

Kodiak

Carrier-based deployment

iOS

PTT radio application

User guide

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Document History

Version	Description	Date
MN010483A01-B	<p>Added:</p> <ul style="list-style-type: none">● PTT Framework & CallKIT Behavior Changes on page 49 <p>Updated:</p> <ul style="list-style-type: none">● PTT Contact Presence on page 94● Photo and Video Capture on page 144● Enabling or Disabling Discreet Listening of Another User on page 83● Making One-to-One (1:1) Calls with Automatic Call Answer on page 52● Making One-to-One (1:1) Calls with Manual Call Answer on page 52● Making Talkgroup Calls on page 53● Receiving Calls on page 61● Emergency Calling and Alert on page 68● Receive an Emergency on page 70● Receiving an Alert on page 92● Replying to a Missed Call Alert on page 93● Receive an Incoming Video Call on page 136● Integrated Secure Messaging on page 141● Notifications Settings on page 160● Video Streaming on page 133● Disabling PTT Service for Another User on page 80● Interaction between Video Calls and Cellular Calls on page 138● Initiating Secure Full Duplex Calls on page 51● Manual Answer Calls (Optional) on page 64● Talkgroup Affiliation (Optional) on page 65 <p>Removed:</p> <ul style="list-style-type: none">● Enabling Discreet Listening of Another User● Disabling Discreet Listening of Another User <p>Removed due to PTT framework update:</p> <ul style="list-style-type: none">● Call Behavior while the Screen is Locked● Call Behavior in Background● Receive a Status Message	January 2025

Version	Description	Date
	<ul style="list-style-type: none">● Alert Tone● Alert Options● Alert Repeat● App Use from Lock Screen● Allow Unconfirmed Video Transmission● Auto Answer Video Call● Background Mode● Call From Lock Screen● Emergency Alert● Instant Personal Alert● Message Alert● Message Alert Tone● Missed Call Alert● Status Messages on page 162● Vibrate Alert● Vibrate Call● Volume Boost● Application is not Visible during an Incoming Call	
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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 PTT Radio Mode.

The PTT Radio application mode has been optimized for talkgroup communication, providing a user experience similar to Land Mobile Radio (LMR). Up to 96 administrator assigned talkgroups can be monitored, scanned, or used to communicate with other users. The PTT Radio application also supports 1:1 calls to corporate contacts. Here is a brief description of the key features of PTT Radio 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.

Talkgroup Affiliation

Allows communication, such as PTT calls, messages, video streams, and operational status messages, on your currently selected talkgroup. Communication from other talkgroups is suppressed.

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.

Scan Talkback

Allows you to control whether you can take the floor on the active talkgroup or selected talkgroup while scan mode is on.

For more information, see [Scan Talkback on page 163](#).

Self-Initiated Ambient Listening

Allows you to activate the Ambient Listening feature to open the microphone of your phone and send the audio to a specific authorized user, typically a supervisor or dispatcher.

Status Messaging

Allows you to report your status to another user, typically a dispatcher.

For more information, see [Status Messages on page 162](#).

Supervisory Override

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

Remote Talkgroup Select

Allows dispatchers to change the selected talkgroup for PTT Radio users.

For more information, see [Remote Talkgroup Select \(Optional\) on page 64](#).

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.

Telephony Calls

Allows you to make a regular (VoIP) call to a telephony system.

For more information, see [Dialing a Manual Call to an External Telephony User \(Optional\) on page 60](#).

User Check and Monitoring

Allows an authorized user to view the device status for a remote device, such as location, signal strength (Android only), and battery level. Also, you can enable ambient listening, discreet listening, enable or disable remote PTT service, and initiate an emergency on behalf of the remote user.

User Roles

Allows an authorized user to view the device status for a remote device, such as location, signal strength (Android only), and battery level. Also, you can enable ambient listening, discreet listening, enable or disable remote PTT service, and initiate an emergency on behalf of the remote user.

For more information, see [User Role Login on page 30](#).

Userless Device Mode

Allows a shared device to be used even when there is no one logged in when configured by your administrator. For example, devices that are shared across shifts and during a shift change, any user can pick any device to make instant PTT or emergency calls without logging into the PTT application with their credentials.

For more information, see [Userless Device Mode on page 31](#).

Video Streaming

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

Zones and Channels

Zones are used to categorize channels into logical groupings. Each talkgroup can be assigned to one channel and zone.

For more information, see [Channels and Zones on page 115](#).

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 Framework & CallKIT Behavior Changes on page 49](#)
- [PTT Contact Presence on page 94](#)
- [Photo and Video Capture on page 144](#)
- [Enabling or Disabling Discreet Listening of Another User on page 83](#)
- [Making One-to-One \(1:1\) Calls with Automatic Call Answer on page 52](#)
- [Making One-to-One \(1:1\) Calls with Manual Call Answer on page 52](#)
- [Making Talkgroup Calls on page 53](#)
- [Receiving Calls on page 61](#)
- [Emergency Calling and Alert on page 68](#)
- [Receive an Emergency on page 70](#)
- [Receiving an Alert on page 92](#)
- [Replying to a Missed Call Alert on page 93](#)
- [Receive an Incoming Video Call on page 136](#)
- [Integrated Secure Messaging on page 141](#)
- [Notifications Settings on page 160](#)
- [Video Streaming on page 133](#)
- [Disabling PTT Service for Another User on page 80](#)
- [Interaction between Video Calls and Cellular Calls on page 138](#)
- [Initiating Secure Full Duplex Calls on page 51](#)
- [Manual Answer Calls \(Optional\) on page 64](#)
- [Talkgroup Affiliation \(Optional\) on page 65](#)

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 iOS smartphone
For more details, please check the website of your service provider.
- Wi-Fi Assist mode on your device should be turned off. Otherwise, it could interfere with the PTT operation. The setting is found in **Settings** → **Cellular** → **Wi-Fi Assist**.
- An Apple ID and iTunes account to download the application from the Apple iTunes store.
- The following link provides information about creating an Apple ID using iTunes.
For more information, see [Creating a new Apple ID](#).

2.2

Downloading the PTT Application

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



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

Procedure:

1. Search for the Push-to-Talk application in the Apple App Store.
2. Download the application by touching the **GET** button and then the **INSTALL** button.
The application downloads and installs automatically.
3. Once the download is complete, select **Open**.

2.3

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 iPhone on page 25](#)
- [Activating on an iPhone using only Wi-Fi Network on page 26](#)



NOTE: If your administrator has provided you with a user ID and password, see [User ID and Password User Login on page 27](#).

2.3.1

Activating on an iPhone

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

Prerequisites: For devices with iOS 16.4 and later, the following message is displayed:

Is your cellular service provider and push-to-talk service provider the same?

Ensure to select one of the following:

- If your cellular service provider and push-to-talk service provider are the same, click **YES**. That means you are eligible for the premium carrier (cross-carrier) services.
- If you are a cross-carrier, select **NO**. That means you are not eligible for the premium carrier services.



NOTE: This feature does not apply to the activation process for WAVE PTX, WAVE PTX OnPrem (Lite) nor WAVE PTX OnPrem Plus clients that are over-the-top (OTT).

Procedure:

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

The **Activation Confirmation** dialog displays.



NOTE:

When prompted, you must **ALWAYS ALLOW** the application to access your location. The application does not login if the other options, such as **Only While Using the App**, **Use Once**, or **Don't Allow** are selected.

When prompted, you must **ALLOW** the application to access the microphone. When prompted, you must **ALLOW** the application to send you notifications. When prompted, you should **ALLOW** the application to use Bluetooth accessories.

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 27](#) 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.

2.3.2

Activating on an iPhone 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. By default, iPhones automatically have Wi-Fi enabled.



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: When prompted, you must **ALWAYS ALLOW** the application to access your location. The application does not login if the other options, such as **Only While Using the App**, **Use Once**, or **Don't Allow** are selected.

When prompted, you must **ALLOW** the application to access the microphone. When prompted, you must **ALLOW** the application to send you notifications. When prompted, you should **ALLOW** the application to use Bluetooth accessories.

2. 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.

3. Perform one of the following actions:

- To continue with the activation process, tap **Enter Code**.
- To exit the activation process, tap **Exit**.

4. Enter the activation code received from your administrator.

5. 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.

6. 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 27](#) section.

7. The **End User License Agreement** page is displayed.

You must read and accept the EULA to activate the PTT service on your phone.


8. To activate the PTT service on the phone if you agree to the EULA, tap **Accept**.

2.4


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 28](#).

 **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.

2.4.1


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 29](#).
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.

2.4.2

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.

2.4.3

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.

2.4.4

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 29](#).

For more information on password requirements, see [Setting Your Password on page 28](#).

2.4.5

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 27](#).

2.4.6

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.

2.4.6.1

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**.

2.5

User Role Login

User Role Login is available in the PTT Radio mode only.



NOTE: This feature may not be included in your PTT service plan.

A user role authorizes you for services required to fulfill the duties in a particular role. Only one profile is active at a time. Currently, even if you have a single profile, the user must select it.

When you log into the PTT application, a user role may be preassigned to you based on your login. An administrator assigns a default user role, which is preselected. After selecting the role at login, all contacts or groups are downloaded to the PTT application.

The default selected talkgroup is the last selected talkgroup for your role. Upon if device is powered on or off, the PTT application automatically logs in to previously selected role, when **Remember me** is selected, without asking you to choose a role.

2.5.1

Setting a User Role

Prerequisites: You must log into the PTT application. For more information on how to log into the PTT application, see [First-Time Activation on page 24](#). If more than one role is assigned to you, the **Roles** screen displays; otherwise, the **Talkgroup** screen displays.

When and where to use: The default selected talkgroup is the last selected talkgroup for your role. Upon if the device is powered on or off, the PTT application automatically logs in to previously selected role, when **Remember me** is selected, without asking you to choose a role.

Procedure:

1. Tap or touch your role from the list provided.
2. Perform one of the following actions:
 - To select your role, tap or touch **Select**.
 - To cancel the operation, tap or touch **Cancel**.

2.5.2

Changing the User Role while Logged In

Prerequisites: You must log into the PTT application. For more information on how to log into the PTT application, see [First-Time Activation on page 24](#). If more than one role is assigned to you, the **Roles** screen displays; otherwise, the **Talkgroup** screen displays.

Procedure:

1. From the **Menu**, tap **Switch Profile**.
2. Tap or touch your role from the list provided.
3. Perform one of the following actions:
 - To select your role, tap or touch **Select**.

- To cancel the operation, tap or touch the **Cancel**.

2.6

Userless Device Mode

Userless Device Mode is available in the PTT Radio mode only.



NOTE: This feature may not be included in your PTT service plan.

For the first-time PTT application launch, the PTT application performs an SMS authentication and logs into the PTT server.

After the initial login, all contacts, groups, and features are automatically configured for use when a user is not logged in on the device.

After login, the PTT application allows you to login to the application using your credentials (username and password). When you log in to the device, the default (Userless Mode) contacts and groups are no longer accessible until you log out.

2.7

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.

2.8

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 159](#).

2.8.1

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**.

2.9

Application Updates

iTunes & App Store Settings

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

2.10

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 150](#).

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 **Main** screen consists of a menu, app lock, and contacts list used for making a private call (1:1 PTT calls) followed by the talkgroup avatar, talkgroup indicator (broadcast or supervisor), talkgroup name, and call status. The center area consists of an on-screen **PTT** button, scanning indicator, earpiece button, group location pin for supervisors with group location capability, talkgroup selection buttons, talkgroup number and up to 96 talkgroups across six zones and each zone containing up to 16 channels. The lower area consists of integrated secure messaging buttons.



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.

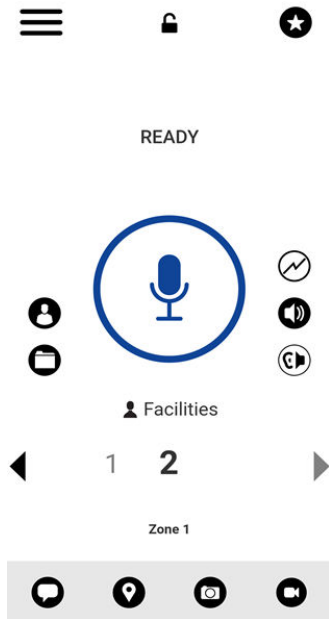


NOTE: You must be on the respective **History**, **Favorites**, **Contacts**, **Talkgroups**, or **Map** screen to search. The search function does not search outside the selected screen.

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. For more information, see Menu on page 36 .
	App Lock	You can tap to toggle the App Lock from the OFF default to ON , in which the text <i>Locked</i> is displayed. The user interface is not accessible until you tap the App Lock toggle to the unlock state. The PTT App Lock does not block the use of an external or accessory PTT key.
	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 99 .
	Talkgroup Location (Available, if enabled)	You can tap to access the map for the talkgroup, but it requires the Geofencing and Geolocation feature to be turned on by your administrator. For more information, see Map on page 122 .

Icon	Name	Description
	Contacts List	<p>Displayed in the left-hand side of the PTT button and displays the Contacts button.</p> <p>If turned on by an administrator, you can also add PTT contacts and create personal PTT talkgroups.</p> <p>Icons may display to indicate if you have supervisory permissions for that user or if the user is an Land Mobile Radio (LMR) user.</p> <p>For more information on how to view, add, edit, and delete your personal contacts, see Contacts on page 102.</p>
	Channels/Zones	<p>Displays on the left-hand side of the PTT button. You can tap to open the folder to access the channels and zones. Favorite talkgroups can be assigned or unassigned by toggling the Favorites status. The current status of favorites is also shown. Indicators showing supervisor status, location watching, Interop groups, and more are shown on the channel list.</p>
	Call Status	<p>Displays the talker ID and call status, such as Ready, Connecting, and No Connection.</p>
	On-screen PTT	<p>You can press and hold the on-screen PTT button to make a PTT call to a single contact or talkgroup. The button state is idle until you press and hold and it becomes acquired. When someone else has taken the floor, the button state is floor taken. For more information, see Make and Receive PTT Calls on page 52.</p>
	Talkgroup Scan (Available, if enabled)	<p>You can tap to toggle Talkgroup Scan from the OFF default to ON. For more information, see Talkgroup Scanning on page 119.</p>
	Call Volume	<p>You can tap to access the Volume Control pop-up. For information on the Call Volume and using Volume Control, see Turning the Speaker On/Off on page 67.</p>
	Earpiece/Speaker	<p>You can tap the button to switch between speaker and earpiece. When the speaker is off, PTT calls are heard through the earpiece of the phone. For information on the Earpiece/Speaker and using Volume Control Turning the Speaker On/Off on page 67.</p>
	Talkgroup Name	<p>Displays the currently selected talkgroup name, including the Broadcaster and Supervisor icons. For more information on Talkgroup icons and how to view your talkgroups and zones, see Talkgroups on page 112.</p>
	Talkgroup Channel	<p>Displays the currently selected talkgroup channel.</p>
	Talkgroup Zone	<p>Displays the currently selected talkgroup zone. A zone is used to categorize channels into logical groupings. A zone includes talkgroups assigned to channel numbers. Each talkgroup is assigned to one channel and zone by your administrator. A single zone can be configuration system-wide with up to 96 channels.</p>

Icon	Name	Description
	Integrated Secure Messaging	You can tap or touch to send a text message, location, photo, or use the Stream Video buttons. For more information, see Integrated Secure Messaging on page 141 .
		
		
	Emergency (Available, if enabled)	You can touch and hold to declare an emergency. For more information, see Emergency Calling and Alert on page 68 .

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 94 .
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 97 .
Contacts	You can tap to access the contacts. For more information, see Contacts on page 102 .
Map	You can tap to access the map. For more information, see Map on page 122 .
Favorites	You can tap to access the favorite contacts and talkgroups. For more information, see Favorites on page 99 .
Send Status	You can tap to access the Status Messages. For more information, see Operational Status Messaging (OSM) on page 139 .
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 86 .
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 95 .

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 119 .
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 on page 73 .
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 157 .
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 150 .
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 29 .
Logout	<p>You can tap to log out of the application.</p> <p>If Userless Device Mode is enabled, the logout option is not visible when the Device Profile is active.</p> <p>The logout and Switch Profile options are available if multiple user profiles (User Role) are enabled.</p> <p>When you select Logout a confirmation dialog/popup is displayed.</p>

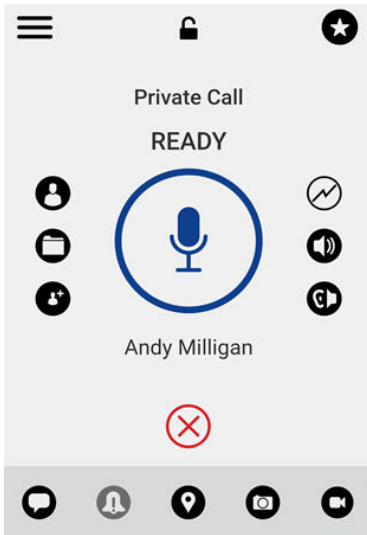
3.2

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 52](#).
 For more information on how to send or receive streaming video, see [Video Streaming on page 133](#).
 For more information on how to send or receive Integrated Secure Messaging, see [Integrated Secure Messaging on page 141](#).

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.
	Secure Full-Duplex Call	Secure Full-Duplex call is a secure 1-1 call from a PTT Radio user and another PTT Radio user. In addition you can make a full duplex call to an external telephony contact. For more information, see Make and Receive Secure Full Duplex Calls (Optional) on page 50 .
	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.












Icon	Title	Description
	Access Channels/Zones	You can open the folder channels and zones 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
	In-Call Add Participant	You can add participants to make a temporary group before making a PTT call by tapping this button.
	Instant Personal Alert	You can send IPA to the contact by tapping this button.
	Status Messaging (Optional)	You can send a status message to an authorized dispatcher or other authorized users in a talkgroup by tapping this button. Optional features may not be included in your PTT service plan. For more information, see Operational Status Messaging (OSM) on page 139 .
	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 on page 67 .
	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 on page 67 .





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
Channels	Channel Details	All channels
	Channel History	All channels
	Send Text	All channels
	My Location	All channels
	Send Instant Personal Alert	All channels
	Send Document	All channels
	Camera	All channels
	Record Voice	All channels
Contacts	Contact Details	All contacts
	Contact History	All 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
	User Check	Authorized user


Location	Description	Condition	
	Emergency	Authorized user	
Favorite Contacts	Remove Favorite	All entries	
	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	
	User Check	Authorized user	
	Emergency	Authorized user	
Favorite Groups	Remove Favorite	All entries	
	Send Text	All entries	
	My Location	All entries	
	Send Instant Personal Alert	All entries	
	Send Document	All entries	
	Camera	All entries	
	Record Voice	All entries	
	Emergency	Authorized user	
History	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	Group Mem- bers	All entries
		Status Mes- sages	All entries
	Scan List	Set Priority 1	Administrator-managed group
		Set Priority 2	Administrator-managed group
		Set Priority 3	Administrator-managed group
		Normal Pri- ority	Administrator-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

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

 **NOTE:** On iOS 12.4 or higher devices, you can only initiate while the application is open (visible). To initiate a call using a PTT accessory button, you must open the application first.

For information on the **Bluetooth Low Energy** button, see [Accessories and Bluetooth Use on page 148](#).

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.

Icon	Description
	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.
	Edit	You can tap to edit.
	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.

Name	Description
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. For iOS, the app is suspended when put into the background and cannot play the periodic tone.
Area Warning Tone - Emergency Tone	Played to indicate when a user is notified to immediately evacuate the mining site for an impending blast. For iOS, the app is suspended when put into the background and cannot play the periodic tone.
Area Warning Tone - Evacuation Tone	Played to indicate when a user is notified to immediately evacuate the mining site for an impending blast. For iOS, the app is suspended when put into the background and cannot play the periodic tone.
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.
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.
One-Touch Action Selection Change Tone	Played when switching one-touch action from accessory with multi-function key button and multiple actions are supported.

Name	Description
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.

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

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.

See [Make and Receive PTT Calls on page 52](#).

Secure full-duplex calling

During a secure full-duplex call the Calling party and Called party can speak simultaneously to each other. There are two types of secure full duplex calls:

- Broadband-to-broadband user
- Broadband-to-private telephony – requires a customer-supplied SIP gateway to be integrated, only one gateway per deployment is supported.

See [Make and Receive Secure Full Duplex Calls \(Optional\) on page 50](#).

Talkgroup calling

The talkgroup that is selected is the talkgroup you call. Ensure that the talkgroup you want to communicate with is selected. See [Making Talkgroup Calls on page 53](#).

If you have a quick group configured, it's possible to initiate a uquick group call. See [Making Quick Group Calls on page 54](#).

Broadcast calls make it possible to deliver important information quickly to a large talkgroup. See [Making Broadcast Calls on page 55](#).

5.1

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.

The CallKit UI shows the **End call** and **Mute** buttons on the device main screen for the CallKit calls (manual answer, SFD calls, and video streaming). When manual answer or SFD calls and a video streaming call are active simultaneously, only one of the call UI is shown via the CallKit UI screen, but clicking on **End call** button affects both active calls. This is specific behavior with the CallKit framework. If the video streaming call and PTT call are active simultaneously, the **End call** action ends only the video streaming call. The PTT app flips the **Mute** button action taken by the user. If the user clicks the mute button, the PTT app programmatically unmutes it and shows a system toast notification that the user has to mute the video call via the PTT app.

When the recipient's PTT app does not have network connectivity, manual answer, SFD, and video streaming calls received via CallKit/PTT framework rings after the network is up even though the call is not active. The ringing will stop after the timeout. This is specific behavior with CallKit/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.

While the incoming video call is in ringing state, incoming or outgoing manual answer, automatic PTT call or SFD call is rejected by the PTT app. Similarly, when the video call is in ringing state the audio resources are busy and cannot be allocated to another call for the PTT app.

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.

5.2

Make and Receive Secure Full Duplex Calls (Optional)

This section describes how to make and receive Secure Full Duplex calls. Calling (Optional)

Full duplex private call is supported with private telephony user with R9.0 and above. It is limited to one on one (1-1) private call interaction and other telephony features such as call hold, call wait etc. are not

supported on the PTT system. In-call dual-tone multi frequency (DTMF) are supported as a part of 1-1 private calls from PTT users to external telephony users.

Calling party and Called party presentation is dependent on the private telephony system behavior. SIP interface towards external private telephony provides calling party indications and user identity for calls in both directions.

PTT user experience will remain similar to the user experience that is in place for private PTT calling with manual commencement mode. Broadband PTT users can:

- Manually dial (using dial pad)
- Select a private telephony contact (or search from the contact list)
- Initiate a 1-1 private call to a private telephony user.

PTT calls with private telephony users can be ended at will by the user, by pressing the **End** key on the PTT application.

5.2.1

Initiating Secure Full Duplex Calls

Procedure:

1. Perform one of the following actions:
 - From the **Contacts**, tap the contact to select the one you want to start a secure full duplex call.
 - Dial a contact manually. See [Dialing a Manual Call to an External Telephony User \(Optional\)](#) on page 60

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



Secure Full Duplex icon is shown in the private call-ready screen.

2. Press and hold the Secure Full Duplex icon.

The PTT framework UI for the call shows **Listening** even though the user has the PTT call floor.

The **Call Screen** changes to a ringing state. A progress tone is heard. If the call is accepted, the full duplex call is established.



NOTE: PTT floor is not displayed since there is no PTT floor control.

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

5.3

Make and Receive PTT Calls

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



NOTE: On iOS 12.4 or higher devices, a call can be initiated only while the application is open (visible). To start a call using a **PTT** accessory button, you must open the application first. To receive an incoming call, you must bring the application to the foreground.

5.3.1

Initiating PTT Calls

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

5.3.1.1

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



NOTE: The PTT contacts are assigned by your administrator.



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 58](#) 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 and the **Contacts List** button, is selected and active.
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.
The PTT framework UI for the call shows **Listening** even though the user has the PTT call floor.
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.

5.3.1.2

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



NOTE: The PTT contacts are assigned by your administrator.

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.

5.3.1.3

Making Talkgroup Calls

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



NOTE:

If you try to select another talkgroup, your selection changes to the newly selected talkgroup. You can only select one talkgroup at a time.

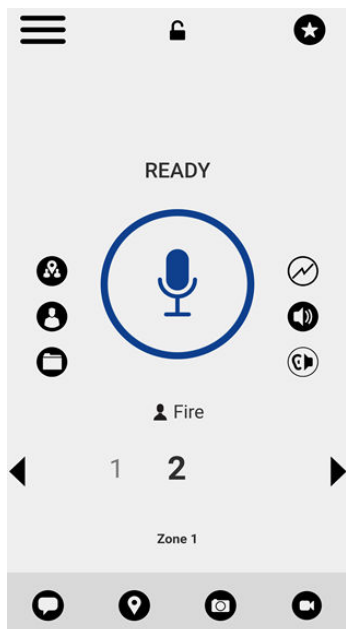
If One Touch Calling is preconfigured to call the most recent history event, a user-selected PTT contact or a user-selected PTT talkgroup (corporate or public), you must select (not highlight) the history event, contact, or talkgroup to make the call. For more information, see [One Touch Calling Behavior on page 58](#).

Procedure:

1. Select the talkgroup that you want to make 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.

5.3.1.4

Making Quick Group Calls

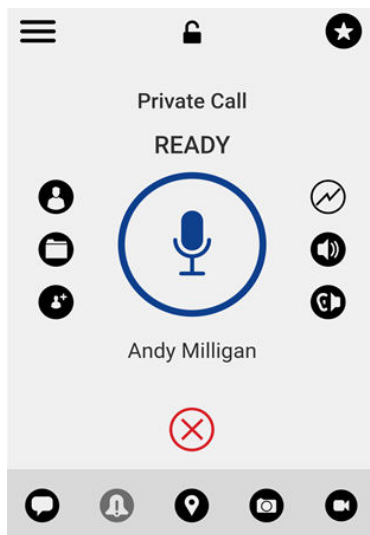
You can make a quick group call after selecting your first contact to call by selecting the **Add Participants** button from the **Call** screen, and then selecting additional contacts to add to your quick group.

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.

5.3.1.5

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.

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.

Procedure:

1. Tap the broadcast talkgroup you want to call.



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

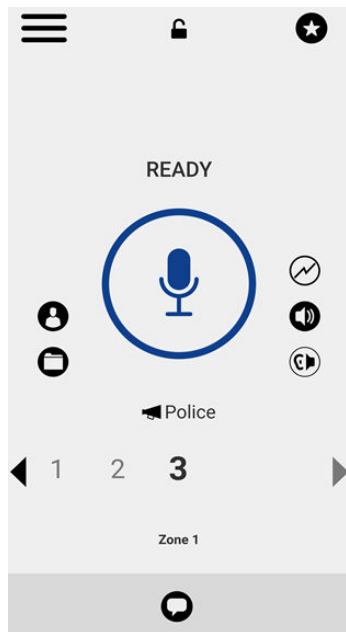


NOTE: If the Broadcast Call Confirmation setting is on, you receive the confirmation dialog. For more information, see [Broadcast Call Confirmation on page 151](#).

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.

5.3.1.6

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.

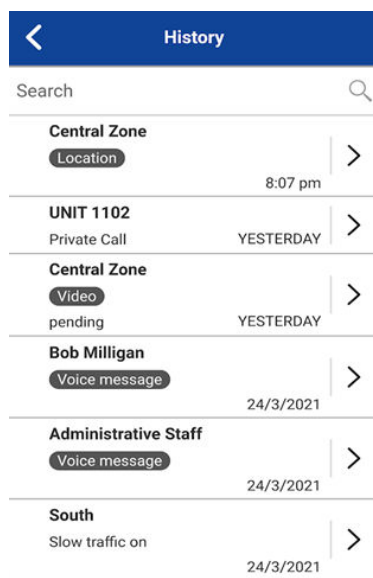
5.3.1.7 Calling from History

You can make a call from History.


Procedure:

1. From the **Menu**, tap **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 58](#).

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.

5.3.1.8

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 93](#).

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.

5.3.1.9

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 92](#).

Procedure:

Perform one of the actions:

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

5.3.1.10

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.

5.3.1.10.1

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**.

5.3.1.10.2

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 58](#).

For more information on how to setup or change your **Landing Page**, see [One Touch Action on page 160](#).

5.3.1.11

Call to External Telephony User



NOTE: This feature may not be included in your PTT service plan.

When you manually dial a call, you have the option to make a telephone call. This call acts like a cellular call. The **Call** screen allows you to change volume, switch between earpiece and speaker phone, show the keypad to send numeric (DTMF) digits, or end the telephony call.

5.3.1.12

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.

5.3.1.13

Dialing a Manual Call to an External Telephony User (Optional)

The **Manual Dial** screen allows you to call an external telephony user manually.


 **NOTE:** This feature may not be included in your PTT service plan.

Procedure:

1. From the **Menu**, tap the **Manual Dial** option.
The **Manual Dialing** screen displays.
2. Enter a 3-15 digit number associated with your contact using the on-screen keyboard.
3. Located at the right of the phone number, tap the on-screen **PTT** button.
The **Call** screen displays.

5.3.2

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 154](#)

To receive an incoming call, on iOS version 12.4 or higher, you must bring the application to the foreground.

From the iOS 17.2 version and onwards, while the incoming video call is in ringing state, incoming or outgoing manual answer, automatic PTT call or SFD call is rejected by the PTT app. Similarly, when the video call is in ringing state the audio resources are busy and cannot be allocated to another call for the PTT app.

Procedure:

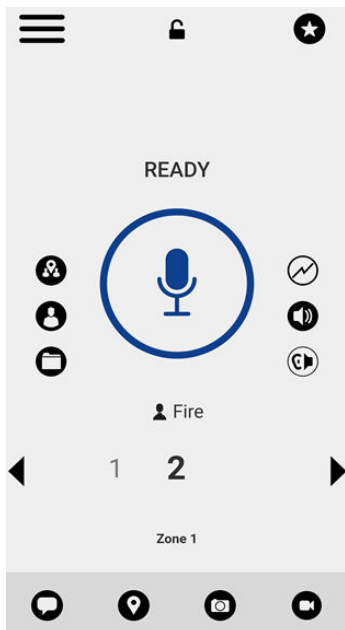
1. Select the desired talkgroup on which you want to receive calls.

 **NOTE:** If you want to receive calls on more than one talkgroup, see [Talkgroup Scanning on page 119](#).

Calls from the selected administrator-managed talkgroup are received. Calls from user-managed talkgroups are not received. Talkgroup members automatically join a talkgroup that is in progress. Incoming PTT 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 67](#).

If the talkgroup is not active, the Call Status displays Ready.

Figure 8: Monitor a PTT Talkgroup



2. 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.

From the iOS 17.2 and onwards, when the recipient's PTT app does not have network connectivity, manual answer, SFD, and video streaming calls received via CallKit/PTT framework rings after the network is up even though the call is not active. The ringing will stop after the timeout. This is specific behavior with CallKit/PTT framework.

3. On the screen, to continue the conversation, touch and hold the PTT button.
4. To end the call, tap the **End Call** button.

5.3.2.1

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.

5.3.2.2

Broadcast Call History

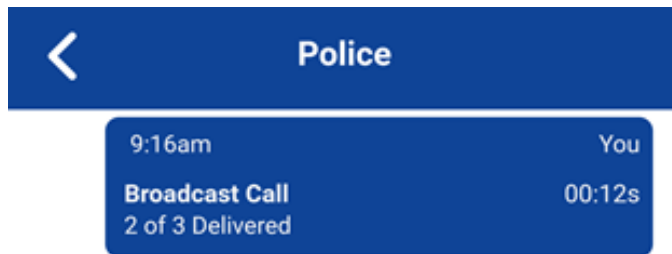
Outgoing broadcast calls are shown in call history like other calls, but with a different icon and call type indicated.

Figure 9: 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 10: 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.

5.3.2.3

One-to-One (1:1) or Quick Group Call

5.3.2.3.1

Receiving an Incoming Call (Automatic Answer)

When you receive an incoming PTT call, the application is brought to the foreground, and the **Contacts** button shows selected 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 [Interaction with Silent or Sound Mode on page 67](#).

Whenever the talker releases the floor, 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.

Procedure:

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

5.3.2.3.2

Receiving an Incoming Call (Manual Answer)

This feature may not be included in your PTT service plan.

When you receive an incoming PTT call, the application is brought to the foreground or you receive an incoming call while the application is in the background, an Call Alert message displays.



NOTE: Incoming PTT 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 67](#).

Procedure:

1. Perform on of the following actions:
 - To accept the call, tap the **Accept** button.
 - To dismiss the call, tap the **Dismiss** button.

2. Perform one of the following actions:
 - If your device has one or a PTT accessory, press the PTT key.
 - To accept the call, tap the **Call Accept** (green icon).

On the screen, you can continue the conversation by touching and holding the PTT button.

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

5.3.2.4

External Telephony User to PTT User Calls (Optional)

This feature may not be included in your PTT service plan.

When receiving an incoming telephony call, you will hear a ringing tone and see an incoming telephony **Call** screen. You accept the call by pressing the **Call Answer** button, you accept the call by pressing the **CALL ANSWER** button.

5.3.2.5

Manual Answer Calls (Optional)

This feature may not be included in your PTT service plan.

When receiving an incoming call while the application is in the foreground, you can accept the call by pressing the PTT key or **CALL ACCEPT** (green icon) on the PTT application.

From the iOS 17.2 version and onwards, the CallKit call (manual answers call or video streaming) has higher priority than PTT background call, hence while the CallKit is active, the iOS blue icon for background PTT call will not be shown. This is a designed behavior of the CallKit/PTT framework.

5.3.3

Remote Talkgroup Select (Optional)

This feature may not be included in your PTT service plan.

Remote Talkgroup Select allows an authorized user to change the group affiliation for a PTT user remotely.

When changed, your current active call ends, you observe the newly selected talkgroup, and are notified by a toast message.

You begin receiving audio from the selected talkgroup if there is active communication ongoing in the talkgroup. If you are in an active call on any selected talkgroup, the call ends, and you are forced to go to the authorized user's selected talkgroup.


You can initiate a call to a new talkgroup and begin receiving messages.

Talkgroup Scanning Turned ON

When a currently selected talkgroup is changed remotely with talkgroup scanning turned ON, the results are as follows:

- Current active call ends if the last selected group was not in the scanning list.
- Current active call continues if the last selected talkgroup is in the scanning list.
- Newly selected talkgroup has no ongoing call and if you press the PTT key then:
 - You transmit on the last selected talkgroup that had an ongoing call.
 - An ongoing call on last selected talkgroup ends and new PTT call is initiated on the newly changed talkgroup (with Scan Talkback turned ON)
- You start receiving a call if it is already ongoing on the new talkgroup.

- You observe the newly selected talkgroup and a pop-up message displays.
- You can also initiate a call to the new talkgroup.
- You start receiving messages on the new talkgroup.


 **NOTE:** When the user's currently selected talkgroup is changed remotely by an authorized user, you receive a channel announcement to let you know which channel it has been changed. This behavior is based on the [Channel Announcement on page 154](#) setting.

5.3.4

Talkgroup Affiliation (Optional)

Talkgroup Affiliation is available on PTT Radio mode only and may not be included in your PTT service plan.

When you affiliate to a talkgroup, you receive communication only on that group and not other regular talkgroups. Communication includes PTT calls, Integrated Secure Messages, and live streaming video sessions. Video call automatic late join is not supported for newly affiliating group members.

 **NOTE:** Broadcast talkgroups do not support affiliation queries (all members are implicitly affiliated).

Notifications

Notifications, such as Integrated Secure Messaging, Emergency, Operational Status Messaging, Missed Call Alerts, Geofence Alerts, and more, are shown only for affiliated talkgroups and scanned talkgroups. Notifications are not shown for non-affiliated talkgroups.

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).

Emergency Call and alert is received for the scanned talkgroup (scanning is enabled) and selected talkgroup or camped talkgroup. No emergency alerts and calls for non-affiliated talkgroups.

The following table shows feature interaction for PTT users with talkgroup affiliation.

Table 9: Services on Affiliated Talkgroup

Event	PTT Call ¹	Emergency Alert	Emergency Call	Messaging & OSM	Video Call
Selected Group	Calls received. MCA received if user is busy.	Emergency alert received.	Emergency call received.	All messages received.	Calls received. ² MCA received if user is busy.
Non Selected Scanning Group	Calls received on all scanned groups based on priority. No MCA received if user is busy.	Emergency alert received.	Emergency call not received.	All messages received.	No calls received. No MCA received.
Other Groups	Calls not received. No MCA received.	No Emergency alert received.	Emergency call not received.	No messages received.	No calls received. No MCA received.

¹ Group affiliation occurs when you select a talkgroup.

Event	PTT Call ¹	Emergency Alert	Emergency Call	Messaging & OSM	Video Call
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² Max affiliation limit for video calls apply.

5.3.5

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, 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 call is put in the background. PTT voice is lost during ringing, which is normal device behavior for a cellular call while on a data session.

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

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.

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.

5.3.6

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.

5.4

Turning the Speaker On/Off



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.

5.5

Set the Call Volume

During a call, you can increase or decrease the speakerphone or earpiece volume by using the volume up and down keys. The volume adjusted during a call is used for subsequent calls.

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

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

5.6

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.





Chapter 6

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 10: 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 68 .
	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.

You can press and hold the **Emergency** button on the PTT application and swipe the slider to declare an emergency. The PTT application automatically goes to the **Call** screen. 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 150](#).

6.1

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 current channel/talkgroup, 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.

6.1.1

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.

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.



NOTE: On iOS 12.4 or above, when an emergency call is originated with automatic call initiation enabled by your administrator, locally with PTT accessory button, the handset will initiate an emergency call, give the talk permit chirp and hold the floor for 10 seconds without sending audio. Subsequent attempts for the user in an emergency to take the floor will also be unsuccessful if using a PTT accessory button. The user must open the app to the foreground before taking the floor.

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 71](#).

6.1.2

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.

6.2

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.

6.3

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.

6.4

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.

6.4.1

Receiving an Emergency Call

You receive an emergency call while you are on the talkgroup or if you change talkgroups to one in which an emergency is active.

Your administrator may also configure your application to automatically change talkgroups 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.



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.

6.4.2

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.

6.5

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.

6.5.1

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.

Chapter 7

User Check and Monitoring

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

User check allows an authorized user to view the device status for a remote device. User check is typically used as a welfare check for a user. An authorized user is typically a supervisor or dispatcher.





















 **NOTE:** Your administrator configures authorized users for Remote Supervision.



Figure 11: User Check



Table 11: User Check Icons

Icon	Description
	User Check button You can tap to initiate User Check mode on the remote device for authorized users. Requires the User Check feature to be turned on by your administrator. For more information, see User Check and Monitoring on page 73 .
	Refresh button You can tap to request the device of the user to send the current location and update the user check information. For more information, see Monitor Device Location on page 77 .

Icon	Description
	User Check Call screen button You can tap to access the call screen to begin your conversation.
	Battery 100% charged on the remote device.
	Battery 75% charged on the remote device.
	Battery 50% charged on the remote device.
	Battery 25% charged on the remote device.
	Battery less than 25% charged on the remote device.
	Battery charging on the remote device.
	Unknown or unavailable state of the battery on the remote device.
	Excellent cellular network signal strength on the remote device.
	Good cellular network signal strength on the remote device.
	Poor cellular network signal strength on the remote device.
	No cellular network signal on the remote device.
	Unknown or unavailable cellular network signal on the remote device.
	Excellent Wi-Fi signal strength on the remote device.
	Good Wi-Fi signal strength on the remote device.
	Average Wi-Fi signal strength on the remote device.
	Poor Wi-Fi signal strength on the remote device.

Icon	Description
	No Wi-Fi signal on the remote device.
	Unknown or unavailable Wi-Fi signal on the remote device.

7.1

Enabling User Check from the Main Screen

On your device, you can enable the user check through the **Context Menus** or **Main** screen **User Check** icon.



NOTE: User Check can be enabled from the **Main** screen during an emergency.

Procedure:

1. From the **Main** screen, located in the upper-right of the screen, tap or touch the **Contacts** icon.
The **Contacts** displays.
2. Tap or touch the contact.
The **Private Call** screen displays.
3. Located to the right of the **PTT** button, tap or touch the **User Check** icon.
The following message displays: Loading User Check
The **User Check** screen displays.

7.2

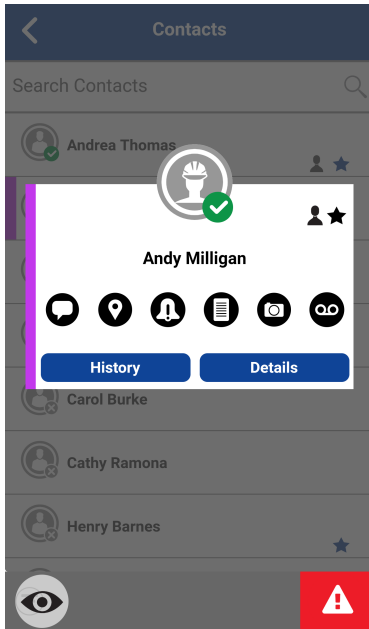
Enabling User Check from the Contacts

On your device, you can enable user check through the **Context Menus** or **Main** screen **User Check** icon.

Procedure:

1. From the **Contacts**, touch and hold the contact.
The **Contact Menu** displays.

Figure 12: Contact Menu



2. Tap or touch the **User Check** icon on the action bar.
The following message displays: Loading User Check
The **User Check** screen displays.

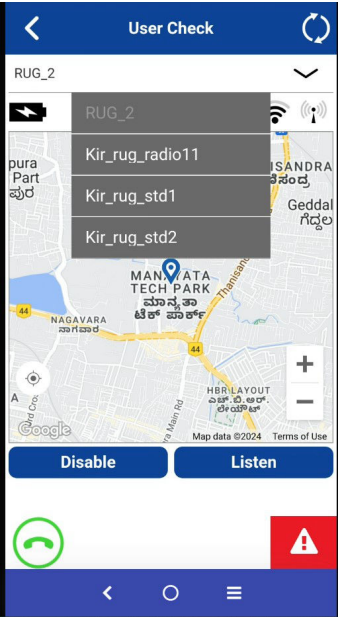
7.3

Monitoring a Different User Check Contact

While on the user check screen, you can view the user check for a different contact without leaving the current screen.

To select a different contact tap on the contact name. The drop-down displays contacts available for the user check. The selected contact name is grayed out and positioned at the top of the drop-down.

Figure 13: User Check Target User Selection Drop-down




7.4 Monitor Device Location

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

 **NOTE:** When location data is not received, the PTT application shows map around self-location but no location pin.

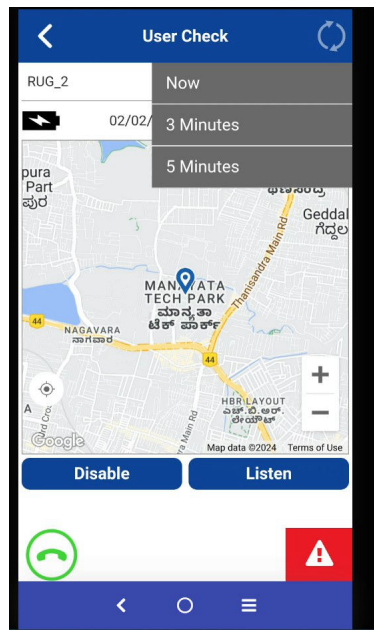
You can request the device of the user to send the current location and update the user check information by

taping the **Refresh**  button to the right of the name of the user.

After tapping the **Refresh** button, you can select an interval for the automatic refresh. The following intervals are available:

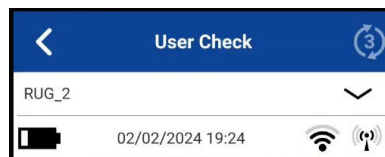
- **Now** for immediate and one time refresh
- **3 Minutes** for automatic repeated refresh every 3 minutes
- **5 Minutes** for automatic repeated refresh every 5 minutes

Figure 14: User Check Refresh Interval



After selecting the repeated refresh interval, the timer (in minutes) is displayed in the **Refresh** icon in the top-right corner.


Figure 15: User Check Refresh Interval Selected



7.5

Monitor Device Cellular Network Signal Strength


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

 **NOTE:** Signal strengths are available only for Android devices. iOS devices, signal strength for cellular and Wi-Fi are not available.

7.6

Monitor Device Wi-Fi Signal Strength

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

 **NOTE:** Signal strengths are available only for Android devices. iOS devices, signal strength for cellular and Wi-Fi are not available.

7.7

Monitor Device Battery Level

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

7.8

Authorized User

An authorized user is typically a dispatcher or supervisor which may have permissions to 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.

7.8.1

Enabling PTT Service for Another User

If you are an authorized user, you can enable or disable PTT service for the user(s) you are authorized. Once service is disabled, the user can no longer use PTT service. Authorized users are configured by the administrator and can be dispatchers or other mobile users. The remote device can also be enabled to access to PTT and other services.

Procedure:

1. Initiate User Check. See [Enabling User Check from the Main Screen on page 75](#) or [Enabling User Check from the Contacts on page 75](#) section for more details.

The message, *Loading User Check* displays. The **User Check** screen displays.

2. Tap or touch the **Enable** button. The remote device must run the PTT application to communicate.
3. Tap or touch the **Refresh** button to see the user's location data.

7.8.2

Disabling PTT Service for Another User

Procedure:

1. Initiate User Check. See [Enabling User Check from the Main Screen on page 75](#) or [Enabling User Check from the Contacts on page 75](#) section for more details.

The message, Loading User Check displays. The **User Check** screen displays.

2. Tap or touch the **Disable** button.

A confirmation window displays stating that the remote device cannot use PTT services while disabled.

3. Perform one of the actions:

- **Yes** to confirm that you want to disable PTT service for the user.
- **No** to cancel.

While the user's PTT service is disabled, they see a message indicating that PTT service is suspended. If the remote device attempts to run the PTT application, a Service Suspended message is displayed, PTT Service is currently suspended. Please contact your Corporate Administrator.

7.8.3

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.

For more information, see [User Check and Monitoring on page 73](#).

Procedure:

1. From the **Main** screen, tap or touch the **Contacts** icon located in the upper-right of the screen.

The **Contacts** displays.

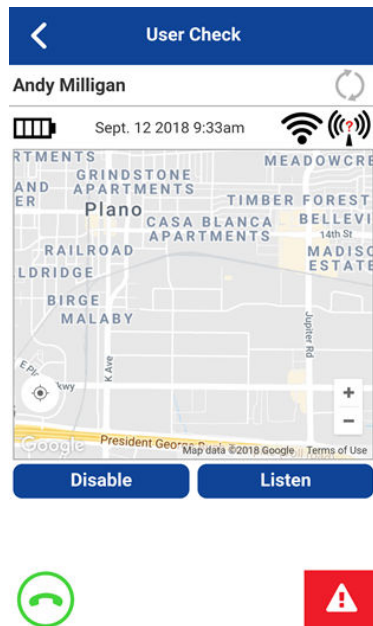
2. Tap or touch the contact.

The **Private Call Screen** displays.

3. On the **Call** screen, tap or touch the **User Check** icon.

The **User Check** screen displays.

Figure 16: User Check



4. Touch and hold the EMERGENCY button.
The **Declare** emergency slider displays.
5. Swipe the **Declare** slider to the right to declare an emergency.
A message similar to the following displays: Remote emergency declared by authorized user X.
6. To cancel an emergency, see [Emergency Cancellation on page 71](#) section.
You can cancel the emergency locally or an authorized user can cancel on your behalf remotely.

7.8.3.1

Declare an Emergency on behalf of Another User

When an Authorized User remotely declares an emergency call on behalf of another user, the Authorized user enters the User Check mode. The Authorized User touches the Emergency start.

For more details, see [Emergency Calling and Alert on page 68](#) section.

7.8.4

Cancel an Emergency on Behalf of Another User

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

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.

7.8.4.1

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.

7.8.5

Enable or Disable Ambient Listening of Another User

An authorized user or device user can remotely activate the Ambient Listening feature to open the microphone of a device to listen to the remote user's surroundings. Your administrator configures Ambient Listening.



NOTE: A call end message displays when an ambient listening call is ended on the authorized user PTT application and receives the following indication: Normal call end - displays with a green banner or Call end with error - displays with a Red banner.

This feature is not supported for iOS 12.4 and above.

The device user does not receive any indication for ambient listening call (OS restrictions apply).



NOTE: This feature is available in the PTT Radio mode only in the mobile application. Remote users receive and make calls normally; however, they have no indication that they are being listened. All PTT calls override ambient listening call on the remote device.

You remain in Ambient Listening mode until you disable it. If you try to leave this screen using the **Cancel** button, the following status message displays, Ambient Listening session has ended.

7.8.5.1

Enabling Ambient Listening of Another User

Procedure:

1. Initiate User Check. See [Enabling User Check from the Main Screen on page 75](#) or [Enabling User Check from the Contacts on page 75](#) section for more details.
The message, Loading User Check displays. The **User Check** screen displays.

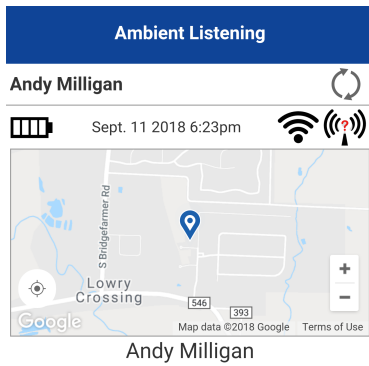
2. Tap or touch the **Listen** button.

The **Choose** window displays a selection of types of listening.

3. Tap or touch the **Ambient Listening** button.

The message, Ambient Listening session activated. and the **Ambient Listening** window displays.

Figure 17: Ambient Listening



7.8.5.2

Disabling Ambient Listening of Another User

Procedure:

From the **Ambient Listening** screen, tap or touch the **Cancel** button.

The message, Ambient Listening session ended displays.

7.8.6

Enabling or Disabling Discreet Listening of Another User

An authorized user can remotely activate Discreet Listening to listen to any call, to and from the selected target user. When a target user makes or receives a new call (except a broadcast call), the authorized user receives the regular 1:1 (private) listen-only call. Discreet Listening to broadcast calls and full-duplex calls is not supported. Your administrator configures Discreet Listening.

Procedure:

1. Initiate User Check.

For more information, see [Enabling User Check from the Main Screen on page 75](#) or [Enabling User Check from the Contacts on page 75](#).

The following message displays: Loading User Check. The **User Check** screen displays.

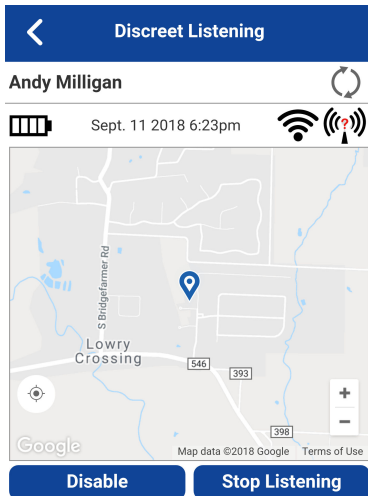
2. Tap the **Listen** button.

The **Choose** window displays a selection of types of listening.

3. Tap the **Discreet Listening** button.

The following message displays: Discreet Listening session activated. The **Discreet Listening** window displays.

Figure 18: Discreet Listening



NOTE: Any incoming broadcast or emergency call to an Authorised user preempts the discreet listening call. You have to reenale discreet listening to listen to the target user.

Postrequisites:

You remain in Discreet Listening Mode until you disable it. If you try to leave this screen by tapping the **Back** button, the following confirmation message displays: Listening mode is active. Please stop listening to move back.

You can disable the mode by tapping the **Stop Listening** button. The following status message displays: Discreet Listening session has ended.

Chapter 8

Self-Initiated Ambient Listening (Optional)

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

You can activate the Ambient Listening feature to open the microphone of your phone and send the audio to a specific authorized user typically a supervisor or dispatcher. Your administrator configures ambient listening and is available in the PTT Radio mode only.

This feature is not supported for iOS 12.4 and above.



NOTE: Ambient listening turns off when pressing the **PTT** button.

PTT calls made to a PTT user that is in Self-Ambient Listening mode go to the voice message.

8.1

Turning on Ambient Listening

Procedure:

1. In the PTT application, from the **Menu**, tap **Ambient Listening** option.
The **Authorized User List** screen displays.
2. Select an authorized user to receive your ambient audio.
The **Call** screen displays and your audio is sent to the authorized user.

8.2

Turning off Ambient Listening

Procedure:

1. From the **Menu**, tap **Ambient Listening** option in the PTT application.
A confirmation message displays the following: Are you sure you want to disable Ambient Listening?
2. Perform one of the following actions:
 - To disable ambient listening, tap **Disable**.
The following message displays: Ambient Listening session ended.
 - To cancel, navigate to **Cancel** and press the OK key.

Chapter 9

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 86](#) 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.

9.1

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.



NOTE: If you have subscribed to the MCPTT feature set, Blast Tones are delivered only when affiliated with the Talkgroup. The tone may not play even when you are inside the Geofence for an unaffiliated talkgroup.

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

Table 12: Area-Based Warning Tones

Name	Description
Area Warning Tone - Blast Tone	Played to indicate when you are within a blast area. For iOS, the app is suspended when put into the background and cannot play the periodic tone.
Area Warning Tone - Emergency Tone	Played to indicate to when the user to follow emergency procedures. This tone is played to escalate the priority

Name	Description
	from the blast notification to a mining emergency notification. For iOS, the app is suspended when put into the background and cannot play the periodic tone.
Area Warning Tone - Evacuation Tone	Played to indicate when you are notified to immediately evacuate the mining site for an impending blast. For iOS, the app is suspended when put into the background and cannot play the periodic tone.

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.

9.2

Creating a Boundary

Procedure:

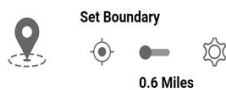
1. From within the **Map** tab, tap **Tracked Group Selector**.

The list of talkgroups displays.

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

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

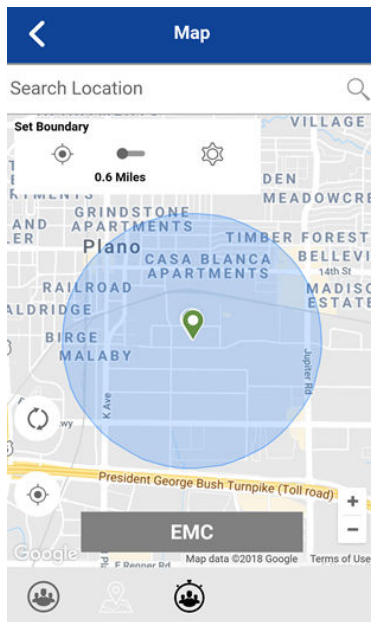
Figure 19: Set Boundary Popover



3. Tap **Set Boundary**.

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

Figure 20: 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.

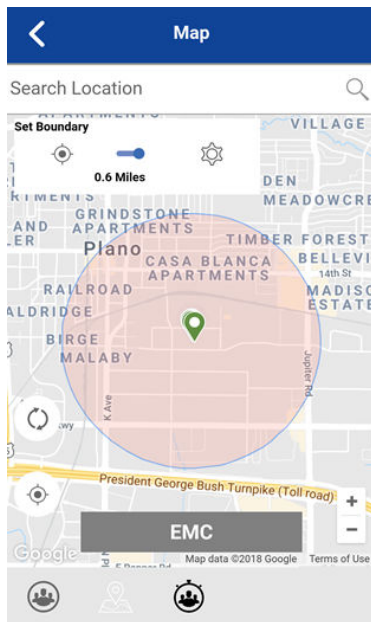
If you are setting a boundary at your current location as shown by the My Location Pin (Blue), you can set the boundary type. If you set a boundary at some other location, then boundary stays at that location.

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 21: Boundary ON



9.3 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.

9.4

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`.

9.5

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**.

9.6

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.

9.7

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 10

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).

10.1

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.

10.2

Non-supervisor Talkgroup Members

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

Chapter 11

Alerts

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

- [Instant Personal Alert \(IPA\) on page 92](#)
- [Missed Call Alert \(MCA\) on page 93](#)

11.1

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 receive IPAs by individual contacts.



NOTE: App Lock must be set to **OFF** to act on the IPA.

11.1.1

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.

11.1.2

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).

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).



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.

While the IPA is displayed, pressing the PTT key on the device calls the selected group or contact, not the originator of the IPA.

- 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.


 **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).

11.2

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 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.

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

11.2.1

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**.

11.3

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.

Chapter 12




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 13: Presence Icons

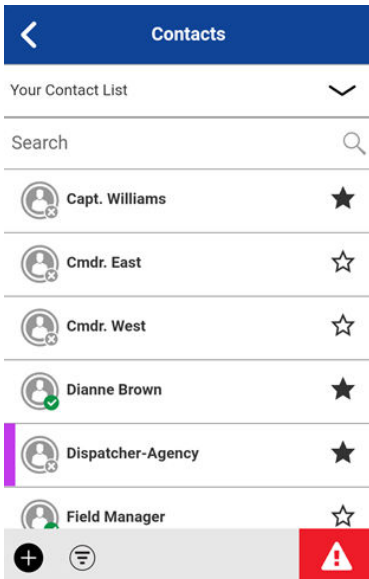
Icon	Title	Description
	Available	The PTT contact is logged into the PTT application, ready to receive PTT calls, Instant Personal Alerts (IPA), and Integrated Secure Messages.
	Do Not Disturb	A PTT contact's presence status is <i>Do Not Disturb</i> or my presence status.
	Offline	A PTT contact's presence status is <i>Offline</i> or user's presence status when the phone is not connected to the server.

12.1

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 22: 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 168](#) 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.

12.2

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**.

12.3

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:

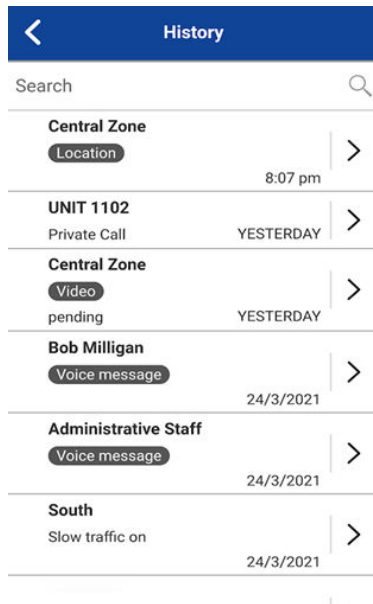
- You cannot receive PTT calls or messages.
- You cannot receive alerts from others.
- Other users can see you as offline in their PTT contact list and cannot call or send you an alert.

Chapter 13

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 23: 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 14: 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 147](#).

13.1

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**.

13.2

Clearing All History

You can clear all history entries.

Procedure:

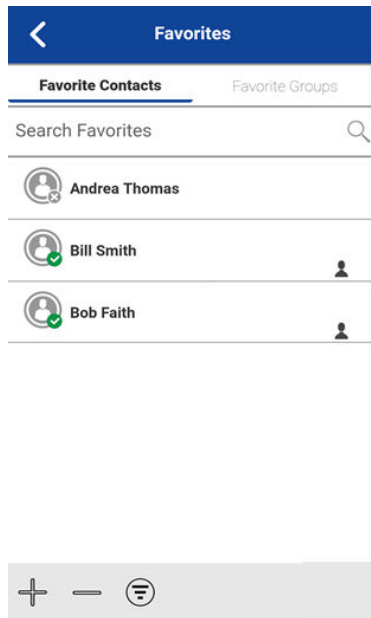
1. From the top-level screen, tap and hold a history entry.
A **Context Menu** displays.
2. Tap the **Clear All** option.
The following confirmation message displays,
You are about to clear all the history. All your prior history with all groups and contacts will be deleted. Are you sure?
3. Perform one of the following actions:
 - To delete, tap **Yes**.
 - To cancel, tap **No**.

Chapter 14

Favorites

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


Figure 24: 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 **Menu** or **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**.

14.1

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 can 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**.

14.2

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**.

14.3

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 Groups** screen.

14.4

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 15

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.

Figure 25: Contacts

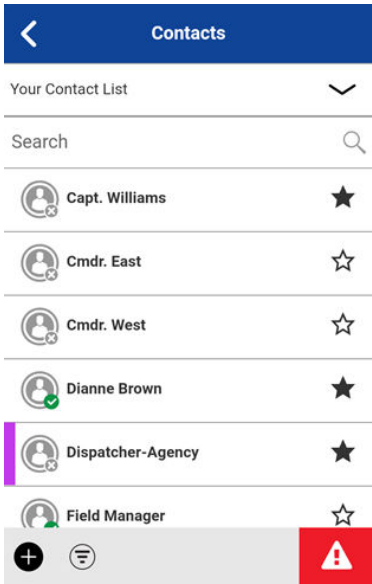


Table 15: Contacts Icons

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.

Maximum Number of Allowed Contacts

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

Your corporate PTT contacts are accessible when you tap the **PTT Contacts** button. Once you tap the **PTT Contacts** button, it 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.

15.1

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.

15.2

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.

15.3

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

15.4

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 104](#).

15.5

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 104](#).

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


- [Editing a Contact Name on page 105](#)
- [Adding or Changing a Contact Avatar on page 105](#)
- [Changing Contact Color on page 107](#)
- [Make Contact a Favorite or Remove as a Favorite on page 107](#)

15.5.1

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.








15.5.2















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 16: Assigned Avatar Icons

Icons	Name
	Airplane
	Book
	Car
	Construction
	Delivery
	Desktop PC
	Dispatcher

Icons	Name
	Driver
	Envelope
	Field Service
	Flower
	Front Desk
	Housekeeping
	Laptop
	Medical
	Notepad
	PTT Phone
	Room Service
	Security
	Supervisor
	Telephone

Icons	Name
	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.

15.5.3

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.

15.5.4

Make Contact a Favorite or Remove as a Favorite

You can add contacts to the favorites list. 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**. For information, see [Favorites on page 99](#).

15.6

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 103](#).
- Adding a personal PTT contact manually.
For more information, see [Adding a New PTT Contact Manually on page 108](#).

- Adding a personal PTT contact by importing.
For more information, see [Importing a PTT Contact from the Device's Contact List on page 108](#).
- Adding a new phone contact manually.
For more information, see [Adding a New Phone Contact Manually \(Optional\) on page 109](#).
- Adding a PTT contact from history.
For more information, see [Adding a Contact from History on page 109](#).
- Adding an outgoing phone contact by importing.
For more information, see [Importing a New Phone Contact from Device's Contact List \(Optional\) on page 110](#).

15.6.1

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 99](#).

After saving, the contact appears in the contact list.

15.6.2

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.

15.6.3

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.

15.6.4

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.

15.6.5

Adding a Phone Contact from History

If enabled by your administrator, you can add a outgoing VoIP 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 as Phone Contact** option.
The **New Contact** screen displays.

15.6.6

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.

15.6.7

Syncing UFMI contacts from device's contact list

During first-time activation and each login, the PTT application will automatically import UFMI contacts stored on the device (up to public contact limit). You may see Sync from device contact list in progress message.

A notification displays the number of contacts added, or if no additional contacts are found, the notification displays *No new UFMI contacts*. You can also manually sync the contacts from the device. The first time you try to import a contact, you may be asked to allow the application permission to access the contact list.

Procedure:

1. At the bottom of the screen, tap the **Add**.
A **Context Menu** displays
2. To sync UFMI contacts from your phone contact list, select the **Sync UFMIs from Device** option.
A notification displays the number of contacts added, or if no additional contacts are found, the notification displays *No new UFMI contacts*.

15.7

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 16

Talkgroups






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







Figure 26: Active Talkgroup



Your administrator manages the talkgroups and position assignments.

Table 17: 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.

Icon	Title	Description
	Talkgroup Regroup	Talkgroup Regroup 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.

Maximum Number of Allowed Talkgroups

The maximum number of talkgroups allowed on your phone is **96**.

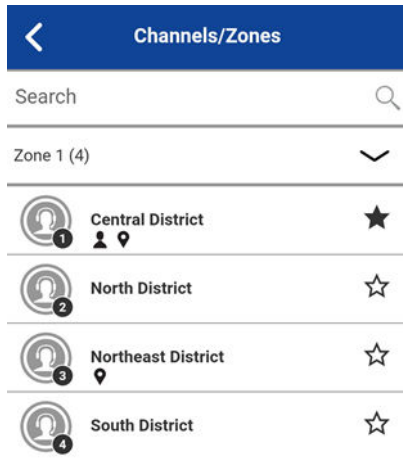
The maximum number of is **250** or more depending on group type configuration by Administrator.

16.1

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 **Channel List**.

Figure 27: Talkgroups



16.2

Call Permissions

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

Table 18: 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.

Function	Permission	Description
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.

16.3

Talkgroup Rocker Switch (Motorola LEX L11 only)

The Motorola LEX L11 talkgroup rocker switch allows you to select the next talkgroup channel by pressing + or the previous talkgroup channel by pressing -.

When you reach the last assigned channel, you receive an error message and tone. Likewise, you cannot move backward from talkgroup channel one otherwise you receive an error message and tone. To access other channels, you can change zones. For more information on changing zones, see [Viewing Channels on page 115](#).

16.4

Talkgroup Channel Select Knob (Sonim XP8 only)

The talkgroup channel select knob allows you to select talkgroup channels one to ten by rotating the knob on the Remote Speaker Microphone (RSM). The knob position corresponds to the talkgroup channel assigned.

When you change the knob position, you receive a channel announcement to let you know of the knob position and action assigned.

16.5

Channels and Zones

A zone is used to categorize channels into logical groupings. A zone includes talkgroups assigned to channel numbers. Each talkgroup is assigned to one channel and zone by your administrator. A single zone can be configuration system-wide with up to 96 channels.

16.5.1

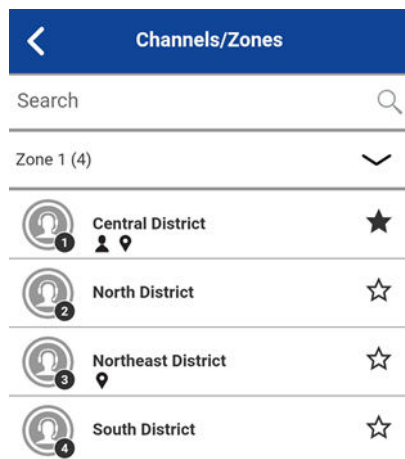
Viewing Channels

Procedure:

To view your assigned channels, from the **Main** screen, tap or touch **Channel/Zone**.

Result: The list of channels in the currently selected zone are shown. Favorite talkgroups can be assigned or unassigned by toggling the **Favorites** status. The current status of favorites is also shown. Indicators showing supervisor status, location watching, Interop groups, and more are shown on the channel list.

Figure 28: View Channels



16.5.2 Viewing Zones

Procedure:

1. To view your assigned zones, from the **Main** screen, tap or touch the **Channel/Zone**.
2. Tap or touch the **Zones** drop-down menu.


The list of available zones are displayed. The number of configured channels within each zone is also shown.

16.6 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.

16.7

Talkgroup Regroup (Optional)

Talkgroup Regroup is a feature that enables Push-to-talk, messaging, and video across two or more talkgroups by regrouping them into a new group called a “super group.” Talkgroup Regroup is only applicable to MCPTT SafeGuard Multi-Role users.

Talkgroup regroup applies to PTT calls, messaging, and live stream video calls. When a talkgroup is included in a super group, the call screen shows an icon to indicate that this group is linked to other groups. The conversation history for each super group is placed under a new history thread. The conversation history for the super group thread is also accessible from the call screen while regroup is active for that selected group for messaging service. The history thread for a group included in the super group is updated with a history event when regrouped and ungrouped.

16.8

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

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:

- [Changing Talkgroup Color on page 117](#)
- [Make Talkgroup a Favorite or Remove as a Favorite on page 118](#)
- [Broadcast Talkgroup Details \(Broadcasters only\) on page 118](#)

16.8.1

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.

16.8.2

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 99](#).

16.8.3

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.

16.9

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 17

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 120](#)
- [Talkback While Scanning on page 121](#)

Talkgroup Scanning allows the phone of a subscriber to scan through the scan list. A scan list consists of up to 16 talkgroups with up to three talkgroups that can be assigned as priority (1–3) groups. The scan list feature is setup and managed by your administrator. The higher priority talkgroup calls take precedence over lower priority talkgroup calls.

Table 19: Talkgroup Priority

Priority	Description
Emergency	Takes precedence over all calls.
Broadcast	Takes precedence over all calls except emergency.
Selected Talkgroup	Takes precedence over priority calls.
Priority 1	Takes precedence over priority 2-3 and no priority calls.
Priority 2	Takes precedence over priority 3 and no priority calls.
Priority 3	Takes precedence over no priority calls.
No Priority	All other calls take precedence.

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

- Only one talkgroup can be the selected talkgroup. You can change selected talkgroup at any time (in call or while idle). When you press the side PTT button or accessory PTT button, the floor is taken if selected talkgroup is active talkgroup or call is initiated on selected talkgroup (rejoin may occur) and the active call is ended. If you want to talk on the active talkgroup, press the on-screen PTT button.
- An ongoing talkgroup call is preempted by a higher priority call (according to the above table).
- An ongoing 1:1 or quick group call continues unless there is a priority scan list call detected. In this case, the priority scan list call preempts the ongoing 1:1 or quick group call.
- An ongoing talkgroup call is not preempted by an incoming 1:1, quick group call, or non-priority scan list call.
- 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.

17.1

Turning Scanning On or Off

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

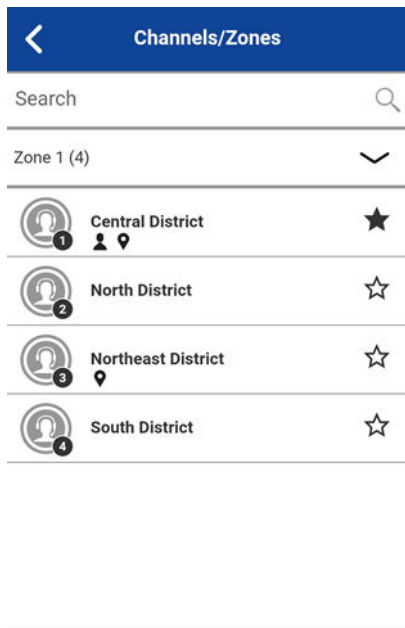
Procedure:


- 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 29: 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.

17.2

Talkback While Scanning

When the Scan Talkback setting is **ON**, pressing the PTT key while a talkgroup call is in progress, allows you to take the floor on the active talkgroup call.

When the Scan Talkback setting is **OFF**, scan list calls are Listen-Only and pressing the PTT key while a talkgroup call is in progress allows you to originate (or rejoin) a call on the selected talkgroup, ending the currently active call if it is not the selected talkgroup.

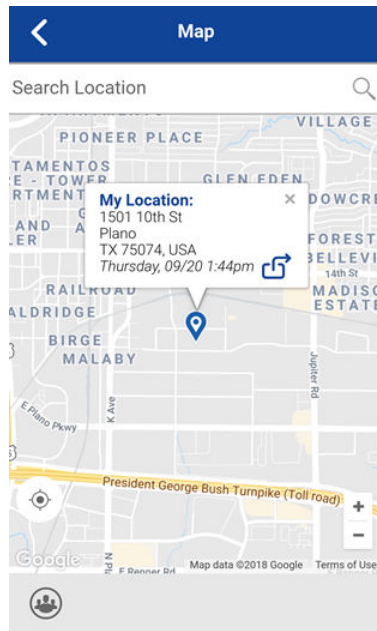
For more information on Scan Talkback, see [Settings on page 150](#).

Chapter 18

Map





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












Figure 30: 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 20: 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 152 .
	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.

18.1

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.

18.2

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**.

18.2.1

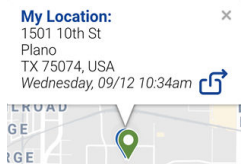
Sending Location or an Arbitrary Location to a Contact

Procedure:

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

The **My Location** displays.

Figure 31: 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

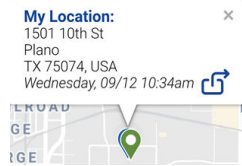
18.2.2

Sending Location or an Arbitrary Location to a Quick Group

Procedure:

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

Figure 32: 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

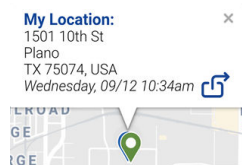
18.2.3

Sending Location or an Arbitrary Location to a Talkgroup

Procedure:

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

Figure 33: 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**.

18.3

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 **Channel List** or **Favorite Groups** by tapping the talkgroup, which has a map pin. The **Call** screen displays. To access the map, you can tap **Talkgroup Location**.

18.3.1

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.

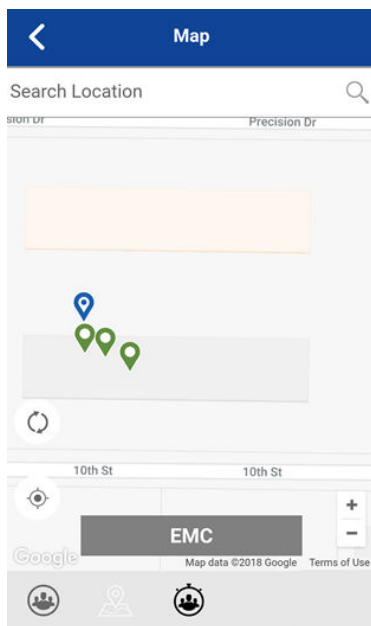
18.3.1.1

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

Figure 34: Talkgroup Member Location



18.3.1.2

Viewing Talkgroup Member Location Details

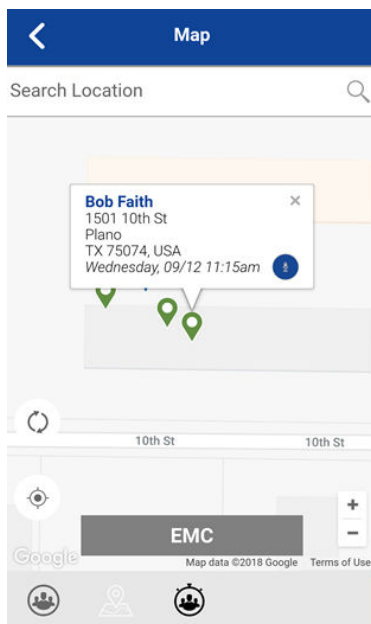
Prerequisites: You must complete the procedure in [Viewing Talkgroup Member Locations](#) on page 126.


Procedure:

Tap any **Pin**.

The name of the member and location displays.

Figure 35: View a Talkgroup Members Location Details



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

18.3.1.3

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 127](#).
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.

18.3.1.4

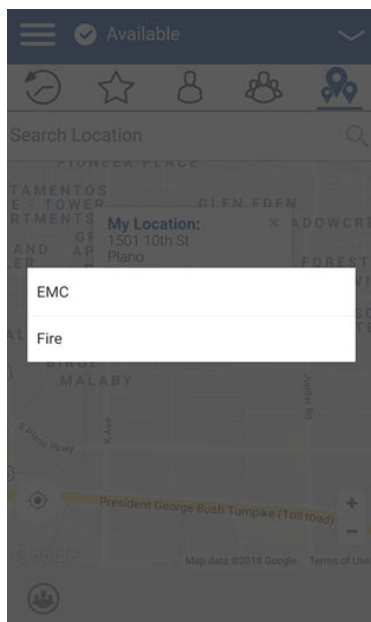
Sharing Your Location or an Arbitrary Location to a Talkgroup with Location Capability

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.

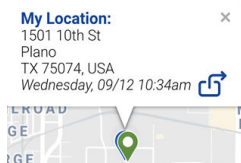
Figure 36: Groups with Location Capability



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 37: My Location



4. To share your location, tap **Share**.
- The pin location is sent to the talkgroup.

18.3.2

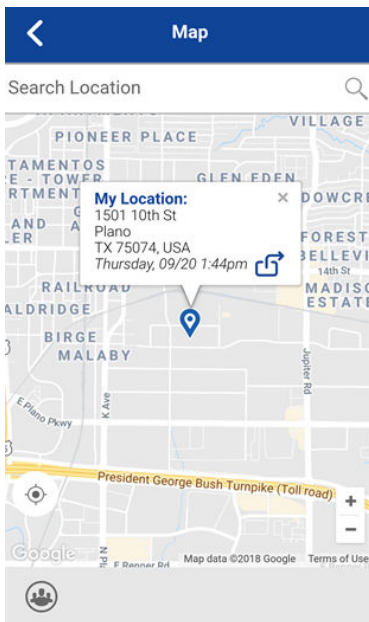
Creating a Quick Group from the Map

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 38: 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.



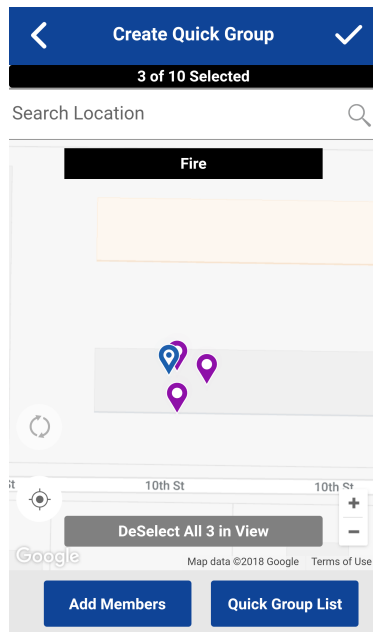
NOTE: A Quick Group can have up to 10 members. If you have more than 10 members in view, you cannot select all at once. You can zoom in so that there are less than 10 members in view, select all or select the members individually,

Figure 39: Create Quick Group from Map



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

Figure 40: 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**.

18.3.2.1

Adding Members to a Quick Group

Prerequisites: You must follow the procedure in [Creating a Quick Group from the Map on page 129](#).

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**.

18.3.2.2

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 19

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 41: 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.

 **NOTE:** Depending on the PTT service plan, some users can receive streaming video from a group only while affiliated to the talkgroup. For more information, see [Talkgroup Affiliation \(Optional\) on page 65](#).


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 21: 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 150](#).

19.1

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.



NOTE: While dragging the thumbnail, you will see the thumbnail frame in its previous position until you have finished dragging. This is expected behavior.

The **Video Call** screen is minimized.

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

19.2

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 151](#).

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**.

19.3

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 151](#).

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**.

19.4

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 151](#).



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**.

19.5


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 150](#).

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.

From the iOS 17.2 version and onwards, the CallKit call (manual answers call or video streaming) has higher priority than PTT background call, hence while the CallKit is active, the iOS blue icon for background PTT call will not be shown. This is a designed behavior of the CallKit/PTT framework.

 **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 151](#).

19.5.1


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 67](#).

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**.

19.5.2

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 151](#).

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**.

19.5.3

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 150](#).

From the iOS 17.2 version and onwards, the unconfirmed video pull or transmission are presented to the user to confirm the request.

19.5.4

Interaction between Video Calls and Cellular Calls

Answering a Regular Phone Call While on a Video Call

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

When the regular call ends, if the 1-1 video call is still on, it comes to the foreground. When the regular call ends, if the video group call is rejoined, it comes to the foreground. The video group call can also end silently in the background.

If you receive an incoming regular phone call while you are in video call, an incoming phone call is rejected (device restrictions apply), and the video call continues if the **Call Priority** setting is set to phone.

Receiving a Video Call When on a Regular Phone Call

If you receive a video call while you are on a regular call, the ongoing cellular call continues, and an incoming video call is rejected with user busy indication. You do not receive a missed call alert for that video call that occurred during the cellular call. However, a missed video call event is added to the conversation history.

Chapter 20

Operational Status Messaging (OSM)

The Operational Status Messaging (OSM) feature allows you to report your status to authorized dispatchers or other authorized users in a selected talkgroup.



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

You can send status messages on broadcast talkgroups, location-based dynamic talkgroups, or quick group talkgroups.

OSMs can indicate that you have started a job, arrived on site, completed a task, and more. There are up to 100 status messages available that are configured by your administrator. Status messages consist of short and long message descriptions. You can choose how status messages are displayed in the application settings.

Status messages can be sent as follows:

- To selected talkgroups

Additionally, received status messages display the following information:

- Sender name and talkgroup name
- Time message was originated (UTC)
- A short description
- A long description
- Additional notes, if any in the form of a message

Incoming messages are logged in to talkgroup history and no reply or user acknowledgment is allowed. Some messages allow you to add more information before sending the message. If your administrator allows, you can add up to 15 characters (10 default).

20.1

Sending a Short or Long Status Message

A form status message can be edited before sending and are indicated in the **Status Messages** list.

Procedure:

1. From the talkgroup **Call** screen, tap **Status Message**.
The **Status Message** list displays for the selected talkgroup.
2. Tap the desired status message to send.
The status message is sent and a notification is displayed.

20.2

Appending a Short or Long Status Message

You can edit a form status message before sending.

Procedure:

1. From the talkgroup **Call** screen, tap the **Status Message** icon.
The **Status Message** list displays for the selected talkgroup.
2. Ensure that you select a status message that is a form message.
The **Append Status Message** displays.
3. Enter the appended note text in the text field by using the on-screen keyboard.
4. To send, tap **Send**.
The status message is sent and a notification is displayed.




NOTE: The default text does not change.

Chapter 21

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.

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).

For MCPTT users, messages are only delivered to recipients who are affiliated to the group. Delivery of messages while offline does not apply.














 **NOTE:** Release 12.3 introduces the 3GPP MCDATA compliant messaging solution. Users upgrading from previous release versions go under migration – one-time, one-way migration – when logged in for the first time to the 12.3 version of the application. All existing messages that are downloaded to the device up to 20,000 within two years and all messages stored in the cloud for shared device users are migrated. Previously unread messages are marked read during the migration.

Table 22: 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 146 .
	Instant Personal Alert	You can tap to send IPA to the contact.

Icon	Title	Description
	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.
	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.

Users with Talkgroup Affiliation

Users with group affiliation receive secure text messages from a group only while affiliated to the group. Delivery of messages while offline does not apply for talkgroup messages for those users. See [Talkgroups on page 112](#) for more details.

21.1

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.

21.1.1


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 **Channel 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 143](#).




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.


21.2

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).

21.2.1

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 144](#).

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

Receiving 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 151](#).

21.2.1.1

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 23: 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.

Icon	Title	Description
	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.

21.2.2

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 24: 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.

Icon	Title	Description
	Stop	Tap the OK key to stop playback of voice message.
	Recording Voice	Release the PTT icon to stop recording voice message.

Receiving 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.

21.2.3

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).

Receiving 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.

21.2.4


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.

21.3

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 25: 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 144 .
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 22

Accessories and Bluetooth Use

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

22.1

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.

22.2

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.

22.2.1

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.

22.2.2

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.

22.2.3

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 163](#).

22.3

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.

22.3.1

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 check 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.

22.3.2

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 23

Settings

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

23.1

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 36](#), 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.

23.2

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 available, you do not receive a message nor see the setting.

For more information, see [Application Updates on page 32](#).

23.2.1

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 Apple App Store.
- To dismiss the notification, tap the **Dismiss** button.

23.3

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.

23.3.1

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**.

23.4

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.

23.4.1

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.

23.5

Broadcast Call Confirmation

The **Broadcast Call Confirmation** setting allows you to enable or disable a broadcast call confirmation dialog before initiation of broadcast call.

23.5.1

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**.

23.6

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 152](#)
- [Changing Update Interval on page 153](#)
- [Changing Active Boundary Time on page 153](#)
- [Changing Notify Me Setting on page 153](#)
- [Changing Notify Member Setting on page 154](#)
- [Changing Initial Member Notification Setting on page 154](#)

23.6.1

Changing Boundary Settings

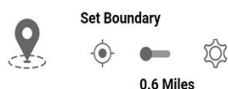
All **Boundary** settings can be changed in the map set boundary settings.

Procedure:

1. From within the **Map**, tap **Map Boundary Enable**.

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

Figure 42: Set Boundary Popover



2. Tap the **Settings** button.
The **Boundary Settings** displays.
3. Find the settings you want to change and follow the instructions.

23.6.2

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**.

23.6.3

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**.

23.6.4

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**.

23.6.5

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 154](#).

23.6.6

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 154](#)

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**.

23.7

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.

23.8

Channel Announcement

The **Channel Announcement** setting provides one-handed operation for selecting the desired talkgroup channel. This setting controls the channel announcement of the selected channel from a list of choices to offer, such as **Off** (default), **Channel Number**, **Talkgroup Name**, or **Number and Name**.



NOTE: The **Channel Announcement** setting is only available on Motorola LEX L11 devices.

23.8.1

Changing Channel Announcement Setting

Procedure:

1. From the **Settings**, scroll to and tap the **Channel Announcement** setting.
2. To select the desired channel announcement option that is played when the channel is changed , perform one of the following actions:
 - To have no channel announcement play, select **Off** (default).
 - To have the channel number announcement play, select **Channel Number** .
 - To have the talkgroup name announcement play, select **Talkgroup Name**.
 - To have both the channel number and name announcement play, select **Number and Name**.
3. Tap **OK**.

23.9

Capacity

The **Capacity** setting allows you to view how many PTT contacts, talkgroups, and favorites store on your phone. These numbers include both personal and administrator-managed.

To see the maximum capacity for your phone, you can refer to the table in [Contacts on page 102](#), [Talkgroups on page 112](#), and [Favorites on page 99](#).

Also, you can dismiss the pop-up displayed by pressing the **BACK** button on the title bar.

23.9.1

Viewing the Phone Capacity Setting

You can view your **Phone Capacity** setting as needed.

Procedure:

From the **Settings**, scroll to and tap the **Capacity** setting.

Result: The **Capacity** screen displays.

23.10

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.

23.10.1

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**.

23.11

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.

23.11.1

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.

23.12

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.

23.12.1

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.

23.13

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.

23.13.1

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.

23.14

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.

23.14.1

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**.

23.15

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.

23.15.1

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 receive a voice message, select **Voice Message Tone**.
The default selection is set to **ON**.

23.16

Location Change Accuracy

The **Location Change Accuracy** setting changes the timeliness and accuracy of reporting the location of the device.

By default, the setting option is set to *Approximate*, which provides less accurate location and has less impact on battery life. If more accurate location changes are needed, you can select the **GPS** option, which reports location more accurately but reduces battery life. When you select the **GPS** option, an informational message displays to remind you that you may experience decreased battery life.

23.16.1

Changing the Location Change Accuracy Setting

You can change the **Location Change Accuracy** setting as needed.

Procedure:

1. From the **Settings**, scroll to and tap the **Location Change Accuracy** setting.
2. Select any of the following **Location Change Accuracy** setting options:
 - To provides less accurate location reporting and drain the battery less, select **Approximate**.
 - To have location changes detected by using GPS, select **GPS**.Use this setting when location changes should be reported on a more timely and accurate basis



NOTE: Setting the mode to GPS results in decreased battery life.

3. Tap **OK**.

23.16.2

Approximate (default)

The **Approximate** option for the **Location Change Accuracy** setting provides less accurate location reporting and drains the battery less.

23.16.3

Changing the GPS Setting Option

Location changes are detected using GPS. You should use this setting when location changes should be reported on a more timely and accurate basis.



NOTE: Setting location change accuracy mode to GPS results in decreased battery life.

Procedure:

- Tap **OK**.

23.17

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. 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.

23.17.1

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.

23.18

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)

23.19

My PTT Number

This number displays your registered PTT number to other contacts.

23.19.1

Viewing My PTT Number Setting

Procedure:

From the Settings, scroll to the **My PTT Number** setting.

23.20

Notifications Settings


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).

23.21

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 58](#) 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.

23.21.1

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.

23.22

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)

23.23

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.

23.23.1

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.

23.24

Status Messages

You can change the status messages format options, and change the alert options using the Status Messages setting or from the Menu Options. This is an optional feature and may not be included in your PTT service plan. Requires the Status Messaging feature to be turned on by your administrator.

23.24.1

Changing Status Message Setting

Procedure:

1. From the Settings screen, scroll to and tap the **Status Messages** setting.
The Status Messages Setting Options displays.
2. Select the desired option as follows:
 - [Changing the Status Message Format Options on page 162](#)

23.24.2

Changing the Status Message Format Options

This setting is applicable while viewing the status message list and does not apply to incoming status messages.

Procedure:

1. Select the desired status message display format options as follows:
 - **Show Short Text**—Displays the short text of the status message.
 - **Show Long Text**—Displays the long text of the status message.
 - **Show Both (default)**—Displays both short and long text of the status message.
2. Tap **OK**

23.25

Scan Talkback

The Scan Talkback setting allows you to control whether you can take the floor on the active talkgroup or selected talkgroup while scan mode is ON. If scan talkback is on, then while you are scanning and a PTT call is active, pressing the PTT button takes the floor and allow you to talk on the current call. If talkback is off, then pressing the PTT button during an active call ends the current call and originate a call on the selected talkgroup. This setting is turned on by default.

23.25.1

Changing Scan Talkback Setting

Procedure:

1. From the Settings, scroll to the **Scan Talkback** setting.
2. Tap the **On/Off** switch to toggle the state of the setting.

23.26

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.

23.26.1

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.

23.27

Voice Message Fallback

This setting is for the Voice Message Fallback feature that allows the Voice message to be turned off when needed.

23.27.1

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.

Chapter 24

Troubleshooting

This section describes the steps you must take to troubleshoot the Push-to-Talk (PTT) application and is organized as follows:

24.1

General

Whenever you are having issues, it is recommended to update your PTT application.

24.2

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 iPhone. If a problem occurs during the activation process, you receive an error message. The following error messages may be observed:

Procedure:

1. Data connection is unavailable.Connection to server is not available.

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.

2. This service requires a supported phone. Would you like to subscribe now?

You must have a PTT subscription before you can successfully begin using PTT service. Contact your Dedicated Expert or Customer Support at T-Mobile to subscribe.

24.3

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. Quick double-tap the Home button on your phone.
2. Drag the image of the PTT application upwards to stop the application.
3. Restart the PTT Application again.

24.4

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.

24.5

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 168](#) 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 168](#) section for more information.
- The person you are trying to call has temporarily not reachable. Please see the [User Unreachable on page 168](#) section for more information.

24.6

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 37](#).

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 67](#) section for more information about interaction with your phone’s silent mode.

24.7

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 119](#).

24.8

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 102](#) section for details on deleting and adding PTT contacts. Contacts that are managed by an administrator cannot be renamed or deleted.

24.9

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 102](#) section and the [Talkgroups on page 112](#) 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.

24.10

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 on page 67](#) section to set the PTT call volume. See the [Interaction with Silent or Sound Mode on page 67](#) section for more information about interaction with your phone's silent mode.

24.11

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 94](#) section for details on how to set your presence status.

24.12

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 24](#) section for information about registering your phone with the PTT service.

24.13

Explanation of Error Messages

24.13.1

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 94](#) 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 36](#) settings section for more information.

24.13.2

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 92](#) section for details.

24.13.3

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.

24.14

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.

24.15

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 159](#).

24.16

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 54](#) section.

24.17

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 unavailable` or `Connection 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 47](#) section.

Chapter 25

Glossary

This section provides a list of terms used with the Push-to-Talk (PTT) application.

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 92](#) 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 93](#) section.

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

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 55](#) section.

Emergency Call (Contact or Talkgroup) The highest-priority call that preempts other PTT calls. See the [Emergency Calling and Alert on page 68](#) 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 52](#) section.

Self-Initiated Ambient Listening Call A call initiated by the user to activate Ambient Listening feature to open the microphone of your phone and send the audio to a specific authorized user typically a supervisor or dispatcher. See the [Self-Initiated Ambient Listening \(Optional\) on page 85](#) section for more details on how to turn on and cancel Ambient Listening.

Talkgroup Call A talkgroup call is a call to a group of people. For more details, see the [Talkgroups on page 112](#) 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 54](#) 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 162](#) 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 91](#) 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 112](#) 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 141](#) section.

Operational Status Messaging

Allows you to report your status to another user, typically a dispatcher. For more details, see the [Operational Status Messaging \(OSM\) on page 139](#) 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 91](#) 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 119](#) 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 133](#) section.