recharge of company accounts. See the image below:



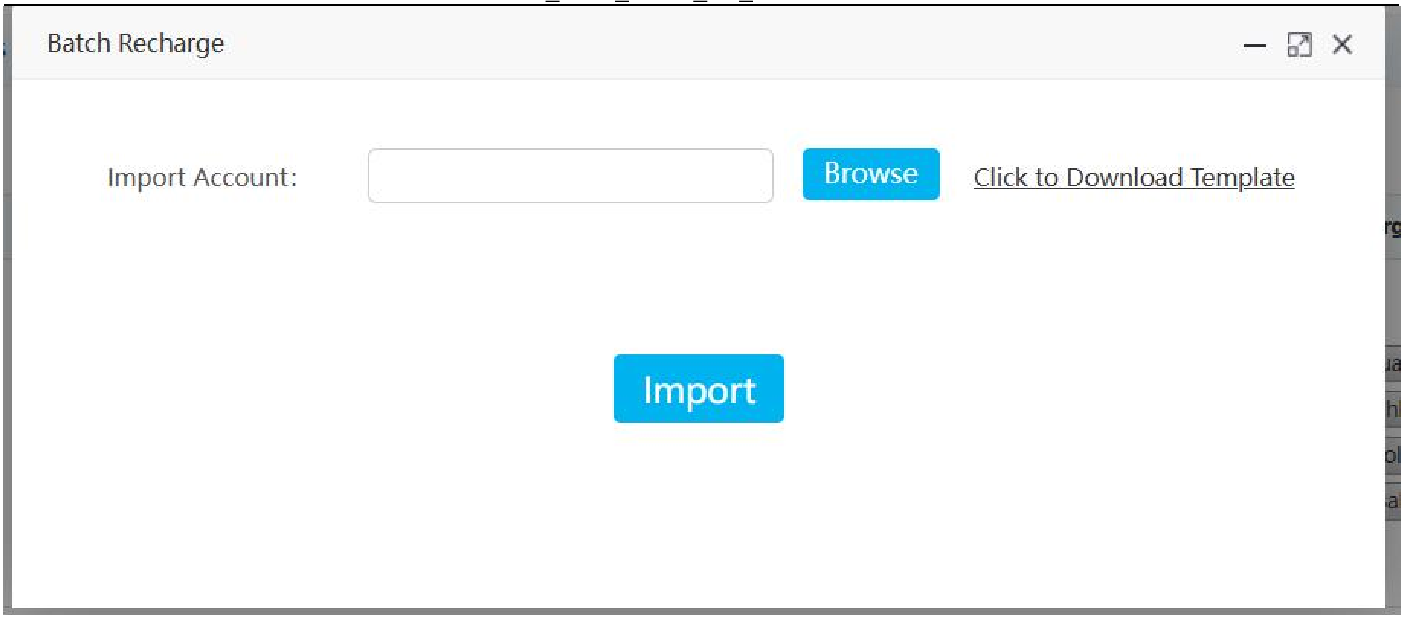
Batch Recharge Export Button

2. Batch Recharge:

   Click the "Batch Recharge" button to open the "Batch Recharge" pop-up window. The operator can choose to download the batch recharge template Excel sheet for custom entry, save it, and then import it. Alternatively, an existing local batch recharge file can be imported. After clicking the "Import" button, the system will perform bulk recharges for the accounts listed in the file. Once the recharge is complete, a result pop-up will appear. If any accounts fail to recharge, a failure report can be downloaded to view the reasons for the failure. See the image below:

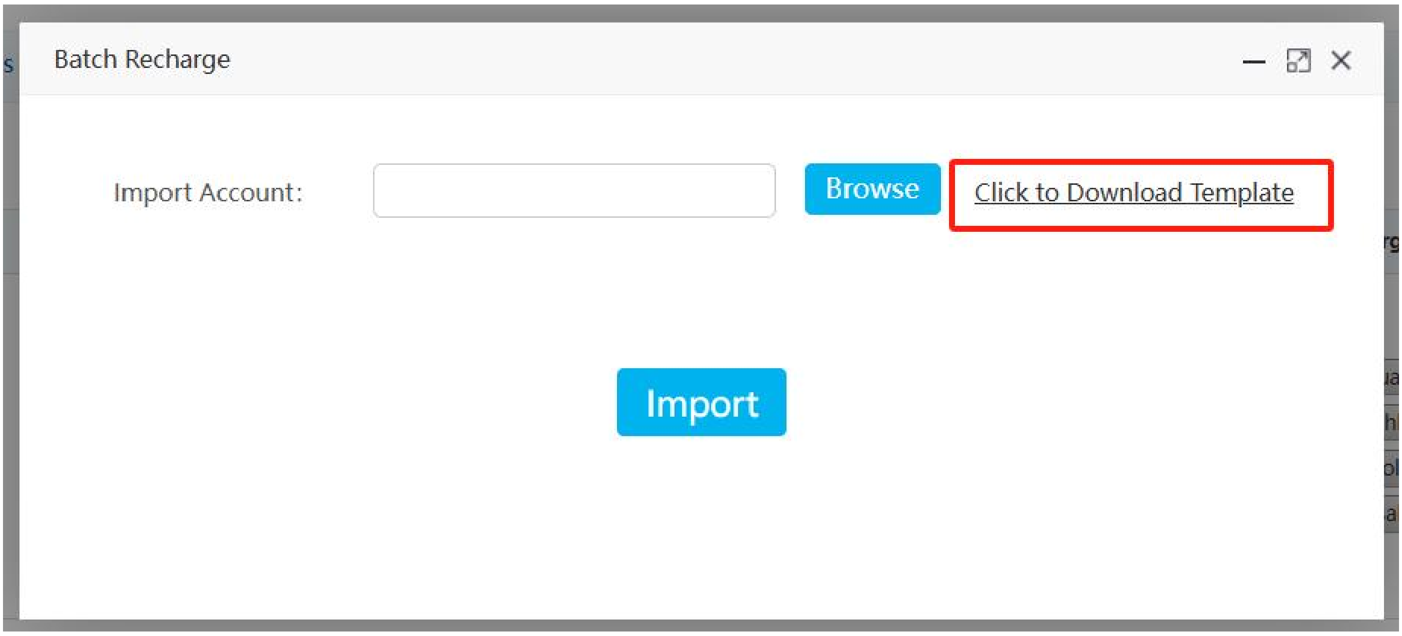


Batch Recharge Button



Batch Recharge Pop-up Window

3. Batch Recharge Template:
   How to Obtain the Template:
   Click the "Batch Recharge" button, and in the pop-up window, you can download the batch recharge template sheet. The template is a sample template, and the operator can manually add the account list, recharge card type, recharge quantity, and service package. Once completed, save the file and import it into the system. See the image below:



Download Batch Recharge Template Button

3.4.3. Company List

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

- Search: You can search the company list by company name and account.
- Click Company Name: View detailed information of the company.
- Click on the statistics for APP accounts, terminal accounts, ICCID accounts, and dispatchers: You can view and manage the list of accounts of that type under the company, including: viewing account information, recharging, deactivating, editing, deleting, exporting, and setting permissions.
- Add ICCID Account: You can add an ICCID login account under the company. After adding, recharge an annual card/monthly card for it to be activated. When adding ICCID accounts, you can set the account function permissions individually or in bulk. This setting is only valid for large-screen devices and 2.4-inch screen terminals with version V2.1 and above. The functions are divided into primary and secondary functions, where enabling the primary function allows independent configuration of the secondary functions.
- Add APP Account: You can add an APP login account under the company. After adding, recharge an annual card/monthly card for it to be activated. When adding APP accounts, you can set the account function permissions individually or in bulk.
- Add Dispatcher Account: You can add a scheduler account under the company. After adding, recharge an annual card/monthly card for it to be activated. The default password for the newly added scheduler account is: a123456.
- Company Needs Patrol Function: The company needs to recharge patrol cards for accounts that require this function. The agent must sell patrol cards to the company or recharge the necessary accounts directly.
- Terminal Activation: Activate terminals in the terminal list that are in an unactivated state.
- Recharge Annual Card: Recharge an annual card for the company.
- Recharge Monthly Card: Recharge a monthly card for the company.
- Patrol Card: Recharge a patrol card for the company.
- Deactivate: Deactivate the company's account.
- Settings: Enable/disable specific services for the company, where SOS is enabled by default and other services are disabled by default.

    - Large Group: Only applicable to user groups using CAT1 terminals that do not require displaying the member list and have a large number of members. After enabling, the terminal will not display the current group member list, and the number of members that can be added to a group is determined by the service configuration parameters. This is suitable for independent deployment projects.
    - Friend Management: You can associate friends for users, allowing the terminal to display the friend list and initiate calls or exchange messages with friends.
    - Multimedia Messaging: Dispatch center and terminals can send multimedia messages (images, short videos, locations, etc.) within fixed groups or custom conversations.
    - Real-time Video: Terminals can transmit real-time video back to the dispatch center, allowing the dispatch center to view the transmitted video in real time, as well as review, replay, and download historical videos. Real-time video calls can also be made between dispatch centers and terminals, or between terminals.
    - Area Group: Dispatchers create these through the dispatch center. A group is created based on an area defined on a map. Dispatchers can add fixed or temporary members to the area group. When temporary members enter the map area of the group, they will automatically monitor the group and can participate in intercoms. When temporary members leave the area, they will automatically stop monitoring and cannot participate in intercoms.
    - Hierarchical Dispatch: Allows creating a multi-level organizational structure under the company to maintain account and organizational relationships, and to perform command and dispatch based on this hierarchy.
    - SOS Status: Terminals can send SOS distress signals when encountering emergencies.
    - AES256 Encryption: You can enable/disable AES256 encryption for company accounts. Once enabled, all PTT voice communications for users under the company will be encrypted.
    - Full-Duplex Communication: Set whether to enable 1-to-1 full-duplex real-time voice calls.
    - Fall Alarm: Set whether to enable the fall alarm feature for the company. When enabled, if a user falls and remains inactive for a period, the fall alarm will trigger. You can set the duration of inactivity to detect.

- Single Call Mode: Set the company’s single call mode, either to immediately connect or require single call response. The default is single call response.
- Call Back Reminder: When the single call mode is set to immediate connection, the company can enable the call back reminder feature. If a user makes a single call and the other party does not answer, a reminder will be sent to others, notifying them to return the call. This feature is supported only for large-screen devices and 2.4-inch screen terminals with V2.1 and above.
- Temporary Group Timeout Dissolution Duration: Set the duration of inactivity before a single call or temporary group automatically dissolves. The default is 60 seconds.
- Temporary Group Call Duration: Set the maximum duration for a user to speak in a single call or temporary group, with the default being 30 seconds.
- Voice Quality: By default, set to high-quality mode. It can also be set to smooth mode, which has better voice quality, lower latency, and higher network requirements.

- Group Management: You can add groups under the company and view group information. See 3.4.3 for details.
- Edit: Modify part of the company’s basic information, including company name, contact person, and contact phone number.
- Change Password: You can change the login password for the company’s account on the operation platform. Password rules: Length must be 6-16 characters, with at least a combination of numbers, letters, and special characters (e.g., !@.*_).
- Delete: The company account can be deleted if there are no active accounts in the company’s groups.
- Batch Modify Account Names: Batch modify the names of user accounts (APP accounts, ICCID accounts, IMEI accounts) under the company.

Company List Interface

Set Function Permissions When Adding Accounts

Service Settings

Batch Modify User Names

Batch Recharge:

一、Two Operation Methods:

Method 1: First, use “Batch Export” to export the accounts for batch recharge, edit the recharge quantity for the accounts, and then use “Batch Recharge” to import and process the recharge.

Method 2: Download the recharge template from “Batch Recharge,” fill in the accounts and the quantity to be recharged, and then use “Batch Recharge” to import and complete the recharge.

二、Detailed Steps:

1. Batch Export:

The operator can select the accounts and then click the "Export" button to export the batch recharge table, which will contain the list of the selected accounts. If no accounts are selected, the exported batch recharge table will contain all accounts by default. After filling in the recharge card type and recharge quantity in the exported table, save it locally. The file can then be imported into the system through the “Batch Recharge” window to perform the batch recharge operation for the accounts.

As shown in the image below:

Batch Recharge Export Button.

2. Batch Recharge:

Click the "Batch Recharge" button to open the batch recharge window. The operator can choose to download the batch recharge template Excel sheet for custom filling, save it, and then import it. Alternatively, the operator can import an existing batch recharge table from their local system. After clicking the "Import" button, the system will perform the batch recharge according to the accounts listed in the table. Once the recharge process is complete, a result window will pop up. If any accounts fail to recharge, the operator can download a failure report to check the reasons for the failure.

As shown in the image below:

Batch Recharge Button.
Batch Recharge Popup.
Batch Recharge Failure Popup.

3. Batch Recharge Template:

How to Get the Template:

Click the "Batch Recharge" button, and in the pop-up window, you can download the batch recharge template. The template is a sample template. The operator can manually add the account list, recharge card types, and recharge quantities. After completing the entries, save the file and import it into the system.

As shown in the image below:
Download Batch Recharge Template Button.

3.4.3.1. Group Management

For the self-owned company created by the agent, the agent can manage the group, including creating the group, associating group users, and setting the group call duration.

Steps to Create a Group: Company Management → Company List → Group Management → + Add Group. A pop-up window will appear to create the group. Enter the required information and click "Save" to complete the group creation, as shown in the image below. The information that needs to be entered is shown in Figure 2.3.5.

Company Group Information Interface

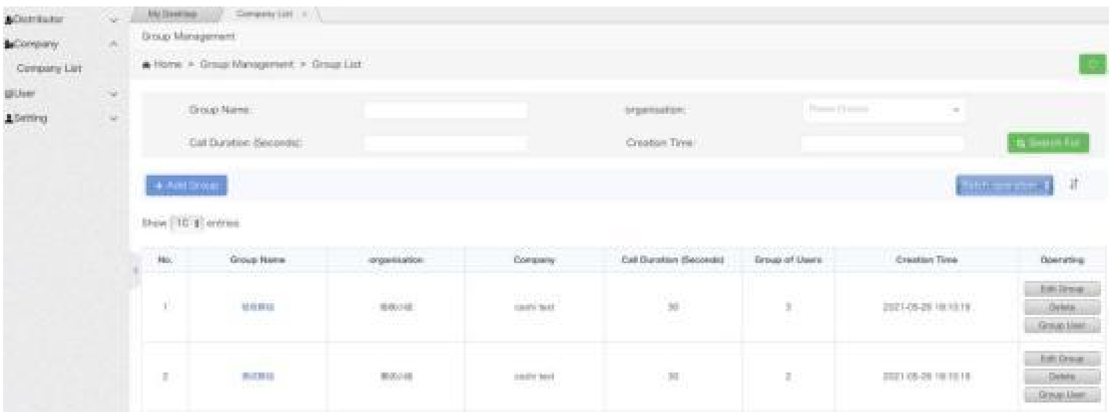
Create Group

- Affiliated Company: The company to which the group belongs.
- Group Name: Name the group.
- Call Duration (seconds): Set the call duration for the group, which is the maximum intercom time per user when pressing the mic in the group.
- Affiliated Organization: The organization to which the group belongs.

3.4.3.2. Managing Groups

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

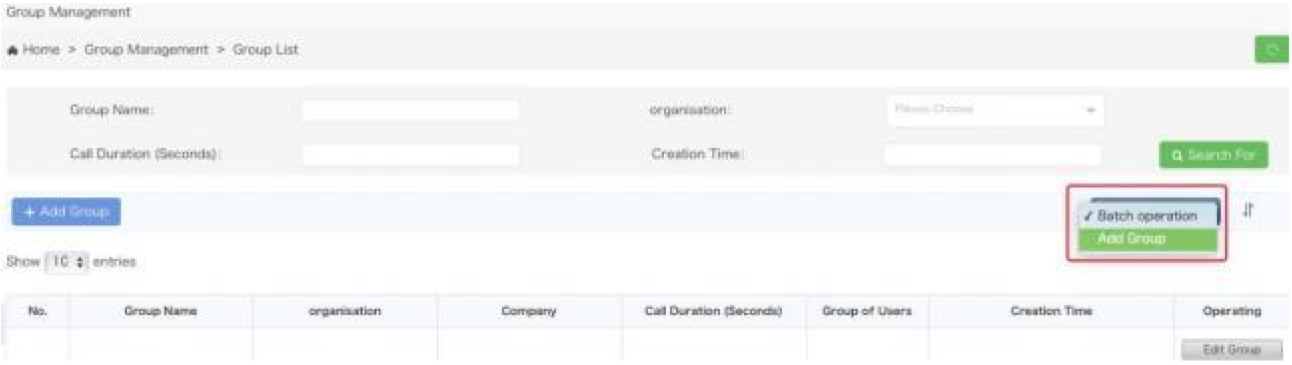
Edit Group: Edit the basic information of the group, group name, call duration and notes.
Delete: When there is no group user in the group, the group can be deleted.
Group user: Group user management, as shown in Figure 3.4.5.
Search For: The list of groups can be searched conditionally.
Click the group name: View the details of the group.



Agent view group list interface.

Add groups in batch:

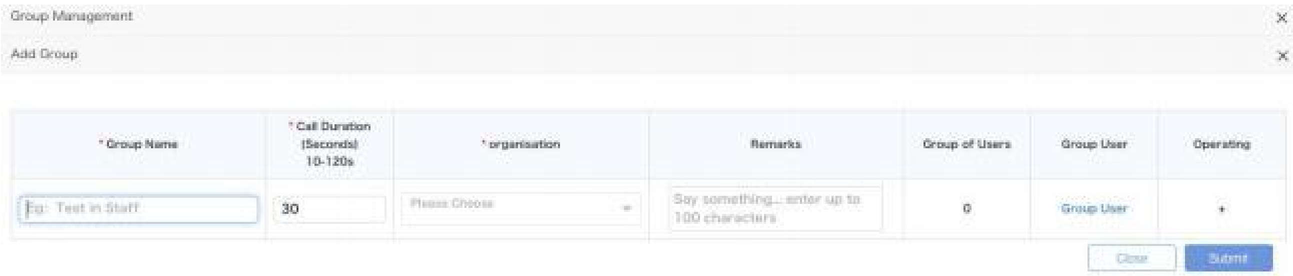
Click the batch operation button in the upper right corner of the list and select Create Group to enter the batch adding group interface.



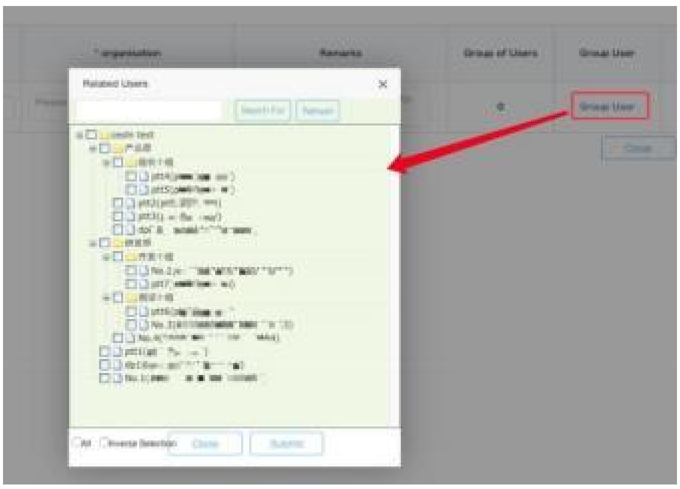
Batch adding group entry

Enter the group name, group call duration, group organization, click Group User to associate group users, click "+" on the right to complete the addition of a new group information, and then click Save to create groups in batches.

Note: you must click "+" in the right column of the list and then click Save to create successfully.



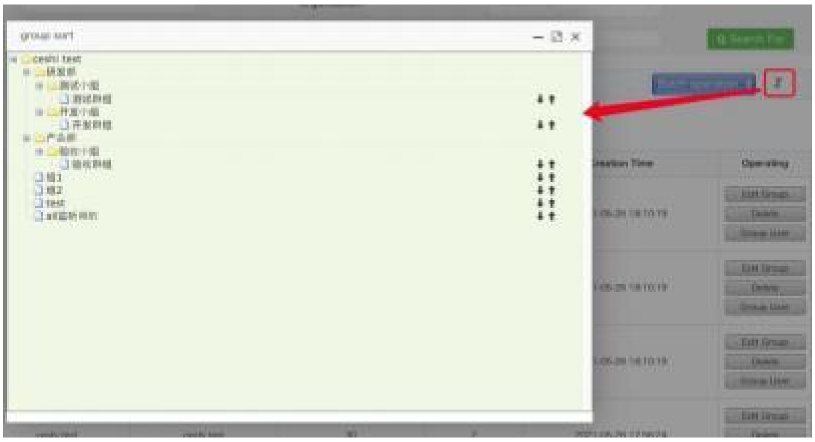
Add group in batch



Associate Users

Group sorting:

Click the sorting button in the upper right corner of the group list to open the sorting window. Click the up and down arrow behind the group to adjust the group order.



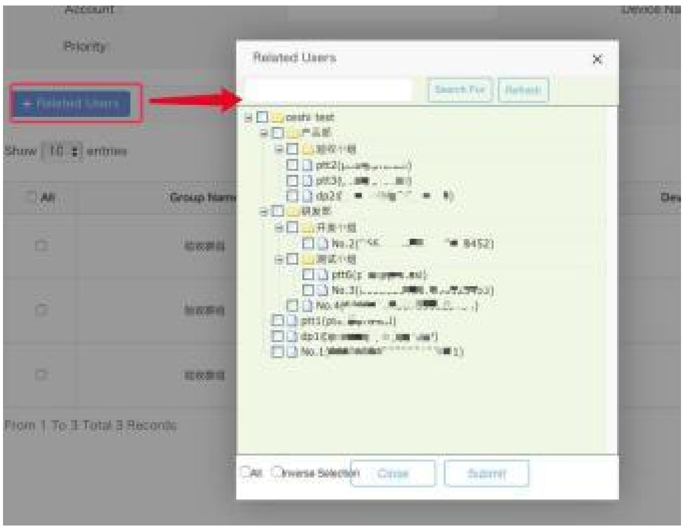
Group sorting

3.4.3.3. 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 association between users and groups can also be set in Group User Management.

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 the figure below:



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.

Set monitoring group: click "Group Monitoring" in the last column of the list to set the user to monitor the group. The group monitoring button switches to Cancel Monitoring. Click "set monitoring" in "batch operation" in the upper right corner of the list to batch set monitoring groups.

Cancel monitoring group: click the "cancel monitoring" button in the last column of the list to cancel the user's monitoring of the group. Click "cancel monitoring" in "batch operation" in the upper right corner of the list to cancel the monitoring group in batch.

3.4.3.4. 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:

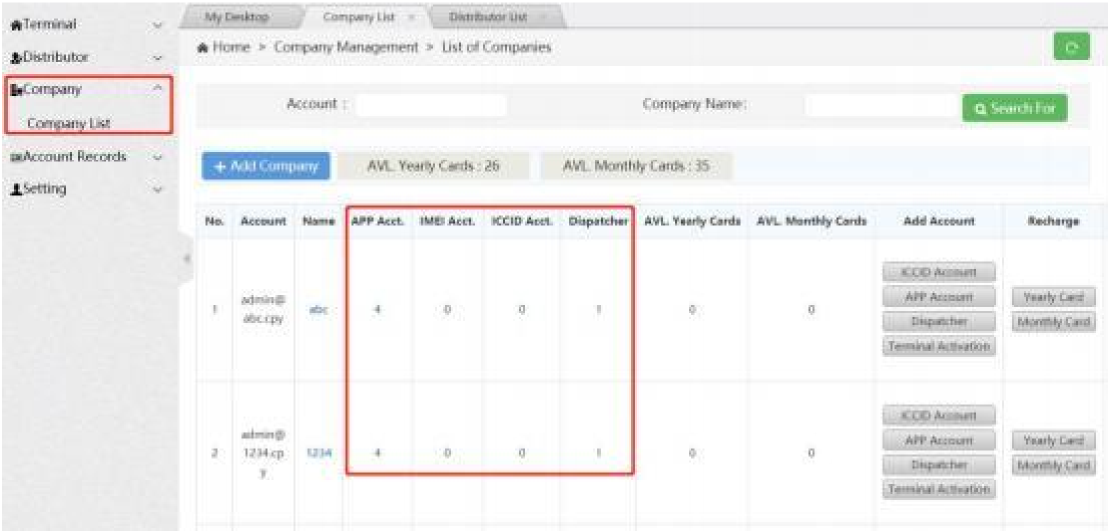
1. Recharge the account A for a 7-month card, and immediately perform card recovery after activation. The number of monthly cards that can be recovered is 6 months.
2. Recharge the account A for a 1-year card, and immediately perform card recovery after activation. The number of monthly cards that can be recovered is 11 months.

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.

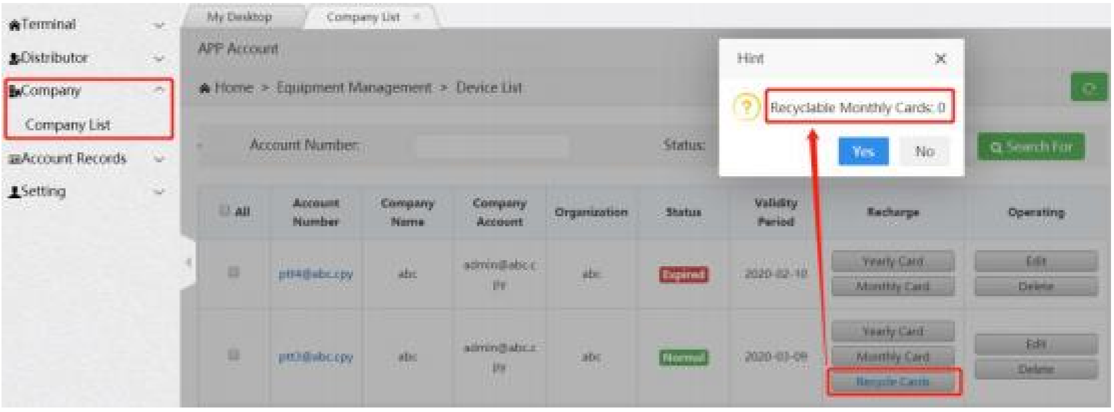
- Dispatcher: You can view the detailed list of the account of the dispatcher of the selected company.

As shown in the figure below:



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".



Recycling card

3.4.3.5. Account migration

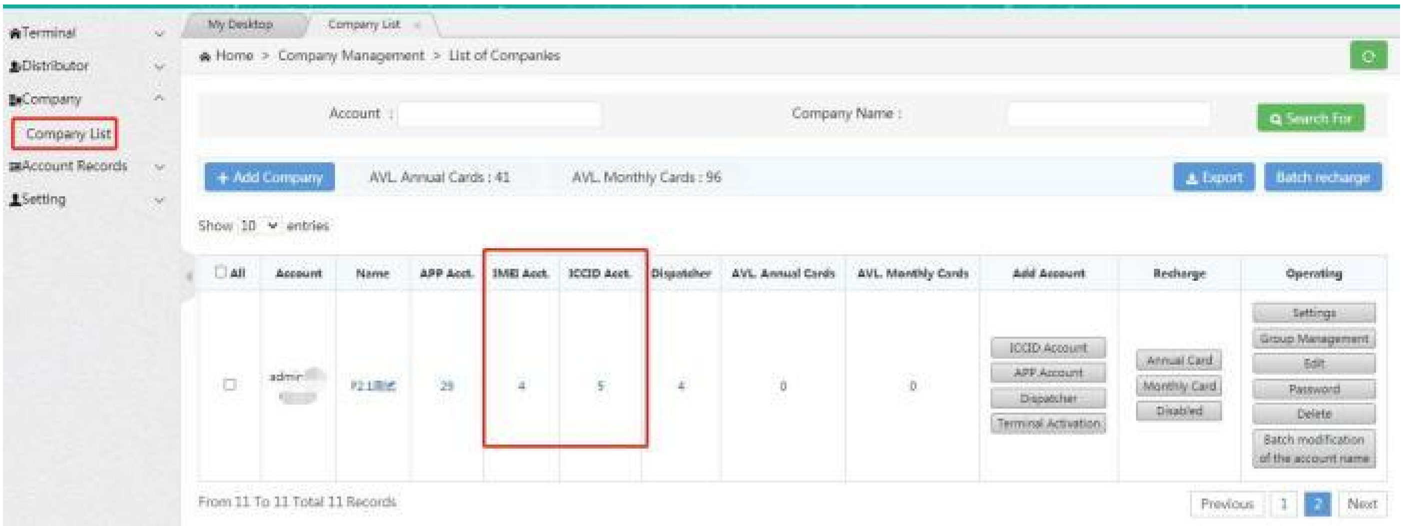
The agent can migrate the IMEI account and ICCID account of the company.

After account migration, the original attributes such as company group, session, geo-group, geo-fences will be cleared, and the new company attribute will also be empty, which needs to be added manually.

Account migration steps: company management, select the company to which the account belongs, and click the number of accounts of a certain type:

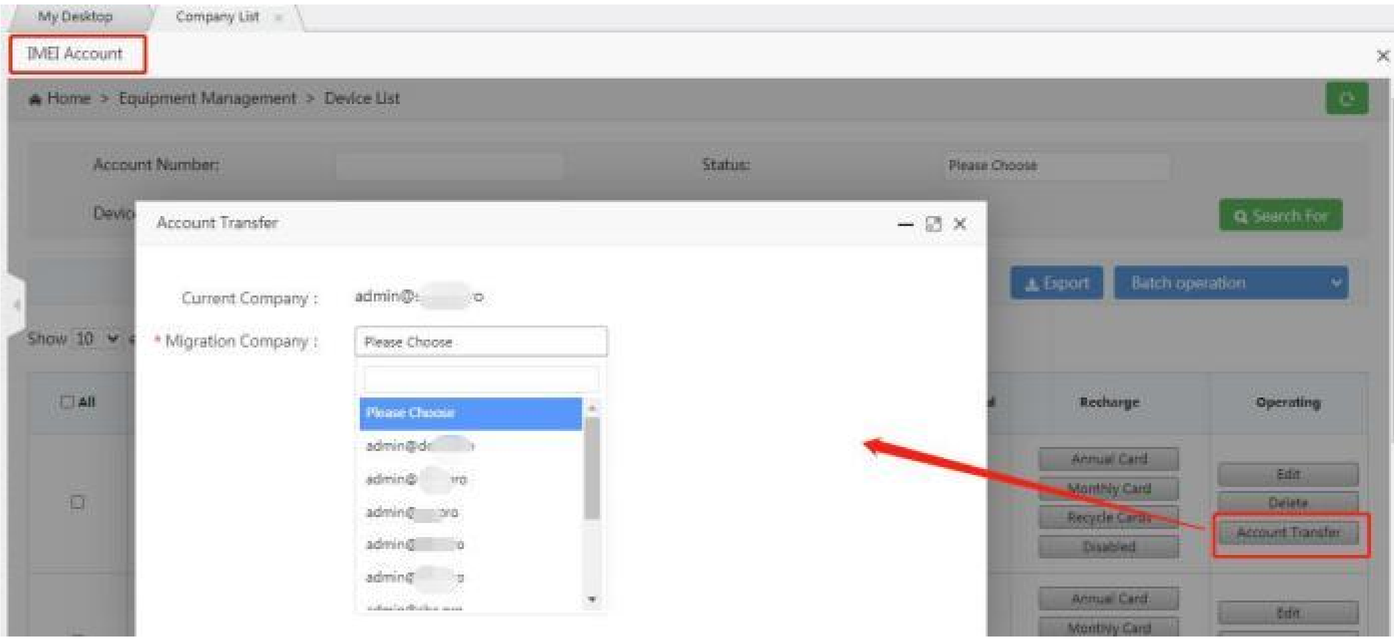
- Terminal account: you can view the detailed list of terminal accounts of the selected company.
- ICCID account: you can view the detailed list of ICCID accounts of the selected company.

As shown in the figure below:



Select a company and click the number of accounts of a certain type

Take the terminal account type as an example. After clicking the number of accounts of this type, enter the "terminal list" page, select the account to be migrated, click the "account migration" button, select the target company in the pop-up box, confirm that it is correct, and then click the "submit" button and then the "yes" button.

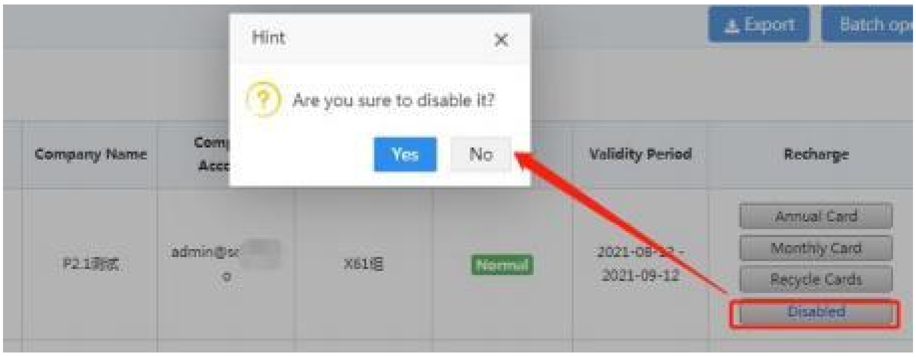


Account migration

3.4.3.6. Account deactivation

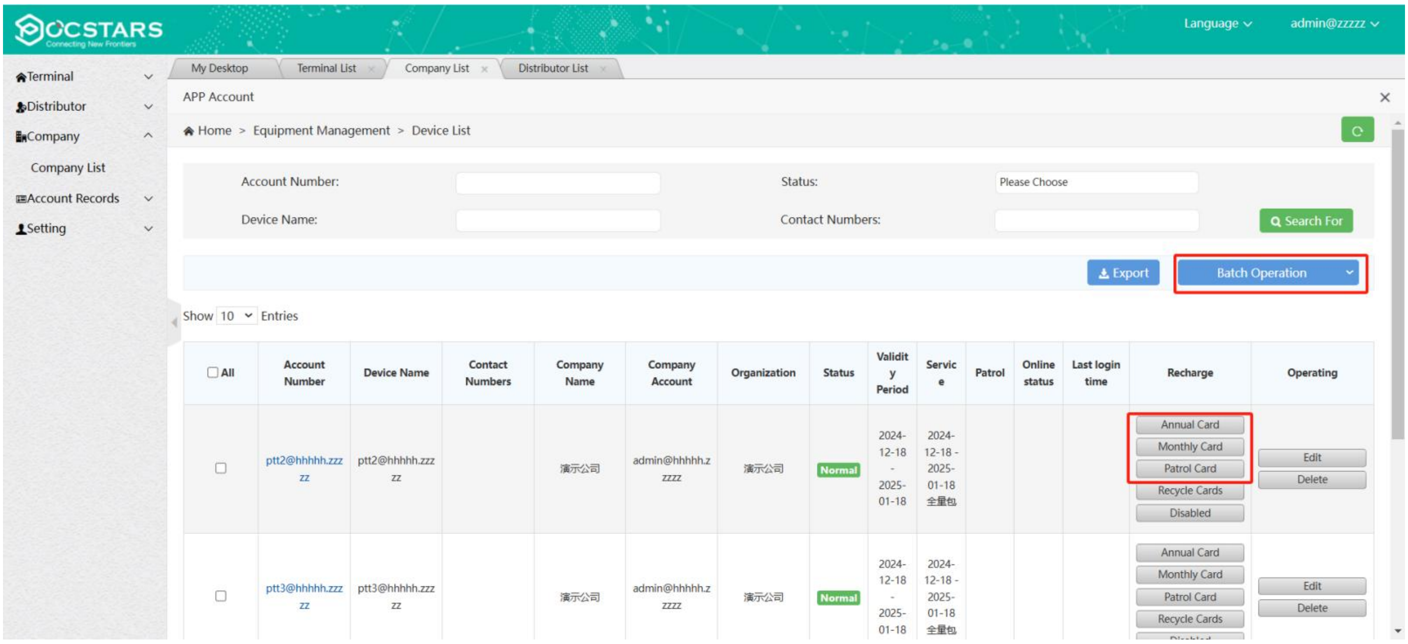
Agents and distributors can deactivate the accounts of the directly affiliated companies, the terminal accounts, IMEI accounts, ICCID accounts and dispatcher accounts. After deactivation, the accounts cannot be logged into the terminal application or dispatch console.

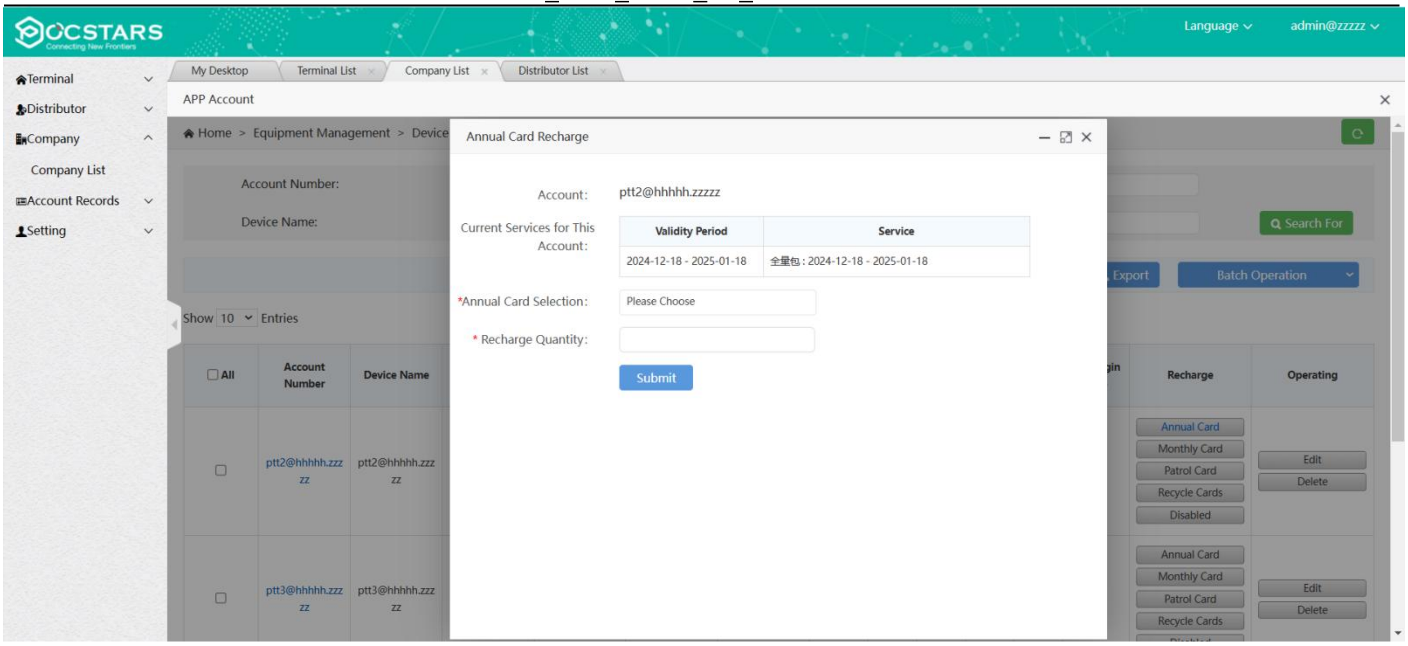
Take the app account as an example, company list →click the number of terminal accounts of a company→ user list, and click the "Deactivate" button in the list operation item, and the second confirmation pops up. Confirm the deactivation.



3.4.3.7. Account recharge

The agent can recharge accounts under their direct company (by recharge card type, quantity, and service package), supporting both individual and bulk recharges.



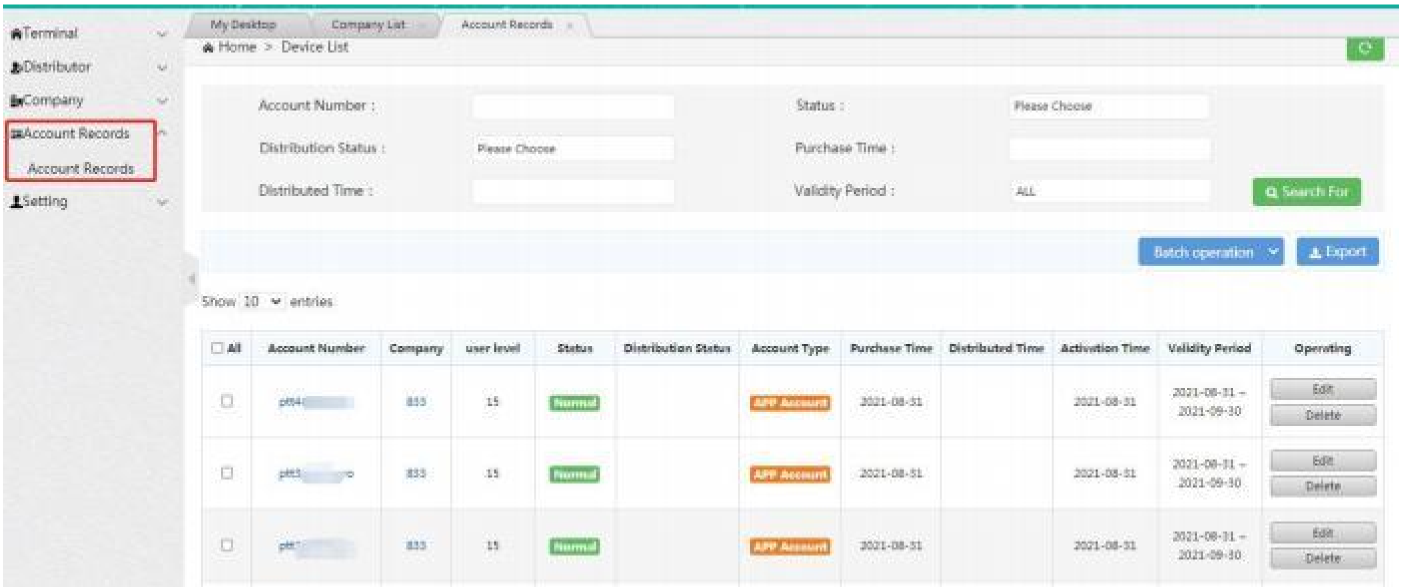


Note: When recharging scheduler accounts, existing cards (annual cards, monthly cards) can still be used. New annual and monthly cards can also be used, with the corresponding service package being: "Scheduler Exclusive."

3.5. Account records

3.5.1. Account records

The account record list displays all terminal accounts of the agent or distributor (including terminal accounts sold to subordinate distributors), and all the app accounts and ICCID accounts of all direct companies of the agent or distributor. You can view account information, search and manage accounts as shown in the following figure:



Account records

Search: search the account based on conditions, which include account number, status, sales status, terminal purchase time, terminal sales time and validity period.

Delete and batch delete: expired accounts can be deleted individually or in batch.

Export: export the account information in the list to the local. All accounts are exported by default. You can check some accounts for selective export.

Edit: edit the account name;

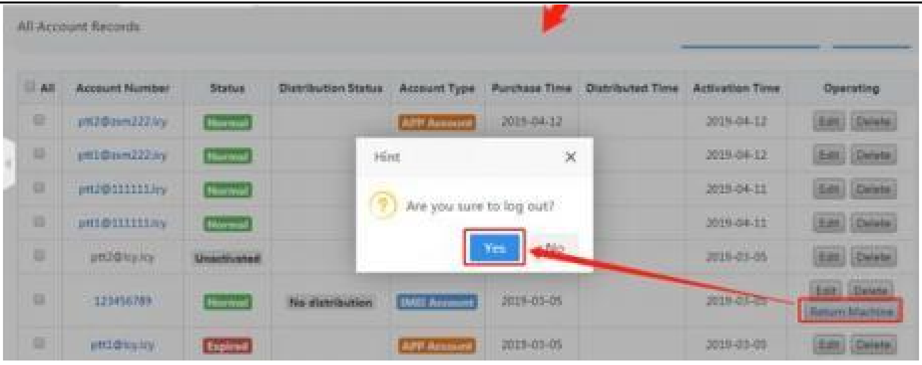
Return and batch return: the terminal account that has been activated for no more than 1 month can be returned.

Single and batch return are supported. See 3.5.2 for details.

3.5.2. Account return management

If agents or distributors want to return their existing terminal accounts which can be operated in the Account Records interface, then need confirm by Agent in terminal list, there need re-authorized by agent that can be re-enabled device after the returned. As shown in the figure below.

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



account return

After being returned, the account becomes unavailable. The agent or the distributor's primary agent can find the returned account in terminal management - terminal list. And click Confirm Return in the operation bar.

Description: if The activation time of account is longer one month, then it cannot be returned.

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. There can be one company account and multiple organization administrator accounts within the company. The organization administrator account is created when creating a new organization to manage the groups and users of the organization.

Company account login: enter the company account, password and verification code, click login to enter the company management platform interface. On this platform, the company can view the PTT account it purchased and manage the group.

Company organization administrator login: enter the organization administrator account, password and verification code, and click login to enter the management platform interface of the organization. On this platform, the administrator can view the sub organizations and users of the organization and manage the group.

4.1 Homepage

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 the figure below, log out and return to the login interface.

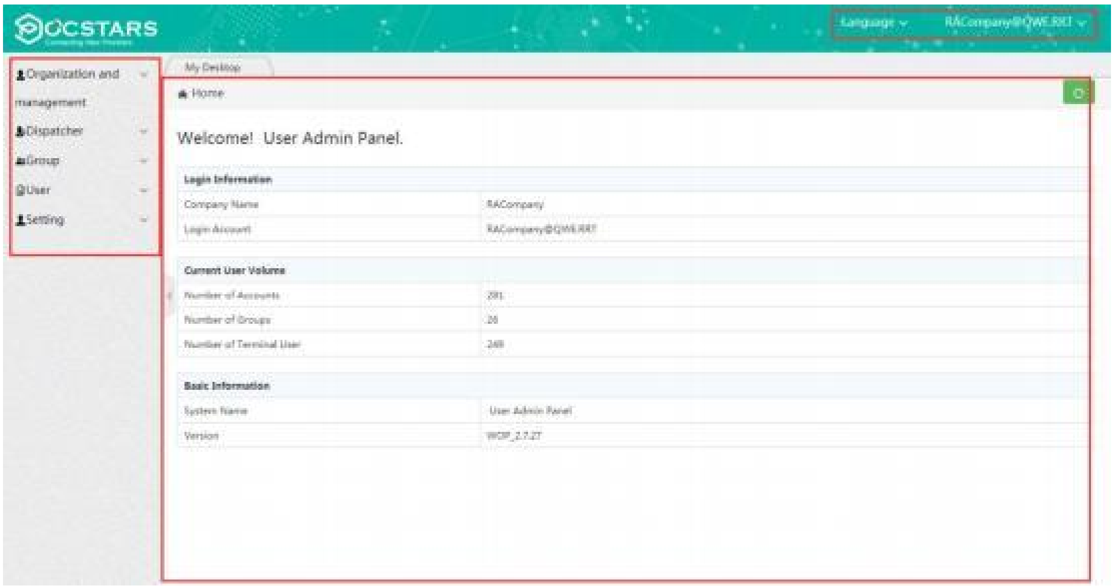
The company's menu bar has:

Organization management→organization management list: you can create 11 subordinate levels;

Dispatcher management→ dispatcher list: dispatcher management for the company's dispatch management.
Group management→group list: group management for the company.

User management→user list: PTT account management for the company's account management.
Set up→ personal data: personal center for the company's personal account management.

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



Company Homepage

4.2 Organization Management

When the agent or distributor has enabled the Organization-level Scheduling function for the company (company list→settings→Organization settings). The company account can be organized and managed. When the Organization-level Scheduling function is not enabled, it can only be viewed.

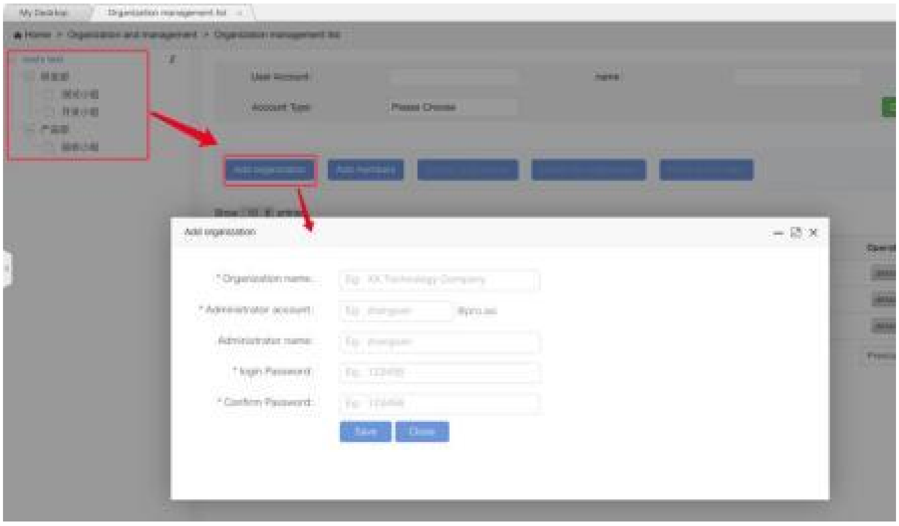
Through organization management, different levels of organizations (or departments) can be created for the company for Organization-level Scheduling management. When creating a sub organization, an organization administrator is created for the organization by default, which is used to log in to the operation platform to manage the sub organizations, users and groups under the organization.

Click "organization management list" in the menu to open the organization management page. The left side shows all the organizations that can be managed by the company account / organization administrator account. After clicking an organization, the list of administrator, user and dispatcher accounts in the organization and the operation items that can be performed on the organization are displayed on the right side, including: create new organization, add organization member, edit organization, delete organization, remove organization member, search account, sort organization, reset the organization administrator password.

Organization Management Page

4.2.1 Create new organizations

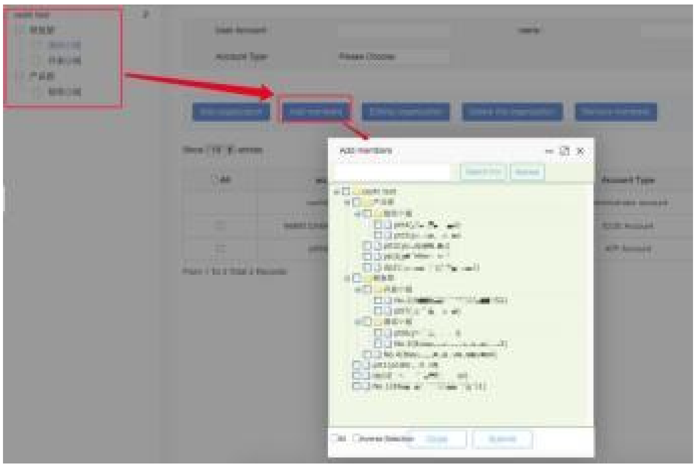
When creating a sub organization for an organization, first click the organization on the left, and then click the "add organization" button on the right to open the new organization pop-up window. Enter the organization name, prefix of organization administrator account and user name of organization administrator. The password used by the organization administrator to log in to the operation platform and the confirmation password consistent with the password. Click Save to complete the creation of the sub organization and create the organization administrator for the sub organization simultaneously, as shown in the figure below.



Create organization page

4.2.2 Add Organization members

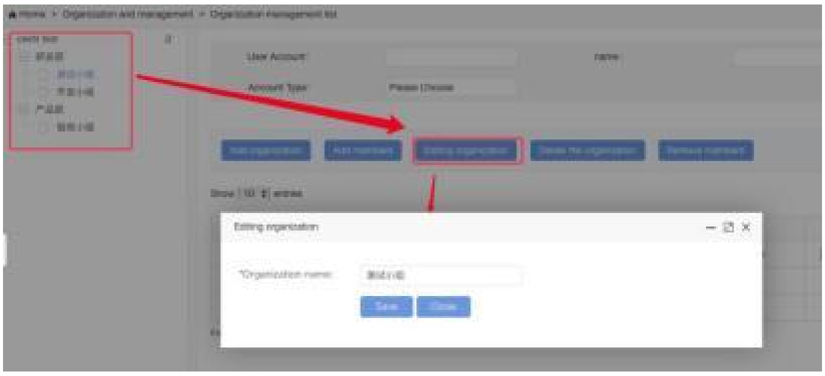
On the left, click the organization to add members, and then click "add members" to open the add members interface. Check the members to be added and click submit to add members.



Add Organization members

4.2.3 Edit Organization

On the left side, click the organization to edit and click Edit organization to open the edit organization interface to modify the organization name. Click Save submit to modify the organization name successfully.

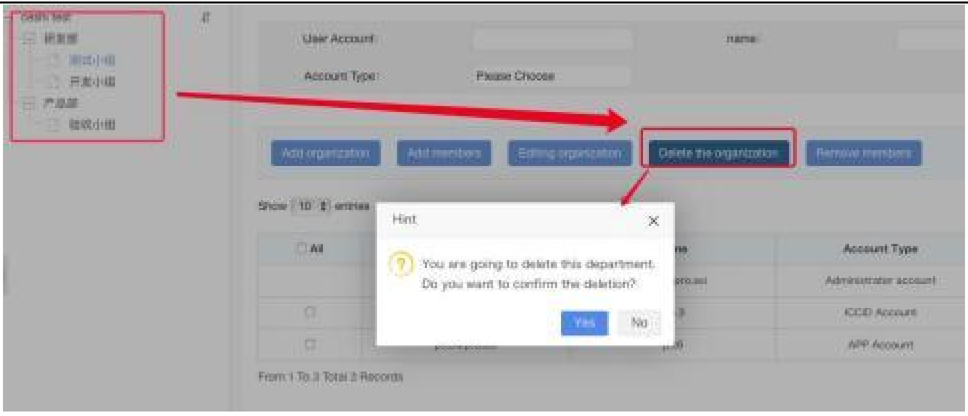


Edit Organization

4.2.4 Delete Organization

On the left side, click the organization to be deleted, and click Delete Organization. A secondary prompt will pop up to confirm the deletion.

Note: if an organization is deleted, the sub organizations will be deleted automatically. Members of the deleted organization will be returned to the upper level organization.

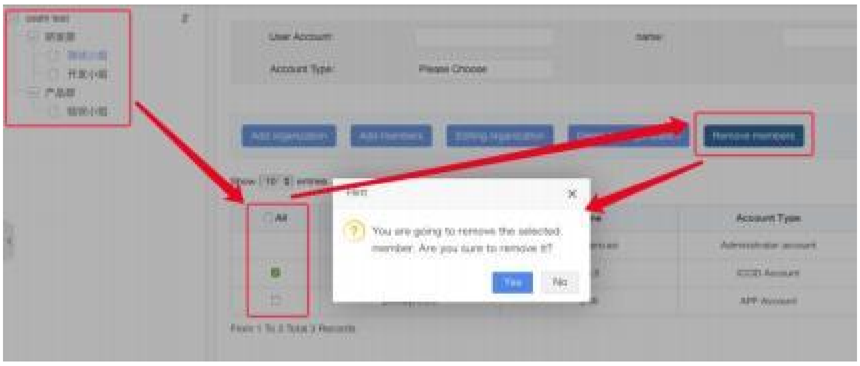


Delete Organization

4.2.5 Delete Members

A user or dispatcher can be removed from the current organization, and the removed user or dispatcher automatically belong to the company level.

Click the organization to remove the member on the left, and the account list in the organization will be displayed on the right. Check the user account or dispatcher account to remove. Click the Remove Member button to pop up the secondary confirmation window. Select Yes to remove the member successfully, and NO to cancel the removal as shown in the figure below:

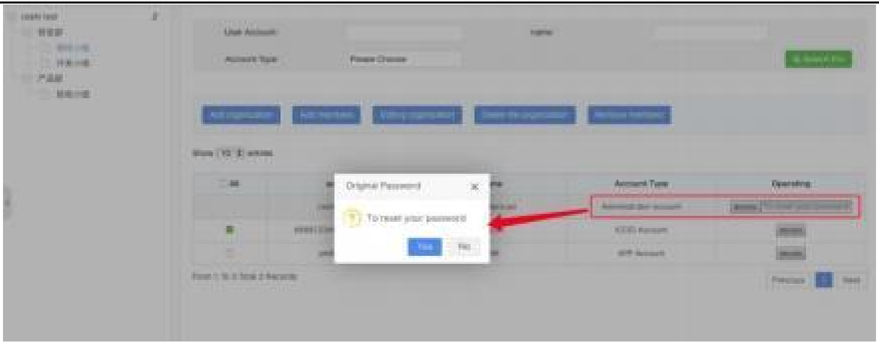


Remove organization members

4.2.6 Reset organization management password

You can modify the password of an organization administrator who logs in to the operation platform.

Find the organization administrator in the list, click "to reset your password" in the operation item, and the reset confirmation box will pop up. Click confirm to complete the reset. The password is reset to 123456.



Reset organization management password

4.2.7 Organization Sorting

You can manually adjust the display order of organizations in the same level.

Click the sort button in the upper right corner of the organization tree, as shown in the figure on the left below; Enter the organization sorting interface, as shown in the figure on the right. Click the up and down arrow keys behind the organization name to sort manually and save after adjustment.

Organization Sorting

4.3 Dispatcher Management

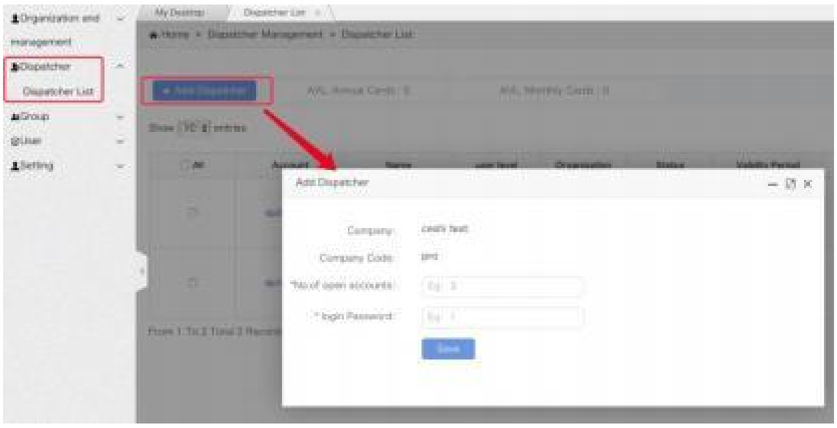
Company account can view and manage all dispatcher accounts of the company; The organization administrator account can only view dispatchers in the organization and at the following levels. The operations of dispatcher account include: create, single recharge, batch recharge, disable, edit, modify login password, set user level.

Dispatcher List

4.3.1 Create Dispatcher

The agent can create a dispatcher for the company. See the description of the new dispatcher account in the managing company in the agent section.

The company account can also create dispatchers. On the dispatcher management page, click "add dispatcher" to open the create pop-up window. Enter the number of dispatchers to be created this time and the password for the dispatcher to log in to the dispatching station. Click "save" to create. After creation, the corresponding number of dispatcher accounts will be generated automatically. The newly created dispatcher account is not activated by default and needs to be activated by recharging.



Create Dispatcher

4.3.2 Manage Dispatcher

Operations of managing dispatcher operations

Charge: you can charge the monthly card or annual card for a dispatcher account.

Batch recharge: select the dispatcher account to be recharged, click "export" in the upper right corner of the list to export the account list, select the type (year card / month card) to be recharged in the exported excel table, enter the quantity to be recharged this time, and then click the "batch recharge" button in the upper right corner of the list to import the

modified account list excel table for batch recharge. You can directly download the reset template in the "batch recharge" pop-up window, enter the account to be reset, select the recharge type and recharge quantity in the template list, and then import the list for batch recharge.

Stop: stop a dispatcher account by pressing the "Disable" button in the list.

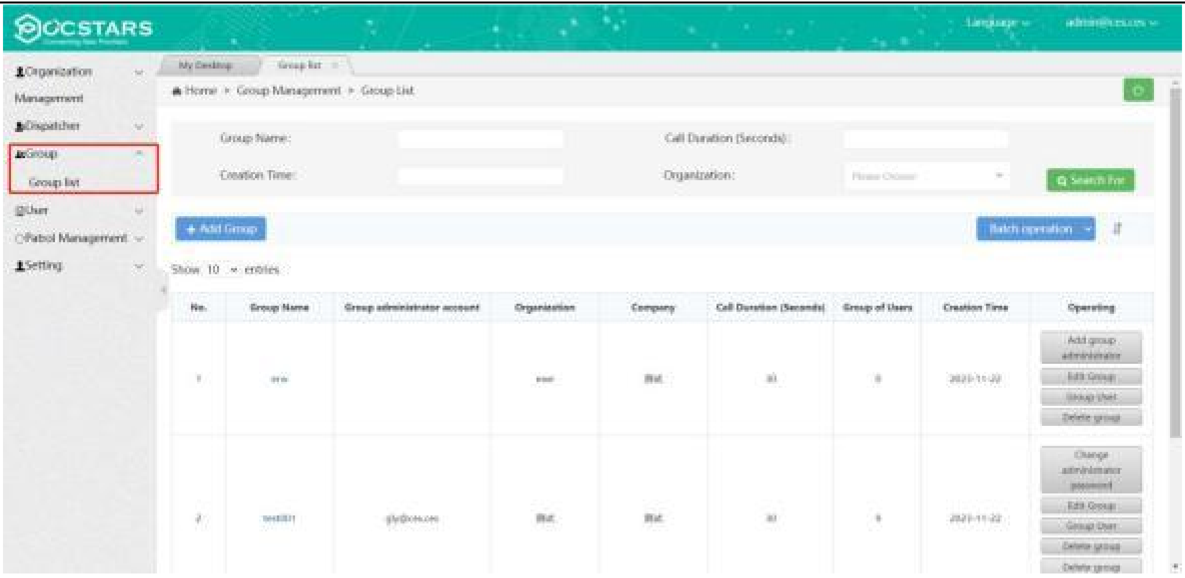
Edit: through the "Edit" button in the list, you can edit the user name and contact number of a dispatcher account.

Change the login password: through the "password" button in the list, you can change the login password of a dispatcher account to log in to the dispatch console.

Set user level: in the "user level" list, click the drop-down option to set the user level. After selection, it will be saved. The user level can be set in the range of 1-20. The smaller the number, the higher the level, and the higher the ranking of users in the organization member list and group member list. The user level of dispatcher account is 10 by default, and the user level of user account is 15 by default.

4.4 Group Management

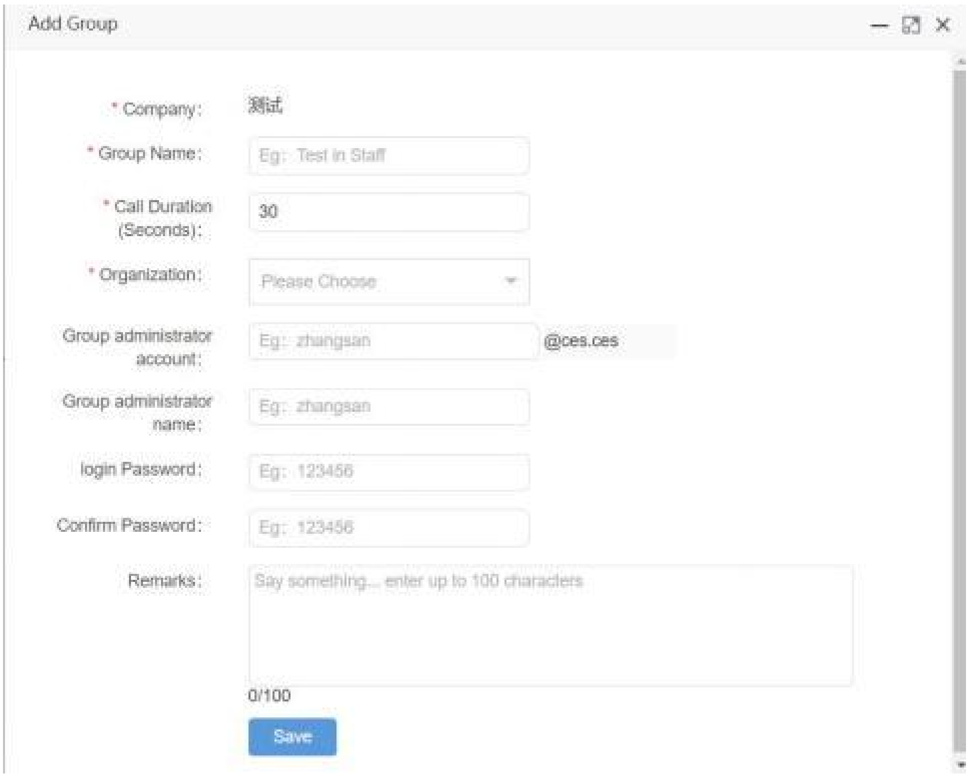
Both company account and organization administrator account can be used to create groups, associate group users, set user priority in each group, Group Administrator,set group call duration, and sort groups.



Company group list

4.4.1 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 the figure below.In addition, agents can create groups for companies.



Creating Group

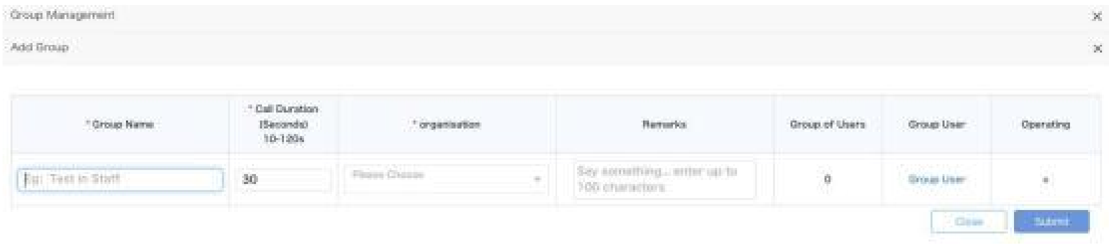
Group name: name the group.

Communication duration (s): set the communication duration of the group, which is 30s by default. It is the longest PTT time for each user in the group.

Organization: select the organization of the group.

Group Administrator: Create a group administrator login account, name, and login password.

Create group in batch: click the "batch operation" button in the upper right corner of the group list, and select "add group" to enter the batch group creation interface.



Create group in batch

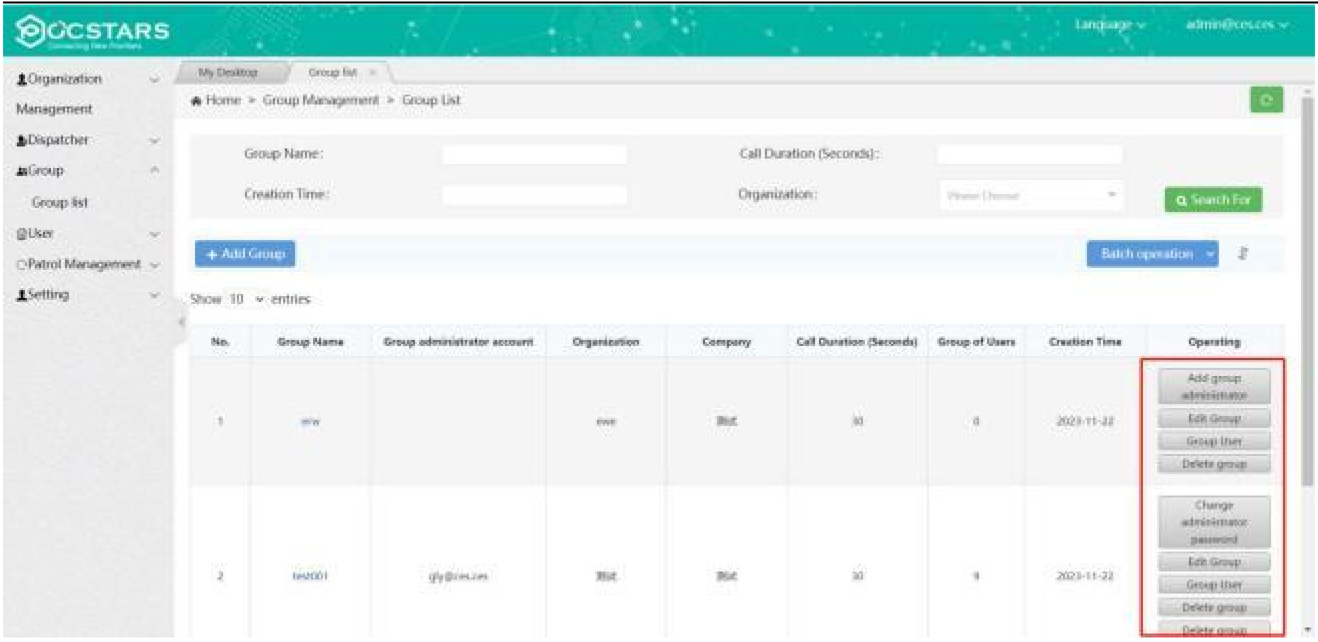
Enter group name, group call duration and group organization, click "group user" to associate group users, click "+" on the right to add a new group information, and then click "save" to batch create groups.

Note: you must click "+" in the rightmost column of the list, and then click Save to create it successfully.

4.4.2 Managing Groups

For the created group, you can view it in the group list, as shown in the figure 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.
- Edit group: edit group name, call duration and remarks.
- Group users: group user management, see 4.3.3 in the following chapters.
- Deleting Groups: Groups can be deleted when there are no users in the group.
- Group sorting: click the sorting button in the upper right corner of the group list, open the sorting window, and adjust the group order by clicking the up and down direction arrow behind the group.
- Adding Group Administrators: If no group administrators were added during the group creation, it's possible to add group administrator accounts.
- Removing Group Administrators: When there are group administrators within the group, it is possible to delete them.

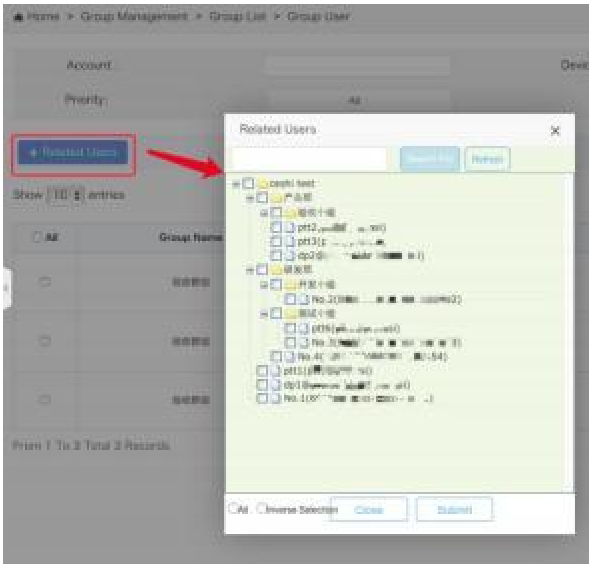


Operations of managing groups

4.4.3 Group User Management

Group user management can set whether the user is associated with the selected group, whether to monitor, and set the priority of the user in the group. In addition, the user association group and monitoring group can also be set in the next section 4.5 Account Management.

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:



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.

Monitoring group / canceling monitoring group: in the group user list, find the user who wants to monitor / cancel monitoring group, and click the "group listening / cancel monitoring" button in the last column of the list.

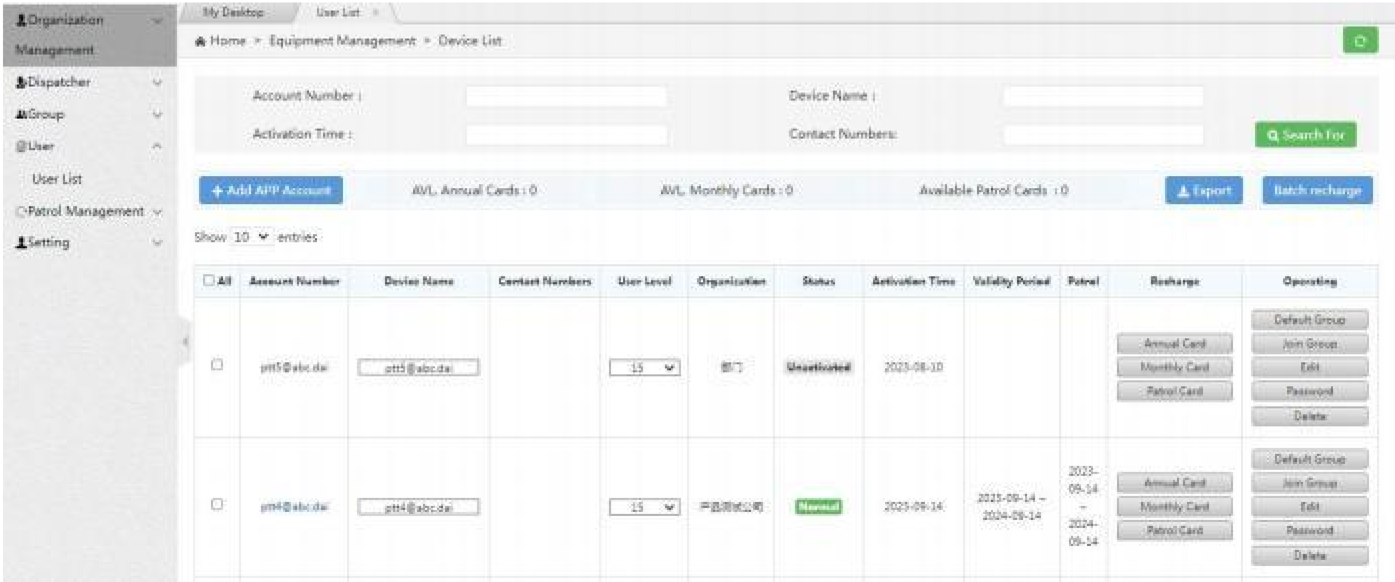
Batch monitoring / canceling monitoring group: in the first column of group user list, check the user to cancel setting, click "batch operation" above the list, and select "set monitoring" to batch set monitoring group; Click "cancel monitoring" to batch set and cancel the monitoring group.

Set the user's PTT voice priority: in the priority column of the list, drop down to select the priority, set the user's voice priority in the group, and save it after selection. Optional range: normal, intermediate and advanced. The default is normal.

Group User Interface

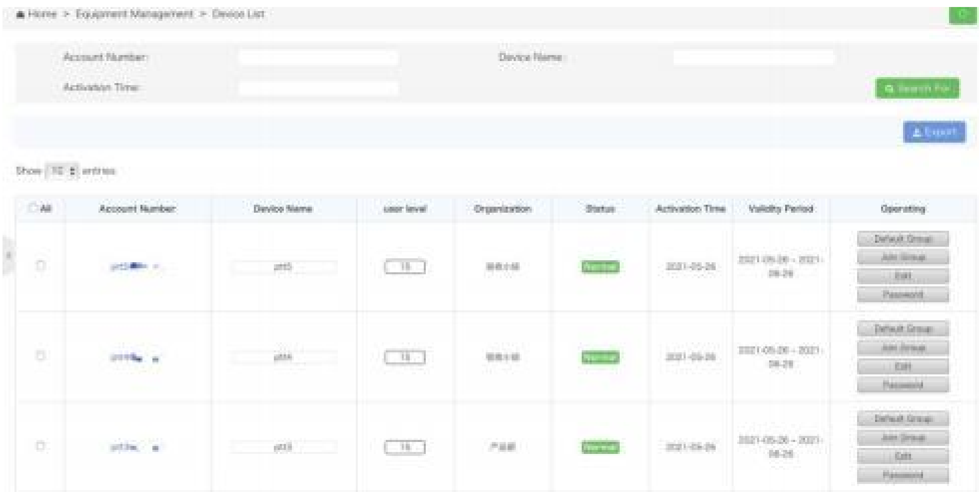
4.5 User Management

Company accounts can view and manage all the company's user accounts in user management. User accounts include app account, IMEI account and ICCID account. The management operations include: create new app account, search, export user, recharge, set default group, join group, set monitoring group, edit, reset password, set user level. See the figure below:



User list of company account

Organization management account can view and manage all user accounts in the organization and its subordinate organizations in user management. User accounts include app account, IMEI account and iccid account. The management operations include: search, export user, set default group, join group, set monitoring group, edit and reset password. See the figure below:



User list of organization administrators

Search Account: search the account according to the conditions, so as to find the account quickly.

Add app account: you can add the app login account under the company name. After adding, it can take effect only after adding the annual card / monthly card.

Check the status and validity of an account: you can view the validity period of an account and the status of the account in the account list. If an account want to perform patrols, it needs to be activated first, and then patrol cards must be recharged to enable usage."

Charge annual card: it can be used to recharge the annual card for the account.

Charge monthly card: it can be used to recharge the monthly card for the account.

Patrol Card Recharge: You can recharge patrol cards for this account. After recharging, this account can be used as a patrol user to perform patrol tasks. You can also check the validity period of the patrol for the user.

Set default group: the default group can be set for the account.

Join group: by joining a group, the association relationship between the account and the company group is set.

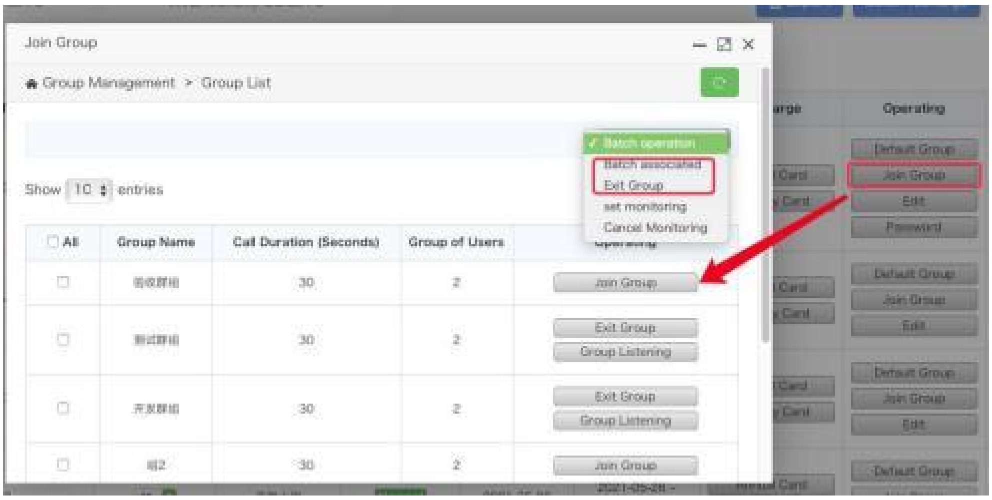
Modify device name: you can modify the device name directly or click the "Edit" button in the list to modify the user name.

User level: in the list of "user level", click the drop-down option to set the user level, and save after selection. The user level can be set in the range of 1-20. The smaller the number, the higher the level, and the higher the ranking of users in the organization member list and group member list. The user level of the user account is 15 by default.

Modify login password: the login password of the account can be modified, and only the app account can be modified.

4.5.1 Join Group Management

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



User group relationship setting interface

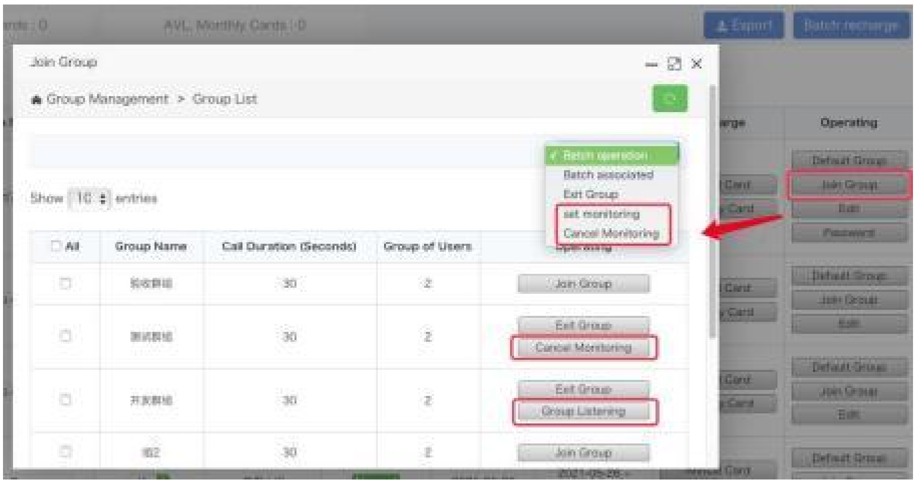
Steps for terminal users to join groups: User → User List → Join Group → Join Group, as shown in the figure below:

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.

In the associated group pop-up window, batch Association and batch disassociation can be performed through the batch operation in the upper right corner of the list.

4.5.2 Monitor Group Management

Monitoring group management can set whether users who have joined a group want to monitor the group.



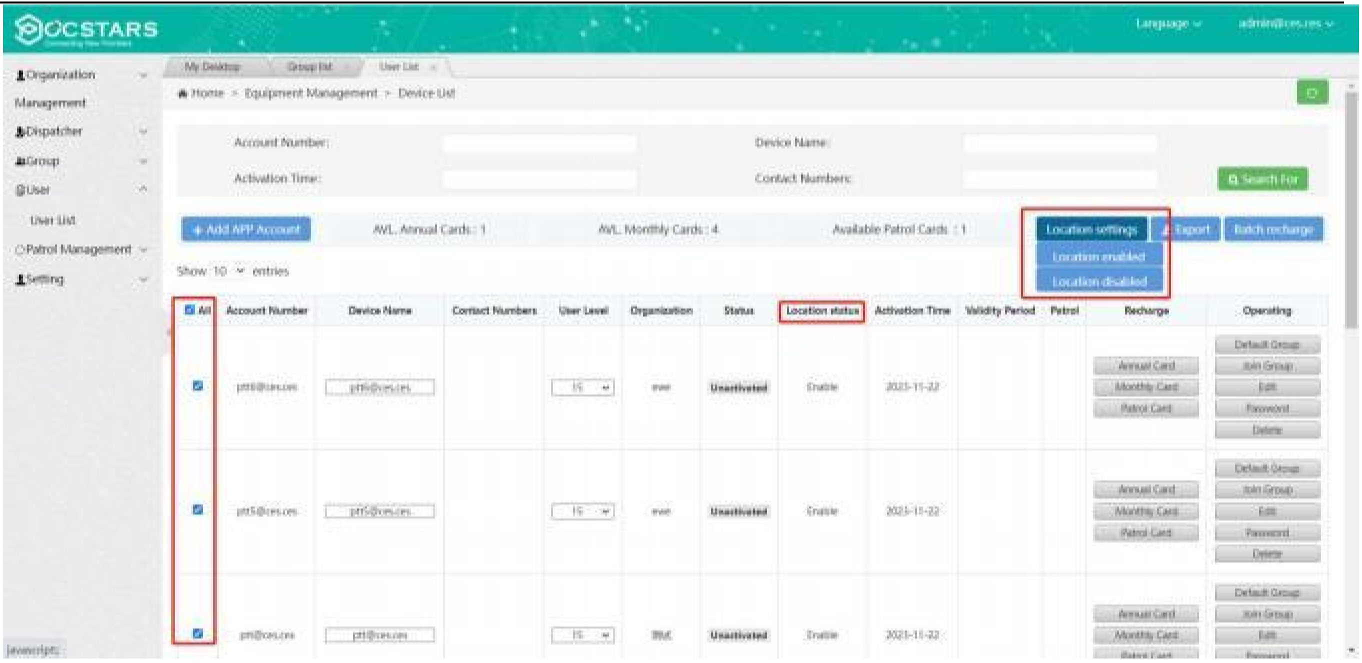
Set up User Monitoring Groups

Steps of setting up a user monitoring group: User→ User List→Join Group, select the user terminal of the group to be monitored, and then click join group → group listening in the last column of the list to complete the end-user monitoring of the group; You can also check the group, and then click batch set monitoring and batch cancel monitoring in batch operation to perform batch operation.

Cancel Monitor Groups: In the user list, find the user to cancel listening. In the join group list, find the group to cancel listening, and click Cancel Monitoring in the last column of the list.

4.5.3 Location Settings

Terminal user positioning is set to off by default. Company administrators can enable/disable positioning for terminal users within the user management list.



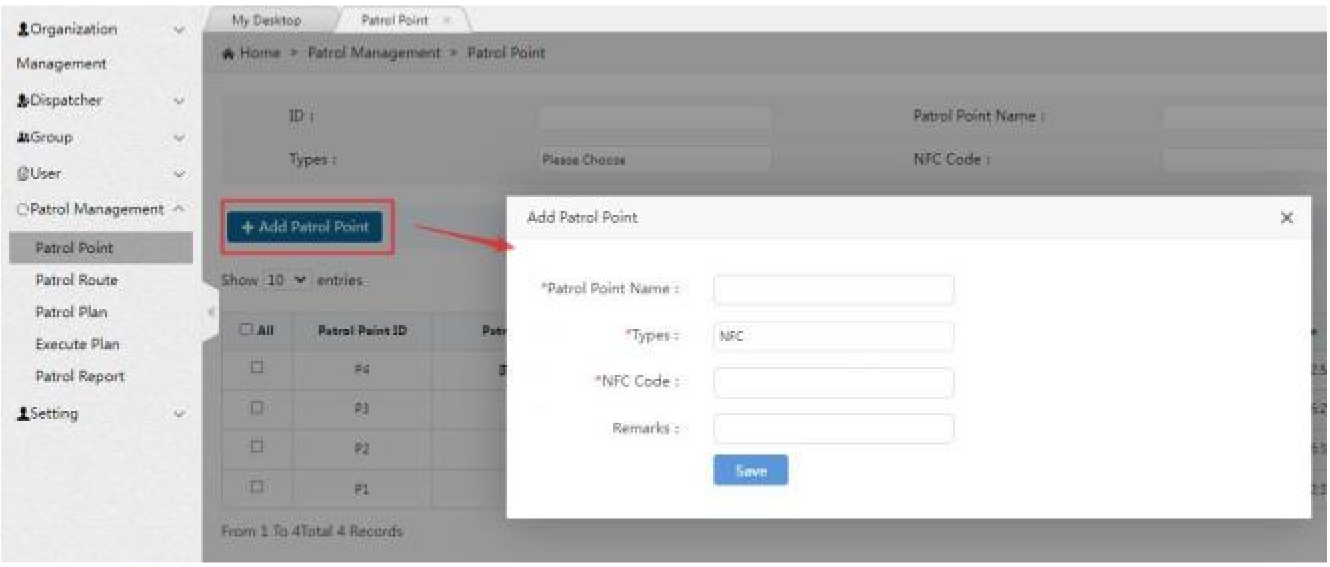
User orientation start

4.6 Patrol Management

When the company requires patrols, the company administrator can add patrol points, routes, create patrol plans, monitor plan status, manage patrols, and generate patrol reports.

4.6.1 Add Patrol Points

The administrator can add patrol points to the system based on the company's needs. Click on 'Add Patrol Point,' enter the patrol point's name, type, NFC Code, and remarks, then click 'Save' to successfully add it. As shown in the figure below:

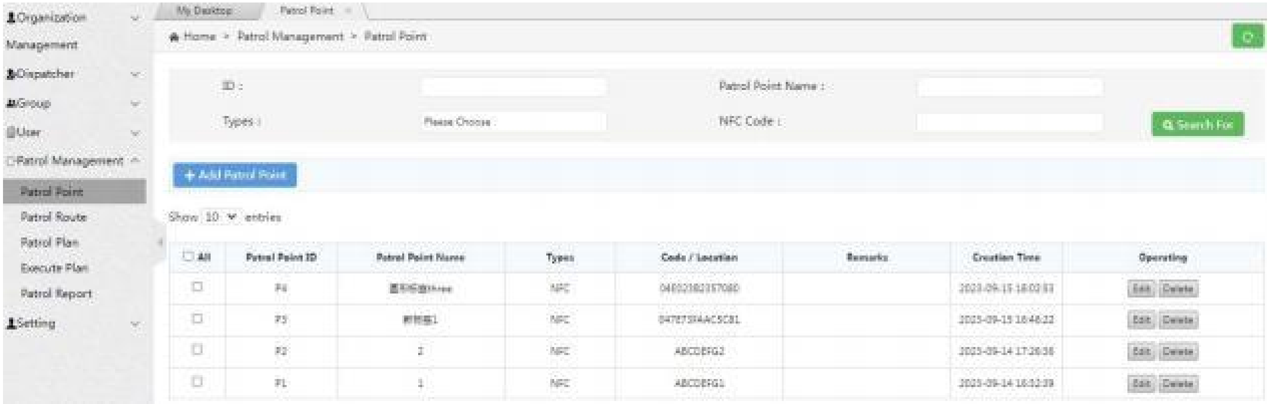


Add Patrol Points

Edit Patrol Points: You can modify the patrol point's name, type, NFC Code, and remarks.

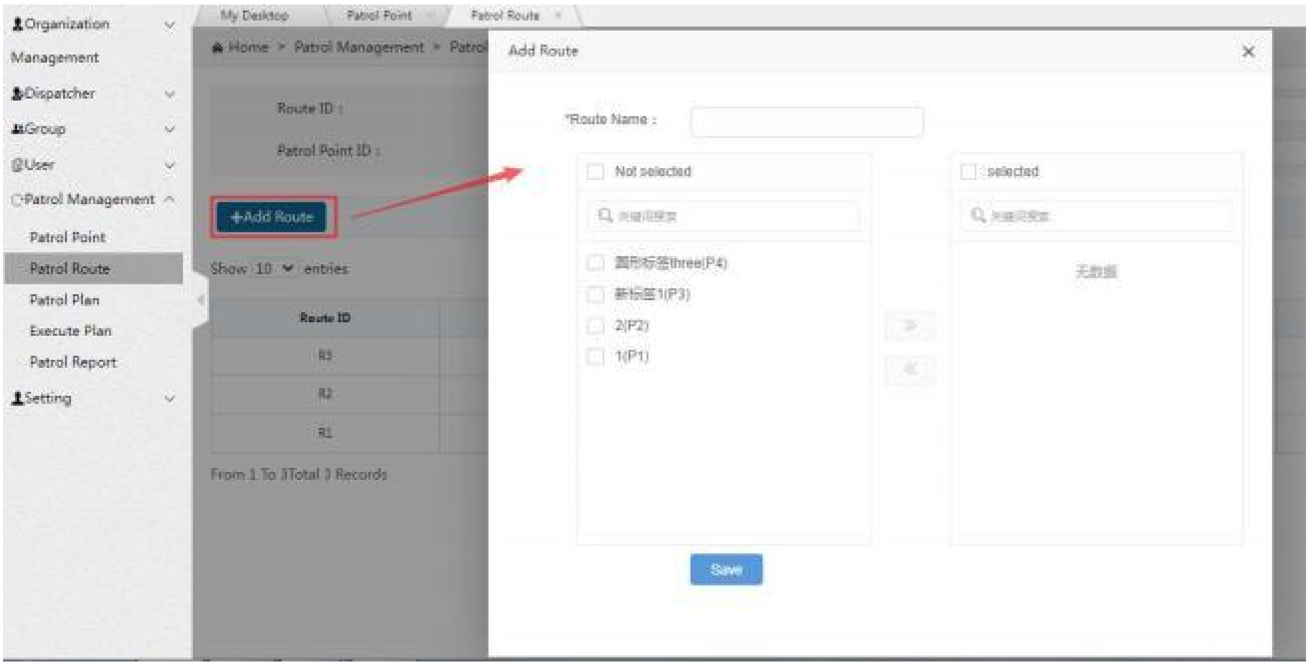
Delete: Unused patrol points can be deleted.

Search: Supports precise or fuzzy searching based on ID, name, type, and NFC Code name.



4.6.2 Add Patrol Routes

Click 'Add Route,' and a pop-up window will appear for adding a route. Enter the patrol route's name, associate it with the patrol points included in the route, select the patrol name, and click 'Save' to successfully add the route.



Add Patrol Routes

Edit Patrol Routes: You can modify the route name and associated patrol points.

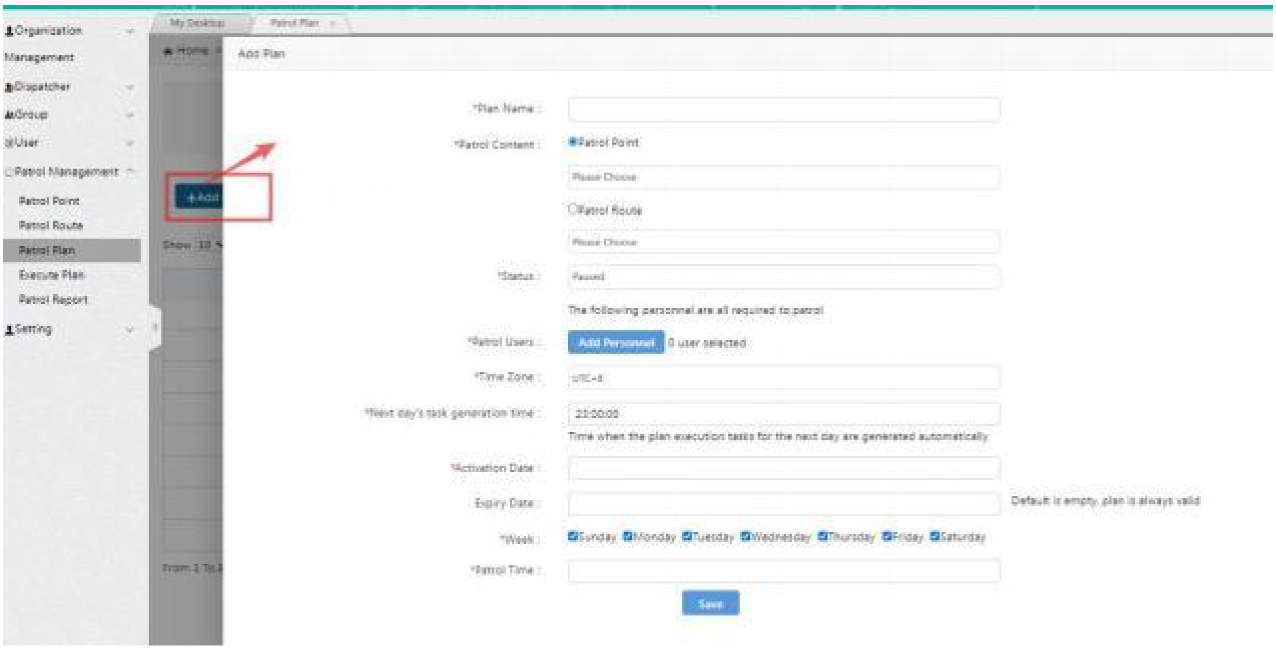
Delete: Unused patrol routes can be deleted.

Search: Supports precise or fuzzy searching based on route ID, patrol point ID, route name, and patrol point name.

4.6.3 Patrol Plans

4.6.3.1 Add Patrol Plan

To add a patrol plan, click on 'Add Plan,' which will take you to the page for adding a new plan.



Adding a Patrol Plan

To add a patrol plan, follow these steps:

1. Enter the plan name.

2. Choose patrol content, status, patrol user, time zone, generate tasks for the next day, activation date, expiration date, frequency, and patrol time.

3. Click 'Save' to successfully add the plan.

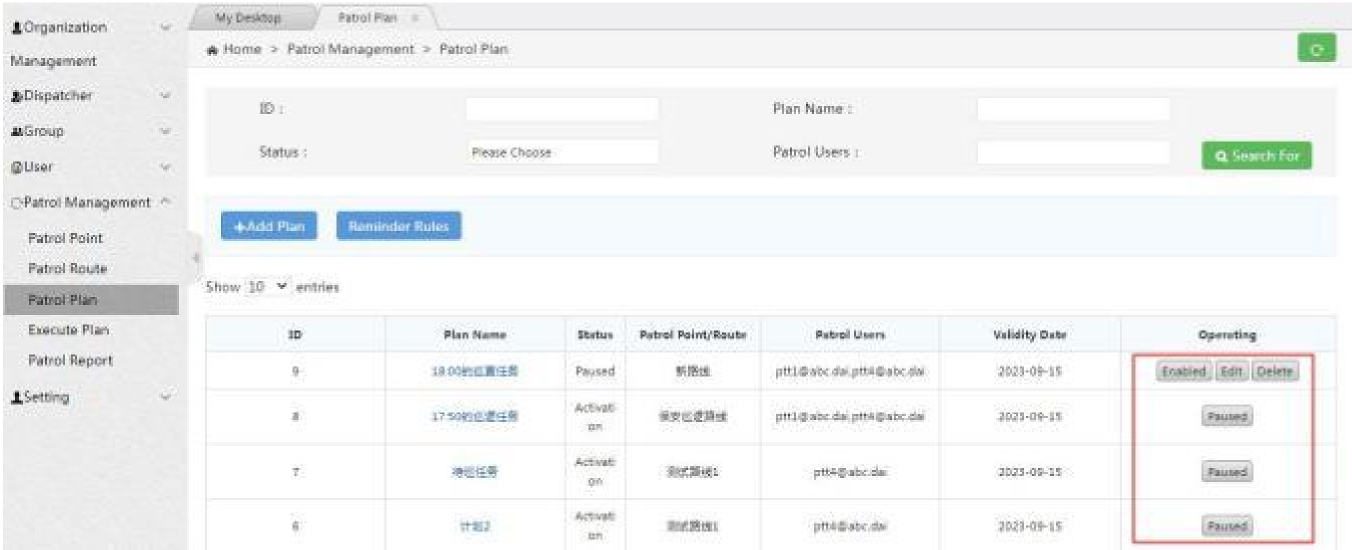
Patrol User: Selecting a patrol user requires that the user has recharged a patrol card.

Pause: For an already enabled plan, clicking the 'Pause' button allows you to temporarily pause the plan.

Enable: Selecting 'Enable' activates the plan, and it will generate patrol tasks according to the schedule once activated.

Edit: Plans with a 'Paused' and ‘inactive’ status can be modified.

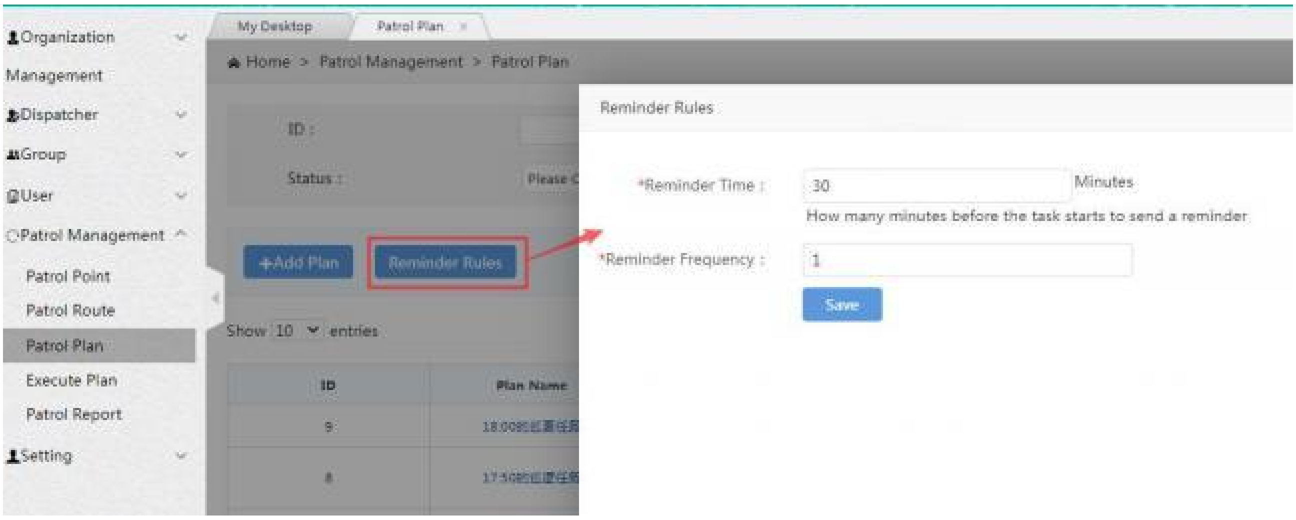
Delete: Plans with a 'Paused' status can be deleted. Click the 'Delete' button, confirm, and the plan will be successfully deleted.



4.6.3.2 Setting Reminder Rules

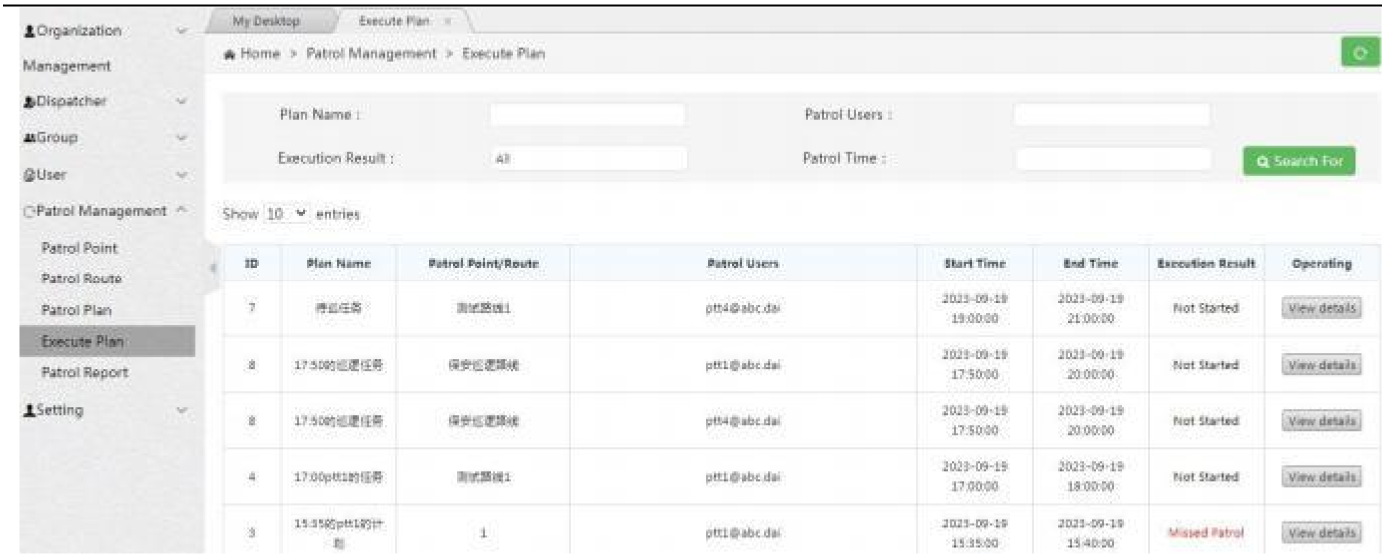
To remind patrol users before the patrol begins and prevent them from forgetting to patrol, the company administrator can set the reminder time before the start of the patrol and how many reminders should be sent to the patrol user.

The default setting is a reminder 30 minutes before the patrol starts, sent once. Click on 'Reminder Rules' in the upper left corner to modify the time and frequency. After making changes, click 'Save' to apply the settings successfully.



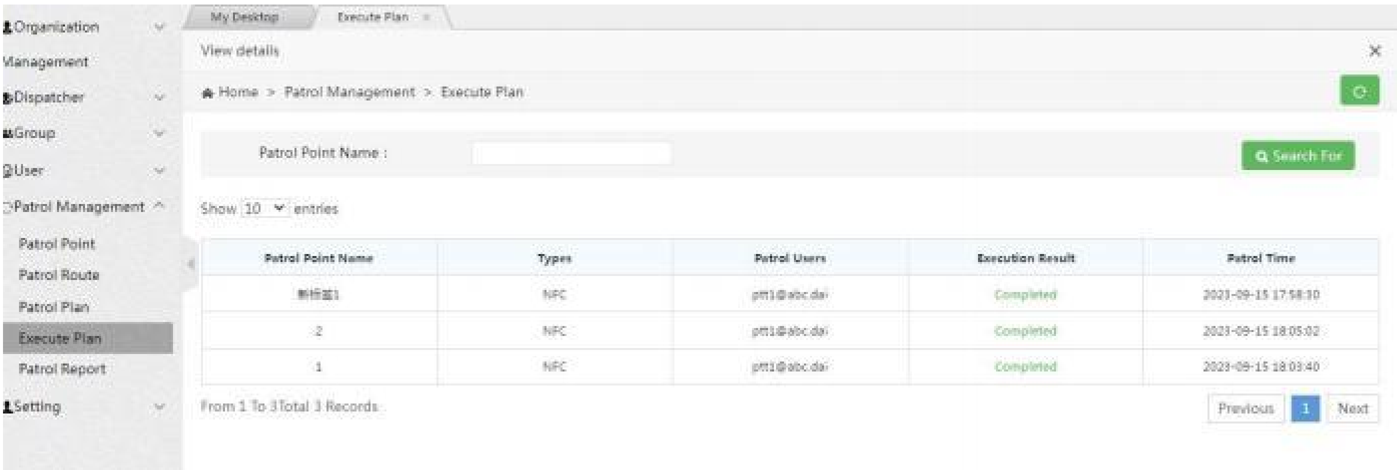
4.6.4 Executing Plans

After the scheduled time for the patrol plan, tasks will be generated. In the 'Execute Plan' interface, you can view the plans that are currently being executed, as shown in the figure below:



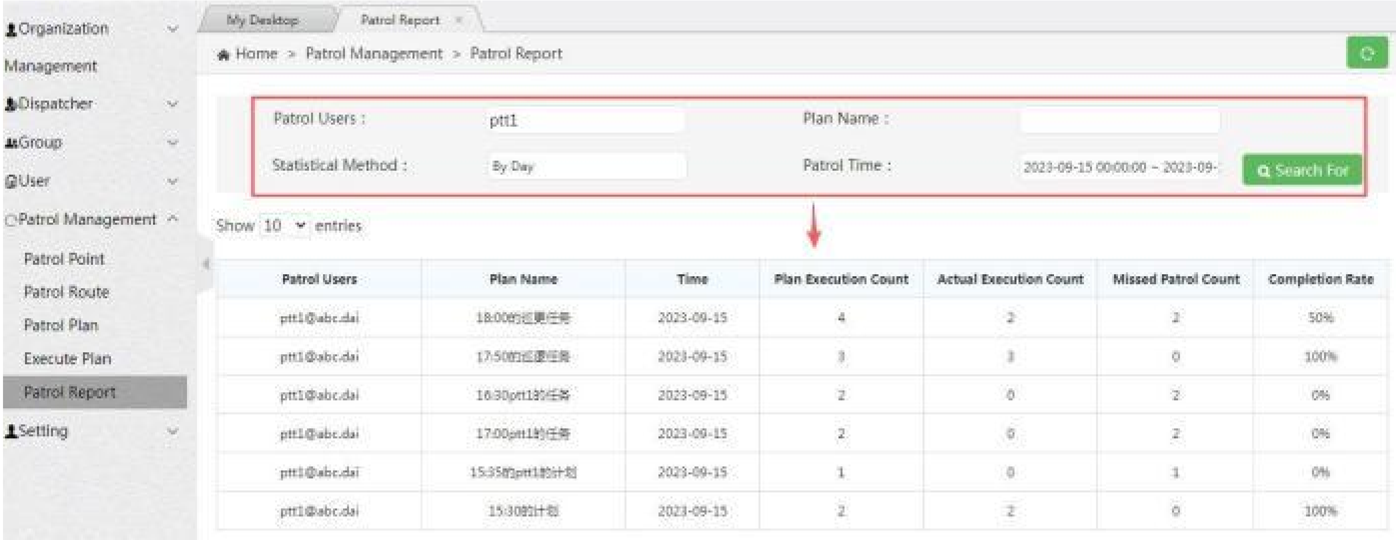
Search: Supports precise and fuzzy searching based on plan name, patrol user, execution result, and patrol time.

View Details: Click on 'View Details' to navigate to the plan details page, as shown in the figure below:



4.6.5 Patrol Reports

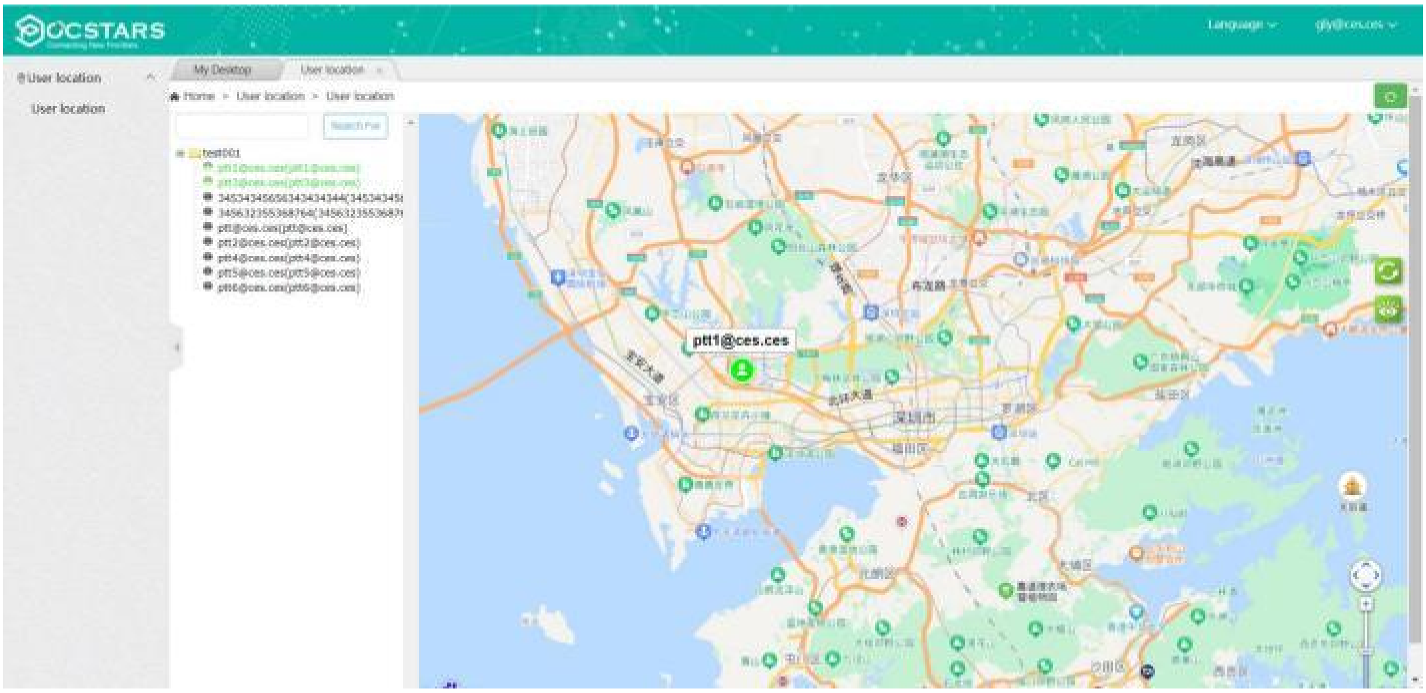
After the plan is completed, patrol reports will be generated. To access the patrol reports, enter the patrol user, plan name, statistical method, and patrol time in the patrol report interface. Click 'Search' to query the patrol reports for the current user, as shown in the figure below:



4.7 User Positioning

When a company adds a group, they register a group administrator account. By logging into this group administrator account, they can view the current positioning information of users within the group.

Clicking on the username on the left-hand side allows for individual viewing of user positioning.



- Zoom In on the Map +: Click the 'Zoom In + icon to enlarge the map.
- Zoom Out on the Map −: Click the 'Zoom Out − icon to reduce the map size.
- Refresh : Update user information on the map. It defaults to refreshing every 20 seconds, but users can set their own refresh intervals.
- Display Users : 'All Users' and 'Online Users' are available for selection.

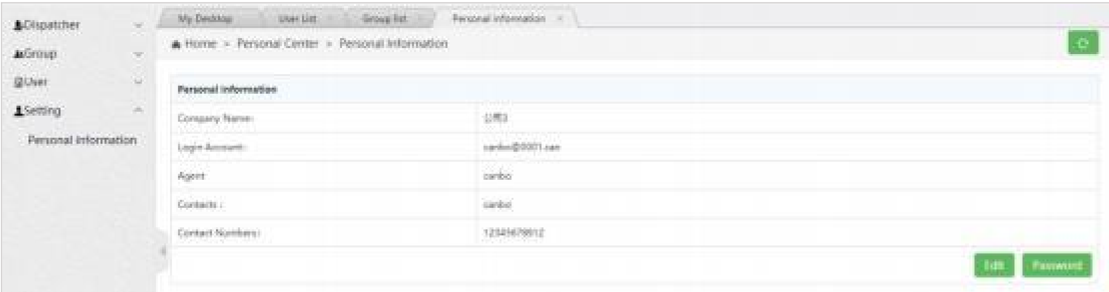
4.8 Settings

In the menu bar settings, you can search the relevant login information of the current company account, including login account number, company name, agent and contact information. At the same time, you can edit personal data and modify password. The interface is shown in the figure below.

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 to the User Admin Panel.

After login, you can view personal information, edit personal data and modify password.



Personal Center Interface