

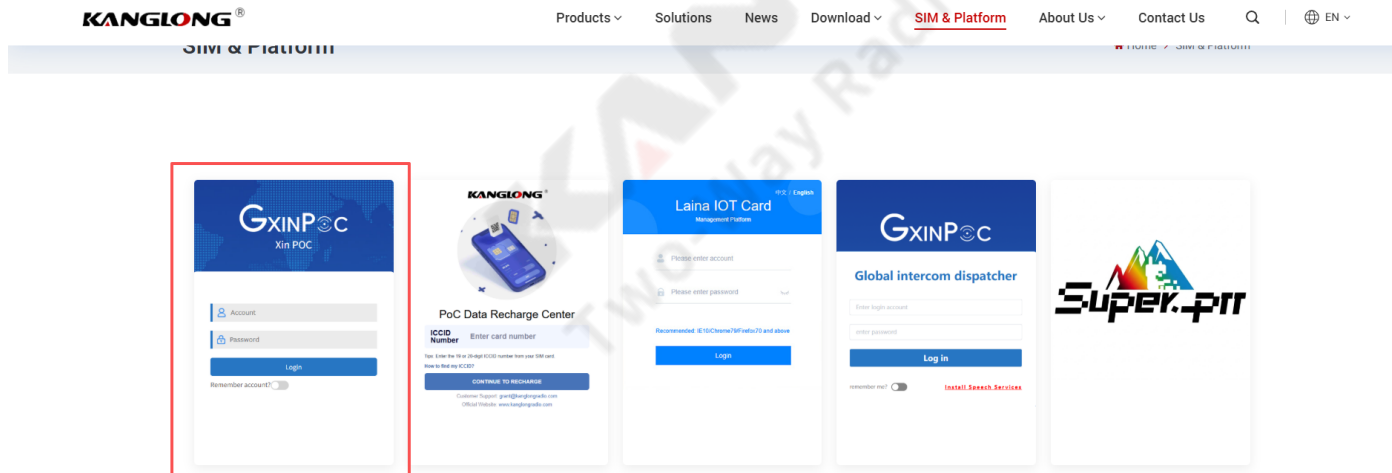
Gxin POC Agent Quick Start Guide

Welcome to Gxin POC—the brain of your operations. As an agent, you’re in full control: manage sub-accounts, allocate resources, and keep your clients connected.

1. Core Concepts

Before you dive in, here are the four essentials every agent needs to master:

- **Gxin POC Platform:** Your cloud-based command center (<https://www.kanglongradio.com/sim-platform>). As an agent, this is where you run the show—manage sub-companies, hand out function cards, and keep an eye on the big picture.



- **Functions:** These are your core agent tools—think PTT, Fence, GPS, SOS, and Recording. You're in charge of distributing these resources to sub-companies or specific users.
- The **SIM Card:** The key to 4G connectivity. Use the ICCID number to handle top-ups and activations at <https://sys.crosssim.com/Login/index>.
- The **Radio:** The hardware itself, managed via a unique 15-digit IMEI code. As the expert, you'll help clients with the initial binding and setup.

2. Agent Dashboard

1). Profile & Resource Overview

Check Your Stock: Once you log in, head to the "User Profile" screen to see exactly how many **PTT**, **GPS**, and other function cards you have left in your inventory.

Update Your Info: You can easily jump in to edit your **Agent Name**, **Contact** details, or reset your **Login Password**.

The screenshot displays the GxinPoc User Profile interface. At the top, a blue header contains the GxinPoc logo and a status bar with the following metrics: PTT card: 28, Recording card: 0, GPS card: 12, SOS card: 47, Bounding card: 0, Duplex card: 0, VIP card: 0, and Patrol card: 0. The user is identified as 'Hello 康龙海外666'. The main content area is divided into a left sidebar and a central form. The sidebar lists navigation options: My agent (23), My company (9), My group (12), My user (50), Function card record, and System announcement. The central form, titled 'User Profile', contains the following fields and options:

- Name:** 康龙海外666
- Recharge contact:** [Empty field] with an 'Edit' button and a note: 'notify user who's about to expired with contact number'
- Contacts:** 陈朝福 with a note: 'Contains 2-20 numbers, letters, underlines, but not starts with underline'
- Area:** China with a dropdown arrow and a note: 'Please select area'
- PTT card:** 28
- Recording card:** 0
- GPS card:** 12
- SOS card:** 47
- Bounding card:** 0
- Duplex card:** 0
- VIP card:** 0
- Patrol card:** 0
- Account:** kanglong666
- Login password:** [Masked field] with a 'Reset' button and a note: 'Contains 6-16 letters or numbers'

2). Sub-Agent Management

My Agent: Take control of your secondary agent accounts from this menu.

Agent List: Click here to view and manage your full directory of existing sub-agents.

The screenshot displays the GxinPoc web application interface for sub-agent management. At the top, a blue header bar shows the GxinPoc logo and various card counts: PTT card: 28, Recording card: 0, GPS card: 12, SOS card: 47, Bounding card: 0, Duplex card: 0, VIP card: 0, and Patrol card: 0. A user profile dropdown shows 'Hello 康龙海外666'. The left sidebar contains navigation options: My agent (23), My company (9), My group (12), My user (50), Function card record, and System announcement. The 'Agent list' option is highlighted. The main content area shows a table with the following data:

Agent Name	Contacts	Area	Function cards	Creation Date	Operation
[Redacted]	[Redacted]	Congo	Details	2026-03-28	Function card recharge / Function card recycle / Edit
[Redacted]	[Redacted]	United States of America	Details	2026-03-27	Function card recharge / Function card recycle / Edit
[Redacted]	[Redacted]	Turkey	Details	2026-03-16	Function card recharge / Function card recycle / Edit
[Redacted]	[Redacted]	Mexico	Details	2026-03-04	Function card recharge / Function card recycle / Edit

Resource Management: You can handle Service Card Top-ups or Service Card Reclaims to manage your inventory levels.

Profile Control: Easily jump in to Edit your sub-agent account details whenever updates are needed.

Function card recharge

PTT card 28 Pieces	Recording card 0 Pieces	GPS card 12 Pieces	SOS card 47 Pieces	Bounding card 0 Pieces	Duplex card 0 Pieces	VIP card 0 Pieces	Patrol card 0 Pieces
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Agent Name:

Function card numbers:

Function card type:

Function card recycle

PTT card 0 Pieces	Recording card 0 Pieces	GPS card 0 Pieces	SOS card 0 Pieces	Bounding card 0 Pieces	Duplex card 0 Pieces	VIP card 0 Pieces	Patrol card 0 Pieces
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Agent Name:

Function card numbers:

Function card type:

GXINP C

PTT card: 28 | Recording card: 0 | GPS card: 12 | SOS card: 47 | Bounding card: 0 | Duplex card: 0 | VIP card: 0 | Patrol card: 0

User Profile x Agent list x

My agent 23

Agent list

Create agent

My company 9

My group 12

My user 50

Function card record

System announcement

Modify agent information

Name Contains 4-20 numbers, letters, underlines, but not starts with underline

Contacts Contains 2-20 numbers, letters, underlines, but not starts with underline

Area Please select area

PTT card

Recording card

GPS card

SOS card

Bounding card

Duplex card

VIP card

Patrol card

Account

Password contains 6-16 digits of letters and numbers

Create Agent: You can click "Create agent" to set up and launch new secondary agent accounts.

The screenshot shows the 'GxinPoc' web interface. The top navigation bar includes the logo and a status bar with various card counts: PTT card: 28, Recording card: 0, GPS card: 12, SOS card: 47, Bounding card: 0, Duplex card: 0, VIP card: 0, and Patrol card: 0. The left sidebar contains navigation items: User Profile, My agent (23), Agent list, My company (9), My group (12), My user (50), Function card record, and System announcement. The 'Create agent' link in the 'Agent list' section is highlighted with a red box. The main content area displays the 'Create agent' form with the following fields and error messages:

- Name:** Please enter agent name. Error: Contains 4-20 numbers, letters, underlines, but not starts with underline.
- Account:** Please input account. Error: Contains 6-20 numbers, letters, underlines, but not starts with underline.
- Password:** Please input the login password. Error: contains 6-16 digits of letters and numbers.
- Contacts:** Please input contact person. Error: Contains 2-20 numbers, letters, underlines, but not starts with underline.
- Area:** Please select area. Error: Please select area.
- Detailed address:** Please enter detailed address.

A blue 'Save' button is located at the bottom of the form.

3). Company Management

My Company: Build and oversee your direct client accounts. You can set up independent management backends for each unique company.

Company List: Head here to view your existing client data. Simply click "Edit" on the right side to update any company details.

The screenshot displays the GxinPoc web application interface. At the top, there is a blue navigation bar with the GxinPoc logo and a status bar showing various card counts: PTT card: 28, Recording card: 0, GPS card: 12, SOS card: 47, Bounding card: 0, Duplex card: 0, VIP card: 0, and Patrol card: 0. The user is logged in as 'Hello 康龙海外666'. The main content area is titled 'Company list' and features a search bar with a 'Company type' dropdown and a 'Key words' input field. Below the search bar is a table with the following columns: Company name, Company type, Contacts, Phone Number, Number of groups, Number of users, Region, Creation Date, and Operation. The table contains four rows of data, with the 'Edit' button in the 'Operation' column of the first row highlighted by a red box.

Company name	Company type	Contacts	Phone Number	Number of groups	Number of users	Region	Creation Date	Operation
[Redacted]	Platform creation	[Redacted]	[Redacted]	1	6	Southeast Asia	2026-03-12	Edit Delete
[Redacted]	Platform creation	[Redacted]	[Redacted]	1	3	Southeast Asia	2025-12-11	Edit / Delete
[Redacted]	Platform creation	[Redacted]	[Redacted]	1	4	Southeast Asia	2025-12-01	Edit / Delete
[Redacted]	Platform creation	My Family	[Redacted]	1	4	Southeast Asia	2025-11-13	Edit / Delete

Create Company: You can click "Create company" to set up new client accounts.

***Smart Setup:** Create companies based on the smallest functional units to make managing passwords and account distribution easier.

You don't have to stick to one account per head office; feel free to branch out to match your client's actual workflow.

The screenshot shows the GxinPoc web interface. The top navigation bar includes the GxinPoc logo and various card counts: PTT card: 28, Recording card: 0, GPS card: 12, SOS card: 47, Bounding card: 0, Duplex card: 0, VIP card: 0, and Patrol card: 0. The main navigation menu on the left includes: User Profile, My agent (23), My company (9), Company list (with 'Create company' highlighted in a red box), My group (12), My user (50), Function card record, and System announcement. The 'Create company' form is displayed with the following fields and options:

- Name:** Please enter name. Contains 4-20 numbers, letters, underlines, but not starts with underline.
- Account:** Please input account. Contains 6-20 numbers, letters, underlines, but not starts with underline.
- Password:** Please input the login password. Password: 6-16 digits consisting of letters and numbers.
- Contacts:** Please input contact person. Contains 2-20 numbers, letters, underlines, but not starts with underline.
- Region:** Please select region. Please select region.
- User-created groups:** ON (disabled) / OFF (selected).
- Dispatcher role:** ON (selected) / OFF (disabled).
- Detailed address:** Please enter detailed address.
- Create 16 groups all at once.

A blue 'Save' button is located at the bottom of the form.

4). Group Management

Group List: View all the talk groups you've built under the "My group" menu.

Device Control: Use the action buttons on the right—like "Add users", "User management", and "Edit"—to organize your bound radios and manage group assignments.

Live Monitoring: Access "Add monitoring user" to set up oversight for specific groups.

System Cleanup: Use the "Delete" function to remove groups that are no longer in use.

The screenshot displays the GXINPCC web interface for Group List management. The top navigation bar shows various card counts: PTT card: 28, Recording card: 0, GPS card: 12, SOS card: 47, Bounding card: 0, Duplex card: 0, VIP card: 0, and Patrol card: 0. The user is logged in as 'Hello 康龙海外666'. The left sidebar contains navigation options: User Profile, My agent (23), My company (9), My group (12), Group list (highlighted), Create group, My user (50), Function card record, and System announcement. The main content area shows a search bar and a table of groups.

Group Name	Company	Number of users	Call duration	only one speaker (others mute)	Self-created group leader	Creation Date	Notes	Operation
[Redacted]	[Redacted]	6	30	everyone can speak		2026-03-12		Add monitoring user / Add users / User management / Edit / Delete
[Redacted]	[Redacted]	3	30	everyone can speak		2025-12-11		Add monitoring user / Add users / User management / Edit / Delete
[Redacted]	[Redacted]	4	30	everyone can speak		2025-12-01		Add monitoring user / Add users / User management / Edit / Delete

GXINP PTT card: 28 | Recording card: 0 | GPS card: 12 | SOS card: 47 | Bounding card: 0 | Duplex card: 0 | VIP card: 0 | Patrol card: 0 Hello 康龙海外666

User Profile | **Group list**

My agent 23
My company 9
My group 12

Group list
Create group
My user 50
Function card record
System announcement

Add monitoring user

Group Name MM

Monitored user | **Not monitored user**

Monitored user keyword [Search] | Not monitored user keyword [Search]

AA1(86823
AA2(868237
AA3(8695
AA4(8695700
AA5(868232
AA6(8695700

Return to the list

***Avoid "Only One Speaker": Be careful not to check the "Only one speaker (others mute)"**

Once this is selected for a single user, everyone else in the group will be muted and unable to communicate.

The screenshot shows the GXINPOC web interface. At the top, there is a navigation bar with the GXINPOC logo and various status indicators (PTT card: 28, Recording card: 0, GPS card: 12, SOS card: 47, Bounding card: 0, Duplex card: 0, VIP card: 0, Patrol card: 0). Below the navigation bar, there is a sidebar with navigation options like 'User Profile', 'My agent', 'My company', 'My group', 'Group list', 'Create group', 'My user', 'Function card record', and 'System announcement'. The main content area displays a 'Group list' table with columns: Group Name, Company, Number of users, Call duration, only one speaker (others mute), Self-created group leader, Creation Date, Notes, and Operation. A dropdown menu is open for the 'only one speaker (others mute)' column, showing options: 'everyone can speak', 'Delete only one speaker (others mute)', 'AA1', 'AA2', 'AA3', 'AA4', 'AA5', and 'AA6'. The 'Delete only one speaker (others mute)' option is highlighted with a red box.

Group Name	Company	Number of users	Call duration	only one speaker (others mute)	Self-created group leader	Creation Date	Notes	Operation
		6	30	everyone can speak		2026-03-12		Add monitoring user / Add users / User management / Edit / Delete
		3	30	Delete only one speaker (others mute)		2025-12-11		Add monitoring user / Add users / User management / Edit / Delete
		4	30	AA1		2025-12-01		Add monitoring user / Add users / User management / Edit / Delete
		4	30	AA2		2025-11-13		Add monitoring user / Add users / User management / Edit / Delete
		4	30	AA3		2025-11-13		Add monitoring user / Add users / User management / Edit / Delete
		4	30	AA4		2025-11-13		Add monitoring user / Add users / User management / Edit / Delete
		2	30	AA5		2025-10-20		Add monitoring user / Add users / User management / Edit / Delete
		2	30	AA6		2025-10-20		Add monitoring user / Add users / User management / Edit / Delete

Create Group: Click "Create group" to set up and launch new communication channels for your teams.

The screenshot displays the GXINPC web interface for creating a new group. The top navigation bar shows the GXINPC logo and various status indicators: PTT card: 28, Recording card: 0, GPS card: 12, SOS card: 47, Bounding card: 0, Duplex card: 0, VIP card: 0, and Patrol card: 0. The left sidebar contains navigation options: User Profile, My agent (23), My company (9), My group (12), Group list, My user (50), Function card record, and System announcement. The 'Create group' option under 'Group list' is highlighted with a red box. The main content area shows the 'Create group' form with the following fields and labels:

- Company:** A dropdown menu with the placeholder text 'Key words for company'. A red error message below it reads 'Please select a company'.
- Group Name:** A text input field with the placeholder text 'Please input group name'. A red error message below it reads 'Contains 2-15 letters, numbers or characters'.
- Call duration:** A dropdown menu with the selected value '30s'. A red error message below it reads 'Group call duration: default 30 seconds, optional 60 seconds, 120 seconds, or 180 seconds'.
- Notes:** A text area with the placeholder text 'Group notes: within 100 characters'.

A blue 'save' button is located at the bottom of the form.

Similarly, you can go to "My user" - "List of bound company users" to check user online status, Recharge function card / Call back function card /Edit/ edit notes/ Unbinding/ edit agent note /search.

The screenshot displays the GXINP C web interface. The top header shows various card counts: PTT card: 28, Recording card: 0, GPS card: 12, SOS card: 47, Bounding card: 0, Duplex card: 0, VIP card: 0, and Patrol card: 0. The user is logged in as 'Hello 康龙海外666'. The left sidebar contains navigation options: User Profile, My agent (23), My company (9), My group (12), My user (50), List of bound company users (highlighted), List of unbound company users, Create user, Function card record, and System announcement.

The main content area is titled 'List of bound company users' and includes search filters for Company, Groups, Type, User status, Service status, Account Status, whether as coordinator, GPS status, PTT status, Notes, Agent note, Key words, and ICCID. A table below lists the users with columns: Company belonged to, Type, Account changeable period, Service status, Number of groups, Online, Latest login time, Notes, Agent note, and Operation. The 'Operation' column for the first row is highlighted with a red box, containing the text: 'Recharge function card / Call back function card / Edit / edit notes / Unbinding / edit agent note / search'.

Company belonged to	Type	Account changeable period	Service status	Number of groups	Online	Latest login time	Notes	Agent note	Operation
[Redacted]	Single function user	2026-03-12-2027-03-13		1	●				Recharge function card / Call back function card / Edit / edit notes / Unbinding / edit agent note / search
[Redacted]	Single function user	2026-03-12-2027-03-13		1	○				Recharge function card / Call back function card / Edit / edit notes / Unbinding / edit agent note / search
[Redacted]	Single function user	2026-03-12-2027-03-13		1	○				Recharge function card / Call back function card / Edit / edit notes / Unbinding / edit agent note / search

5). User Management (My User)

Create New Users: You can set up new accounts by going to "My user" and selecting "Create user".

***Setup Hierarchy:** You must create the Company and Group first before you can successfully create a user.

***Binding Process:** When creating a user, select the pre-set Company and Group, then enter a unique Nickname.

***IMEI Entry:** Enter the 15-digit IMEI number found on the radio's screen or label.

Hardware Lock Policy: The IMEI can be changed during the first year of binding, but it will automatically lock after one year—ensure all hardware testing is finished before this deadline.

Activation: Click the "+" icon on the right to bind the radio.

Core Services: Voice (PTT) cards are enabled by default, but advanced features like GPS, Recording, Geo-fence, and SOS require an **active subscription**.

***Hardware Requirements:** Please note that the radio hardware must physically support GPS and SOS sensors for those specific features to function.

Subscribing Features: If you have pre-purchased subscription cards, select the corresponding functions (GPS, Recording, Fence, or SOS) to activate them for the user.



GXINPOC PTT card: 28 | Recording card: 0 | GPS card: 12 | SOS card: 47 | Bounding card: 0 | Duplex card: 0 | VIP card: 0 | Patrol card: 0

User Profile | Create group | List of bound company users | List of unbound company users | **Create user** | Function card record | System announcement

My agent 23 | My company 9 | My group 12 | My user 50

List of bound company users | List of unbound company users | **Create user** | Function card record | System announcement

Create user

Bound company users | Unbound company users

Company belonged to Select a company Select a company

Groups to join Please select group to join

Selected groups

User nick name prefix Mandatory fill (2-26 letters) Composed of 2-26 characters, batch user nicknames are appended with a natural number, and duplicate names continue with the natural number.

Import Account [Click to Download Template](#)

Create IMEI please enter IMEI IMEI contains 15 numbers. Max. 10 users can be created each time.

IMEI added

User type Single function card user VIP card user VIP card users can directly activate permanent voice, positioning, recording, SOS, and fence services

GPS service	ON	<input type="button" value="OFF"/>
Recording service	ON	<input type="button" value="OFF"/>
SOS service	ON	<input type="button" value="OFF"/>
Bounding service	ON	<input type="button" value="OFF"/>

Advanced Subscription Overview

Agents can activate the following specialized services for each terminal (**subscriptions typically remain valid for one year**):

GPS Service: Enables real-time location tracking and historical route playback.

SOS Service: Activates emergency alert notifications to the management console when triggered on the device.

Recording Service: Saves all voice communications to the cloud for future audit and playback.

Geo-fence: Allows you to set up virtual boundaries and receive automatic alerts when a device enters or leaves a specific area.

6). Activating Resources

Function Card Record: Navigate to this menu to manage and track your resource distribution.

Smart Filtering: You can filter through your activated cards by "Type" to quickly find specific records or check remaining stock.

The screenshot displays the GXINPOC management console interface. At the top, a blue header bar shows the GXINPOC logo and various status indicators: PTT card: 28, Recording card: 0, GPS card: 12, SOS card: 47, Bounding card: 0, Duplex card: 0, VIP card: 0, and Patrol card: 0. A user profile dropdown shows 'Hello 康龙海外666'. The left sidebar contains navigation options: User Profile, My agent (23), My company (9), My group (12), My user (50), Function card record (highlighted with a red box), and System announcement. The main content area is titled 'Function card record' and includes a 'Back' button, search filters for 'Data' (Start Date, Ending date), 'Type' (Please select), and 'Function card type' (set to 'GPS card'). A table lists function card records with columns for Time, Function card type, Type, and Number of function cards. A dropdown menu is open for the 'Function card type' filter, listing options: PTT card, Recording card, GPS card, SOS card, Bounding card, Duplex card, and VIP card. The table data is as follows:

Time	Function card type	Type	Number of function cards
2026-03-04 15:35:46	GPS card	Notice of Sale	-12
2026-02-10 09:49:57	GPS card	Notice of Sale	-12
2025-12-29 23:07:14	GPS card	Notice of Sale	-2
2025-10-20 10:46:55	GPS card	Notice of Sale	-2
2025-10-04 15:51:09	GPS card	Notice of Purchase	+40

3.Mobile APP Integration

Download & Setup

Get connected on the go! Install the **Gxin POC APP** on your smartphone to stay in the loop.

- **Android Users:** Simply scan the QR code below to download.



- **iOS Users:** Search for "**Xin POC**" directly in the App Store to install.

Quick Login

No complex registration needed! You can link your phone and radio in seconds:

- **Username:** Use your radio's **15-digit IMEI code**.
- **Default Password:** Usually **"1"**.
- **Instant Sync:** Once logged in, you can talk between your smartphone and your handheld radios seamlessly.



4. Technical Support

Contacting Support: When reaching out to KANGLONG RADIO, please include your Agent or Company Name for faster assistance.

Email: grant@kanglongradio.com

Company: KangLong Electron. Tech. Co., Ltd.

Location: 102, Bldg 11, 23 Chuangzao Ave, Xiamei, Quanzhou, Fujian, 362302, CN

Website: www.kanglongradio.com

KANGLONG[®]
Two-Way Radio Manufacturer