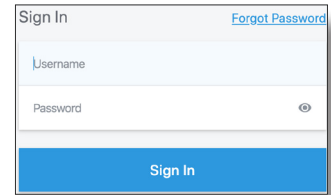## Accessing the Zello Work Console

From a browser, visit: *networkname.zellowork.com* - where *networkname* is replaced by the name of your company's chosen Zello network name.

Managing Users

User Details: Edit the Display Name field so people can easily identify other users.
User Settings: Enable/disable message recordings or location tracking for this user.
Channels: View, add or remove channels the user belongs to.
Direct Contacts: Configure users to speak directly with a specific set of other users (not via channel).
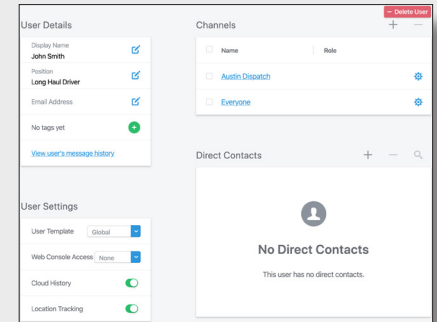
Clone: Duplicate users with similar contacts, channels, and settings.
Change Password: Update the password for this user.
**Get SignOn Link:** Email/text user their login or allow them to scan a code to log in.
Request Logs: Share a detailed log of this user's app with Zello to review errors.

Channels

Channels connect users who need to talk as a group frequently. The following are different channel types you can create:

- **Team:** Make one-to-many calls from channels. Members of a Team channel are also added to one another's contacts for one-on-one calls.
- **Dynamic**: Connect and disconnect as needed, and make one-to-many calls from Dynamic channels. Dynamiic channel members are not added to each other's contacts.
- **Hidden:** Members are added to each other's Contacts for one-to-one calls. This
- channel will not be visible to users.
- **Dispatch:** Members using the dispatch app will hear all messages sent from Android or iOS apps. Responses will only be between the dispatcher and the mobile user.
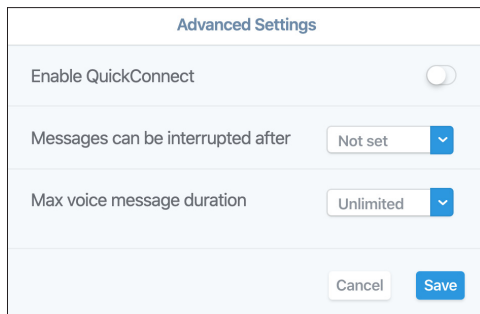
Managing User Roles in Channels

Control the actions a user can perform within a channel. Specifically, define if users in the channel can:

- Speak to every other user that are members of the channel
- Only speak to selected other roles in the channel
- Only listen but not talk
- Disconnect from the channel (not recieve any notifications anymore)
- Send out channel alerts (for more on channel alerts, consult our Knowledge Base)
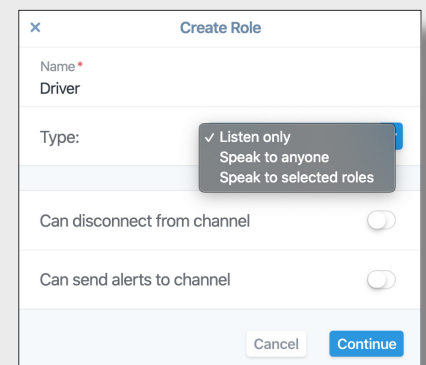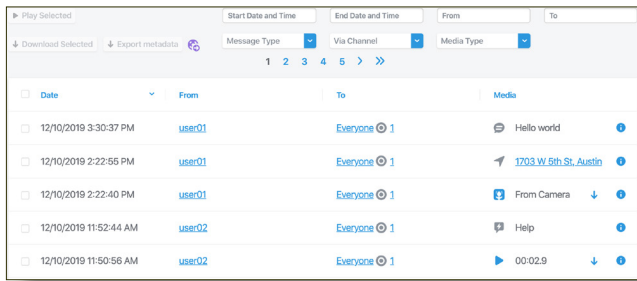
History (Message Vault)

Premium add-on feature that archives all user and channel messages to the cloud for up to two years so you can listen to older messages at your convenience.

In the history section of the console, you can:
- Filter by date, sender, recipients, channel, and type of message
- Play voice messages, open images and read text alerts
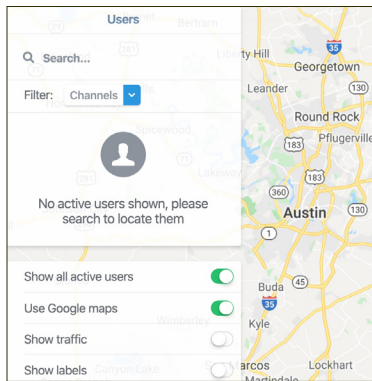- Download voice messages/images or export metadata

Billing

When paying with a credit card, you can perform the following additional actions in the Billing section:
- Add or remove the number of users on the subscription
- Add or remove premium features (Dispatch, Message Vault, Premium Maps, Emergency Alerts)
- Change the payment plan to Monthly or Annual
- Edit your payment method, billing contact, and company profile information
- Pause or cancel your subscription

When paying by other means (like wire or check), contact paidsupport@zello.com to adjust your user count and premium feature enrollment.

Basic and Premium Maps

Users can send their current location to a contact or a channel.

Included with the base Zello Work subscription is viewing user's:
- Live Location

Premium Maps, on the other hand, is an premium add-on feature leaveraging Google Maps that supplements the basic mapping functionality with:
- Location history with breadcrumbs

Settings

Adjust user and remote device settings from the central console. Here are some highlights:

- **Image messaging:** Enables or disables image sharing by users.
- **Text messaging:** Enables or disables texting by users.
- **Call alert messaging:** Enables or disables call alerts between users.
- **Channel messages can be interrupted after:** Time after which users can be interrupted by other users.
- **Maximum voice message duration:** The maximum message length.