T-MOBILE FOR BUSINESS

MOTOROLA SOLUTIONS

Kodiak

Carrier-based deployment

Android

PTT standard application

User guide

Release 13.0

January 2025

MN010472A01-B

User guides may reference features unavailable for certain subscription tiers or not implemented by T-Mobile.

T-Mobile, the T logo, Magenta & the magenta color are registered trademarks of Deutsche Telekom AG.
©2025 Motorola Solutions, Inc. All Rights Reserved.

255340

Intellectual Property and Regulatory Notices

Copyrights

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

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

Trademarks

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

License Rights

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

Open Source Content

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

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

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

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

Disclaimer

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

© 2025 Motorola Solutions, Inc. All Rights Reserved

Contact Us

The Centralized Managed Support Operations (CMSO) is the primary contact for technical support included in your organization's service agreement with Motorola Solutions. To enable faster response time to customer issues, Motorola Solutions provides support from multiple countries around the world.

Service agreement customers should be sure to call the CMSO in all situations listed under Customer Responsibilities in their agreement, such as:

- To confirm troubleshooting results and analysis before taking action

Your organization received support phone numbers and other contact information appropriate for your geographic region and service agreement. Use that contact information for the most efficient response. However, if needed, you can also find general support contact information on the Motorola Solutions website, by following these steps:

1. Enter motorolasolutions.com in your browser.
2. Ensure that your organization's country or region is displayed on the page. Clicking or tapping the name of the region provides a way to change it.
3. Select "Support" on the motorolasolutions.com page.

Comments

Send questions and comments regarding user documentation to documentation@motorolasolutions.com.

Provide the following information when reporting a documentation error:

- The document title and part number
- The page number or title of the section with the error
- A description of the error

Motorola Solutions offers various courses designed to assist in learning about the system. For information, go to https://learning.motorolasolutions.com to view the current course offerings and technology paths.

Document History

Version	Description	Date
MN010472A01-B	Updated: • PTT Contact Presence on page 81 • Photo and Video Capture on page 131	January 2025
MN010472A01-A	Initial Release	June 2024

Contents

Intellectual Property and Regulatory Notices....2
Contact Us....3
Document History....4
List of Figures....14
List of Tables....16
List of Procedures....17
Chapter 1: Introduction and Key Features....21
1.1 What's New in this Release?....22
Chapter 2: Application Installation and Getting Started....23
2.1 Installation Prerequisites....23
2.2 Downloading the PTT Application....23
2.3 Programmable Key Assignment....24
2.3.1 Assigning a Programmable Key with a Kyocera DuraForce Pro....24
2.3.2 Assigning a PTT Button to a Samsung Galaxy S6 Active, Samsung Galaxy S7 Active....24
2.3.3 Assigning a Programmable Key with a Sonim XP8....25
2.4 First-Time Activation....25
2.4.1 Activating on an Android Phone....26
2.4.2 Activating on an Android Phone using only Wi-Fi Network....27
2.5 User ID and Password User Login....28
2.5.1 Logging in the First Time....28
2.5.2 Setting Your Password....29
2.5.3 Confirming to Remember Your Password (Private Device)....29
2.5.4 Subsequent Login....30
2.5.5 Forgetting Your Password....30
2.5.6 Switch User for Users with User ID and Password....30
2.5.6.1 Accessing the Switch User Option....30
2.6 Tutorial....31
2.7 Login....31
2.7.1 Manually Logging into the PTT Application....31
2.8 Application Updates....31
2.9 In Application Update Notification....31
Chapter 3: Navigate the Push-to-Talk Application....33
3.1 Main Screen....34
3.1.1 Menu....35
3.2 Call Screen....36
3.3 Actions....39

3.4 Context Menus....40
3.5 PTT Button....42
3.6 Icons....42
3.6.1 Miscellaneous Icons....43
3.6.2 Title Bar Icons....43
3.7 Tones....44
Chapter 4: Network Connectivity....46
4.1 PTT over 4G LTE networks....46
4.2 PTT over Wi-Fi....46
4.2.1 Switching between Cellular Data Networks and Wi-Fi Networks during a Call....46
4.2.2 Authenticated Wi-Fi Connections....47
Chapter 5: User Information Display....48
5.1 Viewing User Information....48
Chapter 6: Initiate and Receive Calls....49
6.1 PTT Framework & CallKIT Behavior Changes....49
6.2 Make and Receive PTT Calls....50
6.2.1 Initiating PTT Calls....50
6.2.1.1 Making One-to-One (1:1) Calls with Automatic Call Answer....50
6.2.1.2 Making One-to-One (1:1) Calls with Manual Call Answer....51
6.2.1.3 Making Talkgroup Calls....51
6.2.1.4 Making Quick Group Calls....52
6.2.1.5 Making Broadcast Calls....53
6.2.1.6 Call a Contact that is Offline or has a Do Not Disturb (DND) Status....54
6.2.1.7 Placing a Call from Device Contacts....55
6.2.1.8 Calling from History....55
6.2.1.9 Calling from Missed Call Alert....56
6.2.1.10 Calling from Instant Personal Alert....56
6.2.1.11 One Touch Calling Behavior....56
6.2.1.11.1 Using a USB-C Accessory without One Touch Calling....56
6.2.1.11.2 Using a Bluetooth Accessory without One Touch Calling....57
6.2.1.12 Call Behavior when Contact or Talkgroup is Unavailable....57
6.2.1.13 Dialing a Manual Call to a PTT User....58
6.2.2 Receiving Calls....59
6.2.2.1 Receiving One-to-One (1:1) Calls....59
6.2.2.2 Receive Broadcast Talkgroup Calls....59
6.2.2.3 Broadcast Call History....60
6.2.3 Turning the Speaker On/Off and Set Call Volume....61
6.2.4 Interaction with Silent or Sound Mode....61
6.2.5 Interaction between PTT and Cellular Calls....62
6.2.6 Call Behavior in Background....62

6.2.7 Call Behavior while the Screen is Locked 63
6.2.8 Rejoin a Talkgroup Call 63
Chapter 7: Emergency Calling and Alert 64
7.1 Emergency Key 65
7.2 Declare an Emergency 65
7.2.1 Declaring an Emergency 65
7.2.2 Authorized User Remotely Declaring an Emergency on your Behalf 66
7.3 Lone Worker (Optional) 66
7.4 Person Down (Optional) 66
7.5 Receive an Emergency 67
7.5.1 Receiving an Emergency Call 67
7.5.2 Receiving an Emergency Cancel Notification 67
7.6 Emergency Cancellation 68
7.6.1 Canceling Emergencies 68
7.7 Authorized User 68
7.7.1 Declaring an Emergency on Behalf of Another User 68
7.7.2 Cancel an Emergency on Behalf of Another User 70
7.7.2.1 Canceling an Emergency from the Context Menu 70
7.7.2.2 Canceling an Emergency from Call Screen 71
7.8 Enable Emergency User Check 71
7.8.1 Enabling Emergency User Check from Call Screen 71
7.8.2 Monitor Device Location 72
7.8.3 Monitor Device Cellular Network Signal Strength 72
7.8.4 Monitor Device Wi-Fi Signal Strength 72
7.8.5 Monitor Device Battery Level 72
Chapter 8: Geofence (Boundary) 73
8.1 Area-Based Warning Tones 73
8.2 Creating a Boundary 74
8.3 Viewing Active Geofences 75
8.4 Enter a Geofence 76
8.5 Recentering Boundary on the Map 76
8.6 Recentering the Map to your Location 76
8.7 Exit a Geofence 76
Chapter 9: Supervisory Override 77
9.1 Supervisor Talkgroup 77
9.2 Non-supervisor Talkgroup Members 77
Chapter 10: Alerts 78
10.1 Instant Personal Alert (IPA) 78
10.1.1 Sending an Alert 78

10.1.2 Receiving an Alert ... 78
10.2 Missed Call Alert (MCA) ... 79
10.2.1 Replying to a Missed Call Alert ... 79
10.3 Multiple Missed Call Alerts or Instant Personal Alerts per Caller ... 79
10.4 Set the PTT Alert Volume ... 79
Chapter 11: Real-Time Presence ... 80
11.1 PTT Contact Presence ... 81
11.2 Setting Self Presence ... 82
11.3 Airplane Mode ... 82
Chapter 12: History ... 83
12.1 Deleting History Entries ... 84
12.2 Clearing All History ... 84
Chapter 13: Favorites ... 85
13.1 Adding Favorite Contacts ... 86
13.2 Removing Favorite Contacts ... 86
13.3 Adding Favorite Groups ... 86
13.4 Removing Favorite Groups ... 87
Chapter 14: Contacts ... 88
14.1 Searching Corporate Global Directory Contacts ... 89
14.2 Sorting the Contact List ... 89
14.3 Showing or Hiding Offline Contacts ... 90
14.3.1 Showing only Online Contacts ... 90
14.3.2 Showing all Contacts ... 90
14.4 Viewing Contact Details ... 91
14.5 Edit Contact Details ... 91
14.5.1 Editing a Contact Name ... 91
14.5.2 Adding or Changing a Contact Avatar ... 92
14.5.3 Changing Contact Color ... 94
14.5.4 Make Contact a Favorite or Remove as a Favorite ... 94
14.6 Adding Contact ... 94
14.6.1 Adding a New PTT Contact Manually ... 95
14.6.2 Importing a PTT Contact from the Device's Contact List ... 95
14.6.3 Adding a New Phone Contact Manually (Optional) ... 96
14.6.4 Adding a Contact from History ... 96
14.6.5 Importing a New Phone Contact from Device's Contact List (Optional) ... 96
14.7 Deleting a Contact ... 97
Chapter 15: Talkgroups ... 98
15.1 View Talkgroups ... 99
15.2 Call Permissions ... 100

15.3 Dynamic Area-Based Talkgroups (Optional)....100
15.4 Adding a Talkgroup....101
15.5 Adding a PTT Group....101
15.6 Talkgroup Details....104
15.6.1 Editing a Talkgroup Name....104
15.6.2 Adding One or More Members to a Talkgroup....105
15.6.3 Removing a Member from a Talkgroup....105
15.6.4 Renaming a Talkgroup Member....106
15.6.5 Adding or Changing a Talkgroup Avatar....106
15.6.6 Changing Talkgroup Color....107
15.6.7 Make Talkgroup a Favorite or Remove as a Favorite....107
15.6.8 Broadcast Talkgroup Details (Broadcasters only)....107
15.7 Deleting a Talkgroup....107
Chapter 16: Talkgroup Scanning....108
16.1 Turning Scanning On or Off....108
16.2 Adding Talkgroups to Scan Lists....109
16.3 Removing Talkgroups from Scan Lists or Changing the Scanning Priority....110
Chapter 17: Map....111
17.1 Recenter the Map....112
17.2 Individuals....113
17.2.1 Sending Location or an Arbitrary Location to a Contact....113
17.2.2 Sending Location or an Arbitrary Location to a Quick Group....113
17.2.3 Sending Location or an Arbitrary Location to a Talkgroup....114
17.3 Supervisor with Location Capability....115
17.3.1 Talkgroup Member Location....115
17.3.1.1 Viewing Talkgroup Member Locations....115
17.3.1.2 Viewing Talkgroup Member Location Details....116
17.3.1.3 Calling a Talkgroup Member....117
17.3.1.4 Sharing Your Location or an Arbitrary Location to a Talkgroup with Location Capability..117
17.3.2 Creating a Quick Group from the Map....118
17.3.2.1 Adding Members to a Quick Group....120
17.3.2.2 Removing Quick Group Members....120
Chapter 18: Video Streaming....122
18.1 Minimizing a Video Call....123
18.2 Making a Video Call to a Contact....124
18.3 Making a Video Call to a Quick Group....124
18.4 Making a Video Call to a Talkgroup....125
18.5 Receive an Incoming Video Call....125
18.5.1 Receiving an Incoming Video Call....126
18.5.2 Receiving a Video Stream Request....126

18.5.3 Receive an Unconfirmed Video Stream Request....127
Chapter 19: Integrated Secure Messaging....128
19.1 Text Messages....129
19.1.1 Sending a Text Message....130
19.2 Multimedia Content....130
19.2.1 Image and Video Messaging....131
19.2.1.1 Photo and Video Capture....131
19.2.2 Voice Messaging....132
19.2.3 File Messaging....133
19.2.4 Location Messaging....133
19.3 History Message Actions....133
Chapter 20: Accessories and Bluetooth Use....135
20.1 Using a USB-C Audio Headset....135
20.2 Using Bluetooth....135
20.2.1 Car Kit....135
20.2.2 External PTT Button....135
20.2.3 Bluetooth for PTT....135
20.3 Using a Remote Speaker Microphone....136
20.3.1 USB-C RSM....136
20.3.2 Bluetooth Connected RSM....136
Chapter 21: Settings....137
21.1 Accessing the PTT Application Settings....137
21.2 Important Message....137
21.2.1 Upgrading the PTT Application....137
21.3 Advanced....138
21.3.1 Changing Advanced Settings....138
21.3.2 Audio Profile....138
21.3.2.1 Changing the Audio Profile Setting....138
21.3.3 Audio Rate....138
21.3.3.1 Changing the Audio Rate Setting....138
21.3.4 Microphone Mode....139
21.3.4.1 Changing the Microphone Mode Setting....139
21.3.5 Accessory Compatibility....139
21.3.5.1 Changing the Accessory Compatibility Setting....139
21.4 Alert Repeat....139
21.4.1 Changing the Alert Repeat Setting....139
21.5 Alert Tone....140
21.5.1 Changing the Alert Tone Setting....140
21.6 Allow Unconfirmed Video Transmission....140
21.6.1 Changing the Allow Unconfirmed Video Transmission Setting....140

21.7 App Use from Lock Screen..... 141
21.8 Audio Interaction..... 141
21.8.1 Changing the Audio Interaction Setting..... 141
21.9 Auto Answer Video Call..... 141
21.9.1 Changing the Auto Answer Video Call Setting..... 141
21.10 Automatic Download..... 142
21.10.1 Changing the Automatic Download Setting..... 142
21.11 Auto Start..... 142
21.11.1 Changing the Auto Start Setting..... 142
21.12 Background Mode..... 142
21.12.1 Changing the Background Mode Setting..... 143
21.13 Boundary Settings..... 143
21.13.1 Changing Boundary Settings..... 143
21.13.2 Changing Update Interval..... 144
21.13.3 Changing Active Boundary Time..... 144
21.13.4 Changing Notify Me Setting..... 144
21.13.5 Changing Notify Member Setting..... 145
21.13.6 Changing Initial Member Notification Setting..... 145
21.14 Broadcast Call Confirmation..... 145
21.14.1 Changing the Broadcast Call Confirmation Setting..... 145
21.15 Call From Lock Screen..... 146
21.15.1 Changing Calls from Lock Screen Setting..... 146
21.16 Call Priority..... 146
21.16.1 Changing the Call Priority Setting..... 146
21.17 Call Widget Support..... 146
21.18 Contact Sorting..... 147
21.18.1 Changing the Contact Sorting Setting..... 147
21.19 Display Name..... 147
21.19.1 Viewing or Changing Your Display Name Setting..... 147
21.20 Emergency..... 148
21.20.1 Viewing Your Emergency Contacts Setting..... 148
21.21 Emergency Alert..... 148
21.21.1 Changing the Emergency Alert Setting..... 148
21.22 Enhanced Loudness..... 149
21.22.1 Changing the Enhanced Loudness Setting..... 149
21.23 History Sorting..... 149
21.23.1 Changing the History Sorting Setting..... 149
21.24 In Call Tones..... 150
21.24.1 Changing the In Call Tones Setting..... 150
21.25 Instant Personal Alert..... 150

21.25.1 Changing the Instant Personal Alert Setting....150
21.26 Logout....151
21.26.1 Changing the Logout Setting....151
21.27 Lone Worker Settings....151
21.28 Message Alert....152
21.28.1 Changing the Message Alert Setting....152
21.29 Message Alert Tone....152
21.29.1 Changing the Message Alert Tone Setting....152
21.30 Missed Call Alert....153
21.30.1 Changing the Missed Call Alert Setting....153
21.31 My PTT Number....153
21.31.1 Viewing My PTT Number Setting....153
21.31.1.1 Missed Call Alert....153
21.31.1.1.1 Changing the Missed Call Alert Setting....153
21.32 Network Loss Tone Repeat....154
21.32.1 Changing Network Loss Tone Repeat Setting....154
21.33 Network Up/Down Tones....154
21.33.1 Changing Network Up/Down Tones Setting....154
21.34 One Touch Action....155
21.34.1 Changing the One Touch Action Setting....155
21.35 Person Down Settings....156
21.36 Privacy Mode....156
21.36.1 Changing the Privacy Mode Setting....156
21.37 PTT Key....157
21.37.1 Changing PTT Key Setting....157
21.38 Restore Defaults....157
21.38.1 Restoring the Defaults Settings....157
21.39 Use Bluetooth....158
21.39.1 Changing Bluetooth Setting....158
21.40 Vibrate Alert....158
21.40.1 Changing Vibrate Alert Setting....158
21.41 Vibrate Call....158
21.41.1 Changing Vibrate Call Setting....158
21.42 Voice Message Fallback....159
21.42.1 Changing the Voice Message Fallback Setting....159
21.43 Volume Boost....159
21.43.1 Changing Volume Boost Setting....159
Chapter 22: Troubleshooting....160
22.1 General....160
22.2 Activation Failures....160

22.3 Restarting an Unresponsive PTT Application....160
22.4 Application Asks Your to Enter an Activation Code....161
22.5 Application is not Visible during an Incoming Call....161
22.6 Call Failures....161
22.7 Unexpected Call Endings....161
22.8 Incoming Call Rejection....161
22.9 Calls are Always Heard in the Earpiece....162
22.10 Calls are Only Received from a Small Number of Groups....162
22.11 Unable to Change the Phone Number of a PTT Contact....162
22.12 Unable to Create/Update/Delete a Contact or Group....162
22.13 Unable to Hear Incoming Call....163
22.14 Unable to Send an Instant Personal Alert....163
22.15 Changing Your SIM Card....163
22.16 Explanation of Error Messages....163
22.16.1 Loss of Data Network Connection....163
22.16.2 User Busy....164
22.16.3 User Unreachable....164
22.17 Login Failures....164
22.18 Presence Status Does Not Update....164
22.19 PTT Button Is Not Working or Accesses a Different Application....164
22.20 Quick Group Calls I Receive Are Shown in History as a One-to-One Call....165
22.21 Wi-Fi Connection Problems....165
Chapter 23: Glossary....166
23.2 Alert Types....166
23.3 Call Types....166

List of Figures

Figure 1: Main Screen....34
Figure 2: Call Screen....37
Figure 3: Place a PTT Talkgroup Call....52
Figure 4: Call Screen....53
Figure 5: PTT Broadcast Call Screen....54
Figure 6: History....55
Figure 7: Manual Dialing Screen....58
Figure 8: Nonbroadcaster Call History....60
Figure 9: Broadcaster Call History....60
Figure 10: Volume Control....61
Figure 11: Contact Context Menu....69
Figure 12: Emergency User Check....70
Figure 13: Set Boundary Popover....74
Figure 14: Boundary Preview....74
Figure 15: Boundary ON....75
Figure 16: Contact List....81
Figure 17: History....83
Figure 18: Favorite Contacts....85
Figure 19: Contacts....88
Figure 20: Talkgroups....99
Figure 21: New Group....102
Figure 22: New Group....102
Figure 23: Select Group Members....103
Figure 24: New Group....103
Figure 25: Talkgroup Scanning....109
Figure 26: Map....111
Figure 27: My Location....113
Figure 28: My Location....114
Figure 29: My Location....114
Figure 30: Groups with Location Capability....115
Figure 31: Talkgroup Member Location....116
Figure 32: View a Talkgroup Members Location Details....117
Figure 33: Groups with Location Capability....118
Figure 34: My Location....118
Figure 35: Map....119
Figure 36: Create Quick Group from Map....119

Figure 37: Select All in View Quick Group from Map.....120
Figure 38: Transmitting a Live Video Stream.....122
Figure 39: Set Boundary Popover.....143

List of Tables

Table 1: Main Screen User Interface Elements....34
Table 2: Menu Options....35
Table 3: Call Screen Icons....37
Table 4: Actions Icons....39
Table 5: Context Menus....40
Table 6: Miscellaneous Icons....43
Table 7: Title Bar Icons....43
Table 8: 44
Table 9: Emergency Icons....64
Table 10: Area-Based Warning Tones....73
Table 11: Presence Icons....80
Table 12: History Icons....83
Table 13: Contacts Icons....88
Table 14: Assigned Avatar Icons....92
Table 15: Talkgroup Icons....98
Table 16: Call Permissions....100
Table 17: Map Icons....111
Table 18: Video Streaming Icons....123
Table 19: Integrated Secure Messaging Icons....128
Table 20: Camera Icons....131
Table 21: Voice Messaging Icons....132
Table 22: History Message Actions....134

List of Procedures

Downloading the PTT Application 23
Assigning a Programmable Key with a Kyocera DuraForce Pro 24
Assigning a PTT Button to a Samsung Galaxy S6 Active, Samsung Galaxy S7 Active 24
Assigning a Programmable Key with a Sonim XP8 25
Activating on an Android Phone 26
Activating on an Android Phone using only Wi-Fi Network 27
Logging in the First Time 28
Setting Your Password 29
Confirming to Remember Your Password (Private Device) 29
Forgetting Your Password 30
Accessing the Switch User Option 30
Manually Logging into the PTT Application 31
Viewing User Information 48
Making One-to-One (1:1) Calls with Automatic Call Answer 50
Making One-to-One (1:1) Calls with Manual Call Answer 51
Making Talkgroup Calls 51
Making Quick Group Calls 52
Making Broadcast Calls 53
Placing a Call from Device Contacts 55
Calling from History 55
Calling from Missed Call Alert 56
Calling from Instant Personal Alert 56
Using a USB-C Accessory without One Touch Calling 56
Using a Bluetooth Accessory without One Touch Calling 57
Dialing a Manual Call to a PTT User 58
Receiving Calls 59
Declaring an Emergency 65
Receiving an Emergency Call 67
Receiving an Emergency Cancel Notification 67
Canceling Emergencies 68
Declaring an Emergency on Behalf of Another User 68
Canceling an Emergency from the Context Menu 70
Canceling an Emergency from Call Screen 71
Enabling Emergency User Check from Call Screen 71
Creating a Boundary 74
Viewing Active Geofences 75

Recentering Boundary on the Map 76
Recentering the Map to your Location 76
Sending an Alert 78
Receiving an Alert 78
Replying to a Missed Call Alert 79
Setting Self Presence 82
Deleting History Entries 84
Clearing All History 84
Adding Favorite Contacts 86
Removing Favorite Contacts 86
Adding Favorite Groups 86
Removing Favorite Groups 87
Searching Corporate Global Directory Contacts 89
Sorting the Contact List 89
Showing or Hiding Offline Contacts 90
Showing only Online Contacts 90
Showing all Contacts 90
Viewing Contact Details 91
Editing a Contact Name 91
Adding or Changing a Contact Avatar 92
Changing Contact Color 94
Adding a New PTT Contact Manually 95
Importing a PTT Contact from the Device's Contact List 95
Adding a New Phone Contact Manually (Optional) 96
Adding a Contact from History 96
Importing a New Phone Contact from Device's Contact List (Optional) 96
Deleting a Contact 97
Adding a Talkgroup 101
Adding a PTT Group 101
Editing a Talkgroup Name 104
Adding One or More Members to a Talkgroup 105
Removing a Member from a Talkgroup 105
Renaming a Talkgroup Member 106
Adding or Changing a Talkgroup Avatar 106
Changing Talkgroup Color 107
Deleting a Talkgroup 107
Turning Scanning On or Off 108
Adding Talkgroups to Scan Lists 109
Removing Talkgroups from Scan Lists or Changing the Scanning Priority 110

Sending Location or an Arbitrary Location to a Contact 113
Sending Location or an Arbitrary Location to a Quick Group 113
Sending Location or an Arbitrary Location to a Talkgroup 114
Viewing Talkgroup Member Locations 115
Viewing Talkgroup Member Location Details 116
Calling a Talkgroup Member 117
Sharing Your Location or an Arbitrary Location to a Talkgroup with Location Capability 117
Creating a Quick Group from the Map 118
Adding Members to a Quick Group 120
Removing Quick Group Members 120
Minimizing a Video Call 123
Making a Video Call to a Contact 124
Making a Video Call to a Quick Group 124
Making a Video Call to a Talkgroup 125
Receiving an Incoming Video Call 126
Receiving a Video Stream Request 126
Sending a Text Message 130
Accessing the PTT Application Settings 137
Upgrading the PTT Application 137
Changing Advanced Settings 138
Changing the Audio Profile Setting 138
Changing the Audio Rate Setting 138
Changing the Microphone Mode Setting 139
Changing the Accessory Compatibility Setting 139
Changing the Alert Repeat Setting 139
Changing the Alert Tone Setting 140
Changing the Allow Unconfirmed Video Transmission Setting 140
Changing the Audio Interaction Setting 141
Changing the Auto Answer Video Call Setting 141
Changing the Automatic Download Setting 142
Changing the Auto Start Setting 142
Changing the Background Mode Setting 143
Changing Boundary Settings 143
Changing Update Interval 144
Changing Active Boundary Time 144
Changing Notify Me Setting 144
Changing Notify Member Setting 145
Changing Initial Member Notification Setting 145
Changing the Broadcast Call Confirmation Setting 145

Changing Calls from Lock Screen Setting 146
Changing the Call Priority Setting 146
Changing the Contact Sorting Setting 147
Viewing or Changing Your Display Name Setting 147
Viewing Your Emergency Contacts Setting 148
Changing the Emergency Alert Setting 148
Changing the Enhanced Loudness Setting 149
Changing the History Sorting Setting 149
Changing the In Call Tones Setting 150
Changing the Instant Personal Alert Setting 150
Changing the Logout Setting 151
Changing the Message Alert Setting 152
Changing the Message Alert Tone Setting 152
Changing the Missed Call Alert Setting 153
Viewing My PTT Number Setting 153
Changing the Missed Call Alert Setting 153
Changing Network Loss Tone Repeat Setting 154
Changing Network Up/Down Tones Setting 154
Changing the One Touch Action Setting 155
Changing the Privacy Mode Setting 156
Changing PTT Key Setting 157
Restoring the Defaults Settings 157
Changing Bluetooth Setting 158
Changing Vibrate Alert Setting 158
Changing Vibrate Call Setting 158
Changing the Voice Message Fallback Setting 159
Changing Volume Boost Setting 159
Restarting an Unresponsive PTT Application 160

Chapter 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.

Dynamic Area-Based Talkgroups
Makes talkgroups dynamically available while in a geographical area.

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

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

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

Device ID Management
Allows login to the service with a username and password. It also allows multiple users to share a device.

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

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

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.

Location Tracking
Allows a supervisor with Location Capability, turned on by your administrator at the talkgroup level, to track talkgroup members' location.

Manual Answer Mode for Private (1:1) PTT Calls
Allows incoming private (1:1) PTT calls to ring with the option to answer or reject the call.

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

Real-Time Presence
Allows you to see whether your contacts are available and ready to receive calls before making a call. You can also indicate if you want to receive PTT calls to your contacts.

Status Messaging
Allows you to report your status to another user, typically a dispatcher.
For more information, see Status Messages.

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

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

Video Streaming
Allows you to stream your video in real-time to another user, typically a dispatcher.

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.

1.1 What's New in this Release?

Release 13.0 contains the following new content or features:

- PTT Contact Presence on page 81
- Photo and Video Capture on page 131

Chapter 2

Application Installation and Getting Started

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

2.1 Installation Prerequisites

You must ensure you have the following prerequisites before installation.

- Subscription to Push to Talk service
- A supported Android smartphone
  For more details, please check the website of your service provider.
- Battery Saver mode on your device should be turned off. Otherwise, it could interfere with the PTT operation.
- A Google account to download the application from Google Play store. A Google account can be set up by you or assigned by your employer if it has a corporate account with Google.
  For information on creating a Google account, see Google Account Help.
  For information on setting up a phone to use Google Play, see Google Play Help.

2.2 Downloading the PTT Application

You can search for Push-to-Talk, and download the application directly from your phone or Google Play.

Procedure:

1. Search for the Push-to-Talk application in the Google Play Store.
2. Download the application by touching the **Install** button.
   The application downloads and installs automatically.
3. Once the download is complete, select **Open.**

2.3 Programmable Key Assignment

If your device has a programmable key, you can assign it to the PTT application.

2.3.1 Assigning a Programmable Key with a Kyocera DuraForce Pro

If you are using a Kyocera DuraForce Pro phone, you can assign the programmable key to the PTT application.

Follow this procedure to set the PTT function for the programmable key.

Procedure:

1. Navigate to the phone **Settings**.
2. Under the **Device** section, tap the **Programmable key** option.

   The current function assigned to the key shows.
3. Tap the **Programmable key** menu item.

   A list of behaviors assignable to the key is shown.
4. Tap **PTT operation**.

   The key is now assigned to the PTT operation.
5. Tap **Wake up device** toggle to **ON**.

   A long press on the PTT key wakes up the device.

2.3.2 Assigning a PTT Button to a Samsung Galaxy S6 Active, Samsung Galaxy S7 Active

If you are using a Samsung Galaxy S6 Active or Samsung Galaxy S7 Active, two functions are assignable to the Active Key. On this phone, for the optimum user experience for PTT, set the PTT application to both the **Short press** and **Long press** actions for the Active Key.

Follow this procedure to set the PTT function for the Active Key.

Procedure:

1. Navigate to the phone **Settings**.
2. Under the **Personal** section, tap the **Active key** setting.

   Information about the current key settings is shown.
3. Tap the **Short press** menu item.

   A list of applications is shown.
4. Scroll to find the **Push-to-Talk** application and tap on it.

5. Tap the **Long press** menu item.

   A list of applications is shown.

6. Scroll to find the **Push-to-Talk** application and tap on it.

   The Active Key selections is updated.

2.3.3
Assigning a Programmable Key with a Sonim XP8

If you are using a Sonim XP8 phone, you can assign the programmable key to the PTT application for declaring an emergency.

Follow this procedure to set the PTT function for the programmable key.

Procedure:

1. Navigate to the phone **Settings**.
2. Under the **Personal** section, tap the **Programmable Keys** option.

   The current function assigned to the keys will be shown.

   NOTE: E911App is currently assigned and must be reassigned.

3. Tap the **Select ALARM Key app** menu item.

   A list of behaviors assignable to the key is shown.

4. Tap **PTT operation**.

   The key is now assigned to the PTT operation.

2.4
First-Time Activation

There are two ways to activate the PTT application. You can activate a phone using your service provider's network or Wi-Fi with an activation code.

- Activating on an Android Phone on page 26
- Activating on an Android Phone using only Wi-Fi Network on page 27

NOTE: If your administrator has provided you with a user ID and password, see User ID and Password User Login on page 28.

2.4.1

Activating on an Android Phone

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 Android phone.

Procedure:

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

   The **Activation Confirmation** dialog displays.

   NOTE:
   If prompted, make PTT the default app for your programmable key.

   When prompted, you must **ALLOW** the application to send and view SMS messages, to record audio, take pictures, record video, access the location of the device, make and manage phone calls, access photos, media, access files on your device, and access your contacts.

   When prompted, you must always **ALLOW** the application to run in the background. This action may reduce battery life.

2. Perform one of the following actions:
   - To activate to open the **Authentication Required** screen, tap **Yes**.
   - To cancel, tap **No**.
3. Tap **OK** to authenticate your subscription, an SMS must be sent. Do not modify the message contents. Press the BACK button to return to the app after sending the text.

   Message and data rates may apply.
4. If activation fails, select **Exit** which closes the application and start over at Step 1.
   a. If your administrator has provided you with a User ID and Password, tap **Log In with Username** and continue to the User ID and Password User Login on page 28 section.

   The **End User License Agreement** page is displayed.
5. To activate the PTT service on your phone, read and accept the EULA.
6. If you agree to the EULA, tap **Accept** to activate the PTT service on the phone.

2.4.2

Activating on an Android Phone using only Wi-Fi Network

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

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

Procedure:

1. To launch the PTT application, tap the **Push-to-Talk** icon under **Apps**.

   NOTE: If prompted, make PTT the default app for your programmable key.

   When prompted, you must **ALLOW** the application to send and view SMS messages, to record audio, take pictures, record video, access the location of the device, make and manage phone calls, access photos, media, access files on your device, and access your contacts.

   When prompted, you must always **ALLOW** the application to run in the background. This action may reduce battery life.

2. You may see the following confirmation dialog about the unavailability of the data network with an option to use an available Wi-Fi network. Select **Use Wi-Fi** option and tap **OK**. If you see the following confirmation below, turn on the **Use Wi-Fi** setting.

   An activation confirmation appears.

3. Perform one of the following actions:
   - To continue the activation process, tap **Yes**.
   - To cancel the activation process, tap **No**.

   The **No Cellular Connection** dialog is displayed.

4. Perform one of the following actions:
   - To continue with the activation process, tap **Enter Code**.
   - To exit the activation process, tap **Exit**.
5. Enter the activation code received from your administrator.
6. Tap **OK** to activate or tap **Log In with Username**. A **Log In** screen displays.

   NOTE: If prompted, you must **ALLOW** authorized users to remotely listen to your PTT calls as well as your surroundings using the device microphone, which may also be recorded. If you decline, you are unable to continue using this application.
7. If activation fails, select **Exit** which closes the application and start over at Step 1.
   a. If your administrator has provided you with a User ID and Password, tap **Log In with Username** and continue to the User ID and Password User Login on page 28 section.
8. The **End User License Agreement** page is displayed.

   You must read and accept the EULA to activate the PTT service on your phone.
9. To activate the PTT service on the phone if you agree to the EULA, tap **Accept**.

2.5
User ID and Password User Login

There are steps that you must take to log into the Push-to-Talk (PTT) application when the PTT service is using device ID management or your network service provider is not the same as your PTT service provider.

Device ID Management increases security by requiring users to enter a user ID and password and supports the ability for multiple PTT users to share a device with another PTT user, for example, between shift workers. For more information on password requirements, see Setting Your Password on page 29.

NOTE: Your password may expire based on your service provider configuration.

If your network service provider is not the same as your PTT service provider, you must select **Yes** when prompted. Failure to correctly answer this question may result in your PTT service not working correctly.

NOTE: The Device ID Management supports release 9.1 PTT applications and later. It is required for cross-carrier users and tablet users.

Other than shift users, you can also use Device ID management to log into multiple devices a user may possess. For example, a tablet and phone owned by the same user. However, the PTT user can have only one active session at any point in time. Once logged in to one device, a session from another previously logged in device is deactivated.

The user ID is either an email ID or a PTT number.

2.5.1
Logging in the First Time

Procedure:

1. Tap the **Username or email** field.
2. Using your on-screen keyboard, type the **PTT number or email**.

   TIP: Tap the **Refresh** icon (circular arrow icon) located in the upper right to clear all values entered.
3. Tap the **Password** field.
4. Enter your temporary password using your on-screen keyboard.

   NOTE: If you forgot your password, tap **Forgot Password?** link and go to Forgetting Your Password on page 30.
5. Optional: On private devices, if you do not want to enter a user ID and password every time, tap the **Remember Me** check box.
6. To log into the PTT application, tap the **Log In** button.

   The **Update Password** screen is displayed.
7. Optional: If the application has been idle on the **Log In** screen for a while, you may see a timeout error. Enter your user ID and password again.

   This security feature is intended to prevent unauthorized access.

   NOTE: Shared device session expires after 24 hours or time configured by your service provider from the first time you log in. You need to relogin each time the shared device session expires.

2.5.2
Setting Your Password

During the first time login, you are prompted to enter your password. You must re-enter it each time you login.

Prerequisites: Ensure that your password meets the following requirements:

- At least 10 characters
- At least one lowercase letter (a-z)
- At least one uppercase letter (A-Z)
- At least one number (0-9)
- At least one of these special characters @#$%^&+=

TIP: Tap the **Refresh** icon (circular arrow icon) located in the upper-right to clear all values entered.

You must set your password the first time you log in. Follow this procedure to set your password to activate your account.

Procedure:

1. Tap the **New Password** field.
2. Type your password using your on-screen keyboard.
3. Tap the **Confirm Password** field and type your password using your on-screen keyboard.
4. To update your password, tap the **Submit** button.

   NOTE: If prompted, you must **ALLOW** authorized users to remotely listen to your PTT calls as well as your surroundings using the device microphone, which may also be recorded. If you decline, you are unable to continue using this application.

2.5.3
Confirming to Remember Your Password (Private Device)

When you set your username and password, you can choose to remember your username and password so that the next time you start the PTT application, it enables automatic login. This information is encrypted and stored on this device and automatically erased when another user logs in to this device.

Procedure:

1. Tap the **Username or email** field.
2. Using your on-screen keyboard, type your user ID or PTT number.
3. Tap the **Password** field.
4. Using your on-screen keyboard, type your password .
5. In the upper-right corner, tap **Save**.

   You are logged into the PTT application.

   NOTE: If prompted, you must ALLOW authorized users to remotely listen to your PTT calls as well as your surroundings using the device microphone, which may also be recorded. If you decline, then you are unable to continue using this application.

2.5.4
Subsequent Login

For each subsequent login, you need to enter your user ID and password. If the application has been idle on the **Log In** screen for a while, you may see a timeout error after entering your user ID and password. You must enter your user ID and password each time you login.

After you login, the server retrieves your contacts and talkgroups. It may take some time before your contacts and talkgroups are displayed. This behavior is normal.

If you have a user ID and password and have selected **Remember User** on the **Log In** screen, you do not need to enter your user ID and password again.

If you forget your password, see Forgetting Your Password on page 30.

For more information on password requirements, see Setting Your Password on page 29.

2.5.5
Forgetting Your Password

Follow this procedure when you forget your password. A temporary password is automatically sent to your email address.

NOTE: You can get a temporary password from your administrator.

Procedure:

1. To return to the **Log In** screen, tap **Back to Login**.
2. Tap the **Username or email** field.
3. Using your on-screen keyboard, type your user ID or PTT number.
4. Tap **Submit**.

Result: An email is sent to you with a temporary password.
For more information about how to set a new password, see Logging in the First Time on page 28.

2.5.6
Switch User for Users with User ID and Password

If the PTT application is marked for `Private` use, there is an option to switch user where the currently logged in user is logged out and another end user can login to the same device.

Once you have selected the **Switch User** option, you are prompted for user ID and password each time you log out. The new user can choose **Remember User** mode again after successful login by selecting **Confirm Remember Me**.

NOTE: Switch User functionality may not be available in certain cases, such as on a call, emergency call, or a device deactivation by an authorized user.

2.5.6.1
Accessing the Switch User Option

Procedure:

1. From the **Menu**, tap the **Switch User** option.

   A message appears similar to the following: `You are about to log out and re-enable username and password login. History stored only on this device will be lost. Continue?`

2. Perform one of the following actions:
   - To log out, tap **Yes**.
   - To cancel, tap **No**.

2.6 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.

You can move between pages of the tutorial by swiping 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.

2.7 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 logs 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 as `Offline` to others, and you cannot receive PTT calls or alerts. For more information, see Logout on page 151.

2.7.1 Manually Logging into the PTT Application

Procedure:

1. Under **Apps**, tap the **Push-to-Talk** icon.

   A pop-up dialog displays to confirm that you want to login to the PTT application.

2. To login to the PTT application, tap **Yes**.

2.8 Application Updates

Google Play Store Settings

When an update for the PTT application becomes available, and the application was downloaded from the Google Play store, your Android phone notifies you that there is an update available. When installing an update, it is recommended that you enable the **Auto-update apps** setting so that you always have the latest updates to the PTT application.

2.9 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. For more information, see Important Message on page 137.

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

Chapter 3

Navigate the Push-to-Talk Application

You can navigate to the Push-to-Talk (PTT) application by using the touchscreen on your phone.

The screen consists of five major tabs: **History**, **Favorites**, **Contacts**, **Groups**, and **Map**.

NOTE: Portrait mode is supported for handset and tablet devices. Landscape mode is only supported for tablet devices.

Navigate to the Previous Screen

To navigate to the previous screen, you can 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, talkgroups, 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 result quickly.

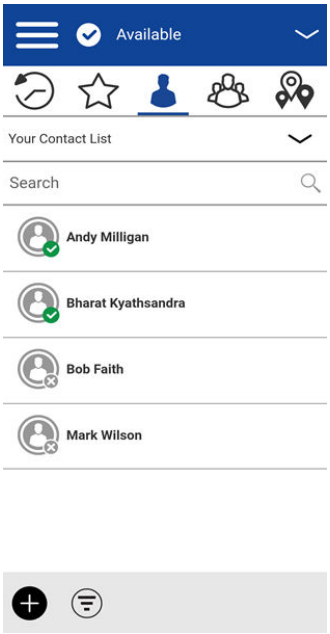
Touch within the search bar to bring up the on-screen keyboard. As you type, contacts or talkgroups names containing the letters or numbers entered displays automatically. Tap the searched result to open it.

NOTE: You must be on the respective **History**, **Favorites**, **Contacts**, **Talkgroups**, or **Map** screen to search. The search function does not search outside the selected screen.

3.1
Main Screen

The **Main** screen provides an easy selection of talkgroups for PTT communication.

Figure 1: Main Screen



The following table describes the **Main** screen user interface and is listed by name and description.

Table 1: Main Screen User Interface Elements

Icon	Name	Description
	Menu	Displayed in the top left corner of the **Main** screen, it displays the `Available` or `Offline` self-presence status, and includes the menu options. For more information, see Menu on page 35.
Presence Status		Displays your presence status, such as `Available`, `Do Not Disturb`, or `Offline`. The **Offline** icon also displays your `No Connection` presence status. For more information, see Real-Time Presence on page 80.
	History	You can tap to access the call history. For more information, see History on page 83.
	Favorites	The **Favorites** screen 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 Favorites on page 85.
	Contacts	You can tap to access the contacts. For more information, see Contacts on page 88.

Icon	Name	Description
	Talkgroups	You can tap to access the talkgroups. For more information, see Talkgroups on page 98.
	Map	For more information, see Map on page 111.

3.1.1

Menu

On the **Main** screen, you can access the menu options by tapping the **Menu** icon in the upper-left-hand corner. The following table describes the **Menu** options and is listed by name and description.

Table 2: Menu Options

Name	Description
Presence Status	Displays your presence status, such as `Available`, `Do Not Disturb`, or `Offline`. The **Offline** icon also displays your `No Connection` presence status. For more information, see Real-Time Presence on page 80.
User Information	User Information Display provides an avatar, display name, availability status, PTT number, and a profile name if enabled.
History	You can tap to access the call history. For more information, see History on page 83.
Contacts	You can tap to access the contacts. For more information, see Contacts on page 88.
Map	You can tap to access the map. For more information, see Map on page 111.
Favorites	You can tap to access the favorite contacts and talkgroups. For more information, see Favorites on page 85.
Send Status	You can tap to access the Status Messages. For more information, see Operational Status Messaging (OSM).
Lone Worker (Available, if enabled)	You can tap to toggle **Lone Worker** from **ON** to **OFF**. When **ON**, the lone worker state is enabled. For more information, see Lone Worker (Optional) on page 66.
Person Down (Available, if enabled)	You can tap to toggle **Person Down** from **ON** to **OFF**. When **ON**, the emergency state is activated. For more information, see Person Down (Optional) on page 66.
Manual Dial	You can tap to manual dial a contact. For more information, see Dialing a Manual Call to a PTT User on page 58.
Active Fences	You can tap to access the active fences that displays a list of active fences. For more information, see Geofence (Boundary) on page 73.
Do Not Disturb (Available, if enabled)	If the CAT administrator grants you permission to set self-presence, you can use the toggle to set the **Do Not Disturb (DND)** state. For more information see Setting Self Presence on page 82.

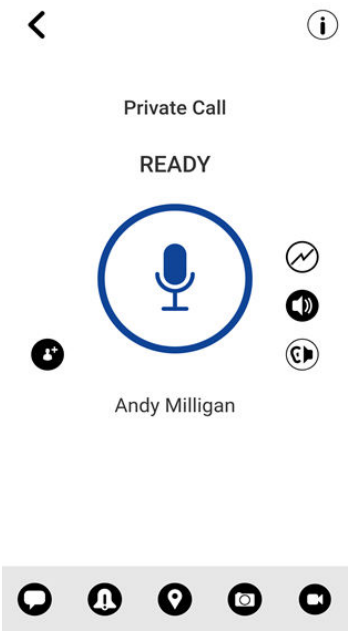
Name	Description
Talkgroup Scan (Available, if enabled)	You can tap the **Talkgroup Scan** toggle from **OFF** to **ON**. For more information, see Talkgroup Scanning on page 108.
Tones	You can tap to toggle **Tones** from the **ON** default to **OFF**. When **OFF**, all PTT tones are muted except the broadcast tone. For more information, see Tones on page 44.
Ambient Listening	You can tap to toggle **Ambient Listening** from the **OFF** default to **ON**. A list of contacts displays as configured by your administrator. You can select the desired contact to listen. For more information, see User Check and Monitoring.
Use Wi-Fi	You can tap to toggle **Use Wi-Fi** from the **ON** default to **OFF**.
Enhanced Loudness	You can tap to increase the perceived audio volume of PTT calls by using the speakerphone. This feature is only available on supported devices. For more information, see Enhanced Loudness on page 149.
Tutorial	You can tap to access the application tutorial.
Settings	You can tap to access the application settings. For more information, see Settings on page 137.
About	You can tap to access more information on the application.
Switch Profile	You can tap to log out and re-enable username and password login. Optional features may not be included in your PTT service plan. For more information, see Switch User for Users with User ID and Password on page 30.
Logout	You can tap to log out of the application. If **Userless Device Mode** is enabled, the logout option is not visible when the **Device Profile** is active. The logout and **Switch Profile** options are available if multiple user profiles (**User Role**) are enabled. When you select **Logout** a confirmation dialog/popup is displayed.

3.2
Call Screen

The **Call** screen is the main screen for communication.

You make a call, make a quick group call, turn on or off the speaker, send a text message, send your location, send an alert, send a photo, and record and send a voice message.

Figure 2: Call Screen



For more information on how to make and receive calls, see Make and Receive PTT Calls on page 50.

For more information on how to send or receive streaming video, see Video Streaming on page 122.

For more information on how to send or receive Integrated Secure Messaging, see Integrated Secure Messaging on page 128.

Table 3: Call Screen Icons

Icon	Title	Description
	Cancel Call	You can cancel a private call by tapping this button.
	End Call	You can end the current PTT call by tapping this button.
	Call Accept	You can accept a call by tapping this button.
	Call Contact	You can call a contact by tapping this button.
	Call Favorites	You can open your favorites to make a call by tapping this button.
	Group Location	You can access the map for the group by tapping this button. Requires the Geofencing and Geolocation feature to be turned on by your administrator

Icon	Title	Description
	In-Call Add Participant	You can add participants to make a temporary group before making a PTT call by tapping this button.
	Contact/Group Details	You can access the details information of the group or contact by tapping this button.
	Instant Personal Alert	You can send IPA to the contact by tapping this button.
	Listen-only	Listen-only call indicator.
	Idle	**PTT** button Indicates idle state and the floor is available.
	Floor Taken	**PTT** button Indicates the floor taken state.
	Acquired	**PTT** button Indicates the acquired state and you are ready to speak.
	Speaker ON	You can toggle the Speaker from the **ON** default to **OFF** by tapping this button. When the speaker is off, PTT calls are heard through the earpiece of the phone. For more information, see Turning the Speaker On/Off and Set Call Volume on page 61.
	Speaker OFF	You can button to toggle from **OFF** to **ON** by tapping this button. When the speaker is off, PTT calls are heard through the earpiece of the phone. For more information, see Turning the Speaker On/Off and Set Call Volume on page 61.
	Call Volume	You can tap the button to access the **Volume Control** pop-up. For more information, see Turning the Speaker On/Off and Set Call Volume on page 61.

3.3
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.

Table 4: Actions Icons

Icon	Title	Description
	Add	Displayed on the **Contacts**, **Favorites**, **Groups**, and **Quick Text**. You can add contacts, favorites, groups, or a quick text by tapping this button.
	Alert	You can send Instant Personal Alert (IPA) to a contact by tapping this button.
	Attach File	You can attach a file to send as an attachment by tapping this button. Requires the Integrated Secure Messaging feature to be turned on by your administrator.
	Camera	You can choose from taking a photo, video, or selecting a file in the gallery by tapping this button. Requires the Integrated Secure Messaging feature to be turned on by your administrator.
	Cancel	You can cancel current action and go back to the previous screen by tapping this button.
	Delete	You can delete the contact, group, and more by tapping this button.
	Details	You can access the contact details by tapping this button.
	Filter ON	You can toggle filter **ON** to **OFF** (default) by tapping this button.
	Filter OFF	You can toggle filter **OFF** (default) to **ON** by tapping this button.
	Gallery	You can save to your device by tapping this button. Requires the Integrated Secure Messaging feature to be turned on by your administrator.
	Location	You can share your location by tapping this button. Requires the Integrated Secure Messaging feature to be turned on by your administrator.

Icon	Title	Description
	Send Message	You can send a text message by tapping this button. Requires the Integrated Secure Messaging feature to be turned on by your administrator.
	Forward	You can forward an image or video by tapping this button. Requires the Integrated Secure Messaging feature to be turned on by your administrator.
	Save	You can save current contact or group by tapping this button.
	Voice Message	You can send a recorded voice message by tapping this button. Requires the Integrated Secure Messaging feature to be turned on by your administrator.

3.4
Context Menus

Context or pop-up menus are available throughout the application based on the features provisioned for the user. To display these menus, you can touch and hold the selected history entry, favorite, contact, talkgroup, or talkgroup details.

Table 5: Context Menus

Location	Description	Condition
Contacts	Contact Details	All contacts
	Delete Contact	User-managed contacts
	Send Text	All contacts
	My Location	All contacts
	Send Instant Personal Alert	All contacts
	Send Document	All contacts
	Camera	All contacts
	Record Voice	All contacts
	History	All contacts
	Details	All contacts
Contact Details	Delete Contact	User-managed contacts
Favorite Contacts	Remove Favorite	All contacts
	Send Text	All contacts
	My Location	All contacts
	Send Instant Personal Alert	All contacts
	Send Document	All contacts
	Camera	All contacts

Location	Description		Condition
	Record Voice		All contacts
	History		All contacts
	Details		All contacts
Favorite Groups	Remove Favorite		All entries
	Send Text		All groups
	My Location		All groups
	Send Instant Personal Alert		All groups
	Send Document		All groups
	Camera		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
Groups	Group Details		All entries
	Delete Group		User-managed group
	Send Text		All groups
	My Location		All groups except broadcast
	Send Instant Personal Alert		All groups except broadcast
	Send Document		All groups except broadcast
	Camera		All groups except broadcast
	Record Voice		All groups except broadcast
	Scan List	Set Priority 1	Administrator-managed group

Location	Description		Condition
		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

3.5
PTT Button

There are two Push-to-Talk (PTT) buttons available: the external PTT button and the on-screen soft PTT button.

External PTT Button

Depending on the phone, there may be a button on the side or a PTT accessory that 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 information on the **Bluetooth Low Energy** button, see Accessories and Bluetooth Use on page 135.

NOTE: This behavior assumes that Background Calling is turned off. For more information on Background Calling, see Call Behavior in Background on page 62.

On-screen Soft PTT Button

Whenever you initiate or are in a PTT call, you see an on-screen **PTT** button.

You can take the floor and speak during a call by touching and holding the on-screen button. You can release the floor and allow others to speak by releasing your finger from the on-screen button.

3.6
Icons

The icons available throughout the application are based on the features provisioned for the user.

3.6.1
Miscellaneous Icons

Table 6: Miscellaneous Icons

Icon	Description
	Check box **Off**.
	Check box **ON**.
	Favorite button (unselected) You can tap to toggle favorite **ON**. Indicates contact or group is not a favorite.
	Favorite button (selected) You can tap to toggle favorite **OFF**. Indicates contact or group is a favorite.
	Radio button off icon You can tap to toggle to the on state.
	Radio button on icon You can tap to toggle to the off state.
	Clear Search text button You can tap to cancel current inputted text and search action.
	Search icon

3.6.2
Title Bar Icons

Table 7: Title Bar Icons

Icon	Title	Description
	Back	You can tap to go back to the previous screen.
	Cancel	You can tap to cancel the operation and return to the previous screen.

Icon	Title	Description
	Details	You can tap to view the details.
	Edit	You can tap to edit.
	Drop-down	You can tap to change self-presence.
	Save	You can tap to save the current operation.

3.7 Tones

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

Table 8:

Name	Description
Activation Tone	Played upon successful activation.
Alert (IPA/MCA) Tone	Played by the handset when an incoming Instant Personal Alert is received or a Missed Call has occurred. Four tones are required as this tone is user-selectable.
Area Warning Tone - Blast Tone	Played to indicate when a user is notified to evacuate the mining site. The tone is played to escalate the priority of evacuation.
Area Warning Tone - Emergency Tone	Played to indicate when a user is notified to immediately evacuate the mining site for an impending blast.
Area Warning Tone - Evacuation Tone	Played to indicate when a user is notified to immediately evacuate the mining site for an impending blast.
Attention Tone	Played to indicate a pop-up dialog message.
Emergency Alert Tone	Played when emergency alert is received.
Emergency Alert - Originator Tone	Played when an emergency alert is initiated.
Emergency Call Tone	Played upon receiving emergency call.
Emergency Cancel Tone	Played when an emergency is canceled.
Emergency Fail Tone	Played if emergency cannot be declared or if emergency call cannot originate.
Error (Floor Busy) Tone	Played to indicate the user cannot take the floor.
Floor Acquired (Grant) Tone	Played after the user presses the PTT button to indicate it is ready for talking.

Name	Description
Floor Free Tone	Played to listeners on a PTT call to indicate the talker has released the floor.
Floor Released Tone	Played to the user after releasing the PTT button to indicate the floor is released. (Default is OFF)
Floor Revoke Tone	Played five seconds before the floor is revoked. The same tone is also played when the actual floor is revoked.
Floor Unavailable (Bong) Tone	Played when a user tries to get a floor that is already acquired or the called party is unavailable. An appropriate visual indication is displayed for both scenarios.
Incoming Call (Talk Hint) Tone	Played to listeners to announce the start of a PTT call (first volley only).
Incoming Phone Call Tone	Played when there is an incoming 2-way phone call. Tone is repeated every 3 seconds.
Incoming Private PTT Call (Manual Answer) Tone	Played when there is an incoming PTT private call. Tone is repeated every 3 seconds.
Incoming Video Tone	Played when there is an incoming video alert waiting for user to accept. Alert is repeated every 5 seconds while alert is waiting for user action.
Network Loss Tone Repeat	Determines whether the phone plays the network loss tone continuously at a periodic interval or play once the user's PTT application detects network loss. When selected, a tone plays when the application transitions from one network to another.
Network Up/Network Down Tone	Played when server connection is restored. Network Down tone is played when server connection is lost (optional tone repeat). Previously known as Call Suspend tone.
One-Touch Action Selection Change Tone	Played when switching one-touch action from accessory with multi-function key button and multiple actions are supported.
Phone Call Progress Tone	Played to caller while waiting for telephony call to answer. Tone is repeated every 3 seconds.
Remote Ambient Start Tone	Played on target user’s device when ambient listening is initiated remotely (optional tone).
Status Message Sent Tone	Played upon successfully sending status message.
Status Message Failure Tone	Played if status message is not sent successfully.
Success Tone	Played upon successful activation: valid key press.
Voice Message Recording Tone	Played when recording voice message (voice message fallback).
Wireless Accessory Connect Tone	Played when a Bluetooth accessory is connected.
Wireless Accessory Disconnect Tone	Played when a Bluetooth accessory is disconnected.

Chapter 4

Network Connectivity

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

4.1 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.

You must use of PTT over cellular data networks less than 4G may be restricted based on a system-wide configuration. While the application is restricted, the behavior is the same as having no network connection and a `No Connection` message displays. You may be provided an audible and visual indication of loss of connection to the network based on the application settings. Upon detection of 4G, the application will reconnect to the PTT server and may give an audible indication based on the application settings. The tones are user-configurable in the application settings.

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.

4.2 PTT over Wi-Fi

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

NOTE: By default, the PTT application will use Wi-Fi when it is available. To use Wi-Fi for PTT, you can turn on the **Use Wi-Fi** setting in the application.

4.2.1 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 temporarily 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 continues. The handover may take more than a few seconds. In this case, a call in progress may not automatically reconnect. If this happens, you can call back from PTT history.

4.2.2

Authenticated Wi-Fi Connections

The PTT application can be used at 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 unavailable and 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.

Chapter 5

User Information Display

User Information Display provides an avatar, display name, availability status, PTT number, and a profile name if enabled.

5.1 Viewing User Information

Procedure:

1. In the upper-left corner of the display, select the **Main** menu located.

   The **Menu** options display.

2. Located opposite the available status, select the **Information** icon.

   The User Information displays.

Chapter 6

Initiate and Receive Calls

The PTT calling section describe the following types of calls:

Private 1-1 calling

Private 1-1 calls are half-duplex, auto-answered calls. A system-wide configuration is supported to enable manual answer for 1-1 calls.

Push-to-talk (PTT) is a method of having conversations or talking on half-duplex communication lines, including two-way radio, using a momentary button to switch from voice reception mode to transmit mode.

One or more terminating PTT devices autoanswers the call with no user interaction required after which the talk hint tone is played, followed by the originator talking and a floor available tone when the originator has released the floor. After hearing the floor available tone, the terminating contact must press and hold the PTT button to talk. Five seconds before the maximum floor hold duration is reached, a floor revoke tone is played as a warning. Another tone is played when the floor is revoked.

6.1 PTT Framework & CallKIT Behavior Changes

iOS 17.2 introduces a new notification type to allow handling of high and low priority application functional notifications.

The CallKit framework is used for the manual answerable calls (MC Video, Hook Call & SFD call) with both iOS PTT framework supporting and not supporting the PTT app.

The **Talk** button on the PTT framework UI is enabled even though the floor is in a *taken* state. The enabled button ensures that during a group call a floor supervisor can attempt to take the floor. It is a similar behavior to the PTT app being in the foreground. The soft PTT button can be pressed by the user to attempt to take the floor even if the floor is taken by other user.

Via the PTT framework UI, if a user leaves the PTT channel, the PTT app logs out regardless of whether there is a current active or inactive PTT call. If the user is in an emergency, the leave option is shown regardless. If the user leaves the PTT channel, the emergency cancel operation is attempted by the PTT app.

If the device setting **Notifications** is disabled generically or it's disabled for the PTT app, all of the non-call notifications like messages, Instant Personal Alerts (IPA), or Missed Call Alerts (MCA) are silenced or not displayed, but CallKit and PTT framework related notifications are shown. The IPA and MCA are not shown in history as Apple Push Notifications (APNS).

The Voice Message Fallback (VMF) functionality is supported via system UI. When the device is locked or unlocked, the PTT app is in the background and outgoing PTT call results into VMF. However, the VMF tone is heard feebly and initial choppiness is observed in the recorded VMF. In this case, the Apple chirp tone is played first followed by the VMF tone.

To originate a Broadcast call while the PTT app is in the background while the device is locked or unlocked, the user needs to bring the PTT app to the foreground in order to attend the broadcast call origination confirmation dialog. However, a tone will be played and a system notification will be displayed to let the user know that some attention is needed in the PTT app. The tone is played even when the PTT app is in the foreground.

The PTT framework UI for the call shows `Listening` even though the user has the PTT call floor. This is a specific behavior with the PTT framework.

While the PTT app is suspended or is unable to provide PTT operations (partial service), the call rings once the APNS is received. If the user accepts the call, a `connecting…` screen is shown for a few seconds. While the call is ringing, the ringing screen is dismissed if the PTT app gets into partial service. If the call is ringing

and the device network goes down, the ringing continues until the timeout or PTT app logs out internally after the network down timer.

The manual answers call or video streaming have higher priority than PTT background call. Hence while the CallKit is active, the iOS blue icon for background PTT call will not be shown.

The Wi-Fi Hotspot has higher priority than the PTT Framework (Blue pill), hence while there is no PTT framework call and if Wi-Fi hotspot is enabled, a green pill icon is shown and not the blue pill. However, when the PTT call is active, a blue pill is shown and after the call is ended, a green pill icon is shown.

Previously, the camera permission was asked only when the user tried to perform any PTT operation that needs a camera, for example initiating and receiving video streaming calls, recording video messages, etc. But with the R13.0, the camera permission is asked as soon as the user logs in for the first time. The permission is needed for all incoming/outgoing video streaming calls.

The unconfirmed video pull or transmission are presented to the user to confirm the request.

6.2 Make and Receive PTT Calls

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

6.2.1 Initiating PTT Calls

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

6.2.1.1 Making One-to-One (1:1) Calls with Automatic Call Answer

NOTE: If One Touch Calling is preconfigured to call the most recent history event, a user-selected PTT contact or a user-selected PTT talkgroup (corporate or public), you must select (not highlight) the history event, contact, or talkgroup to make the call. See One Touch Calling Behavior on page 56 for more information.

Procedure:

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

   The **Call** screen is displayed including the name of the contact that you are calling in the Call Status.

2. Press and hold the PTT button.

   A private one-to-one PTT call starts, a chirp tone is heard and the **PTT** button changes color indicating you have taken the floor.

3. Begin speaking.
4. To allow the other person on the call to take the floor and speak, release the PTT button.
5. To end the call, tap the **End Call** button.

6.2.1.2

Making One-to-One (1:1) Calls with Manual Call Answer

NOTE: If One Touch Calling is preconfigured to call the most recent history event, a user-selected PTT contact or a user-selected PTT talkgroup (corporate or public), you must select (not highlight) the history event, contact, or talkgroup to make the call. See One Touch Calling Behavior on page 56 for more information.

Procedure:

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

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

2. Press and hold the PTT button.

   The **Call Screen** changes to a ringing state. A progress tone is heard, and the **PTT** button changes color indicating the other user is being alerted. Once the call is accepted, the other user will either talk or you can press and hold the PTT button to talk.

3. Talk when you hear the chirp tone and see the **PTT** button change color indicating you have taken the floor.

   If the call is rejected, the floor returns to idle state.

4. To end the call, tap the **End Call** button.

6.2.1.3

Making Talkgroup Calls

NOTE:
If One Touch Calling is preconfigured to call the most recent history event, a user-selected PTT contact or a user-selected PTT talkgroup (corporate or public), you must select (not highlight) the history event, contact, or talkgroup to make the call. For more information, see One Touch Calling Behavior on page 56.

Procedure:

1. From the Talkgroups, tap the talkgroup to select the one you want to start a PTT call.

   The **Call** screen displays the name of the talkgroup that you are calling in the Call Status.

Figure 3: Place a PTT Talkgroup Call

2. Press and hold the **PTT** button displayed on the screen.

   A talkgroup PTT call starts, a chirp tone is heard, and the **PTT** button changes color indicating you have taken the floor.

3. Begin speaking.
4. To take the floor and speak, release the **PTT** button to allow other members of the call.
5. To end the call, tap the **End Call** button.

6.2.1.4

Making Quick Group Calls

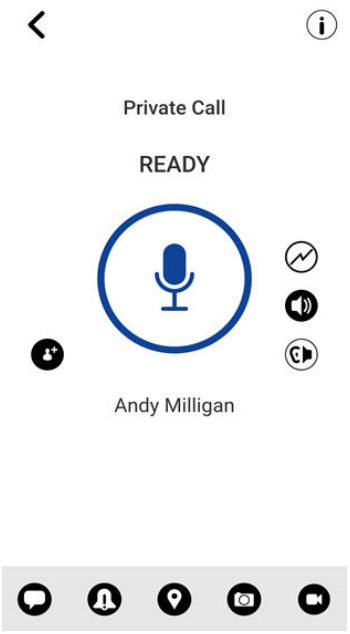
You can make a quick group call after selecting your first contact to call by selecting the **Add Participants** button from the **Call** screen, and then selecting additional contacts to add to your quick group.

Procedure:

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

   The **Call** screen displays.

Figure 4: Call Screen



2. Tap the **Add Participants** button.
3. Select up to nine contacts to add to the quick group call.
4. When completed, in the upper right tap, the **Save** button located.
5. Press and hold the **PTT** button.

   A quick group call starts, a chirp tone is heard and the **PTT** button changes color indicating you have taken the floor.
6. Begin speaking.
7. To take the floor and speak, release the **PTT** button to allow other members of the call.
8. To end the call, tap the **End Call** button.

6.2.1.5
Making Broadcast Calls

Broadcast calls make it possible to deliver important information quickly to a large talkgroup. Only designated talkgroup members, called broadcasters, may initiate a one-way high-priority call to a talkgroup with up to 500 members (based on configuration). 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 is not 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.

Procedure:

1. Tap the broadcast talkgroup you want to call.

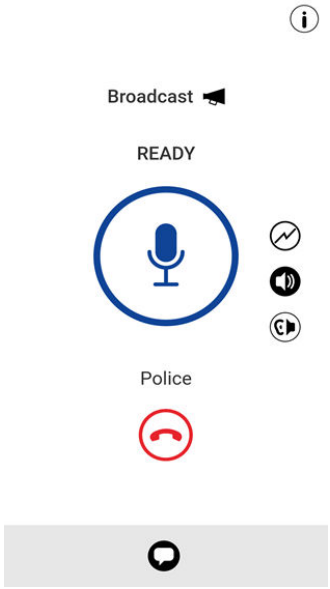
The broadcast talkgroup is identified in the talkgroup list by the **Broadcast Talkgroup** icon.

NOTE: If the Broadcast Call Confirmation setting is on, you receive the confirmation dialog. For more information, see Broadcast Call Confirmation on page 145.

A confirmation dialog is displayed with the following message: `You are about to start a broadcast call to x. Continue?`

2. Perform one of the following actions:
   - To initiate the call, tap **Call**.
     The **PTT Broadcast Call** screen is displayed.

     Figure 5: PTT Broadcast Call Screen



   - To cancel, tap **Not now**.
3. 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.
4. Release the **PTT** button when you have finished speaking.
5. Begin speaking.
6. To end the call, tap the **End Call** button.

6.2.1.6
Call 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: `The contact you are trying to call is unavailable. Please try again later.`

Similarly, if the person you are trying to call has a presence status of `Do Not Disturb`, you see the following message: `The Contact you are trying to call is in 'Do Not Disturb' status. Please try again later.`

6.2.1.7

Placing a Call from Device Contacts

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

Procedure:

Navigate to the device contacts and perform one of the following actions:

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

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.

6.2.1.8

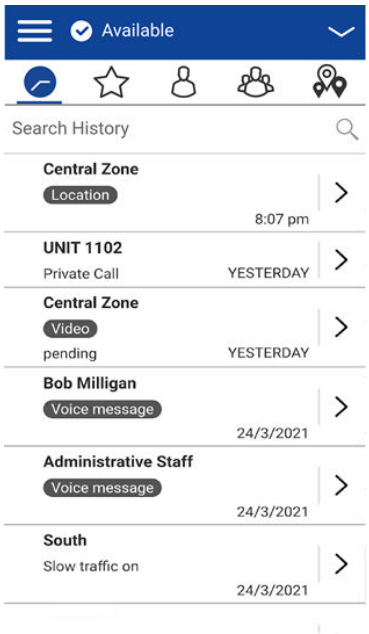
Calling from History

You can make a call from History.

Procedure:

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

   Figure 6: History



2. Touch on the conversation you want to call.

   NOTE:
   If One Touch Calling is preconfigured to call the most recent history event, a user-selected PTT contact or a user-selected PTT talkgroup (corporate or public), you must select (not highlight) the history event, contact, or talkgroup to make the call. For more information, see One Touch Calling Behavior on page 56.

   The **Call** screen displays.

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.

4. Begin speaking.
5. To take the floor and speak, release the **PTT** button to allow other members of the call.
6. To end the call, tap the **End Call** button.

6.2.1.9
Calling from Missed Call Alert

Missed Call Alert (MCA) messages initiated an alert tone followed by a pop-up message.

For more information, see Missed Call Alert (MCA) on page 79.

Procedure:

When receiving a missed call alert, perform one of the following actions:

- To place the call, tap the **Reply** button.
- To dismiss the message, tap the **Not now** button.

6.2.1.10
Calling from Instant Personal Alert

You can make a call from an Instant Personal Alert (IPA). On receiving an IPA, you receive an alert tone and a pop-up message displays.

For more information, see Instant Personal Alert (IPA) on page 78.

Procedure:

Perform one of the actions:

- To place the call, tap the **Reply** button.
- To dismiss the message, tap the **Not now** button.

6.2.1.11
One Touch Calling Behavior

You can originate a PTT call to the one of the following:

- The most recent history event
- To a user-selected PTT contact
- To a user-selected PTT talkgroup (corporate or public)

The One Touch Calling behavior must be preconfigured for these actions.

6.2.1.11.1
Using a USB-C Accessory without One Touch Calling

If your device does not have a **PTT** hard button, **One Touch Action** and **Call From Locked** screen settings are hidden.

When a USB-C accessory is connected, **One Touch Action** and **Call From Locked** screen settings are available. The **One Touch Action** setting has the **Landing Page** and **None** options.

When your device is locked, on the **Lock** screen, and the **Call from Locked** screen is on, then:

Procedure:

1. A first press of the **PTT** button on the USB-C accessory to show the **Call** screen for last call history, regardless of the **Landing Page** option.
2. A second press of **PTT** button on the USB-C accessory originates a call.

Result: When your device is not locked, and the application is in the background, the USB-C accessory **PTT** button opens the application to the **Landing Page**.

6.2.1.11.2 Using a Bluetooth Accessory without One Touch Calling

If your device does not have a **PTT** hard button, **One Touch Action** and **Call from Locked** screen settings are hidden.

When a Bluetooth accessory is connected, the **One Touch Action** and **Call From Locked** screen settings are available. The **One Touch Action** setting has the **Landing Page** and **None** options.

NOTE: If the **One Touch Action** and **Call From Locked** screen settings are hidden, you can pair, connect, and press the **PTT** button on the BT accessory.

When your device is locked, on the **Lock** screen, and **Call from Locked** screen is on, then:

Procedure:

A single press of the **PTT** button on Bluetooth accessory originates a call for last call history entry brings the **Call** screen to foreground, regardless of the **One Touch Action** settings option.

Result: When your device is not locked, and the application is in the background, the Bluetooth accessory **PTT** button opens the application to the Landing Page.

For devices that support One Touch Calling, see One Touch Calling Behavior on page 56.

For more information on how to setup or change your **Landing Page**, see One Touch Action on page 155.

6.2.1.12 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 to be turned on by your 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 three seconds or longer; otherwise, the message is not 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 seven seconds.

Talkgroup Calls

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

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

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

6.2.1.13

Dialing a Manual Call to a PTT User

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

Procedure:

1. From the **Menu**, tap the **Manual Dial** option.

   The **Manual Dialing Screen** displays.

   Figure 7: Manual Dialing Screen

2. By using the on-screen keyboard, enter the contact number including special characters (0-9, *, #, a-d).

   NOTE: If the number matches contacts, they are displayed. If you want to call one of those contacts, select the contact, and the number fills the numeric text field.

3. Located at the right of the phone number, tap the on-screen **PTT** button.

   The **Call** screen displays.

6.2.2
Receiving Calls

NOTE: When the user is not in the call-ready or active-call screen, the incoming PTT call is shown as a PTT call widget. The call widget shows the type of call, talkgroup name, or originator for the private or ad-hoc call. By default, the call widget is disabled. You can enable it in the settings. See Call Widget Support on page 146

Procedure:

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

   Whenever the talker releases the floor, the **PTT** button changes and the PTT button changes color and the floor is available for another talker.
2. On the screen, to continue the conversation, touch and hold the PTT button.
3. To end the call, tap the **End Call** button.

6.2.2.1
Receiving One-to-One (1:1) Calls

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

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 on page 61 section.

NOTE: This behavior assumes that Background Calling is turned OFF. For more details on Background Calling, see the Call Behavior in Background on page 62 section.

Whenever the talker releases the floor, the PTT button changes and the PTT button changes color and the floor is available for another talker.

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

You can end the call by tapping the **End Call** button.

6.2.2.2
Receive Broadcast Talkgroup Calls

An incoming broadcast talkgroup call looks like any other talkgroup call but preempts other PTT calls in progress except emergency calls.

You can recognize a broadcast talkgroup call because there is 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 do not 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.

6.2.2.3

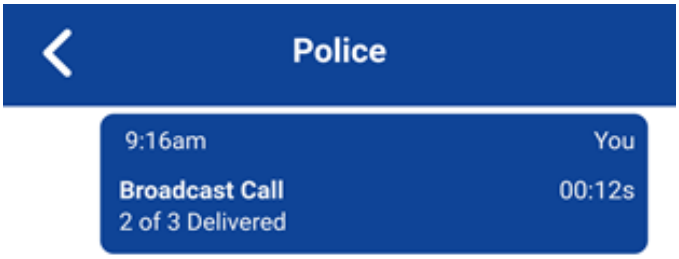
Broadcast Call History

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

Figure 8: Nonbroadcaster Call History

A summary of call delivery status for the broadcaster 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.

Figure 9: 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 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 shows.

6.2.3
Turning the Speaker On/Off and Set Call Volume

On the Call screen, there is a toggle that indicates whether the speaker is on or off for calls. When the speaker is off, you can hear the call audio in the earpiece of the phone. When it is on, the audio is heard through the speaker.

During call, the speakerphone or earpiece volume can be increased or decreased using the volume up and down keys. The volume adjusted during a call is used for subsequent calls, including cellular calls. The volume adjusted while not on a call is used for the phone ringer volume.

NOTE: The call volume can be adjusted using the device volume keys or the external accessory volume keys if connected. Device native volume bar does not display while the PTT app is in the foreground, and if the user changes the call volume using the device volume up or down keys. If call volume is changed using the externally connected Bluetooth device, then the device native volume bar displays. The device volume keys can be set to use as a PTT key, when the PTT key setting is set to **Volume Up/ Down**.

For more information on how to set the PTT key setting, see PTT Key on page 157.

On the **Call** screen, you can press the CALL VOLUME ON/OFF toggle switch, in which a **Volume Control** pop-up is displayed.

Figure 10: Volume Control

You can adjust the **Volume Control** slider to the desired position and tap **OK** when you are finished changing the volume.

6.2.4
Interaction with Silent or Sound Mode

When the ringer of your phone is set to silent or vibrate-only, calls are played over the earpiece of the phone. To hear a 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 call again uses the earpiece of the phone while the phone is in silent mode.

Privacy Mode allows you control how incoming calls are handled whenever your phone ringer setting is set to `silent` or `vibrate-only`. With Privacy Mode, you can control whether an incoming call is heard normally or if the call uses the phone earpiece. For more information on how to set Privacy Mode, see Settings on page 137.

You can set the phone to vibrate for incoming calls if the incoming Call Vibrate setting is **ON**. For more information on how to set incoming Call Vibrate, see Vibrate Call on page 158.

6.2.5
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 PTT call, an incoming phone call is rejected if device restrictions apply, and PTT call continues.

If you receive an incoming regular phone call while you are in PTT group call, then the user is presented with a dialog to either accept or reject the call as per device behavior (not controlled by PTT application). If the user answers the cellular call, the PTT group call is put in the background. PTT voice is lost during ringing, that is, normal device behavior for a cellular call while on a data session.

When the regular call ends, if the PTT group call is rejoined, it comes to the foreground. The PTT group call can also end silently in the background.

If Call Priority setting is set to **Phone**, an ongoing PTT call ends if a cellular call is answered. For more information on Call Priority, see the Settings on page 137 section.

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. You receive a missed call alert along with an alert tone and a pop-up message is displayed as an indication that a PTT call occurred during the cellular call.

If Call Priority setting is set to **Phone**, an incoming PTT call is rejected. For more information on Call Priority, see Settings on page 137.

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.

6.2.6
Call Behavior in Background

Incoming Calls with Background Mode Turned Off

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

Incoming Calls with Background Mode Turned On

When Background Mode is turned on, and you receive an incoming call, the PTT application remains in the background; the display does not turn on if it is off, and you hear the voice of the caller. You can bring the PTT application to the foreground to use the on-screen PTT button. For more information on Background Mode, see Settings on page 137.

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

NOTE:
If the screen is locked, calls are restricted by default. To enable calls while screen is locked, see the Background Mode on page 142 setting.

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

Ongoing Calls

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

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

6.2.7

Call Behavior while the Screen is Locked

You can originate a PTT call to the selected contact or talkgroup based on the One Touch Action setting when the device is locked by pressing a PTT button, USB-C accessory, or Bluetooth RSM.

You must turn on the **Call From Lock** screen setting. For more information on the **Call From Lock** screen setting, see Call From Lock Screen on page 146.

For more information on how to setup One Touch Action, see One Touch Action on page 155.

NOTE: The **Call From Lock** screen setting is available on supported devices.

For devices without a PTT hard button using a USB-C accessory, see One Touch Calling Behavior on page 56.

6.2.8

Rejoin a Talkgroup Call

Rejoining a Talkgroup Call

If you leave during a talkgroup call, you can rejoin it by initiating a call to that talkgroup again either from the call history or from the talkgroup list. If the call ended before you try to rejoin, you can start a new call to that talkgroup. Any late join to a PTT talkgroup by selecting a talkgroup automatically rejoins if there is an active call on the talkgroup

Joining a Missed Talkgroup Call

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

Chapter 7

Emergency Calling and Alert

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 corporate administrator.

Table 9: Emergency Icons

Icon	Title	Description
	Emergency	You can initiate an emergency by touching and holding this button, which is located at the bottom of most screens. Requires the Emergency Services to be turned on by your administrator. For more information, see Emergency Calling and Alert on page 64.
	Cancel Emergency State	Displays when you cancel an emergency. You can cancel the emergency by swiping the slider to the right. Requires the Emergency Services to be turned on by your administrator.
	Declare Emergency State	Displays when you declare an emergency. You can declare an emergency by swiping the slider to the right. Requires the Emergency Services to be turned on by your administrator.
	Emergency Talker	Indicates when a talker is in an emergency.
	Lone Worker/Person Down	Indicates that the **Lone Worker/Person Down** is enabled.

You can press and hold the **Emergency** button on the PTT application and swipe the slider to declare an emergency. The PTT application automatically queries the device OS for the last known location of the user and goes to the **Call** screen. You can 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 talkgroup or the contact configured by your administrator.

On the selected device or supported accessory, you can also declare an emergency by using the **Emergency** button.

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.

Your administrator can configure call initiation to either automatic or manual. When set to automatic, after emergency initiation, an emergency alert is sent, and the emergency call is started automatically. There is no need to press and hold the PTT button. The floor is taken for 10 seconds. During the 10 second automatic floor hold time, pressing and releasing the PTT button has the following behavior: When you release the **PTT** button, the floor releases; if you press and continue to hold the PTT button after the 10 seconds expires, the floor will continue to be held. Your network operator may have configured this service to ignore the PTT

button press and release during the automatic floor hold time. When set to manual, an emergency alert is sent. However, to initiate the emergency call, you must press and hold the PTT button.

Multiple users can declare an emergency in the same talkgroup. When a user declares an emergency in the same talkgroup, they preempt the PTT floor from another user in an emergency. Participating users in an emergency talkgroup call receive an alert from all users in an emergency and can view all members at any time except for late joiners.

Depending on how your network operator has configured the service, you may be able to use the emergency button for initiating and canceling the emergency toggle or send a repeated emergency alert after you have declared an emergency to get automatic PTT floor. A repeated emergency alert by the same user is only sent to dispatchers. If your administrator has configured automatic call initiation, each time you declare emergency your microphone will unmute for a period of 10 seconds without having to press and hold the PTT button.

For more information on who is your configured primary and secondary emergency contacts, see Settings on page 137.

7.1 Emergency Key

The Motorola LEX L11 and the Sonim XP8 allows you to declare an emergency by pressing and holding the EMERGENCY KEY up to three seconds.

To cancel an emergency, you can press and hold the EMERGENCY KEY up to three seconds to cancel by passing the on-screen **Cancel Emergency Reason** screen.

7.2 Declare an Emergency

An emergency can be declared from any screen where there is an **Emergency** button or by using an external emergency button on the device or accessory when supported. Any PTT key pressed during automatic configuration (default 10 seconds) is ignored. You must press and hold the PTT key to continue to talk after the automatic timer is expired.

Your administrator configures the emergency destination. The destination can be a preassigned talkgroup or an individual.

You can perform an emergency initiation while in two-way call. When an emergency is declared the two-way call ends immediately.

7.2.1 Declaring an Emergency

Incoming alert tones, such as IPAs, OSMs, MCAs, PTX are not played while you have declared an emergency.

Procedure:

1. Touch and hold the EMERGENCY button.

   NOTE: You can also declare an emergency by pressing and holding the **Emergency** key up to three seconds on the Motorola LEX L11 or Sonim XP8.

   The **Declare emergency** slider displays.

2. To declare an emergency, swipe the slider to the right.

   A message is shown and a special emergency alert tone is played to indicate that an emergency has been initiated. The **PTT Call** screen is displayed.

   NOTE: If the emergency cannot be declared, the emergency fail tone is played, and a toast message is displayed.

3. After declaring an emergency, an emergency alert is sent.

   You are now locked into the emergency call until the emergency is canceled.

4. Press and hold the PTT button.

   A chirp tone is heard, and the **PTT** button changes color indicating you have taken the floor.

5. Begin speaking.
6. To cancel an emergency, see Emergency Cancellation on page 68.

7.2.2
Authorized User Remotely Declaring an Emergency on your Behalf

An authorized user if configured by your administrator, can remotely declare an emergency on your behalf.

You see that an authorized user has declared an emergency, an emergency alert is received similar to the following: `Remote emergency declared by x.`

You are now locked into the emergency call until the emergency is canceled.

7.3
Lone Worker (Optional)

Lone Worker feature allows PTT Users who are working alone in a hazardous environment to confirm their safety to Supervisors or Dispatchers. Automated check-ins from Dispatchers or authorized users need to be responded to by PTT Users. When the Lone Worker setting is enabled, the device emits a tone at regular intervals which a worker must to respond to. Failing to respond to check-in from Dispatcher or Supervisor within a pre-determined time period will trigger Emergency Alert.

Lone Worker mode can be triggered for a target PTT contact at any moment by dispatcher, supervisor, or by the user. Similarly if the lone worker mode is enabled for a PTT contact, it can be disabled by dispatcher, or by the user.

7.4
Person Down (Optional)

When the Person Down feature is enabled, device accelerometer, magnetometer, and/or gyrometer detects a lack of movement. If the sensors detect the state, the device emits a tone at regular intervals which a worker must to respond. Failing to do so triggers an alarm to the appropriate response group or individual.

7.5 Receive 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. When the application is in the background, use the notification bar to access emergency alert and emergency cancellation alert.

An emergency alert, similar to the following, indicates which user is in emergency and the talkgroup they are using: `Emergency Declared by x from x talkgroup.`

If the emergency call goes only to a single user, no talkgroup is shown in the alert.

7.5.1 Receiving an Emergency Call

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.

Procedure:

1. To remove the alert from appearing on the **Emergency Alert** screen, tap or touch **Dismiss**.

   You can continue to use the application normally.

   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 special emergency call tone played.`

2. During an emergency call, 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.

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

7.5.2 Receiving an Emergency Cancel Notification

If the application is in the background, select the notification to access the emergency cancel notification. Follow this procedure when you receive an emergency cancel notification.

Procedure:

To remove the alert from appearing on the screen, tap the **Dismiss** button.

You can continue to use the application normally.

7.6
Emergency Cancellation

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.

7.6.1
Canceling Emergencies

Procedure:

1. While in an emergency, touch and hold the EMERGENCY button.

   The **Cancel Emergency** window displays.

2. To cancel emergency, swipe the **Cancel** slider to the right.

   Before canceling the emergency, you are asked if the emergency was a real emergency or a false alarm.

   A dialog, similar to the following, displays: `Please select reason for Emergency Cancellation.`

3. Touch or tap the desired option for canceling the emergency as follows:
   - If the emergency was a real emergency, tap **Real Emergency**.
   - If the emergency was a false, tap **False Alarm**.
4. Touch or tap **Send**.

Result: The emergency is canceled, a message indicating that the emergency is canceled is displayed, and an **Emergency Cancel** tone is played.

7.7
Authorized User

An authorized user is typically a dispatcher or supervisor which may have permissions the do the following:

- Allow or disallow remote supervision for assigned contacts.
- Remotely declare and cancel an emergency call on behalf of a remote user.
- Access user check for the remote user.
- Enable or disable PTT service.
- Activate ambient listening for the remote user.
- Activate discreet listening for the remote user.

7.7.1
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 can remotely start an emergency for one or more users, 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.

Procedure:

1. From the **Main** screen, tap or touch the **Contacts** tab.

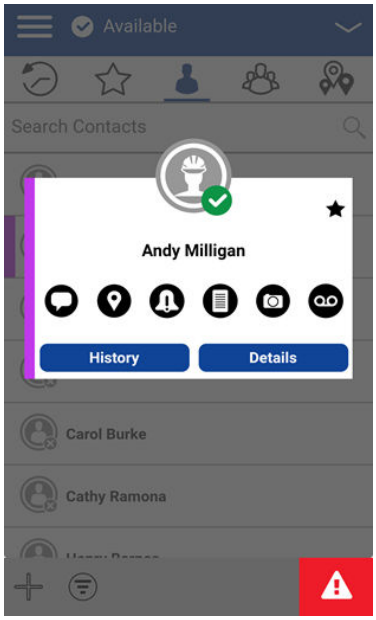
   The **Contacts** displays.

2. Touch and hold the contact name from the **Contacts** list.

   You can declare an emergency for users your administrator has given permission.

   A **Context Menu** displays.

   Figure 11: Contact Context Menu

3. Tap the **Declare Emergency** option.

   The **Declare Emergency** window displays.

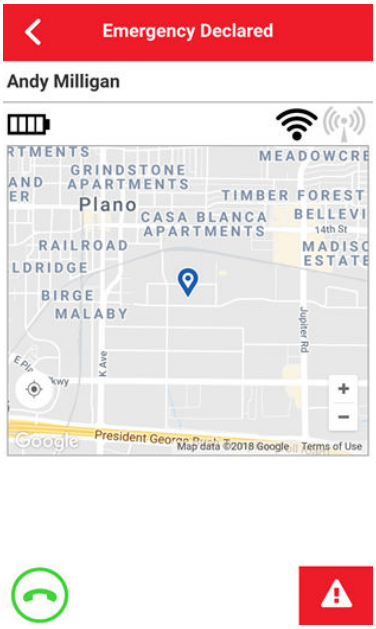
4. To declare an emergency, swipe the **Declare** slider to the right.

   An emergency is declared and an emergency alert displays similar to the following: `Emergency Declared by you from authorized user X.`

5. Dismiss the emergency alert pop-up.
6. When another user takes the floor, an **Emergency User Check** icon displays on the your **Call** screen.
7. On the **Call** screen, tap or touch the **User Check** icon.

   The **Emergency User Check** screen displays.

Figure 12: Emergency User Check



8. To cancel an emergency, see Emergency Cancellation on page 68 section.

   You can cancel the emergency locally or an authorized user can cancel on your behalf remotely.

7.7.2 Cancel an Emergency on Behalf of Another User

You can cancel an emergency on behalf of another user from a **Contact Context Menu**.

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.

7.7.2.1 Canceling an Emergency from the Context Menu

Procedure:

1. Touch and hold a contact from the **Contacts**.

   A **Context Menu** displays.

2. Tap the **Emergency** button.

   The emergency **Context Menu** displays.

3. Tap the **Cancel Emergency** option.

   The **Cancel Emergency** window displays.

4. To cancel emergency, swipe the **Cancel** slider to the right.

   Before canceling the emergency, you are asked if the emergency was a real emergency or a false alarm.

5. Touch or tap the desired option for canceling the emergency.
6. Touch or tap **Send**.

   The emergency is canceled, and a message is displayed that indicates that the emergency is canceled.

7.7.2.2
Canceling an Emergency from Call Screen

Prerequisites: Perform Enable Emergency User Check on page 71

Procedure:

1. Tap the **Emergency** Button.

   The **Cancel Emergency** window displays.

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.

3. Perform the following actions:
   - Tap **Valid** when the emergency is valid.
   - Tap **False** when the emergency is false.
4. Touch or tap **Send**.

   The emergency is canceled, and a message indicating that the emergency is canceled is displayed.

7.8
Enable Emergency User Check

On your device, emergency user check is enabled only during an emergency call and you tap the **Emergency User Check** icon on the **Call** screen. User Check is only available during each emergency call. If you disconnect and rejoin the call, the **User Check** icon is no longer available.

7.8.1
Enabling Emergency User Check from Call Screen

Procedure:

1. When an emergency has been declared and is in progress.

   The **Call** screen displays.

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

   The **Emergency User Check** screen displays.

7.8.2
Monitor Device Location

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

7.8.3
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.

7.8.4
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.

7.8.5
Monitor Device Battery Level

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

Chapter 8

Geofence (Boundary)

The supervisor, dispatcher or authorised user is allowed to define the virtual boundary, popularly known as Geofence, to monitor location activity for all talkgroup members. Geofences for a talkgroup can be created by a single PTT supervisor and multiple dispatchers (up to 25). However, only one supervisor is allowed to create and manage a Geofence at any given time. The Geofence is circular, and it is set using a distance from the fence center. Geofence can be a static fence or follow me fence. The static type of a fence is one with a static location as fence center. The dispatcher uses a static type of a fence. The follow me type of a fence has the supervisor's location as the center, and the fence follows the supervisor as they move. Geofences can be preconfigured and the dispatcher can make the fence active or inactive.

It 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.

A Geofence with the action of "Play a Tone" allows a continuous warning tone to be played while the user is within the fence. See Area-Based Warning Tones on page 73 for more details.

Fence Notifications

Once the fence is defined and enabled, the supervisor or dispatcher can see the fence overlaid on the map with all the talkgroup members' locations. When any talkgroup member enters or leaves the area defined by the Geofence, a fence cross notification is sent to that talkgroup member and supervisor or dispatcher, notifying each of the location activities.

NOTE: The dispatcher or supervisor needs to be affiliated with the talkgroup to create a fence for a talkgroup on Dispatch or Supervisor. Also, only the affiliated members can get the Geofence notification.

8.1 Area-Based Warning Tones

The Area-Based Warning Tones feature is an add-on feature. It allows a dispatcher to configure a continuously playing warning tone on your device when you are within a particular area, also known as Geofence. For example, a mining company needs to inform workers of a situation where a blast is happening, an emergency exists, or evacuation is necessary.

The Area-Based Warning Tones are listed in the following table:

Table 10: Area-Based Warning Tones

Name	Description
Area Warning Tone - Blast Tone	Played to indicate when you are within a blast area.
Area Warning Tone - Emergency Tone	Played to indicate to when the user to follow emergency procedures. This tone is played to escalate the priority from the blast notification to a mining emergency notification.
Area Warning Tone - Evacuation Tone	Played to indicate when you are notified to immediately evacuate the mining site for an impending blast.

The dispatcher manages area-based tones. The dispatcher can change the tone type while the tone is active, in which case you will hear the tone change. The highest priority tone will play if you are in an area in which more than one area-based tone is active.

NOTE: The area-based tone will pause during Emergency or Broadcast calls and will resume once call ends.

You are able to initiate and receive PTT or Video calls and perform any PTT operation.

8.2 Creating a Boundary

Procedure:

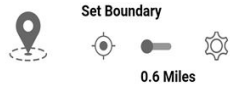
1. From within the **Map** tab, tap **Tracked Group Selector**.

   The list of talkgroups displays.

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

   The **Set Boundary** pop-over displays.

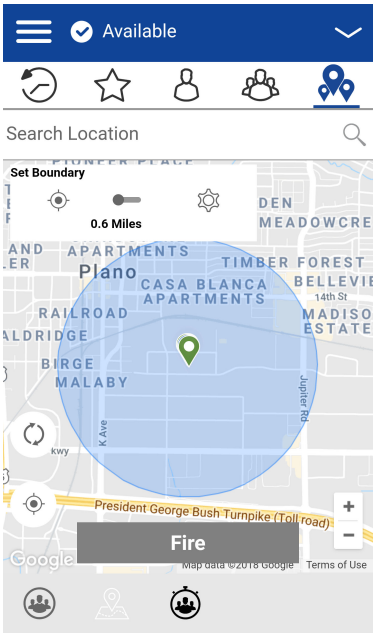
   Figure 13: Set Boundary Popover

3. Tap **Set Boundary**.

   The **Set Boundary** pop-over displays along with a boundary preview (blue circle).

   Figure 14: Boundary Preview

4. Set the boundary size by zooming in or out.

   You can see the boundary radius in the pop-over.

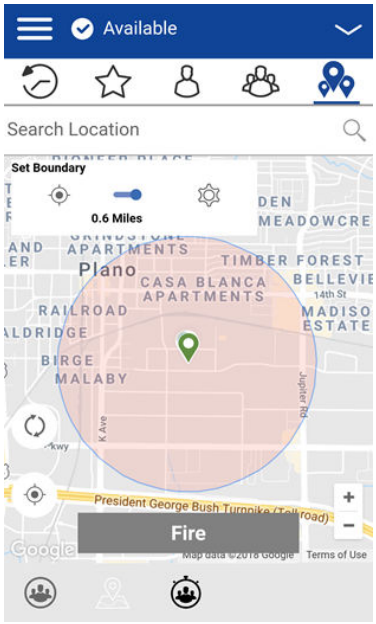
5. Set the boundary center by moving the map or searching.
6. Tap the **Set Boundary** toggle to turn **ON** the boundary.

   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.

   The following confirmation message displays: `A boundary will be created around your current location. Do you want the boundary center to move with you or stay here?`
7. Select one of the following boundary types:
   - **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.

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

Figure 15: Boundary ON



8.3 Viewing Active Geofences

Prerequisites: Ensure to enable location services. If not, you may receive the `Unknown Location` message.

Procedure:

From the **Menu**, tap **Active Fences**.

You can see the currently active fences, the type, the dispatcher maintaining the fence, the fence owner, the talkgroup for which the fence is active. You also see all the created fences.

You can see whether the user is inside or outside the fence. If the you are not part of any active geofences, a `No record found` toast message is displayed. You can see an indication that the fence tone (Bell icon) is active.

NOTE:

- Fences created by a user (dispatcher or mobile user) with an app version before R12.3 is not displayed.
- Area-based talkgroups are not included in the list of active geofences.
- “Follow me” dynamic fences created by a mobile supervisor are not listed in the active geofences list.

8.4 Enter a Geofence

When you enter a geographical fence area based on the location of your device, you can receive a tone and you see a banner that displays the type of tone that is active and the name of the fence that the dispatcher gave it. For example, `Blast Tone Active - Blast Site 1`.

8.5 Recentering Boundary on the Map

When the boundary is **ON** (active), you can recenter the map with the boundary visible.

Procedure:

In the **Set Boundary** pop-over, to recenter the boundary on the map, tap **My Location**.

8.6 Recentering the Map to your Location

When the boundary is **ON** (active), you can recenter the map to your location.

Procedure:

On the lower left side of the map, tap the **My Location** button located.

Result: The map recenters to my location while the boundary is off and the map recenters to boundary center while the boundary is on.

8.7 Exit a Geofence

When you exit a geographical fence area based on your location, the area-based tone stops playing and you can see a message displayed on the **Call** screen. For example, `You have exited the 'Blast Site 1'`.

Chapter 9

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).

9.1 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.

9.2 Non-supervisor Talkgroup Members

A non-supervisor talkgroup member can identify supervisors by an icon next to the name of the supervisor.

Chapter 10

Alerts

This section describes the alerts used in the Push-to-Talk (PTT) application.

- Instant Personal Alert (IPA) on page 78
- Missed Call Alert (MCA) on page 79

10.1 Instant Personal Alert (IPA)

An Instant Personal Alert (IPA) is a notification that you can send to another PTT contact to request a callback or receive from a PTT contact. You can only send or recieve IPAs by individual contacts.

10.1.1 Sending an Alert

Procedure:

1. From the **Contacts** list, select the contact.

   NOTE: You can send alerts from **History** and **Call** screens by using the **Alert** button.

2. Touch and hold on the contact name.

   The **Context Menu** displays.

3. To send the alert to the selected person, tap the **Alert** button.

   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.

10.1.2 Receiving an Alert

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).

TIP: Whenever you receive an alert, it shows in the call history.

Procedure:

Perform one of the follow actions when you receive an alert:

- To call the person back, tap 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.

- To dismiss the alert without calling back, tap the **Not Now** button.

Result: 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)
- A 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 Settings on page 137.

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

10.2 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 talkgroup PTT call is made that includes you.
- You are already on a PTT call, and another one-to-one or talkgroup 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 talkgroup call.
- Your self-presence is DND. In this case, the history updates silently. You will not receive a pop-up notification.

For more information on configuring the Missed Call Alert, see Settings on page 137.

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

10.2.1 Replying to a Missed Call Alert

Procedure:

When a Missed Call Alert is displayed, perform one of the following actions:

- To make a PTT call, tap **Reply**.
- To dismiss the message, tap **Not now**.

10.3 Multiple Missed Call Alerts or Instant Personal Alerts per Caller

When you receive multiple Instant Personal Alerts (IPAs), only the latest alert shows 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 talkgroup, only the latest alert shows on the display. All the previously received missed call alerts are available in the PTT call history.

10.4 Set the PTT Alert Volume

The phone-wide notification volume controls the volume of PTT alert tones. You can adjust the volume to the desired level for notifications.

For more information on your phone volume controls, refer to the manual of your phone.

Chapter 11

Real-Time Presence

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

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`. The presence indicator is displayed next to the name of the contact.

Likewise, you can display 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.

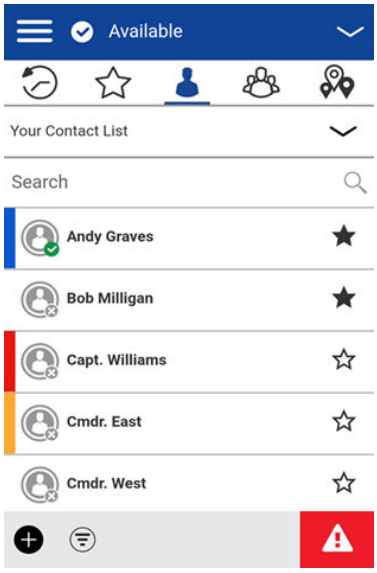
Table 11: Presence Icons

Icon	Title	Description
	Available	The PTT contact is logged into the PTT application, ready to receive PTT calls, Instant Personal Alerts (IPA), and Integrated Secure Messages.
	Do Not Disturb	A PTT contact's presence status is `Do Not Disturb` or my presence status.
	Offline	A PTT contact's presence status is `Offline` or user's presence status when the phone is not connected to the server.
	Available (Notification Bar)	Your presence status is `Available` (notification bar).
	Do Not Disturb (Notification Bar)	Your presence is `Do Not Disturb` (notification bar).
	Offline (Notification Bar)	Your presence status if `Offline` (notification bar).
	Alerts (Notification Bar)	You have alerts waiting to be displayed within the application (notification bar).

11.1
PTT Contact Presence

You can see the contact presence in the **Contact** list indicated by an icon next to the name of the contact.

Figure 16: Contact List



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

`Do Not Disturb`
The PTT contact is logged into the PTT application, not willing to receive audio or video calls, including broadcast calls (if configured by the administrator) but receives Instant Personal Alerts, emergency calls, dispatcher calls, and Integrated Secure Messages.

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:

```
The Contact you are trying to call is in 'Do Not Disturb' state. Please try again later.
```

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

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:

```
You cannot send an alert while your availability is 'Do Not Disturb'. Please change your status.
```

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

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 on page 163 section.

NOTE: Depending on how your service provider has configured the service, you may see all or most of your contacts as `Online` even though some may be in a `Do Not Disturb` or `Offline` state. In this case, you may try to call any contact. If the called subscriber is unavailable, you may receive an error message.

11.2 Setting Self Presence

CAT administrator can grant you permission to set self-presence.

Procedure:

1. Tap the **Menu** icon.
2. From the menu options list navigate to the **Do Not Disturb** toggle and tap it.

   The Self-Presence icon and text updates on the Self-Presence Bar and the icon on the screen status bar.

   - If the **Do Not Disturb** toggle is set, the state changes to `Do Not Disturb`.
   - If the **Do Not Disturb** toggle is removed, the state changes to `Available`.

11.3 Airplane Mode

Your phone provides a special mode called Airplane Mode, which disables ability of the phone to communicate over cellular, Wi-Fi, and Bluetooth connections. When you turn on Airplane Mode, you disconnect from the Push-to-Talk (PTT) service.

When you have Airplane Mode enabled on your phone:

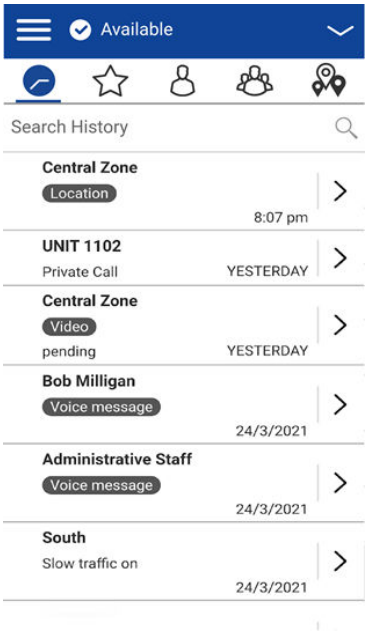
- You cannot receive PTT calls or messages.
- You cannot receive alerts from others.
- Other users can see you as offline in their PTT contact list and cannot call or send you an alert.

Chapter 12

History

The **History** screen displays all your conversation history of calls, contacts, talkgroups, alerts, messages, such as text, image, video, and voice. You can access **History** screen by tapping the **Menu** icon located at the upper left of the screen.

Figure 17: History



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 talkgroup. The **History** screen contains two-level screens: the **Main** screen and **Details** screen. The main screen contains a high-level view, while the second-level screen contains the conversation details including a time stamp. Messages from the previous day are shown with the date stamp `YESTERDAY`. The Date/Time (12/24 hour display) format follows device setting for internationalization. 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.

You can use the search box to search for history.

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

Table 12: History Icons

Icon	Title	Description
	History Details	You can access history details for contact, quick group call, or group by tapping this button.

Icon	Title	Description
	Unread	Indicates that there is an unread message. You can read the message by tapping this button. 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 your administrator.
	Voice Message	Indicates the attachment is a voice message. You can play the message by tapping this button. Requires the Integrated Secure Messaging feature to be turned on by your administrator.

For more information on message actions see History Message Actions on page 133.

12.1 Deleting History Entries

Procedure:

1. From the top-level screen, tap and hold the **History Entry**.

   Context Menu displays.

2. Tap the **Delete History** option.

   The following confirmation message displays:

   ```
   The History for this contact or group will be removed. Continue?
   ```

3. Perform one of the following actions:
   - To delete, tap **Yes**.
   - To cancel, tap **No**.

12.2 Clearing All History

You can clear all history entries.

Procedure:

1. From the top-level screen, tap and hold a history entry.

   A **Context Menu** displays.

2. Tap the **Clear All** option.

   The following confirmation message displays,

   ```
   You are about to clear all the history. All your prior history with all groups and
   contacts will be deleted. Are you sure?
   ```

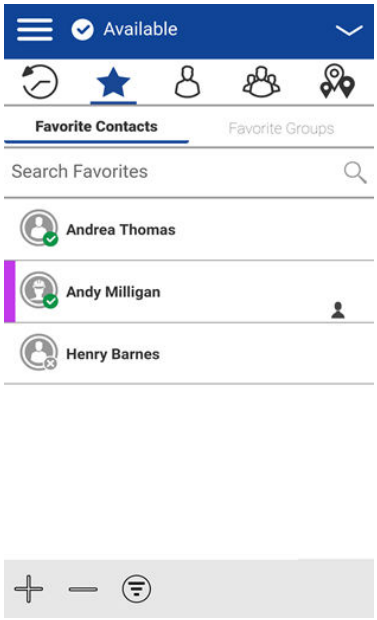
3. Perform one of the following actions:
   - To delete, tap **Yes**.
   - To cancel, tap **No**.

Chapter 13

Favorites

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

Figure 18: Favorite Contacts



Favourite 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 by using the **Contact Details** screen.

You can use the search box to search for favorites.

NOTE: You can also access your favorites from any **Call** screen. The Favorites icon is located in the your right-hand of the **Call** screen.

The maximum number of favorite contacts allowed on your device is **300**.

Favourite Groups

The **Favorite Groups** screen shows a list of all your favorite PTT groups.

You can use the search box to search for favorites. You can view or edit favorite groups by using the **Group Details** screen.

The maximum number of favorite groups allowed on your device is **50**.

13.1
Adding Favorite Contacts

Procedure:

1. To open the **Add Favorites Contacts** screen, from the **Favorite Contacts** screen, tap **Add** on the action bar.

   NOTE: You cam add contacts to **Favorites** from the **Contacts List**.

2. Scroll and select one or more contacts to add as a favorite.
3. To save your favorite and open the **Favorite Contacts** screen, on the action bar, tap **Save**.

13.2
Removing Favorite Contacts

Procedure:

1. From the **Favorites Contacts** screen, on the action bar, tap the **Remove**.

   The **Remove Favorites** screen displays.

2. Select the contacts to remove.
3. On the action bar, tap **Save**.

   A confirmation message displays the following:

   ```
   You are about to remove n contact from favorites. Are you sure?
   ```

4. Perform one of the actions:
   - To remove the contact from favorites, tap **Yes**.
   - To cancel to the action, tap **No**.

13.3
Adding Favorite Groups

Procedure:

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

   The **Add Favorites** screen displays.

   NOTE: You can also add talkgroups from the **Talkgroups List**.

2. To save the group, on the action bar, tap **Save**.

   The group is shown in the **Favorites** tab under **Groups**.

13.4

Removing Favorite Groups

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

Procedure:

1. From the **Favorites Groups** screen, on the action bar, tap **Remove**.

   The **Remove Favorite** option displays.

2. Select one or more favorite to remove.
3. To remove the group as a favorite, on the action bar, tap **Save**.

   A confirmation message displays the following: `You are about to remove n group from favorites. Are you sure?`

4. Perform one of the following actions:
   - To continue, tap **Yes**.
     The group is removed from the **Favorites Groups** screen.
   - To cancel, tap **No**.
     The action is canceled.

Chapter 14

Contacts

This section describes Push-to-Talk (PTT) contacts using the PTT application.

NOTE: The PTT contacts are separate from the **Contacts** on the phone.

The Contacts shows your PTT 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. You can toggle the favorite state of each contact.There are two types of contacts: those that are managed by an administrator and those that are managed on the phone by the user.

Figure 19: Contacts

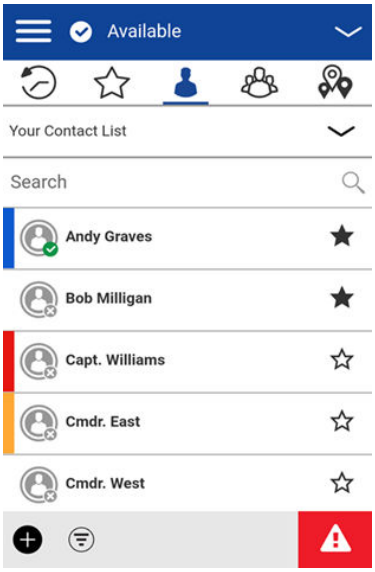


Table 13: Contacts Icons

Icon	Title	Description
	Cellular Call	Located in the contact details. You can make a cellular call by tapping this button.
	Interop	Interop user indicator.

Administrator-Managed Contacts

Your 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 Contacts in the phone or entered manually. You manage personal contacts within the PTT application. You do not have the ability to create contacts if your administrator has restricted this feature.

Maximum Number of Allowed Contacts

The maximum number of Administrator-Managed contacts allowed on your phone is **1000**.

The maximum number of personal contacts allowed on your phone is **300**.

The **Contacts** tab displays your PTT contacts and allows you to search for contacts, select a contact, displays the presence for each contact, start a quick group call, start a PTT call, or send an alert or message.

14.1 Searching Corporate Global Directory Contacts

Corporate global directory contacts contain all contacts within your corporation. These contacts display the user name and number. No presence status is shown. You can use the search for contacts in the global directory as follows:

Procedure:

1. Within the **Contacts** list, touch the **Your Contact List** drop-down menu.
2. From the pop-up, select the **Global Directory** option.
3. Touch within the search bar to bring up the on-screen keyboard. Type a minimum of three characters of the contact you are searching for into the search field.
4. Tap the **Search** icon.

   NOTE: If enabled by your administrator, you can also add a contact by touching and holding the CONTACT.

   The contacts names containing the letters or numbers entered display.

14.2 Sorting the Contact List

Normally you can 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 `Do Not Disturb`, they are sorted alphabetically first followed by `Offline`. The **Contacts** list updates each time a contact changes from online to offline or vice versa.

Procedure:

1. From within the **Menu**, tap the **Settings** option.
2. Scroll down and tap the **Contacts Sorting** setting.

   The **Contact Sorting Settings Options** displays.

3. Perform one of the following actions:
   - Select **By Alphabetical**.
     Contacts are sorted by alphabetically.
   - Select **By Availability**.
     Contacts are sorted by availability.

4. Located on the top of the screen, tap **Back**.

   The **Contacts** list is sorted according to your selection.

14.3 Showing or Hiding 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`.

Procedure:

Perform one of the following:

- To display only online contacts tap **Hide Offline** located at the bottom of the screen.
- To display all contacts tap **Show Offline** located at the bottom of the screen.

While showing only online contacts, the Contacts list update each time a contact changes from online to offline or vice versa.

TIP: If all your contacts are currently offline, the following message displays:
`No Online Contacts`

14.3.1 Showing only Online Contacts

If you want, you can show only online contacts.

Procedure:

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

The contact list shows only the contacts that are either `Available`, or `Do Not Disturb`, , or `Unknown`.

14.3.2 Showing all Contacts

If you want, you can show all contacts.

Procedure:

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

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

14.4 Viewing Contact Details

Procedure:

1. Select a contact from the **Contacts**, touch and hold.

   TIP: You can also access the **Contact Details** from the **Call** screen by tapping the **Details** button located at the top of the screen.

   A **Context Menu** displays.

2. Tap the **Details** option on the **Context Menu**.

   The **Contact Details** screen displays.

   NOTE: To edit the contact details, see Edit Contact Details on page 91.

14.5 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 phone number of a contact, the contact needs to be deleted and added back with a new number.

To view the **Contact Details**, see Viewing Contact Details on page 91.

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

- Editing a Contact Name on page 91
- Adding or Changing a Contact Avatar on page 92
- Changing Contact Color on page 94
- Make Contact a Favorite or Remove as a Favorite on page 94

14.5.1 Editing a Contact Name

Procedure:

1. Tap the contact name field.

   TIP: A contact name with an underline indicates that you can edit the field. Administrator-managed contacts cannot be edited.

2. Type the contact name by using the on-screen keyboard.
3. When finished, tap **Save** or continue to change other contact details.

14.5.2

Adding or Changing a Contact Avatar

Procedure:

1. Tap the **Avatar** option.

   The **Select Avatar** screen displays.

2. Select an avatar from the list.

Table 14: Assigned Avatar Icons

Icons	Name
	Airplane
	Book
	Car
	Construction
	Delivery
	Desktop PC
	Dispatcher
	Driver
	Envelope
	Field Service
	Flower

Icons	Name
	Front Desk
	Housekeeping
	Laptop
	Medical
	Notepad
	PTT Phone
	Room Service
	Security
	Supervisor
	Telephone
	Tree
	Truck
	Warehouse
	Worker

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. On the **Contact Details** screen, tap the **Save**.

   The selected avatar is assigned to the contact and displayed next to the contact name.

14.5.3
Changing Contact Color

Procedure:

1. Select a color from the list.
2. In the **Contact Details** screen, tap the **Save**.

Result: The selected color is assigned to the contact.

14.5.4
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. You can add contacts by using the **Contact Details** screen. Additionally, you can make the contact a favorite or remove it from the **Favorites**.

Favorites can also be added using the **Favorites** tab. For information, see Favorites on page 85.

14.6
Adding Contact

You can add PTT contacts and add phone contacts in the following ways:

- Adding an administrator-managed contact from corporate global directory.
  For more information, see Searching Corporate Global Directory Contacts on page 89.
- Adding a personal PTT contact manually.
  For more information, see Adding a New PTT Contact Manually on page 95.
- Adding a personal PTT contact by importing.
  For more information, see Importing a PTT Contact from the Device's Contact List on page 95.
- Adding a new phone contact manually.
  For more information, see Adding a New Phone Contact Manually (Optional) on page 96.
- Adding a PTT contact from history.
  For more information, see Adding a Contact from History on page 96.
- Adding an outgoing phone contact by importing.
  For more information, see Importing a New Phone Contact from Device's Contact List (Optional) on page 96.

14.6.1

Adding a New PTT Contact Manually

If enabled by your administrator, you can add personal PTT contacts by manually entering the contact information.

Procedure:

1. Located at the bottom of the screen, tap **Add**.

   A **Context Menu** displays.

2. To add the contact details manually, select the **New PTT Contact** option.

   The **New Contact** screen displays.

3. Type a PTT number and tap **Save**.

   You can also assign the contact with an avatar, a unique color, and can mark it as a favorite.

   TIP: You can also add a contact as a favorite from the **Favorites** tab. For more information on Favorites, see Favorites on page 85.

   After saving, the contact appears in the contact list.

14.6.2

Importing a PTT Contact from the Device's Contact List

If enabled by your administrator, you can add a personal PTT contact by importing from your device contact list.

Procedure:

1. At the bottom of the screen, tap **Add**.

   A **Context Menu** displays.

2. To add a PTT contact from your phone contact list, select the **Import PTT Contact** option.

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

   The **Select Contact** screen displays.

3. Select a contact from **Contacts**.

   You can also assign the contact with an avatar, a unique color, and can mark it as favorite.

   The **New Contact** screen displays.

4. To save the new contact, tap **Save**.

   The contact appears in the **PTT Contacts** list.

14.6.3
Adding a New Phone Contact Manually (Optional)

If enabled by your administrator, you can add personal contacts by manually entering the contact information.

Procedure:

1. At the bottom of the screen, tap **Add**.

   A **Context Menu** displays.

2. Tap the **New Phone Contact** option.
3. Type the new contact name.
4. Navigate down to the **Phone Number**.
5. Type a phone number.
6. To save the contact, tap the **Save** option.

   You can also assign the contact with an avatar, a unique color, and can mark it as a favorite.

   TIP: You can also add a contact as a favorite from the **Favorites** tab. For more information on Favorites, see Favorites on page 85.

14.6.4
Adding a Contact from History

If enabled by your administrator, you can add a PTT or Phone contact from your **History** list if the contact is not already in your **Contact** list.

Procedure:

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.

14.6.5
Importing a New Phone Contact from Device's Contact List (Optional)

If enabled by your administrator, you can add an outgoing VoIP contact from your device contact list that you can use to make an outgoing VoIP call from within the application. This feature is optional and may not be available from your service provider.

Procedure:

1. At the bottom of the screen, tap the **Add**.

   A **Context Menu** displays.

2. To add a contact from your phone contact list, select the **Import Phone Contact** option.

   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 **Contacts**.

   The **New Contact** screen displays.

   NOTE: You can also assign the contact with an avatar, a unique color, and can mark it as a favorite.

4. To save the new contact, tap **Save**.

   The contact appears in the **PTT Contacts** list.

14.7 Deleting a Contact

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

Procedure:

1. From the Contact Details, tap the **Delete** option located at the bottom of the screen.
2. Perform one of the following actions:
   - To delete, tap **Yes**. The contact is removed from the Contacts list.
   - To cancel without deleting the contact, tap **No**.

   NOTE: If you are removing a contact which is also a favorite, you see the following confirmation message

   ```
   The contact x is a favorite. Deleting it will result in deleting the Favorite
   also? Continue?.
   ```

Chapter 15

Talkgroups

This section describes the Push-to-Talk (PTT) talkgroups by using the PTT application.

The PTT talkgroups are separate from the **Contacts** 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.

Table 15: Talkgroup Icons

Icon	Title	Description
	Broadcast Talkgroup	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 your 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 enabled by your administrator.
	iDEN Talkgroup	iDEN talkgroup indicator.
	Interop Talkgroup	Interop talkgroup indicator.
	Scan List No Priority	Scan List No Priority indicator.
	Scan List Priority 1	Scan List Priority 1 indicator.
	Scan List Priority 2	Scan List Priority 2 indicator.
	Scan List Priority 3	Scan List Priority 3 indicator.
	Group Supervisor	Supervisor group indicator.

Administrator-Managed Talkgroups

Your 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 Contacts 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 maximum number of Administrator-Managed talkgroups allowed on your phone is **100**.

The maximum number of is **250** or more depending on group type configuration by Administrator.

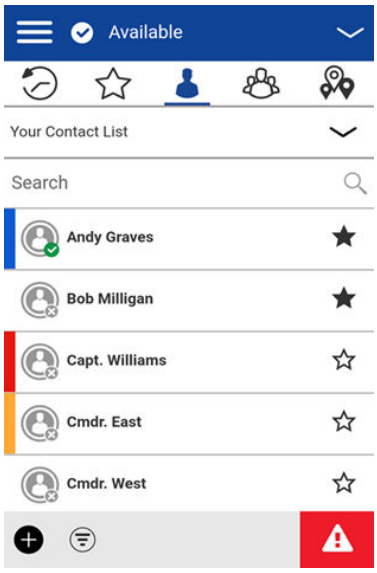
The maximum number of personal talkgroups allowed on your phone is **30**.

The maximum number of members per personal talkgroup allowed on your phone is **30**.

15.1 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. You can toggle the favorite state of the talkgroup from the **Talkgroup List**.

Figure 20: Talkgroups



15.2
Call Permissions

There are three types of call permissions can be assigned by an administrator to a talkgroup member as follows.

Table 16: Call Permissions

Function	Permission	Description
In Call	`Listen and Talk`	The PTT user is allowed to listen to the PTT call, as well as to transmit or talk to the active PTT call. `Listen and Talk` is the default permission to all the talkgroup members.
	`Listen Only`	The PTT user is only allowed to listen to the PTT call but not allowed to transmit or talk to the active PTT call.
Call Initiation	`Allow`	The PTT user is allowed to initiate a new PTT call to the predefined talkgroup. The PTT user is also allowed to re-join to the call that is missed due to network issues, busy in another call, and other reasons. `Allow` is the default permission for all talkgroup members.
	`Do not Allow`	The PTT user is not allowed to initiate new PTT call or rejoin existing active PTT call.
Call Receiving	`Allow`	The PTT user is configured to receive all the calls on the predefined talkgroup that user is a member. The PTT user is paged for all the calls that are initiated on the talkgroup by other members. There is no retry for paging if the user missed the call for any reason. `Allow` is the default permission to all the talkgroup members.
	`Do not Allow`	The PTT user is not allowed to receive any incoming PTT calls. The PTT user is not paged for any calls that are initiated on that talkgroup by other members.

15.3
Dynamic Area-Based Talkgroups (Optional)

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

Dynamic area-based talkgroups are setup and managed by a dispatch user. It is available to members dynamically while the user is in a geographical area, as defined by a dispatch user. As talkgroup members enter a geographic area, the talkgroup is shared and shown in the top of the channel list. The member list cannot be viewed by talkgroup members. Members are allowed PTT call origination and messaging within the talkgroup. Members receive notifications upon entering and exiting the talkgroup. Area-based talkgroups are in addition to the maximum number of configured talkgroups for the device.

You receive calls for area-based talkgroups when talkgroup scanning is turned off or on. Dynamic 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.

15.4
Adding a Talkgroup

You can create your personal talkgroups unless restricted by an administrator.

Procedure:

1. From the **Groups** tab, tap the **Add** button located at the bottom of the screen to add the talkgroup details manually.

   The New Group screen displays.

   NOTE: A talkgroup can also be created from the history entry for a quick group call by go to the history list, find the quick group and tap and hold on the quick group history entry and selecting the Add Group option.

2. Tap the **Name** text box to enter a talkgroup name using the on-screen keyboard.
3. Tap on **Add Members**.

   The Select Group Members list displays.

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 talkgroup members. If you do not find the name of the talkgroup member you want to add, you may need to create a contact first. See the Adding Contact on page 94 section for more information on adding contacts.

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

   TIP: You can also add a talkgroup as a favorite from the Favorites tab. For more information on Favorites, see the Favorites on page 85 section.

6. Tap the **Save** button when finished to save the new talkgroup.

   The talkgroup appears in the talkgroup list.

15.5
Adding a PTT Group

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

Procedure:

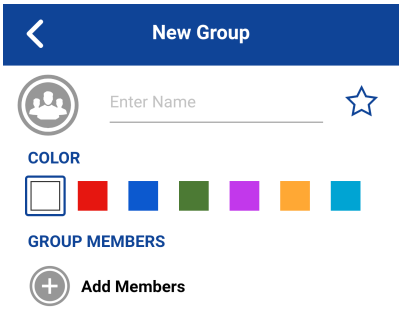
1. From the Groups tab, tap the **Add** button located at the bottom of the screen.

   A menu displays.

2. Tap **Add PTT Group** option to manually add the group details.

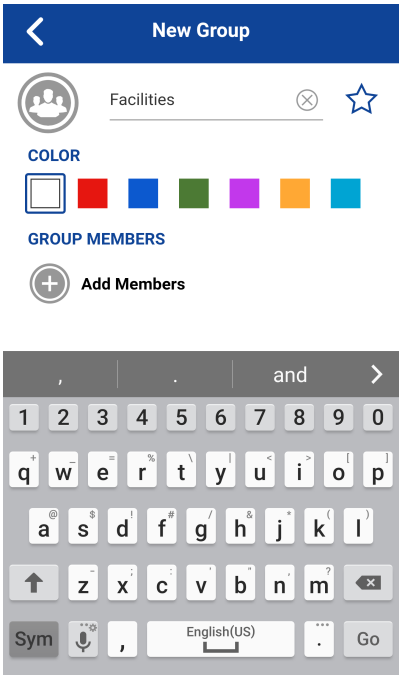
   The New Group screen displays.

Figure 21: New Group



3. Tap the Name text box to enter a group name using the on-screen keyboard.

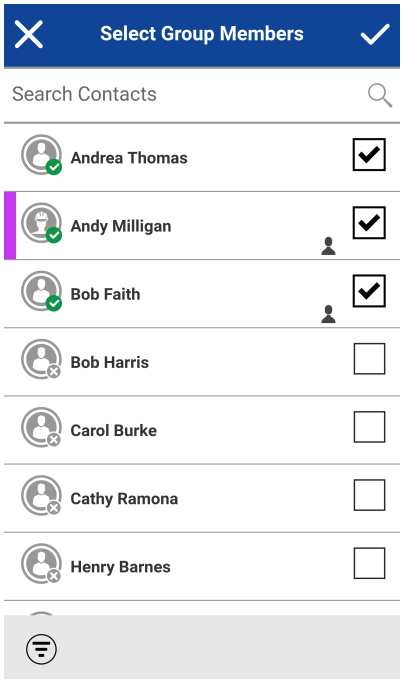
Figure 22: New Group



4. Tap **Add Members**.

   The Select Group Members list displays.

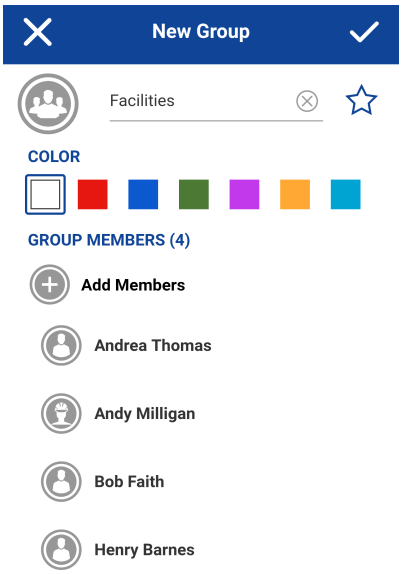
Figure 23: Select Group Members



5. Select members from the Select Group Members screen.
6. 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 Adding Contact on page 94 section for more information on adding contacts.

Figure 24: New Group



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 on page 85 section.

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

15.6 Talkgroup Details

To view the **Group Details**, select a talkgroup from the **Talkgroups**, touch and hold, and tap the **Details** option in the menu.

You can see the following details:

- Talkgroup name
- Favourite status
- Talkgroup color
- Group member number
- Status messages

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

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

- Editing a Talkgroup Name on page 104
- Adding One or More Members to a Talkgroup on page 105
- Removing a Member from a Talkgroup on page 105
- Renaming a Talkgroup Member on page 106
- Adding or Changing a Talkgroup Avatar on page 106
- Changing Talkgroup Color on page 107
- Make Talkgroup a Favorite or Remove as a Favorite on page 107
- Broadcast Talkgroup Details (Broadcasters only) on page 107

15.6.1 Editing a Talkgroup Name

You can edit your personal talkgroups but not administrator-managed talkgroups.

Procedure:

1. Tap on the **Group name** field.

   TIP: A talkgroup name with an underline indicates that the field can be edited. administrator-managed talkgroups cannot be edited.

2. Type the talkgroup name using the on-screen keyboard.
3. Tap **Save** button, otherwise, continue.

15.6.2

Adding One or More Members to a Talkgroup

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

Procedure:

1. Tap **Add Members** button to add contacts to the talkgroup.

   The **Select Group Members** screen displays.

2. Select one or more contacts to add to the talkgroup.
3. Tap **Save** button located on the top of the screen.
4. If finished, tap **Save** button on the **Group Details** screen and a 'Group updated' message displays, otherwise, continue.

15.6.3

Removing 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.

Procedure:

1. Touch and hold the member to remove.

   A Context Menu displays.

   TIP: A talkgroup name with an underline indicates a personal talkgroup and therefore, can be edited. administrator-managed talkgroups cannot be edited.

2. Tap **Remove Member** option.

   A confirmation dialog displays,

   `This group member will be removed from the group. Continue?`

3. Perform one of the following actions:
   - Select **Yes** if you want to remove the member.
   - **No** if you want to cancel.
4. Repeat step 1 through step 3 for other talkgroup members you want to remove.

   NOTE: When you remove the last member of a talkgroup, the talkgroup is deleted upon saving the changes. A confirmation dialog shows when you remove the last member to let you know this happens.
5. 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 Group Details screen.
6. If finished, tap the **Save** button located on the top of the screen and a `Group updated` message displays, otherwise, continue.

15.6.4
Renaming 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.

Procedure:

1. Touch and hold the member to rename.

   A Context Menu displays.

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

2. Tap **Rename Member** option.

   A confirmation dialog is displayed.

3. Edit the name.
4. Perform one of the following actions:
   - Tap **Save** to save the edits.
   - Tap **Cancel** to start over.
5. Tap the **Back** button located on the top of the screen to return to the **Group Details** screen.
6. If finished, tap the **Save** button on the top of the screen to save, and a `Group updated` message displays, otherwise, continue.

15.6.5
Adding or Changing a Talkgroup Avatar

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

Procedure:

1. Tap the **Avatar** option.

   The **Select Avatar** screen displays.

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 **Group Details** screen, and the selected avatar is assigned to the talkgroup, otherwise, continue.

15.6.6
Changing Talkgroup Color

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

Procedure:

1. Select a color from the list.
2. On the **Group Details** screen, tap **Save**.

   The selected color is assigned to the talkgroup.

15.6.7
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 **Group Details** screen.

Favorites can also be added using the **Favorites** tab. For more information, see Favorites on page 85.

15.6.8
Broadcast Talkgroup Details (Broadcasters only)

Broadcast talkgroups are managed by your 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.

15.7
Deleting a Talkgroup

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

Procedure:

1. From the **Group Details**, located at the bottom of the screen, tap **Delete**.
2. Perform one of the following actions:
   - To delete the talkgroup, tap **Yes**.
     The talkgroup is removed from the **Talkgroups** list.

     NOTE:
     If you are removing a talkgroup, which is also a favorite, you can see the following confirmation message:

     ```
     The group x is a favorite, deleting it will result in deleting the favorite also, are you sure?
     ```
   - To cancel without deleting the talkgroup, tap **No**.
3. To delete the talkgroup, tap **Yes**.

   The talkgroup is deleted from the **Talkgroups** list.

Chapter 16

Talkgroup Scanning

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

- Turning Scanning On or Off on page 108
- Adding Talkgroups to Scan Lists on page 109
- Removing Talkgroups from Scan Lists or Changing the Scanning Priority on page 110

Talkgroup Scanning allows the phone of a subscriber to scan through the scan list of corporate talkgroups for calls and up to three talkgroups that can be assigned as priority (1–3) talkgroups. 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 can 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 do 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 occurs for originated talkgroup calls.

  NOTE: You cannot receive Missed Call Alerts for talkgroup calls while scanning, so calling a talkgroup may result in a call rejoin.

16.1 Turning Scanning On or Off

To turn the Talkgroup Scan on or off , tap the **Talkgroup Scan** toggle on the menu.

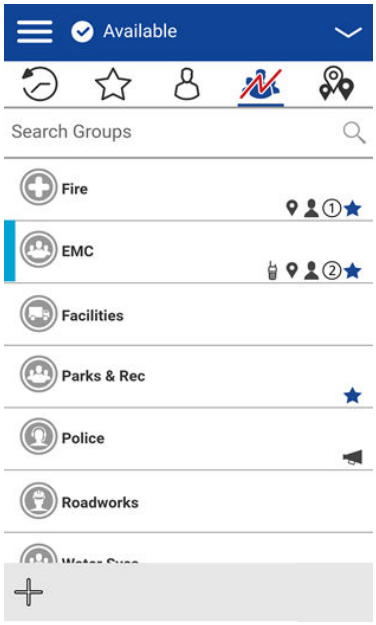
Procedure:

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

  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 disappear.

  The talkgroup list shows in priority order at the top followed by the rest of the talkgroups in alphabetical order.

Figure 25: Talkgroup Scanning



NOTE: When Talkgroup Scan is ON, pressing a hard PTT key, or PTT key accessory ends the current call if active and allow you to originate a call on the selected talkgroup.

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

  The talkgroup scan mode can be toggled by tapping the scan button on the PTT call screen.

  NOTE: When Talkgroup Scan is **OFF**, talkgroup calls are only received on the selected talkgroup. However, private calls can also be received.

16.2 Adding Talkgroups to Scan Lists

You can add talkgroups to scan lists.

Procedure:

1. Touch and hold on the talkgroup that you want to add to the scan list.

   A Context Menu is shown.

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

   The scan list priority options display.

   NOTE: Only corporate groups given by your administrator can be scanned.

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 displays, `A group with priority 1 already exists. Make the group priority 1?`.

4. Perform one of the following actions:

- Select **Yes** to assign the existing priority to the current talkgroup.
- 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.

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

16.3 Removing Talkgroups from Scan Lists or Changing the Scanning Priority

You can remove talkgroups from scan lists or change the scanning priority.

Procedure:

1. From the **Groups** tab, touch and hold on the talkgroup that you want to remove or change the scanning priority.
2. Tap the **Scan List** option.

   A pop-up menu appears.
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 similar to the following displays:

   `A group with priority 1 already exists. Make the group priority 1?`

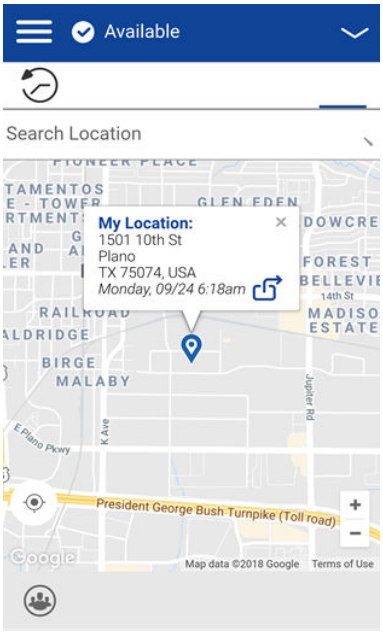
   NOTE: Choosing a priority used by another talkgroup makes the previous priority talkgroup stay in the scan list with normal priority.
4. Perform one of the following actions:
   - Select **Yes** to assign the existing priority to the current talkgroup.
   - Select **No** to assign the talkgroup a new priority. The previously Priority 1 assigned talkgroup is moved to No priority talkgroup.

Chapter 17

Map

This section describes the Push-to-Talk (PTT) Map and location sharing or sending an arbitrary location.

Figure 26: Map



The map is available to all individuals. The map is accessible when you select a contact or talkgroup. However, a talkgroup supervisor that has Location Capability turned on by your administrator can view talkgroup members' location on the map.

Table 17: Map Icons

Icon	Title	Description
	Call	You can tap to initiate a PTT call to the talkgroup member.
	Talkgroup Member Location	Indicates the location of a talkgroup member whose presence is unknown.
	Map Recenter	You can tap to recenter the map to where you are. Also, you can tap on the **Set Boundary Settings** to recenter the map to the active boundary.
	Map Boundary Enable	You can tap to turn on the boundary and open.

Icon	Title	Description
	Offline Talkgroup Location	A map pin that indicates the location of a talkgroup member whose presence is offline.
	Available Talkgroup Location	A map pin that indicates the location of a talkgroup member whose presence is available.
	Center Location	A map pin that indicates an arbitrary location or the intended center location of a boundary.
	DND Talkgroup Location	A map pin that indicates the location of a talkgroup member whose presence is DND.
	Quick Group Location	A map pin that indicates the location of selected members of a quick group.
	My Location Mark	The **My Location Mark** pin that indicates your location on the map.
	Share	You can tap to share the location.
	Boundary Settings	You can tap to access the boundary settings. For more information, see Boundary Settings on page 143.
	Tracked Group Selector	You can tap to choose a talkgroup to view the location or turn on or off the boundary alerts.
	Map Boundary Enable	You can tap to turn on the boundary and open.
	Quick Group Selector	You can tap to create a quick group.

17.1
Recenter the Map

You can recenter the map to your current location. The **My Location** button shows 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.

You can tap the **My Location** button located on the map. The map returns to the center.

17.2
Individuals

The map display allows an individual to check their current location on the map and share their location or send an arbitrary location. 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. You can share your location, by tapping**Share Location**.

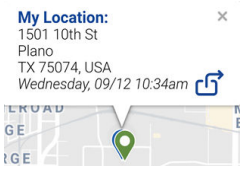
17.2.1
Sending Location or an Arbitrary Location to a Contact

Procedure:

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

   The **My Location** displays.

   Figure 27: My Location

2. Perform one of the following actions:
   - Move the map.
   - Use a location search to find an arbitrary location.
3. Tap the **Share** button to share my location.

   Share my location menu displays.

4. Choose the **Send to Contact** option.

   The **Send to Contact** displays.

5. Tap the contact to select the one you want to share your location.

   The following message displays: `Location Sent`

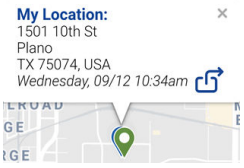
17.2.2
Sending Location or an Arbitrary Location to a Quick Group

Procedure:

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

   The **My Location** displays.

Figure 28: My Location

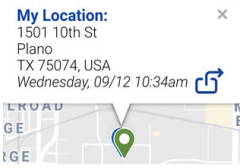


2. Perform one of the following actions:
   - Move the map.
   - Use a location search to find an arbitrary location.
3. Tap the **Share** button to share my location.
   Share my location menu displays.
4. Choose the **Send to Quick Group** option.
   The **Send to Quick Group** displays
5. Tap the two or more contacts to select the one you want to share your location.
   The following message displays: `Location Sent`

17.2.3
Sending Location or an Arbitrary Location to a Talkgroup

Procedure:

1. Tap the **My Location Pin** (Blue).
   The **My Location** displays.
   Figure 29: My Location



2. To share my location, tap the **Share** button.
   The **Share My Location** menu displays.
3. Choose the **Send to Group** option.
   The **Send Location to Group** displays.
4. Tap the talkgroup to select the one you want to share your location.
   The following message displays: **Location Sent**.

17.3
Supervisor with Location Capability

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

NOTE: iDEN radio users and iDEN group members cannot be located on the map or have location shared to them.

A supervisor can also create a boundary for a talkgroup, receive notifications when members enter or leave the boundary, view talkgroup presence of members, 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 **Groups** tab by tapping the talkgroup, which has a map pin. The **Call** screen displays. To access the map, you can tap **Talkgroup Location**.

17.3.1
Talkgroup Member Location

A supervisor can view the current talkgroup member location on the map with automatic refresh of 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.

17.3.1.1
Viewing Talkgroup Member Locations

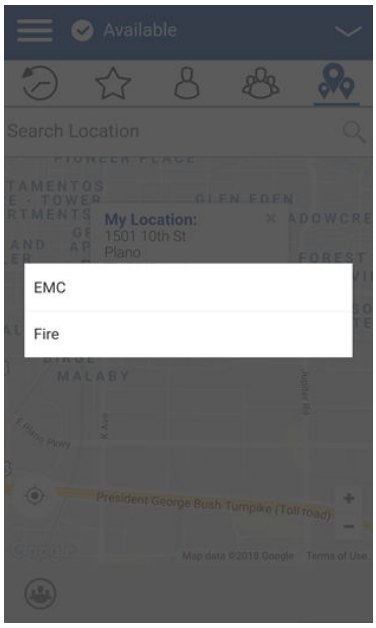
Procedure:

1. From within the **Map** tab, tap **Tracked Group Selector**.

   The **Tracked Group Selector** button is turned off for anyone who is not a supervisor with Location Capability privilege.

   A pop-up menu listing all groups you have permission to locate is displayed.

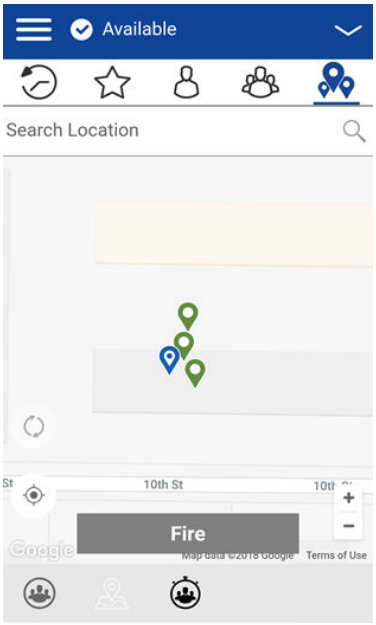
   Figure 30: Groups with Location Capability



2. Tap the talkgroup to locate the talkgroup member location.

   The map displays with all members of the selected talkgroup and their location.

   Figure 31: Talkgroup Member Location



17.3.1.2

Viewing Talkgroup Member Location Details

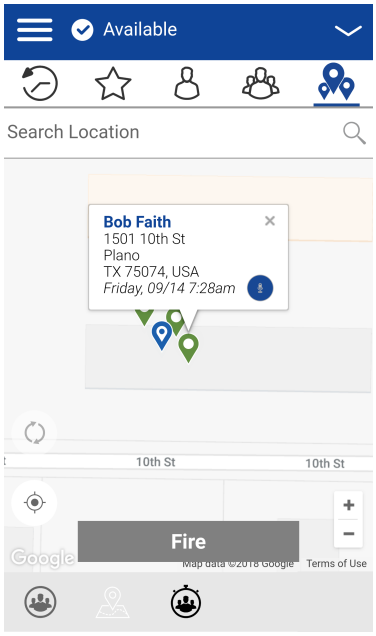
Prerequisites: You must complete the procedure in Viewing Talkgroup Member Locations on page 115.

Procedure:

Tap any **Pin**.

The name of the member and location displays.

Figure 32: View a Talkgroup Members Location Details



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

17.3.1.3

Calling 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.

Procedure:

1. To access the map, tap the **Talkgroup Location**.
2. Follow the procedure in Viewing Talkgroup Member Location Details on page 116.
3. Tap any **Pin**.

   The talkgroup members **Location Details** screen displays with the name of the member and location.
4. Tap **Call**.

   The **Call** screen displays.

17.3.1.4

Sharing Your Location or an Arbitrary Location to a Talkgroup with Location Capability

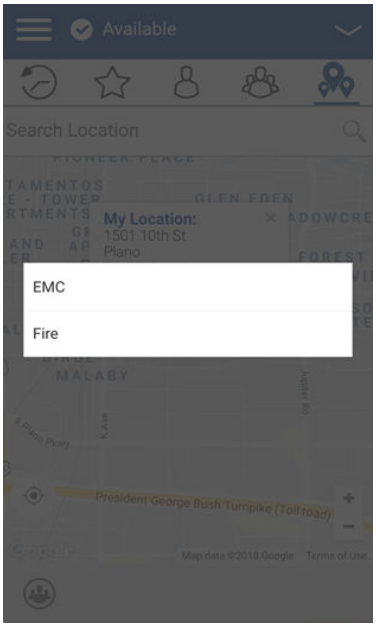
Move the map or search the map for a location. The pin turns orange and details show `Pin Location`. You can tap **Share**.

Procedure:

1. Tap **Tracked Group Selector**.

   The list of talkgroups with **Location Capability** pop-up displays.

Figure 33: Groups with Location Capability

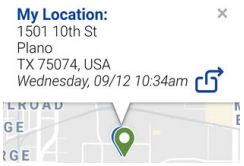


2. Choose a talkgroup to view talkgroup member locations from the list.
3. Tap the **My Location Pin** (Blue).

   To send an arbitrary location, move the map or search for a location.

   The **My Location** displays.

   Figure 34: My Location

4. To share your location, tap **Share**.

   The pin location is sent to the talkgroup.

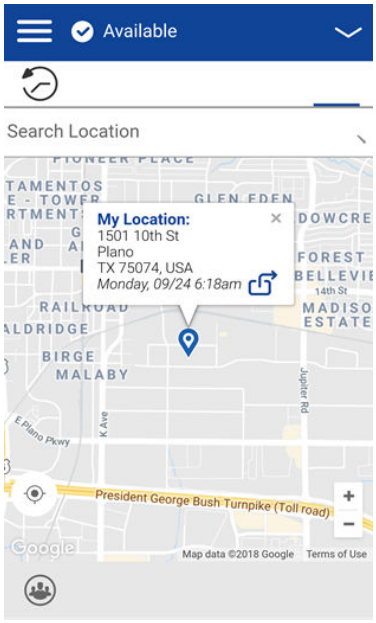
17.3.2 Creating a Quick Group from the Map

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

Procedure:

1. From the map, tap the **Tracked Group Selector** button on the action bar.

Figure 35: Map

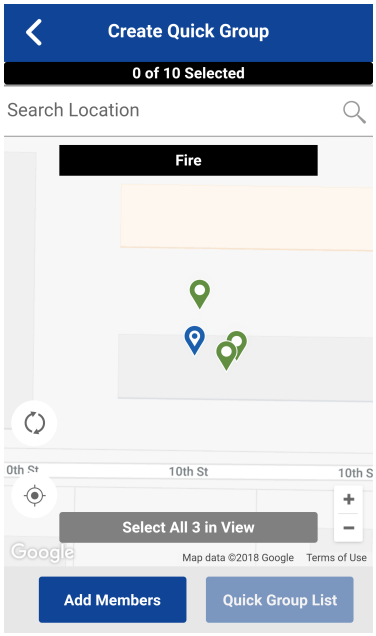


2. On the action bar, tap **Quick Group**.
3. Zoom in until you view all the contacts that you want to select.

TIP: You can also tap any group 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 cannot select all at once.You can zoom in so that there are less than 10 members in view, select all or select the members individually,

Figure 36: Create Quick Group from Map



4. Tap the **Select All in View** for a Mobile Quick Group.

All selected contact pins turn purple.

Figure 37: Select All in View Quick Group from Map

5. After selecting the group members, in the title bar, tap the **Save**.

   The **Call** screen displays.

6. Press and hold the 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.

7. To allow the other members of the group to take the floor and speak, release the **PTT** button.
8. To end the call, tap the **End Call**.

17.3.2.1
Adding Members to a Quick Group

Prerequisites: You must follow the procedure in Creating a Quick Group from the Map on page 118.

Procedure:

1. Tap or touch **Add Members**.

   The **Add Members** screen displays.

2. Select the additional members to add from the **Group Members** or **Contacts**.
3. Tap or touch **Save**.

17.3.2.2
Removing Quick Group Members

Procedure:

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

   The **Quick Group List** displays.

2. Tap or touch the members to remove.
3. Tap or touch **Save**.

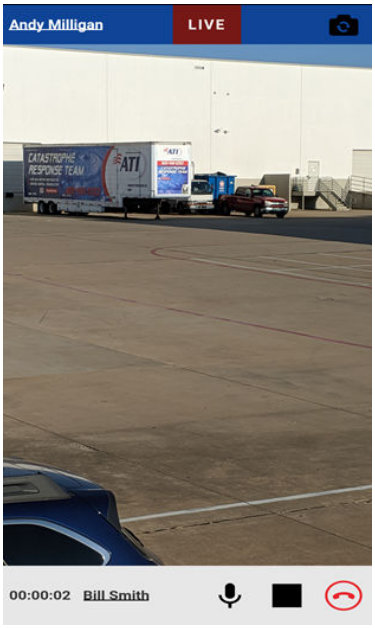
Chapter 18

Video Streaming

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

Video streaming feature allows you to send a one-way, live streaming video with audio to another PTT user, dispatcher, or a corporate talkgroup.

Figure 38: Transmitting a Live Video Stream



Recipients can be any PTT contact or corporate talkgroup assigned to you capable of receiving video calls. To receive group video, your administrator must enable the feature. Only a limited number of participants can receive a group video stream. Anyone with the video feature can originate a live video stream.

You can stream video from the device integrated camera(s) and choose which camera to broadcast. Each video session allows you to stream, and each participant can have a single active video call at a time.

The camera permission is asked as soon as the user logs in for the first time. The permission is needed for all incoming/outgoing video streaming calls.

When streaming video to a talkgroup, the video stream is available to any talkgroup member that has group video receive permission and begins streaming as soon as the first recipient accepts the invitation.

Talkgroup members may leave and rejoin a video call at any time.

During a private (1:1) video call, if the recipient of the call leaves the video session, it ends.

NOTE: Incoming video calls are not delivered to users in `Do Not Disturb`.
You cannot send a live stream to a broadcast talkgroup.

You must bring the application to the foreground to send video and see the preview.

NOTE: Keep the **Video Call** screen in the foreground; otherwise, the camera video transmission becomes blank even though you can hear audio.

Table 18: Video Streaming Icons

Icon	Title	Description
	Microphone ON	You can tap to toggle microphone from the **ON** to **OFF** state.
	Microphone OFF	You can tap to toggle microphone from the **OFF** to **ON** state.
	Speaker ON	You can tap to toggle speaker from the **ON** to **OFF** state.
	Speaker OFF	You can tap to toggle speaker from **OFF** to **ON** state.
	Stop Video Streaming	You can tap to stop video streaming transmission.
	Start Video Streaming	You can tap to start broadcasting video streaming, if previously stopped.
	Switch Camera	You can tap to toggle camera from rear (default) to front.

For more information on video call settings, see Settings on page 137.

18.1
Minimizing a Video Call

A user can minimize ongoing streaming video calls to participate in other activities, such as PTT, messaging, location, and more. The minimized video thumbnail on the PTT application can be dragged to any corner of the PTT application to allow users to perform other actions within the PTT application.

Procedure:

1. To drag the thumbnail, first touch and hold the thumbnail before dragging.

   The **Video Call** screen is minimized.

2. Tap the **Video Call screen** again to return to full size.

18.2
Making a Video Call to a Contact

Procedure:

1. Tap **Contacts** to display the PTT Contacts list.

   NOTE: Your administrator assigns PTT contacts.
   You can mix PTT call audio and video audio, or PTT call audio can have priority. For information on PTT audio, see Changing the Audio Interaction Setting on page 141.

2. Tap on the contact to select the one you want to start a video call.

   The **Call** screen displays the name of the contact that you are calling in the Call Status, and the **Contacts** button is selected, and active.

3. Located at the bottom of the screen, tap the **Video** icon.

   A private one-to-one video call is started, dialing, then ringing the contact. When the contact accepts the incoming video call, the video call begins.

4. Optional: To mute or unmute the microphone audio sent with the live video stream, tap the **Microphone** icon.
5. Optional: To switch your camera from the rear camera (default) to front camera, at the top of the screen, tap **Change Camera**.
6. When it cannot be displayed completely, a video with a long Contact name and Streamer ID displays with … and is underlined. To see the full name, tap the **Contact** name or **Streamer ID**.

   A pop-up message on the screen disappears after three seconds.

7. To end the video call transmission, tap **End Call**.

18.3
Making a Video Call to a Quick Group

Procedure:

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

   NOTE: You can mix PTT call audio and video audio, or PTT call audio can have priority. For information on PTT audio, see Changing the Audio Interaction Setting on page 141.

   The **Call** screen displays.

2. Tap the **Add Participants** button.

   The **Select Contacts** screen displays.

3. Select up to nine contacts to add to the quick group call.
4. When completed, located in the upper right, tap **Save**.
5. Located at the bottom of the screen, tap the **Video** icon.

   A quick group video call is started, dialing, then ringing the group. When the first contact accepts the incoming video call, the video call begins.

6. To mute or unmute the microphone audio sent with the live video stream, tap the **Microphone** icon.

7. To switch your camera from the rear camera (default) to front camera, at the top of the screen, tap **Change Camera**.
8. When it cannot be displayed completely, a video with a long Quick Group Call and Streamer ID displays with … and is underlined. To see the full name, tap the **Contact** name or **Streamer ID**.

   A pop-up message on the screen disappears after three seconds.
9. To end the video call transmission, tap **End Call**.

18.4 Making a Video Call to a Talkgroup

Procedure:

1. Ensure that the talkgroup you want to communicate with is selected.

   The talkgroup that you select is the talkgroup you call.

   NOTE: Corporate talkgroup size is limited to 15 talkgroup members receiving the call.
   You can mix PTT call audio and video audio, or PTT call audio can have priority. For information on PTT audio, see Changing the Audio Interaction Setting on page 141.

   TIP: If you try to select another talkgroup, your selection changes to the newly selected talkgroup. You can only select one talkgroup at a time.
2. Located at the bottom of the screen, tap the **Video** icon.

   A talkgroup video call is started, dialing, then ringing the talkgroup. When the first member accepts the incoming video call, the video call begins.
3. To mute or unmute the microphone audio sent with the live video stream, tap the **Microphone** icon.
4. To switch your camera from the rear camera (default) to front camera, tap the **Change Camera** button at the top of the screen.
5. When it cannot be displayed completely, a video with a long Talkgroup name and Streamer ID displays with … and is underlined. To see the full name, tap the **Contact** name or **Streamer ID**.

   A pop-up message on the screen disappears after three seconds.
6. To end the video call transmission, tap **End Call**.

18.5 Receive an Incoming Video Call

You can receive incoming video calls from a private 1:1 or talkgroup. To receive a talkgroup video call, your administrator must enable you to receive group video calls. You can originate a talkgroup video even if you cannot receive talkgroup video calls. As long as you have the video streaming feature enabled, you can receive private 1:1 and Quick Group video calls. You can manually accept or decline calls that you receive based on the **Auto Answer Video Call** setting.

For more information on the **Auto Answer Video Call** settings, see Settings on page 137.

You can receive an incoming video call from any talkgroup you are assigned. Unlike talkgroup PTT voice calls, video calls are received regardless of your selected talkgroup or talkgroup scanning mode.

NOTE: You can mix PTT call audio and video audio, or PTT call audio can have priority. For information on PTT audio, see Changing the Audio Interaction Setting on page 141.

18.5.1

Receiving an Incoming Video Call

When you receive a video call, your device begins to alert.

Procedure:

1. Perform one of the following actions:
   - To accept the call, from the Incoming Video Call Request, select **Accept**.
   - To reject the call, from the Incoming Video Call Request, select **Decline**.
     When declined, a missed video call entry is added to your conversation history.

     NOTE: Incoming video calls respond differently based on the combination of the phone settings and the PTT application settings. For more information, see Interaction with Silent or Sound Mode on page 61.
     If you receive a video call while transmitting on a PTT call (holding the floor), you will receive a system notification to indicate the incoming video call.
2. To mute or unmute the microphone audio sent with the live video stream, tap the **Microphone** icon.
3. To switch your camera from the rear cam (default) to front cam, tap the **Change Camera** button at the top right-hand of the screen.
4. When it cannot be displayed completely, a video with a long Contact name and Streamer ID displays with **...** and is underlined. To see the full name, tap the **Contact** name or **Streamer ID**.

   A pop-up message on the screen disappears after three seconds.
5. To end the video call transmission, tap **End Call**.

18.5.2

Receiving a Video Stream Request

A dispatcher may request that you live stream video. If you accept the request, the video is sent as a private 1:1 video call to the dispatcher. When you receive an incoming video stream request, you can manually accept or decline based on the **Auto Answer Video Call** setting.

For more information on the **Auto Answer Video Call** settings, see Changing the Audio Interaction Setting on page 141.

Procedure:

1. When you receive a video stream request, perform one of the actions:
   - To answer the call, select **Accept**.
     Accepting the request immediately starts a video session to the dispatcher.
   - To reject the call, select **Decline**.
2. To mute or unmute the microphone audio sent with the live video stream, tap the **Microphone** icon.
3. To switch your camera from the rear cam (default) to front cam, at the top right-hand of the screen, tap **Change Camera**.
4. When it cannot be displayed completely, a video with a long Contact name and Streamer ID displays with ... and is underlined. To see the full name, tap the **Contact** name or **Streamer ID**.

   A pop-up message on the screen disappears after three seconds.
5. To end the video call transmission, tap **End Call**.

18.5.3

Receive an Unconfirmed Video Stream Request

There may be a situation where a dispatcher wants to initiate a video automatically. Before this function can be used, your administrator must enable it for the dispatcher.

When you receive an unconfirmed video stream request, the call is automatically accepted. For more information on the **Allow Unconfirmed Video Transmission** settings, see Settings on page 137.

NOTE: Unconfirmed video pull is not supported with Android 10 and later.

Chapter 19

Integrated Secure Messaging

This section describes Push-to-Talk (PTT) Integrated Secure Messaging.

3GPP MCData compliant Integrated Secure Messaging allows you to send and receive secure text messages, multimedia content, and location information to and from other PTT users.

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.

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

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.

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.

Your network operator may not allow a user to save any incoming message attachments to the local device memory; therefore, the SAVE button would not be visible.

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.

Table 19: Integrated Secure Messaging Icons

Icon	Title	Description
	Camera	You can tap to choose from taking a photo, shooting a video, or selecting from the gallery.
	File Message	You can tap to choose a file from your device to send to a contact. For more information on File Messaging, see File Messaging on page 133.
	Instant Personal Alert	You can tap to send IPA to the contact.
	Message	You can tap to send a text message to the contact or group.
	Play	You can tap to start playback of a voice message.
	Quick text access	You can tap to access quick text list.

Icon	Title	Description
	Voice Message	You can tap to record a voice message.
	Record	You can press and hold to start recording a voice message.
	Send text message	You can tap to send text message.
	Share Location	You can tap to share location to the contact or group.
	Stop	You can tap to stop playback of the voice message.
	Recording Voice	You can release to stop recording a voice message.

Message Status

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

- `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.
- `Sent` - indicates that the message was sent from your device.
- `Delivered` (for 1:1 messages only) - indicates that the message was delivered to the recipient. This status does not mean that the user downloaded any multimedia, however 3GPP MCData messaging marks messages as delivered when multimedia attachment is downloaded.
- `Failed` - indicates that the message could not be sent. This failure can happen if the recipient is not allowed to receive messages or if there was a problem sending the message from your device.

NOTE: There is no delivery status for talkgroup messages.

19.1 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.

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

Broadcast Secure Text Messaging

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.

Quick Text Messaging

Quick text helps you to customize frequently used text messages that can be sent quickly to a contact or talkgroup. Instead of typing `Good morning, team` every time, use the **Add new text** control of the Quick Text box and press **Enter**. The next time you need that message, insert your quick text into the message and click the **Send** icon. You can also modify or delete the message. To delete the quick text, click the **Delete** icon next to the message. You can add up to 20 messages.

19.1.1 Sending a Text Message

You can send text messages by using the **Call** screen for a selected contact, a selected talkgroup, or a contact or talkgroup context menu.

Procedure:

1. Perform one of the following actions:
   - Select a contact from the **Contacts List** and touch and hold.
   - Select a talkgroup from the **Talkgroup List** and tap and hold.

   A **Context Menu** displays.

2. To initiate a text message, on the **Context Menu**, select the **Message** icon.
3. Type your message using the on-screen keyboard.
4. Located to the right of the message box, tap **Send**.

   You can also add **Quick Text**. For more information, see Text Messages on page 129.

   NOTE: While drafting a text message and tapping the **Back** button, a confirmation message display the following: `Message has not been sent.` You can either tap **Yes** to discard or **No** to cancel.

   Your text message displays in the history details.

19.2 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.

NOTE: The multimedia attachment size configuration includes the messaging overhead. For example, with 20 MB of size configuration, actual multimedia that can be sent are approximately 15 MB in size.

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.

NOTE: The attachment's file name must not contain Personal Identifiable Information (PII).

19.2.1

Image and Video Messaging

Sending Image or Video

You can send an image from your device gallery or using in-app camera by selecting the **Image** icon. For more information on in-app capture see Photo and Video Capture on page 131.

NOTE: The attachment's file name must not contain Personal Identifiable Information (PII).

Recieving Image or Video

When you receive an image message, a notification displays. Thumbnails are shown for photos.

When you receive a video message, a notification displays and the video file with the video icon is available in chat. You can view the video by tapping on it or download it to your device.

If the automatic download is enabled in settings, the video is downloaded automatically. For more information on automatic download see Automatic Download on page 142.

19.2.1.1

Photo and Video Capture

You can capture photos and videos in-app.

You can select the camera screen within the PTT app. From this screen, you can select either **Photo** or **Video**.

NOTE: A PTT microphone icon is displayed at the top of the screen during a PTT call.

The following actions are available:

Table 20: Camera Icons

Icon	Title	Description
	Cancel	You can select the cancel option in the upper left corner to close the camera screen.
	Flash On/Off	Allows you to turn the flash on or off.
	Gallery	Allows you to search and select the photo or video from your device gallery.
	Capture image/video	Selecting the bottom center button allows you to take a photo or record a video.
	Switch Camera	You can switch camera view from rear (default) to front.

The application supports zoom via front and rear camera - while capturing/recording the image/video and while preview.

After taking a photo or recording a video, the **Preview** screen is displayed. You can review the photo or video before sending it. You can reduce the video file size by cropping frames. To trim the recorded video, the file size must be 2MB or more. The destination contact name is displayed in the top-left corner. A PTT microphone icon is displayed at the top of the screen during a PTT call.

To save the video and send it, select the **Send** icon.

To cancel the operation select the **Cancel** icon.

NOTE:
The maximum multimedia attachment size is 15 MB. If the video or photo exceeds the allowed size, you cannot send it.

If the picture is captured with the high-efficiency mode in the native camera, the image file will not be supported to send as a PTX image.

19.2.2
Voice Messaging

Sending a Voice Message

A voice message is sent by recording and sending from within the PTT application by tapping the **Voice Message** icon. When you decide to send a voice message, you can record, preview, rerecord, erase, and send the voice message. You can record a voice message from any history entry.

Table 21: Voice Messaging Icons

Icon	Title	Description
	Play	Tap the PTT icon to discard and record the voice message again.
	Voice Message	Use the options select to record an voice message.
	Record	Tap and hold the PTT icon to start recording voice message.
	Stop	Tap the OK key to stop playback of voice message.
	Recording Voice	Release the PTT icon to stop recording voice message.

Recieving a Voice Message

When a user receives a voice message, a notification displays. 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.

NOTE: If the message is not downloaded, tap the message and wait for the download, then tap again to display the **Audio Preview** screen.

19.2.3
File Messaging

Sending Files

You can send file to contact or group by selecting the **File** icon. File messages support Microsoft Office files and PDF formats.

NOTE: The attachment's file name must not contain Personal Identifiable Information (PII).

Recieving Files

When a user receives a file message, a notification displays. 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.

A received file message can be viewed by selecting the message. The **File Preview** screen displays. Use the options to select the **View** option to view the file. The built-in file viewer opens.

If your device cannot view a received file type, you will see the message, `File viewer not available on this device.`

NOTE: If the message is not downloaded, select the message and wait for the download, then select again to display to **File Preview** screen.

19.2.4
Location Messaging

When a user receives a location message, a notification displays. The recipient can reply to the sender and reply to all for talkgroup messages. You can forward messages to other PTT users, and delivery receipts allow you to see if the message was delivered. Location messages can also show in threaded history, along with the call history.

Send Location Message

If you want to share your location on the map within the PTT application, you can select the location **Pin** icon. Your device provides the location.

The map displays with your location. Location services must be turned on in the device and the application must be granted permission to use Location Services.

NOTE: You can also share your location from the Call screen by using the **Share** option then selecting the **Location** option.

Receive a Location Message

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

When a user receives a location message, a notification will be 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 also show in threaded history along with call history.

19.3
History Message Actions

From the **History** tab, find the conversation and use the **Options** select to the **View History** option. After selecting a history message entry you can perform the following actions:

Table 22: History Message Actions

Action	Description
Send	Allows to enter the text message using the keypad and send it.
Copy Message	Allows to copy message to the clipboard and then paste into any message to send.
Save message or multimedia file	Allows to select **Save** and save messages and multimedia files.
Send a photo or video	Allows to select **Image** or **Video**, take a photo or record a video. You can also select a file from your gallery. For more information on in-app media capture see Photo and Video Capture on page 131.
Send a voice message	Allows to select **Voice Message**, record the video message and forward it. You can discard the message and record again, play message before sending or cancel.
Send a file message	Allows to select **File**, select the file from the device and forward it. You can view the file and file details,
Send a location	Allows to select **Location**, which opens the **My Location** screen. Selecting **Share** allows you to send the location.
Forward message to contact or talkgroup	Allows to select **Forward to Contact** or **Forward to Talkgroup** and send the message to the contact or group.
Reply	Allows to enter the text message using the keypad and reply to the contact or talkgroup.
Delete	Allows to remove the message from history.

Chapter 20

Accessories and Bluetooth Use

This section describes using accessories and Bluetooth associated with the Push-to-Talk (PTT) application.

20.1 Using a USB-C 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 heard automatically 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 again is used for PTT calls.

20.2 Using Bluetooth

By default, whenever your phone connects 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 automatically switches to the loudspeaker.

The PTT application supports the following Bluetooth profiles:

- Hands-Free (HFP)
- Headset (HSP)
- 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.

20.2.1 Car Kit

Many cars allow you to connect your phone to the car audio system using Bluetooth.

You should check the owner manual for your car to see if your phone is compatible. Once you connect your phone to the audio system of your car, PTT calls also use the Bluetooth audio.

You must use the **PTT** button on the phone to take the floor.

20.2.2 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.

20.2.3 Bluetooth for PTT

If your phone can connect to your car audio system and you receive regular cellular calls, PTT calls 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 more information on how to turn off Bluetooth, see Use Bluetooth on page 158.

20.3 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 the PTT application on your phone.

There are two types of RSMs:

- Those that connect by USB-C wire to the headset connector of the phone.
- Those that use Bluetooth.

20.3.1 USB-C RSM

A wired RSM connects to the USB-C connector of the phone. The RSM has 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.

You should ceck the RSM owner manual for information specific to the accessory. With a USB-C RSM, you control the loudspeaker volume using the volume keys on the phone and using the volume buttons on the RSM.

20.3.2 Bluetooth Connected RSM

A Bluetooth-connected RSM gives you all the features of a USB-C RSM without being tethered by a cord. In addition to having a loudspeaker and **PTT** button, a Bluetooth RSM also has a 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, see the documentation that comes with the RSM.

Chapter 21

Settings

This section describes the settings within the Push-to-Talk (PTT) application.

21.1 Accessing the PTT Application Settings

You can change all settings, except for the **Boundary** settings in the PTT application settings.

Procedure:

1. From within the Menu on page 35, tap the **Settings** option.

   The **Menu** icon is in the upper-left-hand corner of the **Main** screen.

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

   You can search for the specific settings by entering the settings name in the search bar.

   NOTE: All settings show in the default state.

21.2 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 show with a yellow star on the **Menu** settings option, and the **Important Message** settings. If there are no important message notifications are available, you do not receive a message nor see the setting.

For more information, see Application Updates on page 31.

21.2.1 Upgrading the PTT Application

Procedure:

1. From the **Settings** screen, scroll to and tap the **Important Message** setting.
2. From the **Important Message Notification**, perform one of the following actions:

   NOTE: The **Important Message Notifications** may vary in content.

   - To download the latest application, tap the **Upgrade** button to be directed to the Google Play Store.
   - To dismiss the notification, tap the **Dismiss** button.

21.3
Advanced

The **Advanced** settings provide additional settings, which include Audio Profile and Accessory Compatibility, Audio Rate, and Microphone Mode.

NOTE: These settings are preset and not available on PTT certified phones.

21.3.1
Changing Advanced Settings

You can change your Advanced settings as needed.

Procedure:

From the **Settings**, scroll to and tap the **Advanced** settings.

21.3.2
Audio Profile

The **Audio Profile** setting allows you to select from several audio profiles for microphone and audio path.

21.3.2.1
Changing the Audio Profile Setting

You can change your **Audio Profile** setting as needed.

Procedure:

1. From the **Advanced Settings**, scroll to and tap the **Audio Profile** setting.
2. Tap the desired profile.
3. Tap **OK**.

21.3.3
Audio Rate

The **Audio Rate** setting allows you to select from two microphone sample rates.

You can change the **Audio Rate** setting if the person you are speaking to receives low volume audio from you. The low rate option may reduce PTT voice quality, but increases transmit volume on some devices.

21.3.3.1
Changing the Audio Rate Setting

You can change your **Audio Rate** setting as needed.

Procedure:

1. From the **Advanced Settings**, scroll to and tap the **Audio Rate** setting.
2. Tap the desired option.
3. Tap **OK**.

21.3.4
Microphone Mode

The **Microphone Mode** setting allows you to select from two options for microphone audio mode. Changing this setting may fix transmit audio issues.

21.3.4.1
Changing the Microphone Mode Setting

You can change your **Microphone Mode** setting as needed.

Procedure:

1. From the **Advanced Settings**, scroll to and tap the **Microphone Mode** setting.
2. Tap the desired option.
3. Tap **OK**.

21.3.5
Accessory Compatibility

You can set the compatibility mode for PTT USB-C accessories.

NOTE: This setting should only be changed if the PTT button on a USB-C PTT accessory does not take and release the floor properly.

21.3.5.1
Changing the Accessory Compatibility Setting

You can change your **Accessory Compatibility** setting as needed.

Procedure:

1. From the **Advanced Settings**, scroll to and tap the **Accessory Compatibility** setting.
2. Tap the desired mode option for the best audio quality.
3. Tap **OK**.

21.4
Alert Repeat

The **Alert Repeat** setting affects how often you are reminded that you have Instant Personal Alerts and Missed Call Alerts waiting.

21.4.1
Changing the Alert Repeat Setting

You can change your **Alert Repeat** setting as needed.

Procedure:

1. From the **Settings**, scroll to and tap on the **Alert Repeat** setting.
2. To select how often you want your alerts to repeat, perform one of the following actions:
   - To have alerts play once when you receive the alert, select **Once (default)**.

- To have alerts play every 20 seconds for 10 minutes, select **Repeat**.
- To have alerts play every 20 seconds until you clear the alert, select **Continuous**.

  NOTE: This option drains the battery faster than the other options.

3. Tap **OK**.

21.5
Alert Tone

The **Alert Tone** 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.

21.5.1
Changing the Alert Tone Setting

You can change your **Alert Tone** setting as needed.

Procedure:

1. From the **Settings**, scroll to and tap the **Alert Tone** setting.

   TIP: When you preview an alert tone, it does not play even if the phone ringer is silent.

2. Select the desired alert tone.

   NOTE: A **Device Tone** option shows additional tones are available from your device.

3. Perform one of the following actions:
   - To select the tone, tap **Select**.
   - To go back to the previous screen, tap **Cancel**.
4. Tap **OK**.

21.6
Allow Unconfirmed Video Transmission

When turned on, the **Allow Unconfirmed Video Transmission** setting allows an authorized dispatcher to start sending video from this device without your confirmation automatically. When turned off, an authorized user cannot send video from your device automatically without you accepting or declining the video session. This setting requires the Streaming Video feature to be turned on. It is an optional feature and may not be included in your PTT service plan.

21.6.1
Changing the Allow Unconfirmed Video Transmission Setting

You can change your **Allow Unconfirmed Video Transmission** setting as needed.

Procedure:

1. From the **Settings**, scroll to the **Allow Unconfirmed Video Transmission** setting.
2. To toggle the state of the setting, tap the **On/Off** switch.

21.7
App Use from Lock Screen

If the setting is **ON**, all features are enabled in the call screen while the device is in lock-screen state.

If the setting is **OFF**, all features are not enabled in the call screen while the device is in lock-screen state.

The default value for the setting is **OFF**.

21.8
Audio Interaction

The **Audio Interaction** setting sets the audio interaction for PTT and video calls. You can mix both PTT call audio and video audio, or PTT call audio can have priority. When PTT Preemption is set, the PTT audio preempts the video audio. Audio interaction is set to `Mix` by default. This setting requires the Streaming Video feature to be turned on. It is an optional feature and may not be included in your PTT service plan.

21.8.1
Changing the Audio Interaction Setting

You can change your **Audio Interaction** setting as needed.

Procedure:

1. From the **Settings**, scroll to and tap the **Audio Interaction** setting.
2. Select one of the following desired audio interaction setting options:
   - To preempt the video audio while a PTT call member has the floor, select the **PTT Preemption** option.
   - To mix both the PTT audio and video audio, select the **Mix** option.
3. Tap **OK**.

21.9
Auto Answer Video Call

When you turn on the **Auto Answer Video Call** setting, video calls are automatically accepted and played. When you turn off this setting, an incoming video session alert provides you the option to accept or decline the video session. This setting requires the Streaming Video feature to be turned on. It is an optional feature and may not be included in your PTT service plan.

21.9.1
Changing the Auto Answer Video Call Setting

You can change your **Auto Answer Video Call** setting as needed.

Procedure:

1. From the **Settings**, scroll to the **Auto Answer Video Call** setting.
2. To toggle the state of the setting, tap the **On/Off** switch.

21.10
Automatic Download

When you turn on the **Automatic Download** setting, message attachments automatically download to the **PTT Call History**. When you turn off this setting, you must manually download by tapping the message attachment. This feature is turned off by default. Requires the Integrated Secure Messaging feature to be turned on by your administrator.

21.10.1
Changing the Automatic Download Setting

You can change your **Automatic Download** setting as needed.

Procedure:

1. From the **Settings**, scroll to the **Automatic Download** setting.
2. To toggle the state of the setting, tap the **On/Off** switch.

21.11
Auto Start

When the phone is powered up and the **Auto Start** setting is turned on, the PTT application starts in the background. If you have previously logged out manually, the PTT application cannot start, and you have to launch the PTT application manually.

When the phone is powered up, and the **Auto Start** setting is turned off, the PTT application cannot start in the background. You have to launch the PTT application manually. This feature is turned on by default.

21.11.1
Changing the Auto Start Setting

You can change your **Auto Start** setting as needed.

Procedure:

1. From the **Settings**, scroll to the **Auto Start** setting.
2. To toggle the state of the setting, tap the **On/Off** switch.

21.12
Background Mode

The **Background Mode** setting allows you to choose whether the PTT application remains in the background when receiving or originating a PTT call. By pressing a PTT key or 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. This feature is turned off by default.

For more information, see Call Behavior in Background on page 62.

21.12.1
Changing the Background Mode Setting

You can change your **Background Mode** setting as needed.

Procedure:

1. From the **Settings**, scroll to the **Background Mode** setting.
2. To toggle the state of the setting, tap the **On/Off** switch.

   NOTE: When the PTT application is in the background, a USB-C accessory **PTT** button does not work.

21.13
Boundary Settings

All **Boundary** settings are shown in the default state. You can change the **Boundary** settings while the boundary is inactive.

NOTE: Changing the **Boundary** settings requires you to turn off the boundary. You can change the **Boundary** settings while the boundary is inactive. To turn off the boundary, you can tap the **Set Boundary** toggle to the **OFF** state.

This section contains the following boundary settings:

- Changing Boundary Settings on page 143
- Changing Update Interval on page 144
- Changing Active Boundary Time on page 144
- Changing Notify Me Setting on page 144
- Changing Notify Member Setting on page 145
- Changing Initial Member Notification Setting on page 145

21.13.1
Changing Boundary Settings

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

Procedure:

1. From within the **Map**, tap **Map Boundary Enable**.

   The **Set Boundary** pop-over displays.

   Figure 39: Set Boundary Popover

2. Tap the **Settings** button.

   The **Boundary Settings** displays.

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

21.13.2
Changing 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.

Procedure:

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

   The **Update Interval Settings Options** displays.

2. Tap the **minutes** text box.
3. To set how often the talkgroup member location is updated, type a number in the range from 1 to 60 minutes using the on-screen keyboard.
4. Located in the upper-left screen to return to the map, tap **Back**.

21.13.3
Changing 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.

Procedure:

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

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

2. To set how long the boundary is active, tap the **Days** text box.

   The time must be up to seven days.
3. To set how long the boundary is active, tap the **Hours** text box.

   The time must be up to 168 hours.

   NOTE: You cannot exceed a maximum total of seven days or 168 hours combined.
4. To return to the map, located in the upper-left screen, tap **Back**.

21.13.4
Changing Notify Me Setting

This setting allows you to set if you, as the 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.

Procedure:

1. From the **Boundary Settings** screen, scroll to the **Notify Me** settings.
2. To toggle the state of the setting, tap the **On/Off**.

21.13.5
Changing Notify Member Setting

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.

Procedure:

1. From the **Boundary Settings** screen, scroll to the **Notify Member** settings.
2. To toggle the state of the setting, tap **On/Off**.
3. Continue with Changing Initial Member Notification Setting on page 145.

21.13.6
Changing Initial Member Notification Setting

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

Prerequisites: The **Notify Member** setting must be turned on to use this setting. For more information, see Changing Notify Member Setting on page 145

Procedure:

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

   The **Initial Member Notification Setting Options** displays.
2. Perform one of the following actions:
   - To send the first notification to members outside the boundary, tap **Outside Boundary**.
   - To send the first notification to members inside the boundary, tap **Inside Boundary**.
3. Tap **OK**.

21.14
Broadcast Call Confirmation

The **Broadcast Call Confirmation** setting allows you to enable or disable a broadcast call confirmation dialog before initiation of broadcast call.

21.14.1
Changing the Broadcast Call Confirmation Setting

You can change your **Broadcast Call Confirmation** setting as needed.

Procedure:

1. From the **Settings**, scroll to and tap the **Broadcast Call Confirmation** setting.
2. Perform one of the following actions:
   - To have a confirmation dialog (pop-up) displayed before the initiation of a broadcast call, tap **ON**.
   - To have a confirmation dialog (pop-up) not displayed and have the initiation of a broadcast call be instantaneous, tap **OFF**.

21.15
Call From Lock Screen

The **Call From Lock Screen** setting allows you to make a PTT call while the phone screen is locked. This feature is turned off by default.For more information on configuring the contact or talkgroup to call, see One Touch Action on page 155.

If your device does not have a PTT hard key, the **Call From Locked Screen** setting is hidden. For more information, see Using a Bluetooth Accessory without One Touch Calling on page 57 section.

The **Call From Lock Screen** setting is also available when a USB-C PTT accessory is connected. For more information, see Using a USB-C Accessory without One Touch Calling on page 56 section.

21.15.1
Changing Calls from Lock Screen Setting

You can change your calls from the **Lock Screen** setting as needed.

Procedure:

1. From the **Settings**, scroll to the **Call From Lock screen** setting.
2. To toggle the state of the setting, tap the **On/Off** switch.

21.16
Call Priority

With call priority, you can allow or reject another incoming call based on the **Call Priority** setting (**Ongoing** or **Phone**). The default is `OngoingPhone`.

21.16.1
Changing the Call Priority Setting

You can change your **Call Priority** setting as needed.

Procedure:

1. From the **Settings**, scroll to and tap the **Call Priority** setting.
2. Perform one of the following actions:
   - To have an ongoing cellular call continue and incoming PTT call be rejected by the user busy indication, select the **Ongoing** option.

     During a cellular call, a PTT missed call alert is not provided. A missed call alert is shown after the cellular call ends. An ongoing PTT call continues, and an incoming cellular call is rejected.
   - To have an incoming PTT call be rejected during a cellular call,select**Phone** option.

     An ongoing PTT call ends if a cellular call is answered.
3. Tap **OK**.

21.17
Call Widget Support

You can toggle the **Call Widget Support** toggle on or off.

When the **Call Widget Support** is enabled the incoming PTT call is shown as a PTT call widget for the user that is not in the call-ready or active-call screen. The call widget shows the type of call, talkgroup name, or originator for the private or ad hoc call. Selecting the widget navigates the user to the call screen. The user can move the widget up or down.

When the **Call Widget Support** is disabled, the widget is not shown.

21.18
Contact Sorting

With the **Contact Sorting** setting, you can choose to view your contacts in a sorted manner.

There are two contact sorting options: sorting according to the alphabetical order of your contacts (default) or sorting according to the availability of your contacts. When contacts are sorted by availability, online contacts show 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.

21.18.1
Changing the Contact Sorting Setting

You can change the **Contact Sorting** setting as needed.

Procedure:

1. From the **Settings**, scroll to and tap the **Contacts Sorting** setting.
2. Perform one of the following actions:
   - To sort the contacts alphabetically, tap the **By Alphabetical** option.
   - To sort the contacts by availability, tap the **By Availability** option.
3. Tap **OK**.

21.19
Display Name

The **Display Name** setting displays your name allows you to view and change the name that others, including the corporate administrator, see in their contact list. The administrator may change your name at any time. Your administrator may also restrict the ability for you to set your name. The display name can be changed if it has an underline.

21.19.1
Viewing or Changing Your Display Name Setting

You can view or change your display name as needed.

Procedure:

1. From the **Settings**, scroll to and tap the **Display Name** setting.

   Your current name displays.
2. To dismiss the display name window or continue to set your display name, tap the **Cancel** button.
3. To clear the display name, tap the **Clear Text** button.
4. Type your display name using the on-screen keyboard.

5. To save the display name, tap the **Save** button.

21.20
Emergency

The **Emergency** setting is an optional feature and 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 assigned by your administrator and not by the user and requires Emergency Services to be turned on by your administrator.

NOTE: You cannot change your emergency contacts set by your administrator.

21.20.1
Viewing Your Emergency Contacts Setting

You can view your **Emergency Contacts** setting as needed.

Procedure:

From the **Settings**, scroll to and tap the **Emergency** settings.

21.21
Emergency Alert

The **Emergency Alert** setting allows you to control new emergency alert notifications and to select the behavior of incoming emergency alerts.

Emergency alerts are received when another user declares emergency. **Emergency Alert** setting options include, **Tone and Display** (default), **Tone Only**, **Display Only**, or **Off** that provides no alert dialog and no alert tone.

This feature requires that the Emergency Services feature is turned on by your administrator.

21.21.1
Changing the Emergency Alert Setting

You can change the **Emergency Alert** setting as needed.

Procedure:

1. From the **Settings**, scroll to the **Emergency Alert** setting.
2. Select one of the following desired emergency alert options:
   - To have a persistent alert dialog display, an audible tone play, and the alert added to history, select **Tone and Display** (default).
   - To have an audible alert tone play, and the alert added to history, select **Tone Only**.
   - To have a persistent alert dialog display, no alert tone play, and the alert added to history, select **Display Only**.
   - To have no alert dialog display, no alert tone play, and the alert added to history, select **Off** .
3. Tap **OK**.

21.22
Enhanced Loudness

When you turn on the **Enhanced Loudness** setting, the perceived audio volume of PTT calls increases using the speakerphone. This feature is only available on supported devices.

21.22.1
Changing the Enhanced Loudness Setting

You can change the **Enhanced Loudness** setting as needed.

Procedure:

1. From the **Settings**, scroll to the **Enhanced Loudness** setting.
2. To toggle the state of the setting, tap the **On/Off** switch.

21.23
History Sorting

With the **History Sorting** setting, you can view your history in a sorted manner.

The following are the two **History Sorting** setting options that you can select from:

- Sorting from oldest to newest (default), which displays your history with the newest entries at the bottom of the history list.
- Sorting from newest to oldest, which displays the newest entries in the top of the history list.

NOTE: This feature applies to conversation details. The first-level history always shows the newest conversations at the top of the list.

21.23.1
Changing the History Sorting Setting

You can change the **History Sorting** setting as needed.

Procedure:

1. From the **Settings**, scroll to and tap the **History Sorting** setting.

   The **History Sorting** screen displays.
2. Perform one of the following actions:
   - To sort the history from newest to oldest entries, tap **Newest on top**.
   - To sort the history from oldest to newest entries, tap **Newest on bottom**.
3. Tap **OK**.

21.24
In Call Tones

When you turn on the **In Call Tones** setting, tones play during a PTT call. However, when you turn off the **In Call Tones** setting, the tones do not play during a PTT call.

21.24.1
Changing the In Call Tones Setting

You can change the **In Call Tones** setting as needed.

Procedure:

1. From the **Settings**, scroll to and tap the **In Call Tones** setting.
2. Select any of the following **In Call Tones** setting behavior options:
   - To have a tone play when you receive a PTT call, select **Incoming Call Tone**.

     The default selection is set to `ON`.
   - To hear a specific tone when the floor is granted or acquired, select **Floor Grant Tone**.

     This tone also indicates you can speak. The default selection is set to `ON`.
   - To hear a specific tone when the floor is free, select **Floor Free Tone**.

     The default selection is set to `ON`.
   - To hear a specific tone when the user who has the floor releases the floor, select **Floor Release Tone**.

     The default selection is set to `OFF`.

     NOTE: The Floor Release Tone is played when the user who has the floor releases the floor. The tone is the same as the Floor Free Tone. This floor tone condition is not supported in clients before release 8.3.
   - To hear a specific tone when the floor is busy, select **Floor Error/Busy Tone**.

     The default selection is set to `ON`.
   - To hear a specific tone when you recieve a voice message, select **Voice Message Tone** .

     The default selection is set to `ON`.

21.25
Instant Personal Alert

The **Instant Personal Alert** setting allows you to select the instant personal alert from a list of choices, such as **Tone and Display** (default), **Tone Only**, **Display Only**, or **Off** that provides no alert dialog and no alert tone.

21.25.1
Changing the Instant Personal Alert Setting

You can change the **Instant Personal Alert** setting as needed.

Procedure:

1. From the **Settings**, scroll to and tap the **Instant Personal Alert** setting.
2. Select any of thee following **Instant Personal Alert** setting options:

- To have a persistent alert dialog display, an audible tone play (subject to Silent Mode behavior), and the alert added to history, select **Tone and Display** (default).
- To have an audible alert tone play (subject to Silent Mode behavior), and the alert added to history, select **Tone Only**.
- To have a persistent alert dialog display, no alert tone play, and the alert added to history, select **Display Only**.
- To have no alert dialog display, no alert tone play, and the alert added to history, select **Off** .

3. Tap **OK**.

21.26
Logout

While you are logged out, you show 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 even if the **Auto Start** setting is turned on. To send or receive PTT calls, you need to login. See the Login on page 31 section for details on how to login.

If **Userless Device Mode** is enabled, the logout option is not visible when the **Device Profile** is active.

The logout and **Switch Profile** options are available if multiple user profiles (**User Role**) are enabled.

When you select **Logout** a confirmation dialog/popup is displayed.

21.26.1
Changing the Logout Setting

You can change the **Logout** setting as needed.

Procedure:

1. From the Settings, scroll to and tap the **Logout** setting.
2. Tap **Logout**, a Logout confirmation appears.
3. Perform one of the following actions:
   - Tap **Yes** to turn on.
   - Tap **No** to turn off.

21.27
Lone Worker Settings

When the **Lone Worker** feature is enabled, the device emits a tone at regular intervals which a worker must to respond to. Failing to respond from Dispatcher or Supervisor within a pre-determined time period will trigger Emergency Alert.

The **Lone Worker** settings tab include the following information:
No Activity Alarm Time (Seconds)

Pre-alarm Time (Seconds)

21.28
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.

21.28.1
Changing the Message Alert Setting

You can change the **Message Alert** setting as needed.

Procedure:

1. From the Settings, scroll to the **Message Alert** setting.
2. Tap the **On/Off** switch to toggle the state of the setting.

21.29
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 plays when you select it. Requires the Integrated Secure Messaging feature to be turned on by your administrator.

21.29.1
Changing the Message Alert Tone Setting

You can change the **Message Alert Tone** setting as needed.

Procedure:

1. From the Settings, scroll to and tap the **Message Alert Tone** setting.

   TIP: When you preview a message alert tone, it plays on the speaker even if the phone ringer is silent.
2. Select the desired alert tone.
3. Tap **OK**.

21.30
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.

21.30.1
Changing the Missed Call Alert Setting

You can change the **Missed Call Alert** setting as needed.

Procedure:

1. From the Settings, scroll to and tap the **Missed Call Alert** setting.
2. Select the desired missed call alert option as follows:
   - **Tone and Display** (default)—A persistent alert dialog displays, an audible tone plays (subject to Silent Mode behavior), and the alert is added to history.
   - **Tone Only**—An audible alert tone plays (subject to Silent Mode behavior), and the alert is added to history.
   - **Display Only**—A persistent alert dialog displays, no alert tone plays, and the alert is added to history.
   - **Off** —No alert dialog displays, no alert tone plays, and the alert is added to history.
3. Tap **OK**.

21.31
My PTT Number

This number displays your registered PTT number to other contacts.

21.31.1
Viewing My PTT Number Setting

Procedure:

From the Settings, scroll to the **My PTT Number** setting.

21.31.1.1
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.

21.31.1.1.1
Changing the Missed Call Alert Setting

You can change the **Missed Call Alert** setting as needed.

Procedure:

1. From the Settings, scroll to and tap the **Missed Call Alert** setting.
2. Select the desired missed call alert option as follows:

- **Tone and Display** (default)—A persistent alert dialog displays, an audible tone plays (subject to Silent Mode behavior), and the alert is added to history.
- **Tone Only**—An audible alert tone plays (subject to Silent Mode behavior), and the alert is added to history.
- **Display Only**—A persistent alert dialog displays, no alert tone plays, and the alert is added to history.
- **Off** —No alert dialog displays, no alert tone plays, and the alert is added to history.

3. Tap **OK**.

21.32
Network Loss Tone Repeat

The **Network Loss Tone Repeat** setting determines whether the phone plays the network loss tone continuously at a periodic interval or play once the user's PTT application detects network loss. When selected, a tone plays when the application transitions from one network to another.

21.32.1
Changing Network Loss Tone Repeat Setting

You can change the **Network Loss Tone Repeat** setting as needed.

Procedure:

1. From Settings, scroll to and tap the **Network Loss Tone Repeat** setting.
2. Select the desired Network Loss Tone Repeat setting option.

   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**.
3. Tap **OK**.

21.33
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).

21.33.1
Changing Network Up/Down Tones Setting

You can change the **Network Up/Down Tones** setting as needed.

Procedure:

1. From the Settings, scroll to and tap the **Network Up/Down Tones** setting.
2. Select the desired **Network Up/Down Tones** setting.
3. Perform one of the following actions:
   - **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 plays when the network is lost or reconnected.

4. Tap **OK**.

21.34
One Touch Action

When One Touch Action is set to call, PTT users can call a particular contact or talkgroup or most recent history entry when the PTT button is pressed once. Alternatively, a user can assign the PTT button to open the application to the preferred landing page (History, Contacts, Groups, Favorite Contacts, Favorite Groups). One Touch Action provides a simplified calling experience for PTT users who primarily communicate with a single contact or talkgroup.

NOTE: The **Landing Page** option has no effect when the phone is locked.

If your device does not have a PTT hard button, **One Touch Action** setting is hidden. For more information, see One Touch Calling Behavior on page 56 section.

When a USB-C accessory is connected, One Touch Action is shown with Landing Page option only.

NOTE: One Touch calling to contacts and groups is available on devices that support One Touch Action calling. If your device does not support One Touch Action, you can still set the Landing Page.

The One Touch Calling actions (Call Most Recent, Call Contact, Call Group) can be used while the phone is locked if the Call From Lock Screen on page 146 setting is enabled.

21.34.1
Changing the One Touch Action Setting

You can change the **One Touch Action Setting** as needed.

Procedure:

1. From the Settings, scroll to and tap the **One Touch Action** setting.
2. Select the desired One Touch Action.
   - **Call Most Recent**- Originate a PTT call to the most recent history event.
   - **Call Contact**- Originate a PTT call to a user-selected PTT contact.
   - **Call Group**- Originate a PTT call to a user-selected PTT talkgroup (corporate or public).
   - **Landing Page**- Bring the application to the foreground and go to the user-selected landing page:
     a. History
     b. Favorite Contacts
     c. Favorite Groups
     d. Contacts (default)
     e. Groups
     f. Map
   - **None**- Turn off PTT key action when PTT application is in the background.

21.35
Person Down Settings

When the Person Down feature is enabled, device accelerometer, magnetometer, and/or gyrometer detects a lack of movement. If the sensors detect the state, the device emits a tone at regular intervals which a worker must to respond. Failing to do so triggers an alarm to the appropriate response group or individual.

The **Person Down** settings tab include the following information:
Angle Alert (Degrees)

Debounce Time for Angle Tilt (Seconds)

Pre-alert Time for Angle Alert (Seconds)

Pre-alert Time for No Movement (Seconds)

Pre-alert Time for No Activity (Seconds)

No Activity Alarm Time (Seconds)

Time for No Movement of the Device (Seconds)

21.36
Privacy Mode

The Privacy Mode setting lets you control how incoming PTT calls are handled whenever your phone ringer setting is set to “silent” or “vibrate-only.” With Privacy Mode, you can control whether an incoming PTT call is heard normally or if the PTT call uses the phone earpiece (default). You can choose the behavior using the Privacy Mode setting within the PTT application. Based on the option you choose; the following PTT call behavior occurs:

21.36.1
Changing the Privacy Mode Setting

You can change the privacy mode through this setting.

Procedure:

From the Settings, scroll to and tap the **Privacy Mode** setting.

- **Earpiece** Incoming PTT calls are sent to the phone’s earpiece instead of the loudspeaker. You can carry on your PTT call by holding the phone up to your ear, just as a normal phone call. You must still use the PTT button to take and release the floor.
- **Off** Incoming PTT calls barge on the phone’s loudspeaker or earpiece, depending on the Speaker setting, even if the phone’s ringer setting is set to “silent” or “vibrate-only.” This option allows you to hear PTT calls even if your phone’s ringer is silent.

21.37
PTT Key

The PTT key setting allows you to assign an alternate key as a PTT key (this setting only applies if your phone does not have a hard key to use as a PTT button).

21.37.1
Changing PTT Key Setting

You can change the **PTT Key** setting as needed.

Procedure:

1. From the Settings, scroll to and tap the **PTT Key** setting.
   - **Volume Up/Down** - When the **PTT Key** setting is set to Volume Up/Down, you can use either the volume up or down button to activate the PTT key. The PTT call volume can be changed by pressing the **Speaker** button on the call screen and using the slider to adjust the volume.
   - **Camera**

     NOTE: If your phone does not have a camera button, the Camera option does not show.
   - **None**(on-screen) default
2. Tap **OK**.

21.38
Restore Defaults

You can restore all the PTT application settings to their defaults using the **Restore Defaults** setting. When you choose this setting, you are reminded that the restore cannot be undone and asked to confirm the action.

21.38.1
Restoring the Defaults Settings

You can change the **Default** settings as needed.

Procedure:

1. From the Settings, scroll to and tap the **Restore Defaults** setting.
2. Tap **Yes** to restore all application settings to their default values or **No** to cancel.

21.39
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. This setting is turned on by default.

21.39.1
Changing Bluetooth Setting

You can change the **Bluetooth** setting as needed.

Procedure:

1. From the Settings, scroll to the **Bluetooth** setting.
2. Tap the **On/Off** switch to toggle the state of the setting.

21.40
Vibrate Alert

When the Vibrate Alert setting is ON, the phone vibrates for new alerts. This setting applies to Instant Personal Alerts and Missed Call Alerts and is turned on by default.

21.40.1
Changing Vibrate Alert Setting

You can change the **Vibrate Alert** setting as needed.

Procedure:

1. From the Settings, scroll to the **Vibrate Alert** setting.
2. Tap the **On/Off** switch to toggle the state of the setting.

21.41
Vibrate Call

When the incoming Call Vibrate setting is ON, the phone vibrates for incoming PTT calls. This setting is turned off by default.

NOTE: When the phone ringer is set to Silent only it overrides this setting unless Privacy Mode is OFF.

21.41.1
Changing Vibrate Call Setting

You can change the **Virate Call** setting as needed.

Procedure:

1. From the Settings, scroll to the **Vibrate Call** setting.
2. Tap the **On/Off** switch to toggle the state of the setting.

21.42
Voice Message Fallback

This setting is for the Voice Message Fallback feature that allows the Voice message to be turned off when needed.

21.42.1
Changing the Voice Message Fallback Setting

You can change the **Voice Message Fallback** setting as needed.

Procedure:

1. From the Settings, scroll to and tap the **Broadcast Call Confirmation** setting.
2. Select the following options:
   - Tap **ON** (Default) Private and Group PTT call will automatically initiate the Voice message screen if the destination is unavailable.
   - Tap **OFF** Private and Talkgroup PTT calls show an error message if the destination is unavailable.

21.43
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.

Volume Boost setting is available on supported devices.

21.43.1
Changing Volume Boost Setting

You can change the **Volume Boost** setting as needed.

Procedure:

1. From the Settings, scroll to and tap the **Volume Boost** setting.
2. Adjust the control to indicate the desired percentage of volume boost.
3. Tap **OK**.

Chapter 22

Troubleshooting

This section describes the steps you must take to troubleshoot the Push-to-Talk (PTT) application and is organized as follows:

22.1 General

Whenever you are having issues, it is recommended to update your PTT application.

22.2 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 Android phone. If a problem occurs during the activation process, you receive an error message. The following error messages may be observed:

`Data connection is unavailable.`

`Connection to server is not available.`

You must ensure that your phone is not in Airplane Mode and you connect 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.

`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. Contact your Dedicated Expert or Customer Support at T-Mobile to subscribe.

22.3 Restarting an Unresponsive PTT Application

In rare cases, the PTT application may suddenly stop working (application freeze). If this happens, you can recover by following these instructions:

Procedure:

1. Go to phone settings on your Android phone.
2. Tap on **Application manager** under Device.
3. Choose **Push-to-Talk** from the list.
4. Select only **Force stop** option and not any other option.

   WARNING: Selecting the Uninstall option, uninstalls the complete PTT application from your phone. If this happens, see the sections Downloading the PTT Application on page 23 for how to reinstall the application and reactivate with the server.

   Selecting Clear data clears your history, favorites list, and settings within the PTT application. You also have to reactivate the PTT application using the instructions in the section First-Time Activation on page 25. Your contacts and talkgroups are automatically restored during activation, but your avatars and colors customizations cannot be restored.

22.4
Application Asks Your 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.

22.5
Application is not Visible during an Incoming Call

Check the Background Mode setting to ensure it is not turned on.

For more details, see the Changing the Background Mode Setting on page 143 section.

22.6
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 does 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 User Busy on page 164 section for more information.
- Your phone loses connection with the data network or PTT server. Please see the Loss of Data Network Connection on page 163 section for more information.
- The person you are trying to call has temporarily not reachable. Please see the User Unreachable on page 164 section for more information.

22.7
Unexpected Call Endings

A cellular or PTT call may unexpectedly end because of the option selected in the Call Priority setting:

- During a PTT call, an ongoing PTT call ends when a cellular call answers.
- During a cellular call, an incoming PTT call causes the cellular call to end, and the PTT call to be received.

Please see the Call Priority on page 146 setting in the Settings section for more information.

22.8
Incoming Call Rejection

An incoming cellular or PTT call may be rejected because of the option selected in the Call Priority setting.

Please see the Call Priority on page 146 setting in the Settings section for more information.

22.9
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 Call Screen on page 36.

Another reason may be because your phone ringer is set to silent. Ensure that your phone is not in Silent and check that Privacy Mode is not set to Earpiece. See the Interaction with Silent or Sound Mode on page 61 section for more information about interaction with your phone's silent mode.

22.10
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 Talkgroup Scanning on page 108.

22.11
Unable to 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 need to delete the contact and add it again with the new phone number. Please see the Contacts on page 88 section for details on deleting and adding PTT contacts. Contacts that are managed by an administrator cannot be renamed or deleted.

22.12
Unable to Create/Update/Delete a Contact or Group

There are two reasons why you might not be able to create, modify, or delete a contact or group:

Administrator-Managed Contacts and Groups

You cannot change or delete contacts or groups that are managed by an administrator. Please refer to the Contacts on page 88 section and the Talkgroups on page 98 section for more details on administrator-managed contacts and groups. You 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. Which 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.

22.13
Unable to 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 Turning the Speaker On/Off and Set Call Volume on page 61 section to set the PTT call volume. See the Interaction with Silent or Sound Mode on page 61 section for more information about interaction with your phone's silent mode.

22.14
Unable to Send an Instant Personal Alert

If your phone is currently in "Do Not Disturb" (DND) status, you cannot send an Instant Personal Alert (IPA).

You are not able to receive a callback while in DND, so the PTT application does not allow you to send an alert. Please change your presence status to "Available." See the Real-Time Presence on page 80 section for details on how to set your presence status.

22.15
Changing Your 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 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 talkgroups associated with the new number (if any exist). After changing the SIM card, the next time you start the PTT application, you are asked to "activate" or re-register your phone with the PTT server to ensure that you subscribe to PTT service. Please see the First-Time Activation on page 25 section for information about registering your phone with the PTT service.

22.16
Explanation of Error Messages

22.16.1
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 Real-Time Presence on page 80 section.

You cannot receive PTT calls or alerts, and you appear as `Offline` to others after some 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/group add/modify/delete, etc.) a `Connection is unavailable` message is displayed for a few seconds. When the connection restores, you 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 Menu on page 35 settings section for more information.

22.16.2
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 on page 78 section for details.

22.16.3
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 cannot go through. The called person's status updates 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.

22.17
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.

22.18
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 on page 151.

22.19
PTT Button Is Not Working or Accesses a Different Application

If your phone has a PTT button on the side and it is not working for PTT, it may not be properly configured for use by the PTT application.

Please see the Programmable Key Assignment on page 24 section for details on how to configure the PTT button.

The following information applies to PTT certified devices.

If you are using PTT USB-C accessories and PTT is not working, verify the PTT USB-C accessories are setup properly using the device user guide. Ensure that the Advanced > Accessory Compatibility setting is set correctly using each option until the accessory is working correctly. For more information, see the Accessory Compatibility on page 139 section on how to set the Advanced > Accessory Compatibility setting.

If your phone has Goggle Now or S Voice application running, you must turn it off. Otherwise, it takes precedence over the PTT application and interferes with the operation.

22.20

Quick Group Calls I Receive Are Shown in History as a One-to-One Call

When you receive a Quick Group call, you notice that the call history shows a call received from the originator of the call, which is normal.

You cannot call Quick Group that was created by someone else. Any Quick Group calls that you make shows in the call history with the names of the participants. You can call that group again from your history. For more details on Quick Groups, please refer to the Making Quick Group Calls on page 52 section.

22.21

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 unavailableConnection to server is not available` then ensure 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 PTT over Wi-Fi on page 46 section and the application Settings on page 137 setting for more details.

Chapter 23

Glossary

This section provides a list of terms used with the Push-to-Talk (PTT) application.

Authorized User

An authorized user is typically a dispatcher or supervisor which may have permissions do the following:

- Allow or disallow remote supervision for assigned contacts
- Remotely declare and cancel an emergency call on behalf of a remote user
- Access user check for the remote user
- Enable or disable PTT service
- Activate ambient listening for the remote user
- Activate discreet listening for the remote user

23.2 Alert Types

Alert type notify the user of alerts

The following alerts types are supported:

Instant Personal Alert (IPA) An Instant Personal Alert allows you to request a callback from another subscriber. For more details, see the Instant Personal Alert (IPA) on page 78 section.

Missed Call Alert (MCA) A Missed Call Alert (MCA) alerts you whenever you miss a PTT call. For more details, see the Missed Call Alert (MCA) on page 79 section.

23.3 Call Types

There are various call types.

Broadcast Call A high-priority call where only designated talkgroup members, called broadcasters, may initiate broadcast talkgroup calls. For more details, see the Making Broadcast Calls on page 53 section.

Emergency Call (Contact or Talkgroup) The highest-priority call that preempts other PTT calls. See the Emergency Calling and Alert on page 64 section for more details on how to make an emergency call to a contact or talkgroup.

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 Making One-to-One (1:1) Calls with Automatic Call Answer on page 50 section.

Talkgroup Call A talkgroup call is a call to a group of people. For more details, see the Talkgroups on page 98 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, which is handy if you want to call a small group of people quickly that are not already in a group. For more details, see the Making Quick Group Calls on page 52 section.

You can create a group 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 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 on page 157 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 document:

Floor Acquired

When you take the floor by pressing the PTT button, the on-screen PTT button changes, and you hear a “chirp. This chirp 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.

Idle Floor

While no one is speaking, the floor is “idle” and available for anyone to take. The screen changes color and shows 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.

Floor Unavailable

Whenever someone else is speaking, you see the speaker’s name and the on-screen PTT button changes. You cannot take the floor while someone else is speaking, you get a bong tone, or floor deny. If you are speaking and a supervisor takes the floor, you hear a tone and the on-screen PTT button changes.

NOTE: If the call is a group call and you are a supervisor for the group, whenever you press the PTT button, the floor is revoked from the person speaking including another supervisor and you can speak after acquiring the floor. For more details, see the Supervisory Override on page 77 section.

Talkgroup

A group is a type of PTT contact that connects you to multiple people at once. For more details, see the Talkgroups on page 98 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 on page 128 section.

Supervisory Override

A supervisory override allows a group 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 group, each supervisor can interrupt the other(s). For more details, see the Supervisory Override on page 77 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 as priority (1–3) talkgroups. 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 on page 108 section.

Video Streaming

Allows you to stream your video in real-time to another user, typically a dispatcher. For more details, see the Video Streaming on page 122 section.