Honeywell

Smart Talk

Administrator Guide

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To search our knowledge base for a solution or to log in to the Technical Support portal and report a problem, go to honeywell.com/PSStechnicalsupport.

CHAPTER

1 INTRODUCTION

About Smart Talk

Smart Talk is a comprehensive and secure business communication solution that allows instant connection between remote teams. It is a fully customizable solution, tailored to the size and scope of any organization. The Smart Talk app is designed for Android and iPhone. The browser-based version is called WebChat.

The Smart Talk Web Company Administration Portal is used to create and manage Smart Talk users and groups and configure other parameters like Call Settings, Geolocation, User Authentication settings, license details, etc.

This guide provides information for system administrators using the Administration Portal.

Login

Log into the admin portal using the web address and login credentials provided by your Honeywell Admin. Login credentials include your Company ID, Email/User Name, and Password.

Log Out

To log out of the administration platform, click the drop-down in the upper right corner and select **Log out**. Click **YES** on the pop-up window to confirm that you want to log out.

Help

The drop-down in the upper right corner has a Help option, which takes you to a form to submit a question. This form is not functional in the current Smart Talk release.

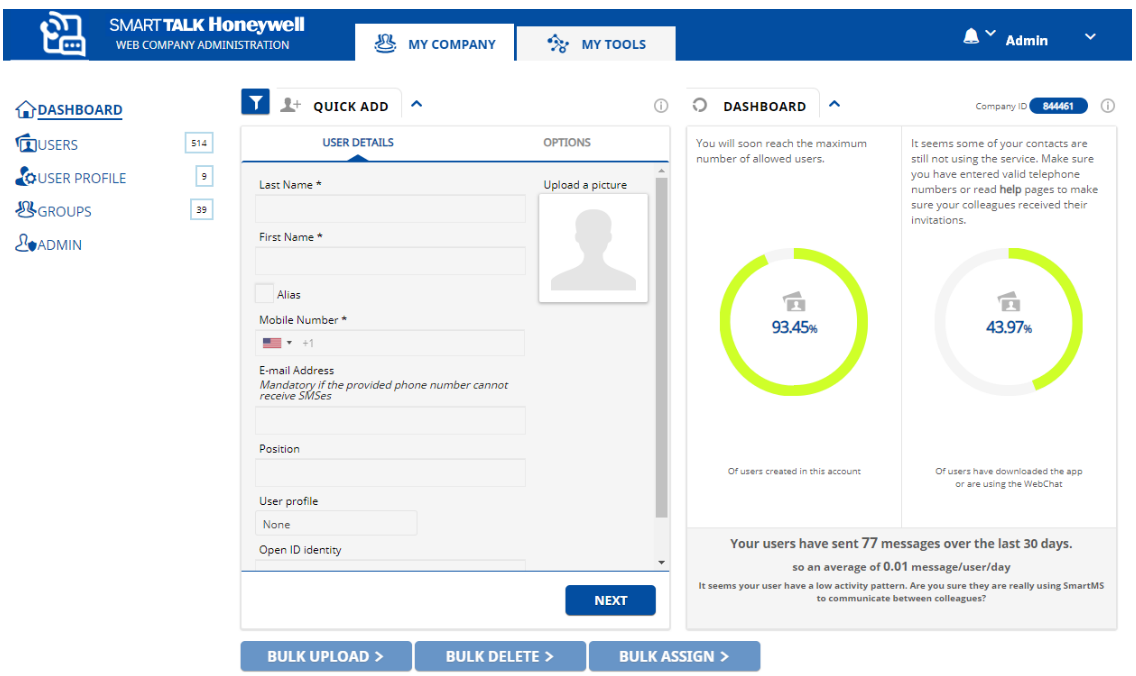
My Company

The My Company tab provides access to the dashboard, user and group information, and administrative tools.

Note: *Users cannot be added through the Web Company Administration portal. The Quick Add, Bulk Upload, Bulk Delete, and Bulk Assign options are not functional in the current release. The Admin Portal will let you go through the process of adding a user; however, the user is not actually added to the system. Contact your Honeywell representative to add users.*

When you log into the Admin Portal, you will access the My Company tab. This tab has the following menu options.

- **Dashboard** - Access service statistics through the Dashboard.
- **Users** - Register users and choose options you want to activate for them (depending on your subscription).
- **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.
- **Org. Chart** - View or edit your organization chart.
  This menu item is only displayed when Work Mode is set to "Advanced."
- **Groups and Dep.** - Create, edit, or delete groups of users and departments (open the Settings menu and change work mode to Advanced).
  Departments are only displayed when Work Mode is set to "Advanced." When Work Mode is set to "Regular," the menu item is shown as "Groups."
- **Admin** - Add a Web Company Administration administrator.



Dashboard

The Dashboard displays statistics on application usage including:

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

Settings

Use the Settings screen to customize your profile settings and company settings.

From the drop-down menu in the upper right, select **Settings**.

Profile Settings

- To edit your email address or password, click the pencil icon then enter the new information
- To set the work mode, choose “Regular” or “Advanced” from the **Change work mode** drop-down list. Some options are not available in the dashboard when Regular mode is selected.
- To change to a different language from the default, select a language from the **Choose a language** drop-down list.

Company Settings

Honeywell recommends using the default Company Settings that were configured with the initial application setup. You have the option to modify some Company Settings if needed.

Some settings can be activated for “All Users” or “Only Some Users.” “All Users” activates the features for all company users. “Only Some Users” allows you to set the access on a user-by-user basis when creating or editing a user. When this option is selected, WebChat access can be defined in an individual user record or in a User Profile.

Note: *When you update a feature for the whole company where you must choose between the options Inactive, All Users, or Only Some Users, a pop-up will appear informing you that the update may take some time. Click* **OK** *to apply the update or* **Cancel** *to dismiss it.*

Option	Description
Company Name	The company name displayed in the application and on WebChat.
Company ID	The assigned Company ID used to log into Smart Talk.
Time Zone	The time zone used for system emails and reports.
Company Logo	The company logo displayed in the app. To change the logo, mouse over the image and click the pencil icon. Upload an image file in .png or .jpeg format. The maximum image size is 500x200 pixels.

WebChat

Option	Description
General WebChat access status	Activates WebChat access.
Message retention period	Length of time messages will be kept in user's accounts.
Message Settings	
Message Acknowledgement	Allows users to send messages that require the recipient's validation.

Call Settings

Option	Description
Calls	Allows users to make and receive free calls via Internet. It also allows users to initiate Conference Calls. A Conference Call is a communication session between at least three users who can talk to each other at the same time
Push-to-Talk	Smart Talk 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.

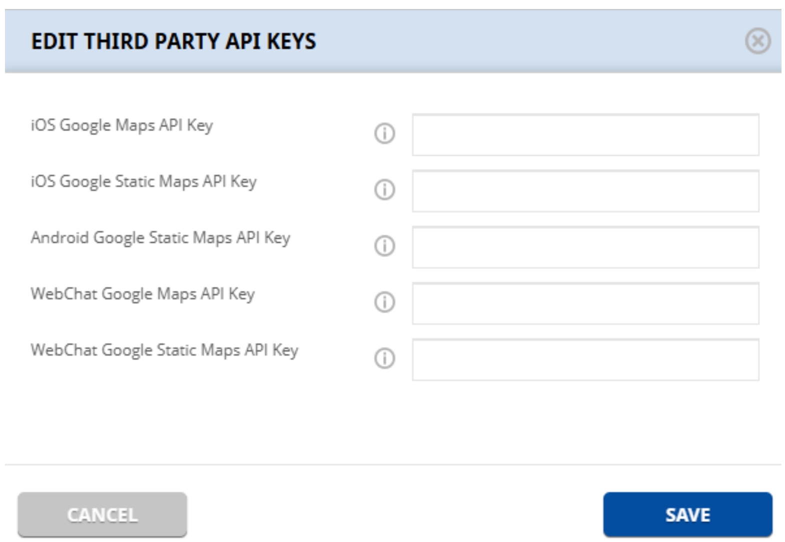
Option	Description
Live Replay	Allows WebChat users to replay the last Push-To-Talk bursts from a Push-To-Talk group call. The Push-To-Talk Burst is the automatic recording of the audio transmission you make between taking and releasing the floor. The number of recordings is not limited. These are only 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. The Push-to-Talk setting must be activated to use this feature.
Broadcast Call Initiation Rights	Defines who can initiate a broadcast call.
Broadcast Call Delay To Start Talking	The amount of time to wait before the initiator of a broadcast call starts the transmission. At least one recipient must be connected to start the transmission.
Broadcast Call Hang Time	Defines the inactivity time in seconds between two consecutive MCPTT transmissions.
Multi-Channels	Allows users to stay connected to multiple channels at the same time.
Active channel auto-selection	Allows users to take the floor in the last channel that ended the activity by pressing the embedded PTT button regardless of the channel associated in Settings. Note: This setting should be set to “Inactive”
Video Calls	Allows users to make and receive Video Calls. It also allows users to initiate Video Conferencing.
Call Out via PBX	Allows Smart Talk users to call out via PBX.
Call in from external network	Allows external users to call in to Smart Talk.
PTT Call in: External number to Call association	Add the PSTN number that will be associated with the predefined Group.
PTT Call-in: Priority Level	Defines the priority level for external users.
End Conference Call when initiator leaves	When this setting is active, a Conference Call ends when the initiator leaves the call or they remain the only participant. When this is inactive, the call ends when second to last participant leaves the call.

Map Provider

Option	Description
Backend Map provider	Select the map provider that will be used when your users send location attachments from their WebChat and for the Geolocation console if the Geolocation service is activated for your account.
Android Map provider	Select the map provider that will be used when your users send location attachments from their mobile application for Android.
iOS Map provider	Select the map provider that will be used when your users send location attachments from their mobile application for iOS.

Third Party API Keys

Option	Description
Third Party API Keys	Defines API keys for specified third parties. Click the **EDIT** button to open the Edit Third Party API Keys window. Contact your Honeywell representative to configure API keys.



Video Streaming

Option	Description
Video Streaming status	Allows users and dispatchers to broadcast videos.

Option	Description
External video source	Allows the user of an external video source, such as a camera.
External video destination	Allows a source to be defined for external videos, such as a server.

My Tools

Option	Description
Bot number	The generated number for the bot.
Bot name	The name of the bot. To edit, click the pencil icon, enter a new name then save.
Bot profile picture	To upload a picture, click the image then select a picture to upload.

Always Connected Calls Mode

Option	Description
Always connected calls mode status	Authorize use of the Always Connected Calls feature.

Users Authorization

Option	Description
Sort users by	Sets the default for sorting the users list as First Name or Last Name.
Alias	Allow users to use the alias feature.
Allow user to change alias	Define which users can change their alias.

User Status

Option	Description
Set user status	Indicates when a user is On Duty or Off Duty.
Operational status	The Operational Status provides additional information about a user's activity/location, such as "On the way," "On site," "At the office," and so on, describing various steps of a workflow or mission in the field. It is distinct and independent from On/Off Duty, and both features can be active at the same time.

Option	Description
Operational status database	Once the Operational Status is set to All users/Only some users, the Main or Organization Company Admin, needs to create an operational status database. Department admins will be able to create custom operational status lists for their departments based on this database. To create/edit an operational status database, click the Edit button. name the database, then add statuses and assign each a color, a code (two digits), a name, and a description. If you add a description for a status that is longer than one line, the rest of the text will be hidden, and three dots will be displayed instead. The full text is displayed when you hover the mouse. Statuses can be added or removed. To save the database, click the Save button.
Automated operational status changes list	Set a specific Operational Status based on the mobile user's actions.
Automatically disconnect mobile users	To activate this feature, select the number of hours (from 1 to 24) after which the mobile users will be automatically disconnected.

Purchased Licenses

Option	Description
Activated Voice licenses	Displays the number of activate Voice licenses and the total number purchased. (Display-only.)
Activated Video licenses	Displays the number of activate Video licenses and the total number purchased. (Display-only.)

Cloud Storage Quote

Option	Description
Default Cloud Storage Quota	The amount of cloud storage available per user. (Display-only.)

The following options are not active in the current release:

- General public visibility status
- E-mail invitation status
- SMS invitation status
- Send Authentication link to Mobile App by e-mail
- Receive activity report

Change Password

Follow these steps to change the password for a Smart Talk user.

1. Select the **My Tools** tab.
2. Click **Password Change**.
3. In the Find User search box, enter at least three characters from the user's OpenID Identity and press Enter.
4. Select a name from the results list.
5. Enter the New password and Check password.
6. Click **Update Password**.

CHAPTER

2 USERS

Select Users in the navigation menu to view and edit user information.

Note: *Users cannot be added through the Web Company Administration portal. Contact your Honeywell representative to add users.*

Users List

The Users List displays all users that have been added to the system.

In this section, you have the following options:

- View a list of users
- Search for one or more users
- Reverse first name and last name
- Resend user invitations
- Export users list
- Delete one or more users

View Users List

To view the Users List, select **Users** from the navigation menu. The Users List displays all users added to the system.

These icons will be displayed in the first column if they apply:

Icon	Description
	The user has not downloaded the application.
	The user is not authenticated on the mobile application and WebChat.

Filter by Department

To view only users that are assigned to a specific department, click **Select department** then enter at least two characters in the text box. A list of departments that match the search criteria is displayed. Select a department from the list.

After a department is selected, the Users List is filtered to display only members of that department.

Note: *The option to filter by Departments is only displayed when Work Mode is set to "Advanced."*

Filter by Group

To view only users that are assigned to a specific group, click **Select group** then enter at least two characters in the text box. A list of groups that match the search criteria is displayed. Select a group from the list.

After a group is selected, the Users List is filtered to display only members of that group.

Filter by User Name

To filter the list of users based on the user name, enter two or more characters in the search field then press Enter. The search is applied to all fields in the Users list, so a user will be displayed if the characters entered in the search field match the First Name, Last Name, Mobile Number, Email Address, etc.

Reverse Name Order

By default, user names are displayed in order of First Name and Last Name, but the sort order can be changed to Last Name and First Name.

1. Click the reverse name display order icon .
2. On the confirmation pop-up, click **Yes**.

Export User List

User information can be exported to an MS Excel file. The Excel file that is downloaded contains information like User's Name, Mobile Number/User ID 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 (WebChat, Calls, Push-To-Talk, Geolocation etc.), the groups and departments the user belongs to, user type and User Profile.

Follow these steps to export the user list:

1. Click the Export button .
2. On the confirmation pop-up, click **Yes**.
   The Excel file is exported to your Downloads folder.

Edit User Records

After a user record has been created in the system, you can edit the information in their record.

1. Select a user in the Users List.
2. The user's information is displayed in the User Details field.
   a. Modify fields as required. Some fields, like Mobile Number, cannot be changed.
3. Select the **Departments** tab.
   a. The user's main department is displayed. To add the user to additional departments, click in the search box and enter at least two characters.
   b. Select the department from the available list.
4. Select the **Options** tab. If a User Profile is assigned, the user's options cannot be edited. If no User Profile is added, select or deselect options to customize the user's profile.
5. Click **Save**.

View Logs

If a user has issues while using the Smart Talk app, they can upload logs from their mobile device to provide details. View the user record then select **Logs** to download the log files.

Deleting Users

Follow these steps to delete a user record.

1. Select a user in the Users List.
2. Click the **DELETE** button under User Details.
3. Click **YES** to confirm that you want to delete the user.

When you confirm the action:

- If the user has no dependencies, the record will be deleted.
- If the user that cannot be deleted, a pop-up will be displayed indicating why the user cannot be deleted. Use the links displayed under Deletion Information to remove any dependencies for the user.

Wipe Out Info on Lost Device

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 wipe out a user's information:

- 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.

To wipe out a user's information:

1. Select the user in the Users List.
2. Under User Details, click **Wipe out info**.
3. A confirmation window provides information about what happens when you wipe out info. Click **WIPE OUT** to continue.

Unblock a Lost Device

If the user gets their device back without being logged in on a new device, you can unblock their lost device.

1. Select the user in the Users List.
2. Under User Details, click **Unblock**.
3. A confirmation window is displayed. Click **UNBLOCK** to continue.

Unblock WebChat Account After Failed Logins

When a user tries to log in with an incorrect password 10 times in a row, their WebChat account will be locked. Follow these steps to unlock the account:

1. Select the user in the Users List.
2. Under User Details, click **Unblock**.
3. A confirmation window is displayed. Click **YES** to continue.

User Profile

User profiles can be created to quickly assign a set of attributes to users instead of configuring options for each user. The user profile allows users to begin using their apps with the appropriate parameters as soon as possible.

A user can only be assigned one user profile.

Create a User Profile

Your Honeywell representative will set up one or more profiles for your system. You can also add additional profiles as needed.

Follow these steps to create a new user profile.

1. From the navigation menu, select **User Profile**.
2. Click **Create New Profile**.
3. Enter the **Profile name**.
4. Turn the required options on or off for this profile.
5. Click **Save**.

The following settings can be configured.

Note: *Not all settings are available in the current Smart Talk release.*

Option	Description
Profile name	Name identifying the profile.
WebChat	Enable users to connect to the WebChat interface.
Allow Cloud Storage Process Export	Allow cloud storage process export.
Alias	Allow use of alias names for users.
Allow User to Change Alias	Allow users to change their own alias.
Public visibility	Authorize the user to communicate with their personal contacts.
Audio sessions recording	Record audio calls that involve this user.
Video sessions recording	Record video calls that involve this user.
External API access	Allow users to connect to the external API interface.
Operational Status	Allow users to change their operational status.
Allow users to invite guests	Authorize users to invite guests.
My Business	
My Business	Allow users to initiate and complete processes.
Process completion	Authorize the user to display data entered in previous process instances from the same template.
Calls	
Calls	Allow users to make and receive calls.

Option	Description
Cellular Call	Allow users to make cellular calls.
Video Calls	Allow users to make video calls.
Video Streaming	Authorize users to video stream.
Share Video Streaming	Allow users to share video streaming with other users.
Receive Video Streaming	Allow users to receive video streaming from other users.
Always connected users	Authorize use of the Always Connected feature.
Always connected calls	Authorize use of the Always Connected Calls feature.
Call Out via PBX	Authorize users to make calls to users that are not registered.
Call in from external network	Authorize users to receive calls from external networks.
Push-to-Talk	
Push-to-Talk	Allow users to make and receive Push-to-Talk calls.
Priority	Define a priority level for users assigned this profile.
Broadcast Call Initiation Rights	Allow users to initiate a broadcast call.
Multi-Channels	Allow users to connect to multiple channels at the same time
Active channel auto-selection	Allow users to take the floor in the last channel that ended the activity by pressing the PTT button regardless of the channel associated in settings.

Enforce User Settings

Use the Enforce User Settings tab to import a settings file that will apply to all mobile users associated with the selected User Profile. To import a file, click the **Browse** button to search for the file on your computer.

If you turn on the **Allow Users to Make Changes** option, users will be allowed to change the settings on their mobile applications. If disabled, mobile users will configure only the following features, if they are available: Status, Lone Worker Protection, Advanced Telephony, Accessories, and Geolocation (if you allow the user to disable Geolocation). The button is disabled by default.

Assign Users to a Profile

You can assign a user profile to a user record, or you can assign multiple users, groups, or departments to a profile on the User Profile tab.

1. From the navigation menu, select **User Profile**.
2. Select a user profile in the list.
3. Click the Assign Users icon .
4. In the Company Users List, select the Users, Groups, or Departments tab.

5. Enter at least two characters in the search field and press Enter.
6. Select one or more records in the results and press the right arrow button to move the selected records to the list of users assigned to the profile.
7. When all required users have been added, click **OK** to save.

Remove Users from a Profile

You can remove a user profile from the user record, or you can remove multiple users, groups, or departments from the profile on the User Profile tab.

When you remove a user from a user profile that provides them access to the WebChat, Geolocation, My Business, and Role Icon features, they keep the following:

- WebChat access and use
- Dispatcher status, type, and rights
- My Business access and use
- Role Icon

Follow these steps to remove a user profile from a user:

1. From the navigation menu, select **User Profile**.
2. Select a user profile in the list.
3. Click the Assign Users icon.
4. In the Users Assigned to Profile List, select the Users, Groups, or Departments tab.
5. Select one or more assigned users from the list and press the left arrow button.
6. When all required users have been removed, click **OK** to save.

Edit a User Profile

Follow these steps to change the settings in a user profile.

1. From the navigation menu, select **User Profile**.
2. Select a user profile in the list.
3. Click the Edit icon.
4. Turn settings on or off as required.

Note: *When you update a feature for the whole company, a pop-up will appear informing you that the update may take some time. Click* **OK** *to apply the update or* **Cancel** *to dismiss it.*

5. When you have finished updating the settings, click **SAVE**.

Duplicate a User Profile

You can copy an existing user profile to create a new profile with the same settings. These settings can then be edited as needed for the new profile.

1. From the navigation menu, select **User Profile**.
2. Select a user profile in the list.
3. Click the Copy Profile icon .
4. You can enter a new Profile Name and configure the settings as required.
5. Click **SAVE** to finish creating the profile.

Delete a User Profile

You can delete a user profile if it is no longer required. A profile can only be deleted if no users are assigned to it. If any users are assigned to the profile, the Delete icon will not be active.

1. From the navigation menu, select **User Profile**.
2. Select a user profile in the list.
3. Click the Delete Profile icon .
4. A prompt displays to confirm that you want to delete the profile. Click **YES** to delete the profile.

CHAPTER

3

GROUPS AND ORG CHART

The Organization Chart provides a visual overview of the groups and users in your organization. Use the Groups and Department menu to add or modify the groups in your organization.

Note: *"Org. Chart" and "Groups and Dept." are only displayed in the menu when Work Mode is set to "Advanced." When Work Mode is set to "Regular," "Org. Chart" is not displayed in the menu, and the "Groups and Dep." menu item is shown as "Groups." See Profile Settings for information on selecting the Work Mode.*

Organization Chart

Your Honeywell representative will work with you to create the Organization Chart. After the initial setup, you can edit the chart as required.

Search for a Department

To find a department in the chart, type at least two letters in the search field then select a department from the list. The selected department is displayed.

When you select a department in the chart, the User List is displayed below to show the users in that department. Click on a user in the User List to open their User Details record.

To return to the top of the org chart, click the left-arrow button.

Add a Department

Follow these steps to add a department in the org chart.

1. Select a department in the chart. The department you create will be added under the selected department.
2. Click the add icon ⊕.

3. See Create a New Department for instructions on creating the department.

Edit a Department

Follow these steps to edit a department in the org chart.

1. Select a department in the chart.
2. Click the edit icon .
3. Update the department as required. For example, you can add or remove members or update settings.
4. Click **NEXT** to advance.
5. Update channel options as required then click **SAVE**.

Delete a Department

Follow these steps to delete a department from the org chart.

1. Select a department in the chart.
2. Click the delete icon .
3. A confirmation pop-up is displayed. Click **YES** to delete the department.

Export Org Chart

You can export the org chart as a PDF to view the expanded chart.

1. With the Org Chart tab selected, click the Export icon .
2. The org chart displays in your default PDF file viewer. You can view or save the file as needed.

Groups and Departments

Create a New Group

1. From the navigation menu, select **Groups and Dep**.
2. Click **Create**.
3. Click **Create a New Group**.
4. Enter the name of the group.

5. To add users to the group, enter at least two letters in the search field and press Enter.
   a. Select one or more users from the search results.
   b. Click the right arrow to add the selected users to the group.
   c. Repeat for all users to add.
6. To add an existing group, select **Groups** then enter at least two letters in the search field and press Enter.
   a. Select one or more groups from the search results.
   b. Click the right arrow to add the selected group to the new group.
   c. Repeat for all groups to add.
7. To add a department as part of the group, select **Departments** then enter at least two letters in the search field and press Enter.
   a. Select one or more departments from the search results.
   b. Click the right arrow to add the selected departments to the new group.
   c. Repeat for all departments to add.
8. Select the group communication options to turn on or off for the group.
9. Define the owner department. You can accept the default owner or search for a different department.
10. Click **Next**.
11. Select the Channel Priority from the drop-down list, if required.
12. Set the default Push-to-Talk Channel modes. These modes will apply to all group members.
13. Add exceptions by user, if required.
14. Turn on Radio Channel Connection if users from outside of the owner department should be able to connect to the PTT channel of the group by using a radio frequency.
15. Click **Create**.

Create a New Department

1. From the navigation menu, select **Groups and Dep**., click **Create**, then click **Create a New Department**.
   OR
   From the Organization Chart, click the plus sign next to the department you want to create a new department under.
2. Enter the name of the department.
3. To add users to the department, enter at least two letters in the search field and press Enter.

a. Select one or more users from the search results.
b. Click the right arrow to add the selected users to the department.
c. Repeat for all users to add.

4. To add an existing group, select **Groups** then enter at least two letters in the search field and press Enter.
    a. Select one or more groups from the search results.
    b. Click the right arrow to add the selected group to the new department.
    c. Repeat for all departments to add.
5. To add a department as part of the department, select **Departments** then enter at least two letters in the search field and press Enter.
    a. Select one or more departments from the search results.
    b. Click the right arrow to add the selected departments to the new department.
    c. Repeat for all departments to add.
6. Select the department communication options to turn on or off for the group.
    - If Deny Group Communications is enabled, the group's channel will be displayed on the user's Channels page. On the Contacts, Conversations, Geolocation, and My Business pages, no information about the group will be visible. The group will not be displayed even if a server-side search is performed.
    - If Create Channel is disabled, no group channel will be created.
    - If Group Call First to Answer is enabled, the user can contact all users of the group individually but simultaneously. When a Push-To-Talk Call or Conference Call is accepted by a group user, the call will stop ringing for the remaining recipients. The remaining recipients will be able to join this call.
    - If Reach Only On Duty Users is enabled, only the members with On Duty status will receive messages or calls sent to this group. If this option is disabled, all members, regardless of their status, will receive messages or calls.
7. Click **Next**.
8. Select the Channel Priority from the drop-down list, if required.
9. Set the default Push-to-Talk Channel modes. These modes will apply to all department members.
    - If Automatic Connection to Channels is enabled, the members will have access to this channel only from the mobile application and the channel will be automatically connected. Members will not have the option to manually disconnect the channel. When the member has the status set as On Duty, they will be automatically connected to this channel. When the member has the status set as Off Duty, they will be automatically disconnected from this channel.
    - If Deny to Transmit on Channel is enabled, no member will be able to take the floor on this channel. If the Automatic Connection option is disabled and the

Deny to Transmit on Channel option is enabled, the channel will be displayed for both mobile and WebChat users. They will be able to manually connect or disconnect from this channel.

10. Add exceptions by user, if required.
    - If the Automatic Connection and Deny to Transmit on Channel options are disabled, the Add Exception by User option is inactive.
    - If the Automatic Connection option is disabled and the Deny to Transmit on Channel option is enabled, the Add Exception by User option can be enabled. The drop-down list will include the users added to the group in Step 1. The Automatic Connection check-box is inactive. The Allow to Transmit check-box can be enabled. When you click the Remove button, the user will not be an exception or displayed as an exception.
    - If the Automatic Connection option is enabled and the Deny to Transmit on Channel option is enabled, the Add Exception by User option can be enabled. The drop-down list will contain all the users added to the group in Step 1. The Automatic Connection check-box can be enabled. The Allow to Transmit check-box can be enabled. When you click the Remove button, the user will not be an exception or displayed as an exception.
11. Turn on Radio Channel Connection if users from outside of the owner department should be able to connect to the PTT channel of the group by using a radio frequency.
12. Click **Create**.

Edit a Group or Department

Follow these steps to edit a group or department.

1. From the navigation menu, select **Groups and Dep**.
2. You can click an icon to filter the display.
    -  displays only groups.
    -  displays only departments.
3. Click on a group or department in the display.
4. Click **EDIT YOUR GROUP** or **EDIT DEPARTMENT**.
5. Update the group or department as required. For example, you can add or remove members or update settings.
6. Click **NEXT** to advance.
7. Update channel options as required then click **SAVE**.

Allow Communication Between Groups

Follow these steps to authorize communication between members of different groups and departments.

1. Select the **Groups and Dep.** 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 the permission list by dragging them from the Groups list.

CHAPTER

4 ADMIN

Use the Admin screen to add administrators for departments.

Admins List

Administrators can be assigned for each department in the organization. There are three types of admins:

- Organization Admins have administrative rights over the entire organization. The Organization admin can see all the admin accounts. The Organization admin cannot edit another admin from the same level.
- Department Admins have administrative rights only over their department. They have read-only access to the settings of the organization and other departments. This type of account is created when the Company Admin creates a department. 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 at the same level.
- Limited Account Admins have read-only access to the settings of the organization and the departments. They can only make changes to their personal information.

Note: *Department Admins and Limited Account Admins will see a View icon instead of the Edit icon next to settings where they have read-only access. The Delete icon will not be active.*

Add an Admin

Follow these steps to add a new admin and assign them to a department.

1. From the main menu, select **Admin**.
2. Enter the following information for the admin:
    - First Name

- Last Name
- Mobile Number (optional)
- Email Address

3. **Generate an Activation Code for the Admin** is selected by default. Keep this box checked so that an activation code is generated when you add the record.
4. If you select **Limited account**, the admin will not be able to edit any settings.
5. In the **Rights on** search box, enter at least two characters from the department name then select a name from the list.
6. Click **CREATE**.
7. Note the activation code that is generated so you can provide it to the new admin.

Edit an Admin

Follow these steps to edit an existing admin record.

1. From the main menu, select **Admin**.
2. Select a record in the Admin List.
3. Update information as required.
4. Click **SAVE**.
5. A confirmation pop-up is displayed. Click **YES** to save the changes.

Delete an Admin

Follow these steps to delete an existing admin record.

1. From the main menu, select **Admin**.
2. Select a record in the Admin List.
3. Click **DELETE**.
4. A confirmation pop-up is displayed. Click **YES** to save the changes.

Account Notifications

The system provides notifications about expiration of the company and expiration of various passwords. Organization Admins receive notifications for the entire company. Department Admins receive notifications for their assigned department(s).

To view notifications, click the icon to display the list.

CHAPTER

5 EMERGENCY MESSAGING

Smart Talk provides features to support user safety, including the ability to send an urgent message and Lone Worker Protection, which automatically sends an alert when the user may be down.

Urgent Message

This feature allows users to send Urgent Messages to a predefined list of company users, informing them about a critical situation. Once activated, the Urgent Message button will be displayed on WebChat and in the mobile application of the users in the organization.

When the Urgent Message feature is turned on, the Urgent communication buttons will be displayed in the Smart Talk app. The user can tap one of the buttons to quickly make an urgent call or send an urgent message.

Urgent Message Status

Set the Urgent Message status to turn the Urgent Message Alert button on or off in the app.

- Disabled: The Urgent alert message button will not be displayed on user devices.
- Enabled: The Urgent communication message button is displayed in Smart Talk.

To set Urgent Message Status:

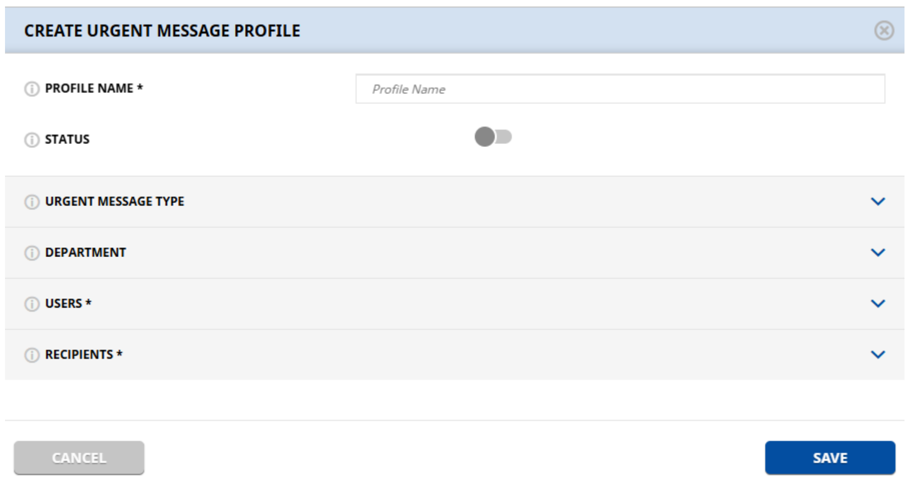
1. From the drop-down menu in the upper right, select **Settings**.
2. Click the **Urgent Message status** slider to enable or disable Urgent Messages.

Urgent Message Profile

Create an Urgent Message Profile to define a list of users who will receive urgent messages. Users that do not have any profile assigned can only receive alerts if they are added as recipients.

Note: *The maximum number of users that can be added to the Users and Recipients lists for the profile is 100.*

1. From the drop-down menu in the upper right, select **Settings**.
2. Click the **Add Profile** button next to Urgent Message Profile.



3. Enter a **PROFILE NAME**.
4. Click the slider next to **STATUS** to enable or disable the urgent message button.
5. Click the arrow to expand **URGENT MESSAGE TYPE** and select a value:
    - Standard Message - Allows the user to select from the following predefined messages:
      Urgent! Immediate attention required for safety!
      URGENT! Property possibly at risk!
      URGENT! I need help!
    - Inactivity time - Defines the number of seconds of inactivity after the emergency message pop-up was displayed that a message will be sent automatically.
    - Custom Message - Select this option to define a custom emergency message. The company users assigned to a Profile will be able to send the custom emergency message by performing a long press on the emergency button for three seconds.
      Enter the emergency message in the text box.
    - Urgent Custom Delay - Defines the number of seconds before the custom message will automatically be sent.
6. Click the arrow to expand **DEPARTMENT**.

a. Enter at least two characters of a department name. A list of available departments is displayed based on what you type.

b. Select the department that will be allowed to manage the profile.
Only the Company Admin and the department admin can edit the profile. Other department admins will have read-only access to the profile.

7. Click the arrow to expand **USERS**. The profile will apply to the selected users.

    a. Enter at least two characters of a user name then click the Search icon or press Enter.

    b. To filter the list of users, click the filter icon then select **Groups** or **Departments**. Search for the group or department then click **OK** to filter the user list.

    c. Select one or more users from the list or click **Select the list displayed** to select all users.

    d. Click the right arrow to add the users to the Subscribers list.

8. Click the arrow to expand **RECIPIENTS**. The recipients added will receive alerts from the users assigned for this configuration. Multiple recipient lists can be added to be informed in case of a critical situation.

    a. Enter at least two characters of a user name then click the Search icon or press Enter.

    b. To filter the list of users, click the filter icon then select **Groups** or **Departments**. Search for the group or department then click **OK** to filter the user list.

    c. Select one or more users from the list or click **Select the list displayed** to select all users.

    d. Click the right arrow to add the users to the Recipients list.

    e. You can enable or disable **Add users from the selected channel as recipients**.
    Disabled: The initiator of the Emergency Message will be able to contact only the users set as recipients.
    Enabled: The initiator of the Emergency Message will be able to contact the users set as recipients and the users connected to the same Channel as the one they had selected.

9. Click **SAVE**.

Urgent PTT Group Call

This feature allows users to make Urgent Push-To-Talk Groups Calls to a predefined list of company users, informing them about a critical situation. Once activated, the Urgent Call button will be displayed on WebChat and in the mobile application of the users in the organization.

Urgent PTT Group Call Status

Set the Urgent PTT Group Call status to turn the Urgent call button on or off in the app.

- Disabled: The Urgent alert message button will not be displayed on user devices.
- Enabled: The Urgent alert message button is displayed in Smart Talk.

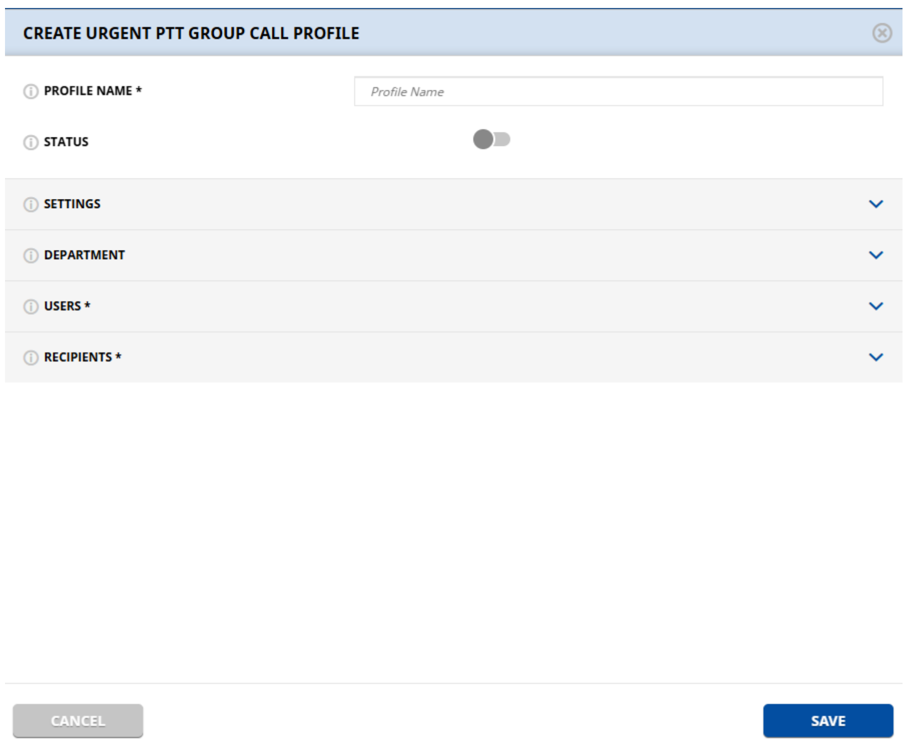
To set Urgent PTT Group Call Status:

1. From the drop-down menu in the upper right, select **Settings**.
2. Click the **Urgent PTT Group Call Status** slider to enable or disable Urgent Messages.

Urgent PTT Group Call Profile

Create an Urgent PTT Group Call Profile to define a list of users who will receive urgent messages. Users that do not have any profile assigned can only receive alerts if they are added as recipients.

1. From the drop-down menu in the upper right, select **Settings**.
2. Click the **Add Profile** button next to Urgent Message Profile.



3. Enter a **PROFILE NAME**.
4. Click the slider next to **STATUS** to enable or disable the urgent message button.
5. Click the arrow to expand **SETTINGS**. Enable the following options as required.
   - Auto-trigger of Urgent Message - When a user assigned to this profile launches an urgent Push-To-Talk Group Call, an urgent message alert will be automatically sent, as well.

- Allow Automatic Fallback to Urgent Cellular Call - If no data for the emergency Push-To-Talk Group Call, allow to automatically fall back to a cellular call to emergency call number.
  When this is enabled, enter the Urgent Call Number.
- Automatic floor control after the alert is triggered - When the alert is triggered, the users will automatically take the floor.

6. Click the arrow to expand **DEPARTMENT**.
   a. Enter at least two characters of a department name. A list of available departments is displayed based on what you type.
   b. Select the department that will be allowed to manage the profile.
   Only the Company Admin and the department admin can edit the profile.
   Other department admins will have read-only access to the profile.
7. Click the arrow to expand **USERS**. The profile will apply to the selected users.

Note: *The maximum number of Users for the profile is 50.*

   a. Enter at least two characters of a user name then click the Search icon or press Enter.
   b. To filter the list of users, click the filter icon then select **Groups** or **Departments**. Search for the group or department then click **OK** to filter the user list.
   c. Select one or more users from the list or click **Select the list displayed** to select all users.
   d. Click the right arrow to add the users to the Subscribers list.

8. Click the arrow to expand **RECIPIENTS**. The recipients added will receive alerts from the users assigned for this configuration. Multiple recipient lists can be added to be informed in case of a critical situation.

Note: *The maximum number of users that can be added to the Recipients list for the profile is 100.*

   a. Enter at least two characters of a user name then click the Search icon or press Enter.
   b. To filter the list of users, click the filter icon then select **Groups** or **Departments**. Search for the group or department then click **OK** to filter the user list.
   c. Select one or more users from the list or click **Select the list displayed** to select all users.
   d. Click the right arrow to add the users to the Recipients list.
   e. You can enable or disable **Add users from the selected channel as recipients**.
   Disabled: The initiator of the Emergency Message will be able to contact only the users set as recipients.
   Enabled: The initiator of the Emergency Message will be able to contact the users set as recipients and the users connected to the same Channel as the one they had selected.

9. Click **SAVE**.

Lone Worker Protection

The Lone Worker Protection feature allows users to send alerts to a predefined list of company users, informing them about a critical situation.

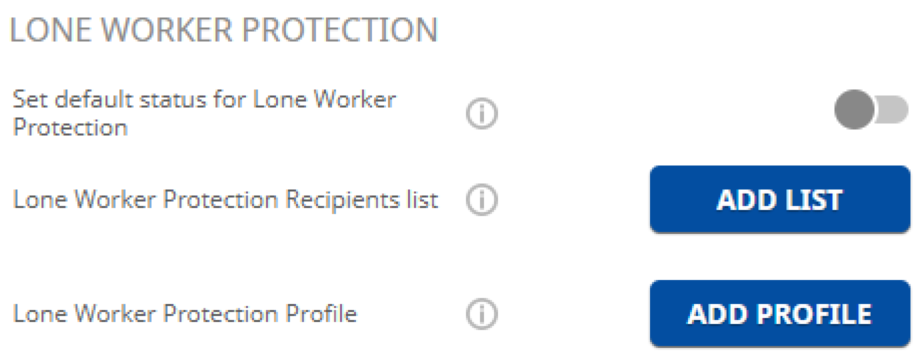
The default status for Lone Worker Protection is set in the Admin portal:

- Enabled: Feature is enabled by default in the mobile application.
- Disabled: Feature is disabled by default in the mobile application.

Lone Worker Protection Status

To set the default status for Lone Worker Protection:

1. From the drop-down menu in the upper right, select **Settings**.



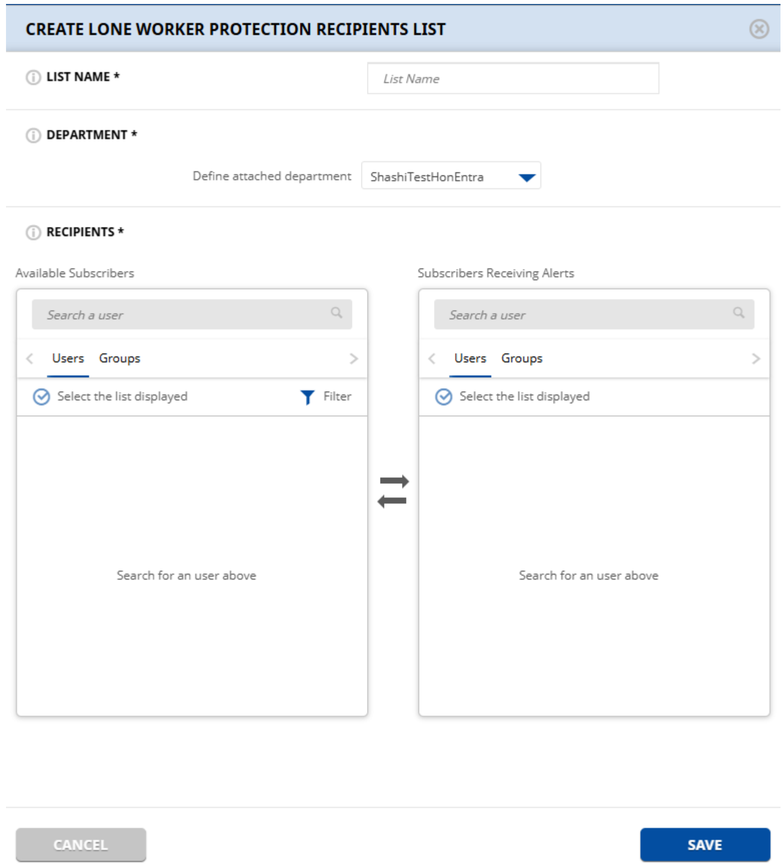
2. Click the slider to turn on Lone Worker Protection.

Lone Worker Protection Recipients List

The recipients list defines the users and groups that will receive Lone Worker Protection alerts that are triggered in the app.

If Lone Worker Protection is enabled, at least one Recipients list must be created.

1. To define a list of recipients for Lone Worker alerts, click **ADD LIST**.



2. Enter the **LIST NAME**.
3. Under **DEPARTMENT**, enter at least two characters of a department name. A list of available departments is displayed based on what you type.
   a. Select the department that will be allowed to manage the profile. Only the Company Admin and the department admin can edit the profile. Other department admins will have read-only access to the profile.
4. Enter **RECIPIENTS**. The recipients added will receive alerts from the users assigned for this configuration. Multiple recipient lists can be added to be informed in case of a critical situation.

Note: *The maximum number of users that can be added to the Recipients list for the profile is 100.*

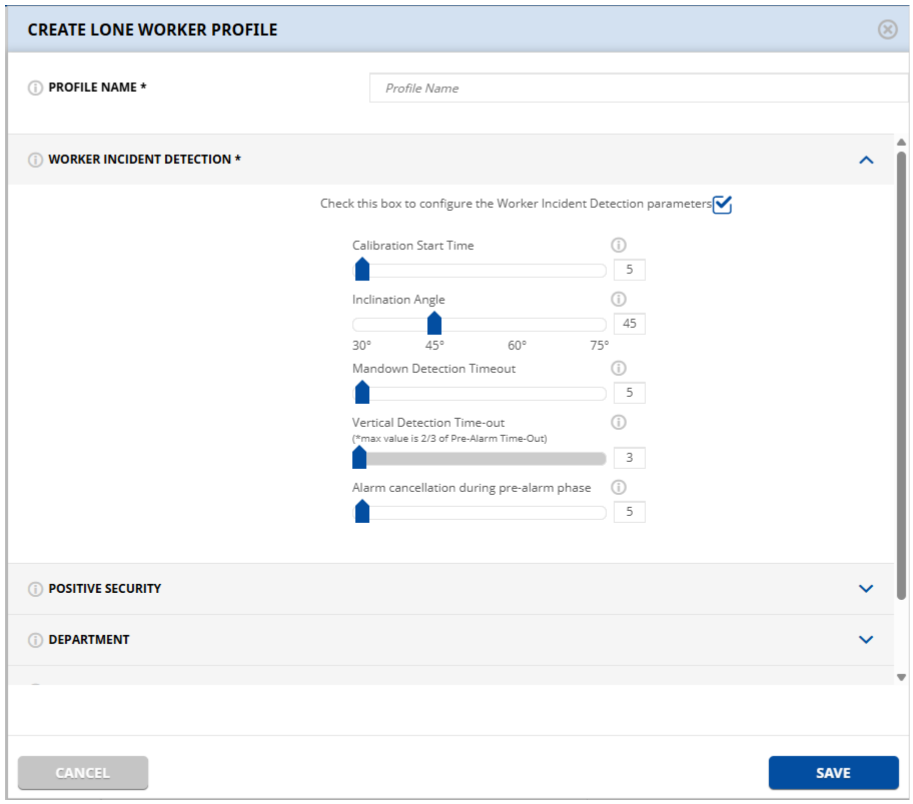
   a. Enter at least two characters of a user name then click the Search icon or press Enter.
   b. To filter the list of users, click the filter icon then select **Groups** or **Departments**. Search for the group or department then click **OK** to filter the user list.
   c. Select one or more users from the list or click **Select the list displayed** to select all users.
   d. Click the right arrow to add the users to the Subscribers Receiving Alerts list.

5. Click **SAVE**.

Lone Worker Protection Profile

Create a Lone Worker Protection profile to configure when an alert will be triggered and define a list of users who will be sending alerts.

1. To create a Lone Worker Protection profile, click **ADD PROFILE**.
2. Enter the **PROFILE NAME**.
3. Expand the **WORKER INCIDENT DETECTION** section.

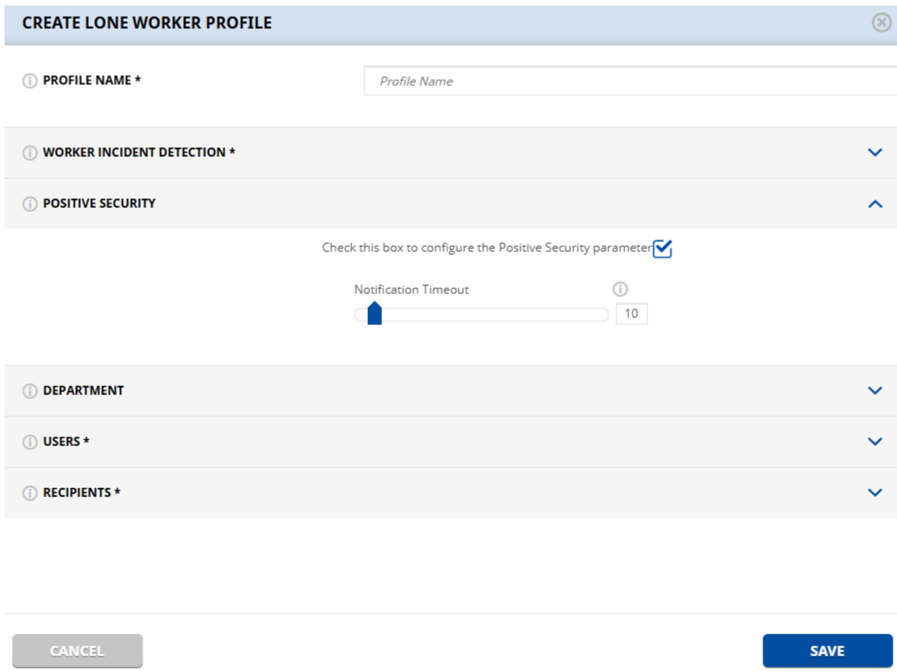


a. Enter the device orientation parameters that will trigger a Lone Worker Protection alert.

Value	Description	Default
Calibration Start Time	Duration before the calibration starts in seconds.	5
Inclination Angle	This angle represents how much a user needs to be tilted from the vertical position to be considered down.	45
Mandown Detection Timeout	Time period in seconds during which the mobile computer is tilted beyond the threshold angle without triggering the pre-alarm. When this duration is exceeded, a pre-alarm will be triggered on the user’s device.	5

Value	Description	Default
Vertical Detection Time-out	During the pre-alarm phase, duration in seconds which Worker incident Angular Sensitivity condition is no longer met (the device is put vertical again). When this duration is exceeded, the pre-alarm is automatically canceled.	3
Alarm cancellation during pre-alarm phase	Duration in which the device is in pre-alarm phase. On user device, a warning tone is played, and the pre-alarm screen is displayed to let the user cancel the alarm.	5

4. Expand the **POSITIVE SECURITY** section. When Positive Security is enabled, Smart Talk informs the user when Lone Worker Protection is not available because there is no network connection for a specified amount of time.



   a. Select the check box to turn on Positive Security.
   b. Set the **Notification Timeout** in seconds. When the device does not have a network connection for a longer amount of time than the timeout, a notification will be displayed on the mobile computer.

5. Under **DEPARTMENT**, enter at least two characters of a department name. A list of available departments is displayed based on what you type.
   a. Select the department that will be allowed to manage the profile. Only the Company Admin and the department admin can edit the profile. Other department admins will have read-only access to the profile.

6. Click the arrow to expand **USERS**. The profile will apply to the selected users.

Note: *The maximum number of Users for the profile is 50.*

a. Enter at least two characters of a user name then click the Search icon or press Enter.

b. To filter the list of users, click the filter icon then select **Groups** or **Departments**. Search for the group or department then click **OK** to filter the user list.

c. Select one or more users from the list or click **Select the list displayed** to select all users.

d. Click the right arrow to add the users to the Subscribers list.

7. Click the arrow to expand **RECIPIENTS**. The recipients added will receive alerts from the users assigned for this configuration. Multiple recipient lists can be added to be informed in case of a critical situation.

Note: *The maximum number of users that can be added to the Recipients list for the profile is 100.*

a. Enter at least two characters of a user name then click the Search icon or press Enter.

b. To filter the list of users, click the filter icon then select **Users**, **Groups** or **Recipients List**. Search for the user, group or recipient list then click **OK** to filter the list.

c. Select one or more users from the list or click **Select the list displayed** to select all users.

d. Click the right arrow to add the users to the Subscribers Receiving Alerts list.

8. Click **SAVE**.

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