InteropONE™

A BK ONE SOLUTION

Administrator's Guide

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1 ABOUT INTEROPONE

InteropONE is a comprehensive communication solution that allows instant connection between geographically distributed or heterogeneous teams. Created by BK Technologies, InteropONE enables authorized public safety communications managers and command staff to easily create dynamic talkgroups on demand within minutes, including anybody with an active smartphone.

InteropONE is designed for Android and iPhone. The browser-based version is called WebChat.

This document describes all features supported by the Company Administration web portal. However, some features may not be available to you based on the features enabled for your company.

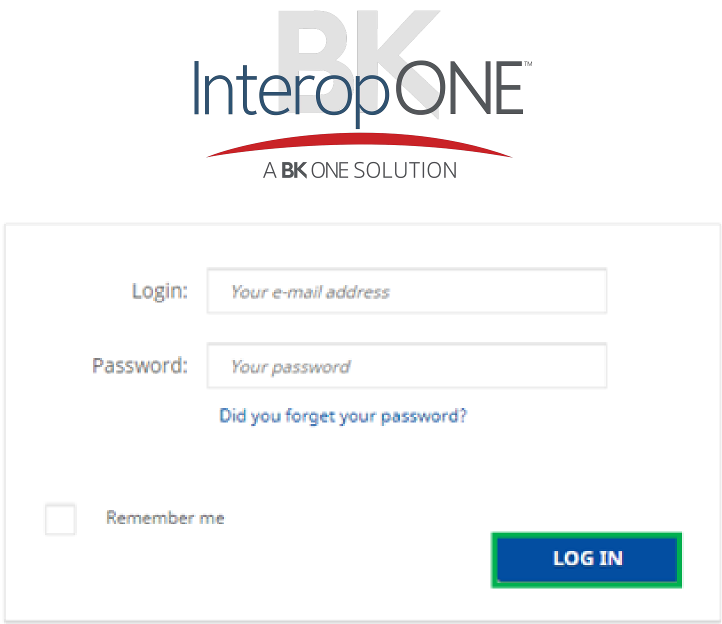
1.1 Logging In

To access your Company Admin account, point your web browser to [admin.interopone.com.](admin.interopone.com)

Once there, you are greeted with a login form. Enter your email address and password in the designated fields. After a successful authentication, you will be redirected to the Company Admin home page.

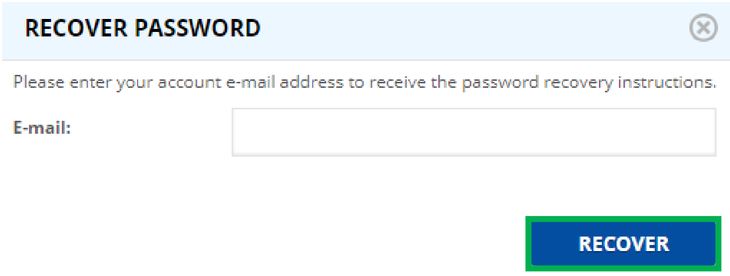
Note 1: If enabled by the Super Admin, you may log in with an LDAP-provisioned account.

Note 2: Account passwords will periodically expire (90 days by default), regardless of how often a user logs in. Changing or resetting the password will reset the expiry time. Once a password has expired, the user must reset it to log in again.



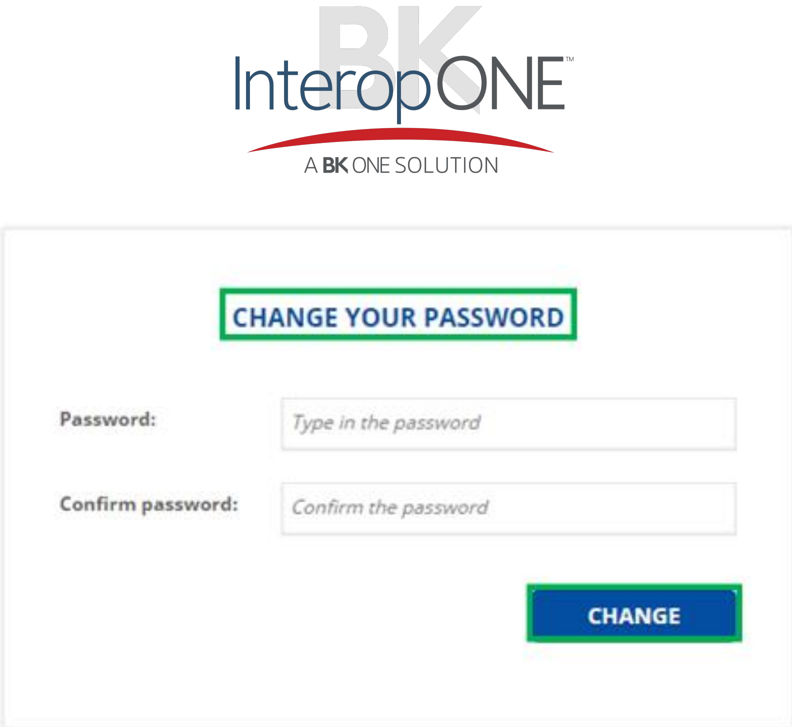
Company Admin > Log in

If you have forgotten your password, click the **Did You Forget Your Password?** button. A new form will open. Enter your email address and click the **Recover** button.



Recover password

An email will be sent to the specified email address. Access the link in the email and you will be redirected to a new form called **Change Your Password**. Enter the new password twice and click the **Change** button.



Change password

The password will be changed to the one provided, and the account will be ready to use again.

Every successful password change is followed by a confirmation email that is sent to the account's associated email address.

1.2 Automatic Sending of Statistic Reports

1.2.1 Statistics Report Content

The statics report is an Excel file generated for each InteropONE organization. It is organized as follows:

Sheet 1: Users Info

It includes the following information as columns:

- Number of active users
- Number of provisioned users
- Number of WebChat users only
- Number of Mobile users only
- Number of groups
- Number of departments

Sheet 2: Statistics per User

It includes the following information as columns:

- Last Name/First Name
- Phone number
- Email address
- Authenticated on (Mobile-Webchat/Webchat only/Not authenticated)
- Groups (In which groups users belongs to. If user belongs to multiple groups, group names are separated by coma.)
- Departments (In which departments users belongs to. If user belongs to multiple departments, department names are separated by coma.)
- Number of messages sent by user
- Number of calls per user
- Number of Push-To-Talk calls

Sheet 3: Statistics per Group

It includes the following information as columns:

- Group Name
- Total number of messages per group
- Total number of VoIP calls per group
- Total number of Push-To-Talk calls per group

Sheet 4: Statistics per Department

It includes the following information as columns:

- Department Name
- Total number of messages per department
- Total number of VoIP calls per department

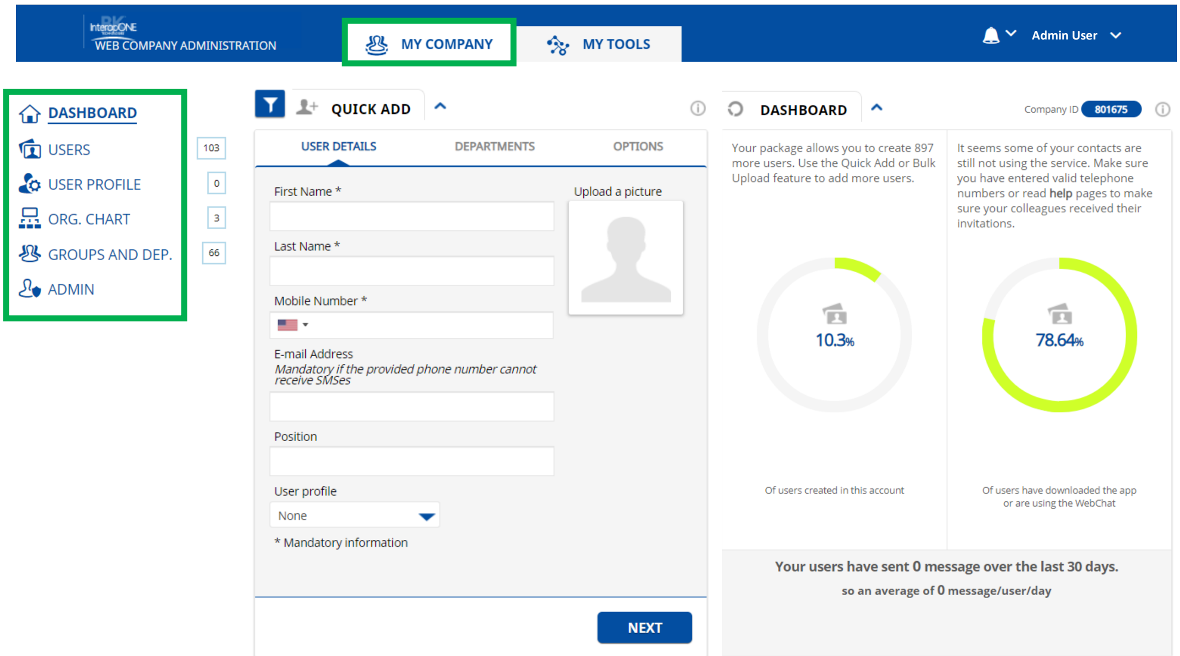
- Total number of Push-To-Talk calls per department

This report will be automatically sent at the end of each month to the organization’s main administrator.

2 MY COMPANY

Includes the following submenus:

1. **Dashboard:** Access service statistics through the **Dashboard**.
2. **Users:** Register users and choose options you want to activate for them (depending on your subscription).
3. **User Profile:** Create customized user profiles in which you configure multiple options and settings at the same time, then assign each profile to the users.
4. **Organization Chart:** Structure your organization by departments and set communication rules between users in each department (open the **Settings** menu and change work mode to ″Advanced″).
5. **Groups and Departments:** Create/edit/delete groups of users and departments (open the **Settings** menu and change work mode to ″Advanced″).
6. **Admin:** Add an admin.



My Company

2.1 Quick Start

This section summarizes the most common functions that you will use as an InteropONE administrator.

2.1.1 Company Setting Preferences

Review organization/company settings (Company Settings) to ensure you select the desired settings. The following values are recommended for these specific settings:

- Push-To-Talk: Set to ALL USERS
- Live Replay: Select ON
- Multi-channels: Set to ALL USERS
- Third Party API Keys: Leave as is; not applicable to InteropONE.

2.1.2 Create Static Groups

Create the static groups that you want to be available to the organization (Creating a Group). Dynamic groups are created by the host Primary User or Standard User from the InteropONE application on their smartphone.

2.1.3 Add Users

Add Primary and Standard Users (Quick Add, Adding a User) and assign them to one or more static groups as required. Leave the “External API access” box unchecked.

2.2 Dashboard

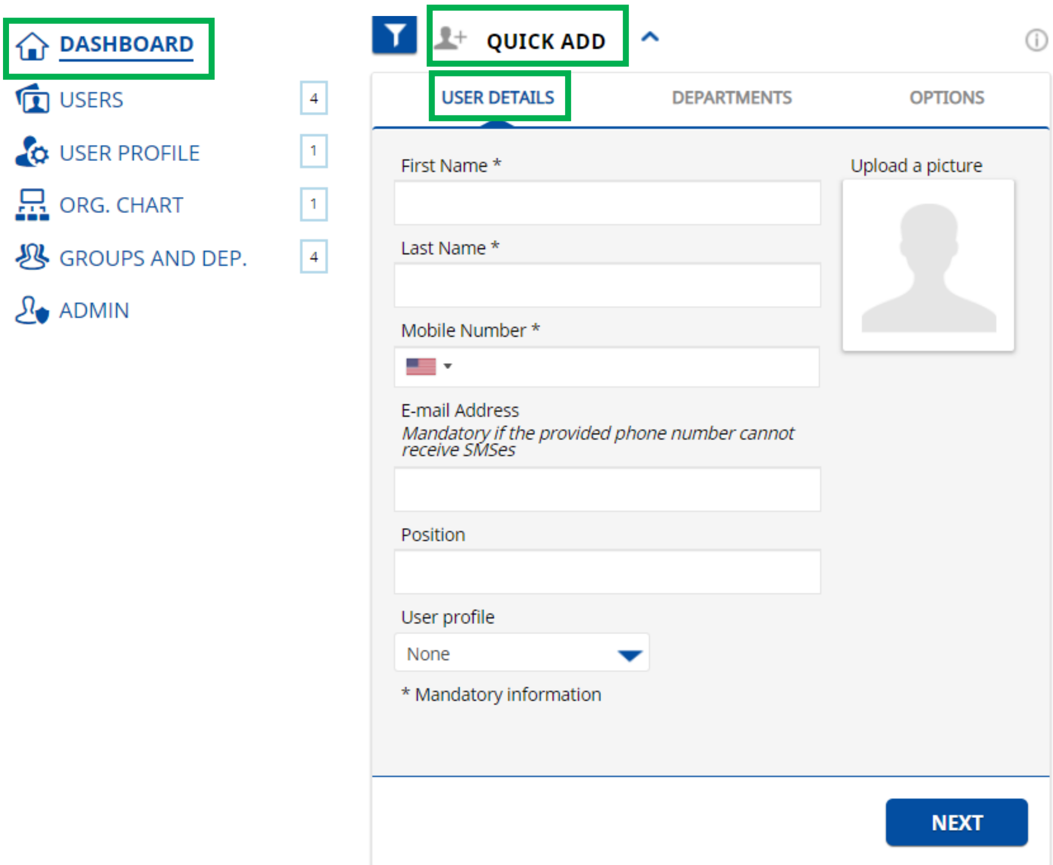
2.2.1 Quick Add

2.2.1.1 User Details

This screen displays the following fields:

- First Name
- Last Name
- Mobile Phone Number
- Email Address
- Position
- User Profile
- Upload a Picture

Important: The mandatory Position field is used to identify the type of InteropONE user. Use Primary User to indicate a Primary User, and Standard User to indicate a Standard User. Proper capitalization is required for the system to recognize the entry.



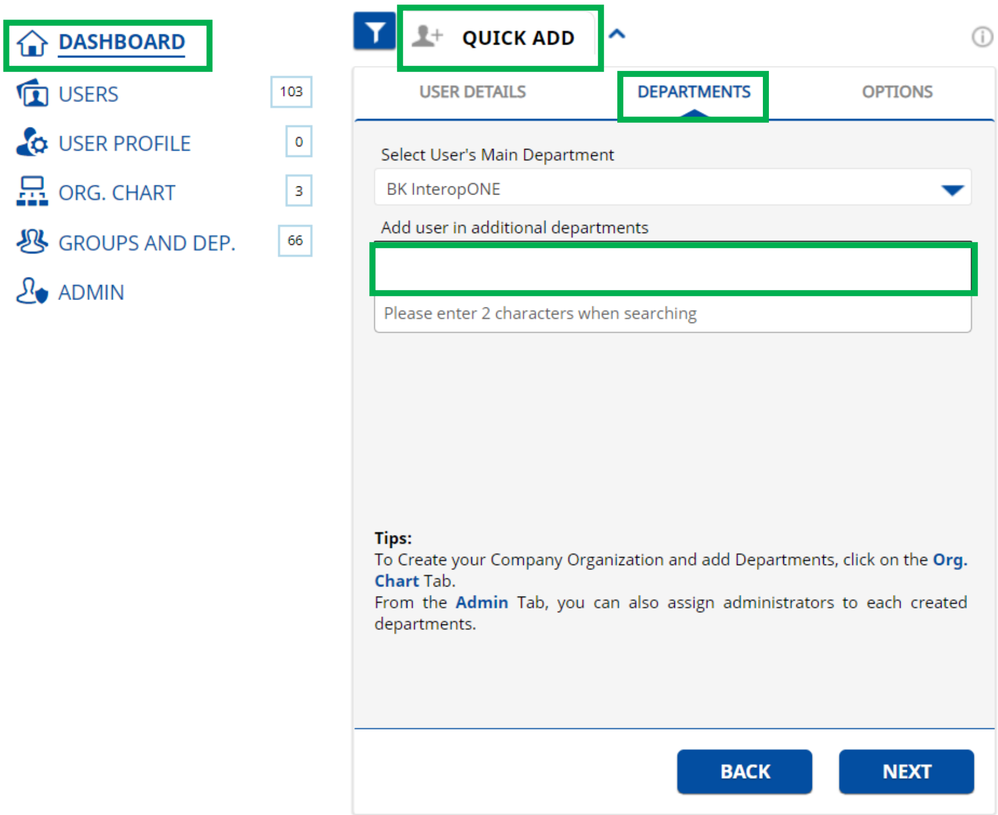
My Company > Dashboard > Quick add > User details

2.2.1.2 Departments

This tab is displayed only if the ″Advanced Mode″ is enabled in the **Settings**.

The available options are:

- Select user's main department. Enter at least two characters to search for a department. After the departments are displayed, you have the possibility to scroll down to see more (infinite scroll).
- Add user in additional departments.

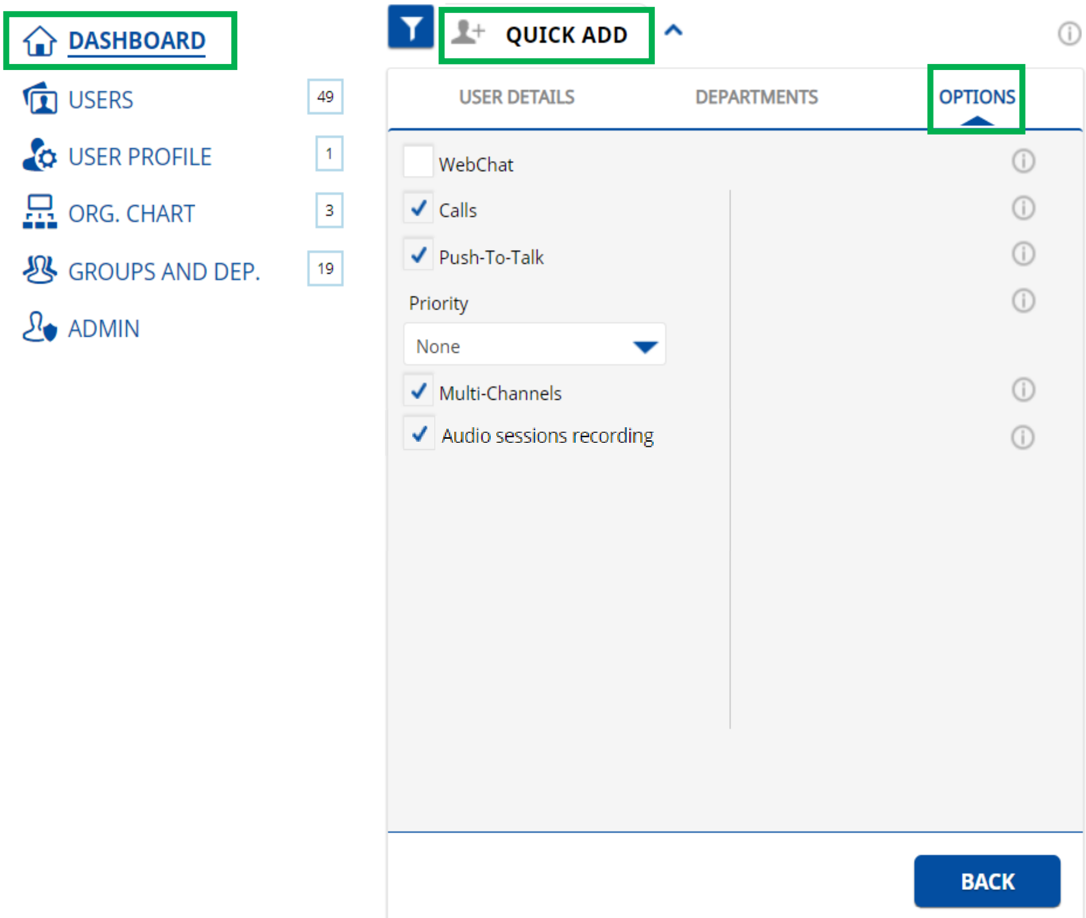


My Company > Dashboard > Quick add > Departments

2.2.1.3 Options

The available options will be from the following list, depending on which one is activated for the organization:

- **WebChat:** If enabled, allows users to use the desktop application.
- **Calls:** If enabled, allows users to make and receive free calls via Internet.
- **Push-To-Talk:** If enabled, allows users to make and receive Push-To-Talk Calls. Push-To-Talk calls provide half-duplex communications: while one person transmits, the other receives. This is a great advantage especially for multiple interlocutors as it allows a single person to reach an active talk group with a single button press.
- **Priority:** Define a priority level for a user. A user with a high priority level will always be able to take the floor over a lower priority level user. A channel with high priority level will always override a call from a user with a lower priority level or another channel with a lower priority level. Choose a priority level from the drop-down list.
- **Audio Sessions Recording:** If enabled, allows to record VoIP calls, Push-To-Talk calls, and Push-To-Talk channel sessions.
- **Multi-Channels:** If enabled, allows users to stay connected to multiple channels at the same time.

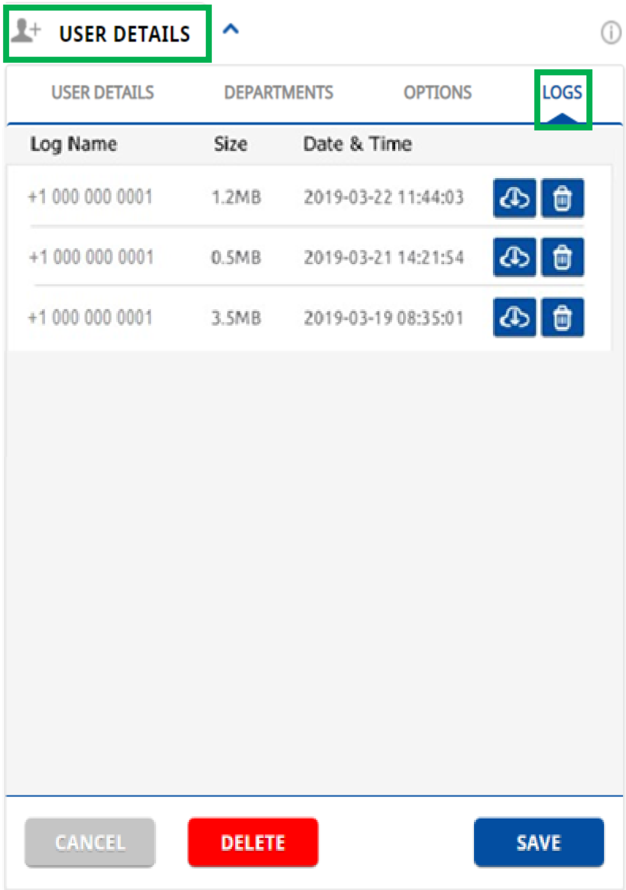


My Company > Dashboard > Quick add > Options

2.2.1.4 Logs

This category of user details is displayed only for already created users and it shows the last troubleshooting logs sent by the mobile user in chronological order.

If the maximum logs option is set to three and the user already sent three logs and they send another one, the latest log file will replace the fourth.



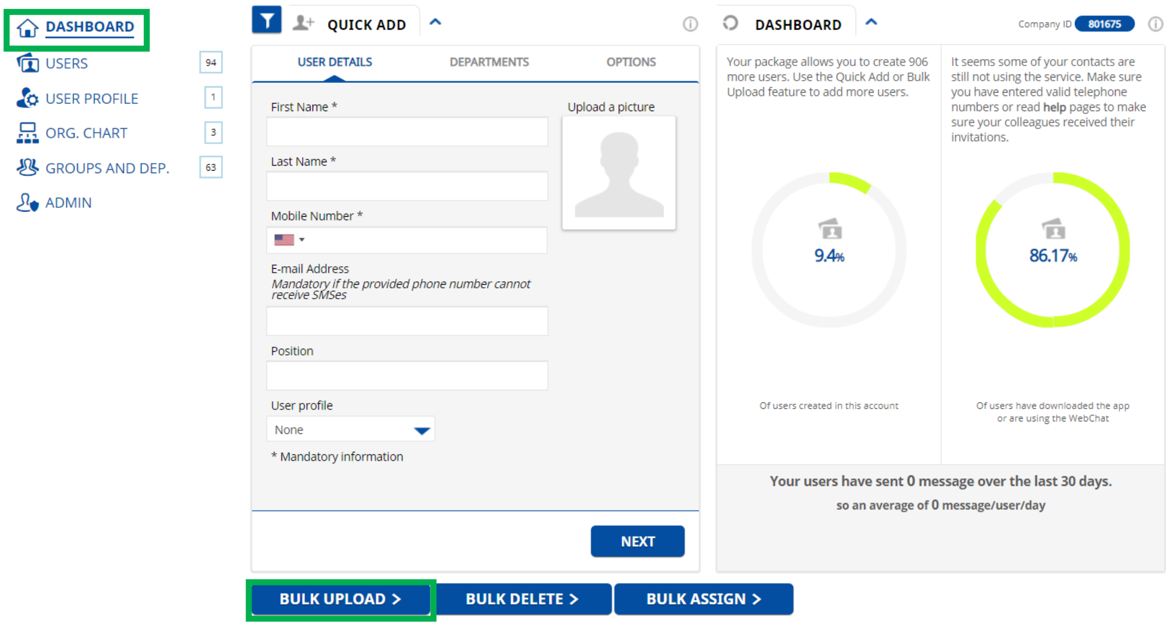
My Company > Users > User details > Logs

Note: This capability is not currently supported by the InteropONE application. Therefore, the logs list will always be empty.

After completing all the sections, click the **Save** button.

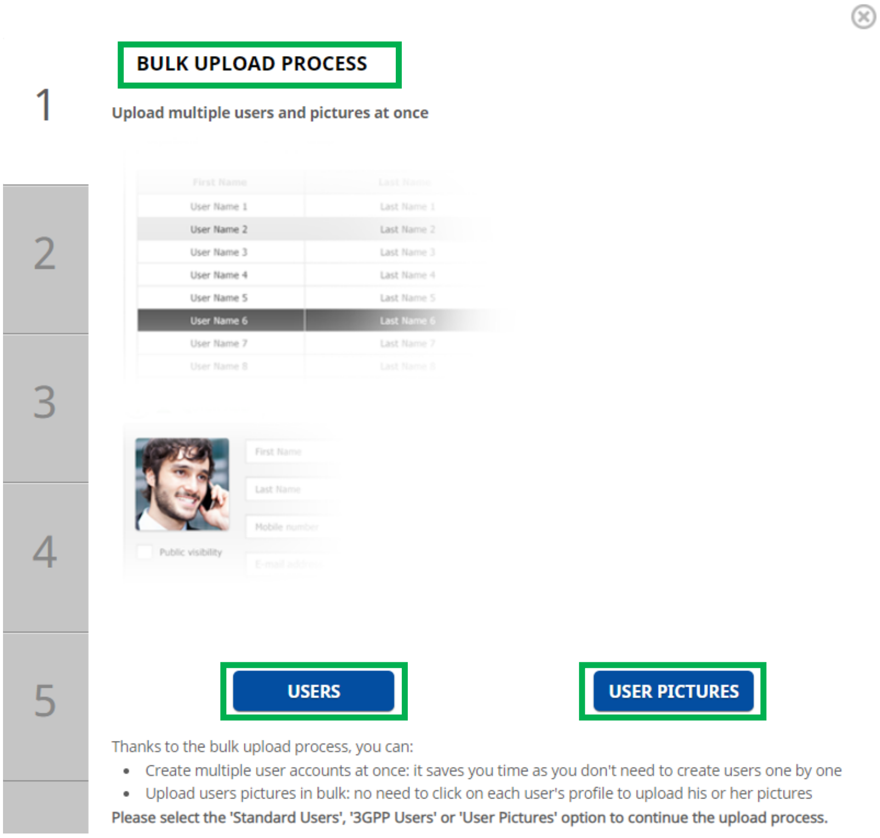
2.2.2 Bulk Upload

To upload a list of users, click the **Bulk Upload** button.



My Company > Dashboard > Bulk upload

1. Upload multiple users or pictures at once. Click the **Users** or **Users Pictures** option to continue the upload process.



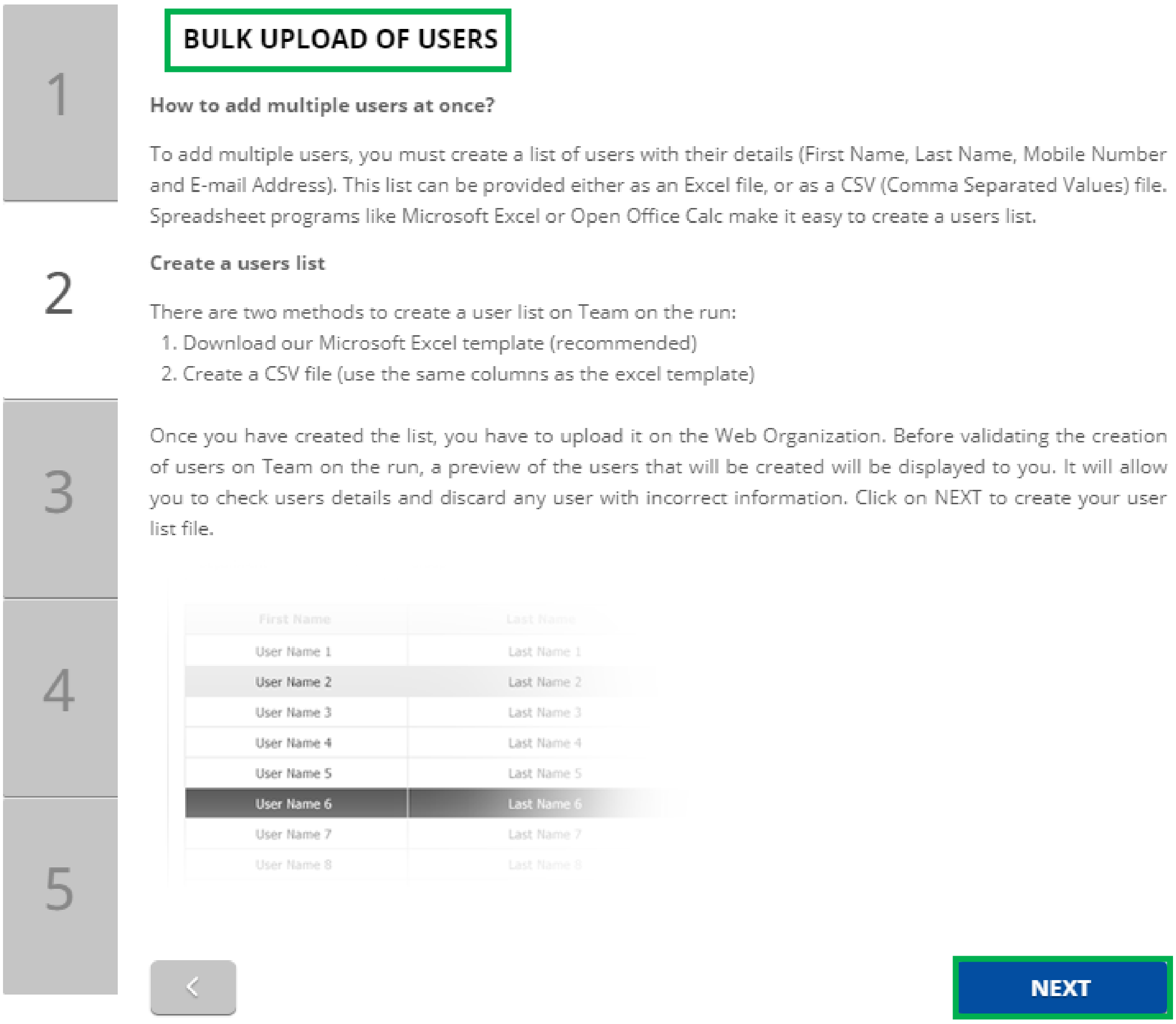
My Company > Dashboard > Bulk upload > Step 1: Choose to upload users or pictures

Steps to follow if you choose Users:

You can upload multiple users at once. You must create a list of users with their details. There are two methods to create a user list: download one of the Excel templates (recommended) or create a CSV file (use the same columns as the Excel template).

Note: You can add up to 500 users to a department. Even if you move a user from one department to another, the limit remains.

Click the **Next** button.



My Company > Dashboard > Bulk upload > Step 2: Upload users

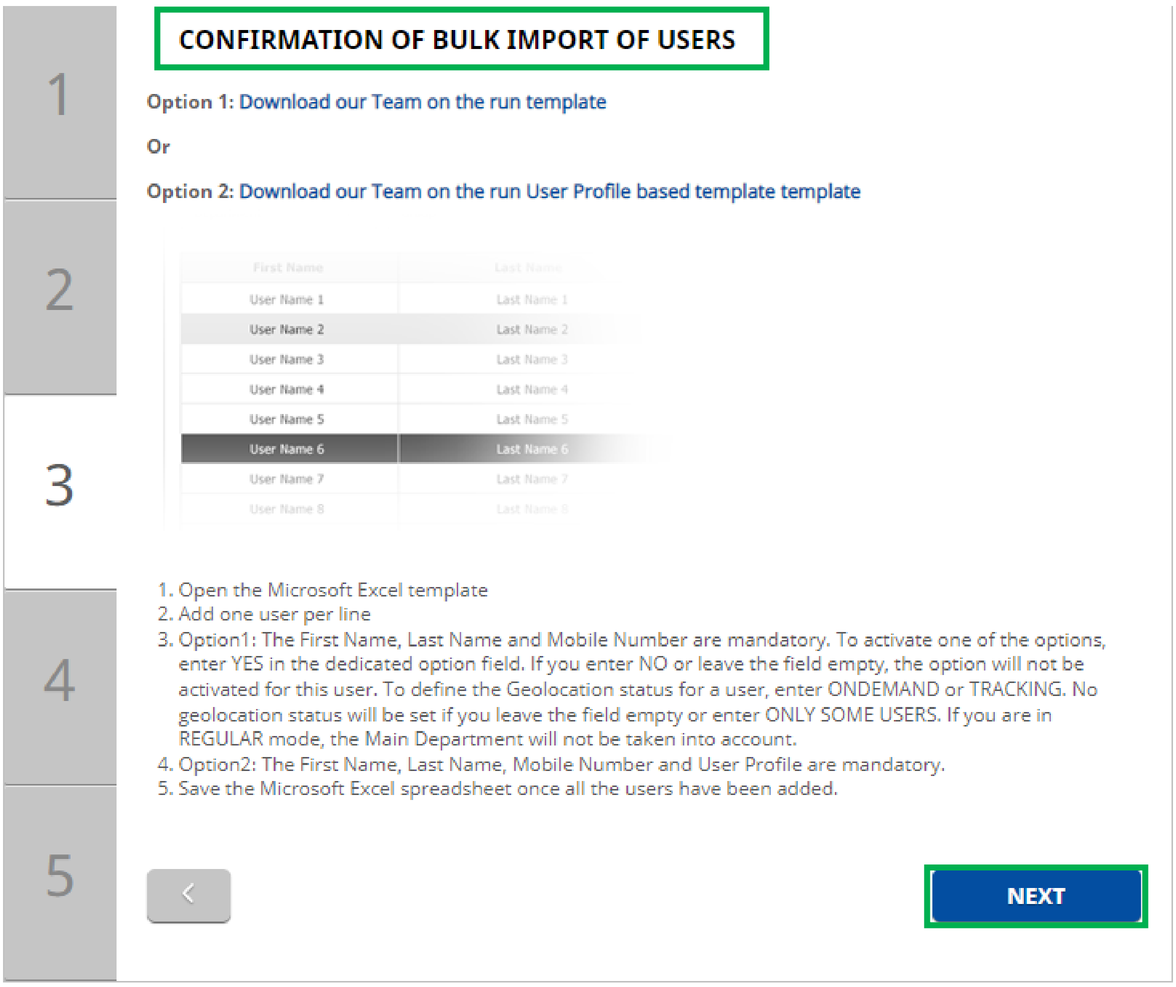
If you select Option 1, download the Excel file, and then open it. Add one user per line. Some fields are mandatory such as: First Name, Last Name, and Phone Number/User ID. To activate one of the options, enter YES in the dedicated option field. If you enter NO or leave the field empty, the option will not be activated for this user. To define the Geolocation status for a user, enter On Demand or Tracking. No geolocation status will be set if you leave the field empty or enter Only Some Users. If you are in Regular mode, the Main Department will not be considered.

If a quota is set for Voice, Video, Geolocation, and My Business features, and the number of users you want to import exceeds this quota, then the users are imported in the order listed in the Excel file until the quota is reached.

When you select Option 2, you must have at least one user profile already created. Download the Excel file and open it. Add one user per line. There are fewer fields to fill out when compared to the first option's template, and you can enter a User Profile for each user.

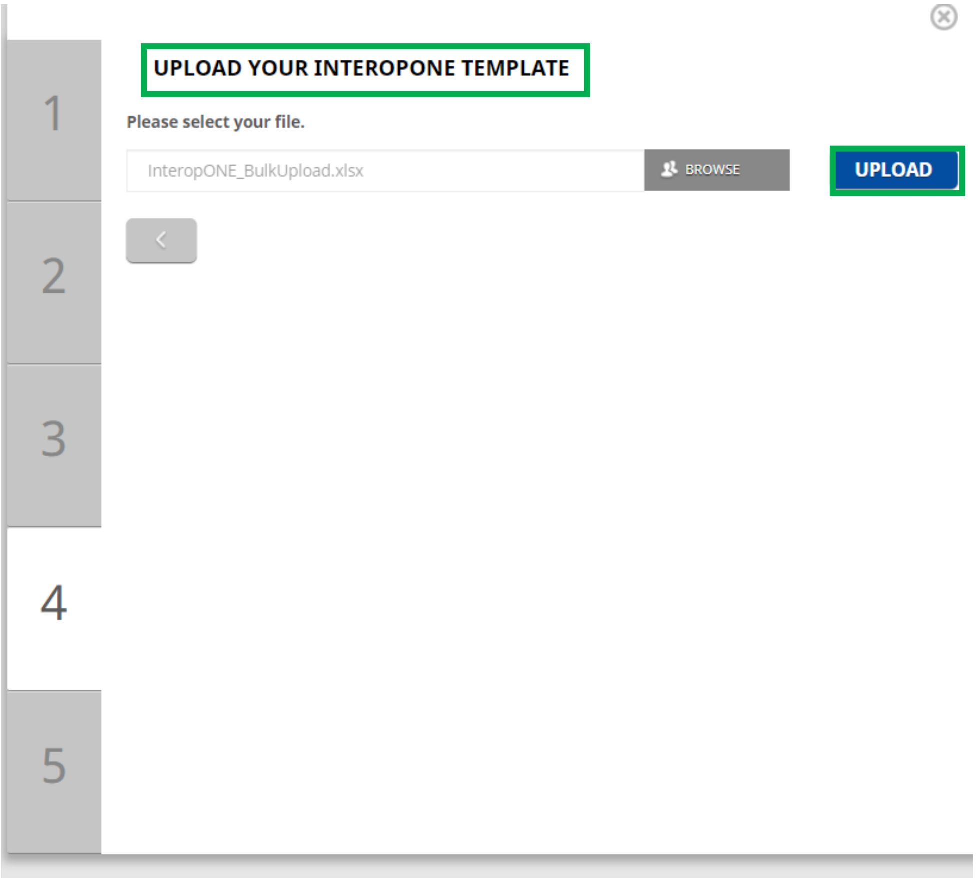
Save the Excel file once all the users have been added.

Click the **Next** button.



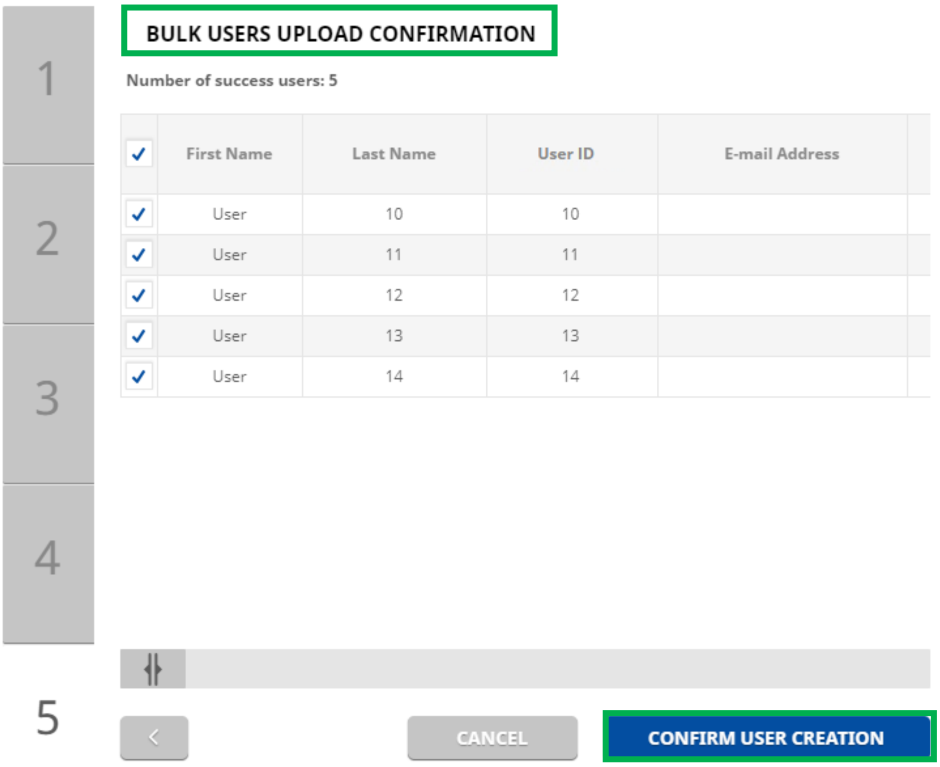
My Company > Dashboard > Bulk upload > Step 3: Download the Excel template from Option 1 or Option 2

Select your file, then click the **Upload** button.



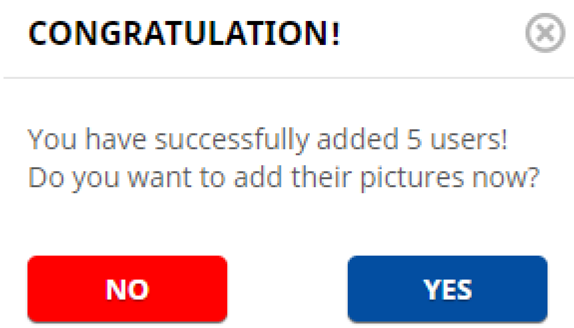
My Company > Dashboard > Bulk upload > Step 4: Upload the file

Before validating the upload of users, a preview of the users that will be uploaded will be displayed to you.



My Company > Dashboard > Bulk upload > Step 5: Confirm users upload

A pop-up window will appear to confirm the upload.

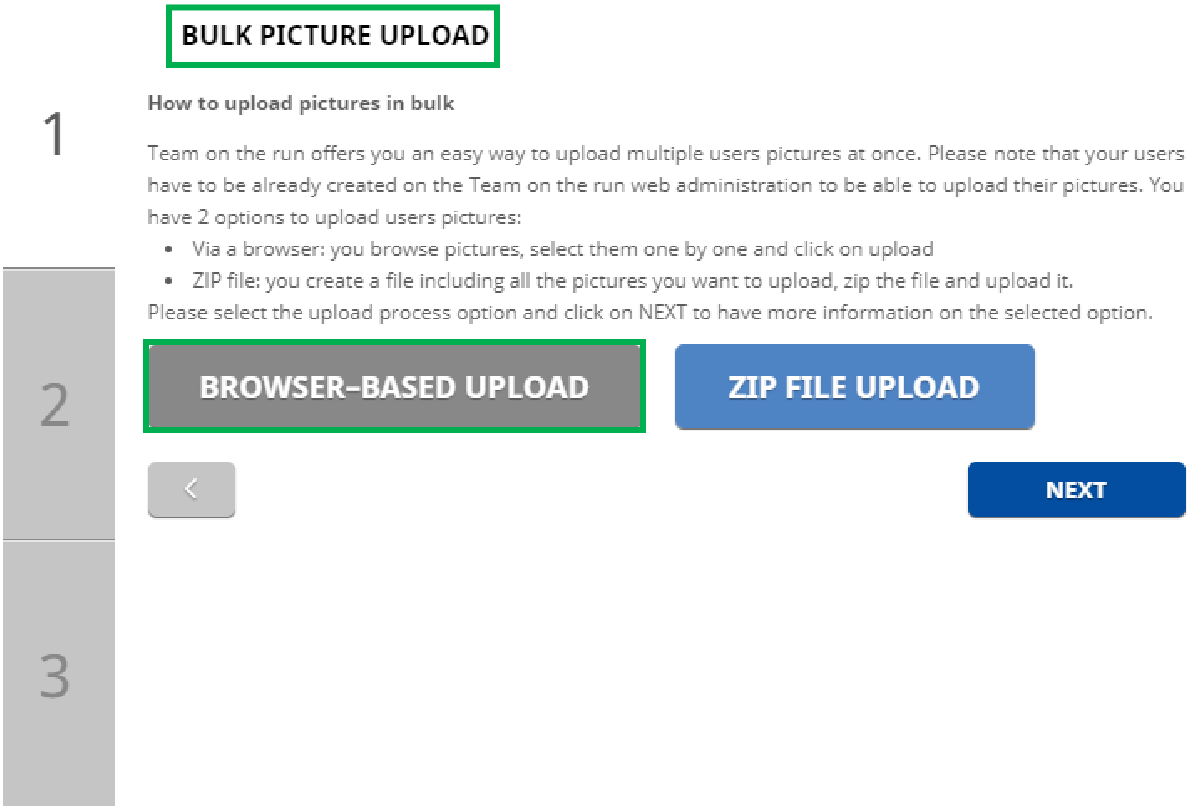


My Company > Dashboard > Bulk upload > Users upload confirmed

Note 1: If at least one user profile has been created, you can also upload users via LDAP.

If you want to upload their pictures, click **Yes**. You will be redirected to the picture upload page where you can upload multiple pictures at once. There are two methods to upload pictures: via browser (you browse the pictures, select them one by one, and click the **Upload** button) or ZIP file (you create a file including all the pictures you want to upload, zip the file, and upload it). Keep in mind that your users must be already created on the Company Administration to be able to upload their pictures.

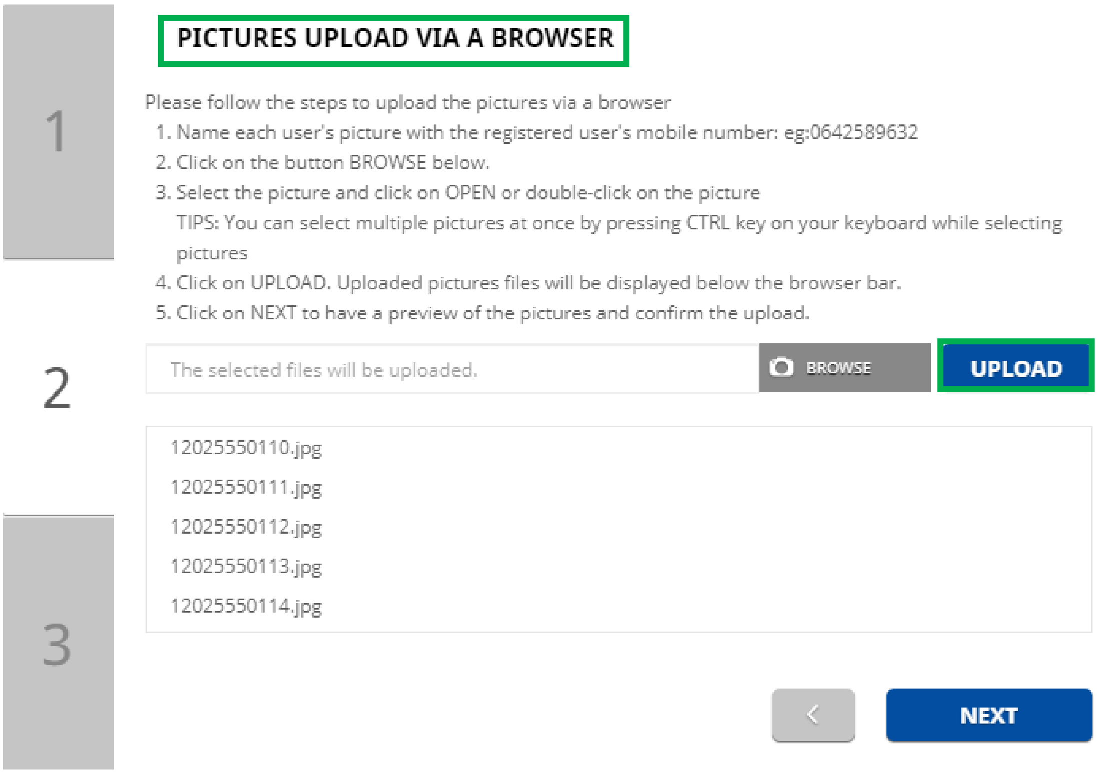
Click the **Next** button.



My Company > Dashboard > Bulk upload > Upload pictures via a browser

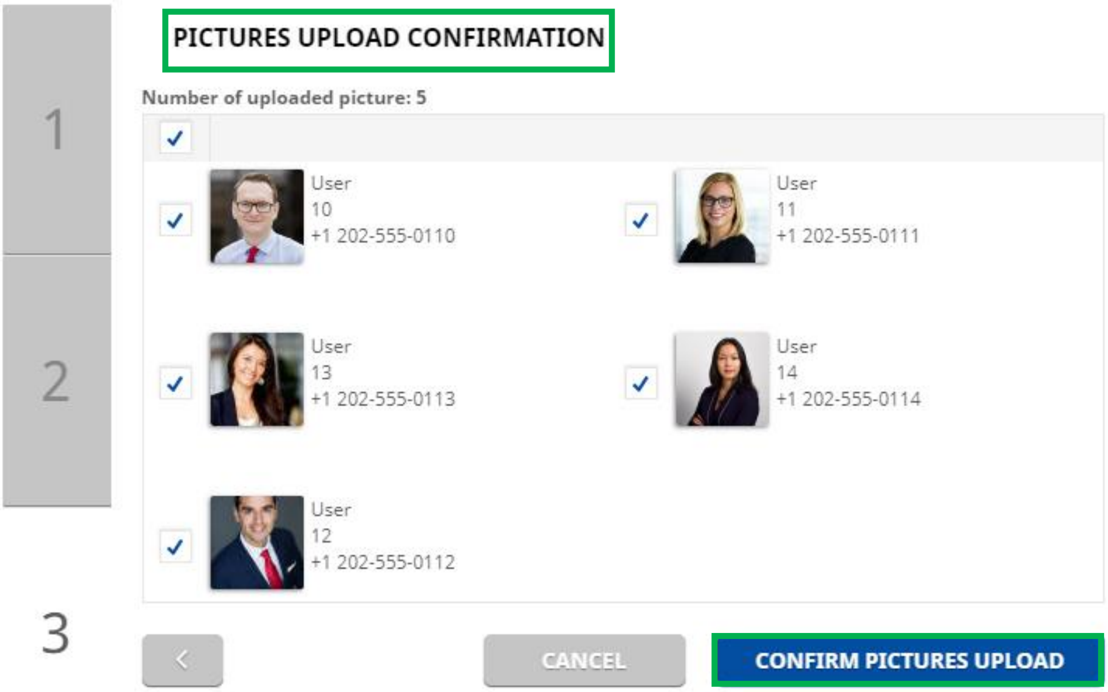
Name each user's picture with the registered phone number/user ID. Click the **Browse** button. You can select multiple pictures at once by pressing CTRL key on your keyboard while selecting the pictures.

Click the **Upload** button, then **Next**.



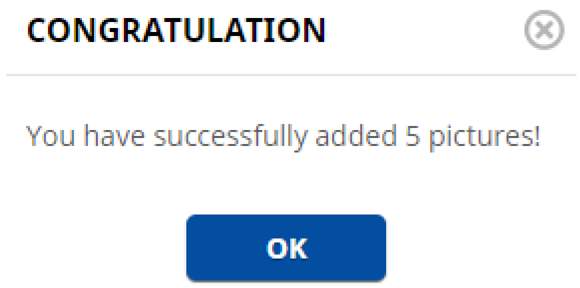
My Company > Dashboard > Bulk upload > Upload pictures via a browser

You will see a preview of the pictures. Click **Confirm Pictures Upload**.



My Company > Dashboard > Bulk upload > Confirm pictures upload

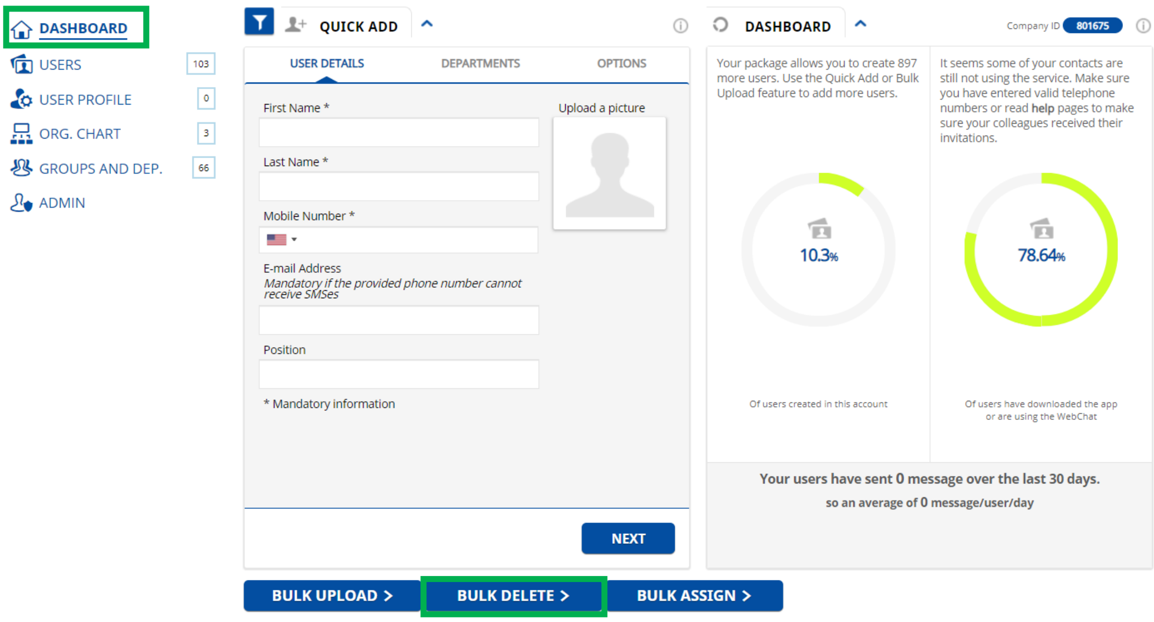
A pop-up window will appear to confirm the upload.



My Company > Dashboard > Bulk upload > Pictures upload confirmed

2.2.3 Bulk Delete

To delete a list of users, click the **Bulk Delete** button.



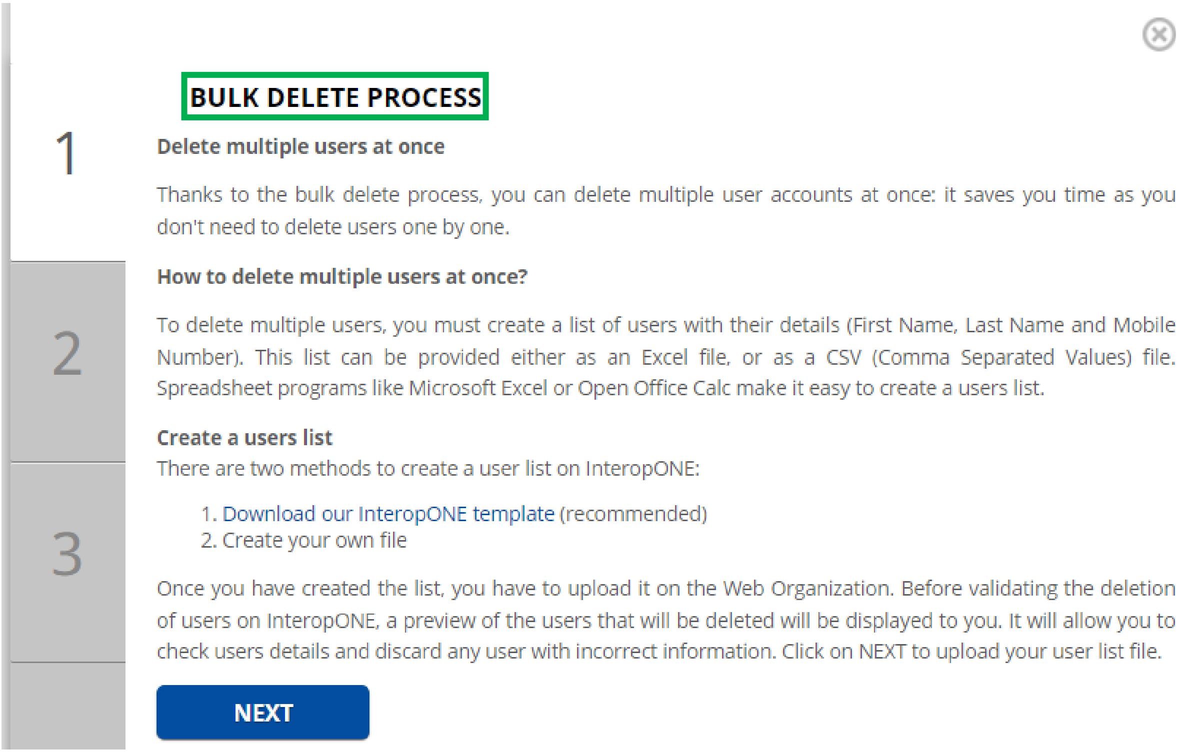
My Company > Dashboard > Bulk delete

1. You can delete multiple users at once. You must create a list of users with their details. This list can be provided either as an Excel file, or as a CSV (Comma Separated Values) file. There are two methods to create a user list: download the Excel template (recommended) or create a CSV file (use the same columns as the Excel template).

Download the Excel file and then open it. Add one user per line. Fill in the required fields: First Name, Last Name, and Phone Number/User ID.

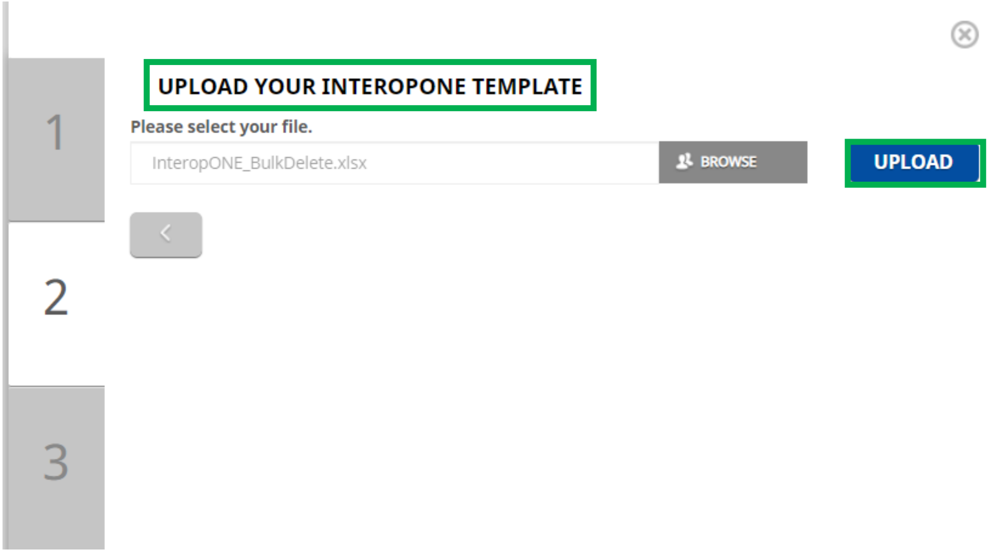
Save the Excel file once all the users have been added.

Click the **Next** button.



My Company > Dashboard > Bulk delete > Step 1: Download the Excel template

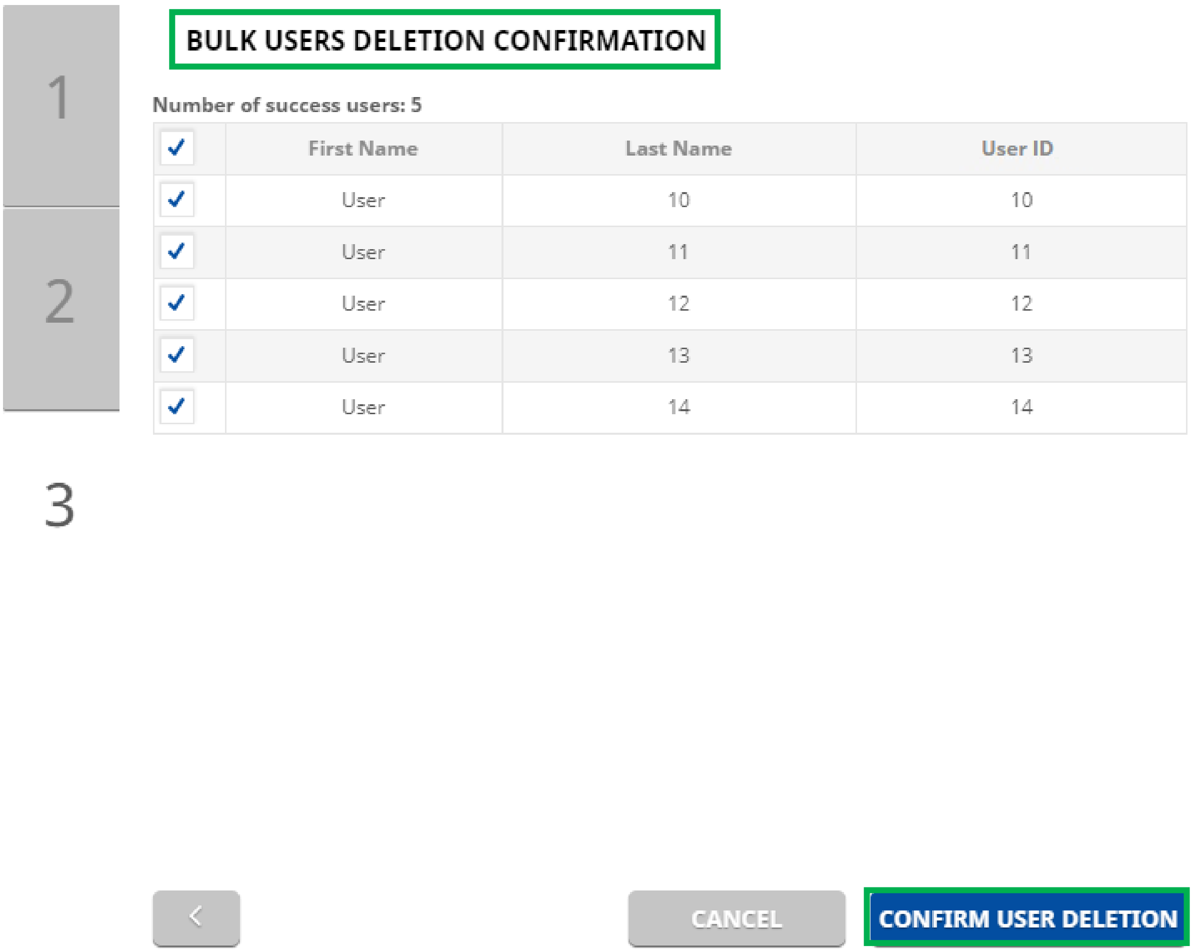
2. Select your file, then click the **Upload** button.



My Company > Dashboard > Bulk delete > Step 2: Upload the file

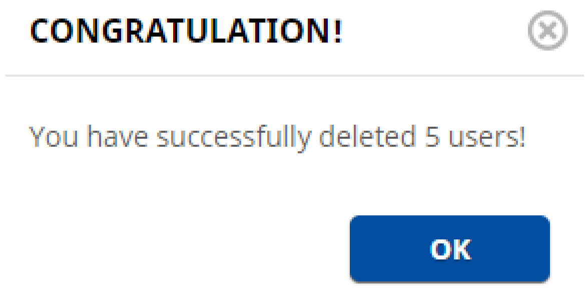
3. Before validating the deletion of users, a preview of the users that will be deleted will be displayed to you.

Click **Confirm User Deletion**.



My Company > Dashboard > Bulk delete > Step 3: Confirm users' deletion

A pop-up window will appear to confirm the deletion.

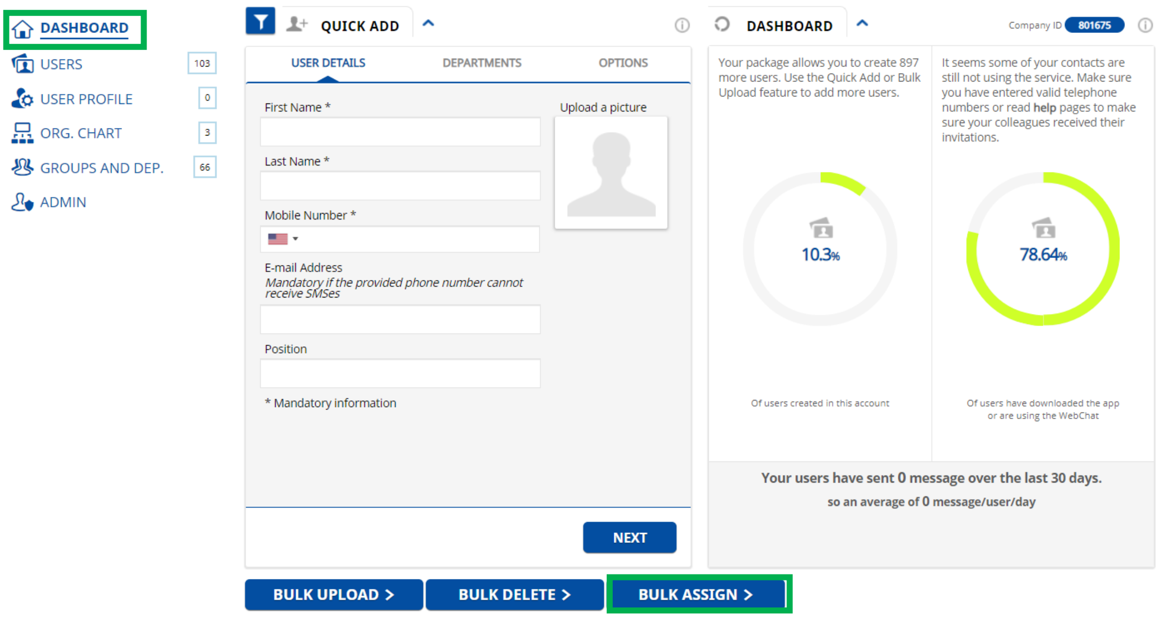


My Company > Dashboard > Bulk delete > Users deletion confirmed

2.2.4 Bulk Assign

To assign users to one or several groups and departments, click the **Bulk Assign** button.

If you are the organization admin, you can assign any users from the organization to any group or department of the organization. If you are the department admin, you can only assign users from your department to groups and sub-departments linked to your department.



My Company > Dashboard > Bulk assign

1. Download the Excel file with empty user list or the Excel file with all the users of the department/organization, and then open it.

The Excel file will contain:

- If you are the organization admin: All the organization departments, sub-departments, and groups to which you have access.
- If you are the department admin: All the sub-departments and groups to which you have access.

The downloaded Excel file is organized as follows:

- Columns:
  - Column 1: First Name (optional)
  - Column 2: Last Name (optional)
  - Column 3: Phone Number/User ID (mandatory)
  - Column 4 to column N: All the groups of the department or the organization. Each group will reserve a column.
  - From column N+1: All the departments and the sub-departments of the organization or all the sub-departments of the department.

- Lines:

They are empty by default. You (as an organization admin or department admin) will add manually the user list that you want to assign them to. Each line is dedicated to only one user.

The groups and departments will be ordered in alphabetical order.
To differentiate between groups and departments in the downloaded file, the following letters will be displayed:

- ″G″ on the cell above each group column entitled.
- ″D″ on the cell above each department/sub-department column entitled.

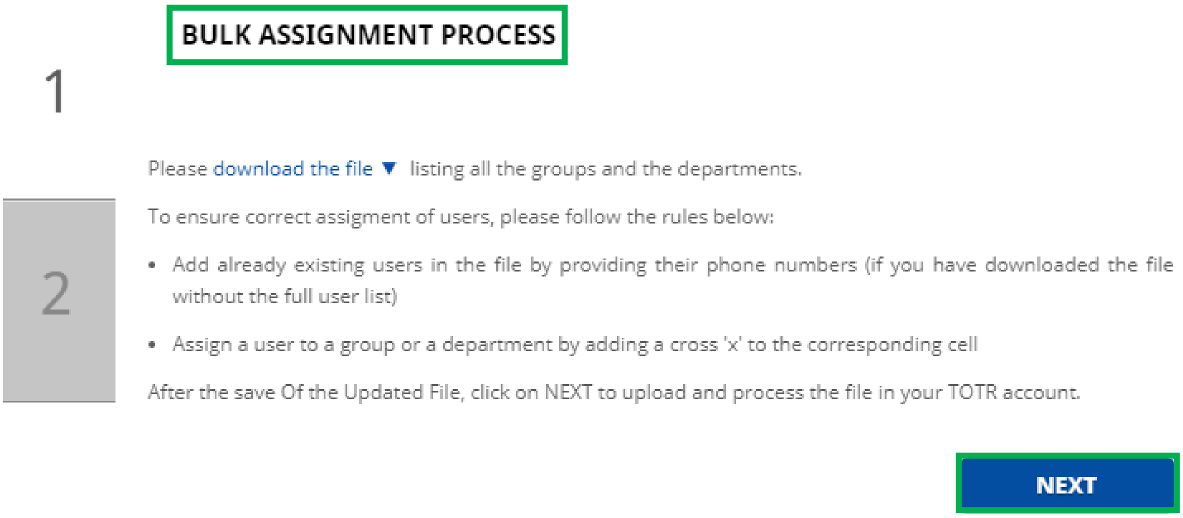
Assign the users to those groups/departments by adding a lower-case letter **x** in the appropriate cell (group/department).

Note: You can assign up to 500 users to a department.

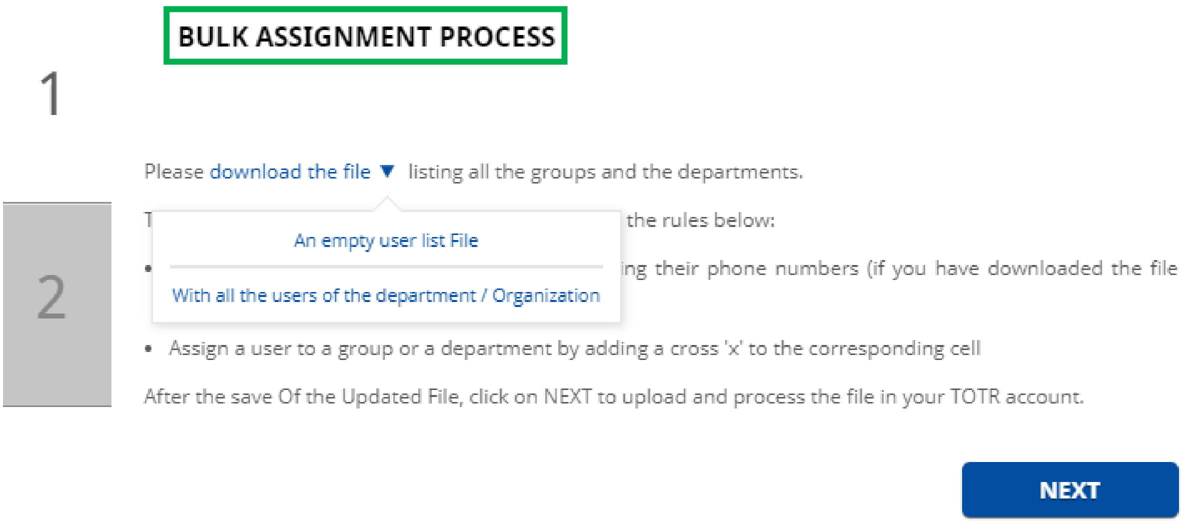
You (as an organization admin or department admin) will be able to delete some columns if you want to keep only groups and departments needing new member assignments. Example: When you want to assign users to some groups, you can delete all the department's columns and the unconcerned groups columns. The updated Excel file with some deleted groups/departments columns can be uploaded.

Save the Excel file once all the users have been added.

Click the **Next** button.

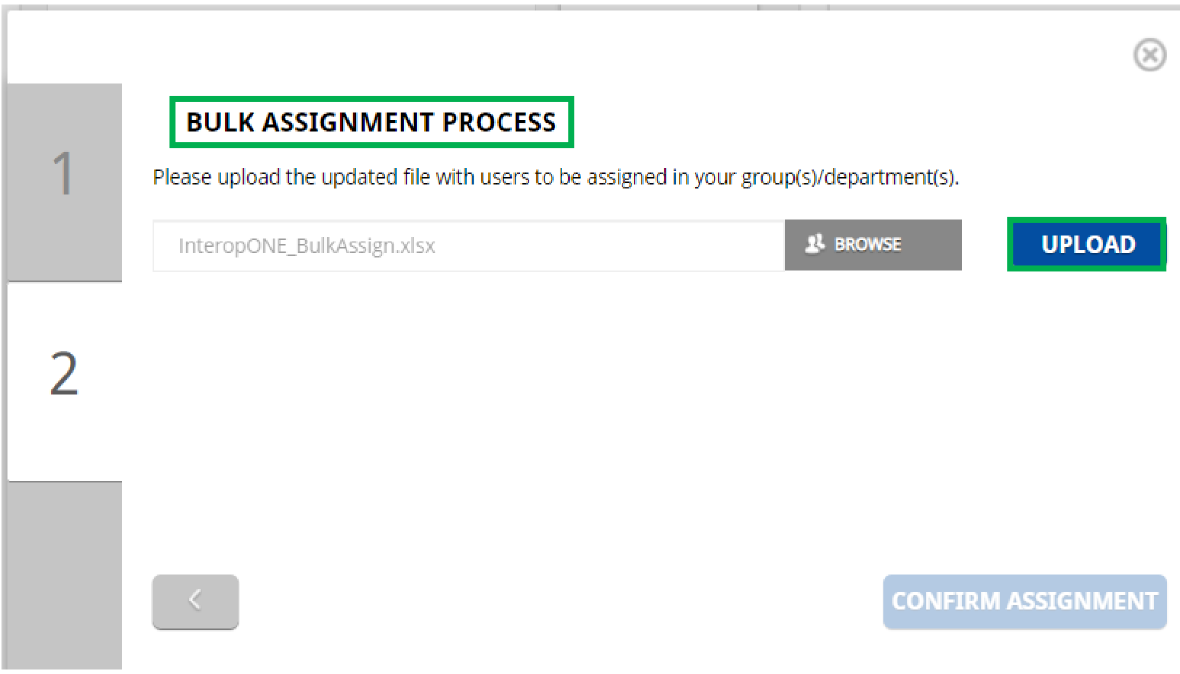


My Company > Dashboard > Bulk assign > Step 1: Download the Excel file



My Company > Dashboard > Bulk assign > Step 1: Excel files

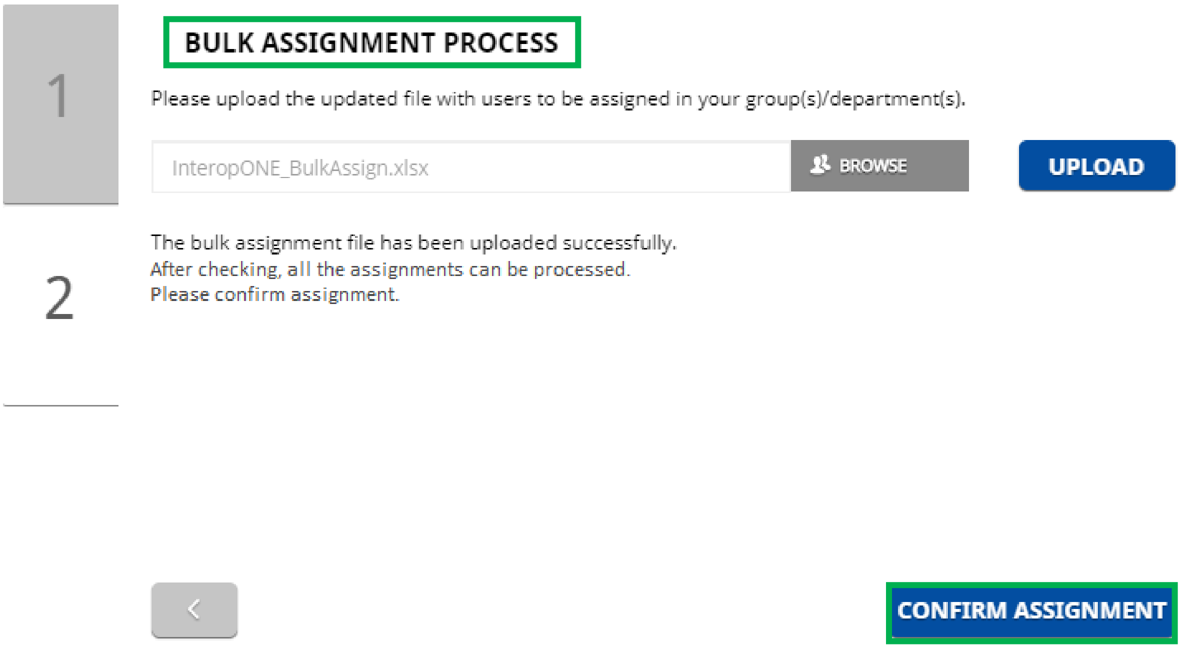
2. Select your file, then click the **Upload** button.



My Company > Dashboard > Bulk assign > Step 2: Upload the file

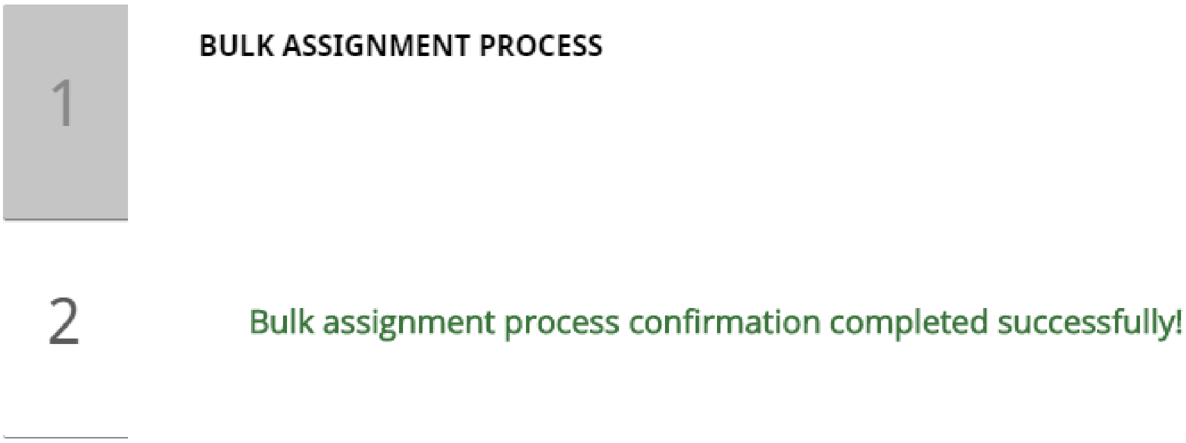
If the file format is good, you will see a message: "The bulk assignment file has been uploaded successfully. After checking, all the assignments can be processed. Please confirm assignment" (if the file is correct, with 0 errors).

Click the **Confirm Assignment** button.



My Company > Dashboard > Bulk assign > Step 2: Confirm users' assignment

A pop-up window will appear to confirm the assignment.



My Company > Dashboard > Bulk assign > Users assignment confirmed

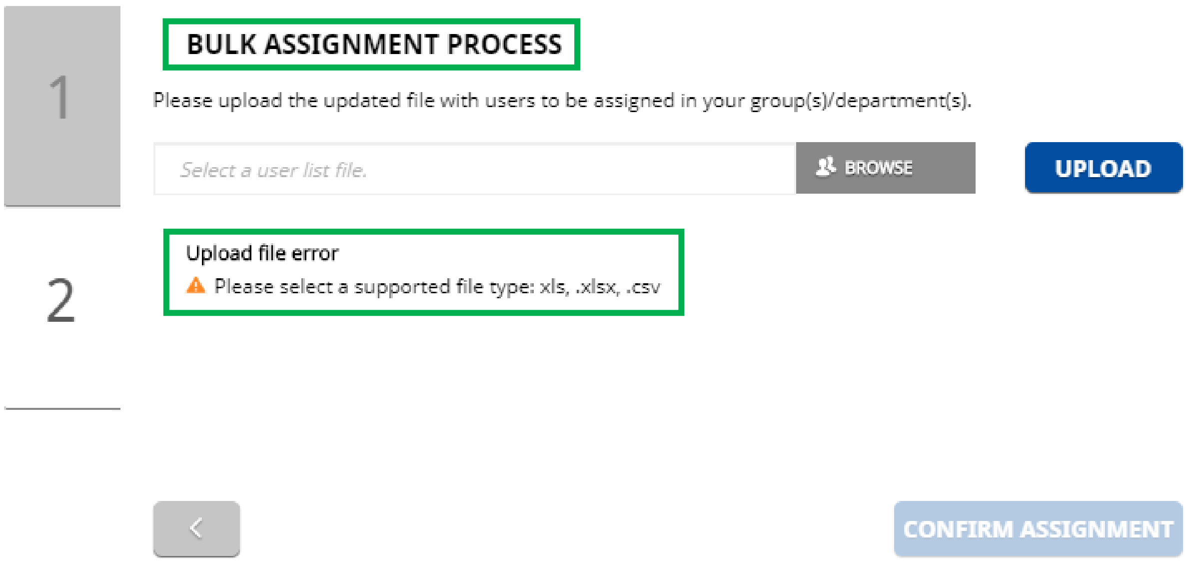
Error cases:

You can see if there are errors in the Excel file and the type of error, so that you can correct them easily and upload a new file.

The errors are categorized by three types:

1. Uploaded file error

When you upload a pdf/word or another file type not supported by the system: "Uploaded file error: Please select a supported file type: xls, xlsx, and csv."



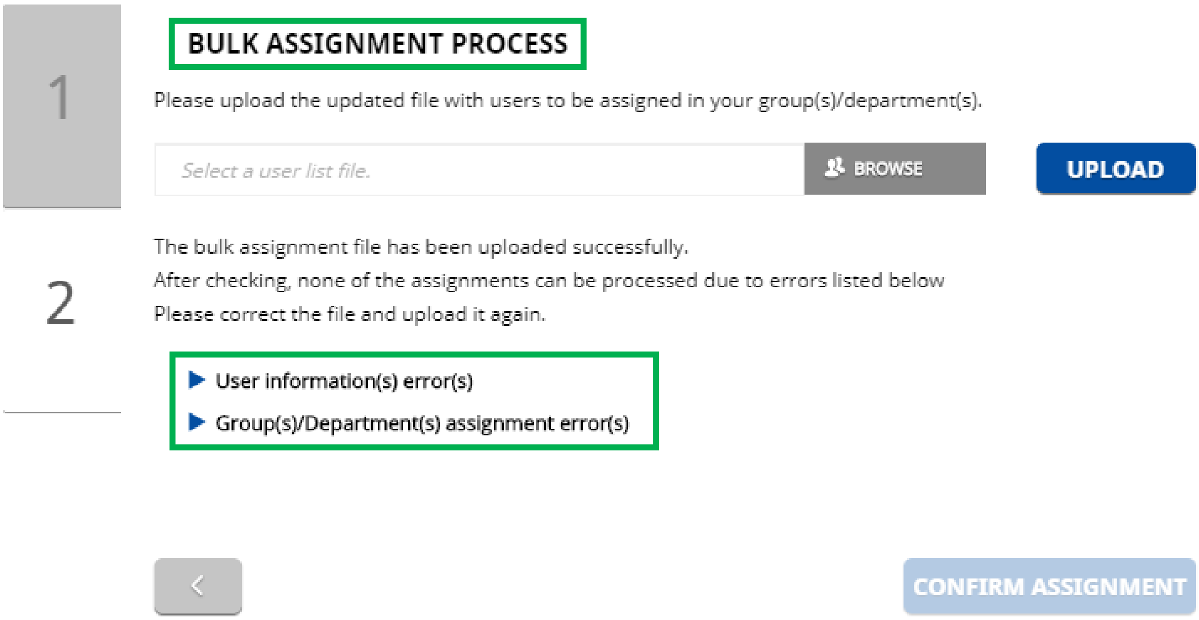
My Company > Dashboard > Bulk assign > Upload file error

2. User information error

   - The phone number/user ID is wrong: The order of the numbers is incorrect.
   - Not existing phone number/user ID: When you add a user that does not exist in the organization or belongs to another department/sub-department.
   - The phone number/user ID is already used.
   - Not supported symbol: Only **x** is supported in the cells to confirm users' assignment to a group/department.

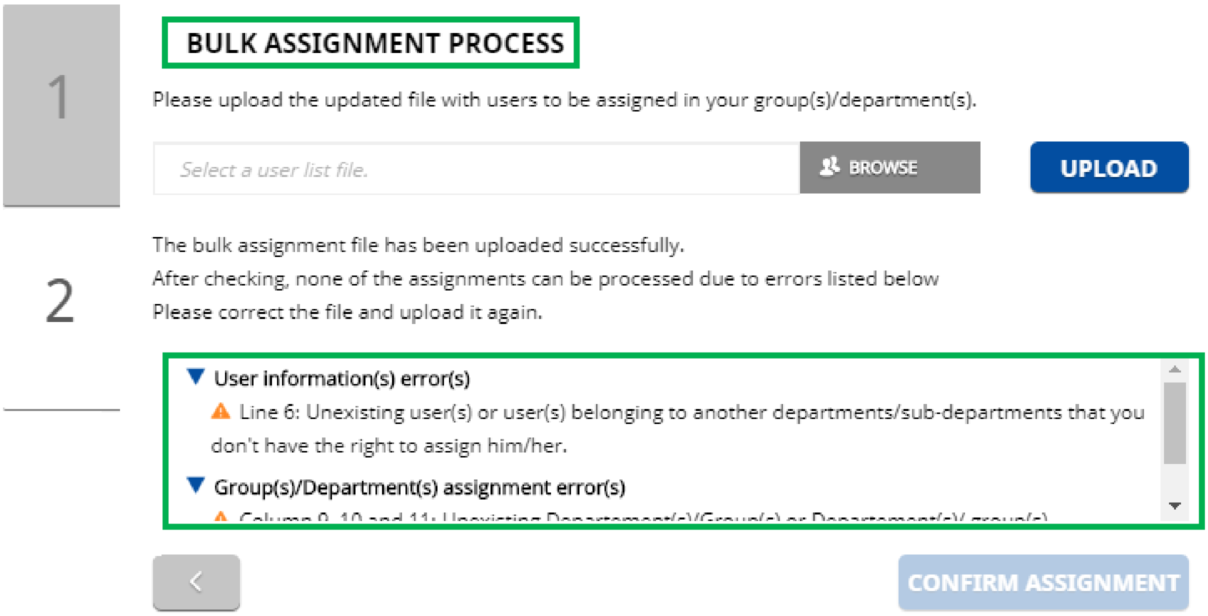
3. Group/department assignment error

   - Not existing department, sub-department, or group: When you add a new column not existing in the file or you change columns wording or even when you do not have access to assign users in some departments/sub-departments.



My Company > Dashboard > Bulk assign > Collapsed user information error and group/department error

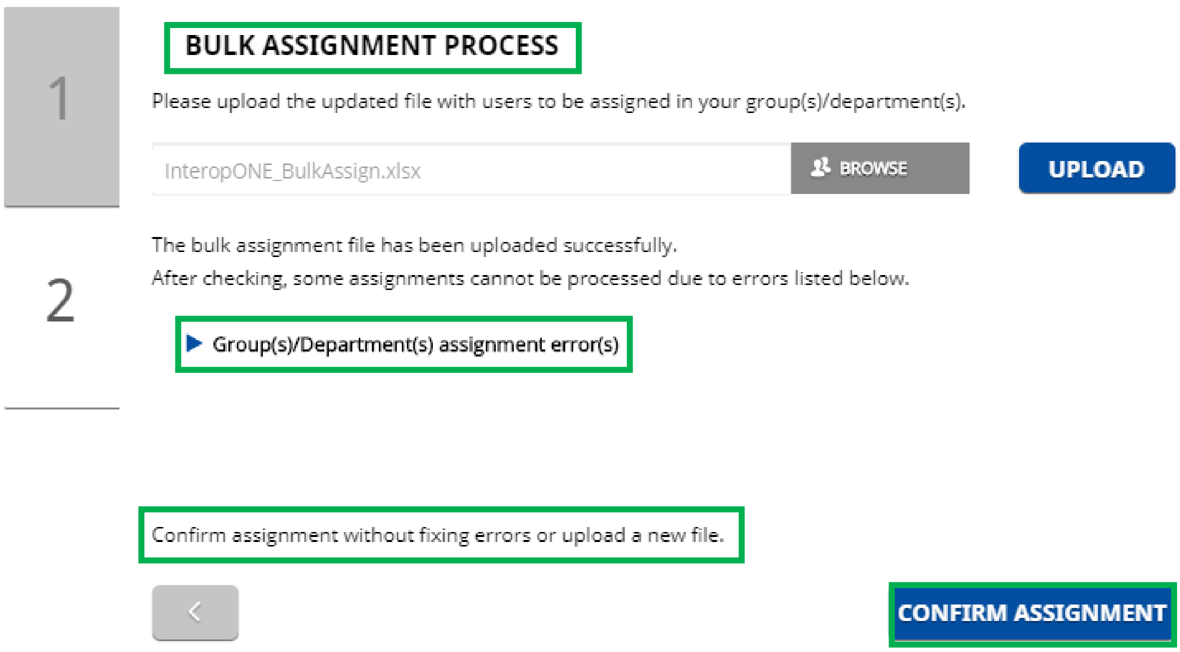
The categories can be expanded. If there is a large list of errors, a scroll bar will be displayed at the right of screen.



My Company > Dashboard > Bulk assign > Expanded user information error and group/department error

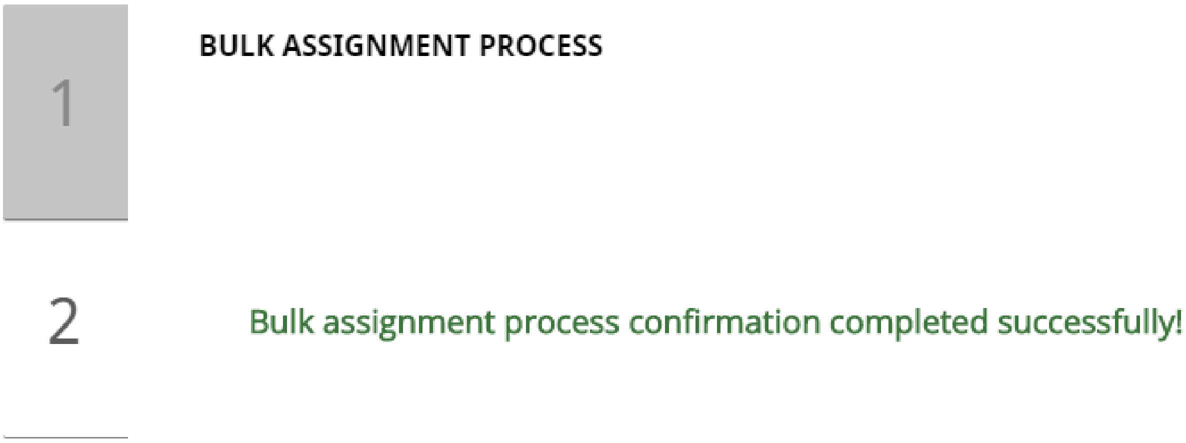
If there is a group/department assignment error, you can still confirm assignment without fixing errors or upload a new file.

Click the **Confirm Assignment** button.



My Company > Dashboard > Bulk assign > Confirm assignment without fixing errors

A pop-up window will appear to confirm the assignment.

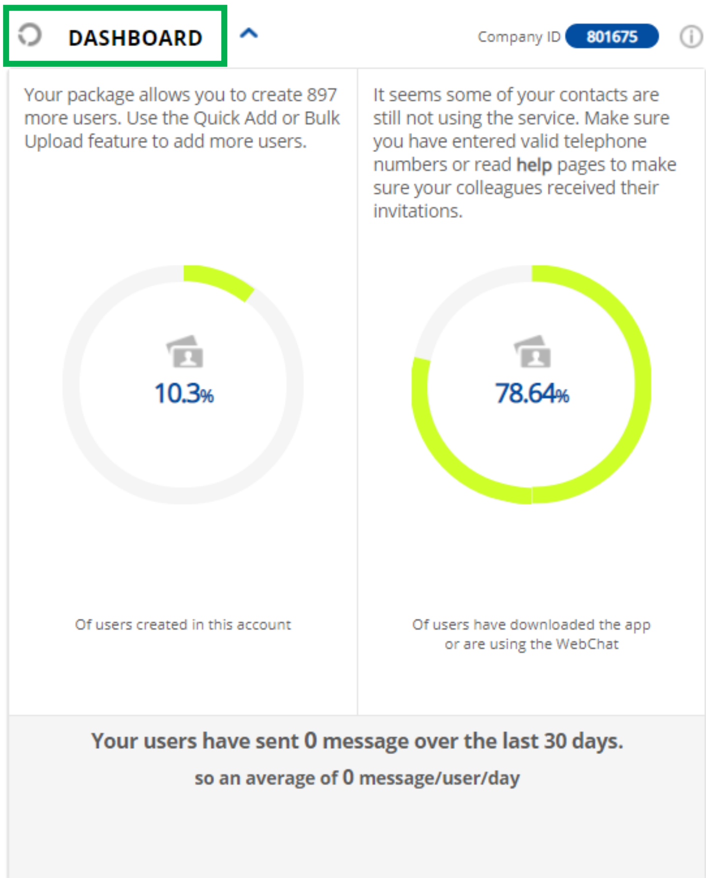


My Company > Dashboard > Bulk assign > Users assignment confirmed

2.2.5 Dashboard Statistics for the Main Admin

As a main admin, you will see the following statistics:

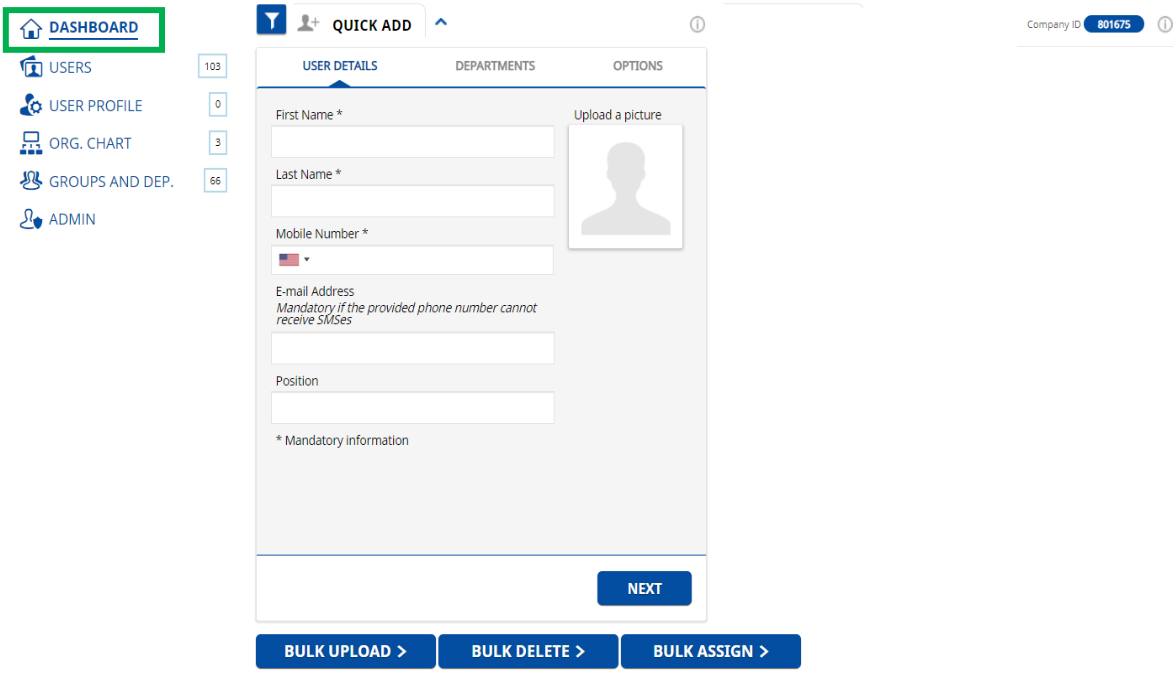
- The number of users you can create according to your subscription
- The number of users created in this account
- How many users have downloaded the application or are using WebChat
- The number of sent messages



My Company > Dashboard > Dashboard statistics

2.2.5.1 Dashboard Statistics for the Department Admin

Department level statistics are not supported. Therefore, if you are a department admin, the Dashboard statistics will not be displayed.



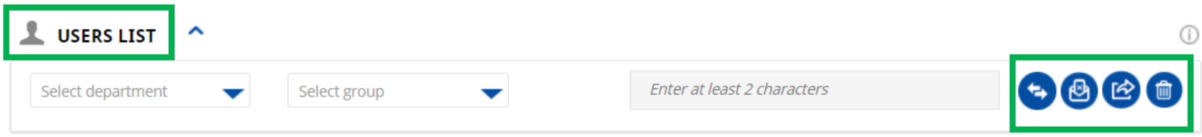
My Company > Dashboard > Dashboard statistics are not displayed on the right

2.3 Users

2.3.1 Users List

In this section, you have the following options:

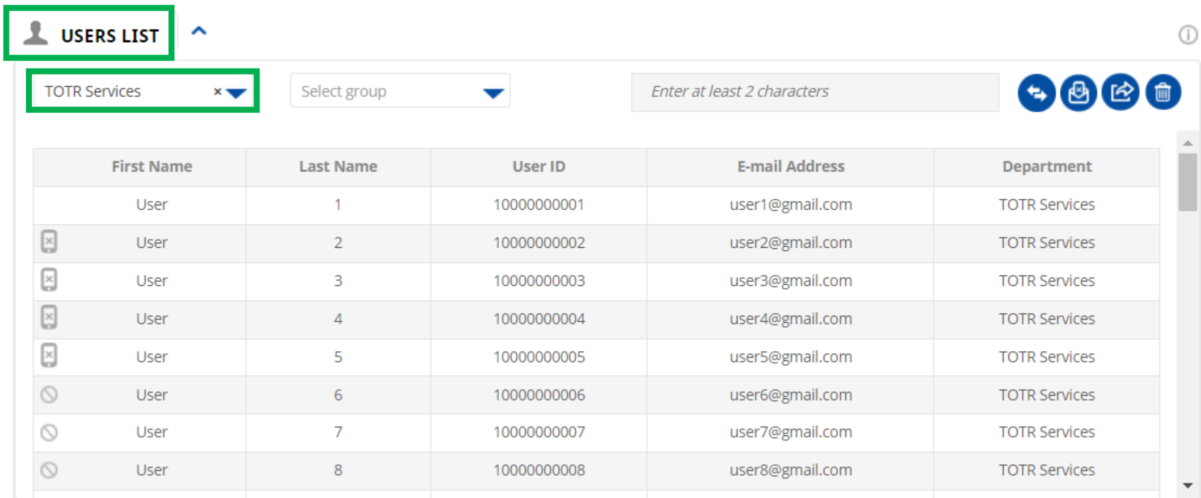
- Select a department/group to see which users belong to it
- Search for a user
- Reverse first name and last name
- Resend user invitations
- Export users list
- Delete one or more users



My Company > Users > Users list

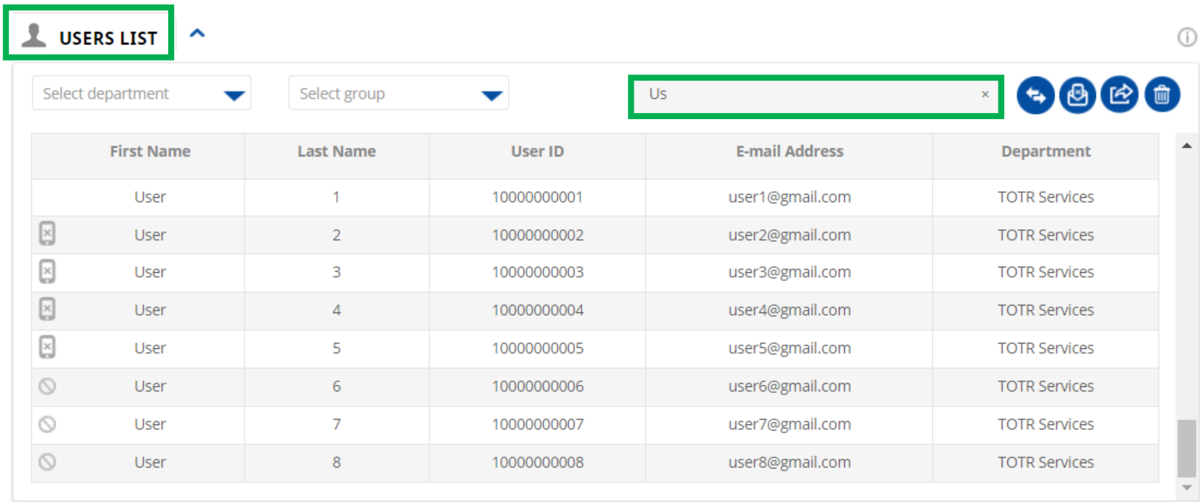
You can search for users by department or group to avoid long lists. Enter at least two characters and then select the appropriate department/group. You have the possibility to scroll down to see more departments/groups (infinite scroll).

After the users are displayed in the corresponding department/group, you have the possibility to scroll down to see more (infinite scroll).



My Company > Users > List of users after searching by department

Alternatively, you can use the Search bar to look for users. Enter at least two characters and press the **Enter** key on your keyboard to search for a user. If you only enter one character, a red error message appears instructing you to "Enter at least two characters when searching".

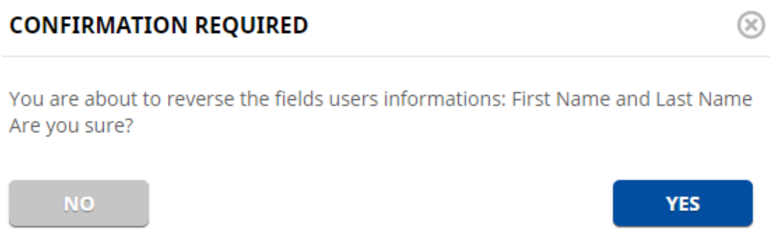


My Company > Users > List of users after searching in the designated field

Reversing First Name and Last Name

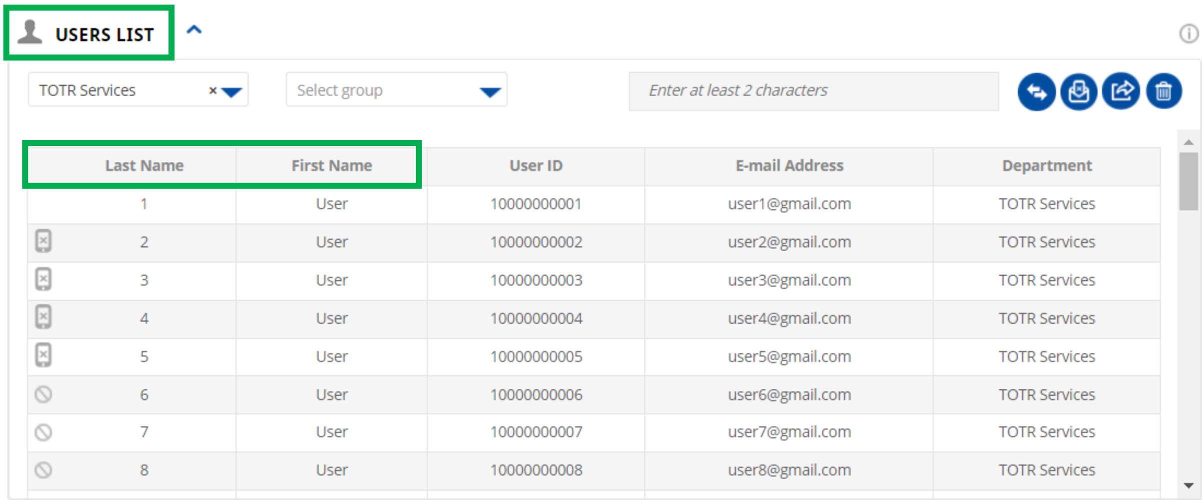
Any admin (organization or department) can now order the Users list by first name or last name. It was previously ordered by first name only. This operation can be reproduced any time and it will be applied to your session; it will not impact other admins' sessions. When you reverse the two columns, then you log out and log in again, you will have the last configuration chosen.

A confirmation pop-up will appear. After confirming the action, the reverse will be complete. The reverse action will not take place if you click the **No** button.



My Company > Users > Users list > Reverse first name and last name > Confirmation request

By default, in the application, the order is first name and last name, but after you clicked the **Reverse** button, the order is last name and first name.



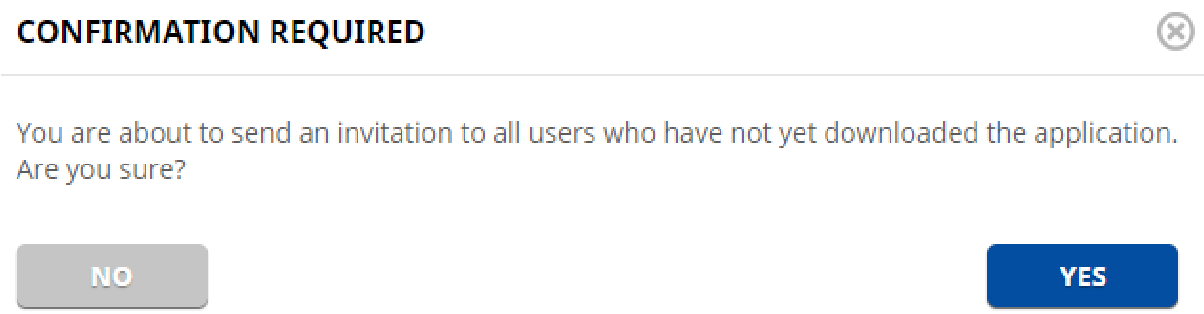
My Company > Users > Users list > First name and last name reversed

Resending User Invitations

At user account creation, an SMS and/or Email will be sent to the new user inviting them to download and authenticate in the application. Each invitation type sending (SMS and Email) is configured by you.

Use case 1: Account Settings, Help Page, and Logging Out > Company Settings > User Invitations: If the **Email Invitation Status** and the **SMS Invitation Status** are set to Automatic, click this button if you want to send an invitation to all users who have not yet downloaded the application.

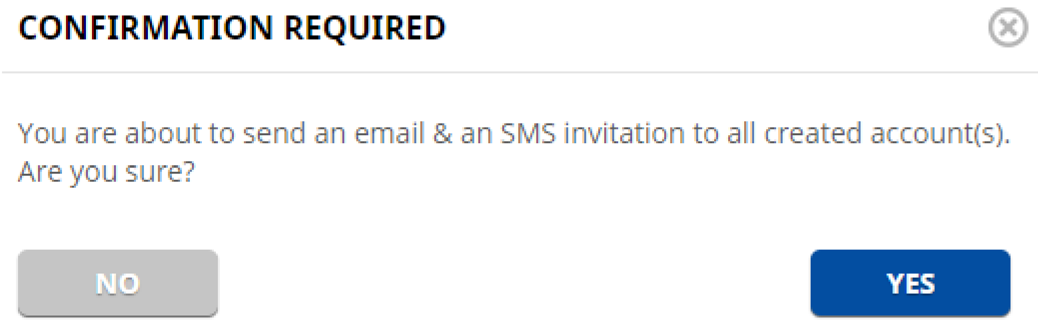
A confirmation pop-up will appear. After confirming the action, the sending will be complete. The send action will not take place if you click the **No** button.



My Company > Users > Users list > Resend user invitations (Automatic) > Confirmation request

Use case 2: Account Settings, Help Page, and Logging Out > Company Settings > User Invitations: If the **Email Invitation Status** and the **SMS Invitation Status** are set to On demand, click this button if you want to send an email and an SMS to all created accounts.

A confirmation pop-up will appear. After confirming the action, the sending will be complete. The send action will not take place if you click the **No** button.

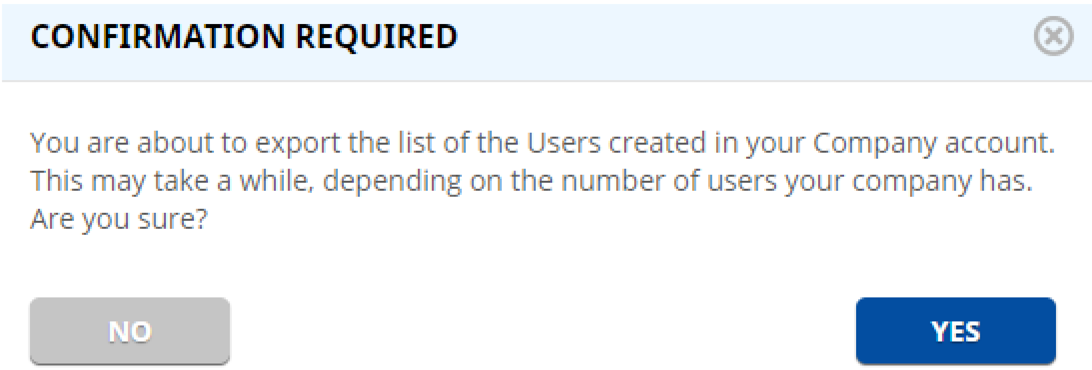


My Company > Users > Users list > Resend user invitations (On demand) > Confirmation request

Exporting Users List

You can export users list by clicking the **Export** button presented below.

A confirmation pop-up will appear. After confirming the action, the export will be complete. The export action will not take place if you click the **No** button.

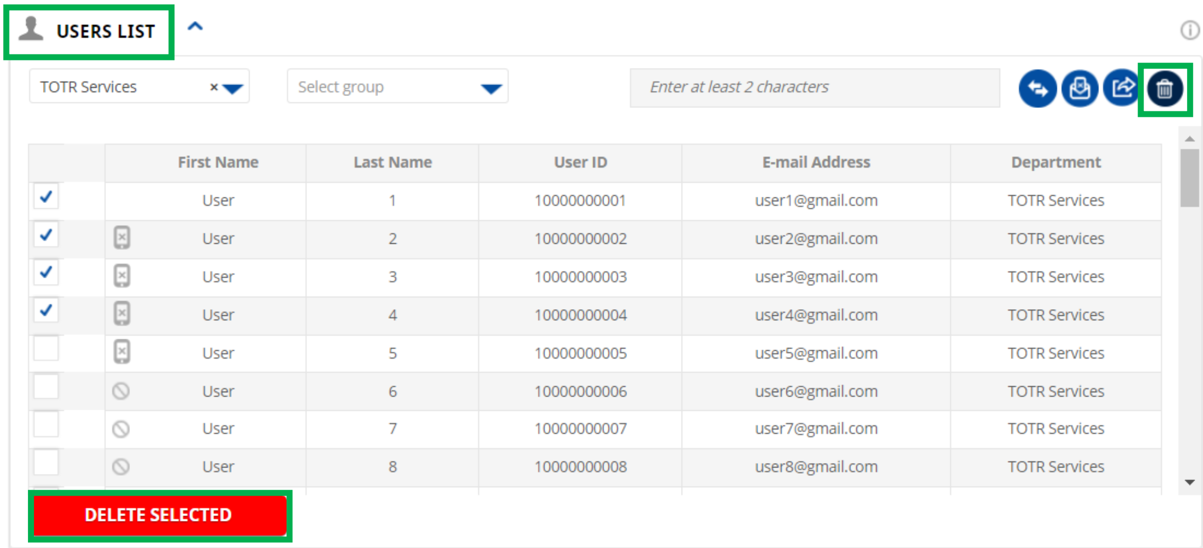


My Company > Users > Users list > Export users list > Confirmation request

The Excel file that is downloaded contains information like: User’s Name, Mobile Number and Email Address, Job Position and Main Department, Device OS, First and Last Authentication Date, App still Installed on Device (Yes/No), Options activated for that user.

Deleting Users

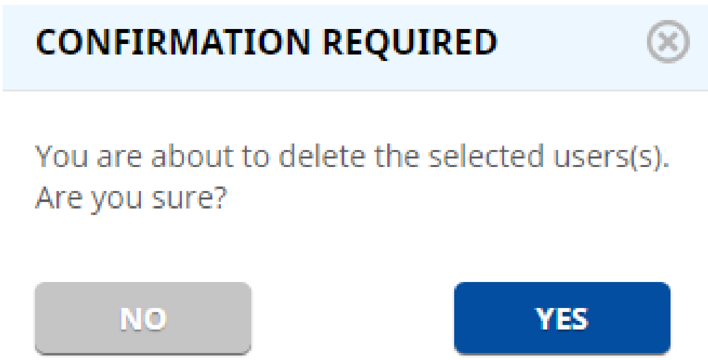
Users can be bulk deleted or individually using the **Trash** button. Choose if you want to delete one or more users.



My Company > Users > Users list > Delete users

Click the **Delete Selection** button.

A confirmation pop-up will appear. After confirming the action, the deletion will be complete. The delete action will not take place if you click the **No** button.



My Company > Users > Users list > Delete users > Confirmation request

Note: When a user tries to login with a wrong password, their WebChat account will be blocked after the fifth attempt. To unblock a user, you must click the **Unblock** button which will be displayed in **User Details**. A pop-up window will require the confirmation of this action.

2.3.2 Adding a User

*For more information about this feature, go to the **Quick Add** section in the guide (My Company > Dashboard).*

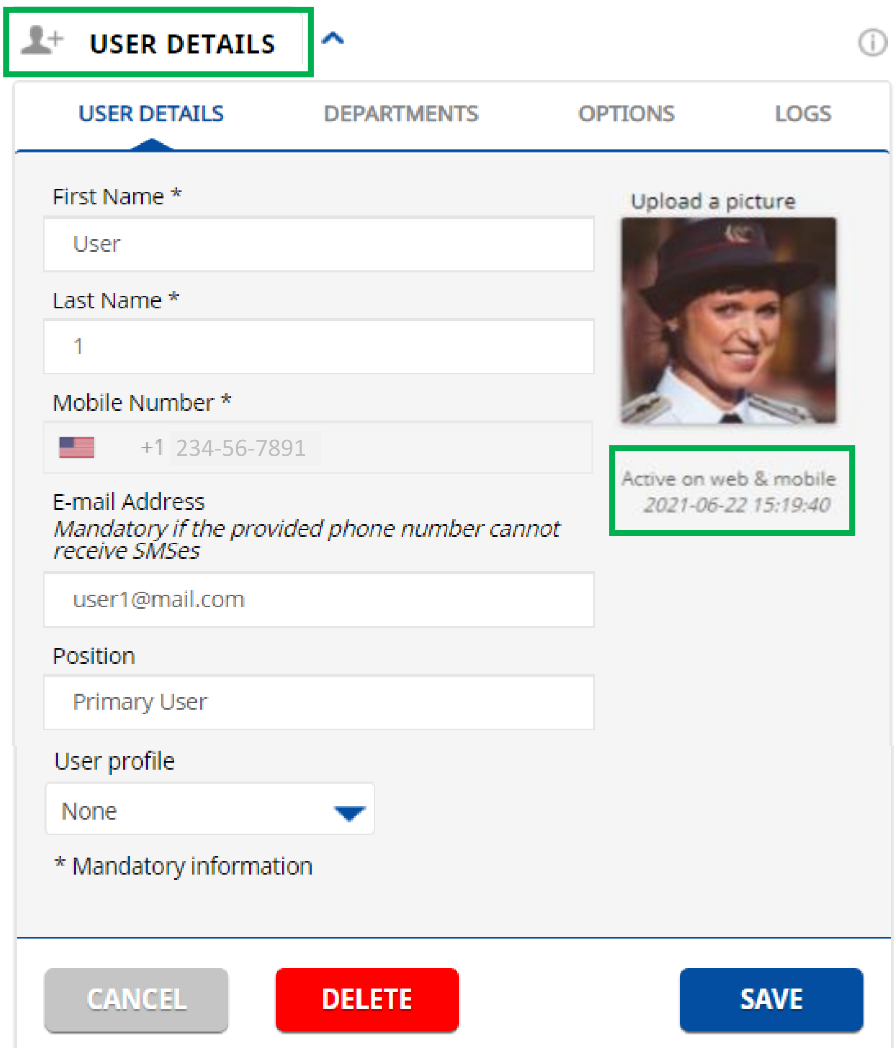
2.3.3 User Details

2.3.3.1 User Account Activation Status

As a main or delegate admin, you can check the activation status of each user and send/resend an invitation to those users to join one or both versions (WebChat and Mobile).

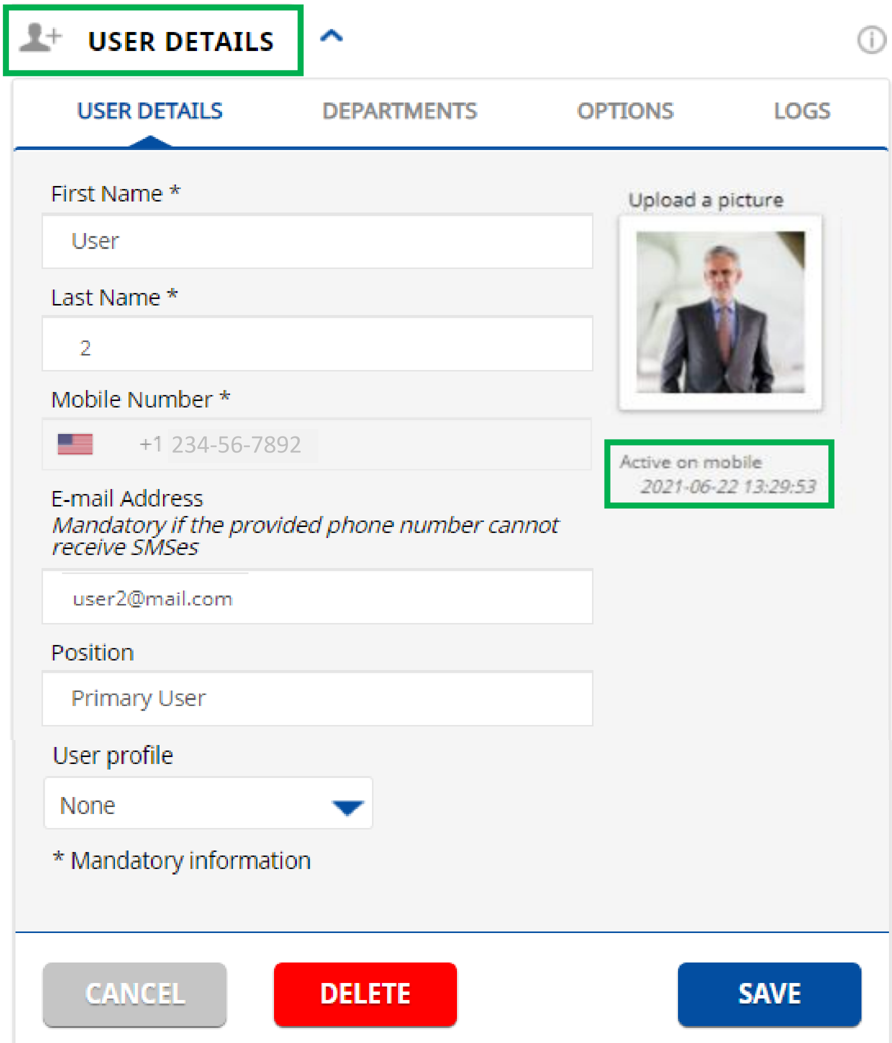
Important: The mandatory Position field is used to identify the type of InteropONE user. Use Primary User to indicate a Primary User, and Standard User to indicate a Standard User. Proper capitalization is required for the system to recognize the entry.

Use case 1: The user is authenticated on WebChat and Mobile: there is no need to send them the invitation (the link for sending the invitation is not displayed).



My Company > Users > User details > The user is authenticated on WebChat and Mobile

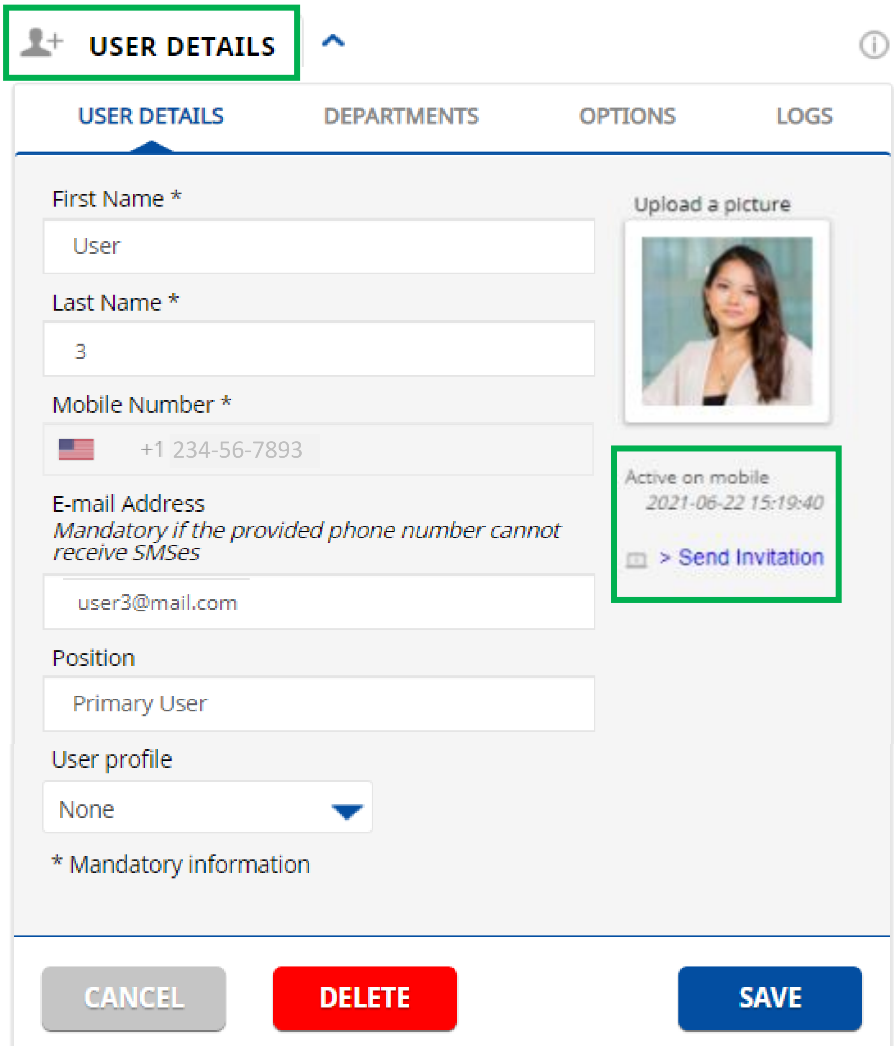
Use case 2: The user is only authenticated on Mobile, and their organization account is only Active on Mobile (the link for sending the invitation and the icon representing a crossed laptop are not displayed).



My Company > Users > User details > The user is authenticated on Mobile (the account is only Active on Mobile)

Use case 3: The user is only authenticated on Mobile, and their organization account is Active on WebChat and Mobile (the link for sending the invitation and the icon representing a crossed laptop are displayed).

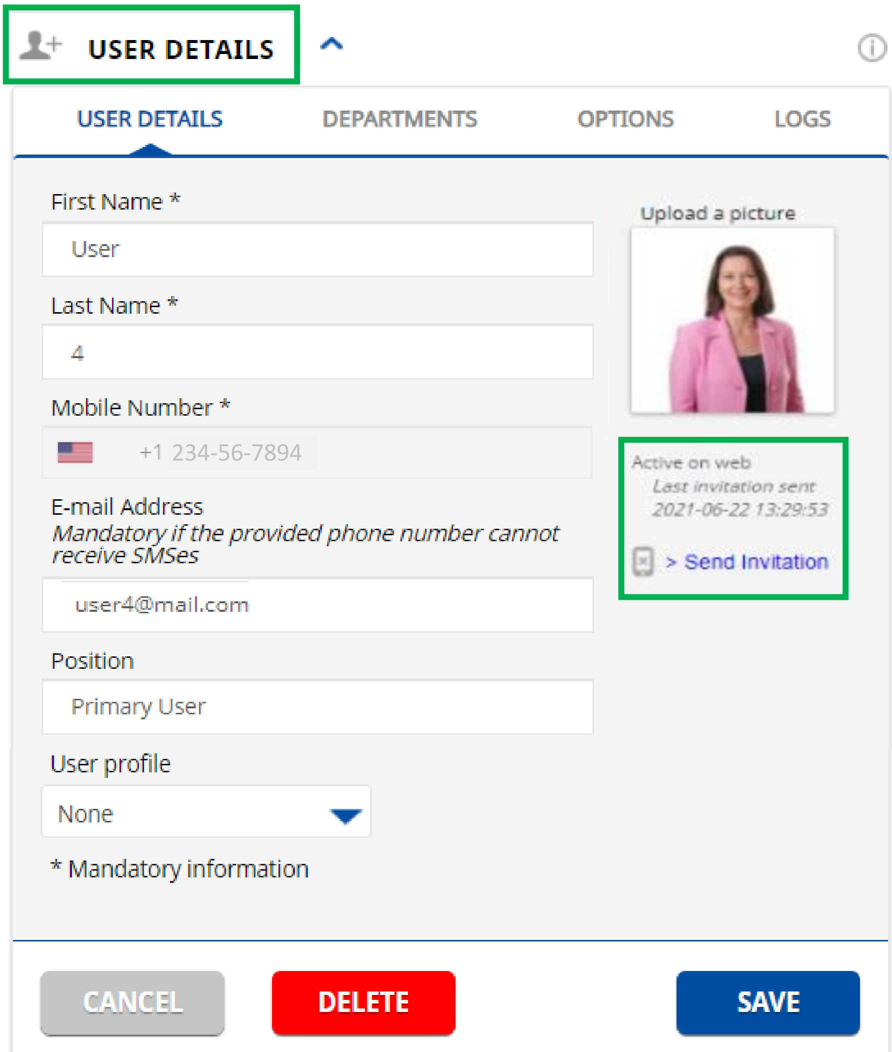
When you click the **Send Invitation** link, only the WebChat invitation info will be sent by SMS and/or email (depending on the invitation configuration done on Company Admin).



My Company > Users > User details > The user is authenticated on Mobile (the account is Active on WebChat and Mobile)

Use case 4: The user is only authenticated on WebChat (the link for sending the invitation and the icon representing a crossed phone are displayed).

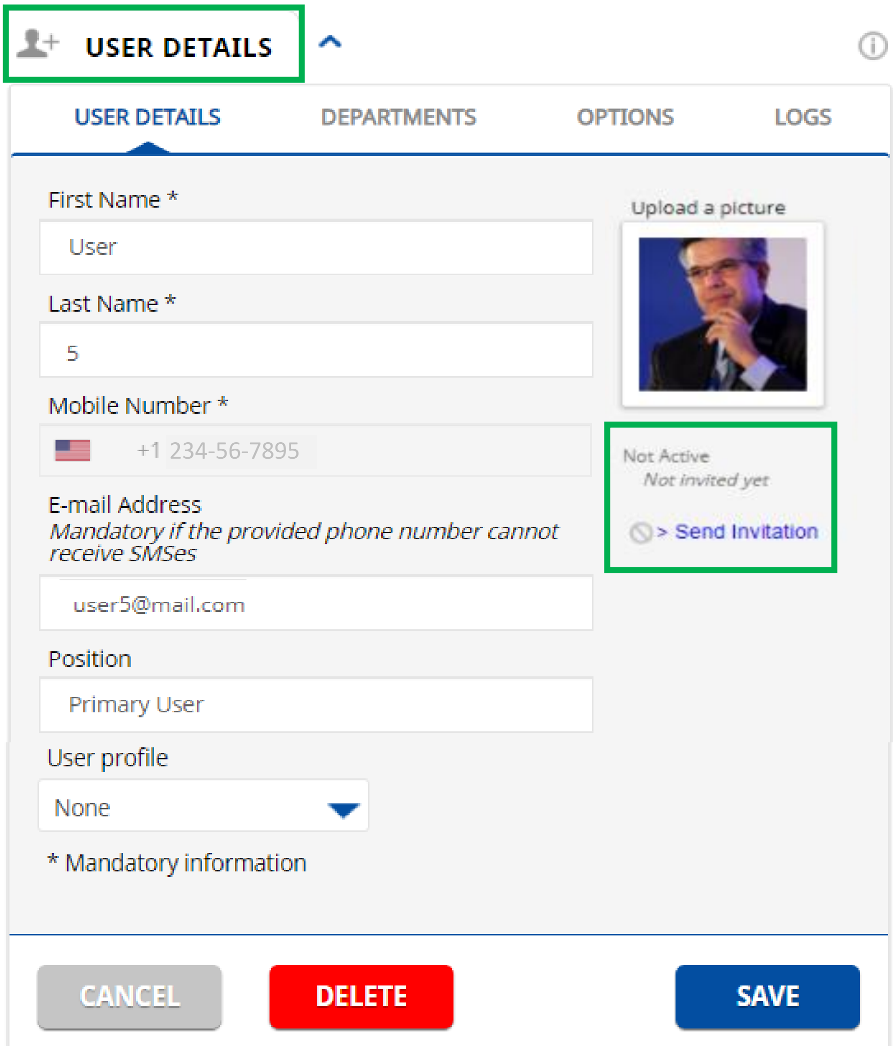
When you click the **Send Invitation** link, only the Mobile invitation info will be sent by SMS and/or email (depending on the invitation configuration done on Company Admin).



My Company > Users > User details > The user is authenticated on WebChat

Use case 5: The user is not authenticated on WebChat and Mobile (the link for sending the invitation and the icon representing a crossed circle are displayed).

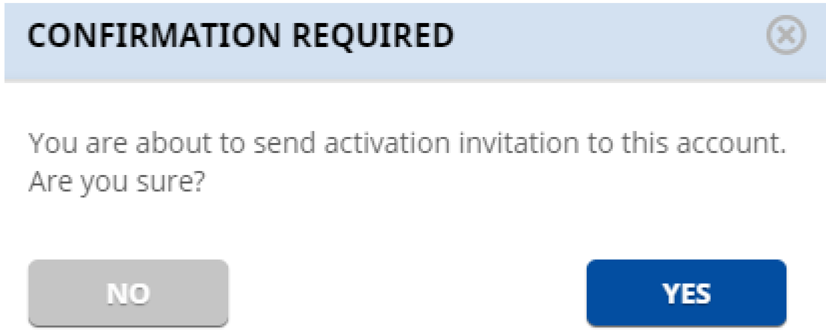
When you click the **Send Invitation** link, the WebChat and Mobile invitations info will be sent by SMS and/or email (depending on the invitation configuration done on Company Admin).



My Company > Users > User details > The user is not authenticated on WebChat and Mobile

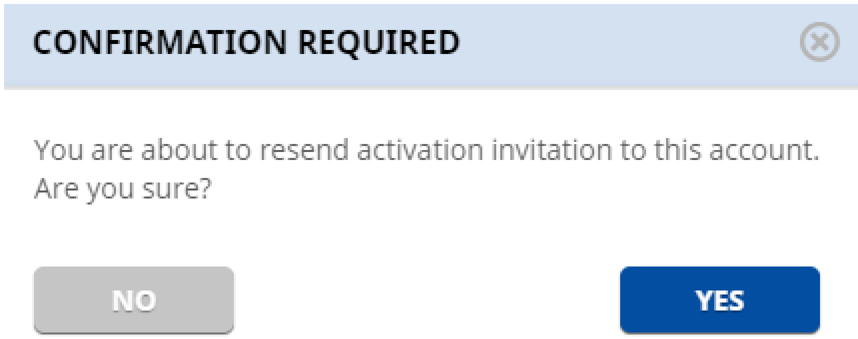
When you click the **Send Invitation** link, a confirmation pop-up will appear.

- If the user has not yet been invited:



My Company > Users > User details > Confirmation pop-up for sending the invitation

- If the user has been invited before:



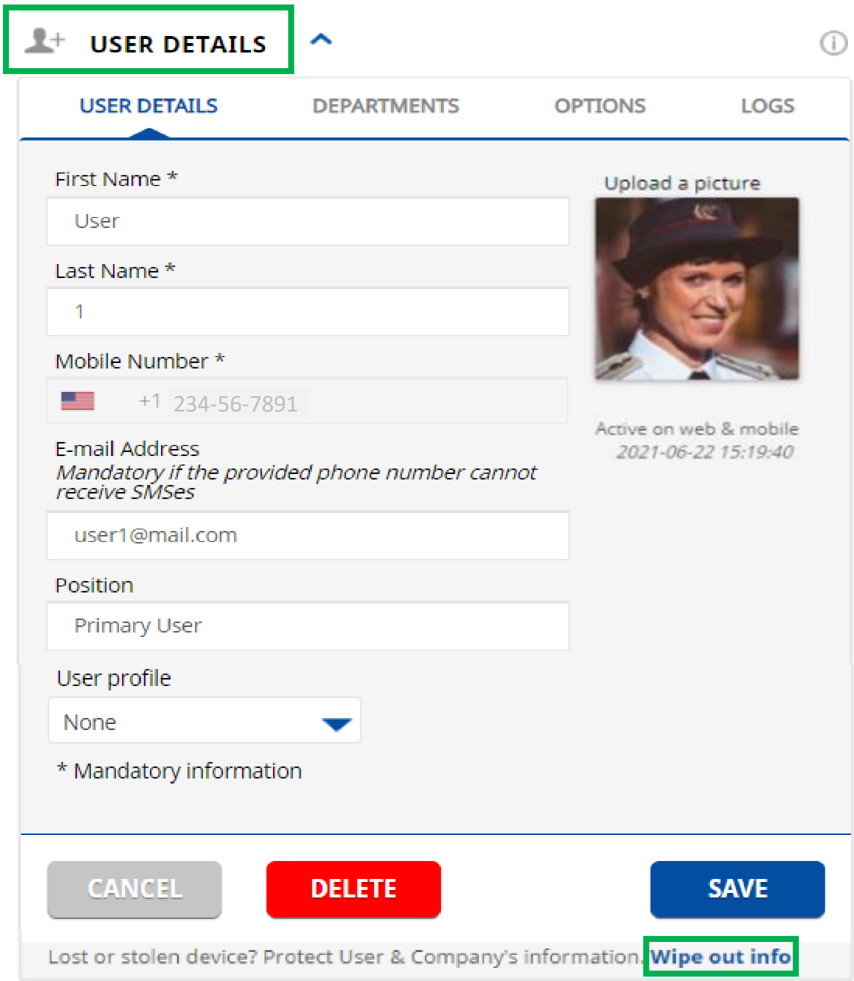
My Company > Users > User details > Confirmation pop-up for resending the invitation

2.3.3.2 Data Wipe Out

The theft or loss of the device may cause unauthorized use of your user's account and access to your user and company's information. To protect this information, you can wipe out all the information from the mobile application installed on the user's mobile phone.

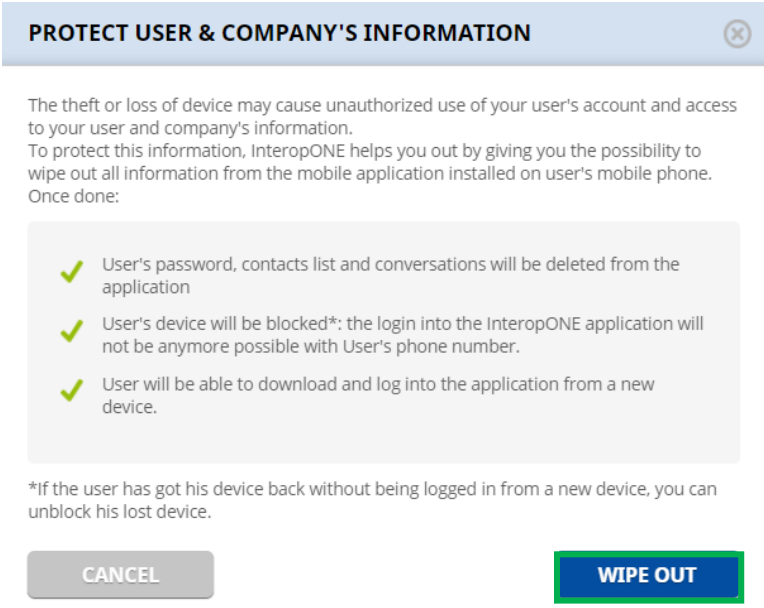
When you edit an already created user, click the **Wipe Out Info** button.

Note 1: The **Wipe Out Info** button is displayed only if applicable (the user has initialized the application on the mobile phone).



My Company > Users > Data wipe out

A pop-up window will appear to inform you about the consequences of this action. Click **Wipe Out**.

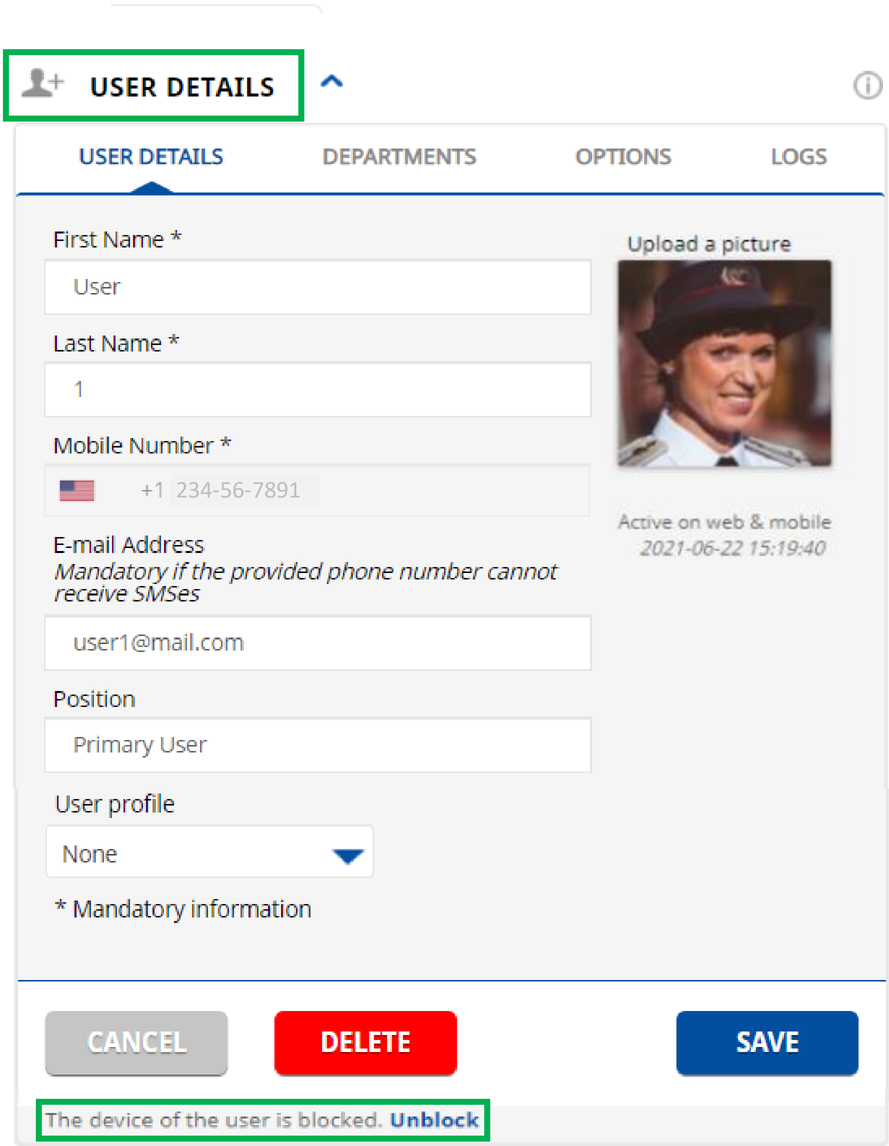


My Company > Users > Confirm data wipe out

Once **Wipe Out** is clicked:

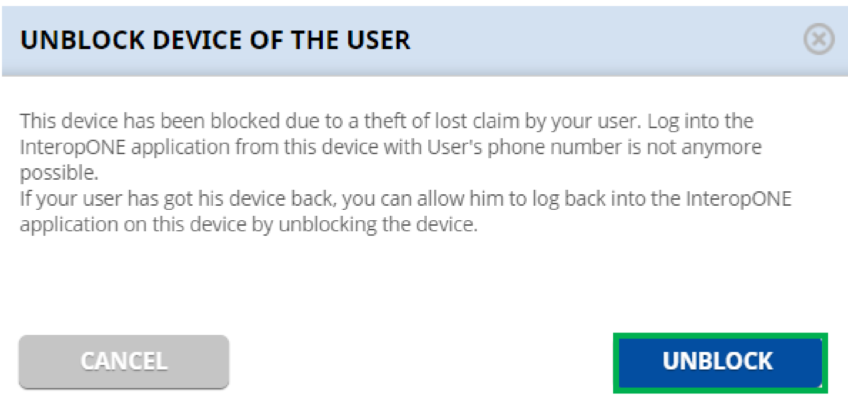
- The user's password, contacts list, and conversations will be deleted from the application.
- The user's device will be blocked, and they will not be able to login into the application with that specific phone number.
- The user will be able to download and log into the application from a new device.

Note 2: If the user gets their device back without being logged in from a new device, you can unblock their lost device.



My Company > Users > The device is blocked

Click the **Unblock** button to allow the user to log into the application.



My Company > Users > Unblock the device

2.3.4 Bulk Upload

*For more information about this feature, go to the **Bulk Upload** section in the guide (My Company > Dashboard).*

2.3.5 Bulk Delete

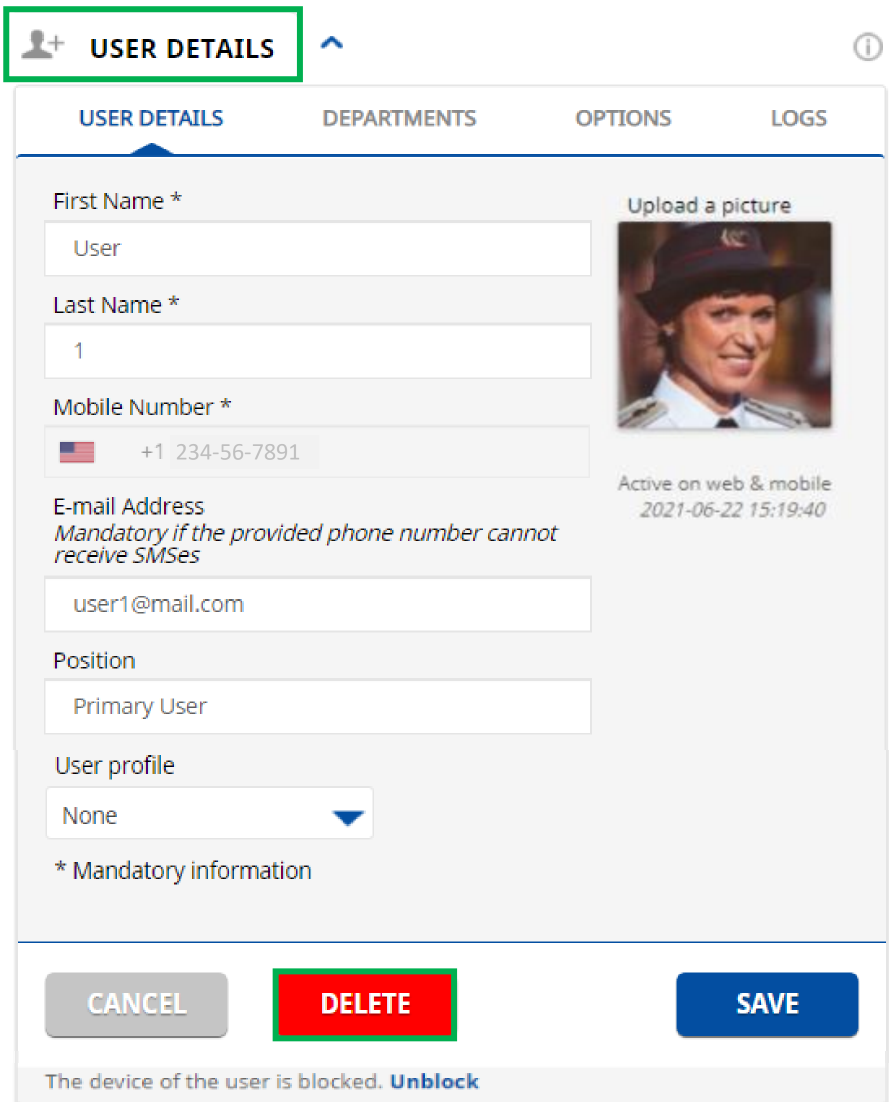
*For more information about this feature, go to the **Bulk Delete** section in the guide (My Company > Dashboard).*

2.3.6 Bulk Assign

*For more information about this feature, go to the **Bulk Assign** section in the guide (My Company > Dashboard).*

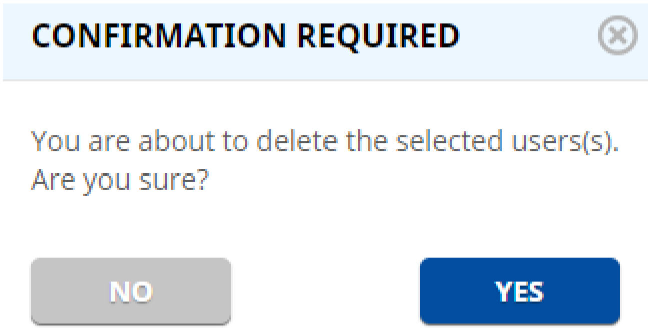
2.3.7 Deleting Users

You can delete a user by clicking their name in the users list. Then click the **Delete** button.



My Company > Users > Delete user

A confirmation pop-up will appear. After confirming the action, the deletion will be complete. The delete action will not take place if you click the **No** button.



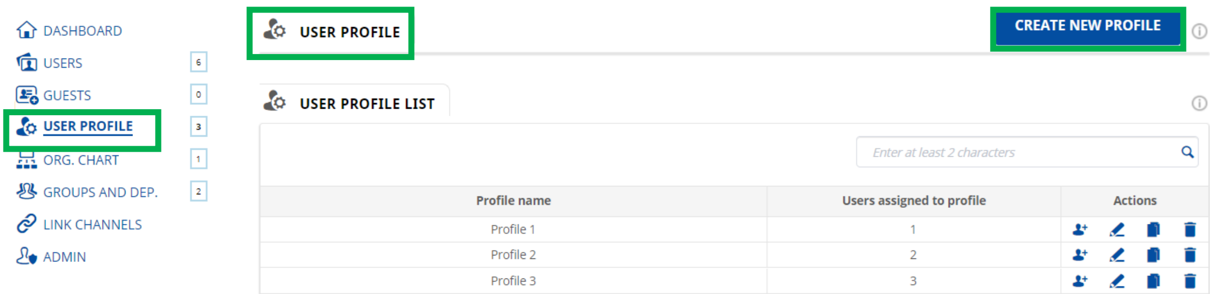
My Company > Users > Delete user > Confirmation request

2.4 User Profile

Helps you to create customized user profiles. It enables you to configure multiple options and settings at the same time, then assign thousands of users to each profile, allowing them to begin using their apps with the appropriate parameters as soon as possible. At any given time, a user can only be assigned to a single user profile.

2.4.1 Adding a User Profile

To add a new user profile, click the **Create New Profile** button in the upper right corner. Name the profile you created. Enable and customize the options available in each section. The Company Admin can create or edit any user profile. A Department Admin cannot edit profiles created by the Company Admin.

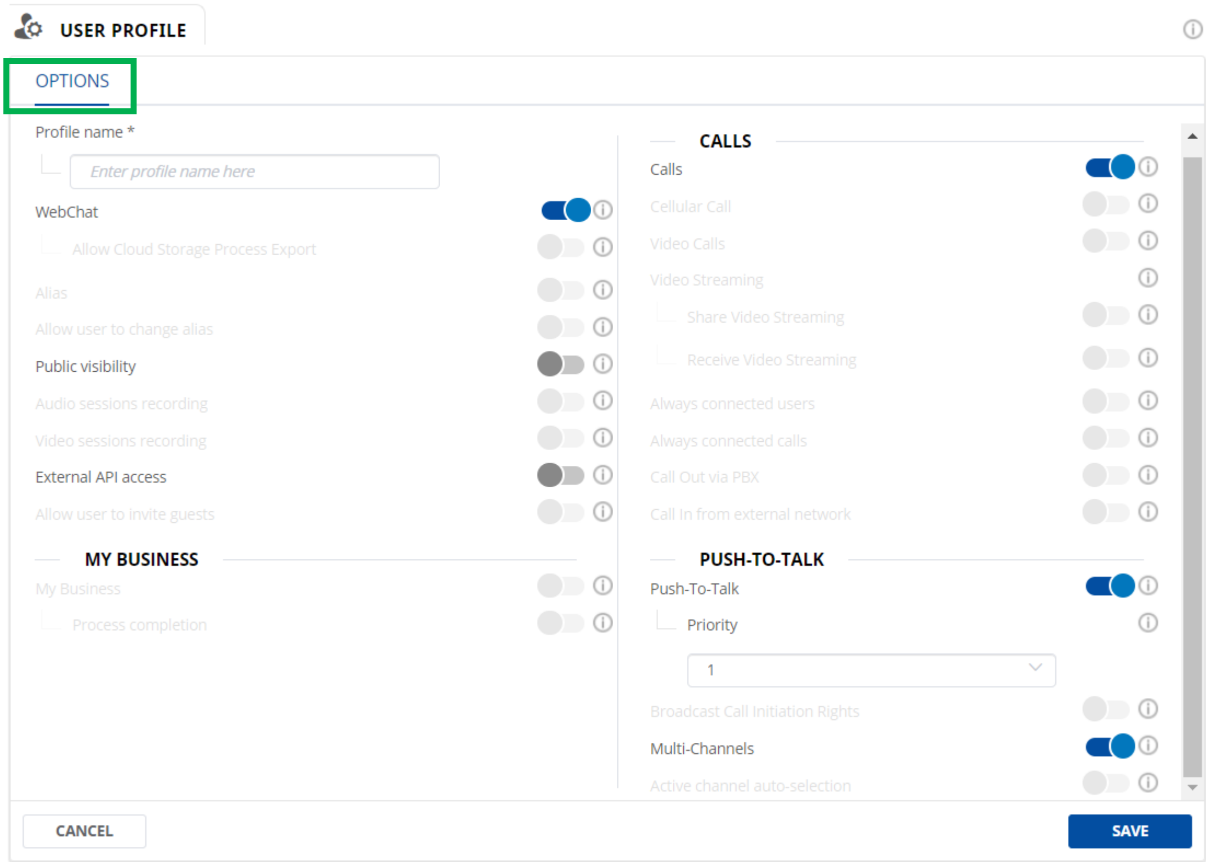


My Company > User Profile > Creating a new user profile

Click **Save** to add the new user profile to the **User Profile List**.

You will be able to customize the following sections for each user profile:

- **Options:**
  - Profile Name: Enter a name for the new user profile you create.
  - WebChat: Enable to allow users to connect to the WebChat interface.
  - Audio Sessions Recording: Enable to record the user's voice call sessions.
  - Calls: Enable to allow users to make and receive calls.
  - Push-To-Talk: Enable to allow users to make and receive Push-To-Talk calls.
    - Priority: Define a Priority level for the users assigned to the user profile.
  - Multi-Channels: Enable to allow users to connect to multiple channels at the same time.

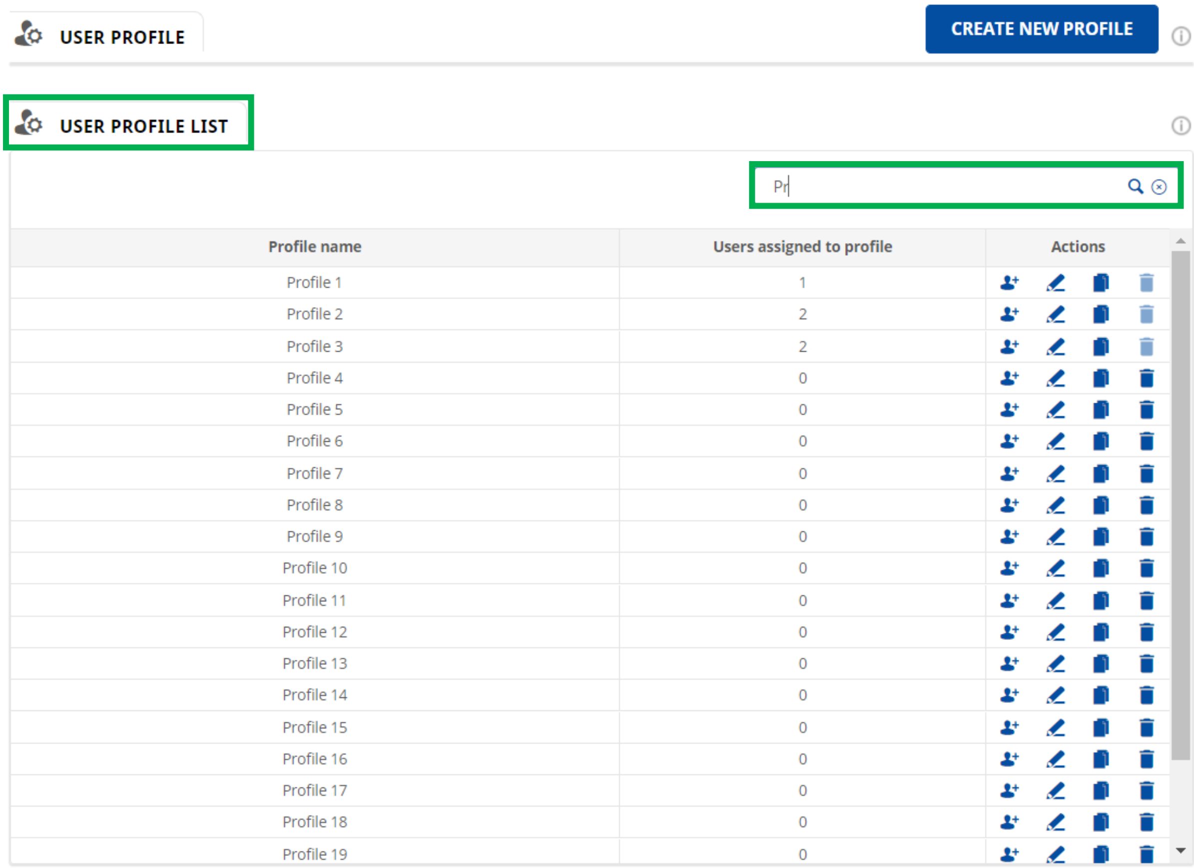


My Company > User Profile > Creating a new user profile > Options tab

2.4.2 Managing User Profiles

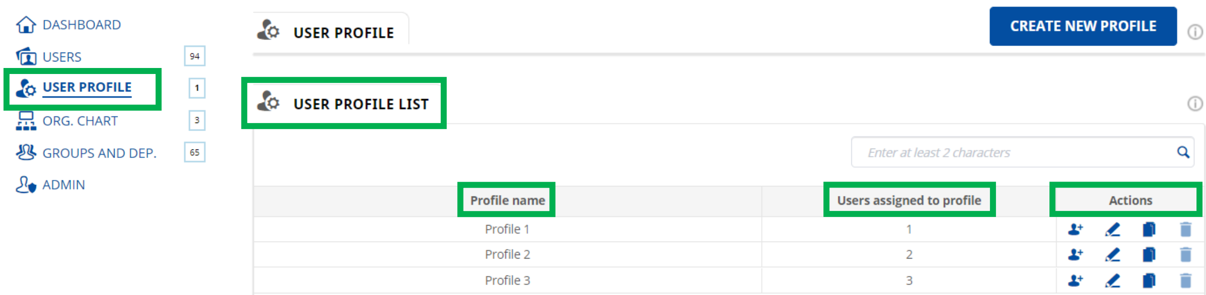
You can view and manage User Profiles in the **User Profile List** section. Using the Search bar, you can look for specific user profiles.

Enter at least two characters and press the **Enter** key on your keyboard to search for a user profile. If you only enter one character, a red error message appears instructing you to "Enter at least two characters when searching". After the user profiles are displayed, you have the possibility to scroll down to see more (infinite scroll).



My Company > User Profile > User Profile List > List of user profiles after searching

The user profiles are displayed in the order in which they were created. The name, the number of users assigned to a profile, and the actions available for a user profile are displayed in the list: Assign Users, Edit, Duplicate Profile, and Delete.

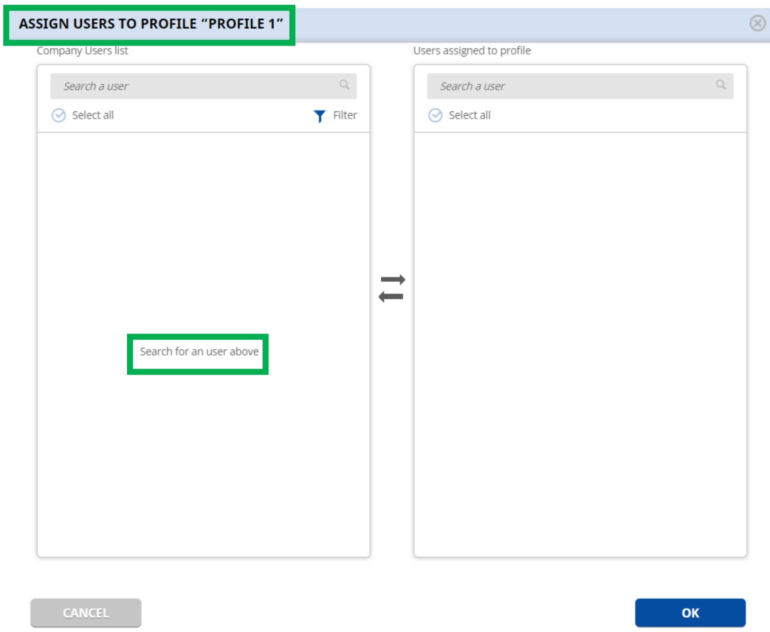


My Company > User Profile > User Profile List, with details about the name of the user profile, number of assigned users and available actions

2.4.2.1 Assigning Users to a User Profile

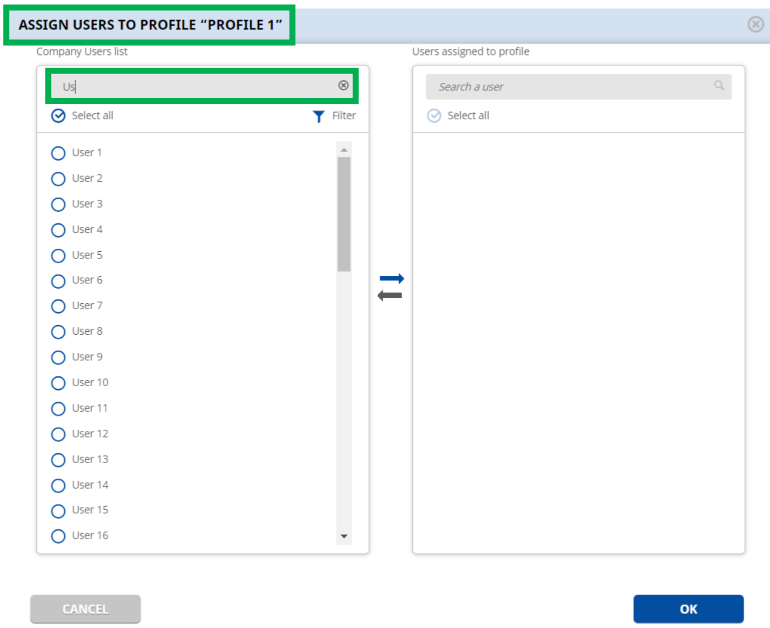
To assign existing users to a user profile, click the **Assign User** button, the first from the left in the Actions column. The newly assigned users will have the same options as those who have previously been added to the user profile.

Instead of a list displaying all users, an empty list with the message "Search for a user " will appear on the left in the Company Users list.



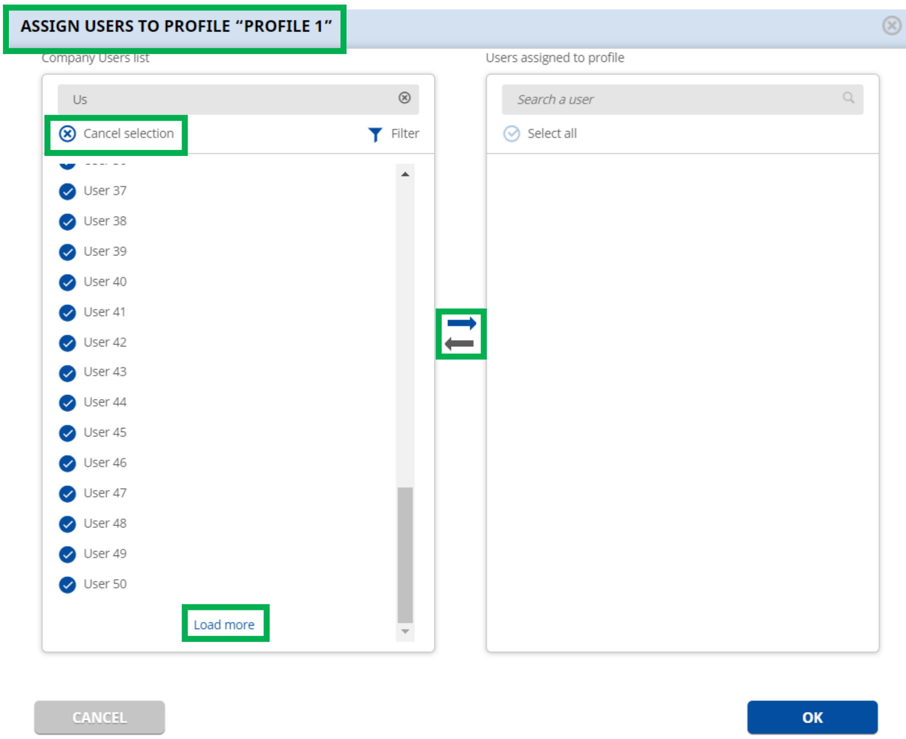
My Company > User Profile > User Profile List > Empty list of users

Enter at least two characters and press the **Enter** key on your keyboard to search for a user. If you only enter one character, a red error message appears instructing you to "Enter at least two characters when searching".



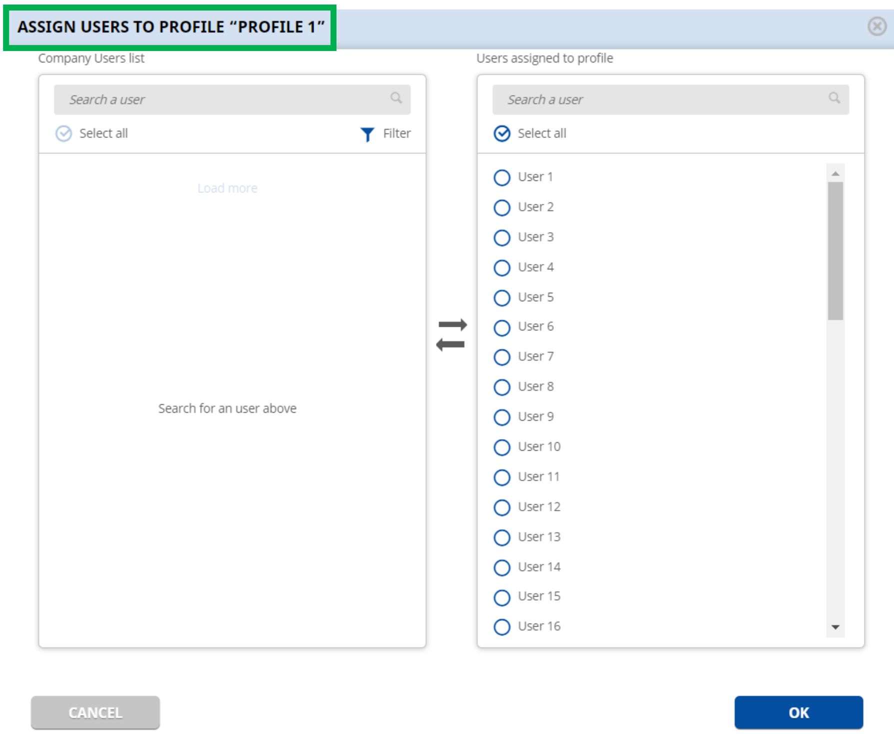
My Company > User Profile > User Profile List > Assigning users to a user profile > List of users after searching

After the users are displayed, the results are shown in batches of 50. To select multiple users, click the **Select All** button. To see and select more (only the first 50 will be selected), click the **Load More** button.



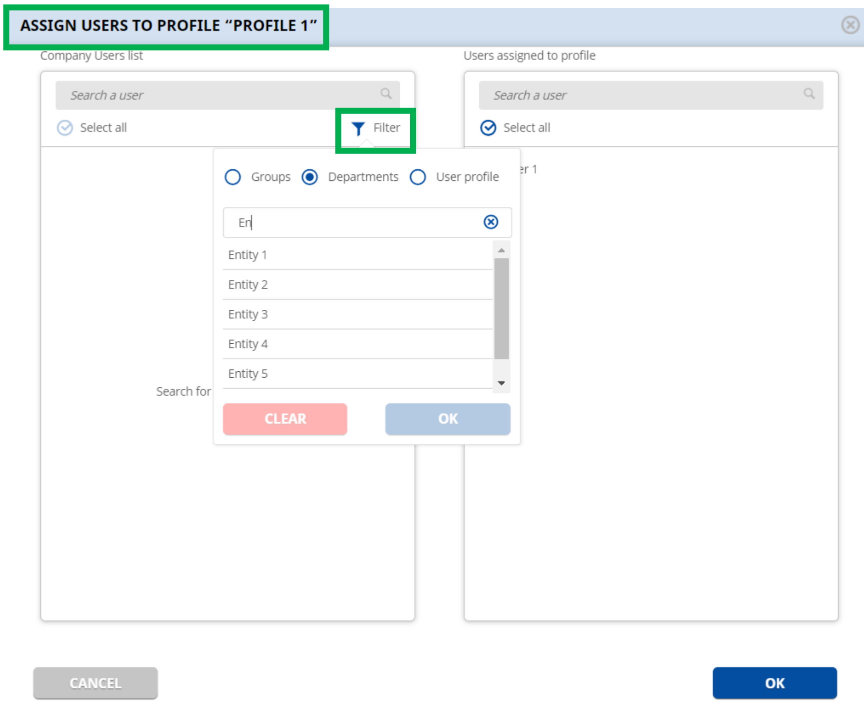
My Company > User Profile > User Profile List > Assigning users to a user profile > Select all users

Using the arrows, add the users on the right. You have the possibility to scroll down to see more (infinite scroll).



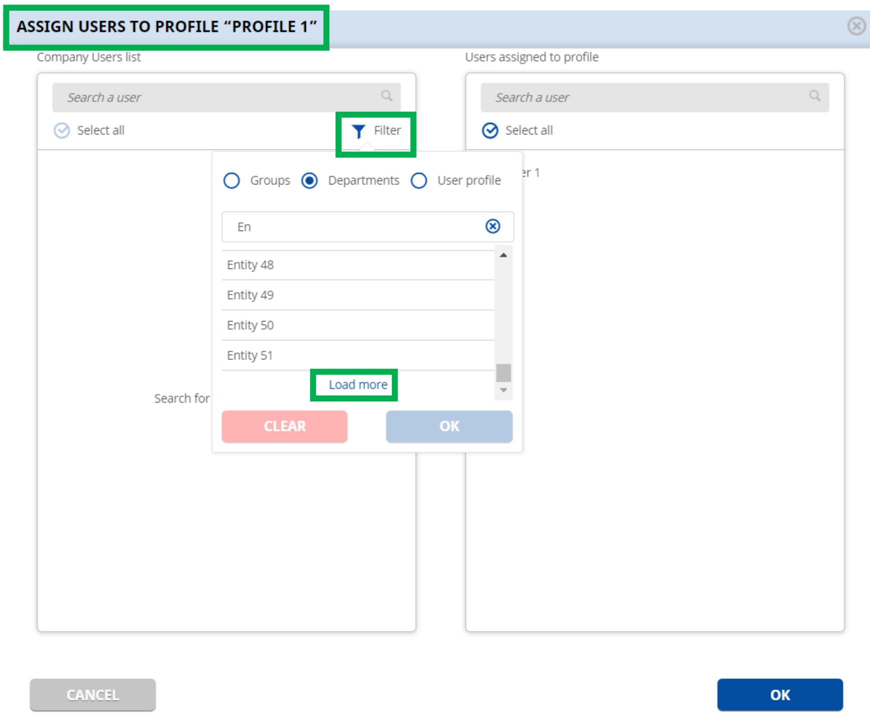
My Company > User Profile > User Profile List > Assigning users to a user profile > Users added on the right

If you want to add a filter by group, department, or user profile, click the **Filter** button. A Search bar is displayed. Enter at least two characters and press the **Enter** key on your keyboard to search for a group/department/user profile. If you only enter one character, a red error message appears instructing you to "Enter at least two characters when searching".



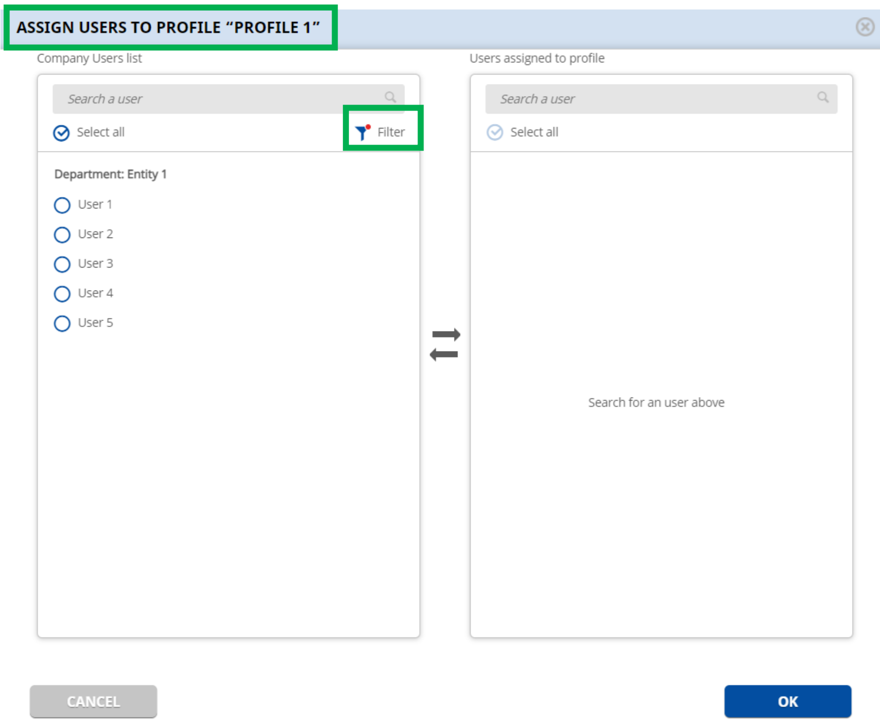
My Company > User Profile > User Profile List > Assigning users to a user profile > Filter > List of departments after searching

After the first 50 groups/departments/user profiles have been displayed, click the **Load More** button to see more.



My Company > User Profile > User Profile List > Assigning users to a user profile > Filter > Load more

After you select a group/department/user profile, the list of users who are part of that group/department/user profile will appear on the left.

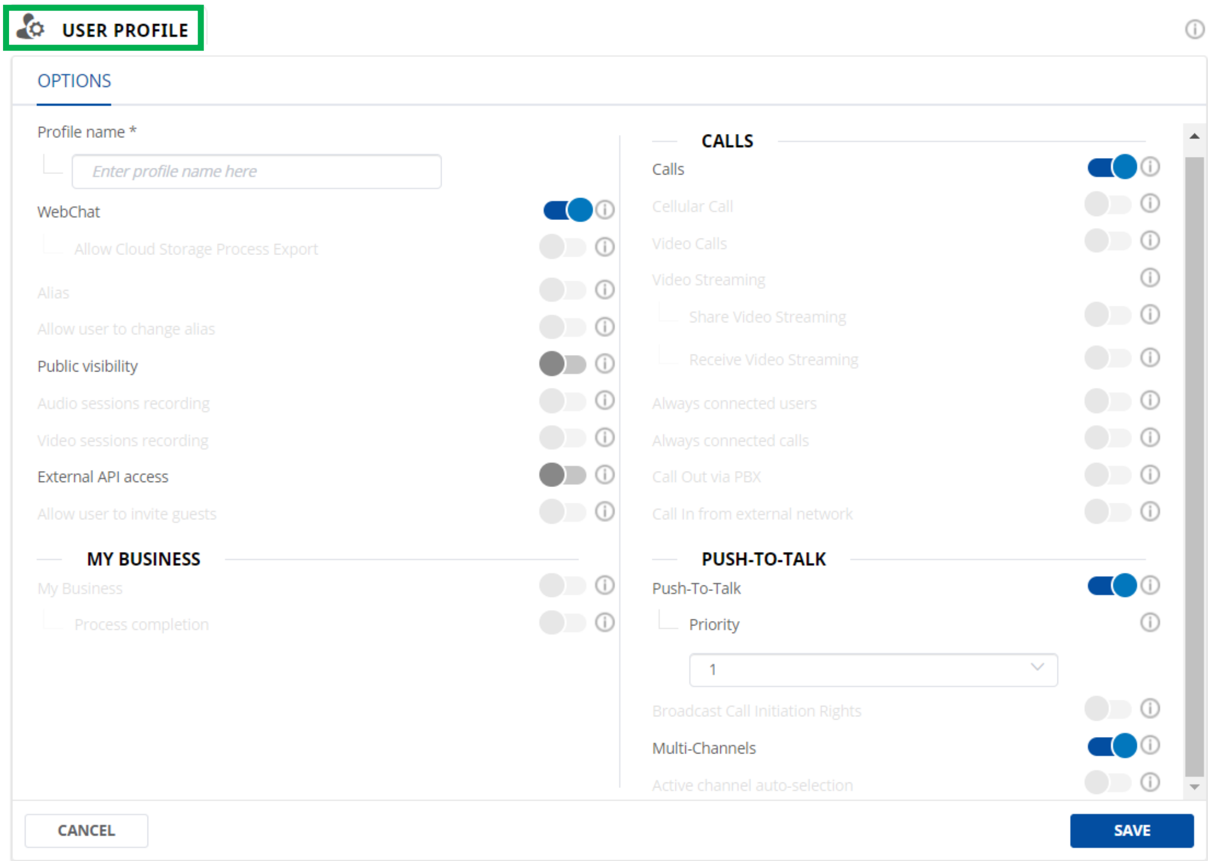


My Company > User Profile > User Profile List > Assigning users to a user profile > Filter applied > List of users on the left

You may also use the **User Profile** field from My Company > Dashboard > Quick Add > User Details to assign a user profile to a newly added user. The **User Profile** field from My Company > Users > User Details can be used to update the user profile of an existing user.

2.4.2.2 Editing a User Profile

To edit a user profile, click the **Edit** button, the second from the left in the Actions column. You will have access to the user profile and will be able to activate or deactivate the available options in each section.



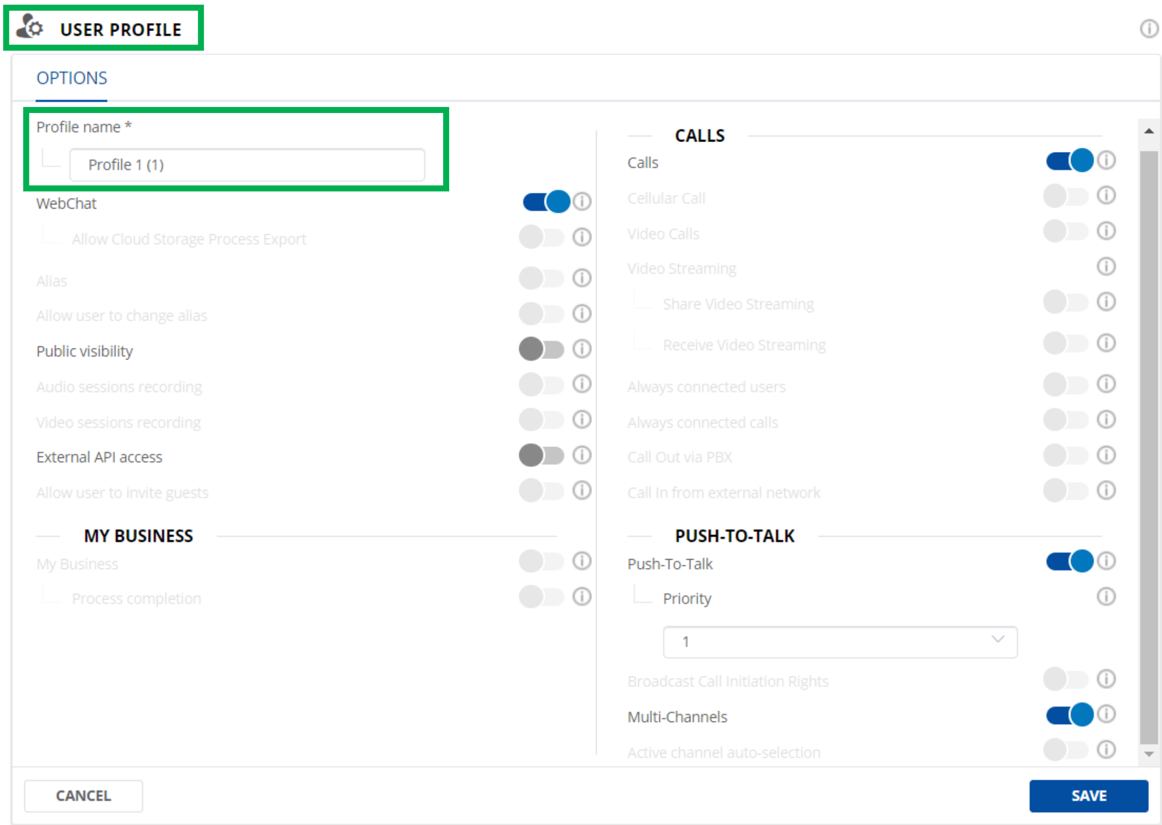
My Company > User Profile > User Profile List > Editing a user profile

While editing a user profile, you will see Users Profile list at the bottom of your screen.

My Company > User Profile > User Profile List > User profile list shown under user profile currently edited, displayed in dark grey. Every user profile in the list can be updated using the active action buttons

2.4.2.3 Duplicating a User Profile

To duplicate a user profile, click the **Duplicate** button in the Actions column, third from the left. An exact copy of the duplicated user profile will be created, with the exact name followed by a number. You can change the name with another one you find appropriate. This helps you to quickly create a new user profile based on an existing one while only updating specific options.

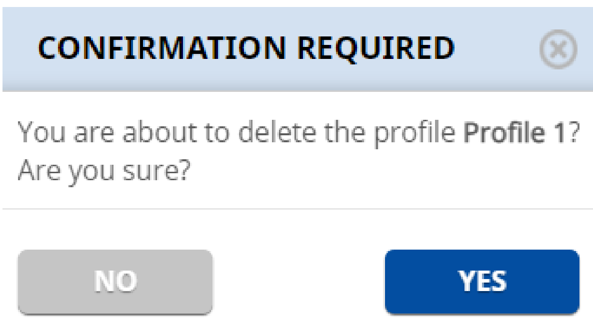


My Company > User Profile > User Profile List > Editing a duplicated user profile

2.4.2.4 Deleting a User Profile

To delete a user profile, click the **Delete** button in the Actions column, last from the left. A confirmation window will be displayed. Click **No**, to cancel the delete action, click **Yes** to validate your choice.

Note: There must be no users assigned to a user profile before it can be deleted. The **Delete** button will be unavailable if there are still users assigned (it will appear faded).



My Company > User Profile > User Profile List > Confirmation required when deleting a user profile

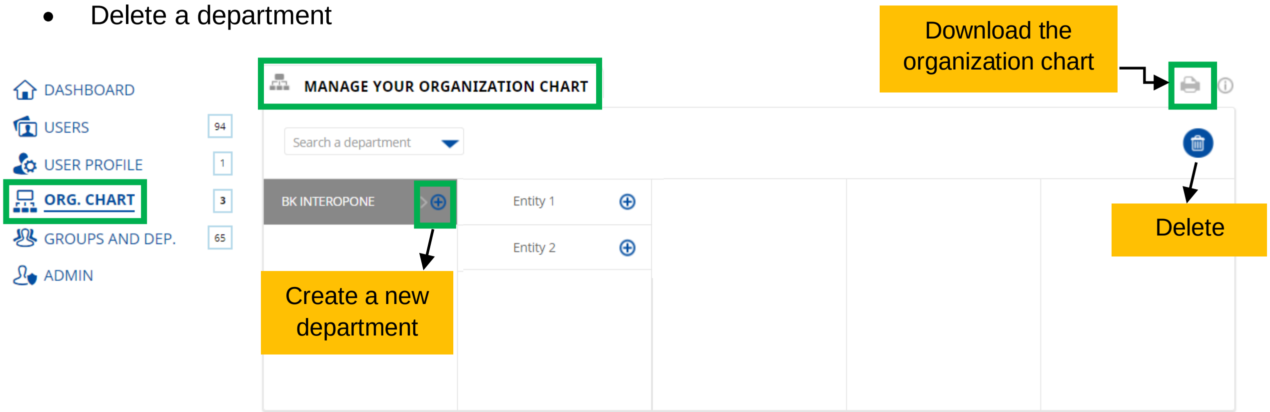
2.5 Organization Chart

2.5.1 Managing Your Organization Chart

This section allows you to navigate through your organization chart and manage your departments (add or edit).

In this section, you have the following options:

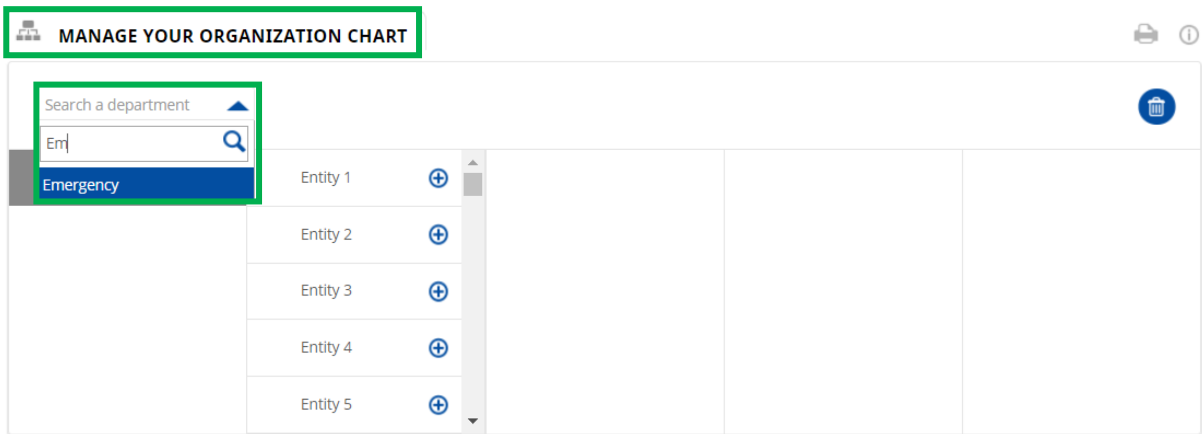
- Search for a department
- Create a new department
- Download your organization chart
- Edit a department
- Delete a department



My Company > Organization chart > Manage your organization chart

Searching for a Department

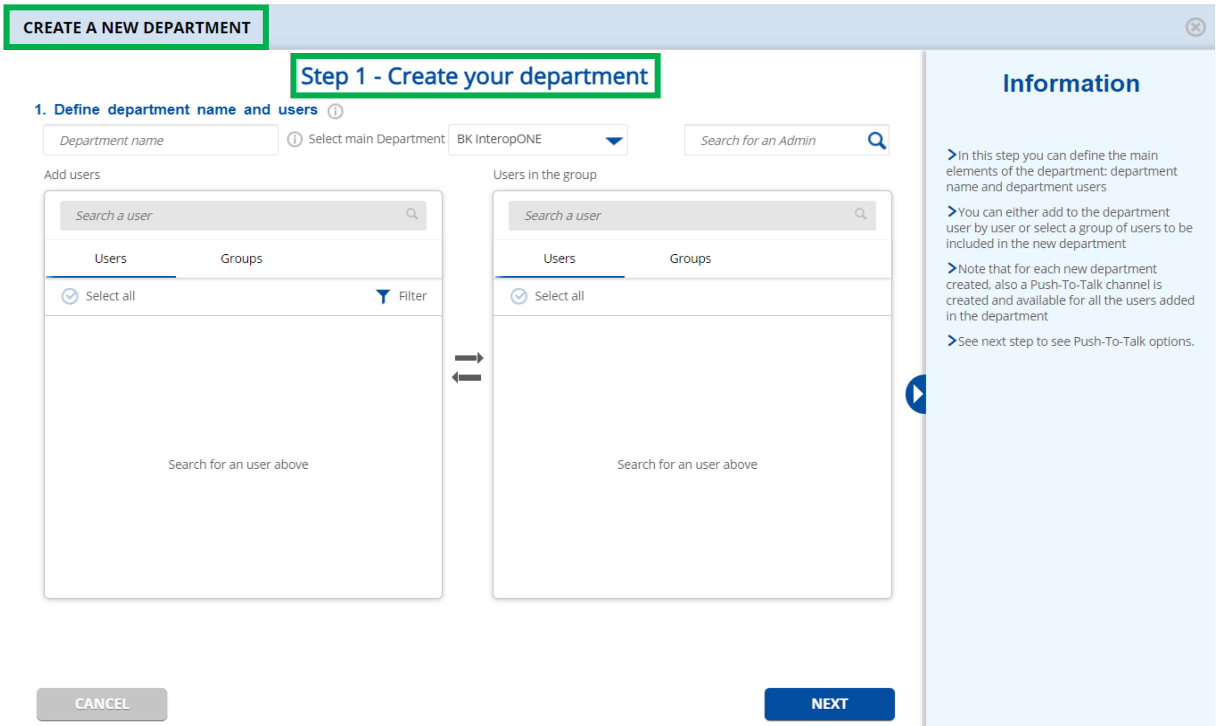
The list of all departments is displayed by default, with the option to scroll down to see more (infinite scroll). Enter at least two characters to search for a department.



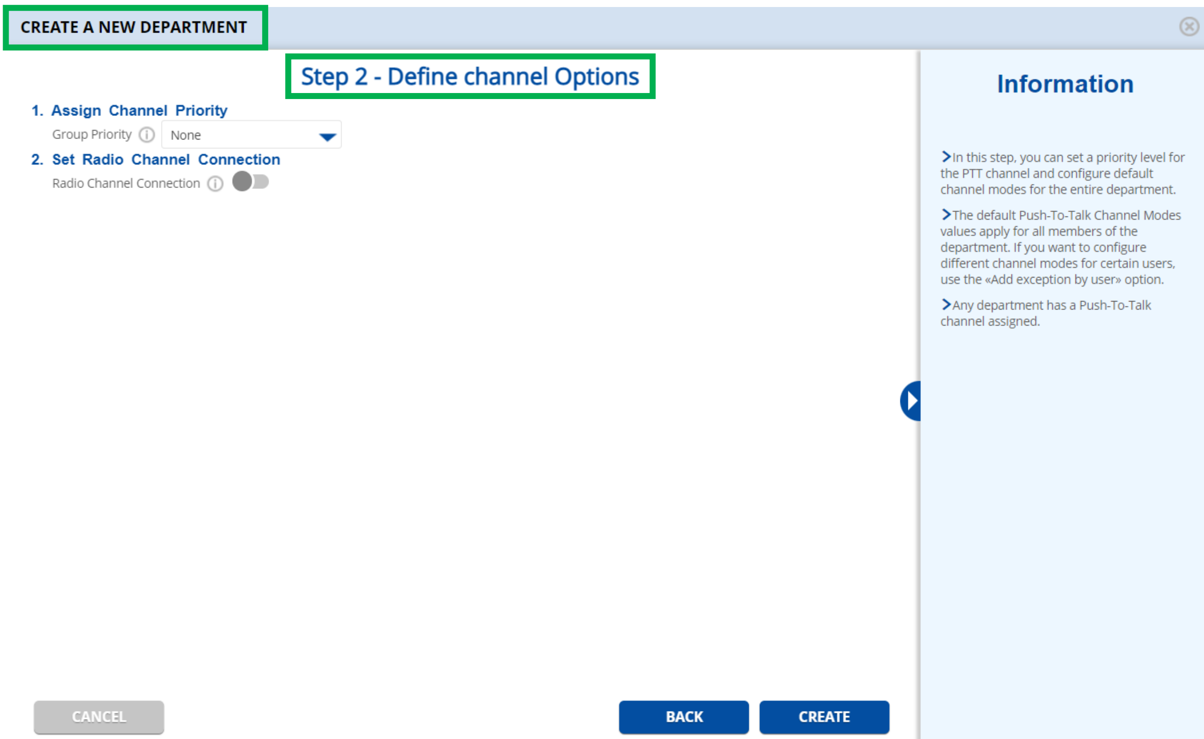
My Company > Organization chart > Manage your organization chart > Search for a department

Creating a New Department

Click the **Plus (+)** button next to the name of the organization or department and a form will open.



My Company > Organization chart > Manage your organization chart > Create a new department > Step 1

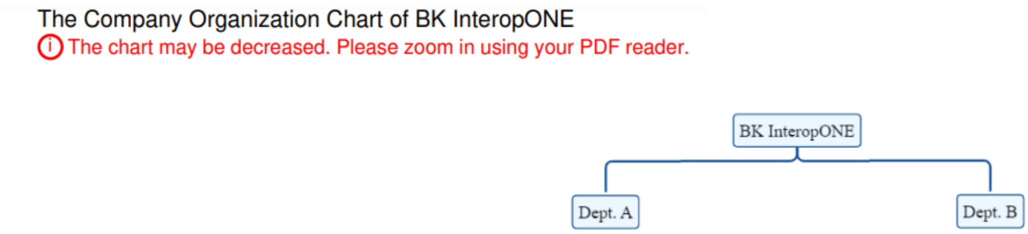


My Company > Organization chart > Manage your organization chart > Create a new department > Step 2

*For more information about this feature, go to the **Creating a Department** section in the guide (My Company > Groups and Departments).*

Downloading Your Organization Chart

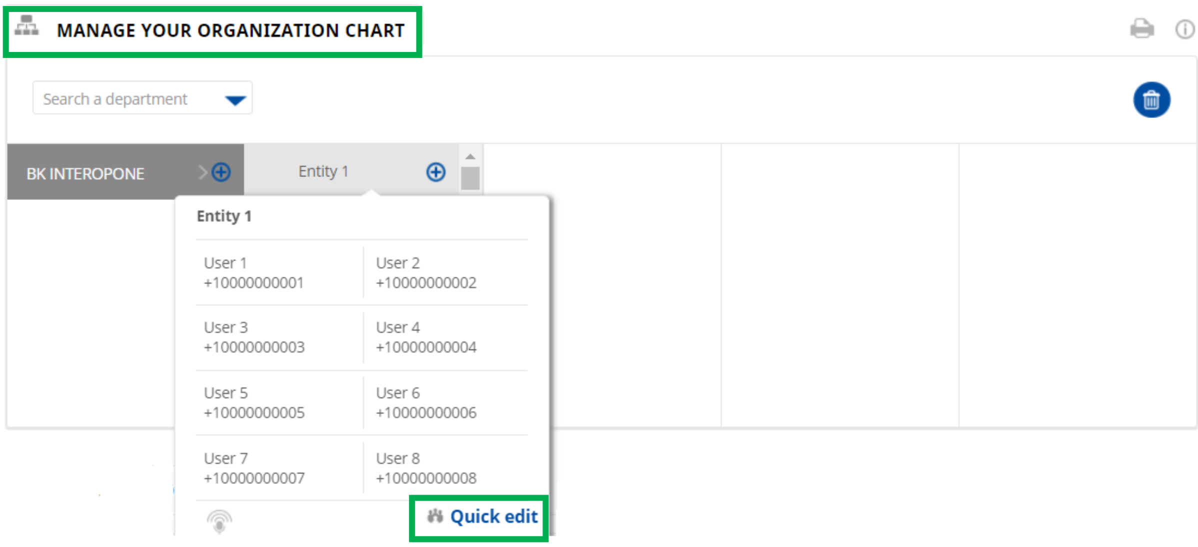
Click the button and a Pdf file will be downloaded. The content of this file is as follows:



My Company > Organization chart > Manage your organization chart > Download your organization chart

Editing a Department

Hover the mouse over a department and then click the **Quick Edit** button.



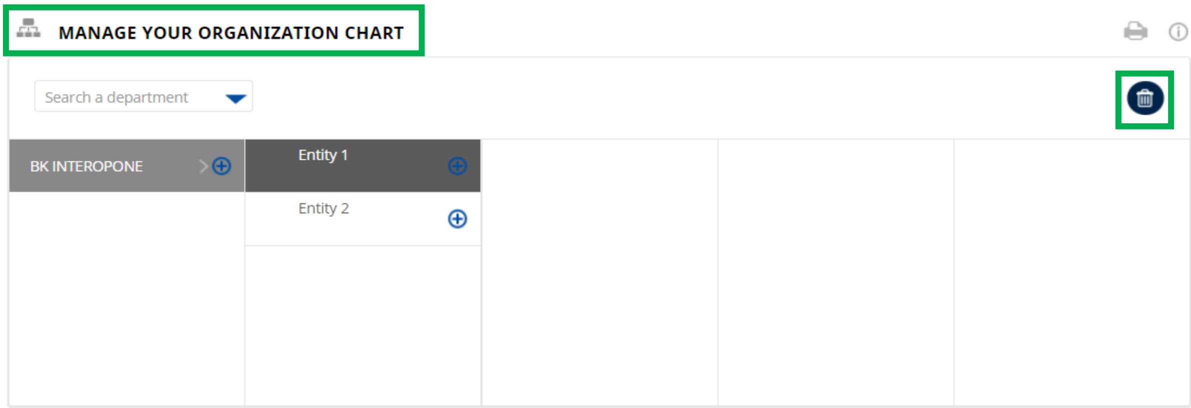
My Company > Organization chart > Manage your organization chart > Edit a department

A new form will open, containing the department details for edit.

*For more information about this feature, go to the **Editing a Department** section in the guide (My Company > Groups and Departments).*

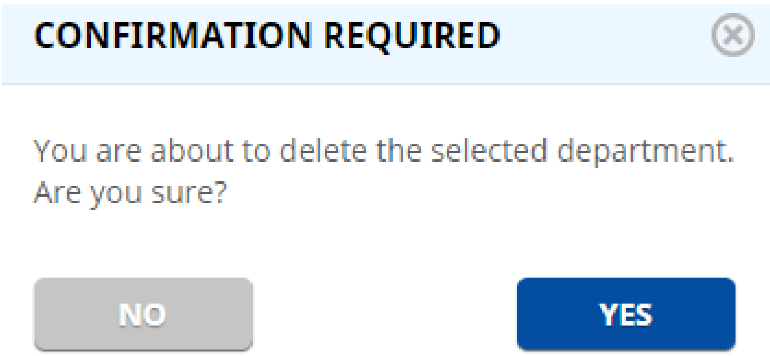
Deleting a Department

Click the name of a department and then the **Trash** button.



My Company > Organization chart > Manage your organization chart > Delete a department

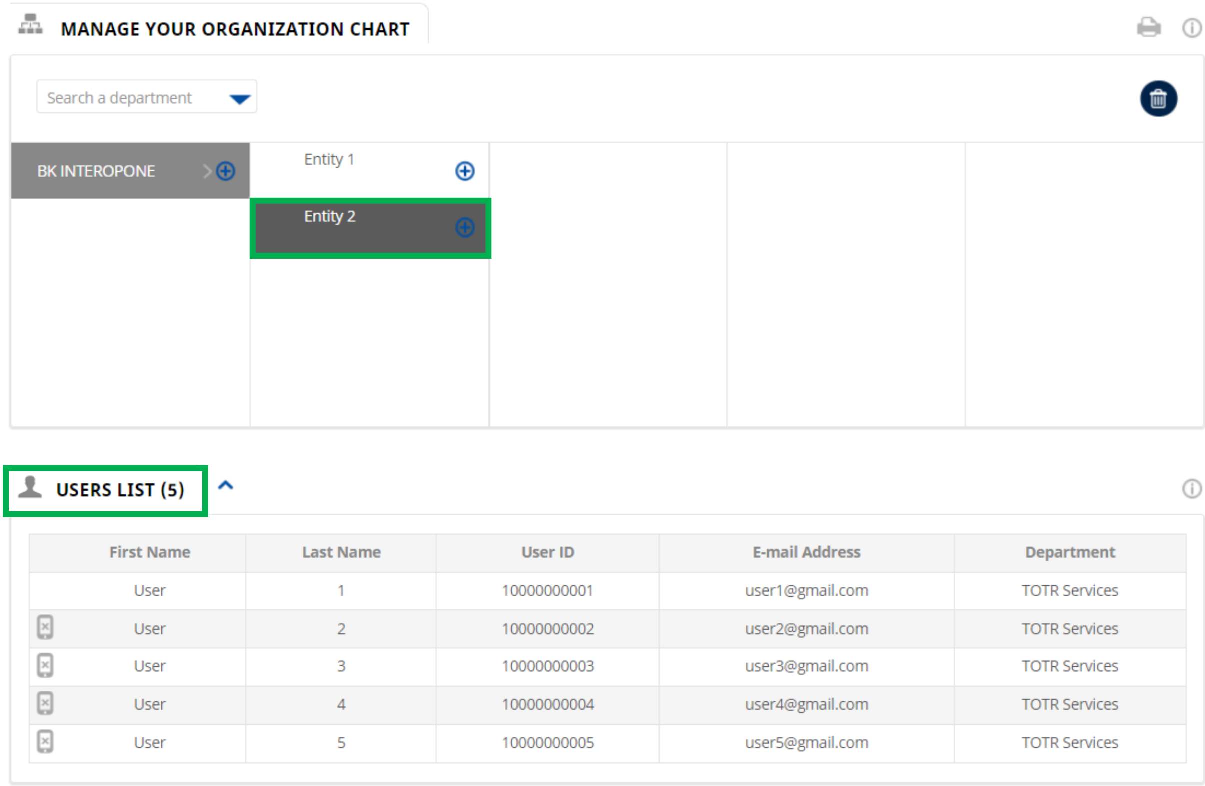
A confirmation pop-up will appear. After confirming the action, the deletion will be complete. The delete action will not take place if you click the **No** button.



My Company > Organization chart > Manage your organization chart > Delete a department > Confirmation request

2.5.2 Users List

The **Users List** is displayed under the **Manage your Organization Chart** section. If you click the organization’s main department or another department, the list will appear. After the users are displayed, in batches of 100, you have the possibility to scroll down to see more.



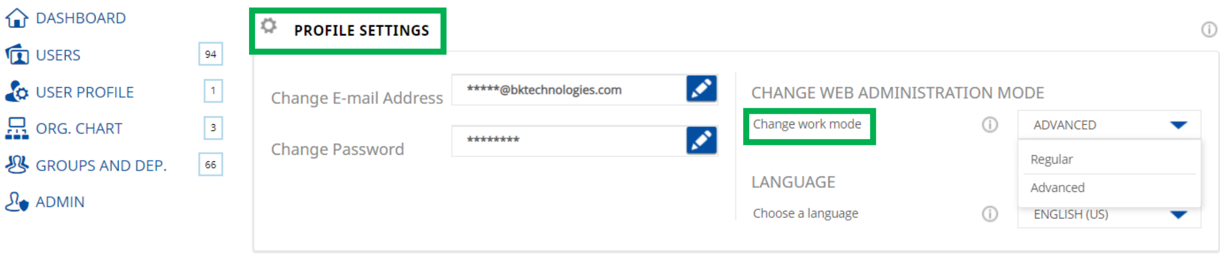
My Company > Organization chart > Users list

*For more information about this feature, go to the **Users List** section in the guide (My Company > Users).*

2.6 Groups and Departments

2.6.1 Creating a Group

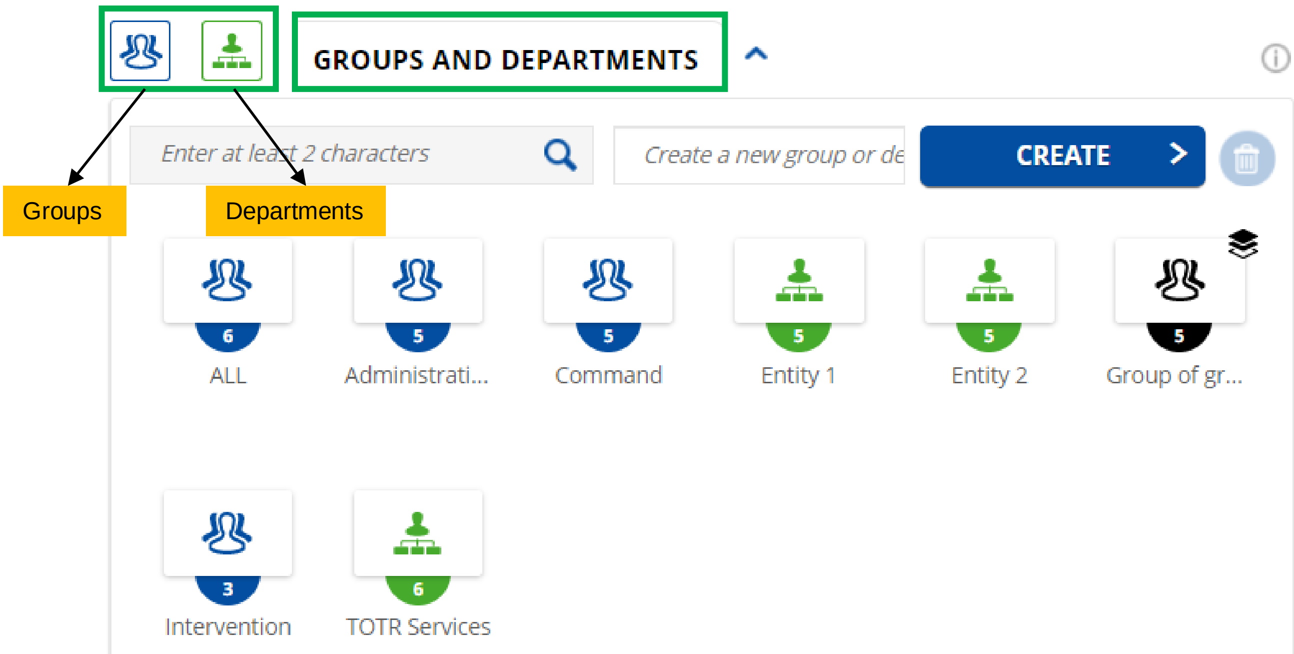
Open the **Settings** menu and change the work mode to ″Advanced″.



Settings > Profile settings

- Go to **Groups and Departments**.

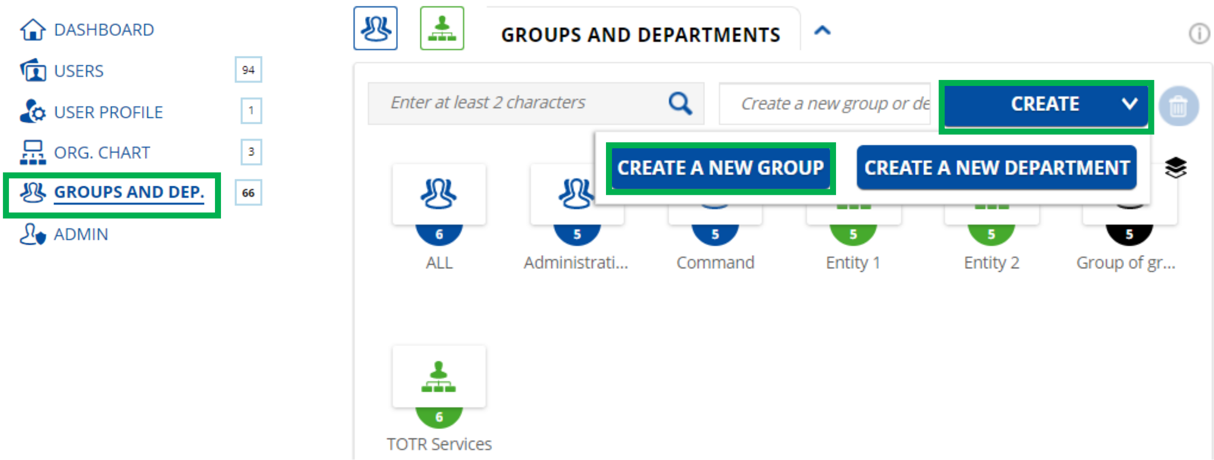
With the two buttons on the left, you can choose between groups and departments. If none of these buttons is checked, the groups and the departments will be displayed together.



My Company > Groups and departments

- Click the **Create a New Group** button.

Note: Groups are marked with a blue icon. Groups of groups are marked with a black icon. Departments are marked with a green icon.



My Company > Groups and departments > Create a new group

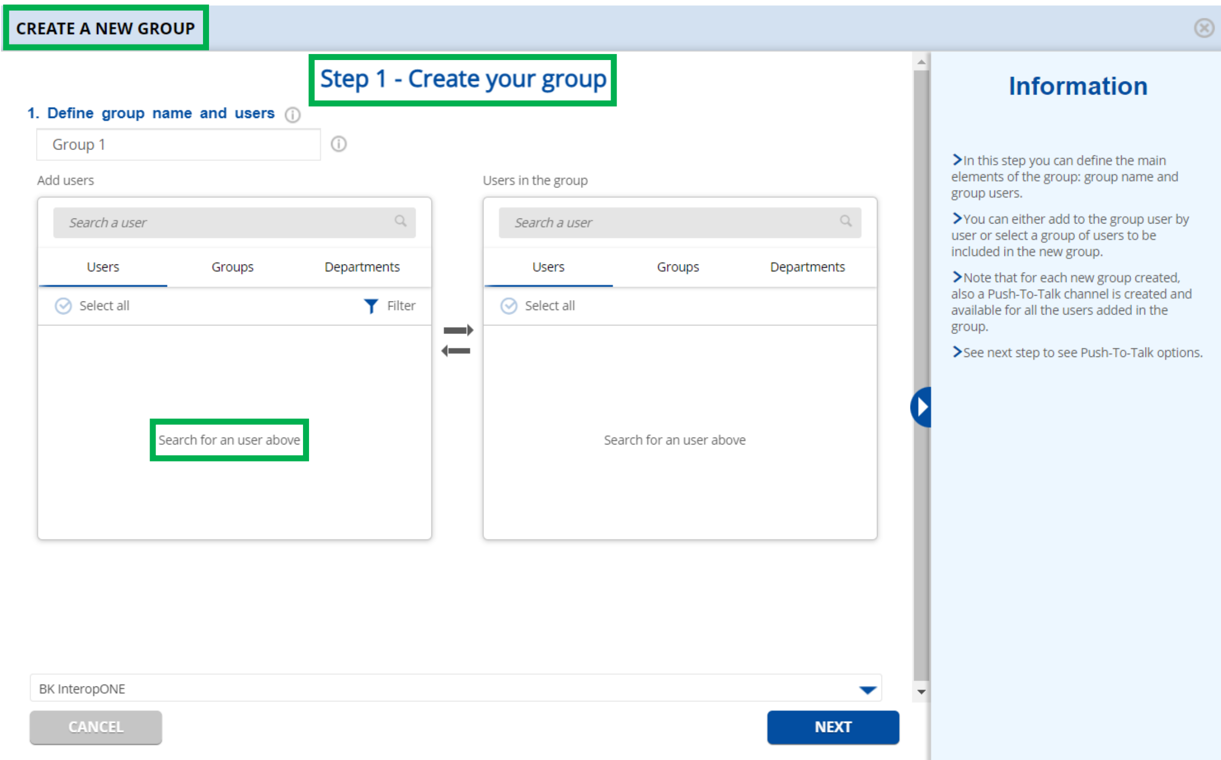
A new form will open. The creation of a group will be done in two steps.

Step 1: Create your group

1. Define group name and users: Choose a name for the group.

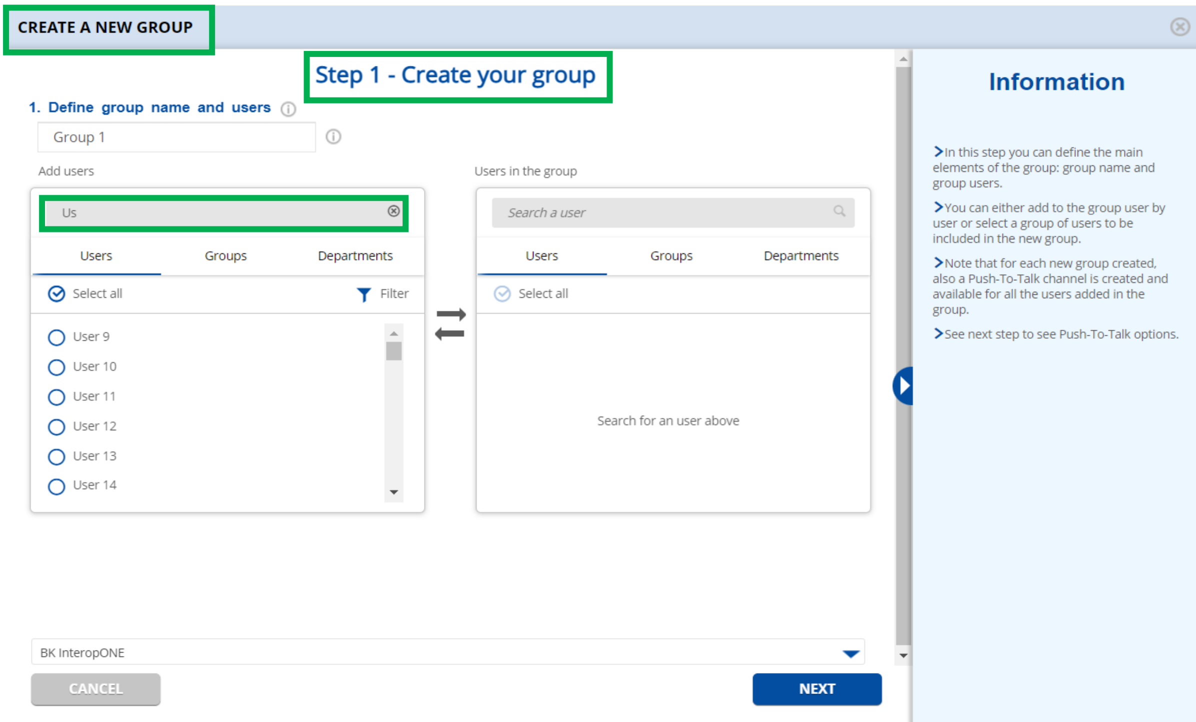
Note 1: The following special characters are not permitted in the name of a group or department: ! " # $ % & ' ( ) * + , - . / : ; < = > ? @ [ ] ^ _ ` { | } ~.

- Select the users/groups/departments: Instead of a list displaying all users/groups/departments, an empty list with the message "Search for a user/group/department above" will appear on the left in the Add Users list.



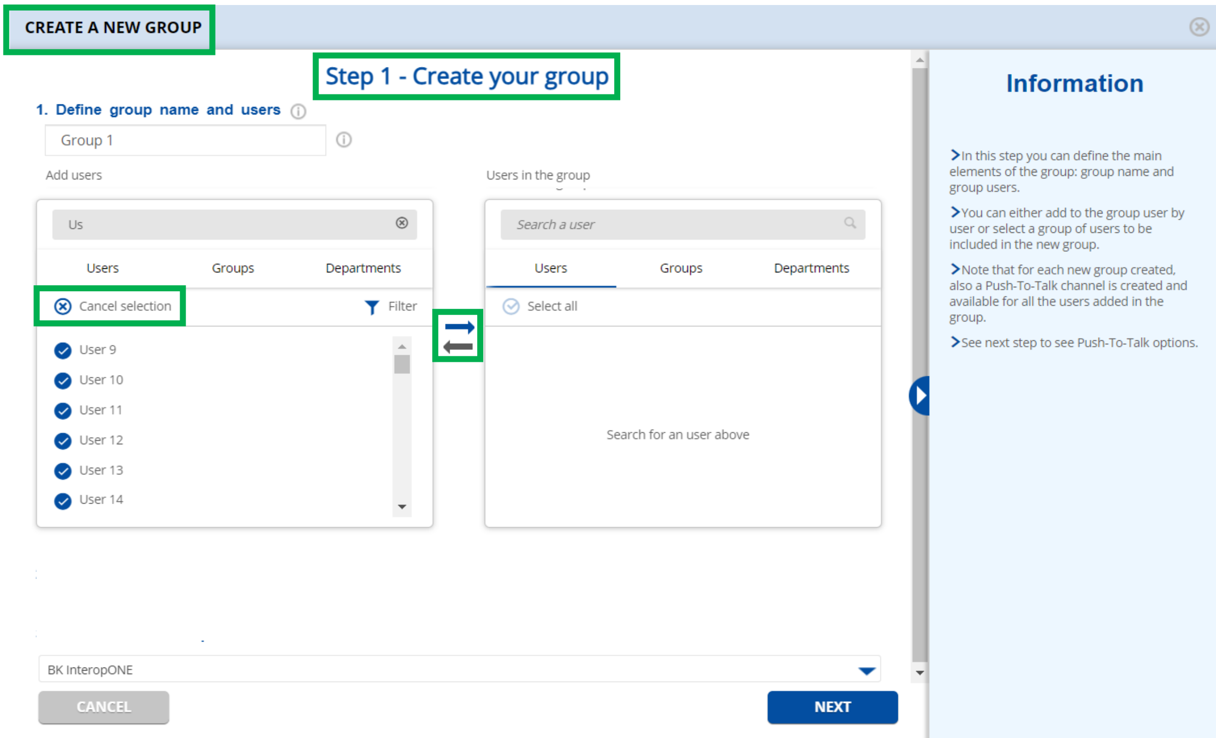
My Company > Groups and departments > Create a new group > Step 1 > Empty list of users

Enter at least two characters and press the **Enter** key on your keyboard to search for a user/group/department. If you only enter one character, a red error message appears instructing you to "Enter at least two characters when searching".



My Company > Groups and departments > Create a new group > Step 1 > List of users after searching

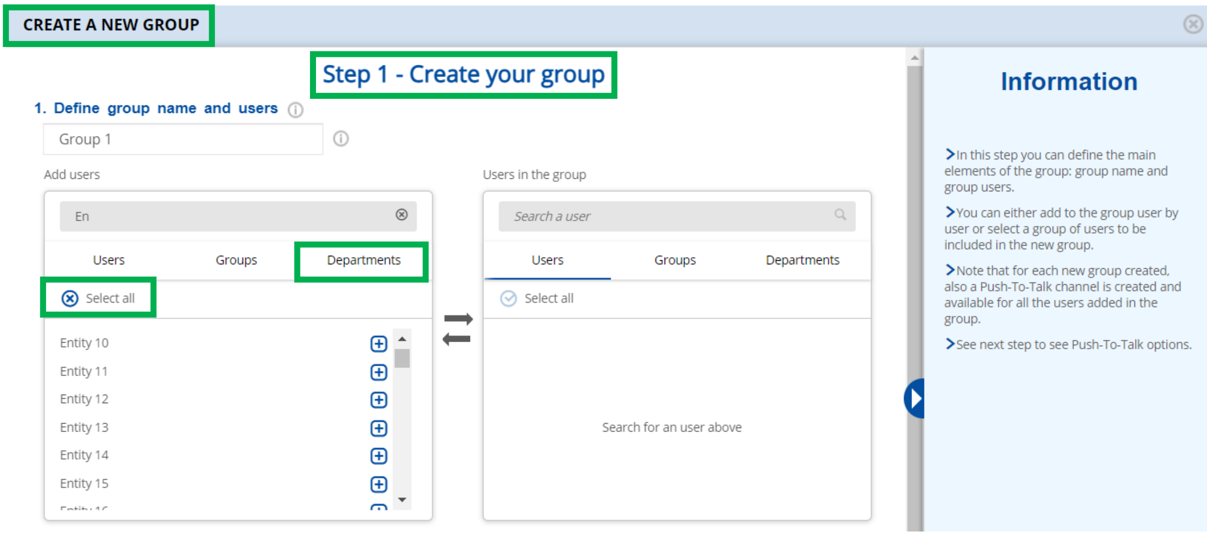
After the users/groups are displayed, you have the possibility to scroll down to see more (infinite scroll). To select multiple users/groups, click the **Select All** button.



My Company > Groups and departments > Create a new group > Step 1 > Select all users

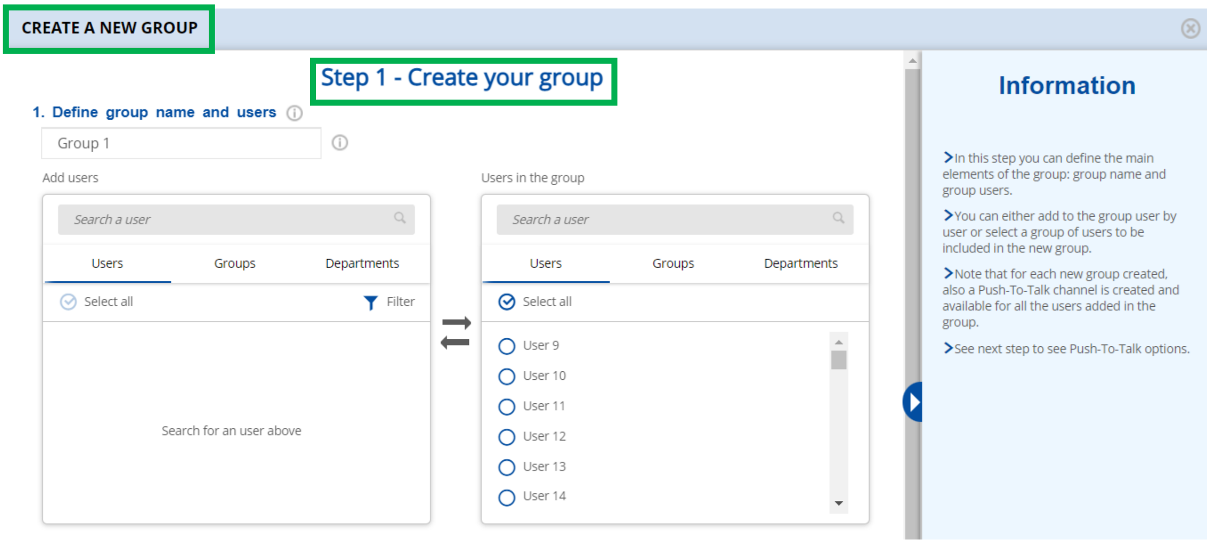
Note 2: You can also click the **Expand/Collapse** button next to a group name and select users.

Note 3: The departments will be displayed in the list automatically after being searched, but they cannot be selected individually or jointly (the **Select All** button is inactive).



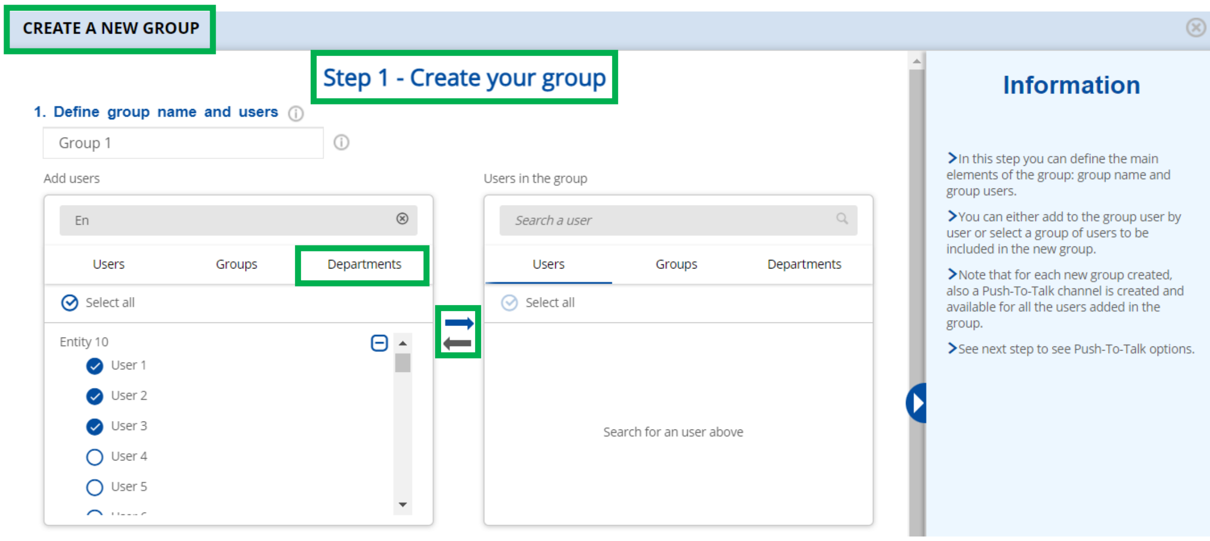
My Company > Groups and departments > Create a new group > Step 1 > Departments tab (they cannot be selected)

Using the arrows, add the users/groups on the right. You have the possibility to scroll down to see more (infinite scroll).



My Company > Groups and departments > Create a new group > Step 1 > Users added on the right

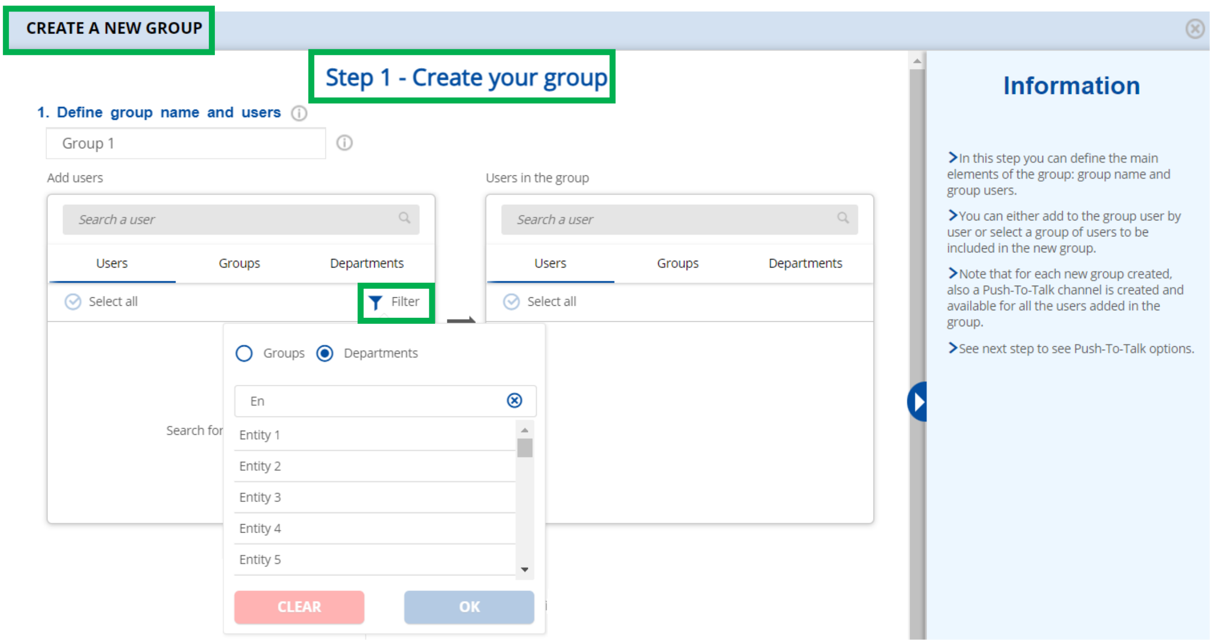
Note 4: An entire department cannot be added on the right. First you need to expand the desired department on the left and select the users.



My Company > Groups and departments > Create a new group > Step 1 > Departments tab > Expanded department

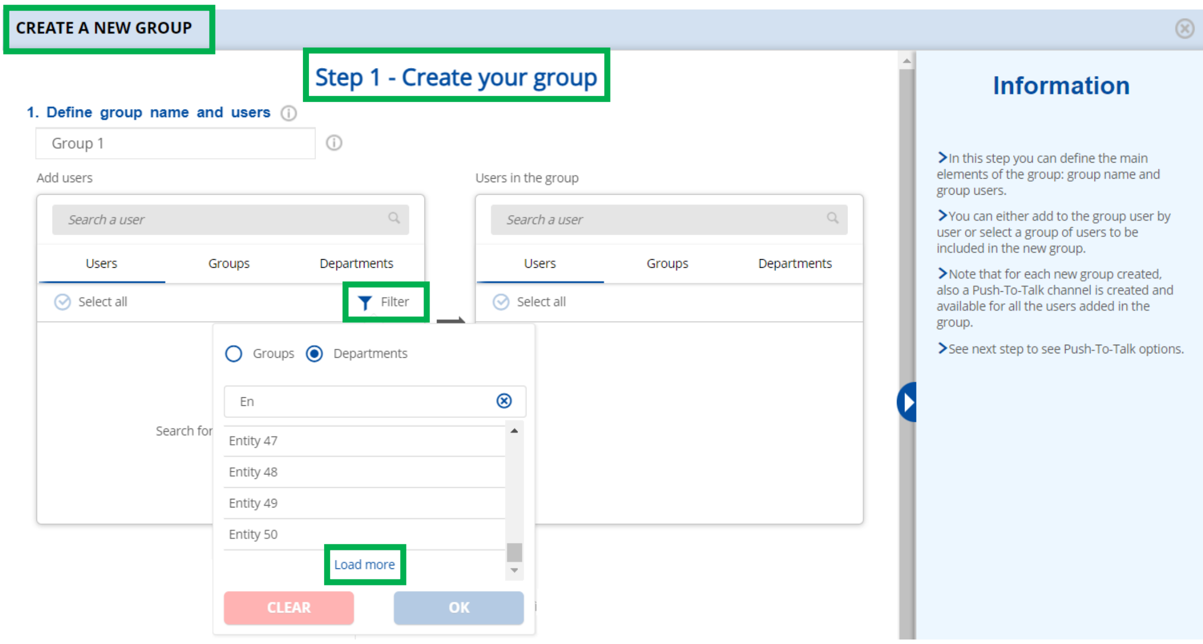
Selected users will then be added on the right.

If you want to add a filter by group or department, click the **Filter** button. A Search bar is displayed. Enter at least two characters and press the **Enter** key on your keyboard to search for a group/department. If you only enter one character, a red error message appears instructing you to "Enter at least two characters when searching".



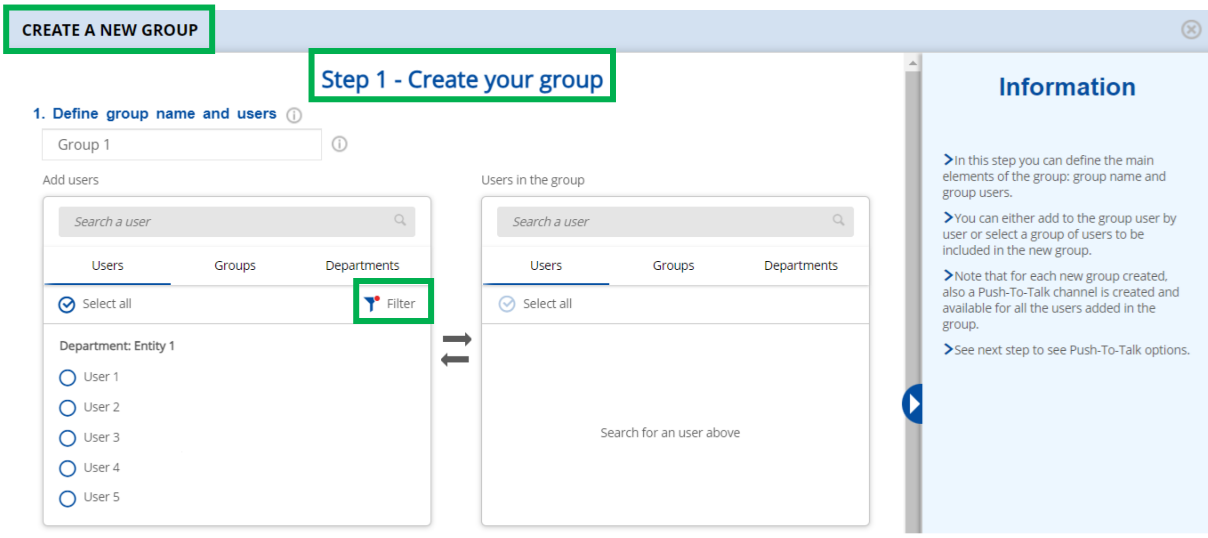
My Company > Groups and departments > Create a new group > Step 1 > Filter > List of departments after searching

After the first 50 groups/departments have been displayed, click the **Load More** button to see more.



My Company > Groups and departments > Create a new group > Step 1 > Filter > Load more

After you select a group/department, the list of users who are part of that group/department will appear on the left.

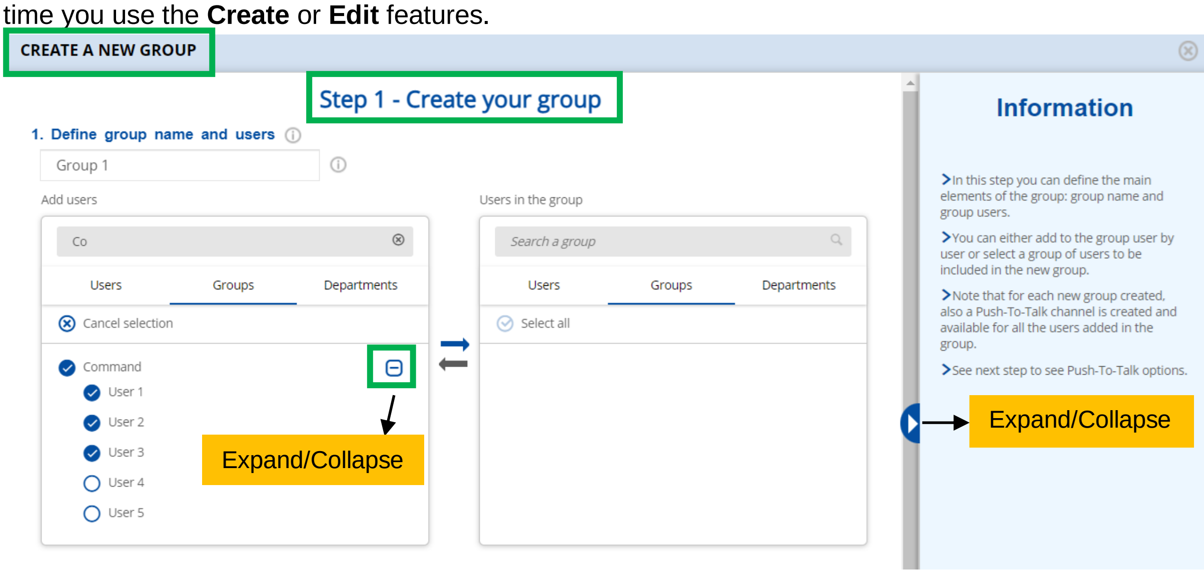


My Company > Groups and departments > Create a new group > Step 1 > Filter applied > List of users on the left

2. Define attached department.

Note 5: When defining attached departments, enter at least two characters and press the **Enter** key on your keyboard to search for a department. After the departments are displayed, the results are shown in batches of 50. To see more, click the **Load More** button.

Note 6: By clicking the **Expand/Collapse** button in the middle left of the **Information** area, you can hide or show it. After you click the **Collapse** button, the **Information** area will remain hidden every time you use the **Create** or **Edit** features.



My Company > Groups and departments > Create a new group > Step 1

Step 2: Define channel options

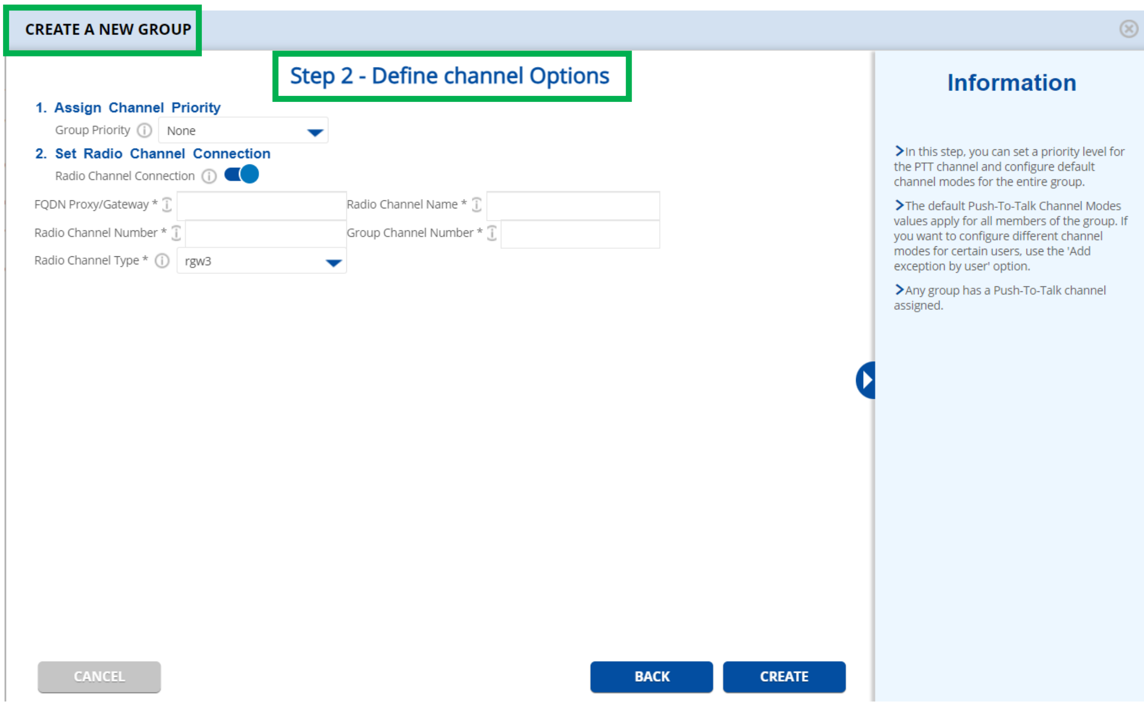
In this step, you can set a priority level for the Push-To-Talk channel and configure the default channel modes for the entire group.

The Default Push-To-Talk Channel Modes values apply for all members of the group. If you want to configure different channel modes for certain users, use the **Add Exception by User** option.

1. Assign Channel Priority:
   - Group Priority: Define a priority level for this group (none to 3). A high-priority channel will always take precedence over other channels and users within the same organization.

Note 1: You will be able to define a priority for a channel, even if the **Multi-Channels** feature is off. The channel priority will still be compared against other users.

2. Set Radio Channel Connection: Allows users from outside to connect to the Push-To-Talk channel of the group by using a radio frequency. The following fields must be completed:
   - FQDN Proxy/Gateway: Enter the domain of the gateway.
   - Radio Channel Number: Enter the radio port number registered on the proxy server or radio gateway.
   - Radio Channel Type: BSI for gateway that supports the Bridging Systems Interface
   - Radio Channel Name: Define a name that will be displayed when users from outside the company will communicate through radio frequency.
   - Group Channel Number: Enter the channel number that is registered on the proxy server or radio gateway.



My Company > Groups and departments > Create a new group > Step 2

Note 3: Each group corresponds to a Push-To-Talk channel, meaning that users will be able to initiate Push-To-Talk calls with other users in that group.

2.6.2 Creating a Group of Groups

When creating a group, you can add one or more groups. The created group includes:

- Single users and one or more groups
- These groups can also include themselves and one or more groups

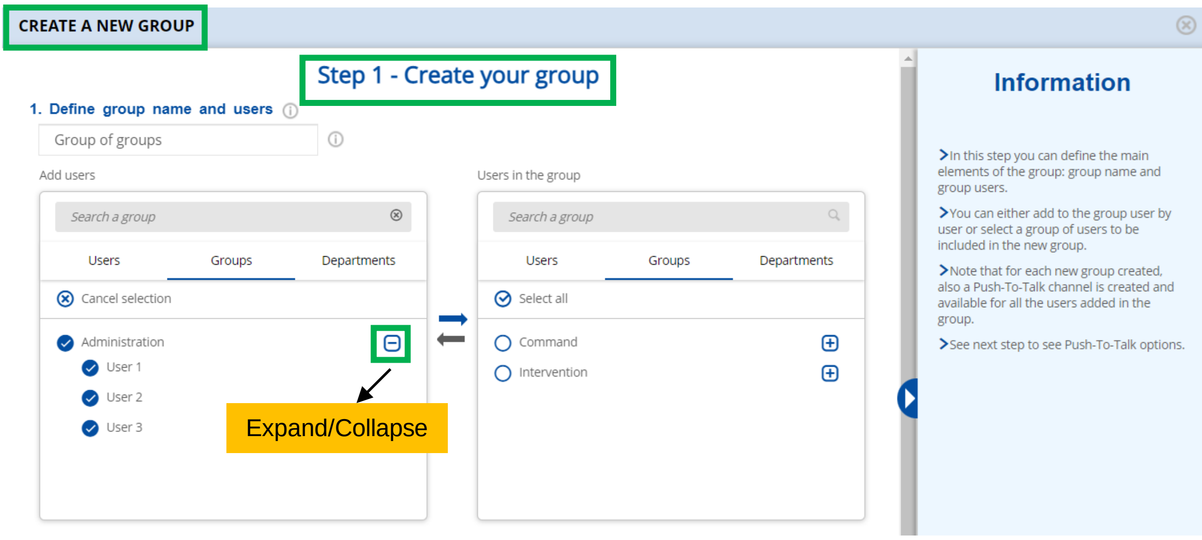
Users and groups are separated from each other:

- The users list will be displayed in the **Users** section.
- The groups list will be displayed in the **Groups** section.

For more information about the options to configure when creating a group of groups, go to the ***Creating a Group*** *section in the guide (My Company > Groups and Departments).*

Search for the groups in the list on the left and add them to the list on the right using the arrows.

When a group is displayed in the list, a **Expand/Collapse** button is displayed on the right of the group name. The list of the users of this group will be displayed in multi-selection.

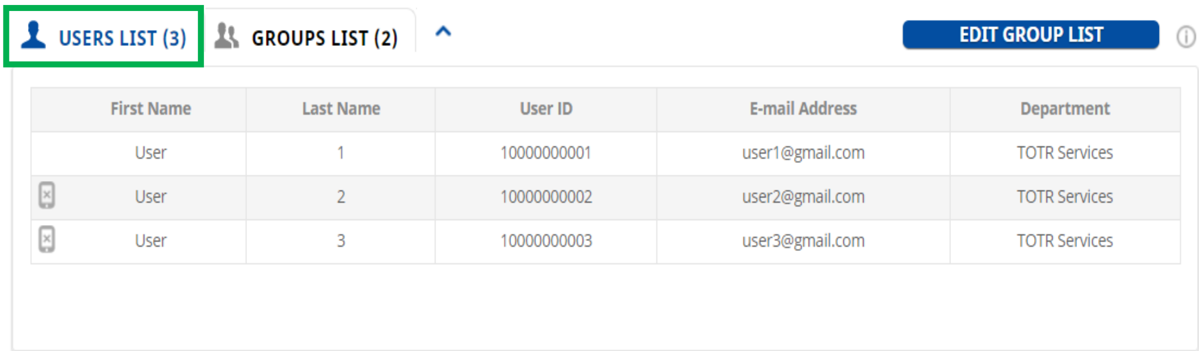


My Company > Groups and departments > Create a new group of groups

Once created, the group of groups will be displayed in the groups list like the other created groups. The number displayed right above the group name corresponds to the total number of users in the group of groups.

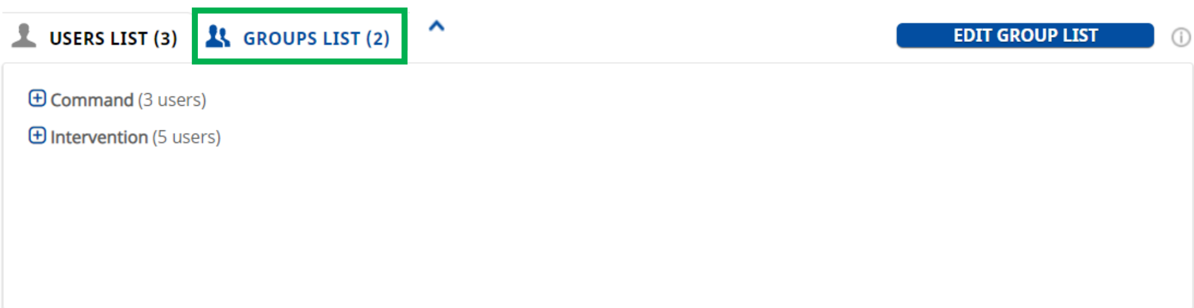
When you click the group of groups name, two tabs will be displayed:

- **Users List:** It displays the users who have been added one by one.



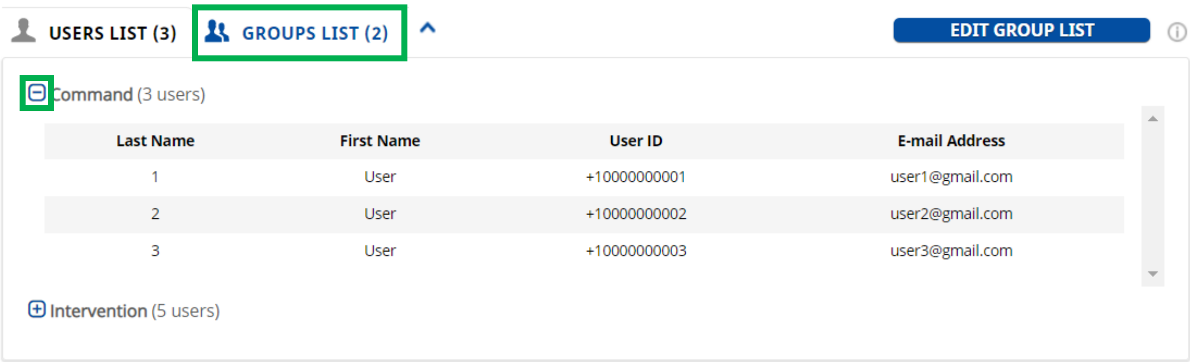
My Company > Groups and departments > Create a new group of groups > Users list

- **Groups List:** It displays all the groups added to this group of groups along with the number of users available for each group.



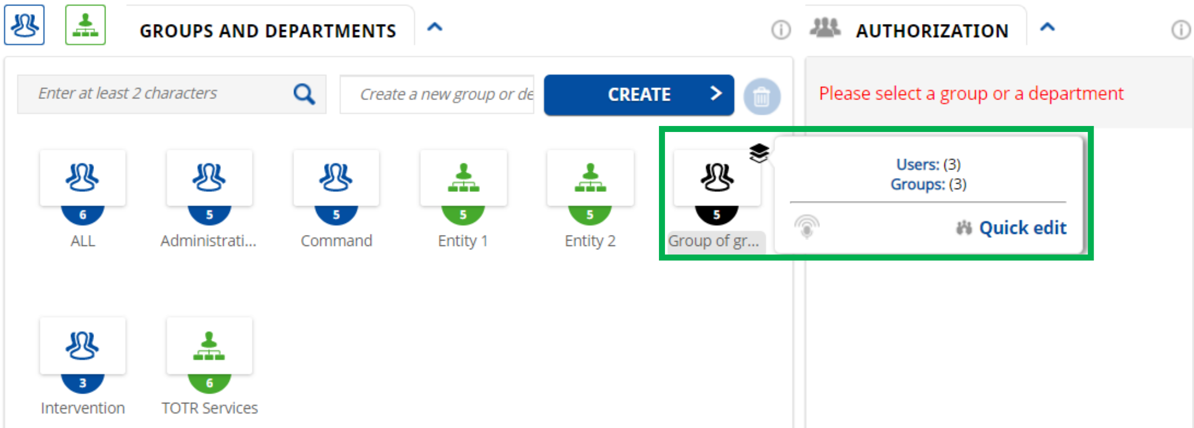
My Company > Groups and departments > Create a new group of groups > Groups list

When you click the **Plus (+)** button next to a group, details about each user in that group will appear.



My Company > Groups and departments > Create a new group of groups > Groups list > Expand/Collapse button

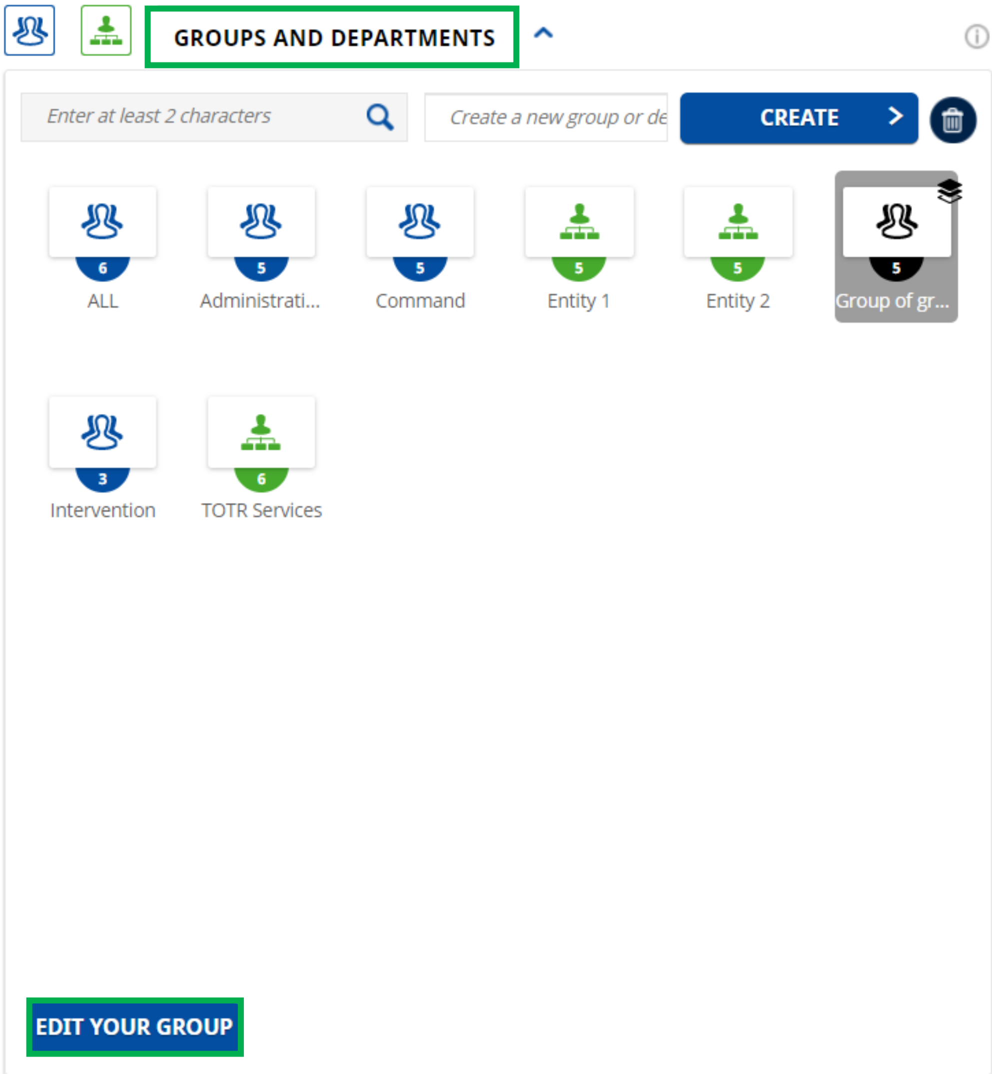
Hover the mouse over a group of groups to get an overview of the number of users and groups.



My Company > Groups and departments > Overview of the group of groups

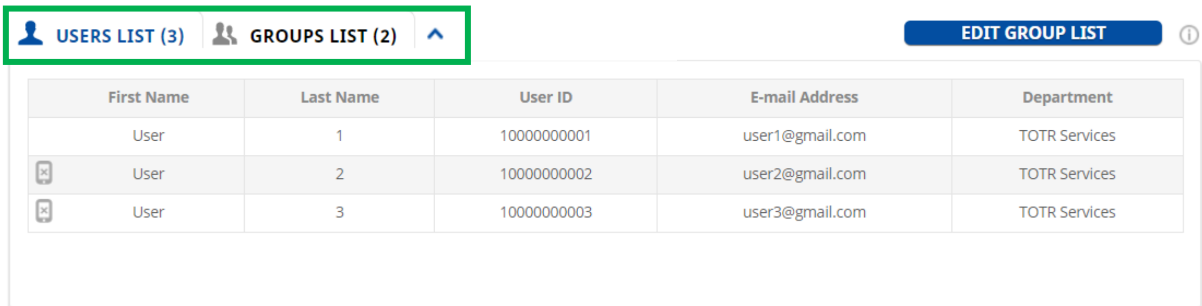
2.6.3 Editing a Group/Group of Groups

Click a group/group of groups and then the **Edit Group** button.



My Company > Groups and departments > Edit a group/group of groups

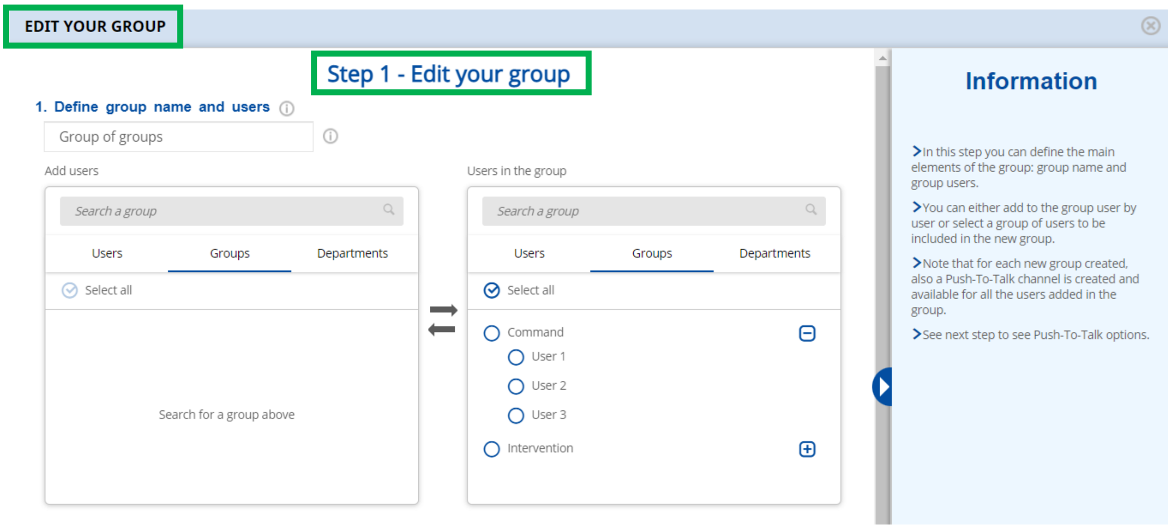
Note: When you select a group or a department, a full list of users and groups appears in dedicated tabs at the bottom of the page.

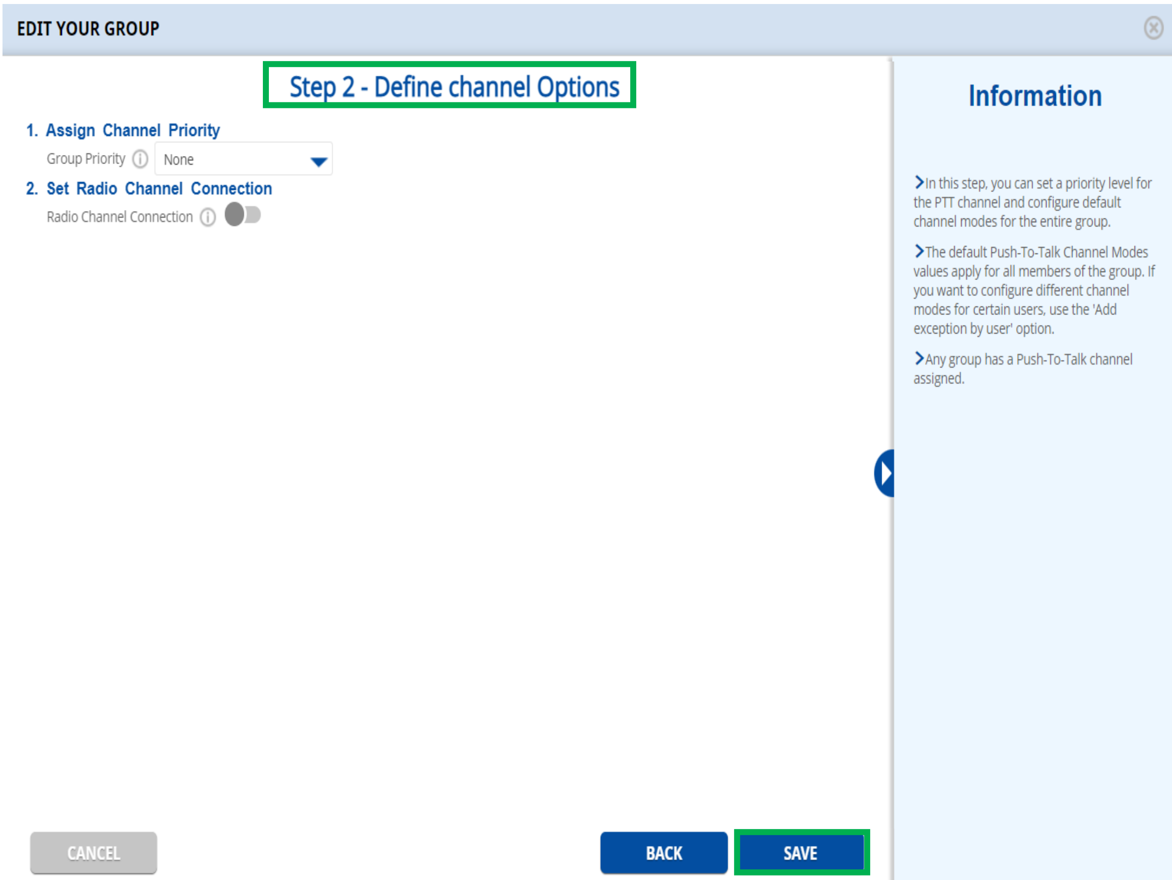


My Company > Groups and departments > Edit a group/group of groups > Dedicated tabs with counters and lists for users and groups

A new form will open, containing the group details for edit.

To update the details, click the **Save** button.

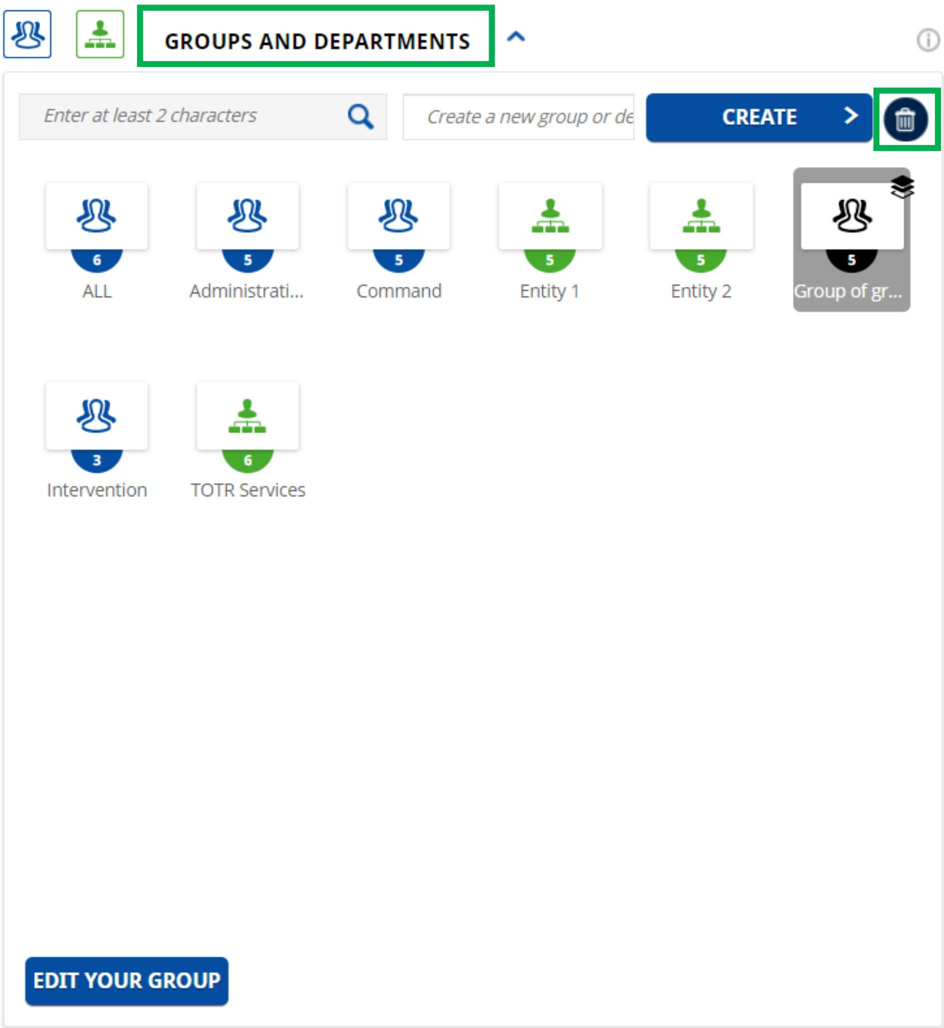




My Company > Groups and departments > Edit a group/group of groups

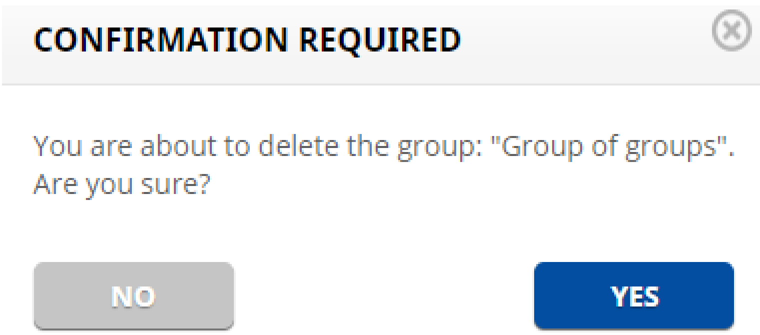
2.6.4 Deleting a Group/Group of Groups

Click the name of a group/group of groups and then the **Trash** button.



My Company > Groups and departments > Delete a group/group of groups

A confirmation pop-up will appear. After confirming the action, the deletion will be complete. The delete action will not take place if you click the **No** button.

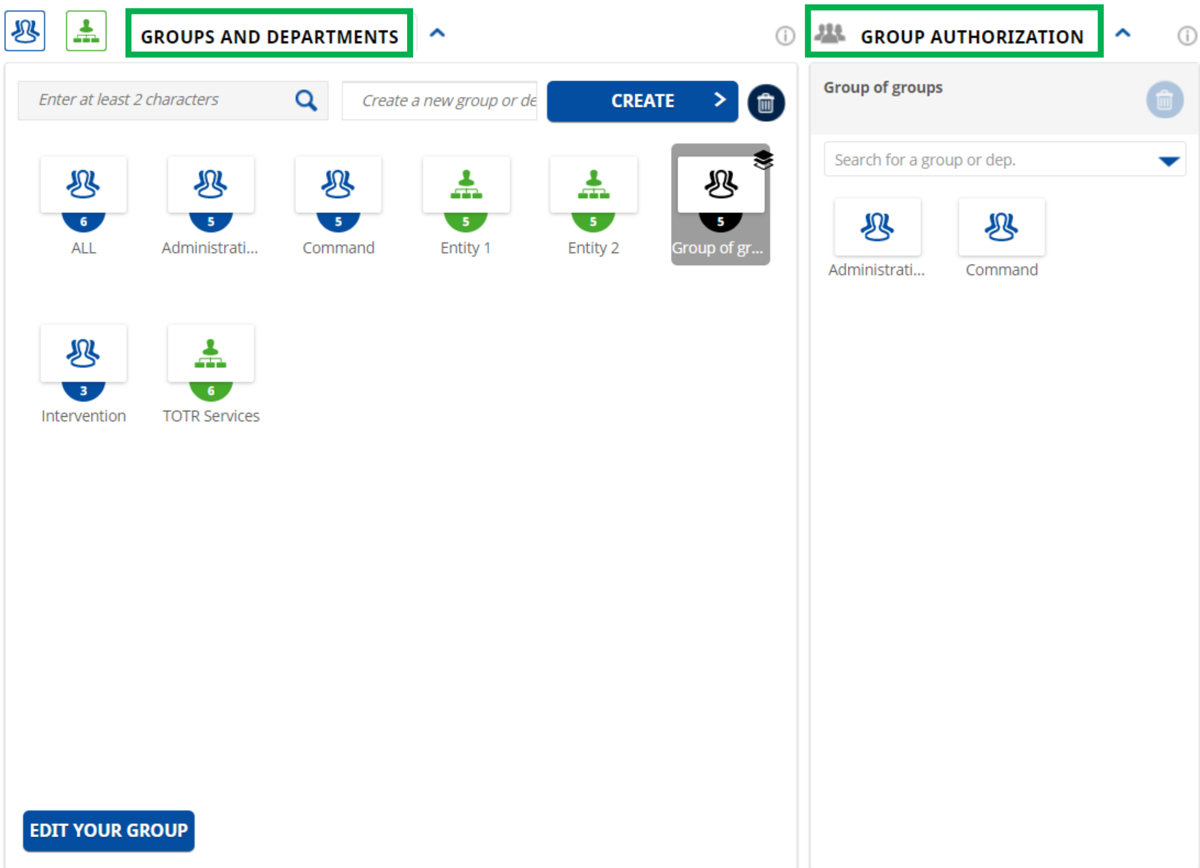


My Company > Groups and departments > Delete a group/group of groups > Confirmation request

2.6.5 Communication between Members of Different Groups

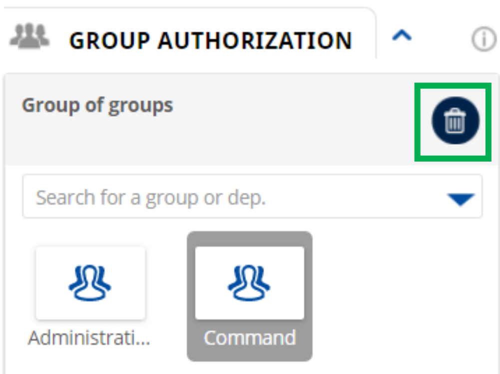
To connect two different groups:

1. Go to **Groups and Departments** tab.
2. Click a group to assign permissions. The selected group is displayed in the **Group Authorization** box.
3. Click another group and drag it to the **Group Authorization** box.
4. You can add more groups to this permission list by dragging them from the **Groups** list.



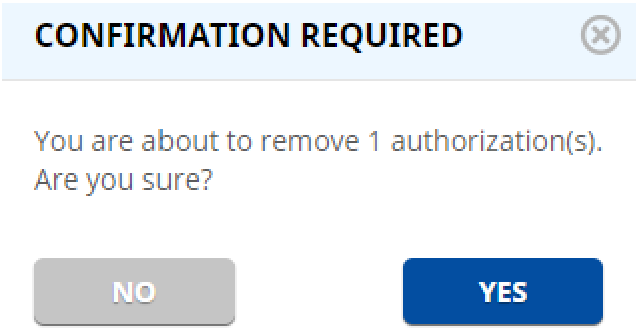
My Company > Groups and departments > Group authorization

5. To revoke permission of a specific group, select it from the **Group Authorization** box and click the **Trash** button in the top right corner.



My Company > Groups and departments > Group authorization > Delete an authorization

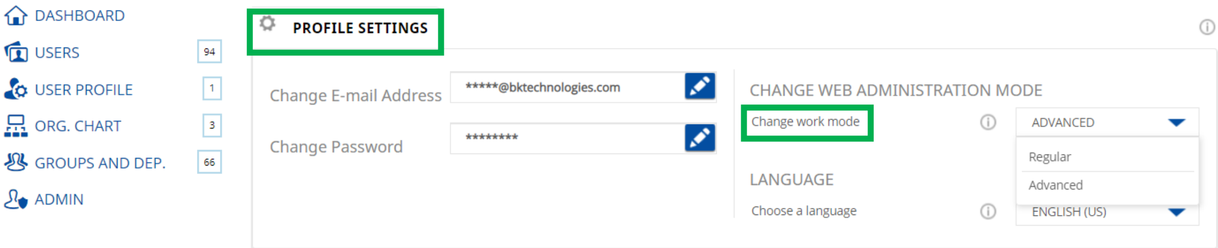
A confirmation pop-up will appear. After confirming the action, the deletion will be complete. The delete action will not take place if you click the **No** button.



My Company > Groups and departments > Group authorization > Delete an authorization > Confirmation request

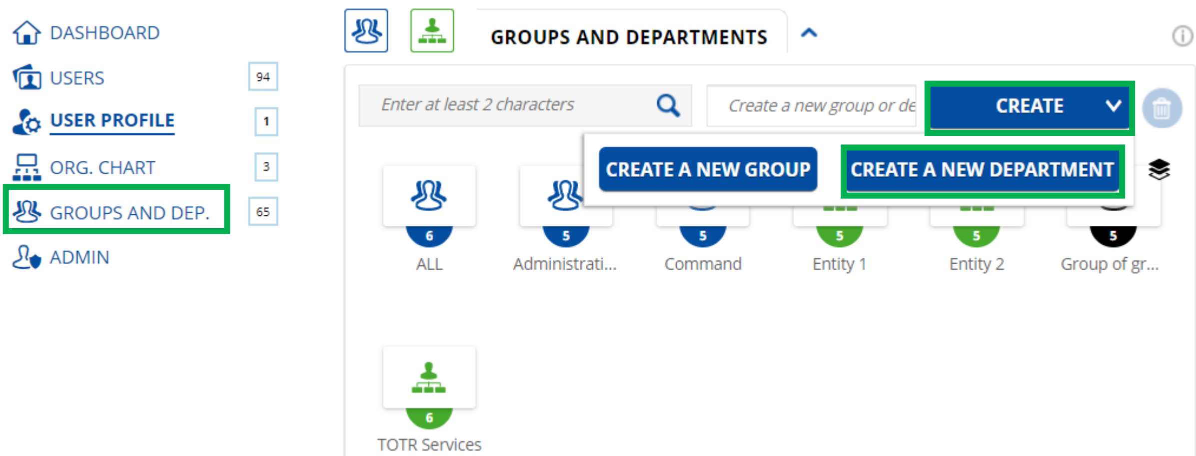
2.6.6 Creating a Department

Open the **Settings** menu and change the work mode to ″Advanced″.



Settings > Profile settings

- Go to **Groups and Departments**.
- Click the **Create a New Department** button.

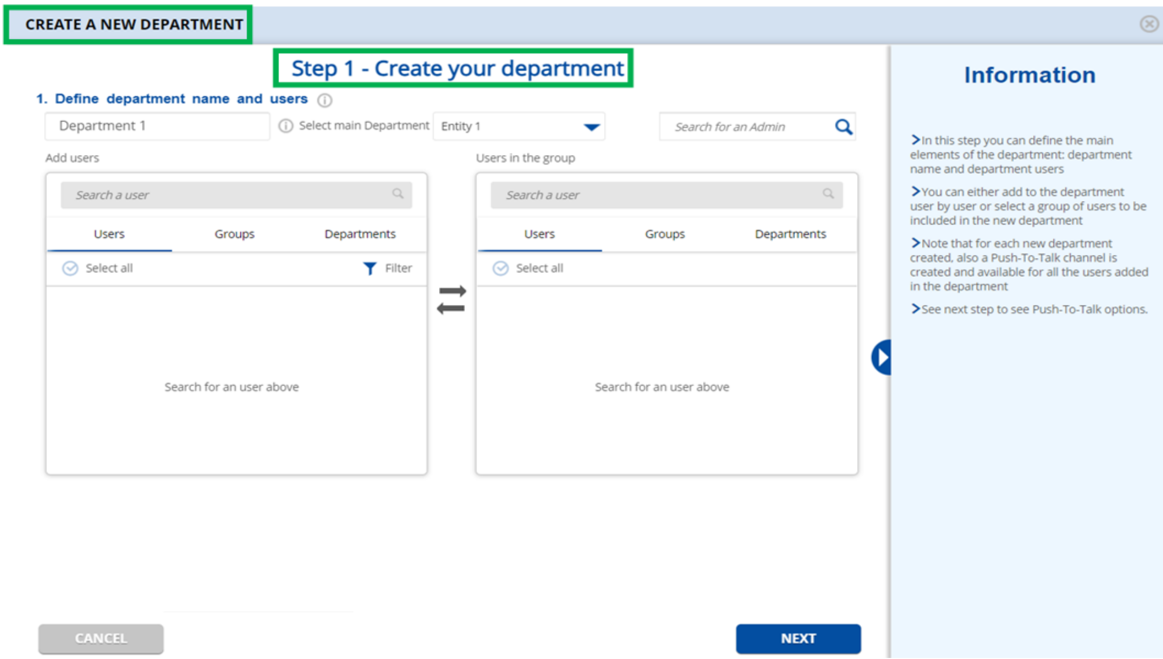


My Company > Groups and departments > Create a new department

Note: Each department corresponds to a Push-To-Talk Channel, meaning that users will be able to initiate Push-To-Talk Calls with other users in that department.

When creating a department, you will follow the steps from the **Creating a Group** section (My Company > Groups and Departments). In addition to the options available in Step 1 when creating a group, you may also configure these options for a department:

- **Select Main Department:** Choose if the new department is a sub-department of the main department or of a secondary department.
- **Search for an Admin:** Enter the name of an admin to assign them administrative rights over the new department.



My Company > Groups and departments > Create a new department > Step 1

2.6.7 Creating a Department of Groups

Same logic as for creating a group of groups. It will be possible to add a group in the department.

*For more information, go to the **Creating a Group of Groups** section in the guide (My Company > Groups and Departments).*

2.6.8 Editing a Department/Department of Groups

Same logic as for modifying a group/group of groups.

*For more information, go to the **Editing a Group/Group of Groups** section in the guide (My Company > Groups and Departments).*

2.6.9 Deleting a Department/Department of Groups

Same logic as for deleting a group/group of groups.

*For more information, go to the **Deleting a Group/Group of Groups** section in the guide (My Company > Groups and Departments).*

2.6.10 Communication between Members of Different Departments

Same logic as for communication between members of different groups.

*For more information, go to the **Communication between Members of Different Groups** section in the guide (My Company > Groups and Departments).*

2.7 Linking Channels

When the **Link Channels from Other Organizations** feature is activated from Super Admin, a new section will be displayed in Company Administration: Link Channels.

You will be able to:

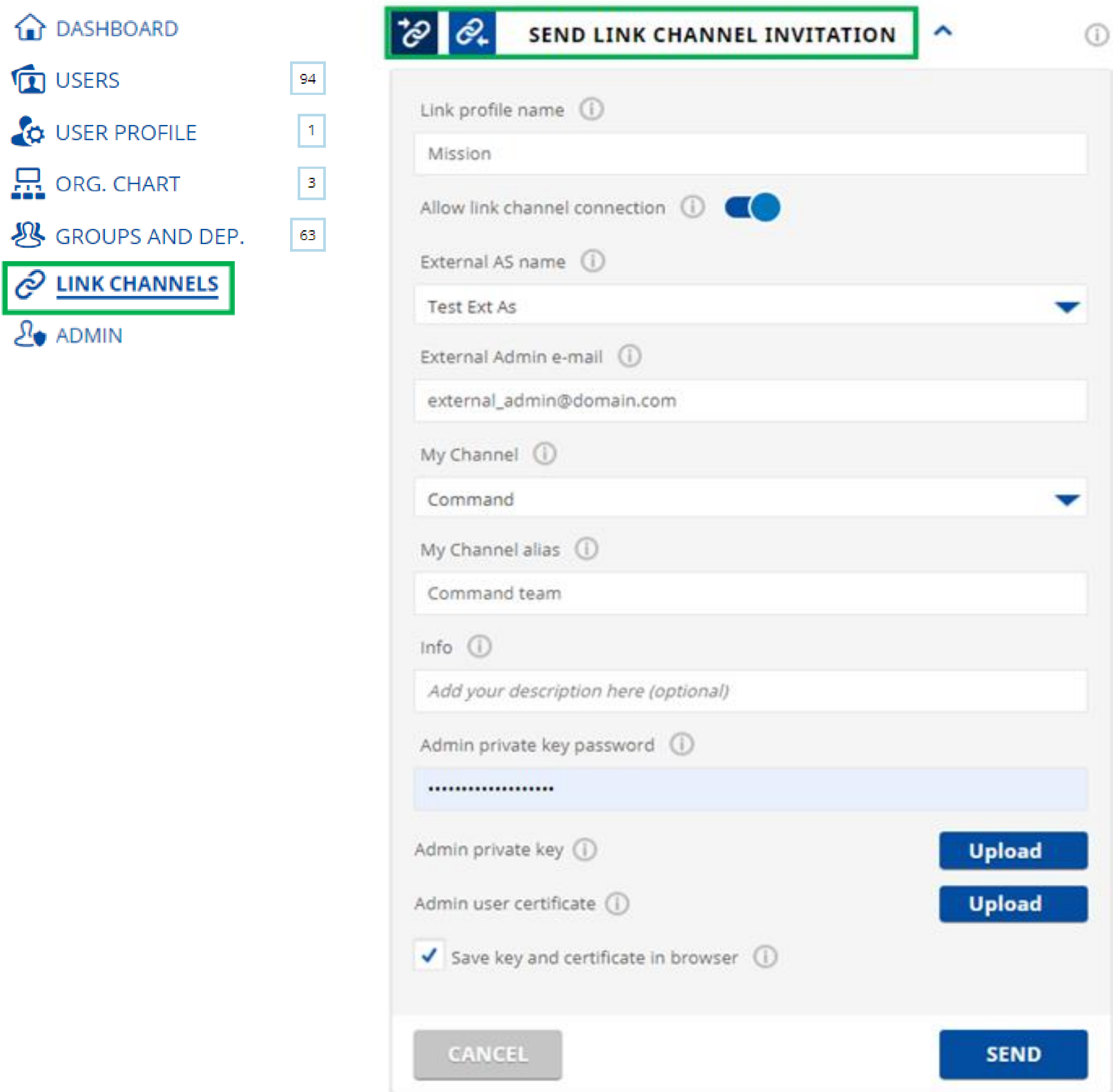
- Send link channel invitation
- Receive and accept link channel requests
- Edit/Delete already created profiles

2.7.1 Sending a Link Channel Invitation

Here is the structure for sending a link channel invitation:

- **Link Profile Name:** The name that will be displayed in the list of profiles (for both Organization A and Organization B). The name will also be displayed for the Admin that will receive the invitation.
- **Allow Link Channel Connection:** It represents the local status of the link. If enabled on both your side and the recipient side, the connection between the linked channels will be up. If disabled on at least one side, the connection between the linked channels will be down.
- **External AS Name:** You will be able to choose from the Application Server (AS) already configured in Super Admin. When selecting the profile, the FQDN should be taken automatically.
- **External Admin Email:** The admin to whom the link invite should be sent (the AS will know, based on admin email, the organization to which the link be made).
- **My Channel:** The channel that will be linked with other organizations. The drop-down list will display all the channels for which you have control. The real name of the channel will not be displayed for the users of the other organizations.
- **My Channel Alias:** Choose the name that will be displayed for the users of the external organizations when someone from your organization will take the floor in this linked channel. Since the alias can be changed in the future, it is not part of admin signature.
- **Info:** You will have the option to send to the external admin any additional information in regards with the link invitation: reason, period, what other organizations you will invite, etc. (max 300 letters).
- **Admin Private Key Password:** The password to protect the admin private key.

- **Admin Private Key:** You will receive the key from another member of your organization. You will have to upload the admin private key in the browser. Admin private key will be used when sending or accepting a link channel invitation.
- **Admin User Certificate:** You will receive the key from another member of your organization. You will have to upload the admin user certificate in the browser. Admin user certificate will be used when sending or accepting a link channel invitation.
- **Save Key and Certificate in Browser:** If you check the box before sending the invitation, the key and certificate will be stored in browser so you will not have to upload them each time you send or accept a link channel invitation.



My Company > Link channels > Send link channel invitation

Note 1: Admin Private Key, **Admin User Certificate**, and **Save Key and Certificate in Browser** options will be displayed in this screen only if the key and certificate are not currently stored in the browser.

Note 2: Admin Private Key Password, **Admin Private Key**, **Admin User Certificate**, and **Save Key and Certificate in Browser** options will be displayed in this screen only when **Sign Link Channel Invitation** is Active.

Note 3: If you want to link channel G1 with channels G2 and G3 from other organizations, you will have to send two invitations (two profiles).

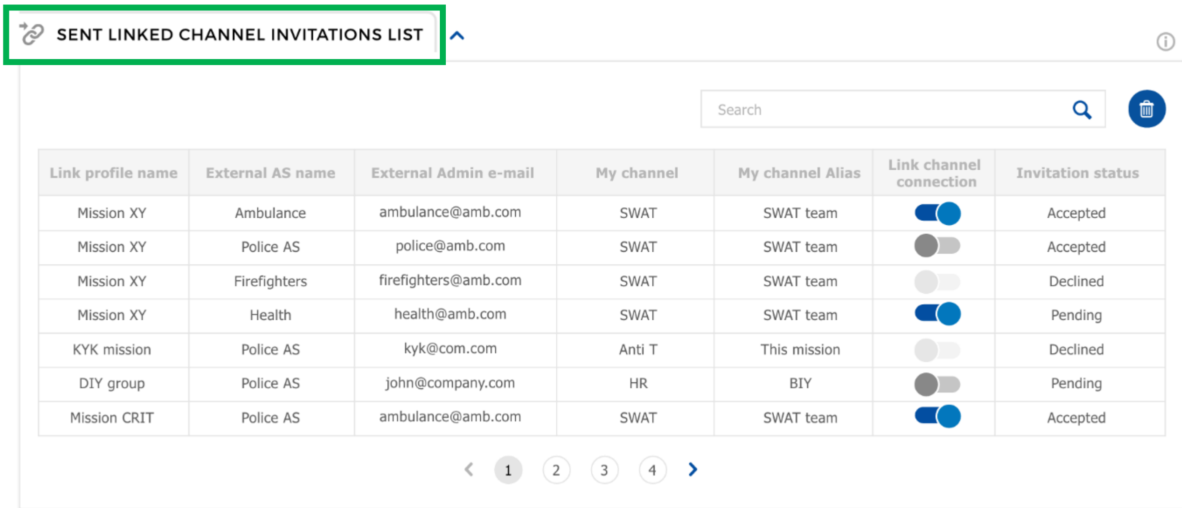
If you click the **Send** button, the link profile will be saved in Sent Link Channel Invitations List.

Here is the structure for the list:

- **Link Profile Name:** The name set by Admin 1 when creating the invitation.
- **External AS Name:** The name from the Application Server (AS) already configured in Super Admin.
- **External Admin Email:** The admin to whom the link invite should be sent.
- **My Channel:** The channel selected by Admin 1 when creating the invitation.
- **My Channel Alias:** The alias given by Admin 1 when creating the invitation.
- **Link Channel Connection:** Admin 1 will be able to change the status from the list of invitations.
- **Invitation Status:**
  - ➢ Pending: The link invitation does not have an answer from Admin 2
  - ➢ Accepted: The link invitation was accepted by Admin 2 (recipient)
  - ➢ Declined: The link invitation was declined by Admin 2

Note 4: For the organization that is the initiator, any admin can send other invitations for this related channel:

- ➢ Pending: Admin can send another link invitation for the same channel
- ➢ Accepted: Admin can send another link invitation for the same channel
- ➢ Declined: Admin can send another link invitation for the same channel


SENT LINKED CHANNEL INVITATIONS LIST

Search

Link profile name	External AS name	External Admin e-mail	My channel	My channel Alias	Link channel connection	Invitation status
Mission XY	Ambulance	ambulance@amb.com	SWAT	SWAT team		Accepted
Mission XY	Police AS	police@amb.com	SWAT	SWAT team		Accepted
Mission XY	Firefighters	firefighters@amb.com	SWAT	SWAT team		Declined
Mission XY	Health	health@amb.com	SWAT	SWAT team		Pending
KYK mission	Police AS	kyk@com.com	Anti T	This mission		Declined
DIY group	Police AS	john@company.com	HR	BIY		Pending
Mission CRIT	Police AS	ambulance@amb.com	SWAT	SWAT team		Accepted

1 2 3 4

My Company > Link channels > Sent link channel invitations list

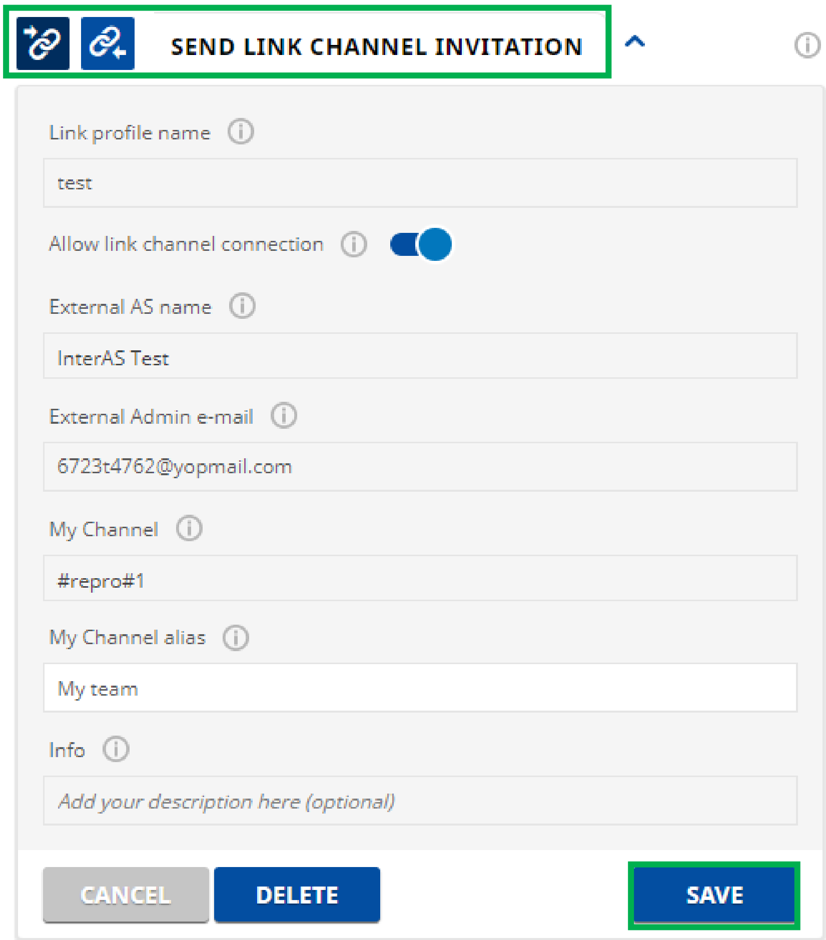
Editing a Sent Link Channel Invitation

If you click a sent link invitation from the list, you will have some options:

- **Allow Link Channel Connection:** You can change the status for this option (Enable/Disable).
- **My Channel Alias:** If you change the channel alias, the external admin will not be notified, but the new alias will be displayed instead of the old one for the users from external organizations.
- **Info:** If you hover the cursor over the **Info** section, you will see the entire text.

The following fields are read-only: Link Profile Name, External AS Name, External Admin Email, My Channel, and Info.

To update the details, click the **Save** button.



My Company > Link channels > Edit a sent link channel invitation

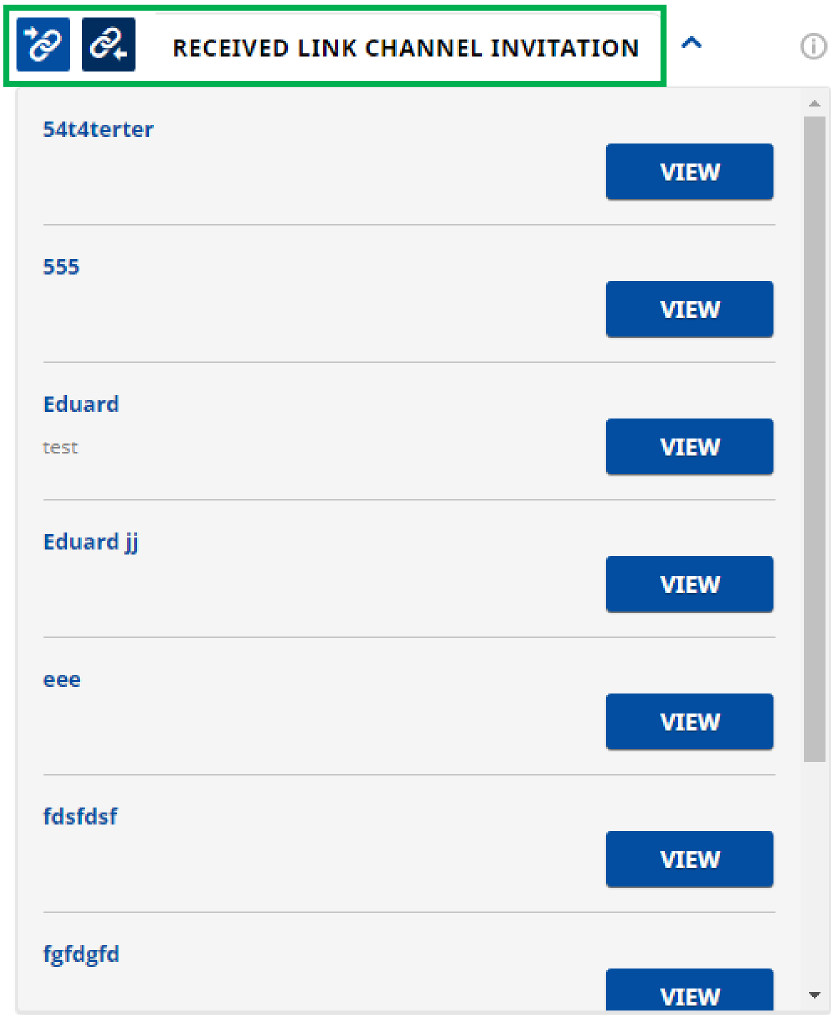
If you want to delete a sent link channel invitation, click the **Delete** button. When a link is deleted by Admin 1, Admin 2 will be notified. The admin will be able to click the notification and they will be sent to the deleted link.

2.7.2 Receiving a Link Channel Invitation

When you receive a link channel invitation, a notification will be displayed. If you have multiple invitations received, this section will have a scroll bar.

Here is the structure for receiving a link channel invitation:

- **Link Profile Name:** The name set by Admin 1 when creating the invitation.
- **Info Text:** Any additional information in regards with the link invitation: reason, period, what other organizations you will invite, etc. (max 300 letters). The entire text sent will be available when editing/viewing the invitation.
- **View** button: If you click this button, you will open the invitation.



My Company > Link channels > Receive link channel invitation

If you click the **View** button, you will open the invitation.

The first section (white) will contain the information received from Admin 1, and cannot be edited by Admin 2:

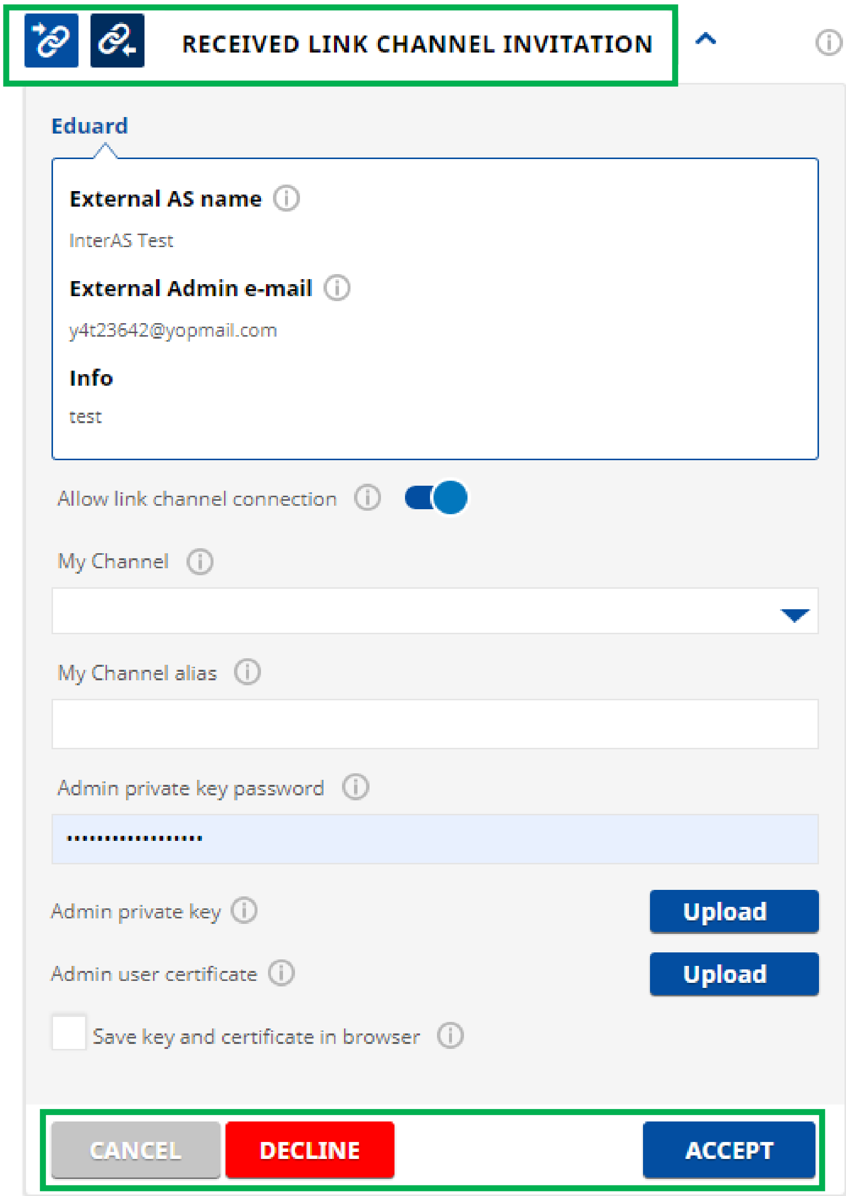
- **External AS Name:** The name from the Application Server (AS) already configured in Super Admin.
- **External Admin Email:** The email of the admin from the external organization that sent the link channel invitation.
- **Info:** Any additional information added by Admin 1 in regards with the link invitation: reason, period, what other organizations you will invite, etc. (max 300 letters). The entire text sent will be available in read-only mode when editing/viewing the invitation.

The next section is editable by the Admin 2, who received the invitation:

- **Allow Link Channel Connection:** It represents the local status of the link. If enabled on both your side and the recipient side, the connection between the linked channels will be up. If disabled on at least one side, the connection between the linked channels will be down.
- **My Channel:** The channel that will be linked with other organizations. The drop-down list will display all the cannels for which the admin has control. The real name of the channel will not be displayed for the users of the other organizations.
- **My Channel Alias:** Choose the name that will be displayed for the users of the external organizations when someone from your organization will take the floor in this linked channel. Since the alias can be changed in the future, it is not part of admin signature.
- **Admin Private Key Password:** The password to protect the admin private key.
- **Admin Private Key:** The admin will receive the key from another member of their organization. They will have to upload the admin private key in the browser. Admin private key will be used when sending or accepting a link channel invitation.
- **Admin User Certificate:** The admin will receive the key from another member of their organization. They will have to upload the admin user certificate in the browser. Admin user certificate will be used when sending or accepting a link channel invitation.
- **Save Key and Certificate in Browser:** If the admin checks the box before sending the invitation, the key and certificate will be stored in browser so they will not have to upload them each time they send or accept a link channel invitation.

The following options are available:

- **Accept:** The link channel invitation will be answered as accepted to the external admin. The link profile will be saved in Received Link Channel Invitation List.
- **Decline:** The link channel invitation will be declined and deleted. The admin that sent the request will receive a notification saying that the invitation was declined.
- **Cancel:** You will go back to preview page, and the information will be deleted. You can come back anytime to edit and accept or decline the invitation.

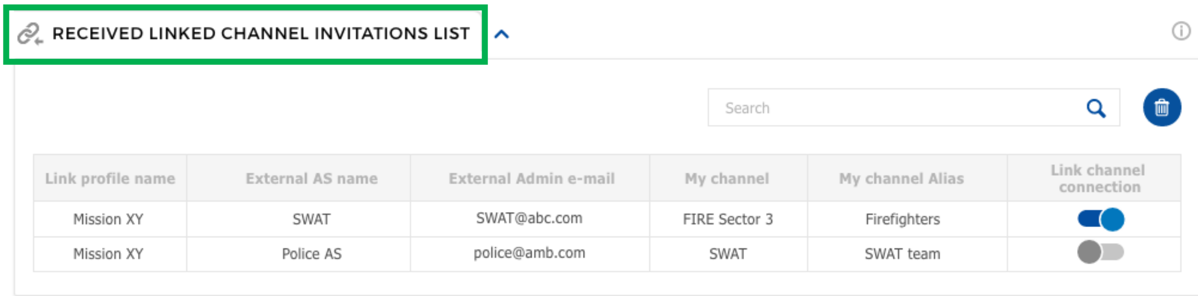


My Company > Link channels > View the received link channel invitation

If you click the **Accept** button, the link profile will be saved in Received Link Channel Invitations List.

Here is the structure for the list:

- **Link Profile Name:** The name set by Admin 1 when creating the invitation (this is received, not editable by Admin 2).
- **External AS Name:** The name from the Application Server (AS) already configured in Super Admin.
- **External Admin Email:** The admin to whom the link invite should be sent.
- **My Channel:** The channel selected by Admin 2 when creating the invitation.
- **My Channel Alias:** The alias given by Admin 2 when creating the invitation.
- **Link Channel Connection:** Admin 2 will be able to change the status from the list of invitations.



My Company > Link channels > Received link channel invitations list

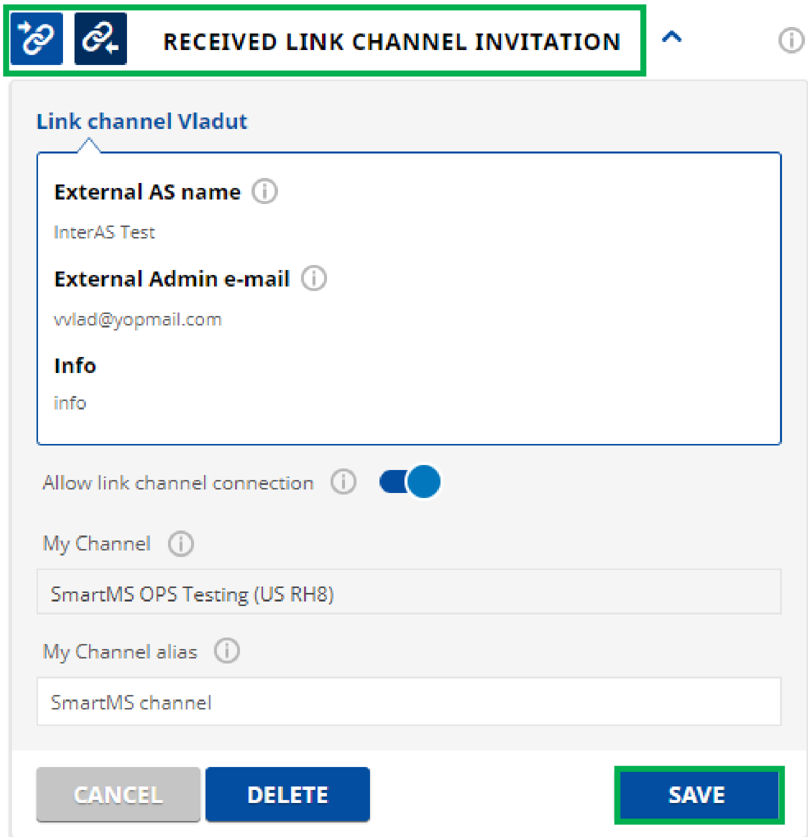
Editing a Received Link Channel Invitation

If you click a received link invitation from the list, you will have some options:

- **Allow Link Channel Connection:** You can change the status for this option (Enable/Disable).
- **My Channel Alias:** If you change the channel alias, the external admin will not be notified, but the new alias will be displayed instead of the old one for the users from external organizations.
- **Info:** If you hover the cursor over the **Info** section, you will see the entire text.

The following fields are read-only: External AS Name, External Admin Email, and My Channel.

To update the details, click the **Save** button.



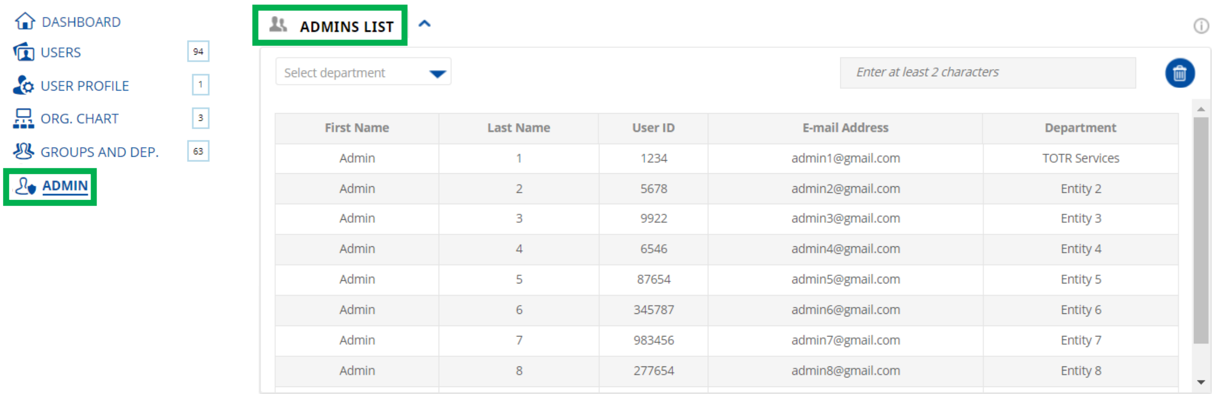
My Company > Link channels > Edit a received link channel invitation

If you want to delete a received link channel invitation, click the **Delete** button. When a link is deleted by Admin 1, Admin 2 will be notified. The admin will be able to click the notification and they will be sent to the deleted link.

2.8 Administrators

2.8.1 Admins List

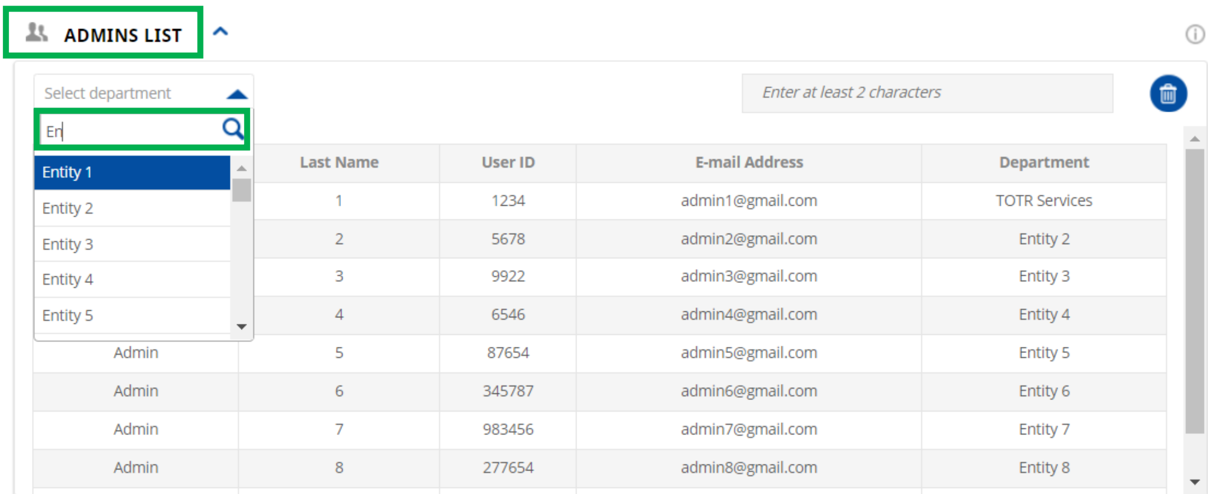
The list of all admins is displayed by default, with the option to scroll down to see more (infinite scroll). Searching for a department or typing some characters into the Search bar is an easier way to find a specific admin.



My Company > Admin > Admins list

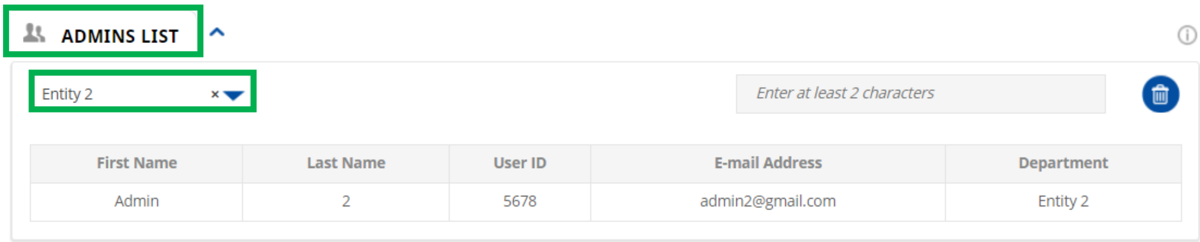
- Searching for a department

Enter at least two characters to search for a department. After the departments are displayed, you have the possibility to scroll down to see more (infinite scroll).



My Company > Admin > Admins list > Search for department > List of departments after searching

Once you have selected a department, you will see the admin who has rights to that department.

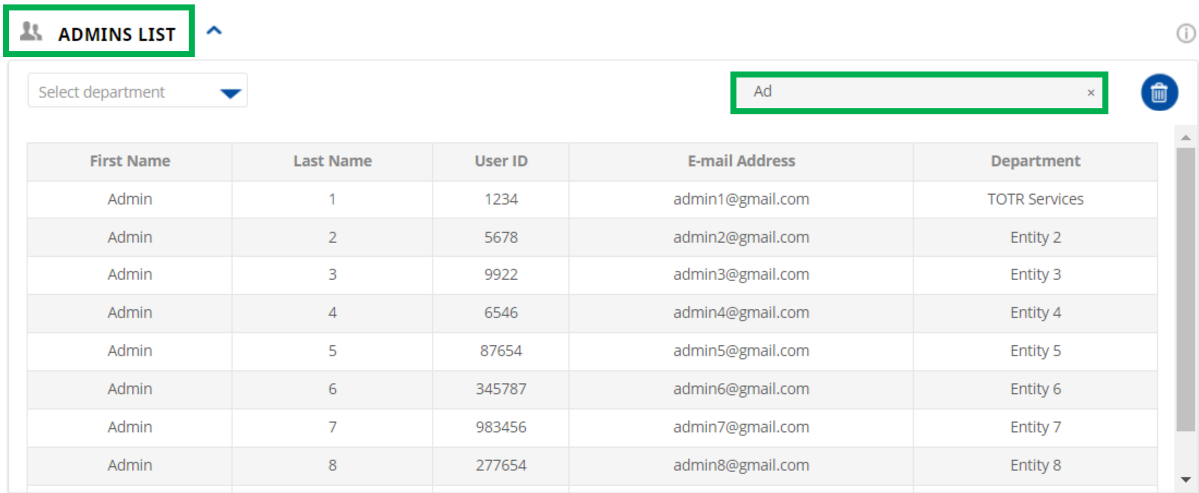


First Name	Last Name	User ID	E-mail Address	Department
Admin	2	5678	admin2@gmail.com	Entity 2

My Company > Admin > Admins list > Selected department

- Using the Search bar.

Enter at least two characters and press the **Enter** key on your keyboard to search for an admin. If you only enter one character, a red error message appears instructing you to "Enter at least two characters when searching". After the admins are displayed, you have the possibility to scroll down to see more (infinite scroll).



First Name	Last Name	User ID	E-mail Address	Department
Admin	1	1234	admin1@gmail.com	TOTR Services
Admin	2	5678	admin2@gmail.com	Entity 2
Admin	3	9922	admin3@gmail.com	Entity 3
Admin	4	6546	admin4@gmail.com	Entity 4
Admin	5	87654	admin5@gmail.com	Entity 5
Admin	6	345787	admin6@gmail.com	Entity 6
Admin	7	983456	admin7@gmail.com	Entity 7
Admin	8	277654	admin8@gmail.com	Entity 8

My Company > Admin > Admins list > Search for admin > List of admins after searching

2.8.2 Adding an Admin

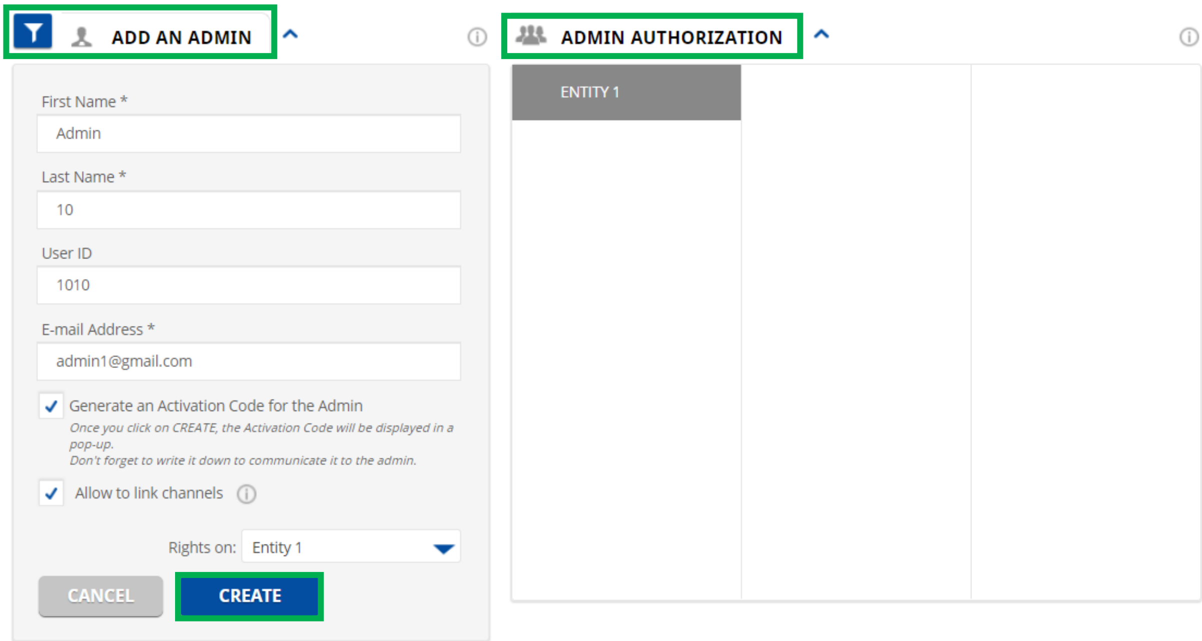
Fill out the fields for: First Name, Last Name, Mobile Number/User ID, and Email Address in the **Add an Admin** section on the left. You can set this account as having rights to link channels with channels from other organizations. The admin can have rights on the entire company or on the departments created in the organization chart.

Note 1: All fields marked with * are mandatory.

On the right you will see the department for which the admin is authorized.

Note 2: If you click a department in the **Admin Authorization** section on the right, you will remain on the same page, Add an Admin, and will not be redirected to the Organization Chart.

To add the admin, click the **Create** button.



My Company > Admin > Add an admin and admin authorization

Note 3: The organization admin can see all the admin accounts. The organization admin cannot edit another admin from the same level.

Note 4: The department admin can see other admins from the same department and its sub-departments. The department admin can edit another admin from the same department and its sub-departments. The department admin cannot see another admin from another department but same level.

Note 5: Enter at least two characters to search for a department to set the rights on it. After the departments are displayed, you have the possibility to scroll down to see more (infinite scroll).

Admin can:

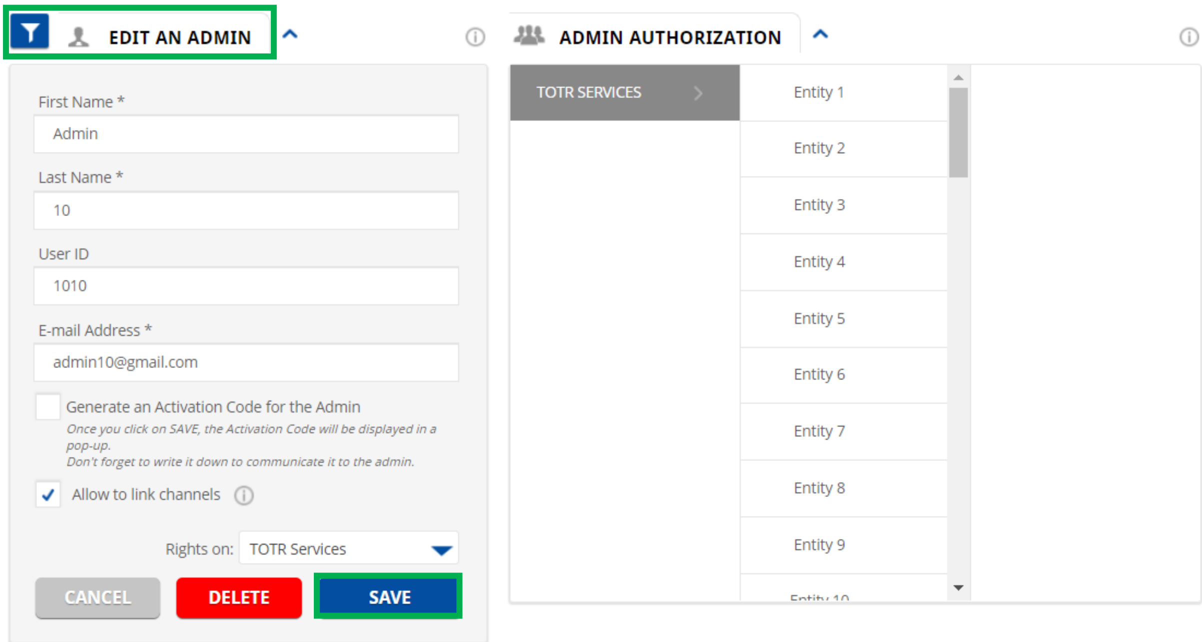
- Add new users to a company account.
- Delete an existing user.
- Change the rights for specific users, including adding new services.
- Assign users to groups or change which groups a user can access.
- Perform a Remote Data Wipe for a user with a compromised device.
- Review organization-wide reporting on messaging usage.

2.8.3 Editing an Admin

To edit an admin, go to the admins list and click the admin you want to edit. A new form will open, containing the admin details for edit.

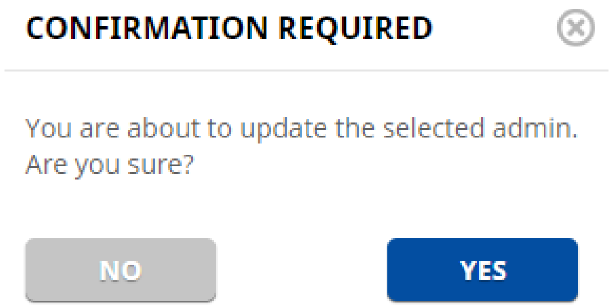
To update the details, click the **Save** button.

Note: If you click a department in the **Admin Authorization** section on the right, you will remain on the same page, Edit an Admin, and will not be redirected to the Organization Chart.



My Company > Admin > Edit an admin

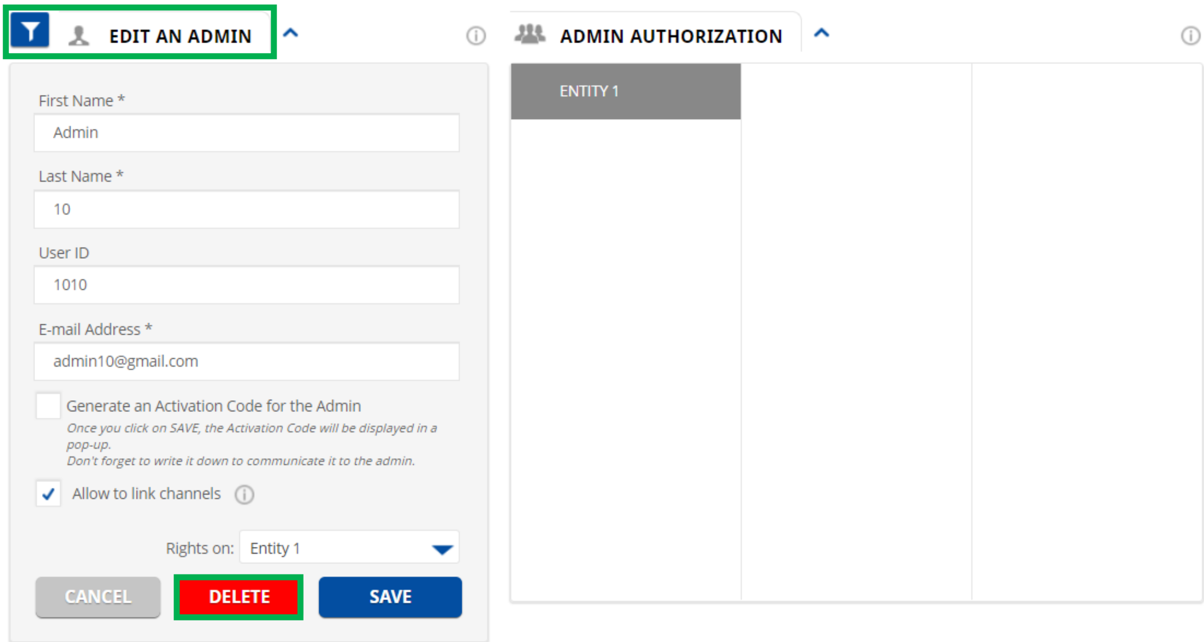
A confirmation pop-up will appear. After confirming the action, the editing will be complete. The editing action will not take place if you click the **No** button.



My Company > Admin > Edit an admin > Confirmation request

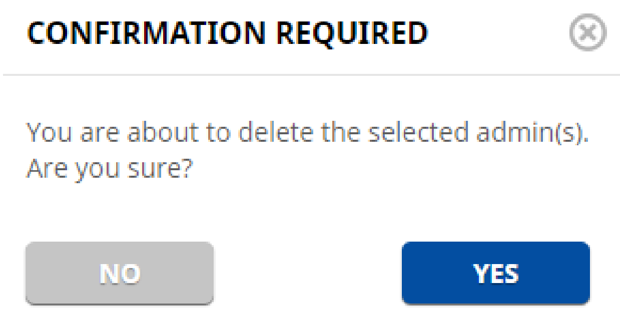
2.8.4 Deleting an Admin

In the admin edit form, you can delete the admin. Click the **Delete** button.



My Company > Admin > Delete an admin

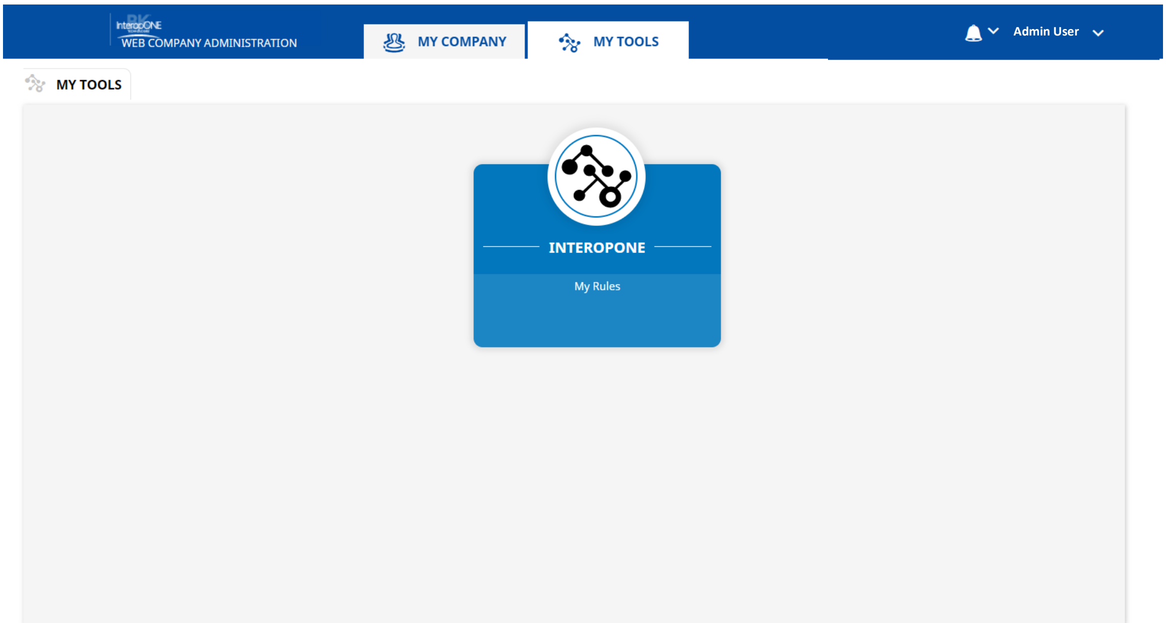
A confirmation pop-up will appear. After confirming the action, the deletion will be complete. The deletion action will not take place if you click the **No** button.



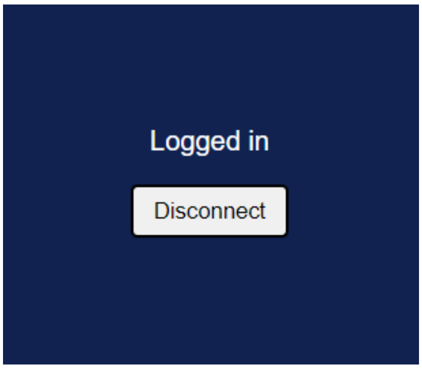
My Company > Admin > Delete an admin > Confirmation request

3 MY TOOLS

The My Tools tab represents the mechanism by which the InteropONE dynamic incidents/groups are managed. This is a read-only tab; as an administrator, you do not need to make any changes here.



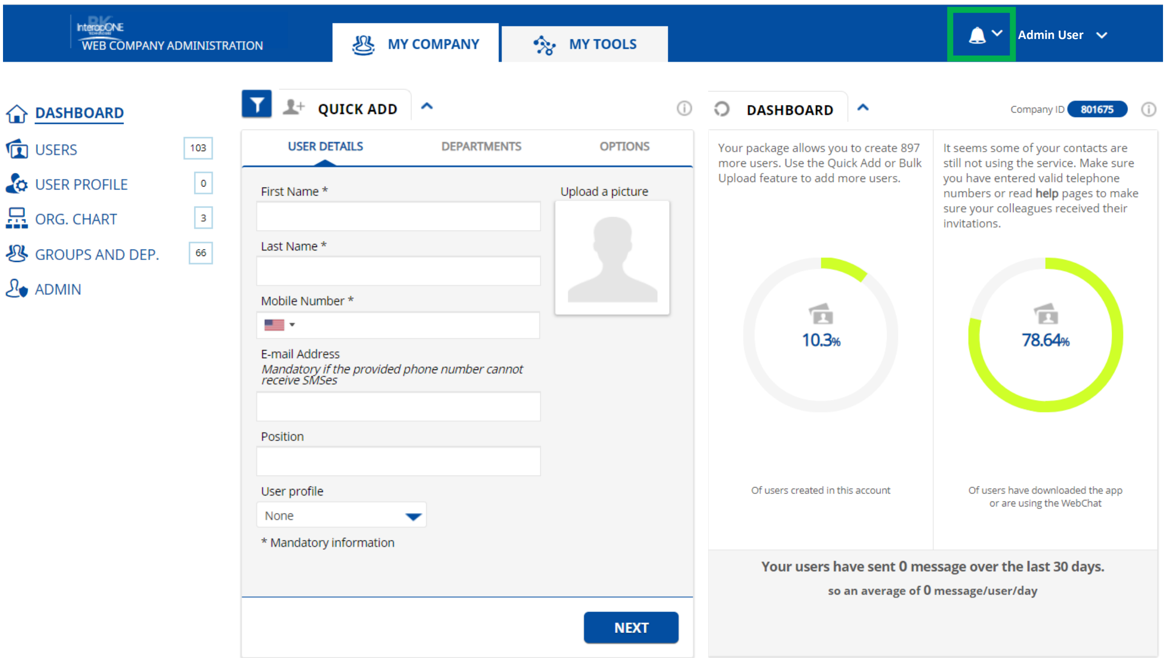
Click on the INTEROPONE box to ensure that the following is displayed, which indicates that the InteropONE tool is connected appropriately. If this message is not displayed, click the INTEROPONE box again.



4 ACCOUNT NOTIFICATIONS

See notifications about:

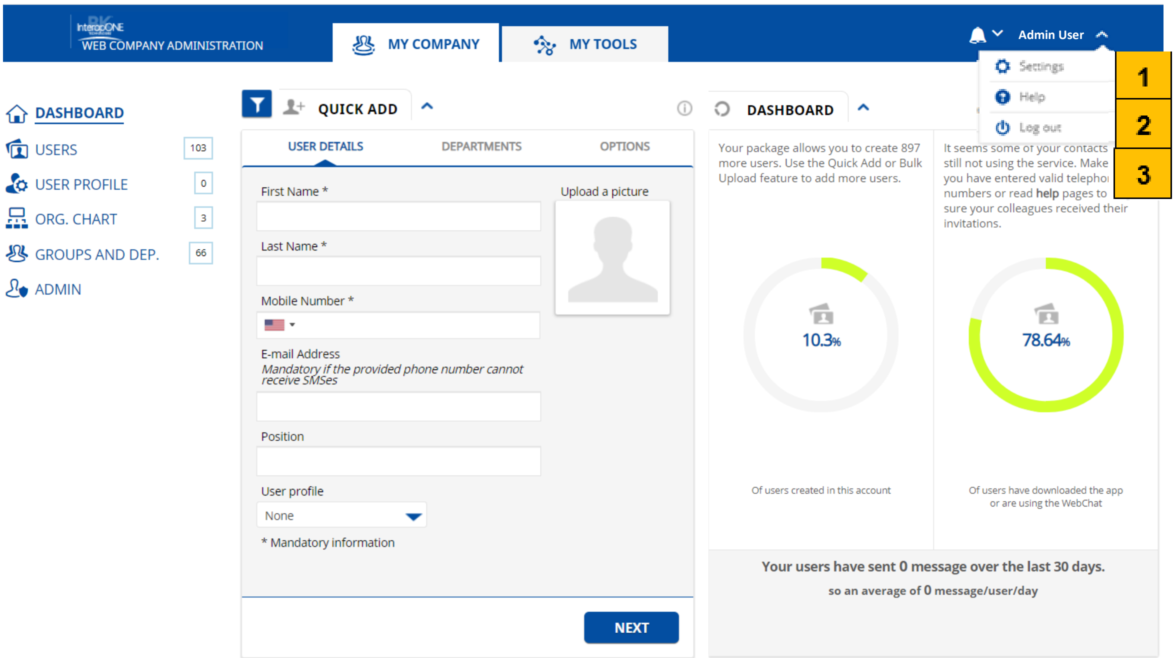
- Expiration of the company
- Expiration of various passwords



Account notifications

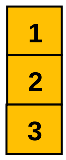
5 ACCOUNT SETTINGS, HELP PAGE, AND LOGGING OUT

InteropONE accounts can be customized from the **Settings** menu (top right arrow).



Settings

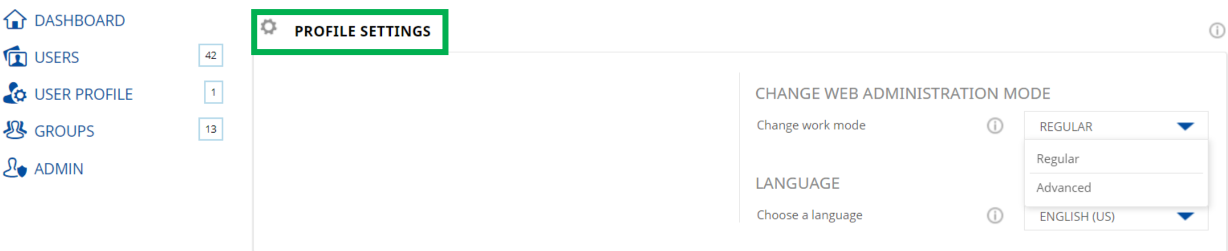
1. Settings: Profile and company settings
2. Help: Form to submit a question about InteropONE
3. Log out



5.1 Profile Settings

You can customize your own profile by:

- Changing the email address
- Changing the password
- Changing the work mode: Regular or Advanced
- Choosing the interface language



Settings > Profile settings

Note: You will not be able to use a predefined number of previously used passwords when changing your password. The Super Admin determines the number.

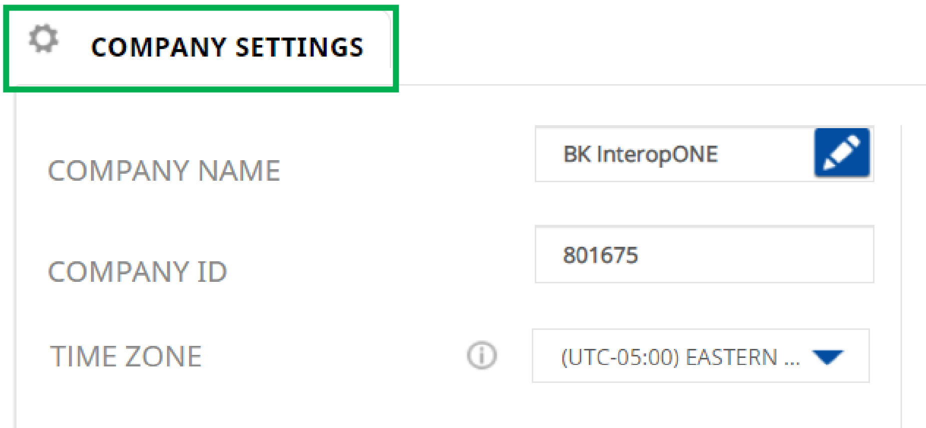
5.2 Company Settings

Note 1: Some of the below options may not be displayed in **Settings** if they have not been enabled.

Note 2: You can relocate the pop-up window to have a better visibility over the page when creating or editing a profile, a list, a group, or a department. Up to 15 entries are displayed at once during creation and editing.

5.2.1 Company Name, ID, and Time Zone

Set the company's name (displayed in the application and on WebChat) and make note of the company ID number because it is needed to log into InteropONE. The selected time zone will be used for system emails and reports.



Settings > Company settings > Company name, ID, and time zone

5.2.2 WebChat

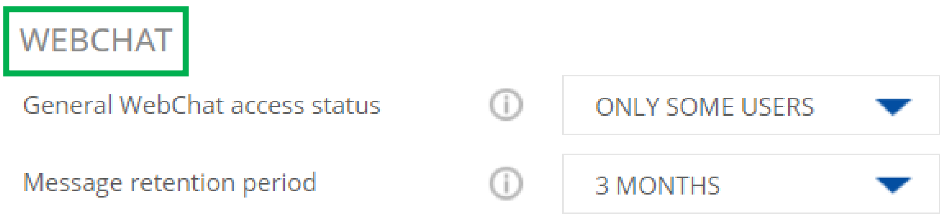
If activated, allows users to use the desktop application.

General WebChat access status:

Activate the feature for all users:

- *If set to Inactive*: Deactivate the feature for all company users.
- *If set to All users*: Activate the feature for all company users.
- *If set to Only some users*: Set the access user by user when creating or editing a user.

Message retention period: Period after which user’s messages are deleted from their accounts. It can be set from one week to one year.



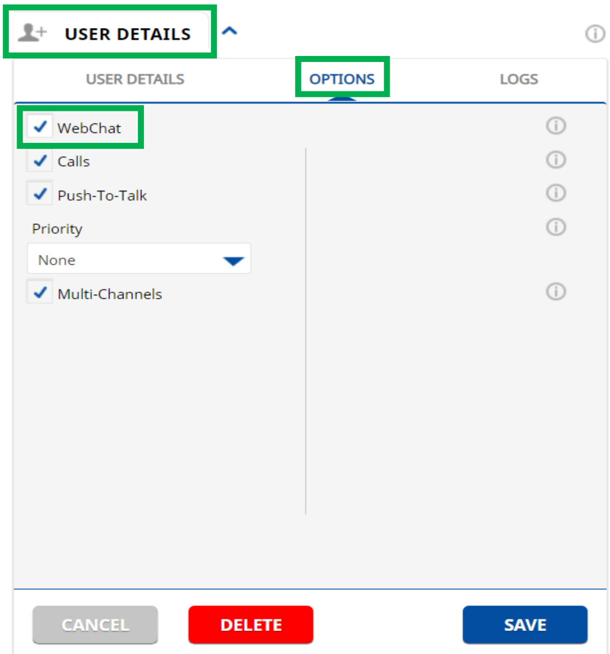
Settings > Company settings > WebChat

Note: To make sure users' messages are saved on the server, the **WebChat** feature should be enabled for all users (even if not all will be using WebChat).

This ensures that the message threads and conversation history can be restored during a change of device or Login/Logout.

The storage of messages depends on the selected retention period.

Activate the feature user by user:



My Company > Users > User details > Options > WebChat

5.2.3 Call Settings

5.2.3.1 Calls

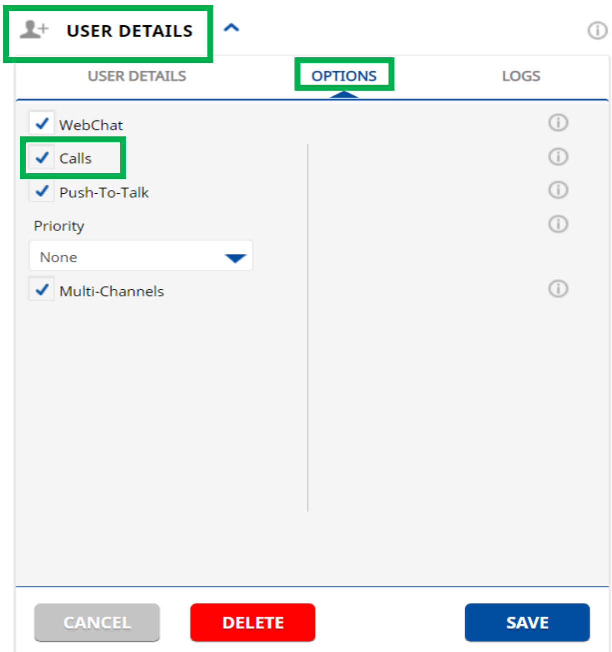
If activated, allows users to make and receive free calls via Internet.

Activate the feature for all users:

- *If set to Inactive*: Deactivate the feature for all company users.
- *If set to All users*: Activate the feature for all company users.
- *If set to Only some users*: Set the access user by user when creating or editing a user.

Settings > Company settings > Call settings > Calls

Activate the feature user by user:



My Company > Users > User details > Options > Calls

5.2.3.2 Push-To-Talk

InteropONE supports live Push-To-Talk (walkie-talkie) calls, a one-to-one and one-to-many communication method where one user talks, and the others listen.

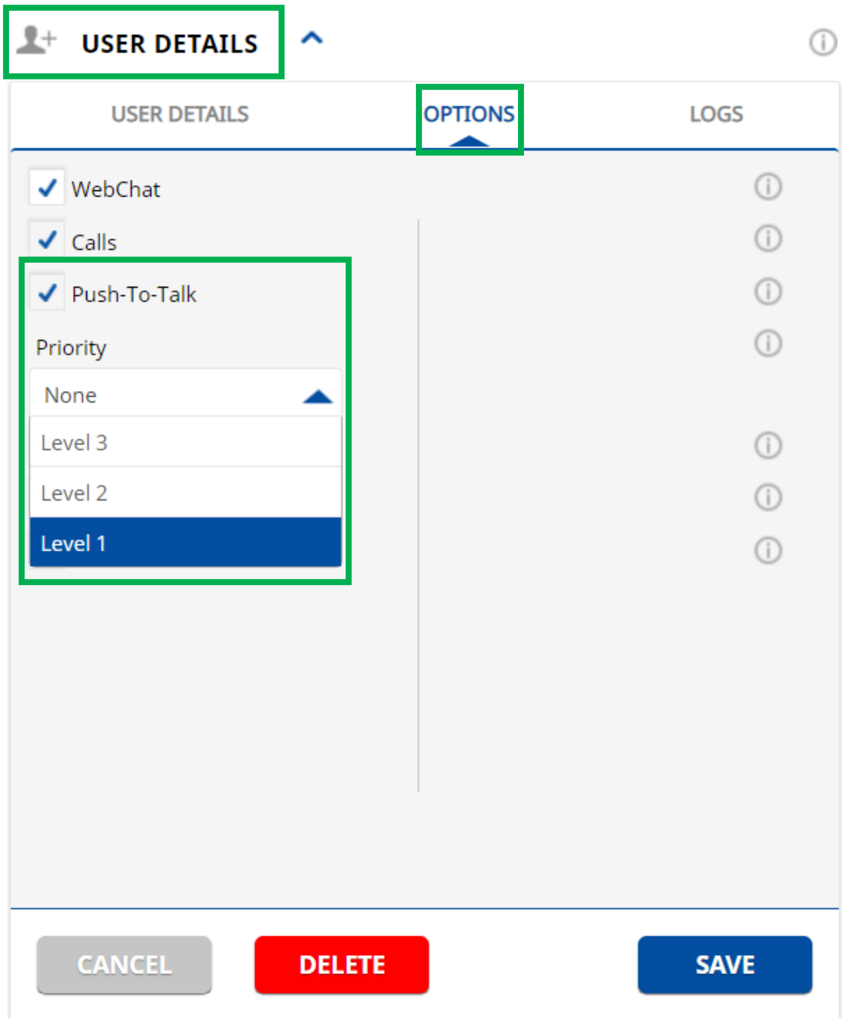
Push-To-Talk is a half-duplex communication method that allows users to send instant audio messages that will be directly heard by recipients. The user's status changes to transmit mode when clicking the **Push-To-Talk** button and goes back to reception mode when releasing the button.

Activate the feature for all users:

- *If set to Inactive*: Deactivate the feature for all company users.
- *If set to All users*: Activate the feature for all company users.
- *If set to Only some users*: Set the access user by user when creating or editing a user.

Settings > Company settings > Call settings > Push-To-Talk

Activate the feature user by user:



My Company > Users > User details > Options > Push-To-Talk and priority level

Priority

Define a priority level for this user (none to 3). A user with a high priority level will always be able to take the floor over lower priority level users. For receiver scan functionality, receive audio from a channel with a higher priority level will always override receive audio from a user with a lower priority level or another channel with a lower priority level.

5.2.3.3 Live Replay

If enabled, the WebChat users will be able to replay the last Push-To-Talk bursts from a Push-To-Talk group call.

Note 1: The Push-To-Talk Burst is the automatic recording of the audio transmission you make between taking and releasing the floor.

The number of recordings is not limited. These are only available while the user is connected to the channel; if the user disconnects, the recordings are lost. On extended connections, messages will accumulate until the RAM on the user's device is used up.

The recordings list is reset when the channel is disconnected.

The user is unable to move the cursor to a specific time to begin listening. The recording will be restarted when they click it.

Note 2: The **Live Replay** feature can be enabled/disabled only if the **Push-To-Talk** feature is enabled for the organization.

Settings > Company settings > Call settings > Live replay

5.2.3.4 Audio Session Recording

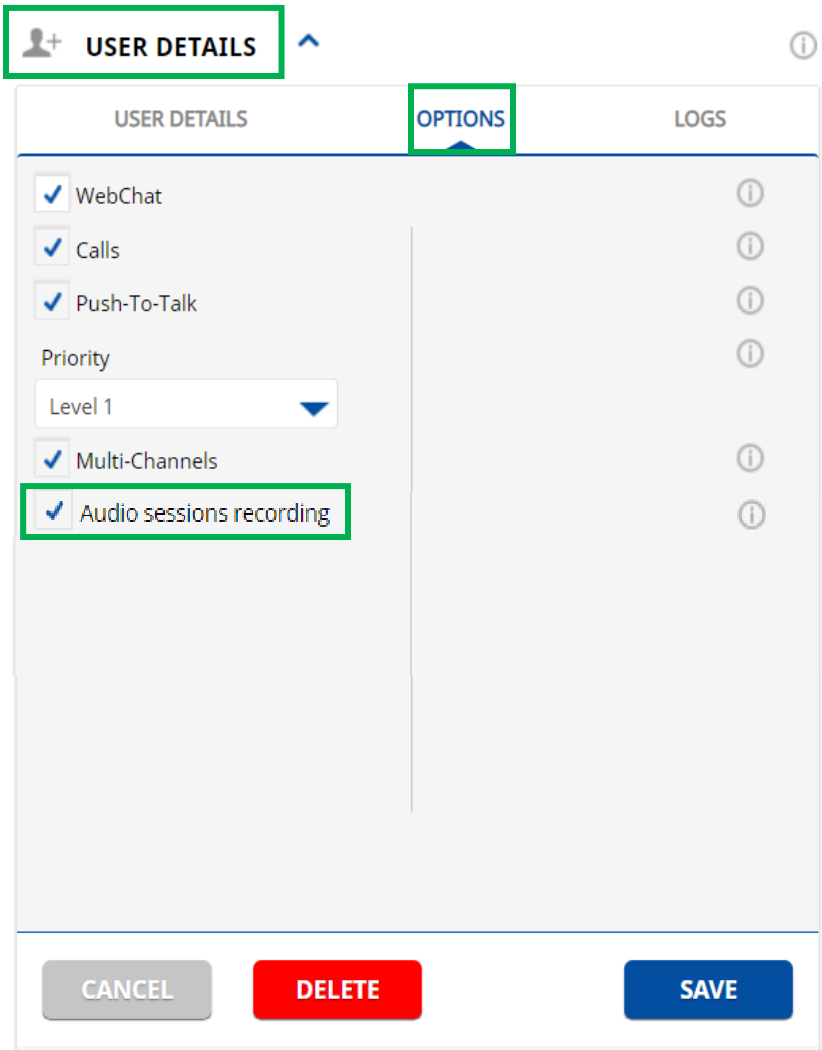
If activated, allows to record VoIP calls, Push-To-Talk calls, and Push-To-Talk channel sessions.

Activate the feature for all users:

- *If set to Inactive*: Deactivate the feature for all company users.
- *If set to All users*: Activate the feature for all company users.
- *If set to Only some users*: Set the access user by user when creating or editing a user.

Settings > Company settings > Call settings > Audio session recording

Activate the feature user by user:

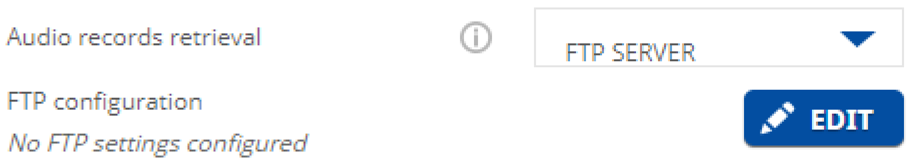


My Company > Users > User details > Options > Audio sessions recording

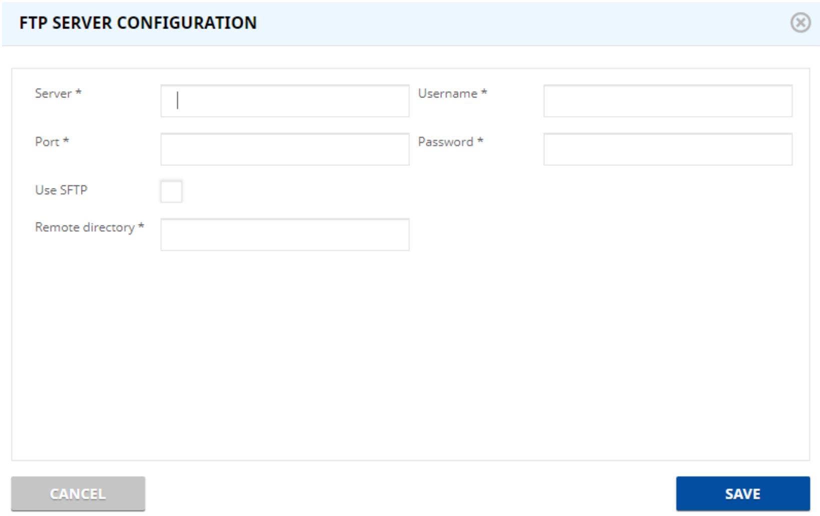
5.2.3.5 Audio Records Retrieval

They can be uploaded on an FTP server or sent by email to one or several recipients.

- If retrieval method is set to FTP, you need to configure the server (click **Edit**).

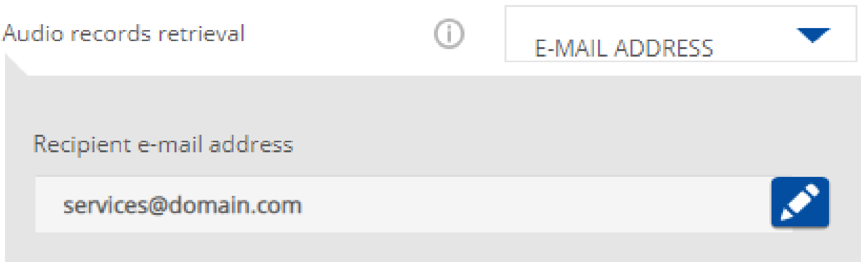


Settings > Company settings > Audio records retrieval set to FTP

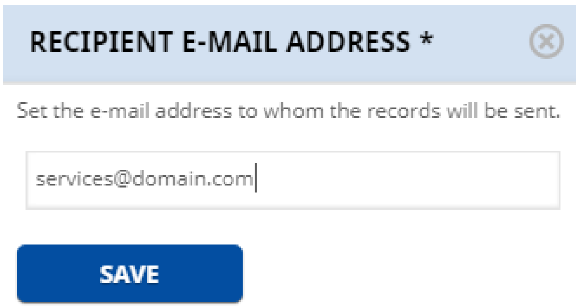


Settings > Company settings > Audio records retrieval > FTP server configuration

- If retrieval method is set to email address, insert the recipient's email in the box (click the **Pencil** button).



Settings > Company settings > Audio records retrieval set to email address



Settings > Company settings > Audio records retrieval > Email address configuration

5.2.3.6 Audio Sessions Retention Period

Select the period (from one week to one year) after which the records will be deleted from the server.

Settings > Company settings > Call settings > Audio sessions retention period

5.2.3.7 Multi-Channels

If activated, allows users to stay connected to multiple channels at the same time.

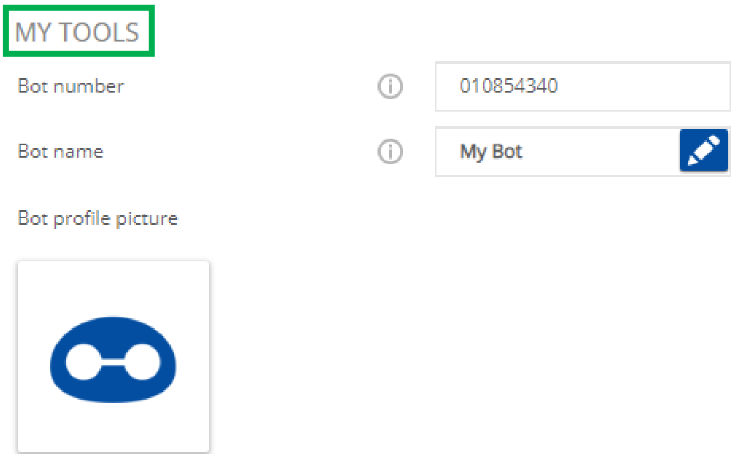
Activate the feature for all users:

- *If set to Inactive*: No user will be able to stay connected on two or more channels at the same time.
- *If set to All users*: The user will be able to stay connected to multiple channels at the same time.
- *If set to Only some users*: Set the access user by user when creating or editing a user.

5.2.4 My Tools

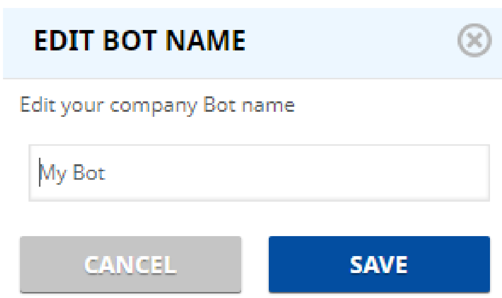
InteropONE requires the M**y Tools** package to be enabled. This automatically activates a single Bot user that is visible to contacts in the WebChat platform. Disabling the **My Tools** package will cause InteropONE to not function properly.

Bot number: The generated number for the bot.
Bot name: Click the **Edit** button to edit the name of the bot.
Bot profile picture: Click the **Edit** button if you want to upload a picture.



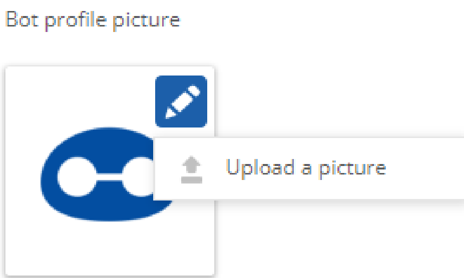
Settings > Company settings > My Tools

To change the name of the bot, click the **Pencil** button.



Settings > Company settings > My Tools > Edit bot name

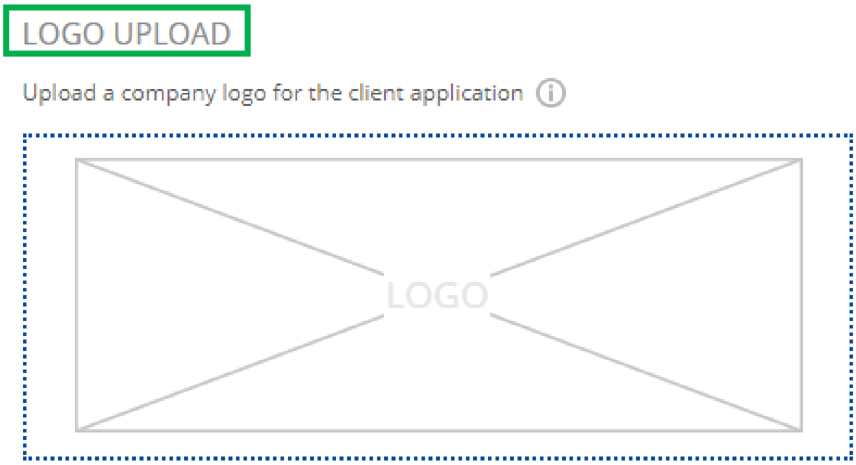
To add a profile picture, click the **Pencil** button.



Settings > Company settings > My Tools > Bot profile picture

5.2.5 Logo Upload

Upload an image in one of the following formats: png, jpeg. Maximum image size supported is 500*200 pixels.



Settings > Company settings > Company logo

5.2.6 User Invitations

Email invitation status: At user account creation, an email will be sent to the new user inviting them to download and authenticate in the application.

Activate the feature for all users:

- *If set to Inactive*: No email will be sent to the new added user to activate their account.
- *If set to Automatic*: An email will be automatically sent to the new added user to activate their account.
- *If set On demand*: You will choose when to send an email to the new added user to activate their account.

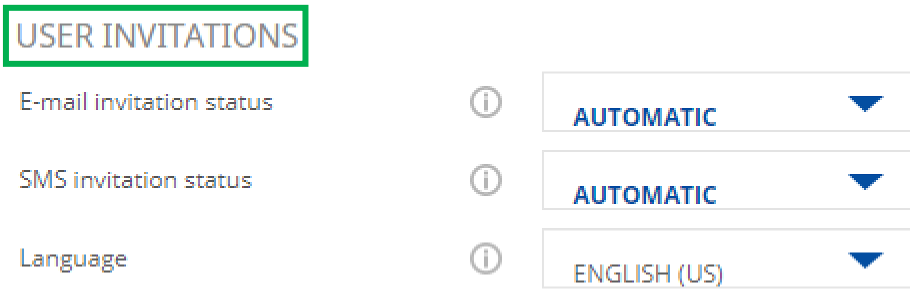
SMS invitation status: At user account creation, an SMS will be sent to the new user inviting them to download and authenticate in the application.

Activate the feature for all users:

- *If set to Inactive*: No SMS will be sent to the new added user to activate their account.
- *If set to Automatic*: An SMS will be automatically sent to the new added user to activate their account.

- *If set On demand*: You will choose when to send an SMS to the new added user to activate their account.

Language: The language used in the email and SMS messages.



Settings > Company settings > User invitations

5.2.7 Users Authentication

At users' first connection to the mobile app, an authentication link is sent by SMS to their phone numbers to confirm their identity. If you wish to send this link also by email to users with an email address, select Active. These users will have to click this link from the email application of their mobile devices.

Settings > Company settings > User authentication

5.2.8 Users Authorization

Sort users by: Order the Contacts list of your new users, in their mobile application or WebChat, by first name or last name.

5.2.9 Report

Receive activity report: Enable or disable activity report for admins.

Settings > Company settings > Report

The following actions are recorded in the Admin Activity Report:

- The admin creates, modifies, and deletes users, groups, and departments.
- The admin adds and removes users from groups and departments.
- The admin adds and removes users' profile pictures.
- The admin creates, modifies, and deletes other admins.
- The admin adds another admin to a department.
- The admin changes the password and email address.

- The organization's name is changed by the admin.
- The admin logs in and out.
- The reseller logs in and out.
- The reseller creates, modifies, and deletes organizations.
- The admin adds and removes groups from other groups and departments.

Note: Even if the **Activity Report** option is inactive, all administrator actions are logged in the report. This option is only available to select if the report should be sent automatically at the start of the next month.

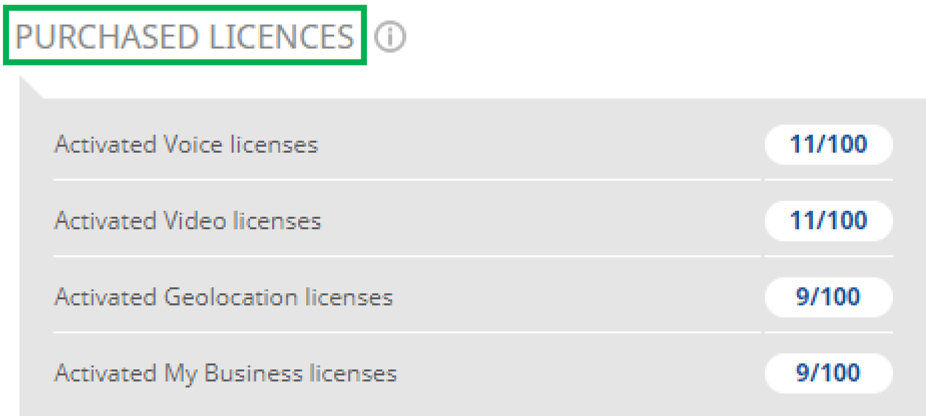
The report is sent automatically at the start of the next month to:

- All organization administrators who have the **Activity Report** option enabled
- All reseller administrators who have the **Activity Report** option enabled

5.2.10 Purchased Licenses

Gives the status of activated licenses and the maximum number of licenses for **Voice**, **Video**, **Geolocation** or **My Business** features.

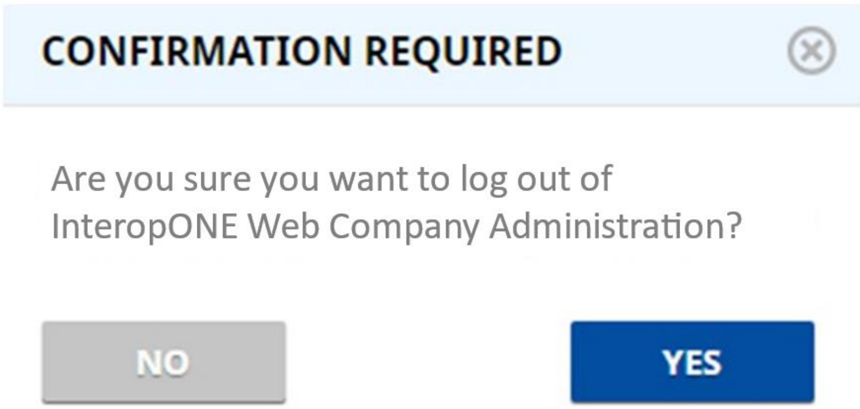
- Activated Voice licenses
- Activated Video licenses (not applicable to InteropONE)
- Activated Geolocation licenses (not applicable to InteropONE)
- Activated My Business licenses (not applicable to InteropONE)



Settings > Company settings > Purchased licenses

5.3 Logging Out

If you want to log out from your account, a confirmation pop-up will appear. After confirming the action, the logout will be complete. The logout action will not take place if you click the **Cancel** button.



Log out > Confirmation pop-up

InteropONE™

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