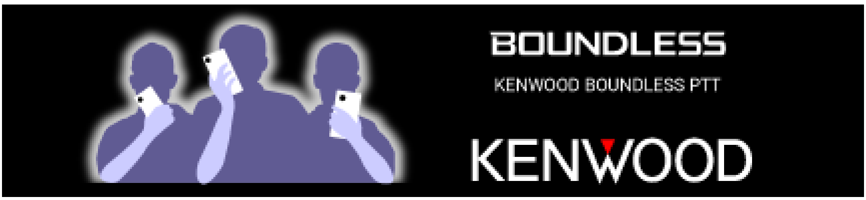
KENWOOD

KENWOOD BOUNDLESS PTT

Admin Portal for Dealer

USER GUIDE



JVCKENWOOD Corporation

B5A-3131-00

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The KENWOOD BOUNDLESS PTT (hereinafter called BOUNDLESS PTT) Admin Portal provides an interface for Dealer to manage customers. Secure and password protected administrative login accounts are provided for individual Dealers.

The Admin Portal for Dealer allows you to:

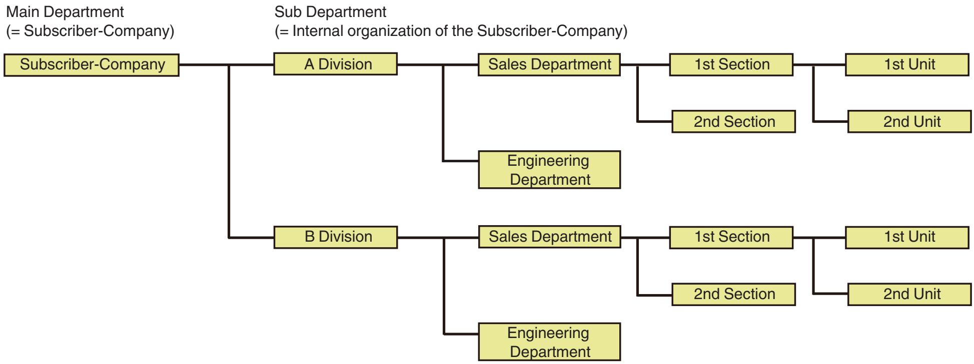
- Add, delete, and modify individual user accounts
- Add, delete, and modify BOUNDLESS PTT Groups
- Modify feature key settings for individual or multiple accounts
- Modify settings for individual or multiple users
- Create custom feature/settings templates
- Change individual contacts
- View provisioning history, call history, and overall usage
- Display map with location history options

Terminology

Admin Portal	Website for configuring and managing the BOUNDLESS PTT system.
Customer	A unit of customer management, equivalent to dealers in JVCKENWOOD Corporation's operation.
Customer Admin	A type of Admin Portal user, mainly used by dealers.
Customer Admin Role	Role and authority of a customer administrator.
Department	A unit of customer management belonging to Customer described above. Group and user are kept under Department which is equivalent to a customer company to the dealers in JVCKENWOOD Corporation's operation.
Floor	The right to speak.
Group	A unit of customer management belonging to Department described above. This is the range of group calls, and user is kept as member under Group.
Portal User	A user who can log into the Admin Portal website. Available functions such as Customer Admin Role are assigned when configuring the Portal User.
Sales Rep	A type of Admin Portal user mainly used by JVCKENWOOD Sales.
User	User and device used by the user.
Public Key	The public key used to encrypt the management information and link it to the User Device on the Portal server.
Subscriber-Company	A company registered in the BOUNDLESS PTT system by the customer and has joined the BOUNDLESS PTT system.

BOUNDLESS PTT Basic Configuration

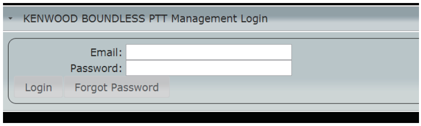
- Up to 5 levels of Department can be set up.
- The first tier (Main Department) is the Subscriber-Company, and the second and lower tiers are the Subscriber-Company's internal organization.



LOGGING INTO THE ADMIN PORTAL

Once your account has been set up, you can log into the Admin Portal.

Email Credentials



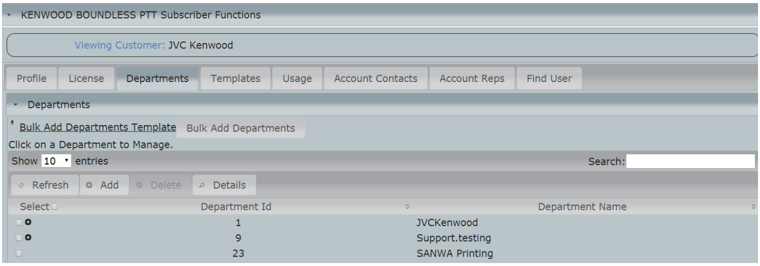
- In the email you received from the BOUNDLESS PTT Sales, click on the link: https://na-portal.kenwood-boundless-ptt.com/portal/
- You will then be prompted to create a new password.
- Please note that the link will expire in approximately 24 hours.

If the sign-in link is expired

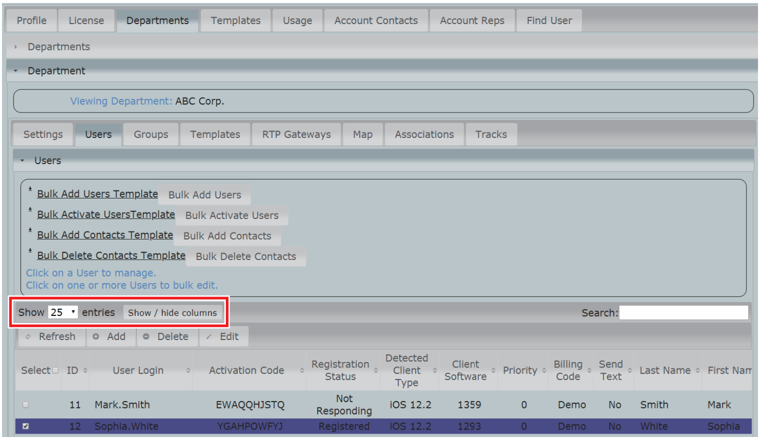
- Go to the BOUNDLESS PTT portal website (https://na-portal.kenwood-boundless-ptt.com/portal/).
- Click **Forgot Password** on the resulting page, and an email will be sent to you with a new sign-in link.

NAVIGATING THE ADMIN PORTAL

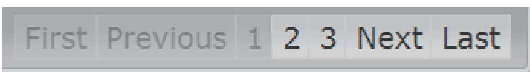
When you log in, a list of Subscriber-Companies will be displayed. Click on the tabs to navigate the different functional areas in the Admin Portal.



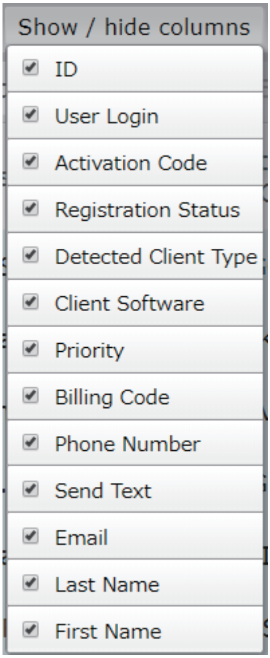
Selecting a Subscriber-Company allows you to view and modify the users and groups registered. Each tab includes a “Show” number of entries box with drop-down options (10, 25, 50, 100). Increasing the number of entries shown makes viewing of bigger departments at one time easier.



There is a search box in each section which is helpful when viewing information of the Subscriber-Companies, whose information is displayed on multiple pages (even when “Show” is set to the maximum). In this case, the page navigation options will appear at the bottom right corner.



You can also choose the information to display by selecting from the **Show / hide columns** tab.



BOUNDLESS PTT Basic Operation Flow

1	**Create Department.**	Refer to {p. 9} .
2	**Create User and edit the Contacts.**	Refer to {p. 13} .
3	**Create Group and edit the Members.**	Refer to {p. 51} .
4	**Configure the Feature Keys and Client settings.**	Refer to {p. 20} .

DEPARTMENTS

The **Departments** tab allows you to create departments. You can distribute the users into different organizations if requested by the Subscriber-Companies. The Main Department is the Subscriber-Company and the Sub-Department is the internal organization of the Subscriber-Company.

Creating a New Department

BOUNDLESS PTT allows the nesting of departments for easier management of users and for preventing users in different departments from communicating with each other.

Feature Key and Client Settings templates may be created on either a Customer level or a Department level. New users can be created with Maximal Contacts giving the user only the contacts from their hosting Department.

Note:
- ◆ Upon provision of an account for the very first time from KENWOOD Sales, a department of the same name as the customer name is created. The department name can be changed.
- ◆ After an account is created, a 30-day free trial is available.
  The adding of department is not allowed during the trial period. Subscribe to remove this restriction, please contact KENWOOD Sales.
  If a subscription request is not made before the trial period ends, the use of the Admin Portal is deactivated.

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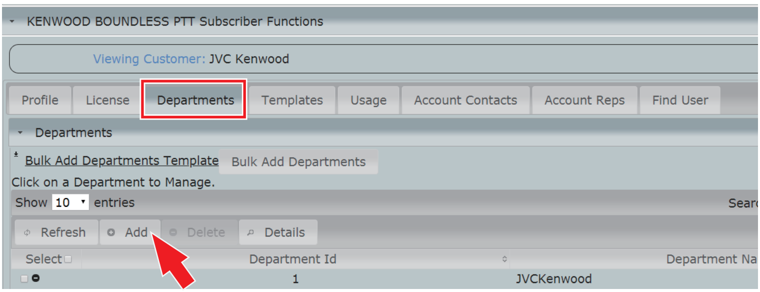
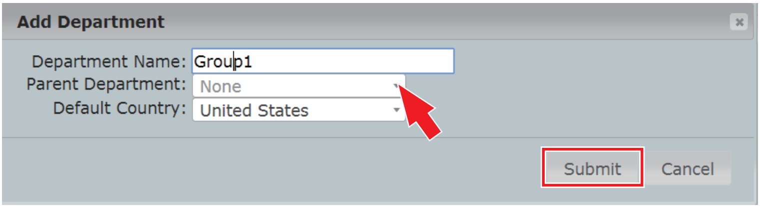
1 In the **KENWOOD BOUNDLESS PTT Subscriber Functions** window, navigate to **Departments** and select “Add”.

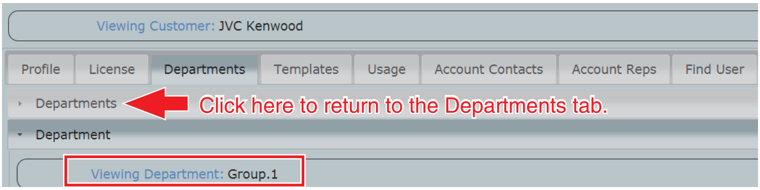


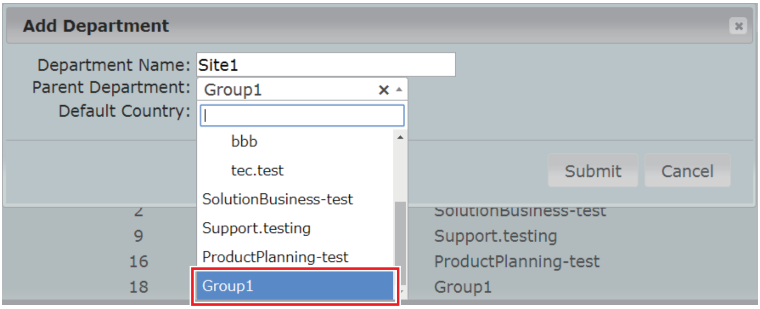
2 Name the department and decide whether it should be nested within another department. If not nesting the department, leave “Parent Department” as “None”. Then click the **Submit** button.

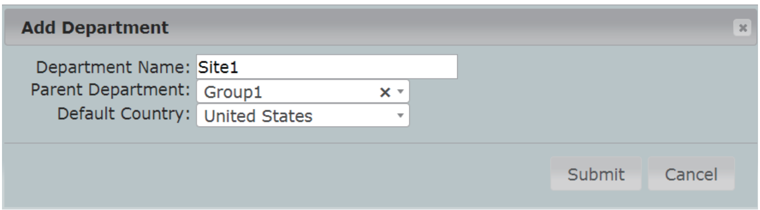


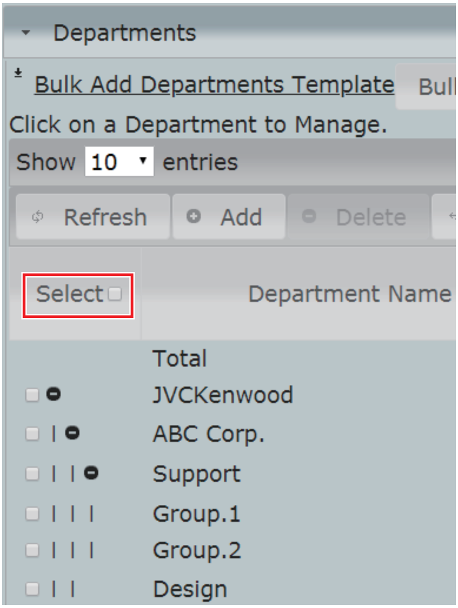
- This will display the window in which you can see the newly created department.

3 To nest a department within the newly created department, return to the **Departments** tab and repeat steps 1 and 2. Select the “Parent Department” from the drop-down list containing the existing departments.









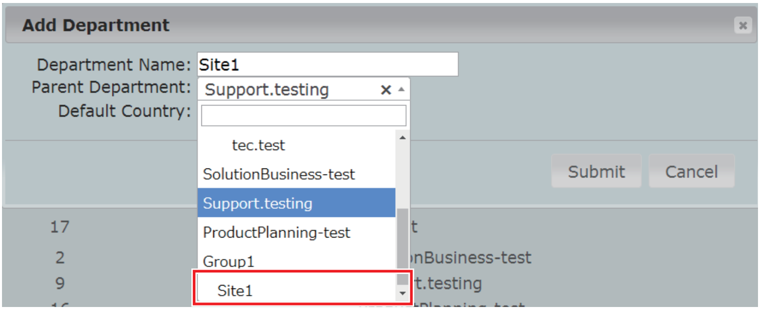
The following symbols identify the hierarchy of the departments.

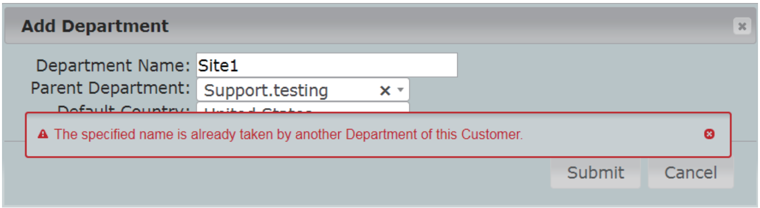
- Main Department, click to expand the directory.
- Main Department, click to collapse the directory.
- First Sub-department, click to expand the directory.
- First Sub-department, click to collapse the directory.
- Second Sub-department containing no more sub-departments.

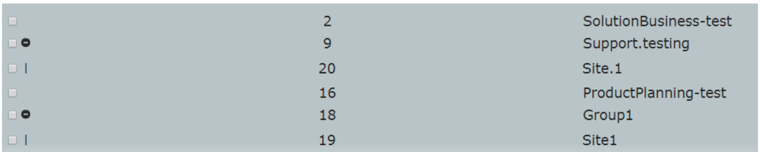
Note:

- ◆ Only five hierarchical levels are allowed.
- ◆ The “Ctrl” + “Click” key action will select only the parent department.
- ◆ The parent department and sub-departments are not inherently associated with each other and will not see the Contacts or Groups of each other unless an association is made.
- ◆ When an association is made between one department and another parent department, associations will not be created between the children departments and the source department. Refer to “Associations” {p. 64} .
- ◆ When a Main Department is deleted, the Sub-departments and their users are also deleted. If you do not want to delete the Sub-departments and their users, change the Department they belonged to. Refer to “Editing a User” {p. 17} .

The department name must not be the same as an existing department for a Customer. In the following example, the second Site 1 department must be named as “Site.1” etc.

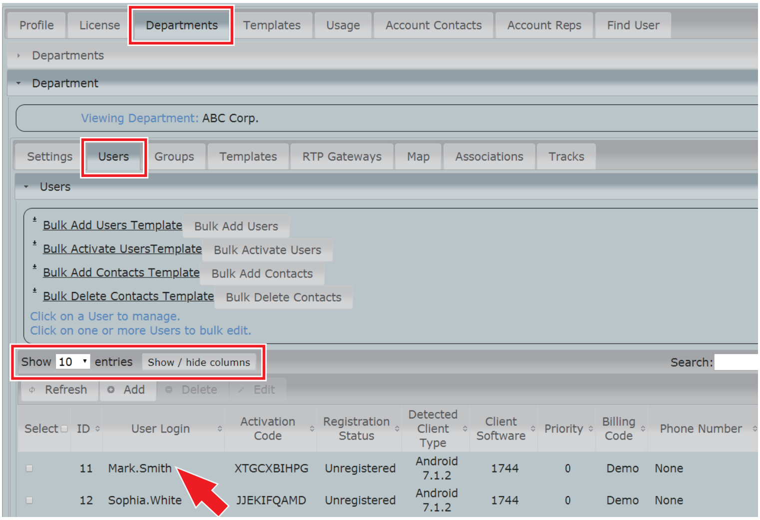






USERS

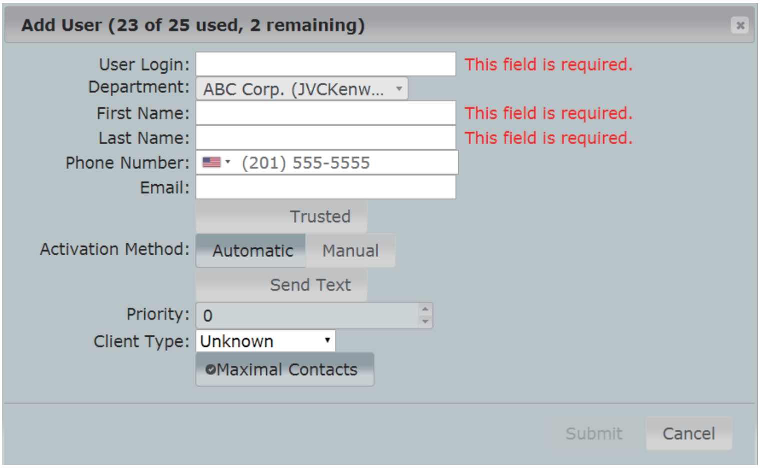
Click the **Users** tab to view all the users. The users table shows your Subscriber-Companies' current registration state and device information. From here you can add, delete, or modify account information, feature keys, settings and contacts. You can also resend activation texts.



To view information on a particular user from this list click on the User Login name. Refer to "Viewing a User" in "Viewing/Editing a Single User" {p. 16} .

Adding a Single User to a Department

You can add users to a department one at a time by selecting “Add” at the top of the list. You can add multiple users at once using the Bulk Add Users feature, refer to {p. 45} .



After selecting “Add”, you can enter the details in the **Add User** window as follows.

- **User Login**: Unique username that will be seen by other devices in the Subscriber-Company. Must consist of letters, numbers and “.”s, and be 3-16 characters long. Example formats are John.Smith or Bus.57.
- **Department**: When a Subscriber-Company has multiple departments, select the correct department from the drop-down list. For more information about contacts across departments, refer to “Associations” {p. 64} .
- **First Name**: User’s first name must be at least one character. This field must contain letters or numbers.
- **Last Name**: User’s last name must be at least three characters long. This field must contain letters or numbers.
- **Phone number**: You can choose the country by clicking the flag pulldown, or the portal will deduce the country based on the input country code.
- **Email Address**: A valid email address is optional. An Email can be used in addition to, or instead of a phone number for delivery of activation information to the device.
- **Trusted**: NOT RECOMMENDED. Leave gray (un-pressed). If selected, no device will be able to pair to this activation code until the Public Key has been cleared. Refer to “Editing a User” in “Viewing/Editing a Single User” {p. 16} .
- **Activation Method**:
  - **Automatic**: This is used for smartphones, tablets, and dispatch clients. The system will automatically generate a unique activation code and send an activation message to the configured valid phone number and/or email address.
  - **Manual**: NOT RECOMMENDED. Used only devices that cannot use Activation Code. If Manual, the value should be the IMEI from the Device.
- **Send Text**: Dark gray when selected. Must be enabled to deliver the SMS text activation message to an Android or iOS cellular device. This setting will also send an activation email to the BOUNDLESS PTT client if the Email Address field has been populated. The SMS text activation message is supported only in the regions of the United States and Canada.

- **Priority**: User Priority can be set to value between 0 (lowest) and 5 (highest). The most significant reason to change this value is to give higher level users the ability to interrupt BOUNDLESS PTT conversations between lower priority users. An example might be for a bus company to set the drivers at “0” priority, dispatchers at “3”, and the owner at “5”. That way, the dispatcher has priority over the drivers but the owner, with the highest priority, has the ability to interrupt any lower level BOUNDLESS PTT communication.

Note:

◆ Refer to “Talker Override” in “Modifying a Group” {p. 54} .

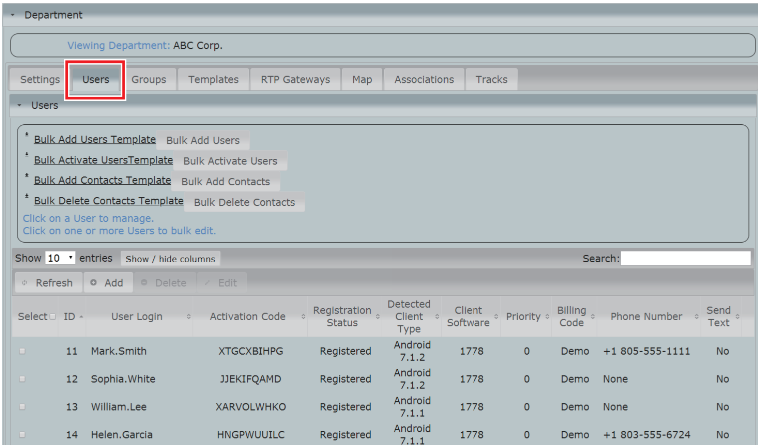
- **Client Type**: A drop-down list of Client Type options. If you do not know, choose “Unknown”.
- **Maximal Contacts**: With “Maximal Contacts” off, this user will have no BOUNDLESS PTT contacts at initialization. When “Maximal Contacts” is selected, the new user will have all department members as BOUNDLESS PTT contacts and the new user will be inserted into all of the other department members’ contact lists.

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

Viewing/Editing a Single User

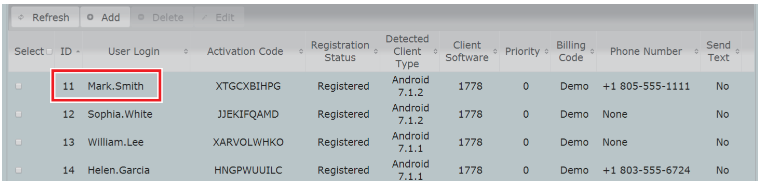
■ Viewing a User

Navigate to a user by clicking the **Departments** tab, then click the **Users** tab to view all of the users in the selected Department.

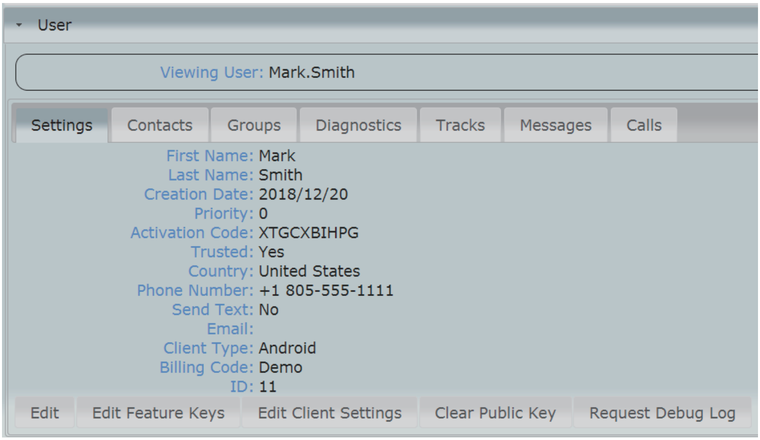


The resulting table shows your Subscriber-Company users' current registration state and device information. From here you can modify the account information, feature keys, settings and contacts. You may also create or delete user accounts or resend activation texts to existing users.

To view information on a particular user from this list, click on the User Login name.

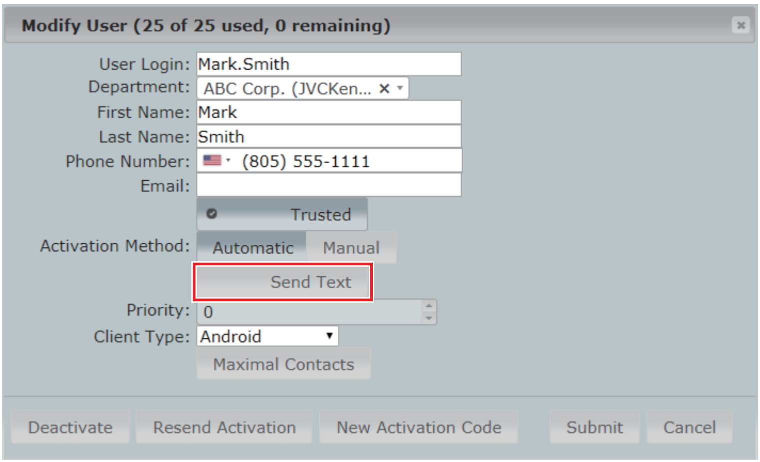


The list will be replaced with the **User** tab. This tab contains information on the user's contacts, group memberships, device diagnostics, location tracking (separate charge), SMS messaging history, and call history data.



■ Editing a User

From the **User** tab, an Administrator may: Modify the account information, feature keys, client settings, and clear the encryption pairing for the user. To open the **Modify User** window, select the **Edit** tab in the lower left corner.

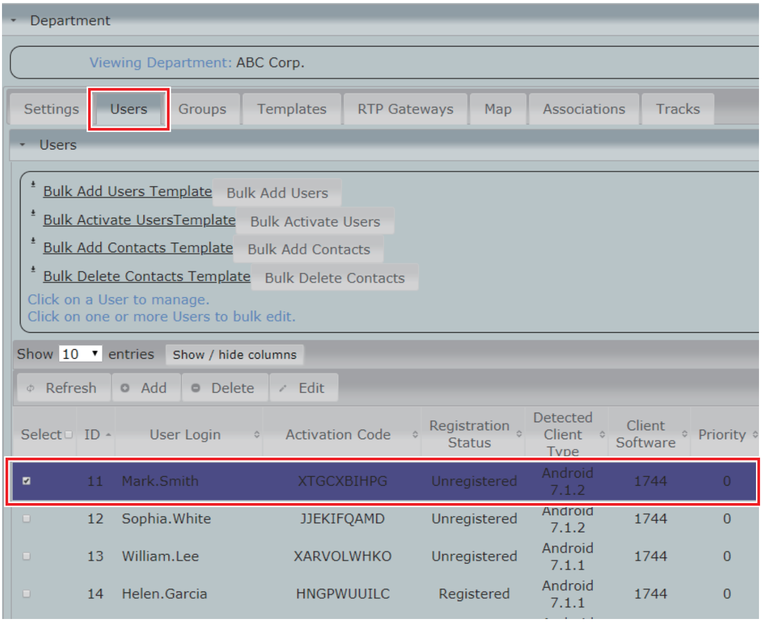


When finished editing, click the **Submit** button to save the changes made to the account. **Deactivate** will lock the existing user out of the BOUNDLESS PTT application, allowing the activation code to be paired with a different device. Select **Resend Activation** or **New Activation Code** to save the changes and resend the SMS/Email activation message to the user ("Send Text" must be enabled if SMS is used).

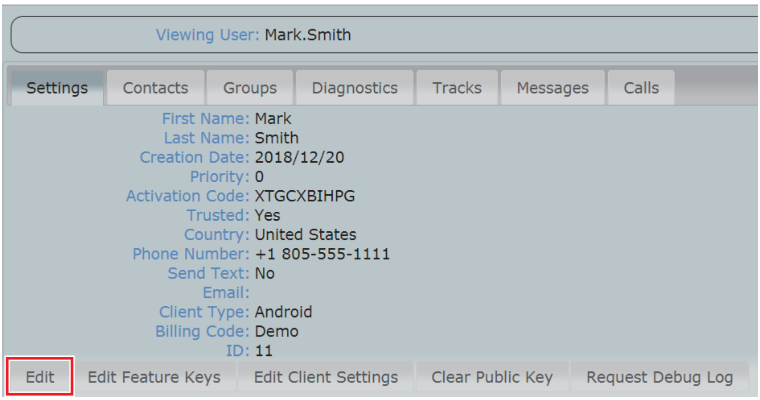
Sending the Activation Code to a User

The Activation Code is the unique identifier for each BOUNDLESS PTT user. This code is necessary for users to sign in to the BOUNDLESS PTT application. When this activation code is used, there is an encryption pairing created between the user device and the BOUNDLESS PTT servers. If the user's device has changed or the application has been completely uninstalled from the paired device, the public key must be reset in the Admin Portal to allow the user to re-register with BOUNDLESS PTT.

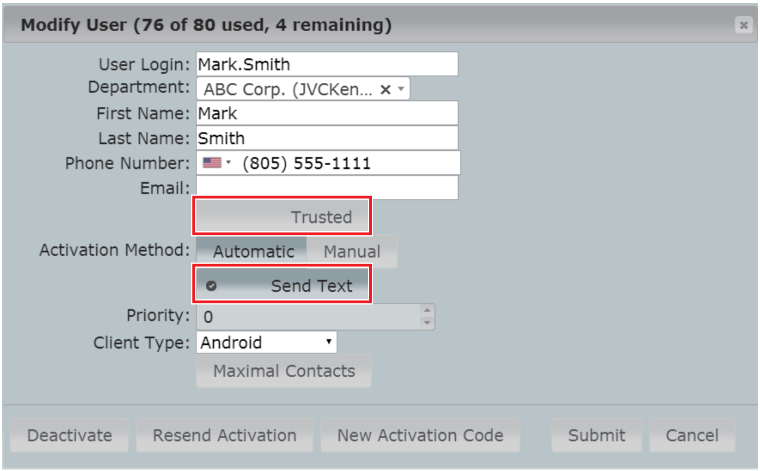
1 Navigate to the **Users** tab and select the desired user.



2 Select "Edit" to open the **Modify User** window.

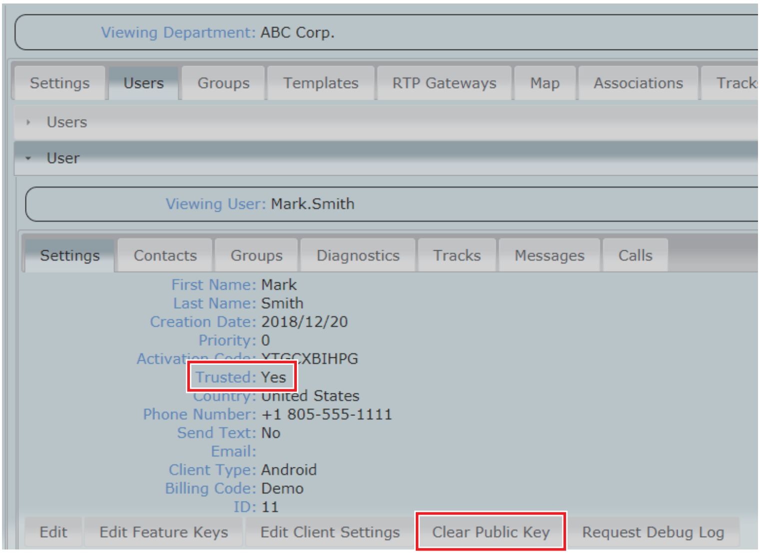


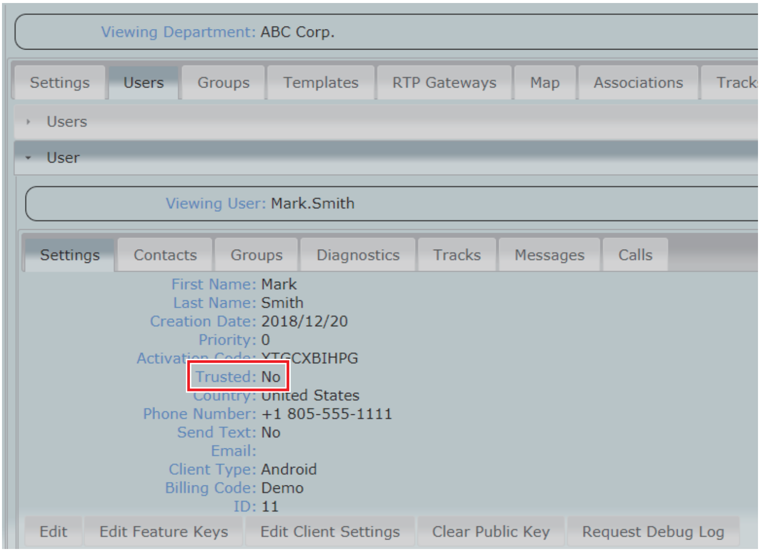
3 Ensure that the “Trusted” field is not selected, and “Send Text” is selected. You may then choose either **Resend Activation** or **New Activation Code**.



An Email/SMS message will be sent to the device containing a link to reinstall BOUNDLESS PTT if necessary as well as the user’s Activation Code.

If a user has their activation code, and only needs the encryption pairing cleared, you can simply select the “Clear Public Key” option to remove the existing pairing.



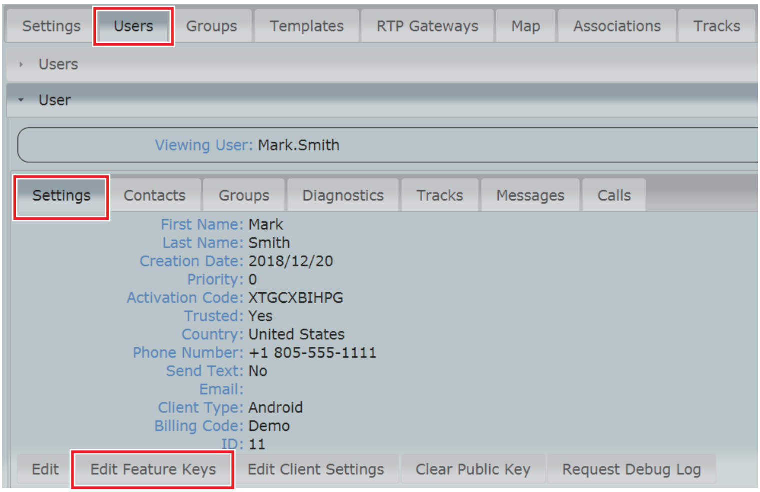


Usage Charges

Charges (billing) for the license starts when the client device is activated. For details, please contact KENWOOD Sales.

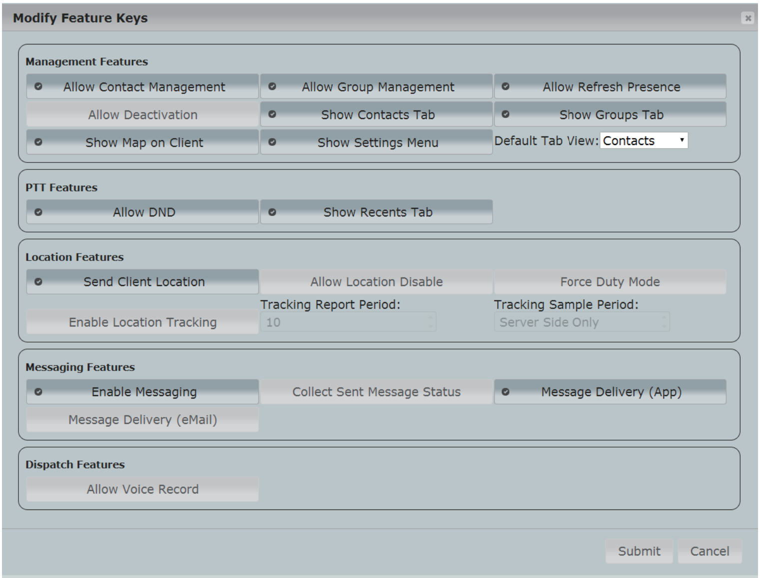
Viewing/Editing a User's Feature Keys

Feature Keys control the behavior and capabilities of the device. Feature keys can be changed individually, or for a group of devices by using templates.

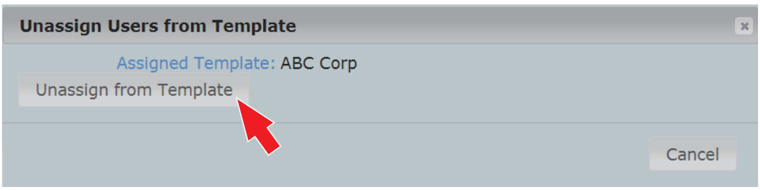


To change feature keys for a particular device, navigate to the **Settings** tab and select "Edit Feature Keys".

The resulting window shows the current device Feature Key settings.



If the **Modify Feature Keys** window does not look like the one above, the account has been assigned to a feature key template (refer to “TEMPLATES” {p. 61}). In order to modify the feature keys for this account only, you must first select “Unassign from Template” in the **Unassign Users from Template** window.



Note:

◆ After removing a user from a template, the template settings are still in effect. You must then make the desired adjustments to the users’ settings.

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

The following table lists all configurable features available in the BOUNDLESS PTT system. The Client Support column on the right hand side of the table identifies which clients support each feature.
Features are ignored by BOUNDLESS PTT clients if they are assigned to an unsupported client.

Management Features

Feature	Description	Client Support		
		Android	iOS	Dispatch
Allow Contact Management	Allows user to add or remove contacts. If turned off, the user's contacts are controlled by the Admin Portal only.	Yes	Yes	No
Allow Group Management	Allows user to create or remove groups. If turned off, the user's groups can be changed by the Admin Portal only.	Yes	Yes	No
Allow Refresh Presence	If on, the user will have the ability to force an immediate refresh on the device. If this option is off, the device cannot be manually refreshed immediately. Automatic presence refresh is carried out regardless of this setting.	Yes	Yes	Yes
Allow Deactivation	If on, the user will have an option to sign out of BOUNDLESS PTT. In order to use BOUNDLESS PTT again after deactivation, the user would need to reactivate the account. This is normally not recommended. It is preferable for the user to run BOUNDLESS PTT in the background in order to receive calls and notifications.	Yes	Yes	Yes
Show Contacts Tab	If on, the device will show the **Contacts** tab. If this option is off, the **Contacts** tab will not be shown on the device.	Yes	Yes	Yes
Show Groups Tab	If on, the device will show the **Groups** tab. If this option is off, the **Groups** tab will not be shown on the device.	Yes	Yes	Yes
Show Map on Client	If on, the device will have the **Map** tab and the user will be able to view a map with their contacts' locations. If this option is off, the **Map** tab will not be shown on the device.	Yes	Yes	Yes
Show Settings Menu	Allows the user to view and change their BOUNDLESS PTT settings on the device.	Yes	Yes	Yes
Default Tab View	The default tab is the BOUNDLESS PTT functional tab that is displayed each time the client is launched or after a BOUNDLESS PTT call is finished.	Yes	Yes	Yes

PTT Features

Feature	Description	Client Support		
		Android	iOS	Dispatch
Allow DND	Allows the user to disable PTT call reception by setting the Do Not Disturb option and allows the user to block calls from a contact or group. If off, the client will not include the DnD button/option. Any active DnD state is disabled and any blocked call states are unblocked.	Yes	Yes	Yes
Enable PTT	Allows client to initiate PTT calls.	Yes	Yes	No
Show Recents Tab	If on, the device will show the **Recents** tab that allows the user to view recently placed and/or missed calls. If set to off, the **Recents** tab will not be shown.	Yes	Yes	Yes

Location Features

Feature	Description	Client Support		
		Android	iOS	Dispatch
Allow Location Disable	Displays "Disable Location" menu option in the client. "Disable Location" allows the user to stop reporting location while this setting is enabled. This does not affect the device's overall ability to send location.	Yes	No	Yes
Force Duty Mode	Displays "Duty Mode" menu option in the client. "Duty Mode" allows the user to stop reporting location while Off Duty (i.e. at the end of their shift). The device will not report location until the user either starts a BOUNDLESS PTT call, talks in a BOUNDLESS PTT call, or clicks to enable On Duty Mode. **Note:** "Allow Location Disable" and "Force Duty Mode" will not display on the same device menu, "Force Duty Mode" has priority.	Yes	Yes	No
Enable Location Tracking	Enables client to send periodic location measurements, which are stored on the server.	Yes	Yes	Yes

Feature	Description	Client Support		
		Android	iOS	Dispatch
Tracking Report Period	Location tracking report period in minutes. This controls how often location reports are sent to the server. This feature is only enabled if “Enable Location Tracking” is enabled.	Yes	Yes	Yes
Tracking Sample Period	Location tracking sample period in seconds. This feature is only enabled if “Enable Location Tracking” is enabled.	Yes	Yes	Yes
Send Client Location *	Sends periodic idle client location and real-time in-call location.	Yes	Yes *	Yes

* For iOS devices, if “Send Client Location” is enabled, the device must have the correct permissions chosen in the settings. Go to “Settings” >> “KENWOOD BOUNDLESS PTT” >> “Location” >> “Always”.

■ Messaging Features

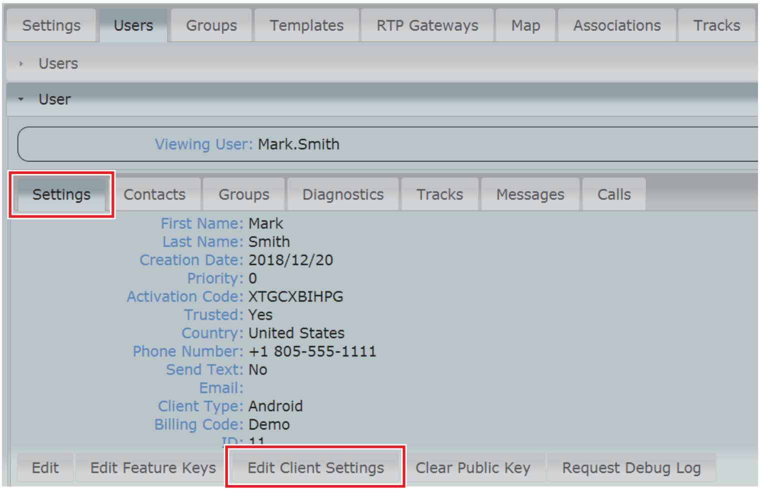
Feature	Description	Client Support		
		Android	iOS	Dispatch
Enable Messaging	If enabled, allows the user to send and receive BOUNDLESS PTT messages and displays the **Messages** tab. If disabled, messaging is disabled for that user and the **Messages** tab will not appear.	Yes	Yes	Yes
Collect Sent Message Status	When enabled, shows the number of recipients who have received the message and how many have opened the message.	Yes	Yes	No
Message Delivery (App)	If enabled, messages sent to this user will be received in the BOUNDLESS PTT application.	Yes	Yes	Yes
Message Delivery (Email)	If enabled, messages sent to this user will be received at the email account associated with this user.	Yes	Yes	Yes

■ Dispatch Features

Feature	Description	Client Support		
		Android	iOS	Dispatch
Allow Voice Record	Leave this item unselected.	No	No	Yes

Viewing/Editing Client Settings

Navigate to the user’s **Settings** tab and select “Edit Client Settings”.



Changes to these settings affect what is displayed on the target device's settings menu, the UI controls, and client interaction with the device. Changes made on a device will override the settings selected through the Admin Portal. When “Display on Phone” is not enabled, the setting shown will be accurate as the user cannot access this feature.

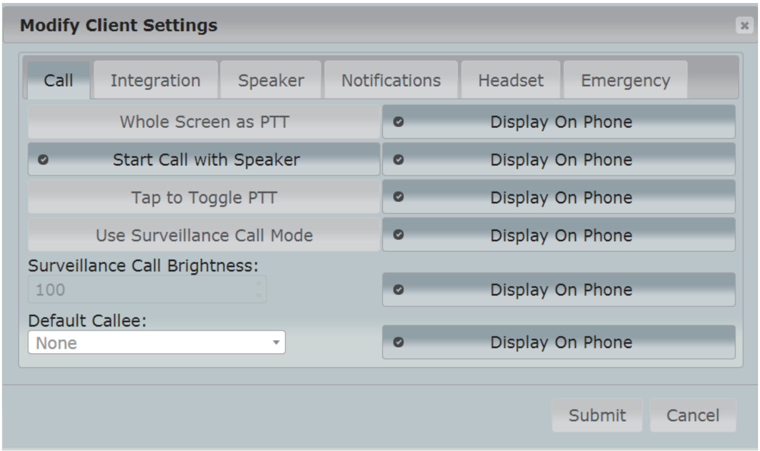
While all features are shown in the portal, not all apply to Android, iOS and Windows Dispatch.

For the following images default settings are displayed, and the check marks indicate selection.

(light gray) : Disabled

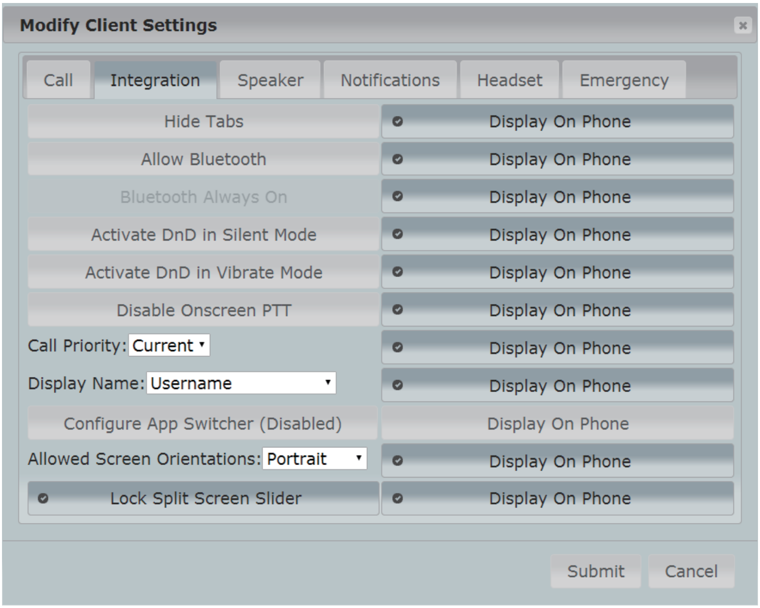
(shadowed gray): Enabled

Call Settings



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

Integration Settings



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

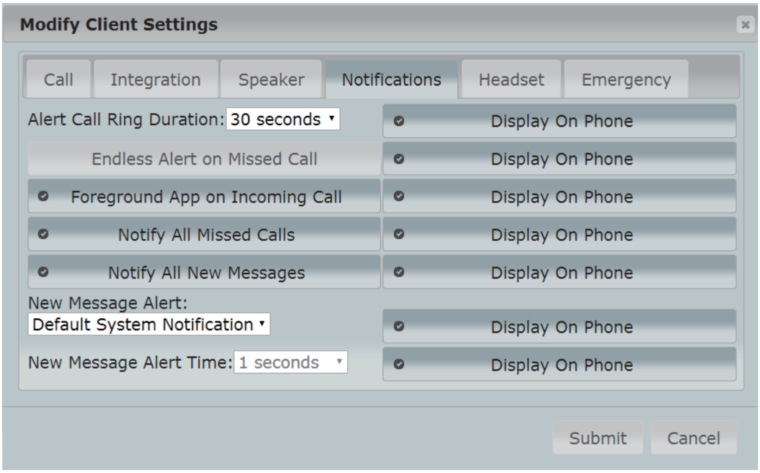
Call Priority	Describes how BOUNDLESS PTT will handle simultaneous PTT and phone calls. Android: • **None**: Does not prioritize one type of call over another. You can hear both the PTT and the phone call at the same time, and can choose which you with to end. • **PTT**: If on a PTT call an incoming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

Speaker Settings

Minimum Call Start Volume	A PTT call will start with this minimum volume level. Adjustable from 0 percent to 100 percent.
Ring on Incoming Call	When enabled, BOUNDLESS PTT will play the ringtone on an incoming PTT call.
Vibrate on Incoming Call	When enabled, BOUNDLESS PTT will vibrate on an incoming PTT call.
Tone Volume	Sets the gain level for the “tone” items listed. This is gain reduction only. The value “100” represents the volume of the main audio stream and the value “0” represents audio mute.
Play Grant Tone	BOUNDLESS PTT will play a notification tone when the user is granted the floor.
Vibrate on Grant	BOUNDLESS PTT will give a vibration notification when user is granted the floor. **Android Only**
Play Floor Taken Tone	BOUNDLESS PTT will play a notification tone when another user takes the floor.
Play Floor Idle Tone	BOUNDLESS PTT will play a notification tone when the floor goes idle.

Play Floor Denied Tone	BOUNDLESS PTT will play a notification tone when an attempt to take the floor is denied.
Play Floor Revoked Tone	BOUNDLESS PTT will play a notification tone when the floor is taken from the user.
Play Call Lost Tone	BOUNDLESS PTT will play a notification tone when a call is dropped.
Volume Boost	Boost the tone of all audio (tenths of a dB).
Ring Gain	The gain of the ring tone. This is a gain reduction only. The value "100" represents the volume of the main audio stream and the value "0" represents audio mute.
Play Busy Bonk	BOUNDLESS PTT will play a notification tone when a call fails to connect.

Notifications Settings



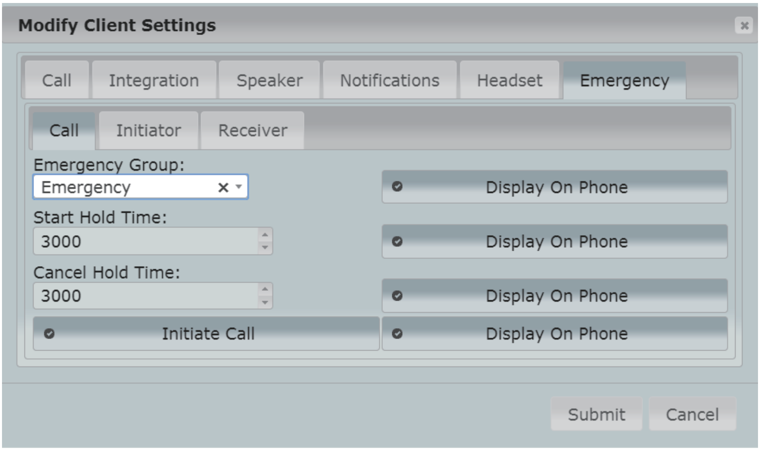
Alert Call Ring Duration	The time, in seconds, to ring when receiving an Alert Call (15, 20, 30, 45, 60 seconds or No-Timeout).
Endless Alert on Missed Call	When enabled and a PTT call is missed, BOUNDLESS PTT will play a periodic audible alert until the alert is dismissed by the user. This may affect the battery.
Foreground App on Incoming Call	Android and Dispatch: When enabled, an incoming PTT call will bring the application to the foreground automatically. iOS: When enabled, an incoming PTT call will cause a notification to be posted.
Notify All Missed Calls	When enabled, the user is notified of all missed calls regardless of BOUNDLESS PTT being in the background. When disabled, the user is only notified of the first missed call since entering the background. This setting has no effect on missed call notifications while in the foreground.
Notify All New Messages	When enabled, a user is notified of all new messages even if the app is backgrounded. When disabled, the user is only notified of the first missed message since entering the background. This setting has no effect on missed message notifications while in the foreground.
New Message Alert	When enabled, allows for selection between the handset's default notification tone and the Ringtone for new messages.
New Message Alert Time	The time, in seconds, which the notification tone plays when a message is received (1, 10, 15, 20, 30, 45, 60 seconds or No Timeout). **Note:** ◆ This only applies if New Message Alert is enabled. ◆ On iOS only the values 1 and No Timeout apply. The rest will behave the same as 1.

Headset Settings

Headset Type	For selecting the type of headset to be connected. • **Default (Toggle)**: Used with standard mic/earpiece with button. • **Two Pulse**: Used with specific aftermarket speaker/mics. • **Bluetooth PTT**: Used to support Bluetooth SPP protocol devices. • **Bluetooth LE**: Used to support Bluetooth LE protocol devices • **None**: Used to avoid unwanted audio connectivity (hands free cars).
Wake Display at Call Start	When enabled, BOUNDLESS PTT will unlock and wake up the display at the start of a PTT call. **Android Only**
Minimum Call Start Volume	A PTT call will start with this minimum volume level. Adjustable from 0 percent to 100 percent.
Ring on Incoming Call	When enabled, BOUNDLESS PTT will play the ringtone on an incoming PTT call.

Vibrate on Incoming Call	When enabled, BOUNDLESS PTT will vibrate on an incoming PTT call.
Tone Volume	Sets the gain level for the “tone” items listed. This is gain reduction only. The value “100” represents the volume of the main audio stream and the value “0” represents audio mute.
Play Grant Tone	BOUNDLESS PTT will play a notification tone when the user is granted the floor.
Vibrate on Grant	BOUNDLESS PTT will give a vibration notification when user is granted the floor. **Android Only**
Play Floor Taken Tone	BOUNDLESS PTT will play a notification tone when the user takes the floor.
Play Floor Idle Tone	BOUNDLESS PTT will play a notification tone when the floor goes idle.
Play Floor Denied Tone	BOUNDLESS PTT will play a notification tone when an attempt to take the floor is denied.
Play Floor Revoked Tone	BOUNDLESS PTT will play a notification tone when the floor is taken from the user.
Play Call Lost Tone	BOUNDLESS PTT will play a notification tone when a call is dropped.
Volume Boost	Boost the tone of all audio (tenths of a dB).
Ring Gain	The gain of the ring tone. This is a gain reduction only. The value “100” represents the volume of the main audio stream and the value “0” represents audio mute.
Play Busy Bonk	BOUNDLESS PTT will play a notification tone when a call fails to connect.

Emergency Call Group Settings

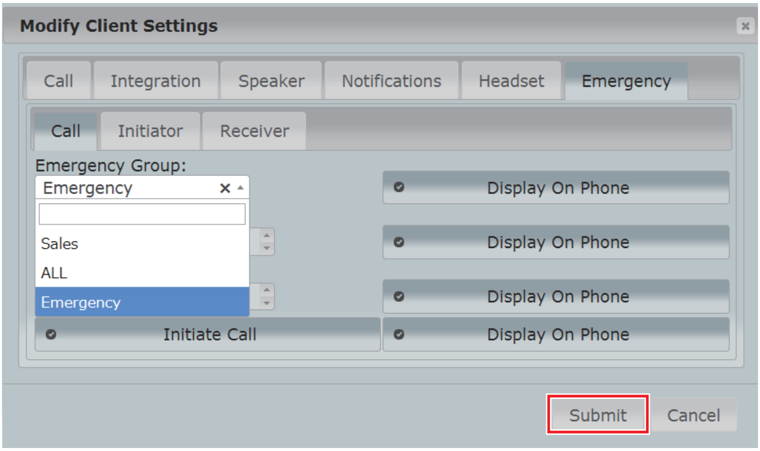


Call Tab Settings

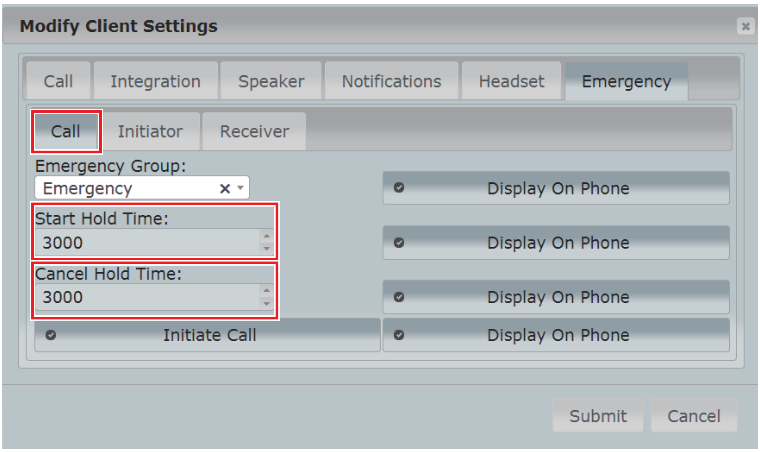
Emergency Group	Select a group to receive the Emergency calls. The user must already be a member of this group.
Start Hold Time	The time in ms you must hold the Emergency Call button to initiate an Emergency Call state. If the device in use is KWSA50K or KWSA80K, the Emergency Call button is not displayed. Press the Alarm key instead.
Cancel Hold Time	The time in ms you must hold the Cancel button to cancel an Emergency Call state. If the device in use is KWSA50K, the Cancel button is not displayed. Press the Alarm key instead.
Initiate Call	Allow the user to Initiate an Emergency Call.

To enable this calling feature, you must have already created a Closed group that will be configured as the Emergency Call Group. For our example we named the group “Emergency”. Once the user is a member of this group, you will then be able to add the Emergency feature key to the user. Refer to “GROUPS” {p. 51} .

1 From the resulting **Modify Client Settings** window, click on the **Emergency** tab. Select the drop-down menu and choose from the list of available groups to receive the Emergency calls.



2 The duration for holding the Emergency Call button to initiate an emergency call status can be adjusted at “Start Hold Time” (ms). And the duration for holding the Cancel button to cancel an emergency call status can be adjusted at “Cancel Hold Time” (ms).



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

Initiator Tab and Receiver Tab Settings

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

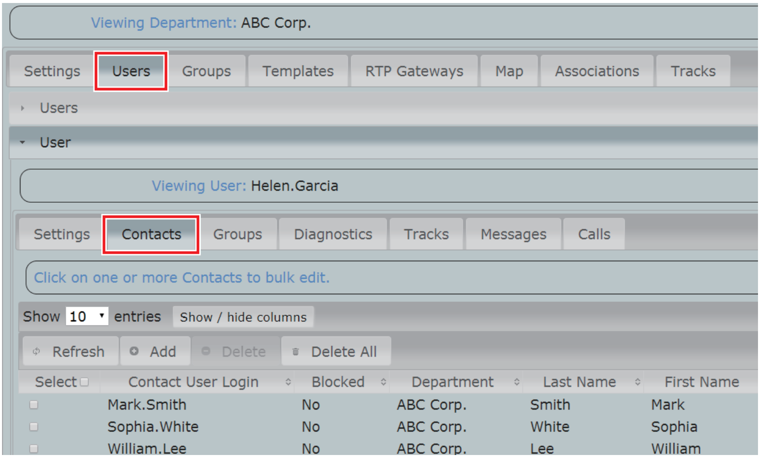
Play Grant Tone	BOUNDLESS PTT will play a notification tone when the user is granted the floor.
Vibrate on Grant	BOUNDLESS PTT will give a vibration notification when user is granted the floor. **Android Only**
Play Floor Taken Tone	BOUNDLESS PTT will play a notification tone when another user takes the floor.
Play Floor Idle Tone	BOUNDLESS PTT will play a notification tone when the floor goes idle.
Play Floor Denied Tone	BOUNDLESS PTT will play a notification tone when an attempt to take the floor is denied.
Play Floor Revoked Tone	BOUNDLESS PTT will play a notification tone when the floor is taken from the user.
Play Call Lost Tone	BOUNDLESS PTT will play a notification tone when a call is dropped.
Volume Boost	Boost the tone of all audio (tenths of a dB).
Ring Gain	The gain of the ring tone. This is a gain reduction only. The value “100” represents the volume of the main audio stream and the value “0” represents audio mute.
Play Busy Bonk	BOUNDLESS PTT will play a notification tone when a call fails to connect.
Visual Indicator	Drop-down Menu Choices: ① Status Bar (Default) ② Background ③ None
Flash Indicator	Whether or not the chosen visual indicator should flash during an Emergency PTT Call.
Blink LED	Leave on as default.
Blank Screen	Whether or not the device’s screen should stay off during an Emergency PTT Call.

Adding a Contact to an Individual User

Typically BOUNDLESS PTT users have pre-defined contacts. These can be changed in several ways:

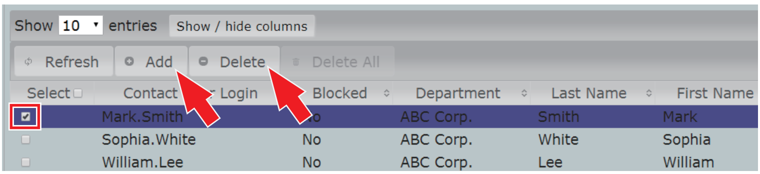
- Contacts can be added and deleted on the device if the user has enabled the “Allow Contact Management” feature key.
- The user can be given maximal or all contacts with the Bulk Modify Users feature described in “Editing Multiple Users Simultaneously” {p. 44} .
- A user’s contact list can be changed individually using the procedure described in this section.

To view and change a user’s contacts, choose the user’s name from the user login column to view an individual account and then click the **Contacts** tab.

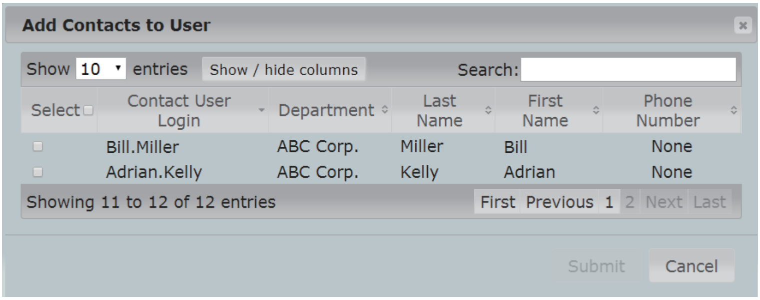


The resulting list will include all contacts shown on the device.

If you wish to delete any contacts from this list, you can select one or more contacts by clicking the checkbox next to the name, then select “Delete” above the list. “Delete” becomes an option once contacts are selected.



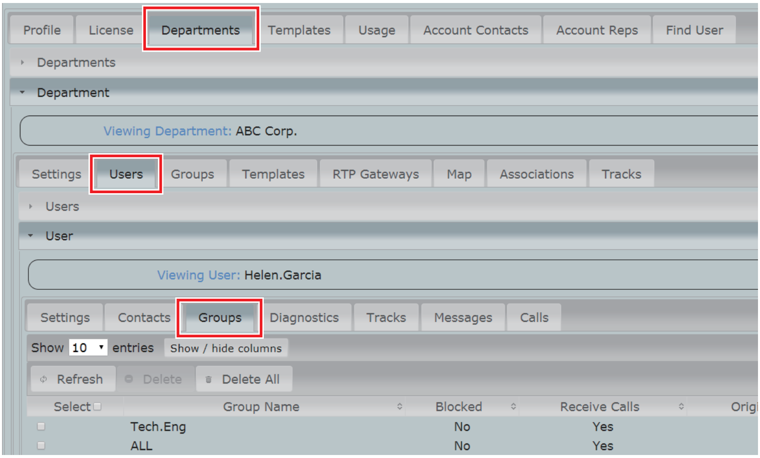
To add contacts to the list, select “Add”. The resulting box will show any eligible users that are not currently in the user’s contact list. Select one or more names by clicking the checkbox next to the name and then click the **Submit** button. This will add the user(s) to the user’s contact list.



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

Viewing/Editing an Individual User’s Groups

To view a user’s groups, choose the user by clicking on the user name from the User Login list to view that individual’s account and then click the **Groups** tab.



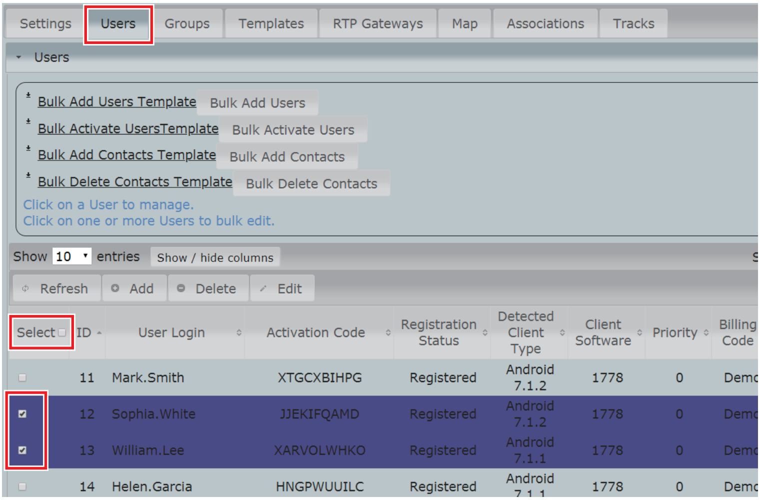
The list shows all groups that the user is a member of. You may delete an individual membership from a group, while keeping the group within the department by selecting the group name and clicking “Delete”. The “Delete All” option will remove this user from all of the listed groups.

- **Group Name**: The name of the group. Personal Group and Member Group can be created on a device rather than by the Administrator. The names for both groups are in the “GroupName (CreatorsName)” format.
- **Receive Calls**: A “Yes” indicates that this user is configured to receive calls made to this group. A “No” indicates that the user will not be included when calls are made to this group.
- **Originate Calls**: A “Yes” indicates that this user can originate calls to this group. A “No” indicates that the user cannot create a call to this group.
- **Talker Override**: If on in a group call, talker override allows members with this option to take the floor from a speaker (providing the speaker does not have talker override as well). If the current speaker has talker override, then the floor cannot be taken from them.

This tab is useful for viewing a particular user’s group configuration. To create, modify or delete groups, please refer “GROUPS” {p. 51} .

Deleting One or More User(s)

To delete one or more users, first navigate to the **Users** tab. Select the box in the table header to select all users in this department. Place a checkmark in the select box to the left of the User Login to select one or more individual user accounts. Once the user(s) to be deleted have been selected, the “Delete” option will become available. Click “Delete” to permanently remove the user(s).

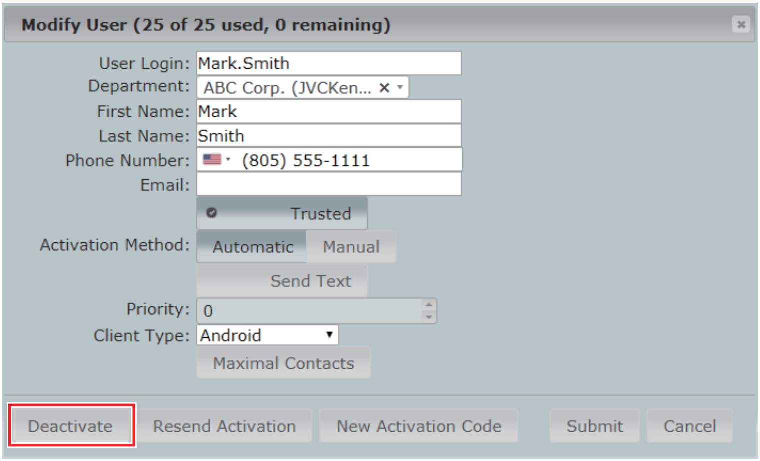


Note:

Once the users have been deleted, they will be removed from other users’ contact lists and any groups to which they belonged.

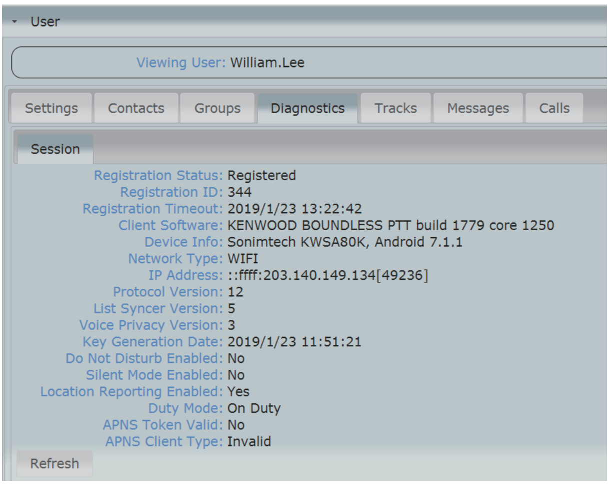
Deactivating a User

If you wish to remove an individual's access to the application, but do not wish to permanently delete the user login information and group memberships, it is better to temporarily deactivate the user account. Navigate to the **Users** tab, select "Edit" to open the **Modify User** window. Then click **Deactivate**.



Viewing User Diagnostics

The **Diagnostics** tab contains the communication settings information of a registered user.

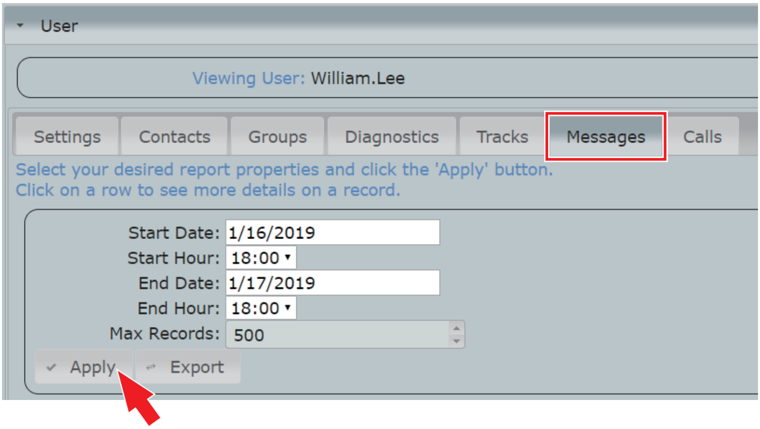


Viewing User Tracks

For details on Tracks, refer to "Tracks" {p. 65} .

Viewing Messages and Call History

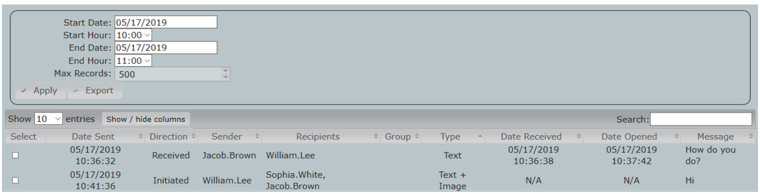
For **Messages** and **Calls**, there are selectable options for a date/time range and number of records to display. Once either tab is selected, the option box will open just below the tab. Set your date/time range and the number or records to display and click “Apply”.



Note:
The data found will be displayed below the option box.

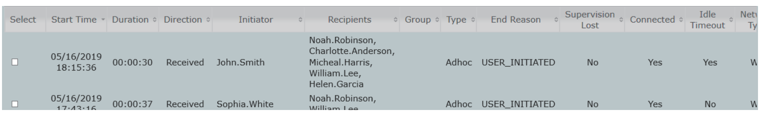
■ Messages

The **Messages** tab will show the history of messages sent to and from this user, as well as the message text contents.



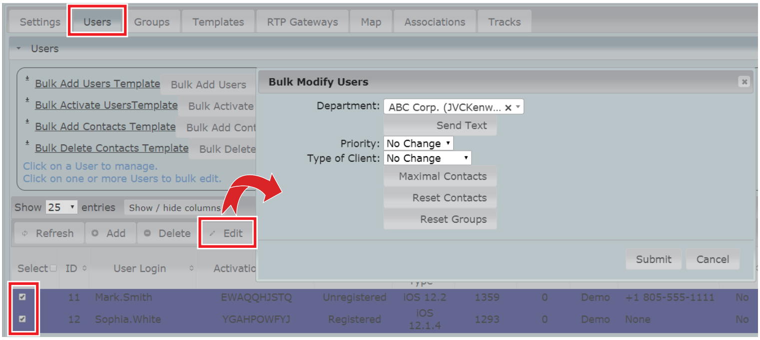
■ Calls

The **Calls** tab will show the call history Metadata (time, direction, initiator, recipient, group, type and end reason) for this user.



Editing Multiple Users Simultaneously

A few fields can be changed for several users at once. To do this, click the **Users** tab, use the checkbox to select the user(s) to be edited, and then click "Edit".



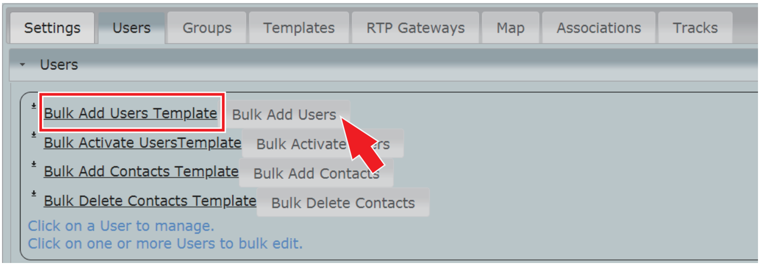
The **Bulk Modify Users** window appears where you can make changes to the following editable fields:

- **Department**: Users can be moved between departments. Please note that your Subscriber-Company must have more than one department configured and you must have the ability to manage more than one department.
- **Priority**: User Priority can be set to value between 0 (lowest) and 5 (highest). The most significant reason to change this value is to give higher level users the ability to interrupt BOUNDLESS PTT conversations between lower priority users. An example might be for a bus company to set the drivers at "0" priority, dispatchers at "3", and the owner at "5". That way, the dispatcher has priority over the drivers but the owner, with the highest priority, has the ability to interrupt any lower level BOUNDLESS PTT communication.
- **Type of Client**: The defined Type of Client can be changed to one of the devices listed in the drop-down list.
- **Maximal Contacts**: Clicking the "Maximal Contacts" option is a way to make sure that the selected user(s) have contact lists set up with all users. When on, the selected user(s) to have all other members of the department added to their contact list, and the selected user(s) to be inserted into all other department members contact lists.

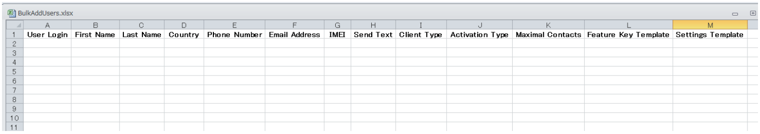
After making the changes, click the **Submit** button. If you do not wish to make any changes, click the **Cancel** button.

Adding Users in Bulk

BOUNDLESS PTT allows you to add users in bulk. Bulk upload allows you to load users in batches from an Excel (.CSV) sheet. From the **Users** tab, first download the "Bulk Add Users Template".



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



The required fields are:

- **User Login**: Unique user name that will be seen by other devices in the Subscriber-Company. This field must be made up of characters, numbers and "."s, and be 3 to 16 characters long. Example formats are John.Smith or Bus.57.
- **First Name**: User's first name. This field must be at least one character.
- **Last Name**: User's last name. This field must be at least one character.
- **Country**: The default country for this Subscriber-Company. This field will supply the proper telephone prefix.
- **Phone Number & Email Address**: One or both of these fields should be populated. Activation Messages will be delivered based on which fields are populated. If both fields are populated, the user will get both an SMS and email activation.

CAUTION

You may get an error message if your names are duplicates of others in the system. In this case, add an extra character (for example, Bus..57).

The following fields include a drop-down list for selecting an option:

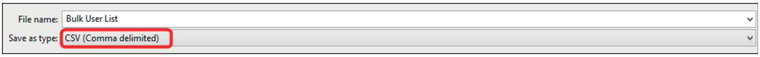
- **Client Type**: Select the client type for this user. The options are "Android", "iOS", "Dispatch PC", "Radio Gateway" (option contract) and "Unknown". If you do not know, choose "Unknown".
- **Activation Type**: Select "Activation Code" for immediate activation upon upload or "Inactive" for manual activation later.
- **Maximal Contacts**: Select "Yes" to have all department members added to the new user's contact list and to include the new user into their contact lists. To not change any contact lists, select "No".

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

- **Feature Key Template**: If you have a Feature Key Template already built that you would like to assign these new users to, type the name of the template here.

- **Settings Template**: If you have a Settings Template built you would assign it here.

Once filled out, you will need to save as a CSV (comma separated value) file.

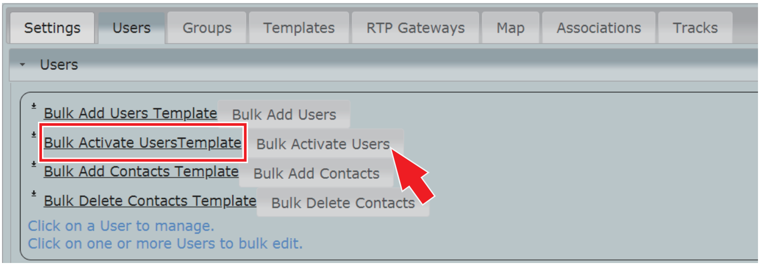


Errors will result in a pop up window containing information about the error.

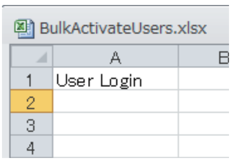
Activating Users in Bulk

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

The template can be downloaded from:

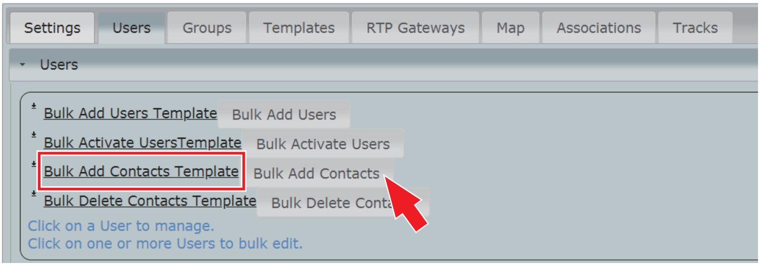


To bulk activate, simply populate the User Login column with the login names of the inactive users you wish to activate. Save as a CSV file and then select "Bulk Activate Users" to upload the file.



Adding Contacts in Bulk

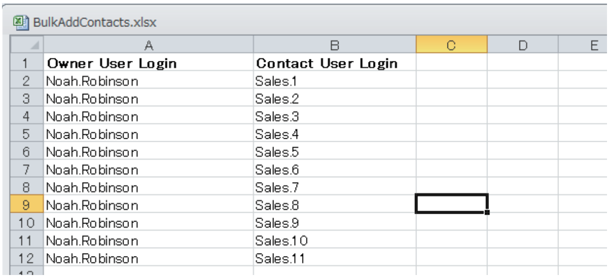
BOUNDLESS PTT allows you to add contacts in bulk. This template can be used to add multiple contacts to a user not set with Maximal Contacts, without having to manually add each contact individually. The template can be downloaded from:



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

Note:

◆ All User Login names must already exist.

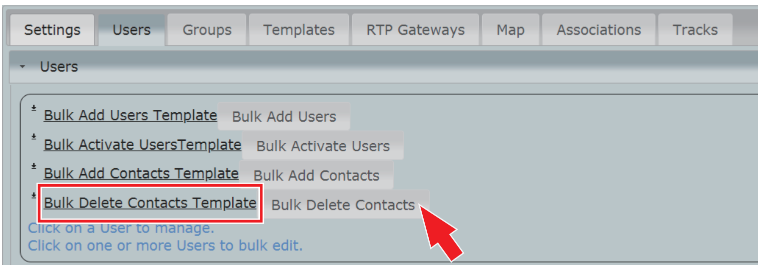


BulkAddContacts.xlsx

	A	B	C	D	E
1	Owner User Login	Contact User Login			
2	Noah.Robinson	Sales.1			
3	Noah.Robinson	Sales.2			
4	Noah.Robinson	Sales.3			
5	Noah.Robinson	Sales.4			
6	Noah.Robinson	Sales.5			
7	Noah.Robinson	Sales.6			
8	Noah.Robinson	Sales.7			
9	Noah.Robinson	Sales.8			
10	Noah.Robinson	Sales.9			
11	Noah.Robinson	Sales.10			
12	Noah.Robinson	Sales.11			

Deleting Contacts in Bulk

BOUNDLESS PTT allows you to delete the contacts in bulk. This template can be used to delete multiple contacts from a user without having to manually remove each contact individually. The template can be downloaded from:



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

Note:
All User Login names must already exist.

BulkDeleteContacts.xlsx

	A	B	C	D	E	F	G
1	Owner User Login	Contact User Login					
2	Noah.Robinson	Sales.1					
3	Noah.Robinson	Sales.2					
4	Noah.Robinson	Sales.3					
5	Noah.Robinson	Sales.4					
6	Noah.Robinson	Sales.5					
7	Noah.Robinson	Sales.6					
8	Noah.Robinson	Sales.7					
9	Noah.Robinson	Sales.8					
10	Noah.Robinson	Sales.9					
11	Noah.Robinson	Sales.10					
12	Noah.Robinson	Sales.11					
13							
14							

Bulk Load Template Errors

BOUNDLESS PTT allows an Administrator to add multiple new users, activate multiple users, add/remove multiple contacts, add/delete multiple groups, or add/remove multiple group members at once using a bulk loading template.

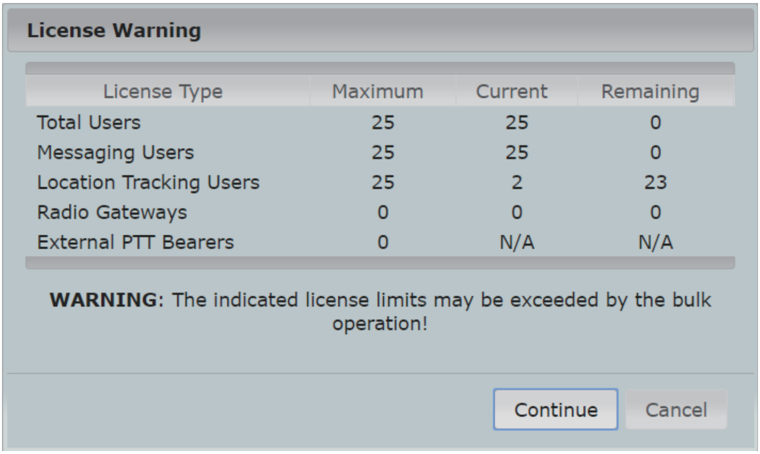
There are a few instances that will return an error message, and stop the templates uploading process. In this case, you must make changes to the CSV file to remove clients that have already been added and fix the initial error before restarting the Bulk Loader Template.

Possible Error Messages:

- **Parameter Taken**: The parameter is unique and the specified value has already been used.
- **License Exceeded**: The current license does not permit further consumption of the resource.
- **Record Not Found**: The specified target of the operation could not be found.
- **Invalid Parameter**:
  - **Mandatory**: The parameter is required but was not provided.
  - **Format Failure**: The value does not match the expected format.
  - **Minimum/Maximum Length**: The length is too short or too long.
  - **Minimum/Maximum Range**: The range is too low or too high.
  - **Invalid**: The value is invalid as indicated by the message.

Note:
If loading fails, you must check where the previous loading stopped before making changes to the template.

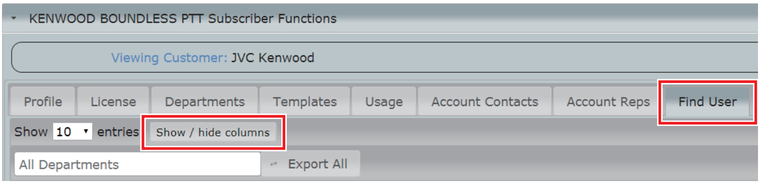
Examples:



Exporting a User List

The BOUNDLESS PTT Admin Portal allows you to export a list of users within an individual Department or the selected Department(s).

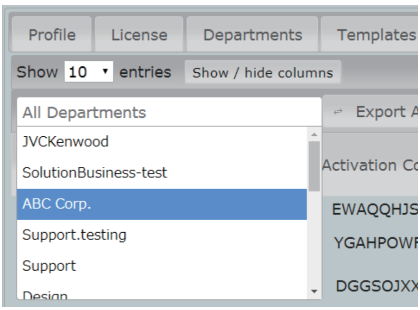
1 Navigate to the **Find User** tab.



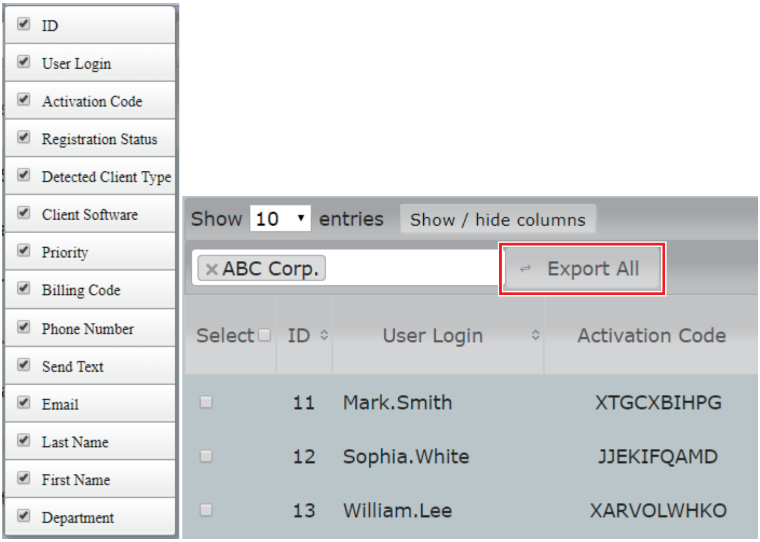
Note:
You may limit the information exported by using “Show / hide columns”.

---

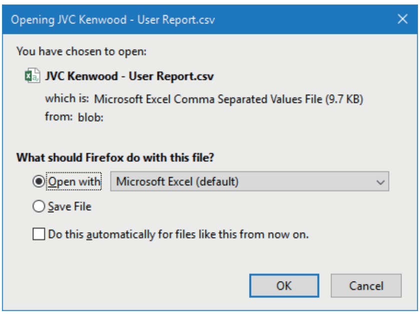
2 Select either an individual Department or leave the default value of “All Departments” to select the user list.



3 Once the desired user information is being displayed, select “Export All”.



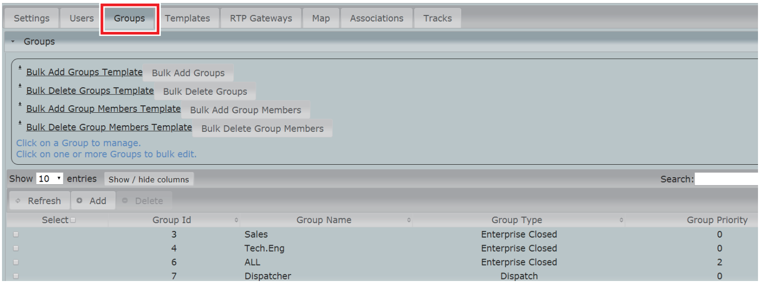
4 Select whether to open or save the file. This information will then be exported in the CSV format.



	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	ID	User Login	Activation (	Registratio	Detected (	Client Soft	Priority	Billing Code	Phone Nur	Send Text	Email	Last Name	First Name	Departmen
2	11	Mark.Smith	XTGCXBIH	Registered	Android 7.1	1778	0	Demo	+1 805-55	No		Smith	Mark	ABC Corp.
3	12	Sophia.Whit	JJEKIFQAN	Registered	Android 7.1	1778	0	Demo	None	No	nakae.sato	White	Sophia	ABC Corp.
4	13	William.Lee	XARVOLWH	Registered	Android 7.1	1778	0	Demo	None	No	miyake.fum	Lee	William	ABC Corp.
5	14	Helen.Garc	HNGPWUU	Registered	Android 7.1	1779	0	Demo	+1 803-55	No		Garcia	Helen	ABC Corp.
6	15	Micheal.Ha	FFLIABNC(	Unregistere	Android 6.0	1744	0	Demo	+81 90-35	Yes	nishioka.ma	Harris	Micheal	ABC Corp.
7	16	Noah.Robir	FXQSRNU(	Signed Out	Java 11.0.1	716	0	Demo	None	No	makinouch	Robinson	Noah	ABC Corp.

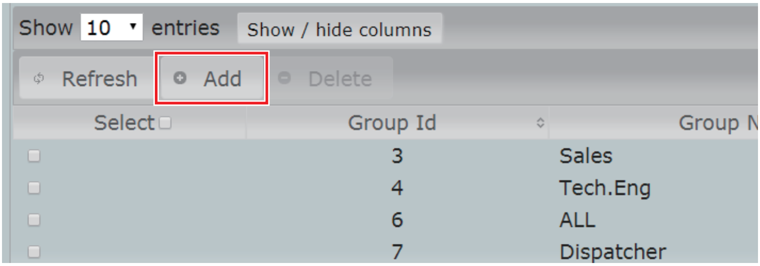
GROUPS

Click the **Group** tab to view all of your groups. The table shows the Group Name, Group Type and the Group Priority. From here you can create groups, delete groups and modify individual group settings, including adding or removing group members. You'll notice that Personal or Member groups created on individual devices will appear in a group list but these groups may not be able to be modified from the portal.

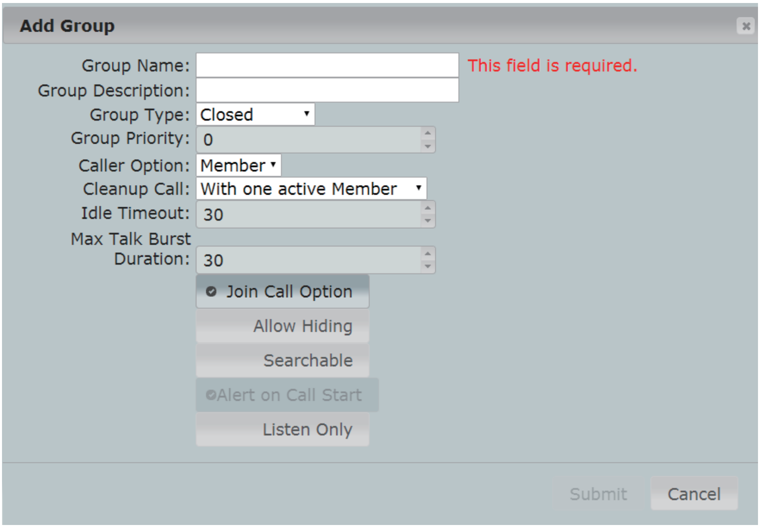


Creating a Group

To create a group, click the “Add” option at the top of the group list.



In the **Add Group** window, you will be able to name, describe, set the group type, assign a priority level to this group, set the caller option, choose when the group call will be ended, set a maximum time one device can hold the call floor, and choose group settings.



- **Group Name:** This is how the group will appear in the Groups list on the device.
- **Group Description:** This information is shown on the **Group Settings** tab of the Admin Portal.
- **Group Type:** The following five types of groups can be created.

  ① **Open**: Open Groups are publicly visible to any users in your Subscriber-Company that have the appropriate priority. Users with appropriate priority access may join an Open Group.

  ② **Closed**: Closed Groups are not publicly visible to users other than the members of the group. Members must be managed from the web portal. Closed Groups are the most commonly used group type.

③ **Dispatch**: Dispatch Groups are useful for creating groups that can be called by many BOUNDLESS PTT users. Users set up as Receivers will receive calls made to this group. Initiators can call the group but are not included in the call when someone else calls the group.

④ **Surveillance**: The Surveillance Channel Group type mimics an LMR Radio, with a dedicated channel that users can join and leave over time. Once started, the call will stay open until a configurable idle time period or until the last user has left the call. Based on configuration, the call can be idle for up to 2 hours before the call will be dropped. Configuration parameters may be changed on the web portal.

⑤ **Unicast**: The Unicast Channel Group type is similar to the Surveillance group. It is a dedicated channel that users can join and leave over time. The difference is that the Unicast Channel BOUNDLESS PTT supports one way communication. In a Unicast Group, one user is allowed to hold the floor indefinitely, preventing others from taking the floor.

- **Group Priority:** The priority level for this particular group. Group Priority can be set to value between 0 (lowest) and 5 (highest). A group (Priority 5: highest) will retain the floor when in an active call, or will pull group members from other ongoing calls with a lower Priority level.
- **Caller Option:** There are two choices for this field, "Member" or "Anyone". This field determines whether the Administrator can change the Receive/Originate Calls function from the Portal. Depending on the setting selected, the "Group Type" may change to "Custom".

• **Open** –	**Member**:	All users will Receive calls; "Originate Calls" can be selected.
	Anyone:	"Group Type" changes to "Custom". Both "Receive Calls" and "Originate Calls" can be selected.
• **Closed** –	**Member**:	All users will be able to Receive/Originate calls.
	Anyone:	"Group Type" changes to "Custom". "Receive Calls" can be selected.
• **Dispatch** –	**Member**:	"Group Type" changes to "Custom". "Originate Calls" can be selected.
	Anyone:	Both "Receive Calls" and "Originate Calls" can be selected.
• **Surveillance** –	**Member**:	All users will be able to Receive/Originate calls.
	Anyone:	"Group Type" changes to "Custom". All users can Originate calls; "Receive Calls" can be selected.
• **Unicast** –	**Member**:	All users will be able to Receive/Originate calls.
	Anyone:	"Group Type" changes to "Custom". All users can Originate calls; "Receive Calls" can be selected.
• **Custom** –	**Member**:	All users will Receive calls; "Originate Calls" can be selected.
	Anyone:	Both "Receive Calls" and "Originate Calls" can be selected.

For details on "Receive Calls" and "Originate Calls", refer to "Members" {p. 56} .

- **Cleanup Call:** Conditions for ending the Group PTT.
  - **Without Initiator**: The Initiator manually ends the call for all users.
  - **With zero Active Members**: Calls end after a preset idle time.
  - **With one Active Member**: Calls end after a preset idle time, or when there is only one user left in the call member list.

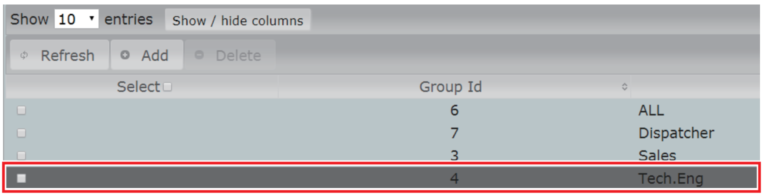
- **Idle Timeout:** Adjustable countdown timer in seconds.
- **Max Talk Burst Duration:** Maximum Voice Burst time in seconds.
- **Join Call Option**: Allows “Late Join” for this group.
- **Allow Hiding**: Removes the Group from the user’s group list while retaining group membership.
- **Searchable**: Allows non members to find and join the group.
- **Alert on Call Start**: Plays tone on call start.
- **Listen Only**: Allows some members to be part of the group, without talk privileges. Members of the group will have a “Push to Listen” privilege.

Note:

◆ For most needs, it is recommended to select the type of group that best fits your situation, leave all other options as the default, name the group and select the **Submit** button. You can always go back and modify or change the group at a later date. When you make adjustments to the default setting of a group type, you will see that the “Group Type” changes to “Custom”.

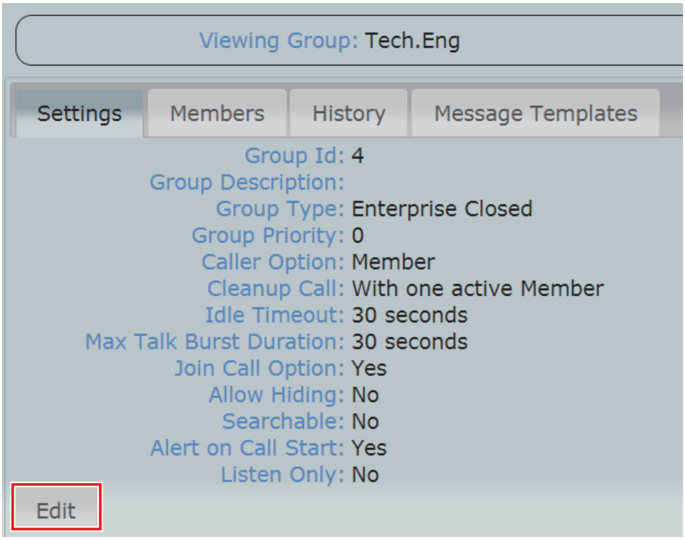
Modifying a Group

Select a group to be modified by clicking on the name of the group.

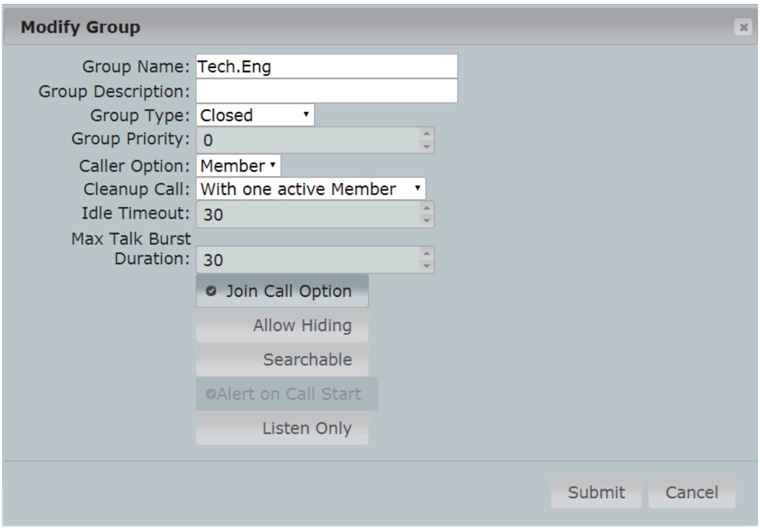


In the **Viewing Group** window, you can make changes to the group settings, add or remove group members, view the call history, and create SMS messaging templates for the group. To make changes to the group settings, navigate to the **Settings** tab and click the **Edit** button at the bottom left to edit the changes.

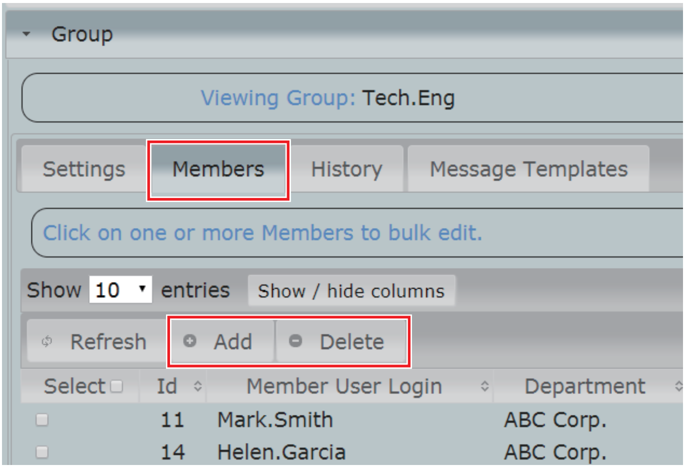
Settings



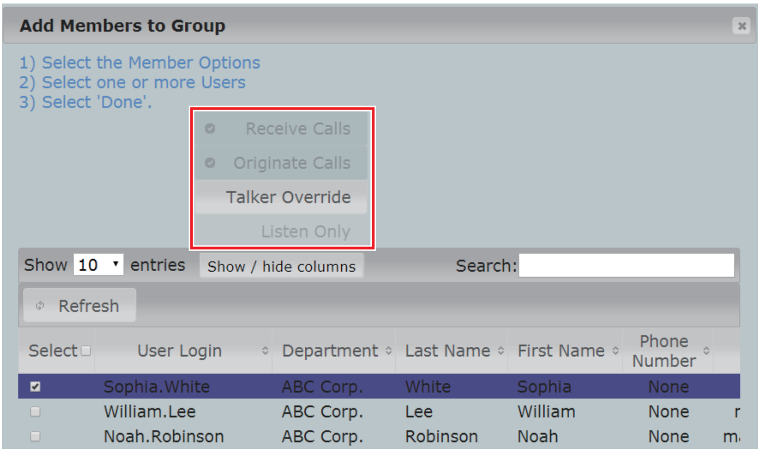
Different groups will allow changes to be made to the membership permissions based upon the combination of “Group Type” and “Caller Option” enabled in this tab.
For details on the setting items, refer to “Creating a Group” {p. 52} .



■ Members



The **Members** tab allows you to manage the groups. To remove one or more group memberships, select the checkbox next to a contact and click “Delete”. The user is not deleted from the Department and may be added to the group again. Click “Add” to display a configurable list of all contacts that are allowed to join the group. This is where members are given their call permissions for the group.

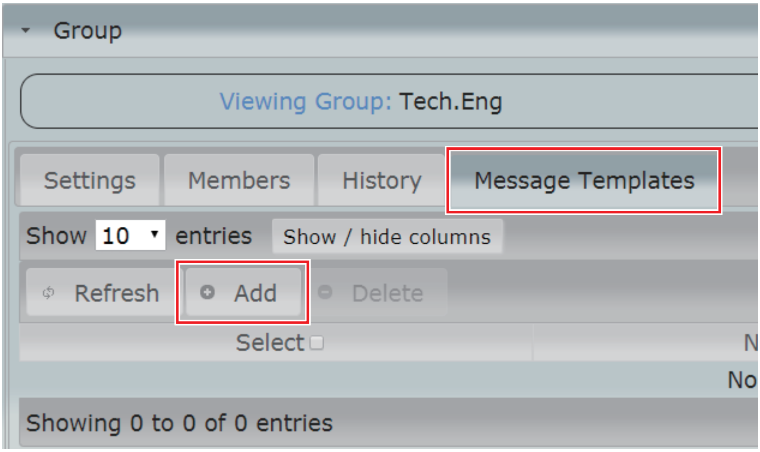


The “Add” option shows the available users to add to the group. The users can be assigned with any of the following capabilities.

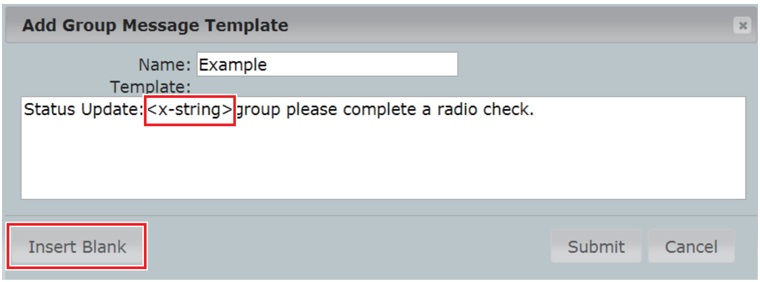
- **Receive Calls**: The user can receive calls from the group.
- **Originate Calls**: The user can initiate calls to the group.
- **Talker Override**: The user can take the floor from another active speaker in the group PTT. For this function to work, you must have a higher caller priority setting. Users with an equal or lower caller priority setting may not take the floor from an equal or higher priority speaker who also has the group Talker Override privilege.

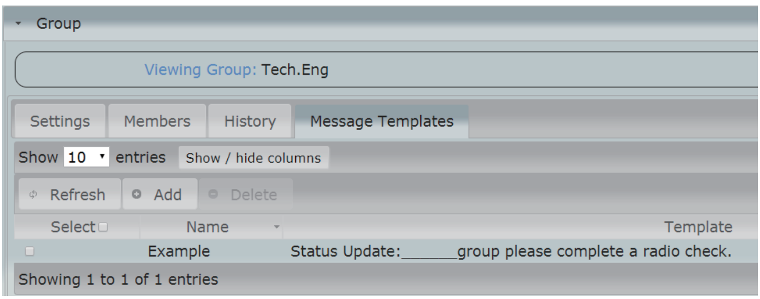
- **Listen Only**: The user is added as a “Listen Only” member. When the group configured as “Listen Only” in the **Group** tab is selected, the PTT banner of the user changes to “Push to Listen”.

Message Templates



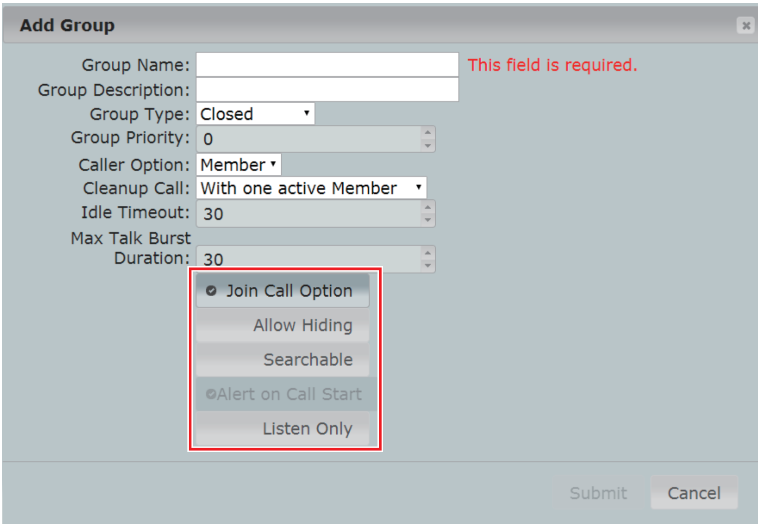
Message Templates may be created to simplify the use of SMS messaging within the BOUNDLESS PTT application, allowing for easy communication while limiting the amount of time spent with hands on the device. To insert a blank in the template text, click the **Insert Blank** button at the position where the blank is to be inserted.



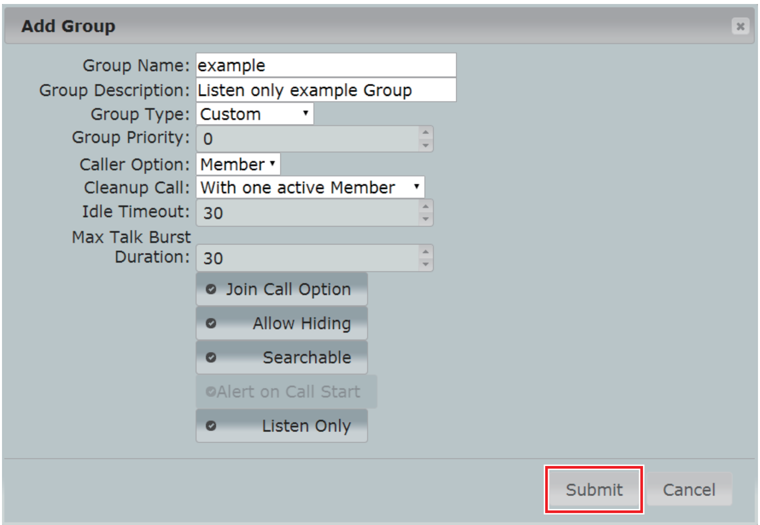


Creating a Listen Only Group

1 Navigate to the **Add Group** window, and notice the new Call Options fields.



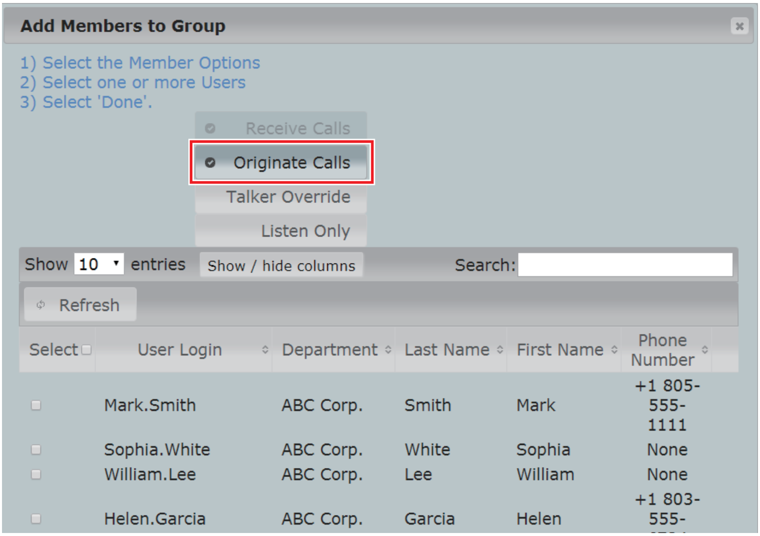
2 First name the group and change the “Group Type” to “Custom”. Then enable the “Join Call Option”, “Allow Hiding”, “Searchable” and “Listen Only”.



Note:

- “Allow Hiding” must be selected, or the “Originate Calls” option will not be available in the **Add Members to Group** tab.

3 In the **Members** tab, select the users you desire to be able to Initiate calls to this group.

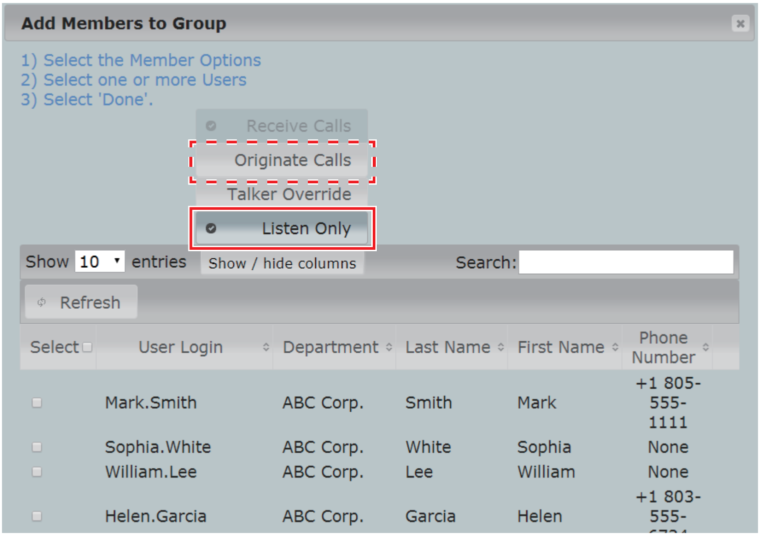


Note:

◆ Ensure that “Listen Only” is not selected.

---

4 Add the members that you wish to have the “Listen Only” capability.



Note:

◆ Members who are also given the Originate Calls feature may “Late Join” an ongoing group call. When this feature is not selected, the user will only be invited to the call on the initial startup of the call, and may not rejoin a call in progress.

The **Group Membership** tab will now display the call options granted to individual users. In order to change these permission settings, you must first remove the group membership, and then re-add the user with the proper call permissions.

Select	Id	Member User Login	Department	Receive Calls	Originate Calls	Talker Override	Listen Only
☐	11	Mark.Smith	ABC Corp.	Yes	Yes	No	No
☐	13	William.Lee	ABC Corp.	Yes	No	No	Yes
☐	15	Micheal.Harris	ABC Corp.	Yes	No	No	Yes
☐	16	Noah.Robinson	ABC Corp.	Yes	Yes	No	No

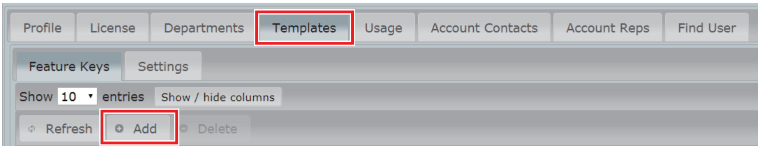
Showing 1 to 4 of 4 entries   First Previous 1 Next Last

TEMPLATES

Templates are used to set a specific configuration of feature keys or client settings that will be applied to a selected number of users. To modify the templates, click the **Templates** tab. There are two levels of Templates: Customer level and Department level.

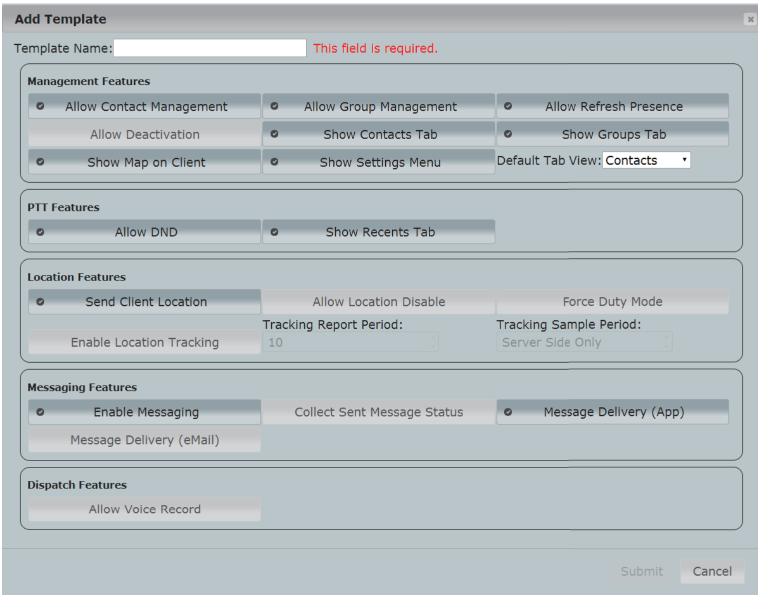
Creating a Template

There are two types of templates: "Feature Keys" and "Settings". In this example, a Department level Feature Key Template is being created. This template can be applied only to members of this department.



To create a Template, select the type of template then click "Add". This will display the **Add Template** window.

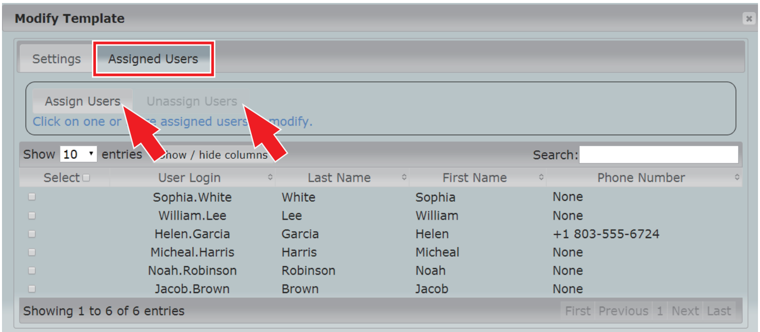
Enter a Template name, configure the feature keys or client settings for this template and click the **Submit** button.



For details on the Feature Keys and Client Settings, refer to "Viewing/Editing a User's Feature Keys" {p. 20} and "Viewing/Editing Client Settings" {p. 25} respectively.

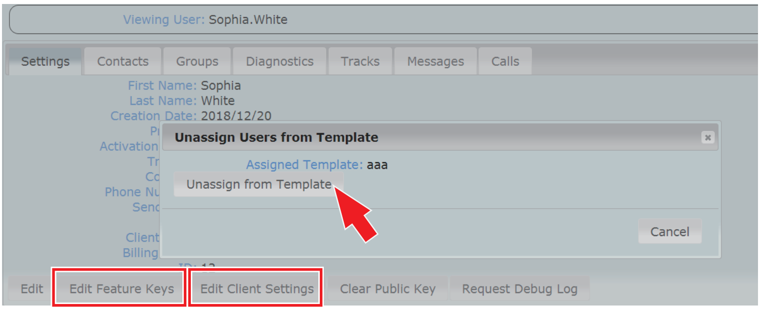
Adding Users to a Template

Users can be assigned to a Feature Key Template, a Client Settings Template, or both after they have been created. Please note that both a Feature Key and a Client Settings Template may have identical names; however, the user must still be assigned separately to each Template. The same process is used to modify currently assigned users. Select the Template by clicking on the template name. This displays a window similar to the **Add Template** window but with a new **Assigned Users** tab added beside the **Settings** tab. Click this tab to show the users currently assigned to this template, assign new users to the template, or remove current users from the template.

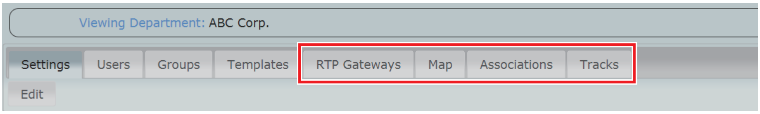


To remove a user, select the checkbox of the user to be removed from the template and click the “Unassign Users” option.

When you attempt to edit the Feature Keys or Client Settings for a user that is assigned to a template, a pop-up window will appear to prompt that the user is currently assigned to a template.



Users can also be removed from the template by clicking the **Unassign from Template** button.

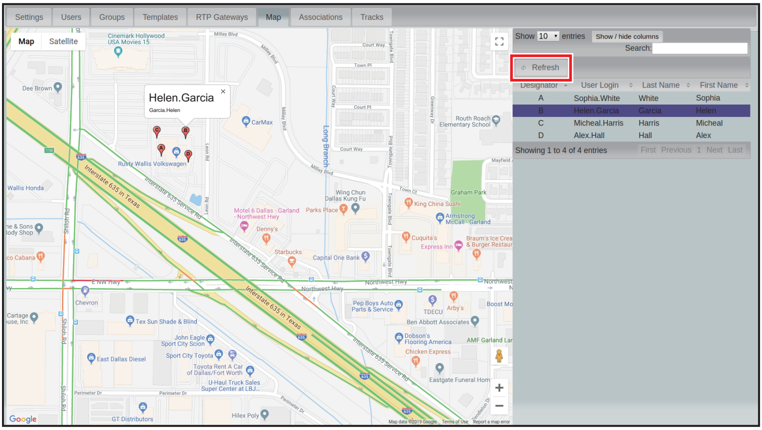


RTP Gateways

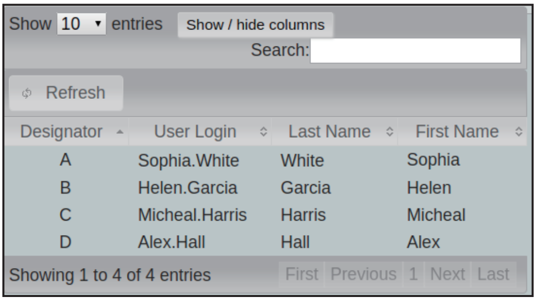
This feature is currently not available.

Map

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



Clicking on a user in the list will display a user balloon on the map to identify the user.

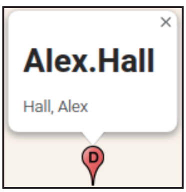

Show 10 entries Show / hide columns

Search:

Refresh

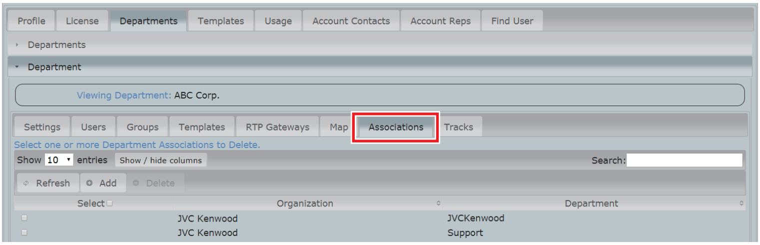
Designator	User Login	Last Name	First Name
A	Sophia.White	White	Sophia
B	Helen.Garcia	Garcia	Helen
C	Micheal.Harris	Harris	Micheal
D	Alex.Hall	Hall	Alex

Showing 1 to 4 of 4 entries First Previous 1 Next Last



Associations

The **Associations** tab allows contacts to be added or shared when a Subscriber-Company has multiple departments. Associations are unidirectional by default, allowing members from one department to add or view members from another department. An example of such an association would be an Internal Affairs Department who wishes to see the location of a Patrol user without reporting their own location. The customer can also establish a second association to make the member sharing bidirectional. An example of a bidirectionally associated department could be a Maintenance department and an Operations department within the same company, in which users need cross department contacts.



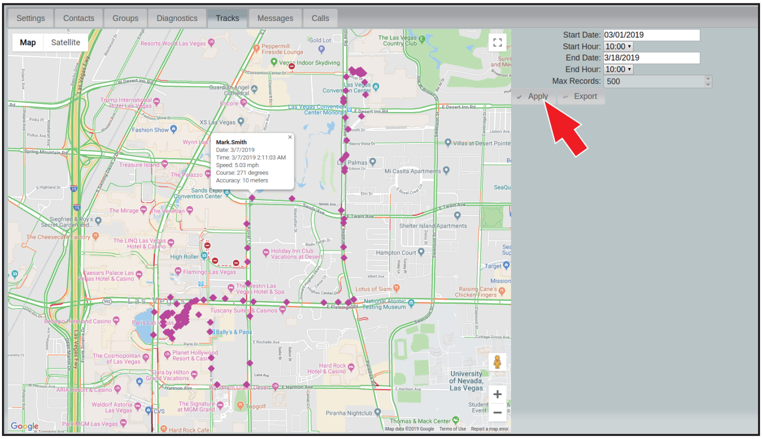
You can view the associated departments from the **Associations** tab but for security reasons the associations must be created by the customer to ensure that the proper permissions are obtained. Contacts may also be shared among multiple Subscriber-Companies with the permission of the Administrators of both accounts.

Tracks

Historical Location Tracking is an additional feature that allows an administrator the capability of reviewing the past location data from the BOUNDLESS PTT devices within their Subscriber-Company. Through the Admin Portal, the location information can be viewed graphically or downloaded to a spreadsheet.

This subscription includes:

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



Tracking data in a graphical representation.

JVC Kenwood - Mark.Smith Location History Report.csv

	A	B	C	D	E	F	G	H	I	J
1	ID	User Login	Date	Time	Latitude	Longitude	Speed (MPH)	Heading (deg.)	Accuracy (meters)	Location
108	26279	Mark.Smith	3/7/2019	3/7/2019 2:15:10 AM	36.11473	-115.171493	31.88	270	10	View on Map
109	26278	Mark.Smith	3/7/2019	3/7/2019 2:14:40 AM	36.114676	-115.167451	3.36	272	10	View on Map
110	26277	Mark.Smith	3/7/2019	3/7/2019 2:14:09 AM	36.114673	-115.167367	0	272	10	View on Map
111	26276	Mark.Smith	3/7/2019	3/7/2019 2:13:38 AM	36.114632	-115.166268	25.17	271	5	View on Map
112	26275	Mark.Smith	3/7/2019	3/7/2019 2:13:07 AM	36.115792	-115.16409	26.85	179	5	View on Map
113	26274	Mark.Smith	3/7/2019	3/7/2019 2:12:36 AM	36.117468	-115.164104	0.56	179	10	View on Map
114	26270	Mark.Smith	3/7/2019	3/7/2019 2:12:04 AM	36.118531	-115.164125	33	178	10	View on Map
115	26269	Mark.Smith	3/7/2019	3/7/2019 2:11:34 AM	36.120401	-115.164191	0	180	10	View on Map
116	26268	Mark.Smith	3/7/2019	3/7/2019 2:11:03 AM	36.122432	-115.163691	5.03	271	10	View on Map
117	26267	Mark.Smith	3/7/2019	3/7/2019 2:10:33 AM	36.12235	-115.159882	41.39	268	10	View on Map
118	26266	Mark.Smith	3/7/2019	3/7/2019 2:10:02 AM	36.121446	-115.155147	7.27	192	10	View on Map
119	26265	Mark.Smith	3/7/2019	3/7/2019 2:09:31 AM	36.125372	-115.155048	41.95	178	10	View on Map
120	26264	Mark.Smith	3/7/2019	3/7/2019 2:08:59 AM	36.129807	-115.154956	6.15	181	10	View on Map
121	26263	Mark.Smith	3/7/2019	3/7/2019 2:08:29 AM	36.129889	-115.154949	0	182	10	View on Map

Tracking data is also available for download in CSV format. Simply set the parameters for the information you would like to obtain and click the **Apply** button followed by the **Export** button.

USAGE, ACCOUNT CONTACTS, AND ACCOUNT REPS

■ Usage

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

- Total of users (Total number of users, Active Users, and the billing status of users)
- Number and type of calls made (Group or Adhoc)
- Total duration of all the calls made by users (Group or Adhoc)

■ Account Contacts

The **Account Contacts** tab displays the Admin Portal administrators for the customers. (Reference only)

To add, modify or delete any contacts, please contact KENWOOD Sales.

■ Account Reps

The **Account Reps** tab displays the KENWOOD Sales Reps for the customers. (Reference only)

EXTERNAL RESOURCES

This feature is currently not available.

SUPPORT

Please check with your Sales Representative.