KODIAK PTT Application

User Guide

iOS

Release 9.0

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1. Introduction and Key Features

The Push-to-Talk (PTT) application supports two modes: Standard PTT and PTT Radio. Your administrator assigns one of these modes. This document describes the Standard PTT Mode.

The Standard PTT application mode provides instant communication to individuals and talkgroups at the push of a button. Here is a brief description of the key features of Standard PTT Mode:

Alerts

Instant Personal Alert (IPA) – allows you to send a message to another person asking for a callback.

Missed Call Alert (MCA) – shown whenever you miss an incoming PTT call because you were either in another PTT call or a regular cellular call.

For more details, please see the "Alerts" section.

Broadcast Talkgroup Calling – allows designated talkgroup members to make high-priority one-way calls typically used for making important announcements to large talkgroups.

For more details, please see the "Broadcast Talkgroup Calls" section.

Contact and Talkgroup Management – PTT contacts and talkgroups can be centrally managed by an administrator ("administrator-managed") or by you ("personal").

For more details, please see the "Contacts" section and "Talkgroups" section.

Note: In the PTT application, groups (either created by the subscriber or administrator) are also known as talkgroups.

Emergency Calling and Alert – allows you to originate or receive an emergency call and receive an emergency alert.

For more details, please see the "Emergency Calling and Alert (Optional)" section.

Favorites – You can manage your list of favorites for quick access to contacts and talkgroups.

For more details, please see the "Favorites" section.

Integrated Secure Messaging – allows a PTT user to send and receive secure text messages, multimedia content, and location information to and from other PTT users.

For more details, please see the "Integrated Secure Messaging" section.

Location Tracking – a supervisor with Location Capability, turned on by your administrator at the talkgroup level can track talkgroup member's location.

For more details, please see the "Supervisor with Location Capability" section.

PTT Calling to Individuals and Talkgroups – instant communication to one or more people at the push of a button.

For more details, please see the "Making Calls" section.

Real-Time Presence – see whether your contacts are available and ready to receive calls before making a call. Likewise, indicate whether you want to receive PTT calls to your contacts.

For more details, please see the "Real-Time Presence" section.

Supervisory Override – allows a supervisor to take the floor and speak at any time during a talkgroup call, even if someone else is speaking.

For more details, please see the "Supervisory Override" section.

Talkgroup Scanning with Priority – allows a subscriber's phone to scan through a list of corporate talkgroups for calls. The higher priority talkgroup calls take precedence over lower priority talkgroup calls.

For more details, please see the "Talkgroup Scanning" section.

Wi-Fi support – in addition to the broad coverage of PTT service provided by the cellular data network, you can use PTT over a home, office, or public Wi-Fi connection.

For more details, please see the "Using PTT over Wi-Fi" section.

Note: If your administrator changes your mode of operation, you see the following message:
Information Message: Application mode changed.

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2. Application Installation & Getting Started

This section describes the steps you must take to install the Push-to-Talk (PTT) application and how to get started.

This section is organized as follows:

- Prerequisites
- Download
- First-time Activation
- Activation on an iPhone
- Activation of Tablet Devices
- Activation using only Wi-Fi Network
- Tutorial
- Login
- Application updates

Prerequisites

1. Subscription to Push to Talk service

2. A supported iOS smartphone. For more details, please check the website of your service provider.

3. Wi-Fi Assist mode should be turned off. Otherwise, it could interfere with the PTT operation. The setting is found in Settings > Cellular > Wi-Fi Assist.

4. An Apple ID and iTunes to download the application from the Apple iTunes store.

5. The following link provides information about creating an Apple ID using iTunes. http://support.apple.com/kb/ht2731

Download

1. Search for the Push-to-Talk application in the Apple App Store.

2. Download the application by touching the *"GET"* button and then the "**INSTALL"** button. The application downloads and installs automatically.

3. Once the download is complete, select "**Open**".

Alternatively, you can search for Push-to-Talk, and download the application directly from your phone or iTunes.

TIP: Turn on your Notifications and ensure at least 10 notifications can be viewed in the Notification Center.

First-time Activation

Activation on an iPhone

The first time you start the application after download, the application must "activate" with the PTT server. This activation process ensures that you are a PTT subscriber and that you are using a supported iPhone.

1. On successful download and installation of the PTT application, a Push-to-Talk icon will be present in the Apps menu.

2. Tap the **Push-to-Talk** icon under *Apps* to launch the PTT application.

Note: When prompted, you must **ALWAYS ALLOW** the application to access your location. The application will not login if the other options ("Only While Using the App" or "Don't Allow") are selected.

Note: When prompted, you must **ALLOW** the application to access the **microphone**.
When prompted, you must **ALLOW** the application to send you **notifications**.

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3. The End User License Agreement (EULA) page is displayed. You must read and accept the EULA to activate the PTT service on your phone.

4. If you agree to the EULA, tap **Accept** to activate the PTT services on the phone, a confirmation page is displayed.

Confirm

Activation required to use the PTT service. To activate your subscription and improve service experience, free SMS messages will be sent. Activate now?

Yes   No
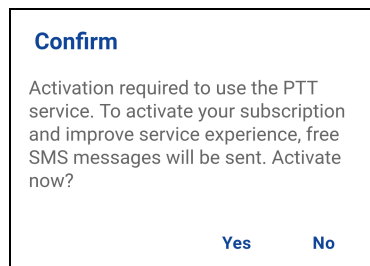
Activate PTT Service Confirmation

5. Tap **Yes** to activate the PTT application.

6. The PTT application contacts the server and retrieve contacts and groups (if any) from the server before logging in.

7. On successful activation of the PTT application, you can view the tutorial. Tap the **View Tutorial** on-screen button if you want to learn how to start using the PTT application.

Activation of Tablet Devices

Activation of a tablet device requires an activation code to be provided separately by your administrator.

This activation process ensures that your subscription is provisioned on a PTT server and you are a valid PTT service user using a supported device.

1. On successful download and installation of the PTT application, the **Push-to-Talk** icon is present in the **Apps** menu.

2. Tap the **Push-to-Talk** icon under *Apps* to launch the PTT application.

Note: When prompted, you must **ALWAYS ALLOW** the application to access your location. The application will not login if the other options ("Only While Using the App" or "Don't Allow") are selected.

Note: When prompted, you must **ALLOW** the application to access the **microphone**.
When prompted, you must **ALLOW** the application to send you **notifications**.

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3. The End User License Agreement page is displayed. You must read and accept the EULA to activate the PTT service on your device.

4. If you agree to the EULA, tap **Accept** to activate the PTT service on your Wi-Fi device. A confirmation message is displayed.

Confirm

Activation required to use the PTT service. Activate now?

                                                              Yes   No
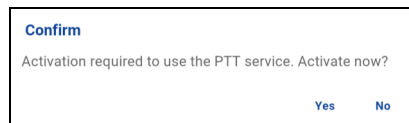
Activate Now Confirmation

5. Tap **Yes** to continue the activation process. An activation message appears.

Enter Activation Code

You need an activation code from your administrator to activate this application. Please enter the activation code:

                                                         OK   Cancel
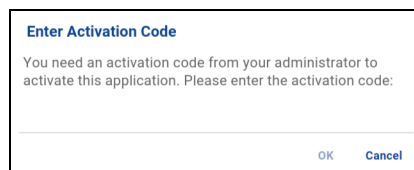
Enter Activation Code

6. Enter the activation code given to you by your administrator to activate the PTT application. The PTT application contacts the server and retrieves contacts and talkgroups (if any) from the server before logging in.

7. Upon successful activation of the PTT application, you can view a short tutorial. Tap the on-screen **View Tutorial** button if you want to learn how to start using the PTT application.

Activation using only Wi-Fi Network

In situations where the cellular network is not available, you can activate the application over a Wi-Fi network. Your PTT service provider may allow this functionality.

Note: To activate over Wi-Fi, you must have an activation code provided by your administrator.

To activate PTT Application using Wi-Fi network

1. Tap the **Push-to-Talk** icon under *Apps* to launch the PTT application.

2. The End User License Agreement page is displayed. You must read and accept the EULA to activate the PTT service on your phone.

Note: When prompted, you must **ALWAYS ALLOW** the application to access your location. The application will not login if the other options ("Only While Using the App" or "Don't Allow") are selected.

Note: When prompted, you must **ALLOW** the application to access the **microphone**. When prompted, you must **ALLOW** the application to send you **notifications**.

---

3. If you agree to the EULA, tap **Accept** to activate the PTT service on the phone.

4. An activation message appears. Tap **Yes** to continue the activation process.

> **Confirm**
>
> Activation required to use the PTT service. Activate now?
>
> **Yes**   **No**
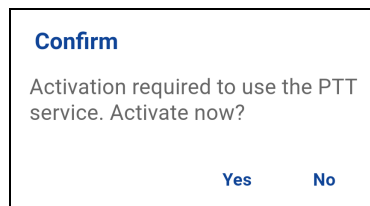
Activate PTT Service Confirmation Message using only Wi-Fi Network

5. A *No Cellular Connection* dialog is displayed. Tap **Enter Code**.

> **No Cellular Connection**
>
> Activation requires a cellular connection. Please relaunch the application when the connection is resumed. If your administrator gave you an activation code, you can enter it now to activate.
>
> **Enter Code   Exit**
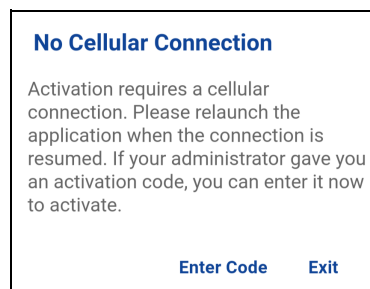
No Cellular Connection Message

6. An *Enter Activation Key* dialog is displayed

```
Enter Activation Code




                              OK        Cancel
```
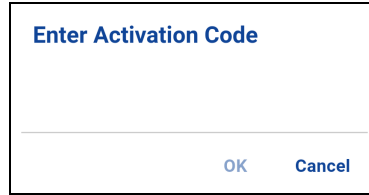
Enter Activation Code

7.   Enter the activation key received from your administrator and tap **OK** to activate.

Tutorial

The tutorial provides helpful information about how to get started with the PTT application. The application automatically launches the mobile browser and load the tutorial. To move between pages of the tutorial, swipe your finger right-to-left (to move forward) or left-to-right (to move backward). You can also use the on-screen next and previous buttons shown on the edges of the screen.

Login

To use the PTT service, you must connect to the PTT server. This process is called "login." After you download and successfully register your connection with the server, the PTT application automatically starts and log in each time you power on your phone. To make or receive PTT calls, you must log in.

It is possible for you to "logout" of the PTT service. While you are logged out, your presence status shows "Offline" to others and you cannot receive PTT calls or alerts. See the section "Logout" for more details.

To Manually Login to the PTT Application

1.   Tap the **Push-to-Talk** icon under *Apps*. A pop-up dialog displays to confirm that you want to login to the PTT application.

2.   Tap **Yes** to Login to the PTT application.

Application updates

iTunes & App Store Settings

When an update for the PTT application becomes available, your iPhone notifies you that there is an update available. When installing an update, enable *Auto-update apps* setting so that you always have the latest updates to the PTT application.

In Application Update Notification

The PTT application may indicate that there is an update available. You need to update the application; otherwise, it may not function properly. See the "Important Message" section for more information.

After updating, your PTT contacts and groups are always retained. When the PTT application is updated, your history, favorites, and settings are generally retained. In some rare cases of a major update to the application, your history and favorites may be deleted, and settings reset to their default values.

3. Navigating the Push-to-Talk Application

Navigating the Push-to-Talk (PTT) application is easy using your phone's touchscreen. The screen consists of four major tabs: History, Favorites, Contacts, Groups, and Map.

This section helps you get familiar with how to navigate the PTT application and is organized as follows:

- History
- Favorites
- Contacts
- Talkgroups
- Map
- Call Screen
- Menu
- Actions
- Context Menus
- PTT button
- Navigating to the previous screen
- Scrolling
- Searching
- Icons
- Tones

History

The *History* tab displays all your conversation history of calls, contacts, talkgroups, alerts, messages (text, image, video, and voice). You can view your history, return a call, view messages, add contacts, delete history and messages, and forward any message to a contact or talkgroup. For more information on how to manage your history, see the "History" section. For information on the history icons, see the "Icons" section.
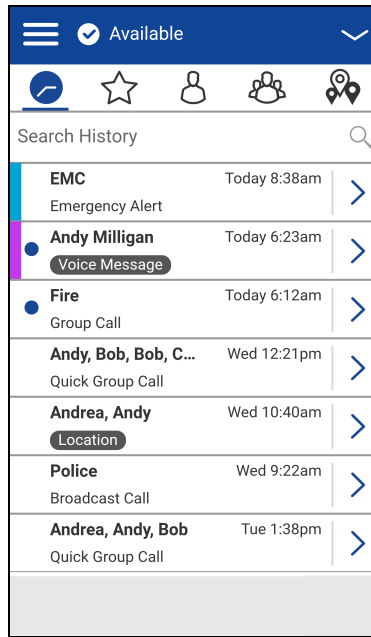
History

Favorites

The *Favorites* tab displays your favorite PTT contacts and talkgroups. You can quickly start a PTT call to your favorites. For more information on how to view, add, and remove your favorite contacts, see the "Favorites" section. For information on the favorites icons, see the "Icons" section.
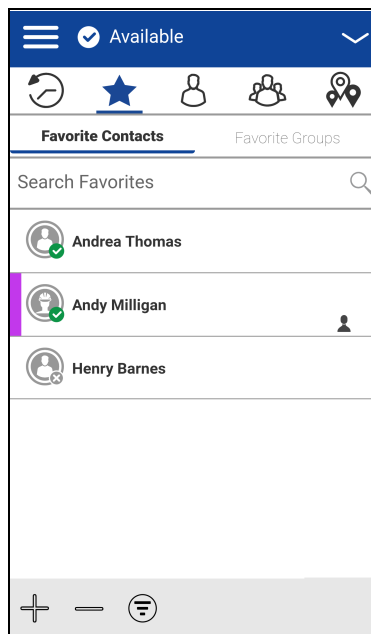
Favorites

Contacts

The *Contacts* tab displays your PTT contacts and allows you to search for contacts, start a PTT call, or send an alert. If turned on by an administrator, you can also add PTT contacts and create personal PTT groups here. An icon shows next to a contact, which is an Interop user. For more information on how to view, add, edit, and delete your personal contacts, see the "Contacts" section. For information on the contacts icons, see the "Icons" section.
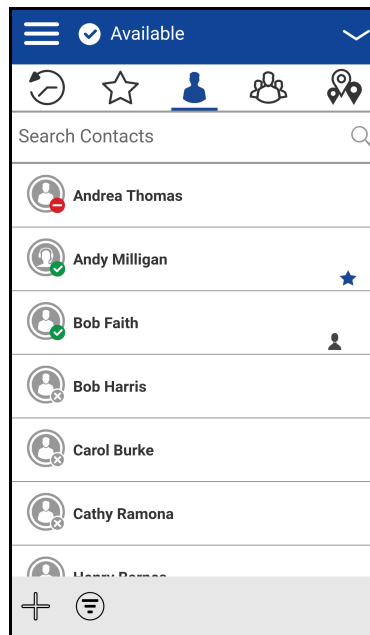
Contacts

Talkgroups

The *Talkgroups* tab displays your talkgroups and allows you to search for talkgroups or start a PTT talkgroup call. If turned on by your administrator, you can also create, change, or delete your personal PTT talkgroups here. Icons shows next to the talkgroups which you are a broadcaster or supervisor. Icons also indicate Interop talkgroups, location tracking, and talkgroup scan priority. For more information on how to view, add, edit, and delete your personal talkgroups, see the "Talkgroups" section. For information on the talkgroups icons, see the "Icons" section.
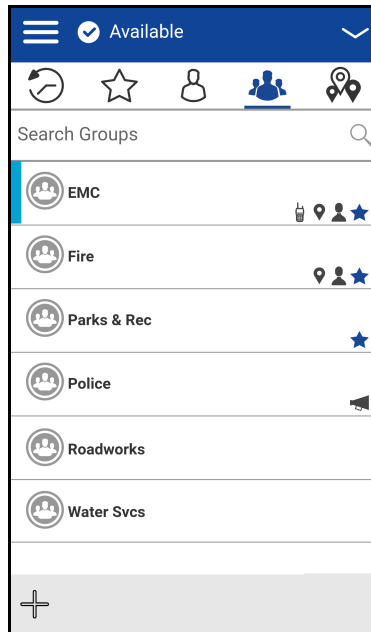
Groups

Map

The *Map* tab displays your location and allows you to send your location to others. It also displays the location of your talkgroups members for which you are a supervisor and allows you to search for talkgroups or start a PTT talkgroup call. For more information on how to search the map, recenter the map, send your location to a contact, quick group, or talkgroup, track talkgroup members, and set the boundary, see the "Map" section. For information on the Map icons, see the "Icons" section.
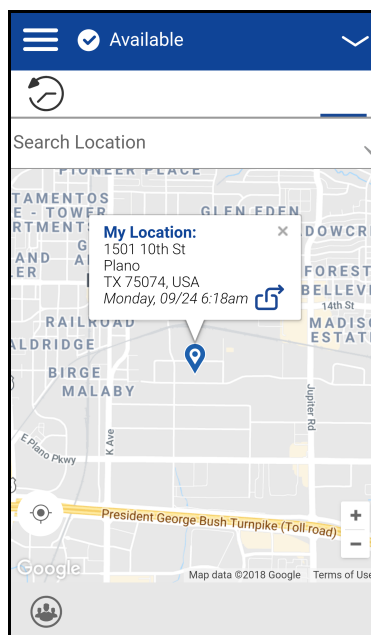
Map

Call Screen

The Call Screen is the main screen for communication. You make a call, make a quick group call, turn on/turn off the speaker, send a text message, send your location, send an alert, send a photo, and record and send a voice message. For more information on how to make and receive calls, see the "Making and Receiving PTT Calls" section. For information on the Call Screen icons, see the "Icons" section.
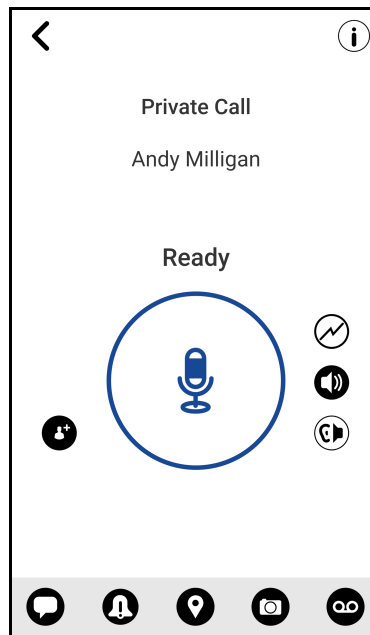
Call Screen

Menu

The Menu icon is in the upper-left hand corner of the main screen. Tap the **Menu** icon to access the Menu options. These options are as follows:
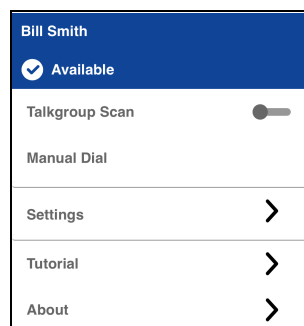
Menu Options

Menu Icons

The following table lists the Menu icons by icon and description.

Menu Icons

Icon	Description
No Icon	Display Name. Displays the user's identity and is displayed to others.
✔ Available **➖** DND **✖** Offline	Presence Status. Displays your presence status. Either 'Available', 'Do Not Disturb', or 'Offline.' Offline icon also displays your 'No Connection' presence status.To change your presence, see the "Real-Time Presence" section.
⬤▬ Off **▬⬤** On	Talkgroup Scan. Tap the **Talkgroup Scan** toggle from OFF (default) to ON, For more details, see the "Talkgroup Scanning" section.
No Icon	Manual Dial. Tap to manual dial a contact. For more details, see the "Manual Dial Calls" section.
⟩	Settings. Tap to access the application settings. For more details, see the "Settings" section.
	Tutorial. Tap to access the application tutorial.
	About. Tap to access more information on the application.

Actions

The Actions soft buttons located at the top and the bottom of the screen let you call, alert, manually dial a phone number, add a new contact or talkgroup, and more. For more information on Actions, see the "Actions Icons" section.

Context Menus

Context or popup menus are available throughout the application. To display these menus, touch and hold the selected history entry, favorite, contact, talkgroup, or talkgroup details.

Context Menus

Location	Description		Condition
Call Screen/ History Details Camera Option	Take Photo		No conditions
	Record Video		
	Image Gallery		
	Video Gallery		
Contacts	Contact Details		All contacts
	Delete Contact		User-managed contacts
	Send Text		All contacts
	My Location		All contacts
	Send IPA		All contacts
	Send Document		All contacts
	Camera	Take Photo	All contacts
		Record Video	All contacts
		Image Gallery	All contacts
		Video Gallery	All contacts
	Record Voice		All contacts
	History		All contacts
	Details		All contacts
Contact Details	Delete Contact		User-managed contacts

Context Menus

Location	Description		Condition
Favorite Contacts	Remove Favorite		All contacts
	Send Text		All contacts
	My Location		All contacts
	Send IPA		All contacts
	Send Document		All contacts
	Camera	Take Photo	All contacts
		Record Video	All contacts
		Image Gallery	All contacts
		Video Gallery	All contacts
	Record Voice		All contacts
	History		All contacts
	Details		All contacts

Context Menus

Location	Description		Condition
Favorite Groups	Remove Favorite		All entries
	Send Text		All groups
	My Location		All groups
	Send IPA		All groups
	Send Document		All groups
	Camera	Take Photo	All groups
		Record Video	All groups
		Image Gallery	All groups
		Video Gallery	All groups
	Record Voice		All groups
	History		All groups
	Details		All groups
	Scan List	Set Priority 1	Administrator-managed group
		Set Priority 2	Administrator-managed group
		Set Priority 3	Administrator-managed group
		No Priority	Administrator-managed group
		Remove	Administrator-managed group
History	Add Contact		Manual dial call or received a call from a PTT user not in your contact list
	Clear All		All history entries
	Delete History		All history entries
History Details	Forward to Contact		All messages
	Forward to Quick Group		All messages
	Forward to Group		All group messages
	Reply to Sender		All messages
	Delete Message		All messages
	Copy Message		All text messages

Context Menus

Location	Description		Condition
Groups	Group Details		All entries
	Delete Group		User-managed group
	Send Text		All groups
	My Location		All groups except broadcast
	Send IPA		All groups except broadcast
	Send Document		All groups except broadcast
	Camera	Take Photo	All groups except broadcast
		Record Video	All groups except broadcast
		Image Gallery	All groups except broadcast
		Video Gallery	All groups except broadcast
	Record Voice		All groups except broadcast
	Scan List	Set Priority 1	Administrator-managed group
		Set Priority 2	Administrator-managed group
		Set Priority 3	Administrator-managed group
		Normal Priority	Administrator-managed group
		Remove	Administrator-managed group
Group Details	Rename Member		User-managed group
	Remove Member		User-managed group
	Delete Contact		User-managed group
	Delete Group		User-managed group

PTT button

External PTT Button

A PTT accessory can be used by the PTT application. While the PTT application is not visible, you can always press this button to bring the application to the foreground of the screen. With the PTT application in the foreground, you can use this button to start a PTT call or take and release the floor during a PTT call.

For Bluetooth Low Energy button, see the ["Using Accessories and Bluetooth"](#) section.

Note: This behavior assumes that *Background Calling* is turned off. For more details on *Background Calling*, see the "PTT Call Behavior in Background" section.

On-Screen Soft PTT Button

Whenever you initiate or are in a PTT call, you see an on-screen PTT button. Touch and hold the on-screen PTT button to take the floor and speak during a call. Release your finger from the on-screen button to release the floor and allow others to speak.

Navigating to the previous screen

To navigate to the previous screen, tap the **Back** button located on the phone. Some screens within the application also have an on-screen button to return to the previous screen.

Scrolling

If you are viewing a list that has more entries than can be displayed on one screen, you can touch the list and drag your finger up or down to view the rest of the list.

Searching

Searching allows you to quickly find history, favorites, contacts, groups, or locations, including addresses, points of interest, and cross streets. The search results are displayed in a list for you to scroll and choose the desired results quickly. To search:

1. Touch within the search bar to bring up the on-screen keyboard. As you type, contacts or groups names containing the letters or numbers entered automatically display.

2. Tap the searched result to open it.

Note: You must be on the respective screen (history, favorites, contacts, groups, map) to search. The search function does not search outside the selected screen.

Icons

Actions Icons

The Action icon buttons are located at the top and the bottom of the screen. The following table lists the common actions icons listed by icon and description:

Actions Icons

Icon	Description
➕	Add button. Displayed on the Contacts, Favorites, Talkgroups, and Quick Text. Tap to add contacts, favorites, talkgroups, or a quick text.
🔔	Alert button. Tap to send Instant Personal Alert to a contact.
📄	Attach File button. Tap to attach a file to send as an attachment. Requires the Integrated Secure Messaging feature to be turned on by an administrator.
📷	Camera button. Tap to choose from taking a photo, video, or select a file in the gallery. Requires the Integrated Secure Messaging feature to be turned on by an administrator.
✖	Cancel button. Tap to cancel current action and go back to the previous screen.
🗑	Delete button. Tap to delete the contact, group, etc.
ℹ	Details button. Tap to access the contact details.
▼	Filter ON button. Tap to toggle filter from ON to OFF (default).
▽	Filter OFF button. Tap to toggle filter from OFF (default) to ON.
🖼	Gallery button. Tap to save to your device. Requires the Integrated Secure Messaging feature to be turned on by an administrator.
📍	Location button. Tap to share your location. Requires the Integrated Secure Messaging feature to be turned on by an administrator.
💬	Send Message button. Tap to send a text message. Requires the Integrated Secure Messaging feature to be turned on by an administrator.

Icon	Description
	Forward button. Tap to forward an image or video. Requires the Integrated Secure Messaging feature to be turned on by an administrator.
	Save button. Tap to save current contact or group.
	Voice Message button. Tap to send a recorded voice message. Requires the Integrated Secure Messaging feature to be turned on by an administrator.

Avatar Icons

The following table lists the common Avatar icons by icon and description.

Avatar Icons

Icon	Description
	Default contact icon is used in the contact list screen when there is no avatar assigned.
	Default group icon is used in the group list screen when there is no avatar assigned.

For the complete list of Avatars, see the "Avatars" section within this document.

Call Screen Icons

The following table lists the Call Screen icons by icon and description.

Call Screen Icons

Icon	Description
	End Call button. Tap to end the current PTT call.
	Group Location button. Tap to access the map for the group. Requires the Geofencing and Geolocation features to be turned on by an administrator.
	In-Call Add Participant button. Tap to add participants to make a temporary talkgroup before making a PTT call.
	Contact/Group Details button. Tap to access the details information for the talkgroup or contact.
	Instant Personal Alert button. Tap to send an IPA to the contact.
Multiple Icons	Integrated Secure Messaging. For more information on Integrated Secure Messaging icons, see the "Integrated Secure Messaging Icons" section.
	Listen-only call indicator.
	PTT button. Indicates the idle state and the floor is available.
	PTT button. Indicates the floor taken state.
	PTT button-acquired. Indicates the acquired state and you are ready to speak.

Icon	Description
🔘	Earpiece ON toggle button. Tap the button to switch between speaker and earpiece. For more information, see the "Turning the Speaker On/Off".
🔘	Speaker OFF toggle button. Tap the button to toggle from OFF to ON. When the speaker is off, PTT calls are heard through the phone's earpiece. For more information, see the "Turning the Speaker On/Off".

Contacts Icon

The following table lists the Contact list icons by icon and description.

Contacts Icon

Icon	Description
📞	Cellular Call button. Located in the contact details. Tap to make a cellular call.
📻	Interop user indicator.

For additional Contacts icons, see the "Presence Icons" section within this document.

Emergency Icons

The following table lists the Emergency icons by icon and description.

Emergency Icons

Icon	Description
	Emergency Button. Touch and hold to initiate an emergency. Located at the bottom of most screens. For more details, see the "Emergency Calling and Alert (Optional)" section. Requires Emergency Services feature to be turned on by an administrator.
Cancel	Cancel Emergency State. Displays when you cancel an emergency. Slide to confirm cancellation of emergency state. Requires Emergency Services feature to be turned on by an administrator.
Declare	Declare Emergency State, Displays when you declare an emergency. Slide to confirm initiation of emergency state. Requires Emergency Services feature to be turned on by an administrator.

History Icons

The following table lists the History icons by icon and description.

History Icons

Icon	Description
>	History Details button. Tap to access history details for contact, quick group call, or talkgroup.
●	Unread indicator. Indicates that there is an unread message. Tap to read the message. The unread message indicator disappears when you tap the **History Details** button to reply to the message. Requires the Integrated Secure Messaging feature to be turned on by an administrator.
○○	Voice Message indicator. Indicates the attachment is a voice message. Tap to play the message. Requires the Integrated Secure Messaging feature to be turned on by an administrator.

Integrated Secure Messaging Icons

The following table lists the Integrated Secure Messaging icons by icon and description.

Integrated Secure Messaging Icons

Icon	Description
	Camera button. Tap to choose from taking a photo, shooting a video, or selecting from the gallery.
	File Message button. Tap to choose a file from your device to send to a contact. For more information on File Messaging, see the "File Messaging" section.
	Instant Personal Alert button. Tap to send IPA to the contact.
	Message button. Tap to send a text message to the contact/group
	Play button. Tap to start playback of a voice message.
	Quick text access button. Tap to access quick text list.
	Voice Message button. Tap to record a voice message.
	Record button. Press and hold to start recording a voice message.
	Send text message button. Tap to send a text message.
	Share Location button. Tap to share location to the contact/group.
	Stop button. Tap to stop playback of a voice message.
	Recording Voice button. Release to stop recording a voice message.

Talkgroup Icons

The following table lists the Talkgroup icons by icon and description.

Talkgroup Icons

Icon	Description
📢	Broadcast Talkgroup indicator.
📍	Boundary Active. Indicates that location sharing for talkgroup members is turned on, and the boundary is active. Requires Supervisor Location Capabilities to be turned on by an administrator.
📍	Location sharing group. Indicates that group member locations can be viewed and no boundary is active for the group. Requires Supervisor Location Capabilities to be turned on by an administrator.
📻	Interop talkgroup indicator.
⊘	Scan List No Priority indicator.
①	Scan List Priority 1 indicator.
②	Scan List Priority 2 indicator.
③	Scan List Priority 3 indicator.
👤	Supervisor group indicator.

Map Icons

The following table lists the Map icons by icon and description.

Map Icons

Icon	Description
	Call button. Tap to initiate a PTT call to a talkgroup member.
	Map pin indicating the location of a talkgroup member whose presence is unknown.
	Map Recenter button. Tap to recenter the map to where you are. Tap on the Set Boundary Settings to recenter the map to the active boundary.
	Map pin indicating the location of a talkgroup member whose presence is offline.
	Map pin indicating the location of a talkgroup member whose presence is available.
	Map pin indicating an arbitrary location or the intended center location of a boundary.
	Map pin indicating the location of a talkgroup member whose presence is DND.
	Map pin indicating the location of selected members of a quick group.
	Map Refresh button. Tap to refresh the locations of talkgroup members on the map.
	My Location Mark pin indicating your location on the map.
	Share button. Tap to share your location.
	Boundary Settings. Tap to access the boundary settings. For more details, see the "Boundary settings" section.
	Tracked Group Selector button. Tap to choose a talkgroup to view the location or turn on or off the boundary alerts.
	Map Boundary Enable button. Tap to turn on the map boundary and display the Set Boundary popover.

Map Icons

Icon	Description
🖲️	Quick Group Selector button. Tap to create a quick group.

Miscellaneous Icons

The following table lists the Miscellaneous icons by icon and description.

Miscellaneous Icons

Icon	Description
☐	Check box Off.
☑	Check box On.
☆	Favorite button, not selected. Tap to toggle favorite ON. Indicates contact or group is not a favorite.
★	Favorite button, selected. Tap to toggle favorite OFF. Indicates contact or group is a favorite.
○	Radio button off icon. Tap to toggle to the on state.
◉	Radio button on icon. Tap to toggle to the off state.
⊗	Clear Search text. Tap to cancel current entered text and search action.
🔍	Search icon. For more details, see the "Searching" section.

Presence Icons

The following table lists the Presence icons by icon and description.

Presence Icons

Icon	Description
✅	A PTT contact's presence status is "Available" or indicates my presence status.
➖	A PTT contact's presence status is "Do Not Disturb" or indicates my presence status.
❌	A PTT contact's presence status is "Offline" or indicates my presence status when the phone is not connected to the server.

Tab Icons

The following table lists the Tab icons by icon and description.

Tab Icons

Icon	Description
	Contact Tab.
	Favorite Tab.
	Group Tab with Talkgroup Scan on.
	Group Tab with Talkgroup Scan off.
	History Tab.
	Map Tab. Requires the Geolocation feature to be enabled by an administrator.

Title Bar Icons

The following table lists the Title Bar icons by icon and description.

Title Bar Icons

Icon	Description
<	Back button. Tap to go back to the previous screen.
✕	Cancel button. Tap to cancel the operation and return to the previous screen.
ⓘ	Details button. Tap to go to details.
✎	Edit button. Tap to edit.
⌄	Drop-down button. Tap to change self-presence.
✓	Save button. Tap to save the current operation.

Tones

The PTT application plays tones to indicate various conditions. The following table lists the tones listed by icon and description:

Tones

Tone	Description
Activation	Played at the end of the first-time activation of the application.
Alert	Played each time you receive an Instant Personal Alert (IPA) or a Missed Call Alert (MCA). Depending on your notification setting, it may provide a persistent notification dialog and an audible tone, an audible tone, a persistent notification dialog, or no notification dialog and tone. When you receive an IPA or MCA during a PTT call, the IPA notification is hidden in the background and is brought to the foreground after the call ends. Depending on your alert repeat setting, the alert may play until you dismiss the alert.
Attention	Played whenever there is an error message displayed.
Call Suspend	Played during a call whenever the call is momentarily suspended while the phone switches from cellular data to Wi-Fi connection (or vice versa) or due to a loss of connection with the PTT server.
Floor Acquired	Played after you press the PTT button to indicate that you can speak. Depending on your *In Call Tones* setting, it may play during a PTT call.
Floor Busy (Error)	Played when you press the PTT button but you are unable to take the floor. Depending on your *In Call Tones* setting, it may play during a PTT call.
Floor Free	Played to listeners on the call to indicate that someone has stopped talking and the floor is available for everyone else to talk. Depending on your *In Call Tones* setting, it may play during a PTT call.
Incoming Call	Played once at the beginning of the call to alert you to an incoming PTT call. When Talkgroup Scan is ON, Priority 1 calls have a distinct tone. Broadcast calls also have a distinct tone. Depending on your *In Call Tones* setting, it may play during a PTT call.
Network Up/Down	Played for network loss, both network loss and network reconnect, network loss during a call only (default) or none. Dependent on your *Network Up/ Down Tones* setting.

4. Network Connectivity

This section describes the network connectivity associated with the Push-to-Talk (PTT) service.

Using PTT over 4G LTE networks

Using PTT over 4G LTE networks ensure the fastest speed, least delay, best voice quality, and best performance during PTT calls and when using PTT services.

Note: Use of PTT over cellular data networks less than 3G is not recommended because the slower data rates cause a considerable amount of delay, which can cause a degradation in voice quality or even dropped calls.

Using PTT over Wi-Fi

Using PTT over Wi-Fi can provide effective in-building coverage and by leveraging Wi-Fi access points within organizations and hotspots.

Switching between cellular data networks and Wi-Fi networks during a call

Your phone may automatically switch between the cellular data network and a Wi-Fi network depending on the availability of a Wi-Fi connection. The switching is known as a "*handover*" between networks. If you are on a PTT call when your phone switches between the cellular data network and a Wi-Fi connection (or vice versa), your PTT call automatically reconnects after the handover. During a handover, the PTT application momentarily loses connection with the servers. When this occurs, you experience a slight loss of call audio. You are notified of this condition by two short tones. The tones are dependent on the *Network Up/Down Tones* setting and the *Network Loss Tone Repeat* setting. Once the handover is complete, and the PTT application reconnects to the data network, your call automatically resumes. It is possible that the handover takes more than a few seconds. In this case, a call in progress may not automatically reconnect. If this happens, you can call back from the PTT history.

Authenticated Wi-Fi Connections (e.g., hotel access)

The PTT application can use any Wi-Fi location provided; your phone has access to the Internet through that Wi-Fi network. In hotels or other places that provide Wi-Fi access only to patrons, some authentication such as a password may be required to access the Internet, even though the phone is connected to the Wi-Fi network. In this case, PTT service is not available (you cannot place or receive PTT calls) until you either turn off Wi-Fi or launch your mobile browser and enter the password provided by the Wi-Fi service provider.

5. Making and Receiving PTT Calls

This section describes the steps to make and receive Push-to-Talk (PTT) calls.

This section is organized as follows:

- Making Calls
  - One-to-One (1:1) Calls
  - Calling a contact that is offline or has a Do Not Disturb (DND) status
  - Talkgroup Calls
  - Quick Group Calls
  - Broadcast Talkgroup Calls
  - Call from Device Contacts
  - Call from History
  - Call from Missed Call Alert
  - Call from Instant Personal Alert
  - PTT Call Behavior When Contact or TalkGroup is Unavailable
  - Manual Dial Calls
- Receiving Calls
  - Receiving Broadcast Talkgroup Calls
  - Broadcast Call History
- Turning the Speaker On/Off
- How to Set the PTT Call Volume
- Interaction with Silent or Sound Mode
- Interaction between PTT and cellular calls
- PTT Call Behavior in Background
- Rejoining a PTT Group Call

Making Calls

One-to-One (1:1) Calls

1. From the *Contacts list*, tap a contact to select the one you want to start a PTT call.

Note: The PTT contacts are assigned by your administrator.
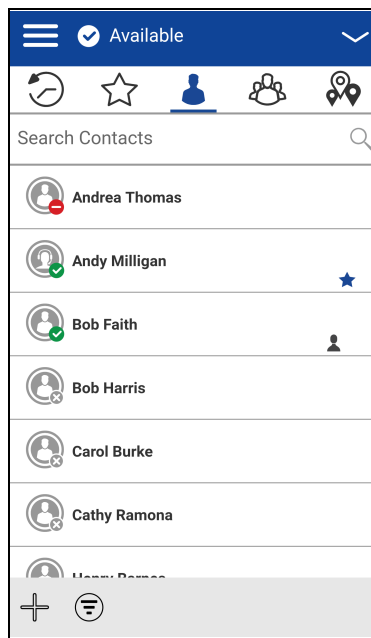
Contacts

2. The *Call* Screen displays, including the name of the contact that you are calling displays in the Call Status.

3. Press and hold the on-screen PTT button, a private one-to-one PTT call starts, a chirp tone is heard, and the PTT button changes color indicating that you have taken the floor.
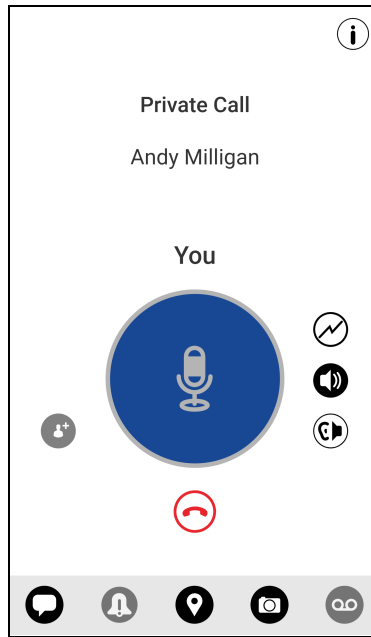
Private Call in Progress

4. Release the PTT button to allow the other person on the call to take the floor and speak.
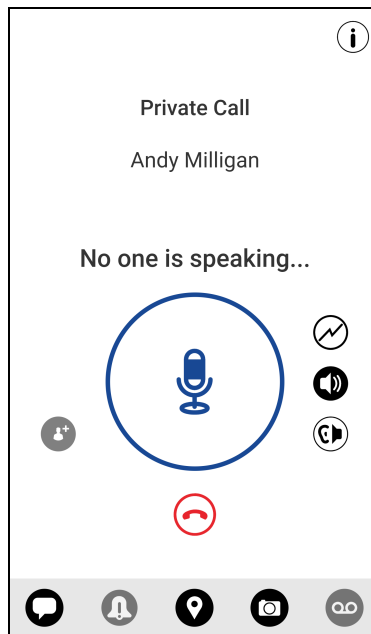
No One Is Speaking in a Private Call

5. Tap the **End Call** button to end the call.

Calling a contact that is offline or has a Do Not Disturb (DND) status

If the person you are trying to call has a presence status of Offline, you see the following error message:

> **Information**
>
> The contact you are trying to call is unavailable. Please try again later.
>
> **OK**
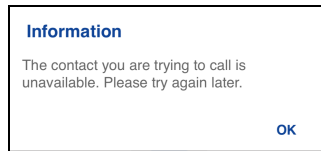
Contact is Unavailable

Similarly, if the person you are trying to call has a presence status of Do Not Disturb, you see the following message:

> **Information**
>
> The Contact you are trying to call is in 'Do Not Disturb' status. Please try again later.
>
> **OK**
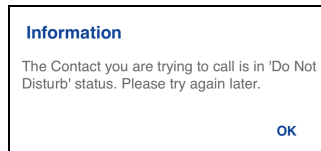
Contact is in Do Not Disturb Status

Talkgroup Calls

1. From the *Talkgroup* list, tap the talkgroup to select the one you want to start a PTT call.
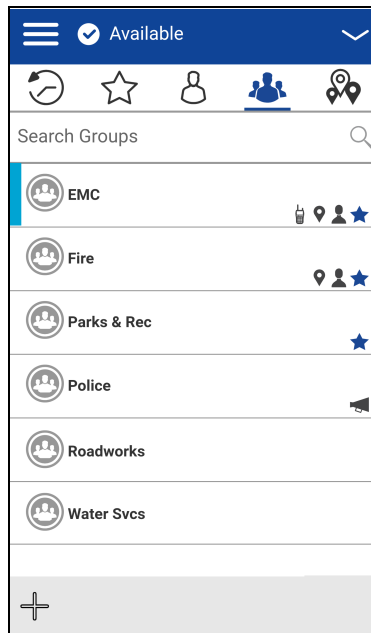
Groups

Note: Some corporations may automatically assign a talkgroup called "all_subscribers_group." This talkgroup has all the PTT subscribers from your corporation.

---

2. The *Call S*creen displays, including the name of the talkgroup that you are calling, displays in the call status.
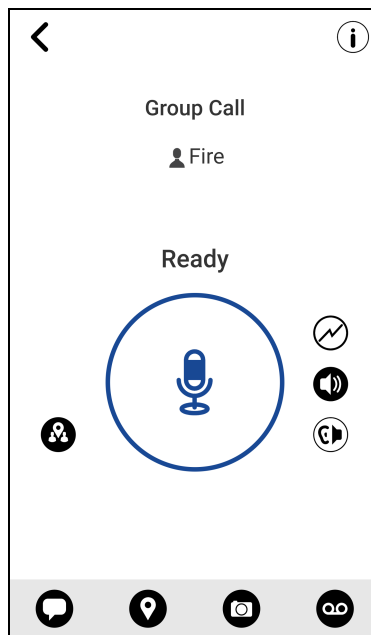
Place a PTT Talkgroup Call

---

3. Press and hold the PTT button displayed on the screen, a group PTT call starts, a chirp tone is heard, and the PTT button changes color indicating you have taken the floor.
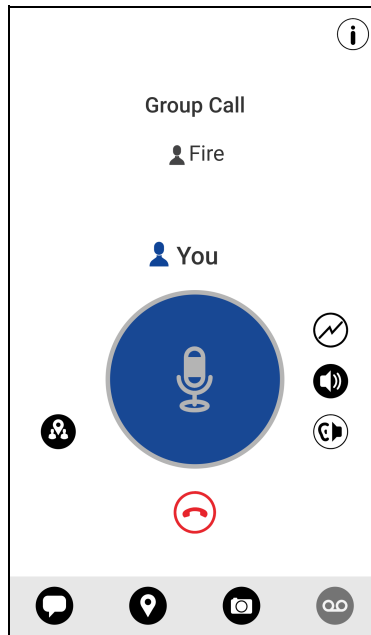
You Are Speaking in a Talkgroup Call

4. Release the PTT button to allow other members of the call to take the floor and speak.
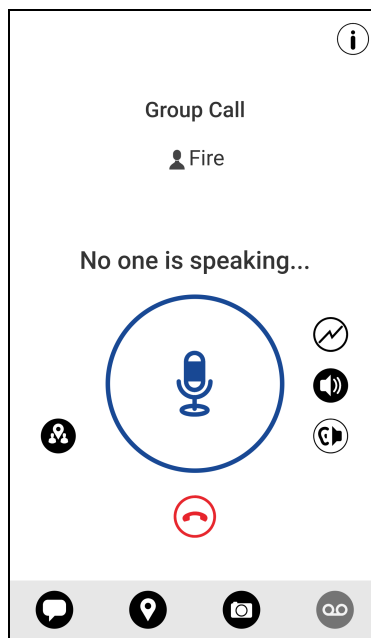
No One Is Speaking in a Talkgroup Call

5. Tap the **End Call** button to end the call.

Quick Group Calls

1.   From the *Contacts* tab, select your first contact to call.
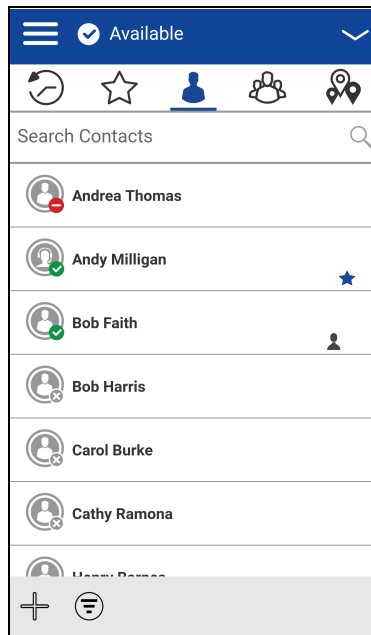
Contacts

2.   The *Call Screen* displays.
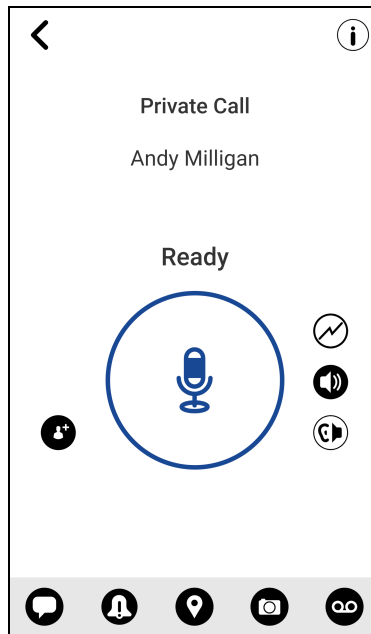
Call Screen

3.   Tap the **Add Participants** button. The *Select Contacts* screen displays.
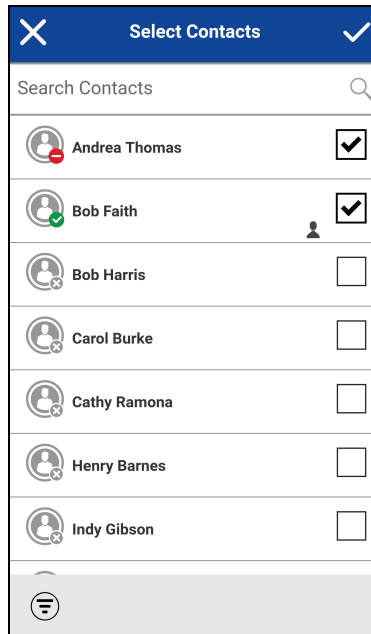
Select Contacts

4. Select up to 9 contacts to add to the quick group call. When completed, tap the **Save** button located in the upper right.

5. Press and hold the on-screen PTT button, a Quick Group Call starts, a chirp tone is heard, and the PTT button changes color indicating you have taken the floor.
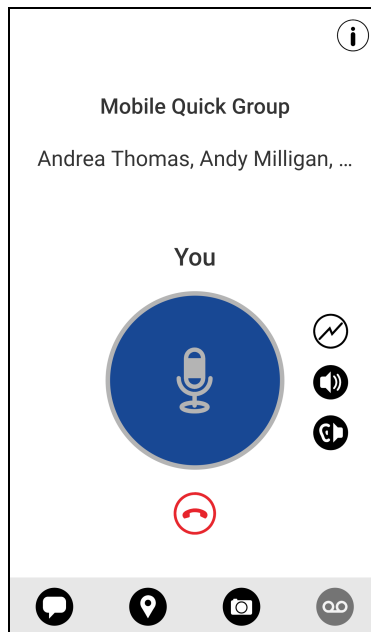
You Are Speaking in a Quick Group Call

6. Release the PTT button to allow the other members of the group to take the floor and speak.

7. Tap the **End Call** button to end the call.

Broadcast Talkgroup Calls

Broadcast Talkgroup calls make it possible to deliver important information quickly to a large group. Only designated group members, called broadcasters, may initiate a one-way high-priority call to a talkgroup with up to 500 members. A Broadcast Talkgroup call preempts any ongoing PTT call and receiving talkgroup members cannot call back or reject the call. Once a broadcaster takes the floor, the broadcaster will not be preempted by another broadcaster. You only see a Broadcast Talkgroup if you are a designated broadcaster by your administrator.

Note: Broadcast Talkgroup calls interrupt ongoing PTT calls for the talkgroup members and they hear the call even if they have *Do Not Disturb* turned on. These calls also override the Do Not Disturb (DND) status if your administrator has set the talkgroup to do so.

1. Tap the Broadcast Talkgroup you want to call. The Broadcast Talkgroup is identified in the group list by the Broadcast Talkgroup icon.
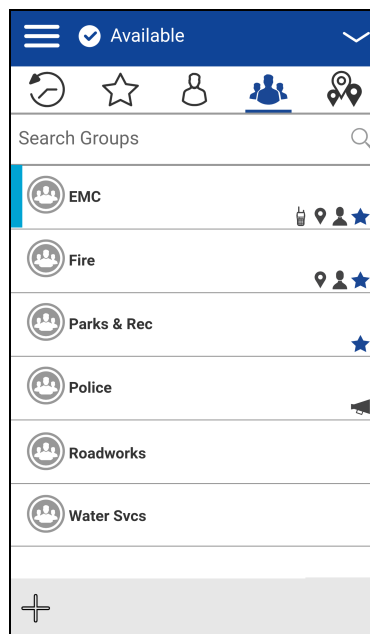
Talkgroups

2. A confirmation dialog is displayed as shown below.
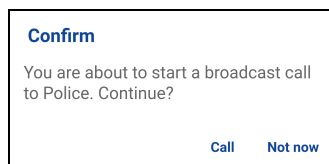
Confirmation Dialog

3. Tap **Call** to initiate the call. The PTT *Call Screen* is displayed as shown below.
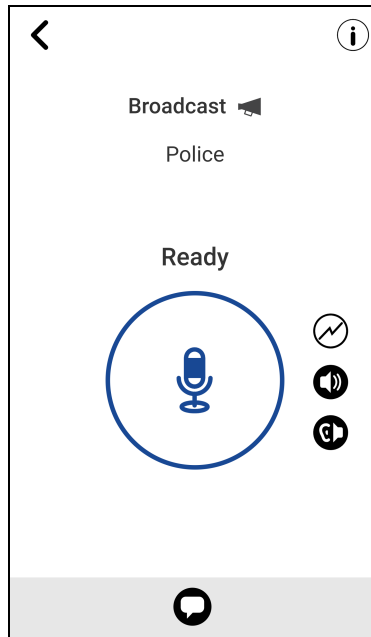
Broadcast Call Screen

4. Press and hold the PTT button, a Broadcast call starts, a chirp tone is heard, and the PTT button changes color indicating you have taken the floor. Begin speaking.

5. Release the PTT button when you have finished speaking.
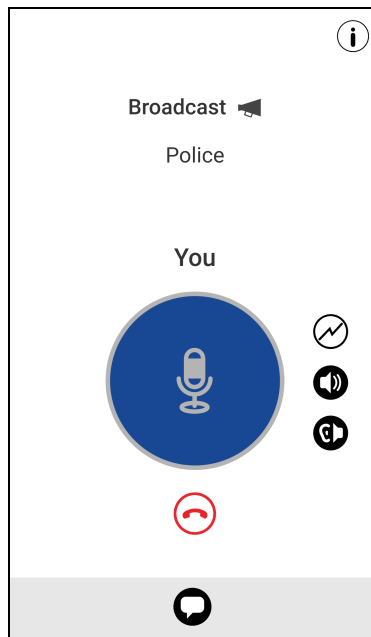
Broadcast Call in Progress

6. Tap the **End Call** button to end the Broadcast call.

Call from Device Contacts

To place a call from the device contacts

Note: You cannot place PTT calls when the PTT application is Offline or logged out.

1. Navigate to the device contacts, select the PTT contact to call, and press the **PTT key**.

Note: Pressing the PTT key may display multiple numbers. Select the PTT number and press the **PTT key** to call. To avoid multiple numbers, ensure to assign one phone number to a contact.

2. OR

   Navigate to **Push-to-Talk** and press the **PTT key** to call the contact.

Call from History

1. Tap on the **History** tab to view the history of calls and IPAs.
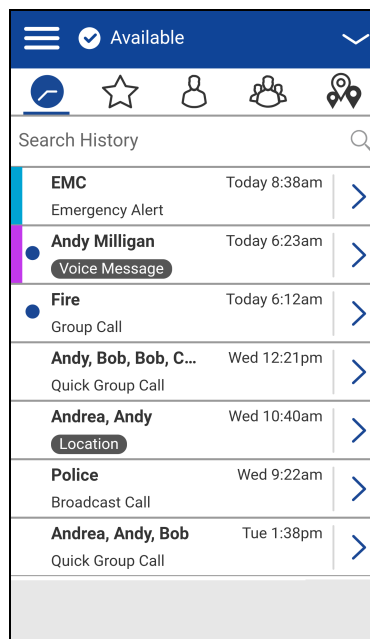
History

2. Touch on the conversation you want to call, a *Call Screen* displays, as shown below.
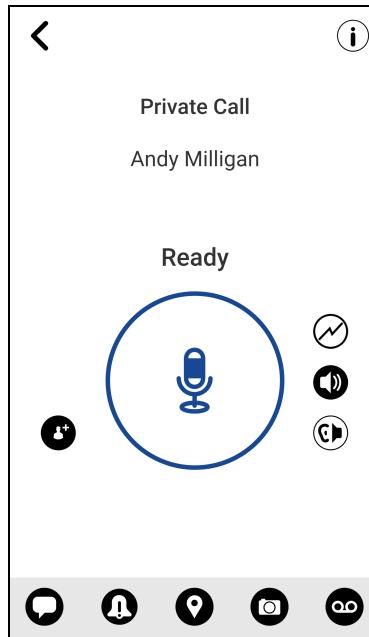
Initiate a Call from a History Entry

3. Press and hold the PTT button displayed on the screen, a PTT call starts, a chirp tone is heard, and the PTT button changes color indicating you have taken the floor.

Call from Missed Call Alert

On receiving a Missed Call Alert, you receive an alert tone, and a pop-up message displays. For more details, see the "Missed Call Alert" section.
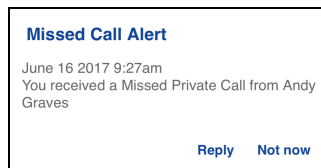
Missed Call Alert Message

1. Tap the **Reply** button to place the call.

    OR

    Tap the **Not now** button to dismiss the message.

Call from Instant Personal Alert

1. On receiving an Instant Personal Alert, you receive an alert tone, and a pop-up message displays. For more details, see the "Instant Personal Alert" section.
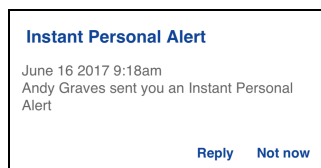
Instant Personal Alert Message

2. Tap the **Reply** button to place the call.

   OR
   Tap the **Not Now** button to dismiss the message.

PTT Call Behavior When Contact or TalkGroup is Unavailable

When calling a contact or talkgroup that is unavailable, the application automatically records, and sends a voice message while pressing the PTT button. The message is sent as soon as you release the PTT button. There is no review, discard, or re-record.

Note: Requires the Integrated Secure Messaging feature turned on by an administrator.

One-to-One (1:1) Calls

A contact is unavailable when their presence status is Offline or Do Not Disturb (DND), or if they are temporarily not reachable due to loss of signal.

A voice message must be 3 seconds or longer; otherwise, the message will not be sent, and you receive an information message.

Note: When calling a contact that is temporarily not reachable due to loss of signal, the voice message recording chirp can take up to 7 seconds.

Group Calls

When the group you are trying to call has all members unavailable, you can record and send a voice message to the entire group.

A voice message must be 3 seconds or longer; otherwise, the message will not be sent and you receive an information message.

Note: When all members are not available, the voice message recording chirp can take up to 7 seconds if one or more members are temporarily not reachable due to loss of signal.

Manual Dial Calls

The Manual Dial screen allows you to manually call a PTT contact.

1. From the *Menu*, tap the **Manual Dial** option. The *Manual Dialing* screen displays.
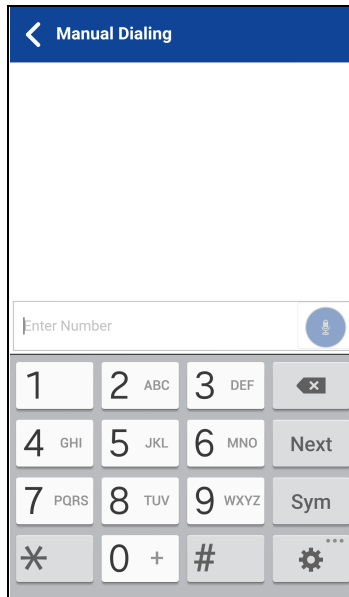
Manual Dial

2. Begin entering the contact number using the on-screen keyboard. If the number matches contacts, they display. If you want to call one of those contacts, touch the contact, and the number fills the numeric text field.

3. Tap the on-screen PTT button located at the right of the phone number. The *Call Screen* displays.

Receiving Calls

1. When you receive an incoming PTT call, the application is brought to the foreground and the PTT button changes color.
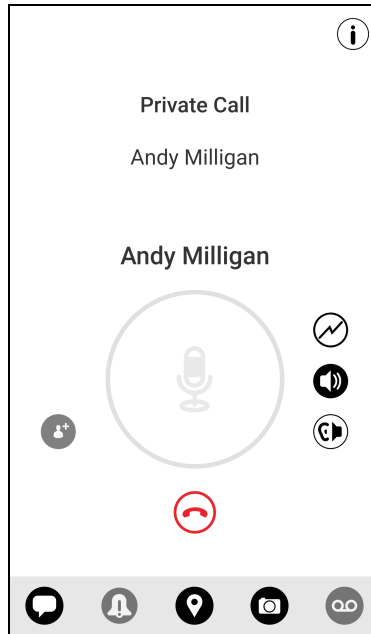
Receive an Incoming PTT Call

Note: This behavior assumes that Background Calling is turned OFF. For more details on Background Calling, see the "PTT Call Behavior in Background" section.

Note: Incoming PTT calls respond differently based on the combination of the phone settings and the PTT application settings. For more information, see the "Interaction with Silent or Sound Mode" section.

2. Whenever the talker releases the floor, the PTT button changes and the PTT button changes color and the floor is available for another talker.
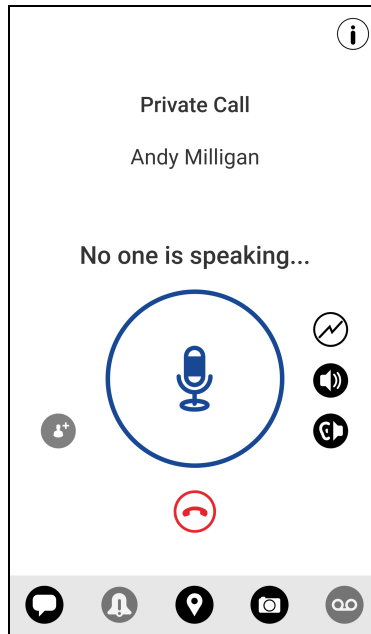
No One is Speaking in an Incoming PTT Call

3. You can continue the conversation by touching and holding the PTT button on the screen.

4. Tap the **End Call** button to end the call.

Receiving Broadcast Talkgroup Calls

An incoming broadcast talkgroup call looks like any other talkgroup call but preempts other PTT calls in progress. You can recognize a broadcast talkgroup call because of a distinct tone played followed by an announcement. During the call, only the broadcaster can speak, and you cannot take the floor. These calls also override your Do Not Disturb (DND) status if your administrator has set the talkgroup to do so.

Only designated talkgroup members may make broadcast talkgroup calls. If you are not allowed to make calls to a talkgroup, you cannot see it listed in the *Talkgroups* tab. If you try to call a broadcast talkgroup from history, you see a message indicating that the call cannot be completed.

Broadcast Call History

Outgoing broadcast calls are shown in call history like other calls, but with a different icon, and call type indicated.
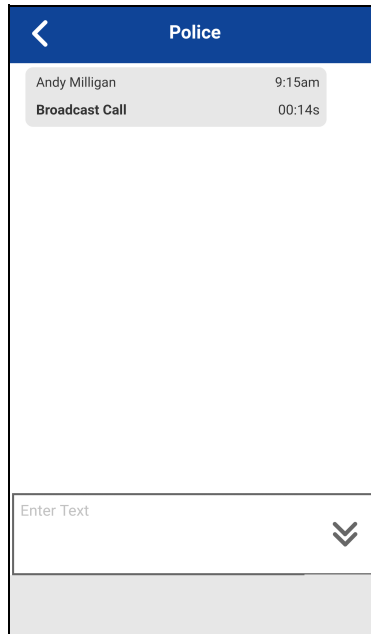
Non-Broadcaster Call History

A summary of call delivery is shown in the *Talkgroup* tab history detail for the selected talkgroup. The number of talkgroup members who received the call is shown along with the total number of talkgroup members.
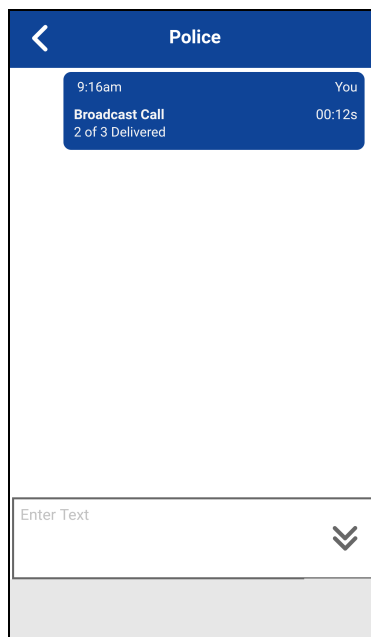
Broadcaster Call History

Calls might not be delivered to everyone because a talkgroup member may be offline, engaged in a cellular call, have a Do Not Disturb status, or listening to another broadcast talkgroup call. Calls are delivered in a way such that talkgroup members may receive the call at slightly different times. Once the call delivery process is complete, the delivery status is shown.

Turning the Speaker On/Off

On the *Call Screen*, there is a toggle that indicates whether the speaker is ON or OFF for PTT calls. When the speaker is off, you hear the PTT call audio in the phone's earpiece and when it is OFF the audio is heard through the speaker.

Earpiece is ON

Speaker is ON

During a PTT call, the speakerphone or earpiece volume can be increased or decreased using the volume up and down keys. The volume adjusted during a PTT call is used for subsequent calls, including cellular calls.

The following figure shows an example of the location of the speaker ON/OFF button:
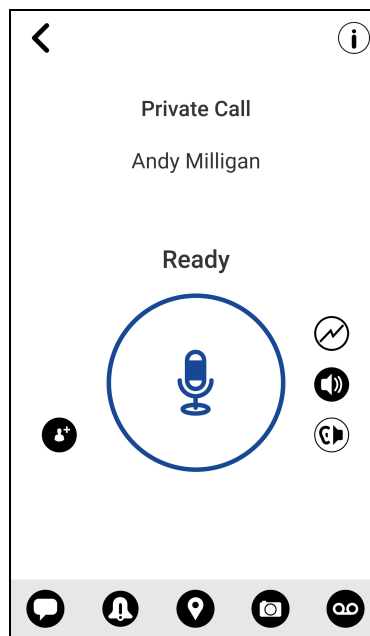
Call Screen

The speaker can also be turned OFF from the application settings. See the setting "Call Screen Icons" for more details.

How to Set the PTT Call Volume

During a PTT call, the speakerphone or earpiece volume can be increased or decreased using the volume up and down keys. The volume adjusted during a PTT call is used for subsequent calls.

The PTT call volume that is adjusted using the earpiece also controls the corresponding volume on a cellular call.

The PTT call volume that is adjusted using the speakerphone also controls the corresponding volume on a cellular call.

Interaction with Silent or Sound Mode

When your phone's ringer is set to silent or vibrate-only, PTT calls are played over the phone's earpiece. To hear a PTT call, you should hold the phone to your ear as during a cellular phone call. You can temporarily switch to the loudspeaker using the on-screen speaker on/off button for the current call. The next PTT call uses the phone's earpiece while the phone is in silent mode.

You can set the phone to vibrate for incoming PTT calls if the incoming *Call Vibrate* setting is ON. For more information on how to set incoming Call Vibrate, refer to the "Vibrate Call" section.

Interaction between PTT and cellular calls

Answering a regular phone call while on a PTT call

If you receive an incoming regular phone call while you are in a PTT call, the ongoing PTT call continues, and an incoming cellular call is rejected.

Receiving a PTT call when on a regular phone call

If you receive a PTT call while you are on a regular call, the ongoing cellular call continues, and an incoming PTT call is rejected with user busy indication. After the call ends, you hear a Missed Call Alert tone.

After the current regular call ends, you can make a PTT callback to the caller from the Missed Call Alert displayed in the PTT application.

Missed Call Alert Message

PTT Call Behavior in Background

Incoming PTT Calls with Background Mode Turned OFF

While you are using other applications on the phone, an incoming PTT call brings the PTT application to the foreground, and you hear the caller's voice. At the end of the PTT call, the application automatically returns to the background after the call. The PTT application goes to the background at the end of the call, and displays the previously viewed application in the foreground.

Incoming PTT Calls with Background Mode Turned ON

When Background Mode is turned on and you receive an incoming PTT call, the PTT application remains in the background, and the display will not turn ON if it is OFF, and you will hear the caller's voice. You must bring the PTT application to the foreground to use the on-screen PTT button. For more information on Background Mode, see the "Settings" section.

Tip: If your phone has a supported Bluetooth PTT accessory, you can press the button to take the floor while the application is in the background.

Note: If the backlight is OFF, it remains OFF during an incoming PTT call.
IPAs are not visible until you access the PTT application; however, you receive audible alerts, if turned on.

Ongoing PTT Calls

During a PTT call, if you navigate away to another application, you continue to hear the PTT call, but you cannot take the floor, and speak until you return to the PTT application.

Tip: If your phone has a supported Bluetooth PTT accessory, you can press the button to take the floor while the application is in the background.

Rejoining a PTT Group Call

Rejoining a Group Call

If you leave during a PTT group call, you can rejoin it by initiating a call to that group again, either from the call history or from the group list. If the call ended before you try to rejoin, you start a new call to that group.

Joining a Missed Group Call

If you miss a group call, you have the option on the missed call alert to call the group directly. If the group call is still in progress, you automatically join the ongoing call. Otherwise, you start a new call.

6. Emergency Calling and Alert (Optional)

Optional features may not be included in your PTT service plan.

Emergency calling and alert allows you to declare an emergency to contact or talkgroup as configured by your administrator.

Press and hold the **Emergency** button on the PTT application and swipe the slider to declare an emergency. The PTT application automatically goes to the *Call Screen*. Press the PTT button to begin an emergency call. When you declare an emergency, an emergency alert is sent out to the other users in the emergency group, or the contact configured by your administrator.

To cancel an emergency, you can press and hold the **Emergency** button again and swipe the slider to confirm the cancellation. Your administrator may disallow your ability to cancel an emergency. In that case, an authorized user needs to cancel the emergency on your behalf.

An authorized user can remotely declare and cancel an emergency call on behalf of the remote user.

For more information on who is your configured primary and secondary emergency contacts, see the "Settings" section.

This section is organized as follows:

- Emergency Icons
- Declaring an Emergency
- Receiving an Emergency
- Canceling an Emergency
- Authorized User
    - Declaring an Emergency on behalf of Another User
    - Canceling an Emergency on behalf of Another User
    - Enable Emergency User Check

Emergency Icons

For more information on Emergency icons, see the "Emergency Icons" section.

Declaring an Emergency

An emergency can be declared from any screen where there is an Emergency button.

Note: This feature is available if enabled by your administrator.

Note: Your administrator configures the emergency destination. The destination can be: (1) preassigned talkgroup, or (2) an individual.

To declare an emergency

1. Touch and hold the **Emergency** Button. The *Declare Emergency* slider displays.
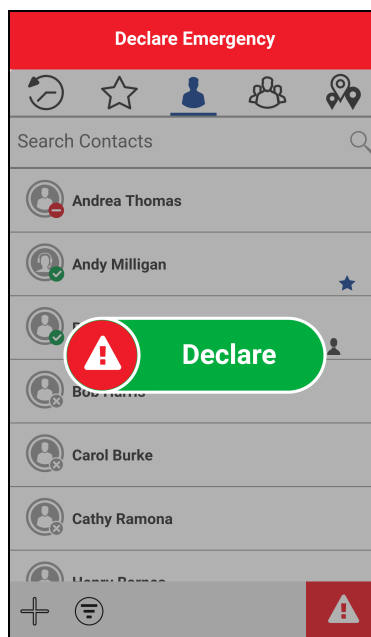
Declare Emergency

2. Swipe the slider to the right to declare an emergency. The message, "*Declaring Emergency*" displays and a distinct emergency alert tone is played to indicate that an emergency has been initiated.

3. The PTT *Call Screen* displays, as shown below.
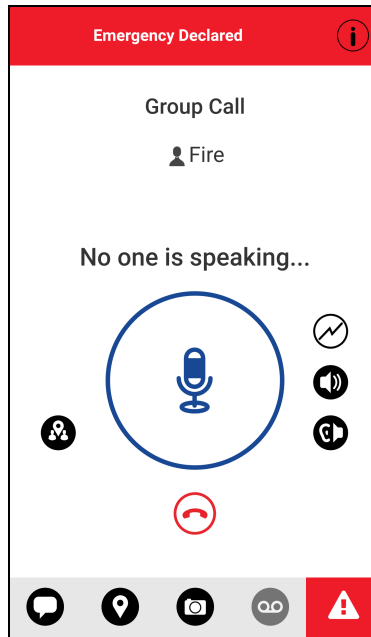
No One is Speaking in an Emergency

4. After declaring an emergency, an emergency alert is sent. You are locked into the emergency call until the emergency is canceled.

5. Press and hold the **PTT** button, a chirp tone is heard, and the PTT button changes color indicating you have taken the floor. Begin speaking.
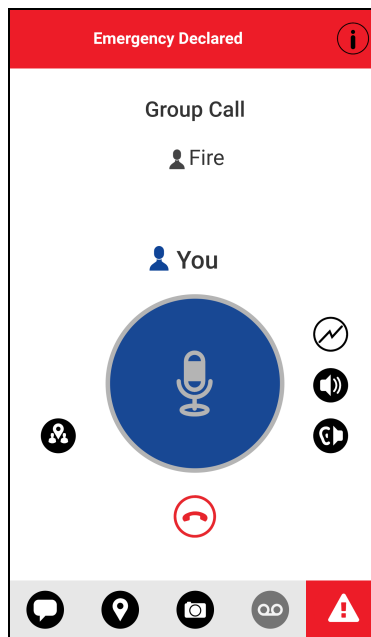
You are Speaking in an Emergency

6. To cancel an emergency, see "Canceling an Emergency" *section*.

Receiving an Emergency

When a user declares an emergency, other users receive an alert indicating that an emergency is declared. The alert is sent to all users who are part of the talkgroup where the emergency call occurs. Your administrator configures the talkgroup or single PTT contact that receives emergency calls. An emergency alert notifies you that another user has declared an emergency state. Generally, an emergency call follows an emergency alert on the talkgroup indicated, unless the emergency is canceled. The following figure shows an example of an emergency alert.

Emergency Alert

Emergency Declared by Bob Faith from Fire

Dismiss
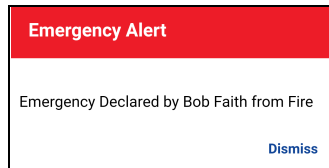
Emergency Alert

An emergency alert indicates which user is in an emergency and the talkgroup they are using. If the emergency call goes only to a single user, no talkgroup is shown in the alert.

Recipient of the Emergency

You receive an emergency call unless scanning is turned on and the emergency occurs on a non-scan list talkgroup.

Your administrator may also configure your application to receive the call when an emergency call starts on another talkgroup.

The recipient can leave an emergency call, make a private call, or call on another talkgroup.

Incoming emergency calls, preempt other ongoing calls (except an emergency call).

1. Tap or touch **Dismiss** on the Emergency Alert. You can continue to use the application normally.

2. When the emergency originator starts a call or takes the floor during an ongoing call after declaring an emergency, you see an emergency call in progress screen. There is a distinct emergency call tone played.
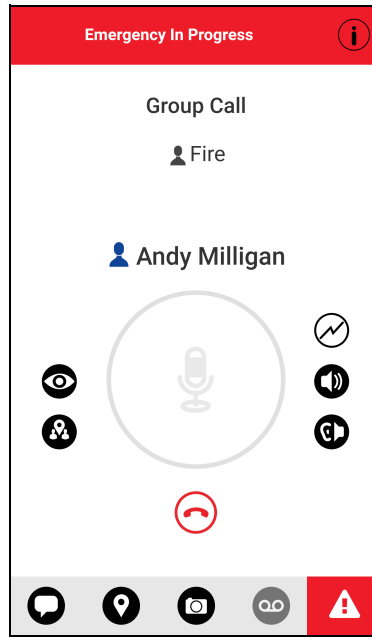
Emergency in Progress

3. During an emergency call, you can take the floor by pressing the PTT button. You can leave the call by pressing the **End Call** button.

Note: If you leave the emergency call, you receive an emergency call from the same emergency if another call starts.

Note: An incoming emergency call interrupts an ongoing PTT call, except another ongoing emergency call.

Canceling an Emergency

To end the emergency, you as the emergency originator must cancel the emergency state. An authorized user, typically a supervisor or dispatcher, may cancel the emergency on your behalf. Your administrator may disable permission for you to cancel the emergency. In this case, an authorized user must cancel the emergency.

To cancel an emergency

1. Touch and hold the **Emergency** button while in an emergency. The *Cancel Emergency* window displays.
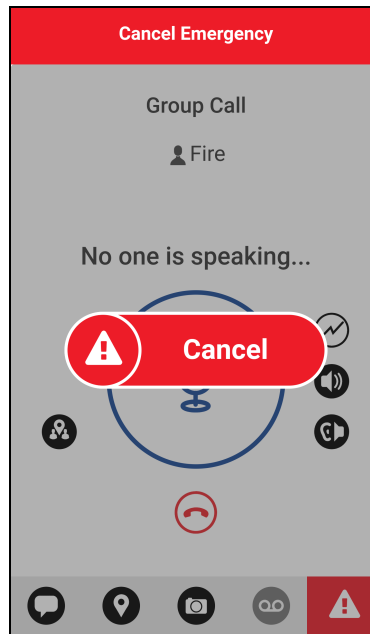
Cancel Emergency

2. Swipe the **Cancel** slider to the right to cancel emergency. Before canceling the emergency, you are asked if the emergency was a real emergency or a false alarm.
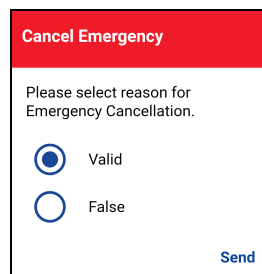
Cancel Emergency Reason

3. Touch or tap the desired option for canceling the emergency.

4. Touch or tap **Send**. The emergency is canceled, and a message, indicating that the emergency is canceled is displayed.

Authorized User

Declaring an Emergency on behalf of Another User

Your administrator may give you the ability to declare an emergency for another user remotely. The authorized user touches the Emergency start.

Note: If you have the ability to start emergency for one or more users remotely, you are called an authorized user.

While a user is in an emergency, you can view information about the user such as location, battery level, and signal strength that is sent at the beginning of the emergency call.

1. From the main screen, tap or touch the **Contacts** tab. The *Contacts* list displays.
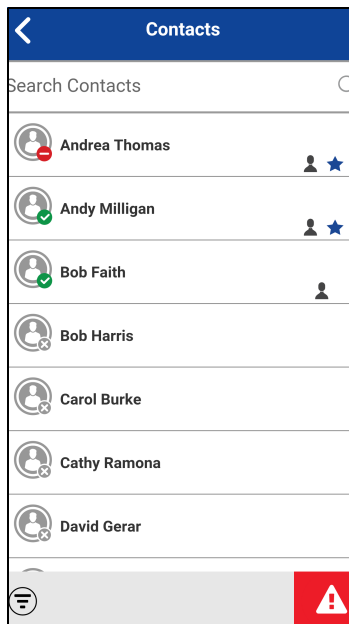
Contacts

2. Touch and hold the contact name to display the context menu. You can declare an emergency for users your administrator has given permission. The *context menu* displays.
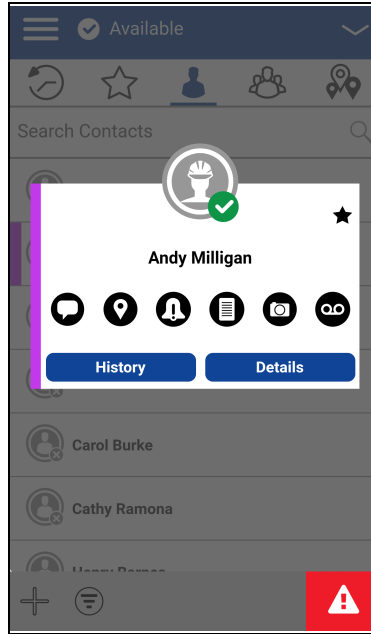
Contact Context Menu

3. Tap or touch the Emergency User Check icon located to the right of the PTT button. The *Emergency User Check* screen is displayed.
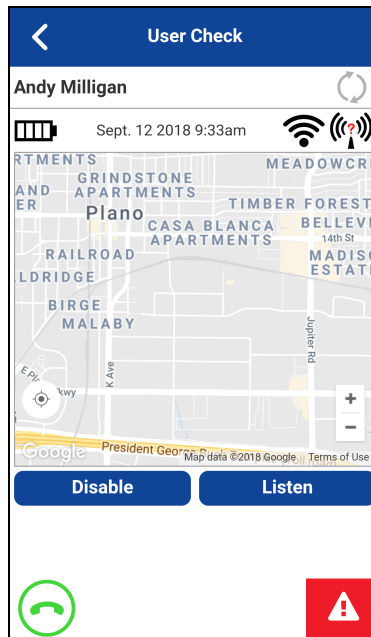
Emergency User Check

4. Touch and hold the **Emergency** Button. The *Declare Emergency* slider displays.
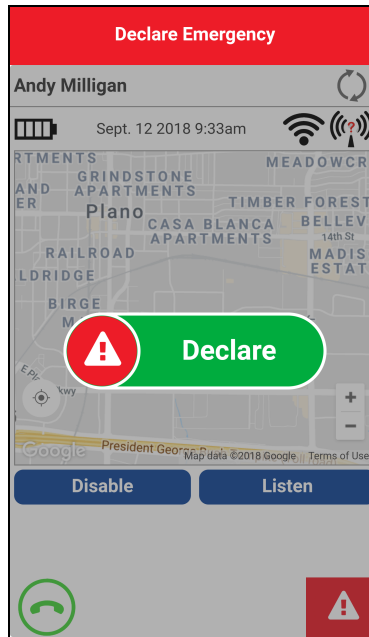
Declaring an Emergency on behalf of Another User

5. Swipe the **Declare** slider to the right to declare an emergency. The message, "*Remote emergency declared*" displays.

6. To cancel an emergency, see "Canceling an Emergency" section. The user can cancel the emergency or it can be canceled remotely.

Canceling an Emergency on behalf of Another User

You can cancel an emergency on behalf of another user from a contact context menu or the *Call Screen*.

Canceling an emergency from the context menu

1. Select a contact from the *Contacts* list, touch and hold. A context menu displays.
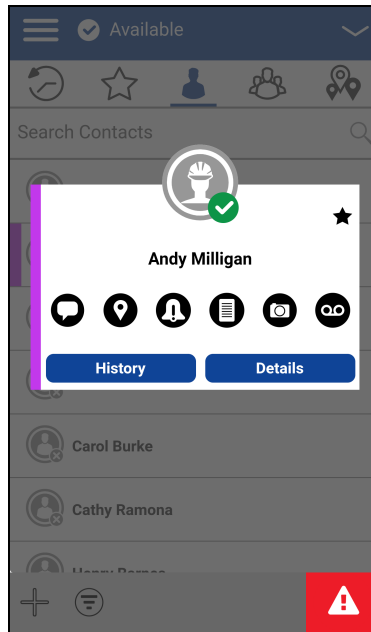
Contact Context Menu

2. Tap the **Emergency** button. The emergency context menu displays.
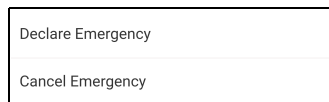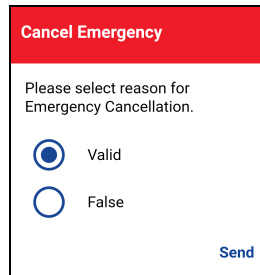
Emergency Context Menu

3. Tap the **Cancel Emergency** option. The *Cancel Emergency* window displays.
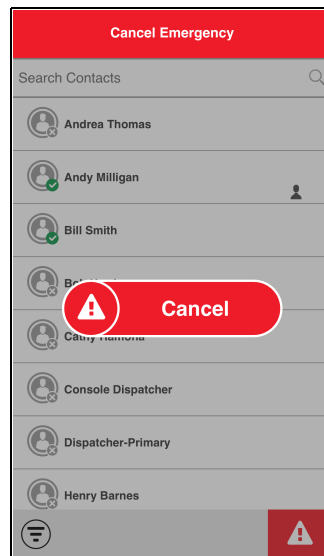
Cancel Emergency

4. Swipe the **Cancel** slider to the right to cancel emergency. Before canceling the emergency, you are asked if the emergency was a real emergency or a false alarm.

Cancel Emergency Reason

5. Touch or tap the desired option for canceling the emergency.

6. Touch or tap **Send**. The emergency is canceled, and a message, indicating that the emergency is canceled is displayed.
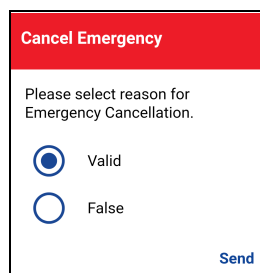
Canceling an emergency from call screen

1. Enable Emergency User Check.

2. Tap the **Emergency** button. The *Cancel Emergency* window displays.
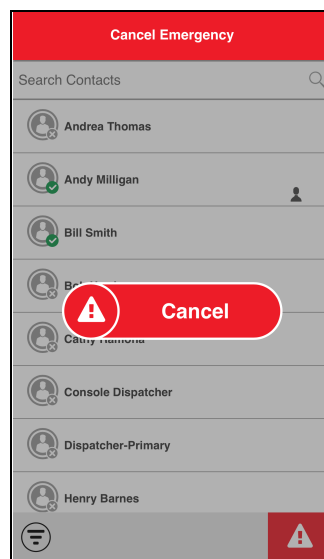
Cancel Emergency

3. Swipe the **Cancel** slider to the right to cancel emergency. Before canceling the emergency, you are asked if the emergency was a real emergency or a false alarm.

Cancel Emergency Reason

4. Touch or tap the desired option for canceling the emergency.

5. Touch or tap **Send**. The emergency is canceled, and a message, indicating that the emergency is canceled is displayed.

Enable Emergency User Check

On your device, emergency user check can be enabled only when an emergency has been declared, the floor has been taken at least once, and you tap the Emergency User Check icon on the *Call Screen*.

To enable emergency user check from the call screen

1. When an emergency has been declared and is in progress, The *Call Screen* displays
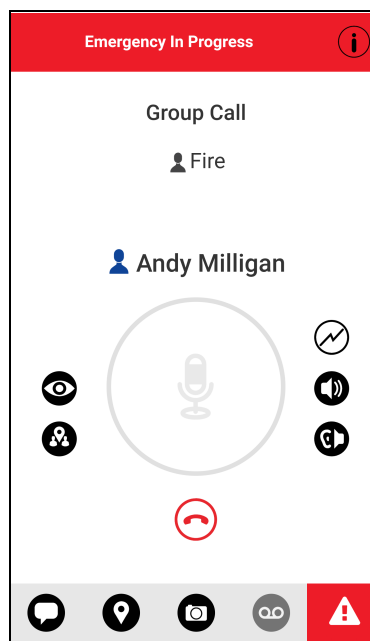
Emergency in Progress

2. Tap or touch the **Emergency User Check** icon located to the left of the PTT button. The *Emergency User Check* screen displays.
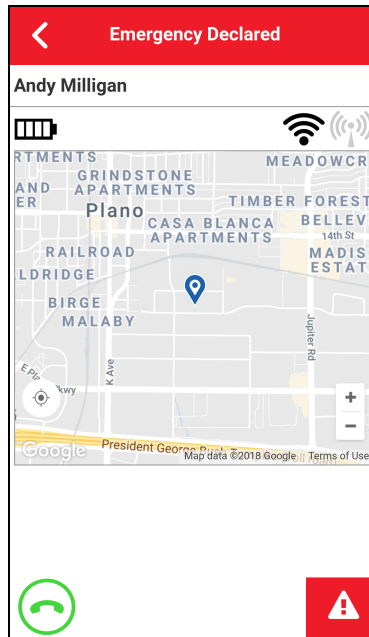
Emergency User Check

Monitor Device Location

The *Emergency User Check* screen displays the user's location on a map if the location is available. The information is not updated in realtime. The time is shown next to the battery level indicator when the user sent the location.

Monitor Device Cellular Network Signal Strength

The *Emergency User Check* screen displays the current cellular network signal strength of the remote user device, if available.

Note: Signal strengths are available only for Android devices. iOS devices, signal strength for Cellular and Wi-Fi are not available.

Monitor Device Wi-Fi Signal Strength

The *Emergency User Check* screen displays the current Wi-Fi signal strength of the remote user device, if available.

Note: Signal strengths are available only for Android devices. iOS devices, signal strength for Cellular and Wi-Fi are not available.

Monitor Device Battery Level

The *Emergency User Check* screen displays the current battery level of the remote user device, if available.

7. Supervisory Override

A supervisory override allows a talkgroup member to be designated by an administrator as a supervisor and be able to take the floor and speak at any time during a call, even if someone else has the floor. One or more members of a group can be designated as a supervisor. If there are two or more supervisors in the same talkgroup, each supervisor can interrupt the other(s).

This section describes supervisory override and is organized as follows:

• Supervisor Talkgroup
• Non-Supervisor Talkgroup Members

Supervisor Talkgroup
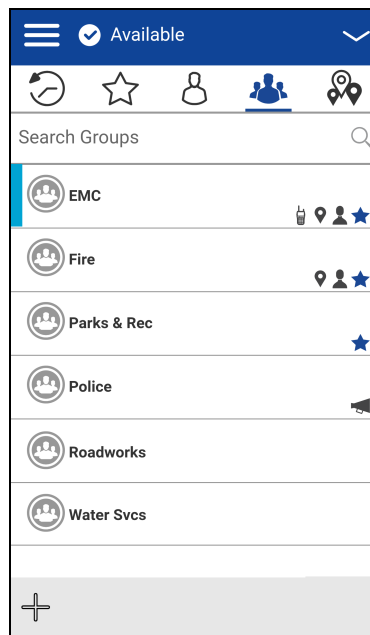
Supervisor Talkgroup

A talkgroup supervisor sees a supervisor icon displayed next to the name of the talkgroup and next to the word "*You*" in the status bar when they take the floor.

Non-Supervisor Talkgroup Members
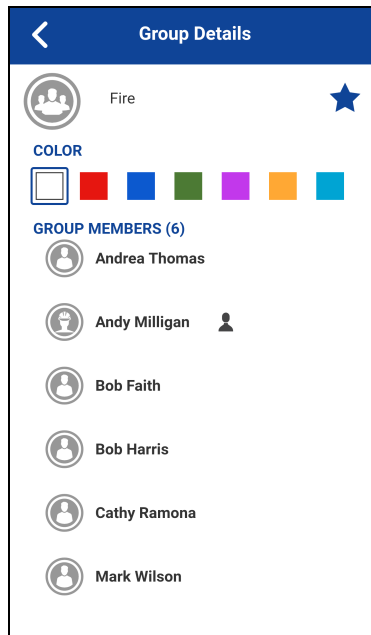
Non-Supervisor Talkgroup Members

A non-supervisor talkgroup member is able to identify supervisors by an icon next to the supervisor's name.

8. Alerts

This section describes the alerts used in the Push-to-Talk (PTT) application and is organized as follows:

- Instant Personal Alert (IPA)
    - Sending an Alert
    - Receiving an Alert
- Missed Call Alert (MCA)
- Multiple Missed Call Alerts/Instant Personal Alerts per Caller
- How to Set the PTT Alert Volume

Instant Personal Alert (IPA)

An Instant Personal Alert (IPA) is a notification that you can send to another PTT contact to request a callback. Instant Personal Alerts can only be sent to individual contacts.

Sending an Alert

1. Select the contact from the contact list.

Note: Alerts can also be sent from the *History* tab and *Call Screen* using the *Alert* button.
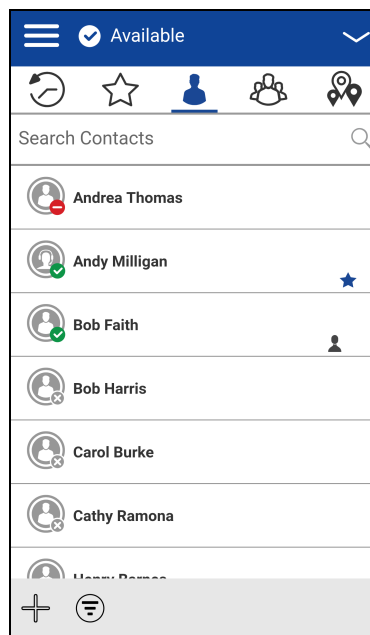
Contacts

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2. Touch and hold on the contact name. A context menu displays.
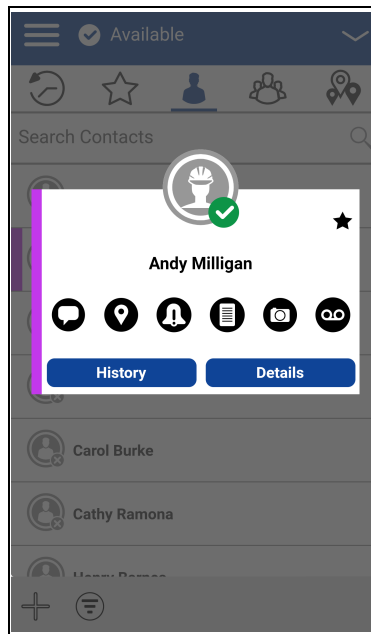
Contact Context Menu

3. Tap the **Alert** button to send the alert to the selected person. An 'Alert Sent' information message is displayed.

Note: The "*Alert Sent*" message indicates that the application successfully delivered an alert request to the server. This message does not mean the person received the alert.

Receiving an Alert

1. Whenever someone else sends you an alert, the PTT application notifies you with a persistent alert dialog displayed, and an audible tone is played (subject to Silent Mode behavior).
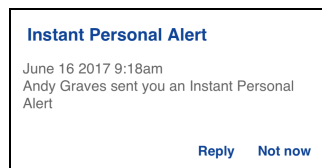
Instant Personal Alert Message

IPA behavior

The IPA behavior is one of the following based on the setting:

• A persistent alert dialog is displayed, and an audible tone is played (default)

• The persistent alert tone is played, but no alert dialog is displayed.

• A persistent alert dialog is displayed, but no alert tone is played.

- No alert dialog is displayed and no alert tone is played.

For more information on the Instant Personal Alert, see the "Settings" section.

Note: When you are on a cellular call or PTT call, the IPA is deferred until after the call ends and will display when PTT is idle (not in a call). Only last IPA is displayed (no queuing).

---

2. You can call the person back by tapping the **Reply** button. If your phone has a PTT button, you can also press it to call the person back while the alert is displayed. Whenever you receive an alert, it is shown in the call history
    OR
    You can also tap the **Not Now** button to dismiss the alert without calling back.

Tip: Whenever you receive an alert, it is shown in the call history

---

Missed Call Alert (MCA)

Your phone alerts you whenever you miss a PTT call for the following reasons:

- You are on a regular cellular call when a one-to-one or group PTT call is made that includes you.

- You are already on a PTT call, and another one-to-one or group PTT call is made that includes you.

- Your phone receives a one-to-one PTT call, and you do not reply by taking the floor and speaking back. You cannot receive a missed call alert if you do not reply to a group call.

- Your self-presence is DND. In this case, the history is updated silently. You will not receive a pop-up notification.

For more information on configuring the Missed Call Alert, see the "Settings" section.

Note: You will not receive a missed call alert for a one-to-one PTT call if you end the PTT call before speaking back.

To reply to a missed call alert

1. A Missed Call Alert is displayed as shown below.

Missed Call Alert

June 16 2017 9:27am
You received a Missed Private Call from Andy Graves
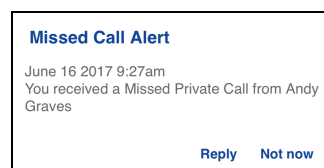
Reply   **Not now**

Missed Call Alert Message

2. Tap **Reply** to make a PTT call.
    OR
    Tap **Not now** to dismiss the message.

Multiple Missed Call Alerts/Instant Personal Alerts per Caller

When you receive multiple Instant Personal Alerts (IPAs), only the latest alert is shown on the display after the call ends. All the previously received IPAs are available in the PTT call history.

Similarly, when you receive multiple missed call alerts from a single caller or group, only the latest alert is shown on the display. All the previously received missed call alerts are available in the PTT call history.

How to Set the PTT Alert Volume

You can set the PTT Alert Volume by adjusting the phone ringer and alerts volume under the Settings > Sounds > Ringer and Alerts

For more information on your phone volume controls, refer to your phone owner's manual.

9. Real-Time Presence

This section describes the real-time presence using the Push-to-Talk (PTT) application.

This section is organized as follows:

• My Presence
• PTT Contact Presence

With real-time presence, you can tell at a glance if the person you want to call is Available, Do Not Disturb (DND), or Offline. DND and offline contacts do not receive PTT calls. However, they can send and receive Integrated Secure Messages. The presence indicator is displayed next to the name of the contact. Likewise, you can tell others of your availability by selecting either "Available" or "Do Not Disturb" within the PTT application. When you turn off your phone, you are automatically marked as "Offline" to others.

My Presence

My Presence or self-presence can be seen just above the Top-Level tabs and in the notification bar. For more information on the icons, refer to the "Presence Icons" section.

To Set the Self Presence

1.   Tap on the self-presence tile. A pop-up menu will appear.
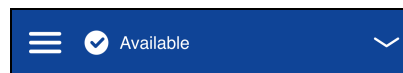
Self-Presence Status Available
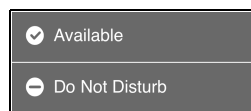
Self-Presence Status Options

2.   Choose the presence state you want to set.

3.   The Self-Presence icon and text is updated on the Self-Presence Bar and the icon on the screen status bar.

Self-Presence Status Do Not Disturb

Meaning of Presence

   Available: You are logged into the PTT application, ready to receive PTT calls, Instant Personal Alerts (IPA), and Integrated Secure Messages.

Do Not Disturb (DND): You are logged into the PTT application, not willing to receive a PTT call but can receive an Instant Personal Alert and Integrated Secure Messages. While in DND, incoming calls are not received, but the history is updated with missed call alerts.

Offline: You are logged out from the PTT application and cannot receive PTT calls, alerts, or Integrated Secure Messages.

No Connection: When the PTT application cannot communicate with the PTT server, it displays "*Offline*" in the Status bar or System Notification and your availability shows "*No Connection*". For more information, refer to the "Loss of Data Network Connection" section.

Self-Presence Status No Connection

Calling Restrictions

When you are in the DND state, you cannot receive PTT calls, but you can make PTT calls to other available users.

IPA Origination Restrictions

When you are in the DND state, you cannot send an IPA to other contacts since you cannot receive calls from others. If you try to send an alert, you see the following message:
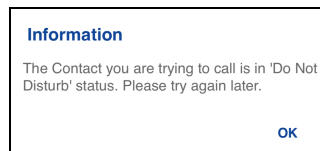
Do Not Disturb Information Message

PTT Contact Presence

Contact presence is seen in the contact list indicated by an icon next to the contact's name.

The following Image shows an example:
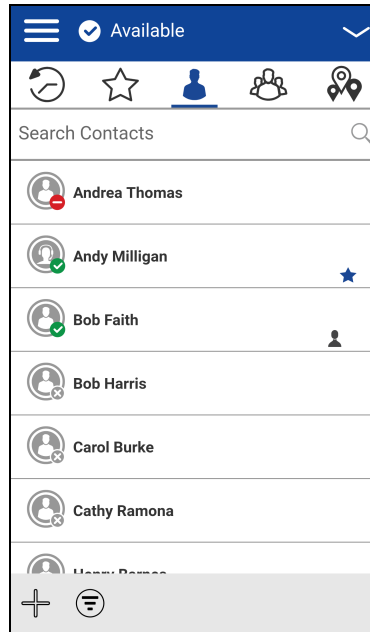
Contacts

Meaning of Available, DND and Offline

Available: The PTT contact is logged into the PTT application, ready to receive PTT calls Instant Personal Alerts and Integrated Secure Messages.

Do Not Disturb (DND): The PTT contact is logged into the PTT application, not willing to receive PTT calls but can receive Instant Personal Alerts, and Integrated Secure Messages.

Offline: The PTT contact is logged out from the PTT application and cannot receive PTT calls, alerts, and Integrated Secure Messages.

For a description and list of all icons, see the "Icons" Section.

Calling Restrictions

When a contact is in the DND state, you cannot place a PTT call to that contact. If you try to make a call to a contact with the DND status, you see the following message:
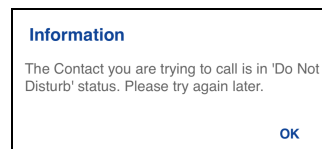
Do Not Disturb Information Message

Using Instant Personal Alerts for DND contacts

To contact a person with a DND status, you can send an Instant Personal Alert to request a callback.

10. History

This section describes the *History* tab using the Push-to-Talk (PTT) application. The history holds all the conversation history of contacts, groups as well as quick group calls and is organized as follows:

-
- Access the History Tab
- Search History
- History Icons
- Access Conversation Details
- Make a PTT call
- Add Contact
- Delete History
- Delete Message
- Forward a Message
- Send a Photo or a Video

The *History* tab displays all your conversation history of calls, contacts, groups, alerts, messages (text, image, video, and voice). You can view and search your history, return a call, view messages, add contacts, delete history and messages, and forward any message to a contact or group. The *History* tab contains two-level screens: the main screen and details screen. The main screen contains a high-level view. The second-level screen contains the conversation details.

Each top-level history entry displays the conversation type (Broadcast Call, Emergency Alert, Group Call, Quick Group Call, Private Call), contact name, group name or participant names for quick groups, <message text preview> (if a text message), Voice Message, File, Image, Location, Video, and a time stamp.
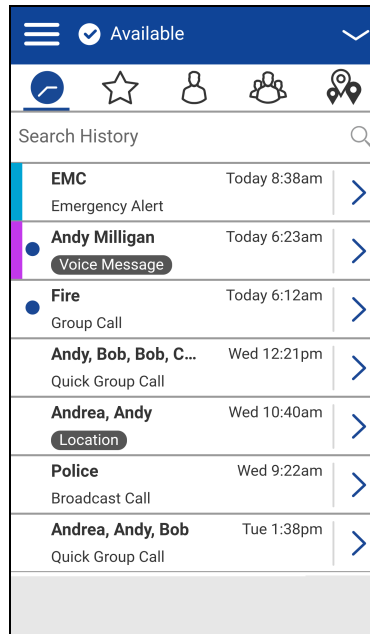
History

Access the History Tab

To access the history, tap the **History** tab located at the upper left of the screen.

Search History

You can use the search box to search for history. To search history, see the "Searching" section for more information.

History Icons

For more information on the History icons, see the "History Icons" section.

Access Conversation Details

To access the conversation details, tap the **History Details** button located to the right of the entry.

From the conversation details screen, you can view history, send alerts, read, and send messages.

For more details, see the "Integrated Secure Messaging" section. For additional information on sending and receiving multimedia content, refer to the "Integrated Secure Messaging" section.

Make a PTT call

1. To make a PTT call, tap the history entry. The Call Screen displays.

2. Press and hold the **PTT button** or the on-screen PTT button to talk.

See the "Call from History" section for more information.

Add Contact

You can add a contact if the contact is not already in your contact list.

1. From the top-level screen, tap and hold the history entry. A context menu displays.

2. Tap the **Add Contact** option. The *New Contact* screen displays.

See the ["Add a Contact"](#) section for more information.

Delete History

You can delete any history entry.

1. From the top-level screen, tap and hold the history entry. A context menu displays.

2. Tap the **Delete History** option. The *History for this contact or group will be removed. Continue?* displays.

3. Tap **Yes** to delete or **No** to cancel.

Delete Message

You can delete a message to a contact on the details screen.

1. Tap the **History Details** button.

2. Tap and hold the history entry. A context menu displays.

3. Tap the **Delete Message** option. A delete confirmation message displays.

4. Tap **Yes** to delete or **No** to cancel.

Forward a Message

To forward a message, refer to the ["Integrated Secure Messaging"](#) section.

Send a Photo or a Video

To send a photo or video, refer to the ["Integrated Secure Messaging"](#) section.

11. Favorites

The Push-to-Talk (PTT) favorite contacts and favorite talkgroups are separate from the group list on the phone.

This section is organized as follows:

- Favorite Icons
- Search Favorites
- View or Edit Favorite Contacts
- Add Favorite Contacts
- Remove Favorite Contacts
- View or Edit Favorite Groups
- Add Favorite Groups
- Remove Favorite Groups

Maximum Number of Favorites

The following table lists the maximum number of favorite contacts and favorite talkgroups allowed on your device.

Favorites	
Contacts (total)	300
Talkgroups (total)	50

Maximum Favorite Contacts and Favorite Talkgroups
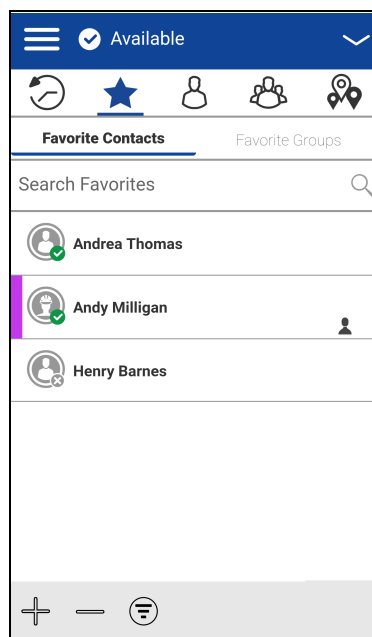
Favorite Contacts

Favorite Icons

For more information on the Favorites icons, see the "Icons" section.

Search Favorites

You can use the search box to search for favorites. To search favorites, see the "Searching" section for more information.

View or Edit Favorite Contacts

The *Favorite Contacts* screen shows a list of all your favorite PTT contacts as well as their current presence status. You can view or edit favorite contacts using the *Contact Details* screen.

Add Favorite Contacts

1. From the *Favorite Contacts* screen, tap the **Add** button on the action bar. The *Add Favorites Contacts* screen displays.

Note: Talkgroups can be added to favorites from the *Talkgroup* tab or history entry for that talkgroup.
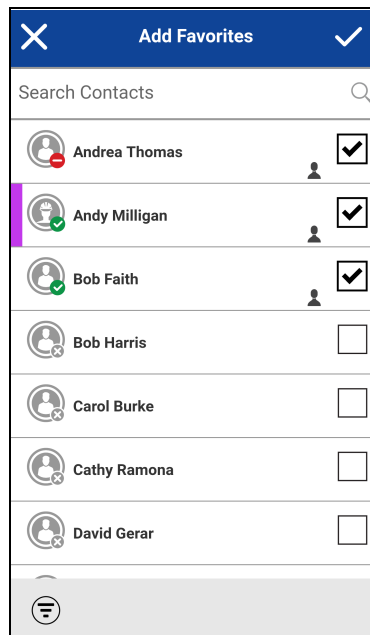
Add Favorite Contacts

2. Scroll and select one or more contacts to add as a favorite.

3. Tap the **Save** button on the action bar to save your favorite. The *Favorite Contacts* screen displays.

Remove Favorite Contacts

1. From the *Favorites Contacts* screen, tap the **Remove** button on the action bar. The *Remove Favorites* screen displays.
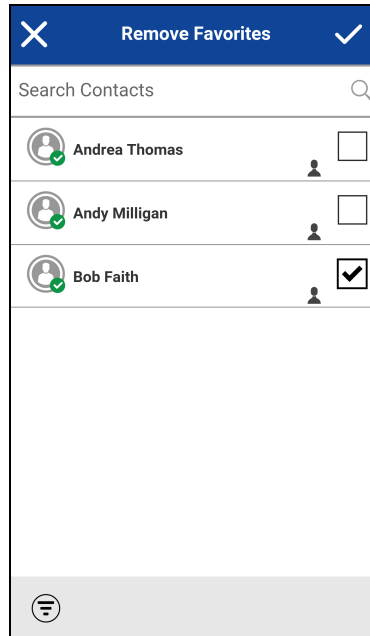
Remove Favorite Contacts

2. Select the contacts to remove.

3. Tap the *Save* button on the action bar. A confirmation message displays, "*You are about to remove n contact from favorites. Are you sure?*"

4. Tap **Yes** to continue or **No** to cancel. If Yes, then the contact is removed from the favorites.

View or Edit Favorite Groups

The *Favorite Groups* screen shows a list of all your favorite PTT groups as well as their current presence status. You can view or edit favorite groups using the *Group Details* screen.

Add Favorite Groups

1. From the *Favorite Groups* screen, tap the **Add** button on the action bar, and select one or more groups. The *Add Favorites* screen displays.
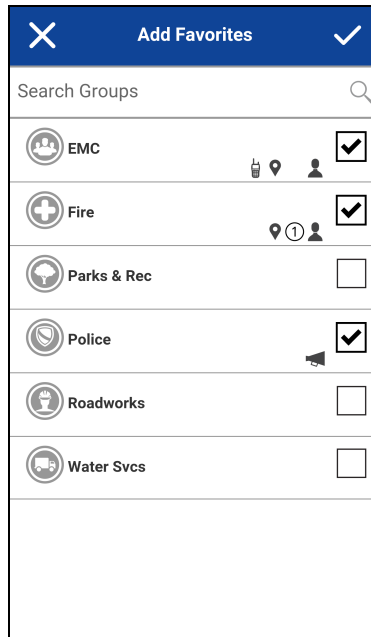
Add Favorite Groups

2. Tap the **Save** button on the action bar to save the group. The group is shown in the *Favorites* tab under *Groups*.

Remove Favorite Groups

The list of personal favorite groups is shown on the *Favorite Groups* screen.

1. From the *Favorites Groups* screen, tap the **Remove** button on the action bar. The *Remove Favorite* option displays.
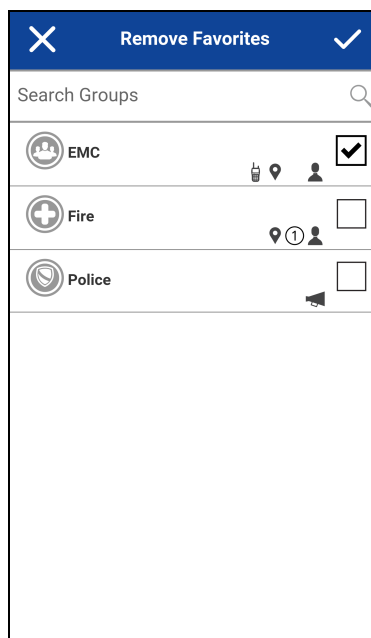
Remove Favorite Group

2. Select one or more favorite to remove.

3. Tap the *Save* button on the action bar to remove the group as a favorite. A confirmation message displays, "*You are about to remove n group from favorites. Are you sure?*"

4. Tap **Yes** to continue or **No** to cancel. If Yes, then the group is now removed from the *Favorites Groups* screen.

12. Contacts

This section describes Push-to-Talk (PTT) contacts using the PTT application and is organized as follows:

- Contact Icon
- Search Contacts
- View Contacts
  - Contact list sorting
  - Show or hide offline contacts
- View Contact Details
- Add a Contact
  - Add a new contact by entering manually
  - Import a new contact from the device's contact list
- Edit Contact Details
  - Edit a contact name
  - Add or change a contact avatar
  - Change contact color
  - Make contact a favorite or remove as a favorite
- Delete a Contact

The PTT contacts are separate from the contact list on the phone. There are two types of contacts: those that are managed by an administrator and those that are managed on the phone by the user.

Administrator-Managed Contacts

An administrator manages PTT contacts. Administrator-managed contacts cannot be deleted or changed from within the PTT application.

Personal Contacts

Personal contacts are imported from the contact list in the phone or entered manually. You manage personal contacts within the PTT application. You cannot create contacts if your administrator has restricted this feature.

Maximum Number of Allowed Contacts

The following table lists the maximum number of contacts allowed on your phone:

Administrator-Managed	
Contacts	1000
Personal	
Contacts	300

Maximum Contacts

Contact Icon

For more information on the *Contacts* icon, see the "Contacts Icon" section.

Search Contacts

You can use the search box to search for contacts. To search for contacts, see the "Searching" section for more information.

View Contacts

The *Contacts* tab shows your personal PTT contacts and contacts added by an administrator. You can view and sort the contacts based on alphabetical order or based on the availability of the contacts from the application settings. An icon is shown next to a contact, which is an Interop user.
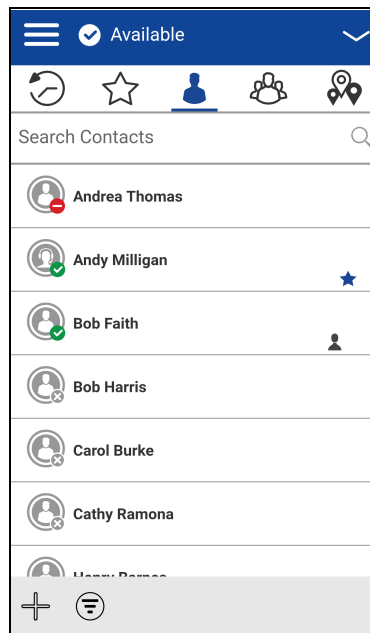
Contacts

Contact list sorting

Normally you see all your PTT contacts listed in alphabetical order when you view the contact list. When the *Contact Sorting* setting option is changed to By Availability, Available and DND are sorted alphabetically first followed by Offline. The contact list updates each time a contact changes from online to offline or vice versa.

1. From within the *Menu*, tap the **Settings** option.

2. Scroll down and tap the *Contacts Sorting* setting. A pop-up displays.

Contact Sorting Setting

3. Select either **By Alphabetical** or **By Availability**.
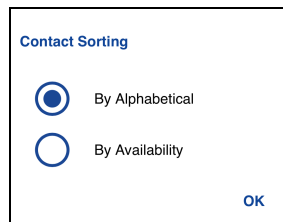
Contact Sorting Setting Options

4. Tap the **Back** button located on the top of the screen. You see the contact list sorted according to your selection.
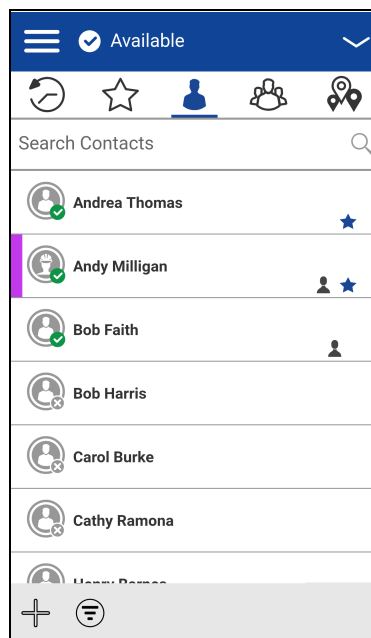
Contacts Sorted by Alphabetical
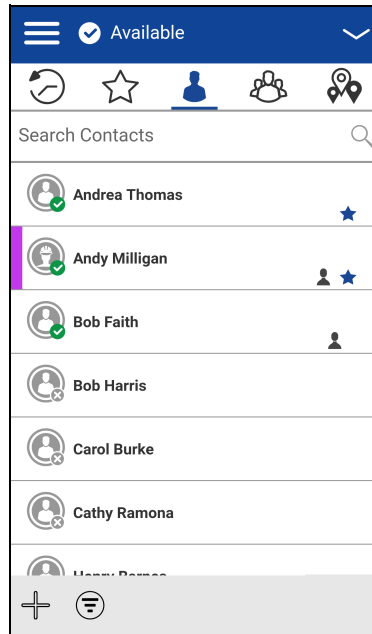
Contacts Sorted by Availability

Show or hide offline contacts

Normally you can see all your PTT contacts when you view the contact list. You have the option to hide offline contacts and show only contacts whose presence status is 'Available' or 'Do Not Disturb'. While showing only online contacts, the contact list will update each time a contact changes from online to offline or vice versa.

Tip: If all your contacts are currently offline, you see the message 'No Online Contacts' displayed. If you wish to see all your contacts, follow the steps later in this section that describes how to show all contacts.

To show only online contacts

1. While showing the contacts list, click the **Hide Offline** button located on the bottom of the screen.

2. The contact list shows only the contacts that are either 'Available' or 'Do Not Disturb'.
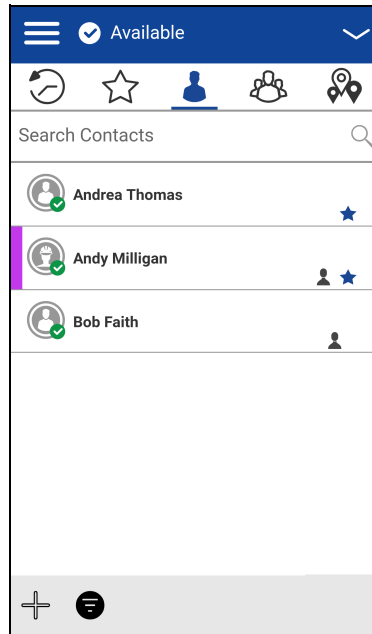
Hide Offline Contacts

To show all contacts

1. While showing only the online contacts in the contacts list, click the **Show Offline** button at the bottom of the screen.
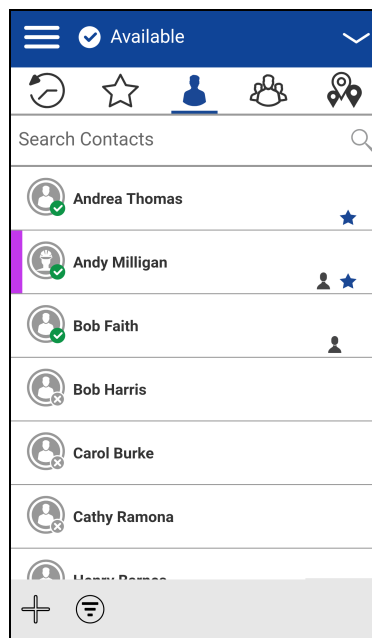
Show Offline Contacts

2. The contact list shows all the contacts, including those that are 'Available' or 'Do Not Disturb', 'Offline'.

View Contact Details

1. Select a contact from the contact list, touch, and hold. A context menu displays.

Tip: The *Contact Details* can also be accessed from the Call Screen by tapping the **Details** button location in the top of the screen.
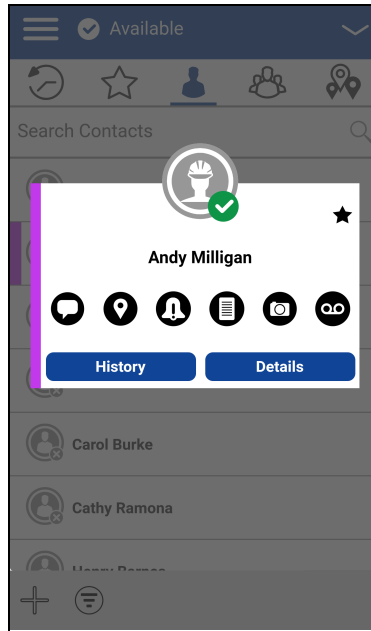
Context Menu

2. Tap the **Details** option in the context menu. The *Contact Details* screen displays, as shown below.
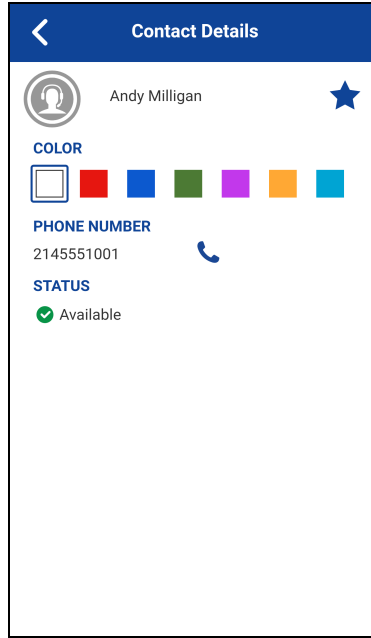
View Contact Details

Note: To edit the contact details, see the "Edit Contact Details" section.

Add a Contact

You can add personal contacts to your contact list unless restricted by the administrator.

To view contacts, see the "View Contacts" section.

Add a new contact by entering manually

1. Tap the **Add** button located at the bottom of the screen. A context menu displays.

Import Contact
New Contact
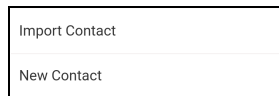
New Contact Option

2. Select the **New Contact** option to add the contact details manually. The *New Contact* screen displays.
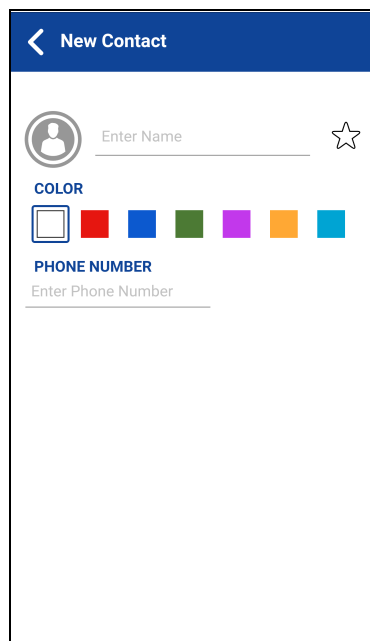
New Contact

3. Type a PTT number, and then tap the **Save** button. The contact can also be assigned with an avatar, a unique color, and the contact can be marked as favorite.

Tip: You can also add a contact as a favorite from the *Favorites* tab. For more information on Favorites, see the "Favorites" section.

---

4. After saving, the contact appears in the contact list.

Import a new contact from the device's contact list

1. Tap the **Add** button at the bottom of the screen. A context menu displays.

Import Contact
New Contact
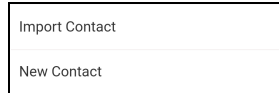
Import Contact Option

2. Select the **Import Contact** option to add a PTT contact from your phone contact list.

Note: The first time you try to import a contact, you may be asked to allow the application permission to access the contact list.

---

3. Select a contact from the contact list. The *New Contact* screen displays. The contact can also be assigned with an avatar, a unique color, and the contact can be marked as favorite.

4. Tap the **Save** button when finished to save the new contact. The contact appears in the PTT contact list.

Edit Contact Details

You can only edit contacts that you create yourself. An administrator-managed contact name cannot be edited. However, you can add or change an avatar, add or change a color, and add a contact to favorites.

A user-managed PTT contact number cannot be edited. To change an existing contact's phone number, the contact needs to be deleted and then added back with a new number. To view the Contact Details, see the ["View Contacts"](#) section.

From the *Contact Details* screen, you can perform any of the following tasks listed within this section as follows:

- ["Edit a contact name"](#)

- ["Add or change a contact avatar"](#)

- ["Change contact color"](#)

- ["Make contact a favorite or remove as a favorite"](#)

Edit a contact name

1. Tap the contact name field.

Tip: A contact name with an underline indicates that the field can be edited. Administrator-managed contacts cannot be edited.
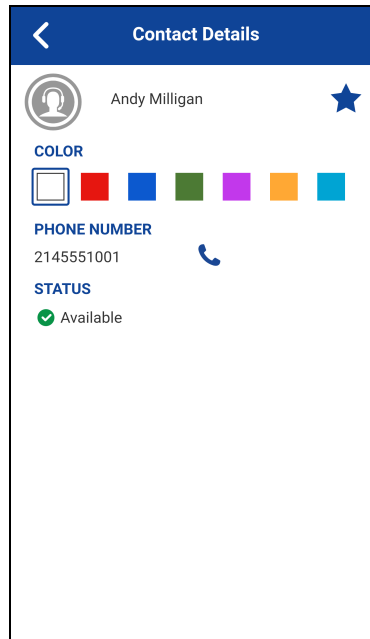
View Contact Details

2. Type the contact name using the on-screen keyboard.

3. When finished, tap the **Save** button or continue to change other contact details.

Add or change a contact avatar

1. Tap the **Avatar** option. The *Select Avatar* screen displays. For a list of all avatars available and their definitions, see the "Avatar Icons" section.
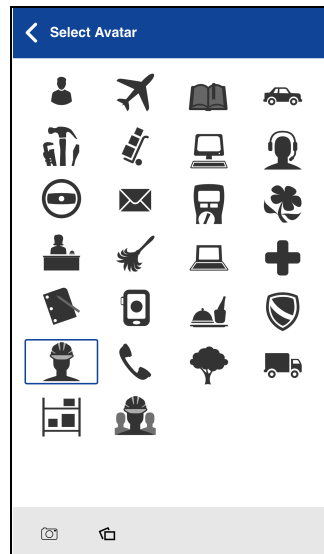
Select Avatar

2. Select an avatar from the list. You can also take a photo or select an image from your phone's gallery using the buttons at the bottom of the screen.

Note: The first time you try to take a photo, you may be asked to allow the application permission to access the gallery.

---

3. Tap the **Save** button on the *Contact Details* screen. The selected avatar is assigned to the contact and displayed next to the contact name, as shown below.
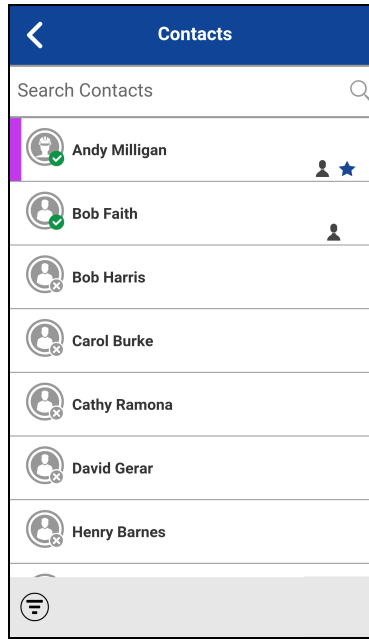
Contact with Avatar

Change contact color

1. Select a color from the list.

Select a Color

2. Tap the **Save** button on the *Contact Details* screen. The selected color is assigned to the contact, as shown below:
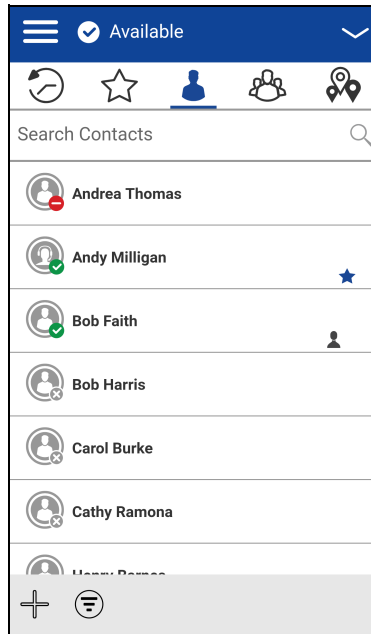
Color Assigned to Contact

Make contact a favorite or remove as a favorite

You can add contacts to the favorites list for the contacts that you created and contacts that are administrator-managed. Contacts can be added using the *Contact Details* screen. You can make the contact a favorite or remove from the favorites list.

Favorites can also be added using the *Favorites* tab. See the "Favorites" section for more details.

Delete a Contact

You can only delete contacts that you create yourself. An administrator-managed contact cannot be deleted.

1. From the *Contact Details*, tap the **Delete** option located at the bottom of the screen.
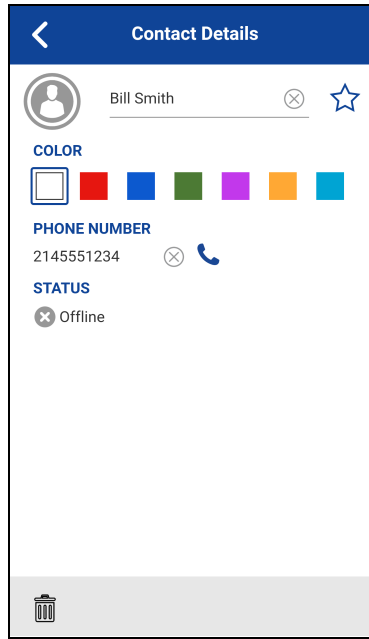
View Contact Details

2. You are asked to confirm removing the contact. To delete, tap *Yes*. To cancel without deleting the contact, tap **No**. The contact is removed from the contacts list.

Note: If you are removing a contact which is also a favorite, you see the following confirmation message.
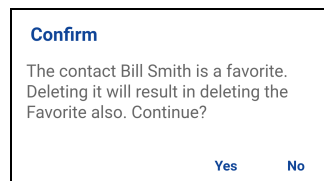
Deleting Selected Favorite Contact Confirmation

3. Tap **Yes** to delete the contact. The contact is deleted from the contact list.

13. Talkgroups

This section describes the Push-to-Talk (PTT) talkgroups using the PTT application and is organized as follows:

The PTT talkgroups are separate from the contact list on the phone. There are two types of talkgroups: those that are managed by an administrator and those that are managed by the user on the phone.

Administrator-Managed Talkgroups

An administrator manages PTT talkgroups. Administrator-managed talkgroups cannot be deleted or changed from within the PTT application.

Personal Talkgroups

Personal talkgroups are created from the PTT contact list. You manage personal talkgroups within the PTT application. You may not have the ability to create personal talkgroups if your administrator has restricted this feature.

Maximum Number of Allowed Talkgroups

The following table lists the maximum number of talkgroups allowed on your phone:

Administrator-Managed	
Talkgroups	100
Members per talkgroup	250
Personal	
Talkgroups	30
Members per talkgroup	30

Maximum Talkgroups

Talkgroup Icons

For more information on the Talkgroup icons, see the "Talkgroup Icons" section.

Search Talkgroups

You can use the search box to search for talkgroups. To search talkgroups, see the "Searching" section for more information.

View Talkgroups

The *Talkgroups* tab shows a list of all your personal talkgroups and talkgroups added by an administrator. Icons are shown next to the talkgroups, which are a broadcaster, supervisor, an Interop talkgroup, location tracking, and talkgroup scan priority.
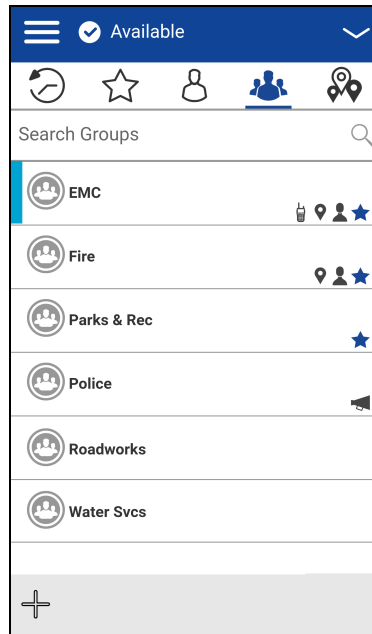
Talkgroups

Area-Based Talkgroups (Optional)

Optional features may not be included in your PTT service plan.

Area-based groups are generally dynamically available while in a geographical area. As talkgroup members enter a geographic area, the talkgroup is shared and shown in the top of the channel list. There is no member list for members. Members are allowed PTT call origination and messaging within the talkgroup. Members receive notifications upon entering and exiting the talkgroup.

You will receive calls for area-based talkgroups when talkgroup scanning is turned off or on. Area-based talkgroup calls are received while they are active and your selected talkgroup is not in an active call.

Note: PTT users leaving the area while on a call, do not automatically drop. Similarly, when entering the area, if there is an existing call, PTT users are not added to the call but start receiving new calls after entering the area.

View Talkgroup Details

1.   Select a talkgroup from the talkgroup list and touch and hold. A context menu displays.
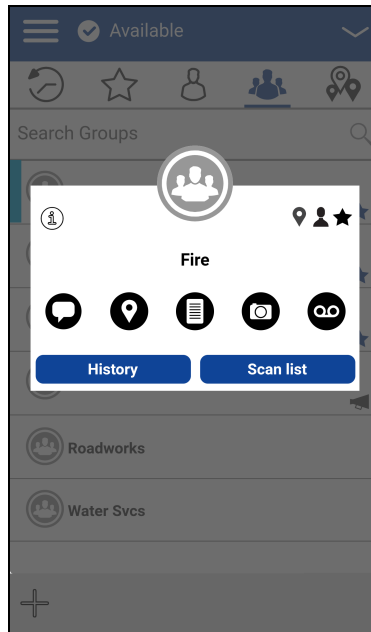
Talkgroup Context Menu

2. Tap the **Details** option in the menu. The talkgroup details screen displays, as shown below.
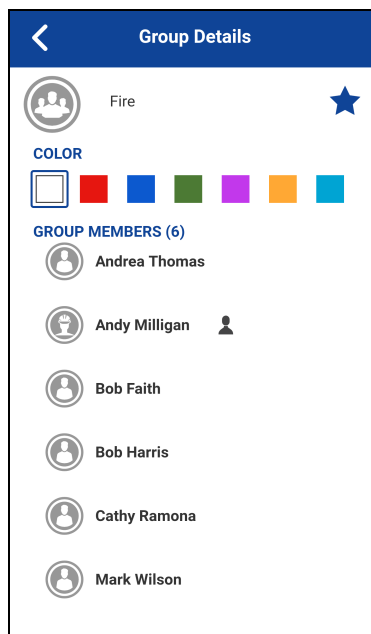
View Talkgroup Details

Broadcast Talkgroup details (broadcasters only)

Broadcast talkgroups are managed by the administrator and can have a large number of members. Talkgroup members cannot be viewed, but a count of talkgroup members is provided while viewing talkgroup details:
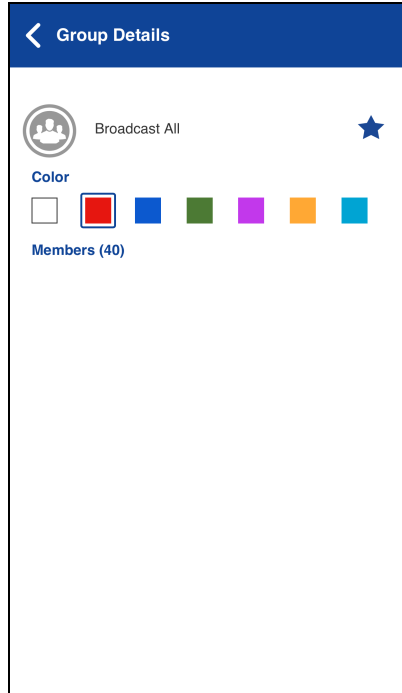
Broadcast Talkgroup Details

Add a Group

You can create your own personal groups unless restricted by an administrator.

1. From the *Groups* tab, tap the **Add** button located at the bottom of the screen to manually add the group details. The *New Group* screen displays.
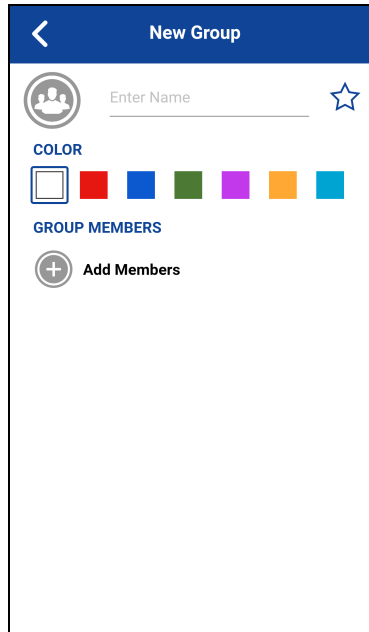
New Group

2. Tap the **Name** text box to enter a group name using the on-screen keyboard.
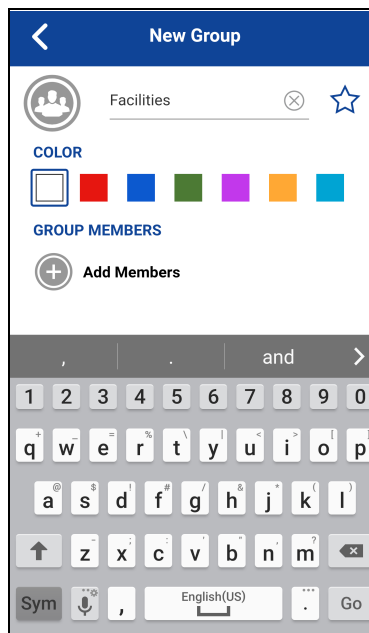
New Group

3. Tap on ***Add Members***. The *Select Group Members* list displays.
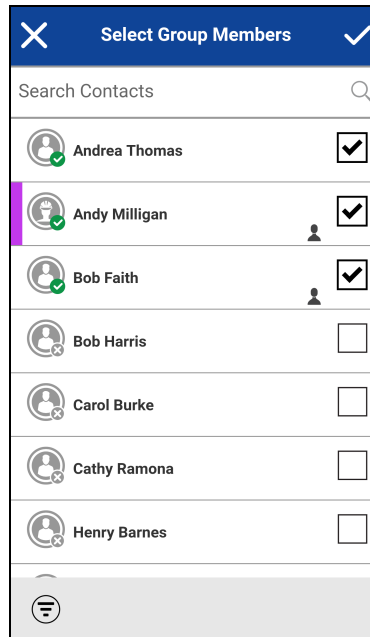
Select Group Members

4. Select members from the *Select Group Members* screen and tap the **Save** button located at the top of the screen.

Tip: You can only add contacts already in your contacts list as group members. If you do not find the name of the group member you want to add, you may need to create a contact first. See the "Add a Contact" section for more information on adding contacts.
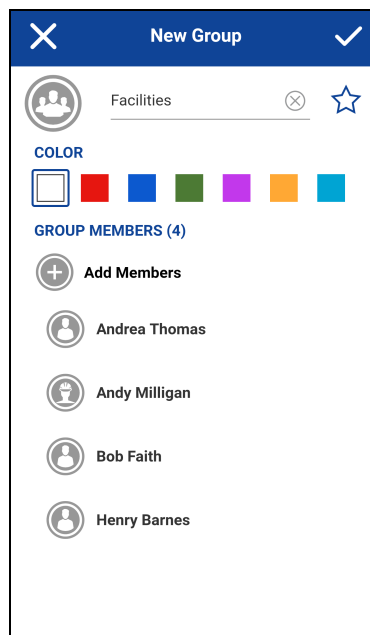
New Group

5. The group can also be assigned with an avatar, a unique color and add as a favorite.

Tip: You can also add a group as a favorite from the *Favorites* tab. For more information on Favorites, see the "Favorites" section.

6. Tap the **Save** button when finished to save the new group. The group will appear in the group list.

Edit Group Details

You can only edit groups that you create yourself. An administrator-managed group name cannot be edited. However, you can add or change an avatar, add or change a color, and add a group to favorites.

To view the *Group Details*, see the ["View Talkgroup Details"](#) section.

1. From the *Group Details* screen, you perform any of the following tasks listed within this section as follows:

   - ["Edit a talkgroup name"](#)

   - ["Add one or more members to a talkgroup"](#)

   - ["Remove a member from a talkgroup"](#)

   - ["Rename a talkgroup member"](#)

   - ["Add or change a talkgroup avatar"](#)

   - ["Change talkgroup color"](#)

   - ["Make talkgroup a favorite or remove as a favorite"](#)

Edit a talkgroup name

You can edit your own talkgroups but not administrator-managed groups.

1. Tap on the **Talkgroup Name** field.

Tip: A talkgroup name with an underline indicates that the field can be edited. Administrator-managed talkgroups cannot be edited.
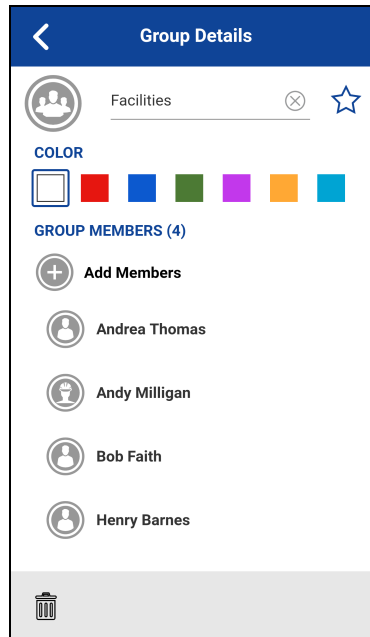
Group Details

Group Details

2. Type the talkgroup name using the on-screen keyboard.

3. Tap the **Save** button otherwise, continue.

Add one or more members to a talkgroup

You can add one or more members to your talkgroups but not to administrator-managed talkgroups.

1. Tap on **Add Members** button to add contacts to the talkgroup. The *Select Group Members screen* displays.
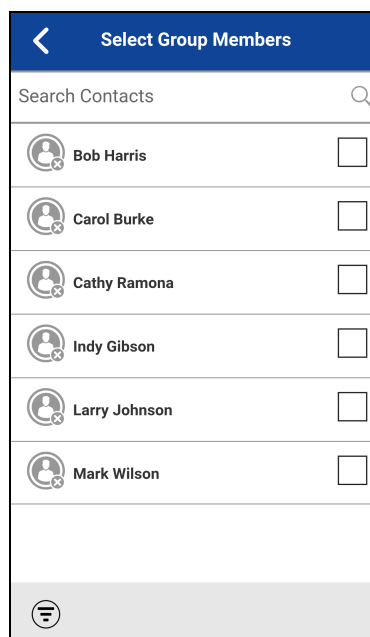
Select Talkgroup Members

2. Select one or more contacts to add to the talkgroup.
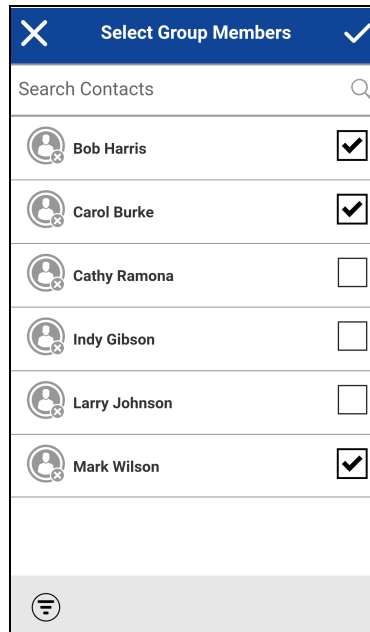
Select Talkgroup Members

3. Tap the **Save** button located on the top of the screen.

4. If finished, tap the **Save** button on the *Talkgroup Details screen* and a '*Group updated'* message is displayed, otherwise continue.

Remove a member from a talkgroup

You can only remove a member from a talkgroup that you created. Talkgroups that are administrator assigned cannot be edited.

1. Touch and hold the member to remove. A context menu displays.

Tip: A group name with an underline indicates a personal group and therefore can be edited. Administrator-managed groups cannot be edited.
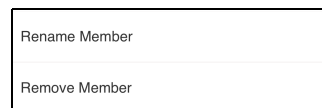
Talkgroup Details Options

2. Tap **Remove member** option. A confirmation dialog is displayed.
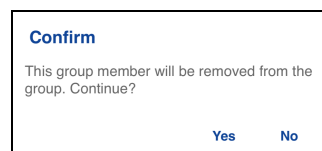
Remove Talkgroup Member Confirmation

3. Select **Yes** if you want to remove the member, otherwise tap *No*.

---

4. Repeat Step 1 through Step 3 for other talkgroup members you want to remove. After removing the talkgroup member(s), tap the **Back** button located on the top of the screen or phone **Back** button to return to the *Talkgroup Details* screen.

Note: When you remove the last member of a talkgroup, the talkgroup is deleted upon saving the changes. A confirmation dialog is shown when you remove the last member to let you know this will happen.

---

5. If finished, tap the **Save** button located on the top of the screen and a '*Group updated*' message will be displayed, otherwise continue.

Rename a talkgroup member

Talkgroup member names are set when the talkgroup is created. Changing a contact name in the PTT Contacts list will not change the name of a talkgroup member. Follow the instructions in this section to rename a talkgroup member.

1. Touch and hold the member to rename. A context menu displays.

Tip: A group name with an underline indicates a personal group and therefore can be edited. Administrator-managed talkgroups cannot be edited.

Rename Member
Remove Member
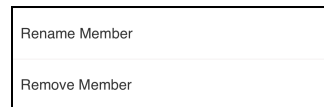
Talkgroup Details Options

2. Tap **Rename member** option. A confirmation dialog is displayed.

Member Name
Ava Garner   ⊗
Save   Cancel
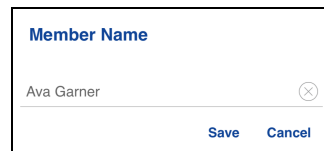
Rename Member

3. Edit the name and tap *Save* button.

4. Tap the **Back** button located on the top of the screen to return to the *Talkgroup Details* screen.

5. If finished, tap the **Save** button on the top of the screen to save and a '*Group updated'* message will be displayed, otherwise continue.

Add or change a talkgroup avatar

You can edit the talkgroup avatar for the talkgroups that you created yourself, and talkgroups that are administrator-managed.

1. Tap the **Avatar** option. The *Select Avatar* screen displays. For a list of all avatars available and their definitions, see the "Avatar Icons" section.
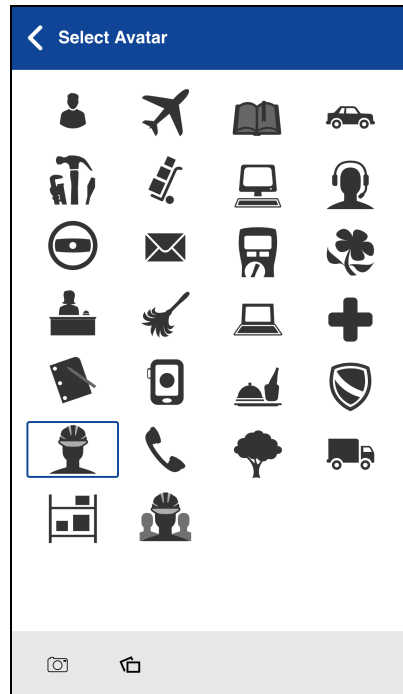
Select Avatar

2. Select an avatar from the list. You can also take a photo or select an image from your phone's gallery using the buttons at the bottom of the screen.

Note: The first time you try to take a photo, you may be asked to allow the application permission to access the gallery.

---

3. If finished, tap the **Save** button on the *Talkgroup Details* screen, and the selected avatar is assigned to the talkgroup, otherwise continue.
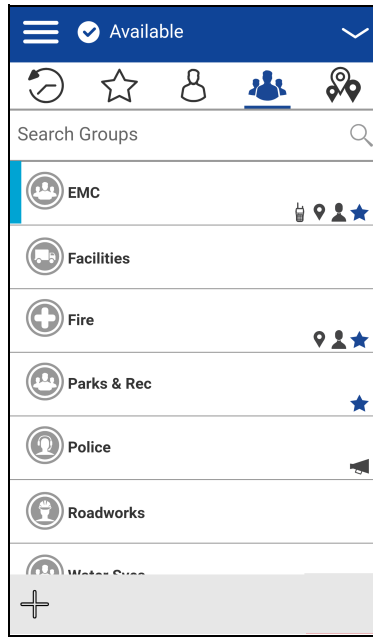
Talkgroup with Avatar

Change talkgroup color

You can edit the talkgroup colors for the talkgroups that you created yourself and talkgroups that are administrator-managed.

1. Select a color from the list.

Select a Color

2. Tap the **Save** button on the *Talkgroup Details* screen, otherwise, continue. The selected color is assigned to the talkgroup, as shown below:
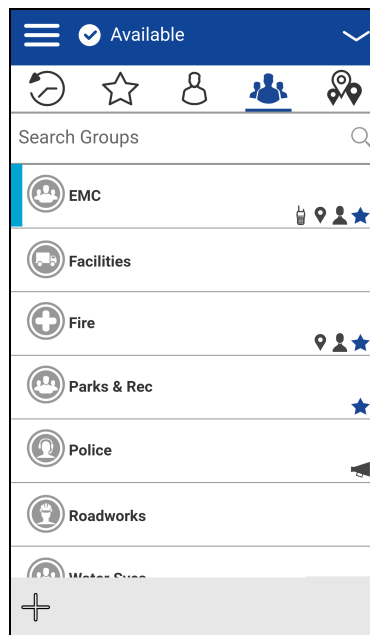
Group with Color

Make talkgroup a favorite or remove as a favorite

You can add talkgroups to the favorites list for the talkgroups that you created yourself and talkgroups that are administrator-managed. Talkgroups can be added using the *Talkgroup Details* screen.

Favorites can also be added using the *Favorites* tab. See the "Favorites" section for more details.

Delete a Talkgroup

You can only delete personal talkgroups you have created. Administrator-managed talkgroups cannot be removed.

1. From the *Talkgroup Details*, tap the **Delete** *button* located at the bottom of the screen.
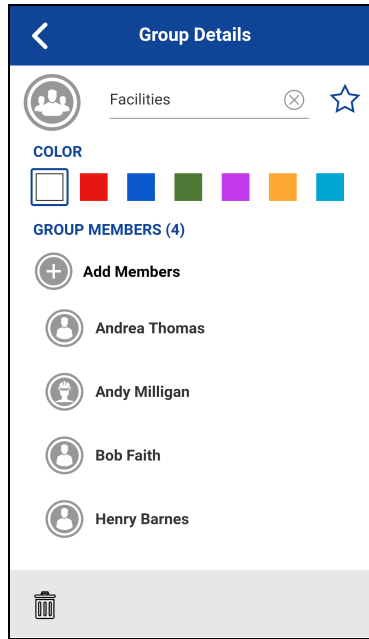
View Talkgroup Details

2. You will be asked to confirm removing the talkgroup. To delete, tap **Yes**. To cancel without deleting the talkgroup, tap **No**. The talkgroup is removed from the talkgroup list.

Note: If you are removing a talkgroup which is also a favorite, you see the following confirmation message.
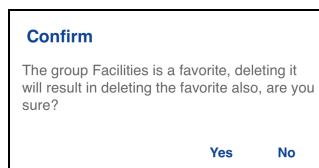
Deleting Selected Favorite Talkgroup Confirmation

3. Tap **Yes** to delete the talkgroup. The talkgroup will be deleted from the talkgroup list.

14. Talkgroup Scanning

This section describes Talkgroup Scanning using the Push-to-Talk (PTT) application and is organized as follows:

- Turn Scanning ON or OFF
- Add a Talkgroup to a Scan List
- Remove a Talkgroup from a Scan List or Change the Scanning Priority

Talkgroup Scanning allows a subscriber's phone to scan through a list of corporate talkgroups for calls and up to three talkgroups can be assigned as priority (1–3) groups. The higher priority talkgroup calls take precedence over lower priority talkgroup calls. Talkgroups that are not in the scan lists do not barge in when Scanning is ON.

While you have Talkgroup Scanning turned on, you see the following behavior:

- Calls from the **scanned talkgroup** are **received normally**. When the current scanned talkgroup call ends, you automatically hear the next active scanned talkgroup call in progress. **You will not get missed call alerts for talkgroup calls while scanning is turned on.**

- **Quick Group** calls are **received normally**. A missed call alert is provided if you are busy on another Push-to-Talk (PTT) call or a cellular call.

- **One-to-one calls** are **received normally**. A missed call alert is provided if you are busy on another PTT call or a cellular call.

- **All call types can be originated**: one-to-one, quick group, and talkgroup calls.

- **Normal call rejoin occur** for originated talkgroup calls. Note: you will not receive Missed Call Alerts for talkgroup calls while scanning, so calling a talkgroup may result in a call rejoin.

Turn Scanning ON or OFF

To turn on Talkgroup Scan, tap the *Talkgroup Scan* toggle on the menu from the OFF state to the ON state.

Talkgroup Scan	⬤—

Talkgroup Scan is OFF

To turn off Talkgroup Scan, tap the *Talkgroup Scan* toggle on the menu from the ON state to the OFF state.

Talkgroup Scan	—⬤

Talkgroup Scan is ON

When Talkgroup Scan is turned ON, a scan list icon shows on the talkgroup tab row, and during a call, the title bar shows the priority of the talkgroup. Also, if any talkgroups have priorities that you have assigned, the priority (1-3) is displayed on the talkgroup button. When Talkgroup Scan is

turned off, the scan list icon disappears from the call status on the main screen, and all assigned priorities will disappear.

The talkgroup list shows in priority order at the top followed by the rest of the talkgroups in alphabetical order as shown below.
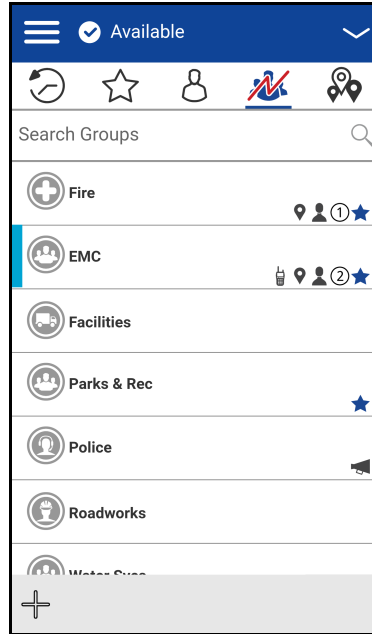
Talkgroup Scanning

Add a Talkgroup to a Scan List

1. Touch and hold on the talkgroup that you want to add to the scan list. A context menu is shown.
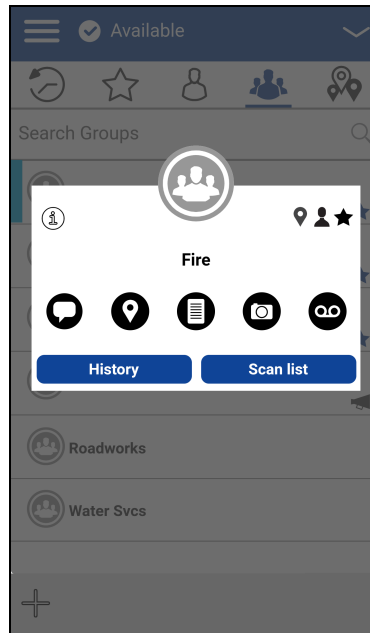
Select Corporate Talkgroup

2. Tap the **Scan List** option.

Note: Only corporate talkgroups given by your administrator can be scanned.
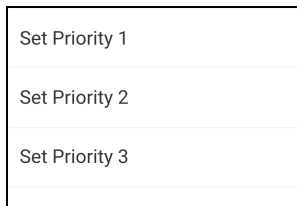
Scan List Priority Options

3. Tap the priority option you want to assign to the talkgroup or select **Normal Priority** if you want the talkgroup to be of normal priority (in other words, not a priority scan talkgroup). If you choose a priority that is already being used by another talkgroup, a message appears as shown below.
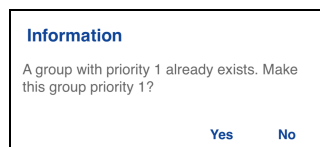
Scan List Information Message

4. Select **Yes** to assign the existing priority to the current talkgroup or select **No** to assign the talkgroup a new priority. Once you assign a priority to a talkgroup, a priority icon appears next to the scanned talkgroup as shown below.

Note: Choosing a priority used by another talkgroup will make the previous priority talkgroup stay in the scan list with normal priority.
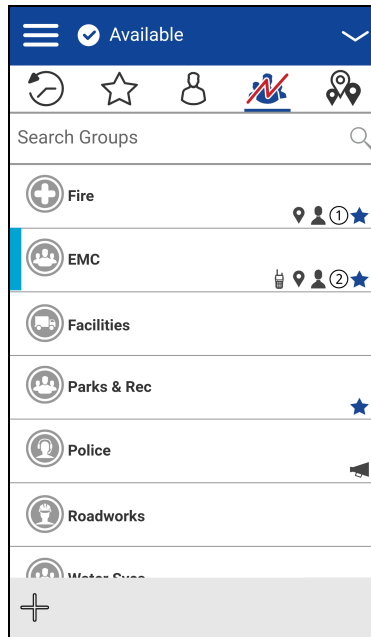
Corporate Talkgroup with Priority Assigned

Remove a Talkgroup from a Scan List or Change the Scanning Priority

1. From the *Talkgroups* tab, touch and hold on the talkgroup that you want to remove or change the scanning priority.
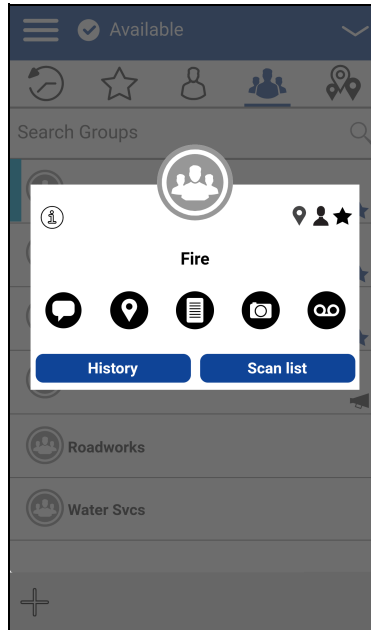
Select Corporate Talkgroup

2. Tap the **Scan List** option. A pop-up menu appears as shown below.

Set Priority 1
Set Priority 2
Set Priority 3
Normal Priority
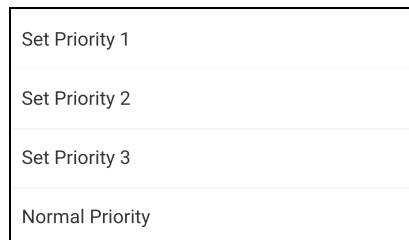
Change Scan List Priority Options

3. You can reassign the priority by touching a priority option. To make the talkgroup normal priority, tap **Normal Priority**. To remove the talkgroup from the scan list, tap **Remove**. If you choose a priority that is already being used by another talkgroup, a message appears as shown below.
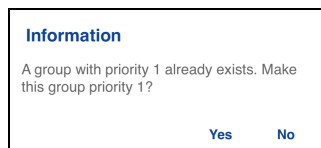
Scan List Information Message

Note: Choosing a priority used by another talkgroup makes the previous priority talkgroup stay in the scan list with normal priority.

4. Select **Yes** to assign the existing priority to the current talkgroup or select **No** to assign the group a new priority. The previously Priority 1 assigned talkgroup will now be moved to no priority talkgroup.

15. Map

This section describes the Push-to-Talk (PTT) Map. The map is available to all individuals; however, a talkgroup supervisor that has *Location Capability* turned on by the administrator can view talkgroup members' location on the map.

This section is organized as follows:

Individuals

The Map display allows an individual to check their current location on the map and share their location or send an arbitrary location.

Supervisor with Location Capability

The supervisor can share their location (not share the location of talkgroup members) or send an arbitrary location.

A supervisor can also create a boundary for a talkgroup, receive notifications when members enter or leave the boundary, view talkgroup member's presence, and call a talkgroup member. Multiple supervisors in a talkgroup can have *Location Capability*.

Tip: As a supervisor, you can also access the map from the *Talkgroups* tab by tapping the talkgroup, which has a Map Pin. The *Call Screen* displays. Tap the **Talkgroup Location** button to access the map.
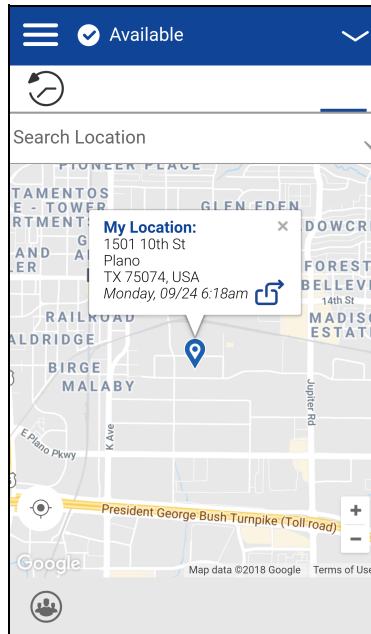
Map

Map Icons

For more information on the Map icons, see the "Map Icons" section.

Search Map

You can use the search box to search for addresses or places. To search map, see the "Searching" section for more information.

Recenter the Map

You can recenter the map to your current location. The *Recenter* button is shown whenever the map is not centered on your current location at the default zoom. When recentering the map, the zoom level is set to the default zoom.

Tap the **Recenter** button located on the map. The map returns to the center.

Individuals

You can share your location with a contact, quick group, or talkgroup. You can only share your location or some other location.

> **Tip:** You can also share your location from the *Call Screen* by tapping the **Map Pin** located at the bottom of the screen. The *My Location screen* displays. Tap the **Share Location** button to share your location.

Send My Location or an Arbitrary Location to a Contact

1. Tap the **My Location Pin** (Blue). *My Location* displays. Move the map or use a location search to find an arbitrary location.
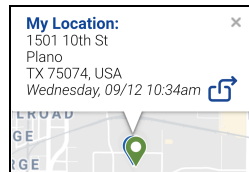
My Location

2. Tap the **Share** button to share my location.

3. Choose the **Send to Contact** option from the menu, as shown below.
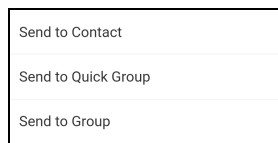
Share My Location Menu

4. The *Send to Contact* displays.
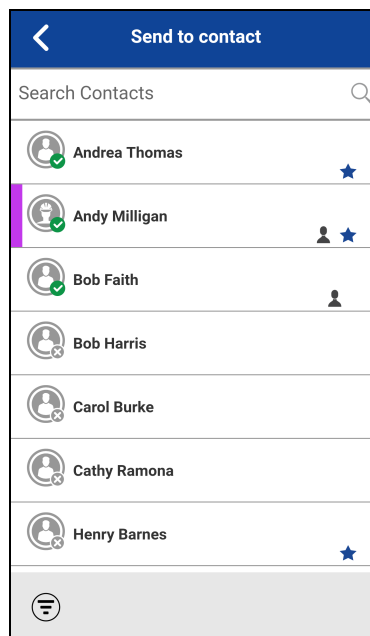
Send Location to Contact

5. Tap the contact to select the one you want to share your location. The message, "*Location Sent"* is displayed.

Send My Location or an Arbitrary Location to a Quick Group

1. Tap the **My Location Pin** (Blue). *My Location* displays. Move the map or use location search to find an arbitrary location.
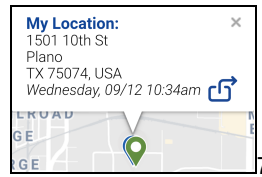
My Location

2. Tap the **Share** button to share my location.

3. Choose the **Send to Quick Group** option from the menu, as shown below.
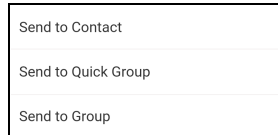
Share My Location Menu

4. The *Send to Quick Group* displays.
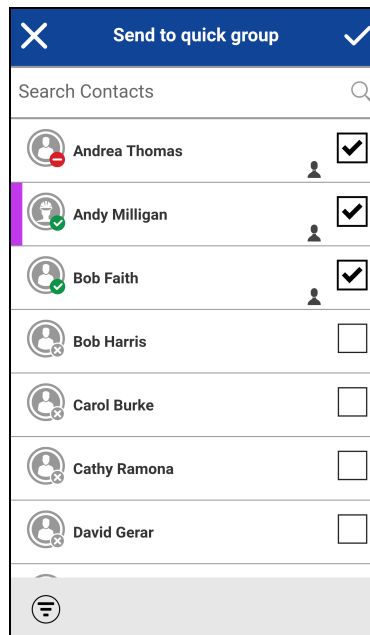
Send Location to Quick Group

5. Tap two or more contacts to select the one you want to share your location. The message, "*Location Sent"* is displayed.

Send My Location or an Arbitrary Location to a Talkgroup

1. Tap the **My Location Pin** (Blue). *My Location* displays.
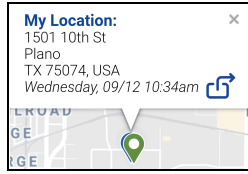
My Location

2. Tap the **Share** button to share my location.

3. Choose the **Send to Group** option from the menu as shown below.
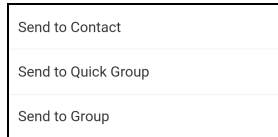
Share My Location Menu

4. The *Send Location to Group* displays.
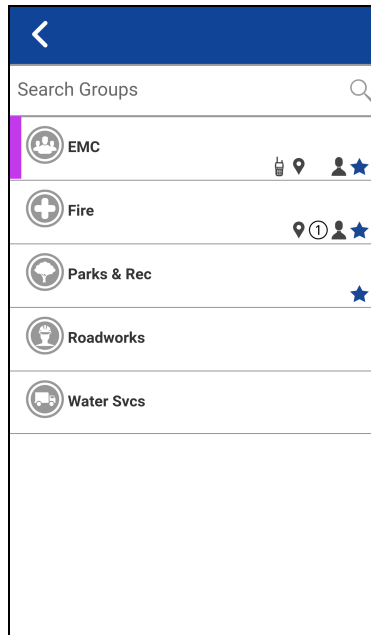
Send Location to Talkgroup

5. Tap the talkgroup to select the one you want to share your location. The message, "*Location Sent*" is displayed.

Supervisor with Location Capability

Talkgroup Member Location

A supervisor can view the current talkgroup member location on the map and refresh the location. *Location Capability* must be turned on by your administrator at the talkgroup level. Multiple supervisors per talkgroup are allowed to have *Location Capability*.

View talkgroup member locations

1. From within the *Map* tab, tap the **Tracked Talkgroup Selector** button. The *Tracked Talkgroup Selector* button is turned off for anyone who is not a supervisor with *Location Capability* privilege. A popup menu listing all groups you have permission to locate is displayed.
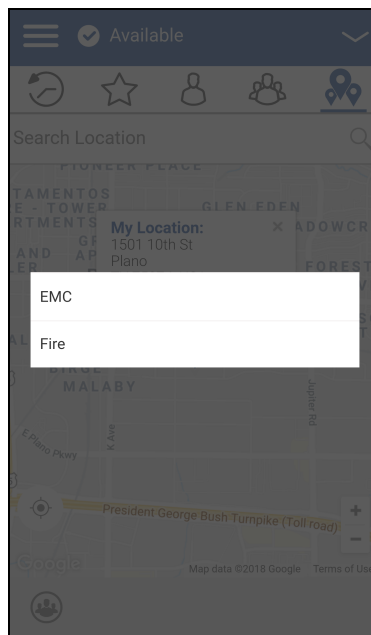
Groups with Location Capability

2. Tap the talkgroup to locate the talkgroup member location. The map displays with all members of the selected talkgroup and their location.
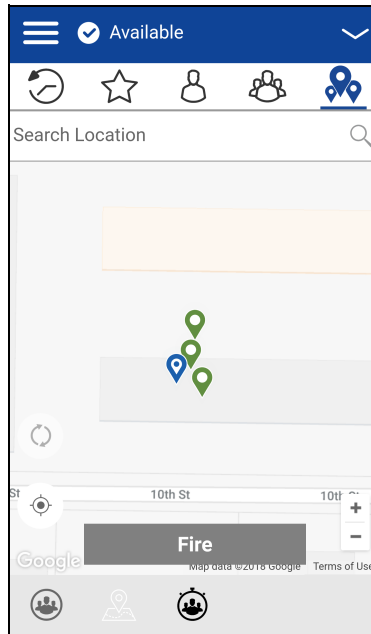
Talkgroup Member Location

View talkgroup member location details

1. Complete the "View talkgroup member locations" section.

2. Tap any **Pin**. The member's name and location displays.
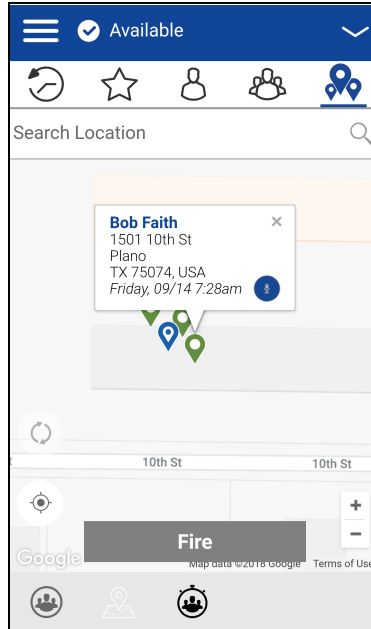
View a Talkgroup Members Location Details

Tip: Tap the pin again or 'x' or anywhere on the map to dismiss.

Call a talkgroup member

Tip: You can also access the map from the *Groups* tab by tapping the talkgroup which has a Map Pin. The *Call Screen* displays. Tap the **Talkgroup Location** button to access the map.

1. Complete the "View talkgroup member location details" section.

2. Tap any **Pin**. The member's name and location displays.
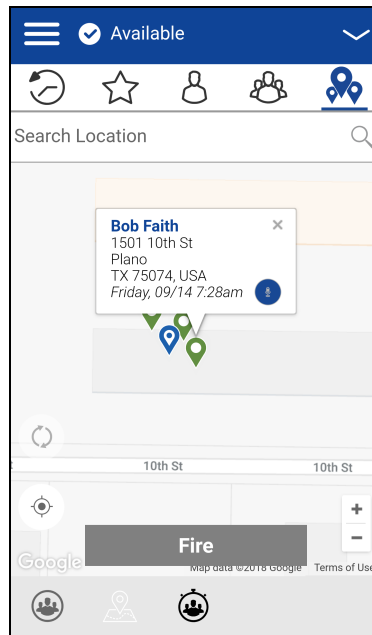
View a Talkgroup Members Location Details

3. Tap the **Call** button. The Call Screen displays.

Share your location or an arbitrary location to a talkgroup with Location Capability

Move the map or search the map for a location. The pin turns orange, and details show "Pin Location". Tap **Share**.

1. Tap the **Tracked Talkgroup Selector** button. The list of groups with Location Capability *popup* displays.
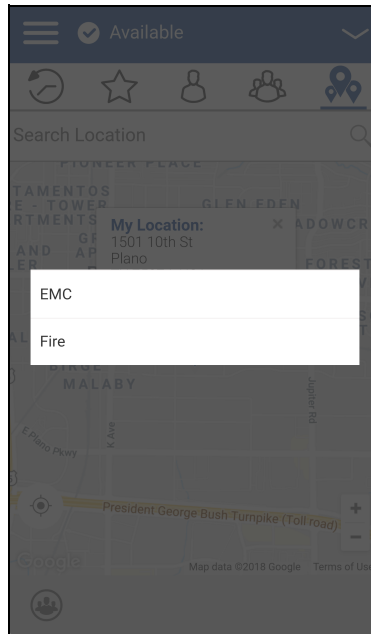
Groups with Location Capability

2. Choose a talkgroup to view talkgroup member locations from the list.

3. Tap the **My Location Pin** (Blue). *My Location* displays. To send an arbitrary location, move the map or search for a location.
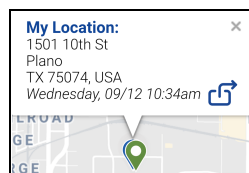
My Location

4. Tap the **Share** button to share your location. The *Pin location is sent to the* talkgroup.

Boundary

Allows a PTT supervisor to create a boundary for a talkgroup and receive notifications when members enter or leave the boundary. Members can optionally receive notifications when they enter or leave. You can also refresh the location and modify an existing boundary set for a talkgroup. The *Active Boundary Time* setting controls how long a boundary is active.

How to create a boundary

1. From within the *Map* tab, tap the **Tracked Talkgroup Selector** button. The list of groups displays.

2. Choose a talkgroup to view talkgroup member locations from the list.

3. Tap the **Set Boundary** button. The *Set Boundary* popover displays along with a boundary preview (blue circle).

Set Boundary Popover
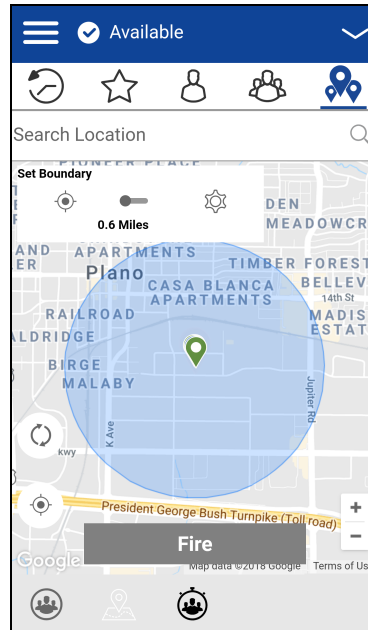
Boundary Preview

4. Set the boundary size by zooming in/out. You can see the boundary radius in the popover.

5. Set the boundary center by moving the map or searching.

6. Tap the **Set Boundary** toggle to turn ON the boundary. If you are setting a boundary at your current location as shown by the My Location Pin (Blue), you can set the boundary type. If you set a boundary at some other location, then boundary stays at that location.
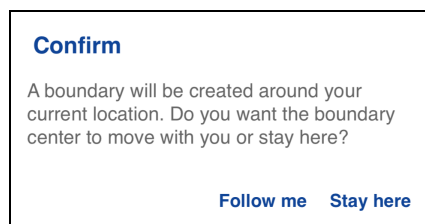
Boundary Confirmation

Select the boundary type:

- **Stay here —** The Stay here boundary type is created at an arbitrary location and a static boundary with center selected.

- **Follow me —** The Follow me boundary type is created at your current location, and the boundary moves as you move.

7. The '*Fence boundary on*' status message displays and the map is updated with the boundary ON.
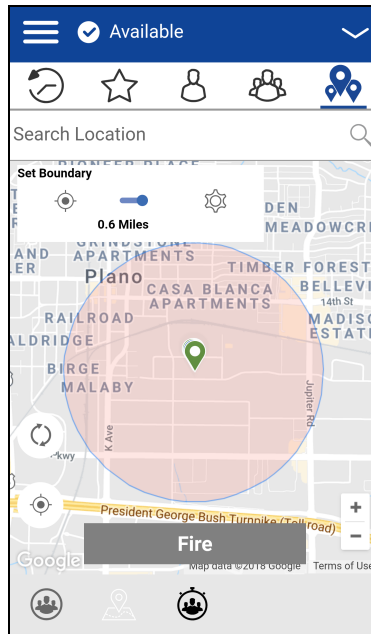
Boundary ON

Recenter boundary on the map

When the boundary is ON (active), you can recenter the map with the boundary visible. Use the *Recenter* button in the *Set Boundary* popover.

Recenter the map to your location

Tap the **Recenter** button located on the lower left side of the map. The map recenters to my location while boundary is off and the map recenters to the boundary center while the boundary is on.

Boundary settings

All Boundary settings are shown in the default state.

Note: Changing the Boundary settings requires you to turn off the boundary. The boundary settings can be changed while the boundary is inactive. To turn off the boundary, tap the **Set Boundary** toggle to the OFF state.

Change boundary settings

All boundary settings can be changed in the map set boundary settings.

1. From within the *Map* tab, tap the **Map Boundary Enable** button. The *Set Boundary* popover displays.

Set Boundary Popover

2. Tap the **Settings** button, the *Boundary Settings* displays.

---

3. Find the settings you want to change and follow the instructions.

This section contains the following boundary settings:

- "Change update interval"

- "Change active boundary time"

- "Change notify me"

- "Change notify member"

- "Change initial member notification"

Change update interval

This setting allows you to set how often each talkgroup member location reports their location. Range: 1 to 60 minutes.

Note: Smaller intervals shorten the battery life for talkgroup members.

1. From the *Boundary Settings* screen, scroll to the **Update Interval** settings and tap.

| Update Interval 5 Minutes | > |
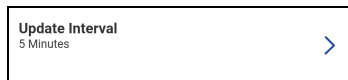
Update Interval Settings

2. The *Update Interval Settings Options* displays. Tap the **Minutes** text box.
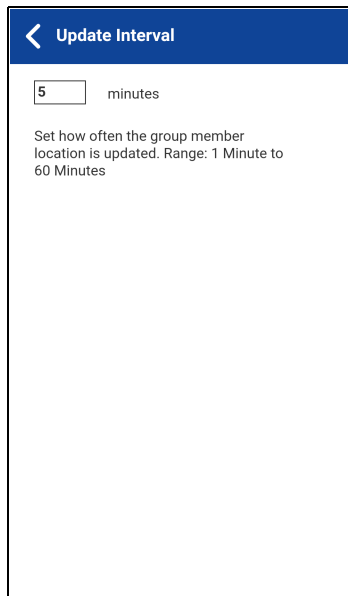
Update Interval Settings Options

3. Type a number in the range from 1 to 60 minutes using the on-screen keyboard to set how often the talkgroup member location is updated.

4. Tap the **Back** button located in the upper left screen to return to the map.

Change active boundary time

This setting allows you to set how long the boundary is active. The boundary automatically turns off after the boundary time has expired. Range: 1 hour to 7 days.

1. From the *Boundary Settings* screen, scroll to the **Active Boundary Time** settings and tap.

| Active Boundary Time
0 Days,8 Hours | > |

Active Boundary Time Settings

2. The *Active Boundary Time Settings Options* displays.

3. Tap the **Days** text box to set how long the boundary is active. The time must be up to 7 days.

4. Tap the **Hours** text box to set how long the boundary is active. The time must be up to 168 hours.

Note: You cannot exceed a maximum total of 7 days or 168 hours combined.

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5. Tap the **Back** button located in the upper left screen to return to the map.
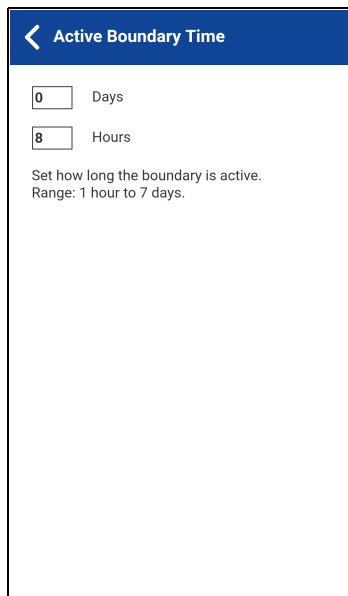
Active Boundary Time Settings Options

Change notify me

This setting allows you to set if you (boundary owner) are notified when a talkgroup member crosses the boundary when the boundary is on.

Note: Boundary alerts are simple notifications and are included in history.

To change the notify me

1. From the *Boundary Settings* screen, scroll to the **Notify Me** settings.

Notify Me
Send me a notification when a group member enters or
leaves the boundary.
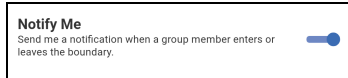
Notify Me Setting

2. Tap the **On/Off** button to toggle the state of the setting.

Change notify member

This setting allows you to set if a talkgroup member is automatically sent a notification when entering and leaving the defined boundary when the boundary is active.

1. From the *Boundary Settings* screen, scroll to the **Notify Member** settings.

Notify Member
Send member a notification when entering or leaving the
boundary.
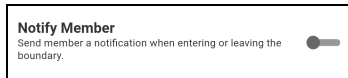
Notify Member Setting

2. Tap the **On/Off** button to toggle the state of the setting. Continue with the "Change initial member notification" section.

Change initial member notification

This setting allows you to set if talkgroup members automatically receive an initial notification when a boundary is created: those inside the boundary or those outside the boundary.

Note: The *Notify Member* setting must be turned on to use this setting.

---

1. Scroll to the **Initial Member Notification** settings and tap.

Initial Member Notification
Send first notification to member outside
the boundary or inside the boundray   >
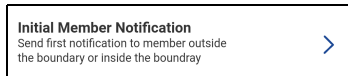
Initial Member Notification Setting

2. The *Initial Member Notification s*etting options displays.

Notify Member

⦿ Outside Boundary

◯ Inside Boundary

OK
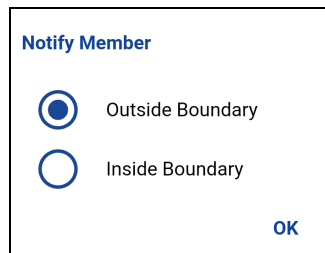
Initial Member Notification Setting Options

3. Tap either **Outside Boundary** to send the first notification to members outside the boundary or **Inside Boundary** to send the first notification to members inside the boundary.

4. Tap **OK**.

Quick Group

You can create a Quick Group by selecting members from the map, which allows you to choose members based on their location. You can also add other members from your contacts.

1. From the *Map*, tap the **Tracked Talkgroup Selector** button on the action bar.
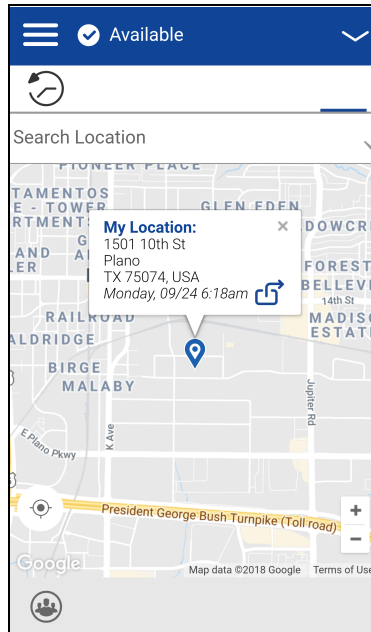
Map

2. Tap the **Quick Group** button on the action bar.

3. Zoom in until you view all the contacts that you want to select.

Tip: You can also tap any talkgroup member to select them and add them to the member list.

Note: A Quick Group can have up to 10 members. If you have more than 10 members in view, you are not able to select all at once. Zoom in so that there are less than 10 members in view, select all or select the members individually,
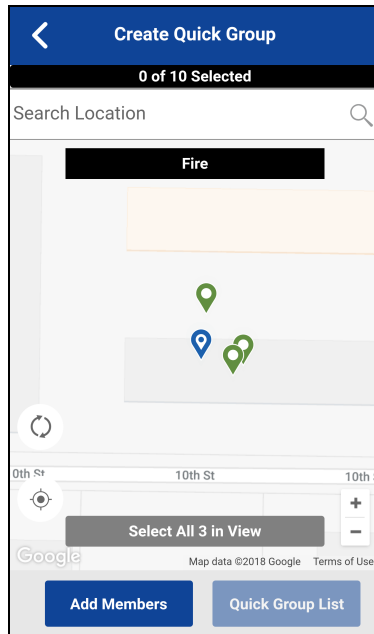
Create Quick Group from Map

4. Tap the **Select All in View** for a Mobile Quick Group. All selected contact pins turn purple.
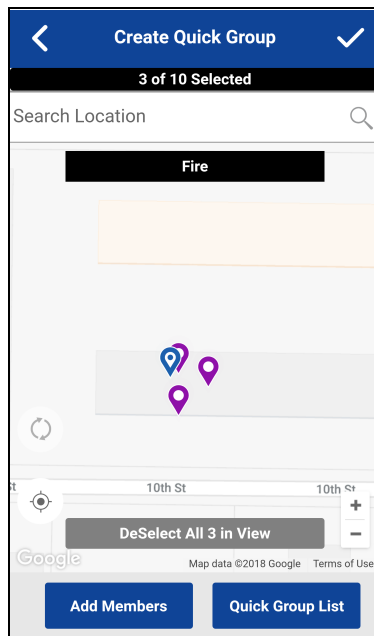
Create Quick Group from Map

5. After selecting the talkgroup members, tap the **Save** button in the title bar. The *Call Screen* displays.
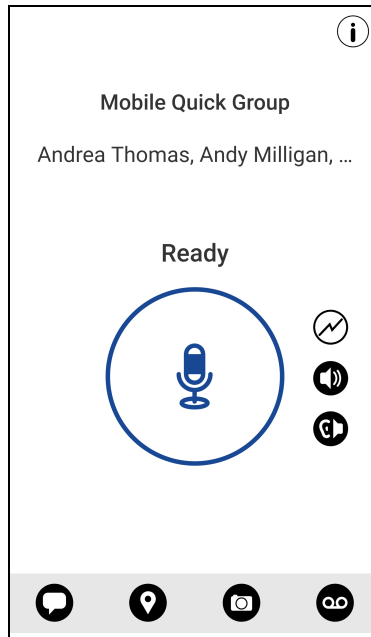
Quick Group from Map Call Screen

6. Press and hold the on-screen **PTT button**, a Quick Group call is started, a chirp tone is heard, and the PTT button changes color indicating you have taken the floor.
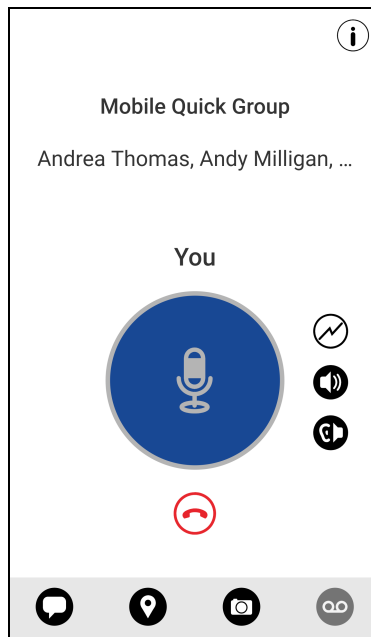
You Are Speaking in a Quick Group Call

7. Release the PTT button to allow the other members of the talkgroup to take the floor, and speak. The call ends after a period of no call activity.

To add members

1. Tap or touch the **Add Members** button. The *Add Members* screen displays.
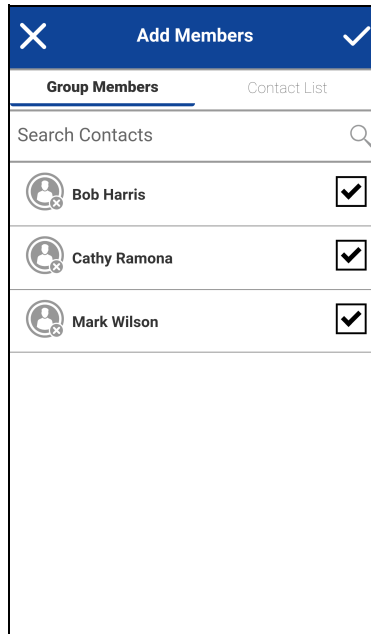
Add Quick Members from Map

2. Select the additional members to add from the *Talkgroup Members* tab or *Contacts List* tab.

3. Tap or touch the **Save** button.

Remove quick talkgroup members

1. Tap or touch the **Quick Group List** button. The *Quick Group List* displays.

2. Tap or touch the members to remove.
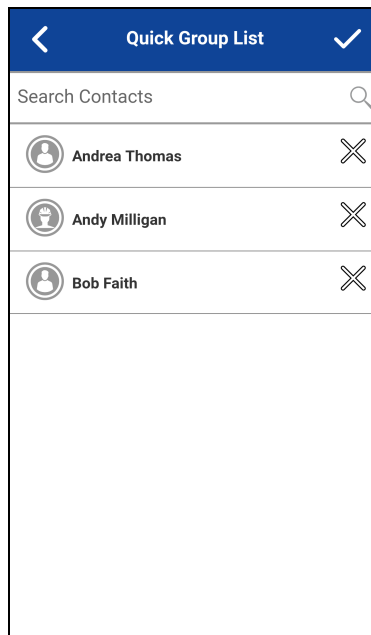
Remove Quick Members from Map

3. Tap or touch the **Save** button. The *Quick Group Call* Screen displays.

16.Integrated Secure Messaging

This section describes the steps you must take to make and receive Push-to-Talk (PTT) Integrated Secure Messages.

This section is organized as follows:

- Integrated Secure Messaging Icons
- Multimedia Content
  - Text Messages
  - Image Messaging
  - Video Messaging
  - Voice Messaging
  - File Messaging
  - Location Message
- Message Actions

Integrated Secure Messaging allows you to send and receive secure text messages, multimedia content, and location information to and from other PTT users.

Messages are delivered to recipients while they are online. If a recipient is offline, then messages wait to be delivered up to a week until the recipient logs in and becomes online. After a message notification is received for multimedia messages, you have up to 30 days to download the image, video, voice message, or file.

Note: The notification time for messages to wait to be delivered is set by the service provider and may be different than the time indicated above.

Note: The time a multimedia message is available for download is set by the service provider and may be different than the time indicated above.

Multimedia content can include text, images, videos, voice, and files. Location messages allow you to send and receive location information.

Note: You can send messages to other users to have the feature enabled. Your administrator may disable your ability to send and receive text, text, and multimedia, or location messages.

Note: Users with 8.3 and later clients are supported.

While drafting a message if PTT application is interrupted by another application or by an incoming PTT call, the user can continue with composing the message after the user returns to the PTT application or when the PTT call ends.

When you send messages, you see the status of the message. The message status shows one of the following:

1. Pending - indicates that the message is waiting to be sent. Any messages that are created while the network connection is not available are preserved until the network connection is restored and then sent.

2. Sent - indicates that the message was sent from your device.

3. Delivered (for 1:1 message only) - indicates that the message was delivered to the recipient. This status does not mean that the user downloaded any multimedia.

4. Failed - indicates that the message could not be sent, if the recipient is not allowed to receive messages or if there was a problem sending the message from your device.

There is no delivery status for talkgroup messages.

Integrated Secure Messaging Icons

For more information on the *Integrated Secure Messaging* icons, see the "Integrated Secure Messaging Icons" section.

Multimedia Content

Multimedia content includes files as a message attachment. All multimedia content is automatically compressed before sending. Multimedia messages are also shown in threaded history along with call history.

The maximum multimedia attachment size that can be transferred (originated or received) is set by your service provider. If file size is exceeded, you receive an error message.

Text Messages

Text messages let you send a text to other PTT users, even if they are offline. You can reply to the sender and reply all (for talkgroup messages). Messages can be forwarded to other PTT users, and delivery receipts allow the sender to see that a message was delivered.

Broadcasters can send a one-way text message to other broadcast talkgroup members. Broadcast talkgroup members cannot reply or send text messages to the talkgroup.

Text messages are shown in threaded history along with call history and are sent by selecting a contact or a talkgroup.

Send a Text Message

Text messages can be sent using the call screen for a selected contact, a selected talkgroup, or a contact or talkgroup context menu.

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1. Select a contact from the *Contacts list*, touch, and hold. A context menu displays.
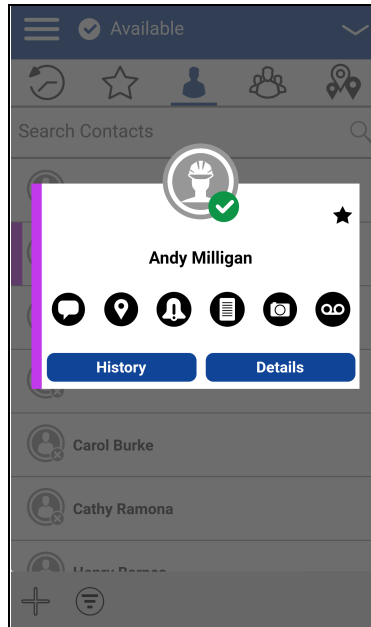
Contact Context Menu

OR

Select a talkgroup from the *Channel List,* tap and hold. A context menu displays.
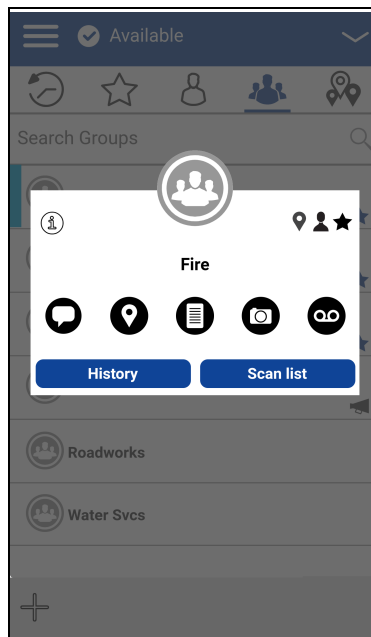
Talkgroup Context Menu

2. Select the **Message** button located on the context menu to initiate a text message.

---

3. Type your message using the on-screen keyboard, tap the **Send** button located to the right of the message box. You can also use Quick Text, see the "Use Quick Text" section for more information.
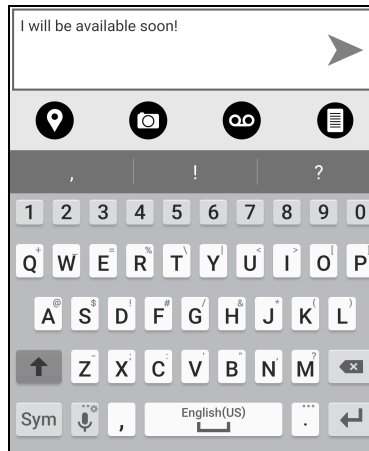
Text Message Box

Note: While drafting a text message and you tap the **Back** button, a confirmation message displays, "*Message has not been sent.*" Tap **Yes** to discard or **No** to cancel.

---

4. Your text message is displayed in the history details.

Use Quick Text

1. Tap the **Message** button. The text box displays.

Tip: To add Quick Text, see the "Add Quick Text" section.

---

2. Tap the **Quick Text Access** button located in the text box.

Text Box

3. The *Select Quick Text* displays.
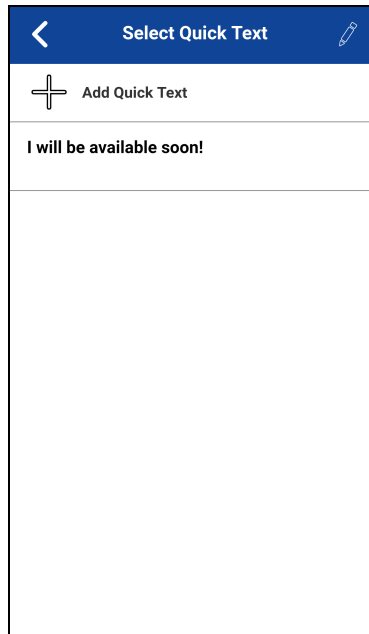
Edit Quick Text

4. Tap the desired quick text. The selected quick text will be added to your message, and the message entry box is displayed again.
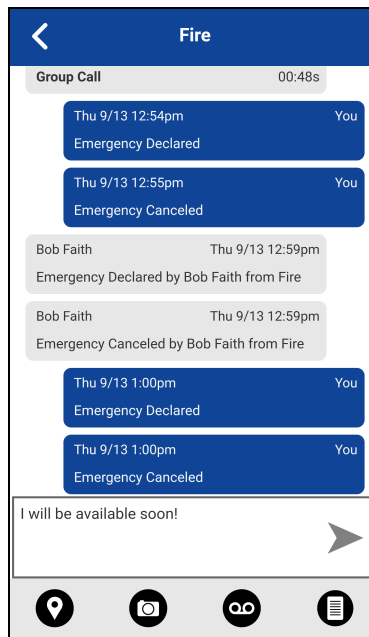
Send Quick Text

5. Tap the **Send Text Message** button to send the text.

Add Quick Text

Quick text is a feature that lets you save the text you can use to respond to messages quickly. You can add up to 20 messages.

1. Tap the **Message** button and the text box displays.

2. Tap the **Quick Text Access** button located in the text box.

Enter Text

Text Box

3. The *Select Quick Text* displays.

Select Quick Text
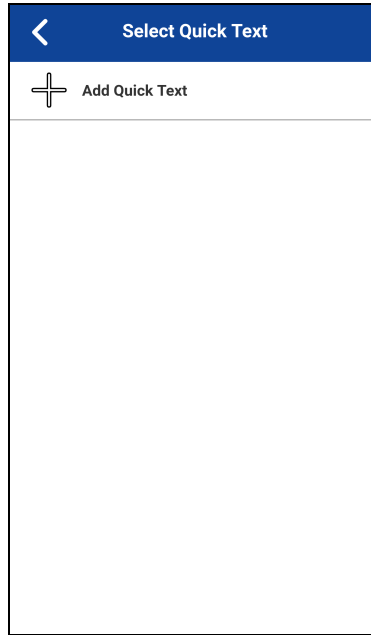
Add Quick Text

Select Quick Text

4. Tap the **Add Quick Text** button. The *Enter Quick Text* displays.

Enter Quick Text

I will be available soon!

Love   I   Thanks
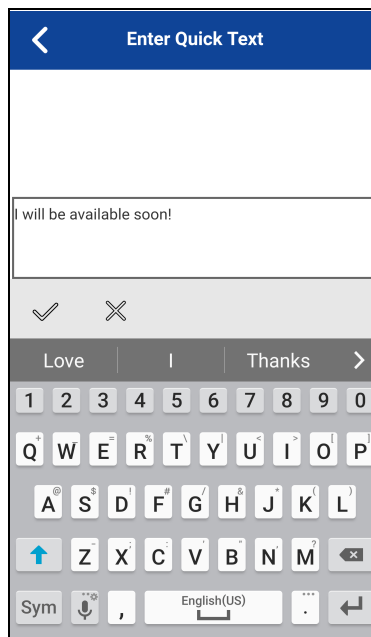
Enter Quick Text

5. Type the quick text to use.

6. Tap the **Save** button to save or the **Cancel** button to cancel the operation. If you selected cancel, the following message displays, "*Your entered quick text will be cleared. Do you wish to continue?*".
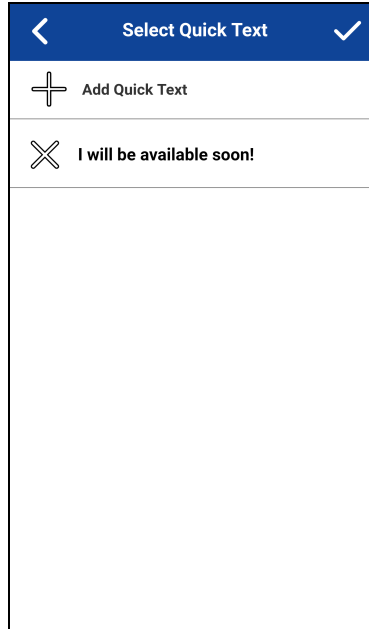
Created Quick Text

7. Tap **Save** if finished.

8. Tap the newly created quick text. The selected quick text is added to your message and the message entry box displays again.
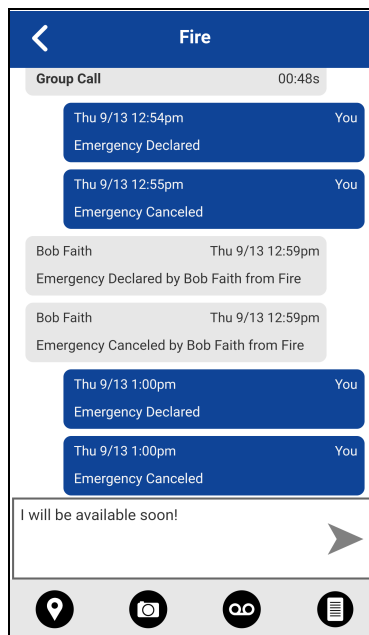
Send Quick Text

9. Tap the **Send Text Message** button to send the text.

Delete Quick Text

1. Tap the **Message** button. The text box displays.

2. Tap the **Quick Text Access** button located in the text box.

Text Box

3. The *Select Quick Text* displays.
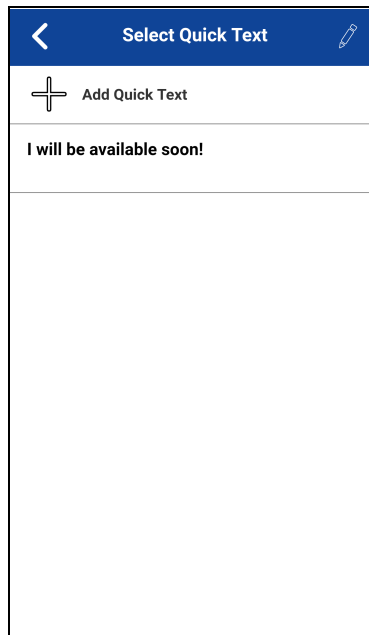
Edit Quick Text

4. Tap the **Edit** button located in the upper right or the screen.

◀	**Select Quick Text** ✓
╬	Add Quick Text
✕	**I will be available soon!**
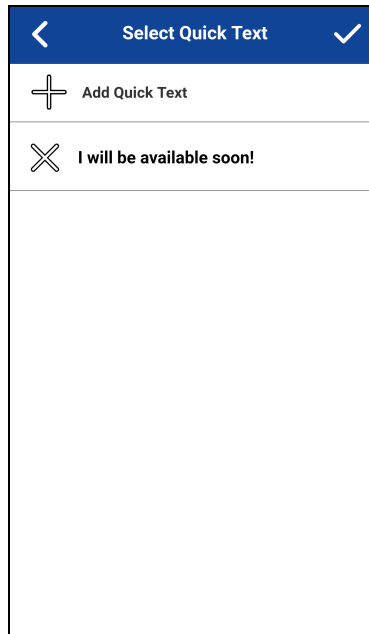
Delete Quick Text

5. Tap the **X** next to the Quick Text to delete.

Confirm

Delete ?

                No   Yes

Delete Quick Text Confirmation

6. Tap **Yes** to delete quick text or tap **No** to cancel.

7. Tap **Save**.

Receive a Text Message

When you receive a text message, you receive a system notification showing the sender's name and a preview of the text message. You can tap the notification, and the PTT application opens to the history for that sender or talkgroup. Text messages is shown in threaded history along with call history. You can reply to the sender and reply all (for talkgroup messages) or forward to other PTT users.

1. Tap the system notification for the message
   OR
   From the *History* tab, scroll down and locate any unread messages to read. Unread messages are indicated by an unread message indicator (dot), as shown below. The unread message indicator disappears when you tap the **History Details** button to reply to the message.
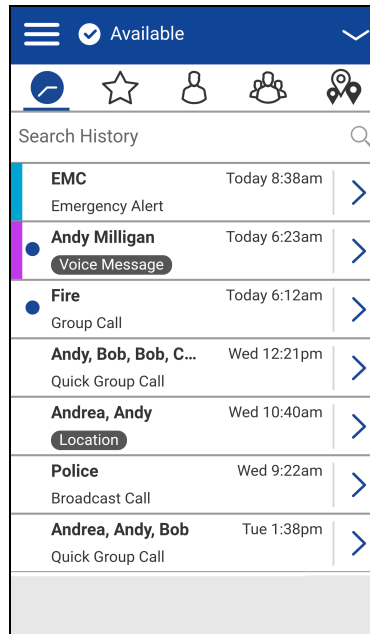
History

2. Tap the **History Details** button to read the message content.
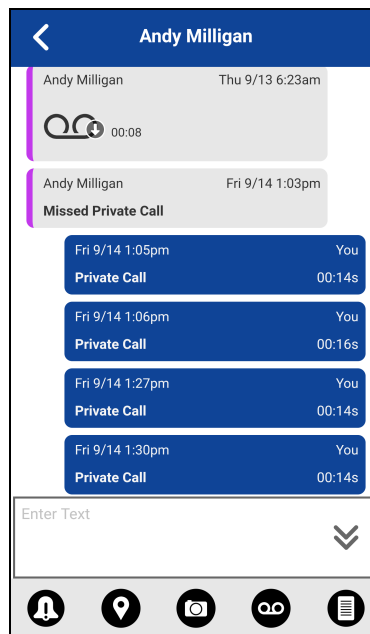
History Details

Tip: You can also reply to the sender and reply all (for talkgroup messages) and forward the message to other PTT users.

You can also perform any of the following message actions:

- "Forward a Message to a Contact or Talkgroup"

- "Forward a Message to a Quick Group"

- "Reply to a Sender"

- "Reply to Talkgroup (Talkgroup Messages)"

- "Delete Message"

- "Copy a Text Message"

Image Messaging

When you receive an image message, a notification is displayed. Thumbnails are shown for photos. Automatic download of attachments is based on the application settings. The recipient can reply to the sender and reply all (for talkgroup messages). Messages can be forwarded to other PTT users, and delivery receipts allow the sender to see that a message was delivered.

Send an Image Message

An image is sent from the picture gallery or a picture taken from the camera and is converted to JPEG.

To send an image message, see the "Send a Photo or a Video" section.

Receive an Image Message

A received image message can be viewed by tapping the image. The *Photo* preview screen displays.

Note: If the message is not downloaded, tap the message and wait for the download, then tap again to view the image.

You can also perform any of the following message actions:

- "Forward a Message to a Contact or Talkgroup"

- "Forward a Message to a Quick Group"

- "Reply to a Sender"

- "Reply to Talkgroup (Talkgroup Messages)"

- "Delete Message"

Save an Image Message

You can save a received image from any history entry on the details screen from the *History* tab.

1. From the *History* tab, find the conversation that contains the image you want to save and tap the **History Details** button.

2. Tap the image. The *Photo* preview screen displays.

---

3. Tap the **Gallery** button to save to the device PTT application album in the Gallery.

4. Additional functions are as follows:

    - Tap the **Forward** button to forward the image to a contact, quick group, or talkgroup

    - Tap the **Details** button to view the name, sender, date, size, and resolution.

    - Tap the **Delete** button to delete the image.

Video Messaging

When you receive a video message, a notification is displayed. Thumbnails are shown for videos. Automatic download of attachments is based on the application settings. The recipient can reply to the sender and reply all (for talkgroup messages). Messages can be forwarded to other PTT users, and delivery receipts allow the sender to see that a message was delivered.

Send a Video Message

A video is sent from the video gallery or recorded video from the camera and resized to a lower resolution.

A video message is sent similarly as an image. See the ["Send a Photo or a Video"](#) section.

Receive a Video Message

A received video message can be viewed by tapping the video. The *Video* preview screen displays. Tap the **Play** button to play the video.

Note: If the message is not downloaded, tap the message and wait for the download, then tap again to display the *Video* preview screen.

You can also perform any of the following message actions:

- ["Forward a Message to a Contact or Talkgroup"](#)

- ["Forward a Message to a Quick Group"](#)

- ["Reply to a Sender"](#)

- ["Reply to Talkgroup (Talkgroup Messages)"](#)

- ["Delete Message"](#)

Save a Video Message

You can save a received a video message from any history entry on the details screen from the *History* tab.

1. From the *History* tab, find the conversation that contains the video you want to save and tap the **History Details** button.

2. Tap the **Video**. The *Video* preview screen displays.

3. Tap the **Gallery** button to save to the device to the Gallery.

4. Additional functions are as follows:

- Tap the **Play** button to play the video.

- Tap the **Forward** button to forward the video to a contact, quick group, or talkgroup

- Tap the **Details** button to view the name, sender, date, size, and duration.

- Tap the **Delete** button to delete the video.

Voice Messaging

When a user receives a voice message, a notification is displayed. Automatic download of attachments is based on the user settings. You can reply to the sender and reply all (for talkgroup messages). Messages can be forwarded to other PTT users and delivery receipts allow the sender to see that a message was delivered.

Send a Voice Message

A voice message is sent by recording and sending from within the PTT application. When you decide to send a voice message, you can record, preview, rerecord, erase, and send the voice message.

To send a voice message, see the "Send a Voice Message" section.

Receive a Voice Message

A received voice message can be played by tapping the message. The *Audio* preview screen displays. Tap the **Play** button to play the voice message.

Note: If the message is not downloaded, tap the message and wait for the download, then tap again to display the audio preview screen.

You can also perform any of the following message actions:

- "Forward a Message to a Contact or Talkgroup"

- "Forward a Message to a Quick Group"

- "Reply to a Sender"

- "Reply to Talkgroup (Talkgroup Messages)"

- "Delete Message"

Note: You cannot save a received voice message on an iOS device.

File Messaging

When a user receives a file message, a notification will be displayed. Automatic download of attachments is based on the application settings. The recipient can reply to the sender and reply all (for talkgroup messages). Messages can be forwarded to other PTT users, and delivery receipts allow the sender to see that a message was delivered.

Send a File Message

A file message is sent from within PTT application.

To send a file message, see the "Send a File" section.

Receive a File Message

A received file message can be viewed by tapping the message. The *File* preview screen displays. Tap the **File** icon located in the center of the screen to view. The native file viewer opens.

Note: If the message is not downloaded, tap the message and wait for the download, then tap again to display to file preview screen.

You can also perform any of the following message actions:

- "Forward a Message to a Contact or Talkgroup"

- "Forward a Message to a Quick Group"

- "Reply to a Sender"

- "Reply to Talkgroup (Talkgroup Messages)"

- "Delete Message"

Save a File Message

You can save a received file from any history entry on the details screen from the *History* tab.

1. From the *History* tab, find the conversation that contains the file you want to save and tap the **History Details** button.

2. Tap the F**ile**. The *File* preview screen displays.

3. Tap the **File** icon located in the center of the screen to view. The native file viewer opens.

4. Tap the **Share** icon, choose an option for sending the document (for example, any installed application).

5. Tap **Save to Files** or browse a location on where to save the file.

Tip: Use the File Manager application to access the saved files.

Note: You can access files from your device storage or other installed applications such as Apple iCloud, Dropbox, and Google Drive, etc.

Note: Please see the device user manual for more information.

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6. Additional functions are as follows:

- Tap the **File** icon located in the center of the screen to view. The native file viewer opens.

- Tap the **Forward** button to forward the voice message to a contact, quick group, or talkgroup

- Tap the **Details** button to view the name, sender, date, and size.

- Tap the **Delete** button to delete the voice message.

Location Message

When a user receives a location message, a notification is displayed. The recipient can reply to the sender and reply all (for talkgroup messages). Messages can be forwarded to other PTT users, and delivery receipts allow the sender to see that a message was delivered.

Location messages show in threaded history along with call history.

Select the **Location Pin** icon to share your location on Google Maps and share within the PTT application.

Note: Location services must be turned on in the device, and the application must be granted permission to use *Location Services*.

The location is provided by your device.

Send Location Message

To share your location, see the "Share my Location" section.

Receive a Location Message

A received location message can be viewed by tapping the message. The *Map* screen displays.

You can also perform any of the following message actions:

- "Forward a Message to a Contact or Talkgroup"

- "Forward a Message to a Quick Group"

- "Delete Message"

Message Actions

You can send messages to offline users. They receive the messages the next time they become online.

You can also perform any of the following message actions:

- "Forward a Message to a Contact or Talkgroup"

- "Forward a Message to a Quick Group"

- "Reply to a Sender"

- "Reply to Talkgroup (Talkgroup Messages)"

- "Delete Message"

Forward a Message to a Contact or Talkgroup

You can forward a message to a contact on the details screen from the *History* tab.

1. From the *History* tab, find the conversation that contains the message you want to forward and tap the **History Details** button.

2. Tap and hold the message entry you want to forward. A context menu displays.

3. Tap the desired option as follows:

   1. Tap the **Forward to Contact** option. The *Select Contact to Message* screen displays.

   2. Tap the **Forward to Group** option. The *Select Group to Message* screen displays

3. Tap the contact or talkgroup to select. The message is copied into the text field.

4. Tap **Send Message** button. The message is sent to the contact or talkgroup.

Forward a Message to a Quick Group

You can forward a message to a Quick Group on the details screen from the *History* tab.

1. From the *History* tab, find the conversation that contains the message you want to forward and tap the **History Details** button.

2. Tap and hold the history entry. A context menu displays.

3. Tap the **Forward to Quick Group** option. The *Select Contacts to Message* screen displays.

4. Tap one or more contacts.

5. Tap the **Save** button located in the upper right. The message is copied into the text field.

6. Tap **Send Message** button. The message is sent to the Quick Group.

Reply to a Sender

You can reply to sender for a talkgroup on the details screen from the *History* tab.

1. From the *History* tab, find the conversation that contains the message you want to reply and tap the **History Details** button.

2. Tap and hold the history entry. A context menu displays.

3. Tap the **Reply to Sender** option. The *Talkgroup* screen displays.

4. Enter the text using the on-screen keyboard.

5. Tap **Send Message** button. The message is sent to the talkgroup.

Reply to Talkgroup (Talkgroup Messages)

You can reply to a talkgroup on the details screen from the *History* tab.

1. From the *History* tab, find the conversation that contains the message you want to reply and tap the **History Details** button.

2. Tap and hold the history entry. A context menu displays.

3. Tap the **Reply to Group** option. The *Talkgroup* screen displays.

4. Enter the text using the on-screen keyboard.

5. Tap **Send Message** button. The message is sent to the talkgroup.

Share my Location

You can share my location from any history entry on the details screen from the *History* tab.

1. From the *History* tab, find the conversation that contains the message you want to forward and tap the **History Details** button.

2. Tap the **Location** button located in the actions. The *My Location* screen displays.

3. Tap the **Share** button on the *My Location* display. The location is sent.

Send a Photo or a Video

You can send a photo or a video from any history entry on the details screen from the *History* tab.

1. From the *History* tab, find the conversation that contains the message you want to forward and tap the **History Details** button.

2. Tap the **Camera** button located in the actions. A context menu displays.

3. Tap the desired option as follows:

   1. **Take a photo**. The *Camera* displays and allows you to take a photo.

   2. Tap **Gallery**. The *Gallery* displays and allows you to select any photo in the gallery.

   3. Tap **Record a Video**. The *Video* displays and allows you to record a video.

4. Tap **OK**. A *Send* confirmation message displays.

5. Tap **Yes** to send or **No** to cancel.

Send a Voice Message

You can record a voice message from any history entry on the details screen from the *History* tab.

1. From the *History* tab, find the conversation that contains the message you want to forward and tap the **History Details** button.

2. Tap the **Voice Message** button located in the actions. A *Ready Record* screen displays.

3. Press and hold the **Record** button and begin speaking your voice message.

4. When complete, release the **Record** button. You can tap the **Playback** button to review your message.

5. Tap the **Save** button located in the upper right or tap **Cancel** button in the upper left, and a discard confirmation message is shown.

6. Tap **Yes** to discard or **No** to return to the recorded message. The message is sent.

Send a Text Message

You can send a text message from the history details screen.

1. From the *History* tab, find the conversation and tap the **History Details** button.

2. Tap in the **Enter Text** field. An on-screen keyboard displays.

3. Enter the message using the on-screen keyboard.

4. Tap **Send Message** button. The message is sent to the talkgroup.

Send a File

You can send a file from any history entry on the details screen from the *History* tab.

1. From the *History* tab, find the conversation for a contact or talkgroup to which you want to send a file and tap the **History Details** button.

2. Tap the **Attach File** button located in the *Action Bar*.

Tip: You can also send a file from the Call Screen by tapping the **Send Text** button. On the text message history screen, you will find the **Attach File** button.

Note: You can access files from your device storage or other installed applications such as Apple iCloud, Dropbox, and Google Drive, etc.

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3. Navigate to the location of the file to attach and tap. A send confirmation message displays.

4. Tap **OK** to send or **Cancel**.

Copy a Text Message

You can copy a text message and send to a contact on the details screen from the *History* tab.

1. From the *History* tab, find the conversation that contains the message you want to forward and tap the **History Details** button.

2. Tap and hold the history entry. A context menu displays.

3. Tap the **Copy Message** option. The message is copied to the clipboard.

4. Paste the message into any message and send.

17. Airplane Mode

Your phone provides a special mode called "*Airplane Mode*" which disables your phone's ability to communicate over cellular, Wi-Fi and Bluetooth connections. When you turn on airplane mode, you are disconnected from the Push-to-Talk (PTT) service.

- You cannot receive PTT calls or messages

- You cannot receive alerts from others

- Others will see you as offline in their PTT contact list and are not able to call you or send you an alert

18. Using Accessories and Bluetooth

This section describes using accessories and Bluetooth associated with the Push-to-Talk (PTT) application and is organized as follows:

- Using a Wired Audio Headset
- Using Bluetooth
  - Car Kit
  - External PTT Button
  - How to Turn Off Bluetooth for PTT
- Using a Remote Speaker Microphone
  - Wired
  - Bluetooth

Using a Wired Audio Headset

You can use a headset plugged into your phone for Push-to-Talk (PTT) calls. Whenever you connect the headset, PTT calls are automatically heard over the headset instead of the loudspeaker. You must still use the PTT button on the phone to take the floor to speak, even if your headset has a multimedia control button on it. When you disconnect the headset, the loudspeaker will again be used for PTT calls.

Using Bluetooth

By default, whenever your phone is connected to a compatible Bluetooth device, the PTT application uses that Bluetooth device for calls. If you turn off or unpair your Bluetooth device, the PTT call will automatically switch to the loudspeaker. The PTT application supports the following Bluetooth profiles: Hands-Free (HFP), Headset (HSP), or Advanced Audio Distribution Profile (A2DP). When using PTT over Bluetooth, you must use the PTT button on the phone to take the floor and speak.

Car Kit

Many cars allow you to connect your phone to the car audio system using Bluetooth. Check the owner's manual for your car to see if your phone is compatible with your car. Once you connect your phone to the car's audio system, PTT calls will also use the Bluetooth audio. You must use the PTT button on the phone to take the floor.

External PTT Button

You can use a compatible Bluetooth Smart (Low Energy Bluetooth) PTT button with your PTT service. This button can be used in addition to the on-screen PTT button.

How to Turn Off Bluetooth for PTT

If your phone can connect to your car audio system and you receive regular cellular calls, PTT calls will also work. In the rare circumstance that there is a compatibility problem using PTT with your car audio, but you still want to use Bluetooth for regular cellular calls, you can turn off PTT over Bluetooth from within PTT application settings. For details on how to turn off Bluetooth, refer to the "Use Bluetooth" section.

Using a Remote Speaker Microphone

A Remote Speaker Microphone (RSM) is an accessory made especially for handling PTT calls. The RSM has a loudspeaker and PTT button built in which lets you remotely control your phone's PTT application. There are two types of RSMs: those that connect by wire to the phone's headset connector, and those that use Bluetooth.

Wired

A wired RSM connects to the phone's headset connector, just like a headset. The RSM will have a loudspeaker and microphone, along with a PTT button. The PTT button allows you to take the floor during a PTT call and speak. The PTT button on the RSM works just like the PTT button on the phone. Depending on the RSM, there may also be a connection for you to use a headset with the RSM. Check the RSM owner's manual for information specific to the accessory. With a wired RSM, you control the loudspeaker volume using the volume keys on the phone and using the volume buttons on the RSM.

Note: The PTT application must be in the foreground to take the floor using the wired accessory.

Bluetooth

A Bluetooth-connected RSM gives you all the features of a wired RSM without being tethered by a cord. In addition to having a loudspeaker and PTT button, a Bluetooth RSM also has its volume control. You do not use the volume buttons on your phone to control the volume, but rather the volume control on the RSM itself. A Bluetooth RSM must be "paired" to your phone before it can be used. For instructions on how to pair the RSM with your phone, please refer to the documentation that comes with the RSM.

19. Settings

This section describes the settings within the Push-to-Talk (PTT) application and is organized as follows:

- Important Message
- Alert Repeat
- Alert Tone
- Auto Download
- Background Mode
- Call Reconnect Tone
- Capacity
- Contact Sorting
- Display Name
- Emergency
- Enhanced Loudness
- History Sorting
- In Call Tones
- Instant Personal Alert
- Location Change Accuracy
- Logout
- Message Alert
- Message Alert Tone
- Missed Call Alert
- My PTT Number
- Network Loss Tone Repeat
- Network Up/Down Tones
- Restore Defaults
- Use Bluetooth
- Vibrate Alert
- Vibrate Call
- Volume Boost

To change the settings

All settings except for the *Boundary* settings can be changed in the PTT application settings:

1. From within the *Menu*, tap the **Settings** option. The menu icon is in the upper-left hand corner of the main screen.

Note: For more information on how to change the *Boundary* settings, see the "Boundary settings" section.

Bill Smith
Available
Talkgroup Scan
Manual Dial
Settings ❯
Tutorial ❯
About ❯
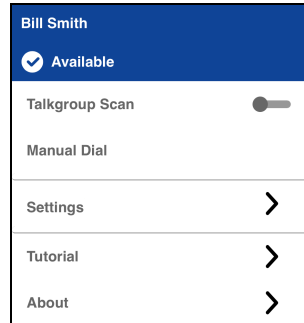
Menu Options

2. Find the settings you want to change and follow the instructions.

Note: All settings are shown in the default state.

Important Message

Notifications are sent periodically to ensure that the application is up to date with the most current software. When an update is available, you receive a message when you login to the PTT application. Important Message notifications are also shown with a yellow star on the *Menu Settings* option, and the *Important Message* settings. If there are no important message notifications are available, you will not receive a message nor see the setting. See the "Application updates" section for more information.

To update the PTT application

1. From the *Settings* screen, scroll to and tap the **Important Message** setting.

Important Message ⭐
Show more information

Important Message Setting

2. From the *Important Message* notification, tap the **Upgrade** button to be directed to the Apple App Store to download the latest application or tap the **Dismiss** button to dismiss the notification.

Note: *Important Message* notifications may vary in content.

Important Message

An update for the app is available.
Please upgrade.

☐ **Do not show again**

Dismiss   Upgrade
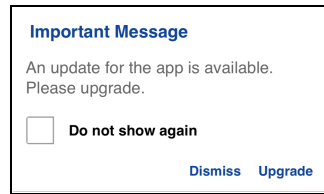
Important Message Notification Example

Alert Repeat

The alert repeat setting affects how often you are reminded that you have Instant Personal Alerts and Missed Call Alerts waiting. The options have the following behavior:

Once: The alert will be played once when the alert is received.

Repeat: The alert will be played every 20 seconds for 10 minutes.

Continuous: The alert will be played every 20 seconds until you clear the alert. This option will drain the battery faster than the other options.

To change the alert repeat setting

1. From the *Settings* screen, scroll to and tap on the **Alert Repeat** setting.

Alert Repeat
Once

Alert Repeat Setting

2. Select how often you want your alerts to repeat.

Alert Repeat

⦿ Once

◯ Repeat

◯ Continuous

OK
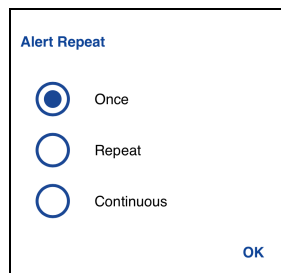
Alert Repeat Setting Options

Alert Tone

This setting allows you to select the missed call alert and Instant Personal Alert tone from a list of choices. The tone is played when you select it.

To change the alert tone setting

1. From the *Settings* screen, scroll to and tap the **Alert Tone** setting.

Alert Tone
Change tone played for alerts.

Alert Tone Setting

2. Select the desired alert tone.

Tip: When you preview an alert tone, it will not play even if the phone ringer is silent.

Alert Tone

- ● Alert 1
- ○ Alert 2
- ○ Alert 3
- ○ Alert 4

OK
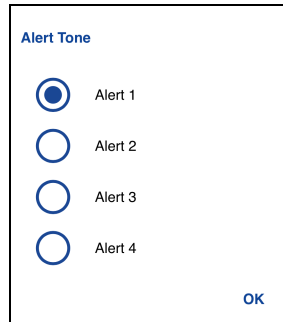
Alert Tone Setting Options

Auto Download

When turned on, message attachments are automatically downloaded to the *History* tab or when turned off, you must manually download by tapping the message attachment. Requires the Integrated Secure Messaging feature to be turned on by an administrator.

To change the auto download behavior

1. From the *Settings* screen, scroll to the **Auto Download** setting.

Auto Download
When enabled, message attachments are automatically downloaded.
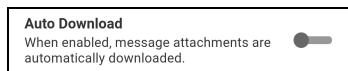
Auto Download Setting

2. Tap the **On/Off** switch to toggle the state of the setting.

Background Mode

The *Background Mode* setting allows you to choose if an incoming call shows a notification. Pressing a supported Bluetooth PTT accessory takes the floor while the application is in the background. You must bring the PTT application to the foreground to use the on-screen PTT button. See the "PTT Call Behavior in Background" section for more information.

To change the background mode setting

1. From the *Settings* screen, scroll to the **Background Mode** setting.

Background Mode
Keep app in background for PTT calls
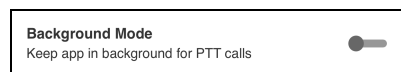
Background Mode Setting

2. Tap the **On/Off** button to toggle the state of the setting.

Note: When the PTT application is in the background, a wired accessory PTT button will not work.

Call Reconnect Tone

The *Call Reconnect t*one setting determines whether the phone plays the Call Reconnect tone when turned ON or turned OFF during a call. The Call Reconnect tone is played when you lost connection with the network during a PTT call.

To change the call reconnect tone

1. From the *Settings* screen, scroll to the **Call Reconnect Tone** setting.

Call Reconnect Tone
Determine whether the handset will play the
Call Reconnect Tone.
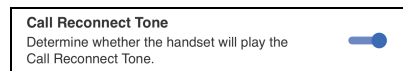
Call Reconnect Tone Setting

2. Tap the **On/Off** switch to toggle the state of the setting.

Capacity

The *Capacity* setting allows you to view how many PTT contacts, groups, and favorites are stored on your phone. These numbers include both personal and administrator-managed. Please refer to the table in the "Contacts" section, "Talkgroups" section, and "Favorites" section to see the maximum capacity for your phone. Dismiss the pop-up displayed by pressing the Back button on the title bar.

To view the phone capacity

1. From the *Settings* screen, scroll to and tap the **Capacity** setting.

Capacity
Show available capacity to store
Contacts and Groups.
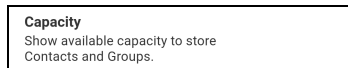
Capacity Setting

2. Tap the **Capacity** setting. The *Capacity* screen displays.

Contact Sorting

You can choose to view your contacts in a sorted manner. There are two options, sorting according to the alphabetical order of your contacts or sorting according to the availability of your contacts. When contacts are sorted by availability, online contacts are shown first alphabetical, followed by offline contacts alphabetical. Online contacts include contacts who are 'Available' and 'Do Not Disturb'. The contact list updates each time a contact changes from online to offline or vice versa.

To change the contact sorting

1. From the *Settings* screen, scroll to and tap the **Contacts Sorting** setting.

Contact Sorting
Sort the contact list by availability or
alphabetically.

Contact Sorting Setting

2. From the *Contacts Sorting* screen, tap either **By Alphabetical** or **By Availability**.
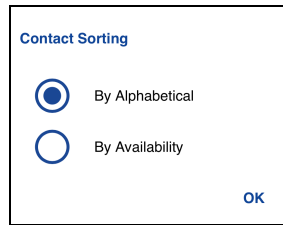
Contact Sorting Setting Options

Display Name

The display name setting that others, including the administrator, see in their contact list. The administrator may change your name at any time. The administrator may also restrict the ability for you to set your name. The display name can be changed if it has an underline.

To view or set your display name

1. From the *Settings* screen, scroll to and tap the **Display Name** setting.
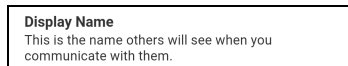
Display Name Setting

2. Your current name will be displayed. Tap the **Cancel** button to dismiss the display name window or continue to set your display name.
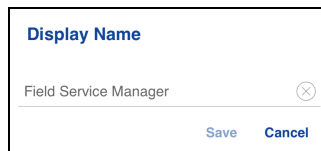
Display Name Setting Option

3. Tap the **Clear Text** button to clear the display name.

4. Type your display name using the on-screen keyboard.

5. Tap the **Save** button to save the display name.

Emergency

Optional features may not be included in your PTT service plan.

The *Emergency* settings allow you to view a preset list of your primary and secondary emergency contact and talkgroup. This setting is displayed when your emergency destination is configured to be controlled by the administrator.

Note: You cannot change your emergency contacts set by your administrator.

To view your emergency contacts

1. From the *Settings* screen, scroll to and tap the **Emergency** settings.
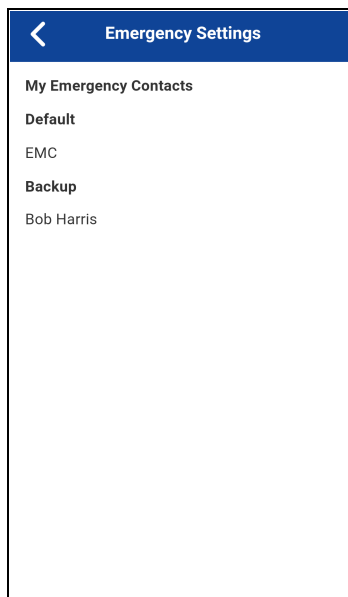
Emergency Setting

Enhanced Loudness

The *Enhanced Loudness* setting when ON (checked) increases the perceived audio volume of PTT calls using the speakerphone. This feature is only available on supported devices.

To change enhanced loudness

1. From the *Settings* screen, scroll to the *Enhanced Loudness* setting.

2. Press the **OK** key to toggle the state of the setting.

History Sorting

Sort history from newest to oldest or oldest to newest.

You can choose to view your history in a sorted manner. There are two options: Sorting from oldest to newest will display your history with the newest entries at the bottom of the history list. Sorting from oldest to newest will display the newest entries in the top of the history list.

Tip: History sorting applies to conversation details. The first-level *History* tab always shows the newest conversations at the top of the list.

To change the history sorting

1. From the *Settings* screen, scroll to and tap the **History Sorting** setting.

> **History Sorting**
> Sort history from newest to oldest or oldest to newest.
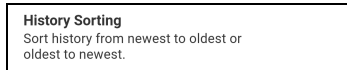
History Sorting Setting

2. From the *History Sorting* screen, tap either **Newest to oldest** or **Oldest to newest**.

> **History Sorting**
>
> ⦿ Newest to oldest
>
> ◯ Oldest to Newest
>
> **OK**
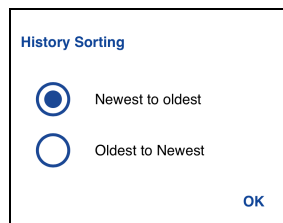
History Sorting Setting Options

In Call Tones

When the *In Call Tones* setting is ON, the tone plays during a PTT call. When the setting is OFF, the tone is not played during a PTT call.

To change in call tones

1. From the *Settings* screen, scroll to and tap the **In Call Tones** setting.

> **In Call Tones**
> undefined
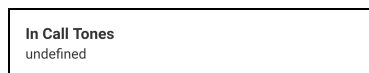
In Call Tones Setting

2. Select the desired *In Call Tones* as follows.
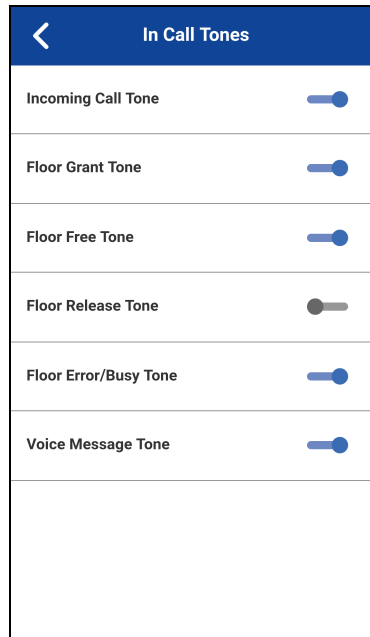
In Call Tones Setting Options

The *In Call Tones* setting options have the following behavior:

- **Incoming Call Tone (default = ON)—**When you receive a PTT call, a tone is played.

- **Floor Grant Tone (default = ON)—**When the floor has been granted or acquired, a specific tone is heard. This tone indicates you can speak.

- **Floor Free Tone (default = ON)—**When the floor is free, a specific tone is heard.

- **Floor Release Tone (default = OFF)*—**When the user who has the floor releases the floor. Floor Error/Floor Busy tone (default = ON)

- **Floor Error/Busy Tone (default = ON)—**When the floor is busy, a specific tone is heard.

- **Voice Message Tone (default = ON)—**When a voice message is received, a specific tone is heard.

*Note: Floor release tone is played when the user who has the floor releases the floor. The tone is the same tone as the *Floor Free t*one. This floor tone condition is not supported in clients before release 8.3.

Instant Personal Alert

This setting allows you to select the Instant Personal Alert from a list of choices to provide either a Tone and Display (default), Tone Only, Display Only, or Off which provides no alert dialog and no alert tone.

To change the instant personal alert

1. From the *Settings* screen, scroll to and tap the **Instant Personal Alert** setting.

> **Instant Personal Alert**
> Tone and display

Instant Personal Alert Setting

2. Select the desired instant personal alert option as follows:

Tone and Display (default)

Persistent alert dialog is displayed and an audible tone is played (subject to Silent Mode behavior). Alert is added to history.

Tone Only

Audible alert tone is played (subject to Silent Mode behavior). Alert is added to history.

Display Only

Persistent alert dialog is displayed but no alert tone is played. Alert is added to history.

Off

No alert dialog is displayed and no alert tone is played. Alert is silently added to history.

> **Instant Personal Alert**
>
> ⦿ Tone and display
>
> ◯ Tone only
>
> ◯ Display only
>
> ◯ Off
>
>   **OK**
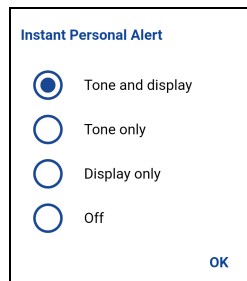
Instant Personal Alert Setting Options

3. Tap **OK**.

Location Change Accuracy

This setting changes the timeliness and accuracy of reporting the location of the device. By default, the setting option is set to *Approximate*, which provides less accurate location and has less impact on battery life. If more accurate location changes are needed, select the *GPS* option. This option reports location more accurately but reduces battery life. When you select the *GPS* option, an informational message displays to remind you that you may experience decreased battery life.

To the location change accuracy

1. From the *Settings* screen, scroll to and tap the **Location Change Accuracy** setting.

> **Location Change Accuracy**
> Set accuracy mode for reporting location changes.

Location Change Accuracy Setting

2.   Select the desired location change accuracy option as follows:

Approximate (default)

Provides less accurate location reporting and drains the battery less.

GPS

Location changes are detected using GPS. Use this setting when location changes should be reported on a more timely and accurate basis.

Note: Setting Location Change Accuracy mode to GPS results in decreased battery life.

Location Change Accuracy

⦿   Approximate

◯   GPS

OK
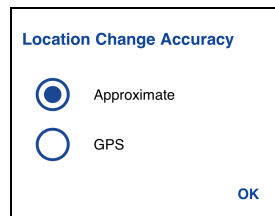
Location Change Accuracy Setting Option

3.   Tap **OK**.

Logout

While you are logged out, you are shown as "Offline" to others, and you cannot receive PTT calls, alerts, or secure messages. If you log out before powering off your phone, you remain logged out after your phone is powered on again. To send or receive PTT calls, you need to log in. See the "Login" section for details on how to log in.

To log out

1.   From the *Settings* screen, scroll to and tap the **Logout** setting.

Logout
Logout from PTT

Logout Setting

2.   Tap **Logout**, a Logout confirmation box will appear.

Logout

You will no longer be able to place or receive PTT calls until you start the application. Do you want to log out?

Yes   No
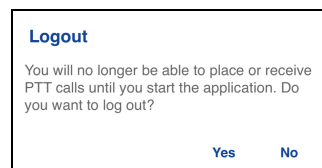
Logout Setting Confirmation

3.   Tap **Yes** to turn on or **No** to turn off.

Message Alert

This setting allows you to control new message alert notifications.

To turn on/turn off *Message Alert* for PTT messages, switch ON the setting to turn on *Message Alert* or switch to OFF mode to switch off the *Message Alert* at the *Message Alert* setting. Requires the Integrated Secure Messaging feature to be turned on by your administrator.

To change the Message Alert

1. From the *Settings* screen, scroll to the **Message Alert** setting.

> **Message Alert**
> Alert for incoming messages.
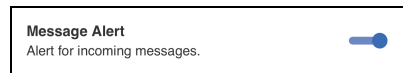
Message Alert Setting

2. Tap the **On/Off** switch to toggle the state of the setting.

Message Alert Tone

This setting allows you to select the missed call alert and Instant Personal Alert tone from a list of choices. The tone is played when you select it. Requires the Integrated Secure Messaging feature to be turned on by an administrator.

To change the message alert tone setting

1. From the *Settings* screen, scroll to and tap the **Message Alert Tone** setting.

> **Message Alert Tone**
> Change tone played for messages

Message Alert Tone Setting

2. Select the desired alert tone.

Tip: When you preview a Message Alert Tone, it will play on the speaker even if the phone ringer is silent.

> **Message Alert Tone**
>
> ⦿ Alert 1
>
> ◯ Alert 2
>
> ◯ Alert 3
>
> ◯ Alert 4
>
> **OK**
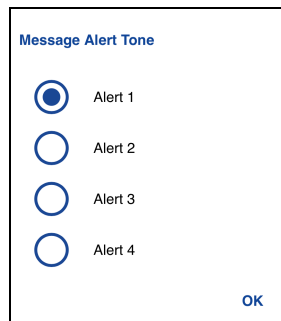
Message Alert Tone Setting Options

3. Tap **OK**.

Missed Call Alert

This setting allows you to select the Missed Call Alert (MCA) from a list of choices to provide either a Tone and Display (default), Tone Only, Display Only, or Off which provides no alert dialog and no alert tone.

To change the missed call alert

1. From the *Settings* screen, scroll to and tap the **Missed Call Alert** setting.

> **Missed Call Alert**
> Tone and display
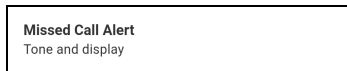
Missed Call Alert Setting

2. Select the desired *Missed Call Alert* setting option as follows:

Tone and Display (default)

A persistent alert dialog is displayed, and an audible tone is played (subject to Silent Mode behavior). Alert is added to history.

Tone Only

The audible alert tone is played (subject to Silent Mode behavior). Alert is added to history.

Display Only

A persistent alert dialog is displayed, but no alert tone is played. Alert is added to history.

Off

No alert dialog is displayed, and no alert tone is played. Alert is silently added to history.

> **Missed Call Alert**
>
> ◉ Tone and display
>
> ○ Tone only
>
> ○ Display only
>
> ○ Off
>
> **OK**
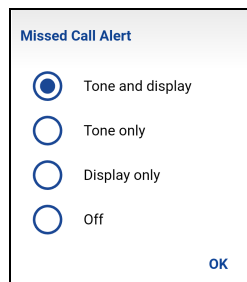
Missed Call Alert Setting Options

3. Tap **OK**.

My PTT Number

This number displays your registered PTT number to other contacts.

To view your PTT number

1. From the *Settings* screen, scroll to the **My PTT Number** setting.

> **My PTT Number:**
> 214-555-1000

My PTT Number Setting

Network Loss Tone Repeat

The *Network Loss Tone Repeat* setting determines whether the phone plays the call reconnect tone when turned ON or turned OFF during a call. When selected, a tone is played when an application transition from one network to another.

To change the network loss tone repeat

1. From the *Settings* screen, scroll to the **Network Loss Tone Repeat** setting and press the **OK** key.

2. Select the desired *Network Loss Tone Repeat* setting option as follows:

If the network loss tone is turned ON, you can set a repeat period for the network loss tone. Supported values are None (no repeat), 10 seconds, 30 seconds, 60 seconds. The default option is None.

Network Up/Down Tones

The *Network Up/Down Tones* setting allows you to set whether tones are played for network loss, both network loss and network reconnect, network loss during a call only or none (default is network loss during a call only).

To change the network up/down tones

1. From the *Settings* screen, scroll to the **Network Up/Down Tones** setting and press the **OK** key.

2. Select the desired *Network Up/Down Tones* setting option as follows:

3. The *Network Up/Down Tones* setting options have the following behavior:

   - **Network Loss—**The phone plays a tone during a network loss.

   - **Network Loss and Reconnect—**The phone plays a tone during a network loss and reconnect.

   - **Network Loss during Call Only (default)—**The phone plays a tone during a call when a network loss happens.

   - **None—**No tone is played when the network is lost or reconnected.

Restore Defaults

You can restore all the PTT application settings to their defaults using the *Restore Defaults* setting. When you choose this setting, you will be reminded that the restore cannot be undone and asked to confirm the action.

To restore the defaults settings

1. From the *Settings* screen, scroll to and tap the **Restore Defaults** setting.

Restore Defaults
Restore application settings to their
factory defaults.
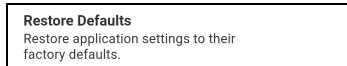
Restore Defaults Setting

2. Tap **Yes** to restore all application settings to their default values or **No** to cancel.

Restore Default Settings

Restore all application settings to their default
values?

                              Yes   No
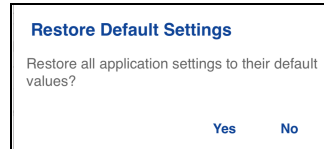
Restore Defaults Setting Confirmation

Use Bluetooth

To turn on/turn off Bluetooth device usage for PTT calls, switch ON the setting to turn on Bluetooth or switch to OFF mode to switch off the Bluetooth at the *Bluetooth* setting.

To change the Bluetooth behavior

1. From the *Settings* screen, scroll to the **Bluetooth** setting.

Use Bluetooth
Use Bluetooth for PTT calls
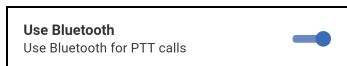
Use Bluetooth Setting

2. Tap the **On/Off** switch to toggle the state of the setting.

Vibrate Alert

When the *Vibrate Alert* setting is ON, the phone will vibrate for new alerts. This setting applies to Instant Personal Alerts and Missed Call Alerts.

To change the vibrate alert

1. From the *Settings* screen, scroll to the **Vibrate Alert** setting.

Vibrate Alert
Vibrate when a new alert is received.
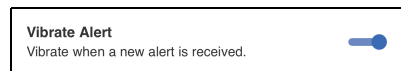
Vibrate Alert Setting

2. Tap the **On/Off** switch to toggle the state of the setting.

Vibrate Call

When the incoming *Call Vibrate* setting is ON, the phone will vibrate for incoming PTT calls.

Note: When the phone ringer is set to Silent only it will override this setting.

To change vibrate call

1.　From the *Settings* screen, scroll to the **Vibrate Call** setting.

Vibrate Call

When enabled, the handset vibrates for
incoming calls.
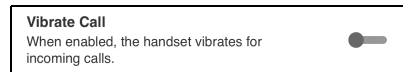
Vibrate Call Setting

2.　Tap the **On/Off** switch to toggle the state of the setting.

Volume Boost

The *Volume Boost* setting increases PTT call volume and Integrated Secure Messages (Voice messages and video messages) while the device is in speakerphone mode.

Volume Boost does not affect application tones, PTT call volume in accessories, including headsets or RSMs. The volume is not boosted when the speakerphone is turned off.

Note: Boosting volume may decrease sound quality.

Note: *Volume Boost* setting is available on supported devices.

To change volume boost

1. From the *Settings* screen, scroll to and tap the **Volume Boost** setting.

   Volume Boost
   Increase PTT call volume.Boosting
   volume may decrease sound quality.
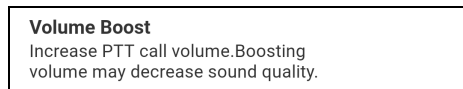
   Volume Boost Setting

2. Adjust the control to indicate the desired percentage of volume boost.

   Volume Boost

   0%

   OK
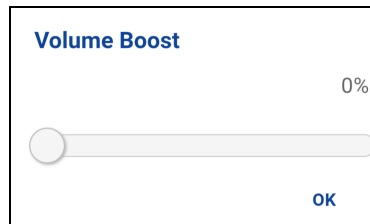
   Volume Boost Setting Control

3. Click **OK**.

20. Troubleshooting

This section describes the steps you must take to troubleshoot the Push-to-Talk (PTT) application and is organized as follows:

General

Whenever you are having issues, it is recommended to update your PTT application.

Activation Failures

The first time you start the application after download, the application must "activate" with the PTT server. This activation process ensures that you are a PTT subscriber and that you are using a supported iPhone. If a problem occurs during the activation process, you will receive an error message. The following error messages may be observed:

1. "Data connection is unable"

Ensure that your phone is not in Airplane Mode and you are connected to the cellular data network. See the owner's manual for your phone to understand the icons shown in the status bar at the top of the screen that indicates data connection is available.

2. "This service requires a supported phone. Would you like to subscribe now?"

You must have a PTT subscription before you can successfully begin using PTT service.

Application Becomes Unresponsive

In rare cases, the PTT application may suddenly stop working (application freeze). If this happens, you can recover by following these instructions:

WARNING: Selecting the Uninstall option will uninstall the complete PTT application from your phone. If this happens, see the sections <u>"Download"</u> for how to reinstall the application and reactivate with the server.

WARNING: Selecting Clear data will clear your history, favorites list, and settings within the PTT application. You will also have to reactivate the PTT application using the instructions in the section <u>"First-time Activation"</u>. Your contacts and talkgroups will automatically be restored during activation, but your avatars and colors customizations will not be restored.

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1. Quick double-tap the **Home** button on your phone.

2. Drag the image of the PTT application upwards to stop the application.

3. Restart the PTT Application again.

Application is Asking Me to Enter an Activation Code

When you start the application for the first time, you are asked to activate the application. This activation process ensures that you are a PTT subscriber and that you are using a supported phone. During activation, you must be located in an area with good cellular coverage. Some corporations allow activation of the application over a Wi-Fi network using an activation code. Your administrator typically provides the activation code. If you do not have an activation code, please move to an area with good cellular coverage and try activating again.

Call Failures

A PTT call may not be completed for several reasons:

- The person you are calling has an "Offline" or "Do Not Disturb" status. The PTT application will not allow you to make a call to someone with either status.

- The person you are calling is busy, either on another PTT call or a cellular call. Please see the <u>"User Busy"</u> section for more information.

- Your phone loses connection with the data network or PTT server. Please see the <u>"Loss of Data Network Connection"</u> section for more information.

- The person you are trying to call has temporarily not reachable. Please see the <u>"User Unreachable"</u> section for more information.

Calls are Always Heard in the Earpiece

If you are hearing PTT calls through the earpiece instead of the loudspeaker, the speakerphone ON/OFF setting may be set to OFF. You can change this setting in the application settings, or during a call. To turn on the speakerphone, tap the on-screen speakerphone button to ensure it is ON (shown by the green indicator on the button). More details are found in <u>"Call Screen Icons"</u>. Another reason may be because your phone ringer may be set to silent. Ensure that your phone is not in Silent and check that Privacy Mode is not set to Earpiece. See the <u>"Interaction with Silent or Sound Mode"</u> section for more information about interaction with your phone's silent mode.

Calls are Only Received from a Small Number of Groups

If you are receiving calls from only a couple of groups, you may have turned the '*Talkgroup Scanning*' on and are listening to only the groups in the scan list. More details can be found in <u>"Talkgroup Scanning"</u>**.**

Cannot Change the Phone Number of a PTT Contact

While the name, avatar, color, and favorite status of a contact can be changed, phone numbers cannot be changed. If you need to change a contact's phone number, you will need to delete the contact and add it again with the new phone number. Please see the <u>"Contacts"</u> section for details on deleting and adding PTT contacts. Contacts that are managed by an administrator cannot be renamed or deleted.

Cannot Create/Update/Delete a Contact or Talkgroup

There are two reasons why you might not be able to create, modify, or delete a contact or talkgroup:

Administrator-Managed Contacts and Groups

You cannot change or delete contacts or groups that are managed by an administrator. Please refer to the <u>"Contacts"</u> section and the <u>"Talkgroups"</u> section for more details on administrator-managed contacts and groups. You will need to contact your PTT administrator to make any changes.

Corporate-Only Subscriber

Your PTT administrator may have your PTT service restricted to have only corporate contacts and groups. This means that only your PTT administrator can add, change, or remove contacts and groups on your phone. Even though you cannot change or remove contacts or groups, you can still make them favorites, add avatars, or set colors.

Cannot Hear Incoming Call

If you cannot hear an incoming PTT call, your loudspeaker volume may be turned down or your phone may be in silent mode. Please see the <u>"Turning the Speaker On/Off"</u> section to set the PTT call volume. See the <u>"Interaction with Silent or Sound Mode"</u> section for more information about interaction with your phone's silent mode.

Cannot Send an Instant Personal Alert

If your phone is currently in "Do Not Disturb" (DND) status, you will not be able to send an Instant Personal Alert (IPA). You are not able to receive a callback while in DND, so the PTT application will not allow you to send an alert. Please change your presence status to "Available." See the <u>"My Presence"</u> section for details on how to set your presence status.

Changing My SIM Card

Your phone may contain a SIM card that lets you move your phone number from one phone to another phone compatible with your mobile phone service and SIM card. If you replace the SIM card in your phone with another that has a different phone number, the PTT application automatically erases your PTT history and favorites and restores the contacts and groups associated with the new number (if any exist). After changing the SIM card, the next time you start the PTT application, it will ask you to "activate" or re-register your phone with the PTT server to ensure that you subscribe to PTT service. Please see the <u>"First-time Activation"</u> section for information about registering your phone with the PTT service.

Explanation of Error Messages

Loss of Data Network Connection

If the PTT application cannot communicate with the PTT server, it displays "Offline" in the Status bar or System Notification, and your availability shows "No Connection". For more information, refer to the <u>"My Presence"</u> section. You will not receive PTT calls or alerts, and you appear as "Offline" to others after a period of time. You should ensure that you have a good signal on your phone. If you perform any action that requires connection to the PTT server (e.g., outgoing call, change self-availability, contact/talkgroup add/modify/delete, etc.) a "Connection is unavailable" message is displayed for a few seconds. When the connection is restored, you will receive the "Connection is restored" message.

To see if you have access to the data network, you should try to access a website using your mobile browser. You may also switch on Wi-Fi if a Wi-Fi network is in range.

If you want to reconnect only to the cellular data network, then turn off Wi-Fi in the settings. See the <u>"Menu"</u> settings section for more information.

User Busy

When you make a one-to-one PTT call to another person, and they are either engaged in another PTT call or a regular cellular call, you see a message indicating that the person is busy. If you receive this message, you can try your call later, or send an alert. See the "Sending an Alert" section for details.

User Unreachable

In rare cases, a contact might be shown as "Available" in your contact list, but might be temporarily outside the range of service coverage. In this case, your PTT call will not go through. The called person's status will be updated to "Offline" until they reconnect to PTT service. If this happens, you should wait for their status to be shown as "Available" and try your call again.

Login Failures

Login to the PTT service may fail if the phone is in Airplane Mode or if you do not have a data connection. Please check the data connection and try to log in again later.

Presence Status Does Not Update

If you attempt to change your presence status from "Available" to "Do Not Disturb" or *vice versa*, and you do not see your status updated, there may be a communication problem between your phone and the PTT server. Logging out and logging in again should solve the problem. To log out, see the setting "Logout".

Quick Group Calls I Receive Are Shown in History as a One-to-One Call

When you receive a Quick Group call, you will notice that the call history shows a call received from the originator of the call, this is normal. You cannot call Quick Group that was created by someone else. Any Quick Group calls that you make will be shown in the call history with the names of the participants. You can call that talkgroup again from your history. For more details on Quick Groups, please refer to the "Quick Group Calls" section.

Wi-Fi Connection Problems

Using the PTT application over Wi-Fi requires that the phone can access the Internet through the Wi-Fi connection. While your phone is connected to Wi-Fi if the PTT application gives you the message "Data connection is unable" then make sure that the Wi-Fi service provider does not require a user name and password and that the Wi-Fi application setting is turned on.

In rare circumstances, the PTT application may not be able to connect to the PTT server over Wi-Fi. In this case, you should turn off the Wi-Fi setting in the PTT application or turn off the Wi-Fi connection on your phone to use PTT.

Please refer to the ["Using PTT over Wi-Fi"](#) section.

21. Glossary

This section provides a list of terms used with the Push-to-Talk (PTT) application and is organized as follows:

- Alerts
  - Instant Personal Alert (IPA)
  - Missed Call Alert (MCA)
- Call Types
  - Broadcast Talkgroup Call
  - Emergency Call (Contact or Talkgroup)
  - Talkgroup Call
  - Private Call (One-to-One Call)
  - Quick Group Call
- Display Name
- Floor Control
- Talkgroup
- Integrated Secure Messaging
- Supervisory Override
- Talkgroup Scanning

Alerts

Instant Personal Alert (IPA)

An Instant Personal Alert allows you to request a callback from another subscriber. For more details, see the "Call from Instant Personal Alert" section.

Missed Call Alert (MCA)

A Missed Call Alert (MCA) will alert you whenever you miss a PTT call. For more details, see the "Missed Call Alert (MCA)" section.

Call Types

Broadcast Talkgroup Call

A high-priority call where only designated talkgroup members, called broadcasters, may initiate Broadcast Talkgroup calls. For more details, see the "Broadcast Talkgroup Calls" section.

Emergency Call (Contact or Talkgroup)

A highest-priority call that preempts other PTT calls. See the "Emergency Calling and Alert (Optional)" section for more details on how to make an emergency call to a contact or talkgroup.

Talkgroup Call

A talkgroup call is a call to a talkgroup of people. For more details, see the "Talkgroup Calls" section.

Private Call (One-to-One Call)

A private call (also known as a one-to-one call) is a call between you and one other person. For more details, see the "One-to-One (1:1) Calls" section.

Quick Group Call

A quick group call allows you to make a PTT call to up to 10 people without first creating a talkgroup. A quick group call is handy if you want to call a small talkgroup of people quickly that are not already in a talkgroup. For more details, see the "Quick Group Calls" section.

You can create a talkgroup from a quick group call in your call history unless your administrator has restricted your phone from adding new groups.

Display Name

Your display name is shown to others during a PTT call and is shown in their PTT call history. You can change your display name from within the PTT application settings unless restricted by your administrator. For more details, see the "Restore Defaults" section.

Floor Control

While in a PTT call, only one person can speak at a time. The person speaking is said to "have the floor." The following terms are used throughout this guide:

Floor Acquired: When you the floor by pressing the PTT button, the on-screen PTT button changes, and you will hear a "chirp." It indicates that you have the floor and can speak while you press the PTT button. When you stop talking, you should release the PTT button.
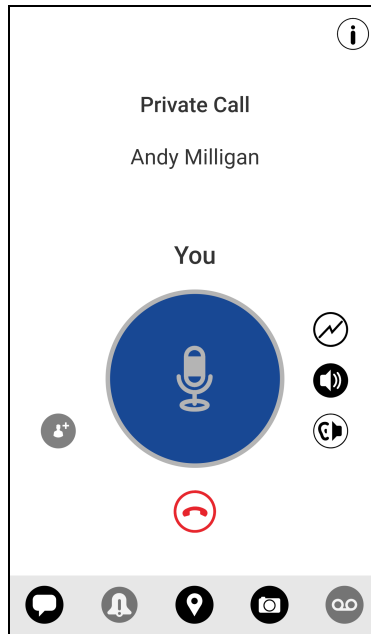
Private Call in Progress

Idle: While no one is speaking, the floor is "idle" and available for anyone to take. The screen will change color and show the message "No one is speaking…" If you want to speak, you must wait until the floor is idle, then you can press the PTT button to acquire the floor.
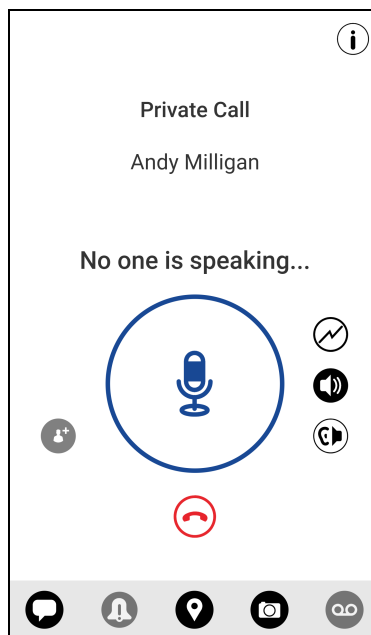
No One is Speaking in a Private Call

Floor Unavailable: Whenever someone else is speaking, you will see the speaker's name and the on-screen PTT button will change. You cannot take the floor while someone else is speaking; you will get a bong tone or floor deny. If you are speaking and a supervisor takes the floor, you will hear a tone, and the on-screen PTT button will change.

Note: If the call is a talkgroup call and you are a supervisor for the talkgroup, whenever you press the PTT button, the floor will be revoked from the person speaking including another supervisor and you will be able to speak after acquiring the floor. For more details, see the "Supervisory Override" section.
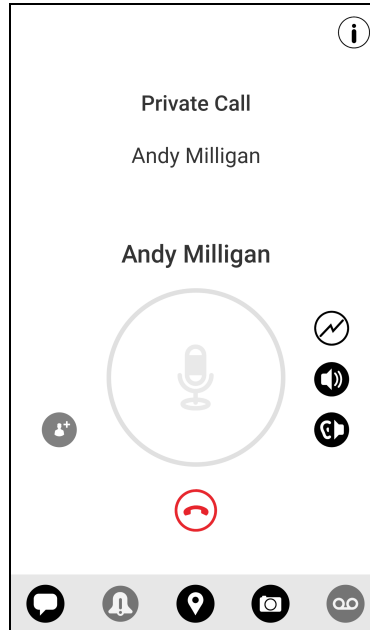
Someone is Speaking in a Private Call

Talkgroup

A talkgroup is a type of PTT contact that connects you to multiple people at once. For more details, see the "Talkgroups" section.

Integrated Secure Messaging

Integrated Secure Messaging allows a PTT subscriber to send and receive secure text messages, multimedia content, and location information to and from other PTT subscribers. For more details, see the "Integrated Secure Messaging" section.

Supervisory Override

A supervisory override allows a talkgroup member to be designated by an administrator as a supervisor and be able to take the floor and speak at any time during a call, even if someone else has the floor. One or more members of a talkgroup can be designated as a supervisor. If there are two or more supervisors in the same talkgroup, each supervisor can interrupt the other(s). For more details, see the "Supervisory Override" section.

Talkgroup Scanning

Talkgroup Scanning allows a users phone to scan through a list of corporate talkgroups for calls and up to three talkgroups can be assigned a priority (1–3) groups. The higher priority talkgroup calls take precedence over lower priority talkgroup calls. Talkgroups that are not in the scan lists do not barge in when Scanning is ON. For more details, see the "Talkgroup Scanning" section.

22. Avatars

This section provides a complete list of all avatars available.

Avatar Icons

The following table lists the avatars that you will see when you assign it to a contact or talkgroup.

Avatar Icons

Icon	Icon	Icon	Icon
Airplane	Book	Car	Construction
Contact (Default)	Delivery	Desktop PC	Dispatcher
Driver	Envelope	Field Services	Flower
Front Desk	Talkgroup (Default)	Housekeeping	Laptop
Medical	Notepad	PTT Phone	Room Service
Security	Supervisor	Telephone	Tree
Truck	Warehouse	Worker	

To change a contact avatar, see the "Add or change a contact avatar" section within this document.

To change a talkgroup avatar, see the ["Add or change a talkgroup avatar"](#) section within this document.