



# **Push-to-talk**

## **iOS User Guide (v8.0)**

**Bell**

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# 1 Activating PTT on your iOS device

## 1.1 How to activate PTT on your iPhone

Once the device is turned on follow the steps below to activate the PTT service:

Step 1 - Go to the Apple App store and search for 'Bell Push-to-talk'. Install the application on your handset.

Step 2 - Once the application has installed on the device, locate the app from your apps list and select to launch the application.

Step 3 - Allow the app to use your current location, then read and accept the End User Licence Agreement. When prompted, select **Yes** to activate the Push-to-Talk ("PTT") service on your handset.

Step 4 – You will then be taken to the Messages screen, press Send to complete activation.

Once the activation is completed, you will receive a notification stating 'Client successfully activated'. The PTT service will retrieve PTT contacts and groups if they exist for your company or corporation automatically at this point. Your PTT presence status will also be visible in your Notifications panel as 'AVAILABLE'.

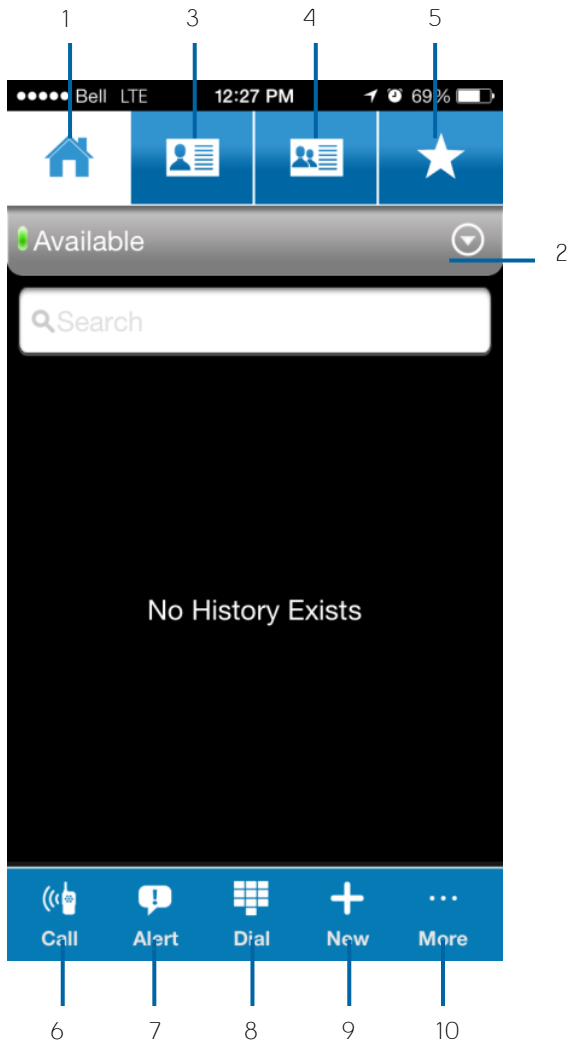
## 1.2 How to Logout and Login to the PTT Service

To logout of the PTT service, go to the PTT settings menu by selecting "More" from the bottom bar. Scroll through the Settings menu to reach "Miscellaneous" settings. Then select "Logout" and "Yes" to confirm. After logging-out of the PTT service a icon is displayed to indicate you are no longer available.

To log back into PTT, simply re-open the PTT application.

## 2 Getting to know the PTT Home Screen

The PTT home screen is the first screen displayed upon logging into the service and from this screen a PTT user can do a number of activities (review/clear call history, review or change presence status, manage contacts, groups & favourites, send alerts, make & receive PTT calls, access PTT settings). These key functions will be discussed in detail throughout this user guide.



1 - PTT Home/History tab

2 - PTT Presence Status

3 - PTT Contacts Tab

4 - PTT Groups Tab

5 - PTT Favorites Tab

6 – Call: make a PTT call to a single contact or group

7 – Alert: send an alert to a single contact (to request that contact to call you)

8 - Manual Dial: enter a phone number to make a PTT call

9 – New: add a new contact, group or favourite

10 – More: access PTT settings and clear call history

## 3 PTT Contacts

### 3.1 Corporate Only & Public-Corporate Subscribers

PTT subscribers can be categorized as Corporate Only or a Public-Corporate by their Corporate Administrator (CA) from the Corporate Administrator Tool (CAT).

Corporate Only subscriber contacts and groups are managed via the CAT (corporate administrator tool) interface. The CA determines what type of settings & permissions each PTT user will have.

Corporate contacts are created by the CA for the corporation and are automatically pushed down to the Corporate Subscriber. The CA can create a maximum of 1000 corporate contacts and 100 corporate groups (each containing up to 250 members per group).

Public contacts are created directly on the device by Public-Corporate subscribers. A total of 300 public contacts and 30 public groups (each containing a maximum of 30 members) can be created on the device by the PTT user.

#### **A Corporate Only subscriber will be able to:**

- Make corporate PTT calls
- Initiate a corporate fixed PTT group call
- Initiate a PTT quick group call to other corporate contacts
- Change availability status
- Send alerts to other corporate contacts
- Add contacts and groups as favourites
- Log off

#### **A Corporate Only subscriber will not be able to:**

- Create any contacts or groups
- Add group members to a group
- Edit contacts or groups. The user can only add contacts and groups as favourites
- Delete any contacts or groups and its members.
- Edit your PTT name.

#### **A Public-Corporate subscriber will be able to:**

- Create groups with other public contacts
- Create group with mix of public and corporate contacts
- Rename public contacts, groups or any group members
- Delete public contacts
- Delete any groups created by the PTT subscriber
- Make PTT calls to public and corporate contacts
- Initiate a PTT quick group call to public contacts

- Initiate a PTT quick group call to a mix of corporate and public contacts
- Initiate a PTT fixed group call to a mix of corporate and public contacts
- Send alerts to public and corporate contacts
- Add contacts and groups as favourites
- Change availability status
- Edit your PTT name

### 3.2 How to Add a PTT Contact

Corporate PTT contacts will be pushed automatically to a device. PTT users can also add PTT contacts directly into the device if they have permission (i.e. depending on the Corporate settings for a business noted in Section 3.1, the PTT user may or may not be allowed to add new PTT contacts to the PTT Contacts list).

How to Add a PTT Contact from PTT Contacts tab:

Step 1- From the PTT Home screen select the PTT Contacts tab at the top of the screen

Step 2- Once on this screen select the Add icon on the bottom left-hand side. A pop-up will appear with the options to Import Contact or add New Contact.

The Import Contact option will allow the PTT user to add a contact to their PTT contacts list that already exists in their device phonebook. The New Contact option will allow the PTT user to manually input the contact's name and phone number.

Step 3 – a) If the Import Contact option is selected, the device phonebook contact list will appear. Scroll through the list select the desired contact.

b) If the New Contact option is selected go to step 4

Step 4 –The New Contact screen will now appear. If the New Contact option was selected (in step 3), the name and number fields will be empty and must be manually inputted. If the Import Contact option was chosen, the name and number input box will be pre-populated with the contact name and number, with the option of making further edits to these fields if required.

The PTT user will also be able to assign an avatar or colour to a contact at this point, as well as add the contact to the user's favourite list.

Step 5- Select Save to save the contact to the PTT Contacts list.

### 3.3 How to Add a PTT Contact from the PTT Home screen

Step 1- From the PTT Home screen screen select the new icon located on the bottom bar.

Step 2- A pop-up screen will appear with three options- select either Import Contact or New Contact

Step 3- Select the desired entry method and follow instructions noted in Section 4.1, Step 2.

### 3.4 How to Delete a PTT Contact

It is important to note that depending on the Corporate settings for a business (noted in Section 3) the PTT user may or may not be allowed to delete PTT contacts. Contacts that have been entered manually by the PTT user can be deleted, but those pushed to the device by the CA cannot.

Step 1 – Select the PTT Contact tab and scroll through the contact list to locate the contact that the user would like to delete.

Step 2 – Once the desired contact is located, select the checkbox next to the contact name.

Step 3 – Select More from the bottom bar and select Delete

Step 4 – A confirmation pop-up screen will appear, select Yes to confirm contact deletion and No to cancel.

### 3.5 How to Add Avatars to PTT Contacts

PTT users can add an “avatar” or an icon to help identify or distinguish their contacts from each other.

To add an avatar to a particular contact:

Step 1 - Select the PTT Contact tab and scroll through the contact list to locate desired contact.

Step 2 – Once the contact is located, select the checkbox next to the contact name and select Details from the bottom bar.

Step 3 – Select Edit from the bottom bar and then select the Icon graphic located under View Options.

Step 4 – Select an icon and and select Save.



## 4 PTT Groups

Creating a new group is a quick way to reach multiple contacts simultaneously.

Please note that the options below may not be available to all users depending on the Corporate settings (see Section 3.1 for more information).

### 4.1 PTT Group Options

To access PTT groups, Select the PTT Groups tab. The Groups tab by default contains the list of groups that the PTT user is a part of. From this screen the end-user can select a group and initiate a group call.

The PTT user can also select the check box next to a group name to reveal several group management options in the bottom bar:

Call - Initiate a PTT Group call

History - View the PTT Group call history(calls, alerts, etc)

Details - View Group Details, edit group details or delete group

Scan List – Set Talkgroup Scanning priority levels 1 through 3 or no priority

### 4.2 How to Add a PTT Group

Step 1 - Select the PTT Group tab

Step 2- Select Add from the bottom bar to be taken to the New Group screen.

Step 3- Enter the new group name, add members to the group, and add identifiers (icon, color, favourites if desired).

Step 4- Select Save. The new group will now appear in the PTT Group list

### 4.3 How to Delete a PTT Group

Step 1 - Go to the PTT Group tab and scroll through the group list to locate desired group to be deleted.

Step 2 – Once the group is located, select the checkbox next to the group name and select Delete from the bottom bar.

Step 3 – A confirmation pop-up screen will appear, select Yes to confirm group deletion and No to cancel.

## 4.4 Talkgroup Scanning

The Talkgroup Scanning feature enables a PTT user to monitor (or scan) activity and communicate with a subset of up to 16 corporate groups. This subset of corporate groups is also known as a scan list. Scan lists are usually maintained and pushed out to devices by a CA by the CAT, but Talkgroup scanning management functionality is available from the handset as well.

When a call is active on a group within the scan list, the PTT user automatically joins that call and can participate. When the call ends, the PTT user joins the next active call in progress from the scan list.

While Talkgroup scanning is turned on, calls from other groups not on the scan list are not delivered. Direct PTT calls and Quick Group calls are not affected, Talkgroup Scanning does not prevent a user from originating or receiving a call to any contact, Quick Group or group.

### 4.4.1 How to add a corporate group to the scan list and set priority level

Step 1 - Select the PTT Groups tab.

Step 2- Select the checkbox next to the desired group name and select Scan List from the bottom bar.

Note: If the Scan List option does not appear in the bottom bar after the checkbox has been selected, this indicates that the group selected is not a Corporate Group.

Step 3 – Set a priority level to the group (“Set Priority 1”, “Set Priority 2”, “Set Priority 3”), or add the group to the scan list with no priority.

The PTT user will then receive a message indicating that the scan list is being updated.

Once the group is successfully added to the device’s scan list, the user will be taken back to the PTT Groups page and the Scan List icon will be displayed next to the group name in the bottom right corner.

### 4.4.2 How to turn Scanning On

Step 1 –Select the PTT Groups tab.

Step 2 – Select Scan Off from the bottom bar.

Note: If the Scan Off option is not visible in the bottom bar, this indicates that there are no corporate groups assigned to this particular device.

The scan list section will now be displayed on top of the group list and the scan list icon will now be visible on the top left hand corner of the PTT Groups tab.

#### **4.4.3 How to turn Scanning Off**

Step 1 - Select the PTT Groups tab.

Step 2 – Select Scan On from the bottom bar.

The scan list icon will no longer be visible on the PTT Groups tab and scanning has successfully been turned off.

#### **4.4.4 How to change priority to a corporate group in the scan list**

Step 1 – To change the priority level of a group that is on the device’s scan list, select the PTT groups tab.

Step 2- Select the checkbox next to the desired group name and select Scan List from the bottom bar.

Step 3 –The PTT user can then set priority levels 1 through 3 to the group (“Set Priority 1”, “Set Priority 2”, “Set Priority 3”) or select No Priority.

Once the PTT user selects the desired option from the pop-up menu, another pop-up will appear indicating that the scan list is being updated.

Once the priority group level has been successfully edited, the user will be taken back to the PTT Groups page and the Scan List icon (or if applicable, the priority level icon) will be displayed next to the group name in the bottom right corner.

#### **4.4.5 How to remove a corporate group from the scan list**

Step 1 – Go to the PTT Groups tab.

Step 2 - Select the checkbox next to the desired group name and select Scan List from the bottom bar.

Step 3 – Select Remove from the pop-up menu

## 5 PTT Favourite Contacts & Groups

PTT users can choose to create both favourite contacts lists & favourite groups lists for quick access to their frequently called contacts and groups.

### 5.1 How to Add a Favourite PTT Contact/Group

Step 1 - Go to the PTT Contacts or Groups tab.

Step 2 – Select the checkbox next to the desired Contact/Group

Step 3 – Select “Details” from the bottom bar

Step 4 – Select “Edit” from the bottom bar

Step 5 – Select the star under the word “Favourite” (the star should then turn blue once selected)

Step 6 – Select “Save”.

### 5.2 How to Remove a Contact/Group from the PTT Favourites List

Step 1 - Go to the PTT Favourites tab

Step 2 - Find the contact/group that you'd like removed from the PTT favourites list.

Step 3 – Select the checkbox located next to the contact/group

Step 4 – Select “More” from the bottom bar

Step 5 – Select “Unfavourite”.

## 6 How to Review & Clear PTT History

The PTT Home screen logs all recent PTT call activity and call history. From the home screen, the PTT user can view details about the call type, as well as the time and date that the call took place.

By selecting the arrow located on the furthest right side of the call history line item, the PTT user can review full call history with that particular contact or group.

To clear PTT call history:

Step 1 - Select the arrow on the right hand side of the call history item

Step 2 – Select the “Delete” option from the bottom bar

Step 3 – Select the “X” next to each line item you’d like to delete to delete calls individually, or select “Delete All” to clear the entire PTT history with that particular contact or group

Step 4 – Select “Yes” to confirm.

## 7 Making PTT Calls

A PTT user can make or receive a one-to-one or one-to-many group call at any time with their device. PTT calls can be made directly from the PTT home screen, or from the contacts, groups or favourites tab:

### 7.1 Making PTT Calls from the PTT Contacts or PTT Groups Tab

Step 1- Go to the PTT Contacts tab or the PTT Groups tab to display the list of PTT contacts/groups.

Step 2- Scroll to the contact/group you want to call and either select the contact to be taken directly to the PTT call screen or select checkbox next to the contact and then select Call in the bottom bar

Step 3 – Once on the PTT call screen, press and hold the PTT floor icon. The icon will turn green and an audible “chirp” will sound. You may now speak.

Step 4- Release the PTT floor icon (remove your finger from the screen) when you have finished speaking to release the “floor” so that the recipient(s) of the call can speak.

Step 5- To end the call touch the End Call button at the bottom of the screen.

### 7.2 Making a PTT call or group call using the dedicated PTT Hard-Button

Certain devices have a dedicated hard button located on the side of their physical PTT device. This hard button can be utilized instead of pressing and holding the PTT floor icon to make PTT calls.

Step 1- Go to the PTT Contacts tab or the PTT Groups tab to display the list of PTT contacts/groups.

Step 2- Scroll to the contact/group you want to call and either select the contact to be taken directly to the PTT call screen or select checkbox next to the contact and then select Call in the bottom bar

Step 3 – Once on the PTT call screen, press and hold the dedicated PTT hard-button located on the side of the device. The PTT floor icon will turn green and an audible “chirp” will sound. You may now speak.

Step 4- Release the PTT floor icon by letting go of the PTT hard button when you have finished speaking so that the recipient(s) of the call can speak.

Step 5- To end the call touch the End Call button at the bottom of the screen.

### 7.3 Making PTT Calls using Manual Dial

Step 1- To make a PTT call using manual dial, select the manual dial icon from the bottom of the PTT Home screen

Step 2- Input the PTT contact's phone number and select the PTT Call icon located next to the phone number input field.

Step 3 – Once on the PTT call screen, press and hold the PTT floor icon or the dedicated PTT hard-button located on the side of the device (not available on all devices). The PTT floor icon will turn green and an audible “chirp” will sound. You may now speak.

Step 4- Release the PTT floor icon by letting go of the PTT floor icon or PTT hard button when you have finished speaking so that the recipient of the call can speak.

Step 5- To end the call touch the End Call button at the bottom of the screen.

### 7.4 Making PTT Calls from the PTT Home Screen

A PTT user has 2 ways to initiate a group call from their home screen:

#### 7.4.1 Using the Call icon located on the bottom bar:

Step 1 – Select the Call icon

Step 2 – Select “Call Contact” or “Call Group”

Step 3 – Select the contact or group you'd like to call by selecting the checkbox next to the contact/group name

Step 4 – Select the Call icon to initiate the PTT call screen

Step 5 – Once on the PTT call screen, press and hold the PTT floor icon or the dedicated PTT hard-button located on the side of the device (not available on all devices). The PTT floor icon will turn green and an audible “chirp” will sound. You may now speak.

Step 6- Release the PTT floor icon by letting go of the PTT floor icon or PTT hard button when you have finished speaking so that the recipient of the call can speak.

Step 7- To end the call touch the End Call button at the bottom of the screen.

### 7.4.2 Using the contact or group call history list:

Step 1 – Select the contact or group you'd like to call under the “Most Recent” or “History” section on the home screen.

Step 2 – You should now be on the PTT call screen. Press and hold the PTT floor icon or the dedicated PTT hard-button located on the side of the device (not available on all devices). The PTT floor icon will turn green and an audible “chirp” will sound. You may now speak.

Step 3- Release the PTT floor icon by letting go of the PTT floor icon or PTT hard button when you have finished speaking so that the recipient of the call can speak.

Step 4- To end the call touch the End Call button at the bottom of the screen.

### 7.5 Making a Quick Group Call from the PTT Contacts List

A PTT user can quickly make a single call to many contacts by initiating a Quick Group call.

This is unlike making a regular group call because the PTT user creates a temporary group simply selecting contacts from their PTT contacts tab:

Step 1- Select the PTT Contacts tab

Step 2- Select the contacts you'd like to make quick group call to by selecting the checkbox to the left of the contacts name

Step 3- Once all the contacts are chosen, select Call on the bottom bar.

Step 4 – You should now be on the PTT call screen. Press and hold the PTT floor icon or the dedicated PTT hard-button located on the side of the device (not available on all devices). The PTT floor icon will turn green and an audible “chirp” will sound. You may now speak.

Step 5- Release the PTT floor icon by letting go of the PTT floor icon or PTT hard button when you have finished speaking so that the recipient of the call can speak.

Step 6- To end the call touch the End Call button at the bottom of the screen.

A PTT call cannot be made to any contact that is set to “Do Not Disturb” status or who is offline.

If a PTT call has no response from both parties (initiator & receiver) the call will automatically time-out and disconnect after approximately 15 seconds.



## 8 PTT Alerts

PTT Alerts are the equivalent of “pinging” a contact on an instant messaging or chat tool. It is a fast and easy way for a PTT user to reach out to one of their PTT contacts and to let them know that they wish to speak with them. It is a great way of getting a contacts attention in a more discreet way and allows the contact the option of responding immediately or waiting to return the PTT Alert.

How to initiate a PTT Alert:

Step 1- Select the PTT **Contacts** tab.

Step 2- Choose the contact to send a PTT Alert to by checking off the box to the left of the desired contacts name.

Step 3- Select “Alert” from the bottom bar

A PTT Alert can only be received by PTT users whose presence status is Available or Do Not Disturb

## 9 PTT Search

PTT search is available in the PTT Home Screen, the PTT Contacts tab, the PTT groups tab, and the PTT Favourites tab. To search for a contact or group within each tab, simply input the contact or group name in the Search field. Search results will populate under the search field as they're found.

## 10 PTT Presence Status

The PTT presence status is a visual indicator that allows other users to immediately and at a glance identify the current status of a PTT user's device captured by a green (Available), red (Do Not Disturb) or gray (Not Available) indicator. The Do Not Disturb status prevents PTT calls from being received. The Not Available status occurs when the PTT user logs out of the PTT application or if the device is turned off or in a poor coverage area.

### 10.1 How to change your Presence Status

To change your presence status from Available to Do Not Disturb or from Do Not Disturb to Available:

Step 1 - Go to the PTT Home screen.

Step 2 - Directly below the Home, Contacts, Groups and Favourite tabs is the presence status indicator. Select “Available” or “Do Not Disturb” to trigger the presence status pop-up.

Step 3 - The presence status pop-up box will appear. Select Available or Do Not Disturb. Your presence indicator colour and status should’ve now changed.

Each time a PTT status change is made it will update automatically to all users that have you as a PTT contact.

## 10.2 How to block incoming PTT Calls using your Presence Status

PTT users have the option of blocking incoming calls. To do this PTT presence status must be set to Do Not Disturb. Refer to section 8 for instructions.(Note: Instant Personal Alerts are still sent).

# 11 Supervisory Override

The Supervisory Override feature allows a designated supervisor to take the floor (and start speaking) at any time during a group call, even when someone else is speaking. A supervisor can be assigned only by an administrator through the Corporate Administrator Tool (CAT). A special supervisor icon is displayed next to the name of a group with a supervisor and next to the supervisor’s name.

If you are a designated supervisor, you can simply use the PTT call button to take the floor any time and start speaking.

# 12 Silent Mode

If you set your device to silent mode for regular voice calls, PTT will now follow. Incoming PTT calls will cause the phone to vibrate and the initial speakerphone volume will be set to zero. You can increase the volume if you want to take the PTT call.

# 13 PTT Over Wi-Fi

The PTT application can be configured so that calls can be sent/received even when the PTT user is on a Wi-Fi network. When PTT over Wi-Fi is enabled, the PTT application will use Wi-Fi when Wi-Fi is available. When PTT over Wi-Fi is disabled from the application, but the PTT device has Wi-Fi turned on, PTT calls will be sent/received using the cellular network connection while using Wi-Fi for other device tasks.

How to Enable/Disable PTT over Wi-Fi:

Step 1 – From the PTT Home Screen, select the More option and then select Settings

Step 2 – Scroll down the settings list until you see the Miscellaneous header




Step 3 – Select the toggle next to Wi-Fi to turn Wi-Fi on or off.

PTT will not default back to using the mobile network if both PTT over Wi-Fi is enabled and Wi-Fi on the device is enabled.




When connecting to a public Wi-Fi Hotspot, ensure that the device has been successfully verified and the terms and conditions are accepted. PTT will only sign-in/function when the Wi-Fi Hotspot grants internet access after establishing a connection.

## 14 PTT Display Icons



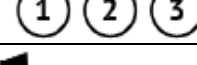

The following icons are displayed in the status bar of the handset to indicate the current presence of the user:

Icon	Description
	Available
	Do Not Disturb
	Not Available

The following icons are displayed in the PTT app to indicate a contact's presence status:

Icon	Description
	Available (Green)
	Do Not Disturb (Red)
	Unavailable (Gray)

The following icons are displayed to identify different group types:

Icon	Description
	Supervisor Group
	Scanning Group
	Scanning Group Priority Level
	Broadcast Group

## 15 PTT Settings

To access the PTT Settings menu, select “More” from the bottom bar of the PTT home screen and select “Settings”.

PTT Settings Options	Details
Alerts and Sounds	
Vibrate Alert	Enable or disable vibrate mode for missed calls and instant personal alerts.
Audible Alert	Enable or disable audible alerts for incoming PTT alerts
Alert Repeat	Set incoming alert notifications to: <ul style="list-style-type: none"> <li>• Once - audible alert occurs once when the notification received</li> <li>• Repeat - audible alert occurs every 20 seconds for up to 10 minutes until user clears the notification.</li> <li>• Continuous - audible alert occurs every 20 seconds until the user clears the notification</li> </ul>
Alert Tone	Set which alert tone will sound when an alert is received
Use Bluetooth	Enable or disable Bluetooth for PTT application
Call Reconnect Tone	Enable or disable call reconnect tone
Speaker	Enable or disable to automatic use of the loud speaker for PTT calls
Privacy Mode	Determine whether to mute incoming PTT calls or use handset ear piece to receive calls when the device ringer is set to Silent or Vibrate
Notification Control	
Instant Personal Alert	Enable or disable IPA notification
Missed Call Alert	Enable or disable missed call alert notification
Information	
Avatar	Choose whether to show or hide pictures for Contacts and Groups
Contact/Group Colour	Assign colours to contacts and groups for distinction
Display Name	Edit the existing display name
My PTT Number	Displays your mobile number
Capacity	View the contacts, groups and favourites storage capacity
About	View the details of the PTT application
Privacy Policy	
Miscellaneous	
Contact Sorting	Sort alphabetically or by availability
Auto Start	Enable or disable starting PTT automatically every time handset is turned on
Show tutorial	View tutorial for PTT functionality
Restore Default Settings	Restore PTT settings back to the original state when application was first installed
Logout	Logout from PTT session
Wi-Fi	Enable or disable PTT using Wi-Fi when available