410 FirstNet Push-to-Talk Administrators Guide:

For Super Administrators

January 6, 2023

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Overview

The FirstNet Push-to-Talk (PTT) service provides instant communication between users within an agency (Public Safety Entity or PSE) at the push of a button. As a FirstNet PTT Administrator, you manage the FirstNet PTT service using the FirstNet PTT Admin Tool, which you access from FirstNet Central. Using different areas of the tool, you can create users and talkgroups, administer licenses, and more.

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Get started

In this section, we'll explain FirstNet PTT management at a high level to help you learn how to use the tools. Detailed instructions follow in subsequent chapters. The 2 key things you need to understand to use FirstNet PTT are:

- Who performs the tasks required to manage the FirstNet PTT service?
- What are the key steps they need to perform?

The 3 key roles in the FirstNet PTT service are:

- **PSE administrator**
  - Creates accounts (FirstNet IDs) for agency users.
  - Adds either the FirstNet PTT Administrator role or PTT End User role to agency user's accounts so they can use FirstNet PTT.

- **FirstNet PTT Administrator**
  - Can be assigned as Super Administrator or Agency Administrator by AT&T CCC or Super Administrators.
  - Manages the organization's FirstNet PTT service by assigning licenses to users, creating agencies, talkgroups, contact lists, and more based on his/her Administrator privileges. **Note:** Super Administrators can manage the organization's FirstNet PTT service without any restrictions. But Agency Administrators can only manage the level 1 agencies to which they are assigned and their users.

- **FirstNet PTT End User**
  - Uses the service in the performance of their duties.

Each of these roles performs key tasks in the set up and use of the agency's FirstNet PTT service. A FirstNet PTT Administrator may also be a PSE administrator and a FirstNet PTT End User, but this guide addresses the FirstNet PTT Super Administrator role.

Establish FirstNet Push-to-Talk service

To set up FirstNet PTT service, excluding Land Mobile Radio (LMR) Interoperability, complete the following actions:

1. In FirstNet Central, in the **Manage users** section, as the PSE administrator, create FirstNet IDs for each agency member.
2. An activation email with instructions on how to activate their credentials and set up their passwords will be sent.
3. In the **Manage users** section, assign the PTT Administrator and PTT End User roles.
4. The PSE administrator (or person authorized to submit orders) purchases FirstNet PTT services or licenses through their organization's FirstNet sales representative.
5. In the FirstNet PTT Admin Tool, the FirstNet PTT Administrator does the following:

- Reviews the FirstNet PTT users and available licenses
- Assigns licenses to each PTT user
- Creates agencies from PTT users
- Creates talkgroups from licensed users
- Creates contact lists. (Optional)
- Creates profile templates. (Optional)
- As soon as talkgroups and contacts are created, they're pushed wirelessly to the agency's devices so the users can make PTT calls

Other tasks the FirstNet administrator can do include setting user profiles, sending Mutual Aid requests and Mutual Control requests, manage LMR users, talkgroup scan lists, zones, Administrators and permissions, and more.

Note: For information about LMR Interop, see Manage Land Mobile Radio (LMR) Interoperability.

Supported FirstNet Push-To-Talk devices

FirstNet Push-to-Talk is supported on a variety of Android® devices. Some devices come with FirstNet PTT embedded in the operating system and offer optimized performance for FirstNet PTT.

Other certified devices support the download of the FirstNet PTT application from the Google Play® Store (iOS® support coming soon). Look for the FirstNet PTT application on the home screen of your device. If you don't see it, download it and follow the installation instructions.

FirstNet PTT can be used only on certified devices.

To find a list of devices certified for FirstNet PTT, go to firstnet.com/push-to-talk/support and click **FirstNet Push-to-Talk Device Portfolio**.

Include users who purchase their own services

Volunteers and members who purchase their own FirstNet wireless service may also need to participate in agency group communications. Confirm with your PSE administrator that those users are associated with your agency's subscriber paid FirstNet account. If they aren't, your PSE administrator should initiate a request to migrate them across. You can't include subscriber paid users in your agency's talkgroups if they aren't on your agency's subscriber paid FirstNet account.

Subscriber paid users can request FirstNet PTT service at AT&T retail stores or by calling FirstNet Customer Service at 800.574.7000.

Purchase licenses

To access certain features of FirstNet PTT, users need 1 or more of these PTT licenses:

- **FirstNet Push-to-Talk (PTT) subscription**—Allows a user to participate in FirstNet PTT calling. This is a paid subscription.
- **FirstNet Push-to-Talk (PTT) LMR Interop Add-on**—Allows a user to participate in FirstNet PTT / LMR calling. A FirstNet PTT subscription is also required. This is a paid subscription.
- **FirstNet Push-to-Talk (PTT) Gateway license**—Required for each active Gateway Credential used to provision LMR Interop. This isn't a paid subscription.

For help with your licenses, contact your FirstNet representative.

After you purchase licenses, you can view them in the FirstNet PTT Admin Tool and assign them to the agency's PTT users. You can assign and revoke licenses at any time. Revoked licenses are available for re-assignment to another agency user. You can cancel surplus licenses by calling your FirstNet representative.

Connect LMR

You can connect your FirstNet PTT service to your LMR 2-way radio service to allow groups on either network to communicate with each other. To do this, you'll need a combination of customer premise equipment, secured backhaul, and licenses. What you'll need:

- A Cubic Vocality RoIP Gateway, with the needed number of ports active
- One donor radio per LMR channel and requisite cabling
- Backhaul options from the RoIP Gateway
    - Wireless backhaul, using a FirstNet Mobile Unlimited Plan with First Priority®, and applying TLS encryption

    - When available, wireline internet backhauls, applying TLS encryption
- FirstNet PTT Gateway Credentials and a Gateway license
- A subscription to FirstNet PTT LMR Interop Add On for each FirstNet PTT subscriber who can communicate with LMR users

For information about how to manage LMR Interop for FirstNet PTT, see the Manage Land Mobile Radio (LMR) Interoperability section.

Set up Push-to-Talk users

Your PSE administrator creates FirstNet member profiles in the **Manage users** section of FirstNet Central and assigns FirstNet Push-To-Talk (PTT) roles. An activated Profile provides FirstNet PTT users with their FirstNet credentials, which are required to log in and use FirstNet PTT.

Create user profiles

In FirstNet, the PSE administrator must create profiles for agency users before FirstNet PTT roles can be assigned. For complete details, see Establish FirstNet Push-to-Talk service.

The FirstNet PTT roles are:

- **FirstNet Push-to-Talk (PTT) Administrator**—Grants access to the PTT administrator portal and grants administrator rights in the FirstNet PTT portal. Administrators can manage their organization's FirstNet PTT license and other FirstNet PTT group controls within the FirstNet PTT administrator portal.
  Note: To enable the administrator option, set the user's Devices and service role to either billing account administrator or foundation account administrator.
- **FirstNet Push-to-Talk (PTT) End User**—Grants the user the ability to have a FirstNet PTT license assigned to their FirstNet ID. You can grant this role by itself or in addition to the administrator role.

Resend the user activation email

As soon as the PSE administrator creates the member profile, users automatically receive an email requesting that they establish a password and complete their activation. Users who don't complete their activation are shown a **Pending** status in **Manage users** and while they can be seen by the FirstNet PTT Administrator in the FirstNet PTT Admin Tool, they can't be managed. Typically, users who don't complete their activation in 1 browser session or who unsubscribe from FirstNet marketing emails will need the PSE administrator to resend the activation email. The activation email can be resent from the user's profile in **Manage users**.

Assign FirstNet Push-to-Talk roles in bulk

If your member profiles already exist and you want to add the FirstNet PTT Administrator or FirstNet PTT End User roles, the PSE administrator can perform a bulk upload.

You'll need to provide the PSE administrator an Excel spreadsheet with the following information for upload:

- Email address
- Last name
- First name

To initiate the bulk upload, as a PSE administrator, in the **Users** tab of **Manage Users**, click **Edit users**.

Use the FirstNet Push-to-Talk Admin Tool dashboard

You can perform tasks and view important information about your PTT service on the dashboard. Use it to view your license status, a summary of the entities you manage, and your pending and approved Mutual Aid / Control requests. From the dashboard, you can access pages to manage talkgroups, agencies, licenses, contact lists, profiles and more.

To access the dashboard, log in to FirstNet Central and click **Manage FirstNet PTT users & groups**.

In this chapter, you'll learn how to:

View license status
View license alerts
View your entity summary
View and manage Mutual Aid / Control requests
View Mutual Aid / Control request status notifications
View alert notifications

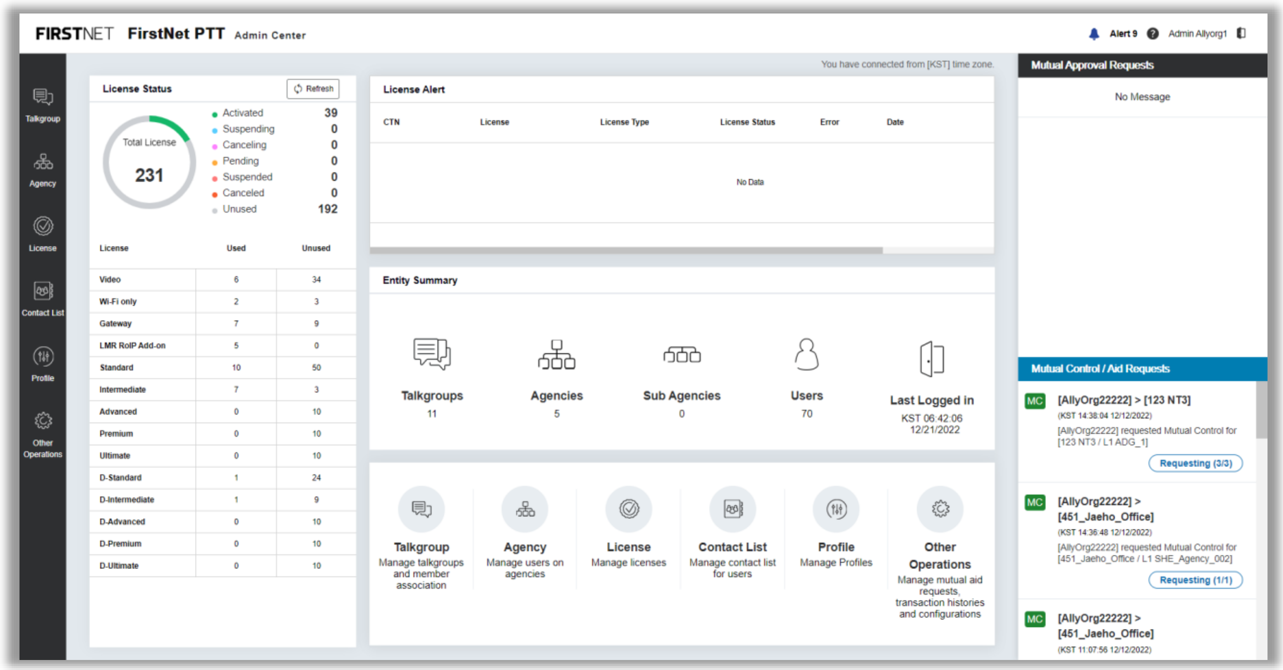

Image 1: Dashboard

View license status

The license status chart shows the following statistics of each license status:

- Number of total licenses
- Number of activated, suspending, canceling, pending, suspended, and canceled licenses
- Number of unused licenses

To see more details about your license status, click **Total License** in the circle showing your license count.

For more information about managing licenses, see Manage Push-to-Talk licenses.

View license alerts

The **License Alert** section shows status notifications if a license is canceled, suspended, or otherwise modified. Current license alerts are shown in this table:

Item	Description
CTN	Cellular Telephone Number

License	• Voice • Wi-Fi only • Gateway • Dispatcher • Video • Data • LMR RoIP Add-on • LMR IWF Add-on • Recordign Add-on • Standard • Intermediate • Advanced • Premium • Ultimate • D-Standard • D-Intermediate • D-Advanced • D-Premium • D-Ultimate
License status	Current license status (cancel, suspend, modify)
Error	Number of license errors
Date	Date and time the error occurred
Learn more	Click to view the details of the error

Table 1: License alerts

View entity summary

The **Entity Summary** section provides an overview of the FirstNet PTT service that you're responsible for. This section shows the following information:

- Talkgroups
- Agencies
- Sub agencies
- Users
- Last logged in and time

View and manage Mutual Aid / Control requests

Use the **Mutual Aid / Control request** section to manage your submitted and received inter-agency requests.

For more information on Mutual Aid / Control requests, see Manage Mutual Aid requests / Manage Mutual Control requests.

Approve or reject an incoming Mutual Aid / Control request

You can find the list of your incoming Mutual Aid / Control requests on the right side of the dashboard.

1. To approve a request, click **Approve**. If you click **Approve**, the **Select members(s) to approve** window opens. Select the users you want to approve and click **OK**.
2. To reject a request, click **Reject**.

View submitted Mutual Aid / Control requests

You can find the list of your submitted Mutual Aid / Control requests on the right side of the dashboard, below the incoming requests.

1. Click **Requesting (#/#)** under the request you want to view. The **Mutual Aid Request Status** window opens.
2. The status of the Mutual Aid request shows in the **Status** column.

View Mutual Aid / Control request status notifications

You can find MA/MC request status notifications on the top right corner of your dashboard. These notifications provide details about MA/MC request status. Review the list of request status and click the status to go to the MA/MC request history page for details.

View alert notifications

You can find alert notifications on the top right corner of your dashboard. These notifications provide details about user licensing and talkgroup errors that may need your attention. The number of alerts is shown. Review the list of alerts and take action as required.

Manage Push-to-Talk licenses

Use the **License** page to view unused licenses and the status (activated, suspended, canceled, and pending) of assigned licenses. To use the FirstNet PTT service, each user needs a license.

In this chapter, you'll learn how to:

Understand license types
View license status
Assign a license
Revoke a license
View license assignments
View licensed users

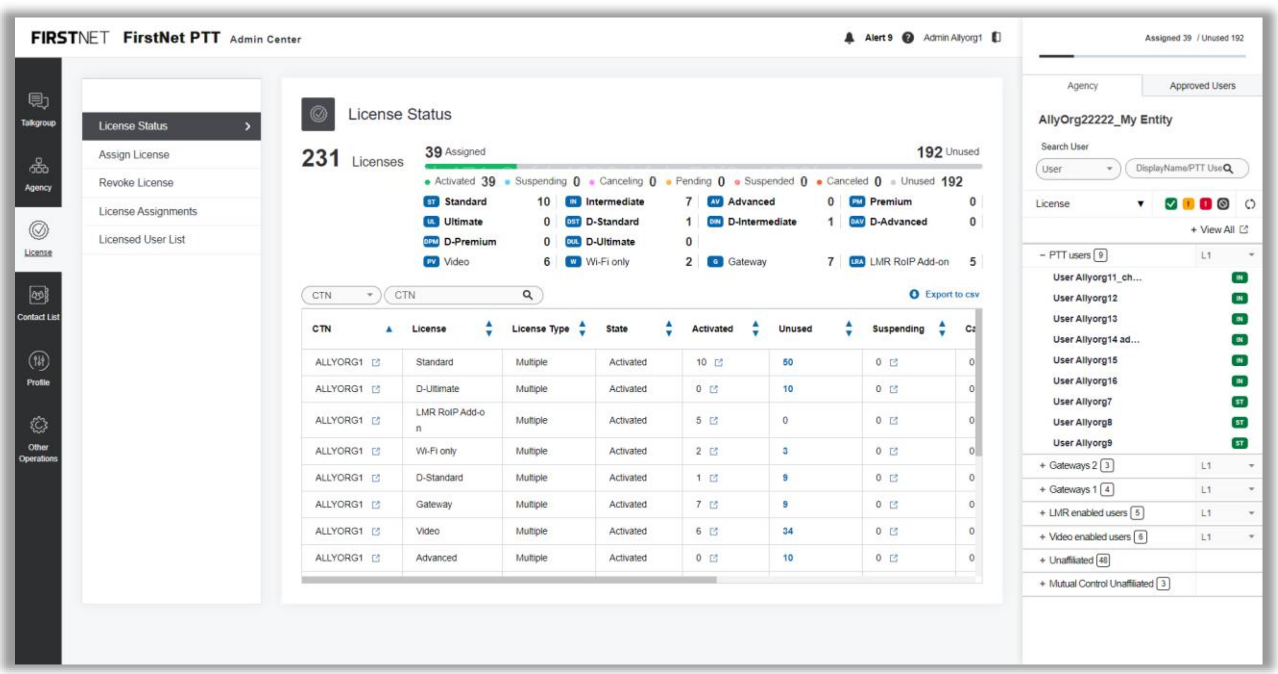

Image 2: License Status page

Understand license types

All FirstNet PTT users (including FirstNet PTT Gateway Credential) must have a license assigned to them before they can use the PTT service. The following table shows the different license types available in the FirstNet PTT service. Each type enables different functionality.

License	Description
FirstNet Push-to-Talk (PTT) subscription	• User license for the FirstNet PTT service. This is a paid license. • Voice • Standard • Intermediate • Advanced • Premium • Ultimate
Dispatcher	• Dispatcher license for the FirstNet PTT service. This is a paid license. • Dispatcher • D-Standard • D-Intermediate • D-Advanced • D-Premium • D-Ultimate
LMR Push-to-Talk (PTT) Gateway	• To make a Gateway Credential operational, it must be assigned a Gateway license. • This license is provided free of charge.
Wi-Fi only	• User license for the FirstNet PTT service. • This is a paid license.
LMR RoIP Add-on	• User license that allows the user to communicate with team members on the LMR network. User must also have a FirstNet PTT license. • This is a paid license.
LMR IWF Add-on	• User license that allows the user to communicate with team members on the LMR IWF network. User must also have a FirstNet PTT license. • This is a paid license.
Recording Add-on	• User license that allows the user's communications with team members to be recorded. User must also have a FirstNet PTT license.

	• This is a paid license.
Video	• User must also have a FirstNet PTT license. This is a paid license.
Data	• User must also have a FirstNet PTT license. This is a paid license.

Table 2: FirstNet PTT licenses

View license status

1. On the FirstNet PTT Admin Tool dashboard, click the License icon. The **License** page appears.
2. Click **License Status**. The **License Status** page appears. The license table shows these statistics for each license status:

   - The number of total licenses
   - The number of assigned licenses: Activated / Suspending / Canceling / Pending / Suspended / Canceled
   - The number of unused licenses

   Note: If there aren't any licenses, an error message appears. You'll need to purchase a license. See Purchase licenses.
3. The license bar above the table shows the number of assigned licenses for each license type. To show or hide the license type in the list, click the License icon.
4. To download the list, click the **Export to csv** link.
5. To view the status and history of a license, in the table, click the icon next to the CTN number. The **License Status and History** window opens.

Assign a license

On the **License** page, you can assign unused licenses to users. You can assign a license through either clicking **Select License** or **Select User**.

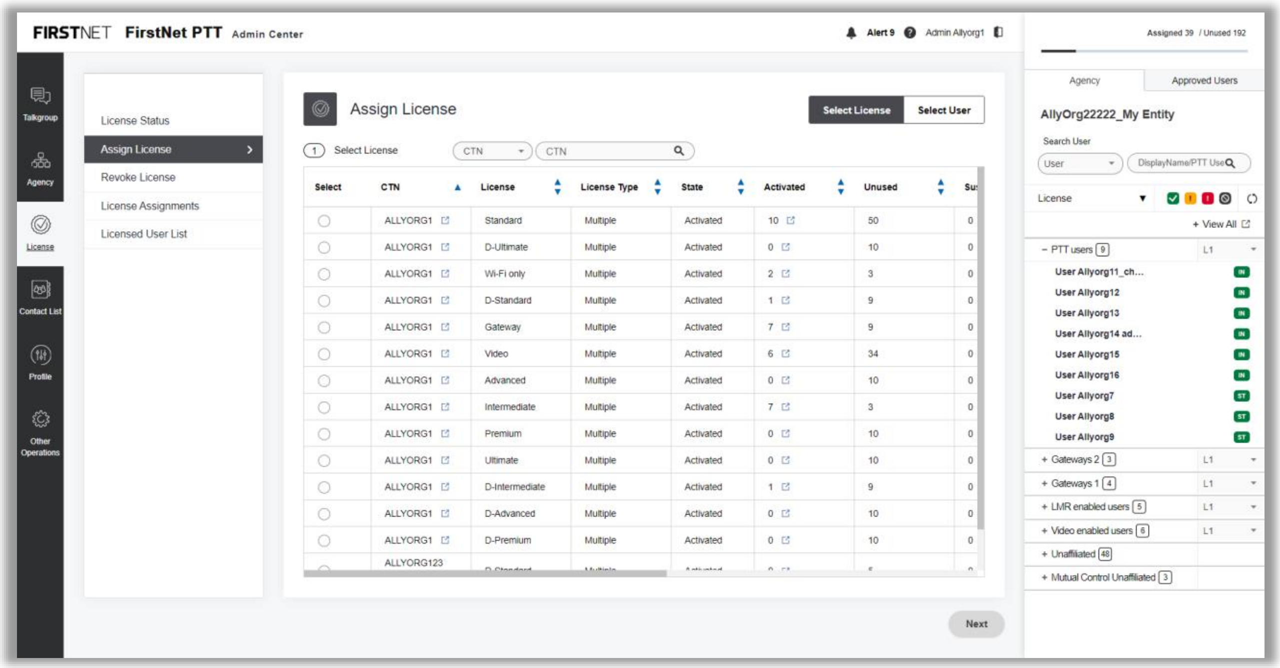

Image 3: Assign License page

Assign by license

1. On the FirstNet PTT Admin Tool dashboard, click the License icon. The **License** page appears.
2. Click **Assign License**. The **Assign License** page appears.
3. Click **Select License**.
4. In the **Select License** table, select a license from the list of unused licenses and click **Next.**
5. The list of users you can assign the selected license to appears in the **Select User** table.
6. In the table, select the users and click **Assign**.
7. In the confirmation window, click **OK.** A success message appears.

Assign by user

1. On the FirstNet PTT Admin Tool dashboard, click the License icon. The **License** page appears.
2. Click **Assign License**. The **Assign License** page appears.
3. Click **Select User**.
4. In the agency tree area on the right, click a user's name to view the user profile. When you're done, click **OK** to close the profile window.
5. Select the user in the agency tree.

6. At the bottom of the agency tree, click **Add User**. The selected user is added in the **Select User** table. The list of licenses that you can assign to the selected user appears in the **Select License** table.
7. To change the selected user, click **Delete**, and repeat steps 4 and 6.
8. In the **Select License** table, select the license you want to assign from the list and click **Assign**.
9. In the confirmation window, click **OK**. A success message appears.

When you assign a FirstNet PTT license to a FirstNet PTT user, we send a welcome email to the user to let them know their service is set up and to give them their FirstNet PTT Administrator's contact information if the user's email notifications permission is enabled. Make sure to add those users to a talkgroup.

Revoke a license

If you revoke a license, it removes the license from the user. You can revoke a license by clicking **Select License** or **Select User**.

Revoke by license

1. On the FirstNet PTT Admin Tool dashboard, click the License icon. The **License** page appears.
2. Click **Revoke License**. The **Revoke License** page appears.
3. Click **Select License**.
4. In the **Select License** table, select a license from the list of unused licenses and click **Next**.
5. The list of users you can revoke the license from appears in the **Select User** table.
6. In the **Select User** table, select the users you want to revoke the license from and click **Revoke**.
7. In the confirmation window, click **OK**. A success message appears.

Revoke by user

1. On the FirstNet PTT Admin Tool dashboard, click the License icon. The **License** page appears.
2. Click **Revoke License**. The **Revoke License** page appears.
3. Click **Select User**.
4. Select the user in the agency tree on the right.
   Note: Users with no licenses aren't displayed in the list.
5. At the bottom of the agency tree area, click **Add User**. The selected user is added into the **Select User** table. The list of licenses you can revoke from the selected user appears in the **Select License** table.
6. To change the selected user, click **Delete**, and repeat steps 4 and 5.
7. In the **Select License** table, select the license and click **Revoke**.
8. In the confirmation window, click **OK**. A success message appears.

View license assignments

You can search license assignments and view search results based on search criteria, such as date, result, display name, license and CTN.

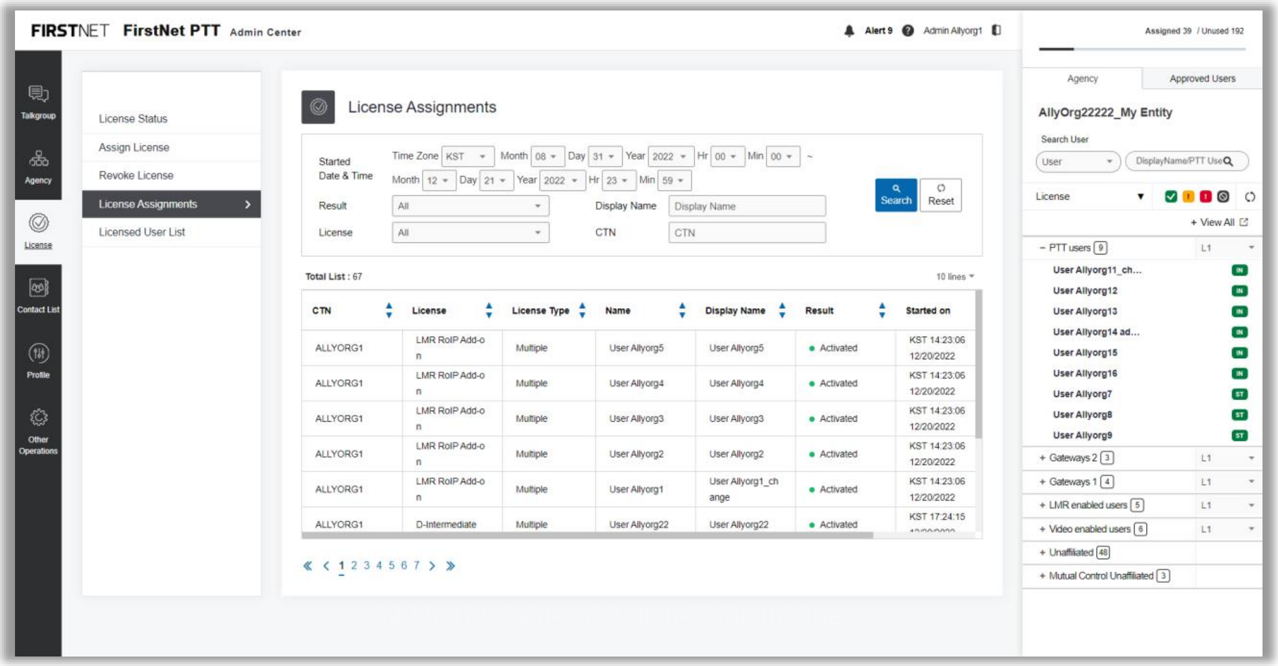

Image 4: License Assignments page

1. On the FirstNet PTT Admin Tool dashboard, click the License icon. The **License** page appears.
2. Click **License Assignments**. The **License Assignments** page appears.

- To set search conditions, click **Search**.
- To reset search conditions, click **Refresh**.

Search results appear in the **Total List** table. If you need more or fewer licenses, contact your FirstNet representative to adjust your license count accordingly.

View licensed users

You can search licensed users and view search results based on search criteria, such as license, license type, user license status, and user name or CTN.

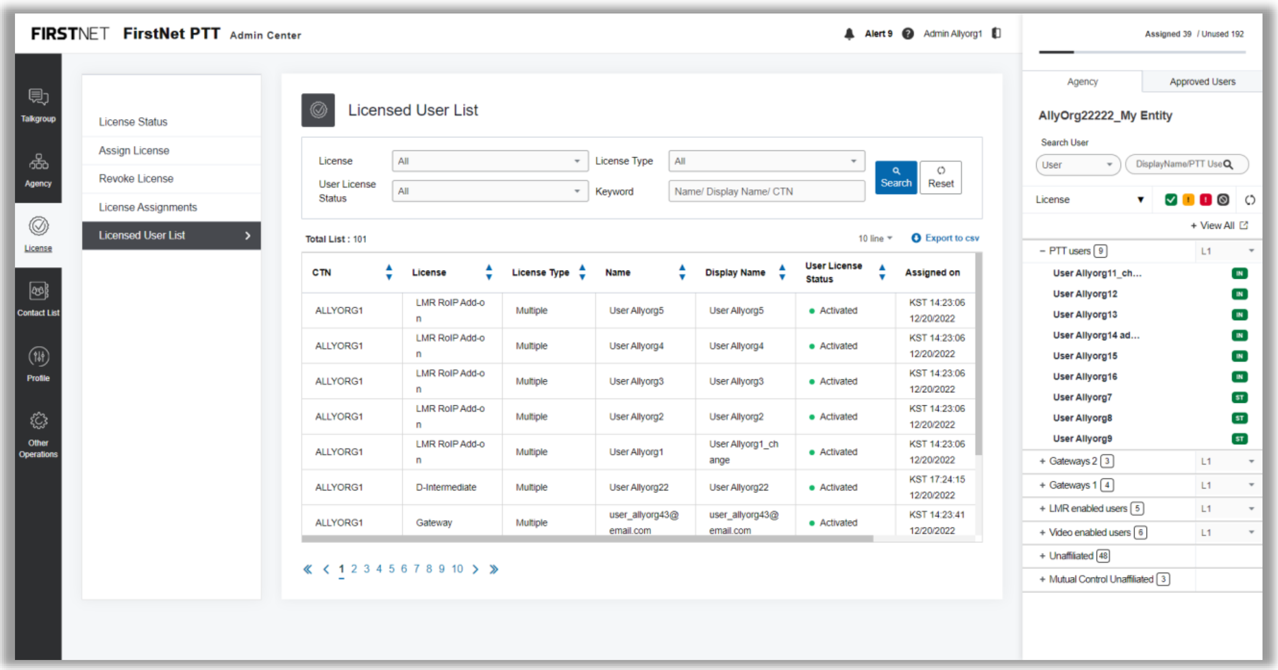

Image 5: Licensed User List page

1. On the FirstNet PTT Admin Tool dashboard, click the License icon. The **License** page appears.
2. Click **Licensed User List**. The **Licensed User List** page appears.

- To set search conditions, click **Search**.
- To reset search conditions, click **Refresh**.

3. Search results appear in the **Total list** table.

Manage agencies and agency users

The name of your organization appears on the **Agency** page. The entity name is the top-level name of your agency. It's inherited from the ORG-ID setup and can be edited in the FirstNet PTT Admin Tool and displayed as the entity display name. However, Super admins can see the entity display name only.

You can establish entities (agencies, sub agencies) under the umbrella of your organization. Entities reflect the way your agency is organized. For example, the city of Springfield may have 3 city-level agencies: Police, Fire, and Sanitation. The Police agency may then have 2 sub agencies: Uniform and Undercover.
Note: Your organization can have up to 9 levels of sub agencies for each level1 agency.

Setting up agencies and sub agencies in the FirstNet PTT Admin Tool to match the real-life structure of how your organization works, allows you to more efficiently manage the PTT service for your agency.

Use the **Agency** page in the FirstNet PTT Admin Tool to view, add, edit, and delete agencies, sub agencies, and agency users. Also, you can manage MCPTT Unauthenticated User Access service that allows the unauthenticated users limited MCPTT service capability. You can create and activate an Agency Default(AD) group by activating the limited access profile and manage the Core members of the AD group.

In this chapter, you'll learn how to:

Manage agencies
Manage agency users
Manage Agency Default service

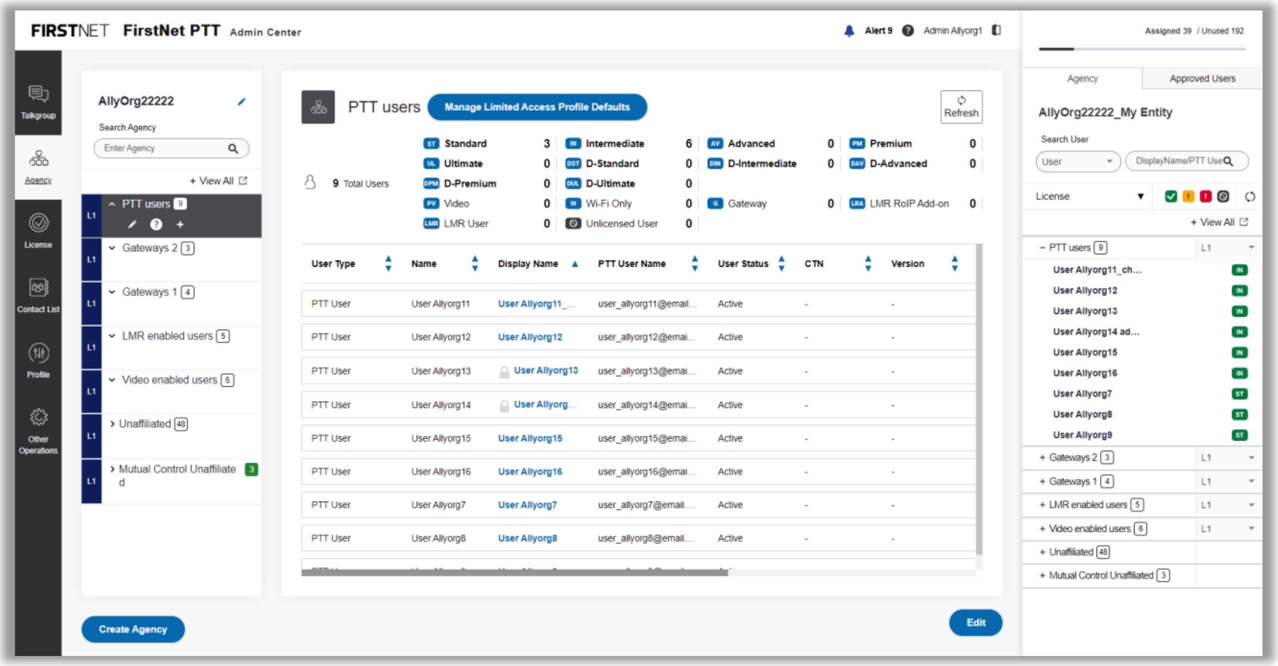

Image 6: Agency page

Manage agencies

As a FirstNet PTT Administrator, you can use the **Agency** page of the FirstNet PTT Admin Tool to view, add, edit, and delete agencies.

View an agency

1. On the FirstNet PTT Admin Tool dashboard, click the Agency icon. The **Agency** page appears.
2. To change the entity settings for your organization, click the Edit (pencil) icon next to the entity name. The **Edit Entity Settings** window opens. You can change the entity display name, settings of the MA / MC participation, the emergency call option and talkgroup scnan list.
3. From the agency list on the left, select the agency you want to view. A list of users appears in the table to the right.
4. The license bar at the top of the page displays the number of assigned users in the selected agency for each license type.
5. Click the License icon to show or hide the assigned users with the license type.
6. To refresh the list, click **Refresh**.
7. To show a description of the agency, hover over the agency name and then hover over the Question mark (**?**) icon that appears.

Create an agency (Level1)

1. On the FirstNet PTT Admin Tool dashboard, click the Agency icon. The **Agency** page appears.
2. Click **Create Agency** at the bottom of the agency list. The **Create Level1 Agency** window opens.

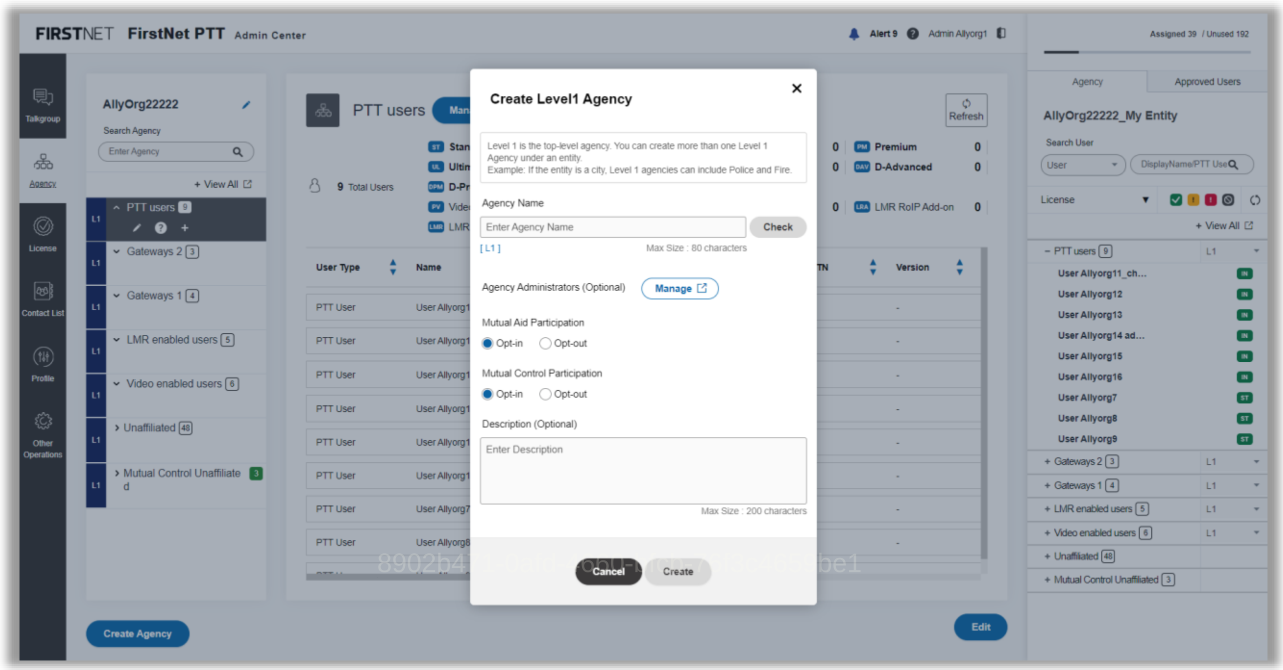

Image 7: Create Level1 Agency window

3. Enter an agency name using these guidelines:

   - Use letters, numbers, and these special characters: [+ @ # $ & ( ) _ , . !]
   - If you use spaces, use only in the middle of the name, not as the first or last character
   - Use a maximum of 80 characters

4. Click **Check** to check for any duplicate names.
5. To assign Agency Administrators for the level1 agency, click **Manage**. The **Manage Agency Admins** window opens.
6. Select the administrators you want to assign and click **Assign**.
7. Select the Mutual Aid participation: **Opt-in** or **Opt-out.**
8. Select the Mutual Control participation: **Opt-in** or **Opt-out.**
9. Provide a description up to 200 characters. (Optional)

10. Click **Create**. A success message appears. The agency you created appears in the agency list and the agency tree area.

Create a sub agency (Level2~10)

1. On the FirstNet PTT Admin Tool dashboard, click the Agency icon. The **Agency** page appears.
2. From the agency list on the left, hover over the level1 agency name you want to create a sub agency of and then click the plus icon that appears. The **Create Sub Agency** window opens.

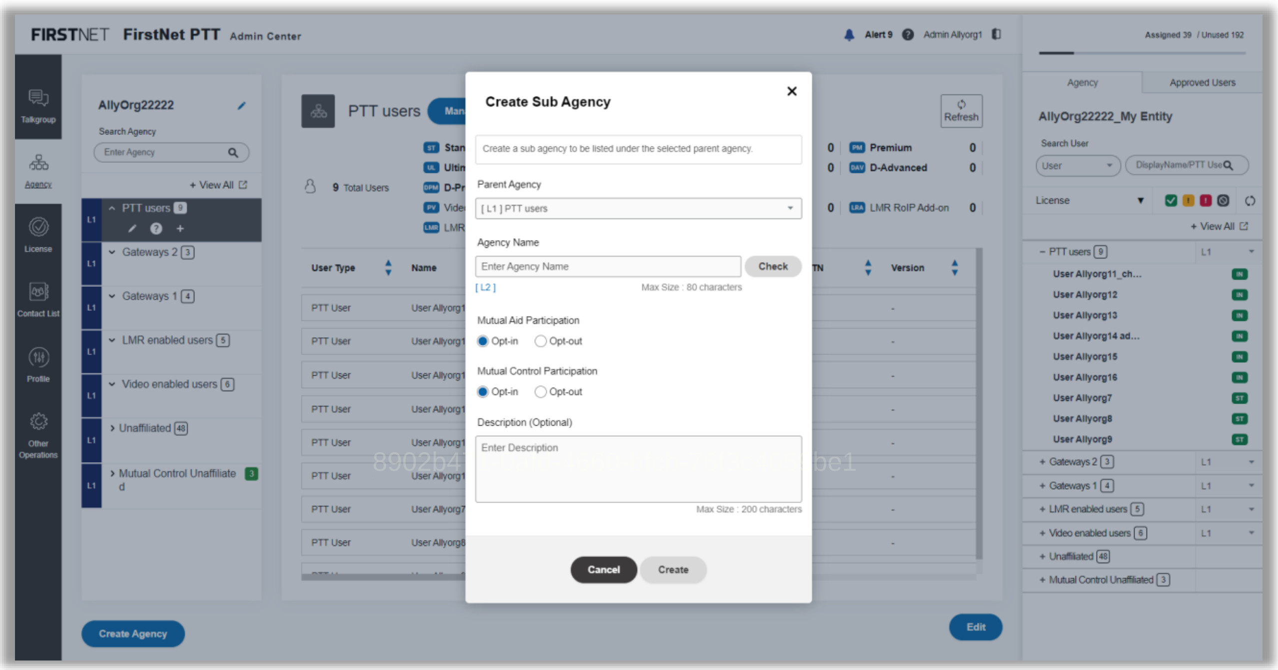

Image 8: Create Sub Agency window

3. Select a parent agency from the list.
4. Enter a sub agency name using these guidelines:

- Use letters, numbers, and these special characters: [+ @ # $ & ( ) _ , . !]
- If you use spaces, use only in the middle of the name, not as the first or last character
- Use a maximum of 80 characters

5. Click **Check** to check for any duplicate names.
6. Select the Mutual Aid participation: **Opt-in** or **Opt-out.**
7. Select the Mutual Control participation: **Opt-in** or **Opt-out.**
8. Provide a description up to 200 characters. (Optional)

9. Click **Create**. A success message appears. The sub agency you created appears in the agency list and the agency tree area.

Edit an agency (Level1)

1. On the FirstNet PTT Admin Tool dashboard, click the Agency icon. The **Agency** page appears.
2. From the agency list on the left, click the Edit (pencil) icon next to the agency you want to edit. The **Edit Level1 Agency** window opens.
3. Edit the agency name, the agency administrators, the MA / MC participation and the description as necessary.
4. To change the agency's Agency Administrators, click **Manage**. A **Manage Agency Admins** window opens. Select the administrators you want to assign, deselect the administrators you want to revoke and then click **Update.**
5. When finished, click **Save**. A success message appears.

Edit a sub agency (level2~10)

1. On the FirstNet PTT Admin Tool dashboard, click the Agency icon. The **Agency** page appears.
2. From the agency list on the left, click the Edit (pencil) icon next to the sub agency you want to edit. The **Edit Sub Agency** window opens.
3. Edit the parent agency, the agency name, the agency administrators, the MA / MC participation and the description as necessary.
4. To change the sub agency's parent agency, select a different parent agency from the list. **Note:** If you change the parent agency, the sub agency and all its sub agencies will move together.
5. When finished, click **Save**. A success message appears.

Delete an agency (Level1)

1. On the FirstNet Admin Tool dashboard, click the Agency icon. The **Agency** page appears.
2. From the agency list on the left, click the agency you want to delete.
3. Click the Edit icon next to the agency. The **Edit Level1 Agency** window appears.
4. Click **Delete**. In the confirmation window, click **OK**. A success message appears.
   Note: Deleting a L1 agency will delete all sub agencies under it and removes the users.

Delete a sub agency (Level2~10)

1. On the FirstNet Admin Tool dashboard, click the Agency icon. The **Agency** page appears.
2. From the agency list on the left, click the sub agency you want to delete.
3. Click the Edit icon next to the sub agency. The **Edit Sub Agency** window appears.
4. To delete the sub agency and all agencies and their users below it, click **Delete All**.
5. To delete only the sub agency you selected, click **Delete Selected**.

6. In the confirmation window, click **OK**. A success message appears.

Manage agency users

If you create agencies or sub agencies, you need to associate your users with the appropriate agency. You can do this, and view, add, edit, and delete agency users on the **Agency** page.

Add 1 or more users to an agency

1. On the FirstNet PTT Admin Tool dashboard, click the Agency icon. The **Agency** page appears.
2. From the agency list on the left, click the agency you want to add a user to. A list of users appears in the table to the right.
3. Click **Edit** in the bottom right of the user list.
4. In the agency tree on the right, click the **Agency** tab and select your entity from the list at the top. A list of users in that agency appears.
   Note: Users who are available to add to the agency have an empty checkbox next to their name. The loaned-in Mutual Control users from another entity are also available. For more information about Mutual Control, see Manage Mutual Control requests.
   The registered LMR users are also available. For more information about LMR users, see Manage LMR users and prewritten messages.
5. To view a user's profile, click the user's name. The **User Profile** window opens. Click **OK** to close the window.
6. In the agency tree, select the users you want to add and click **Add Users**. You can select multiple users.
7. Click **Save**. A success message appears.

View and edit user Profiles

1. On the FirstNet PTT Admin Tool dashboard, click the Agency icon. The **Agency** page appears.
2. From the agency list on the left, click the agency you want to view. A list the agencies users appears in the table to the right.
3. In the agency table, select the user you want to view. The **User Profile** window opens.

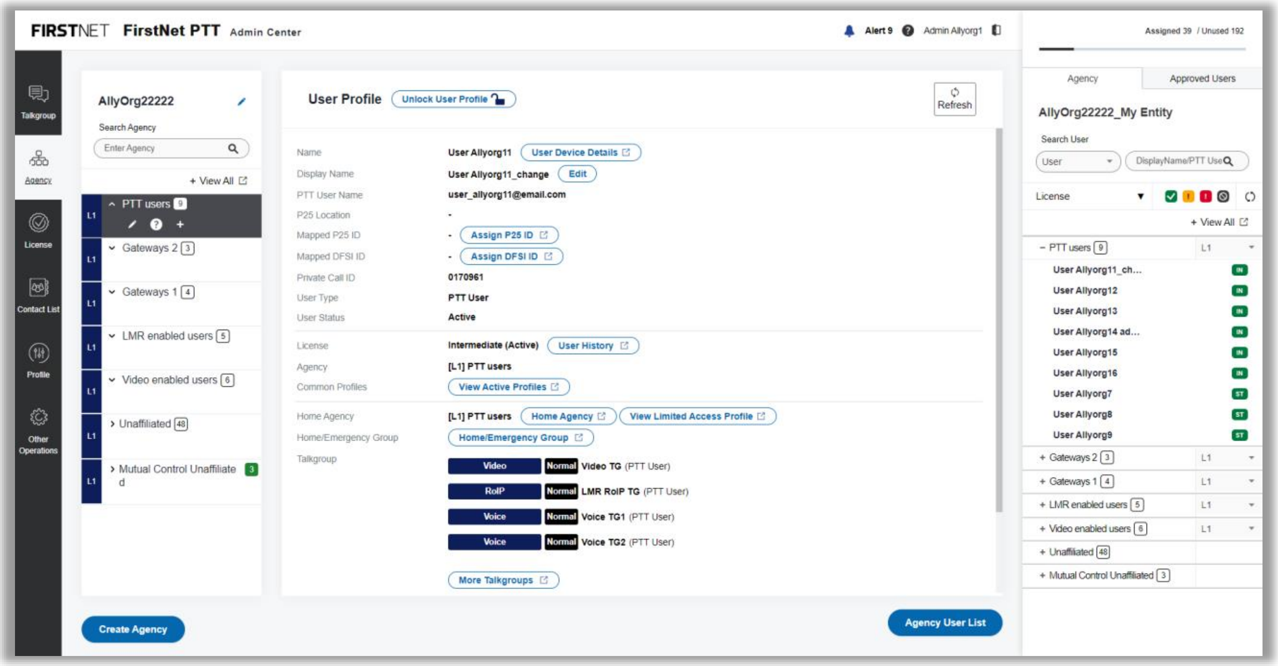

Image 9: User Profile page

4. In the **User Profile** window, you can do any of the following:

- To refresh the user profile, click **Refresh** in the top right.
- To lock the user profile, click **Unlock User Profile** in the top left. To unlock, click **Lock User Profile** again**.**
  Note: If you lock the user profile, some features are locked and cannot be modified.
- To view the user device details, click **User Device Details** next to the name. The **User Device Details** window opens. View the device details.
- To change the user's display name, click **Edit** next to the display name. In the input box, change the display name and click **Save**.
- To assign or change the mapped P25 ID, click **Assign P25 ID** or **Edit DFSI ID**. The **Assign Mapped P25 ID** or **Edit Mapped P25 ID** window opens. Enter a mapped P25 ID, check for duplicates. Enter a zip code, click **Search** for P25 location and then click **Assign**. To delete the mapped P25 ID, click **Delete** in the **Edit Mapped P25 ID** window.
  Note: For MA loaned-in user, the mapped P25 ID is hidden if the LMR IWF service is disabled at the MA loaned-in entity. The control of mapped P25 ID is available for MC loaned-in users at the MC loaned-in entity.
- To assign or change the mapped DFSI ID, click **Assign DFSI ID** or **Edit DFSI ID. The Assign Mapped DFSI ID** or **Edit Mapped DFSI ID** window opens. Enter a mapped DFSI ID,

check for duplicates and then click **Assign**. To delete the DFSI ID, click **Delete** in the **Edit Mapped DFSI ID** window.
Note: For MA loaned-in user, the mapped DFSI ID is hidden at the MA loaend-in entity. The control of mapped DFSI ID is available for MC loaned-in users at the MC loaned-in entity.

- To view the user history, click **User History** next to the licenses. The **User History** window opens.
- To view the active common profiles, click **View Active Profiles**. The **Active Profiles** window opens.
- To change the home agency, click **Home Agenc**y next to the home agency name. The **Assign Home Agency** window opens. Select a level1 agency and click **OK**.
- Click **View Limited Access Profile**. The **Limited Access Profile Settings** page of the home agency appears.
- To edit the home and/or emergency talkgroup settings, click **Home/Emergency Group**. The **Change Group Setting** window opens. Select your choices and click **Save**.
- To view the full list of talkgroups, click **More Talkgroups**. The **Talkgroup List** window opens.
- To edit the following user profile feature settings, click **Manage Permissions** :
  - MA / MC participation settings
  - Create Ad-hoc Groups
  - First-to-Answer
  - Private Calling & Messaging
  - Affiliation
  - Ambient Listening
  - Remote Monitoring Response
  - Remote Monitoring Request
  - User Defined Contact List
  - To be searched with Contact Search
  - Emergency Features
  - Emergency Calling
  - Emergency Alert Activation
  - Emergency Alert Cancelation
- To view the contact list, click **Contact List**. The **Show Administrator-defined Contact List** window opens. In the window, click **Edit**. The **Contact List** page appears.

5. In the User Profile window of LMR users, you can do the followings only:

- To refresh the user profile, click **Refresh** in the top right.
- To change the user’s display name, click **Edit** next to the display name. In the input box, change the display name and click **Save**.
- To view the full list of talkgroups, click **More Talkgroups**. The Talkgroup List window opens.
- For LMR P25 users, to edit the MA participation settings, click **Manage Permissions**.

6. In the User Profile window of MC loaend-out users, you can do the followings only:

   - To view the basic user information and the mapped P25 ID and DFSI ID assigned at the MC loaned-in entity.

7. In the User Profile window of lockd users, you can't do the followings:

   - To assign or edit the mapped P25 ID and DFSI ID
   - To edit the user profile feature settings
   - To view the contact list

8. To change the user's Click **Agency User List** to go back to the agency user list page.

Remove 1 or more users from an agency

1. On the FirstNet Admin Tool dashboard, click the Agency icon. The **Agency** page appears.
2. From the agency list on the left, click the agency you want to remove the user from, and then click **Edit**.
3. Click the X icon next to the user or users you want to remove from the agency.
4. Click **Save**. A success message appears.
   Note: The number of users of the parent agency changes when you add or remove users from its sub agencies.

Manage Agency Default service

You can activate a limited access profile to create an Agency Default (AD) group and manage the AD Core members of the group to support the unauthenticated user access.

Create an Agency Default group

1. On the FirstNet PTT Admin Tool dashboard, click the Agency icon. The **Agency** page appears.
2. Click **Manage Limited Access Profile Default** next the agency name in the top left. The **Limited Access Profile Settings** page appears.

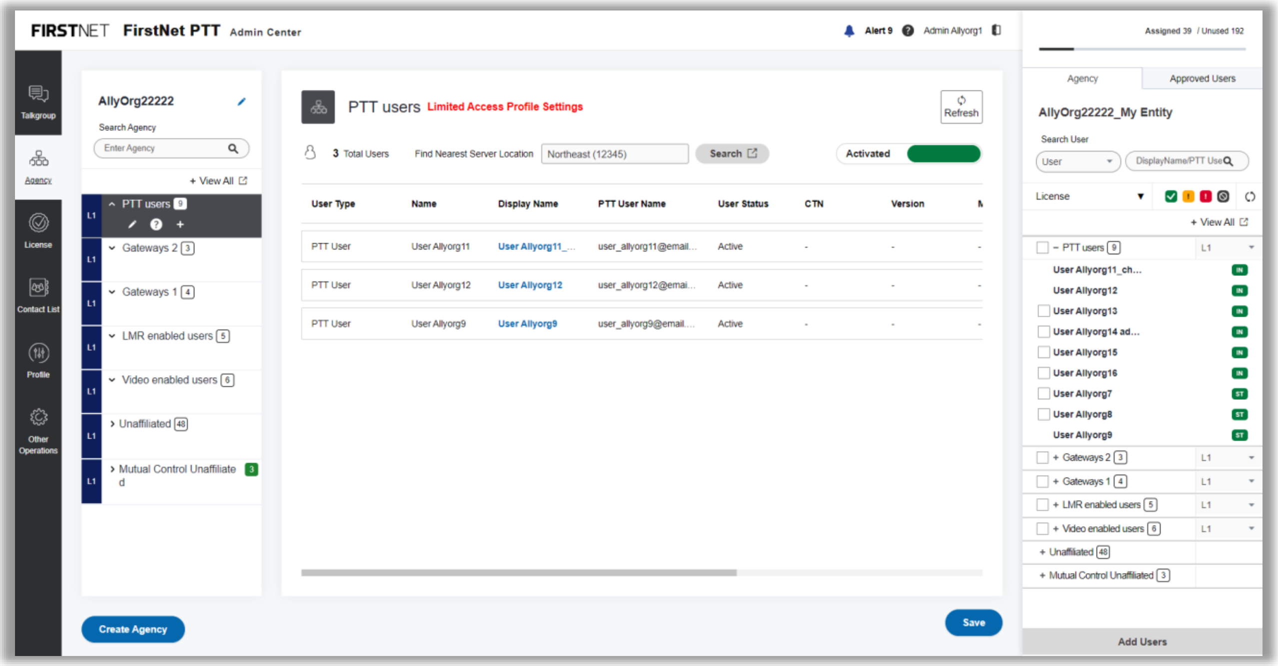

Image 10: Limited Access Profile Settings window

3. To set the nearest server location, enter a 5-digit ZIP Code and click **Search**. If the correct location appears, click **OK** to confirm.
4. In the agency tree on the far right, click the **Agency** tab to add the AD Core members. Users who are available to add to the agency have an empty checkbox next to their name.
5. In the agency tree, select the users you want to add and click **Add Users**. You can select multiple users.
6. Click **Deactivated** to activate the limited access profile.
   Note: The Deactivated button is available only when there are at least one AD Core member.
7. Click **Save**. In the confirmation window, click **OK**. A success message appears.
   Note: The AD group is created with the AD Core members.

Manage Agency Default group Core members

1. On the FirstNet PTT Admin Tool dashboard, click the Agency icon. The **Agency** page appears.
2. Click **Manage Limited Access Profile Default** next the agency name in the top left. The **Limited Access Profile Settings** page appears.
3. Click the X icon next to the AD Core members you want to remove from the AD group.
   Note: If you deactivated the limited access profile, the AD group is automatically deactivated and deleted.

4. In the agency tree on the far right, click the **Agency** tab to add the AD Core members. Users who are available to add to the agency have an empty checkbox next to their name. Select the users you want to add and click **Add Users**.
5. Click **Save**. A success message appears.

Delete an Agency Default group

1. On the FirstNet PTT Admin Tool dashboard, click the Agency icon. The **Agency** page appears.
2. Click **Manage Limited Access Profile Default** next the agency name in the top left. The **Limited Access Profile Settings** page appears.
3. Click **Activated** to deactivate the limited access profile.
4. Click **Save**. In the confirmation window, click **OK**. A success message appears.
   Note: The AD group is deleted and the AD Core members are automatically removed.

Manage talkgroups and talkgroup members

Use talkgroups to define the FirstNet PTT users who your team can communicate with at one time. Create and manage your talkgroups on the **Talkgroup** page. Talkgroups can be created in 2 levels: Entity level or Agency level. You and AT&T CCC can create the entity level talkgroups. Agency Administrators can create the agency level talkgroups. You and AT&T CCC can manage both entity and agency level talkgroups. When creating talkgroups, use a group naming convention that's consistent and meaningful to the users and interagency partners. You can create emergency groups and home groups.

- **Emergency groups**—A group that is established to respond to urgent situations. Includes those users who will participate in the response to the emergency. Don’t assign more than 1 emergency group to a single user.
- **Home groups**—Use for typical day-to-day and non-emergency operation for a specific group of users. In most situations, the FirstNet PTT key defaults to the home group.

In this chapter, you’ll learn how to:

Manage talkgroups
Manage talkgroup members

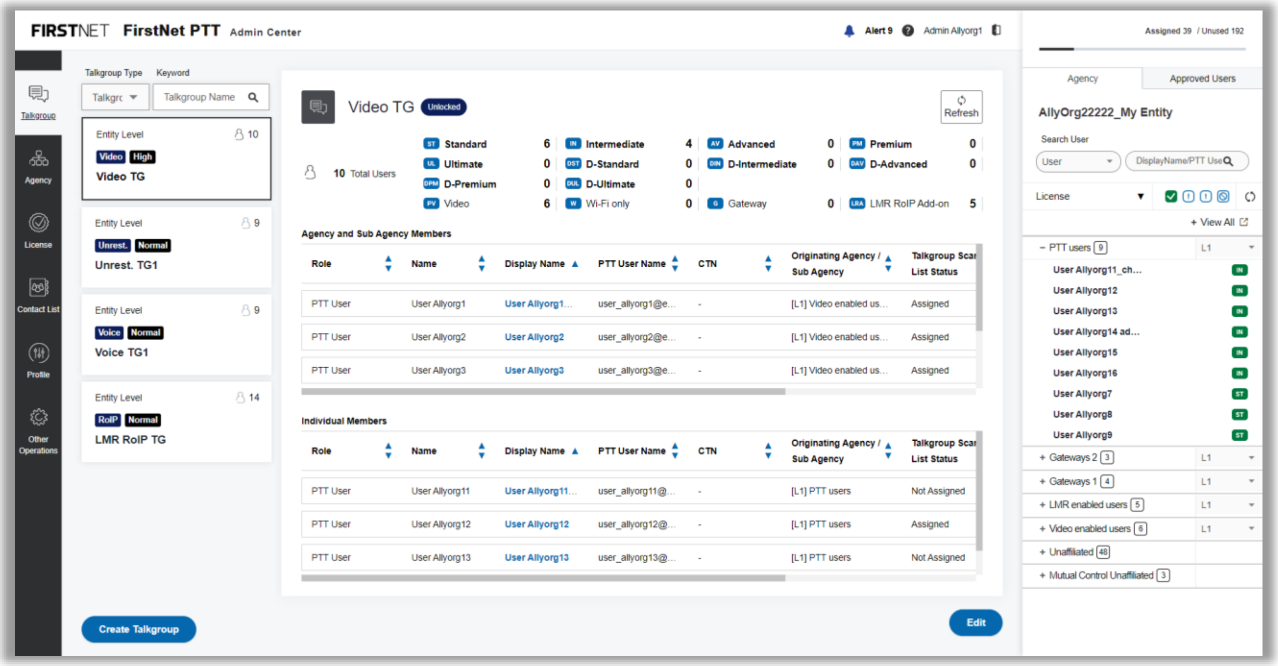

Image 11: Talkgroup page

Manage talkgroups

On the **Talkgroup** page, you can create and edit talkgroups.

View a talkgroup

1. On the FirstNet PTT Admin Tool dashboard, click the Talkgroup icon. The **Talkgroup** page appears.
2. Select the talkgroup you want to view. The following information appears for that talkgroup:

   - The locked, unlocked and/or dormant sate of the talkgroup appears next to the talkgroup name at the top of the page.
   - A list of users appears in the table to the right
   - The license bar displays the number of assigned users in the selected agency for each license type.

3. Do any of the followings:

   - To show or hide the users assigned to a license type, click the license icon.
   - To refresh the agency user list and the agency tree, click **Refresh**.

- To display the description of a talkgroup, hover over the talkgroup name and then hover over the Question mark **(?)** icon that appears.

Create a talkgroup

1. On the FirstNet PTT Admin Tool dashboard, click the Talkgroup icon. The **Talkgroup** page appears
2. Do 1 of the followings:

   - If this is your first talkgroup, click **Create**.
   - If you already have talkgroups, click **Create Talkgroup** below the list of talkgroups.

3. The **Step 1 : Select Talkgroup Type** windows opens.

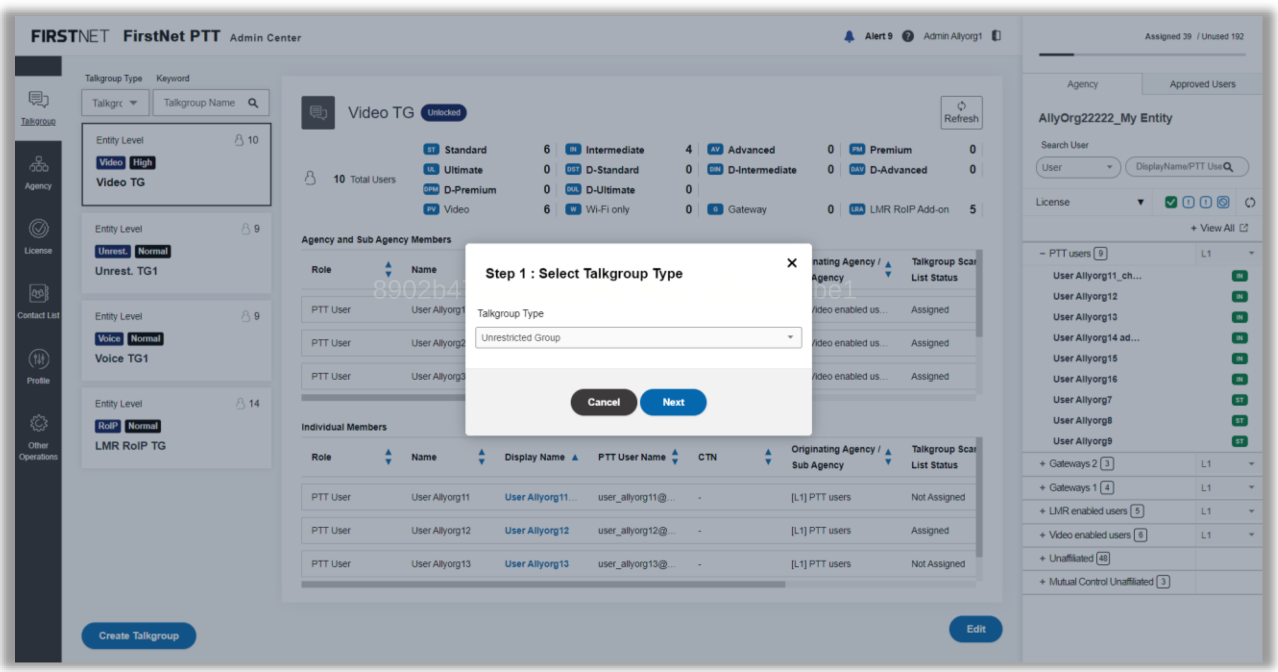

Image 12: Select Talkgroup Type window

4. Select a talkgroup type from the list.
   Note: If you want to create an LMR RoIP Inter-Op talkgroup, see Manage Land Mobile Radio (LMR) Interoperability for Gateway Credential creation and licensing, as you will need the Gateway Credential to set up your LMR RoIP Inter-Op talkgroup.
   If you want to create a LMR IWF Talkgroup, see Create a LMW IWF Talkgroup.
5. Click **Next**. The **Step 2 : Create Talkgroup** windows opens.

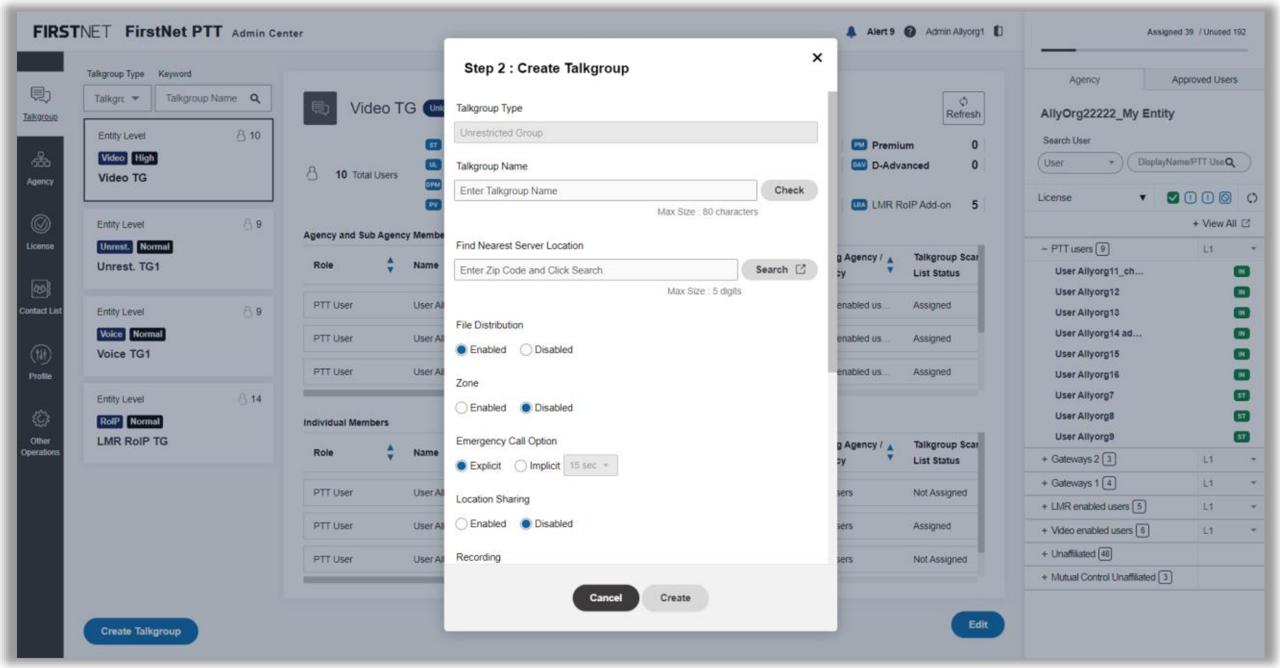

Image 13: Create Talkgroup window

6. Enter a talkgroup name using these guidelines:

   - Use letters, numbers, and these special characters: [+ @ # $ & ( ) _ , . !]
   - If you use spaces, use only in the middle of the name, not as the first or last character
   - Use a maximum of 80 characters

7. For the nearest server location, enter a 5-digit ZIP Code and click **Search**. If the correct location appears, click **OK** to confirm.
8. Select the file distribution : **Enabled** or **Disabled.**
9. Select the zone : **Enabled** or **Disabled.**

   - To assign zones, select **Enabled** and click **Manage Zones**. The **Manage Zones** window opens. Select the checkboxes of the zones you want to assign and then click **Assign**.

10. Select the emergency call option : **Explicit** or **Implicit.**
11. Select the location sharing : **Enabled** or **Disabled.**
12. Select the recording : **Enabled** or **Disabled.**

   - To use recording, selct **Enabled**. Select the media and recording type. To make a recording schedule, select **On Schedule** and set the schedule. Click **Manage** to assign the recording administrators. The **Manage Recordign Administrators** window opens. Select the checkboxes of the admins you want to assign and then click **Assign.**

13. Select the amnient listening : **Enabled** or **Disabled.**
14. Select a talkgroup priority : **Normal** or **High**
15. Click **Manage Agencies** to add users of the affiliated agencies. The **Manage Agencies** wondow opens. Select the checkboxes of the agencies you want to affiliate.
16. Provide a description up to 200 characters. (Optional)
17. Click **Create**. A success message appears.
    Note: You or AT&T CCC can create the Entity level talkgroups. The Agency admins can create the Agency level talkgroups.

Create a LMR IWF talkgroup

1. On the FirstNet PTT Admin Tool dashboard, click the Talkgroup icon. The **Talkgroup** page appears
2. Do 1 of the followings:

    - If this is your first talkgroup, click **Create**.
    - If you already have talkgroups, click **Create Talkgroup** below the list of talkgroups.

3. The **Step 1 : Select Talkgroup Type** windows opens.
4. Select a LMR IWF LMR Homed Group or IWF LMR PTT Homed Group from the talkgroup type list.
5. Click **Next**. The **Step 2 : Create LMR IWF Talkgroup** windows opens.

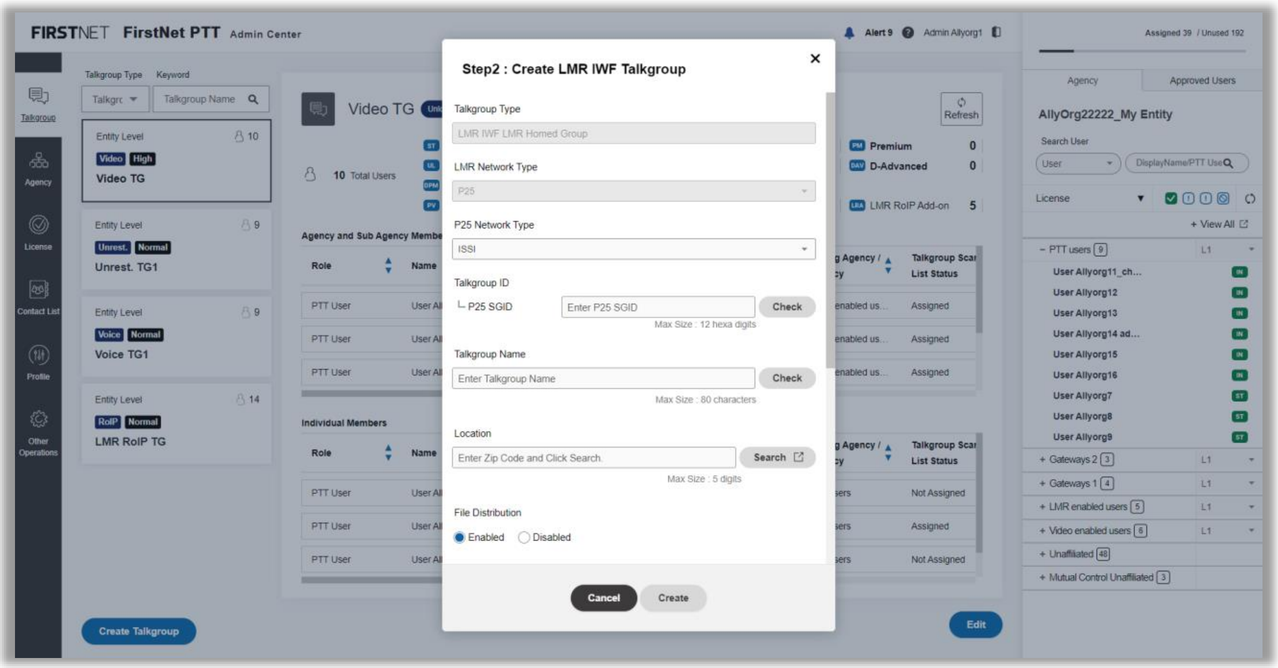

Image 14: Step2 : Create IWF LMR Talkgroup window

6. Select a P25 network type from the list.
   If **ISSI** is selected, enter P25 SGID talkgroup ID.
   If **DFSI** is selected, click **Assign** to assign DFSI SGID.
7. Enter a talkgroup name using these guidelines:

   - Use letters, numbers, and these special characters: [+ @ # $ & ( ) _ , . !]
   - If you use spaces, use only in the middle of the name, not as the first or last character
   - Use a maximum of 80 characters

8. For the nearest server location, enter a 5-digit ZIP Code and click Search. If the correct location appears, click **OK** to confirm.
   Note: For the DFSI, the location will be automatically assigned when the DFSI SGID is assigned.
9. Set the talkgroup features.
10. Select a talkgroup priority : **Normal** or **High**
11. Set the agency affiliation.
12. Provide a description up to 200 characters. (Optional)
13. Click **Create**. A success message appears.
    Note: You or AT&T CCC can create the entity level talkgroups. The agency admins can create the Agency level talkgroups.

Edit a talkgroup

1. On the FirstNet PTT Admin Tool dashboard, click the Talkgroup icon. The **Talkgroup** page appears.
2. Hover over the name of the talkgroup you want to edit and click the Edit icon. The **Edit a Talkgroup** window opens.
3. Edit the talkgroup name, the server location, the talkgroup features, the agency affiliation and the talkgroup priority as necessary.
4. Click **Save**. A success message appears.

Delete a talkgroup

Before you can delete a talkgroup, you need to remove all the users from the group.

1. On the FirstNet PTT Admin Tool dashboard, click the Talkgroup icon. The **Talkgroup** page appears.
2. Click the talkgroup you want to delete. A list of users appears in the table to the right.
3. To remove agency and sub agency members in the talkgroup, hover over the name of the talkgroup you want to edit and click the Edit icon. The **Edit a Talkgroup** window opens. Click **Manage Agencies** to unafiliate agencies and delete users. The **Manage Agencies** wondow opens. Deselect the checkboxes of the agencies you want to unaffiliate and then click **Save**.
4. To remove individual members in the talkgroup, click **Edit** at the bottom right of the user list, and then click the X icon next to each user. Click **Save**.
5. Hover over the name of the talkgroup you want to delete and click the Edit icon. The **Edit a Talkgroup** window opens.
6. Click **Delete**. In the confirmation window, click **OK**. A success message appears.

Manage talkgroup members

On the **Talkgroup** page, you can view, add, edit, and delete talkgroup users from your talkgroups. For Entity and Agency level talkgroups, you have no restrictions on managing their users.

Add affiliated agency and sub agency members to a talkgroup

1. On the FirstNet PTT Admin Tool dashboard, click the Talkgroup icon. The **Talkgroup** page appears.
2. Hover over the name of the talkgroup you want to add a user to and click the Edit icon. The **Edit a Talkgroup** window opens.
3. Click **Manage Agencies** to afiliate agencies and add users. The **Manage Agencies** wondow opens.
4. Select the checkboxes of the agencies you want to affiliate.
5. Click **Save.** A success message appears.

Add individual members of your entity to a talkgroup

1. On the FirstNet PTT Admin Tool dashboard, click the Talkgroup icon. The **Talkgroup** page appears.
2. Click the talkgroup you want to add a user to. A list of users appears in the table to the right.
   Note: For LMR IWF LMR Homed talkgroups, the LMR IWF (system ID) is automatically added and placed at the top of the individual members list when the talkgroup is created. It can't be deleted.
3. Click **Edit** in the bottom right of the user list.
4. In the agency tree on the right, click the **Agency** tab and a list of users in your entity appears.
   Note: Users who are available to add to the talkgroup have an empty checkbox next to their name.
   The loaned-in Mutual Control users from another entity are also available. For more information about Mutual Control, see Manage Mutual Control requests.
5. To view a user's profile, click the user's name. The **User Profile** window opens. Click **OK** to close the window.
6. In the agency tree, select the users you want to add and click **Add users** at the bottom right. You can select multiple users.
   Note: For LMR IWF PTT Homed talkgroups, the LMR IWF (system ID) is automatically added for each adding LMR P25 user. They are placed at the top of the individual members list and can't be deleted.
7. Click **Save**. A success message appears.

Add Mutual Aid users from another entity to a talkgroup

You can only add the MA loaned-in users you have requested.

1. On the FirstNet PTT Admin Tool homepage, click the Talkgroup icon. The **Talkgroup** page appears.
2. Click the talkgroup you want to add a user to. A list of users appears in the table to the right.
3. Click **Edit** in the bottom right of the user list.
4. In the agency tree on the right, click **Approved users**.
5. Select an entity you requested Mutual Aid from. A list of approved loaned-in Mutual Aid users appears.
6. To view a user's profile, click the user's name. The **User Profile** window opens. Click **OK** to close the window.
7. In the agency tree, select the users you want to add and click **Add user** at the bottom right. You can select multiple users.
8. Click **Save**. A success message appears.
   For more information about Mutual Aid, see Manage Mutual Aid requests.

Edit talkgroup users

1. On the FirstNet PTT Admin Tool homepage, click the Talkgroup icon. The **Talkgroup** page appears.
2. Click the talkgroup you want to edit. A list of users appears in the table to the right.
3. Click **Edit** in the bottom right of the user list.
4. In the user list, you can do any of the following:

    - To change the role, select a role from the list.
      Note: The roles of the LMR IWF / LMR P25 User / LMR DFSI User can't be changed.
    - To change the video mode, click **On** or **Off**.
    - To change the voice call permission, select the call permission from the list, if applicable.
    - To change the video call permission, select the call permission from the list, if applicable.
      Note: The video call permission is unavailable when the video mode is turned off.
    - To change the device location sharing permission, select the permission from the list, if applicable.
      Note: The device location sharing permission is unavailable when the location sharing for the talkgroup is turned off.
    - To change the discreet call initiator, select the initiator from the list, if applicable.
      Note: The discreet call initiator is unavailable when the ambient listening for the talkgroup is turned off.

5. Click **Save**. A success message appears.

Remove users from a talkgroup

1. On the FirstNet PTT Admin Tool dashboard, click the Talkgroup icon. The **Talkgroup** page appears.
2. To remove agency and sub agency members in the talkgroup, hover over the name of the talkgroup you want to edit and click the Edit icon. The **Edit a Talkgroup** window opens. Click **Manage Agencies** to unafiliate agencies and remove users. The **Manage Agencies** wondow opens. Deselect the checkboxes of the agencies you want to unaffiliated and then click **Save**.
3. To remove individual members in the talkgroup, click the talkgroup with the user you want to delete. Click **Edit** at the bottom right of the user list, and then click the X icon next to the user you want to remove. Click **Save**. A success message appears.
   Note: The LMR IWFs can't be deleted.

Manage contact lists

On the **Contact List** page, you can create, modify, and delete contact lists that are pushed to your FirstNet PTT users' devices.

FirstNet PTT End Users can make 1:1 calls with contacts on the list. You can also decide whether the FirstNet PTT End Users can add other contacts to the contacts list on their device. In this chapter, you'll learn how to:

Manage custom contact group
Manage admin contact list
Bulk update

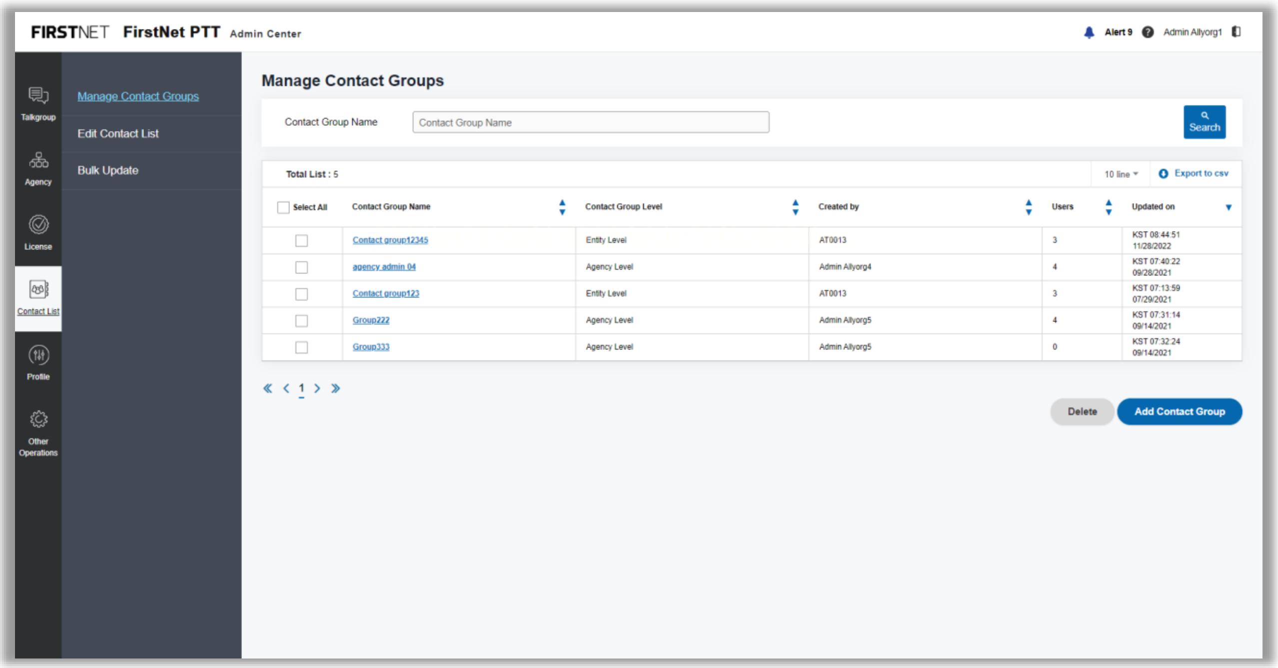

Image 15: Manage Contact Group page

Manage custom contact group

You can create a custom contact group that can be applied to bulk update for contact list.

View custom contact group

1. On the FirstNet PTT Admin Tool dashboard, click the Contact List icon. The **Manage Contact Groups** page appears.
2. Enter a contact group name and click **Search**. Results appear in the table.
3. To export the results to a CSV file, click **Export to csv**.

Create a custom contact group

1. On the FirstNet PTT Admin Tool dashboard, click the Contact List icon. The **Manage Contact Groups** page appears.
2. Click **Add Contact Group**. The **Create Contact Group** page appears.

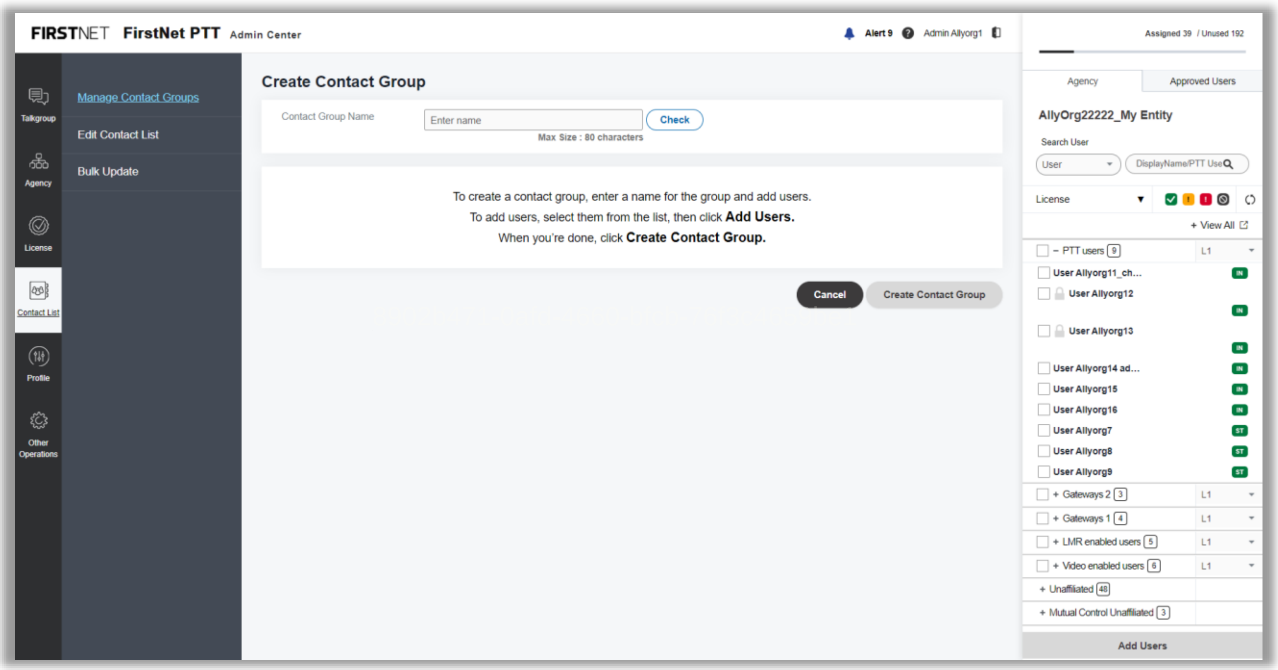

Image 16: Create Contact Group page

3. Enter a contact group name using these guidelines:

   - Use letters, numbers, and these special characters: [+ @ # $ & ( ) _ , . !]
   - If you use spaces, use only in the middle of the name, not as the first or last character
   - Use a maximum of 80 characters

4. In the agency tree on the right, click the **Agency** tab and a list of users in your entity appears.

Note: Users who are available to add to the contact group have an empty checkbox next to their name.
The loaned-in Mutual Control users from another entity are also available. For more information about Mutual Control, see Manage Mutual Control requests.

5. To view a user's profile, click the user’s name. The **User Profile** window opens. Click **OK** to close the window.
6. In the agency tree, select the users you want to add and click **Add users** at the bottom right. You can select multiple users.
7. Click **Create Contact Group.** A success message appears.
   Note: You or AT&T CCC can create the entity level contact groups. The agency admins can create the Agency level contact groups.

Edit a custom contact group

1. On the FirstNet PTT Admin Tool dashboard, click the Contact List icon. The **Manage Contact Groups** page appears.
2. Click a contact group name you want to edit. The **View Contact Group** page appears.
3. Click Edit at the bottom right. The **Edit Contact Group** page appears.

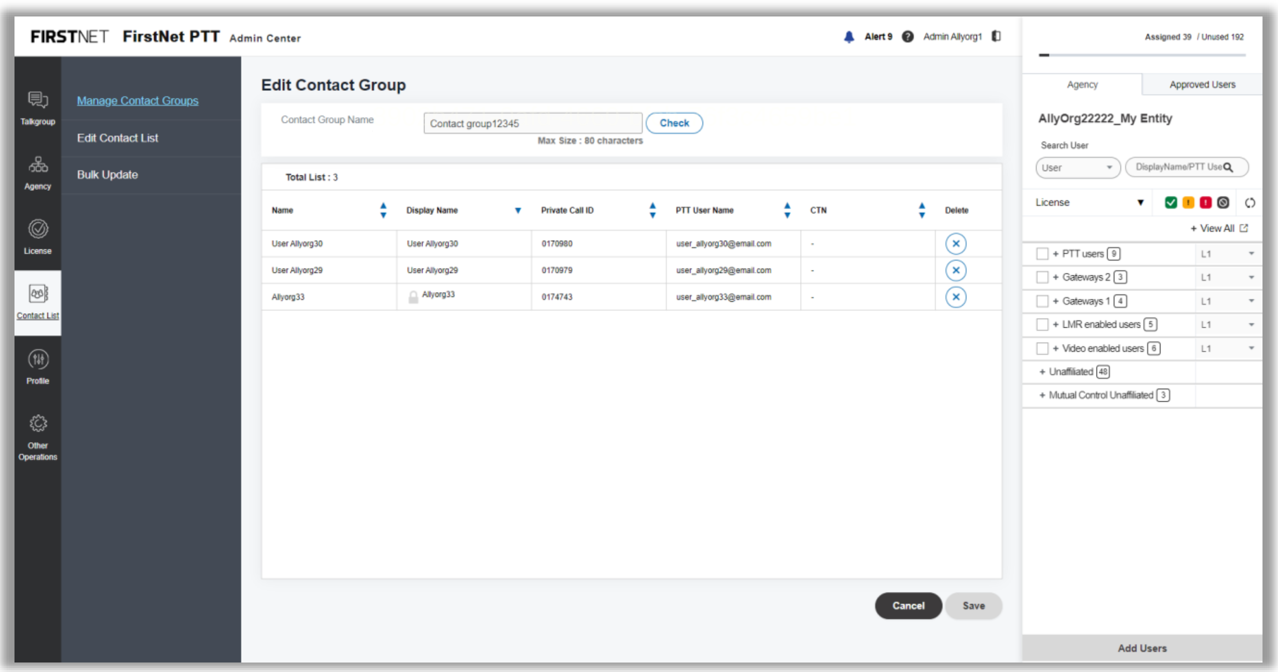

Image 17: Edit Contact Group page

4. Edit the contact group name as necessary.
5. To remove the users in the contact group, click the X icon next to each user.

6. To add users, select the users you want to add In the agency tree and click **Add users** at the bottom right. You can select multiple users.
7. Click **Save.** A success message appears.

Delete a custom contact group

1. On the FirstNet PTT Admin Tool dashboard, click the Contact List icon. The **Manage Contact Groups** page appears.
2. Select the contact group you want to delete.
3. Click **Delete.** In the confirmation window, click **OK**. A success message appears.

Manage admin contact lists

You can add, modify, and delete contacts on an admin contact list from the FirstNet PTT Admin Tool. FirstNet PTT users can't edit contacts on their device.

Add a contact to your Admin contact list

1. On the FirstNet PTT Admin Tool dashboard, click the Contact List icon. The **Manage Contact Groups** page appears.
2. Click **Edit Contact List**. The **Edit Contact List** page appears.

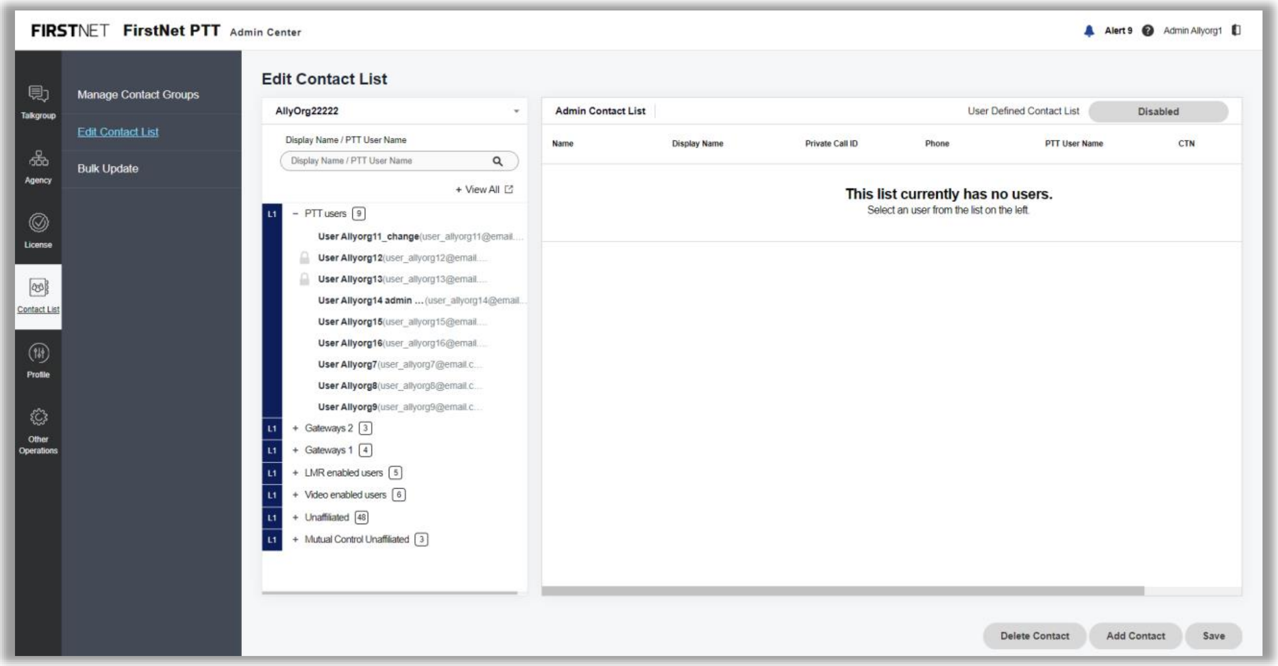

Image 18: Edit Contact List page

3. In the list of users on the left, click the user whose admin contacts list you want to update. A list of the existing contacts appears in the table to the right.
4. Click **Add Contact**. The **Search User** window opens.
5. Search for and select a user, and then click **OK**. The user appears in the table to the right.
6. To change the user defined contact list, click **Disabled** / **Enabled**.
7. Click **Save**. A success message appears.

Delete a contact from your Admin contact list

1. On the FirstNet PTT Admin Tool dashboard, click the Contact List icon. The **Manage Contact Groups** page appears.
2. Click **Edit Contact List**. The **Edit Contact Lis**t page appears.
3. In the list of users on the left, click the user whose admin contacts list you want to update. A list of the existing contacts appears in the table to the right.
4. Click the X icon of the user you want to delete.
5. Click **Delete Contact**. In the confirmation window, click **OK**. A success message appears.

Update contacts in bulk

Use the **Bulk Update** option to update 1 or multiple contact list at once.

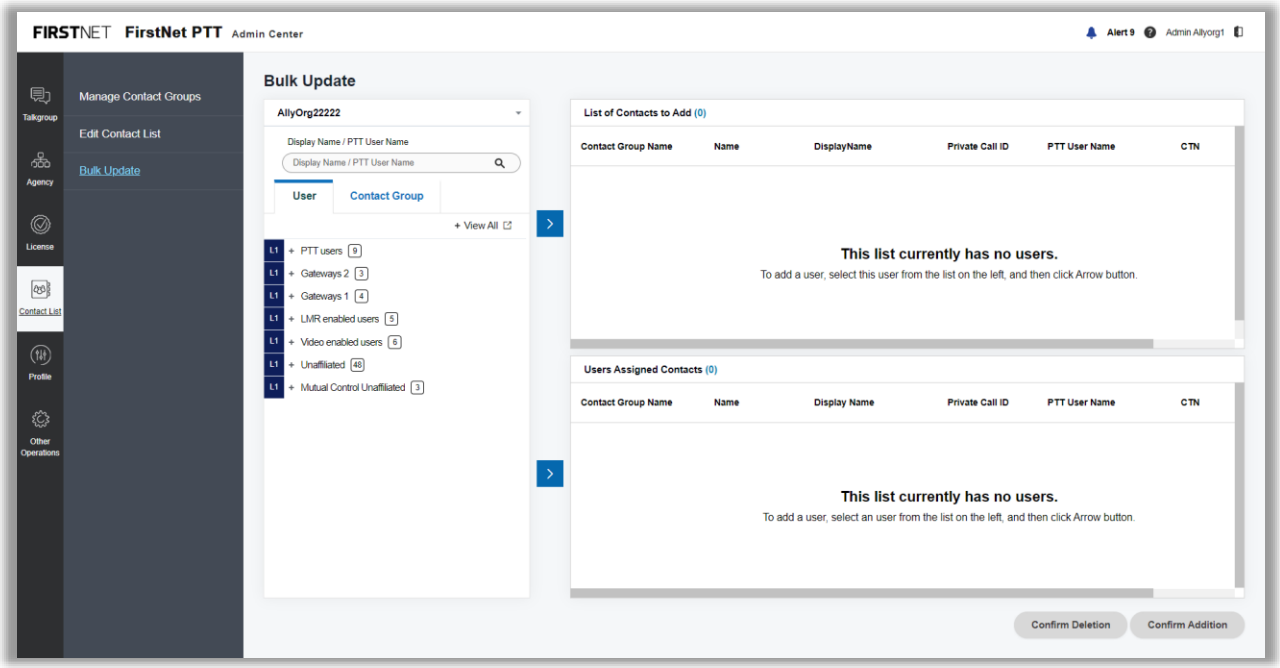

Image 19: Bulk Update page

Add contacts by user

1. On the FirstNet PTT Admin Tool dashboard, click the Contact List icon. The **Manage Contact Groups** page appears.
2. Click **Bulk Update**. The **Bulk Update** page appears.
3. Under the **Display name/PTT User Name** search field, click the **User** tab.
4. In the **User** tab, select the users you want to add to the contact lists.
5. Click the upper arrow to move the selected users to **List of Contacts to Add**.
6. In the **User** tab, select the users whose contact list you want to update.
7. Click the lower arrow to move the selected users to **Users Assigned Contacts**.
   Note: The locked users can't be added.
8. Click **Confirm Addition** to add the selected users from **List of Contacts to Add** to the **Users Assigned Contacts** list. A success message appears.

Add contacts by group

1. On the FirstNet PTT Admin Tool dashboard, click the Contact List icon. The **Manage Contact Groups** page appears.
2. Click **Bulk Update**. The **Bulk Update** page appears.
3. Under the **Display name/PTT User Name** search field, click the **Contact Group** tab.

4. In the **Contact Group** tab, select the contact groups with the users you want to add to the contact lists.
5. Click the upper arrow to move the selected users to **List of Contacts to Add**.
6. In the **Contact Group** tab, select the contact groups with the users whose contact list you want to update.
7. Click the lower arrow to move the selected users to **Users Assigned Contacts**.
   Note: The locked users can't be added.
8. Click **Confirm Addition** to add the selected users from **List of Contacts to Add** to the **User Assigned Contacts** list. A success message appears.

Delete contacts by user

1. On the FirstNet PTT Admin Tool dashboard, click the Contact List icon. The **Manage Contact Groups** page appears.
2. Click **Bulk Update**. The **Bulk Update** page appears.
3. Under the **Display name/PTT User Name** search field, click the **User** tab.
4. In the **User** tab, select the users you want to delete from the contact lists.
5. Click the upper arrow to move the selected users to **List of Contacts to Add**.
6. In the **User** tab, select the users whose contact list you want to update.
7. Click the lower arrow to move the selected users to **Users Assigned Contacts**.
   Note: The locked users can't be added.
8. Click **Confirm Deletion** to delete the selected users in **List of Contacts to Add** from the **Users Assigned Contacts** list. A success message appears.

Delete contacts by group

1. On the FirstNet PTT Admin Tool dashboard, click the Contact List icon. The **Manage Contact Groups** page appears.
2. Click **Bulk Update**. The **Bulk Update** page appears.
3. Under the **Display name/PTT User Name** search field, click the **Contact Group** tab.
4. In the **Contact Group** tab, select the contact groups with the users you want to delete from the contact lists.
5. Click the upper arrow to move the selected users to **List of Contacts to Add**.
6. In the **Contact Group** tab, select the contact groups with the users whose contact list you want to update.
7. Click the lower arrow to move the selected users to **Users Assigned Contacts**.
   Note: The locked users can't be added.
8. Click **Confirm Deletion** to delete the selected users in **List of Contacts to Add** from the **User Assigned Contacts** list. A success message appears.

Manage Profiles

On the **Profile Management** page, you can create, modify, delete the general or event profile templates. Profile templates can be created in 2 levels: Entity level or Agency level. You and AT&T CCC can create the Entity level profile templates. Agency Administrators can create the Agency level profile templates. You and AT&T CCC can manage both Entity and Agency level talkgroups.

On the **Manage Profile** page, you can assign or remove the assigned profile templates.

In this chapter, you'll learn how to:

Manage profile templates
Manage profile assignments

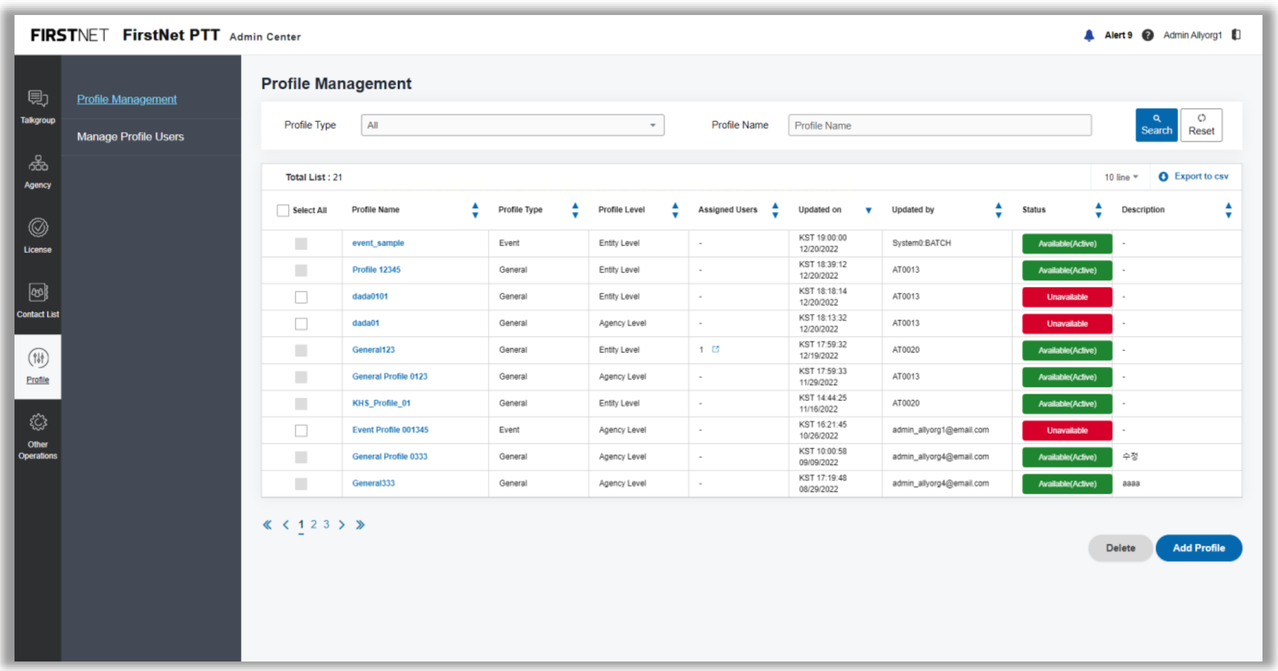

Image 20: Profile Management page

Manage profile templates

On the **Profile Management** page, you can create and edit profile templates.

View profiles

1. On the FirstNet PTT Admin Tool dashboard, click the profile icon. The **Profile Management** page appears.
2. Select your search terms or keyword and click **Search**. Results appear in the table.
3. To export the results to a CSV file, click **Export to csv**.
4. To view the list of assigned users of the profile, in the table, click the icon next to the assigned users number. The **Assigned Users** window opens.
5. To delete profiles, select the profiles you want to delete. Click **Delete.** In the confirmation window, click **OK**. A success message appears.
   Note: Only the unavailable profiles can be deleted.

Create a profile

1. On the FirstNet PTT Admin Tool dashboard, click the Profile icon. The **Profile Management** page appears.
2. Click **Add Profile**. The **Create Profile** page appears.

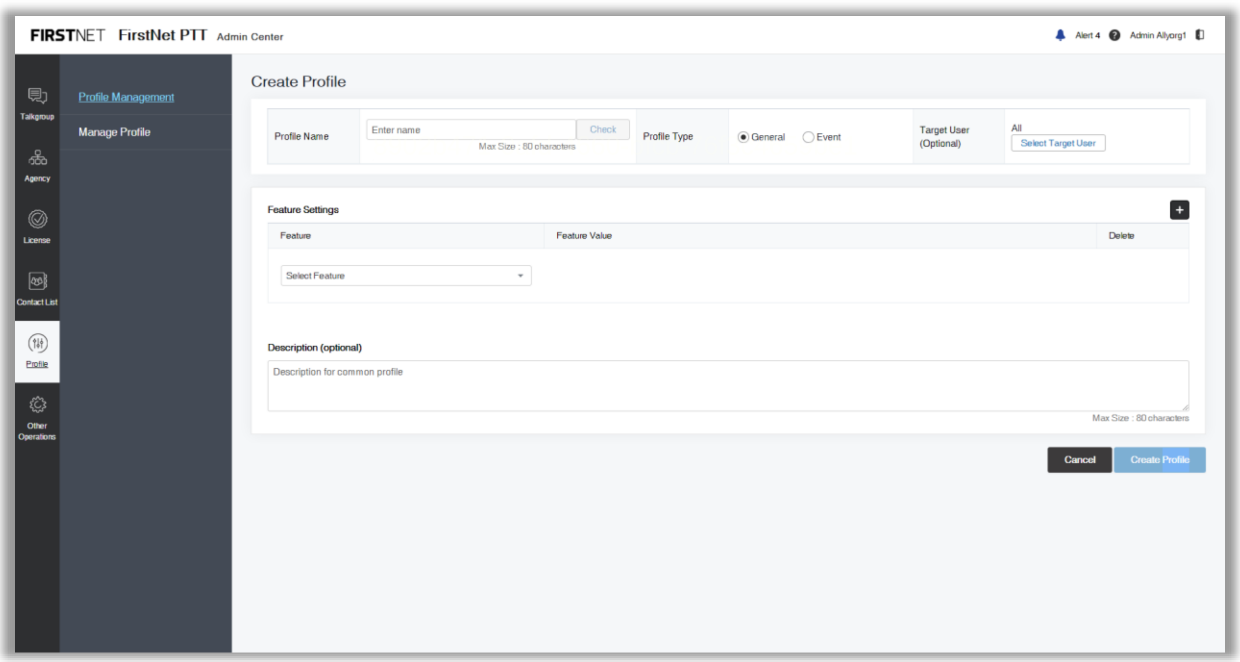

Image 21: Create Profile page

3. Enter a profile name using these guidelines:

   - Use letters, numbers, and these special characters: [+ @ # $ & ( ) _ , . !]

- If you use spaces, use only in the middle of the name, not as the first or last character
- Use a maximum of 80 characters

4. Select a profile type.
5. To select a target user, click **Select Target User** (Optional). The **Select Target User** window opens.
6. Select a user type from the list and click **OK**.
7. If you select an event profile type in #4, select a start and end date and time. Select an event end notification time as well.
8. In the **Feature Settings** section, you can do any of the following:

   - To add a feature, click the plus icon.
   - To delete a feature, click the X icon.
   - To add a home or emergency group, select the feature from the list. Click **Select Talkgroup**. The **Select Emergency/Home Talkgroup** window opens. Select a talkgroup and click **Save**. **Note:** If talkgroups are added before assigning an emergency / home group, only those added talkgroups can be selected for the emergency / home group.
   - To add talkgroups, select the feature from the list. Click **Add Talkgroups**. The **Add Talkgroups** window opens. Select talkgroups and click **Save**.
     Note: If a emergency / home group is assigned before adding talkgroups, the assigned emergency / home group must be included when adding talkgroups.
   - To add a contact list, select the feature from the list. Click **Search Contacts**. The **Add Contacts** window opens. Select a type from the list.
     If you select **User**, select the users, click **Add Users** and then click **Save**.
     If you select **Contact Group**, select the contact groups, click **Add Contact Groups** and then click **Save**

9. Provide a description up to 200 characters. (Optional)
10. Click **Create Profile**. A success message appears.
    Note: You or AT&T CCC can create the entity level common profiles. The Agency admins can create the Agency level common profiles.

View a profile

1. On the FirstNet PTT Admin Tool dashboard, click the Profile icon. The **Profile Management** page appears.
2. Click the profile name you want to view. The **View General / Event Profile** page appears.

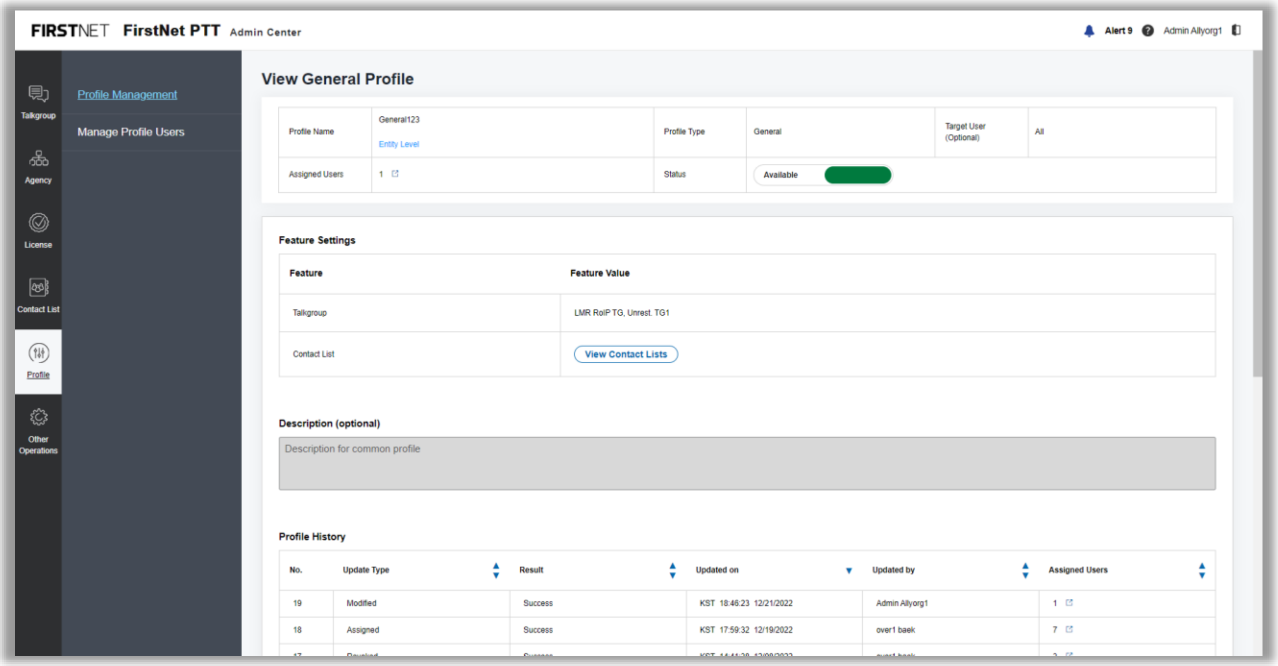

Image 22: View Profile page

3. To view the list of assigned users of the profile, in the table, click the icon next to the assigned users number. The **Assigned Users** window opens.
4. To change the status, click **Available** or **Unavailable**. In the confirmation window, click **OK**.
   Note: If you change the status to unavailable, the profile will be removed from its assigned users. The unavailable profiles can't be modified or assigned.
5. For the event profile, click **Activated** or **Deactivated** to set the manual activation.
   Note: If you change the activation to deactivated, the profile will be removed from its assigned users.

Edit a profile

1. On the FirstNet PTT Admin Tool dashboard, click the Profile icon. The **Profile Management** page appears.
2. Click the profile name you want to view. The **View General / Event Profile** page appears.
3. Click **Edit**. The **Edit General** / **Event Profile** page appears.

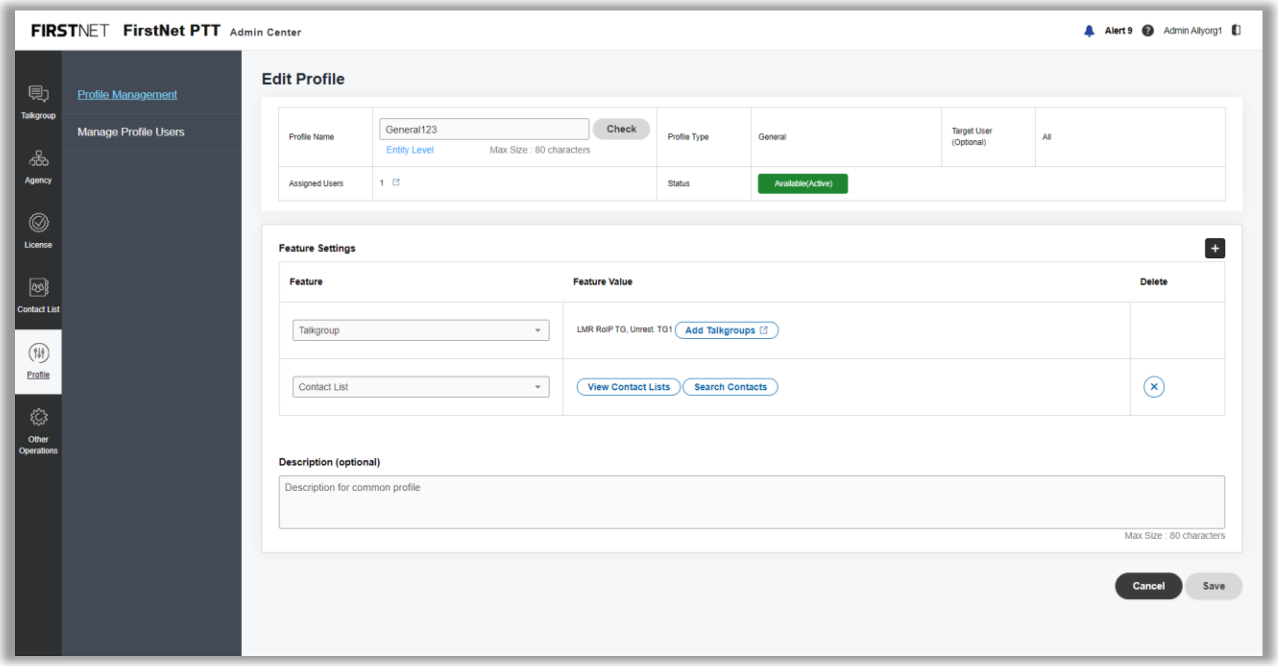

Image 23: Edit Profile page

4. Edit the profile name and the feature settings as necessary.
5. For event profile, edit the event period and the event end notification.
6. Click **Save**. In the confirmation window, click **OK**. A success message appears.

Delete a profile

Before you can delete a profile, you need to change the status to unavailable.

1. On the FirstNet PTT Admin Tool dashboard, click the Profile icon. The **Profile Management** page appears.
2. Click the profile name you want to view. The **View General** / **Event Profile** page appears.
3. To disable the profile template, click **Available**. In the confirmation window, click **OK**.
   Note: If you change the status to unavailable, the profile will be removed from its assigned users.
4. Click **Delete.** In the confirmation window, click **OK**. A success message appears.

Manage profile assignments

On the **Manage Profile Users** page, you can assign a profile to users or revoke a profile from the assigned users.

For Entity / Agency level profiles, you have no restrictions on managing their assigned users.

Assign a profile

1. On the FirstNet PTT Admin Tool dashboard, click the Profile icon. The **Profile Management Users** page appears.

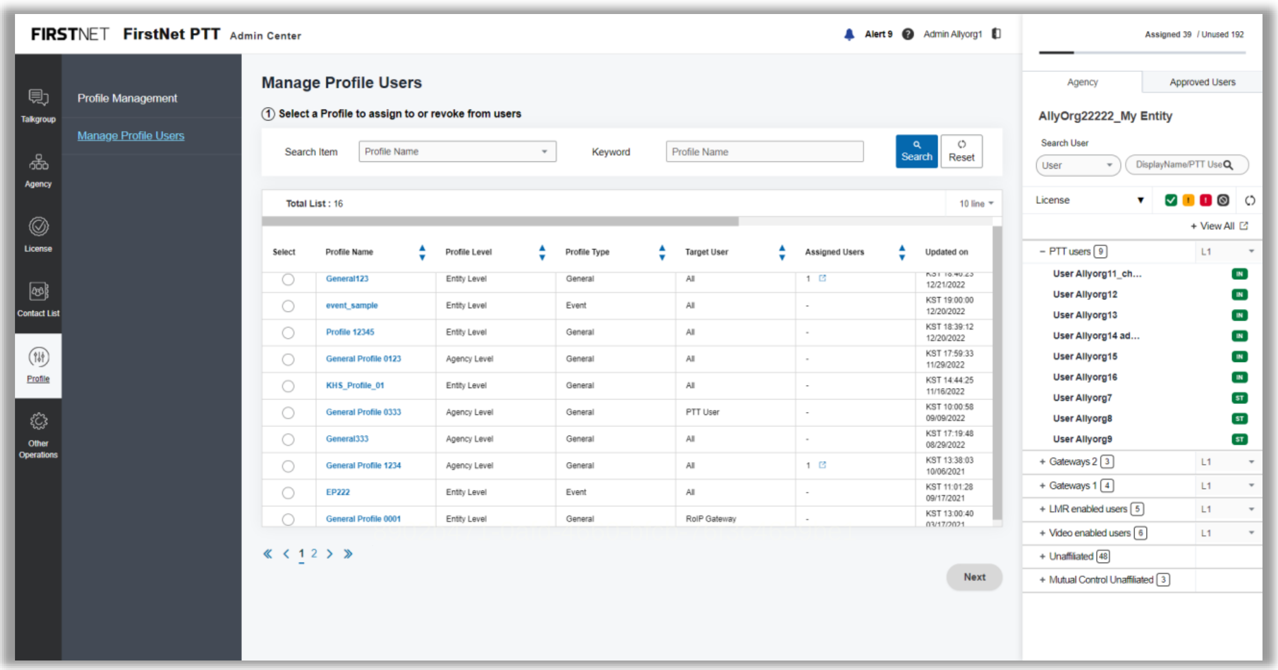

Image 24: Manage Profile Users ① page

2. Click **Manage Profile Users**. The **Manage Profile Users** page appears.
3. Select your search terms or keyword and click **Search**. Results appear in the table.
   Note: The list shows only the available profiles.
4. To view the list of assigned users of the profile, in the table, click the icon next to the assigned users number. The **Assigned Users** window opens.
5. Select a profile and click **Next.**

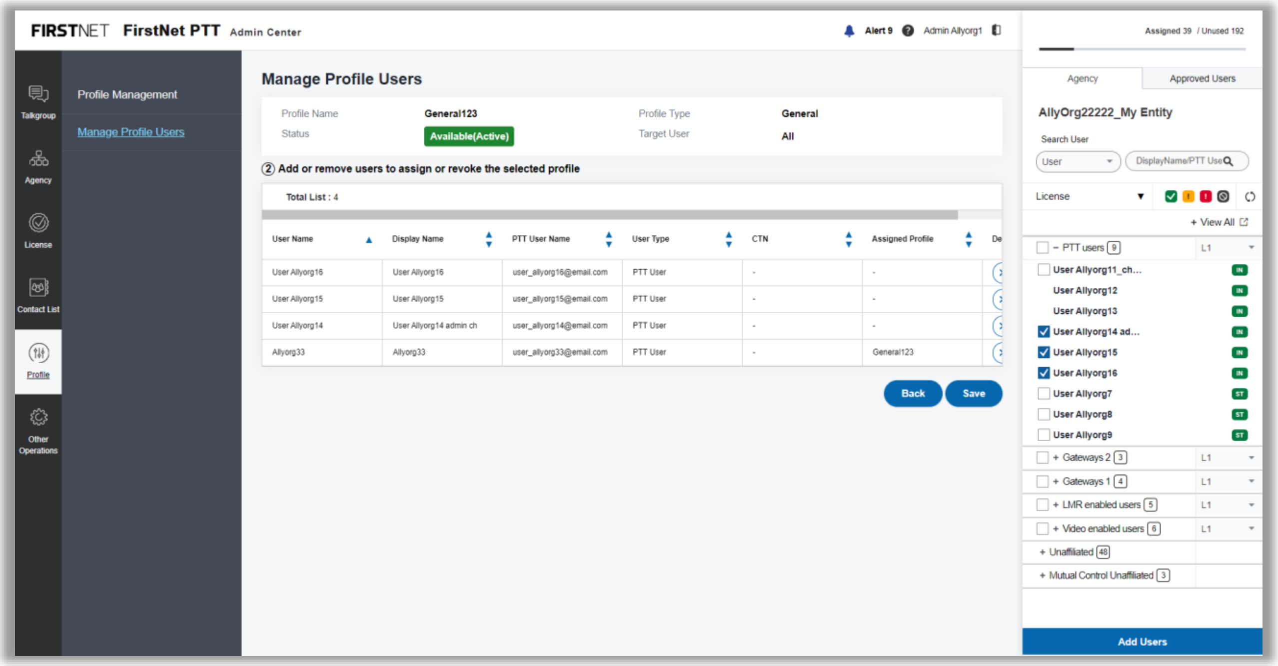

Image 25: Manage Profile Users ② page

6. In the agency tree on the right, click the **Agency** tab and select your entity from the list at the top. A list of users in that agency appears.
   Note: Users who are available to assign to the profile have an empty checkbox next to their name.
   The loaned-in Mutual Control users from another entity are also available. For more information about Mutual Control, see Manage Mutual Control requests
7. To view a user's profile, click the user's name. The **User Profile** window opens. Click **OK** to close the window.
8. In the agency tree, select the users you want to add and click **Add users** at the bottom right. You can select multiple users.
9. Click **Save** to assign the added users to the profile. In the confirmation window, click **OK**. A success message appears

Revoke a profile

1. On the FirstNet PTT Admin Tool dashboard, click the Profile icon. The **Profile Management** page appears.
2. Click **Manage Profile Users**. The **Manage Profile Users** page appears.
3. Select your search terms or keyword and click **Search**. Results appear in the table.

4. To view the list of assigned users of the profile, in the table, click the icon next to the assigned users number. The **Assigned Users** window opens.
5. Select a profile and click **Next**.
6. Click the X icon next to the users you want to delete.
7. Click **Save** to revoke the deleted users from the profile. In the confirmation window, click **OK**. A success message appears.

Use the Other Operations page

Use the **Other Operations** page to review history of users, licenses, operations, and processing. You can also make Mutual Aid / Control requests, review the status of requests you've sent, and manage Mutual Aid / Control requests you've received. You can manage LMR users, talkgroup scan list, zones, admins and user / group profile features and email preferences as well.

In this chapter, you'll learn how to:

View FirstNet PTT service history
Manage Mutual Aid requests
Manage Mutual Control requests
Manage LMR users and prewritten messages
Manage talkgroup scan list
Manage zones
Manage administrators
Manage permissions

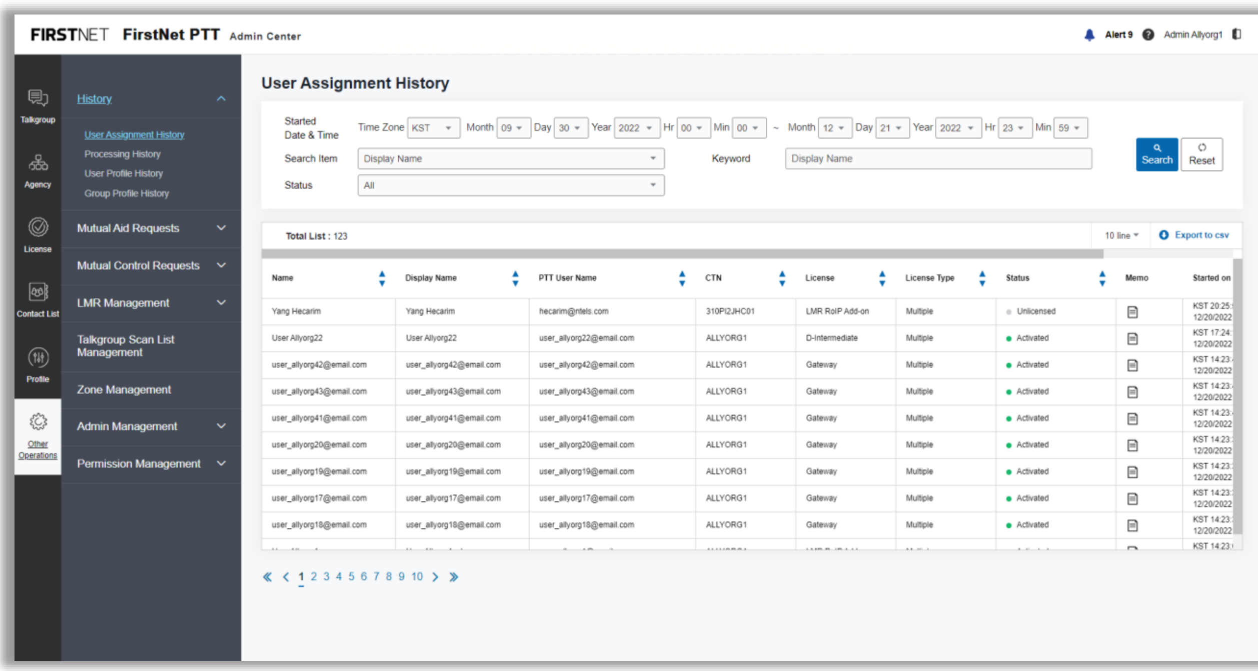

Image 26: User Assignment History page

View FirstNet PTT service history

The **History** section provides visibility to changes made to the agency's FirstNet PTT service. For example, you can search to see which license types have been applied to or removed from a specific user and when.

View user assignment history

On the **User Assignment History** page, you can view license transactions for your users or agency.

1. On the FirstNet PTT Admin Tool dashboard, click the Other Operations icon. The **User Assignment History** page appears.
2. Select your search terms or keyword and click **Search**. Results appear in the table.
3. To export the results to a CSV file, click **Export to csv**.

View processing history

On the **Processing History** page, you can run reports using multiple variables to confirm whether specific actions have been processed correctly.

1. On the FirstNet PTT Admin Tool dashboard, click the Other Operations icon. The **User Assignment History** page appears.
2. Click **Processing History**. The **Processing History** page appears.
3. Select your search terms or keyword and click **Search**. Results appear in the table.
4. To export the results to a CSV file, click **Export to csv**.

Retry failed process

You can review any transactions that have failed and try to process the transaction again.

1. On the FirstNet PTT Admin Tool dashboard, click the Other Operations icon. The **User Assignment History** page appears.
2. Click **Processing** History. The **Processing History** page appears.
3. From the **Result** menu, select **Fail** and click **Search**. A list of failed processes appears in the table.
4. If a transaction result has failed, click **Retry**.
5. If the retry is successful, the **Finished on** column shows the date and time when the transaction was done.
6. The transaction result is shown at the top of the list.

View user profile history

On the **User Profile History** page, you can view user profile updates for your users.

1. On the FirstNet PTT Admin Tool dashboard, click the Other Operations icon. The **User Assignment History** page appears.
2. Click **User Profile History**. The **User Profile History** page appears.
3. Select your search terms or keyword and click **Search**. Results appear in the table.
4. To export the results to a CSV file, click **Export to csv**.

View group profile history

On the **Group Profile History** page, you can view group profile updates for your users.

5. On the FirstNet PTT Admin Tool dashboard, click the Other Operations icon. The **User Assignment History** page appears.
6. Click **Group Profile History**. The **Group Profile History** page appears.
7. Select your search terms or keyword and click **Search**. Results appear in the table.
8. To export the results to a CSV file, click **Export to csv**.

Manage Mutual Aid requests

In addition to the Mutual Aid section of the dashboard, you can use the **Mutual Aid Request** page to manage Mutual Aid requests you've sent to and received from other agencies. Use the Mutual Aid section to make Mutual Aid requests to other agencies.

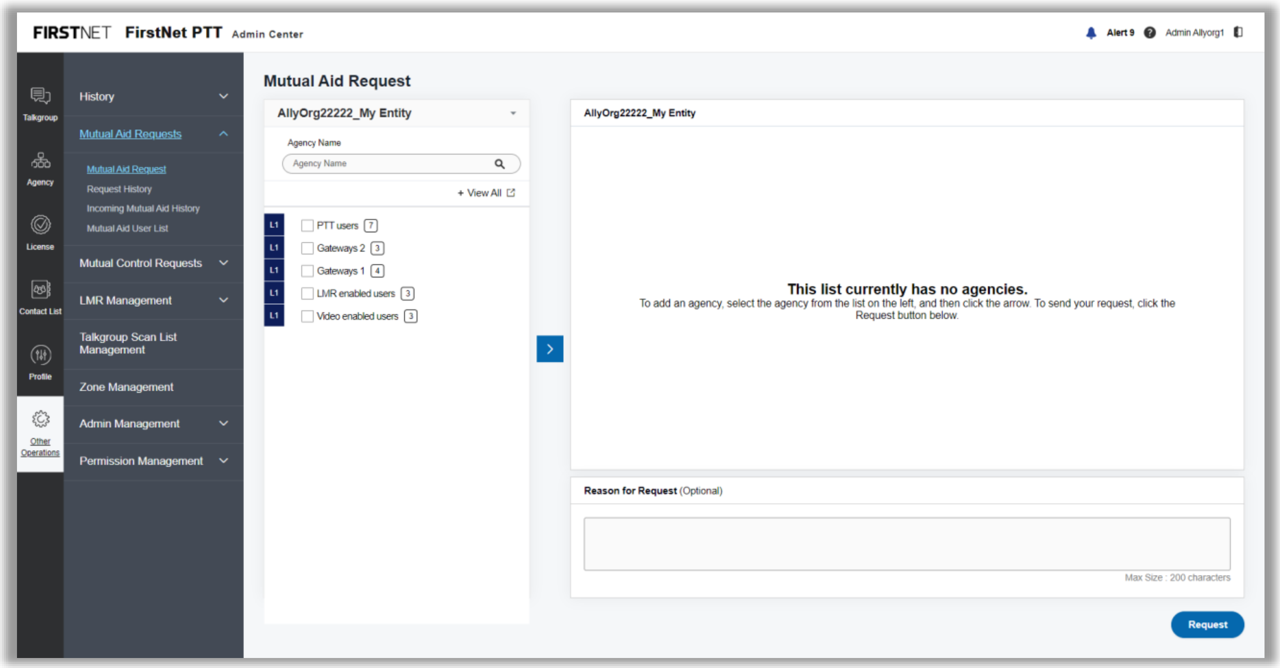

Image 27: Mutual Aid Request page

Make a Mutual Aid request to another organization

1. On the FirstNet PTT Admin Tool dashboard, click the Other Operations icon. The **User Assignment History** page appears.
2. Click **Mutual Aid Requests**.
3. Click **Mutual Aid Request**. The **Mutual Aid Request** page appears.
4. Select the entity you want to make the Mutual Aid request to.
   Note: The opted out entities are not listed.
5. Select the agencies.
   Note: The 0 user count agencies or the opted out agencies can't be selected.
   The users without licenses or the loaned-out mutual control users won't be included in the request.
6. Click the arrow in the center of the page to move the selected agencies to the right area.
7. To delete the selected users, click **Delete**.
8. Enter the reason for request and click **Request** in the bottom right. The **Mutual Aid Request** window opens.
9. View the admin list and click **OK** to submit the mutual aid request.

The Mutual Aid request is routed to the FirstNet PTT Administrators of the other organization and appears on their FirstNet PTT Admin Tool dashboard. We'll also send an email notification that a request is waiting. They can approve or reject the request in the dashboard.

View history of Mutual Aid requests

You can view your Mutual Aid request history to see whether your requests have been accepted, rejected, or not yet actioned by the target entity. If accepted by the other organization, the FirstNet PTT users they made available appear on the **Approved Users** tab of the **Talkgroup** page. You can include those users in your talkgroups. To view your Mutual Aid request history, do the following:

1. On the FirstNet PTT Admin Tool dashboard, click the Other Operations icon. The **User Assignment History** page appears.
2. Click **Mutual Aid Requests**.
3. Click **Request History**. The **Request History** page appears.
4. Set search conditions and click **Search**.

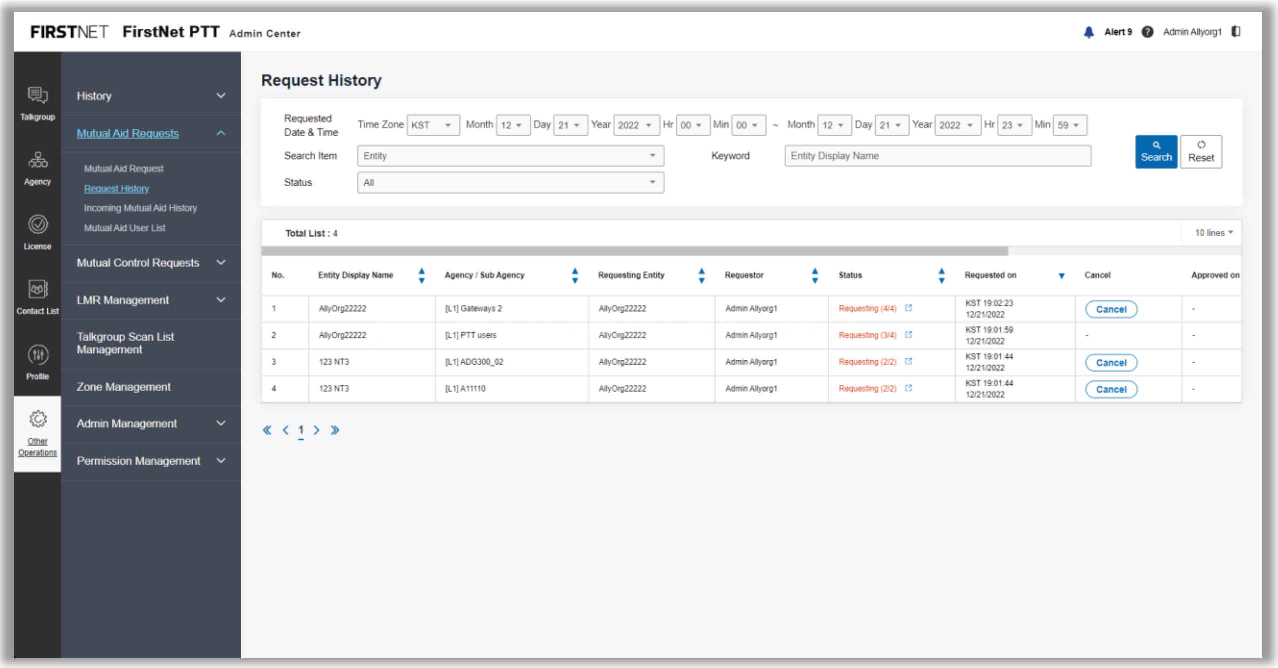

Image 28: Requesting History page

5. In the Status column, next to the agency you want to view, click the Open Window icon for a request that hasn't yet been actioned. The **Mutual Aid Request** status window opens.
6. View the Mutual Aid request status and click **OK**.
7. Click **Cancel** to cancel an unapproved Mutual Aid request.
8. Click **Return Users** to cancel your access to another agency's FirstNet PTT users. The **Return Users** window opens. Select the users and click **Return Users** to finish the Mutual Aid to release them.

Note: If approved FirstNet PTT users are revoked by the lending agency, they're automatically removed from your talkgroups.

View history of incoming Mutual Aid requests

1. On the FirstNet PTT Admin Tool dashboard, click the Other Operations icon. The **User Assignment History** page appears.
2. Click **Mutual Aid Requests**.
3. Click **Incoming Mutual Aid History**. The **Incoming Mutual Aid History** page appears.
4. Set search conditions and click **Search**.

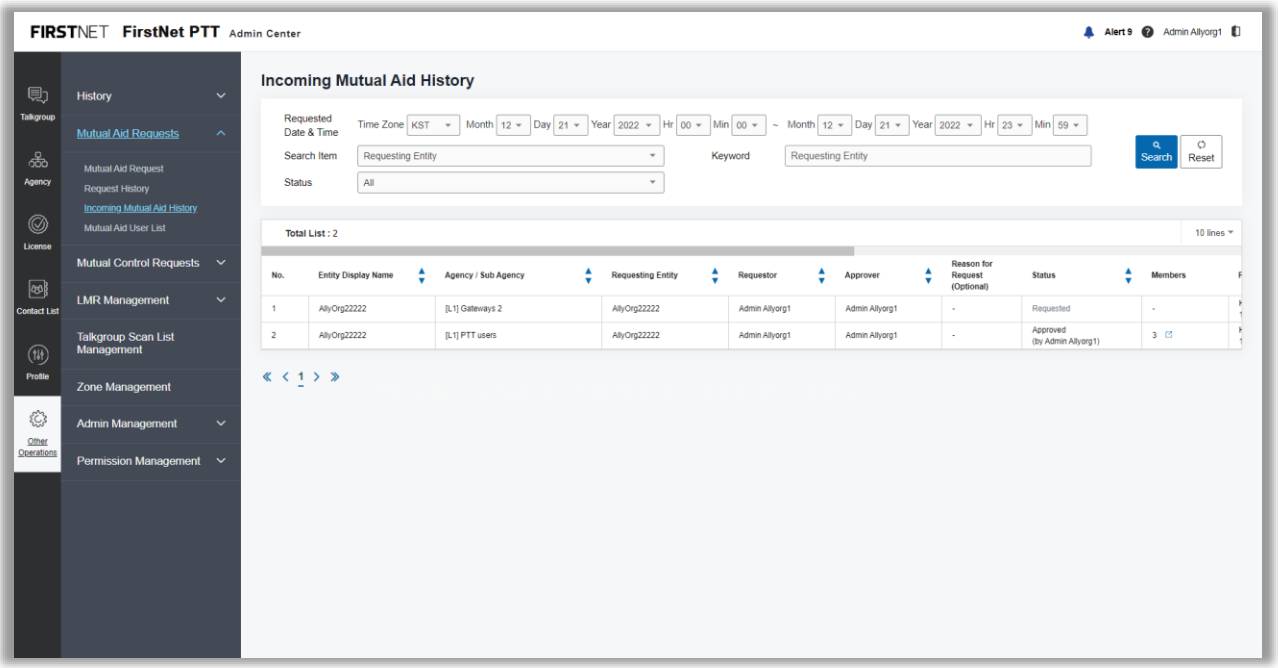

Image 29: Incoming Mutual Aid History page

5. To approve the Mutual Aid request, in the **Approve** column, click **Approve**. The **Select Member(s) to Approve** window opens.
6. Select the users and click **Approve** to approve the Mutual Aid.
   Note: You can approve all or some of the requested users. If the request is partially approved, the other administrators can approve or reject the remaining users. You can only approve or reject once but revoke the users approved by yourself or other admins any time.

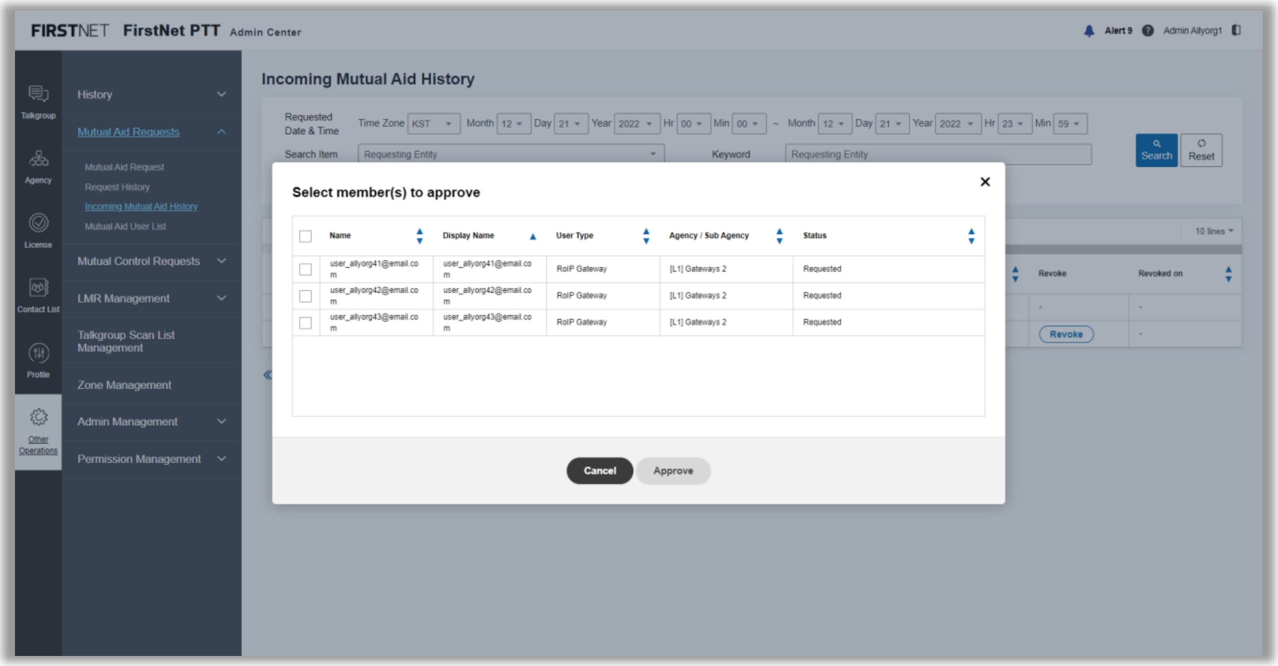

Image 30: Select Member(s) to Approve window

7. To reject the Mutual Aid request, in the Reject column, click **Reject**.
8. To finish the Mutual Aid, in the Revoke column, click **Revoke**. The **Revoke** window opens. Select the users and click **Revoke** to finish the Mutual Aid and remove them from the other agency’s talkgroups.

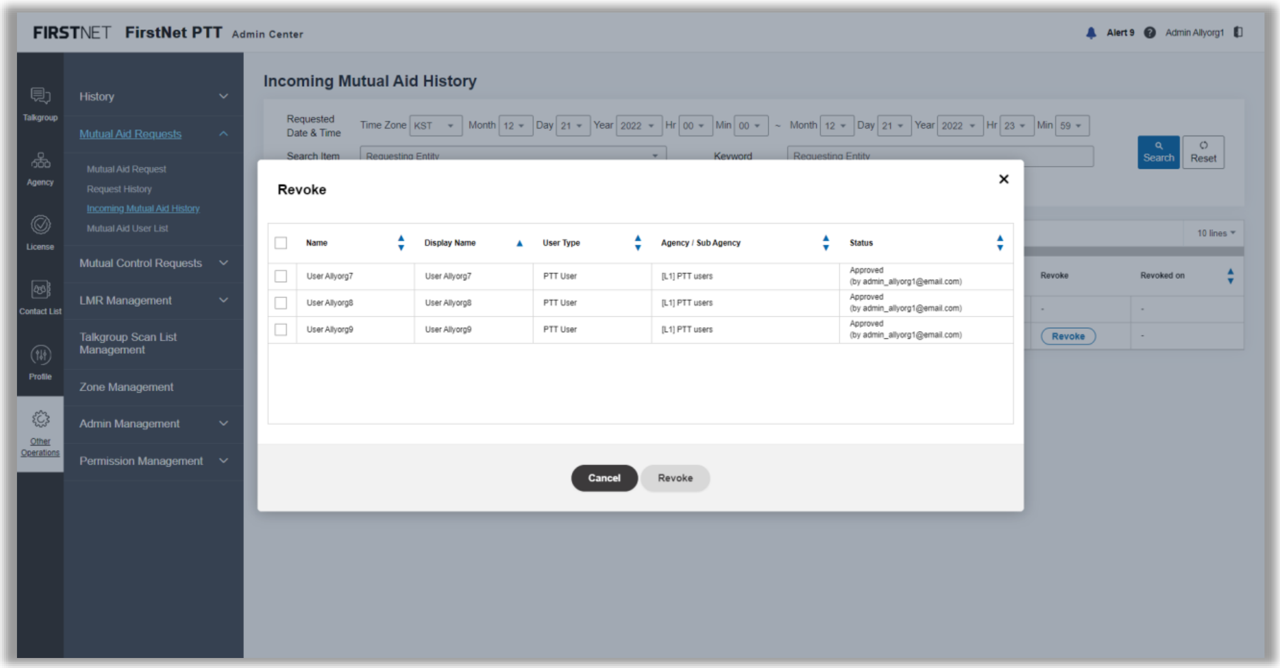

Image 31: Revoke window

Note: A Mutual Aid request that's been approved retains until either the requesting FirstNet PTT Administrator or the approving FirstNet PTT Administrator revokes the Mutual Aid request.

View Mutual Aid user list

1. On the FirstNet PTT Admin Tool dashboard, click the Other Operations icon. The **User Assignment History** page appears.

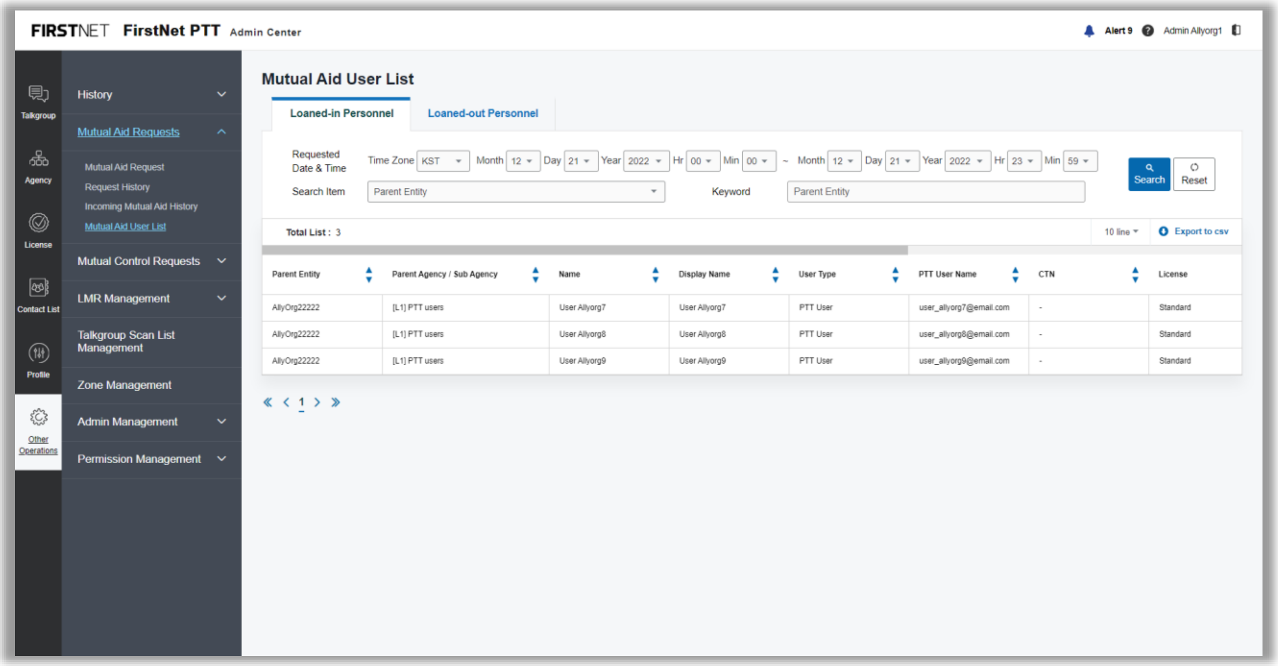

Image 29: Mutual Aid User List page

2. Click **Mutual Aid Requests**.
3. Click **Mutual Aid User List**. The **Mutual Aid User List** page appears.
4. Select **Loaned-in Personnel** tab or **Loaned-out Personnel** tab.
5. Select your search terms or keyword and click **Search**. Results appear in the table.
6. To export the results to a CSV file, click **Export to csv**.

Manage Mutual Control requests

In addition to the Mutual Control section of the dashboard, you can use the **Mutual Control Request** page to manage Mutual Control requests you've sent to and received from other organizations. Use the Mutual Control section to make Mutual Control requests to other organizations.

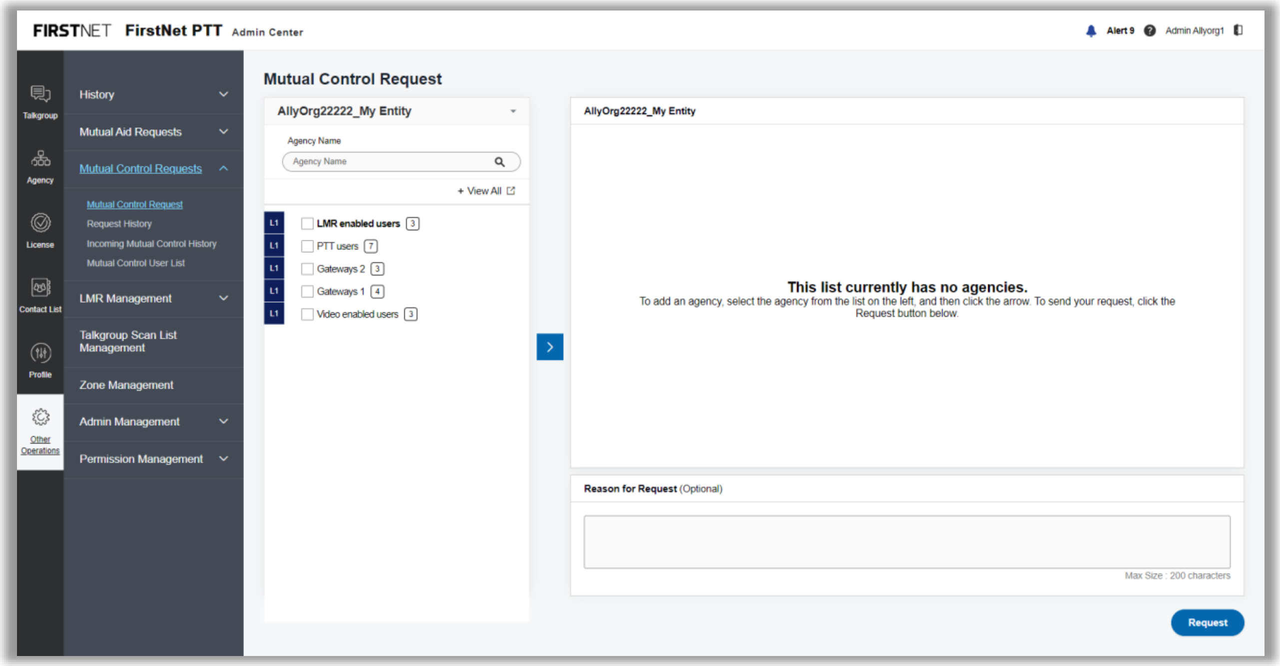

Image 33: Mutual Control Request page

Make a Mutual Control request to another organization

1. On the FirstNet PTT Admin Tool dashboard, click the Other Operations icon. The **User Assignment History** page appears.
2. Click **Mutual Control Requests**.
3. Click **Mutual Control Request.** The **Mutual Control Request** page appears.
4. Select the entity you want to make the Mutual Control request to.
   Note: The entities without licenses and the opted out are not listed.
5. Select the agencies.
   Note: The 0 user count agencies or the opted out agencies can't be selected.
   The users without licenses or the loaned-out Mutual Control users won't be included in the request.
6. Click the arrow in the center of the page to move the selected agencies to the right area.
7. To delete the selected users, click **Delete**.
8. Enter the reason for request and click **Request** in the bottom right. The **Mutual Control Request** window opens.
9. View the admin list and click **OK** to submit the Mutual Control request.

The Mutual Control request is routed to the FirstNet PTT Administrators of the other organization and appears on their FirstNet PTT Admin Tool dashboard. We’ll also send an email notification that a request is waiting. They can approve or reject the request in the dashboard.

View history of Mutual Control requests

You can view your Mutual Control request history to see whether your requests have been accepted, rejected, or not yet actioned by the target entity. If accepted by the other organization, the FirstNet PTT users they made available appear on the **Agency** tab in the agency tree section. You can include those users in your agencies, talkgroups, contact lists and profiles. To view your Mutual Control request history, do the following:

1. On the FirstNet PTT Admin Tool dashboard, click the Other Operations icon. The **User Assignment History** page appears.
2. Click **Mutual Control Requests**.
3. Click **Request History**. The **Request History** page appears.
4. Set search conditions and click **Search**.

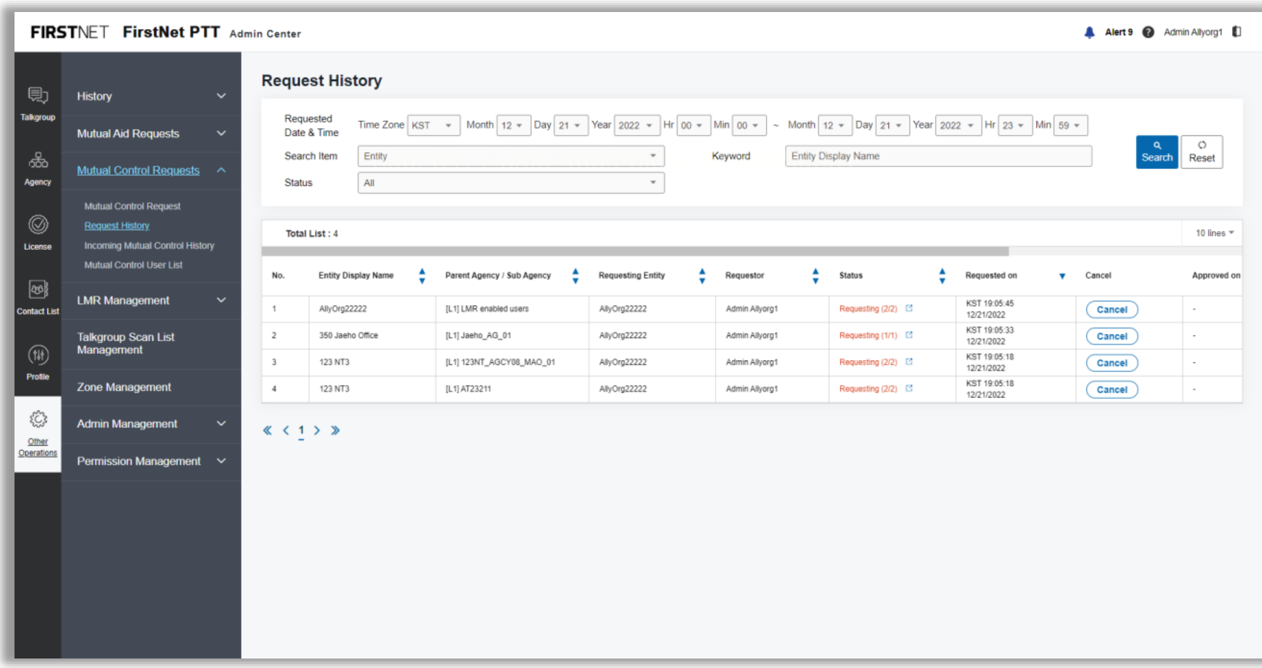

Image 31: Requesting History page

5. In the Status column, next to the agency you want to view, click the Open Window icon for a request that hasn’t yet been actioned. The **Mutual Control Request** status window opens.
6. View the Mutual Control request status and click **OK**.

7. Click **Cancel** to cancel an unapproved Mutual Control request.
8. Click **Return Users** to cancel your access to another agency's FirstNet PTT users. The **Return Users** window opens. Select the users and click **Return Users** to finish the Mutual Control to release them.
   Note: If approved FirstNet PTT users are revoked by the lending agency, they're automatically removed from your agencies, talkgroups and profiles.

View history of incoming Mutual Control requests

1. On the FirstNet PTT Admin Tool dashboard, click the Other Operations icon. The **User Assignment History** page appears.
2. Click **Mutual Control Requests**.
3. Click **Incoming Mutual Control History**. The **Incoming Mutual Control History** page appears.
4. Set search conditions and click **Search**.

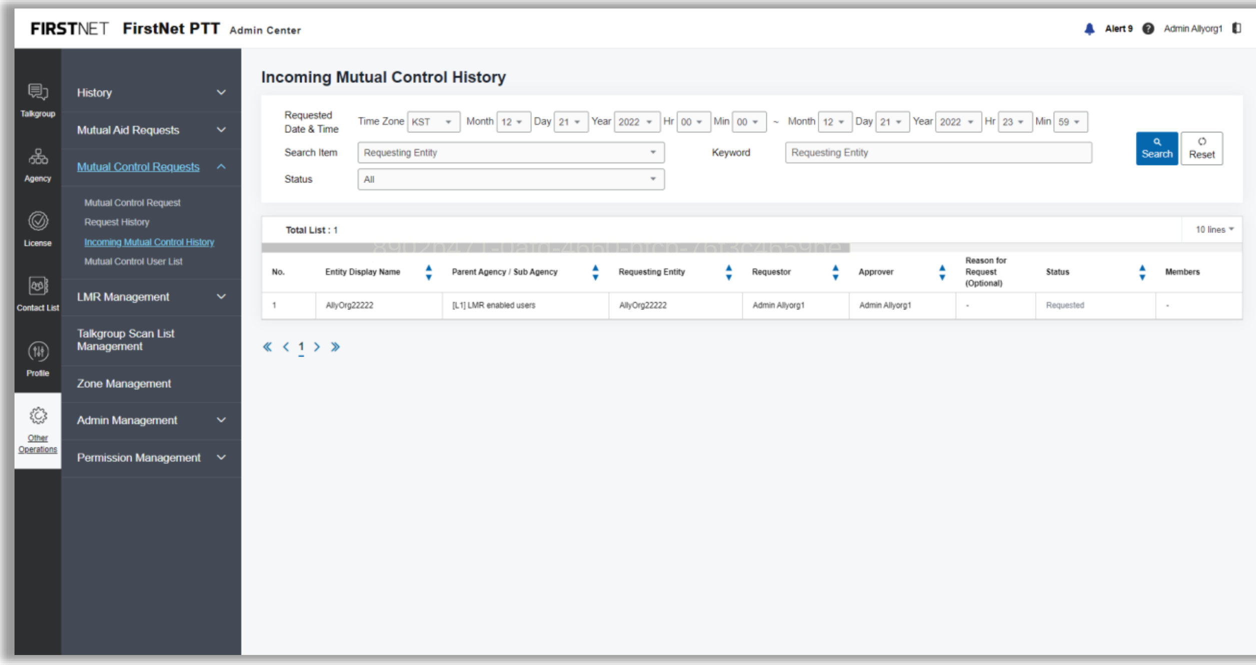

Image 35: Incoming Mutual Control History page

5. To approve the Mutual Control request, in the **Approve** column, click **Approve**. The **Select Member(s) to Approve** window opens.
6. Select the users and click **Approve** to approve the Mutual Control.
   Note: You can approve all or some of the requested users. If the request is partially approved, the other administrators can approve or reject the remaining users. You can only approve or reject once but revoke the users approved by yourself or other admins any time.

The license of the MC approved users are all automatically revoked. Their assigned mapped P25 ID and DFSI ID are deleted as well. The licesnse and LMR IDs can be assigned at the MC loaned-in entity.

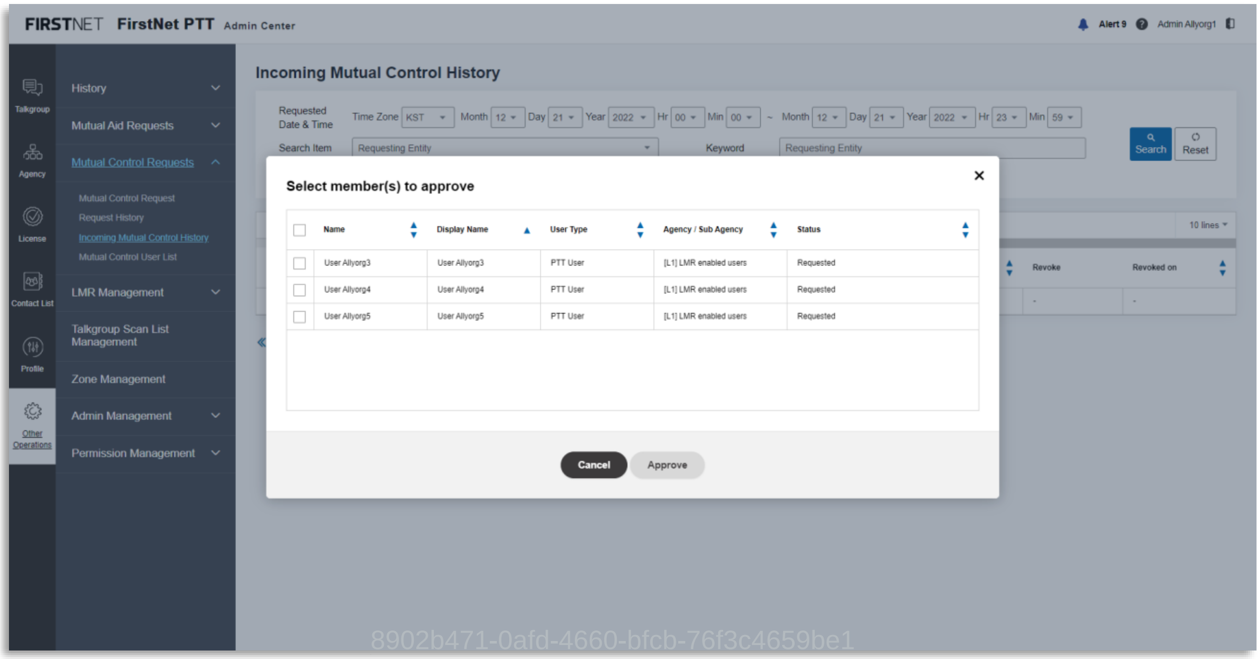

Image 36: Select Member(s) to Approve window

7. To reject the Mutual Control request, in the Reject column, click **Reject**.
8. To finish the Mutual Control, in the Revoke column, click **Revoke**. The **Revoke** window opens.

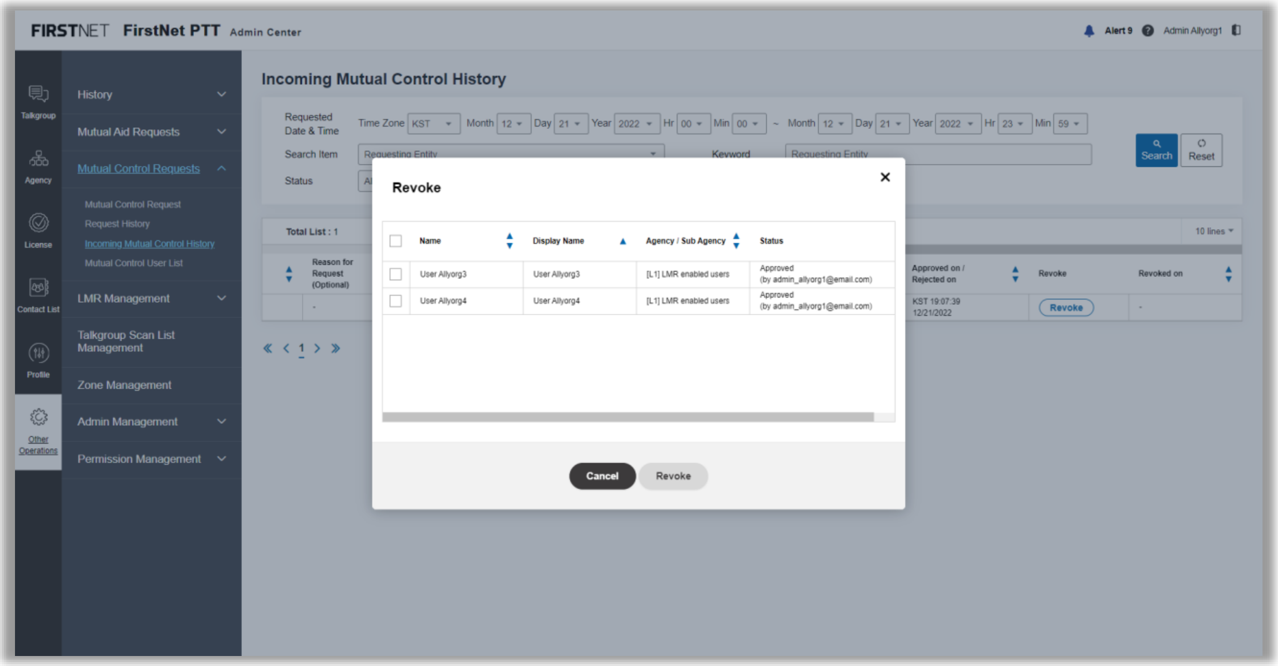

Image 37: Revoke window

9. Select the users and click **OK** to finish the Mutual Control and remove them from the other agency's agencies, talkgroups and profiles.

Note: A Mutual Control request that's been approved retains until either the requesting FirstNet PTT Administrator or the approving FirstNet PTT Administrator revokes the Mutual Control request.

View Mutual Control user list

1. On the FirstNet PTT Admin Tool dashboard, click the Other Operations icon. The **User Assignment History** page appears.

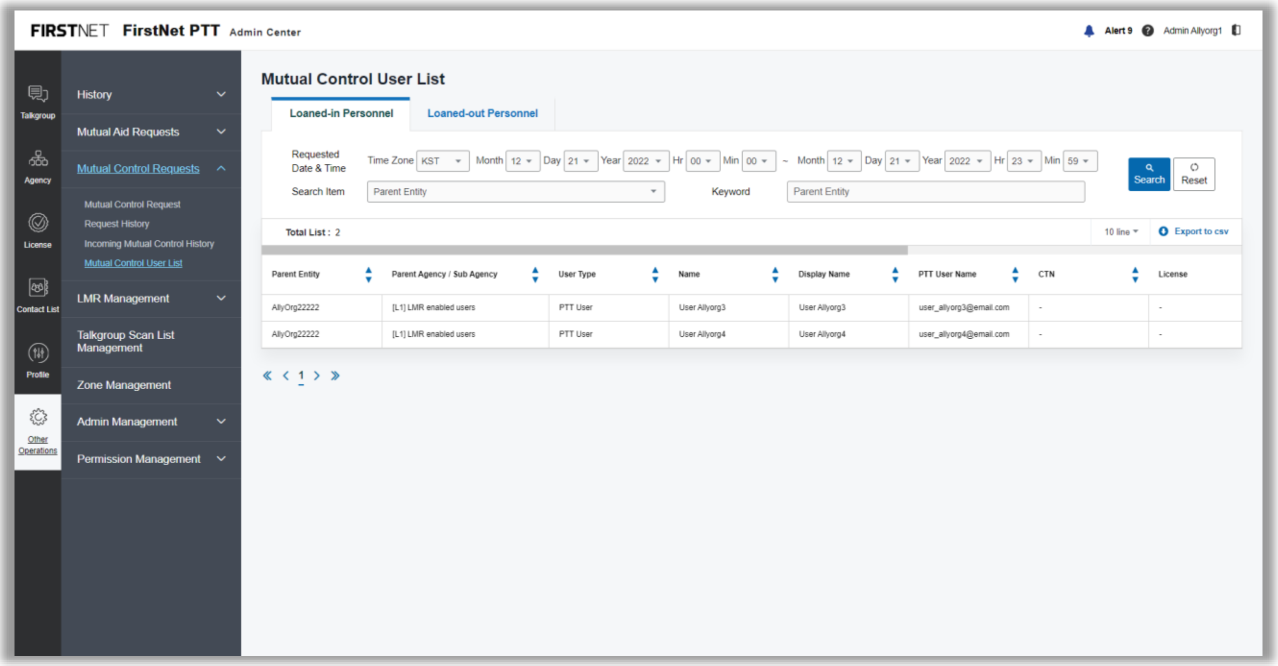

Image 38: Mutual Control User List page

2. Click **Mutual Control Requests**.
3. Click **Mutual Control User List**. The **Mutual Control User List** page appears.
4. Select **Loaned-in Personnel** tab or **Loaned-out Personnel** tab.
5. Select your search terms or keyword and click **Search**. Results appear in the table.
6. To export the results to a CSV file, click **Export to csv**.

Manage LMR users and prewritten messages

On the **LMR Management** page, you can manage LMR users and prewritten messages.

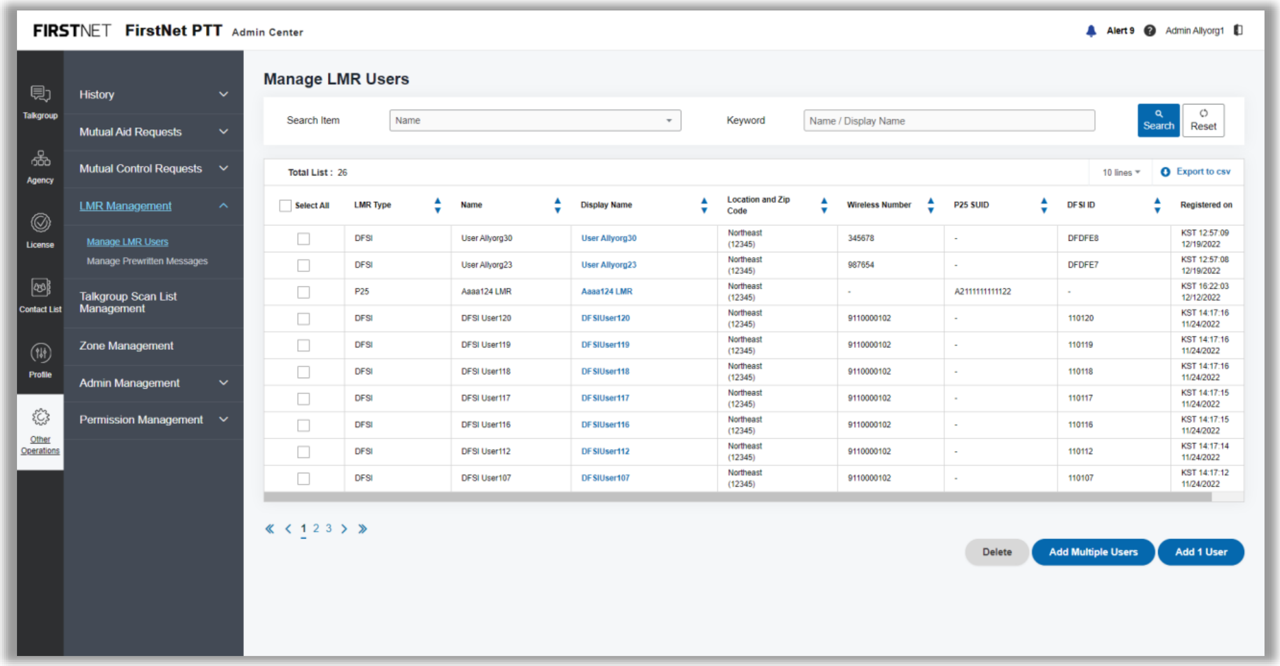

Image 39: LMR Management page

View LMR users

1. On the FirstNet PTT Admin Tool dashboard, click the Other Operations icon. The **User Assignment History** page appears.
2. Click **LMR Management**.
3. Click **Manage LMR Users**. The **Manage LMR Users** page appears.
4. Select your search terms or keyword and click **Search**. Results appear in the table.
5. To export the results to a CSV file, click **Export to csv**.
6. To delete LMR users, select the LMR users you want to delete and click **Delete**.
7. In the confirmation window, click **OK**. A success message appears.

Add LMR users

1. On the FirstNet PTT Admin Tool dashboard, click the Other Operations icon. The **User Assignment History** page appears.
2. Click **LMR Management**.
3. Click **Manage LMR Users**. The **Manage LMR Users** page appears.
4. Click **Add Multiple Users** to add LMR users in bulk. The **Import LMR Users** window opens.
5. Click **Download** to download the template. Enter user information and then click **Import** to upload the file.

Note: You can upload up to 1000 LMR users per file.

6. If the uploaded file format and data are valid, a success message appears. The LMR users you uploaded appear in the user list.

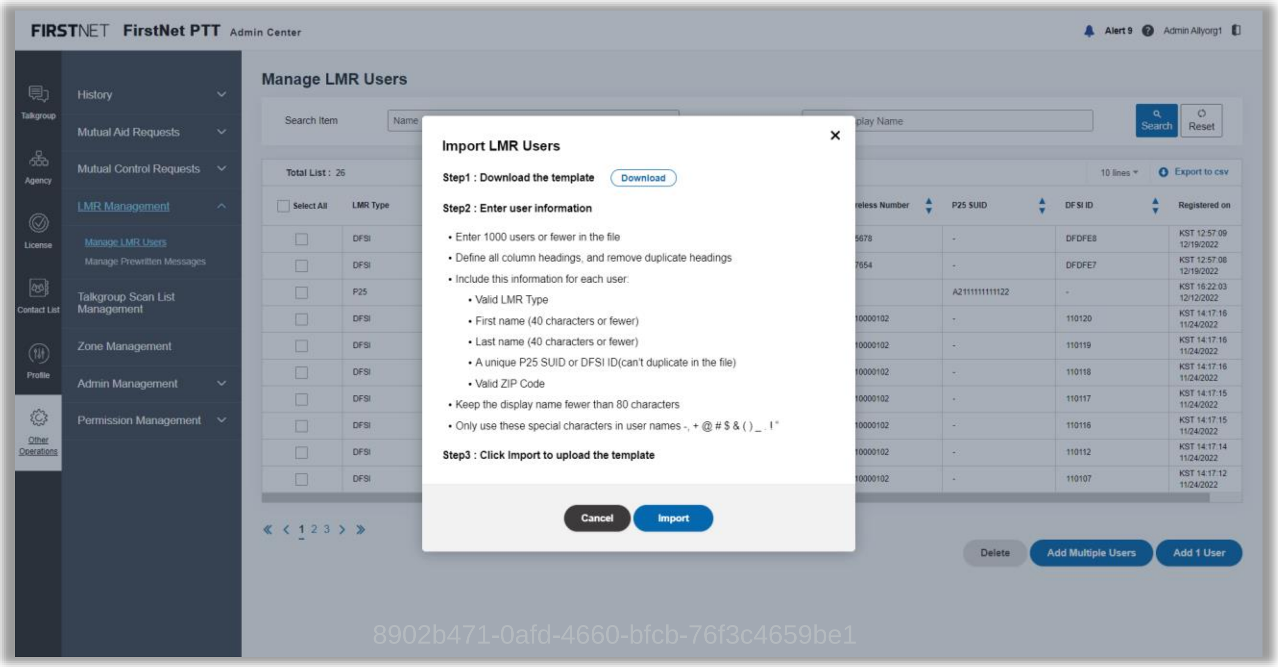

Image 40: Import LMR Users window

7. For single entry, click **Add 1 User**. The **Add LMR User** window opens.
8. Enter first and last names.

- Use letters, numbers, and these special characters: [+ @ # $ & ( ) _ , . !]
- Use a maximum of 40 characters each

9. Enter a display name. (Optional)
10. Select the LMR type: **P25 SUDI** or **DFSI ID**.
11. Enter 14 hexa digits of P25 SUID for P25 SUID.
12. Enter 6 hexa digits of DFSI ID for DFSI ID.
13. For the nearest server location, enter a 5-digit ZIP Code and click Search. If the correct location appears, click **OK** to confirm.
14. Enter a wireless number up to 10 digits. (Optional)
15. Click **Add**. A success message appears. The LMR user you added appears in the user list.

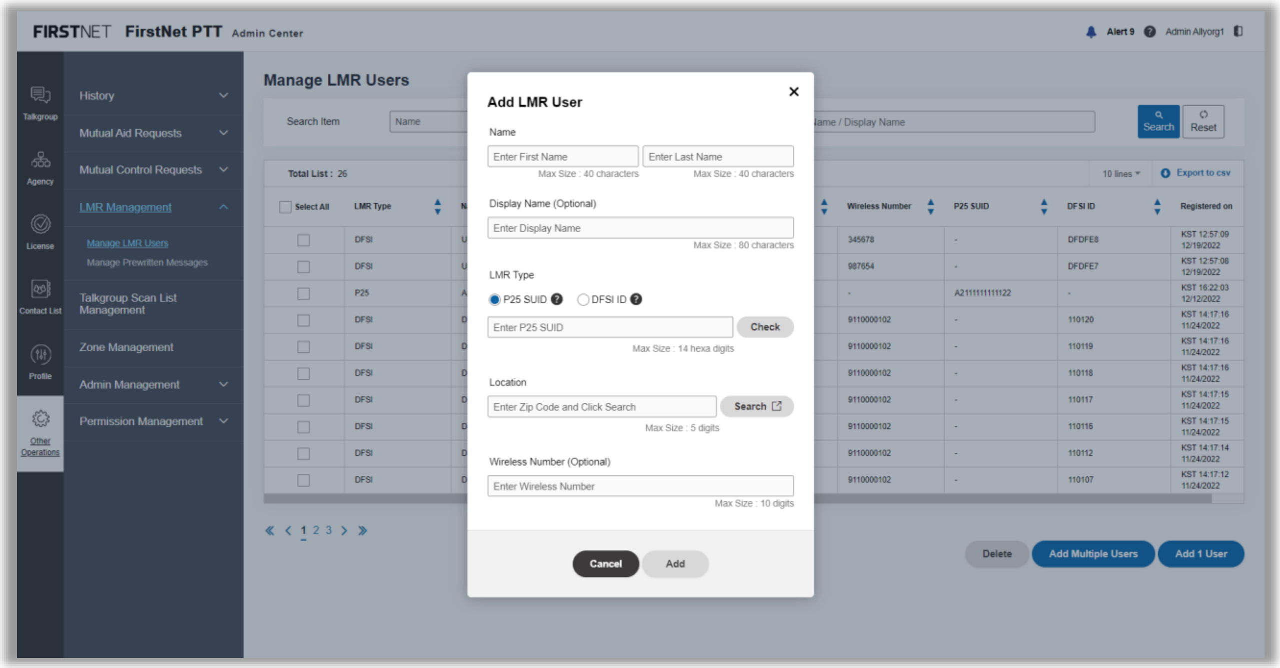

Image 41: Add LMR User window

Edit LMR users

1. On the FirstNet PTT Admin Tool dashboard, click the Other Operations icon. The **User Assignment History** page appears.
2. Click **LMR Management**.
3. Click **Manage LMR Users**. The **Manage LMR Users** page appears.
4. From the user list, click the display name you want to edit. The **Edit LMR User** window opens.
5. Edit the display name and the wireless number as necessary.
6. When finished, click **Save**. A success message appears.

Delete LMR users

1. On the FirstNet PTT Admin Tool dashboard, click the Other Operations icon. The **User Assignment History** page appears.
2. Click **LMR Management**.
3. Click **Manage LMR Users**. The **Manage LMR Users** page appears.
4. From the user list, click the display name you want to delete. The **Edit LMR User** window opens.
5. Click **Delete**. A success message appears.

Add prewritten messages

1. On the FirstNet PTT Admin Tool dashboard, click the Other Operations icon. The **User Assignment History** page appears.
2. Click **LMR Management**.
3. Click **Manage Prewritten Messages**. The **Manage Prewritten Messages** page appears.

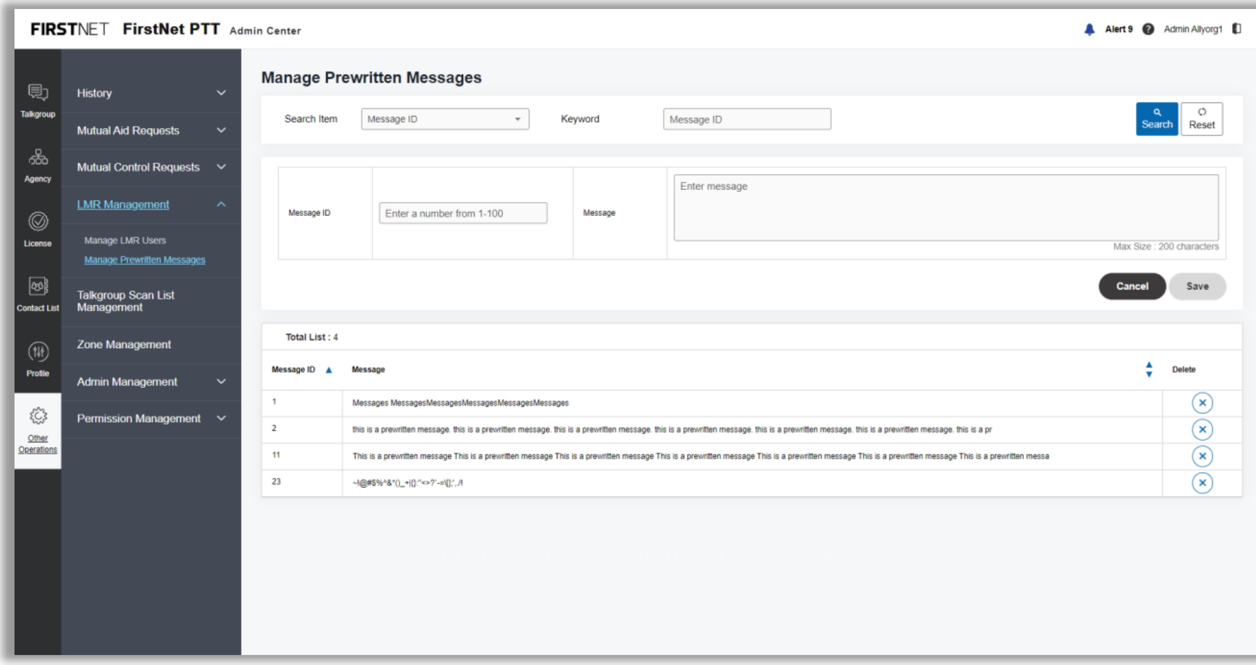

Image 42: Manage Prewritten Messages page

4. Enter a message ID.
5. Enter the message.

- Use letters, numbers, and these special characters: [+ @ # $ & ( ) _ , . !]
- Use a maximum of 200 characters

6. Click **Save**. A success message appears. The message you entered appears in the list below.

Edit prewritten messages

1. On the FirstNet PTT Admin Tool dashboard, click the Other Operations icon. The **User Assignment History** page appears.
2. Click **LMR Management**.
3. Click **Manage Prewritten Messages**. The **Manage Prewritten Messages** page appears.

4. From the message list below, click the edit (pencil) icon of the message you want to edit. The message appears at the top of the list.
5. Edit the message and then click **Save**. A success message appears.

Delete prewritten messages

1. On the FirstNet PTT Admin Tool dashboard, click the Other Operations icon. The **User Assignment History** page appears.
2. Click **LMR Management**.
3. Click **Manage Prewritten Messages**. The **Manage Prewritten Messages** page appears.
4. From the message list below, click the delete (X) icon of the message you want to delete.
5. In the confirmation window, click **OK**. A success message appears. The message you deleted are removed in the message list on the **Manage Prewritten Messages** page.

Manage talkgroup scan lists

On the **Talkgroup Scan List Management** page, you can create and edit talkgroup scan lists.

View talkgroup scan lists

1. On the FirstNet PTT Admin Tool dashboard, click the Other Operations icon. The **User Assignment History** page appears.
2. Click **Talkgroup Scan List Management**. The **Talkgroup Scan List Management** page appears.
3. Enter a talkgroup scan list name and click **Search**. Results appear in the table.
4. To export the results to a CSV file, click **Export to csv**.
5. To view the list of assigned users of the talkgroup scan list, in the table, click the icon next to the assigned users number. The **Assigned Users** window opens.
6. To view the list of assigned talkgroups of the talkgroup scan list, in the table, click the icon next to the assigned talkgroups number. The **Assigned Talkgroups** window opens.
7. To delete talkgroup scan lists, select the talkgroup scan lists you want to delete and click **Delete**.
8. In the confirmation window, click **OK**. A success message appears.

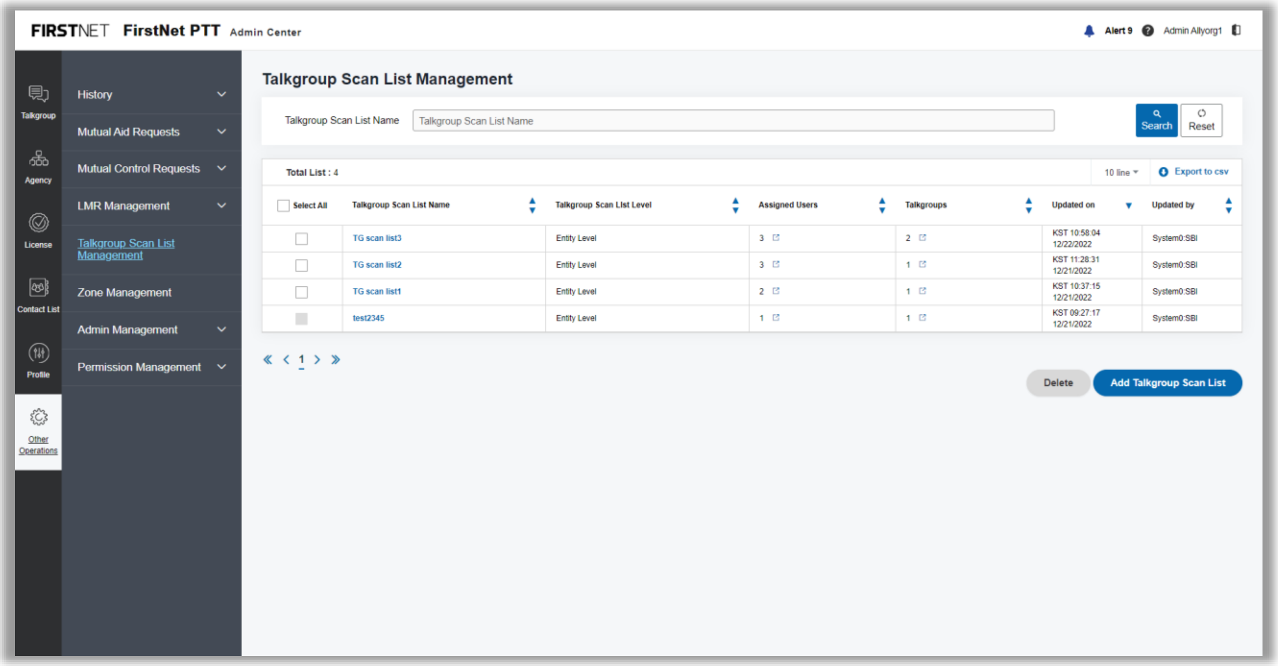

Image 43: Talkgroup Scan List Management page

Create a talkgroup scan list

1. On the FirstNet PTT Admin Tool dashboard, click the Other Operations icon. The **User Assignment History** page appears.
2. Click **Talkgroup Scan List Management**. The **Talkgroup Scan List Management** page appears.
3. Click **Add Talkgroup Scan List**. The **Create Talkgroup Scan List** page appears.

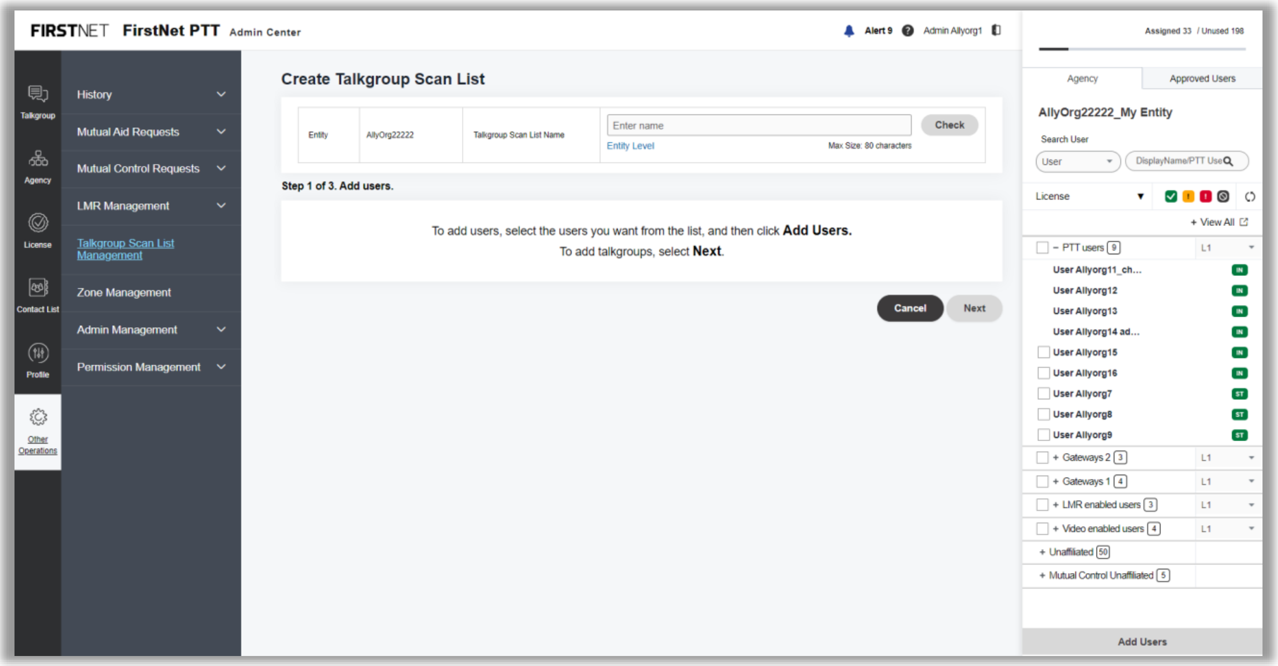

Image 44: Create Talkgroup Scan List : Step 1 page

4. Enter a talkgroup scan list name using these guidelines:

    - Use letters, numbers, and these special characters: [+ @ # $ & ( ) _ , . !]
    - If you use spaces, use only in the middle of the name, not as the first or last character
    - Use a maximum of 80 characters

5. In the agency tree on the right, click the **Agency** tab and select your entity from the list at the top. A list of users in that agency appears.
   Note: Users who are available to add to the talkgroup scan list have an empty checkbox next to their name.
   The loaned-in Mutual Control users from another entity are also available. For more information about Mutual Control, see Manage Mutual Control requests.
6. To view a user's profile, click the user's name. The **User Profile** window opens. Click **OK** to close the window.
7. In the agency tree, select the users you want to add and click **Add users** at the bottom right. You can select multiple users.
8. Click **Next**.
9. The list of common talkgroups you can assign appears in the table.
10. Select the common talkgroups and click **Next**.

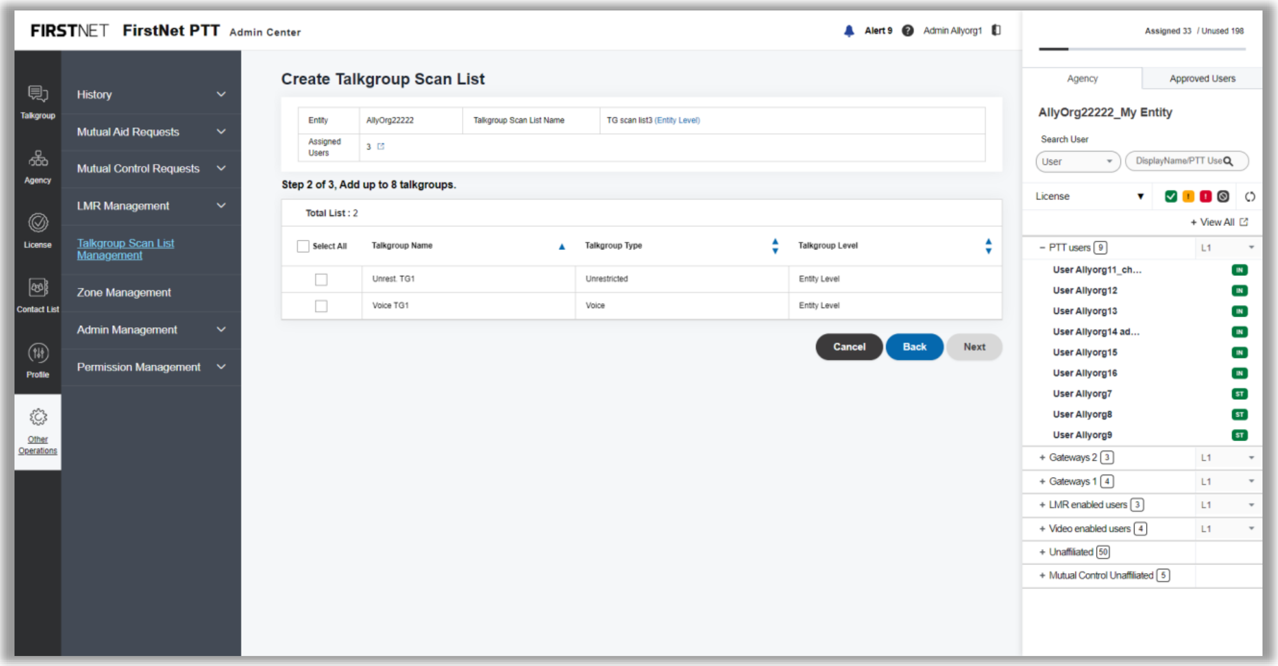

Image 45: Create Talkgroup Scan List : Step 2 page

11. The list of selected common talkgroups appears in the table.
12. Select the highest priority talkgroup.
13. Click **Create Talkgroup Scan List.** A success message appears.
    Note: You or AT&T CCC can create the entity level talkgroup scan list. The agency admins can create the Agency level talkgroup scan lists.

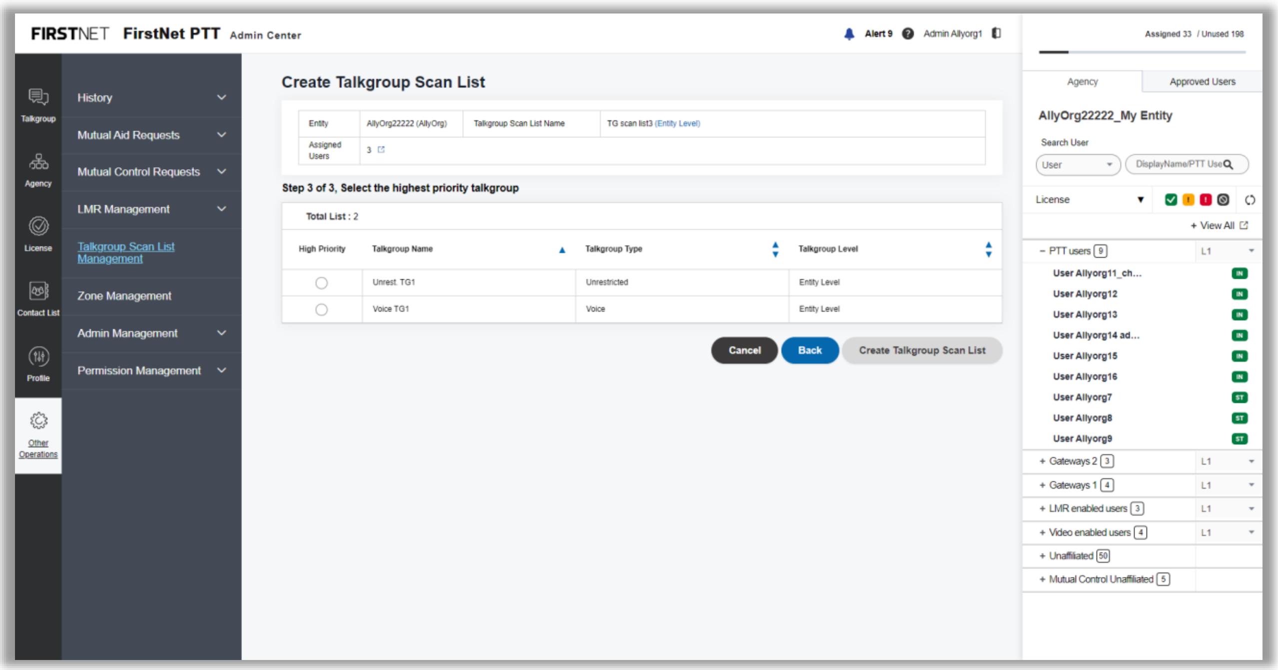

Image 46: Create Talkgroup Scan List : Step 3 page

Edit a talkgroup scan list

1. On the FirstNet PTT Admin Tool dashboard, click the Other Operations icon. The **User Assignment History** page appears.
2. Click **Talkgroup Scan List Management**. The **Talkgroup Scan List Management** page appears.
3. Click the talkgroup scan list name you want to view. The **Edit Talkgroup Scan List** page appears.

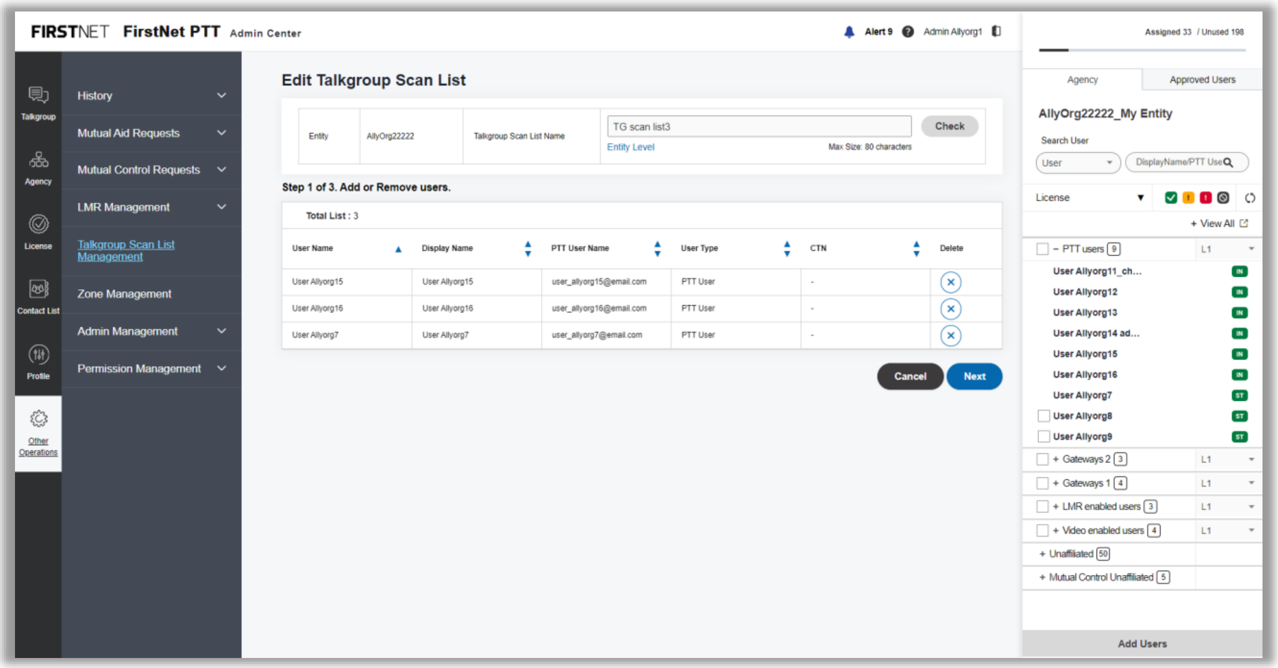

Image 47: Edit Talkgroup Scan List page

4. Edit the talkgroup scan list name as necessary.
5. To remove the users in the talkgroup scan list, click the X icon next to each user.
6. To add users, select the users you want to add In the agency tree and click **Add users** at the bottom right. You can select multiple users.
7. Click **Next**.
8. To remove the common talkgroups in the talkgroup scan list, deselect the checkboxes.
9. To add the common talkgroups, select the checkboxes.
10. Click **Next**.
11. To change the highest priority talkgroup, select a radio button of a talkgroup.
12. Click **Save**. In the confirmation window, click **OK**. A success message appears.

Delete a talkgroup scan list

1. On the FirstNet PTT Admin Tool dashboard, click the Other Operations icon. The **User Assignment History** page appears.
2. Click **Talkgroup Scan List Management**. The **Talkgroup Scan List Management** page appears.
3. Select the talkgroup scan lists you want to delete and click **Delete**.
4. In the confirmation window, click **OK**. A success message appears.

Manage zones

On the **Zone Management** page, you can create and edit zones.

View zones

1. On the FirstNet PTT Admin Tool dashboard, click the Other Operations icon. The **User Assignment History** page appears.
2. Click **Zone Management.** The **Zone Management** page appears.
3. Enter a talkgroup scan list name and click **Search**. Results appear in the table.
4. To export the results to a CSV file, click **Export to csv**.

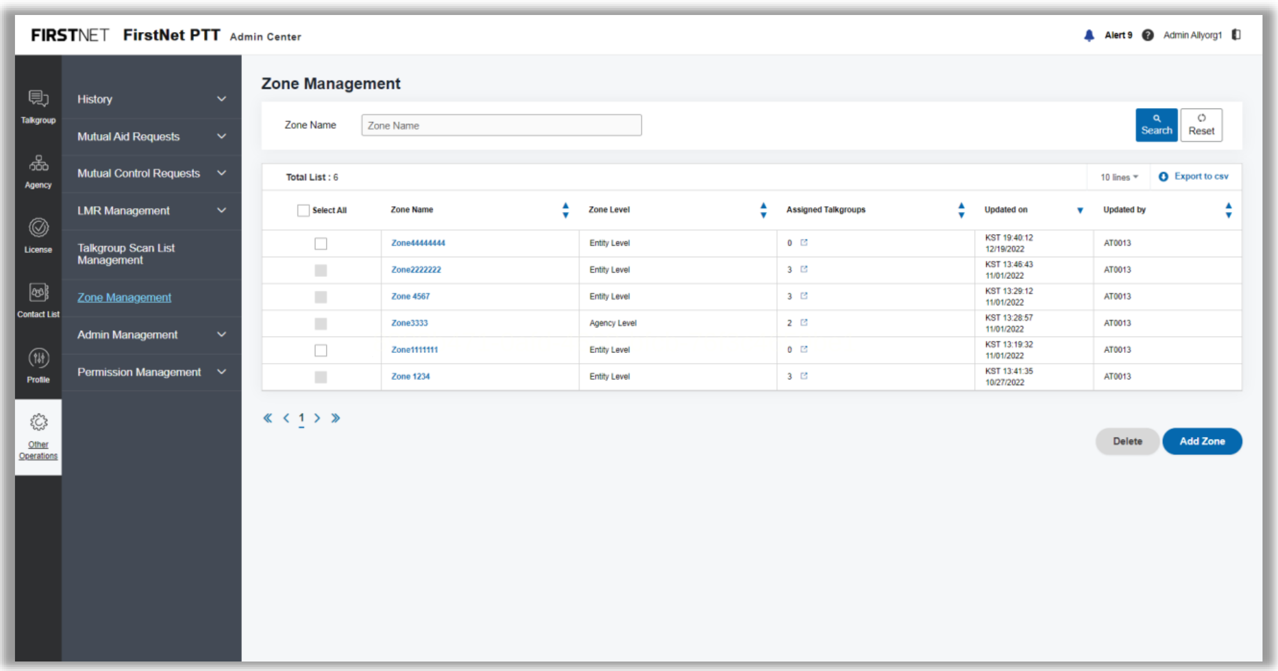

Image 48: Zone Management page

5. To view the list of assigned talkgroups of the zone, in the table, click the icon next to the assigned talkgroups number. The **Assigned Talkgroups** window opens.
6. Click the arrows to change the order of the assigned talkgroups.
7. Click **Save.** A success message appears.

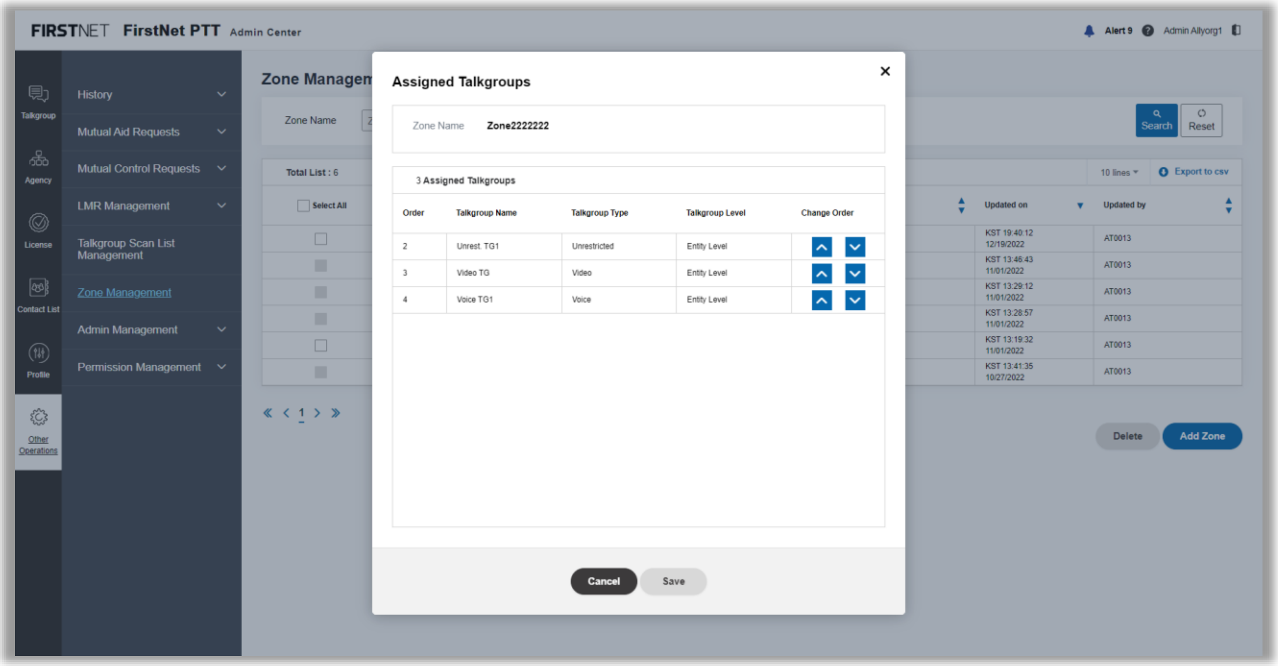

Image 49: Assigned Talkgroups window

8. To delete talkgroup scan lists, select the talkgroup scan lists you want to delete and click **Delete**.
9. In the confirmation window, click **OK**. A success message appears.

Create a zone

1. On the FirstNet PTT Admin Tool dashboard, click the Other Operations icon. The **User Assignment History** page appears.
2. Click **Zone Management.** The **Zone Management** page appears.
3. Click **Add Zone**. The **Create Zone** page appears.
   Note: You or AT&T CCC can create the entity level zone. The agency admins can create the Agency level zone.

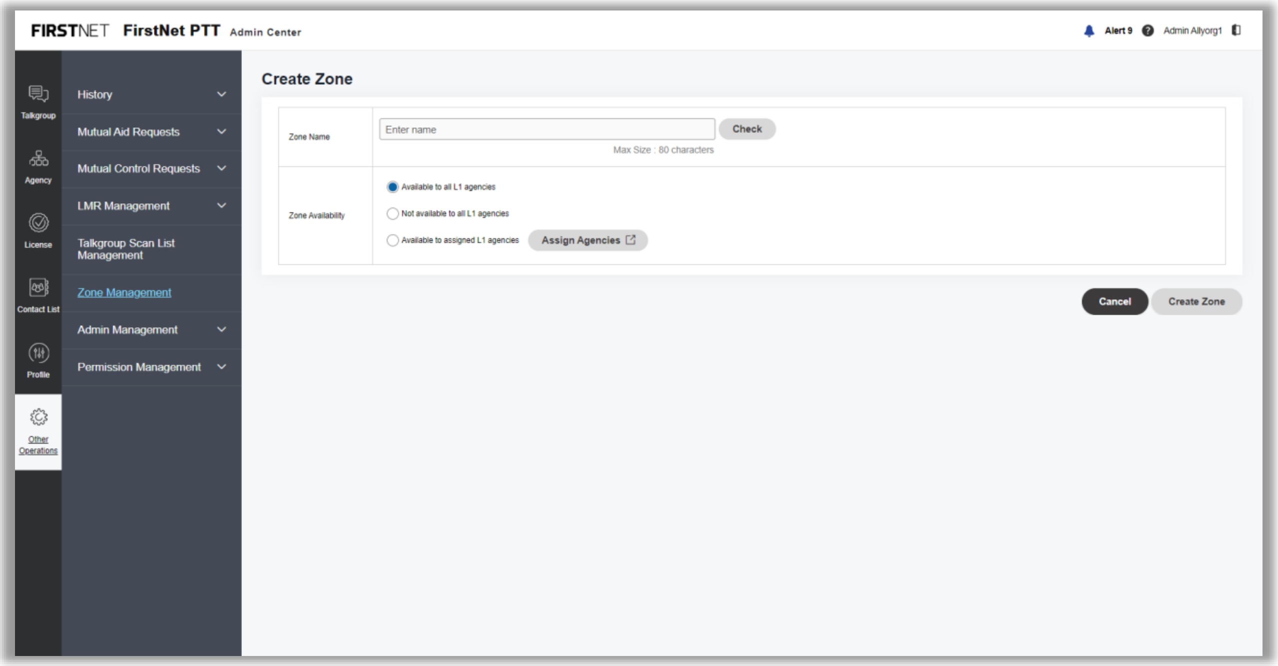

Image 50: Create Zone page

4. Enter a zone name using these guidelines:

   - Use letters, numbers, and these special characters: [+ @ # $ & ( ) _ , . !]
   - If you use spaces, use only in the middle of the name, not as the first or last character
   - Use a maximum of 80 characters

5. Select the zone availability.

   - To make the zone available to assigned L1 agncies only, select the **Available to assigned L1 agencies**. Click **Assing Agencies**. The **Assign L1 Agencieis** window appears. Select the agencies and click **Assign**.

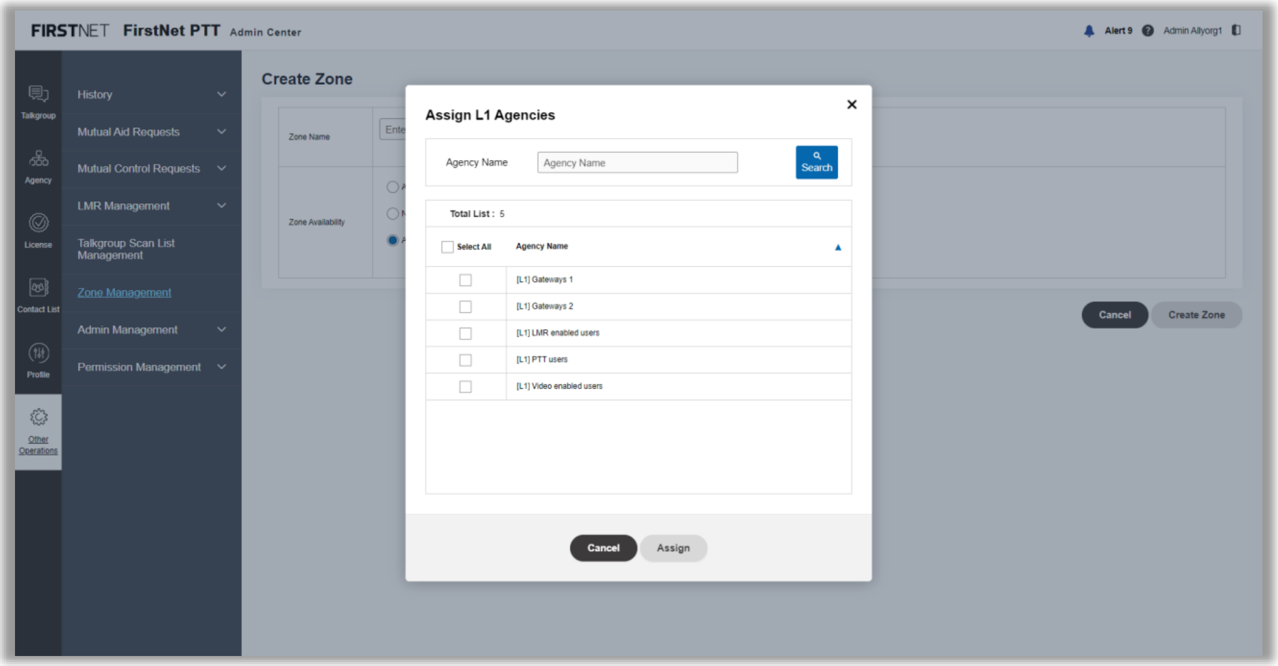

Image 51: Assing L1 Agencies window

6. Click **Create Zone.** A success message appears.

Edit a zone

7. On the FirstNet PTT Admin Tool dashboard, click the Other Operations icon. The **User Assignment History** page appears.
8. Click **Zone Management.** The **Zone Management** page appears.
9. Click the zone name you want to view. The **Edit Zone** page appears.

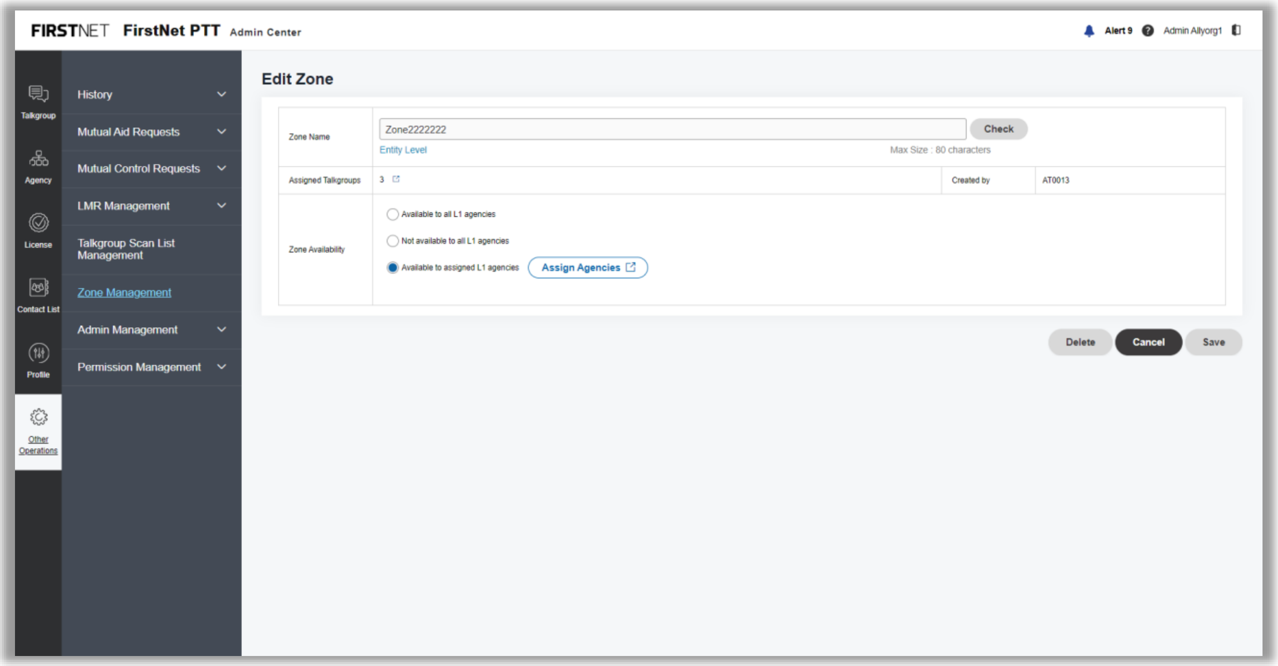

Image 52: Edit Zone page

10. Edit the zone name as necessary.
11. To view the list of assigned talkgroups of the zone, click the icon next to the assigned talkgroups number. The **Assigned Talkgroups** window opens. Click the arrows to change the order of the assigned talkgroups. Click **Save**. A success message appears.
12. To change the zone availability, select a radio button of your choice.
13. Click **Save**. In the confirmation window, click **OK**. A success message appears.

Delete a zone

Before you can delete a zone, you need to remove all assigned talkgroups. To remove talkgroups from the zone, see Create a talkgroup.

1. On the FirstNet PTT Admin Tool dashboard, click the Other Operations icon. The **User Assignment History** page appears.
2. Click **Zone Management**. The **Zone Management** page appears.
3. Click the zone name you want to view. The **Edit Zone** page appears.
4. Click **Delete**.
5. In the confirmation window, click **OK**. A success message appears.

Manage administrators

On the **Admin Management** page, you can assign or revoke Super or Agency Administrators and manage Recording Administrators.

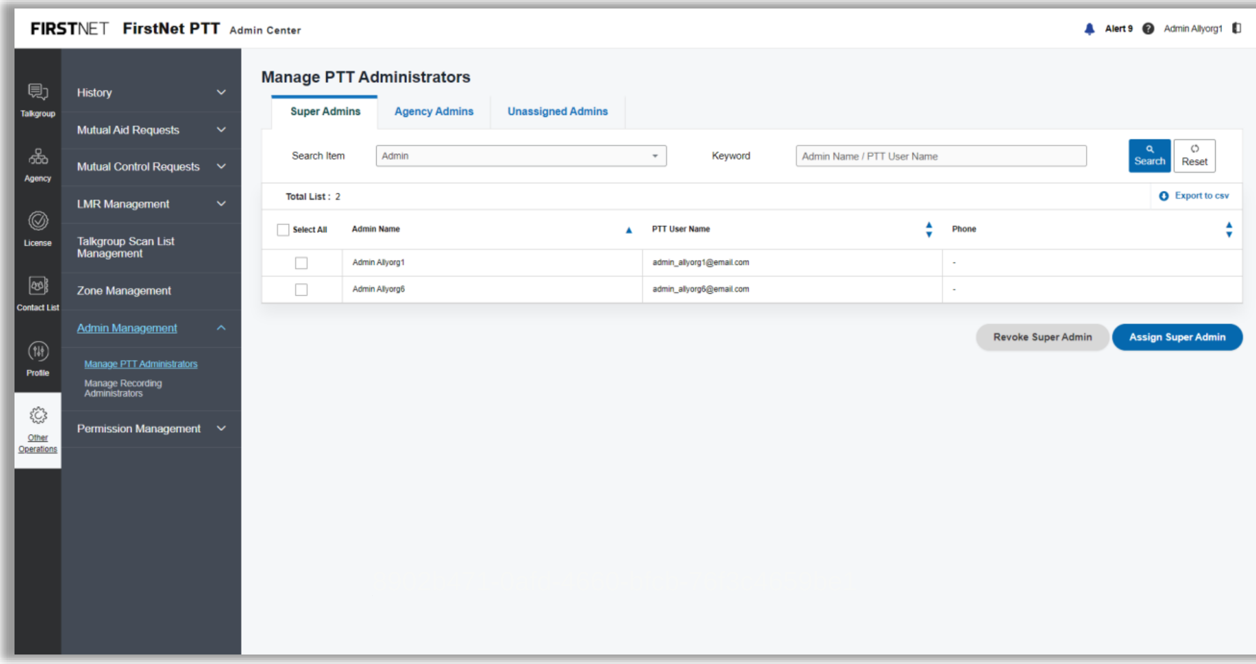

Image 53: Admin Management page

Assign Super Administrators

1. On the FirstNet PTT Admin Tool dashboard, click the Other Operations icon. The **User Assignment History** page appears.
2. Click **Admin Management**. Click **Manage PTT Administrators**. The page **Manage PTT Administrators** appears.
3. The **Super Admins** tab is selected by default.
4. Click **Assign Super Admin**. The **Assign Super Admins** window opens.
5. Select the admins you want to assign and click **Assign Super Admin**.
   Note: If you are the first Unassigned Administrator logged in to an organization that has no Super Administrators, you will have the privilege to assign Super Administrators including yourself. But you will lose your privilege when the other first logged in Unassigned Administrator completes assigning Super Administrators not including you before you click the **Assign Super Admin** button.

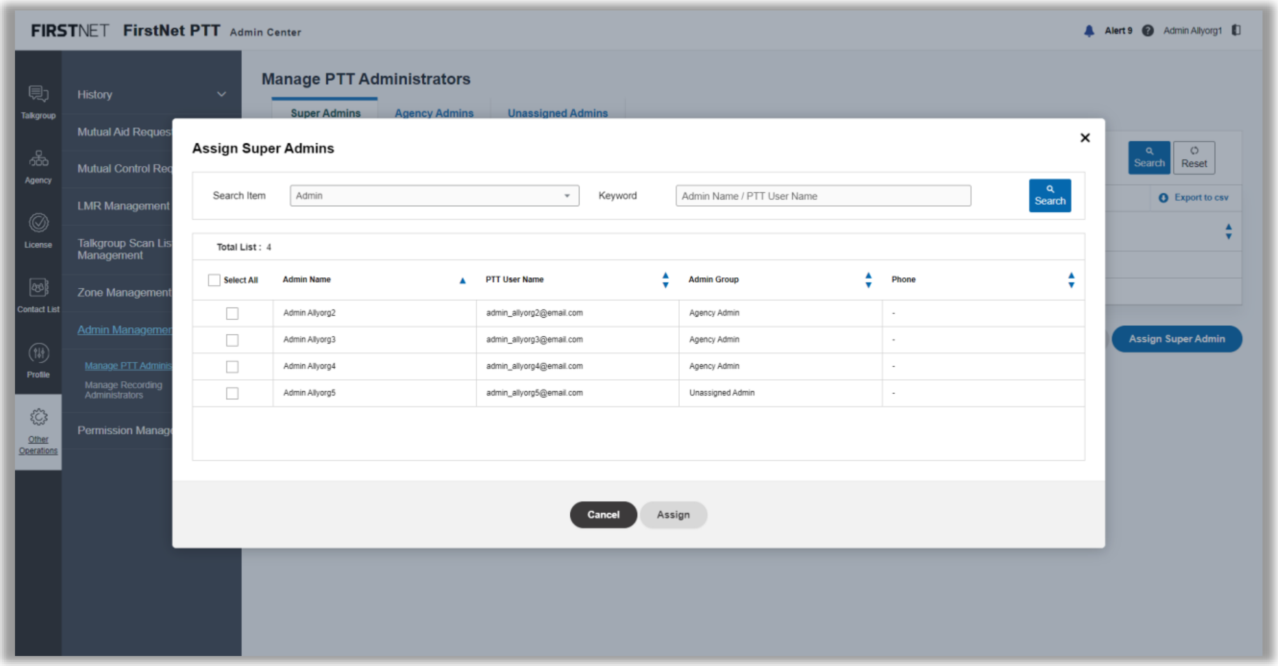

Image 54: Assign Super Admin window

6. In the confirmation window, click **OK.** A success message appears. The Super Administrators you assigned appears in the admin list.
   Note: You can only assign 100 Super Administrators.
   If you assign Agency Administrators as Super Administrator, they will be removed from all assigned agencies and lose the Agency Administrators privileges.

You can assign Super Administrators in the following page as well:

7. On the FirstNet PTT Admin Tool dashboard, click the Other Operations icon. The **User Assignment History** page appears.
8. Click **Admin Management**. The **Super Admins** tab is selected by default.
9. Click **Unassigned Admins** tab.
10. Select the admins you want to assign and click **Assign Super Admin**.
11. In the confirmation window, click **OK.** A success message appears. The Super Administrators you assigned appears in the admin list on the **Super Admin** page.

Revoke Super Administrators

1. On the FirstNet PTT Admin Tool dashboard, click the Other Operations icon. The **User Assignment History** page appears.

2. Click **Admin Management**. Click **Manage PTT Administrators**. The page **Manage PTT Administrators** appears.
3. The **Super Admins** tab is selected by default.
4. Select the admins you want to revoke and click **Revoke Super Admin**.
5. In the confirmation window, click **OK**. A success message appears. The Super Administrators you revoked are removed in the admin list on the **Super Admin** page.
   Note: If you revoke yourself, you will lose your privileges and redirected to the **Dashboard** page.

Assign Agency Administrators

1. On the FirstNet PTT Admin Tool dashboard, click the Other Operations icon. The **User Assignment History** page appears.
2. Click **Admin Management**. Click **Manage PTT Administrators**. The page **Manage PTT Administrators** appears.
3. Click **Agency Admins** tab.
4. Click **Assign Agency Admin**. The **Assign Agency Admins** window opens.

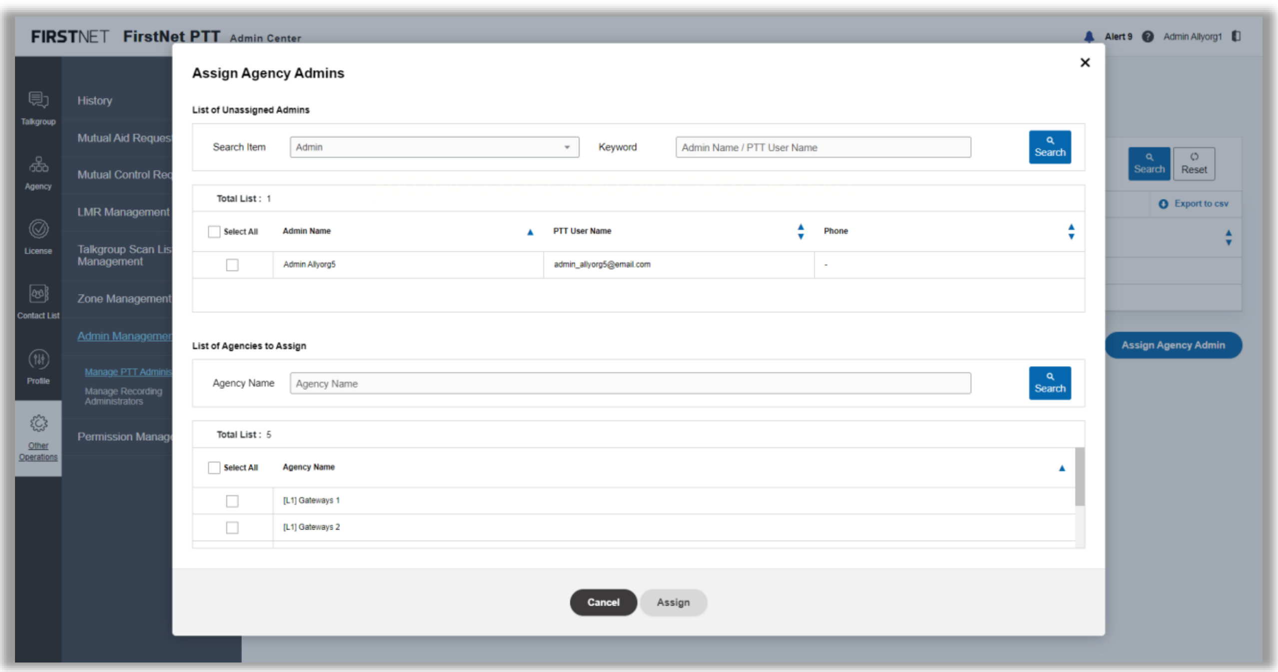

Image 55: Assign Agency Admin window

5. Select the admins, select the agencies to which you want to assign the selected admins and then click **Assign**.
6. In the confirmation window, click **OK**. A success message appears. The Agency Administrators you assigned appears in the admin list.

You can assign Super Administrators in the following page as well:

7. On the FirstNet PTT Admin Tool dashboard, click the Other Operations icon. The **User Assignment History** page appears.
8. Click **Admin Management**. The **Super Admins** tab is selected by default.
9. Click **Unassigned Admins** tab.
10. Select the admins you want to assign.
11. Click **Assign Agency Admin**. The **Assign Agencies** window opens. Select the agencies to which you want to assign the selected admins and click **Save**.
12. In the confirmation window, click **OK**. A success message appears. The Agency Administrators you assigned appears in the admin list on the **Agency Admin** page.

Update Agency Administrators

1. On the FirstNet PTT Admin Tool dashboard, click the Other Operations icon. The **User Assignment History** page appears.
2. Click **Admin Management**. Click **Manage PTT Administrators**. The page **Manage PTT Administrators** appears.
3. Click **Agency Admins** tab.
4. In the table, click the Open Window icon next to the admin name. The **Edit Assigned Agencies** window opens.
5. Select the agencies to which you want to assign the admin. Deselect the agencies from which you want to revoke the admin. Click **Save**.

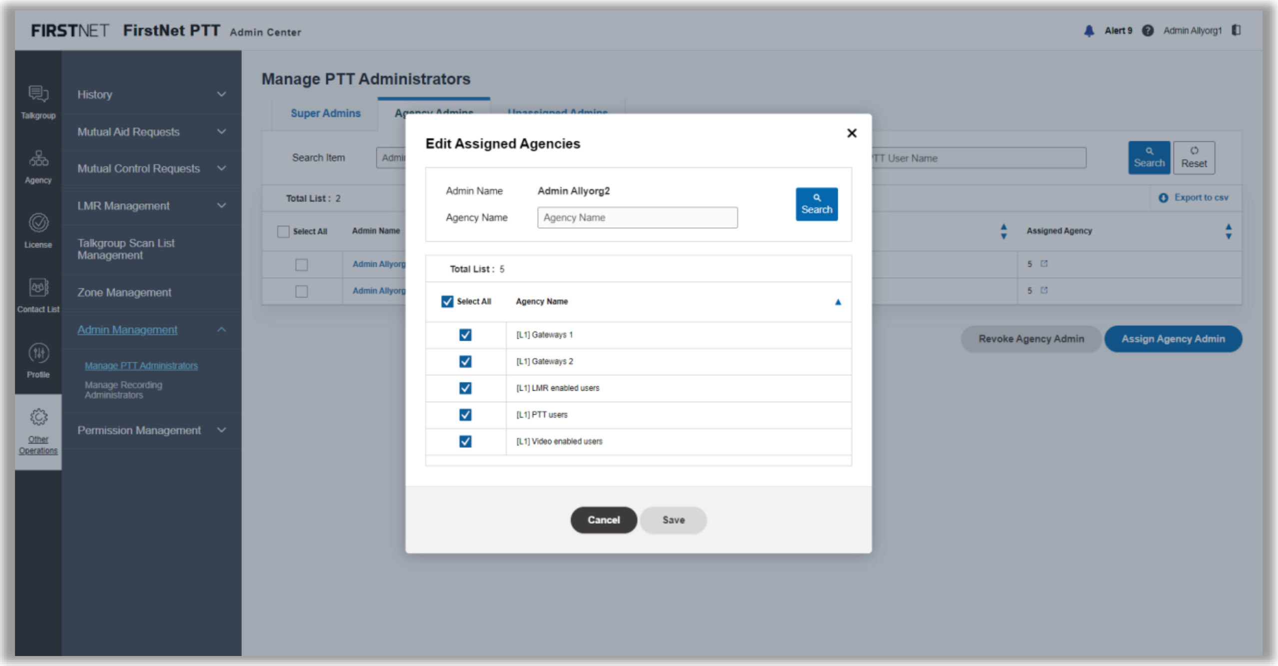

Image 56: Edit Assigned Agencies window

6. In the confirmation window, click **OK.** A success message appears.

Revoke Agency Administrators

1. On the FirstNet PTT Admin Tool dashboard, click the Other Operations icon. The **User Assignment History** page appears.
2. Click **Admin Management**. Click **Manage PTT Administrators**. The page **Manage PTT Administrators** appears.
3. Click **Agency Admins** tab.
4. Select the admins you want to revoke and click **Revoke Agency Admin**.
   Note: If you revoke yourself, you will lose your privileges and redirected to the **Dashboard** page.

Manage Recording Administrators

1. On the FirstNet PTT Admin Tool dashboard, click the Other Operations icon. The **User Assignment History** page appears.
2. Click **Admin Management**. Click **Manage Recording Administrators**. The **Manage Recording Administrators** page appears**.**

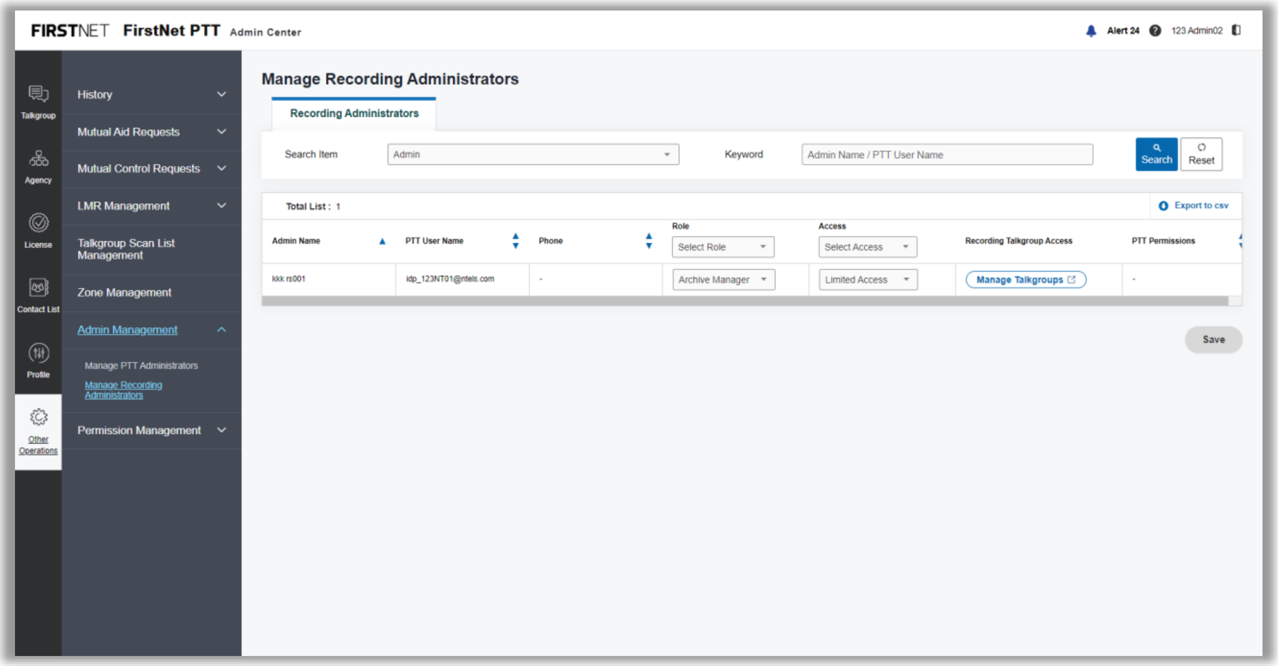

Image 57: Manage Recording Administrators page

3. In the admin list, you can do any of the following:

   - To change the role, select a role from the list.
     Note: If you select the **None** for the role, the access and the recording talkgroup access are disabled.
   - To change the access level, select a access level from the list. If you select the **Limited Access**, click **Manage Talkgroups** to select the recording enabled talkgroups. The **Manage Recording Service Talkgroups** window appears. Select the talkgroups and click **Save**.

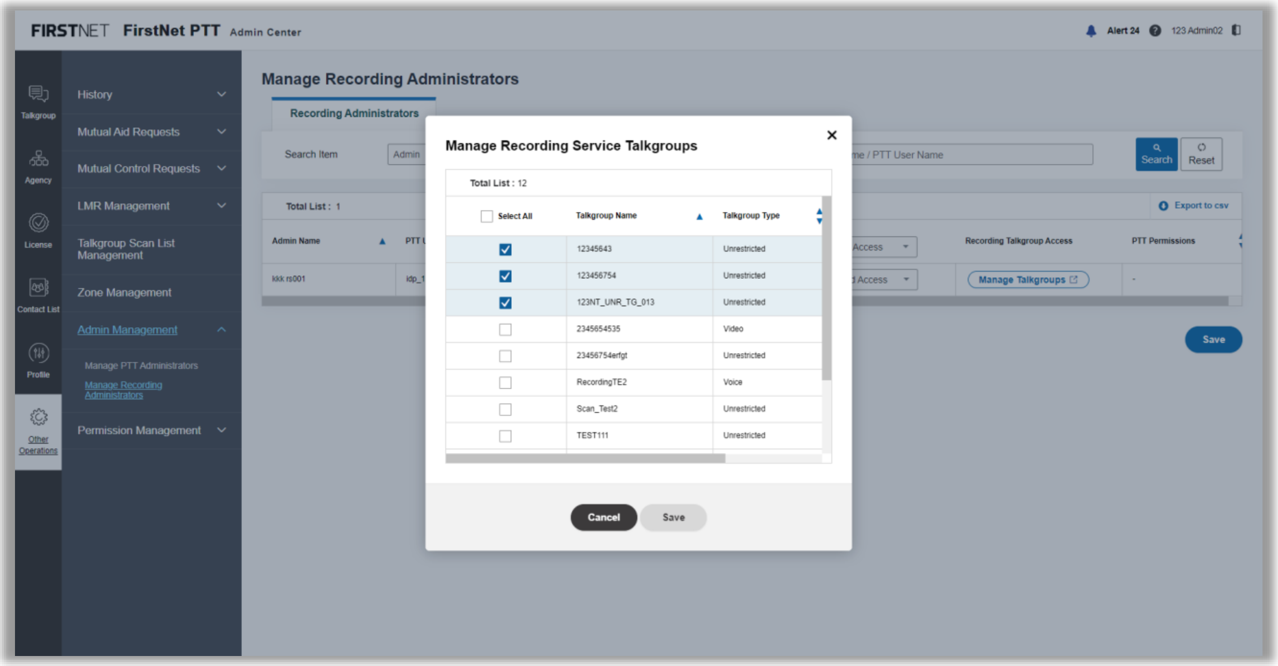

Image 58: Manage Recording Service Talkgroups window

4. Click **Save**.
5. In the confirmation window, click **OK**. A success message appears.

Manage permissions

On the **Permission Management** page, you can manage permissions of user profile features, group profile features and email notifications.

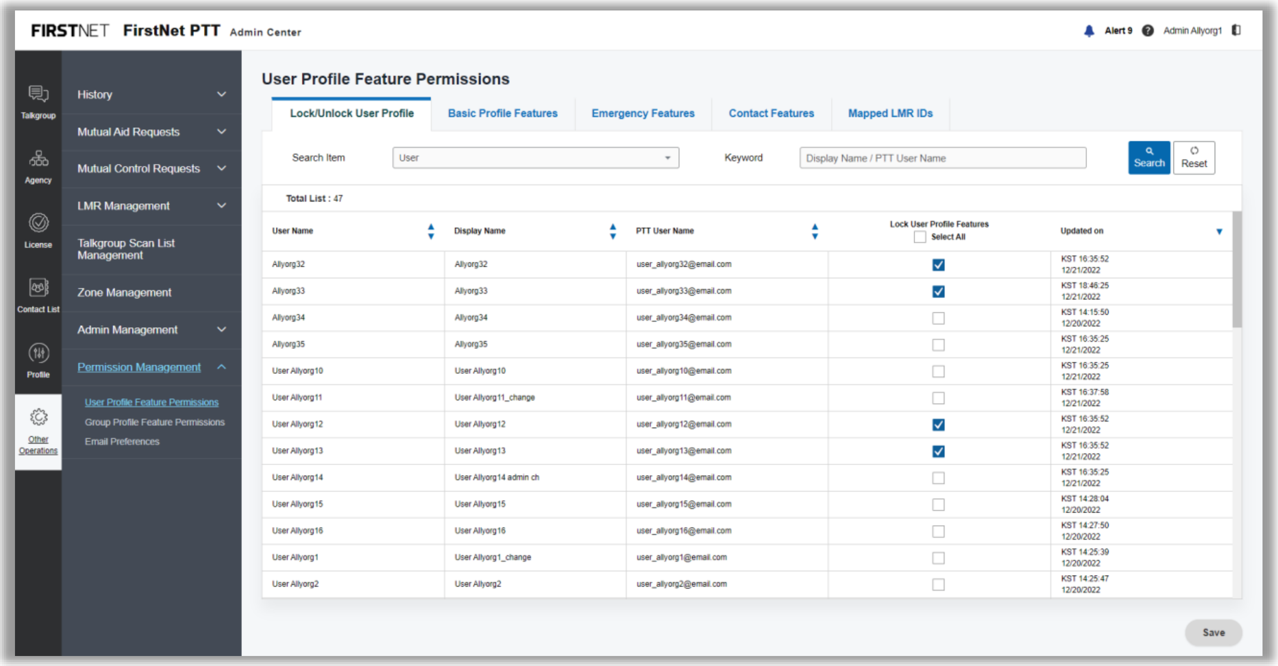

Image 59: Permission Management page

Lock or unlock user profile feature permissions

1. On the FirstNet PTT Admin Tool dashboard, click the Other Operations icon. The **User Assignment History** page appears.
2. Click **Permission Management**.
3. Click **User Profile Feature Permissions**. The page **User Profile Feature Permissions** appears.
4. The **Lock/Unlock User Profile** tab is selected by default.
5. Set search conditions and click **Search**.
6. Select the users whose profile you want to lock. To unlock the user profile, deselect the users. **Note:** To select or deselect all, check or uncheck the **Select All** check box.
7. Click **Save**. In the confirmation window, click **OK**. A success message appears.

Manage basic user profile feature permissions

1. On the FirstNet PTT Admin Tool dashboard, click the Other Operations icon. The **User Assignment History** page appears.
2. Click **Permission Management**.
3. Click **User Profile Feature Permissions**. The page **User Profile Feature Permissions** appears.

4. Click **Basic Profile Features** tab.
5. Set search conditions and click **Search**.
6. In the table, you can do any of the following:

   - To change the user's display name, in the input box, change the display name and click **Save**.
   - To change the home group, select a talkgroups from the list.
   - To change the emergency group, select a talkgroups from the list.
   - To enable basic profile features, select the checkboxes. To disable the features, deselect the check boxes.
     Note: To select or deselect all, check or uncheck the **Select All** check box.

7. Click **Save**. In the confirmation window, click **OK**. A success message appears.

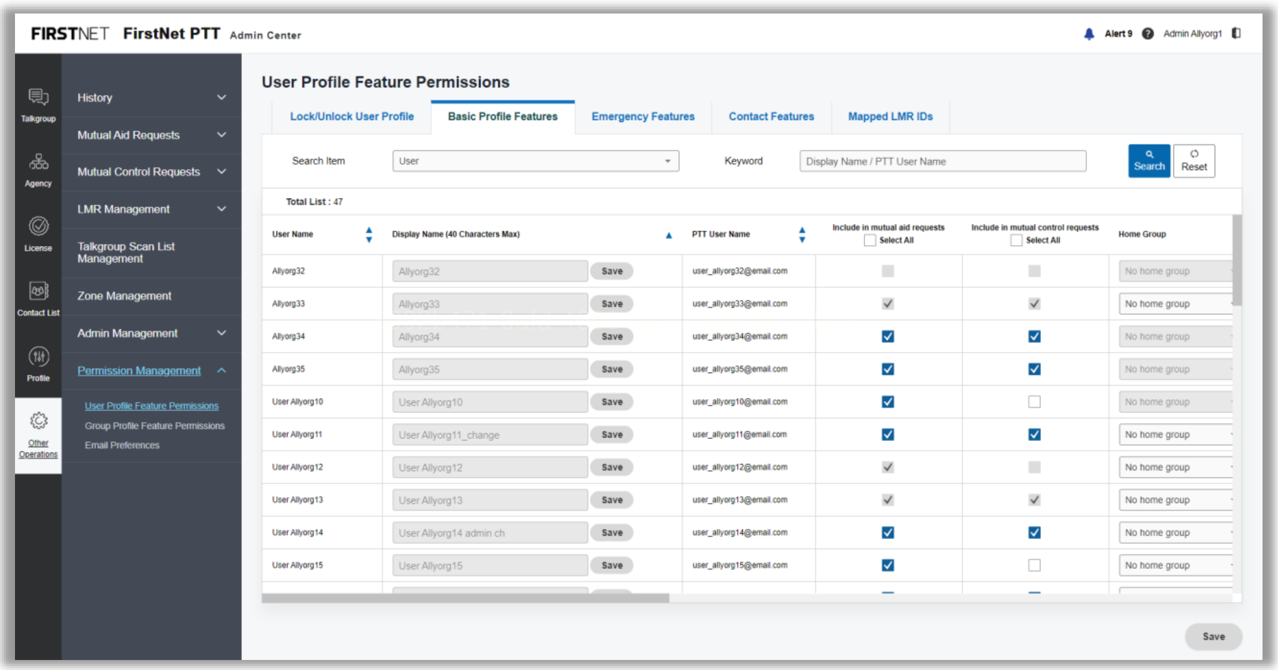

Image 60: Basic Profile Features page

Manage emergency user profile feature permissions

1. On the FirstNet PTT Admin Tool dashboard, click the Other Operations icon. The **User Assignment History** page appears.
2. Click **Permission Management**.
3. Click **User Profile Feature Permissions**. The page **User Profile Feature Permissions** appears.

4. Click **Emergency Features** tab.
5. Set search conditions and click **Search**.
6. To enable emergency profile features, select the checkboxes. To disable the features, deselect the check boxes.
   Note: To select or deselect all, check or uncheck the **Select All** check box.
7. Click **Save**. In the confirmation window, click **OK**. A success message appears.

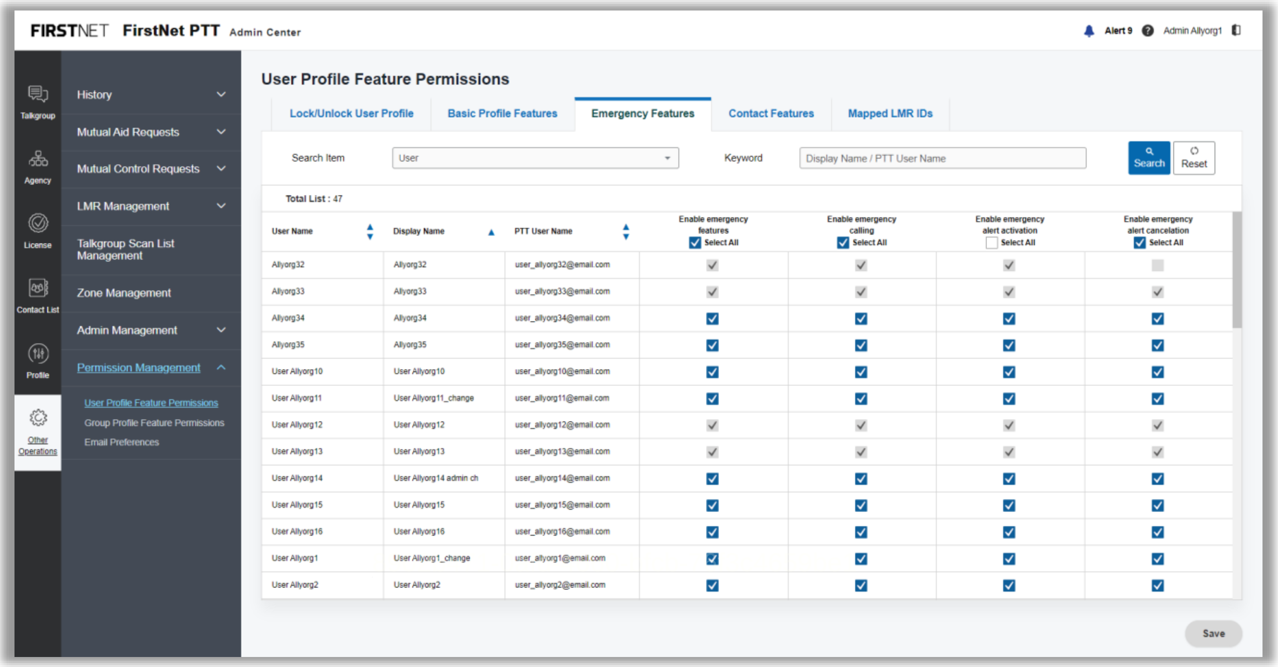

Image 61: Emergency Features page

Manage contact user profile feature permissions

1. On the FirstNet PTT Admin Tool dashboard, click the Other Operations icon. The **User Assignment History** page appears.
2. Click **Permission Management**.
3. Click **User Profile Feature Permissions**. The page **User Profile Feature Permissions** appears.
4. Click **Contact Profile Features** tab.
5. Set search conditions and click **Search**.
6. To enable contact profile features, select the checkboxes. To disable the features, deselect the check boxes.
   Note: To select or deselect all, check or uncheck the **Select All** check box.
7. Click **Save**. In the confirmation window, click **OK**. A success message appears.

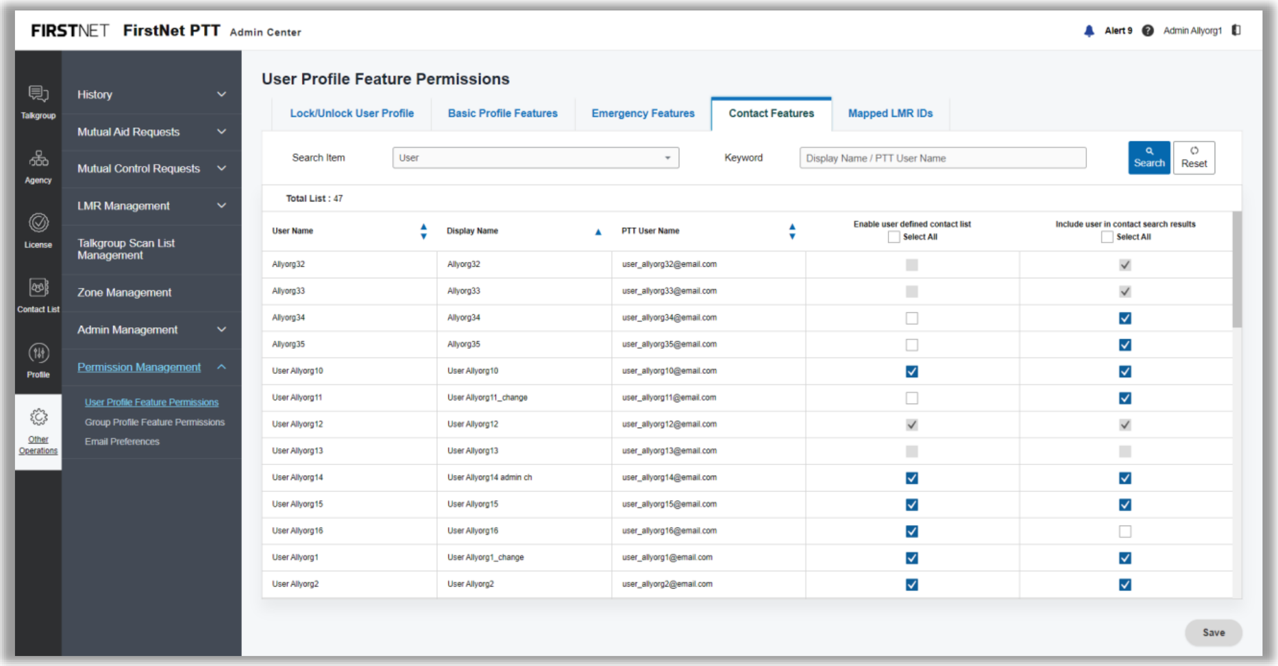

Image 62: Contact Features page

Manage mapped LMR IDs

1. On the FirstNet PTT Admin Tool dashboard, click the Other Operations icon. The **User Assignment History** page appears.
2. Click **Permission Management**.
3. Click **User Profile Feature Permissions**. The page **User Profile Feature Permissions** appears.
4. Click **Mapped LMR IDs** tab.
5. Set search conditions and click **Search**.
6. In the table, you can manage the mapped P25 ID and/or DFSI ID:

   - To assign or change the mapped P25 ID, click **Assign P25 ID** or **Edit DFSI ID**. The **Assign Mapped P25 ID** or **Edit Mapped P25 ID** window opens. Enter a mapped P25 ID, check for duplicates. Enter a zip code, click **Search** for P25 location and then click **Assign**. To delete the mapped P25 ID, click **Delete** in the **Edit Mapped P25 ID** window.
     Note: For MA loaned-in user, the mapped P25 ID is hidden if the LMR IWF service is disabled at the MA loaned-in entity. The control of mapped P25 ID is available for MC loaned-in users at the MC loaned-in entity.
   - To assign or change the mapped DFSI ID, click **Assign DFSI ID** or **Edit DFSI ID. The Assign Mapped DFSI ID** or **Edit Mapped DFSI ID** window opens. Enter a mapped DFSI ID,

check for duplicates and then click **Assign**. To delete the DFSI ID, click **Delete** in the **Edit Mapped DFSI ID** window.
Note: For MA loaned-in user, the mapped DFSI ID is hidden at the MA loaend-in entity. The control of mapped DFSI ID is available for MC loaned-in users at the MC loaned-in entity.

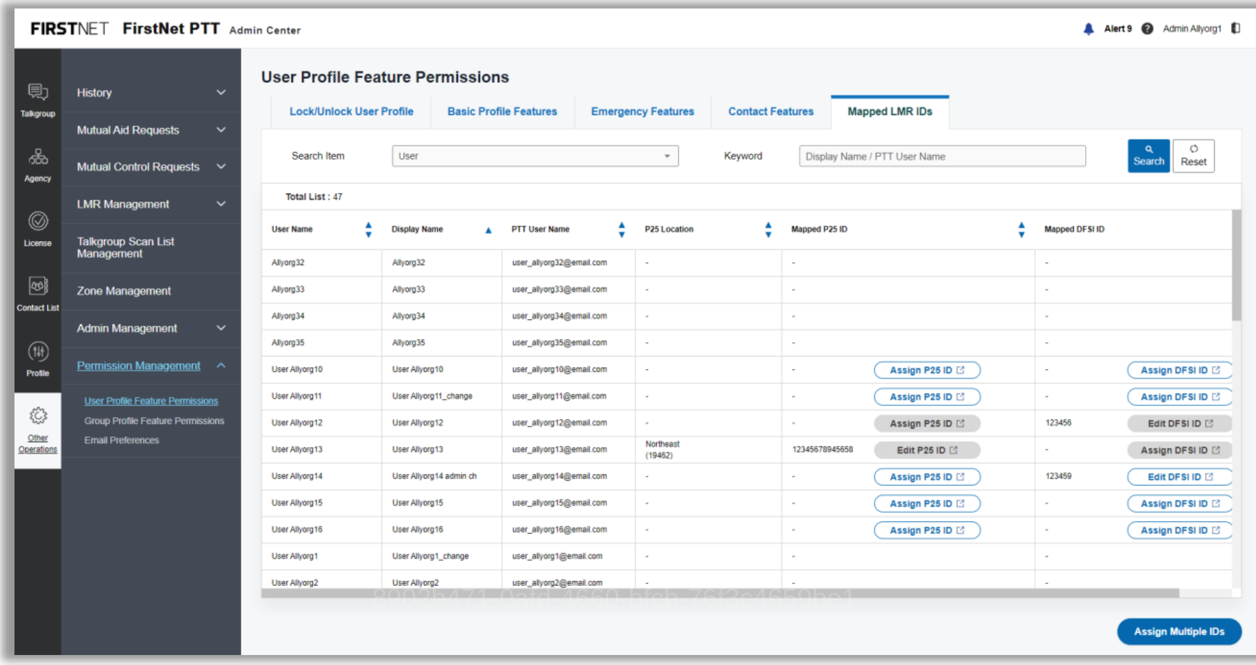

Image 63: Manage Mapped LMR IDs page

7. Click **Assign Multiple IDs** to assing LMR IDs in bulk. The **Import Multiple LMR IDs** window opens.
8. Click **Download** to download the template. Enter user information and then click **Import** to upload the file.
9. If the uploaded file format and data are valid, **Assign Mapped LMR IDs** window appears. The LMR IDs you uploaded appear in the list. Select the LMR IDs and click **Assign IDs**. A success message appears.

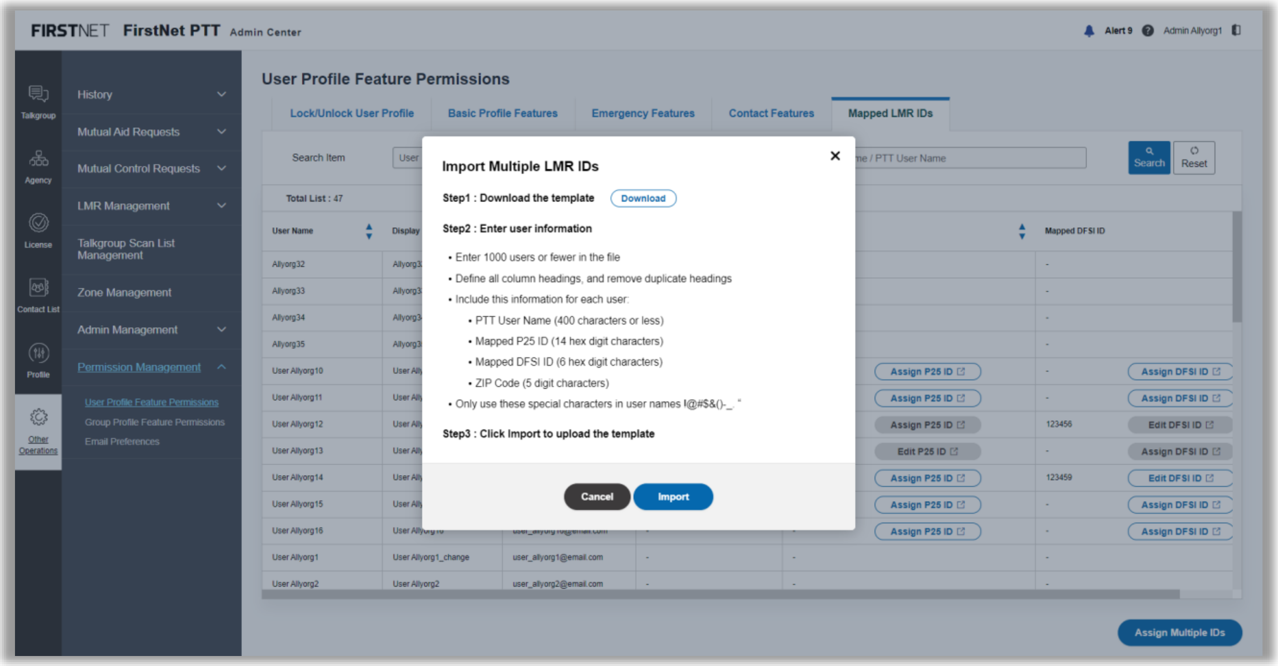

Image 64: Import Multiple LMR IDs window

Manage group profile feature permissions

1. On the FirstNet PTT Admin Tool dashboard, click the Other Operations icon. The **User Assignment History** page appears.
2. Click **Permission Management**.
3. Click **Group Profile Feature Permissions.** The page **Group Profile Feature Permissions** appears.
4. Set search conditions and click **Search.**
5. Select a call permission from the list for each user.
   Note: To set a same call permission for all users, select a call permission from the list under the column title.
6. Select a location sharing permission from the list for each user.
   Note: To set a same location sharing permission for all users, select a location sharing permission from the list under the column title.
7. Select a discreet call initiator from the list.
   Note: A talkgroup can have only one discreet call initiator. If you set a user as the discreet call initiator, the discreet call initiator list of all other users of the talkgroups are disabled.
8. Click **Save.** In the confirmation window, click **OK.** A success message appears.

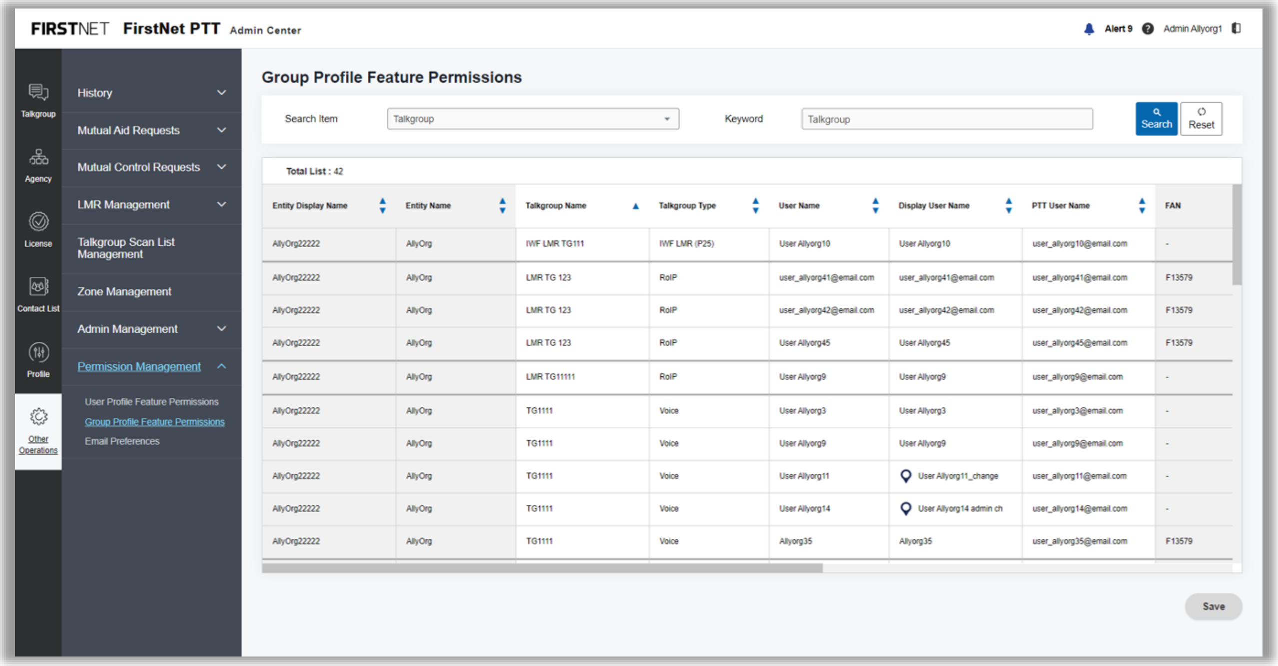

Image 65: Group Profile Feature Permissions page

Manage email preferences for administrators

1. On the FirstNet PTT Admin Tool dashboard, click the Other Operations icon. The **User Assignment History** page appears.
2. Click **Permission Management**.
3. Click **Email Preferences**. The **Email Preferences** page appears.
4. The **Admin** tab is selected by default.
5. Set search conditions and click **Search**.
6. To turn on an email notification, select the administrators for the notification. To turn off the notification, deselect the administrators.
   Note: To select or deselect all, check or uncheck the **Select All** check box.
7. Click **Save**. In the confirmation window, click **OK**. A success message appears.

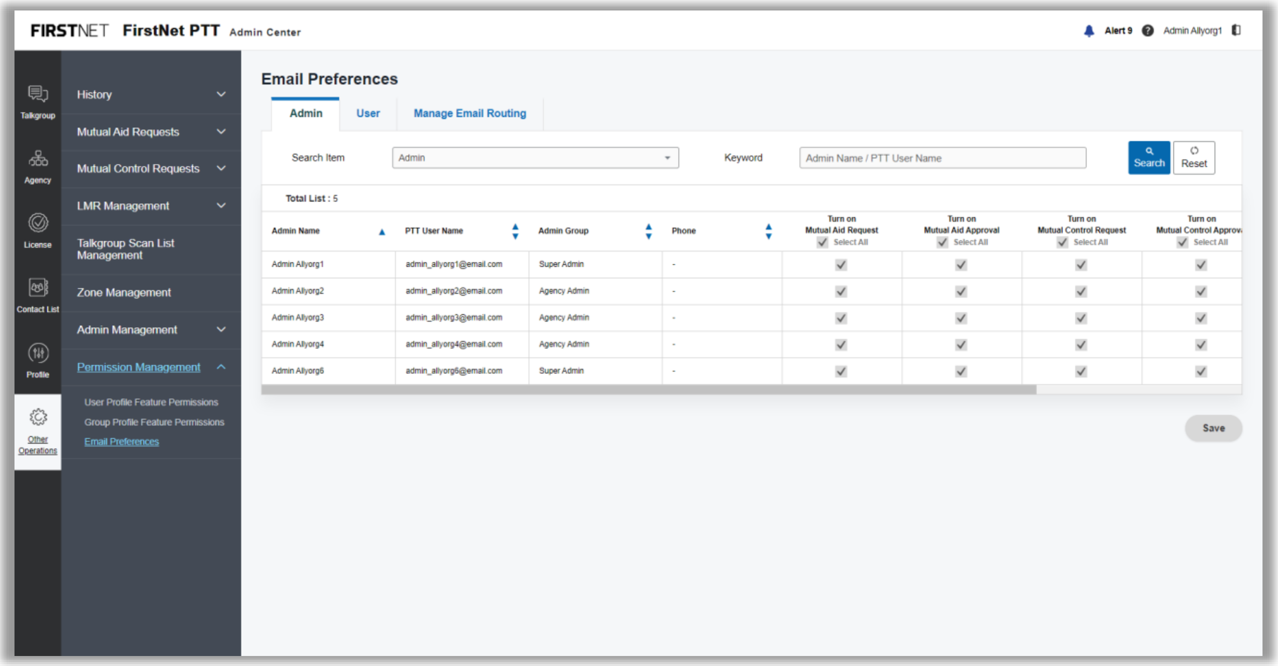

Image 66: Email Preferences : Admin page

Manage email preferences for users

1. On the FirstNet PTT Admin Tool dashboard, click the Other Operations icon. The **User Assignment History** page appears.
2. Click **Permission Management**.
3. Click **Email Preferences**. The **Email Preferences** page appears.
4. Click **User** tab.
5. Set search conditions and click **Search**.
6. To turn on an email notification, select the users for the notification. To turn off the notification, deselect the users.
   Note: To select or deselect all, check or uncheck the **Select All** check box.
   Mutual Aid and Mutual Control notifications permissions can’t be changed.
7. Click **Save**. In the confirmation window, click **OK**. A success message appears.

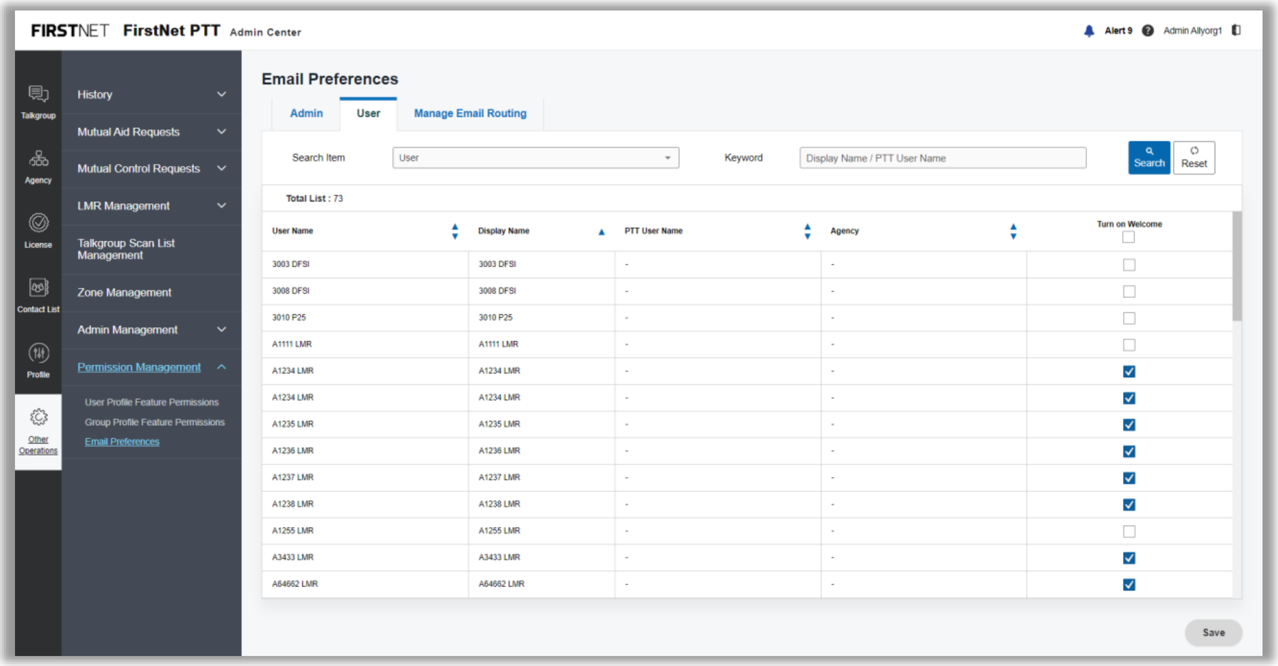

Image 67: Email Preferences : User page

Manage email routing

1. On the FirstNet PTT Admin Tool dashboard, click the Other Operations icon. The **User Assignment History** page appears.
2. Click **Permission Management**.
3. Click **Email Preferences**. The **Email Preferences** page appears.
4. Click **Manage Email Routing** tab.
5. Enter an admin name or email and click **Search**.
6. Click **Add On-file Emails** to add admin contact emails. The **Add Administrator Email Address** window appears. Select the admins and click **Add**. A success message appears.
7. Click **Add Custom Emails** to add custom admin emails. The **Add Administrator Email Address** window appears. Enter an admin name and email address and click **Add**. A success message appears.
8. To delete admin emails, select the emails you want to delete and click **Delete**.

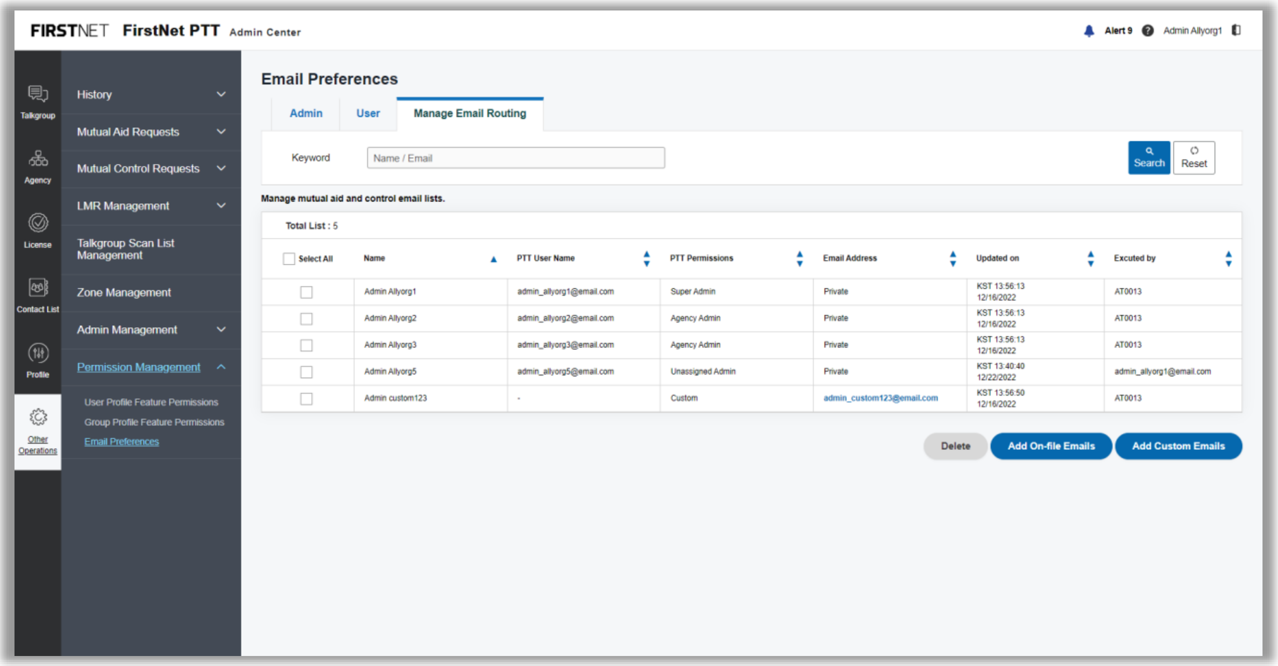

Image 68: Email Preferences : User page

Manage Land Mobile Radio (LMR) Radio over IP (RoIP) Interoperability

FirstNet PTT interoperates with two-way LMR systems, to allow group communications between the LMR system and LTE FirstNet PTT devices.

In this chapter, you'll find these topics:

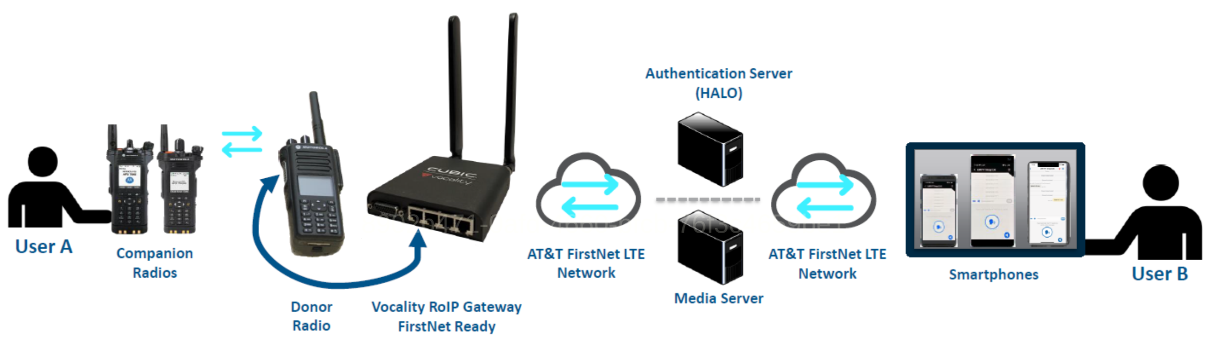

Image 69: LMR Interop process

LMR Interop overview

These steps provide a basic outline for setting up the RoIP gateway for LMR to LTE Interop access.

On FirstNet Central:

9. Create a FirstNet PTT Gateway Credential. This credential is an identifier used to associate an RoIP Gateway port/LMR channel to a FirstNet PTT LMR talkgroup.
10. After it's created, the Gateway Credential appears in the FirstNet PTT Admin Tool.

On the FirstNet PTT Admin Tool:

1. Make sure a Gateway license (LMR Interop Port License) is assigned to the Gateway Credential.
2. Create a FirstNet PTT LMR talkgroup that corresponds to your LMR channel.

3. Add the Gateway Credential to the talkgroup.

   - Add FirstNet PTT users to the LMR Interop talkgroup. Each FirstNet PTT user must have an LMR Interop Add-on license.

At the customer's premises:

1. The Interop Installer or Gateway Sponsor installs the Cubic Vocality RoIP Gateway, donor radios, and cabling.
2. The donor radio is tuned to the appropriate LMR channel and connected by a cable to a specific port on the Cubic Vocality RoIP Gateway.
3. The Interop Installer or Gateway Sponsor connects the laptop to the Gateway and enters the Gateway Credential and password to activate that port.

After the hardware is set up, and the same Gateway Credential is associated to the port and to the LMR Interop talkgroup, FirstNet PTT users and LMR users can talk with each other.

Set up LMR Interop equipment

LMR Interop allows FirstNet PTT users to talk with LMR users. Connectivity is established through an RoIP Gateway on the customer's premises. The Cubic Vocality RoIP Gateway converts two-way LMR calling to FirstNet PTT calling and vice versa.

Most often, an internal IT or LMR support resource is required on site to perform or help with LMR Interop installation. FirstNet PTT Administrators are responsible for setting up LMR Interop in the FirstNet PTT Admin Tool. We recommend that you choose from the following installation services:

- Cubic remote installation
- LMR dealer
- Your own LMR or IT support resource

These steps provide a basic outline for setting up LMR Interop equipment.

1. Connect your Cubic Vocality RoIP Gateway to your PC with an Ethernet cable.
2. Using a web browser on your PC, connect to the Cubic Vocality RoIP's address: admin.vocality.com.
3. Log in using the Cubic Vocality RoIP Gateway administrator credentials. The Cubic Vocality RoIP's homepage appears.

Note: Use the Cubic Vocality RoIP Gateway administrator credentials, not the FirstNet PTT Gateway Credentials.

For the complete Cubic Vocality Configuration Guide, visit the Cubic Tech Support website at https://support.vocality.com/hc/en-us/categories/200031407-Vocality-RoIP.

FirstNet PTT Gateway Credentials

A FirstNet PTT Gateway Credential is an identifier used to associate a specific port on the Cubic Vocality RoIP Gateway with a specific talkgroup in the FirstNet PTT service.

To associate LMR users with FirstNet PTT users, you need the following:

- A FirstNet PTT Gateway Credential
- 1 Cubic Vocality RoIP Gateway port for each LMR channel
- A corresponding LMR Interop talkgroup

These steps provide a basic outline for associating LMR users with FirstNet PTT users:

1. Create the Gateway Credential in FirstNet Central.
2. Configure a port on the Cubic Vocality RoIP Gateway with the Gateway Credential. (See the complete Cubic Vocality configuration guide.)
3. Add the Gateway Credential to the LMR Interop talkgroup.

Manage your FirstNet PTT Gateway Credentials

PSE administrators can manage Gateway Credentials.

1. Log in to FirstNet Central.
2. Click the **Manage Users** tile. The **Manage Users** page appears.
3. At the top of the page, click **User Management**, select **FirstNet PTT Gateways**, and then select **View PTT Gateways**. The **Manage FirstNet PTT Gateways** homepage appears.
4. From here, you can:

    - Search for and view gateways
    - View sponsor email addresses
    - View gateway status

5. To see full details about a gateway, click its name.
6. To create a gateway from this page, click **Add FirstNet PTT Gateway**, and then follow the step 4 - 6 in the next procedure.

Create a FirstNet PTT Gateway

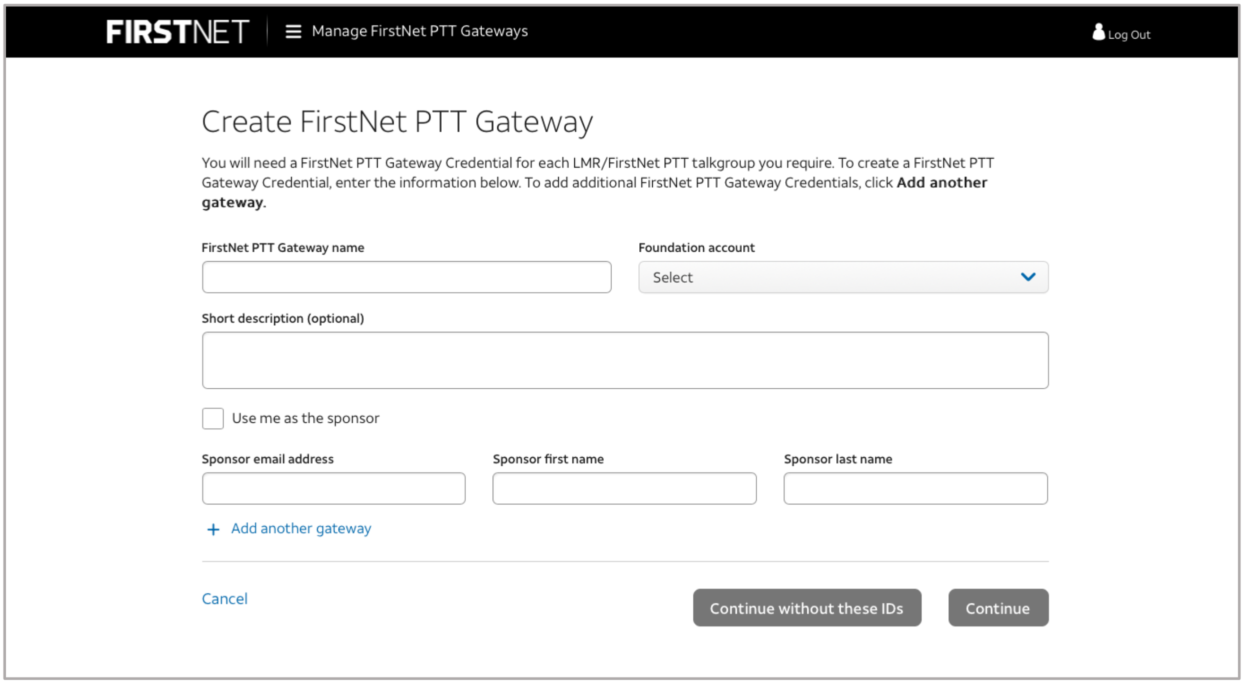

Image 70: Create a FirstNet PTT Gateway page

1. Log in to FirstNet Central.
2. In the top right corner of the page, click the Profile icon and select **Manage My Profile**. Your user profile page appears.
3. At the top of the page, click User Management, select FirstNet PTT Gateways, and then select Create PTT Gateways. The Manage FirstNet PTT Gateways homepage appears.
4. Enter a name for your gateway and select the foundation account it belongs to. You can also enter an optional description.
5. Check the **Use me as the sponsor** box or enter the sponsor's email address and name.
6. Click **Continue**. A success message appears, and an activation email is sent to the sponsor.

After the sponsor clicks the link in the email and completes the process, the gateway status shows as **Active.**

Assign a Gateway license (LMR Interop Port License)

Each FirstNet PTT Gateway Credential must have a Gateway license assigned to it. You assign licenses in the FirstNet PTT Admin Tool. You can order a Gateway license from your FirstNet representative.

Assign by license

1. On the FirstNet PTT Admin Tool dashboard, click the License icon. The **License** page appears.
2. Click **Assign License**. The **Assign License** page appears.
3. Click **Select License**.
4. In the **Select License** table, select a Gateway license from the list of unused licenses and click **Next**.
5. The list of users you can assign the selected license to appears in the **Select User** table.
6. In the table, select the users and click **Assign**.
7. In the confirmation window, click **OK**. A success message appears.

Assign by user

1. On the FirstNet PTT Admin Tool dashboard, click the License icon. The **License** page appears.
2. Click **Assign License**. The **Assign License** page appears.
3. Click **Select User**.
4. In the agency tree area on the right, click a user's name to view the user profile. When you're done, click **OK** to close the profile window.
5. Select a user whose user type is RoIP Gateway in the agency tree.
6. At the bottom of the agency tree, click **Add Users**. The selected user is added in the **Select User** table. The Gateway license that you can assign to the selected user appears in the **Select License** table.
7. To change the selected user, click **Delete**, and repeat steps 4 and 6.
8. In the **Select License** table, select the Gateway license you want to assign from the list and click **Assign**.
9. In the confirmation window, click **OK**. A success message appears.

Manage an LMR RoIP Inter-Op talkgroup in FirstNet PTT

An LMR RoIP Inter-Op talkgroup is a group of FirstNet PTT users who can communicate with users on an LMR channel. The FirstNet PTT Administrator creates an LMR Interop talkgroup and assigns the Gateway Credential that corresponds to the correct port on the Cubic Vocality RoIP Gateway/LMR channel. This process associates the groups on both networks and allows FirstNet PTT users to communicate with LMR users.

To help ensure correct connections, we recommend you name the RoIP Gateway Credential for the LMR system identifier and channel name you plan to connect to the FirstNet PTT system.

Note: If you delete or suspend a Gateway Credential, the user is immediately deactivated from the FirstNet PTT service. If you change the gateway name or username, a fundamental aspect of the credential changes and the user is immediately deactivated from FirstNet PTT service.

Create an LMR RoIP Inter-Op talkgroup

1. On the FirstNet PTT Admin Tool dashboard, click the Talkgroup icon. The **Talkgroup** page appears
2. Do 1 of the followings:
   - If this is your first talkgroup, click **Create**.
   - If you already have talkgroups, click **Create Talkgroup** below the list of talkgroups.
3. The **Step 1 : Select Talkgroup Type** windows opens.
4. Select a talkgroup type from the list.
5. Click **Next**. The **Step 2 : Create Talkgroup** windows opens.
6. Enter a talkgroup name using these guidelines:
   - Use letters, numbers, and these special characters: [+ @ # $ & ( ) _ , . !]
   - If you use spaces, use only in the middle of the name, not as the first or last character
   - Use a maximum of 80 characters
7. For the nearest server location, enter a 5-digit ZIP Code and click **Search**. If the correct location appears, click **OK** to confirm.
8. Select the file distribution : **Enabled** or **Disabled.**
9. Select the zone : **Enabled** or **Disabled.**
   - To assign zones, select **Enabled** and click **Manage Zones**. The **Manage Zones** window opens. Select the checkboxes of the zones you want to assign and then click **Assign**.
10. Select the emergency call option : **Explicit** or **Implicit.**
11. Select the location sharing : **Enabled** or **Disabled.**
12. Select the recording : **Enabled** or **Disabled.**
    - To use recording, selct **Enabled**. Select the media and recording type. To make a recording schedule, select **On Schedule** and set the schedule. Click **Manage** to assign the recording administrators. The **Manage Recordign Administrators** window opens. Select the checkboxes of the admins you want to assign and then click **Assign.**
13. Select the amnient listening : **Enabled** or **Disabled.**

14. Select a talkgroup priority : **Normal** or **High**
15. Click **Manage Agencies** to add users of the affiliated agencies. The **Manage Agencies** wondow opens. Select the checkboxes of the agencies you want to affiliate.
16. Provide a description up to 200 characters. (Optional)
17. Click **Create**. A success message appears.
    Note: You or AT&T CCC can create the entity level talkgroups. The Agency admins can create the agency level talkgroups
18. In the **Alert** notice that appears, click **OK** to proceed. A success message appears. The talkgroup you created appears in the talkgroup list on the left.

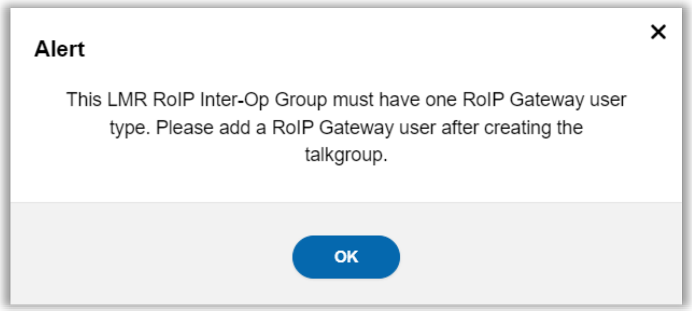

Image 71: LMR RoIP Inter-Op talkgroup notice

Add the Gateway Credential and FirstNet PTT users : Affiliated agency and sub agency members

Each LMR RoIP Inter-Op talkgroup needs at least 1 Gateway Credential added before any FirstNet PTT users can be added. A Gateway license must be assigned to the Gateway Credential before it's added to the talkgroup.

1. On the FirstNet PTT Admin Tool dashboard, click the Talkgroup icon. The **Talkgroup** page appears.
2. Hover over the name of the LMR RoIP Inter-Op talkgroup you want to add a user to and click the Edit icon. The **Edit a Talkgroup** window opens.
3. Click **Manage Agencies** to afiliate agencies with **Gateway Credential** and FirstNet PTT users. The **Manage Agencies** wondow opens.
4. Select the checkboxes of the agencies you want to affiliate.
5. Click **Save.** A success message appears.
   Note: You can add up to 5 **Gateway Credentials** only for each LMR RoIP Inter-Op talkgroup.

Make sure to check the FirstNet PTT users also have an LMR RoIP Add-on license assigned before you add them to the LMR RoIP Inter-Op talkgroup.

Add the Gateway Credential and FirstNet PTT users : Individual members

1. On the FirstNet PTT Admin Tool dashboard, click the Talkgroup icon. The **Talkgroup** page appears.
2. From the talkgroup list on the left, select an LMR RoIP Inter-Op talkgroup.
3. In the agency tree area to the right, select **Gateway Credential** and click **Add users**. The user appears in the middle table.
4. Click **Save**. A success message appears.
5. To add FirstNet PTT users to the LMR RoIP Inter-Op talkgroup, repeat steps 1-2 and then proceed to step 6.
6. From the agency tree area to the right, select the FirstNet PTT users you want to add and click **Add users**.
7. Click **Save**, A success message appears.
   Note: You can add up to 5 **Gateway Credentials** only for each LMR RoIP Inter-Op talkgroup.

Make sure to check the FirstNet PTT users also have an LMR RoIP Add-on license assigned before you add them to the LMR RoIP Inter-Op talkgroup.

Dormant LMR RoIP Inter-Op talkgroup

Each LMR RoIP Inter-Op talkgroup needs at least 1 activated Gateway Credential to maintain the talkgroup enabled. If the Gateway license for all Gateway Credentials in the LMR RoIP Inter-Op talkgroup are suspended or canceled, the talkgroup becomes dormant and will be automatically deleted after 365 days. To enable the talkgroup, the suspended or canceled Gateway license for at least 1 Gateway Credential should be reactivated or replaced with a new Gateway license.

Test your LMR Interop system

Before you use the LMR Interop functionality in the field, you need to test it.

To get started, you need these things:

- A companion radio
- A donor radio connected to your working Cubic Vocality RoIP Gateway (a mobile base station is preferred over a portable handheld device)
- FirstNet PTT-enabled smartphones assigned to your system
- Users to speak on the radio and phones

To test the system:

1. User A speaks into the companion radio while user B listens on the PTT-enabled smartphone.
2. User B speaks into the smartphone, using the FirstNet PTT, while user A listens on the companion radio.

You can find full testing procedures in the Cubic Vocality Configuration Guide on the Cubic Tech Support website: https://support.vocality.com/hc/en-us/categories/200031407-Vocality-RoIP.

Notices

This section lists notices that can appear throughout the FirstNet Admin Tool and the reasons for them.

From here, you can view:

Common notices

Place	Message	Reason
Common	The operation request has been sent. For details, see the processing history log.	Indicates that the request to add, modify, or delete is in progress.
Common	Success. For details, see the processing history log.	Indicates that the request has been completed successfully.
Common	We are unable to process your request. For details, see the processing history log.	Indicates that the request is in pending or has been failed.

Table 3: Common notices

Dashboard notices

Location	Message	Reason
Dashboard	You haven't been assigned any privileges. Please contact your Organization Administrator. <Super admin access id>	When the Unassigned admins click on menus, links and buttons on the dashboard page.

Table 4: Dashboard notices

Talkgroup notices

Location	Message	Reason
Talkgroup	Lock the talkgroup.	Confirmation to lock talkgroup
Talkgroup	Unlock the talkgroup.	Confirmation to unlock talkgroup
Create talkgroup	The LMR IWF PTT Homed Group can't be created since we couldn't retrieve the IWF system type.	When the LMR IWF system can’t be retrieved
Create talkgroup	The LMR IWF PTT Homed Group can't be created since the IWF system doesn't support **[IT: System type=0].**	When the LMR IWF system is not supported
Create / Edit talkgroup	The talkgroup name you entered is available.	When the talkgroup name is available to use
Create / Edit talkgroup	The talkgroup name you entered is already in use. Please enter another name.	When the talkgroup name isn’t unique
Create / Edit talkgroup	Please confirm the entered ZIP Code <XXXXX>.	When the entered ZIP Code is correct
Create/Edit popup	The Zip Code you entered isn’t valid. Enter another Zip code, or select a region from a map.	When the entered ZIP Code is invalid
Create / Edit popup	The selected time is invalid.	When the selected recording schedule time is invalid
Create / Edit popup > Manage Zones	You can assign up to 5 zones.	When the zones are selected more than 5
Create / Edit popup > Manage Agencies	This talkgroup can't have more than < max. user # per TG > users**. [Exceeded by < exceeded user # > users]** Please update your selection and try again.	When the affiliated agencies have the users that have reached the max. number of users per TG
Create / Edit popup > Manage Agencies	There aren't any RoIP Gateway users in the agencies you selected. Select an agency with at least 1 RoIP Gateway user and try again.	When the affiliated agencies have no Gateways
Create / Edit popup > Manage Agencies	The agencies you selected have more than < max. GW # per TG > RoIP Gateways. Please update your selection and try again.	When the affiliated agencies have Gateways more than the max. number of Gateways per LMR RoIP talkgroup
Create / Edit popup > Manage Agencies	The following users have exceeded the maximum number of TGs that can	When the affiliated agencies have the users

Location	Message	Reason
	be entered. [< *user display name* >, … , < *user display name* >]	that have exceeded the maximum number of talkgroups that can be entered to
Create/Edit popup (for LMR IWF LMR / PTT Home (ISSI) talkgroups)	The P25 SGID you entered is available.	When the P25 SGID is available to use
Create/Edit popup (for LMR IWF LMR / PTT Home (ISSI) talkgroups)	The P25 SGID you entered is already in user. Please enter another name.	When the P25 SGID isn't unique
Create popup (for LMR RoIP Inter-Op group)	This LMR RoIP Inter-Op Group must have one RoIP Gateway user type. Please add a RoIP Gateway user after creating the talkgroup.	A reminder alert to add a Gateway Credential when creating a LMR RoIP Inter-Op group
Create popup (for LMR IWF PTT Home (ISSI) talkgroups)	The P25 SGID for LMR IWF PTT Homed Group is **[92792461< PV configured last 4 digits >].**	When the last 4 digits of the P25 SGID have been successfully generated
Edit popup > Manage Zones	Update the zones for this talkgroup.	Confirmation to update the zones
Edit popup	You can only enable recording if all members of the group have recording license.	When you try to enable the recording feature of the talkgroup with the users that are not recording enabled
Edit popup > Manage Recording Administrators	You successfully updated the recording administrators for this talkgroup	Confirmation to update the recording admins
Edit talkgroup	Are you sure you want to delete talkgroup?	Confirmation to delete talkgroup
Edit	< # of adding users > users from affiliated Agencies can be added to this talkgroup. Do you want to add these users?	When you click Edit button of a talkgroup that has users under 3000 and its affiliated agencies have qualified users in hold
Edit	< # of added pending users > users successfully added.	When the pending users have been successfully added
Edit	You can't remove this user. This talkgroup is part of their scan list. To remove this user, remove the user or talkgroup from the scan list.	When you try to delete the users that belong to a talkgroup scan list

Location	Message	Reason
Edit	The following users have exceeded the maximum number of TGs that can be entered. [< user display name >, … , < user display name >]	When you try to add users that have exceeded the maximum number of talkgroups that can be entered to
Edit	Only < max user # per TG > users can be added to this talkgroup.	When you try to add users more than 3000
Edit	This LMR RoIP Inter-Op Group must have one RoIP Gateway user type.	A reminder alert to add a Gateway Credential when editing a LMR RoIP Inter-Op group
Edit	All users with LMR RoIP Add-on license have to be removed before deleting RoIP Gateway user.	When you try to delete the last Gateway Credential from a LMR RoIP Inter-Op group
Edit	You can add only <maximum value> RoIP Gateway users to a LMR talkgroup.	When you try to add more than 5 Gateway Credentials to a LMR RoIP Inter-Op group
Edit	For the PTT license users, at least one voice call permission must be set to Sand and Receive.	For the voice / LMR Inter-Op talkgroups, when you try to set all voice call permissions to Receive only
Edit	For the video license users whose video mode is turned on, at least one video call permission must be set to Sand and Receive.	For the video talkgroups, when you try to set all video permissions to Receive only
Edit	For the PTT license users, at least one voice call permission must be set to Sand and Receive For the video license users whose video mode is turned on, at least one video call permission must be set to Sand and Receive.	For the unrestricted talkgroups, when you try to set all call and video permissions to Receive only
Edit	You have reached the maximum of <maximum value> video users. Please review your selections.	When you try to add more than 10 video licensed users to a Video talkgroup
Edit	The video mode can be turned on for up to <maximum value> Video license users only.	When you try to turn on the video mode more than 10 video licensed users

Table 5: Talkgroup notices

Agency notices

Location	Message	Reason
Edit Entity Settings	By opting out, your organization will not be included in online mutual aid requests.	Confirmation to opt-out the entity from online mutual aid request
Edit Entity Settings	By opting out, your organization will not be included in online mutual control requests.	Confirmation to opt-out the entity from online mutual control request
Edit Entity Settings	By opting out, your organization will not be included in online mutual aid/mutual control requests.	Confirmation to opt-out the entity from online mutual aid / mutual control request
Edit Entity Settings	Are you sure you want to save the settings?	Confirmation to update the entity settings
Create/Edit Level1 / Sub Agency popup	The agency name is available to use.	When the agency name is available to use
Create/Edit Level1 / Sub Agency popup	Agency name must be unique within an entity.	When the agency name isn’t unique
Create/Edit Level1 / Sub Agency popup	By opting out, this agency will not be included in online mutual aid requests.	Confirmation to opt-out the agency from online mutual aid request.
Create/Edit Level1 / Sub Agency popup	By opting out, this agency will not be included in online mutual control requests.	Confirmation to opt-out the agency from online mutual control request.
Create/Edit Level1 / Sub Agency popup	By opting out, this agency will not be included in online mutual aid/mutual control requests.	Confirmation to opt-out the agency from online mutual aid / mutual control request.
Edit Level1 Agency popup > Manage Agency Admin	Administrators for this agency have been updated.	Confirmation to assign Agency admins to a level 1 agency.
Edit Level1 Agency popup	When you delete a level1 agency, it deletes all agencies under it and removes the users. Are you sure you want to delete the agency?	Confirmation to delete a level 1 agency.
Edit Sub Agency popup	This agency and all its sub agencies will be placed under the selected parent agency.	Confirmation to change the parent agency
Edit Sub Agency popup	The sub agency with the lowest level of this agency can’t be moved below level 10.	Confirmation to change the parent agency
Edit Sub Agency popup	To delete only the sub-agency you selected, click Delete Selected. Deleting a sub-agency moves all	Confirmation to delete a sub agency.

	agencies below it up 1 level. To delete the sub-agency you selected and all agencies and their users below it, click Delete All.	
Edit (Level1 / Sub Agency)	You have reached the maximum of < max user # per AG > users. Please review your selections.	When you try to add users more than 1000
Limited Access Profile Settings	Please confirm the entered ZIP Code <XXXXX>.	When the entered ZIP Code is correct
Limited Access Profile Settings	The Zip Code you entered isn't valid. Enter another Zip code, or select a region from a map.	When the entered ZIP Code is invalid
Limited Access Profile Settings	Activate limited access profile.	Confirmation to activate the limited access profile
Limited Access Profile Settings	Save limited access profile.	Confirmation to save the limited access profile
Limited Access Profile Settings	Deactivate limited access profile.	Confirmation to deactivate the limited access profile
User Profile	Lock the user profile.	Confirmation to lock user profile
User Profile	Unlock the user profile.	Confirmation to unlock user profile
User Profile > Assign / Edit Mapped P25 ID popup	The ID you entered is available.	When the ID is available to use
User Profile > Assign / Edit Mapped P25 ID popup	Enter an ID with 14 hex characters.	When the ID is under 14 hexa digits
User Profile > Assign / Edit Mapped P25 ID popup	The ID you entered is unavailable. Please enter another ID.	When the ID isn't unique
User Profile > Assign / Edit Mapped P25 ID popup	Please confirm the entered ZIP Code <XXXXX>.	When the entered ZIP Code is correct
User Profile > Assign / Edit Mapped P25 ID popup	The Zip Code you entered isn't valid. Enter another Zip code, or select a region from a map.	When the entered ZIP Code is invalid
User Profile > Edit Mapped P25 ID popup	Are you sure you want to delete this user's P25 Location and Mapped P25 ID?	Confirmation to delete ID
User Profile > Edit Mapped P25 ID popup	The P25 Location and Mapped P25 ID can't be saved. They have changed by other admin.	When the ID is already changed by other admin.
User Profile > Edit Mapped P25 ID popup	The P25 ID can't be deleted. They have already deleted by other admin.	When the ID is already deleted by other admin.

User Profile > Assign / Edit DFSI ID popup	The DFSI ID you entered is available.	When the ID is available to use
User Profile > Assign / Edit DFSI ID popup	The DFSI ID must be 6 hexa digits.	When the ID is under 6 hexa digits
User Profile > Assign / Edit DFSI ID popup	The DFSI ID you entered is already in use. Please enter another ID.	When the ID isn't unique
User Profile > Edit DFSI ID popup	Are you sure you want to delete this user's Mapped DFSI ID?	Confirmation to delete ID
User Profile > Edit DFSI ID popup	The Mapped DFSI ID can't be saved. They have changed by other admin.	When the ID is already changed by other admin.
User Profile > Edit DFSI ID popup	The Mapped DFSI ID can't be deleted. They have already deleted by other admin.	When the ID is already deleted by other admin.
User Profile > Home Agency	View limited access profile settings of user's home agency.	Confirmation to redirect to limited access profile settings page of user's home agency
User Profile > Change Group Setting popup	Confirm to change group setting.	Confirmation to update home or emergency group settings
User Profile > Change Group Setting popup	The selected talkgroup cannot be assigned as Home / Emergency group since the user will be removed from the group.	When the user is being deleted from the group selected as a home emergency group

Table 6: Agency notices

License notices

Menu	Submenu	Message	Reason
Assign License	Select License	Are you sure you want to assign {license name} to the users you selected?	Confirmation to assign license to selected users
Assign License	Select user	The number of users selected are greater than available licenses.	When the number of users selected is larger than the number of unused licenses
Assign License	Select user	Are you sure you want to assign the selected license to the user you selected?	Confirmation to assign license to selected user
Revoke License	Select License	The license will be revoked from the users you selected. Are you sure you want to revoke it?	Confirmation to revoke license from selected user

Menu	Submenu	Message	Reason
Revoke License	Select User	The selected license will be revoked from the user you selected. Are you sure you want to revoke it?	Confirmation to revoke license from selected user
License Assignments	Retry	Confirm to retry.	Confirmation of retrying assignment of the license
License Assignments	Retry	The operation request has been sent. Go to Processing History and check the operation result.	Confirmation of retrying assignment of the license in pending

Table 7: License notices

Contact list notices

Menu	Submenu	Message	Reason
Manage Contact Group		Delete the selected contact groups.	Confirmation to delete contact groups
Manage Contact Group	Create / Edit Contact Group	The contact group name is available to use.	When the contact group name is available to use
Manage Contact Group	Create / Edit Contact Group	The contact set name is already in use, enter another name.	When the contact group isn't unique
Edit contact list		Operation failed, error code <XDMS's status code>. Contact FirstNet Support.	When the selected user was not created successfully.
Edit contact list		Confirm to delete.	Confirmation to delete contact list
Edit contact list		Confirm to save.	Confirmation to add contact list
Bulk update		The following users' contact lists are locked and can't be modified. <user name>.	When the contacts you want to update are locked and can't be modified
Bulk update		Confirm to add contacts.	Confirmation of adding the selected contacts to the contact list of the selected users.

Menu	Submenu	Message	Reason
Bulk update		Confirm to delete contacts.	Confirmation of deleting the selected contacts from the contact list of the selected users
Bulk update		Operation partially failed – some contacts were not updated: <fail count> / <total count>.	When you try to delete contacts that do not exist or add contacts that already exists

Table 8: Contact list notices

Profile notices

Menu	Submenu	Message	Reason
Profile Management		Delete the selected profiles.	Confirmation to delete the selected profiles
Profile Management	Create / Edit Profile	The profile name is available to use.	When the contact group name is available to use
Profile Management	Create / Edit Profile	The profile name is already in use, enter another name.	When the contact group isn't unique
	Create Profile > Add Talkgroup popup	To assign [**< assigned home group name >**] as the home group, you need to add it as a talkgroup. Otherwise, delete or change the home group first.	When you try to add talkgroups without the assigned home group
	Create Profile > Add Talkgroup popup	To assign [**< assigned emergency group name >**] as the emergency group, you need to add it as a talkgroup. Otherwise, delete or change the emergency group first.	When you try to add talkgroups without the assigned emergency group
Profile Management	Create Profile > Add Talkgroup popup	To assign [**< assigned home group name , assigned emergency group name >**] as the home and emergency groups, you need to add it as a talkgroup. Otherwise, delete or change the home and emergency groups first.	When you try to add talkgroups without the assigned home and emergency groups

Menu	Submenu	Message	Reason
Profile Management	View Profile	The profile will be unavailable and can’t be modified or assigned.	Confirmation to disable profile
Profile Management	View Profile	The profile will be available and can be modified or assigned.	Confirmation to enable profile
Profile Management	View Event Profile	The event profile will be deactivated and removed from all assigned users.	Confirmation to deactivate event profile
Profile Management	View Event Profile	The event profile will be activated and applied to all assigned users.	Confirmation to activate event profile
Profile Management	View Profile	Delete the profile.	Confirmation to delete profile
Profile Management	Edit Profile > Select Home / Emergency Talkgroup popup	The selected talkgroup will replace the existing talkgroup.	Confirmation to update home or emergency group feature
Profile Management	Edit Profile > Add Talkgroup popup	Talkgroup [**< assigned home group name >**] is assigned as the home group, and can't be removed. To remove it, delete the home group first.	When you try to update talkgroups without the assigned home group
Profile Management	Edit Profile > Add Talkgroup popup	Talkgroup [**< assigned emergency group name >**] is assigned as the emergency group, and can't be removed. To remove it, delete the home group first.	When you try to update talkgroups without the assigned emergency group
Profile Management	Edit Profile > Add Talkgroup popup	Talkgroup [**< assigned emergency group name >**] is assigned as the emergency group, and can't be removed. To remove it, delete the home group first.	When you try to update talkgroups without the assigned home and emergency groups
	Edit General Profile	Confirm profile change.	Confirmation to update the name only
	Edit Event Profile	Confirm event change.	Confirmation to update the name only
Profile Management	Edit Profile	The changes will be applied to all assigned users immediately. For locked features, the feature value will be updated but locked status will not be changed.	Confirmation to save the updated assigned profile

Menu	Submenu	Message	Reason
Manage Profile Users		The selected user will be assigned to the selected profile.	Confirmation to assign the selected profile to the selected users
Manage Profile Users		The selected users will be assigned to the selected profile. The conditions of the following users have been changed, so they can't be assigned to the profile. **[< display name > …, < display name >]**	When you try to assign the selected profile to the selected locked / deleted / role changed users
Manage Profile Users		The deleted users will be removed from the selected profile. General profiles will return to default profiles. Event profiles will be replaced by the updated existing event profile. Locked status will not be changed.	Confirmation to revoke the selected profile from the deleted users
Manage Profile Users		Selected users will be assigned to the selected profile. Deleted users will be removed from the selected profile, and general profiles will return to default profiles. Event profiles will be replaced by the updated existing event profile. Locked status will not be changed.	Confirmation to assign and revoke the selected profile at the same time
Manage Profile Users		The selected user will be assigned to the selected profile. Deleted users will be removed from the selected profile, and general profiles will return to default profiles. Event profiles will be replaced by the updated existing event profile. Locked status will not be changed. The following users' user profiles are locked and can't be assigned to the profile. **[< display name > …, < display**	When you try to assign and revoke the selected locked / deleted / role changed users to / from the selected profile

Menu	Submenu	Message	Reason
		name >]	

Table 9: Profile notices

Other operations notices

Menu	Submenu	Message	Reason
History	Processing History	Operation failed, error code: 5716. Contact FirstNet Support.	When the retry has been failed
	Processing History	Transactions related to dormant talkgroups cannot be retried.	When you try to retry the failed transactions of dormant talkgroups
Mutual Aid Requests	Request History	Cancel request?	Confirmation to cancel a Mutual Aid request
Mutual Aid Requests	Request History > Return Users popup	Finish mutual aid of the selected users?	Confirmation to return the approved MA loaned-out users
Mutual Aid Requests	Incoming Mutual Aid History	Reject request?	Confirmation to reject a Mutual Aid request
Mutual Aid Requests	Incoming Mutual Aid History > Revoke popup	Finish mutual aid of the selected users?	Confirmation to revoke the approved MA loaned-in users
Mutual Control Requests	Request History	Cancel request?	Confirmation to cancel a Mutual Control request
Mutual Control Requests	Request History > Return Users popup	Finish mutual control of the selected users?	Confirmation to return the approved MC loaned-out users
Mutual Control Requests	Incoming Mutual Control History > Select member(s) to approve popup	All license for the users you selected will be removed.	Confirmation to revoke all licenses of the MC requested users when approving
Mutual Control Requests	Incoming Mutual Control History	Reject request?	Confirmation to reject a Mutual Control request

Menu	Submenu	Message	Reason
Mutual Control Requests	Incoming Mutual Control History > Revoke popup	Finish mutual control of the selected users?	Confirmation to revoke the approved MC loaned-in users
LMR Management	Manage LMR Users	Delete the selected users.	Confirmation to delete the selected LMR users
LMR Management	Manage LMR Users	You successfully added <total user count> new users.	When all LMR users have been successfully uploaded
LMR Management	Manage LMR Users	We couldn't add <uploading failed user count> of the total <total user count> new user.	When some LMR users have been failed to be uploaded
LMR Management	Manage LMR Users	The file you uploaded contains unreadable, missing, or duplicated column heading. Make sure the column headings match the template and try again.	When the uploaded file has invalid data
LMR Management	Manage LMR Users	The file you uploaded is missing some user information. Make sure the information is accurate and try again.	When the uploaded file has no data
LMR Management	Manage LMR Users	The file you uploaded contains more than 1000 users. Select a file with 1000 or fewer users and try again.	When the uploaded file has more than 1000 users
LMR Management	Manage LMR Users	Are you sure you want to stop adding users?	Confirmation to cancel uploading the LMR users
LMR Management	Manage LMR Users > Add LMR User popup	The P25 SUID you entered is available.	When the entered ID is available to use
LMR Management	Manage LMR Users > Add LMR User popup	The P25 SUID must be 14 hexa digits.	When the entered ID is less than 14 hexa digits
LMR Management	Manage LMR Users > Add LMR User popup	The P25 SUID you entered is already in use, Please enter another ID.	When the entered ID is not unique
LMR Management	Manage LMR Users > Add LMR User popup	The DFSI ID you entered is available.	When the entered ID is available to use

Menu	Submenu	Message	Reason
LMR Management	Manage LMR Users > Add LMR User popup	The DFSI ID must be 6 hexa digits.	When the entered ID is less than 6 hexa digits
LMR Management	Manage LMR Users > Add LMR User popup	The DFSI ID you entered is already in use, Please enter another ID.	When the entered ID is not unique
LMR Management	Manage LMR Users > Add LMR User popup	Please confirm the entered zip code <zip code value>	When the entered ZIP Code is correct
LMR Management	Manage LMR Users > Add LMR User popup	The Zip Code you entered isn’t valid. Enter another Zip Code, or select a region from the map.	When the entered ZIP Code is invalid
LMR Management	Manage LMR Users > Edit LMR User popup	Are you sure you want to delete this user?	Confirmation to delete the selected LMR users
LMR Management	Manage Prewritten Messages	The message ID you entered is already in use. Please enter another ID.	When the entered ID is not unique
LMR Management	Manage Prewritten Messages	Are you sure you want to delete this message?	Confirmation to delete the selected prewritten message
Talkgroup Scan List Managemen		Delete the talkgroup scan lists you selected.	Confirmation to delete the selected talkgroup scan lists
Talkgroup Scan List Managemen	Create / Edit Talkgroup Scan List	This name is available to use.	When the entered name is available to use
Talkgroup Scan List Managemen	Create / Edit Talkgroup Scan List	This name is already in use, select another name.	When the entered name is not unique
Talkgroup Scan List Managemen	Create / Edit Talkgroup Scan List	You can only add 8 talkgroups. To select another, remove 1 first.	When you try to add more than 8 talkgroups to the creating talkgroup scan list
Zone Management		Delete the zones you selected.	Confirmation to delete the selected zones
Zone Management	Create / Edit Zone	This name is available to use.	When the entered name is available to use
Zone Management	Create / Edit Zone	This name is already in use, select another name.	When the entered name is not unique

Menu	Submenu	Message	Reason
Zone Management	Edit Zone	Delete the zones you selected.	Confirmation to delete the selected zones
Admin Management	Manage PTT Administrators > Super Admins	Remove Super Administrator privileges from the selected users.	Confirmation to revoke the selected Super admins
Admin Management	Manage PTT Administrators > Super Admins > Assign Super Admins popup	Assign selected administrators as Super Administrators.	Confirmation to assign the selected unassigned administrators as Super admin
Admin Management	Manage PTT Administrators > Super admins > Assign Super admins	Assign selected administrators as Super Administrators. Agency Administrators will be removed from all assigned agencies.	Confirmation to assign the selected unassigned and Agency administrators as Super admin
Admin Management	Manage PTT Administrators > Super admins > Assign Super admins	Only 100 Super Admins can be added.	When you try to assign more than 100 Super admis
Admin Management	Manage PTT Administrators > Agency Admin	Remove selected Agency Administrators from all assigned agencies.	Confirmation to revoke the selected Agency admins
Admin Management	Manage PTT Administrators > Agency Admin > Edit Assigned Agencies popup	Assign administrator to selected agencies only. Deselecting an agency will remove the administrator from that agency.	Confirmation to assign the Agency admins to the selected agencies and revoke from the deselected agencies
Admin Management	Manage PTT Administrators > Agency Admin > Edit Assigned Agencies popup	Deselecting all agencies will remove user's Agency administrator privileges.	Confirmation to revoke the selected Agency admins
Admin Management	Agency Admin > Assign Agency Admins popup	Assign selected administrators to selected agencies.	Confirmation to assign the Agency admins to the selected agencies
Admin Management	Unassigned Admins	The selected administrators will be assigned Super Administrator privileges.	Confirmation to assign the selected unassigned admins as Super admins

Menu	Submenu	Message	Reason
Admin Management	Unassigned Admins	Only 100 Super Admins can be added.	When you try to assign more than 100 Super admis
Admin Management	Unassigned Admins > Assign Agencies popup	The selected administrators will be assigned to the selected agencies.	Confirmation to assign the selected unassigned admins as Agency admins
Admin Management	Manage Recording Administrators	Are you sure you want to update the RS admin?	Confirmation to update the settings of Recording admins
Permission Management	User Profile Feature Permissions > Lock/Unlock User Profile	Lock the user profile of the selected users.	Confirmation to lock user profile of the selected users.
Permission Management	User Profile Feature Permissions > Basic Profile Features	Enable the basic profile features of the selected users.	Confirmation to update the user profile features
Permission Management	User Profile Feature Permissions > Emergency Features	Enable the emergency profile features of the selected users.	Confirmation to update the user profile features
Permission Management	User Profile Feature Permissions > Contact Features	Enable the contact profile features of the selected users.	Confirmation to update the user profile features
Permission Management	User Profile Feature Permissions > Mapped LMR IDs	You successfully assigned Mapped LMR IDs to < successfully assigned ID# > users.	When all LMR IDs have been successfully uploaded
Permission Management	User Profile Feature Permissions > Mapped LMR IDs	The file you uploaded contains unreadable, missing, or duplicated column heading. Make sure the column headings match the template and try again.	When the uploaded file has invalid data
Permission Management	User Profile Feature Permissions > Mapped LMR IDs	The file you uploaded is missing some user information. Make sure the information is accurate and try again.	When the uploaded file has no data

Menu	Submenu	Message	Reason
Permission Management	User Profile Feature Permissions > Mapped LMR IDs	The file you uploaded contains more than 1000 users. Select a file with 1000 or fewer users and try again.	When the uploaded file has more than 1000 users
Permission Management	User Profile Feature Permissions > Mapped LMR IDs	Are you sure you want to stop assigning IDs?	Confirmation to cancel uploading the LMR IDs
Permission Management	User Profile Feature Permissions > Mapped LMR IDs	We couldn't assign Mapped LMR IDs to < failed user# > of < total upload user# > users.	When some LMR IDs have been failed to be uploaded
Permission Management	Mapped LMR IDs / Assign / Edit Mapped P25 ID popup	The ID you entered is available.	When the entered ID is available to use
Permission Management	Mapped LMR IDs / Assign / Edit Mapped P25 ID popup	Enter an ID with 14 hex characters.	When the entered ID is less than 14 hexa digits
Permission Management	Mapped LMR IDs / Assign / Edit Mapped P25 ID popup	The ID you entered is unavailable. Please enter another ID.	When the entered ID is not unique
Permission Management	Mapped LMR IDs / Assign / Edit Mapped P25 ID popup	Please confirm the entered ZIP Code <XXXXX>.	When the entered ZIP Code is correct
Permission Management	Mapped LMR IDs / Assign / Edit Mapped P25 ID popup	The Zip Code you entered isn’t valid. Enter another Zip code, or select a region from a map.	When the entered ZIP Code is invalid
Permission Management	Mapped LMR IDs / Edit Mapped P25 ID popup	Are you sure you want to delete this user’s P25 Location and Mapped P25 ID?	Confirmation to delete ID
Permission Management	Mapped LMR IDs / Edit Mapped P25 ID popup	The P25 Location and Mapped P25 ID can’t be saved. They have changed by other admin.	When the ID is already changed by other admin.
Permission Management	Mapped LMR IDs / Edit Mapped P25 ID popup	The P25 ID can’t be deleted. They have already deleted by other admin.	When the ID is already deleted by other admin.

Menu	Submenu	Message	Reason
Permission Management	Mapped LMR IDs / Assign / Edit DFSI ID popup	The DFSI ID you entered is available.	When the ID is available to use
Permission Management	Mapped LMR IDs / Assign / Edit DFSI ID popup	The DFSI ID must be 6 hexa digits.	When the ID is under 6 hexa digits
Permission Management	Mapped LMR IDs / Assign / Edit DFSI ID popup	The DFSI ID you entered is already in use. Please enter another ID.	When the ID isn't unique
Permission Management	Mapped LMR IDs / Edit DFSI ID popup	Are you sure you want to delete this user's Mapped DFSI ID?	Confirmation to delete ID
Permission Management	Mapped LMR IDs / Edit DFSI ID popup	The Mapped DFSI ID can't be saved. They have changed by other admin.	When the ID is already changed by other admin.
Permission Management	Mapped LMR IDs / Edit DFSI ID popup	The Mapped DFSI ID can't be deleted. They have already deleted by other admin.	When the ID is already deleted by other admin.
Permission Management	Group Profile Feature Permissions	Update the group profile feature values.	Confirmation to update the group profile features
Permission Management	Email Preferences > Admin	Update the email notifications permissions.	Confirmation to update the email preference
Permission Management	Email Preferences > User	Update the email notifications permissions.	Confirmation to update the email preference
Permission Management	Email Preferences > Manage Email Routing	Delete the email addresses you selected.	Confirmation to delete the selected emails
Permission Management		This email address is available.	When the entered emails is available to use
Permission Management		This email address is already in use. Please enter another and try again.	When the entered emails isn't unique

Table 10: Other operations notices

Additional information

In this chapter, you'll find:

Requirements

To use FirstNet PTT, you need the following:

- A FirstNet PTT subscription (for example, a FirstNet PTT license)
- A FirstNet PTT certified device
- A FirstNet SIM

To use the FirstNet PTT Admin Tool, you need:

- Internet connection
- One of the following browsers:
  - Microsoft® Internet Explorer® 10 or later
  - Mozilla® Firefox® 8 or later
  - Google Chrome™ 15 or later
  - Microsoft Edge® 17 or later
  - Safari® 11 or later

Your experience with the FirstNet PTT Admin Tool may be affected by internet security software or firewalls. If you have issues, check your computer's internet security settings.

Summary of user roles

FirstNet has a variety of different roles and responsibilities. The following tables outline the different roles.

Role	Description
PSE administrator	• Creates agency members. • Assigns FirstNet PTT Administrator role to agency members. • Assigns FirstNet PTT End User role to agency members.

Role	Description
	• Purchases FirstNet PTT subscriptions/licenses. • Can create FirstNet PTT Gateway Credentials in the Manage Users section of FirstNet Central. • Can establish and manage Gateway and sets passwords. • Can appoint Gateway Sponsor.
Agency member	• Is a member of an agency. • Not associated with FirstNet PTT unless they receive a FirstNet PTT role.
FirstNet PTT Administrator	• Manages the FirstNet PTT service. • Can access the FirstNet PTT Admin Tool in FirstNet Central. • Can access the FirstNet PTT Gateway Credential tool in FirstNet Central. • Establishes and manages gateways and sets passwords. • Appoints gateway sponsor.
FirstNet PTT End User	• Makes and receives FirstNet PTT calls.
Gateway sponsor	• Establishes and manages the customer's RoIP Gateway equipment. • Doesn't need to be a FirstNet user.

Table 11: List of user roles

Span of Control

Span of Control refers to the data you can access related to FirstNet PTT. When you log in to FirstNet PTT Admin Tool, you either have access to all data or to specific foundations accounts or billing accounts only. The data you have access to is your span of control.

As a FirstNet PTT Administrator you can manage users associated with your agency. Your agency is defined by an Org ID, which is a 6-digit alphanumeric code found in your agency's name. The Org ID generally corresponds to your agency's foundation account number. If your agency has several account numbers, your Org ID corresponds with the highest account level.

A FirstNet PTT Administrator may be the administrator for multiple accounts. If this is the case for you, you'll manage all of the agency's users under all of those account numbers.

If you have several account numbers under several different Org-IDs, you can contact FirstNet Customer Support and request that they be linked at the Org ID level so you can manage the agency's entire user group.

About suspended or canceled licenses

You can ask your FirstNet representative to suspend or cancel a user's license at any time. After a user's license is suspended or canceled, you need to remove (revoke) the license from the user. You can do this in the FirstNet PTT Admin tool. For information, see Revoke a license.

A suspended or canceled license remains active for a grace period to give you time to revoke the license for the impacted user and notify the user that PTT service isn’t available.

The following table shows standard grace periods:

License	License type	Suspension grace period	Cancellation grace period
FirstNet PTT subscription	Single (1:1)	N/A	1 day
FirstNet PTT subscription	Multiple (PxQ)	3 days	7 days
FirstNet PTT LMR Interop Add-On	Single (1:1)	N/A	1 day
FirstNet PTT LMR Interop Add-On	Multiple (PXQ)	N/A	7 days
FirstNet Gateway Credential	Multiple (PxQ)	7 days	30 days

Table 12: Grace period given for each license

Glossary

Term	Definition
Agency	Generally, refers to a public safety entity or other public safety organization. In the FirstNet PTT Admin Tool, you can create and manage agencies and sub agencies to group your FirstNet PTT users. Creating agencies lets you build a departmental hierarchy or structure within your organization.
Agency members	Individuals associated with an agency.
Backhaul	LMR Interop requires a connection, called a backhaul, between the RoIP Gateway and the FirstNet PTT node. The backhaul may consist of a wireless data connection or a wireline internet connection (when available).
Companion radio	An LMR radio tuned to the same LMR channel as the donor radio. After the RoIP Gateway is implemented, you can use the companion radio to make a call to a handset on FirstNet PTT to test end-to-end connectivity.
CSV file	Comma-separated values file. Frequently used when downloading reports or other data files. You can open it using Microsoft Excel or other applicable software.
CTN	The wireless number that was used to order the license.
Customer premise equipment	Equipment that the customer must deploy, typically at their site, to enable LMR Interop. It includes a Cubic Vocality RoIP Gateway, a donor radio, and requisite cabling.
Donor radio	An LMR radio tuned to an LMR channel. It's connected to the RoIP Gateway by a cable.
FirstNet Central	Portal for administration of FirstNet services. You can access FirstNet Central at: firstnetcentral.firstnet.com
FirstNet Credentials	The FirstNet ID and password assigned to each FirstNet PTT user to log in to the FirstNet PTT service.
Cubic Vocality RoIP Gateway	Customer owned and operated equipment required to convert analog LMR signals to FirstNet PTT service.
Gateway Credential	An identifier created in FirstNet Central. It's used to associate a specific port on the RoIP Gateway with a specific talkgroup in the FirstNet PTT service.
Home group	A talkgroup designated by the FirstNet PTT Administrator as a FirstNet PTT user's default talkgroup.
Emergency group	A specific talkgroup for urgent situations that's designated by the FirstNet PTT Administrator as a FirstNet PTT user's emergency talkgroup.

Term	Definition
Land Mobile Radio (LMR)	A two-way radio system used by public safety organizations for group or 1:1 communication.
License status	The license status section in the FirstNet PTT Admin tool shows the number and type of available licenses.
LMR RoIP Inter-Op talkgroup	A special type of talkgroup that's required to communicate with LMR channels.
LMR Channel	The group of LMR users that are able to talk to the LMR Interop talkgroup.
Mutual Aid Request	A request for another agency to make resources available for inclusion in your talkgroups. You can send and receive Mutual Aid Requests.
Mutual Control Request	A request for another entity to make resources available for inclusion in your agency, talkgroups and contact lists. You can send and receive Mutual Control Requests.
ORG-ID	Corresponds to your agency's foundation account number. If your agency has several account numbers, your ORG-ID corresponds with the highest account level.
RoIP	Radio over Internet Protocol. A technology used by FirstNet PTT to provide interoperability with LMR networks.
Span of Control	The data visible to the FirstNet PTT Administrator. Other agencies, FirstNet PTT users, and talkgroups may exist within an organization, but if they're not in the FirstNet PTT Administrator's span of control, they won't be visible to the PTT Administrator. See Span of Control.
Sponsor	A third party employed by your organization to manage an LMR Interop implementation.
Sub agencies	Establish groupings of FirstNet PTT users and organize them into sub agencies to represent hierarchies.
Subscriber paid users	Users associated with an agency who pay for their own wireless services. Typically, volunteers are subscriber paid users.
Talkgroup	A group of users created by a PTT Administrator. The users within the group can communicate with each other as a group.

Table 13: Glossary