

POCSTARS User Admin Panel User Manual

WOP_2.8.10
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1. The Product Introduction

1.1 Introduction

The POCSTARS User Admin Panel provides agent distribution management, PoC intercom management, PoC intercom distribution, intercom account renewal, user group for the regional first-level agents of the POCSTARS platform, secondary agents and end users developed by each level of agents and management system functions. The POCSTARS User Admin Panel can be opened from the website. The first-level agents, sub-agents and end-users can log in to the User Admin Panel through their respective login accounts.

The access address of the POCSTARS User Admin Panel is: <https://manage.POCSTARS.com>

1.2 POCSTARS User Admin Panel Mode and Features

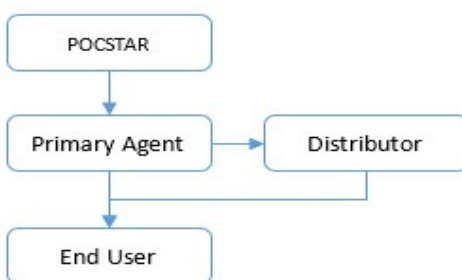
1.2.1 Operation Role

The roles of the POCSTARS User Admin Panel include: POCSTARS administrators, POCSTARS regional first-level agents, and distributors of first-level agents (no hierarchy restrictions, which can develop multi-level distributors) and end users. The corresponding operation responsibilities are as follows:

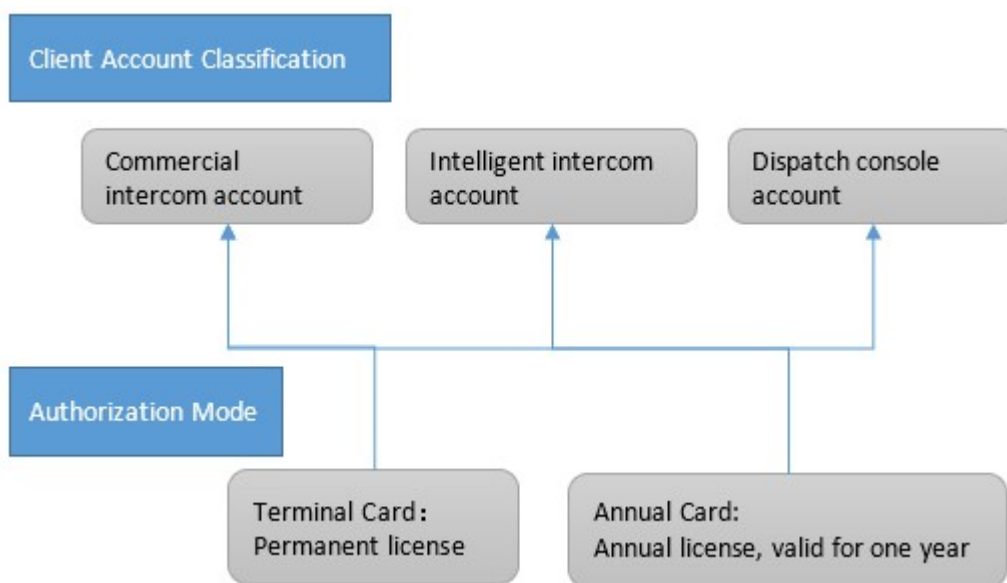
- ✚ **POCSTARS administrator:** The management of the agent at the regional level, including the account opening of the first-level agent, the distribution and settlement of the platform license.
- ✚ **The first-level agent:** The management of the distributor, the management of a brand of PoC intercom, the distribution and settlement of the POCSTARS platform license, and the sales management for the end user. ✓ **Distributors:** Management of sub-distributors, management of PoC intercom, distribution and settlement of POCSTARS platform licenses, and sales management for end users.
- ✚ **End user:** POCSTARS intercom usage management, group management.

1.2.2 How to Log in

The POCSTARS administrator creates a login account for the regional first level agent, the first level agent creates a login account for his distributor, the distributor creates a login account for the end user. The attribution relationship of the POCSTARS User Admin Panel login account is as follows:



1.2.3 Client Account Classification and License Authorization Mode



In the above sections 1.2.1 and 1.2.2, the classification and respective responsibilities of the participants in the entire operation of POCSTARS are mainly introduced. The end user wants to experience the PoC service provided by POCSTARS, and the agent (or distributor) needs to open the permission access account for its client. That is to say, with the client account as the operator and authorized by the license, POCSTARS provides multi-level distribution for agents and distributors. That is, the user holds a valid client account to enjoy the secure and stable PoC public network intercom service provided by POCSTARS.

In the POCSTARS system, the client is mainly divided into: commercial PoC intercom, intelligent PoC intercom and dispatch console. Among them are as follows:

- ✦ **Commercial PoC Intercom:** usually a professional intercom form, such as the Hytera PNC370. Such a terminal mainly uses the IMEI number of the device as a terminal account, but can also use the ICCID number as the terminal accounts, and accesses the POCSTARS system after authorization. [\(Note: POCSTARS has dozens of terminal cooperation manufacturers, which can provide a variety of commercial PoC intercom terminals for agents to choose\).](#)
- ✦ **Smart PoC Intercom:** Usually in the form of a smartphone, such as the Hytera PNC550. After the agent chooses the

right intercom, POCSTARS provides client software (including Android and IOS). Such a terminal mainly uses an APP account created by an agent as a terminal account, and is authorized to access the

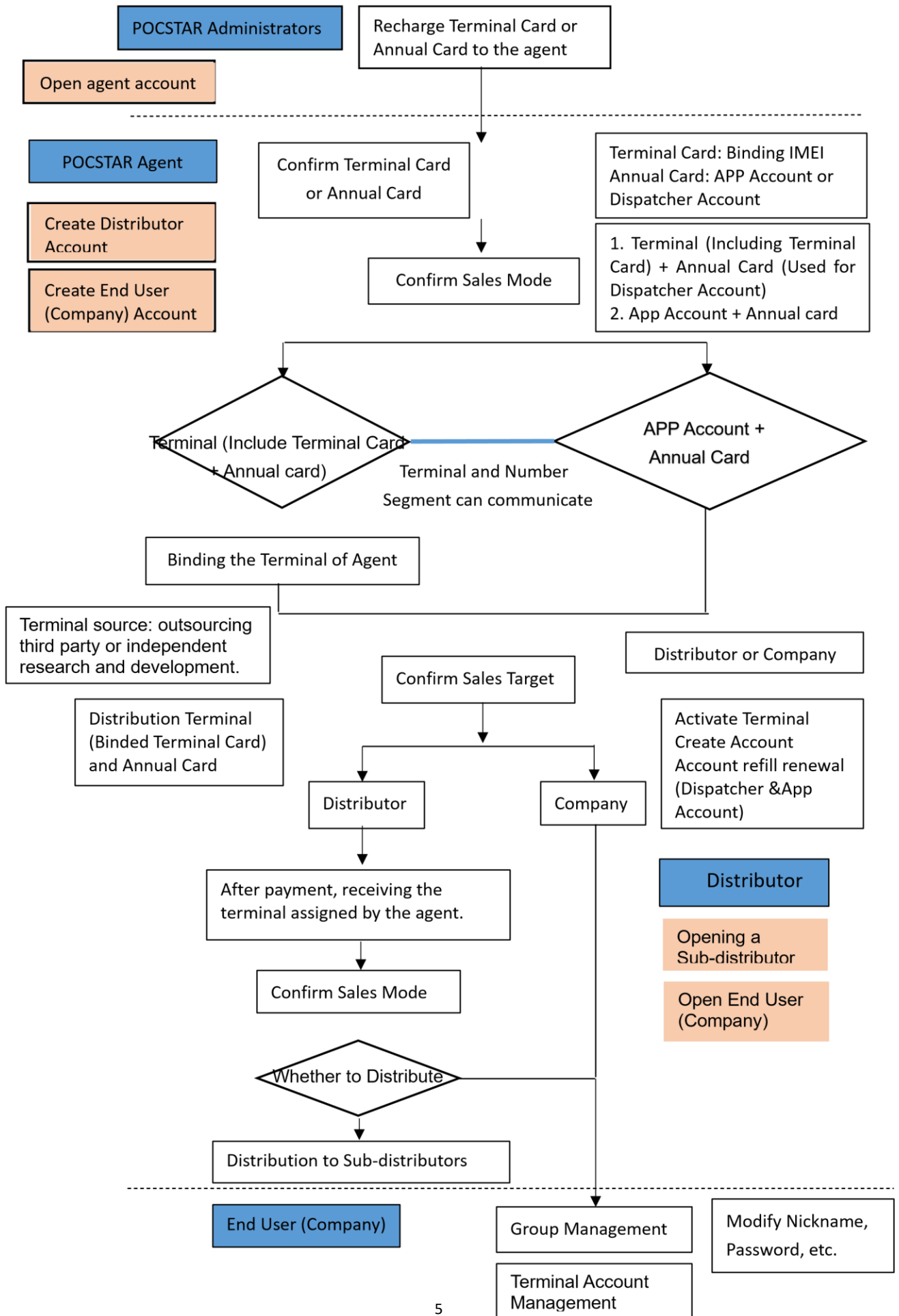
POCSTARS system. APP account example: ppt1@hytera.abc

- ✚ **Dispatch Console:** Professional trunking scheduling software provided by POCSTARS for dispatchers to login. The corresponding account is the dispatcher account created by the agent. Example of dispatcher account: dp1@hytera.abc

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

- ✚ **Permanent Billing License:** The terminal card on the User Admin Panel. When enabled, terminal access is permanently authorized. The scope of application is usually a commercial PoC intercom agent. The specific operation is that the agent recharges the terminal card for the target PoC terminal, and these terminals can enjoy the permanent authorized access service provided by POCSTARS, and they can also enjoy the PoC intercom service provided by POCSTARS without time limit.
- ✚ **Annual Billing License:** The annual card on the User Admin Panel. When enabled, the terminal access time is valid for one year, and the service can be renewed. The scope of application is usually a commercial PoC intercom, intelligent PoC intercom and dispatcher. The specific operation is that the agent recharges the annual card for the target PoC terminal or dispatcher account, and these terminals or dispatchers can enjoy the one-year authorized access service provided by POCSTARS. After the expiration of one year, the service can be renewed.
- ✚ **Monthly billing license:** the monthly card on the User Admin Panel. After it is enabled, the terminal access time is valid within 30 days, and the authorization will be resumed if the fee is renewed. The scope of application is usually the commercial POC walkie talkie, intelligent POC walkie talkie and dispatching console. The specific operation is that the agent recharges the monthly card for the target PoC terminal or dispatcher account, and these terminals or dispatchers can enjoy the 30 day authorized access service provided by POCSTARS. The service can be renewed after 30 valid days.

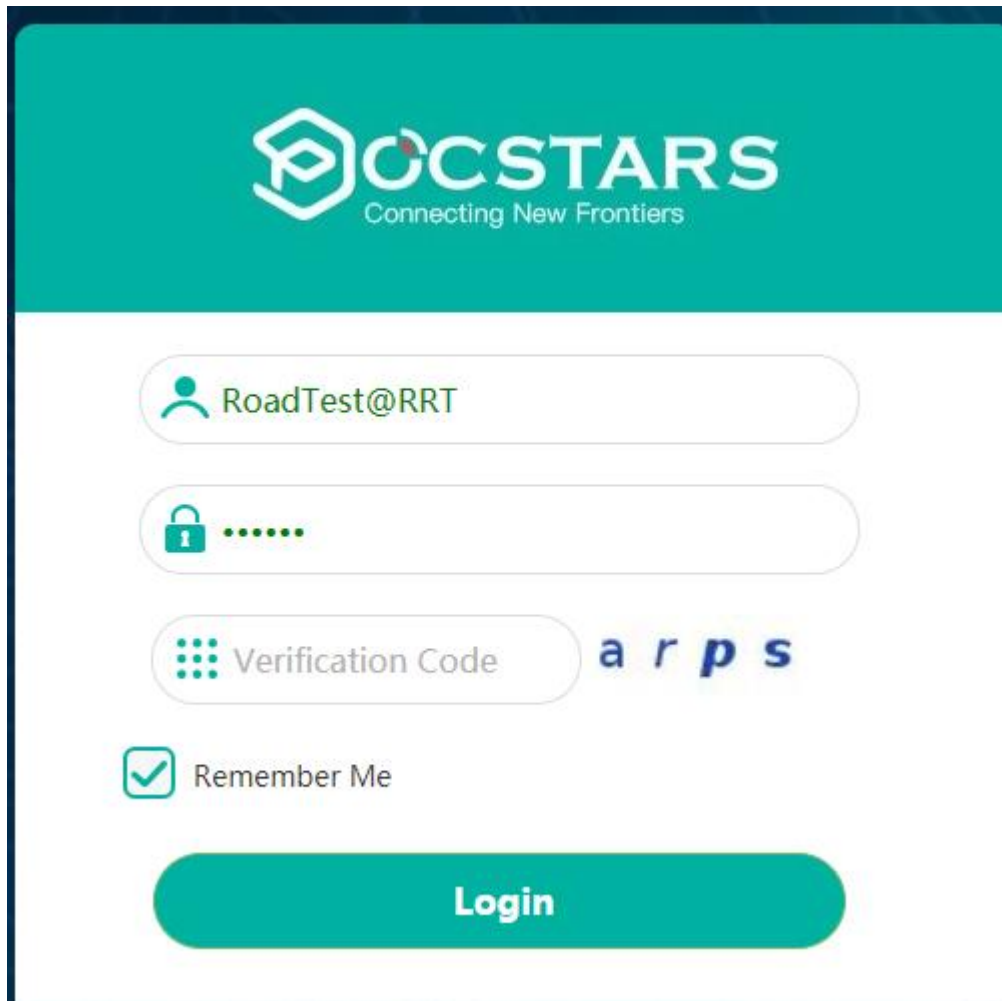
1.2.4 Brief Description of Operation Process



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

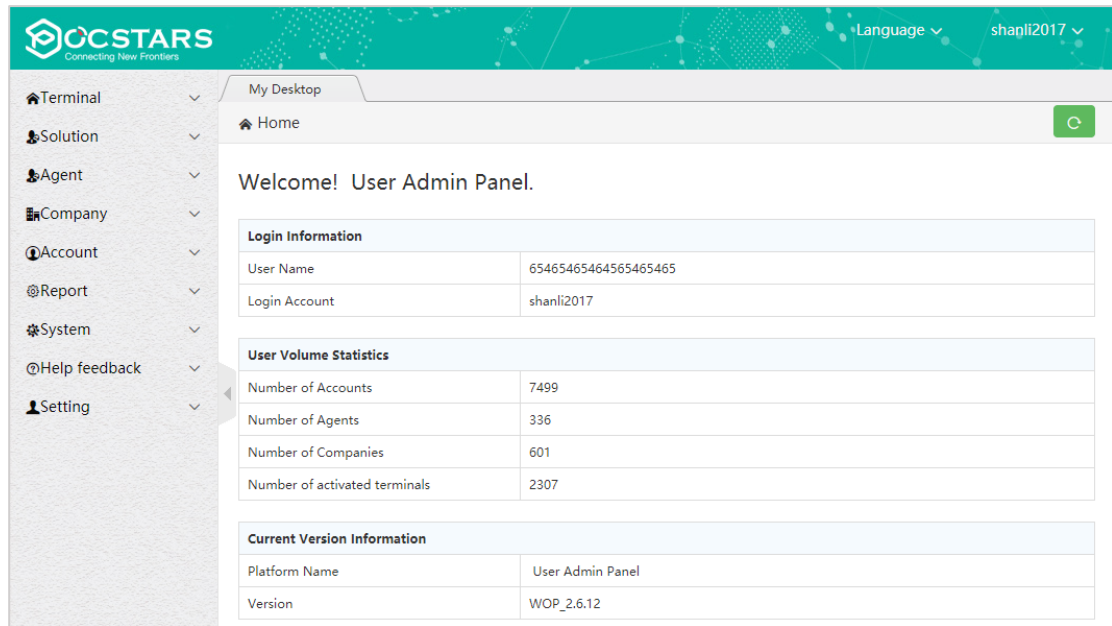
2. The Product Operation Instruction-Internal Chapter

Use the browser to access the link: <https://manage.POCSTARS.com>, enter the login interface of the POCSTARS User Admin Panel, as shown in Figure 2.1, enter the internal account, password and verification code, select "internal" to log in, enter the internal User Admin Panel interface.



2.1 Homepage

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





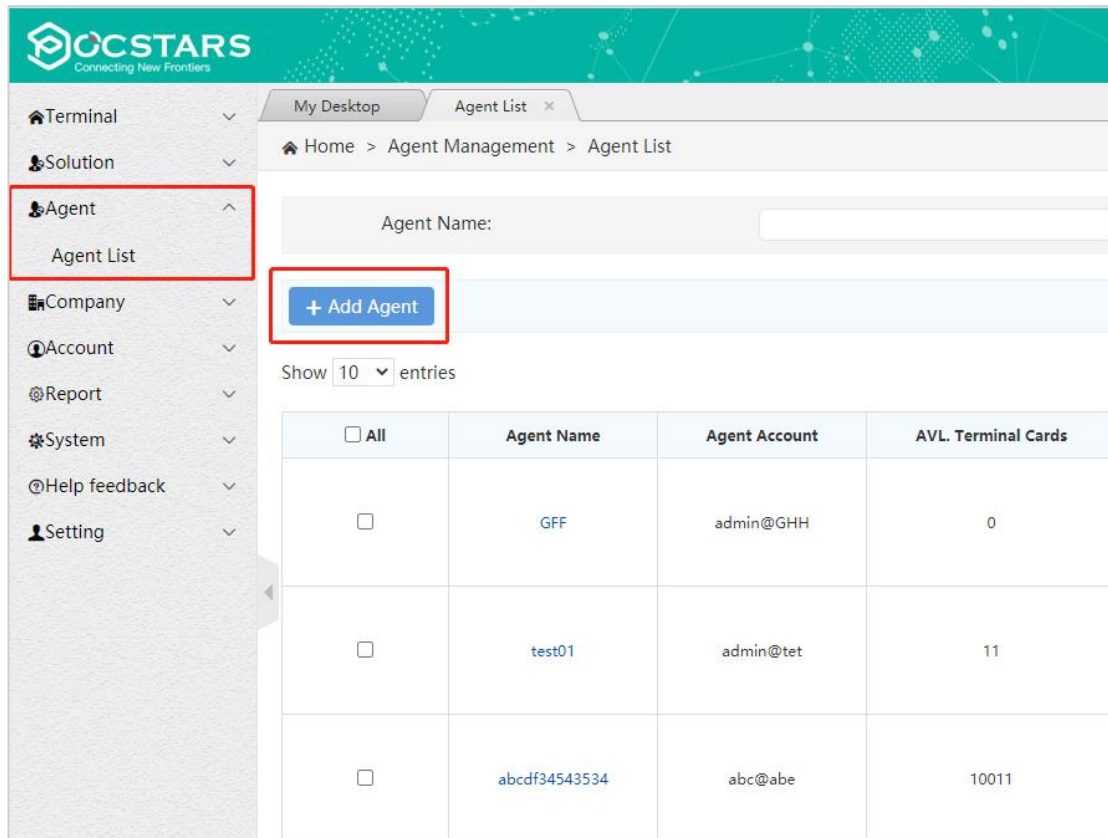
The menu bar is mainly composed of agent management, system management, help feedback, personal center and other functional modules. The following describes the main functional modules.

2.2 Agent Management

The agent management includes the addition, editing, deletion, search, terminal card and annual card recharge and modification passwords of the agent account. The internal account can be used for management and information viewing of its subordinate agents.

New Agent: Internal accounts can add their own first-level agents and all agent information under the agent list management name.

Operation Step: Click Agent  Agent List  + Add Agent, pop up the new agent pop-up window, fill in the relevant information, click “Save” to complete the agent account as shown in the figures below:



Agent Name:

[+ Add Agent](#)

Show entries

<input type="checkbox"/> All	Agent Name	Agent Account	AVL. Terminal Cards
<input type="checkbox"/>	GFF	admin@GHH	0
<input type="checkbox"/>	test01	admin@tet	11
<input type="checkbox"/>	abcdf34543534	abc@abe	10011

New Agent

Add Agent

*Agent Name:

*Agent Code: ?

* Agent Area:

*Login Account:

*Initial Password:

* Confirm Password:

Contact Numbers:

Contacts:

Agent Address:

Cooperation Operator:

Main Product Or Service:

Main Customer List:

[Save](#)

Agent Information (“*” is required)

For the created agent, you can view it in the agent list, as shown in the figure below, and you can do the following:

Recharge Terminal Card: It can recharge the terminal of the agent. After the recharge, the terminal is valid forever.

Recharge annual card: recharge annual card for the agent.

Recharge monthly card: you can recharge monthly card for the agent.

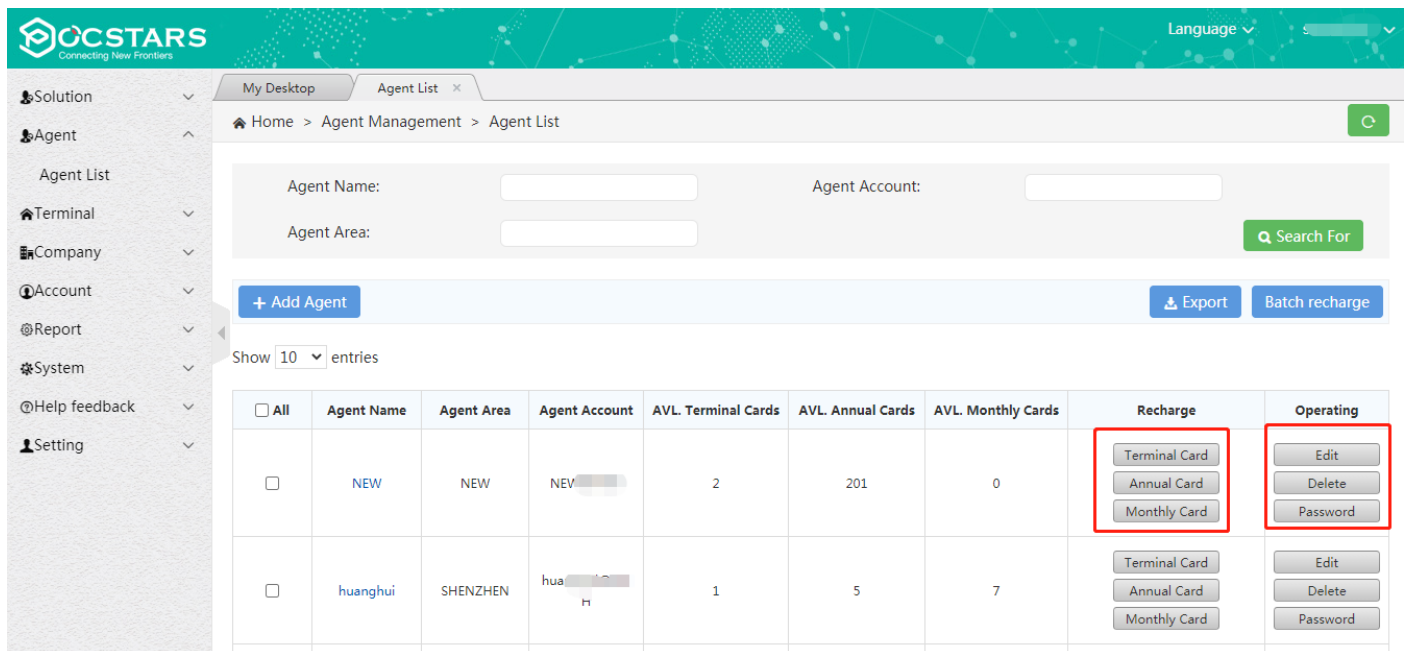
Edit: You can modify some basic information of the agent, such as the agent name.

Delete: There is no sub-agent under the agent name. If there is no activation account and no company, you can delete the agent account.

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

Yearly Card: You can recharge the agent for the yearly card.

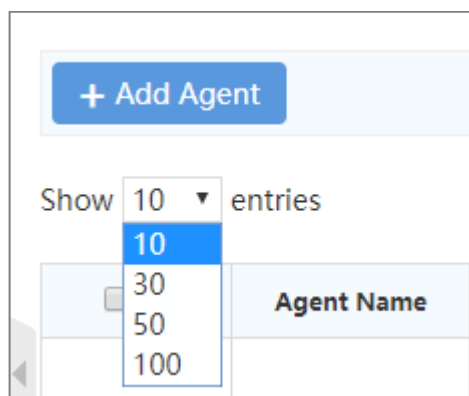
Search: Search the list of agents by search criteria.



<input type="checkbox"/> All	Agent Name	Agent Area	Agent Account	AVL Terminal Cards	AVL Annual Cards	AVL Monthly Cards	Recharge	Operating
<input type="checkbox"/>	NEW	NEW	NEW	2	201	0	<input type="button" value="Terminal Card"/> <input type="button" value="Annual Card"/> <input type="button" value="Monthly Card"/>	<input type="button" value="Edit"/> <input type="button" value="Delete"/> <input type="button" value="Password"/>
<input type="checkbox"/>	huanghui	SHENZHEN	hua	1	5	7	<input type="button" value="Terminal Card"/> <input type="button" value="Annual Card"/> <input type="button" value="Monthly Card"/>	<input type="button" value="Edit"/> <input type="button" value="Delete"/> <input type="button" value="Password"/>

Agent List

The number of items that can be displayed in the list can be set: the list displays 10 pieces of data by default, and the user can set it as 10, 30, 50 and 100. The list is displayed according to the number set.

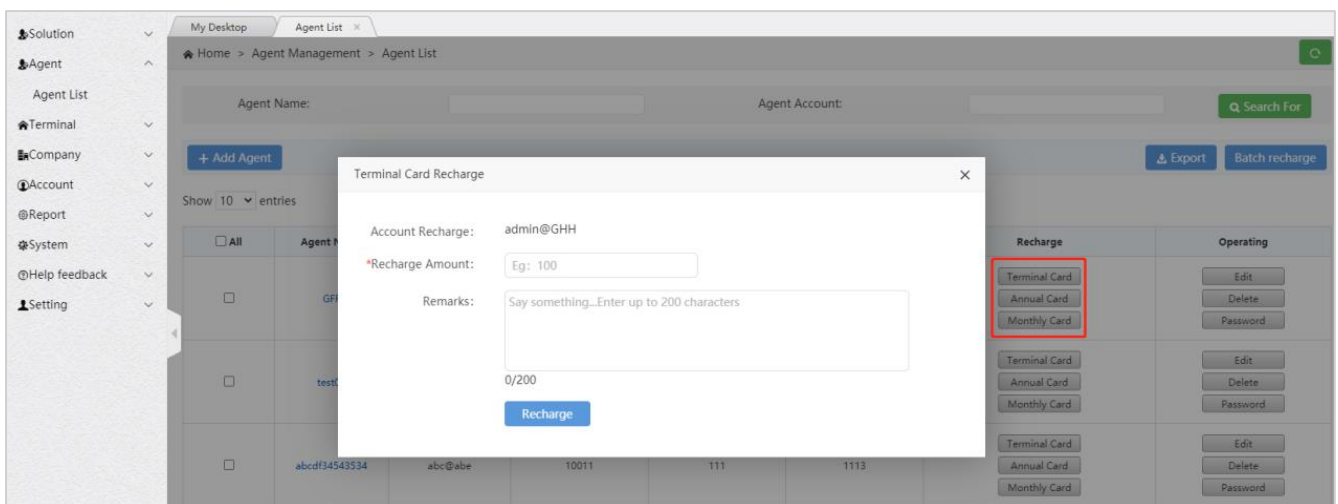


Account number display button

Agents recharge: Agents need to recharge the intercom account, and recharge the sub-agents (ie: distributors), need to use the terminal card or the annual card, the terminal card of the first-level agent or the annual card is recharged by the internal (Factory). Support batch and single recharge

Single recharge:

Operation Steps: Agent → Agent list → Charge the terminal card/charge card, select the charge card/charge card corresponding to the agent to be recharged, pop up the recharge interface and enter the recharge amount. Click “Recharge”. You can view the available number of agent recharge cards in the Available Terminal Cards/Available Yearly Cards column in the agent list as shown in the figure below:



Recharge Agent

My Desktop Agent List x

Home > Agent Management > Agent List

Agent Name: Agent Account:

Agent Area: Search For

+ Add Agent Export Batch recharge

Show 10 entries

<input type="checkbox"/> All	Agent Name	Agent Area	Agent Account	AVL. Terminal Cards	AVL. Annual Cards	AVL. Monthly Cards	Recharge	Operating
<input type="checkbox"/>	NEW	NEW	NE	2	201	0	<input type="button" value="Terminal Card"/> <input type="button" value="Annual Card"/> <input type="button" value="Monthly Card"/>	<input type="button" value="Edit"/> <input type="button" value="Delete"/> <input type="button" value="Password"/>
<input type="checkbox"/>	huanghui	SHENZHEN	hu	1	5	7	<input type="button" value="Terminal Card"/> <input type="button" value="Annual Card"/> <input type="button" value="Monthly Card"/>	<input type="button" value="Edit"/> <input type="button" value="Delete"/> <input type="button" value="Password"/>

Available Number of Recharge Cards

Instructions for batch recharge:

1. Two recharge methods

1) : Through "batch export" export required account and edit recharge quantity, after that import to recharge by "batch recharge"

2) : Download the recharge template, fill in the account and quantity to be recharged, after that import to recharge by "batch recharge" .

2. Detailed Steps

1): Batch export:

Selecting the account to be exported to export the batch recharge table; if the account is not selected, the batch recharge table exported by default contains all accounts. Through "Batch recharge", import the form to fill in the type of recharge card and the amount of recharge, and batch recharge the account as shown in the figure below:

+ Add Agent Export Batch recharge

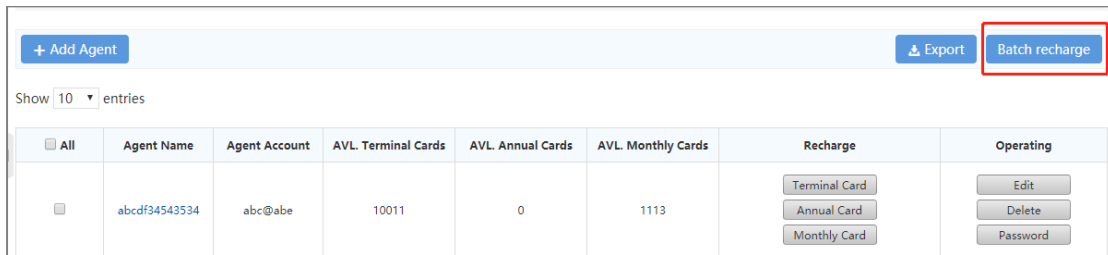
Show 10 entries

<input type="checkbox"/> All	Agent Name	Agent Account	AVL. Terminal Cards	AVL. Annual Cards	AVL. Monthly Cards	Recharge	Operating
<input checked="" type="checkbox"/>	abcdf34543534	abc@abe	10011	0	1113	<input type="button" value="Terminal Card"/> <input type="button" value="Annual Card"/> <input type="button" value="Monthly Card"/>	<input type="button" value="Edit"/> <input type="button" value="Delete"/> <input type="button" value="Password"/>
<input checked="" type="checkbox"/>	abcde	admin@abd	6	107	10	<input type="button" value="Terminal Card"/> <input type="button" value="Annual Card"/> <input type="button" value="Monthly Card"/>	<input type="button" value="Edit"/> <input type="button" value="Delete"/> <input type="button" value="Password"/>

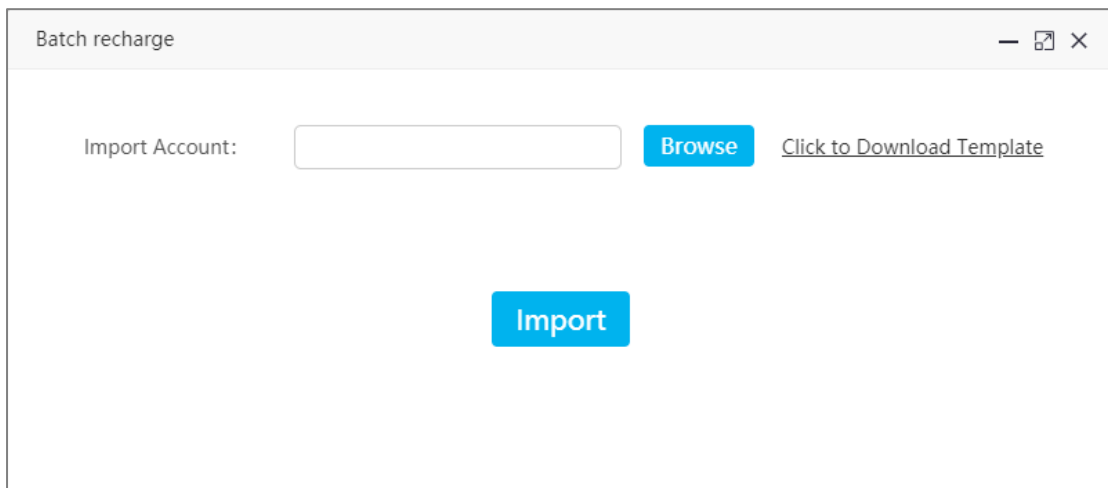
Batch recharge export button

2). Batch recharge:

Click Batch Recharge button, the user can select to download the batch recharge template, custom fill in and import; can also import the existing batch recharge table, the result pop-up window shows that the recharge is completed, if the account recharge fails, you can download the table to view the reason for the failure. As shown below:



Batch recharge button

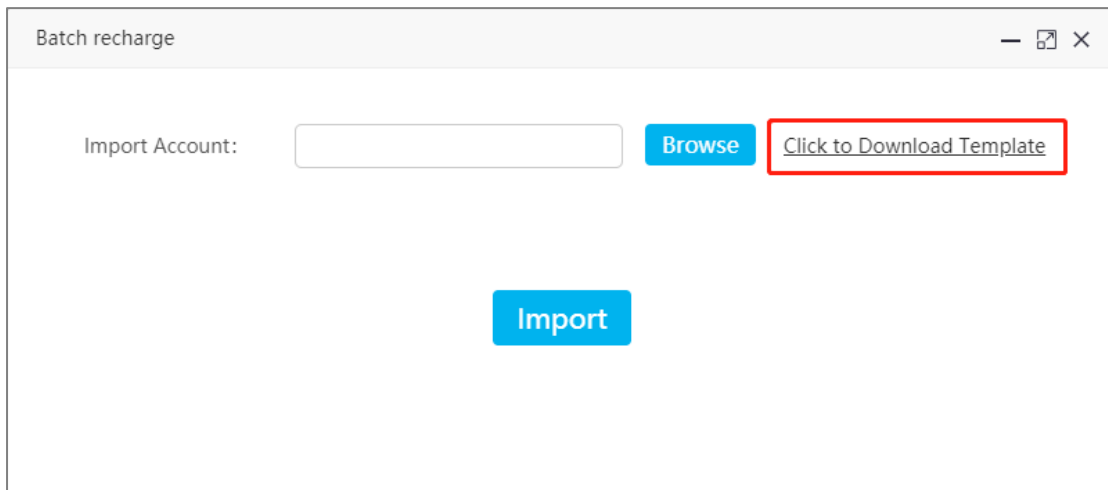


Batch recharge pop-up box

3). Batch recharge template:

Template acquisition method:

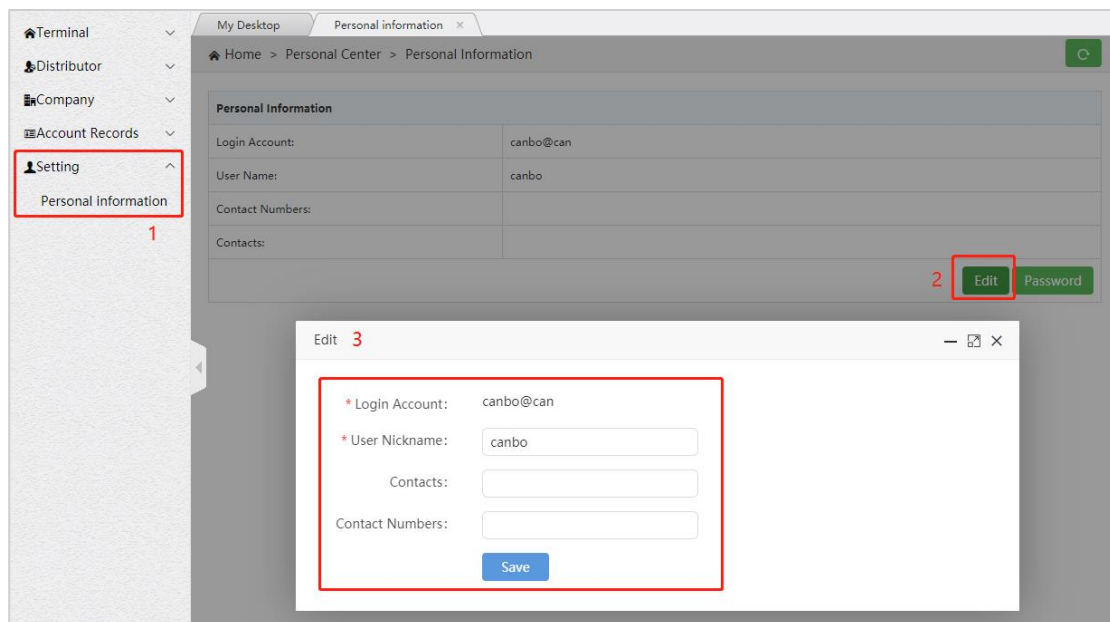
Click "Batch Recharge", from pop up window to download the batch recharge template. The operator can manually add the account list, recharge card type, and recharge quantity. After filling, save and import into the system. As shown below:



Download batch recharge template button

2.3 Settings

In the personal center module, you can check the current internal account login information, including the login account, user name and password modification, etc., you can also edit the personal data and password, as shown in the figure below:



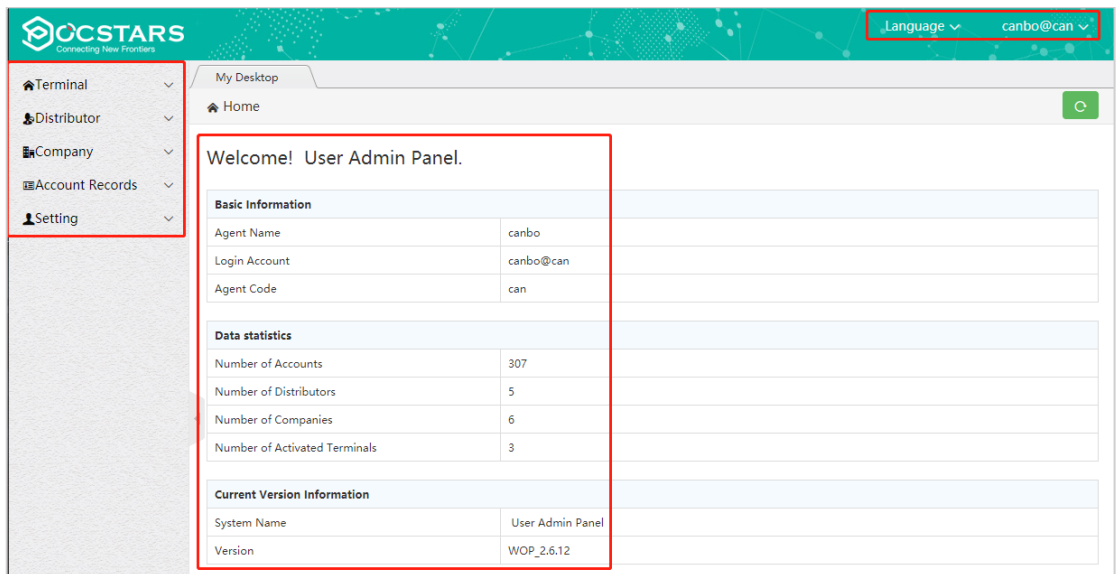
Personal Center

3. The Product Operation Instructions -Agent Chapter

Use the browser to access the link: <https://manage.POCSTARS.com>, enter the login interface of the POCSTARS User Admin Panel, enter the agent account number, password and verification code, select "agent" to log in, and enter the agent's User Admin Panel interface.


3.1 Homepage


After the agent account is successfully logged in, enter the homepage, you can see the left menu bar, the middle homepage information, and the upper right corner “exit” button. As shown in the figure below: Click the “Exit” button to log out and return to the login interface.





Agent Homepage

The agent's menu bar has:

Terminal  terminal list: that is, the intercom account management, adding a terminal account for the agent and binding the completion test.

Distributor  distribution list: that is, the agent's sub-agent management.

Company  Company list: that is, the agent directly sells the management of the final use Client Company or organization of the intercom terminal.

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

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

3.2 Terminal Management

The intercom account includes the terminal account required for the intercom terminal to start, APP account used for the intercom APP login, and the dispatcher account used by the login dispatcher.

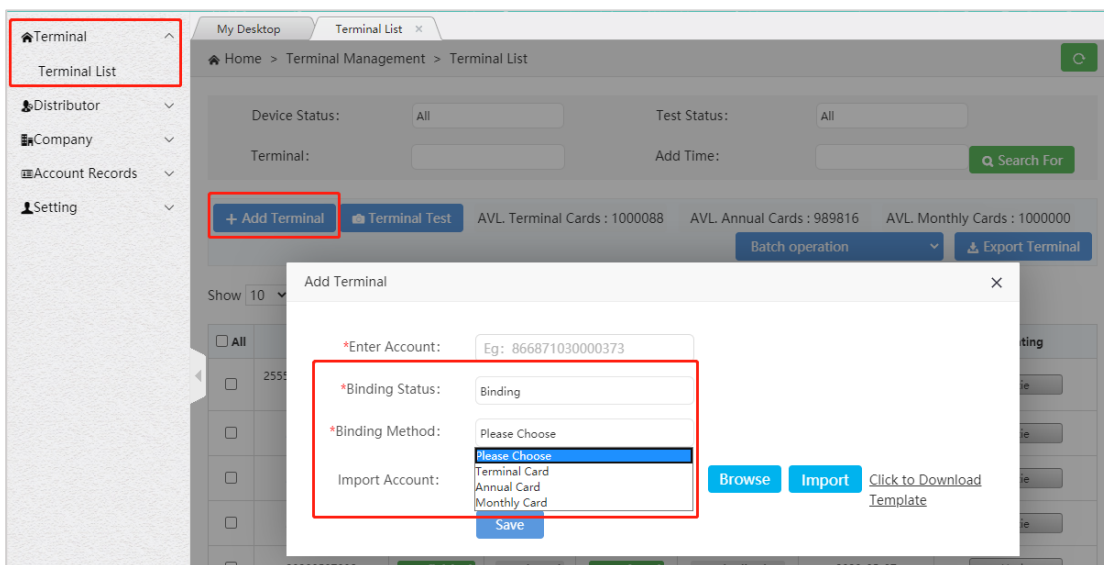
When the intercom account is to be sold to the end-use customer, the agent needs to complete the test of the intercom account, to bind the recharge card, and so on.

When other intercom accounts other than terminal accounts are to be sold to end users, agents need to bind intercom accounts with recharge cards, etc.

3.2.1 Adding Accounts

There are two ways to enter the account, single entry and batch entry.

Operation Steps: ①Terminal ② Terminal list + Add terminal, pop-up add terminal pop-up window, enter single account information, choose to bind the recharge card type (terminal card, annual card or monthly card), click "Save" to complete the account addition as shown in the figure below.



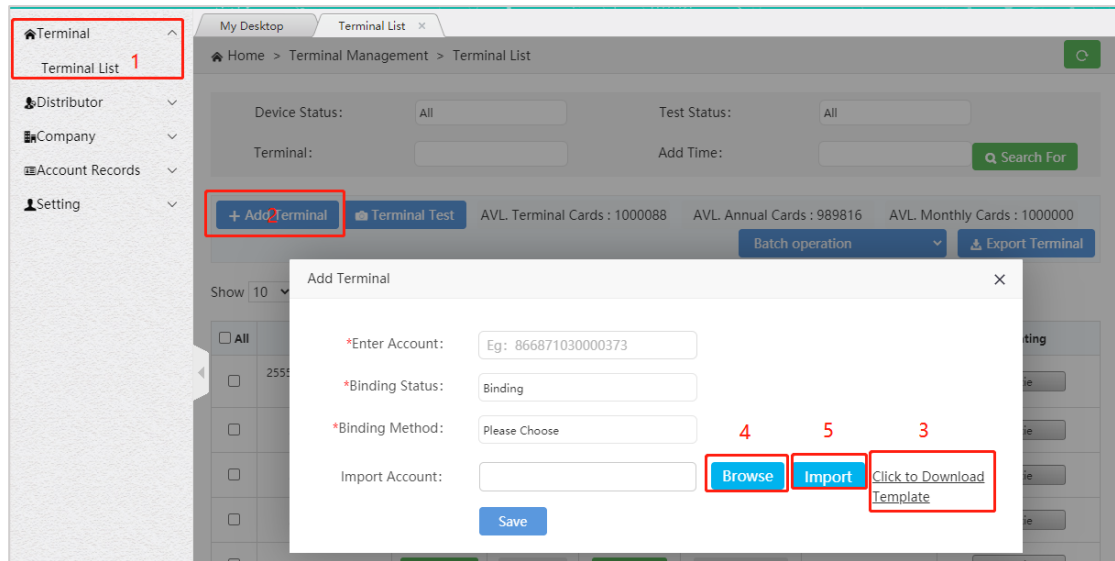
Adding Accounts

Enter Account Number: The account to be activated. It cannot be edited after entering.

Binding Status: Bind/Unbind, you can also select the binding after adding the account.

Binding Method: Select the recharge type, terminal card or annual card recharge.

The batch input operation mode is: terminal ①terminal list② + add terminal, click the download account template in the pop-up window, click "Browse" to select the account document, and then click "Import".



Batch Entry Operation

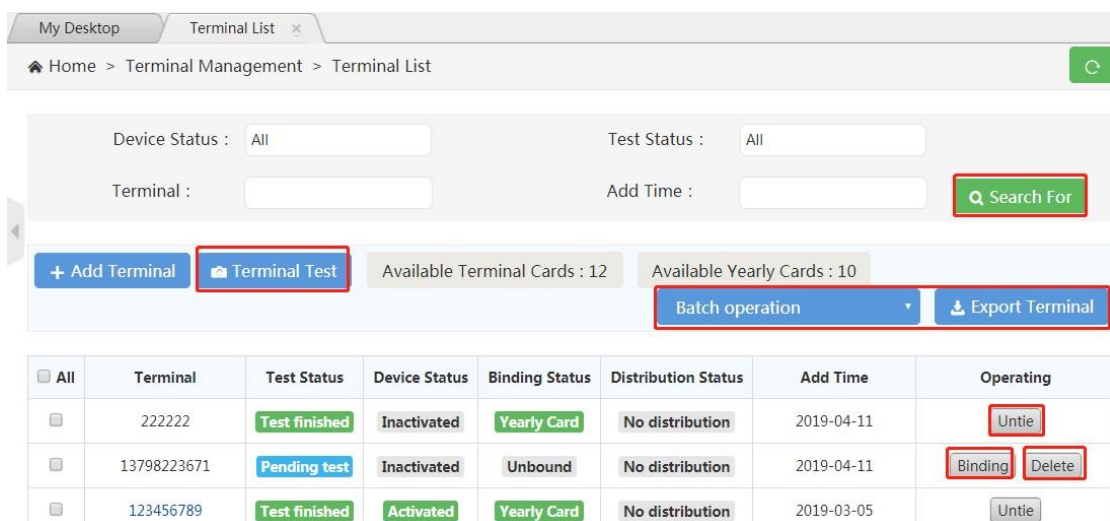
3.2.2 Account Management

For the added account, you can view it in the list and perform the following operations, as shown in Figure 3.4:

Binding/Unbinding: If the unsold account is not activated in the terminal list, it can be “unbind”, and the agent will add a corresponding recharge card; click “Bind” to consume a corresponding recharge card.

Delete: Unbound accounts can be deleted.

Terminal test: The account needs to complete the factory test before activation, click “Terminal List” and “Terminal Test”, and click “Test” “Test End” in the pop-up window.




Terminal Test

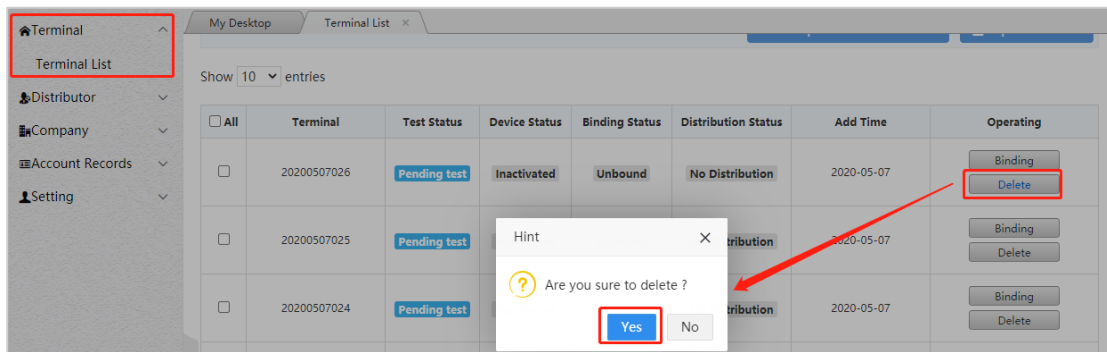
Search: The list of accounts can be searched by criteria.

Click Account: to view the details of the account.

3.2.3 Account Deletion

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

Operation steps: Terminal  Terminal list, find the account to be deleted, click Delete in the operation bar, pop-up delete confirmation box, confirm the deletion. The account must be unbound to be deleted.





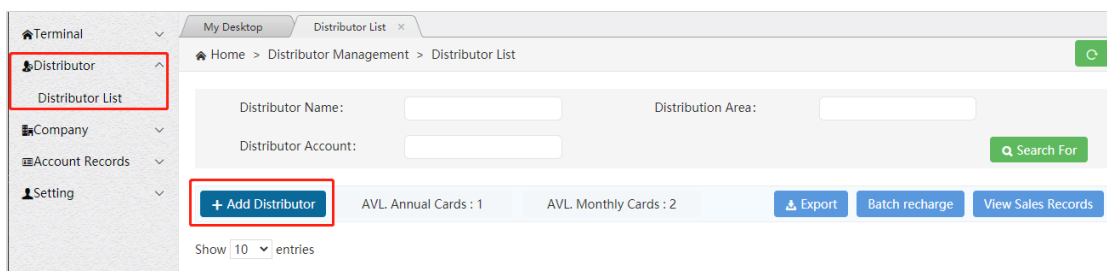
Delete Accounts

3.3 Distributor Management

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

3.3.1 Adding New Distributor

Steps: Distributor  Distributor List  + Add Distributor, pop up the new distributor pop-up window, fill in the relevant information, click “Save” to complete the new distributor account, as shown in the figure below:



New Distributor

Add Distributor

* Distributor Name:

* Distributor Code: ?

* Distribution Area:

* Login Account:

* login Password:

* Confirm Password:

Contact Numbers:

Contacts:

Distributor Address:

Cooperation Operator:

Main Product Or Service:

Main Customer List:

Distributor Information (with * is required)

3.3.2 Managing Distributors

For the created distributor, you can view it in the list and perform the following operations, as shown in Figure 3.8:

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

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

Click on the distributor name: you can view the details of the distributor.

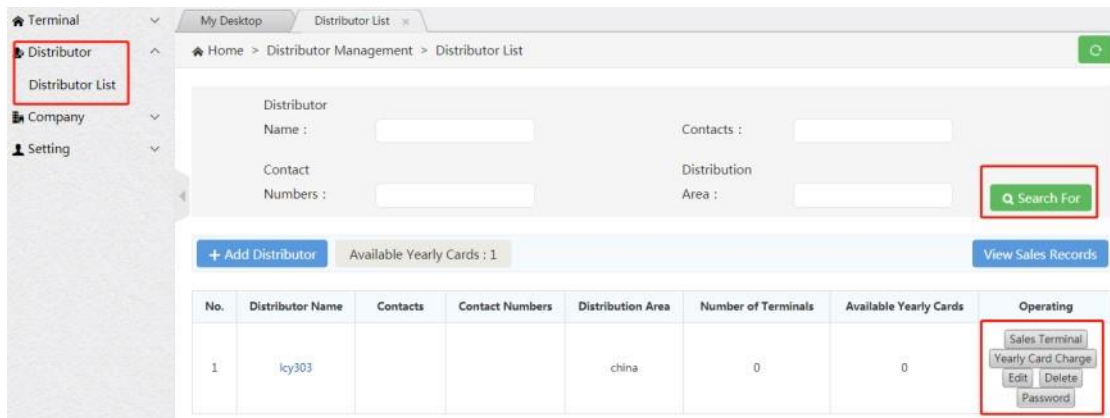
Charge annual card: charge annual card for the distributor.

Charge monthly card: charge monthly card for the distributor.

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

Delete: There is no sub-agent under the name of the distributor. If there is no activation account and no company, the distributor account can be deleted.

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

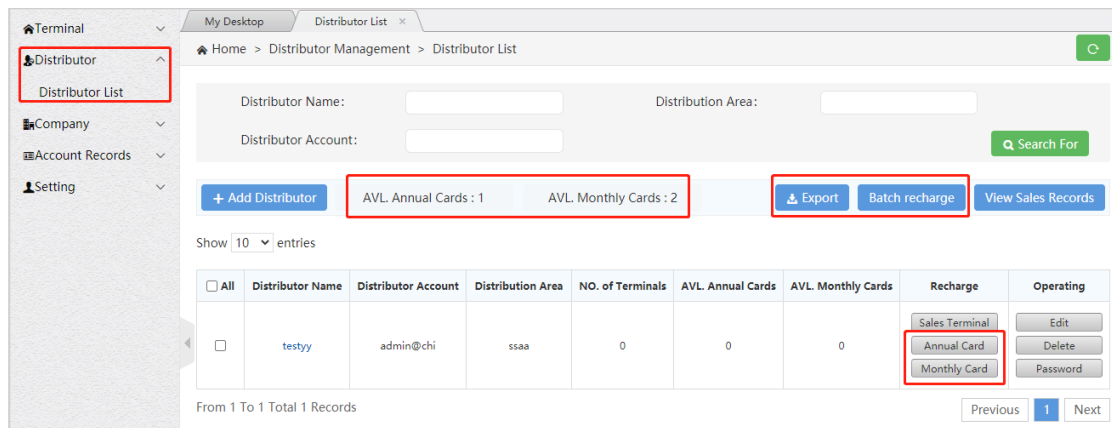


Distributor Management Interface

3.3.3 Recharge Agent

The agent needs to recharge the intercom account and recharge the sub-agent. The annual card or terminal card is required to use, and the recharge card of the sub-agent of the agent is recharged by the agent at the upper level. Support batch recharge and single recharge.

Single recharge Operation Steps: Distributor → Distributor list → Recharge the yearly card, pop up the yearly card recharge interface, enter the recharge amount, click “Recharge”, as shown in Figure 3.9. The number of available annual cards is displayed to the right of the Add Reseller button.



Recharging the Distributor

Instructions for batch recharge:

1. Two recharge methods

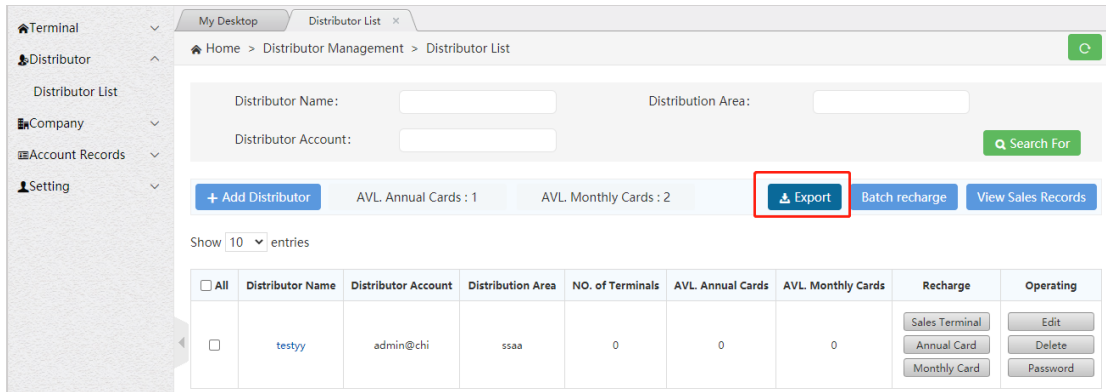
1) : Through "batch export" export required account and edit recharge quantity, after that import to recharge by "batch recharge"

2) : Download the recharge template, fill in the account and quantity to be recharged, after that import to recharge by "batch recharge" .

2. Detailed steps

1). Batch export:

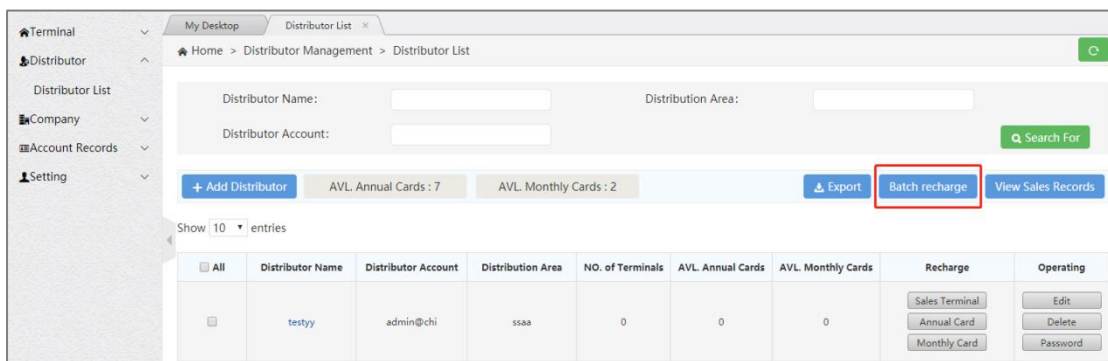
Selecting the account to be exported to export the batch recharge table; if the account is not selected, the batch recharge table exported by default contains all accounts. Through "Batch recharge", import the form to fill in the type of recharge card and the amount of recharge, and batch recharge the account. As shown below:



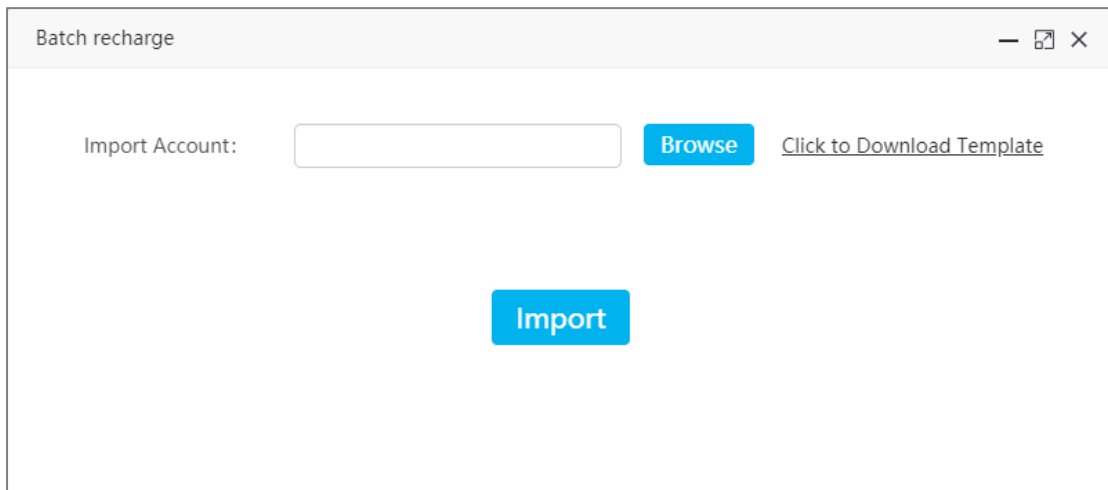
Batch recharge export button

2). Batch recharge:

Click Batch recharge, the user can select to download the batch recharge template, custom fill in and import; can also import the existing batch recharge table, the result pop-up window shows that the recharge is completed, if the account recharge fails, you can download the table to view the reason for the failure. As shown below:



Batch recharge button

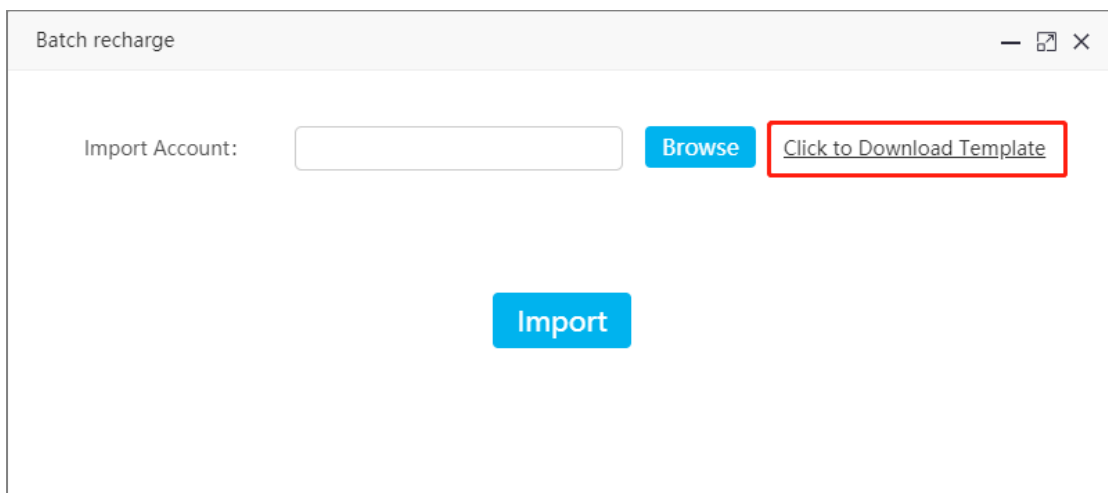


Batch recharge pop-up box

3). Batch recharge template:

Template acquisition method:

Click "Batch Recharge", from pop up window to download the batch recharge template. The operator can manually add the account list, recharge card type, and recharge quantity. After filling, save and import into the system. As shown below:



Download batch recharge template button

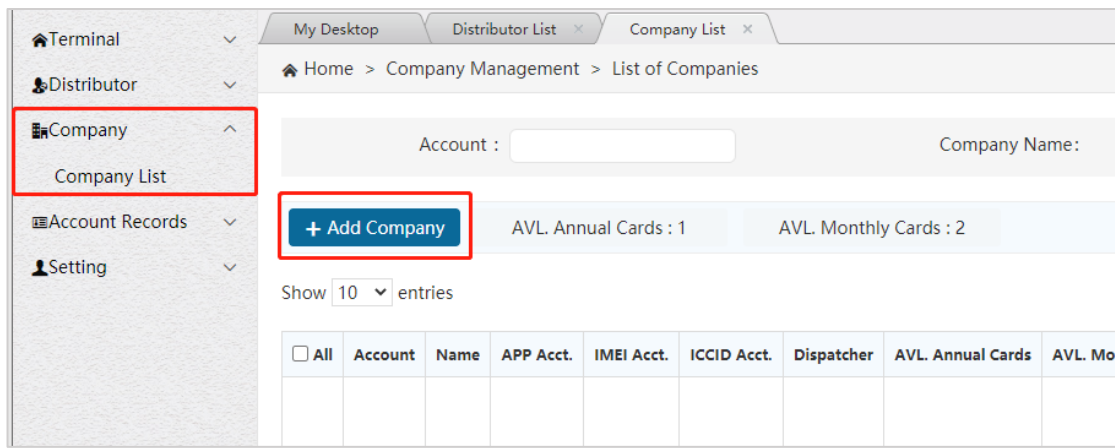
3.4 Company Management

The agent directly sells the intercom terminal to the Client Company or organization, and organizes to manage the company through management menu. Company management can create company account, add APP account, add dispatcher account, terminal activation, company information editing, login password modification, deletion and view company group information.

3.4.1 Adding Company

Operation Steps: Company → Company List → +Add Company

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



Adding Company

Add Company Information

* Company Name :

* Company location :

* Company Code :

Contacts :

Contact Numbers :

* Login Account :

* login Password :

* Confirm Password :

Account Information

* APP Account1 :

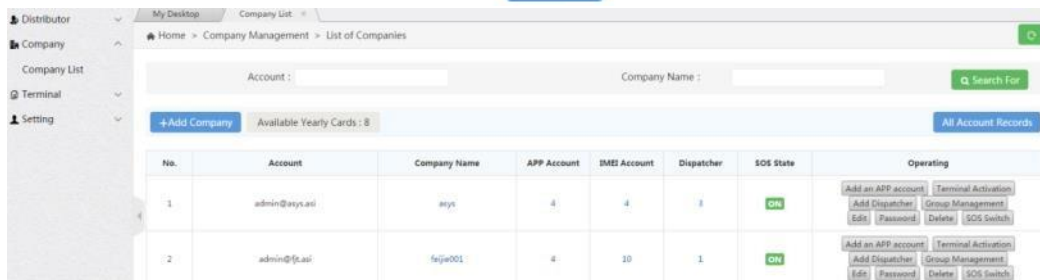
* APP Account2 :

* APP Account3 :

* APP Account4 :

* Dispatch Console Account :

[Save](#)



No.	Account	Company Name	APP Account	IMEI Account	Dispatcher	SOS State	Operating
1	admin@wyc.asi	wyc	4	4	1	ON	Add an APP account Terminal Activation Add Dispatcher Group Management Edit Password Delete SOS Switch
2	admin@f.asi	fejw001	4	10	1	ON	Add an APP account Terminal Activation Add Dispatcher Group Management Edit Password Delete SOS Switch

Add ICCID, APP and Dispatcher Account

3.4.2 Managing company

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

Search: search the list of companies by company name and account number.

Click on the company name: you can view the company's details

Add ICCID account: the ICCID login account under the name of the company can be added, and the annual card / monthly card can be effective only after being added. When adding ICCID accounts, the function rights of accounts can be set individually or in batches. This setting is only valid for large screen and 2.4-inch screen terminal with application v2.1 or above. Functions are divided into primary functions and secondary functions. When the primary function is enabled, its lower secondary functions can be set separately.

Add APP Account: You can add an APP login account under the company name. After you add it, you need to recharge the annual card/monthly card to take effect. When adding an app account, the function rights of the account can be set individually or in batches.

Add Dispatcher Account: You can add a dispatcher account under the company name. After you add it, you need to recharge the annual card/monthly card to take effect.

Terminal Activation: Activates the terminal whose device status is inactive in the terminal list.

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

Recharge annual card: you can recharge annual card for the company.

Recharge monthly card: you can recharge monthly card for the company.

Stop: stop the company account.

Setting: some services of the company can be turned on/off, in which SOS is turned on by default and others are turned off by default.

Multimedia message: the dispatch console and terminal can send multimedia messages such as pictures, short videos and locations in fixed groups and user-defined session years.

Video streaming, that is, real-time video. The terminal can send real-time video back to the dispatching desk. The dispatching desk can view the returned video in real time, view the returned video record, playback and download the historical video; One to one real-time video call can be conducted between dispatching station and terminal, and between terminal and terminal.

Geo group is created by dispatcher through dispatch console. Draw an area based on the map, and create groups based on the area. The dispatcher adds fixed members and temporary members to the geo-group. When the temporary members enter the map area of the geo-group, they will automatically monitor the geo-group and can choose to enter the geo-group to participate in intercom; When the temporary member is outside the area, it will automatically cancel monitoring the geo-group, and cannot participate in the PTT of the geo-group.

Organization setting, namely level-scheduling, can establish a multi-level organizational structure under the company, maintain the ownership relationship between the account and the organization, and conduct command and scheduling based on the hierarchical organizational structure.

SOS setting, i.e. call for help signal. In case of emergency, the terminal can send SOS call for help.

Private call mode: the private call mode of enterprise users can be set as immediate connection or private call answer mode. The default is private call answer mode.

Call alert: when the enterprise private call mode is set to be immediate connection, the call alert feature can be enabled for the enterprise. When enabled, the enterprise user can send a call alert to others to remind the called person to call back when there is no answer. This feature is only available for large screen and 2.4-inch screen terminal with V2.1 and above platform software.

Temporary group timeout dissolution duration: set the idle duration of speaking rights of the enterprise's private call and temporary group before they dissolve. And the default duration is 60s.

Temporary group call duration: set the maximum duration that users in the enterprise single call and temporary group can speak by pressing the microphone at a time, which is 30s by default.

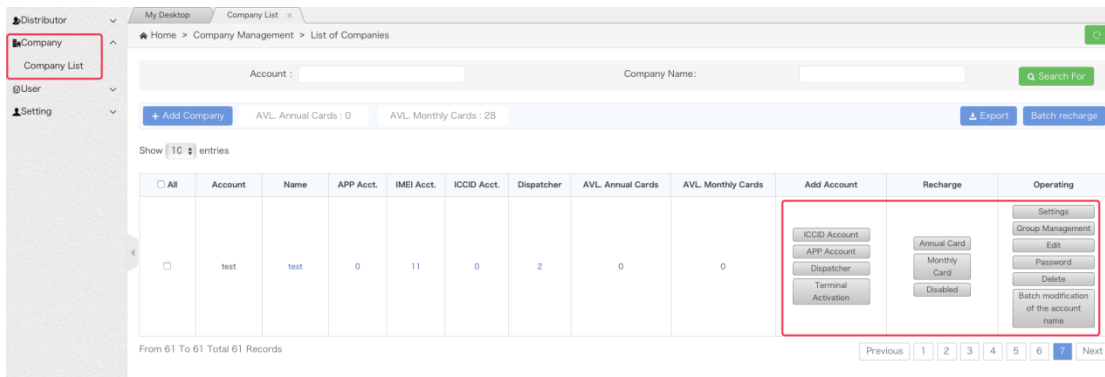
Group management: you can add groups under the company and view group information. See 3.4.3 for details.

Edit: some basic information of the company can be modified, including company name, contact and contact number.

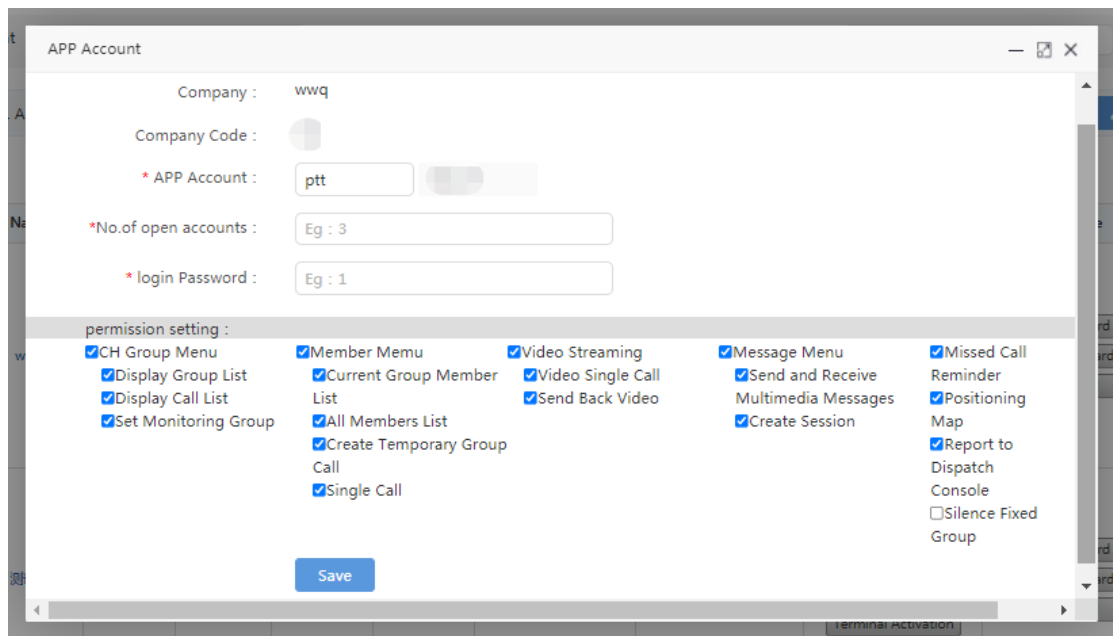
Modify password: the password of the company's account number that can log into the admin panel can be modified.

Delete: if the group is under the name of the company, the company account can be deleted without activation account.

Modify account name in batch: modify the name of user account (APP account, ICCID account, IMEI account) under the company in batch.



Company List Interface



Set function rights when adding accounts

My Desktop Company List x

Settings

Service Settings

Multimedia Message : OFF ON

Video Streaming : OFF ON

Geo-Group : OFF ON

Organization-level scheduling : OFF ON

SOS setting : OFF ON

Single Call Mode : Auto Answer Mode Manual Answer Mode

* Temporary group timeout dissolves (second) :

* Temporary group call duration (seconds) :

Service Settings

Batch modification of the account name

Device Name : Account Type :

Show entries

Account Number	Device Name	Account Type
86875303[redacted]7	<input type="text" value="86875303[redacted]"/>	<input type="button" value="IMEI Account"/>
86875303[redacted]5	<input type="text" value="8687530[redacted]5"/>	<input type="button" value="IMEI Account"/>
86875303[redacted]50	<input type="text" value="8687530[redacted]"/>	<input type="button" value="IMEI Account"/>
86861503[redacted]09	<input type="text" value="8686150[redacted]"/>	<input type="button" value="IMEI Account"/>
ptt4@[redacted].i	<input type="text" value="ptt4@[redacted]"/>	<input type="button" value="APP Account"/>
ptt3@[redacted].i	<input type="text" value="ptt3@[redacted]"/>	<input type="button" value="APP Account"/>
ptt2@[redacted].si	<input type="text" value="ptt2@[redacted]"/>	<input type="button" value="APP Account"/>

Modify user name in batch

Instructions for batch recharge:

1. Two recharge methods

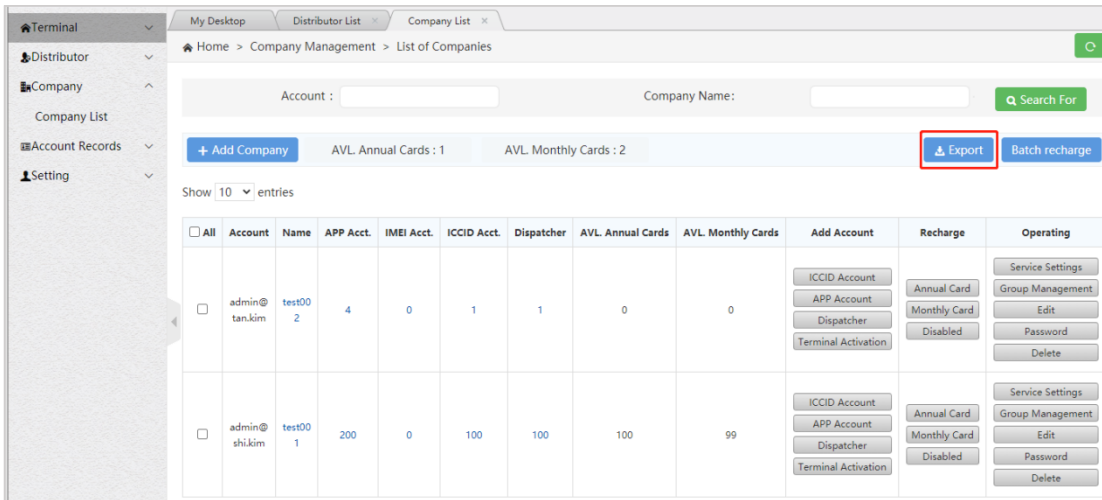
1) : Through "batch export" export required account and edit recharge quantity, after that import to recharge by "batch recharge" ;

2) : Download the recharge template, fill in the account and quantity to be recharged, after that import to recharge by "batch recharge" .

2. Detailed steps

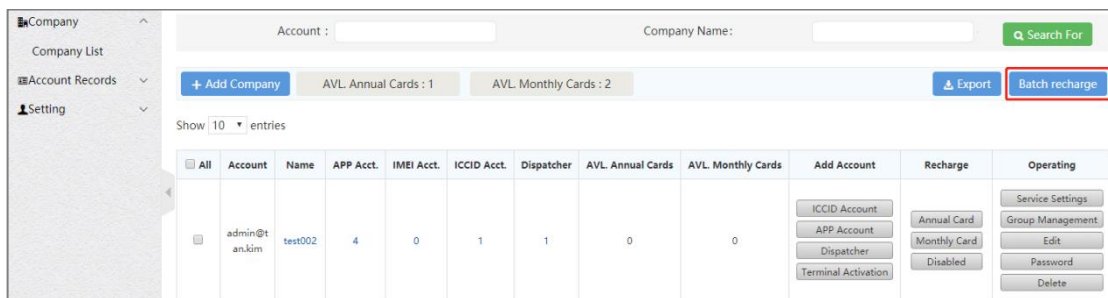
1). Batch export:

Selecting the account to be exported to export the batch recharge table; if the account is not selected, the batch recharge table exported by default contains all accounts. Through "Batch recharge", import the form to fill in the type of recharge card and the amount of recharge, and batch recharge the account. As shown below:

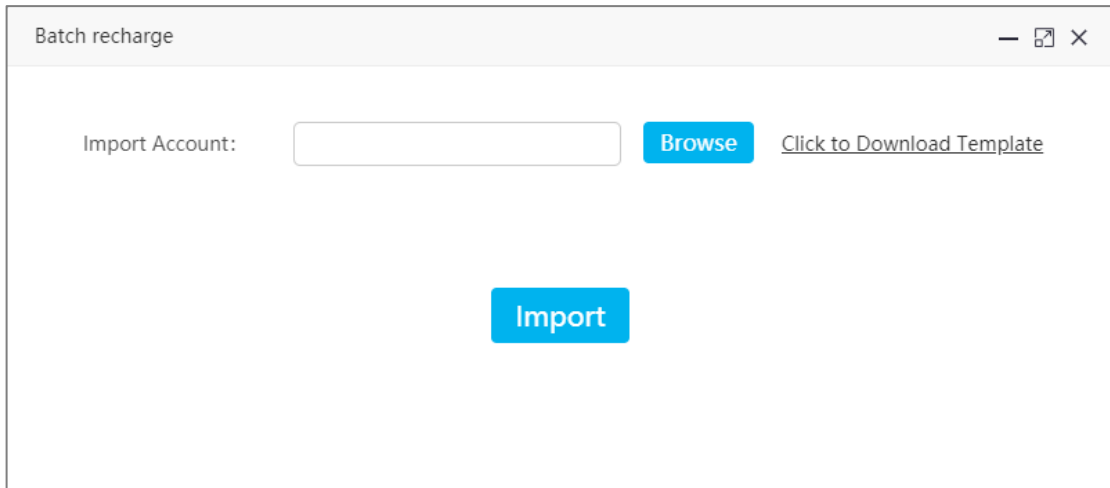


2). Batch recharge:

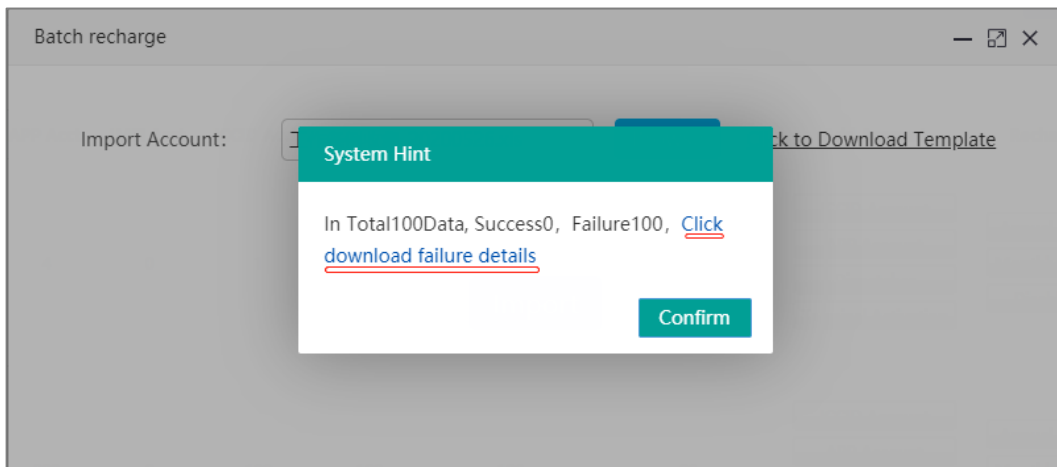
Click Batch recharge, the user can select to download the batch recharge template, custom fill in and import; can also import the existing batch recharge table, the result pop-up window shows that the recharge is completed, if the account recharge fails, you can download the table to view the reason for the failure. As shown below:



Batch recharge button



Batch recharge pop-up box

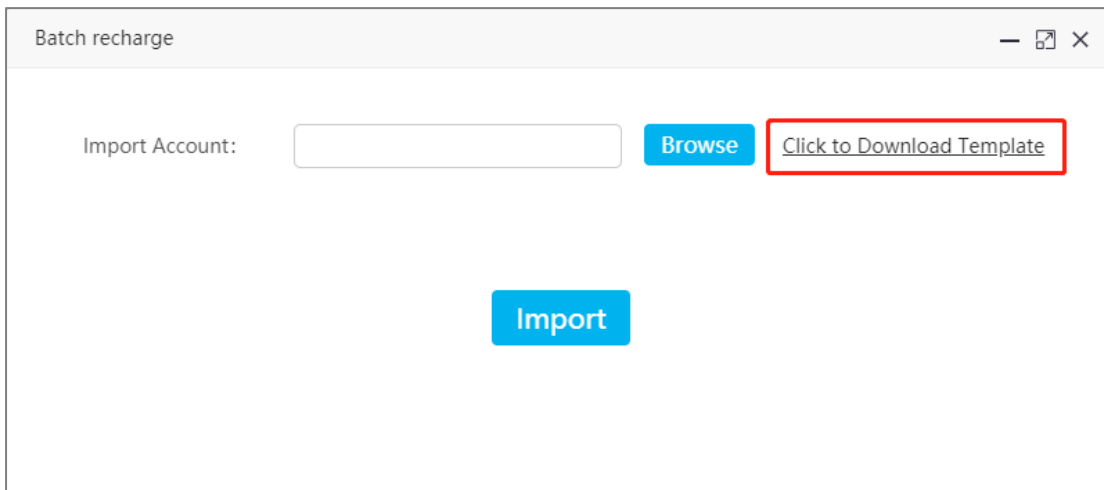


Batch recharge failure pop-up box

3). Batch recharge template:

Template acquisition method:

Click "Batch Recharge", from pop up window to download the batch recharge template. The operator can manually add the account list, recharge card type, and recharge quantity. After filling, save and import into the system. As shown below:

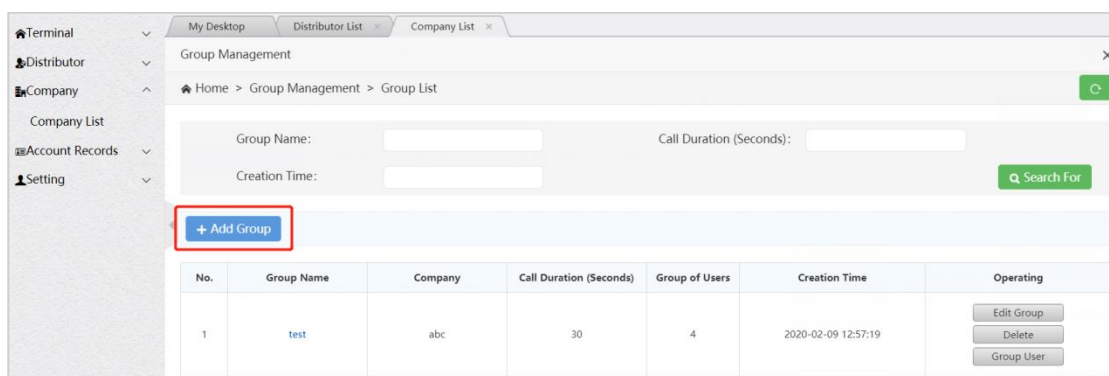


Download batch recharge template button

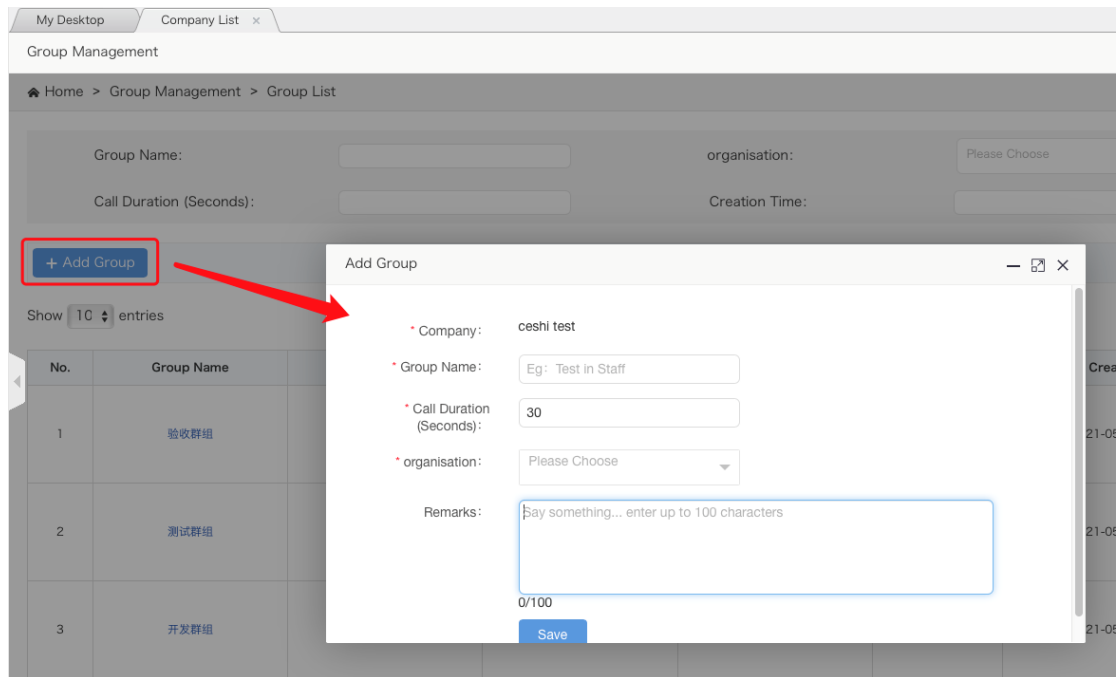
3.4.3 Group Management

For the self-use company created by the agent, the agent can manage the group for it. It can create the group of the company, associate the group users and set the group call time.

Operation steps: Company ⑦ Company List ⑦ Group Management + Add Group ⑦ Pop-up window of creating group information then enter the information, click “Save” to complete group creation, as shown in the figure. The information to be entered is shown in the figure below.



Company Group Information Interface



Create Group

Company: The company to which the group belongs.

Group Name: Name the group.

Call Duration (s): Set the duration of the group call. It is the longest intercom time for each user in the group to talk to each other.

Organization: the organization to which the group belongs.

3.4.4 Managing Group

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

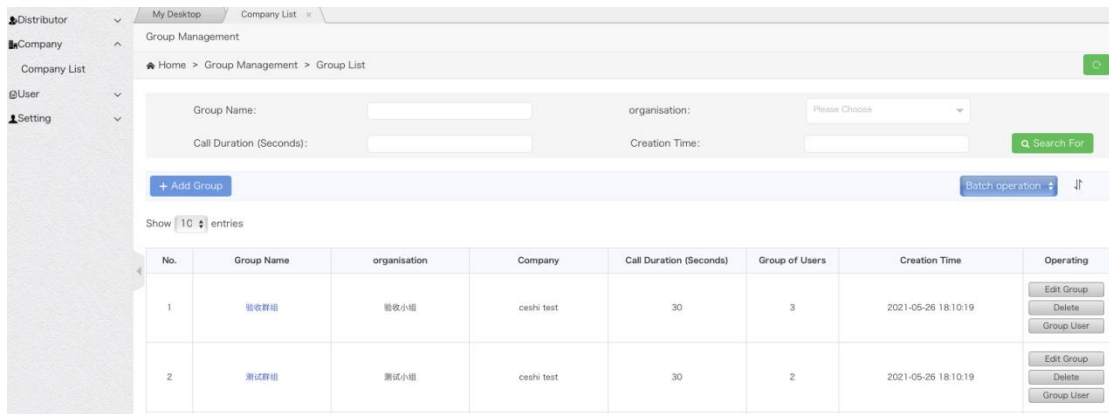
Edit Group: Edit the basic information of the group, group name, call duration and notes.

Delete: When there is no group user in the group, the group can be deleted.

Group user: Group user management, as shown in Figure 3.4.5.

Search For: The list of groups can be searched conditionally.

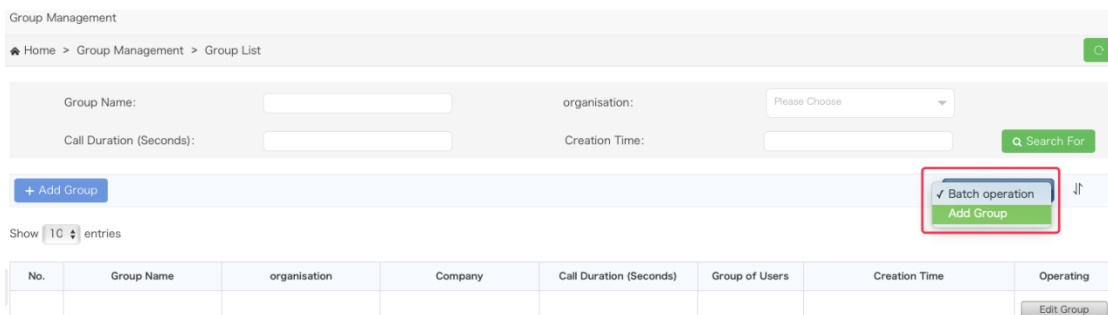
Click the group name: View the details of the group.



Agent view group list interface.

Add groups in batch:

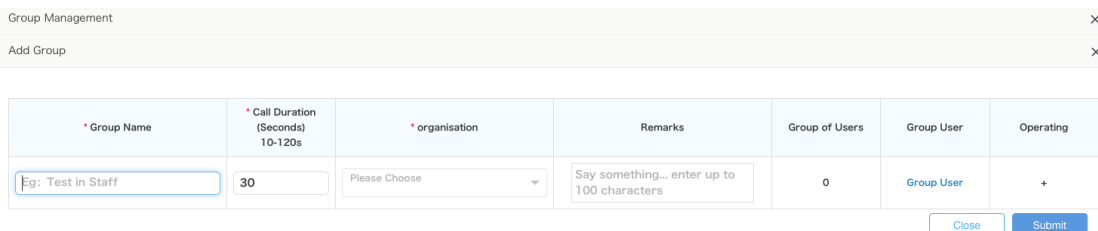
Click the batch operation button in the upper right corner of the list and select Create Group to enter the batch adding group interface.



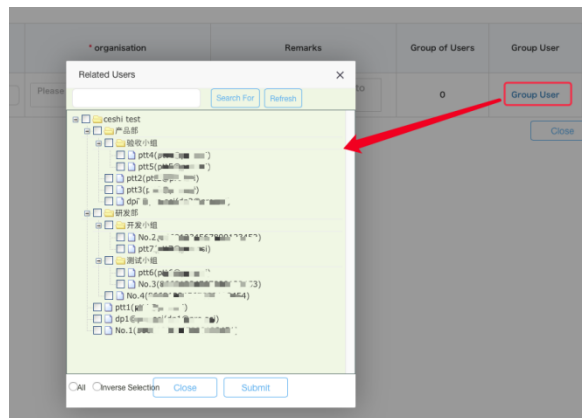
Batch adding group entry

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

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



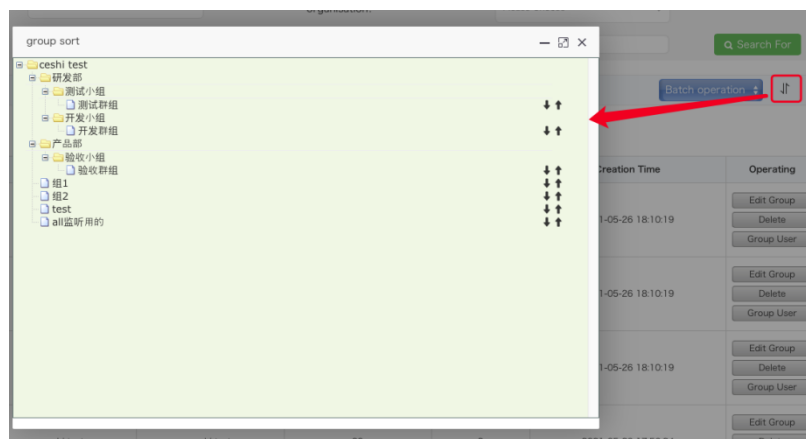
Add group in batch



Associate Users

Group sorting:





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

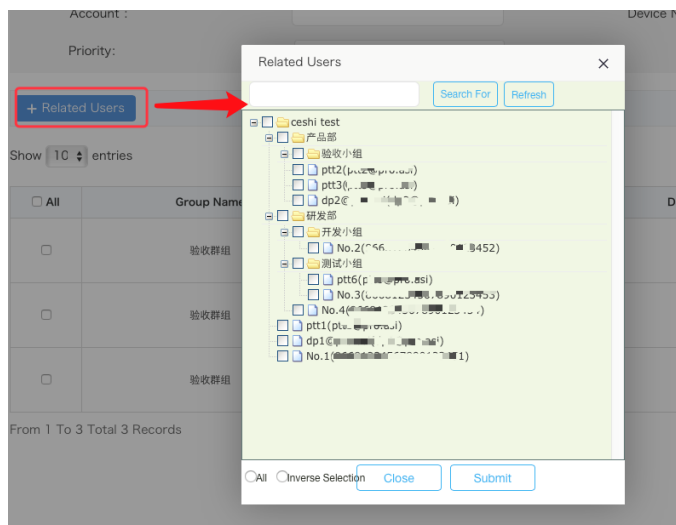


Group sorting

3.4.5 Group User Management

The group user management can be set whether the user is associated with the selected group and sets the user's priority in the group. In addition, the association between users and groups can also be set in Group User Management.

Associate User Steps: Company  Company List  Group Management  Group User  + Related Users, pop up the user options that can be associated, select the user to be associated, click “Save”, as shown in the figure below:



Associate Group User

Single Unassociated User: In the group user list, find the user you want to cancel, click Delete in the last column of the list.

Unlink Users in Batch: In the first column of the group user list, check the users you want to unlink, click “Batch Delete” above the list, and confirm the deletion.

Export Group Users in Batch: You can export the group users in excel format through the “Export Device” button at the top right of the list. You can select some users to export. If you do not check, all user lists in the group are exported by default.

Search Group Users: In Group User interface, group users can also be searched by conditions, so that users can be quickly found.

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

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

3.4.6 Recycling card

An account is still valid, but you do not intend to continue to use it. You can recover the remaining validity period of the account as a monthly card. The minimum unit of measurement is month. One day after activation is equivalent to one month.

For example:

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

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

Recycling card steps: Company → Company List. Select the company to recycle cards, click the number of accounts of a certain type:

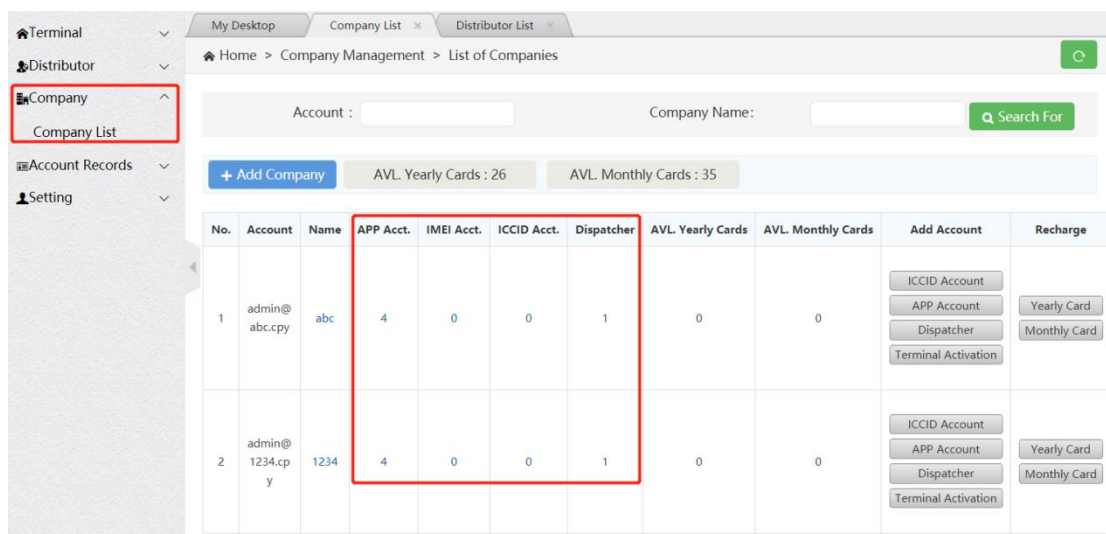
APP Acct .: You can view the detailed list of APP accounts of the selected company.

IMEI Acct .: You can view the detailed list of IMEI accounts of the selected company.

ICCID Acct .: You can view the detailed list of ICCID accounts of the selected company.

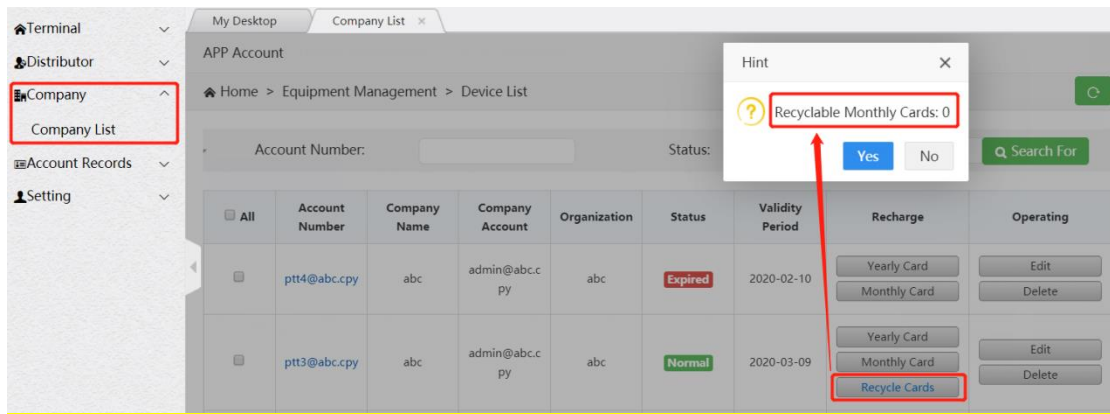
Dispatcher: You can view the detailed list of the account of the dispatcher of the selected company.

As shown in the figure below:



Select a company to click on a certain type of account number

Taking the APP account type as an example, after clicking on the number of accounts of this type, you will enter the "Device List" page, select the account which remaining validity period is to be recycled as a monthly card, and click the "Recycle Cards" button. To be confirmed click "Yes".



Recycling card

3.4.7 Account migration

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

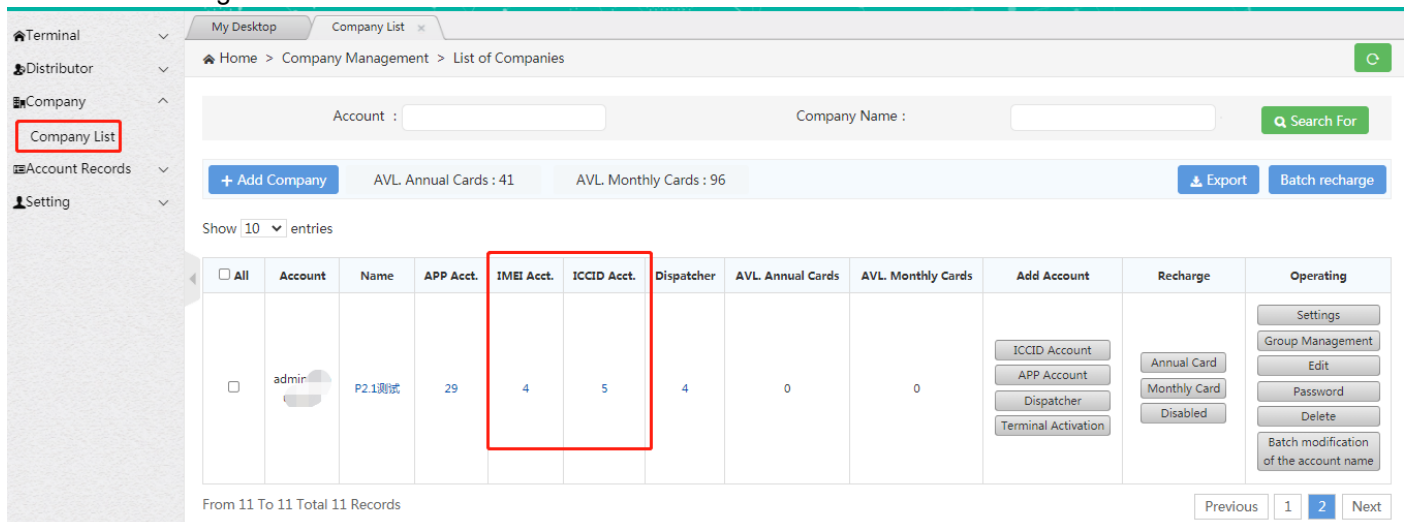
After account migration, the original attributes such as company group, session, geo-group, geo-fences will be cleared, and the new company attribute will also be empty, which needs to be added manually.

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

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

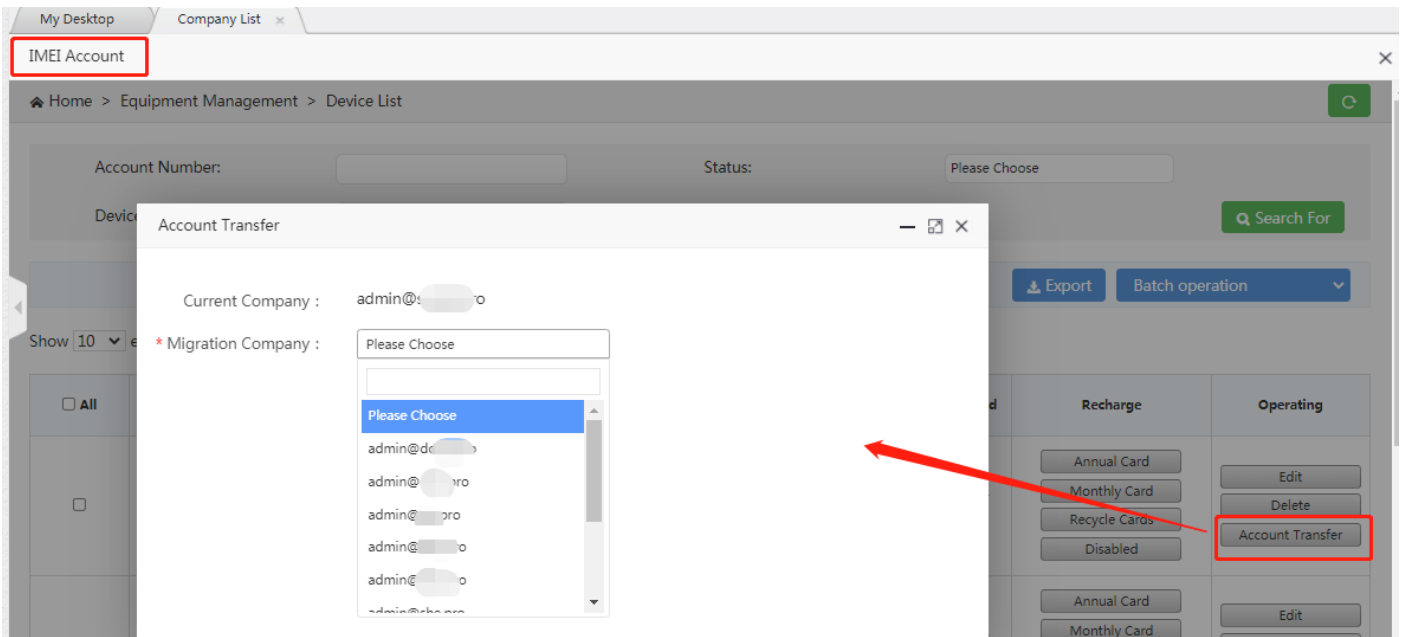
ICCID account: you can view the detailed list of ICCID accounts of the selected company.

As shown in the figure below:



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

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

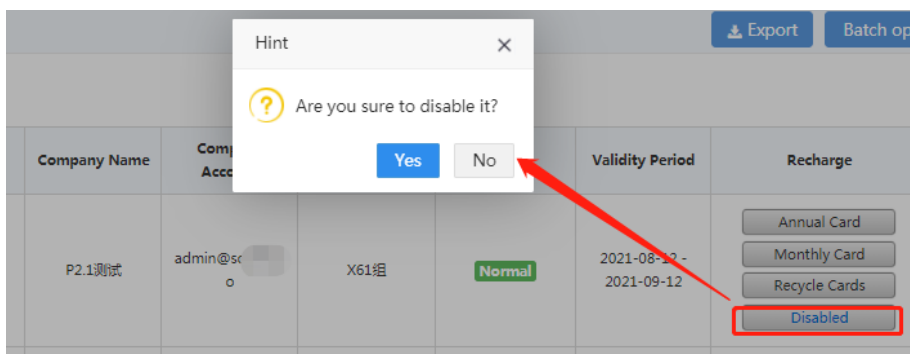


Account migration

3.4.8 Account deactivation

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

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



3.4.9 Account recharge

The agent can recharge the account of the direct company, and single recharge and batch recharge are both supported.

IMEI Account

Home > Equipment Management > Device List

Account Number: Status: Please Choose

Device Name: Search For

Export Batch operation

Show 10 entries

<input type="checkbox"/> All	Account Number	Device Name	Company Name	Company Account	Organization	Status	Validity Period	Recharge	Operating
<input type="checkbox"/>	86969	X61	P2.1测试	admin@south.pr	X61组	Normal	2021-08-12 - 2021-09-12	<input type="button" value="Annual Card"/> <input type="button" value="Monthly Card"/> <input type="button" value="Recycle Cards"/> <input type="button" value="Disabled"/>	<input type="button" value="Edit"/> <input type="button" value="Delete"/> <input type="button" value="Account Transfer"/>

Account Management

3.5 Account records

3.5.1 Account records

The account record list displays all terminal accounts of the agent or distributor (including terminal accounts sold to subordinate distributors), and all the app accounts and ICCID accounts of all direct companies of the agent or distributor.

You can view account information, search and manage accounts as shown in the following figure:

Terminal | My Desktop | Company List | Account Records

Home > Device List

Account Number : Status : Please Choose

Distribution Status : Please Choose Purchase Time :

Distributed Time : Validity Period : ALL Search For

Batch operation Export

Show 10 entries

<input type="checkbox"/> All	Account Number	Company	user level	Status	Distribution Status	Account Type	Purchase Time	Distributed Time	Activation Time	Validity Period	Operating
<input type="checkbox"/>	ptt4	833	15	Normal		APP Account	2021-08-31		2021-08-31	2021-08-31 ~ 2021-09-30	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
<input type="checkbox"/>	ptt3	833	15	Normal		APP Account	2021-08-31		2021-08-31	2021-08-31 ~ 2021-09-30	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
<input type="checkbox"/>	ptt	833	15	Normal		APP Account	2021-08-31		2021-08-31	2021-08-31 ~ 2021-09-30	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

Account records

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

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

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

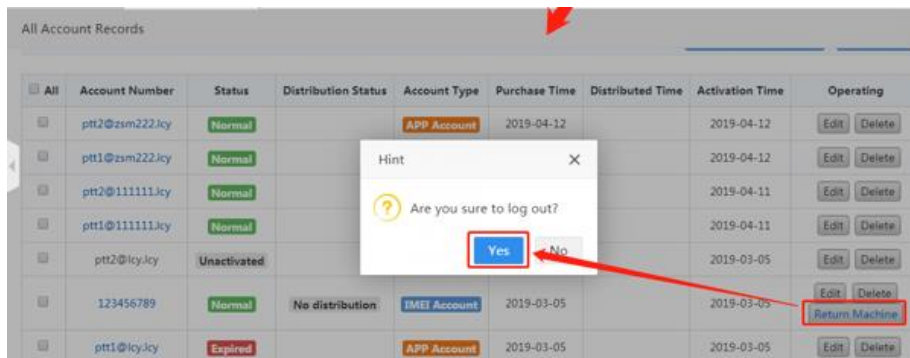
Edit: edit the account name;

Return and batch return: the terminal account that has been activated for no more than 1 month can be returned. Single and batch return are supported. See 3.5.2 for details.

3.5.2 Account return management

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

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



account return

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

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

4. Product Operation Instruction-Company Chapter

Use the browser to access the link: <https://manage.POCSTARS.com>, enter the login interface of the POCSTARS User Admin Panel. There can be one company account and multiple organization administrator accounts within the company. The organization administrator account is created when creating a new organization to manage the groups and users of the organization.

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

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

4.1 Homepage

After the company account is successfully logged in, enter the home page, you can see the left menu bar, the middle area home page information and the upper right corner exit button. As shown in the figure below, log out and return to the login interface.

The company's menu bar has:

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

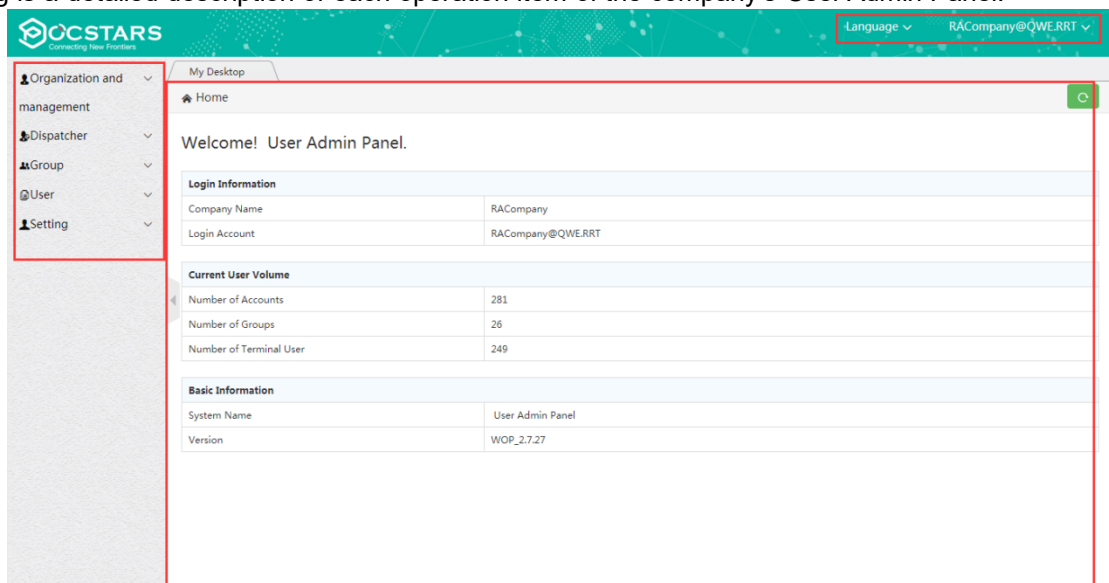
Dispatcher management → dispatcher list: dispatcher management for the company's dispatch management.

Group management → group list: group management for the company.

User management → user list: PTT account management for the company's account management.

Set up → personal data: personal center for the company's personal account management.

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



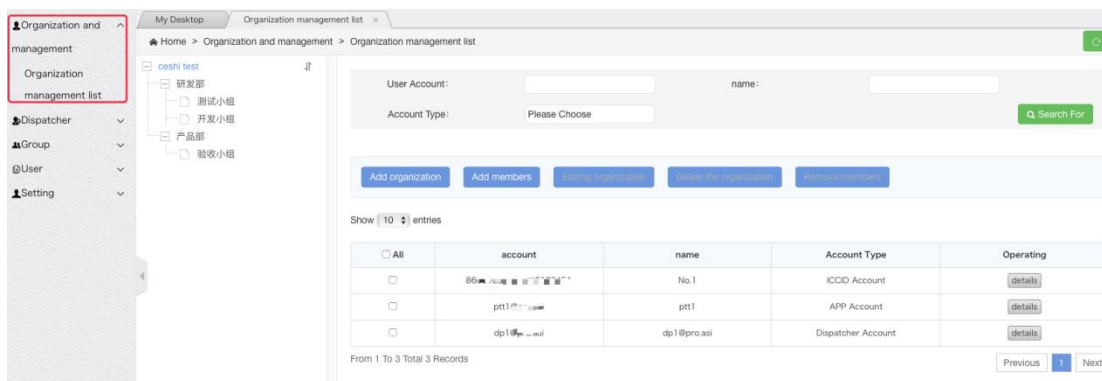
Company Homepage

4.2 Organization Management

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

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

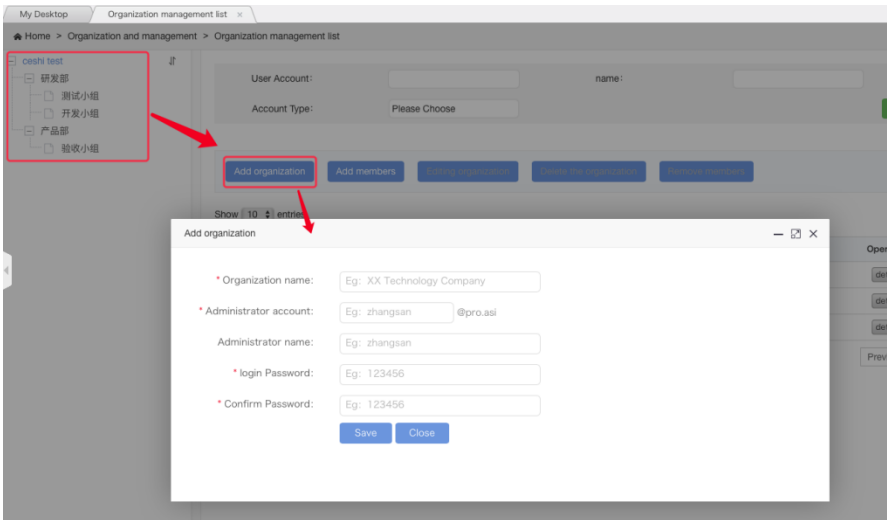
Click "organization management list" in the menu to open the organization management page. The left side shows all the organizations that can be managed by the company account / organization administrator account. After clicking an organization, the list of administrator, user and dispatcher accounts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



Organization Management Page

4.2.1 Create new organizations

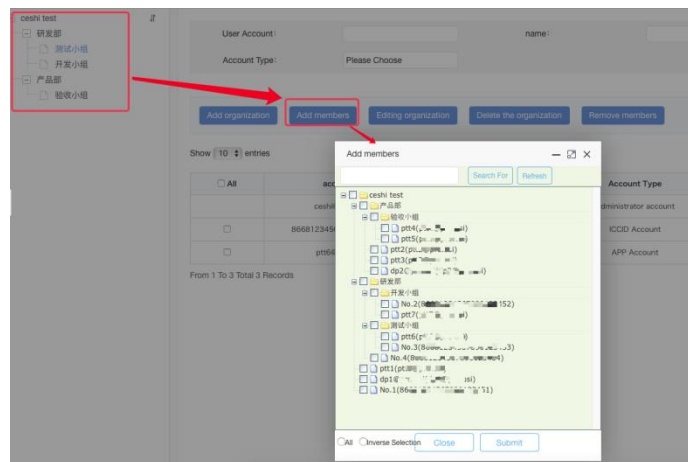
When creating a sub organization for an organization, first click the organization on the left, and then click the "add organization" button on the right to open the new organization pop-up window. Enter the organization name, prefix of organization administrator account and user name of organization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



Create organization page

4.2.2 Add Organization members

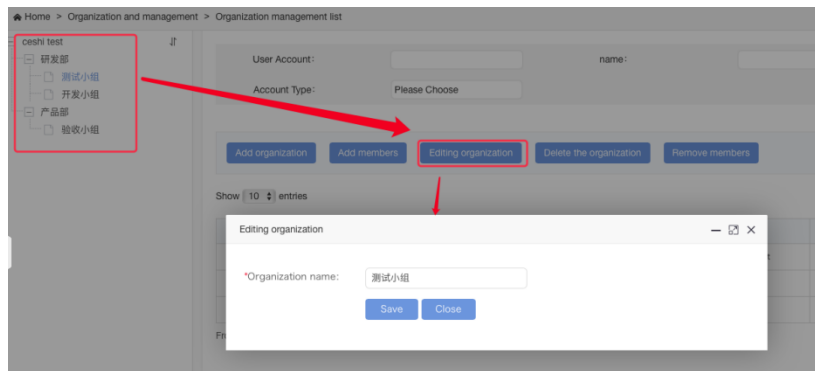
On the left, click the organization to add members, and then click "add members" to open the add members interface. Check the members to be added and click submit to add members.



Add Organization members

4.2.3 Edit Organization

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

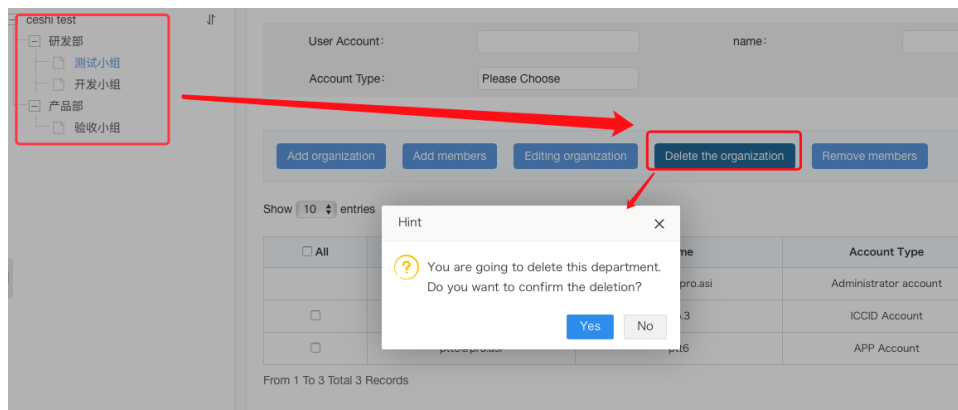


Edit Organization

4.2.4 Delete Organization

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

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

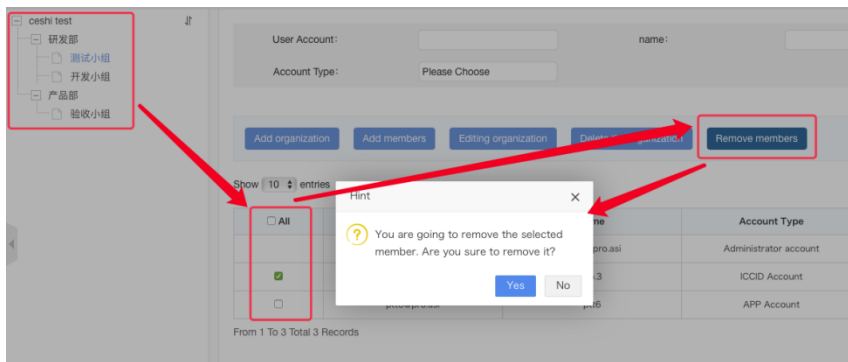


Delete Organization

4.2.5 Delete Members

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

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

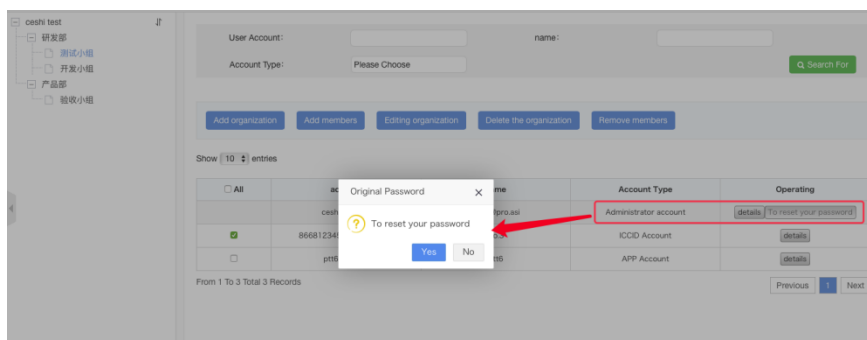


Remove organization members

4.2.6 Reset organization management password

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

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

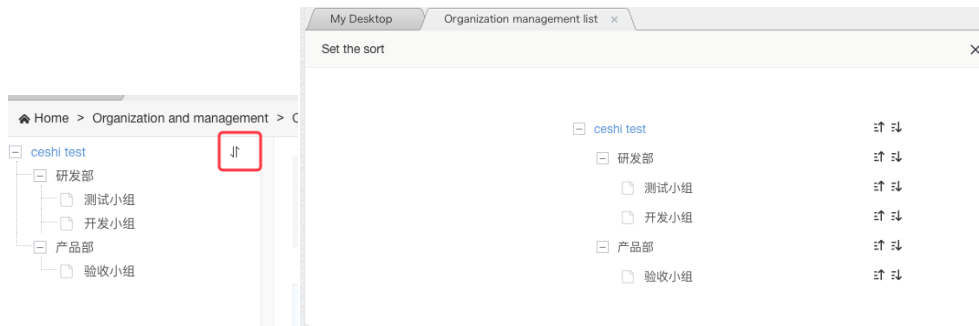


Reset organization management password

4.2.7 Organization Sorting

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

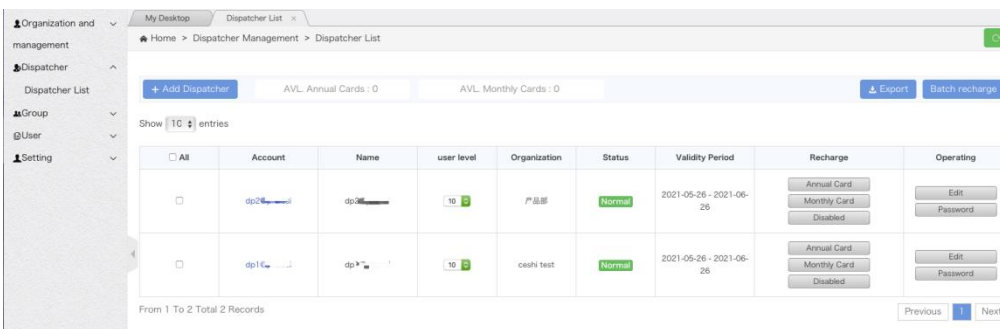
Click the sort button in the upper right corner of the organization tree, as shown in the figure on the left below; Enter the organization sorting interface, as shown in the figure on the right. Click the up and down arrow keys behind the organization name to sort manually and save after adjustment.



Organization Sorting

4.3 Dispatcher Management

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

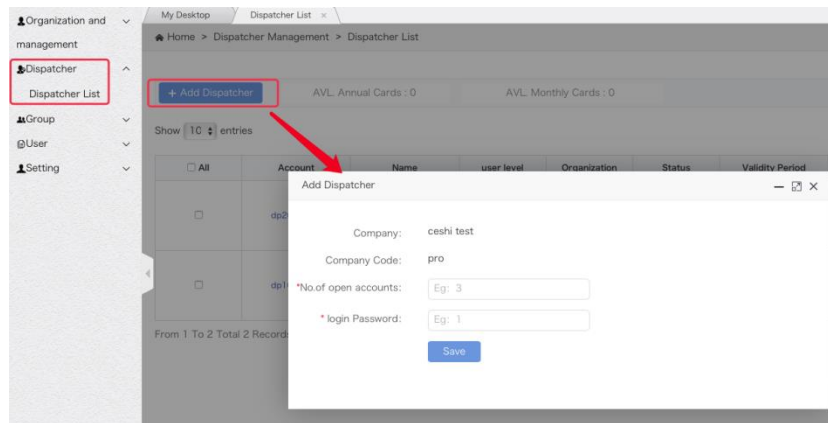


Dispatcher List

4.3.1 Create Dispatcher

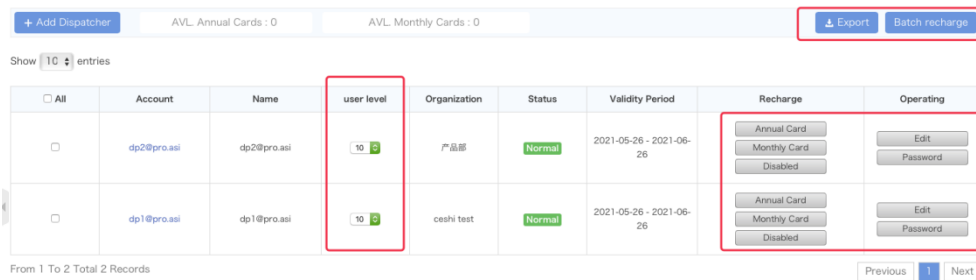
The agent can create a dispatcher for the company. See the description of the new dispatcher account in the managing company in the agent section.

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



Create Dispatcher

4.3.2 Manage Dispatcher



Operations of managing dispatcher operations

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

Batch recharge: select the dispatcher account to be recharged, click "export" in the upper right corner of the list to export the account list, select the type (year card / month card) to be recharged in the exported excel table, enter the quantity to be recharged this time, and then click the "batch recharge" button in the upper right corner of the list to import the modified account list excel table for batch recharge. You can directly download the reset template in the "batch recharge" pop-up window, enter the account to be reset, select the recharge type and recharge quantity in the template list, and then import the list for batch recharge.

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

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

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

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

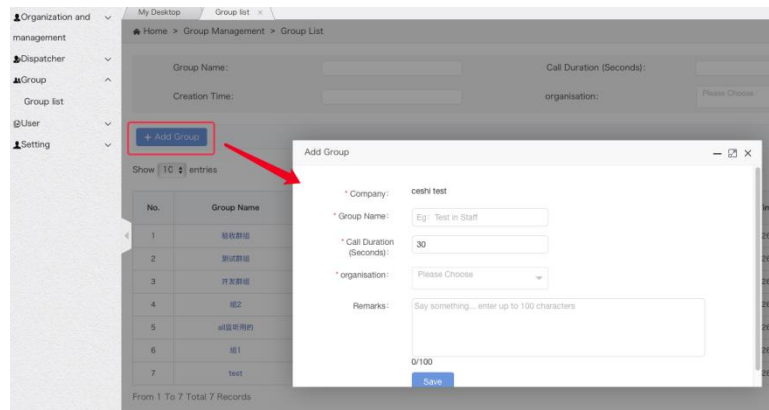
4.4 Group Management

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

Company Group List

4.4.1 Creating Group

Operation Steps: Group → Group List → + Add Group → Pop-up to create group information, enter information, click "Save" to complete group creation. The information to be entered is shown in the figure below. In addition, agents can create groups for companies.



Creating Group

Group name: name the group.

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

Organization: select the organization of the group.

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

Group Management
×

Add Group
×

* Group Name	* Call Duration (Seconds) 10-120s	* organisation	Remarks	Group of Users	Group User	Operating
<input type="text" value="Eg: Test in Staff"/>	<input type="text" value="30"/>	<input type="text" value="Please Choose"/>	<input type="text" value="Say something... enter up to 100 characters"/>	0	Group User	+

Close
Submit

Create group in batch

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

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

4.4.2 Managing Groups

For the created group, you can view it in the group list, as shown in the figure below. You can do the following:

- Search: You can search the group list by conditions.
- Click on the group name: you can view the group details.
- Edit group: edit group name, call duration and remarks.
- Group users: group user management, see 4.3.3 in the following chapters.
- Delete: When there are no users in the group, you can delete the group.
- Group sorting: click the sorting button in the upper right corner of the group list, open the sorting window, and adjust the group order by clicking the up and down direction arrow behind the group.

Home > Group Management > Group List
+

Group Name:

Creation Time:

Call Duration (Seconds):

organisation:

Search For

+ Add Group

Batch operation
Add Group

Show entries

No.	Group Name	organisation	Company	Call Duration (Seconds)	Group of Users	Creation Time	Operating
1	验收群组	验收小组	ceshi test	30	3	2021-05-26	Edit Group Group User Delete
2	测试群组	测试小组	ceshi test	30	2	2021-05-26	Edit Group Group User Delete
3	开发群组	开发小组	ceshi test	30	2	2021-05-26	Edit Group Group User Delete
4	组2	ceshi test	ceshi test	30	2	2021-05-26	Edit Group Group User Delete
5	测试所用的	ceshi test	ceshi test	30	13	2021-05-26	Edit Group Group User Delete
6	组1	ceshi test	ceshi test	30	2	2021-05-26	Edit Group Group User Delete
7	test	ceshi test	ceshi test	30	4	2021-05-26	Edit Group Group User Delete

From 1 To 7 Total 7 Records

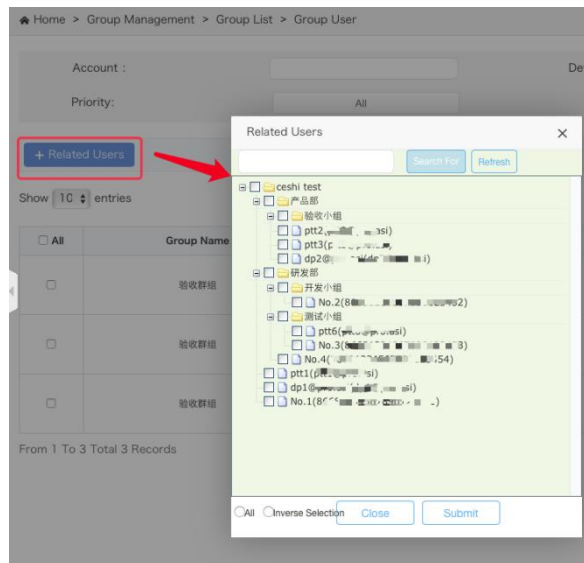
Previous
1
Next

Operations of managing groups

4.4.3 Group User Management

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

Associate User Steps: Group Management ➤ Group List ➤ Group User ➤ + Related Users, pop up the user options that can be associated, select the user to be associated, click “Save”, as shown in Figure 4.6 below:



Associate Group User

Single Unassociated User: In the group user list, find the user you want to cancel, click Delete in the last column of the list.

Unlink Users in Batch: In the first column of the group user list, check the users you want to unlink, click “Batch

Delete” above the list, and confirm the deletion.

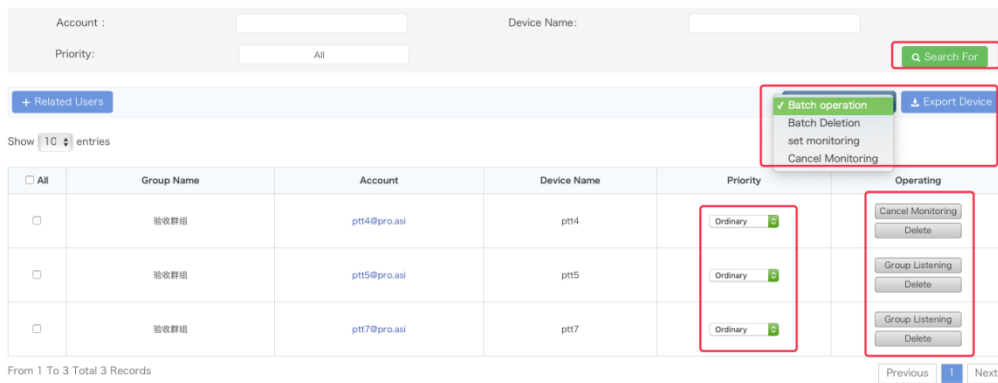
Export Group Users in Batch: You can export the group users in excel format through the Export Device button at the top right of the list. You can select some users to export. If you do not check, all user lists in the group are exported by default.

Search Group Users: In the group user interface, group users can also be searched by conditions, so that users can be quickly found.

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

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

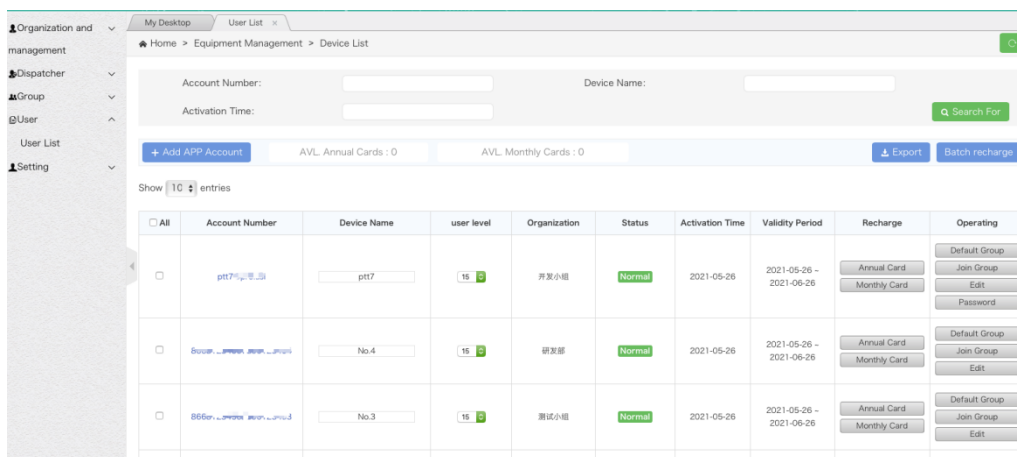
Set the user's PTT voice priority: in the priority column of the list, drop down to select the priority, set the user's voice priority in the group, and save it after selection. Optional range: normal, intermediate and advanced. The default is normal.



Group User Interface

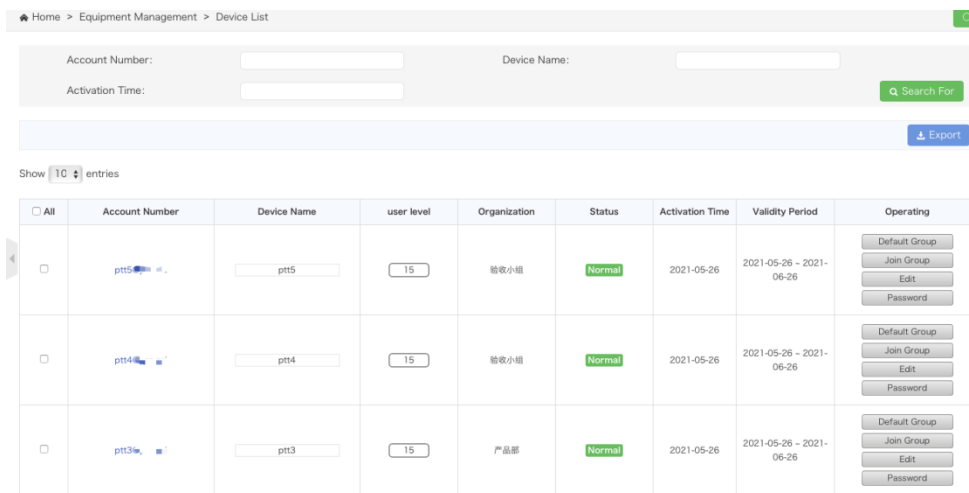
4.5 User Management

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



User list of company account

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



<input type="checkbox"/> All	Account Number	Device Name	user level	Organization	Status	Activation Time	Validity Period	Operating
<input type="checkbox"/>	ptt5	ptt5	15	验收小组	Normal	2021-05-26	2021-05-26 - 2021-06-26	<input type="button" value="Default Group"/> <input type="button" value="Join Group"/> <input type="button" value="Edit"/> <input type="button" value="Password"/>
<input type="checkbox"/>	ptt4	ptt4	15	验收小组	Normal	2021-05-26	2021-05-26 - 2021-06-26	<input type="button" value="Default Group"/> <input type="button" value="Join Group"/> <input type="button" value="Edit"/> <input type="button" value="Password"/>
<input type="checkbox"/>	ptt3	ptt3	15	产品部	Normal	2021-05-26	2021-05-26 - 2021-06-26	<input type="button" value="Default Group"/> <input type="button" value="Join Group"/> <input type="button" value="Edit"/> <input type="button" value="Password"/>

User list of organization administrators

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

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

Check the status and validity of an account: you can view the validity period of an account and the status of the account in the account list.

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

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

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

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

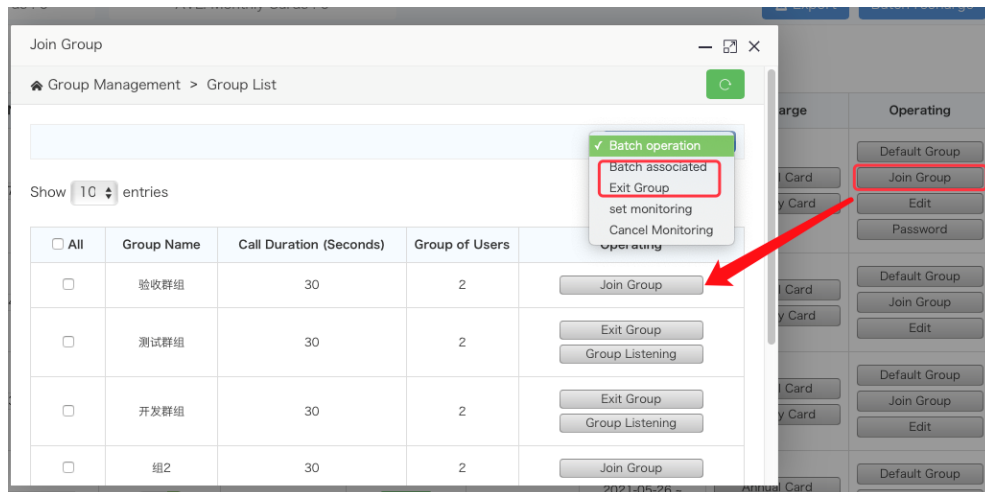
Modify device name: you can modify the device name directly or click the "Edit" button in the list to modify the user name.

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

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

4.5.1 Join Group Management

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



User group relationship setting interface

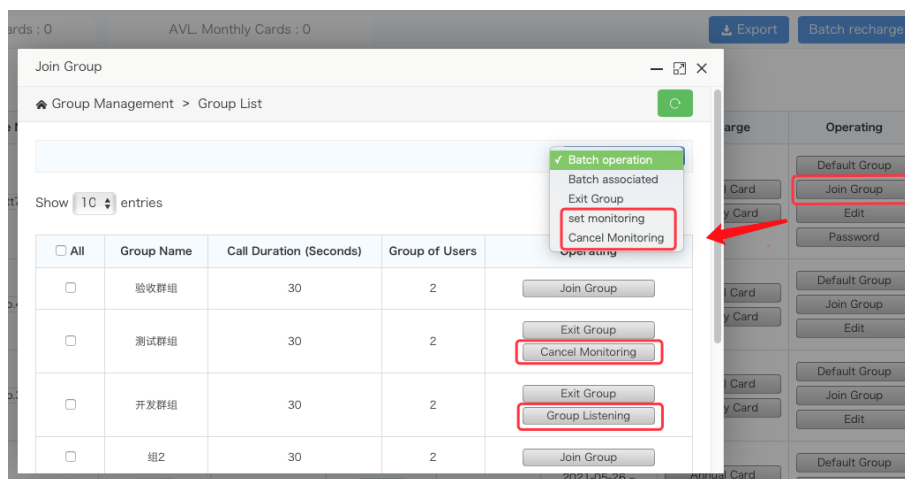
Steps for terminal users to join groups:User → User List → Join Group → Join Group, as shown in the figure below:

Exit group: In the Join Group user list, find the group you want to exit, and click Exit Group in the last column of the list to exit the group.

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

4.5.2 Monitor Group Management

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



Set up User Monitoring Groups

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

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

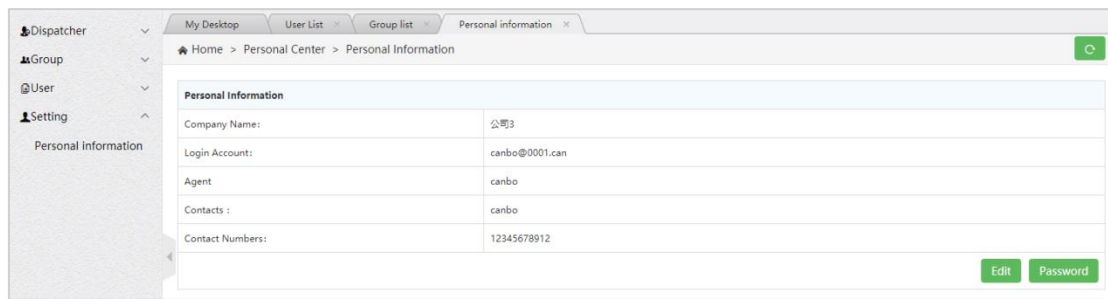
4.6 Settings

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

Edit: You can modify the user name and contact information of the company account.

Change Password: Change the password of the company account to log in to the User Admin Panel.

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



Personal Center Interface