



Curve Radio Business Portal User Guide

SEPTEMBER 2021

© 2021 Motorola Solutions, Inc. All rights reserved



MN008507A01-AA

Intellectual Property and Regulatory Notices

Copyrights

The Motorola Solutions products described in this document may include copyrighted Motorola Solutions computer programs. Laws in the United States and other countries preserve for Motorola Solutions certain exclusive rights for copyrighted computer programs. Accordingly, any copyrighted Motorola Solutions computer programs contained in the Motorola Solutions products described in this document may not be copied or reproduced in any manner without the express written permission of Motorola Solutions.

No part of this document may be reproduced, transmitted, stored in a retrieval system, or translated into any language or computer language, in any form or by any means, without the prior written permission of Motorola Solutions, Inc.

Trademarks

MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners.

License Rights

The purchase of Motorola Solutions products shall not be deemed to grant either directly or by implication, estoppel or otherwise, any license under the copyrights, patents or patent applications of Motorola Solutions, except for the normal non-exclusive, royalty-free license to use that arises by operation of law in the sale of a product.

Open Source Content

This product may contain Open Source software used under license. Refer to the product installation media for full Open Source Legal Notices and Attribution content.

European Union (EU) and United Kingdom (UK) Waste of Electrical and Electronic Equipment (WEEE) Directive



The European Union's WEEE directive and the UK's WEEE regulation require that products sold into EU countries and the UK must have the crossed-out wheeled bin label on the product (or the package in some cases). As defined by the WEEE directive, this crossed-out wheeled bin label means that customers and end-users in EU and UK countries should not dispose of electronic and electrical equipment or accessories in household waste.

Customers or end-users in EU and UK countries should contact their local equipment supplier representative or service centre for information about the waste collection system in their country.

Disclaimer

Please note that certain features, facilities, and capabilities described in this document may not be applicable to or licensed for use on a specific system, or may be dependent upon the characteristics of a specific mobile subscriber unit or configuration of certain parameters. Please refer to your Motorola Solutions contact for further information.

© 2021 Motorola Solutions, Inc. All Rights Reserved

Contents

Intellectual Property and Regulatory Notices.....	2
Chapter 1: Business Portal Introduction.....	4
Chapter 2: Business Portal Navigation.....	5
Chapter 3: Home Tab.....	7
Chapter 4: Customers Tab.....	8
4.1 Adding a new Customer Records.....	8
4.2 Editing or Deleting the Current Customer Record.....	9
4.3 Specific Customer Window	9
4.3.1 Adding New Location to Existing Customer Record.....	10
4.3.2 Editing or Deleting Existing Customer Record.....	10
4.4 Specific Customer Address Book Window	11
4.4.1 Adding New Login Name in the Address Book	11
4.4.2 Editing or Deleting the Existing Login Name and PIN.....	12
4.4.3 Importing New Group.....	12
4.4.4 Copying Location ID.....	12
4.4.5 Copying Site Key.....	12
4.4.6 Viewing Information for Login Name.....	13
Chapter 5: User Tab.....	14
5.1 Adding New User.....	14
5.2 Editing Existing User.....	14
Chapter 6: Voice Assistant Tab.....	16
6.1 Viewing Voice Assistant Metrics by Location.....	16
6.2 Viewing Voice Assistant Metrics by Customer.....	17
6.3 Viewing Voice Assistant Metrics by All Customer.....	17
Chapter 7: Kiosk Tab.....	18
7.1 Launching Kiosk.....	18

Chapter 1

Business Portal Introduction

The Motorola Solutions Business Radio Portal is your interface for managing the voice control capabilities of the Business Radio platform. Through the Portal, you can configure sites for voice-activated direct and group calls and access additional voice control features.

Subscription Activation for Motorola Voice Assistant Services

Wi-Fi-enabled Voice Assistance is available with Curve through subscription. Contact your approved Motorola Distributor or Reseller to arrange, or visit <http://www.motorolasolutions.com/curve> for more information.



NOTE: For more information about ways to use the Voice Assistance commands, see *MN007944A01 Curve Series Non-Keypad Portable Radio User Guide* from <https://learning.motorolasolutions.com>.

Chapter 2

Business Portal Navigation

Business Portal has voice commands that you can use on Curve Series Radio to communicate with the Voice Assistant.

Figure 1: Business Portal Main Dashboard Overview

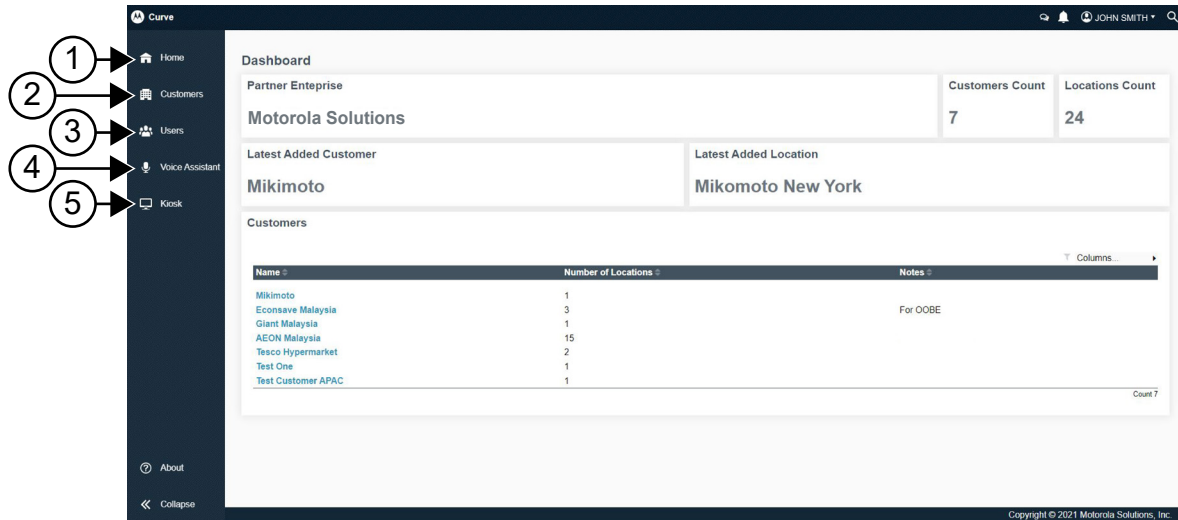


Table 1: Curve Business Portal Main Dashboard

No.	Tab	Functionality
1	Home	Your main page and user dashboard. The organization, customer count, location count, and a list of customers are displayed on this tab.
2	Customers	You can switch to the Customers screen to add a newly subscribed customer to the portal. You can add a customer at the store level.
3	Users	You can add users from the subscribing store/retail establishment (location) responsible for managing the portal, location, and its address book of users.
4	Voice Assistant	You can toggle the Voice Assistant (VA) to review specific data and metrics that are part of the standard use of the Voice Assistance service. The following metrics are monitored and recorded: <ul style="list-style-type: none"> Total call log and activity The number of messages that are in the system Radio logins Processing times Performance logs
5	Kiosk	You can launch the Kiosk for the selected customer and location. The Kiosk is a way for radio users to log on to the device without

No.	Tab	Functionality
		using voice commands. This action requires you to enter your name and PIN that you can obtain from your manager or system administrator.

Chapter 3

Home Tab

Home tab is your main page and user dashboard. The organization, customer count, location count, and a list of customers are displayed in this tab.

Figure 2: Home Tab Screen

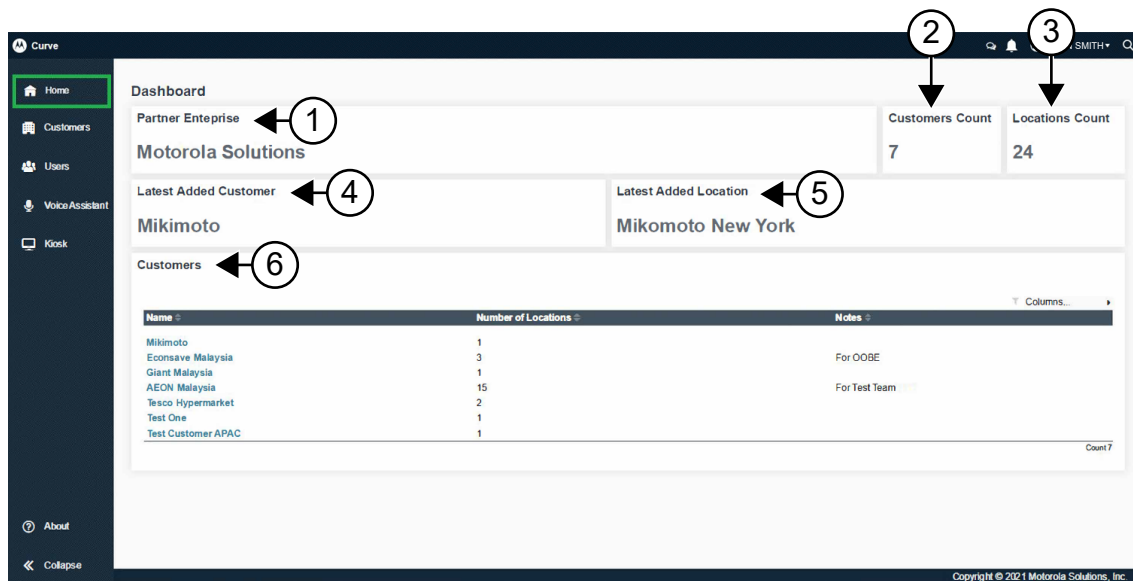


Table 2: Home Tab Description

No.	Component	Functionality
1	Organization	Displays the name of the organization.
2	Customers Count	Displays the number of customers for the organization.
3	Locations Count	Displays the number of locations for all the customers for the organization.
4	Latest Added Customer	Displays the name of the most recently added customer for the organization.
5	Latest Added Location	Displays the most recently added store-level location of the organization.
6	Customers	List of customers for the organization.

Chapter 4

Customers Tab

You can switch to the Customers screen to add a newly subscribed customer to the portal. You can add a customer at the store level.

Figure 3: Customer Tab Screen Overview

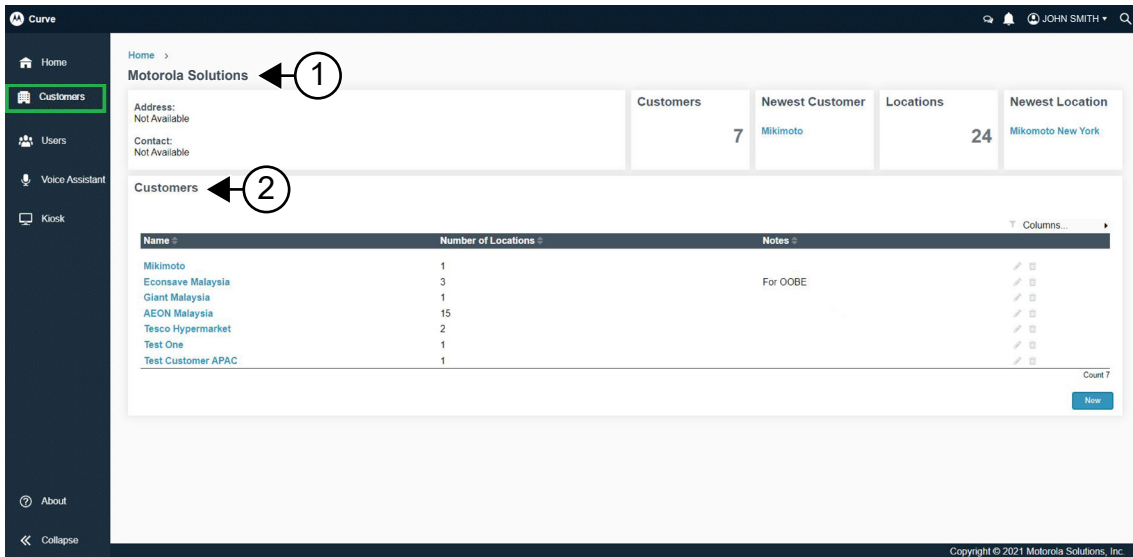


Table 3: Customer Tab Description

No.	Component	Functionality
1	Organization	Displays the name of the Organization and its information such as address, contact number, number of customers, latest customer, number of locations of the customers, and the location of latest customer.
2	Customers	A table of customers for the partner enterprise. Includes names, number of locations for each customer and notes.

4.1

Adding a new Customer Records

Procedure:

- 1 Select the **Customers** tab.
- 2 Under **Customers** panel, click **New**.
- 3 Fill up the fields under the **New Customer** dialog box.
- 4 Click **Save**.

The customer is now visible and accessible on the customer list. You can now assign location to the customer.

4.2

Editing or Deleting the Current Customer Record

Procedure:

- 1 Select the **Customers** tab.
- 2 Under the **Customers** panel, select *<Customer Name>*.
- 3 In the **Customer** window, choose the following:

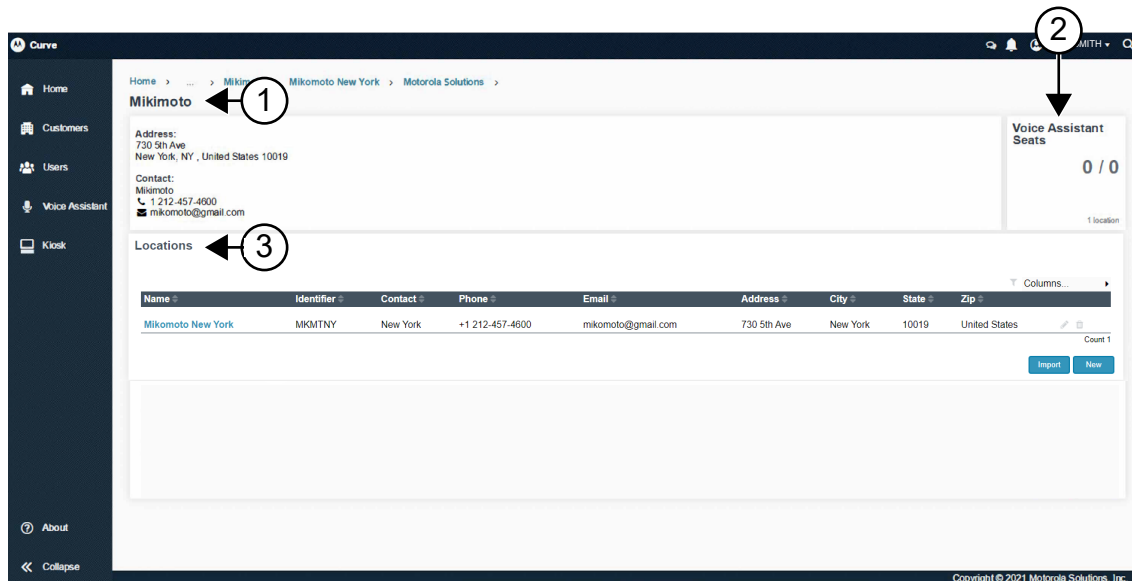
If...	Then...
you want to edit a customer record	<ol style="list-style-type: none"> a Click the Edit icon. b Fill up the fields under the Edit <i><Customer></i> dialog box. c Click Save.
you want to delete a customer record	<ol style="list-style-type: none"> a Click the Delete icon.

4.3

Specific Customer Window

You can switch to the Customers screen to add a newly subscribed customer to the portal. You can add a customer at the store level. To display the specific customer window, select **Customers**→**Customers**→*<Customer Name>*.

Figure 4: Specific Customer Window



No.	Component	Functionality
1	Organization	Displays the name of the Organization and its information such as address, contact number, number of customers, latest customer, number of locations of the customers, and the location of latest customer.

No.	Component	Functionality
2	Voice Assistant Seats	Displays the the number of seat licenses assigned to a location or a sum of those licenses on the partner or enterprise view.
3	Locations	The location have a unique identifier that allows the Organization to distinguish various store locations, for example, MKMTNY.

4.3.1

Adding New Location to Existing Customer Record

Procedure:

- 1 Select the **Customers** tab.
- 2 Under the **Customers** panel, select *<Customer Name>*.
- 3 In the **Customer** window, choose the following:

If...	Then...
you want to import the customer's location automatically	<ol style="list-style-type: none"> a Click Import. b Drag and drop or upload the file. c Click Preview.
you want to add the customer's location manually	<ol style="list-style-type: none"> a Click New. b Fill up the fields under the Edit <i><Customer></i> dialog box. c Click Save.

4.3.2

Editing or Deleting Existing Customer Record

Procedure:

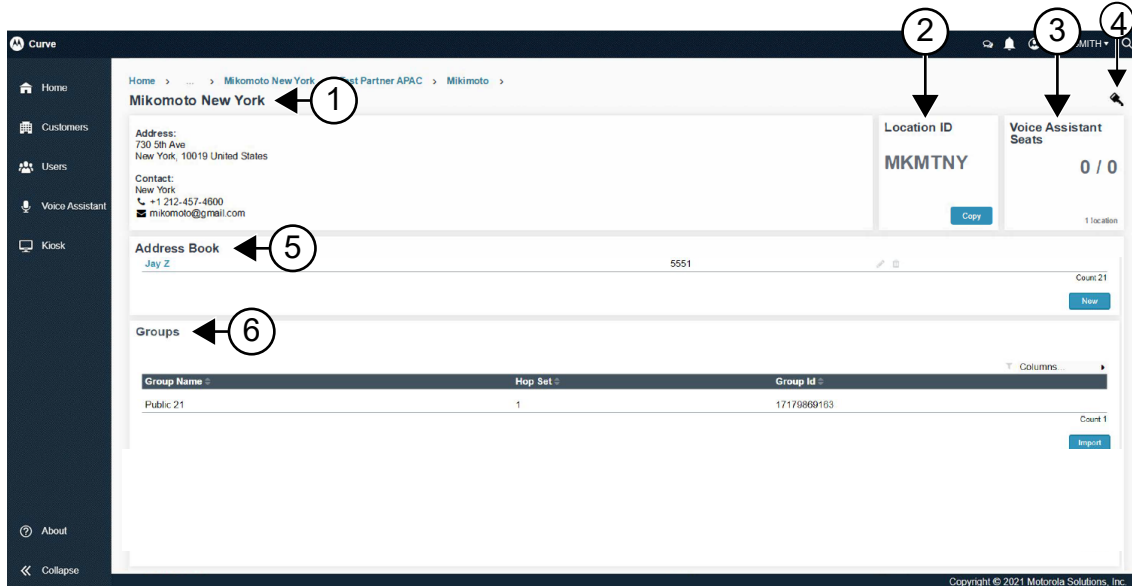
- 1 Select the **Customers** tab.
- 2 Under the **Customers** panel, select *<Customer Name>*.
- 3 In the **Locations** table, hover to the desired location name.
- 4 Choose the following:

If..	Then...
you want to edit the customer's existing record	<ol style="list-style-type: none"> a Click the Edit icon. b Fill up the fields under the Edit <i><Customer></i> dialog box. c Click Save.
you want to delete the customer's record	<ol style="list-style-type: none"> a Click the Delete icon.

4.4 Specific Customer Address Book Window

Customers → Customers → <Customer Name> → <Location Name>.

Figure 5: Specific Customer Address Book Window



No.	Component	Functionality
1	Organization	Displays the name of the organization.
2	Location ID	Displays the location ID. You can copy the Location ID.
3	Voice Assistant Seats	Displays the the number of seat licenses assigned to a location or a sum of those licenses on the partner or enterprise view.
4	Site Key	Each location has a site key that you must copy into the radio using CPS. The site key is the reference point between the Curve Series radios, Portal, and Voice Assistance subscription.
5	Address Book	Displays the login names and login pins of the users for this location.
6	Groups	Displays list of available groups in VA mode. Direct call groups are limited to Public Group 21 to Public Group 100.

4.4.1 Adding New Login Name in the Address Book

Procedure:

- 1 Select the **Customers** tab.
- 2 Under the **Customers** panel, select <Customer Name>.
- 3 In the **Location** table, click <Customer Name>.
- 4 Under the **Address Book** table, click **New**.

- 5 Update the necessary fields. Click **Save**.

4.4.2

Editing or Deleting the Existing Login Name and PIN

Procedure:

- 1 Select the **Customers** tab.
- 2 Under the **Customers** panel, select *<Customer Name>*.
- 3 Under **Locations**, click *<Customer Name>*.
- 4 Under the **Address Book**, hover over the desired user.
- 5 Choose one of the following:

If...	Then...
you want to edit the login name and pin	<ol style="list-style-type: none">a Click the Edit icon.b Update the necessary fields.c Click Save.
you want to delete the login name and pin	<ol style="list-style-type: none">a Click the Delete icon.

4.4.3

Importing New Group

Procedure:

- 1 Select the **Customers** tab.
- 2 Under the **Customers** panel, select *<Customer Name>*.
- 3 Under **Locations**, select *<Customer Name>*.
- 4 Under **Groups** table, click **Import**.
- 5 Upload the file and click **Preview**.

4.4.4

Copying Location ID

Procedure:

- 1 Select the **Customers** tab.
- 2 Under the **Customers** panel, select *<Customer Name>*.
- 3 Under **Locations**, select *<Customer Name>*.
- 4 In the **Customer** window, under the **Location ID** card, click the **Copy** button.

4.4.5

Copying Site Key

Procedure:

- 1 Select the **Customers** tab.

- 2 Under the **Customers** panel, select *<Customer Name>*.
- 3 Under **Locations**, select *<Customer Name>*.
- 4 In the **Customer** window, click the **Key** icon.
- 5 In the **Site Key** window, click **Copy to Clipboard** button.
A unique site key is displayed.
- 6 Copy the site key into the CPS codeplug for the radio.

4.4.6

Viewing Information for Login Name

Procedure:

- 1 Select the **Customers** tab.
- 2 Under the **Customers** panel, select *<Customer Name>*.
- 3 Under **Locations**, select *<Customer Name>*.
- 4 Under **Address Book**, select *<User Login Name>*.
- 5 Choose one of the following:

If...	Then...
you want to enable location announcement permission	<ol style="list-style-type: none">a Under Permission, enable the Location Announcement checkbox.b Click Save.
you want to view sent messages	View the Sent Messages panel.
you want to view received messages	View the Received Messages panel.

Chapter 5

User Tab

User tab allows you to add users from the subscribing store or retail establishment (location) responsible for managing the portal, location, and its address book of users.

Figure 6: User Tab Screen Overview

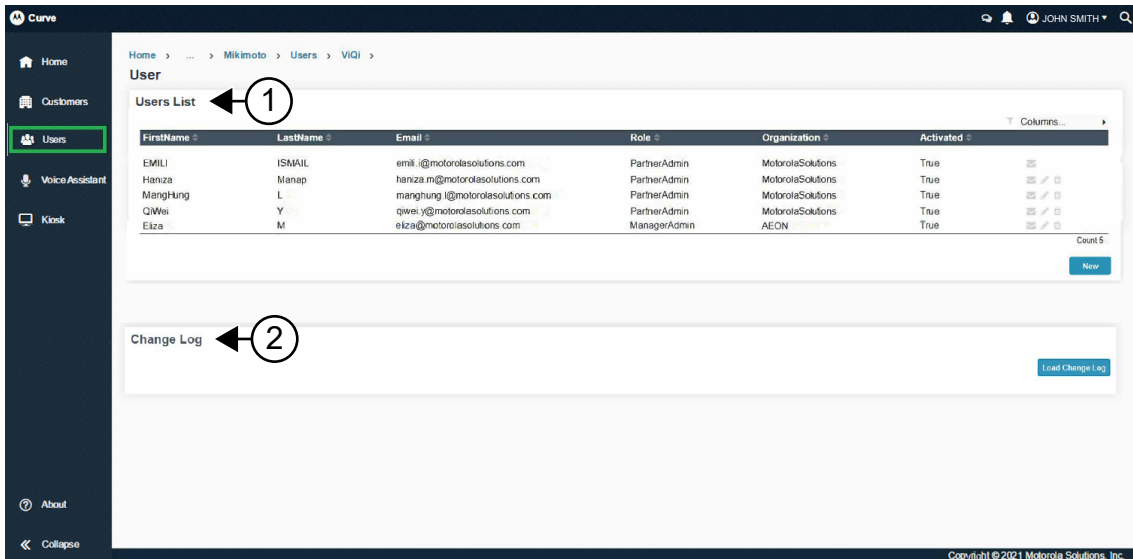


Table 4: User Tab Description

No.	Components	Information
1	User List	Displays a list of users, their emails address, roles, organiza-tion, and user status.
2	Change Log	Displays a record of activities in the portal.

5.1

Adding New User

Procedure:

- 1 Select **User**→ **User List**.
- 2 Click **New**.
- 3 Update the necessary fields.
- 4 Click **Submit**.

5.2

Editing Existing User

Procedure:

- 1 Select **User**→ **User List**.

- 2 Select <Customer Name>
- 3 Perform one of the following tasks:

If...	Then...
you want to edit	<ol style="list-style-type: none">a click the Edit icon.b update the necessary fields.c click Save.
you want to delete	click the Delete icon.
you want to resend welcome email	click the mail icon.

Chapter 6

Voice Assistant Tab

You can toggle Voice Assistance and review specific data and metrics that have been recorded as a part of the standard use of the Voice Assistance service. Metrics monitored and recorded include total call log and activity, the quantity of messages that have been stored in the system, radio logins, processing times, and performance logs.

Figure 7: Voice Assitant Tab Screen Overview

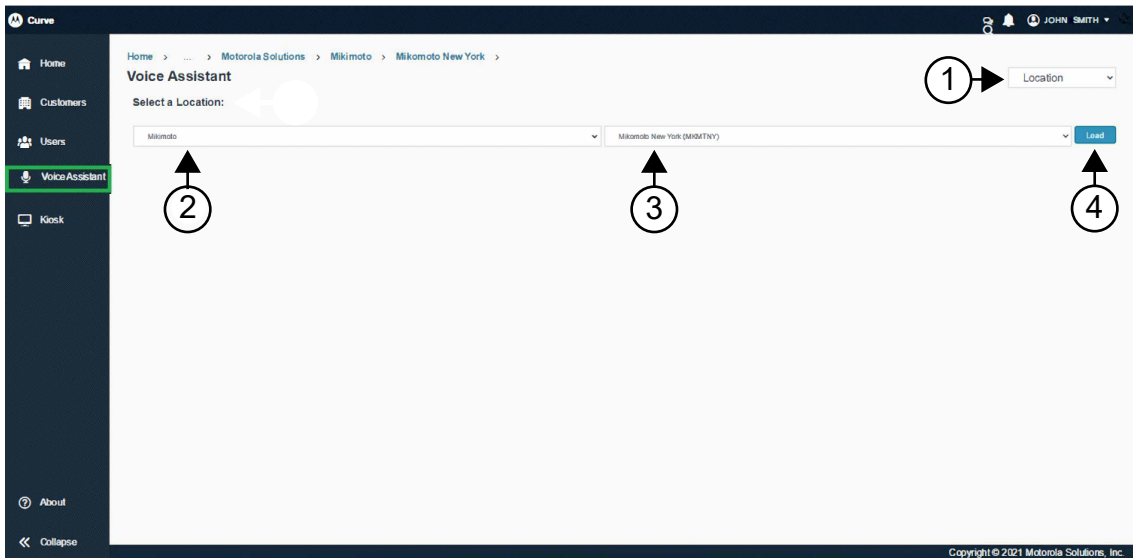


Table 5: Voice Assistant Tab Description

No	Component	Functionality
1	Filter	Filters by Location, a customer, or all customers.
2	Customer drop-down list	Allows you to choose the desired customer.
3	Location drop-down list.	Allows you to choose a location of the customer. Only available if you choose to view metrics by location.
4	Load button	Displays the Voice Assistant metrics. You can choose to display 12 hours, 24 hours, 3 days, 1 week, or 1 month.

6.1

Viewing Voice Assistant Metrics by Location

Procedure:

- 1 Select **Voice Assistant**.
- 2 Select **Location** from the drop-down list.
- 3 Under **Select a Location**, select a customer from the drop-down list.
- 4 Select a location from the drop-down list.

- 5 Click **Load**.

Metrics for the location are displayed.

6.2

Viewing Voice Assistant Metrics by Customer

Procedure:

- 1 Select **Voice Assistant**.
- 2 Select **Customer** from the drop-down list.
- 3 Under **Select a Customer**, select a customer from the drop-down list.
- 4 Click **Load**.

Metrics for the customer are displayed.

6.3

Viewing Voice Assistant Metrics by All Customer

Procedure:

- 1 Select **Voice Assistant**.
- 2 Select **All Customer** from the drop-down list.

Metrics for all customers are displayed.

Chapter 7

Kiosk Tab

The Kiosk is a solution that enables the radio users to log in to the device without using voice commands. This action requires you to enter your name and pin, which you can obtain from your manager or system administrator.

Figure 8: Kiosk Tab Screen Overview

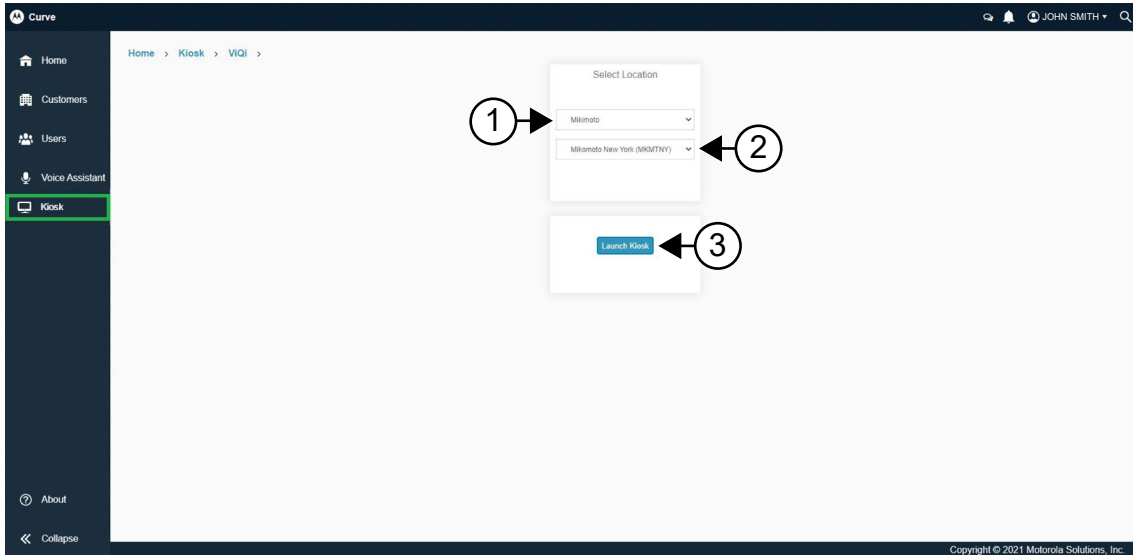


Table 6: Kiosk Tab Description

No	Components	Functionality
1	Customer drop-down list	Allows you to choose the desired customer.
2	Location drop-down list	Allows you to choose the location of the desired customer.
3	Launch Kiosk button	Launches the Curve Kiosk of the location of the desired customer.

7.1

Launching Kiosk

Procedure:

- 1 Select **Kiosk**.
- 2 Under **Select Location**, select a customer from the drop-down list.
- 3 Select a location from the drop-down list.
- 4 Click **Launch Kiosk**.

The Curve Kiosk for the chosen location is opened in a new tab.