

RealPTT Web Company Platform Manual**Shenzhen Corget Technology Co.,Ltd**

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1. RealPTT Company Management Platform

Company management platform can manage users, groups, and company information. The software uses the B / S structure, it can manage users and groups by the Web, users and groups are managed by business units, every company independently manages their own intercom accounts and groups, operators manage company accounts and distribute intercom accounts. Every company can add multiple secondary management, users and groups can be managed at different grade. Concepts are as following:

Company administrator: He is the company manager, responsible for the management of the company groups, accounts and department management;

Company department administrator: Department administrator of company users, responsible for the management of the platform groups , accounts and his sub-secondary management.

Sub-secondary administrator: The sub-secondary administrator of company department administrator, responsible for groups and accounts on his platform.

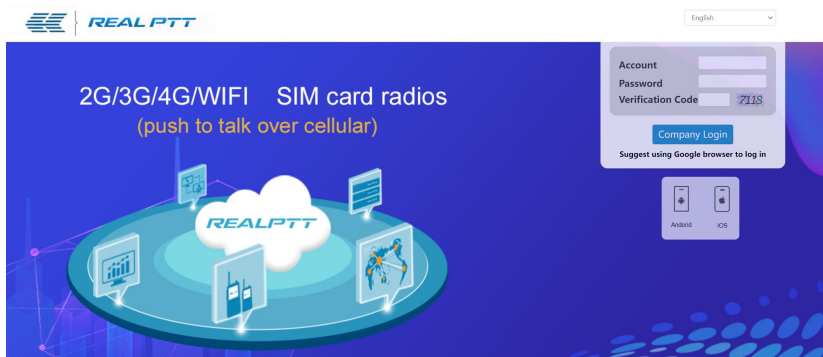
Company platform website: <https://realptt.com/ptt/>

Company department management platform website:

<https://realptt.com/ptt/part/>

Sub-secondary management platform website:<https://realptt.com/ptt/part/>

Considering browser compatibility, for better use, it is recommended to use Google Chrome to log in.



Company platform login page

2. Company Management Platform Function

Company management is that company users manage the intercom users and groups, including user management, group management, orders center, department, patrol management, multimedia management, audio list, map, news, personal center etc.

REALPTT Cluster system management platform

User Management >

Group Management >

Orders Center >

Department >

Patrol Management >

Patrol Management 2.0 >

Multimedia Management >

Audio List >

Map >

news >

Personal Center >

Statistics >

Total Users:	7
Normal Users:	0
Paused Users:	7
Online Users:	0
The Number Of Groups:	1
Number Of Accounts:	0

2.1 User Management

2.1.1 Create User

Company administrator select users used account bill, then he can add user accounts, and can set the user account information (including user account, password, user name, select groups, default groups, speech grade, phone number, user function, etc.).

The screenshot displays the 'Create User' form within the REALPTT Cluster system management platform. The interface includes a sidebar with navigation options such as 'User Management', 'Group Management', 'Orders Center', 'Department', 'Patrol Management', 'Patrol Management 2.0', 'Multimedia Management', 'Audio List', 'Map', and 'news'. The main form area contains the following fields and options:

- Confirm Password:** A text input field.
- User Name:** A text input field with a note: '*The length should not exceed 30'.
- Client's Name:** A text input field.
- User Type:** A dropdown menu with 'General user' selected.
- Custom user type:** A text input field.
- Head portrait:** A button labeled 'Choose File' and a note 'No file chosen'.
- Department:** A dropdown menu with 'not defined' selected.
- Group:** A section with a note 'Add user groups by old se' and a button 'Add user group'. Below this is a list of groups, including 'Group10112553', with buttons for '+Add', '+Remove', and '+Filter'. A note at the bottom right of this section reads '* Real group option for groups shared by other companies'.
- Default Group:** A dropdown menu with 'not in group' selected.
- Default priority:** A dropdown menu with 'Level 1' selected. A note below reads 'The priority within the group when the user joins the group defaults to this value'.
- Phone Number:** A text input field.
- Functions:** A section with a 'Select All' checkbox and several checked options: 'Basic' (Contact, Private call, Only listen, Do not disturb when private call, Receive SOS, Shun, Shun protection, Disable Text), 'GPS' (View location, GPS positioning), 'Audio' (Call logs, Platform audio), 'Group' (Display the group members, Last group, Change group, Management Group), and 'Dispatcher' (PC Console, All call, Monitor).

1: Use order: When there are unexpired orders on the company platform, users can be added through the order. The user will be automatically associated with the order, and the user will be automatically suspended when the order expires. Then, you can renew the order or purchase a new order to ensure the normal use of the user.

2: User accounts: It must be composed of letters or numbers. It usually consists of the initials of the name and a numeric number, for example: user001. The


length cannot exceed 15, and there cannot be Chinese or special symbols.

3: User password: Set the user account login password, it must be letters or numbers, length can't be more than 12 characters.

4: Confirm password: Input user password again, consistent with the above user password.

5: User name: The length cannot exceed 15 English characters. It can only be composed of Chinese, English or numbers, and cannot have special characters (underscores, spaces, etc. are all special characters). The user name will be announced when you log into the radio.

6: Client name: Generally it is used to remark the user of the current account.

7: User type: Include general user, interphone, cell phone, law enforcement recorders, cameras, dispatcher, police, doctor, truck, taxi, police car, sentry box, explosion proof car, hotel, soldier, etc. The user type is mainly used to identify the equipment of the user and the industry to which the user belongs. Icons corresponding to the user type will be displayed on the pc or mobile phone dispatcher. The default user type is general user. For example, if the user type is changed to police, the user icon on the user list and map will show the police icon , and so on.

8: Head Portrait: After set up a head portrait for a user, when the user send a sos alarm, there will show the head portrait in sos pop-up in the map of dispatcher.



The screenshot displays the REALPTT software interface. At the top, there's a navigation bar with icons for User List, Video, Map, Patrol, and Data Center. Below this, a sidebar on the left contains 'Fixed Group' and 'Contacts' sections. The main area shows a map with a red location marker and a pop-up window for user 'zzz1'. The pop-up includes the REALPTT logo, the user ID 'zzz1', the text 'TEL: S.O.S', and a Google Maps search link. To the right of the map is a 'Show track' panel with time and interval settings. At the bottom, a table lists user information.

Name	ID	Speed	Direction	Elevation	Status	GPS Time	Lat	Long
zzz1	1220476929	0km	North	0m	Offline	2024-06-11 16:06:58	22.5775	113.934
zzz2	1220476931	0km	North	0m	Offline	2024-04-03 15:53:34	22.5767	113.937

9: Department: This account can be assigned to lower-level department platforms for management.

10: Group: There are two ways to join group: One is to add user group by inputting the account of an old user, then join the same group with this old user. Second, select the group on the right to be automatically added to the left column, indicating that the user has joined this group.

11: Default group: If you select “not in the group”, when the user login the account, the user will not in any group, the speech of users can’t be heard. If you select a group as the default group, after the user login the account, the user will be into the group by default, the speech of user can be heard by online users.

12: Default priority: Level 10 is the highest speaking level and can cut off intercoms from level 1 to level 9 users. When a user joins a group, the priority within the group is on the default priority. You can set the user's priority within the group. When users of high level are speaking, low level users can't

interrupt; when users of low level are speaking, user of high level can interrupt; When users of same level are speaking, the users can speak one by one.

13: Phone number: It can record user's mobile phone number, It is convenient to contact.

14: Functions

Function: ☐ Select All

Basic:	<input checked="" type="checkbox"/> Contact	<input checked="" type="checkbox"/> Private call	<input type="checkbox"/> Only listen	<input checked="" type="checkbox"/> Do not disturb when private call	<input checked="" type="checkbox"/> Receive SOS	<input checked="" type="checkbox"/> Stun	<input checked="" type="checkbox"/> Stun protection	<input type="checkbox"/> Disable Text	<input type="checkbox"/> Full duplex
GPS:	<input checked="" type="checkbox"/> View location	<input checked="" type="checkbox"/> GPS positioning	<input checked="" type="checkbox"/> Indoor Positioning						
Audio:	<input checked="" type="checkbox"/> Call logs	<input checked="" type="checkbox"/> Platform audio							
Group:	<input checked="" type="checkbox"/> Display the group members	<input checked="" type="checkbox"/> Last group	<input checked="" type="checkbox"/> Change group	<input checked="" type="checkbox"/> Management Group					
Dispatcher:	<input checked="" type="checkbox"/> PC Console	<input checked="" type="checkbox"/> All call	<input checked="" type="checkbox"/> Monitor						
Video:	<input checked="" type="checkbox"/> Video	<input checked="" type="checkbox"/> Video Call	<input checked="" type="checkbox"/> Video Upload	<input checked="" type="checkbox"/> Video monitor	<input checked="" type="checkbox"/> Video capture	<input checked="" type="checkbox"/> Video handfree	<input checked="" type="checkbox"/> Allow be video monitored	<input checked="" type="checkbox"/> Allow be video captured	<input checked="" type="checkbox"/> Allow be video handfree
Patrol:	<input type="checkbox"/> Patrol 1.0	<input checked="" type="checkbox"/> Patrol 2.0	<input type="checkbox"/> Automatic GPS Clock In						

14.1 Contact: User can add friends who are often in touch with, so user can check friends list in the contacts of pc dispatcher or mobile application.

14.2 Private call: The radio can establish a temporary group with the dispatcher/mobile application to achieve one-to-one intercom.

14.3: Only listen: It will take effect immediately after being selected and saved. The account cannot send PTT call but can receive speech.

14.4: Do not disturb when private call: This user cannot be called by another user when he or she is on private call with someone already, unless he or she exit the current call.

14.5: Receive SOS: Receive SOS alarm messages sent by other users.

14.6: Stun: Force user to disconnect, and if need to relogin then need to activate that user on the company platform.

14.7 Stun protection: Block other users' stun operations. When other users use the stun function, it will not take effect on this account.

14.8: Disable text: Text messages cannot be sent and received (the text ban function cannot be set when the video function is set)

14.9: Full duplex: You can speak with other users at the same time, and you can hear each other.

14.10: View location: The user can check group members location in the mobile APP or PC dispatcher.

14.11: GPS positioning: It means the user can upload their GPS information to server then show on the PC dispatcher or mobile application, otherwise cannot show their GPS information on the map even if the radio or cellphone with GPS function.

14.12: Indoor positioning: Indoor location can be uploaded to the server and can be seen on the PC dispatcher or mobile application.

14.13: Call logs: The user can check recording information on the dispatcher.

14.14: Platform audio: The user can check audio recording on the company platform, otherwise cannot save this user recording on the company platform.

14.15: Display the group members: Show all group members.

14.16: Last group: Each user has one default group, and every time login will enter the default group, but if choose last group, then when log in, the user will enter the last time group.

14.17: Change group: If this user added 10 groups, the user in A group can change to B or C or other group.

14.18: Management Group: After checking, the homepage of the computer dispatch console will display the enterprise platform interface

14.18: PC console: This user account can log in the pc dispatcher, otherwise it cannot log in pc dispatcher if not select this function. If when logging in the pc dispatch console, it prompts "account or password is incorrect .", please check if this permission has been selected.

14.19: All call: If one user join in 10 groups, this user do not need enter into each group to speak then all 10 group members can hear this user voice, this function only suitable use on the PC

14.20: Monitor: The user can monitor other group's communication and do not need enter this group in the PC dispatcher or mobile application.

14.21: Video: This user can make video chat, upload videos, monitor videos, capture videos, and send pictures.

14.22: Video call: The account can activate the video call function. If not selecting this, the video call function cannot be activated.

14.23: Video upload: The account can activate the video upload function. If not selecting this, the video upload function cannot be activated.

14.24: Video monitor: The account can activate the video monitor function. If not selecting this, the video monitor function cannot be activated.

14.25: Video capture: The account can activate the video capture function. If not selecting this, the video capture function cannot be activated.

14.26: Video handsfree: The account can directly enter the video call without pressing confirm button.

14.27: Allow be video monitored: The user can be video monitored by others. After it is removed, the user cannot be video monitored by others.

14.28: Allow be video captured: The user can be video captured by others. After it is removed, the user cannot be video captured by others.

14.29: Allow be video handsfree: The user can be video handsfree by others. After it is removed, the user cannot be video handsfree by others.

14.30: Patrol: Use the patrol function to perform NFC patrol or GPS patrol.

14.31: Patrol 2.0: The user uses the Patrol 2.0 system.

14.32: Automatic GPS Clock In: The user turns on the automatic GPS positioning function of Patrol 2.0.

The functions of all call, monitor, recording, patrol, and video will only be displayed after purchasing the corresponding orders.

Warm reminder: The activation of each function requires corresponding mobile data, so please only select the functions you need.

15. Description: Additional information about the user, such as the specific time of creating the user accounts, contact information, etc.

16. Dispatch console information display: The content of the account displayed on the map page of dispatcher.

17. Android APP menu password: When setting up the app password, it need input this password firstly when entering the mobile application.

18. IMEI: Used for Android devices that has IMEI numbers. After the account is bound to the IMEI number of the device, the device does not need to enter the account password. The corresponding bound account is obtained through the machine's IMEI to log in. The binding format is: model-IMEI. The model and IMEI number information can be found in the radio's settings - machine information.

19. IMEI Lock: The account will automatically obtain the locked account based on the IMEI; the account can be switched on the terminal device that is not locked; after locking, the device is bound to the account, and the account can only be logged in using the locked machine.

20. ICCD: This is the unique identification number of the SIM card, generally consists of 20 digits. After filling in and saving the ICCD numbers, it is easy to check the data usage of the user.

21. Encryption Type: Encryption can enhance the security of voice data and protect user privacy. The encryption type can be selected from RSA/AES or SM2/SM4. Empty recovery option means not using encryption. Users are not encrypted by default. (The encryption type column will only be displayed if the agent enables the encryption function for the company.)

Note:1. The device needs to support the corresponding encryption type(Temporary support equipment: ZTE Micro 4G, Qualcomm 9x07 and Android devices); 2. If the account is encrypted, you need to select the same encryption type to communicate with each other. You can also choose not to use any encryption type; 3. After checking encryption, the video will not be able to be saved or played!

RSA/AES: International standard encryption algorithm;

SM2/SM4: Domestic encryption algorithm recognized by the State Cryptozoology Bureau;

If there is no specific encryption type to be used, SM2/SM4 encryption method can be preferred.

22. SIM Card expiration time: Record the expiration time of the data card of the user.

23. Mail: Record the email of the user.

2.1.2 Bulk create (Excel)

Download the template and fill in the account information according to the template requirements. Select the order you want to use, then select the file with the information filled in, then click "creat" to creat multiple users at once.

User Management

Create User

Bulk Create (Excel)

Bulk Create (Online)

User Details

Modify User

User Function In Group

Contact

Login Record

Bulk Create (Excel)->

Use Order: 171680:2025-06-30 23:59:59(Use Status: 0/1) [PTT call] ▾

Download Excel Template: [Download](#)

Please Select An Excel File: [please select file.](#)

Check account Check if the account is already in use

Recover password Please use the template used when adding users to recover the password.

[Create](#)

Pay attention to punctuation symbols in English when filling in batch increase template. If the format is incorrect, error will be reported when submitting template batch increase.

User Account (Required)	User Name (Required)	User Password (Dispensable default: 111111)	Phone (Dispensable)	Priority (Dispensable default Level 1 Fill in the corresponding level from 1 to 10)	Belong To The Group (Dispensable Fill in the group id, separated by commas)	Default Group ID (Dispensable)	User Description (Dispensable)	(Dispensable log: 3) [M: group: 10] [Do n
example	abc	111111		1	923924	924		3.7.9

Check account: to check whether the account in the form has been used already. The account should be exclusive and cannot be repeated.

Recover password: Download the excel template to set up passwords for different users. The password can be different set in this form.

2.1.3 Bulk create (Online)

In the company management platform, increase the user page in batches, select the corresponding order, fill in the account prefix, user password, name prefix, starting number, number of users, etc. The system generates the user account name according to the prefix and the starting number. Applicable to users whose account names are incremented in numerical order.

User Management

- Create User
- Bulk Create (Local)
- Bulk Create (Online)**
- User Details
- Modify User
- User Function In Group
- Contact
- Login Record
- Login Statistics
- Group Subscribe
- Default PC console account

Bulk Create (Online) ->

Please input the user information

Use Order:

Account Prefix: *Must be number or English letter;The length should not exceed 14;The position of the serial number can be indicated by *

Password: *Must be number or English letter;The length should not exceed 12

Confirm Password:

Name Prefix: *The length should not exceed 30;The position of the serial number can be indicated by *

Account Starting Number:

Name Starting Number:

Quantity:

2.1.4 User Details

Administrators can view account information of company, administrators can view account information via 17 ways:

User Details->

User ID	View	User Name	View	User Account	View	Phone Number	View
Description	View	Department account	View	Department Name	View	Group Name	View
Group ID	View	Default Group ID	View	Order ID	View	ICCID	View
IMEI	View	Password	View				

Please select user type [View](#) Pause Time: - [View](#)

[Query all \(reverse order\)](#) [Query all \(positive order\)](#) [Two-month expired users](#) [SIM card expires in the next month](#)

- 1) User ID: Enter the user ID to view user information directly;
- 2) User name: Enter the user's name to view user information. In this method, you

only need to enter part of the string in the name to find the user information;

- 3) User account: Enter the user account to view user information directly;
- 4) Phone number: Enter the phone number and list the user information matching the phone number;
- 5) User description: Enter the user description content and list the user information matching the user description;
- 6) Department account: Enter the department account to which the account belongs to query user information;
- 7) Department name: Enter the name of the department to which the account belongs to query user information;
- 8) Group name: Enter the group name. You can enter only part of the name for fuzzy query;
- 9) Group ID: Enter the group ID to query the information of all users who have joined the group;
- 10) Default group ID: Enter the group ID and query the user information of the default group;
- 11) Order ID: Enter the order number and list the user information associated with the order number;
- 12) ICCID: Enter the ICCID number to query the users containing the ICCID number;
- 13) IMEI: Enter the IMEI number to query users who match the information;
- 14) Password: Enter the password to query users who match the information;
- 15) User type: Select the type corresponding to the user to query;
- 16) Pause time: Select the pause time period and list the user information that matches the pause time;
- 17) Query all: List the information of all users of the company;

After querying the user information, you can filter based on the status information.

Usage Status: Online Status:
Sort: [By time](#) | [By account](#) | [By name](#) | [By group](#) | [By status](#) | [By end time](#) | [By SIM Card expiration time](#) | [By last online time](#)

Usage status: User of use status can be listed when select “normal” or “pause” in the drop-down list.

User online status: Online status user can be listed when select “online” or “offline”.

Export: The account information is exported and saved in the form of Excel table. Only the currently queried users are exported.

Customized display columns: Select the columns that need to be seen when querying users. After submission, the querying users will display the user's corresponding information based on the customized columns.

Custom display columns ×

☒ ID ☒ Order End Time ☒ Order ID ☒ Account ☒ Name ☒ Default Group
☒ Status ☒ Online ☒ Create time ☒ Last online time ☒ Login Duration
☒ positioning ☒ User Type ☒ Default priority ☒ User Function In Group
☒ Phone Number ☒ Clients Name ☒ Pause Time ☒ Activation Time ☒ Function
☒ Department ☒ Contact ☐ Description ☐ IMEI ☐ ICCID
☐ SIM Card expiration time ☐ Power ☐ Password

☐ Select All

The query results can be sorted by time, account number, name, group, status, expiration time, card expiration time, and last online time, listing order time, user account, user name, user default group, functions and other information. When click on the user account, it will jump to the user modification interface.

	ID	Order End Time	Order ID	Account	Name	Default Group	Status	Online	Create time	Last online time	Login Duration	positioning	User Type	Default priority	User Function In G
<input type="checkbox"/>	1220476929	2025-06-15 23:59:59	168910	zzzt	realptt1	test2	Normal	Online	2024-03-15 15:47:32	2024-05-07 15:42:04	View	view		Level 3	Modify
<input type="checkbox"/>	1220476930	2025-06-15 23:59:59	168910	zzzt	realptt2	test	Normal	Offline	2024-03-15 15:47:34	2024-04-25 09:24:55	View	view		Level 3	Modify
<input type="checkbox"/>	1220476931	2025-06-15 23:59:59	168910	zzzt	realptt3	test	Normal	Offline	2024-03-15 15:47:35	2024-04-08 11:22:23	View	view		Level 3	Modify
<input type="checkbox"/>	1220476932	2025-06-15 23:59:59	168910	zzzt	realptt4	test	Normal	Offline	2024-03-15 15:47:37	-	View	view		Level 3	Modify
<input type="checkbox"/>	1220476934	2024-06-27 23:59:59	170354	zzzt	zzzt	test2	Pause	Offline	2024-03-27 11:46:21	2024-04-18 13:42:18	View	view		Level 2	Modify
<input type="checkbox"/>	1220476935	2024-06-27 23:59:59	170354	zzzt	zzzt	test2	Normal	Offline	2024-03-27 11:46:22	2024-05-07 16:43:39	View	view		Level 2	Modify
<input type="checkbox"/>	1220476937	2024-08-09 23:59:59	171802	ZCM2	ZCM2	test2	Normal	Offline	2024-04-09 15:32:51	-	View	view		Level 1	Modify
<input type="checkbox"/>	1220476938	2024-08-09 23:59:59	171802	Zcm5	Zcm5	test2	Normal	Offline	2024-04-09 15:36:13	-	View	view		Level 1	Modify

☐Select All

Tick the small box in front of the user account to perform batch operations. After you choose to delete a user account, its related friends and group relationships will be deleted at the same time.

The number of users displayed on each page can be selected from four quantities: 15/30/50/100.

Commonly used operations are as follows:

(1) Modify account order

Query the user account, click the small triangle symbol in the "order end time" column, and replace the user with a new order in the pop-up drop-down list. Useful when you need to replace another order for activating the expired user account

Usage Status:		Please select		Online Status:		Please select		Export		Custom display columns				
Sort: By time By account By name By group By status By end time By SIM Card expiration time By last online time														
	ID	Order End Time	Order ID	Account	Name	Default Group	Status	Online	Create time	Last online time	Login Duration	positioning	User Type	Default priority
<input type="checkbox"/>	1220476929	168910/2025-06-15 23:59:59	168910	zzzt	realptt1	test2	Normal	Online	2024-03-15 15:47:32	2024-05-07 15:42:04	View	view		Level 3
<input type="checkbox"/>	1220476930	168910/2025-06-30 23:59:59/Use Status: 4/0 [PTT call][Video][Patrol] 171680/2025-06-30 23:59:59/Use Status: 0/1 [PTT call] 171802/2024-08-09 23:59:59/Use Status: 2/0 [PTT call] No order 2025-06-15 23:59:59	168910	zzzt	realptt3	test	Normal	Offline	2024-03-15 15:47:34	2024-04-25 09:24:55	View	view		Level 3
<input type="checkbox"/>	1220476931	2025-06-15 23:59:59	168910	zzzt	realptt3	test	Normal	Offline	2024-03-15 15:47:35	2024-04-08 11:22:23	View	view		Level 3

(2) Add contact

Add users who need to be contacted frequently as friends. You can quickly find users and establish temporary groups for intercom. There is a "contact"

column on the far right side of the query user interface. Click "modify" to add friends for the user.

Pause Time	Activation Time	Function	Department	Contact
 12:00:00	 01:00:00	[Contact][Private call][Change group][View loc...		Modify

(3) Modify contact

Click "modify" to jump to the editing interface. This interface can search for users by user account/user name/group ID, etc., and add users as friends.

Contact ->

User Account:	<input type="text"/>	View	Return
Add Contact:	<input type="text" value="User Account"/>	Add	<small>*The current friend addition function is a two-way increase, directly establishing a friend relationship between the two parties</small>
Bulk Create:	please select file	Add	<small>*You can bulk add contacts by importing an Excel file Download Excel Template</small>
Who Added Me As A Contact:	View		
Operation:	Delete friends with one click		

Contact List

	Account	Name	Status
Total:0 , 0 pages in total , This is page 1			

Search User

User Name




View

Group ID

View

(4) Assign users to the department management platform

First, you need to create a department management platform, and then there is a "Department" column on the right side of the query user interface. Click this column to select the department management platform in the drop-down box, and the user will be assigned to the department. Groups on the company platform cannot be seen on the department platform. The department platform can only manage groups created on the department platform.

Activation Time	Function	Department	Contact
 01:00:00	[Contact][Private call][Change group][View loc...	Not defined 	Modify
 01:00:00	[Contact][Private call][Change group][View loc...	<div> dept1 dept2 Not defined </div>	Modify

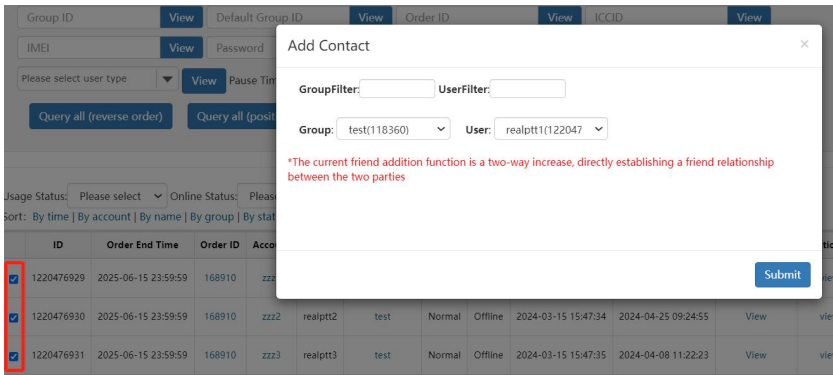
(5) Add users to groups in batches

There is "Join Group" in the bottom bar of the query user interface. Check the small box of the users who want to join the group in batches, and then click "Join Group".



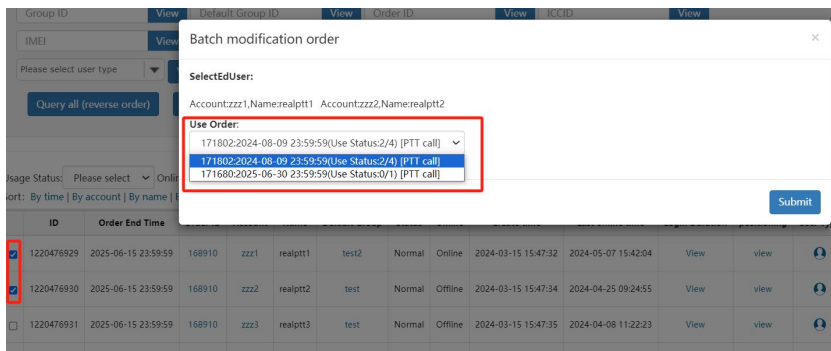
(6) Add contact in batches

There is "Add Contact" in the bottom bar of the query user interface. Check the small box of the users who want to add friends in batches, then click "Add Contact". After filtering the group and users, click "Submit".



(7) Modify user orders in batches

Select the user, click "Batch modification order", select the orders that need to be changed, and click "Submit".



(8) One-click lock/unlock IMEI

If the user clicks "One-click lock all IMEI", the account can be bound to the device. If the user chooses "One-click unlock all IMEI", the account can be unbound from the device.

2.1.5 Modify User

Enter the user's account number and click "view" to query the user. You can also directly click on the user's account in the user detail interface to jump to the modify user interface.

Administrator can modify the user's name, default group, modify the user's password, description, encryption type, IMEI and other information. When user loses the login password, the default password can be restored as "111111".

User Management > Modify User->

zzz1 [View](#) [Return](#)

Order End Time: 2025-06-15 [print](#) [view](#) [help](#) Save Video Data for 1 month

Status: Normal [Pause](#) If you cannot login normally, try to synchronize-> [Synchronize](#)

Online: Online [Login Record](#)

User Account: zzz1 Modify

User Name: realptt()

Clients Name:

User Type: General User

When selecting a new user type, the corresponding new version of the client is required to support it. There may be problems with the old client version, please choose and test carefully.

Custom user type

Head portrait: [Choose File](#) | No file chosen

Department: Not defined

Default Group: test2(138612)

Default priority: Set Priority within group

Phone Number:

Function: ☐ Select All

Basic: ☒ Contact ☒ Private call ☐ Only listen ☒ Do not disturb when private call ☒ Receive SOS ☒ Shun ☒ Shun protection ☐ Disable Text

GPS: ☒ View location ☒ GPS positioning ☐ Indoor Positioning

Audio: ☒ Call logs ☒ Platform audio

Group: ☒ Display the group members ☒ Last group ☒ Change group ☒ Management Group

Dispatcher: ☒ PC Console ☒ All call ☒ Monitor

2.1.6 User Function in Group

The user function in group is for managers to quickly query or modify the speech level of the accounts in the group and set up the account's status in the group is normal or invisible. (Priority in the group consists of levels 1 to 10. The larger the number, the higher the level; default priority: the priority in the group when the account joins the group)

Priority within the group: Users with high priority in the group can interrupt users with low priority in the group.

Invisible state in the group: After the account is set to invisible status, other members of the group will see that the user is offline.

Follow these steps to edit:

- 1) Enter the user account to query the groups that the account has joined, and enter the group name to filter;
- 2) Modify the priority of each group where the account belongs;
- 3) Modify the invisibility status (normal/invisible) of each group where the account

belongs;

4) By “select all”, you could also modify the priority within the group and the invisible status in batches.

User Management

- Create User
- Bulk Create (Excel)
- Bulk Create (Online)
- User Details
- Modify User
- User Function In Group
- Contact
- Login Record
- Login Statistics
- Group Subscribe

User Function In Group->

User Account: (*Required) Group Name: (Optional) [View](#)

Default priority: [Modify](#)

	Group ID	Group Name	Default Group	Priority within the group	Invisible state in group
<input type="checkbox"/>	118360	test	-	<input type="text" value="9"/> Modify	<input checked="" type="radio"/> Normal <input type="radio"/> Invisible
<input type="checkbox"/>	118612	test2	Default Group	<input type="text" value="3"/> Modify	<input checked="" type="radio"/> Normal <input type="radio"/> Invisible

☐ Select All [Priority within the group](#) [Invisible state in group](#)

Total 2 - 1 pages in total, This is page 1

2.1.7 Contact

This function can search for users by user account, user name or group ID, etc., and add users as friends. Click "Who added me as a contact" to see which users have added this account as contact.

Bulk Creat: upload the Excel files and add contacts in batches;

Who added me as a contact: Click to see which accounts have added me as a friend;

Delete friends with one click: Delete all friends added by the user one click, please operate this with caution;

Contact list: List the friends that have been added to the account. Check the friend and select "remove" to remove it from the friend list;

Search user: Query users by user name and group ID to contact.

User Management

Create User

Bulk Create (Excel)

Bulk Create (Online)

User Details

Modify User

User Function In Group

Contact

Login Record

Login Statistics

Group Subscribe

Default PC console account

App settings

Group Management

Contact->

User Account: zzz1 [View](#)

Add Contact: [User Account](#) [Add](#) The current friend addition function is a two-way increase, directly establishing a friend relationship between the two parties

Bulk Create: [please select file](#) [Add](#) *You can bulk add contacts by importing an Excel file [Download Excel Template](#)

Who Added Me As A Contact: [View](#)

Operation: [Delete friends with one click](#)

Contact List

Account	Name	Status
Total:0 , 0 pages in total , This is page 1		

Search User

User Name [View](#) Group ID [View](#)

2.1.8 Login Record

Query the user's online and offline time records.

User Management

Create User

Bulk Create (Excel)

Bulk Create (Online)

User Details

Modify User

User Function In Group

Contact

Login Record

Login Statistics

Login Record->

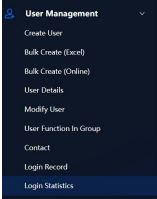
Date: 2024-05-19 ~ 2024-05-25 zzz1 [View](#)

[Export pdf](#) [Export excel](#)

ID	User Account	User Name	Online/Offline	Time
1220476929	zzz1	realptt1	Online	2024-05-20 10:39:07
1220476929	zzz1	realptt1	Offline	2024-05-20 10:44:58
1220476929	zzz1	realptt1	Online	2024-05-21 10:29:37
1220476929	zzz1	realptt1	Offline	2024-05-21 11:05:09

2.1.9 Login Statistics

Count how many people are online and offline within the time period, and the total online duration.



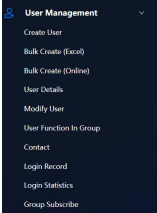
Login Statistics->

Date: 2024-05-01 - 2024-05-25 View Only supports querying login statistics after 2022-09-01

Number of people logged in	Number of people not logged in	Total online duration(unit:minutes)
4	3	3001

2.1.10 Group Subscribe

Click “Add” to subscribe groups for an user account. After subscription, even if the user enters another group, he can still hear the speech of the subscribed groups. It is convenient for the user to receive the intercom information of the subscription group at any time, which is similar to the monitoring function.



Group Subscribe->

Add Please input user account View

User ID	User Account
1220479029	zzz1
1220479029	zzz1

Total 2 / 1 pages in total. This is page 1

Add

User Account: zzz1

Please Select A Group:

- test5(1236379)
- test5(1236379)
- test4(120200)
- Dept4(119020)
- Dept2(118612)
- Dept1(118432)
- Dept3(118320)

Filter

Cancel Add

Group Name	Operation
Dept3	<button>Delete</button>
Dept2	<button>Delete</button>

2.1.11 Default PC console account

Set an account as the default PC console account, then the account will automatically enter all groups created on the company.

Default PC console account->

☐ Invisible

User Account

Save

*The whole company PC console account will automatically join all groups.(But it is limited to join up to 500 groups.)

2.2 Group Management

Group management includes create groups, bulk create group, group list, modify group, member, relevance group, modify relevance group, group message, and tree group. A company can create multiple groups, and these groups created can only be used by this company. Groups are identified by group IDs assigned by the system, so group names are allowed to be the same. Groups with the same name but different IDs represent different groups. In order to avoid confusion during use, it is recommended not to use the same group name.

2.2.1 Create Group

The group name can be a combination of Chinese, numbers, and English letters. The length should not be more than 15 characters. Do not use special characters (spaces, underscores, etc. are all special characters). The radio will broadcast the group name when entering the group. The responsible person name and phone number can be filled in for convenient and timely contact. "Display Member" in the function bar refers to displaying the specific members of the group. If it is not checked, you will not be able to see the specific users of the group when using the terminal.

Create Group->

Please input information

Group Name: *Must be a number, English letter or Chinese. The length should not exceed 30

Responsible Person Name:

Responsible Person Phone:

Group priority: Level 1 *Level 10 is the highest group priority, members of high priority groups can interrupt the speech of members of lower priority groups.

Function: ☒ Display Member

Group priority: The speech priority between relevanced groups, level 10 is the highest speech level. After a group is relevant with other groups, users in a group with a higher group priority can interrupt the speech of a user with a lower group

2.2.2 Bulk Create Group

Download the template, fill in the group name and other information and save it. Then select the file and click "Creat" to create groups in batches.

Bulk Create (Excel)->

Download Excel Template:	Download
Please Select An Excel File:	please select file
	Create

2.2.3 Group List

1) The methods to query the group: The group can be queried according to the group name,group ID or responsible person phone, query all groups in reverse or positive order .

Group List->

Group Name	View	Group ID	View	Responsible Person Phone	View
Query all (reverse order)		Query all (positive order)			

Export

	Group ID	Time	Group Name	Display Member	Group priority	The number of member	Responsible Person Name	Responsible Person Phone	Company	Department	Operation
<input type="checkbox"/>	123639	2024-05-24 16:16:54	test5	Yes	1	0	--	--	zcm	-	Export User (Relevance Group Modify Relevance Group Member Modify Fence Delete
<input type="checkbox"/>	120206	2024-04-10 09:11:55	test4	Yes	1	2	--	--	zcm	-	Export User (Relevance Group Modify Relevance Group Member Modify Fence Delete
<input type="checkbox"/>	119203	2024-03-27 11:33:55	Dept4	Yes	1	4	--	--	zcm	-	Export User (Relevance Group Modify Relevance Group Member Modify Fence Delete
<input type="checkbox"/>	118612	2024-03-19 10:35:34	Dept2	Yes	10	5	--	--	zcm	-	Export User (Relevance Group Modify Relevance Group Member Modify Fence Delete
<input type="checkbox"/>	118456	2024-03-15 15:50:14	Dept1	Yes	3	2	--	--	zcm	-	Export User (Relevance Group Modify Relevance Group Member Modify Fence Delete
<input type="checkbox"/>	118360	2024-03-14 15:16:51	Dept3	Yes	1	4	--	--	zcm	-	Export User (Relevance Group Modify Relevance Group Member Modify Fence Delete

<input type="checkbox"/> Select All	Delete	Modify Group Name	Assign To Department
-------------------------------------	------------------------	-----------------------------------	--------------------------------------

Total6 , 1 pages in total , This is page 1

2)Group operation

Export user: export and save group users in excel format.

Group operation link page jump: relevance group, modify relevance group, member, modify group, fence, delete group,etc.

Fence: After setting the group fence, users will automatically enter the group when entering the fence.

3) Batch operations: delete groups in batches, modify group names in batches, and assign groups to departments in batches.

2.2.4 Modify Group

Administrator can modify the group name, dispatcher account, responsible person name, responsible person phone and other information. After deleting a group, the default group of users who use this group as their default group will be empty.

Modify Group->

Please Select A Group:	Dept3(118360):	Filter:	Select	Delete
Group Name:		Modify	*Must be a number, English letter or Chinese.The length should not exceed 30	
Dispatcher Account:		Save	*When the dispatcher account is not empty, the non-dispatcher can only be heard by the dispatcher, and the dispatcher speech can be heard by all members	
Responsible Person Name:		Modify		
Responsible Person Phone:		Modify		
Group priority:	Level 1	Modify	*Level 10 is the highest group priority, members of high priority groups can interrupt the speech of members of lower priority groups	
Function:	<input checked="" type="checkbox"/> Display Member			
Synchronize:	Synchronize	*If the addition of members to the group does not take effect, you can try to synchronize		

Dispatcher account:

(1) The function of the group dispatcher account: intercoms sent by the dispatcher account can be received by the group members. Intercoms sent by group members can only be received by the dispatcher account and cannot be received by other members. Group members cannot communicate with each other.

(2) How to set the dispatcher account: input the account name (this account must

be a member of this group), click "Save", and select "OK" in the pop-up confirmation box.

(3) How to cancel the dispatcher account: make the dispatcher account column to empty, then click "Save", select "OK" in the pop-up confirmation box.

2.2.5 Member

Modify group member operations to activate/pause/add contact/modify permissions for all members of the group.

Member->

Please Select A Group: Dept3(118360): Filter Select

User Account: Add

Operation: Activate Pause Add Contact Function Delete User *This operation will permanently delete user from the company

Member List

	Order End Time	Account	Name	Status	Online	Default Group	Priority within the group	Invisible state in group	Only listen
<input type="checkbox"/>	2025-06-15	zzz1	realptt1	Normal	Offline	Dept2	9 <button>Modify</button>	<input checked="" type="radio"/> Normal <input type="radio"/> Invisible	<input type="checkbox"/> Only listen
<input type="checkbox"/>	2025-06-15	zzz2	realptt2	Normal	Offline	Dept3	10 <button>Modify</button>	<input checked="" type="radio"/> Normal <input type="radio"/> Invisible	<input type="checkbox"/> Only listen
<input type="checkbox"/>	2025-06-15	zzz3	realptt3	Normal	Offline	Dept3	3 <button>Modify</button>	<input checked="" type="radio"/> Normal <input type="radio"/> Invisible	<input type="checkbox"/> Only listen
<input type="checkbox"/>	2025-06-15	zzz4	realptt4	Normal	Offline	Dept3	3 <button>Modify</button>	<input checked="" type="radio"/> Normal <input type="radio"/> Invisible	<input type="checkbox"/> Only listen

☐ Select All Remove

Total:4 , 1 pages in total , This is page 1

Search User

User Account View

User Name View

Group ID View

Activate/Pause: Activate or suspend all members of the group;

Add Contact: Enter an account, all members of the group will add this account as a contact, this account will also add all members of this group as friends;

Functions: modify the user rights of all members of the group;

Batch editing function

Select All

Basic: ☐ Contact ☐ Private call ☐ Only listen ☐ Do not disturb when private call ☐ Receive SOS ☐ Stun ☐ Stun protection ☐ Disable Text

GPS: ☐ View location ☐ GPS positioning ☐ Indoor Positioning

Audio: ☐ Call logs ☐ Platform audio

Group: ☐ Display the group members ☐ Last group ☐ Change group ☐ Management Group

Dispatcher: ☐ PC Console ☐ All call ☐ Monitor

Video: ☐ Video ☐ Video Call ☐ Video Upload ☐ Video monitor ☐ Video capture ☐ Video handfree ☐ Allow be video monitored ☐ Allow be video captured ☐ Allow be video handfree

Patrol: ☐ Patrol 1.0 ☐ Patrol 2.0 ☐ Automatic GPS Clock In

[Modify](#) [Cancel](#)

Delete User: Delete all users in the group, and the user will be permanently deleted from the company platform. (Should be take care of this.)

2.2.6 Relevance Group

Groups can be set relevance groups, and relevance groups can communicate with each other. One group can establish multiple relevance groups with other groups.

Relevance Group ->

Please Select A Group: Filter: View Modify Relevance Group After selecting a group, you need to click the "Query" button, then perform the associated operation

Related Group:

- Dept3(118360)
- Dept1(118456)
- Dept0(118612)
- Dept4(119203)
- test4(120206)

-</ Add
Remove ->

2.2.7 Modify Relevance Group

Set whether the group receives intercoms from the relevance group. “√” mark means receiving intercoms from the relevance group; removing “√” means not accepting intercoms from the relevance group.

Checking "A Listen" means that Group A can hear Group B; ticking "B Listen"

means that Group B can hear Group A.

Modify Relevance Group->

Group Name

Group ID

A Listen	A ID	A Name	Group1 priority	B ID	B Name	Group2 priority	B Listen
<input checked="" type="checkbox"/>	118456	Dept1	3	118360	Dept3	1	<input type="checkbox"/>
<input type="checkbox"/>	118612	Dept2	10	118360	Dept3	1	<input type="checkbox"/>
<input checked="" type="checkbox"/>	118612	Dept2	10	118456	Dept1	3	<input type="checkbox"/>
<input checked="" type="checkbox"/>	119203	Dept4	1	118612	Dept2	10	<input checked="" type="checkbox"/>

Total4 , 1 pages in total , This is page 1

2.2.8 Group Messages

This message will be broadcast when the user turns on the device and enters the group for the first time, and the radio needs to support the short message broadcast. You can choose the group that receives the message.

Group Message->

Login message: the message which user receives everyday while they first logging in.The length should not exceed 24

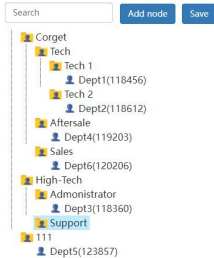
Group	Message	Operation
Dept3	Have a nice day!	<input type="button" value="Add"/>

2.2.9 Tree Group

You could add nodes to display inclusion relation or parallel relation of different groups in the company. After creating a group tree then click "save", the tree group structure will synchronized to the pc dispatcher and mobile app.

Tree group->

*Used to display groups in a tree structure on the terminal
*After dragging, you need to click save



2.3 Order Center

The order center contains annual account records and inquiry orders.

2.3.1 Annual Order

View the remaining number of annual accounts assigned to the company by the agent and the transaction history.

REALPTT Cluster system management platform admin Logout

- User Management
- Group Management
- Orders Center
 - Annual Account**
 - Order
- Department
- Patrol Management
- Patrol Management 2.0

Annual Account->

Remaining Number of Annual Accounts: 0

Type	Start Time	End Time	Quantity	Remark	Operation
Add bill using account	2024-05-25	2025-05-31	<input type="text"/>	<input type="text"/>	<input type="button" value="Add bill using account"/>

Transaction

Start Time: End Time:

2.3.2 Order

Query the order details by entering the order ID, and you can also query the orders that are about to expire and the inactive orders. Inactive orders cannot add users. Or query all orders of the company.

Order->

Order ID

View

End Time:

View

Orders expiring soon

View inactive order

View all orders

Order ID	Time	Start Time	End Time	Number Of Accounts	Remaining Accounts	Status	Function	Remark
172179	2024-04-12 11:15:43	1 months		4	4	Inactive Activate Order	PTT call	
171802	2024-04-09 15:29:23	2024-04-09	2024-08-09 23:59:59	4	2	Active	PTT call	
171680	2024-04-08 18:10:11	2024-03-27	2025-06-30 23:59:59	1	1	Active	PTT call	
170354	2024-03-27 11:40:56	2024-03-27	2024-06-27 23:59:59	0	0	Active	PTT call	
168910	2024-03-14 15:05:41	2024-03-14	2025-06-15 23:59:59	4	0	Active	PTT call Video Record Save Video Data for 1 month	

Total5 , 1 pages in total , This is page 1

Inactive orders can be clicked on "Activate Orders", select the number to activate, to activate the corresponding number of accounts .

REALPTT Cluster system management platform

User Management >

Group Management >

Orders Center >

Annual Account

Order

Department >

Patrol Management >

Patrol Management 2.0 >

Multimedia Management >

Audio List >

Map >

news >

Personal Center >

Activate Order->

Order ID:
[View](#)
[Return](#)

Name

Order ID

Order Status

Function

Number Of Accounts

Remark

Order Duration

Quantity For Activation

Start Time

End Time

Activate Order

172179

Inactive

[PTT call](#)

4

1months

2024-05-26

2024-06-26

[Confirm](#)

2.4 Department Management

Department management includes create departments, view departments, modify department, member and edit authority. Company administrators can create multiple department accounts and assign the users to department platforms for management.

2.4.1 Create Department

After inputting the department account, department name, password and other information, select the authorities that the department needs to open, and click "Create" to create a department platform.

Create Department->

Please input information

Account:	<input type="text"/>	*Must be an English letter or number
Name:	<input type="text"/>	*
Password:	<input type="password"/>	*
Confirm Password:	<input type="password"/>	*
Authority:	<div><input checked="" type="checkbox"/> User Management <input checked="" type="checkbox"/> Group Management <input checked="" type="checkbox"/> Department <input checked="" type="checkbox"/> Multimedia Management <input checked="" type="checkbox"/> Audio List <input checked="" type="checkbox"/> Personal Center</div>	
<input type="button" value="Create"/>		

2.4.2 View Department

Query the departments created and perform operations such as modify department, edit members, edit authority, and delete department.

View Department->

Department accou		View	Department Name		View	List All
ID	Account	Name	Parent department	Authority		Operation
<input type="checkbox"/>	3498	dept1	dept1	[User Details][Modify User][Contact][Create Group][Group List][Modify Group][Create Sub-department][View Sub-department][View Video][View Audio][Modify Password][Query uploaded files...		Modify Member Edit authority
<input type="checkbox"/>	3499	dept2	dept2	[User Details][Modify User][Contact][Create Group][Group List][Modify Group][Create Sub-department][View Sub-department][View Video][View Audio][Modify Password][Query uploaded files...		Modify Member Edit authority

☐ Select All [Delete](#)

Total2, 1 pages in total , This is page 1

2.4.3 Modify Department

Modify the name of the department account or delete the department management account. When you forget the department password, you can reset the password to “111111”.

Modify Department->

Please select a department:	dept1(dept1)	Filter	Select	Delete
Department Name:	dept1	Modify		
Parent department:				
Reset password:	Reset password			

2.4.4 Member

Select the department platform where you want to add members, search for users by user account, user name, group ID, etc., and click “add” to add the searched users to the department platform. Select the user in the member list and click "Remove", then the user will be removed from the department.

Member->

Add successfully

Please select a department: dept2(dept2) Filter Select

User Account: Add

Search User

User Account View

Group ID View

User Name View

Member List

	Order End Time	Account	Name	Status	Online
<input type="checkbox"/>	2025-06-15	zzz1	realptt1	Normal	Offline

☐ Select All
Remove

Total:1 , 1 pages in total , This is page 1

2.4.5 Edit Authority

Modify the authorities of the department. Check it to enable the authority. After checking the authorities, click "Save".

Edit authority->

Please select a department: dept1(dept1)

Authority:

- ☒ User Management
- ☒ Group Management
- ☒ Department Management
- ☒ Video Management
- ☒ Audio Management
- ☒ Personal Center

Save

2.5 Patrol Management

This function need radio support NFC functions or support GPS position.

2.5.1 NFC Programming Software

NFC Programming Software->

NFC Programming Software Account: 18623

NFC Programming Software Password: Not set

(The account and password only used to login the NFC programming software ,which to manage all NFC patrol points in this company) **Length not less than 6, Chinese and special characters are not allowed**

NFC Programming Software Account: The system automatically assigns software for logging in to the NFC card to write the verification value.

NFC Programming Software Password: The default is the password of the company platform, which can be set separately. Software for logging in to the NFC card to write verification values.

2.5.2 Create Patrol event

Create a patrol event can bind 3 event results. When creating a patrol event, you need to create the results first and then add them to the events.

Create Patrol Event->

Patrol Event Name:

Event Results:

Create Event Result

Result Message: Check in successfully

Emergency Alarm: ☐ Yes ☒ No

Create event results:

Patrol event results: When the user completes the patrol at the patrol point, it will be reported or the event results will be returned to the dispatcher.

Emergency alarm: When executing the event, a event result message will pop up on the PC dispatch console.

Create Patrol Event->

Patrol Event Name: test build

Event Results:

Check in successfully

<<< Add <<<

>>> Remove >>>

Filter

Check in successfully

Create Event Result

Delete

Create

2.5.3 Patrol Event List

You can check the event list to modify and delete that.

Patrol Event List->

Patrol Event Name:	View	Patrol Event ID:	View	List All
Patrol Event ID	Last Update Time	Patrol Event Name	Operation	
3607	2024-05-26 16:04:49	test build	Modify Delete	

Total:1 , 1 pages in total , This is page 1

2.5.4 Create Patrol Point

① Create NFC Patrol Point

It requires the device to support NFC function. Select the "NFC Verification" as the patrol point type, fill in the name, and the NFC Verification Value (the NFC

verification value is same as the NFC card programming), bind the patrol event, then click “create”, then an NFC patrol point will be generated on the platform.

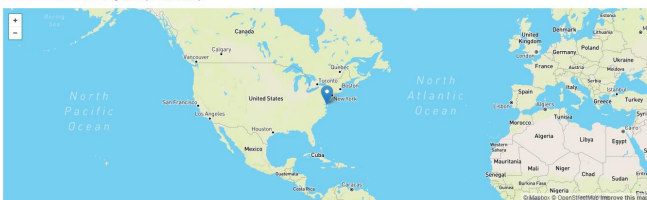
[Create Patrol Point->](#)

Patrol Point Type:	NFC Verification
Patrol Point Name:	Room1
NFC Verification Value:	123 The NFC verification value already exists Automatically Generate
Remark:	
Patrol Events:	<div> <div>test build(3607)</div> <div> <div><<< Add <<<</div> <div>>>> Remove >>></div> </div> <div>test build(3607) Filter</div> </div>
Create	

② Create GPS Patrol Point

The device needs to support GPS positioning function. Select the “GPS Position” type, fill in the name, set the location, and locate the effective range, and bind the patrol event.

[Create Patrol Point->](#)

Patrol Point Type:	GPS Position
Patrol Point Name:	Room1
Patrol Point Location:	<div> <div>Search Location</div> <div>View</div> <div>Longitude</div> <div>Latitude</div> <div>View</div> </div> <div>Patrol Point Location: (You can drag the red point on the map)</div> <div>  </div>
Patrol Point Range:	500 Meter
Remark:	
Patrol Events:	<div> <div>test build(3607)</div> <div> <div><<< Add <<<</div> <div>>>> Remove >>></div> </div> <div>test build(3607) Filter</div> </div>
Create	

2.5.5 Patrol Point-Bulk Create(Excel)

Download the template and fill in the information according to the template requirements. Select the file and click "Create" to create multiple patrol points at one time.

Patrol Point-Bulk Create (Excel)->

Download Excel Template:	Download
Please Select An Excel File:	please select file
	Create

Patrol point type 1:NFC verification 2:GPS positioning (Required)	Patrol point name (Required)	NFC identification value (NFC verification required. Must be a number or an English letter, unique value)	GPS positioning latitude and longitude, patrol range (unit: meter) GPS positioning is required, the format is: ("lat": longitude, "lng": latitude, "dia": patrol range)	Remarks (Optional)	Binding patrol task ID (Optional, separated by comma)
1	This line is an example of NFC verification	95519453096A07			
2	This line is an example of GPS positioning		("lat":12.586495,"lng":113.960395,"dia":500)		1,5,7

2.5.6 Patrol Point List

You can query patrol points by the patrol point name and patrol point ID, or you can list all patrol points, and then modify or delete the patrol points.

Patrol Point List->

Patrol Point Name:	View	Patrol Point ID:	View	List All	Export
--------------------	----------------------	------------------	----------------------	--------------------------	------------------------

Patrol Point Type: [Please select](#)

Patrol Point ID	Last Update Time	Name	Type	Binding NFC	Patrol Point Value	Remark	Operation
19799	2024-05-28 16:20:09	room2	NFC Verification	No	321		Modify Delete

Total 1 - 1 pages in total / This is page 1

2.5.7 Create Patrol Route

Fill in the name of the patrol route, bind the patrol point, and tie the patrol points required for the route.

Patrol Route Name:	<input type="text" value="Build 1"/>	
Remarks:	<input type="text" value="1"/>	
Patrol Points:	<div> <input type="text" value="1 room2(19790)"/> <div> <input type="button" value="Add"/> <input type="button" value="Remove"/> </div> </div>	<div> <input type="text" value="room2(19790)"/> <input type="button" value="Filter"/> </div>
<input type="button" value="Create"/>		

2.5.8 Patrol Route-Bulk Create(Excel)

Download the template and fill in the information according to the template requirements. Select the file and click "Create" to create multiple patrol routes at one time.

Patrol Route-Bulk Create (Excel)->

Download Excel Template:	<input type="button" value="Download"/>
Please Select An Excel File:	<input type="button" value="please select file"/>
<input type="button" value="Create"/>	

Patrol route name (Required)	Remarks (Dispensable)	Bind patrol point ID (Dispensable, Separated by commas)						
This line is an example1		1						
This line is an example2		1,2						

2.5.9 Patrol Route List

You can query the patrol route through the patrol route name, patrol route ID and patrol point. You can also list all patrol routes and then modify or delete the patrol routes.

Patrol Route List->

Patrol Route Name:	<input type="text"/>	<input type="button" value="View"/>	Patrol Route ID:	<input type="text"/>	<input type="button" value="View"/>	Patrol Point:	room2(19799)	<input type="button" value="View"/>	<input type="button" value="List All"/>
--------------------	----------------------	-------------------------------------	------------------	----------------------	-------------------------------------	---------------	--------------	-------------------------------------	---

Patrol Route ID	Last Update Time	Patrol Route Name	Remark	Operation
3682	2024-05-28 16:27:29	build1		Modify Delete

Total: 1 pages in total. This is page 1

2.5.10 Create Patrol Plan

Fill in the plan name, select the plan effective date, set the inspection time, and select the patrol route. If each patrol point sets the specific inspection time of the patrol point, it will be executed according to the specific inspection time of the patrol point.

Create Patrol Plan->

Plan Type:	Daily plan		
Plan Name:	<input type="text" value="check in"/>		
Effective Date:	<input checked="" type="checkbox"/> Select All <input checked="" type="checkbox"/> Mon. <input checked="" type="checkbox"/> Tue. <input checked="" type="checkbox"/> Wed. <input checked="" type="checkbox"/> Thu. <input checked="" type="checkbox"/> Fri. <input checked="" type="checkbox"/> Sat. <input checked="" type="checkbox"/> Sun.		
Inspection Time:	<input type="text" value="07:00:00"/> - <input type="text" value="10:00:00"/>		
Inspection Count:	<input type="text" value="1"/>		
Patrol Route:	<input type="text" value="build1(3682)"/>		
Setting specific time on the patrol points:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
	<input type="text" value="1.room2(19799)"/>	<input type="text" value="07:00:00"/>	<input type="text" value="10:00:00"/>
<input type="button" value="Create"/>			

2.5.11 Patrol Plan-Bulk Create(Excel)

Download the template and fill in the information according to requirements. Select the file and click "Create" to create multiple patrol plan at one time.

Patrol Plan-Bulk Create (Excel)->

Download Excel Template:	<input type="button" value="Download"/>
Please Select An Excel File:	<input type="button" value="please select file"/>
	<input type="button" value="Create"/>

Patrol plan name (Required)	Effective date (Required, number, separated by commas, 1:Monday 2:Tuesday 3:Wednesday 4:Thursday 5:Friday 6:Saturday 7:Sunday)	Inspection start time (Required, Must be less than the inspection end time)	Inspection end time (Required, Must be greater than the inspection start time)	Bind patrol route ID (Required, Can only bind one patrol route)	User Account (Dispensable)	By default, the specific inspection time of each patrol point is not set. After the batch patrol plan is added, you need to modify it on the patrol plan modification page.
This line is an example! This line is an example2	1,2,3,4,5,6,7	00:00:00 00:00:00	23:59:59 18:00:00	1 2	test003	

2.5.12 Patrol Plan List

You can query the patrol plan based on the patrol plan name, patrol plan ID and user account. You can also list all patrol plans, and then add patrol users, modify or delete the patrol plan.

Patrol Plan List->

Plan Name: [View](#) Plan ID: [View](#) User Account: [View](#) [List All](#)

	Plan ID	Plan Name	Patrol Route Name	Inspection Count	Plan Type	Operation
<input type="checkbox"/>	41802	check in	build1	1	Daily Plan	Patrol User Modify Delete

☐ Select All [Add patrol user](#)

Total: 1 , 1 pages in total , This is page 1

2.5.13 Patrol Dispatcher User

Patrol dispatcher users refer to users who can view patrol plans, patrol events, and patrol result alarms after logging into the PC dispatch console. Non-patrol dispatcher users who log in to the dispatching station do not have permission to view the patrol function.

In the search user column, query the user by entering the user account, user name, user ID, group ID, group name etc. to add users.

Patrol Dispatcher User->

[Patrol Reminder Alarm](#)

Dispatcher List

	Account	Name	Status	Online
<input type="checkbox"/>	zzz1	realptt	Normal	Offline

☐ Select All [Remove](#)

Total: 1 , 1 pages in total , This is page 1

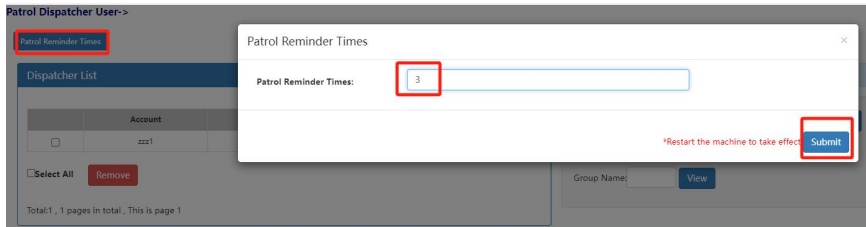
Search User

User Account: [View](#) User Name: [View](#)

User ID: [View](#) Group ID: [View](#)

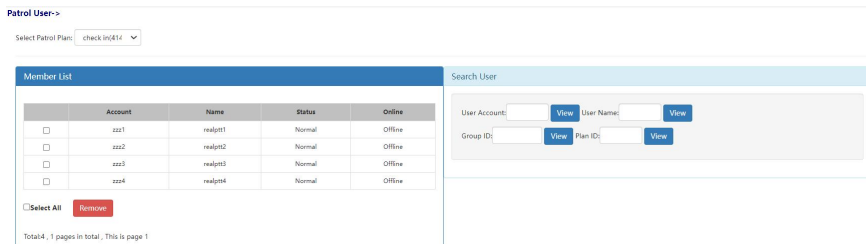
Group Name: [View](#)

Patrol reminder times: Calculate the patrol reminder broadcast interval according to the set number of times within the time range of the patrol plan.



2.5.14 Patrol User

You can select patrol plan to binding users. Through user account or Group ID to search users then make them come in and binding it.



2.5.15 Patrol Event Record

You can query all patrol event records within a period of time based on patrol points, patrol tasks and task results. Click the "Export" button to save the records in Excel format locally on your computer.

Patrol Event Record->

Time: 2024-06-01 00:00 - 2024-06-03 17:44

Patrol Point: Please select Patrol Event: Please select Event Result: Please select User Account: View Export

2.5.16 Patrol Record

You can check all of this platform actual patrol record and export them by excel.

Patrol Record->

Time: 2024-06-01 00:00 - 2024-06-03 17:45

Patrol Point: Please select View User Account: View User Name: View Export

2.5.17 Patrol Calender

All of the patrol record will be show on here, which includes patrol plan count, actual users patrol count and miss patrol count. You also can export it.

Patrol Calendar->

Time: 2024-06-01 - 2024-06-03 View

Patrol Plan: check in(41462) User: Please select Export send report configuration Export daily report

Number of planned inspections:12
Total actual inspections0 (in the plan0 , out the plan0)
Number of missed inspections:12
Number of events:0

2024-06-01	2024-06-02	2024-06-03
Number of planned inspections:4	Number of planned inspections:4	Number of planned inspections:4
Total actual inspections0 (in the plan0,out the plan0)	Total actual inspections0 (in the plan0,out the plan0)	Total actual inspections0 (in the plan0,out the plan0)
Number of missed inspections:4	Number of missed inspections:4	Number of missed inspections:4
Number of events:0	Number of events:0	Number of events:0

2.5.17 Set Mail Outbox

Set email server address, port, email address and password, and the patrol report will be sent to the set email address.

Set Mail Outbox->

Set Mail Outbox:

Email server address:	<input type="text"/>	Restriction can only be smtp mailbox server
Port:	<input type="text" value="465"/>	Only supports 465 (ssl) and 25 ports
E-mail address:	<input type="text"/>	
E-mail paasWord:	<input type="password"/>	

The mail service provider only provides the authorization code to connect, please fill in the authorization code, and if it supports password login, please fill in password

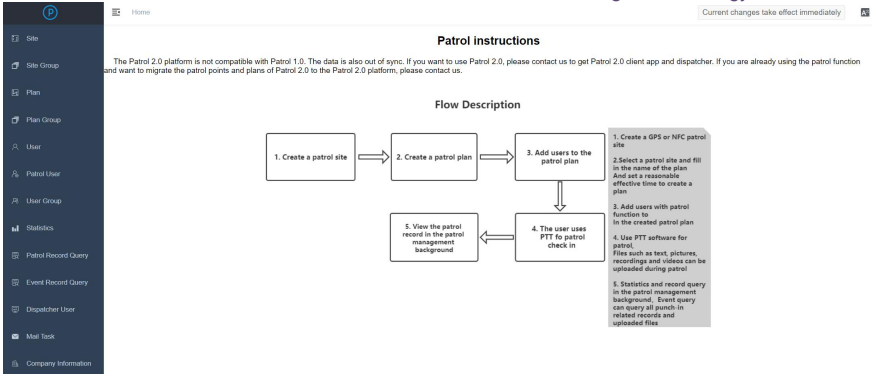
Mail Outbox Test:

*If test fails, you need to clear the outbox that has been set, otherwise the mail report will always be sent using the outbox that has been set and cannot be sent

Receiving Mail Address:

2.6 Patrol Management 2.0

Patrol Management 2.0 is optimized based on Patrol 1.0. Please operate it according to the patrol instructions in "Patrol Management 2.0" page.



2.7 Multimedia Management

Video management includes video queries and upload files queries, and this feature requires an order to purchase video features.

2.7.1 View Video

The query video can be queried according to the date. Click “List All” to display all the video information of the day.

View Video ->

Please Select Date: 2024-06-03

List All User Account View Export Record

Time	Type	Sender Account	Sender Name	Operation
Total 0, 0 pages in total, This is page 1				

Enter the user account to query the video information of the selected day. All videos will be saved for one month. The queried video can be played online or downloaded to local viewing.

2.7.2 Query Uploaded Files

Select a date to query, click "List All" to list all the pictures sent, videos or audio files uploaded during this period. Or enter the user account to query the pictures sent, videos and audio files uploaded by the user during this period.

You can play or view these files online, or download them to your local computer for viewing.

Query uploaded files->

Please Select Date: 2024-05-03 - 2024-06-03

List All User Account View Sort: Descend

Time	Sender Account	Sender Name	Receiver Account	Receiver Name	File Name	Remark	FileType	File	Download	Delete
2024-05-21 14:56:3	8881	8881	-	-	1716276538741		Picture		Download	Delete

Total 1 - 1 pages in total. This is page 1

2.8 Audio List

Recording management includes audio statistics and audio viewing. Audio record will be saved for one month. This function requires to purchase the audio function. If the order used by the user does not have the audio recording function, the user's audio records will not be saved to the server, so the user's audio records will not be found in the audio query.

2.8.1 Audio Statistics

Select a date to view the number of calls during this period. Click "View" in the to see the statistics of the number of calls made by the group users. You can also query the audio statistics of temporary groups and export the audio record of all groups.

Audio Statistics >

2024 Year 6 Month 4 Day **View** Query Temporary Group Start Time: 2024-06-04 End Time: 2024-06-04 Export

Date: 2024-06-04 Export All

Group	The Number Of Calls	Total call duration (The default is 4s encoding duration, if it is 16k encoding, the time needs to be halved)	View The Number Of User Calls
Dept3	9	00:17	View
Dept2	2	00:06	View

Total call 0 times, 0 pages in total, This is page 1

2.8.2 View Audio

The audio recording will be saved for one month. The audio in temporary groups will also be saved, that is, the audio record will be saved even for private call. Select the date and group to query, and you can also query the audio records of a use account or query audio record of temporary group.

2024 Year 6 Month 4 Day 00:00 - 23:59 Download audio decoder

Group: Dept3(18360) Filter View 2221 View Export Record

Query Temporary Group

☐ Auto play Display 20 Items Sort: Descend

	Time Ascend Descend	Group	User	Duration (minutes)	Operation
<input type="checkbox"/>	17:32:44	Dept3	2221	00:02	Play Download Delete
<input type="checkbox"/>	17:32:33	Dept3	2221	00:04	Play Download Delete
<input type="checkbox"/>	17:32:28	Dept3	2221	00:01	Play Download Delete
<input type="checkbox"/>	17:32:23	Dept3	2221	00:01	Play Download Delete
<input type="checkbox"/>	17:32:14	Dept3	2221	00:01	Play Download Delete
<input type="checkbox"/>	17:32:8	Dept3	2221	00:01	Play Download Delete
<input type="checkbox"/>	17:22:40	Dept3	2221	00:01	Play Download Delete
<input type="checkbox"/>	17:22:35	Dept3	2221	00:02	Play Download Delete
<input type="checkbox"/>	17:22:26	Dept3	2221	00:01	Play Download Delete
<input type="checkbox"/>	17:22:19	Dept3	2221	00:02	Play Download Delete

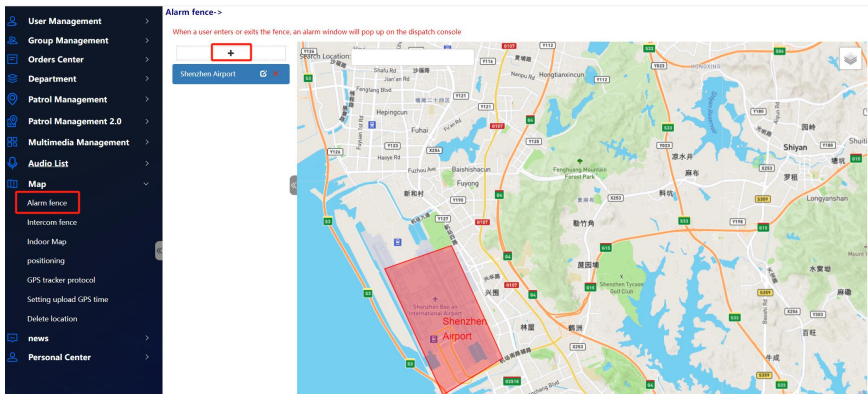
☐ Select All [Batch Play](#) [Download](#) Encrypted voice batch download is not decryptable and must be downloaded separately

After querying the audio record, you can play/download the audios, and you can also choose to batch play/download some/all recordings. The downloaded recordings can be played directly without decoding.

2.9 Map

2.9.1 Alarm fence

You can click “+” to draw an alarm fence on this page, edit the fence to set up the fence name, color, time, accounts. And then download and synchronize it to the map page in the pc dispatch console. When a user enters or exits the fence, an alarm window will pop up on the dispatch console.



Edit alarm fence->

Please select alarm fence: Shenzhen Airport(2) Filter

Name: Shenzhen Airport

Color: EF0000

Fence time: Start Time: 07:00 End Time: 19:00 Operation

Dispatch user account: Account: zzz1 zzz2 Operation

Function: ☒ All users alert ☐ Alarm on entry

Alarm user

	Order End Time	Account	Name	Status	Online
<input type="checkbox"/>	2025-06-15	zzz2	zzz2	Normal	Online
<input type="checkbox"/>	2025-06-15	zzz3	zzz3	Normal	Offline
<input type="checkbox"/>	2025-06-15	zzz4	zzz4	Normal	Offline

☐ Select All

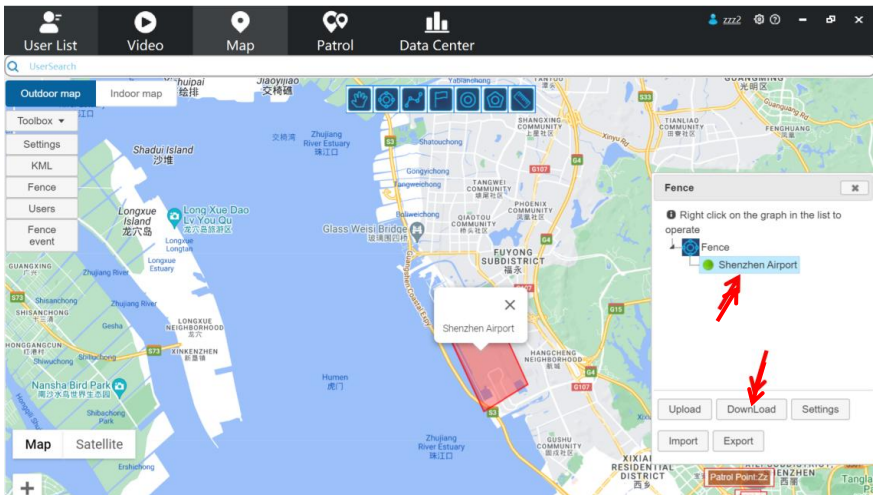
Total 3, 1 pages in total, This is page 1

Search User

User Account

User Name

Click "download" to synchronize the fence to the map page in the pc dispatch console, like below:



2.9.2 Intercom fence

After drawing an intercom fence on the company platform, selected users can only intercom within the fence, and cannot intercom outside the fence.

- User Management
- Group Management
- Orders Center
- Department
- Patrol Management
- Patrol Management 2.0
- Multimedia Management
- Audio List
- Map
 - Alarm fence
 - Intercom fence**
 - Indoor Map
 - positioning
 - GPS tracker protocol
 - Setting upload GPS time
 - Delete location
- news
- Personal Center

Intercom fence->

Users can talk within the fence, but cannot talk after leaving the fence

nanshan

Edit intercom fence->

*Restart the machine to take effect

Please select intercom fence: nanshan(36) Filter

Name: nanshan

User Account

	Order End Time	Account	Name	Status	Online
<input type="checkbox"/>	2025-06-15	zzz1	zzz1	Normal	Offline
<input type="checkbox"/>	2025-06-15	zzz2	zzz2	Normal	Online

☐ Select All

Total 2, 1 pages in total, This is page 1

Search User

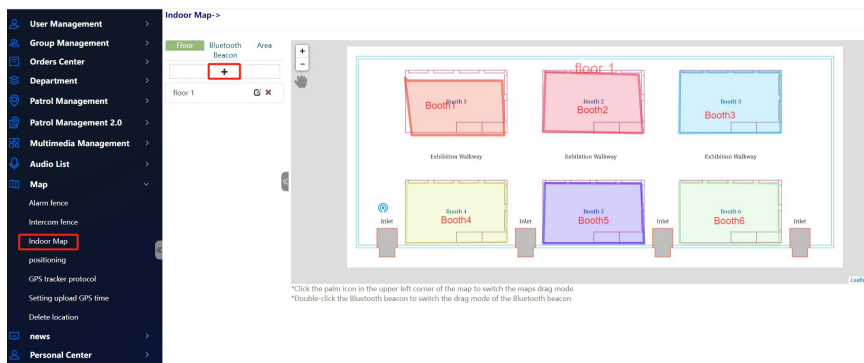
User Account

User Name

Group ID

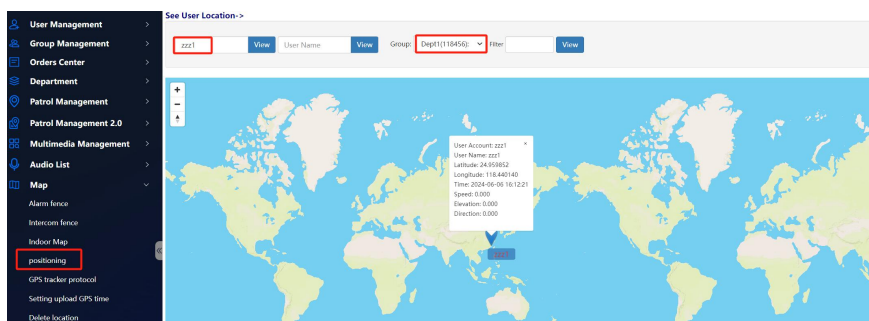
2.9.3 Indoor Map

First, you need to upload an indoor map (png or jpg format), then add bluetooth beacon devices to the indoor map, and make sure you have turned on the bluetooth when the terminal device is within the range of the indoor map. Indoor positioning positioning information can be checked and viewed on the computer dispatch console.



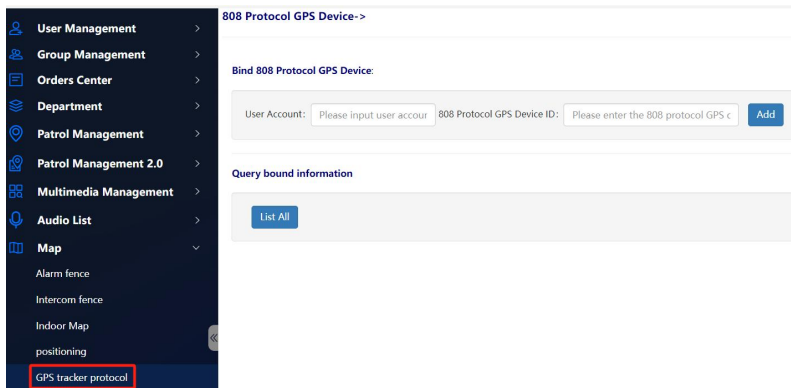
2.9.4 Positioning

Query the user's location in the map. You could select one group and query by user account, user name.



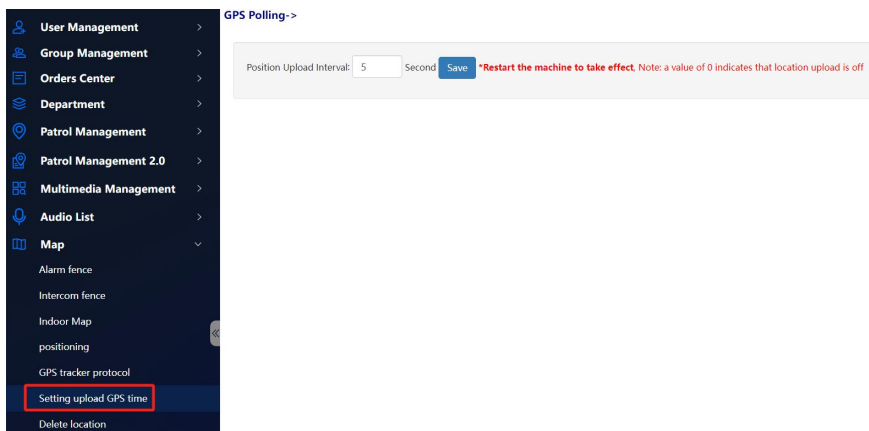
2.9.5 GPS tracker protocol

Input the user account that the GPS device to be bound, and enter the GPS device ID (a total of 12 digits, 0 + phone number), and click "Add" to successfully bind. In addition, you need to set the server domain and port for the GPS device.



2.9.6 Setting upload GPS time

You can set the time interval for the device to upload location to the server (Note: a value of 0 means that the location upload is closed).



2.9.7 Delete Location

You can delete the user's location information for a certain period of time.

Delete location->

User Account:

zzz1

Date:

2024-06-06 18:12:42

-

2024-06-07 18:12:48

Delete

2.10 News

You can query the SOS records and the text messages of users.

2.10.1 Query SOS Message

Select the start time and end time you want to query, and click “List All” to query all SOS record within this period. You can also query by “user account”, and sort the SOS signals by start time descend or ascend.

Query SOS Message->

Please Select Date:

2024-06-06

-

2024-06-07

List All

User Account

View

Sort: Descend

Export pdf

Export excel

Time	Sender Account	Sender Name	Receiver Account	Receiver Name	Type	Content
2024-06-07 18:18:44	zzz1	zzz1	-	Dept3(Group)	SOS Message	0.000000,0.000000
2024-06-07 18:18:40	zzz1	zzz1	-	Dept3(Group)	SOS Message	0.000000,0.000000

Total:2 , 1 pages in total , This is page 1

2.10.2 View Text Message

Select the start time and end time you want to query, click “List All”, and you can query the chat text messages of all users within this period. You can also query by user account, and sort the text messages according to start time descend or ascend.

Please Select Date: 2024-06-01 - 2024-06-07

List All

User Account

View

Sort: Descend

Export pdf

Export excel

Time	Sender Account	Sender Name	Receiver Account	Receiver Name	Type	Content
2024-06-07 18:22:30	zzz1	zzz1	-	Dept3(Group)	Text Message	Any updates?
2024-06-07 18:22:20	zzz1	zzz1	-	Dept3(Group)	Text Message	Hi How is your day

Total2 , 1 pages in total , This is page 1

2.11 Personal Center

The personal center includes create administrators, view administrators, modify password, expiration reminder, user logs, login record, and statistics.

2.11.1 Create Administrator

You can set up one user to login your company platform and choose manager rights for this user. Enter the account, password, and select the administrator permissions, then click “creat”. Then you could use this user account to log in to the company platform.

Create Administrator->

Please input information

Account:	<input type="text" value="zzz1"/>	This account can be used
Password:	<input type="password" value="*****"/>	*
Confirm Password:	<input type="password" value="*****"/>	*
Authority:	<div><div><input checked="" type="checkbox"/> User Management</div><div><input checked="" type="checkbox"/> Group Management</div><div><input checked="" type="checkbox"/> Order Center</div><div><input checked="" type="checkbox"/> Department Management</div><div><input checked="" type="checkbox"/> Patrol Management</div><div><input checked="" type="checkbox"/> Patrol Management 2.0</div><div><input checked="" type="checkbox"/> Video Management</div><div><input checked="" type="checkbox"/> Audio Management</div><div><input checked="" type="checkbox"/> Find location</div><div><input checked="" type="checkbox"/> Personal Center</div></div>	
	<input type="button" value="Create"/>	

2.11.2 View Administrator

View all administrator information of the company, modify administrator permissions, or delete unnecessary administrators.

[View Administrator->](#)

Account	Authority	Operation
2221	(User Details)(Group List)(Create Group)(Modify Group)(Delete Group)(Enquiry Order)(Manage Order)(View Department)(NPC Programming Software)(Patrol Event List)(Create Patrol Event)(Edit Patrol Task)(Delete Patrol...	Edit authority Set password Restore Password Delete

2.11.3 Modify Password

Company administrators can modify login passwords. To ensure the confidentiality of passwords, when modifying passwords, the old password must be entered.

[Modify Password->](#)

Old Password:	<input type="password"/>	*
New Password:	<input type="password"/>	*
Confirm Password:	<input type="password"/>	*
	<input type="button" value="Modify"/>	

2.11.4 Expiration Reminder

When the expiration reminder status is: It is turned on, and the user account will expire in 15 days, the device will automatically broadcast the content of the expiration reminder when it is turned on for the first time every day. The reminder content can be set by itself, and the user device needs to have a text information broadcast function. If the device does not support text broadcast, the expired reminder content cannot be broadcast.

Expiration Reminder->

If user accounts expire within 15 days, users will receive the reminder message

Status: ☒ On ☐ Close

Type: ☒ By Bill End Time ☐ By User Pause Time

Content: (You can use the * to indicate the remaining days of the account, and the content can contain only one * No more than 64 words allowed)

2.11.5 User Log

View records of user operations on the company platform. The records include create new users, deleting users, modifying default groups, activating users, not ordering users, and suspending users periodically. By recording, you can retrieve users who have been accidentally deleted, and view users who have recently expired without ordering.

User Log->

Please Select Date: 2024-06

User Account: Group ID: Order ID:

Time	Company	Department	User	Log
2024-06-12 18:11:02	002	-	-	Add Administrator:0021
2024-06-12 09:47:10	002	-	zom1	Activate User
2024-06-12 09:45:11	002	-	zom1	Pause User

Total:3 , 1 pages in total , This is page 1

2.11.6 Login Record

View the time and location IP record of the enterprise platform login.

Login Record->

Time	IP Address
06-12	
17:54:01	62.210.211.192
17:39:21	62.210.211.192
17:39:21	62.210.211.192
17:54:18	62.210.211.192
17:28:49	62.210.211.192
17:28:48	62.210.211.192
11:46:01	62.210.211.192
11:46:01	62.210.211.192
11:33:38	62.210.211.192
11:33:37	62.210.211.192
09:40:17	62.210.211.192
06-11	
10:48:34	62.210.211.192
06-07	
17:57:16	62.210.214.190
06-06	
08:40:47	62.210.214.190
08:44:18	62.210.214.190
08:36:06	62.210.214.190

2.11.7 Statistics

Company administrator can obtain statistics information of company user, including total users, normal users, paused users, online users, the number of groups and so on.

Statistics->

Total Users:	9
Normal Users:	9
Paused Users:	0
Online Users:	0
The Number Of Groups:	6
Number Of Accounts:	9