SOP
Operation Guide

Hytera Communications Corporation Limited

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Contents

Documentation Information

This section describes the audience, conventions, and revision history of this document.

Audience

This document is intended to be read by:

- Users

- Maintenance engineers

- Technical support engineers

- Network engineers

Documentation Conventions

Instructional Conventions

Icon	Description
TIP	Indicates information that can help you make better use of your product.
NOTE	Indicates references that can further describe the related topics.
CAUTION	Indicates situations that could cause data loss or equipment damage.
WARNING	Indicates situations that could cause minor personal injury.
DANGER	Indicates situations that could cause major personal injury or even death.

Notational Conventions

Item	Description	Example
Boldface	Denotes menus, tabs, parameter names, window names, dialogue names, and hardware buttons.	To save the configuration, click **Apply**.
		The **Log Level Settings** dialogue box appears.
		Press the **PTT key**.
" "	Denotes messages, directories, file names, folder names, and parameter values.	The screen displays "Invalid Battery!".
		Open "PDT_PSS.exe".
		Go to "D:/opt/local".
		In the Port text box, enter "22".

Item	Description	Example
>	Directs you to access a multi-level menu.	Go to **File** > **New**.
Italic	Denotes document titles.	For details about using the DWS, refer to *Dispatch Workstation User Guide*.
`Courier New`	Denotes commands and their execution results.	To set the IP address, run the following command: `vos-cmd - m name IP`

Revision History

Document Version	Application Version	Release Date	Description
00	V3.1	September 2022	● Updated 2.1 Logging In to SOP, 2.3 Configuring the Voice Quality Mode, 2.4 Configuring Private Contact Mode, 3.2 Creating an Enterprise Account, and 3.7 Creating Subscribers and Groups in Batch. ● Added 2.9 Configuring Encryption Algorithm, 4.5.7 Performing Data Service Statistics, 4.5.8 Performing One-to-One Data Service Statistics, 4.5.9 Performing One-to-Many Data Service Statistics, 4.6.11 Performing Data Service Statistics, 4.6.12 Performing One-to-One Data Service Statistics, and 4.6.13 Performing One-to-Many Data Service Statistics. ● Updated some screenshots.
00	V3.0	April 2022	Initial release.

1. Introduction

The Service Operation Platform (SOP) is designed for managing the rental of Push-to-Talk over Cellular (PoC) terminals. It provides user account management, terminal quota allocation, rental contract management, subscriber/group creation, and organization management.

As a branch of the SOP, the Customer Management Platform enables the customer to manage the subscribers, query the contract with dealers, and perform data statistics.

1.1 Running Environment Requirements

For optimal performance, the following requirements must be met.

Item	Requirement
Operating system	Microsoft® Windows 7 64-bit
Web browser	Google® Chrome 71 or above

1.2 Main Interface

The main interface consists of the menu bar and the work pane.

Menu Bar

From the menu bar, you can perform multiple operations, including changing the password and logging out of the system. The following table describes the menu options.

Option	Description
Enterprise information	Queries contract details.
Subscriber management	Manages organizations, subscribers, and groups.
Data statistics	Provides statistics on organizations, invalid terminals, groups, quota, system information, organization information, and service details.
System configuration	Provides the prompt for expired subscribers.

Work Pane

The work pane displays different types of information and allows you to perform various tasks, such as configuring settings, searching for information, and more.

2. Basic Operation

2.1 Logging In to SOP

Description

Based on different roles, you can get an admin account from the higher authority, or a normal account from the administrator.

Procedure

1. Open Google Chrome browser on the PC.

   Ensure that the network connection between the PC and the SOP is in good condition.

2. Type "https://IP/hytalk/login" in the address bar, and then press **Enter**.

   The IP here indicates the IP address of the SOP server.

3. Enter the user name, password and verification code.
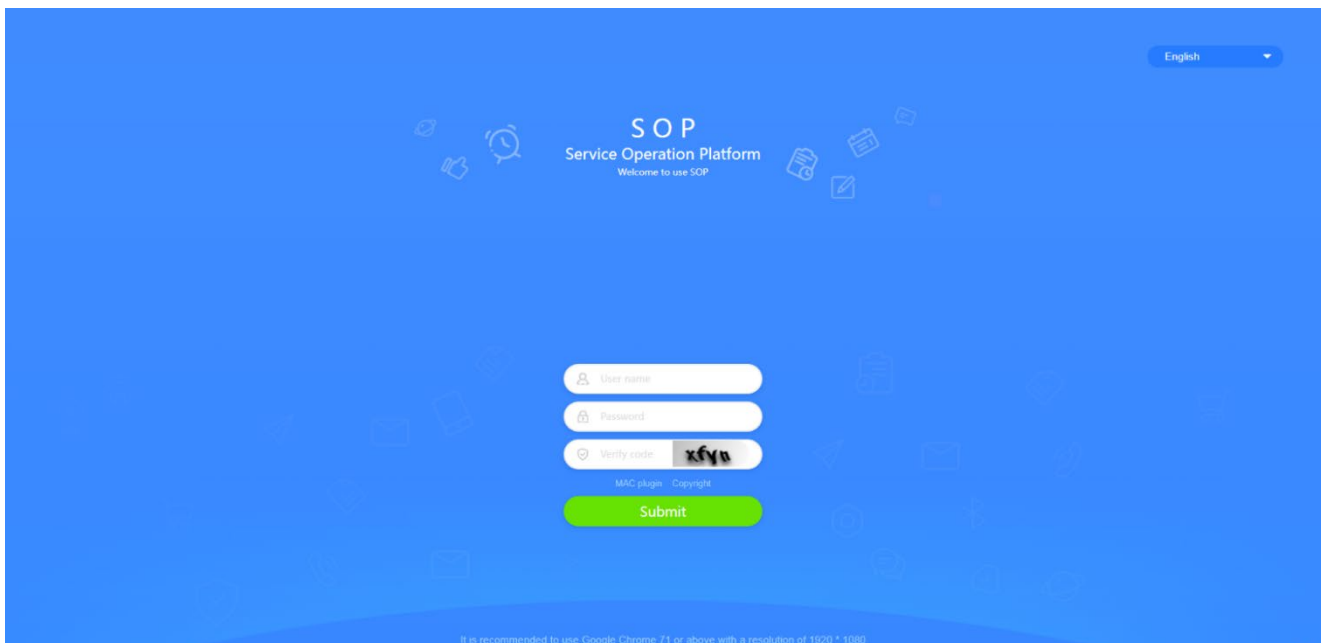
   If the MAC address is bound to SOP, click **MAC plugin**, download the file "nmsmactool.zip", and then install the MAC plugin according to the installation instructions.

4. Click **Submit**.

2.2 Managing the Account

Description

You can view the account information including login user, enterprise name, enterprise type, contact person, phone number, and email address, or configure the time zone, date, and time of the Hytera HyTalk Pro client.

Procedure

1. In the upper right corner, click the user icon, and then select **My account**.

2. View or configure the account information, and then click **Submit**.

2.3 Configuring the Voice Quality Mode

It allows you to configure the voice quality for all subscribers created by yourself.

Description

This feature is available only to customers granted with the voice quality configuration permission.

Generally, it is recommended that you select **Normal voice**. For optimal voice quality, it is recommended that you select **High-fidelity voice** that may consume more cellular data. Upon poor network connection, it is recommended to select **Data saver mode** that saves data usage but increases call delay.

Procedure

1. In the upper right corner, click the user icon, and then select **Voice quality settings**.

2. Select the voice quality mode, and then click **Submit**.

2.4 Configuring Private Contact Mode

This operation is not supported for customers with normal account.

Description

After the enterprise account is created for the broadband terminals, the system sends the private contact list to the terminals for easy identification during calls and messages, or upon adding temporary group members.

● Do not show private contacts: The system does not send any private contact to the broadband terminal.

● Show private contacts of designated organization: The system sends all private contacts in the organization and its subordinate organization where the broadband terminal belongs to.

● Show private contacts of designated enterprise: The system sends all private contacts under the enterprise where the broadband terminal belongs to.

Procedure

1. In the upper right corner, click the user icon, and then select **Private contact show rule**.

2. Select the private contact mode according to actual conditions, and then click **Submit**.

   If you set **Private contact show rule** to "Show private contacts of designated organization" or "Show private contacts of designated enterprise", check the **Organization structure synchronization** according to the actual condition.

2.5 Configuring the Heartbeat Interval

This operation is not supported for customers with normal account.

Description

It allows you to configure the interval for the system to detect whether the terminal is working normally.

Procedure

1. In the upper right corner, click the user icon, and then select **Heartbeat interval**.

2. Enter the interval, and then click **Submit**.

    The value ranges from 4s to 30s.

2.6 Configuring the Timer

This operation is not supported for customers with normal account.

Description

To make full use of channel resources, the SOP limits the call duration, floor duration, and hang time of terminal users.

When the call duration exceeds the time set by the SOP, the Hytera HyTalk Pro system will automatically terminate

the ongoing call.

Procedure

1. In the upper right corner, click the user icon, and then select **Timer settings**.

2. Set the parameters.

Parameters are described in the following table.

Parameter	Description
Private voice call duration (s)	Duration of a private voice call initiated by a terminal user The value range is 60–36000, and the default value is 300.
Group voice call duration (s)	Duration of a group voice call initiated by a terminal user The value range is 60–36000, and the default value is 300.
Private video call duration (s)	Duration of a private video call initiated by a terminal user The value range is 60–36000, and the default value is 300.
Group video call duration (s)	Duration of a group video call initiated by a terminal user The value range is 60–36000, and the default value is 300.
PTT item (s)	Duration that a user can speak after pressing the **PTT** key The value range is 10–60, and the default value is 60.

Parameter	Description
Hang time (s)	Duration for a call to end. If no one speaks in a call for a duration longer than **Hang time**, the call automatically ends. The value range is 1–60, and the default value is 4.

3. Click **Submit**.

2.7 Changing the Password

Description

- Change the password immediately after login for the first time. If you do not change the default password, unauthorized users may log in and perform unauthorized operations.

- Change your password periodically, for example, every other month. If you use the same password for a long time, the risk of leaking or cracking the password also increases.

- Do not use your phone number, account number, birthday, or name as password.

- Make sure that the password must be a string of 8 to 16 characters containing letters and digits.

Procedure

1. In the upper right corner, click the user icon, and then select **Change password**.

2. Enter the old password, new password, and confirm password, and then click **Submit**.
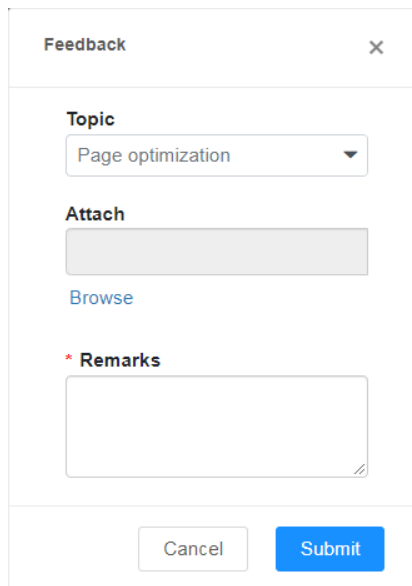

2.8 Collecting Feedback

Description

You can send any problems or suggestions you run into when using the SOP. This helps us improve your experience.

Procedure

1. In the upper right corner, click the user icon, and then select **Feedback**.

2. Complete the feedback information, and then click **Submit**.

2.9 Configuring Encryption Algorithm

Description

It allows you to apply the selected encryption algorithm to all subscribers created by yourself.

Procedure

1. In the upper right corner, click the user icon, and then select **Encryption config**.

2. Set the parameters.

Parameter	Description
Docking with PDT system	Sets whether to allow all subscribers created by yourself to access the PDT system. ● Docking PDT: The encryption algorithm used by the subscriber must be consistent with that used by the PDT system. ● Do not dock PDT: If you enable encryption, select an encryption algorithm according to the actual condition.
Encryption switch	Sets whether to enable encryption.
Encryption algorithm	Sets the encryption algorithm which is applied to all subscribers created by yourself.

3. Click **Submit**.

3. Initial Configuration

3.1 Viewing Contract Details

This operation is not supported for customers with normal account.

1. On the menu bar, go to **Enterprise information** > **Query contract details**.

2. Select the date range, and then click **Query**.

3. Click **Export** to export the contract information.

3.2 Creating an Enterprise Account

This operation is not supported for customers with normal account.

Prerequisite

You are granted with account management permission.

Description

You can create account for normal customers.

Procedure

1. On the menu bar, go to **Enterprise information** > **Enterprise account**.

2.   Click **New**.

3.   Set the parameters.

NOTE

The parameters with "*****" are required.

Parameter	Description
Account	Name of the enterprise for the customer.

Parameter	Description
	It consists of up to 20 characters. No special characters are allowed.
Login user	User name used to log in to the SOP. It must be an email address.
Password	Password used to log in to the SOP. The password must be a string of 8 to 16 characters containing letters and digits
Confirm password	It must be identical with the password.
Organization	Managed by the enterprise.
Contact person	Contact person of the enterprise.
Telephone	Telephone of the enterprise.
Mailbox address	Email address of the enterprise.
Address	Address of the enterprise.
Remarks	Additional information on the enterprise.

4.　Click **Submit**.

Other Operations

You can only view and edit customers created by yourself.

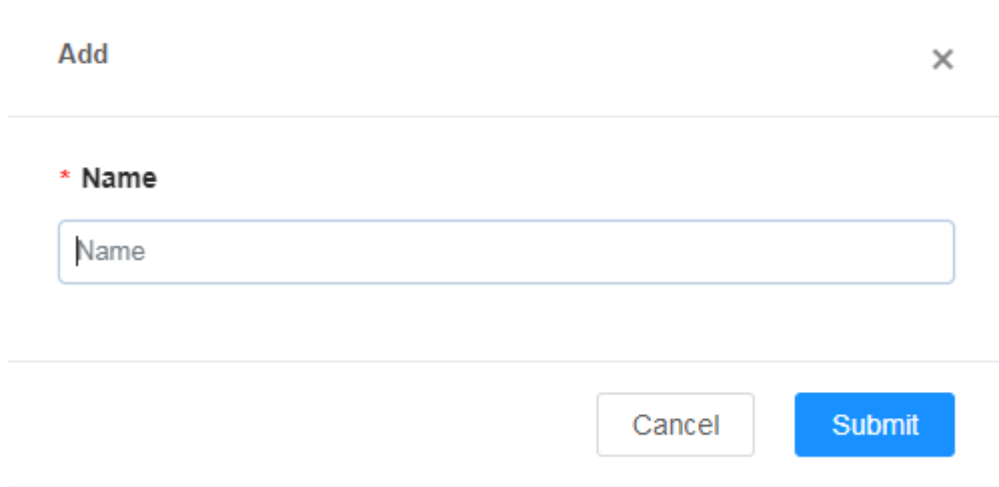| If you want to…	You can…
View the enterprise information	In the **Operation** column, click ![icon], and then select **View**.
Edit the enterprise information	In the **Operation** column, click ![icon], and then select **Edit**.
Change the password	In the **Operation** column, click ![icon], and then select **Change password**.
Delete the enterprise	In the **Operation** column, click ![icon], and then select **Delete**.
Activate the enterprise account	In the **Activate** column, click ![toggle off] so that it becomes ![toggle on].
Query the enterprise account	Select the creation date and status, or enter the keywords in the text field, and then click ![search] .

3.3 Creating an Organization

Description

To facilitate hierarchical management, you can divide terminal users and talkgroups into different organizations.

Procedure

1. On the menu bar, go to **Subscriber management** > **Organization management**.

2. Select a parent node, and then click **Add**.

3. Enter the organization name, and then click **Submit**.

Other Operations

If you want to…	You can…
Delete a node	Click the node, and then select **Delete**. If the node includes a child node, delete the child node first.
Edit a node	Click the node, and then select **Edit**.
Export the organization information	Click **Export** to download the organization information in Excel.

3.4 Creating a Subscriber

Description

You need to create a subscriber profile for the terminal users so that they can access the PoC services through the Hytera HyTalk Pro client.

Procedure

1. On the menu bar, go to **Subscriber management** > **Subscriber management**.

2. Click **Add**, and then set the parameters.

Parameter	Description
Subscriber number	Number for identifying the subscriber. It can be used as username for logging in to the Hytera HyTalk Pro client.
Subscriber name	Name of the subscriber. Enter no more than 15 characters.
Template	Select a template from the drop-down list. The templates are pre-defined by the carrier and help create subscribers quickly. To view details of the template, go to **Subscriber management** > **Template management**. You can contact the carrier for customized templates.
Package unit price	Unchangeable. To change the price, please contact the carrier.
Subscription period	The period of time in which the subscribers can access the subscribed services.
Expire date	Date on which the subscription expires. It is automatically calculated by the system.

Parameter	Description
Organization	The organization to which the subscriber belongs.
Password	Password used for logging in to the Hytera HyTalk Pro client. The password must be within 64 characters containing letters and digits.
Confirm password	It must be identical with the subscriber password.
Call priority	The priority of the call initiated by the subscriber. The call priority affects the location subscription and PTT preemption. The terminal user can only subscribe location of another terminal user having the same or lower call priority. If two users press the **PTT** key at the same time, the user with higher priority is granted the PTT. The priority ranges from 1 to 255. The larger value indicates higher priority.
Answer mode	Mode for answering a half-duplex private voice call. ● OACSU: The call is answered automatically. ● FOACSU: The call is answered only after the **PTT** key is pressed.
Emergency private number	The private call number to which the subscriber can initiate a call to seek for help in case of an emergency.
Emergency group number	The group call number to which the subscriber can initiate a call to seek for help in case of an emergency.
Emergency alarm number	The number to which the subscriber can send a message to seek for help in case of an emergency.
Service report number	The number to which the subscriber can report the arrival and leaving time.
SN	Serial number (SN) of the terminal. The subscriber profile can be bound with SN of a specific terminal, so that the user can only sign in the Hytera HyTalk Pro client on that terminal. The SN can be obtained from the terminal information. If the SN starts with "/", only the characters string to the right of "/" are taken as the SN.
IMSI	International Mobile Subscriber Identification Number (IMSI) associated with the terminal user.

3. Click **Submit**.

4. Select one subscriber or more subscribers, click **Activate** or in the **Active** column.

    indicates that the subscriber is activated.

5. In the upper right corner, click the user icon, and then select **My account**.

6. Send the **Domain**, **Subscriber number**, and **Subscriber password** to the created subscriber.

Other Operations

If you want to…	You can…
Add a subscriber to a group	Select one or more subscribers, click **Add membership**, configure the relevant settings, select a group, and then click **Submit**. If there is no group, create a group first. For details, see 3.5 Creating a Group.
Edit subscriber information	In the **Operation** column, click , and then select **Edit**.
Delete a subscriber	● To delete a single subscriber, in the **Operation** column, click , and then select **Delete**. ● To delete multiple subscribers, select the checkbox before the subscribers, and then click **Delete**. **NOTE** ● If the subscriber who has never logged in to the Hytera HyTalk Pro client is deleted, the quota will be returned.

If you want to…	You can…
	● If the subscriber who has logged in to the Hytera HyTalk Pro client is deleted, the quota will not be returned.
Renew a subscriber	In the **Operation** column, click , and then select **Renewal**. In the dialog, set the package unit price and the subscription period.
Enable auto renewal for the subscriber	Select the checkbox before the subscriber, click **Renewal**, and then select **Enable auto renewal** from the drop-down list.
Disable auto renewal for the subscriber	Select the checkbox before the subscriber, click **Renewal**, and then select **Disable auto renewal** from the drop-down list.
Batch renewal for the subscriber	Select the checkbox before the subscriber, click **Renewal**, and then select **Batch renewal** from the drop-down list.
Change template for the subscriber (s)	● In the **Operation** column, click , and then select **Change template**. In the dialog, select a new template for the subscriber. ● Select the checkbox before the subscribers, and then click **Change template**.
Query groups the subscriber belongs to	In the **Operation** column, click , and then select **Query group**.
Search for subscribers	● Select **Expired subscribers** or **Non-expired subscribers** from the drop-down list and the results are displayed. ● Click **Advanced search**, and then specify the search conditions.
Export information of subscribers	Select the checkbox before the subscribers, and then click **Export**. The information is exported as an excel file.

3.5 Creating a Group
Description

The terminal users can be assigned to different groups to improve communication efficiency.

The following table describes groups of different types.

Group	Description
Background group	The terminal user can receive calls from the background group on the terminal, but cannot see the background group or make calls to the group.
Response group	The terminal user can receive calls from the response group on the terminal, and

	can also see the response group and make calls to the group.
Participant group	To receive calls from the participant group, the terminal user needs to set the participant group as the standby group. The terminal user can also see the participant group and make calls to the group.

Procedure

1. On the menu bar, go to **Subscriber management** > **Group management**.

2. Click **Add**, and then set the parameters.

Parameter	Description
Organization	Organization to which the group belongs.
Group name	It cannot exceed 32 characters.
Group number	Set it according to allocation rules.
Floor queue	When a group member is speaking during a group call, if another group member whose priority is equal to or lower than the current speaker presses the **PTT** key, the another group member will be placed in a queue to wait.
Preemption	When a group member is speaking during a group call, if another group member

	whose priority is higher than the current speaker presses the **PTT** key, the another group member can speak directly.
Group property	Dynamic group: The SOP user can only configure the group number.
	Static group: The SOP user can configure the group number and manage the group members.

3. Click **Submit**.

4. Select one static group or more static groups, and then click **Add membership**.

5. Select a subscriber, set the parameters, and then click **Submit**.

Other Operations

If you want to…	You can…
Edit group information	In the **Operation** column, click ✎, and then select **Edit**.
Delete a group	● To delete a single group, in the **Operation** column, click ✎, and then select **Delete**. ● To delete multiple groups, select the checkbox before the groups, and then click **Delete**.
Query group members	In the **Operation** column, click ✎, and then select **Query group member**.
Search for groups	Click **Advanced search**, specify the search conditions, and then click **Submit**.
Export information of groups	Select the checkbox before the groups, and then click **Export**. The information is exported as an excel file.

3.6 Viewing Subscriber Template Information

Description

The subscriber template is configured by the carrier, and you can only view it.

Procedure

1. On the menu bar, go to **Subscriber management** > **Template management**.

2. In the **Operation** column, click , and then click **View** to view the template information.

3k坐席-1-1-1		×
Yearly package price	1credits/year	
Monthly package price	1credits/month	
Daily package price	1credits/day	
Terminal type	DC	
Terminal model	Other	
Subscriber type	Professional user	
Enable flag	Yes	

Cancel

3.7 Creating Subscribers and Groups in Batch

Description

You can import the information of multiple subscribers and groups into the SOP to enhance operational efficiency.

Procedure

1. On the menu bar, go to **Subscriber management** > **Batch management**.

Subscriber management / Batch management

⮌ Add   ⮌ Modify   ↻ Refresh   🗑 Delete   ⭳ Template

	Task name	Task type	Creation time	Update at	Task status	Queue number	Operation
☐	08292	Import	2022-08-29 03:33:57	2022-08-29 03:33:57	Import finished		✎
☐	08291	Import	2022-08-29 01:11:08	2022-08-29 01:11:10	Import finished		✎

2. Click **Template** to download the template.

3. Compete the template, and then save it.

4. Click **Add**.

5. Enter the task name, open the saved template, and then click **Submit**.

Add   ✕

*Task name

[   ]

Please enter

*Import file

[**Select**]

Cancel   **Submit**

Other Operations

If you want to…	You can…
Delete a task	● To delete a single task, in the **Operation** column, click ✎, and then select **Delete**. ● To delete multiple tasks, select the checkbox before the tasks, and then click **Delete**.
Edit task information	Select a task that is waiting to be executed, click ✎, and then select **Edit** in the **Operation** column.
Start/cancel a task	In the **Operation** column, click ✎, and then select **Start**. Also, you can cancel a task that is not complete.
View task details	In the **Operation** column, click ✎, and then select **Details**.
Download the execution result	In the **Operation** column, click ✎, select **Details**, and then click ⬆.
Import the modified template	Open the template to be modified, modify the information (except the template format and package), and then click **Modify**.

4. Data Statistics

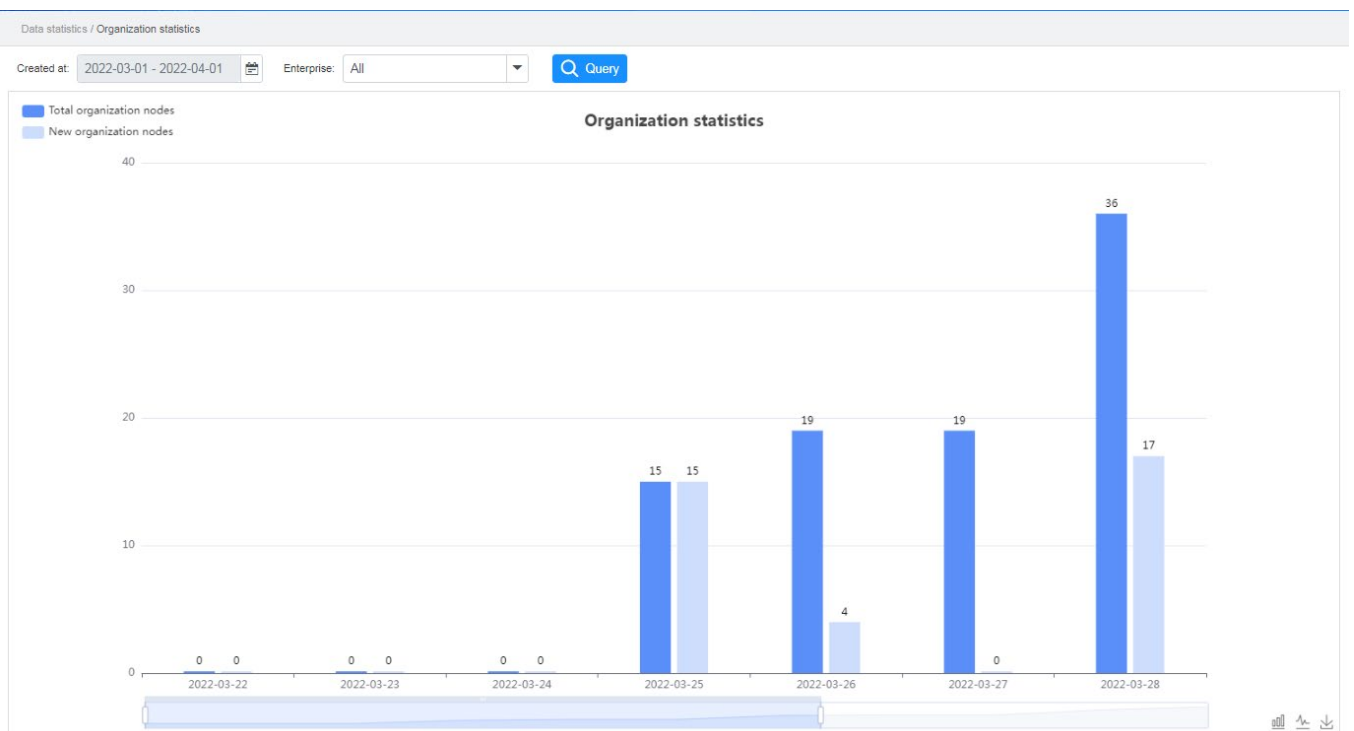This operation is not supported for customers with normal account.

4.1 Performing Organization Statistics

Description

It allows you to perform statistics on the number of organization nodes under the enterprise accounts.

Procedure

1. On the menu bar, go to **Data statistics** > **Organization statistics**.

2. Select the date range and enterprise, and then click 🔍.

3. (Optional) Click 〽️ to switch to the line chart.

4. (Optional) Click ⤓ to download the organization statistics in the image format.

4.2 Performing Invalid Terminal Statistics

Description

It allows you to perform statistics on the number of invalid terminals under the enterprise accounts.

An invalid terminal refers to a terminal that has already expired but has not been renewed.

Procedure

1. On the menu bar, go to **Data statistics** > **Invalid terminal statistics**.

2. Select the date range and enterprise, and then click 🔍.

3. (Optional) Click 〰 to switch to the line chart.

4. (Optional) Click ⤓ to download the invalid terminal statistics in the image format.

4.3 Performing Group Statistics

Description

It allows you to perform statistics on the number of groups under the enterprise accounts.

Procedure

1. On the menu bar, go to **Data statistics** > **Group statistics**.

2. Select the date range and enterprise, and then click 🔍.

3. (Optional) Click 〰 to switch to the line chart.

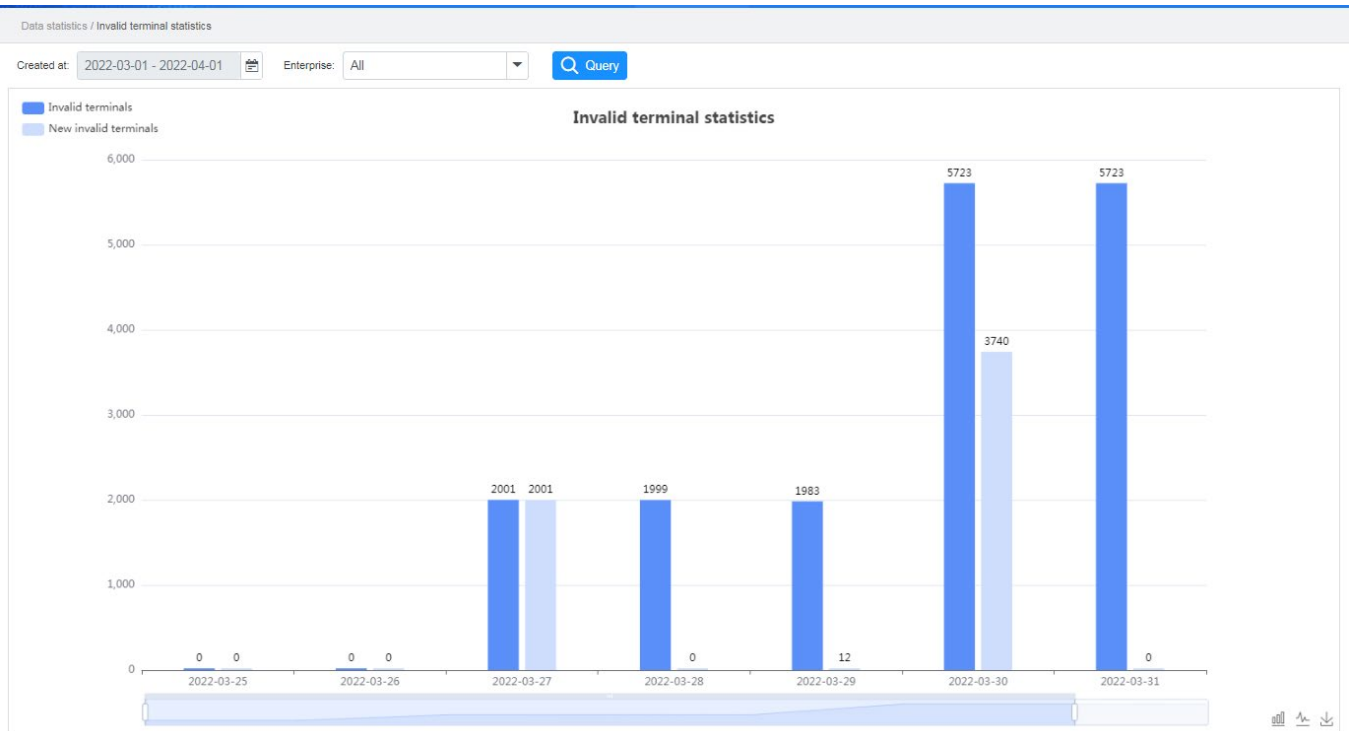4. (Optional) Click ⤓ to download the group statistics in the image format.
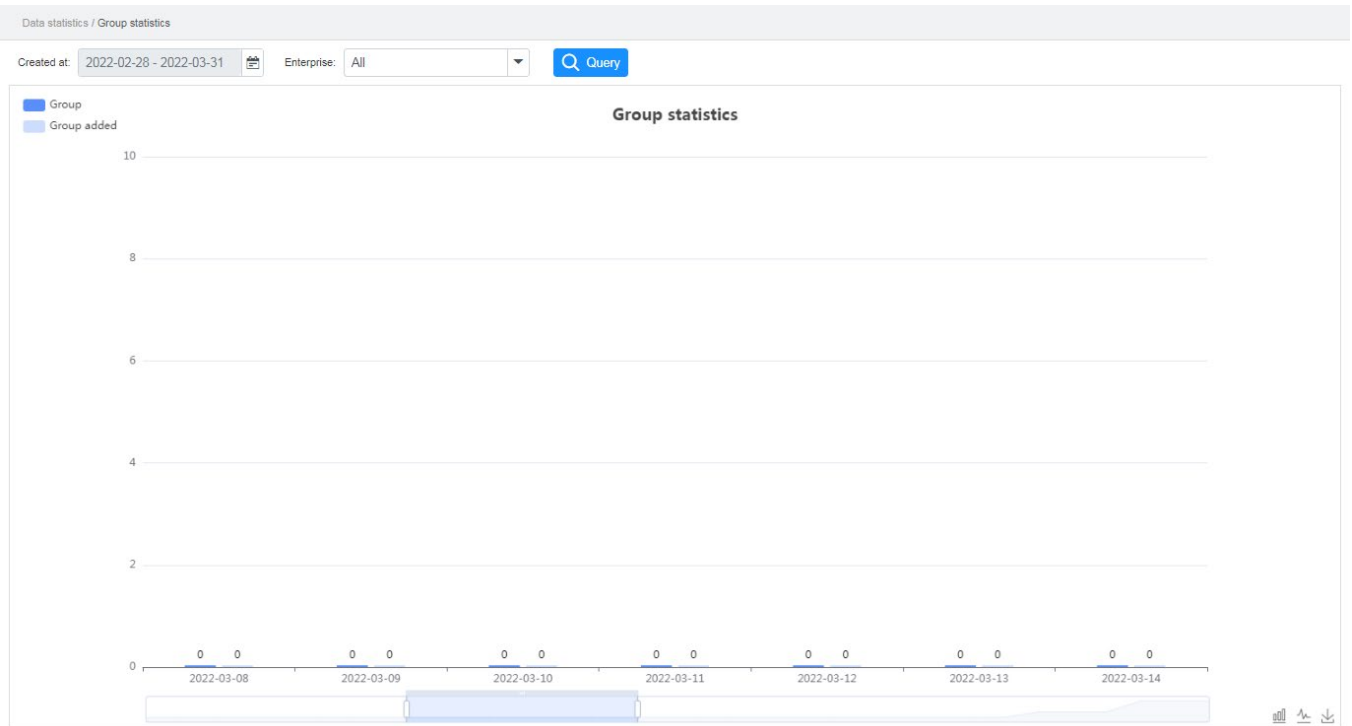
4.4 Performing Quota Statistics

Description

It allows you to perform statistics on the quota assigned to the enterprise accounts.

Procedure

1. On the menu bar, go to **Data statistics** > **Quota statistics**.

2. Select the date range, and then click 🔍.

No	Date	Enterprise name	Login user	Total quota	Consumed quota	Remaining
1	2022-09-05	直客222	zk222@sop.com	50000	0	50000

4.5 Performing System Statistics

4.5.1 Performing Call Statistics

Description

It allows you to perform statistics on the number of voice and video calls, as well as related services in the system within the date range.

Procedure

1. On the menu bar, go to **Data statistics** > **System information statistics** > **Number of calls by system**.

2. Click **Advanced search**, select the date range, and then click **OK**.

3. (Optional) Click 〜 to switch to the line chart.

4. (Optional) Click **Export** or ⤓ to download the statistical result in the image format.

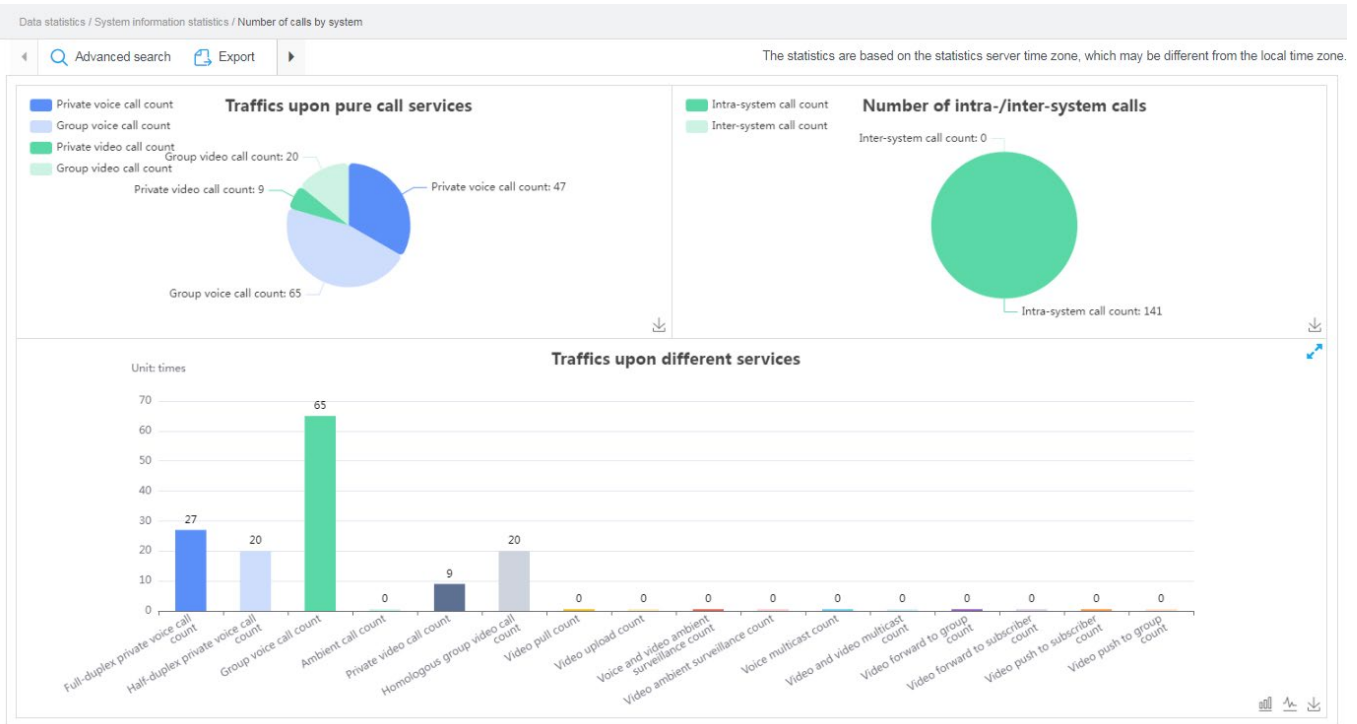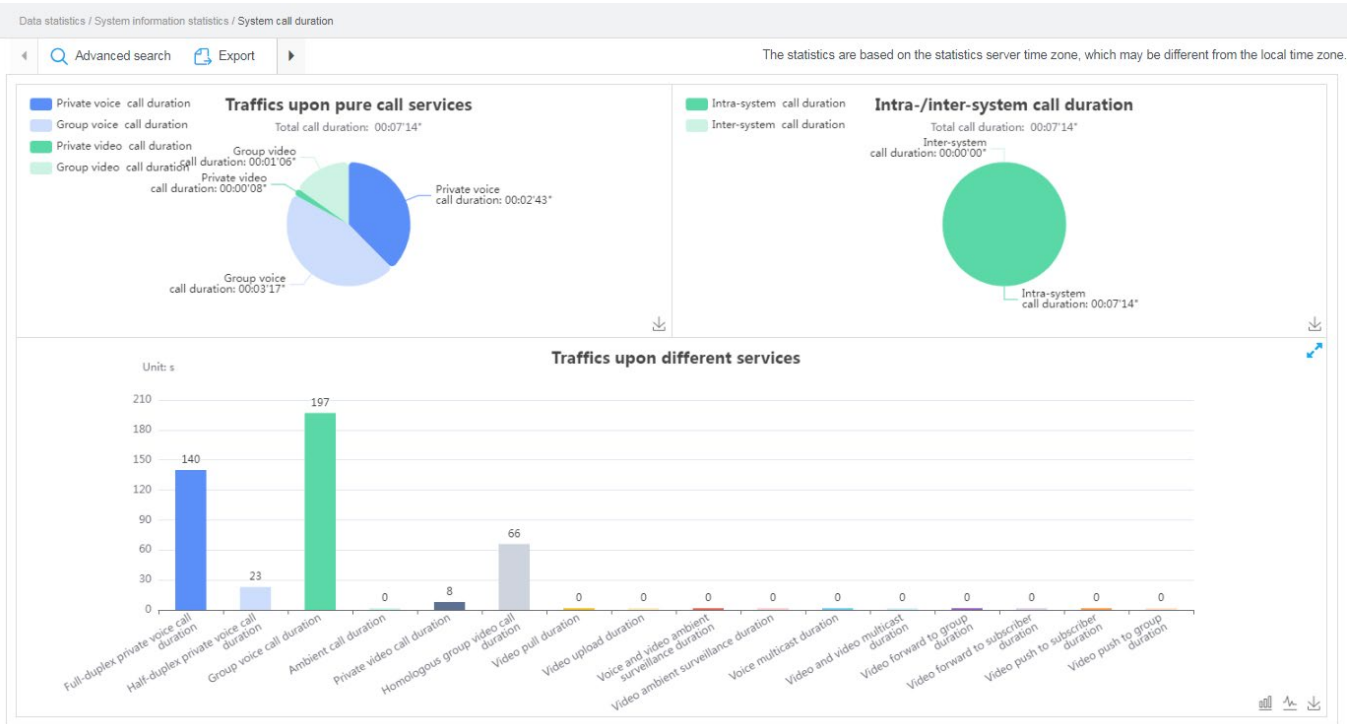# 4.5.2 Performing Call Duration Statistics

Description

It allows you to perform statistics on the duration of voice and video calls, as well as related services in the system within the date range.

Procedure

1. On the menu bar, go to **Data statistics** > **System information statistics > System call duration**.

2. Click **Advanced search**, select the date range, and then click **OK**.

The statistics are based on the statistics server time zone, which may be different from the local time zone.

3. (Optional) Click to switch to the line chart.

4. (Optional) Click **Export** or to download the statistical result in the image format.

4.5.3 Performing Registration and De-registration Statistics

Description

It allows you to perform statistics on the number of registrations and de-registrations in the system within the date range.

Procedure

1. On the menu bar, go to **Data statistics** > **System information statistics > System registration count**.

2. Click **Advanced search**, select the date range, registration result, and terminal type, and then click **OK**.

3. (Optional) Click ∿ to switch to the line chart.

4. (Optional) Click **Export** or ↓ to download the statistical result in the image format.
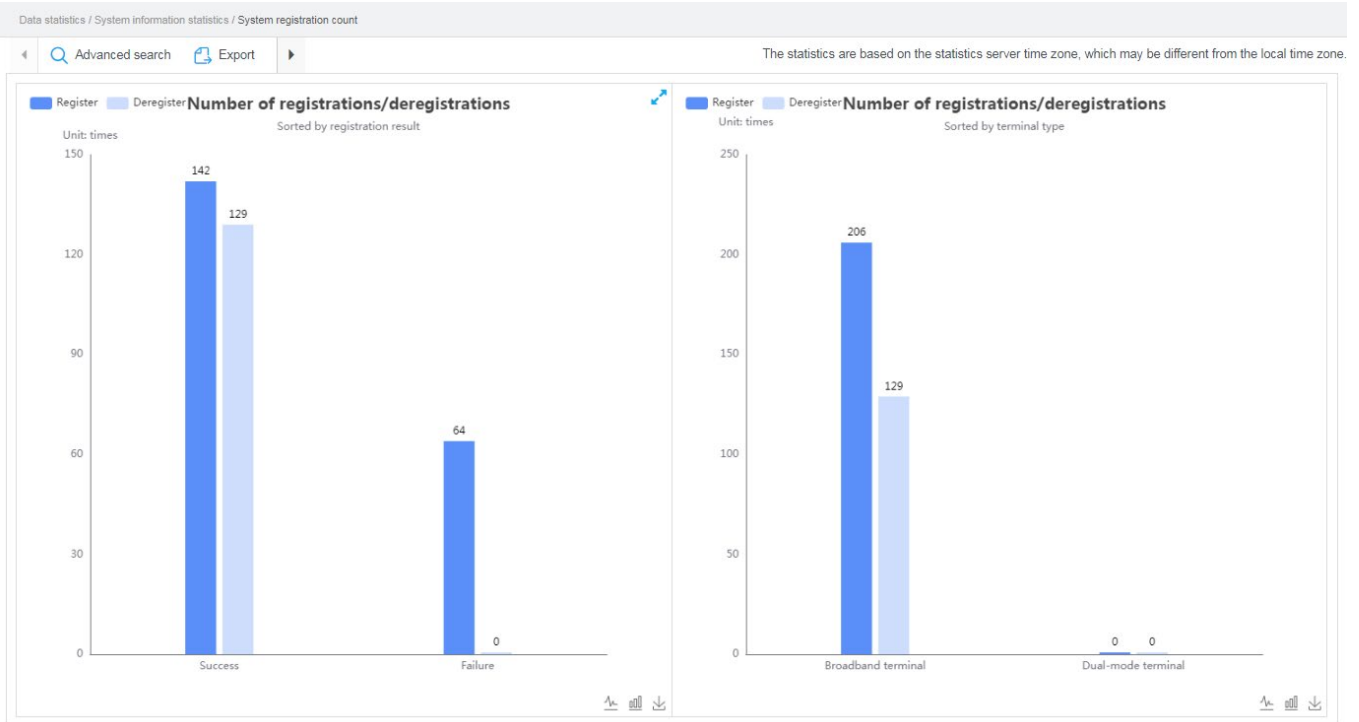
4.5.4 Performing Subscriber Statistics

Description

It allows you to perform statistics on the number of subscribers under the enterprise accounts within the date range, including total subscribers, new subscribers, and daily active subscribers.

Procedure

1. On the menu bar, go to **Data statistics** > **System information statistics** > **System subscriber statistics**.

2. Select the date range and terminal type, and then click **Query**.
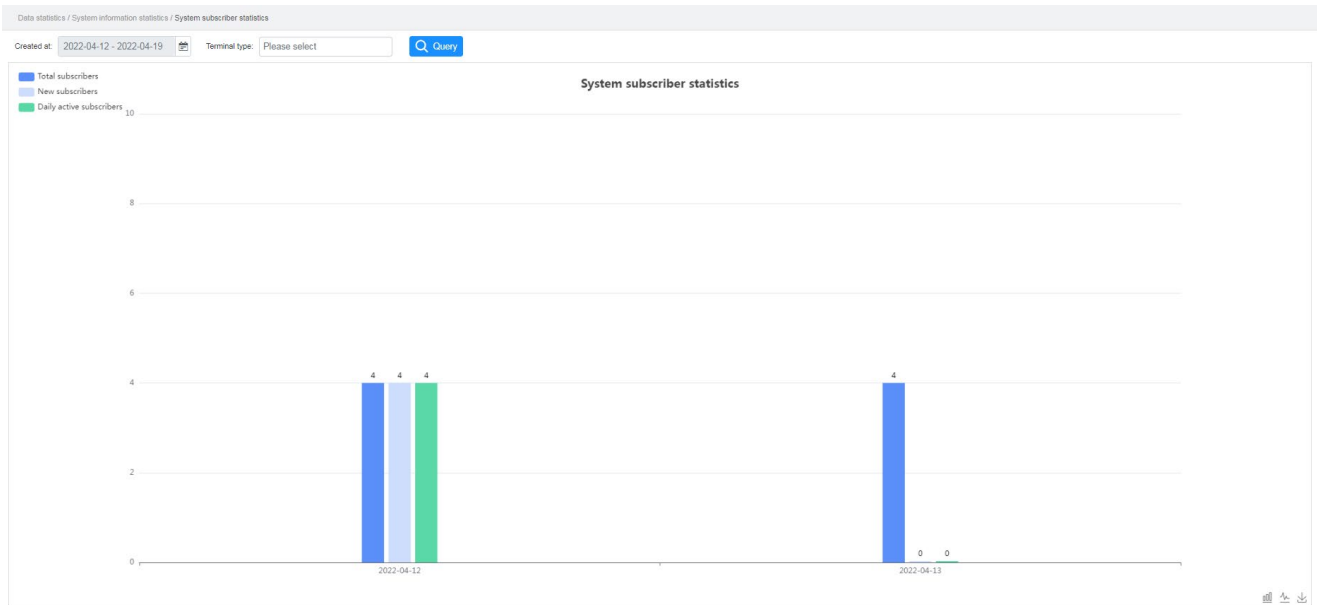
3. (Optional) Click ⩘ to switch to the line chart.

4. (Optional) Click ⤓ to download the subscriber statistics in the image format.

4.5.5 Performing Ratio Statistics

Description

It allows you to perform daily statistics on the ratio of subscribers who successfully register with the Hytera HyTalk Pro server under the enterprise accounts within the date range.

Procedure

1. On the menu bar, go to **Data statistics** > **System information statistics** > **System user daily active rate statistics**.

2. Select the date range, and terminal type, and then click **Query**.

3.   (Optional) Click ⋀ to switch to the line chart.

4.   (Optional) Click ⤓ to download the ratio statistics in the image format.

4.5.6 Performing Terminal Registration and De-registration Statistics

Description

It allows you to perform statistics on the number of registrations and de-registrations of the specified terminals in the system within the date range.

Procedure

1.   On the menu bar, go to **Data statistics** > **System information statistics > System terminal registration statistics**.

2.   Click **Advanced search**, select the date range, terminal number, and registration result, and then click **OK**.

🔍 Advanced search   🗂 Export   ▶   The statistics are based on the statistics server time zone, which may be different from the local time zone.

Terminal number	Terminal name	Register	Deregister	Registration result	Organization name	Organization node
1111001	直客2--用户1	1	1	Success	1	1
1111002	直客2-用户2	1	1	Success	1	1
1111111	zyn	1	1	Success	祝延宁组织架构	1
1111111	1111111	2	2	Success	1	1
1111111	用户1	3	3	Success	11111111111111111111	1
2000001		1	1	Success	1	1
2222222	专业终端1级组织架构	2	2	Success	1	1
2222222	用户2	11	10	Success	11111111111111111111	1
3333333	用户3	2	2	Success	11111111111111111111	1
1000002	1000002	2	2	Success	2	2
1111111	1111111	1	1	Success	11	2
4444444	用户4	6	5	Success	22222222222222222222	2
5555555	用户5	3	3	Success	22222222222222222222	2
6666666	用户6	42	36	Success	33333333333333333333	3
7777777	用户7	2	2	Success	33333333333333333333	3

« ‹ **1** 2 › »

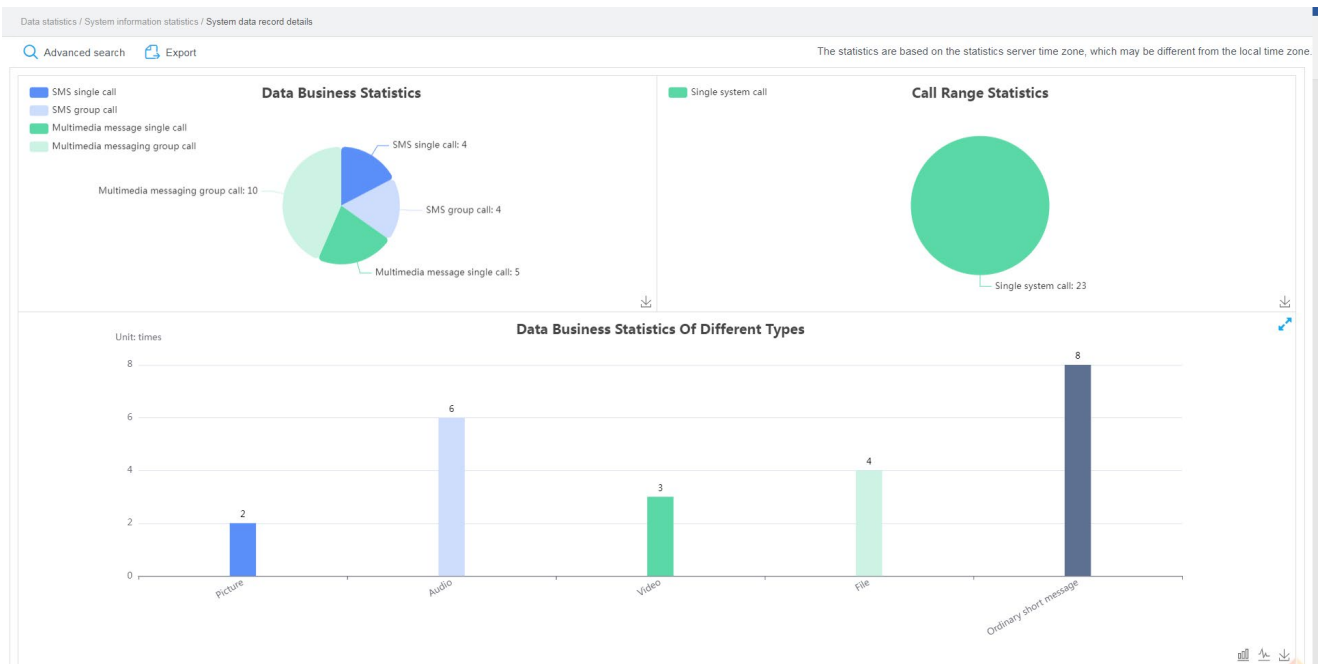3.   (Optional) Click **Export** to export the statistical result in the excel format.

4.5.7 Performing Data Service Statistics

Description

It allows you to perform statistics on the number of data services by types or ranges in the system within the date range.

Procedure

1.   On the menu bar, go to **Data statistics** > **System information statistics > System data record details**.

2.   Click **Advanced search**, select the date range, and then click **OK**.

3.   (Optional) Click ⩗ to switch to the line chart.

4.   (Optional) Click **Export** or ⤓ to download the data service statistics in the image format.

4.5.8 Performing One-to-One Data Service Statistics
Description

It allows you to perform statistics on the number of one-to-one data services in the system within the date range.

Procedure

1.   On the menu bar, go to **Data statistics** > **System information statistics > System single data record details**.

2.   Click **Advanced search**, set the date range and search criteria, and then click **OK**.

3.   (Optional) Click **Export** to download the one-to-one data service statistics in the excel format.

4.5.9 Performing One-to-Many Data Service Statistics
Description

It allows you to perform statistics on the number of one-to-many data services in the system within the date range.

Procedure

1.   On the menu bar, go to **Data statistics** > **System information statistics > System group data record details**.

2.   Click **Advanced search**, set the date range and search criteria, and then click **OK**.

Group number	Group name	Organization name	Organization node	Number of calls
Q Advanced search	Export		The statistics are based on the statistics server time zone, which may be different from the local time zone.	
1212121	121	lmh1	1	14

3. (Optional) Click **Export** to download the one-to-many data service statistics in the excel format.

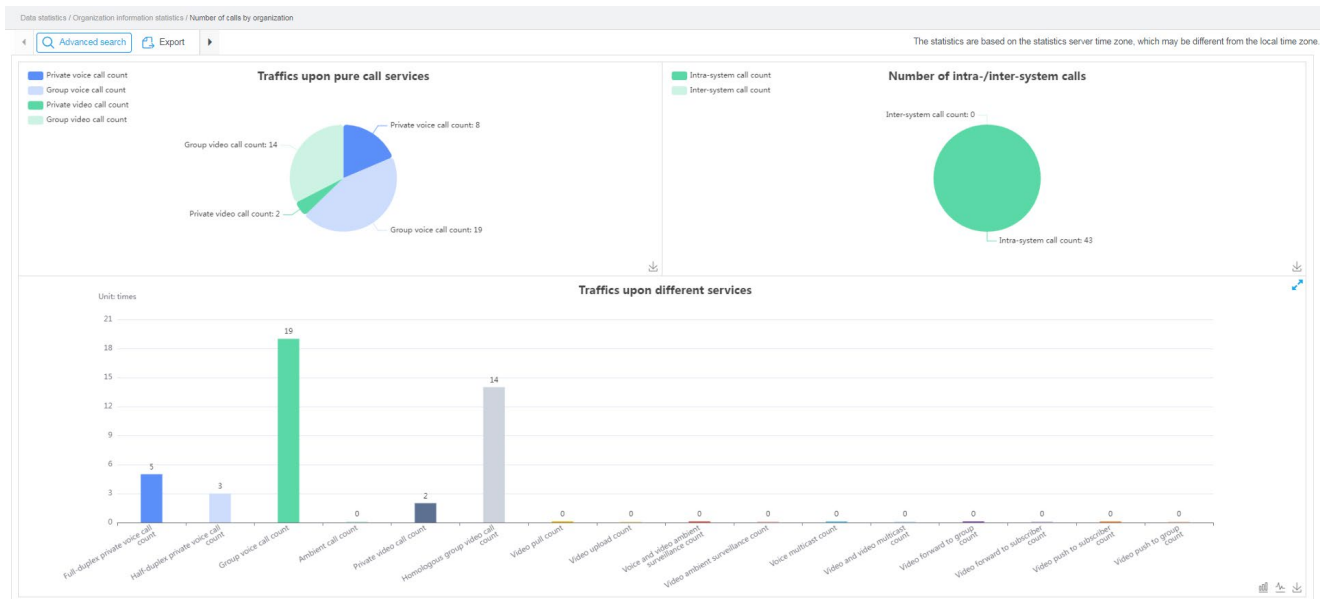# 4.6 Performing Organization Statistics

4.6.1 Performing Call Statistics

Description

It allows you to perform statistics on the number of voice and video calls, as well as related services under the organization within the date range.

Procedure

1. On the menu bar, go to **Data statistics** > **Organization information statistics > Number of calls by organization**.

2. Click **Advanced search**, select the date range and organization, and then click **OK**.

3. (Optional) Click ⚋ to switch to the line chart.

4. (Optional) Click **Export** or ⤓ to download the statistical result in the image format.

4.6.2 Performing Private Call Statistics

Description

It allows you to perform statistics on the number of private calls under the organization within the date range.

Procedure

1. On the menu bar, go to **Data statistics** > **Organization information statistics > Number of private calls by organization**.

2. Click **Advanced search**, select the search criteria and organization, and then click **OK**.

Terminal number	Terminal name	Organization name	Organization node	Number of calls
1000001	用户1	111111111111111111	1	8
1000002	用户2	111111111111111111	1	10
1000003	用户3	111111111111111111	1	1
1472580		111111111111111111	1	1

« ‹ **1** › »

3. (Optional) Click 〰 to switch to the line chart.

4. (Optional) Click **Export** or ⤓ to download the statistical result in the image format.

4.6.3 Performing Group Call Statistics

Description

It allows you to perform statistics on the number of group calls under the organization within the date range.

Procedure

1. On the menu bar, go to **Data statistics** > **Organization information statistics > Number of group calls by organization**.

2. Click **Advanced search**, select the search criteria and organization, and then click **OK**.

Group number	Group name	Organization name	Organization node	Number of calls
1411111	组14	99999999999999999999	9	6
1511111	组15	99999999999999999999	9	4
1611111	组16	99999999999999999999	9	4
4444444	组4	88888888888888888888	8	7
5555555	组5	33333333333333333333	3	6
7777777	组7	99999999999999999999	9	4
8888888	组8	33333333333333333333	3	4

3. (Optional) Click ⌄⌃ to switch to the line chart.

4. (Optional) Click **Export** or ⤓ to download the statistical result in the image format.

4.6.4 Performing Call Duration Statistics

Description

It allows you to perform statistics on the duration of voice and video calls, as well as related services under the organization within the date range.

Procedure

1. On the menu bar, go to **Data statistics** > **Organization information statistics > Call duration by organization**.

2. Click **Advanced search**, select the date range and organization, and then click **OK**.

3. (Optional) Click ⌄⌃ to switch to the line chart.

4. (Optional) Click **Export** or ⬇ to download the statistical result in the image format.
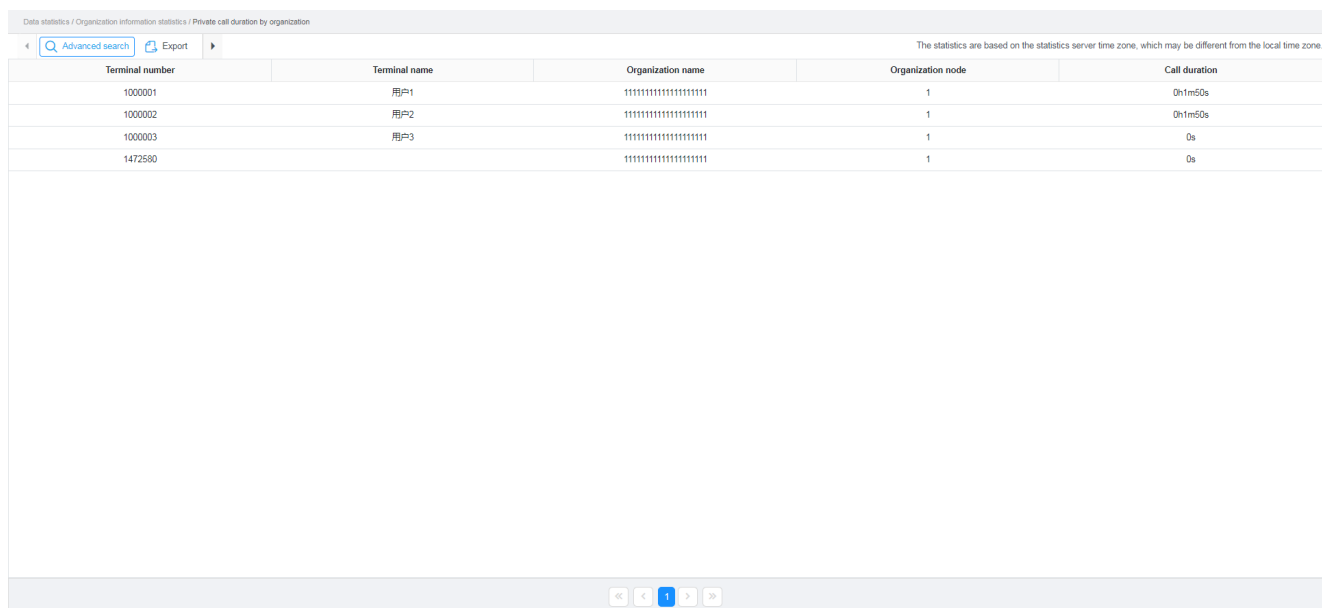
# 4.6.5 Performing Private Call Duration Statistics

Description

It allows you to perform statistics on the duration of private calls under the organization within the date range.

Procedure

1. On the menu bar, go to **Data statistics** > **Organization information statistics > Private call duration by organization**.

2. Click **Advanced search**, select the search criteria and organization, and then click **OK**.

Terminal number	Terminal name	Organization name	Organization node	Call duration
1000001	用户1	1111111111111111111	1	0h1m50s
1000002	用户2	1111111111111111111	1	0h1m50s
1000003	用户3	1111111111111111111	1	0s
1472580		1111111111111111111	1	0s

3. (Optional) Click 〰 to switch to the line chart.

4. (Optional) Click **Export** or ⬇ to download the statistical result in the image format.

4.6.6 Performing Group Call Duration Statistics

Description

It allows you to perform statistics on the duration of group calls under the organization within the date range.

Procedure

1. On the menu bar, go to **Data statistics** > **Organization information statistics > Group call duration by organization**.

2. Click **Advanced search**, select the search criteria and organization, and then click **OK**.

Group number	Group name	Organization name	Organization node	Call duration
1411111	组14	99999999999999999999	9	0h0m10s
1511111	组15	99999999999999999999	9	0h0m4s
1611111	组16	99999999999999999999	9	0h0m9s
4444444	组4	88888888888888888888	8	0h0m39s
5555555	组5	33333333333333333333	3	0h0m17s
7777777	组7	99999999999999999999	9	0h0m7s
8888888	组8	33333333333333333333	3	0h0m9s

The statistics are based on the statistics server time zone, which may be different from the local time zone.

Advanced search   Export

« ‹ 1 › »

3. (Optional) Click ⩗ to switch to the line chart.

4. (Optional) Click **Export** or ⤓ to download the statistical result in the image format.
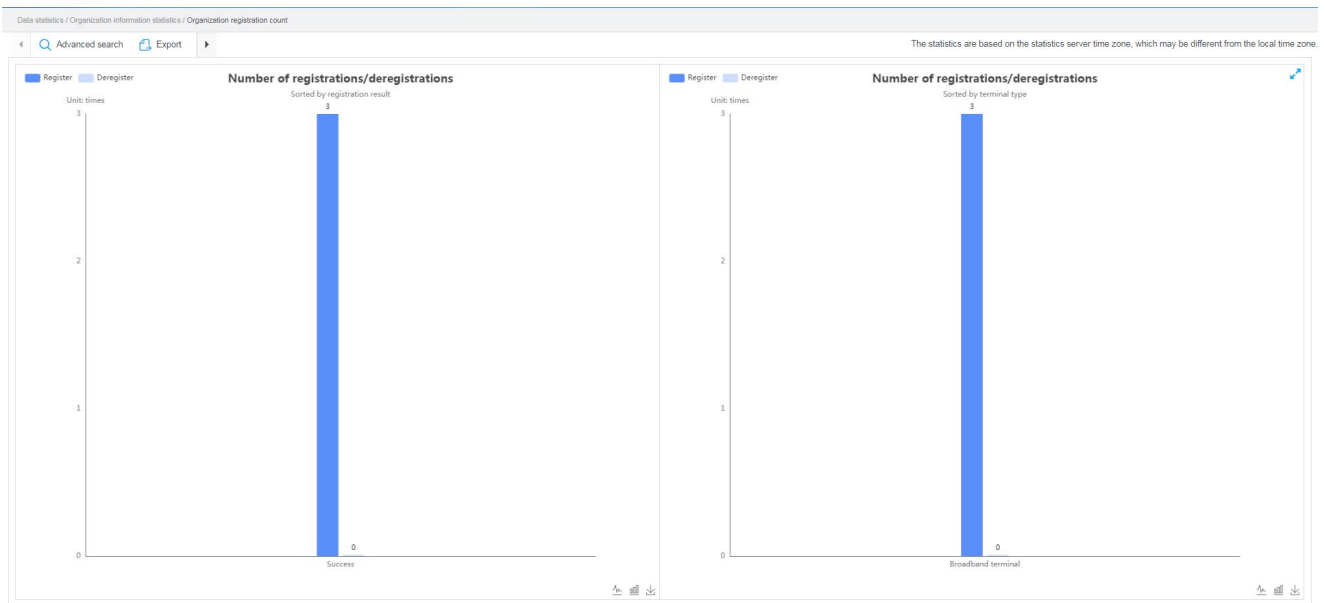
4.6.7 Performing Registration and De-registration Statistics

Description

It allows you to perform statistics on the number of registrations and de-registrations under the organization within the date range.

Procedure

1. On the menu bar, go to **Data statistics** > **Organization information statistics > Organization registration count**.

2. Click **Advanced search**, select the search criteria and organization, and then click **OK**.

3. (Optional) Click ⌒ to switch to the line chart.

4. (Optional) Click **Export** or ⌄ to download the statistical result in the image format.
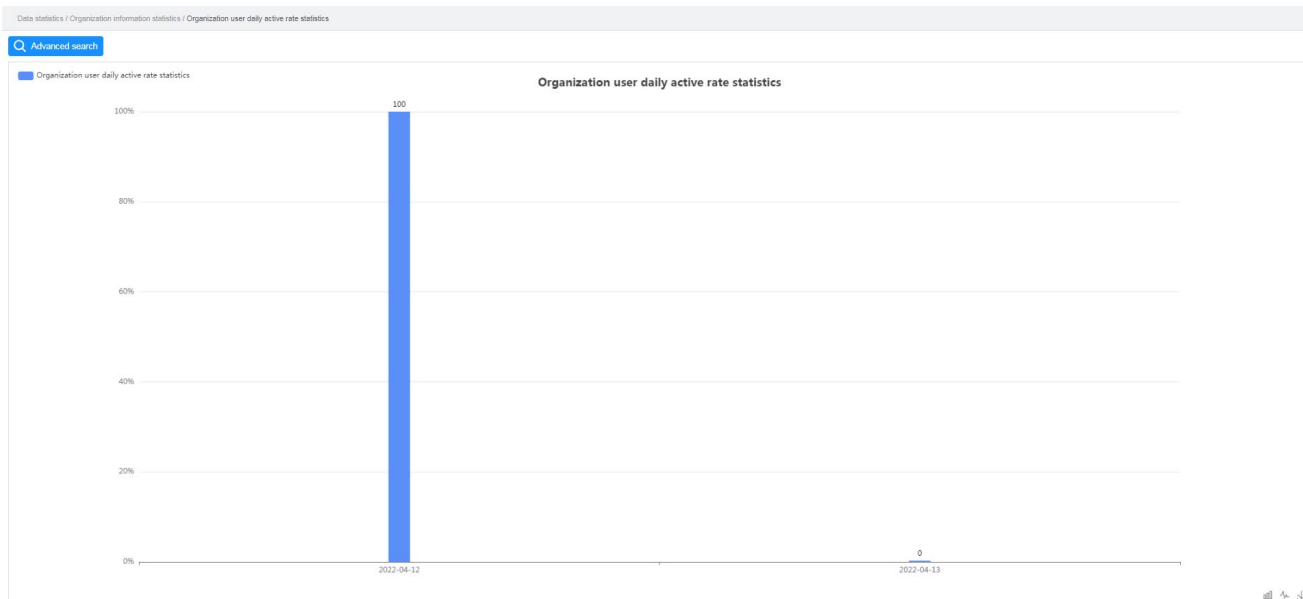
4.6.8 Performing Subscriber Statistics

Description

It allows you to perform statistics on the number of subscribers under the organization within the date range, including total subscribers, new subscribers, and daily active subscribers.

Procedure

1. On the menu bar, go to **Data statistics** > **Organization information statistics** > **Organization subscriber statistics**.

2. Click **Advanced search**, select the search criteria and organization, and then click **OK**.

3. (Optional) Click [icon] to switch to the line chart.

4. (Optional) Click [icon] to download the subscriber statistics in the image format.
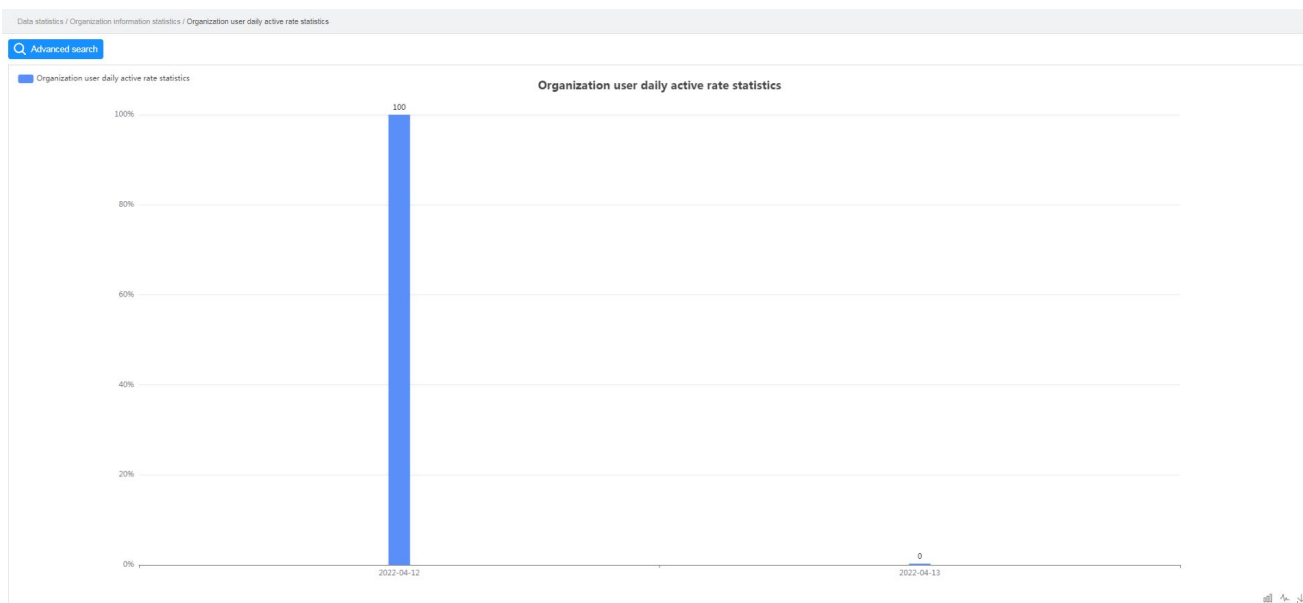
4.6.9 Performing Ratio Statistics

Description

It allows you to perform daily statistics on the ratio of subscribers who successfully register with the Hytera HyTalk Pro server under the organization within the date range.

Procedure

1. On the menu bar, go to **Data statistics** > **Organization information statistics** > **Organization user daily active rate statistics**.

2. Click **Advanced search**, select the search criteria and organization, and then click **OK**.

3. (Optional) Click ⩘ to switch to the line chart.

4. (Optional) Click ⩘ to download the ratio statistics in the image format.

4.6.10 Performing Terminal Registration and De-registration Statistics

Description

It allows you to perform statistics on the number of registrations and de-registrations of the specified terminals under the organization within the date range.

Procedure

1. On the menu bar, go to **Data statistics** > **Organization information statistics > Organization terminal registration statistics**.

2. Click **Advanced search**, select the search criteria and organization, and then click **OK**.

Advanced search	Export				The statistics are based on the statistics server time zone, which may be different from the local time zone.	
Terminal number	**Terminal name**	**Register**	**Deregister**	**Registration result**	**Organization name**	**Organization node**
1000001	用户1	1	0	Success	1111111111111111111	1
1000002	用户2	1	0	Success	1111111111111111111	1
1000003	用户3	1	0	Success	1111111111111111111	1

« ‹ 1 › »

4. (Optional) Click **Export** to export the statistical result in the excel format.
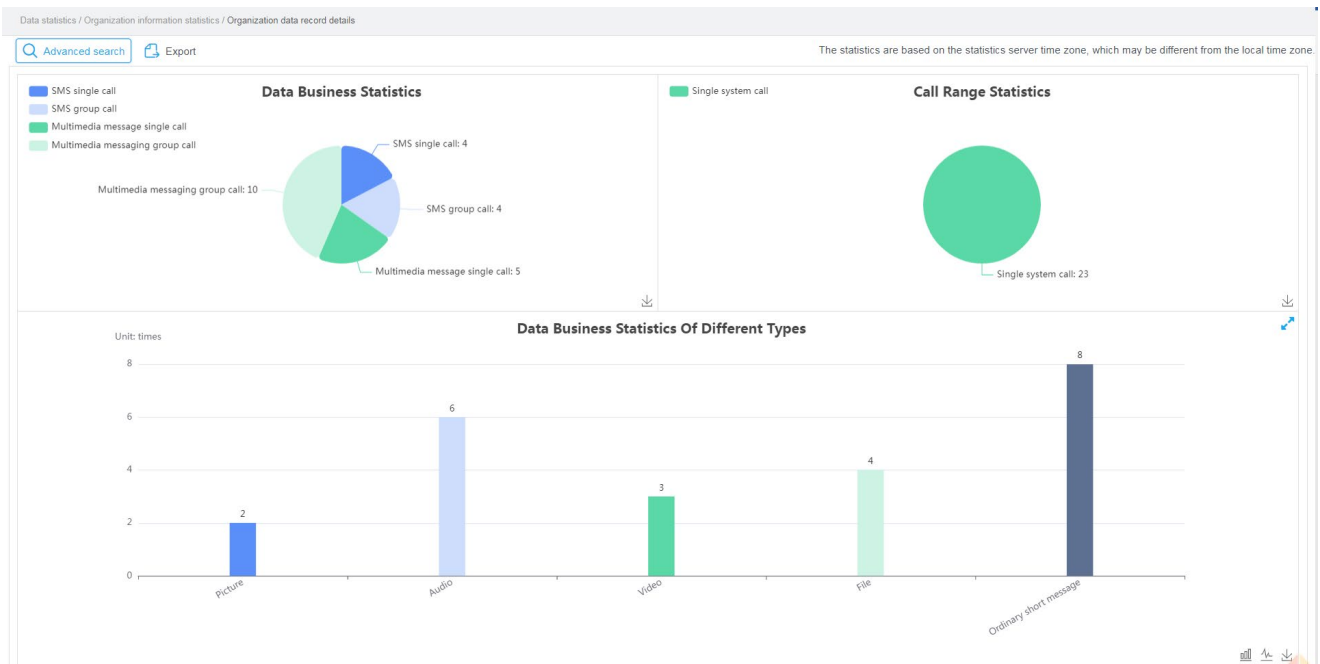
4.6.11 Performing Data Service Statistics

Description

It allows you to perform statistics on the number of data services by types or ranges under the organization within the date range.

Procedure

1. On the menu bar, go to **Data statistics** > **Organization information statistics > Organization data record details**.

2. Click **Advanced search**, select the date range and organization, and then click **OK**.

3. (Optional) Click ⩗ to switch to the line chart.

4. (Optional) Click **Export** or ⩗ to download the data service statistics in the image format.

4.6.12 Performing One-to-One Data Service Statistics

Description

It allows you to perform statistics on the number of one-to-one data services under the organization within the date range.

Procedure

1. On the menu bar, go to **Data statistics** > **Organization information statistics > Organization single data record details**.

2. Click **Advanced search**, set the date range and search criteria, and then click **OK**.

Terminal number	Terminal name	Organization name	Organization node	Number of calls
1111112	112	lmh1	1	5
1111111	111	lmh1	1	5
1111111	111	lmh2	2	4
1111112	112	lmh2	2	4

3. (Optional) Click **Export** to download the one-to-one data service statistics in the excel format.

4.6.13 Performing One-to-Many Data Service Statistics

Description

It allows you to perform statistics on the number of one-to-many data services under the organization within the date range.

Procedure

1. On the menu bar, go to **Data statistics** > **Organization information statistics > Organization group data record details**.

2. Click **Advanced search**, set the date range and search criteria, and then click **OK**.

Data statistics / Organization information statistics / Organization group data record details				
🔍 Advanced search 📤 Export		The statistics are based on the statistics server time zone, which may be different from the local time zone.		
Group number	**Group name**	**Organization name**	**Organization node**	**Number of calls**
1212121	121	lmh1	1	14

3. (Optional) Click **Export** to download the one-to-many data service statistics in the excel format.

4.7 Performing Statistics Details

4.7.1 Performing Call Record Statistics
Description

It allows you to perform statistics on the call record under the organization within the date range.

Procedure

1. On the menu bar, go to **Data statistics** > **Statistics details > Call record details.**

2. Click **Advanced search**, select the search criteria and organization, and then click **OK**.

Data statistics / Statistics details / Call record details									
◄ 🔍 Advanced search 📤 Export ►								The statistics are based on the statistics server time zone, which may be different from the local time zone.	
Call type	**Priority**	**Call result**	**Calling number**	**Caller type**	**Organization for callee**	**Called number**	**Callee type**	**Organization for caller**	**Call origination**
No data									

3. (Optional) Click 🔵 or 🔵 to view the call records for the previous day or the next day.

4. (Optional) Click **Export** to download a call record in the excel format.

4.7.2 Performing Registration Statistics
Description

It allows you to perform registration statistics under the organization within the date range.

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Procedure

1. On the menu bar, go to **Data statistics** > **Statistics details > Registration details**.

2. Click **Advanced search**, select the search criteria and organization, and then click **OK**.

3. (Optional) Click **Export** to download the statistical result in the excel format.

4.7.3 Performing Data Service Statistics
Description

It allows you to perform data service statistics under the organization within the date range.

Procedure

1. On the menu bar, go to **Data statistics** > **Statistics details > Data record details**.

2. Click **Advanced search**, select the search criteria and organization, and then click **OK**.

	Advanced search	Export	⊙ : 2022-08-30 00:00:00 -- 2022-08-30 23:59:59				The statistics are based on the statistics server time zone, which may be different from the local time zone.

Call type	Calling number	Caller type	Organization for callee	Called number	Callee type	Organization for caller	Send time
SMS single call	1111111	Broadband terminal	lmh1	1111112	Broadband terminal	lmh2	2022-08-30 10:54:53
SMS single call	1111112	Broadband terminal	lmh2	1111111	Broadband terminal	lmh1	2022-08-30 10:54:56
SMS single call	1111112	Broadband terminal	lmh2	1111111	Broadband terminal	lmh1	2022-08-30 10:54:59
SMS single call	1111111	Broadband terminal	lmh1	1111112	Broadband terminal	lmh2	2022-08-30 10:54:59
Multimedia message singl...	1111111	Broadband terminal	lmh1	1111112	Broadband terminal	lmh2	2022-08-30 10:55:08
Multimedia message singl...	1111112	Broadband terminal	lmh2	1111111	Broadband terminal	lmh1	2022-08-30 10:55:09
Multimedia message singl...	1111112	Broadband terminal	lmh2	1111111	Broadband terminal	lmh1	2022-08-30 10:55:14
Multimedia message singl...	1111111	Broadband terminal	lmh1	1111112	Broadband terminal	lmh2	2022-08-30 10:55:18
Multimedia message singl...	1111111	Broadband terminal	lmh1	1111112	Broadband terminal	lmh2	2022-08-30 10:55:45

3.   (Optional) Click ⊞ or ⊟ to view the data services for the previous day or the next day.

4.   (Optional) Click **Export** to download the statistical result in the excel format.

5. Expiry Prompt Configuration for Subscribers

This operation is not supported for customers with normal account.

Description

It allows you to configure the login prompt and mail prompt for the subscribers who will expire or have expired.

Procedure

1. In the upper right corner, click the user icon, and then select **My account**.

2. In the pop-up dialog, set the mailbox address.

3. On the menu bar, go to **System configuration** > **Enterprise configuration**.

4. Click , and then set the parameters.

Parameters are described in the following table.

Parameter	Description
Login prompt for expired subscribers	Whether the number of expired subscribers is prompted when you log in to the SOP as a direct customer. Click ⬭ or 🔵 to enable or disable it.
Days to remind before expiry	Used to remind the direct customer of the remaining days before subscribers expire.
Mail prompt for expired subscribers	Whether the carrier sends prompt mails of expired subscribers to the direct customer.
Send interval	Interval of sending prompt mails.
Days to remind expired subscribers	Used to remind the direct customer of the expiration days after subscribers expire. When the expiration time of the expired subscribers exceeds the **Days to remind expired subscribers** but does not exceed **Days to remind before expiry**, the system will no longer send prompt mails. The value ranges from 1 day to 30 days, and the default value is 15 days.

5. Click **Submit**.

6. Abbreviations

Abbreviation	Full Name
IMSI	International Mobile Subscriber Identification Number
IP	Internet Protocol
PC	Personal Computer
PoC	Push-to-Talk over Cellular
PTT	Push-to-Talk
SN	Serial Number
SOP	Service Operation Platform