User Guide

PTT Application
Android

Release 8.3

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Bell

User Guide: PTT Application - Android

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1. Introduction and Key Features

The Push-to-Talk (PTT) application supports two modes: Standard PTT and PTT Radio. One of these modes will be assigned by your Corporate Administrator. This document describes the Standard PTT Mode.

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

Alerts

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

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

For more details, please refer to the "Alerts" section.

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

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

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

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

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

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

For more details, please refer to the "Favorites" section.

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

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

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

For more details, please refer to the "Making Calls" section.

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

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

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

For more details, please refer to the "Supervisory Override" section.

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

For more details, please refer to the "Talkgroup Scanning" section.

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

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

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

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2. Application Installation & Getting Started

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

This section is organized as follows:

- Prerequisites
- Download
- PTT Key Assignment
- First-time Activation
- Activation on an Android Phone
- Activation of Tablet Devices
- Activation using only Wi-Fi Network
- Tutorial
- Login
- Application updates

Prerequisites

1. Subscription to Push to Talk service

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

3. Battery Saver mode should be turned off otherwise it could interfere with PTT operation.

4. A Google account to download the application from Google Play store. A Google account can be set up by you or assigned by your employer if it has a corporate account with Google.

Information on creating a Google account: http://support.google.com/accounts/bin/
answer.py?hl=en&answer=27441

Information on setting up a phone to use Google Play: http://support.google.com/playgoer/bin/
answer.py?hl=en&answer=2521798&topic=2450444&ctx=topic

Download

1. Search for the Push-to-Talk application in the Google Play Store.

2. Download the application by touching the "***Install***" button. The application will download and install automatically.

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

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

First-time Activation

Activation on an Android Phone

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

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

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

Note: When prompted, you must **ALLOW** the application to record audio, access the device's location, access contacts, make and manage phone calls, and access photos, media, files, send and view SMS messages on your device.

Note: When prompted, do not optimize battery usage.

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

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

Confirm

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

Yes   No
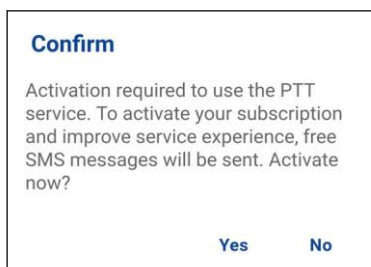
Activate PTT Service Confirmation

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

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

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

Activation of Tablet Devices

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

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

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

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

Note: When prompted, you must **ALLOW** the application to record audio, access the device's location, access contacts, make and manage phone calls, and access photos, media, files, send and view SMS messages on your device.

Note: When prompted, do not optimize battery usage.

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

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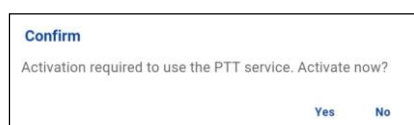
Activate Now Confirmation

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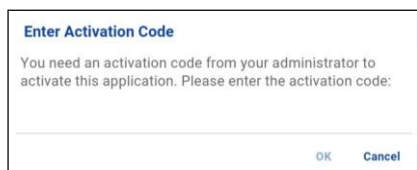
Enter Activation Code

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

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

Activation using only Wi-Fi Network

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

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

To activate PTT Application using Wi-Fi network

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

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

Note: When prompted, you must **ALLOW** the application to record audio, access the device's location, access contacts, make and manage phone calls, and access photos, media, files, send and view SMS messages on your device.

Note: When prompted, do not optimize battery usage.

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

4. A confirmation dialog is displayed about the unavailability of the data network with an option to use an available Wi-Fi network. Select **Use Wi-Fi** option and tap **OK**. If you see the following confirmation, turn on the *Use Wi-Fi* setting.
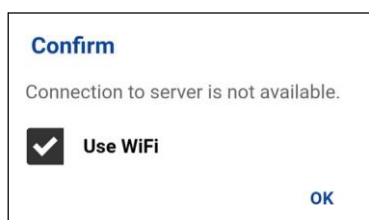
Connection to Server is not Available

5. An activation message appears. Tap **Yes** to continue the activation process.
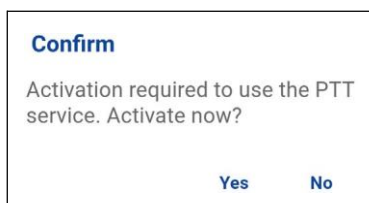
Activate PTT Service Confirmation Message using only Wi-Fi Network

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

No Cellular Connection

Activation requires a cellular connection. Please relaunch the application when the connection is resumed. If your administrator gave you an activation code, you can enter it now to activate.

Enter Code   Exit
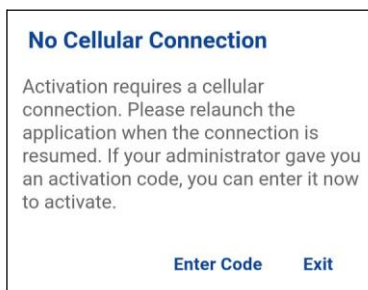
No Cellular Connection Message

7. An **Enter Activation Key** dialog is displayed

Enter Activation Code

OK   Cancel
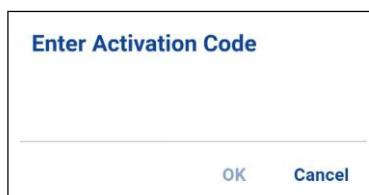
Enter Activation Code

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

Tutorial

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

Login

In order to use the PTT service, the PTT application 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 will automatically start and log in each time you power on your phone. To make or receive PTT calls, you will need to log in.

It is possible for you to "logout" of the PTT service. While you are logged out, you will be shown as "Offline" to others and you cannot receive PTT calls or alerts. See the section "Logout" for more details.

To Manually Login to the PTT Application

1. Tap on the Push-to-Talk icon under Apps. A pop-up dialog will be displayed to confirm that you want to login to the PTT application.

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

Application updates

Google Play Store Settings

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

In Application Update Notification

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

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

3. Navigating the Push-to-Talk Application

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

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

- History
- Favorites
- Contacts
- Groups
- Call Screen
- Menu
- Actions
- Context Menus
- PTT button
- Navigating to the previous screen
- One Touch Action
- Scrolling
- Searching
- Icons
- Tones

History

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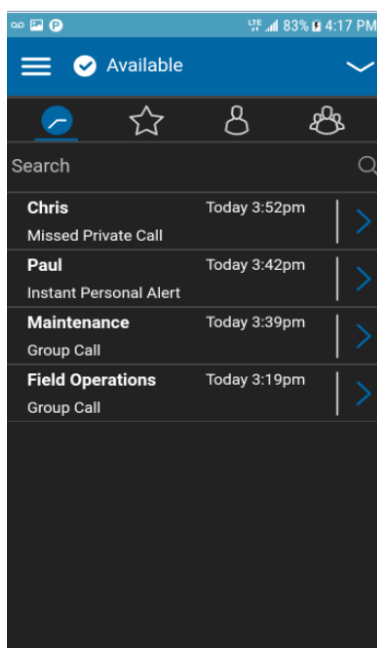
History

Favorites

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

.
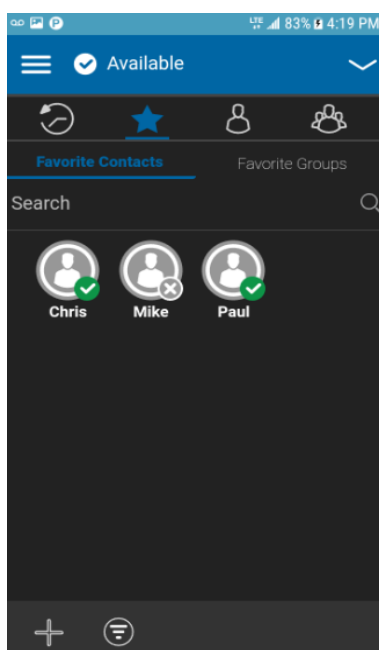
Favorites

Contacts

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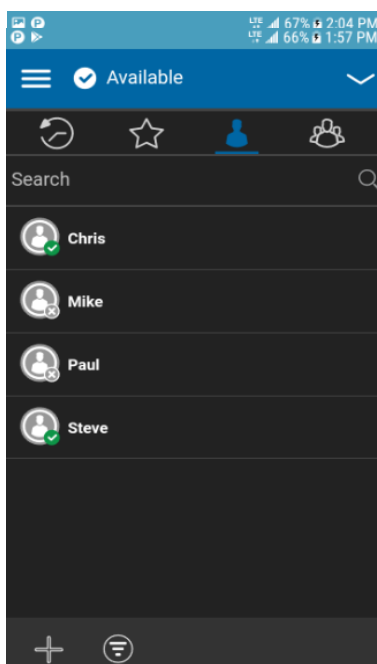
Contacts

Groups

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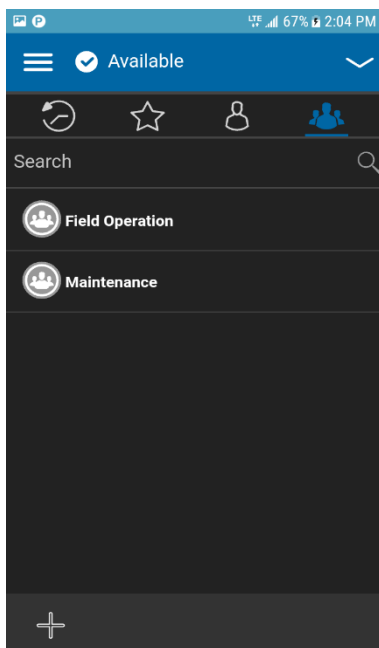
Group

Call Screen

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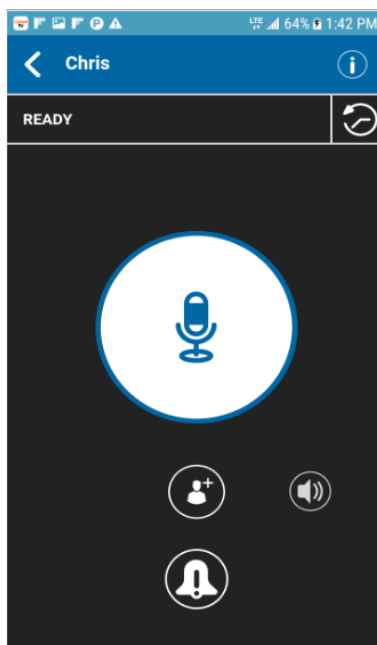
Call Screen

Menu

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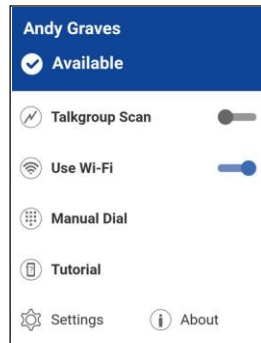
Menu Options

Menu Icons

The following table lists the menu icons you will see.

Menu Icons

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

ⓘ	About. Tap to access more information on the application.

Actions

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

Context Menus

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

Context Menus

Location	Description		Condition
Call Screen/ History Details Camera Option	Take Photo		No conditions
	Record Video		
	Image Gallery		
	Video Gallery		
Contacts	Contact Details		All contacts
	Delete Contact		User-managed contacts
Favorite Contacts	Remove Favorite		All entries
Favorite Groups	Remove Favorite		All entries
History	Add Contact		Manual Dial call or received call from a PTT user not in your contact list
	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
	Show Details		All entries
	Delete Group		User-managed group
		Set Priority 1	Administrator-managed group

		Set Priority 2	Administrator-managed group
Groups	Scan List		
		Set Priority 3	Administrator-managed group
		No Priority	Administrator-managed group
		Remove	Administrator-managed group

Context Menus

Location	Description		Condition
Group Details	Rename Member		User-managed group
	Delete Contact		User-managed group

PTT button

External PTT Button

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

For Bluetooth Low Energy button, see "Using Accessories and Bluetooth" section.

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

On-Screen Soft PTT Button

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

Navigating to the previous screen

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

One Touch Action

When One Touch Action is turned on, PTT users can call a particular contact or talkgroup or most recent history entry when the PTT button is pressed once, or assign the PTT button to open the application to the preferred landing page (History, Contacts, Groups, Favorite Contacts, Favorite Groups, and Map). One Touch Action provides a simplified calling experience for PTT users who primarily communicate with a single contact or talkgroup.

Note: The One Touch Calling is available on supported devices.

For devices that support One Touch Calling, see <u>"One Touch Calling Behavior"</u> section.

For more information on how to setup or change your landing page, see the <u>"One Touch Action"</u> setting section.

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

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

Search   🔍

Search

2. When you find the desired results, tap the returned result.

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

Icons

Actions Icons

The action icon buttons are located at the top and the bottom of the screen. The following table lists the common actions icons you will see:

Actions Icons

Icon	Description
✚	Add button. Displayed on the Contacts, Favorites, Groups, and Quick Text. Tap to add contacts, favorites, groups, or quick text.
🔔	Alert button. Tap to send Instant Personal Alert to a contact.
📄	Attach File button. Tap to attach a PDF file to send as an attachment. Requires Integrated Secure Messaging.
✕	Cancel button. Tap to cancel current action and go back to previous screen.

🗑	Delete button. Tap to delete the contact, group, etc.
ⓘ	Details button. Tap to access the contact details.
⚫	Filter ON button. Tap to toggle filter ON.
⊜	Filter OFF button. Tap to toggle filter OFF.

Icon	Description
✓	Save button. Tap to save current contact or group.

Avatar Icons

The following table lists the common avatar icons you will see.

Avatar Icons

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

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

Call Screen Icons

The following table lists the call screen icons you will see.

Call Screen Icons

Icon	Description
	End Call button. Tap to end the current PTT call.
	In-Call Add Participant button. Tap to add participants to make a temporary group before making a PTT call.
	Contact/Group Details button. Tap to access the details information of the group or contact.
	History button. Tap to access the history for the group or contact.
	Instant Personal Alert button. Tap to send IPA to the contact.
	PTT button. Indicates idle state.
	PTT button. Indicates floor taken state.
	PTT button-acquired. Indicates acquired state.
	Speaker is ON toggle switch. Tap the switch to toggle from ON (default) to OFF. For more information, see "Turning the Speaker On/Off and Set PTT Call Volume".
	Speaker OFF toggle switch. Tap the switch to toggle from OFF to ON. For more information, see "Turning the Speaker On/Off and Set PTT Call Volume".
	Speaker ON toggle switch. Tap the switch on the Volume Control popup to toggle to the OFF state. For more information, see "Turning the Speaker On/Off and Set PTT Call Volume".

Icon	Description
	Speaker OFF toggle switch. Tap the switch on the Volume Control popup to the ON state. For more information, see "Turning the Speaker On/Off and Set PTT Call Volume".

Contacts Icon

The following table lists the contact list icon you will see.

Contacts Icon

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

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

History Icons

The following table lists the history icons you will see.

History Icons

Icon	Description
>	History Details button. Tap to access history details for contact, quick group call, or group.

Group Icons

The following table lists the talkgroup icons you will see.

Group Icons

Icon	Description
	Broadcast Group indicator.
	Interop talkgroup indicator.
	Listen-only group indicator. Displayed in call status only.
	Scan List No Priority indicator.

①	Scan List Priority 1 indicator.
②	Scan List Priority 2 indicator.
③	Scan List Priority 3 indicator.
👤	Supervisor group member

Miscellaneous Icons

The following table lists the miscellaneous icons you will see.

Miscellaneous Icons

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

Presence Icons

The following table lists the presence icons you will see.

Presence Icons

Icon	Description
✅	A PTT contact's presence status is "Available" or my presence status.
⛔	A PTT contact's presence status is "Do Not Disturb" or my presence status.
⊗	A PTT contact's presence status is "Offline" or my presence status when the phone is not connected to the server.
	You have alerts waiting to be displayed within the application (notification bar).
	Your presence status if "Offline" (notification bar).
	Your presence is "Do Not Disturb" (notification bar).
	Your presence status is "Available" (notification bar).

Tab Icons

The following table lists the tab icons you will see.

Tab Icons

Icon	Description
	Contact Tab.
	Favorite Tab.
	Group Tab with Talkgroup Scan on.
	Group Tab with Talkgroup Scan off.
	History Tab.

Title Bar Icons

The following table lists the title bar icons you will see.

Title Bar Icons

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

Tones

The PTT application plays tones to indicate various conditions.

Tones

Tone	Description
Activation	Played at the end of the first-time activation of the application.
Alert	Played each time you receive an Instant Personal Alert or a Missed Call Alert. Depending on your notification setting, it may provide a persistent notification dialog and an audible tone, an audible tone, a persistent notification dialog, or no notification dialog and tone. When you receive an IPA or MCA during a PTT call, the IPA notification will be in the hidden in the background and will be brought to the foreground after the call ends. Depending on your alert repeat setting, the alert may play until you dismiss the alert.
Attention	Played whenever there is an error message displayed.
Call Suspend	Played during a call whenever the call is momentarily suspended while the phone switches from cellular data to Wi-Fi connection (or vice versa) or due to a loss of connection with the PTT server.
Floor Acquired	Played after you press the PTT button to indicate that you can speak.
Floor Busy (Error)	Played when you press the PTT button and you are unable to take the floor.

Floor Free	Played to listeners on the call to indicate someone has stopped talking and the floor is available for everyone else to talk.
Incoming Call	Played once at the beginning of the call to alert you to an incoming PTT call. When Talkgroup Scan is ON, Priority 1 calls will have a unique tone. Broadcast calls will also have a unique tone.

4. Network Connectivity

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

This section is organized as follows:

- Using PTT over 3G and 4G/LTE cellular data networks
- Using PTT over Wi-Fi
    - Switching between cellular data networks and Wi-Fi networks during a call
    - Authenticated Wi-Fi Connections (e.g., hotel access)

Using PTT over 3G and 4G/LTE cellular data networks

Using PTT over 3G and 4G/LTE cellular data networks ensure the fastest speed, least delay, best voice quality, and best performance during PTT calls and when using PTT services.

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

Using PTT over Wi-Fi

Using PTT over Wi-Fi can provide effective in-building coverage.

Note: The PTT application may not use Wi-Fi by default when it is available. To use Wi-Fi for PTT, turn on the Wi-Fi setting in the application. For more details, please refer to the "Settings" section.

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. This 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 will automatically be reconnected after the handover. During a handover, the PTT application momentarily loses connection with the servers. When this occurs, you will experience a short loss of call audio. You are notified of this condition by two short tones. Once the handover is complete and the PTT application reconnects to the data network, your call will automatically continue. It is possible that the handover takes more than a few seconds. In this case, a call in progress may not be automatically reconnected. If this happens, you can call back from PTT history.

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

The PTT application can also 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 sort of 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 will not be available (you cannot place or receive PTT calls) until you either turn off Wi-Fi or launch your mobile browser and enter the password provided by the Wi-Fi service provider.

5. Making and Receiving PTT Calls

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

This section is organized as follows:

- Making Calls
  - One-to-One (1:1) Calls
  - Group Calls
  - Quick Group Calls
  - Broadcast Talkgroup Calls
  - Call from History
  - Call from Missed Call Alert
  - Call from Instant Personal Alert
  - One Touch Calling Behavior
  - Call Behavior While the Screen is Locked
  - Manual Dial Calls
- Receiving Calls
  - Receiving Broadcast Talkgroup Calls
  - Broadcast Call History
- Turning the Speaker On/Off and Set PTT Call Volume
- Interaction with Silent or Sound Mode
- Interaction between PTT and cellular calls
- PTT Call Behavior While the Application is in the Background
- PTT Call Behavior While the Screen is Locked
- Rejoining a PTT Group Call

Making Calls

One-to-One (1:1) Calls

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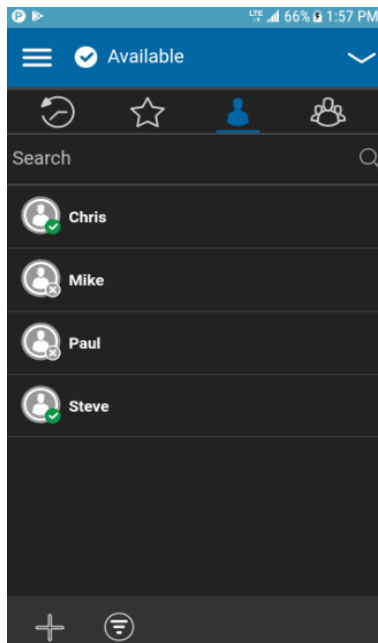
Contacts

2. The *Call* screen is displayed.

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

Private Call in Progress

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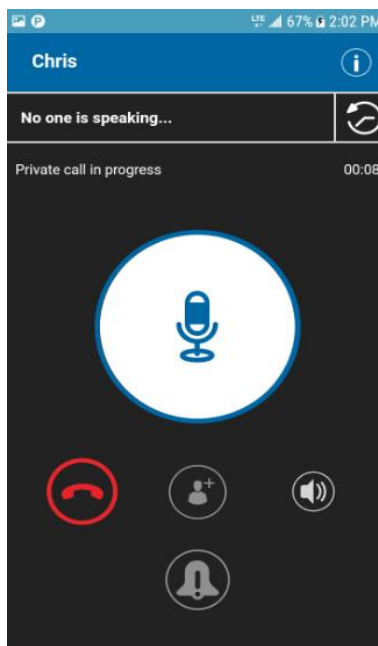
No One Is Speaking in a Private Call

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

Group Calls

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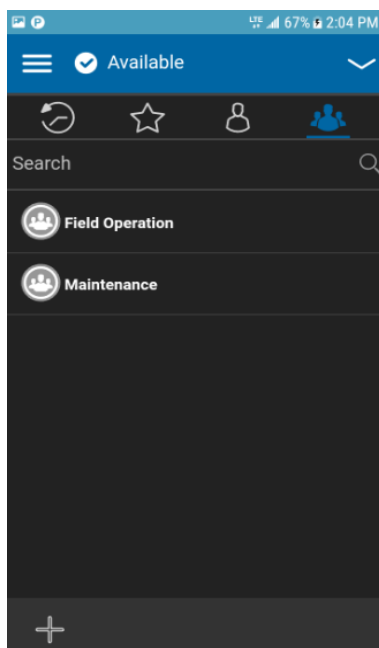
Groups

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

---

2. The *Call* screen display
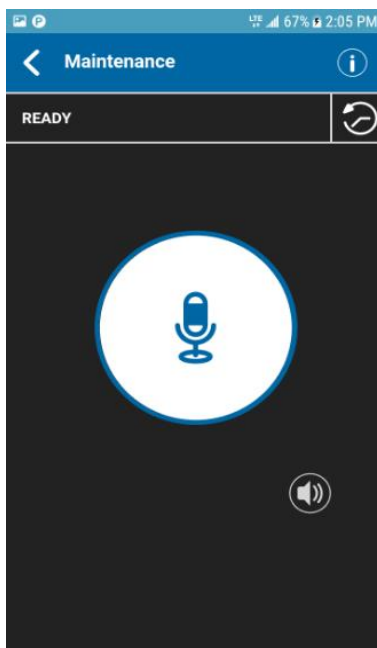
Start the Group Call

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

You Are Speaking in a Group Call

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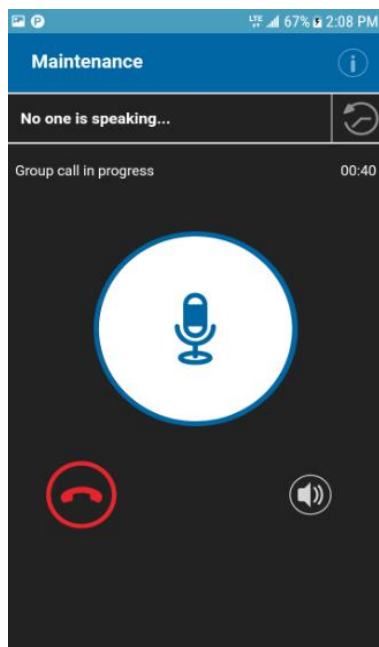
No One Is Speaking in a Group Call

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

Quick Group Calls

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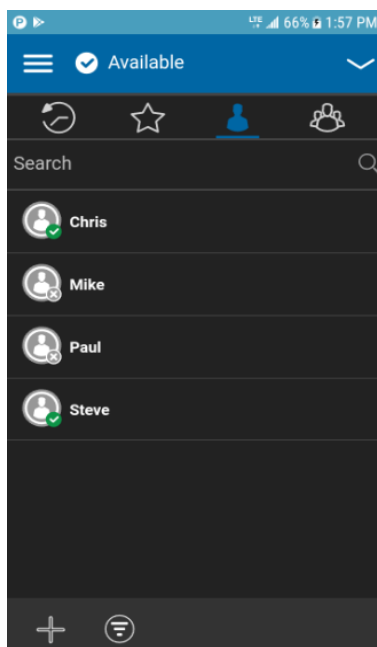
Contacts

2. Call screen displays.
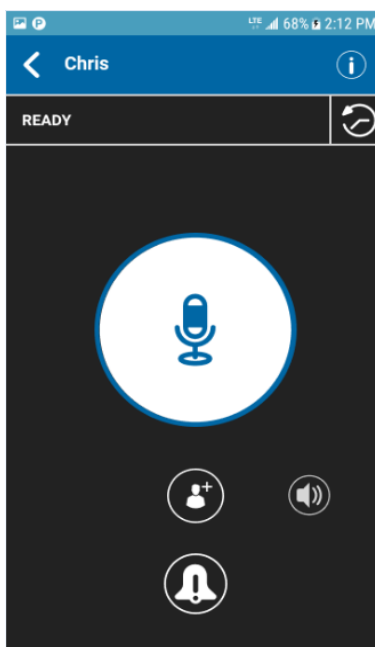
Call Screen

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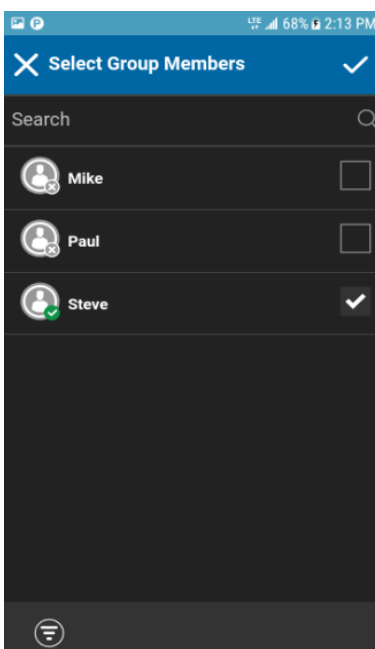
Select Contacts

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

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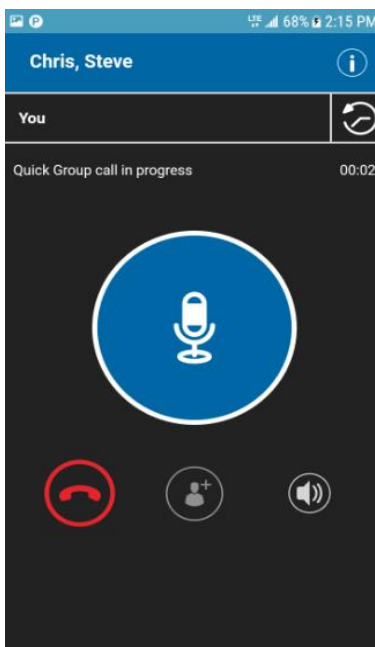
You Are Speaking in a Quick Group Call

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

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

Broadcast Talkgroup Calls

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

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

1. Tap the broadcast talkgroup you want to call. The broadcast talkgroup is identified in the group list by the broadcast talkgroup icon displayed on the bottom right corner of the group tile.
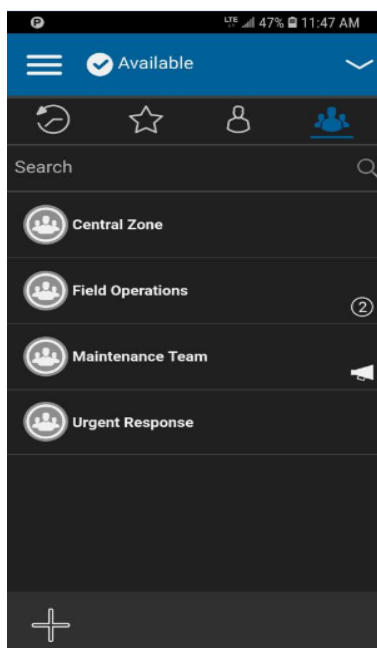
Talkgroups

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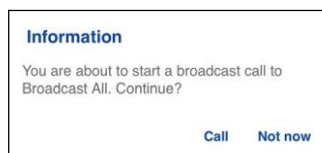
Confirmation Dialog

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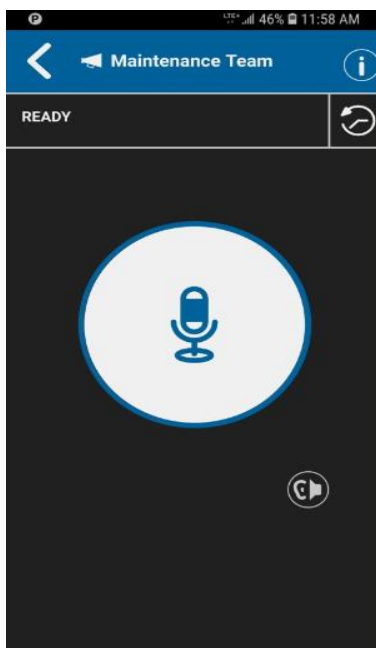
Broadcast Call Screen

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

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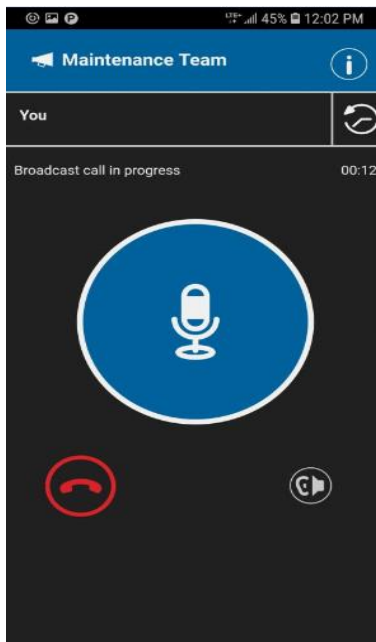
Broadcast Call in Progress

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

Call from History

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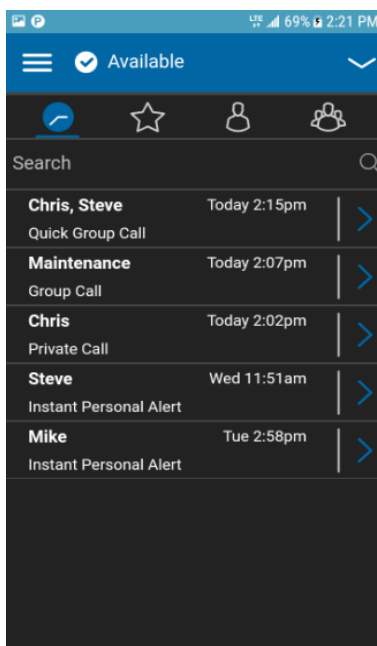
History

2. Touch on the conversation you want to call, a call screen will be displayed as shown below.
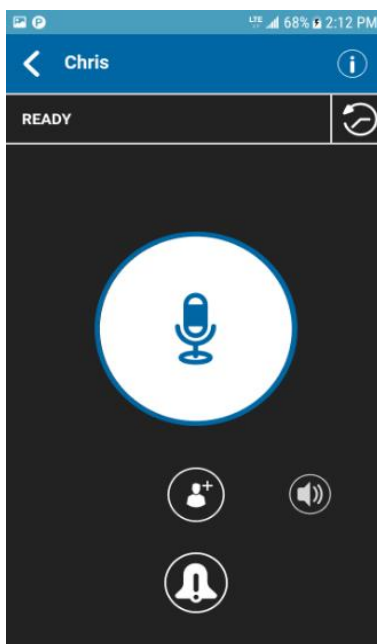
Initiate a Call from a History Entry

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

Call from Missed Call Alert

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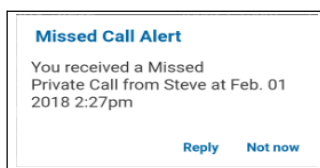
Missed Call Alert Message

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

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

Call from Instant Personal Alert

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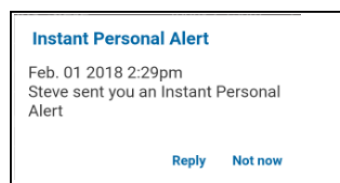
Instant Personal Alert Message

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

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

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)

Note: The One Touch Calling is available on supported devices.

The One Touch Calling behavior must be preconfigured for these actions. For more information on how to setup One Touch Calling, see the "One Touch Action" setting.

Call Behavior While the Screen is Locked

You can originate a PTT call to the selected talkgroup when the device is locked by pressing a PTT key. The Call From Lock Screen setting must be turned on. For more information on the Call From Lock Screen, see the "Settings" section.

Note: The Call From Lock Screen setting is available on supported devices.

Manual Dial Calls

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

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

Manual Dial

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

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

Receiving Calls

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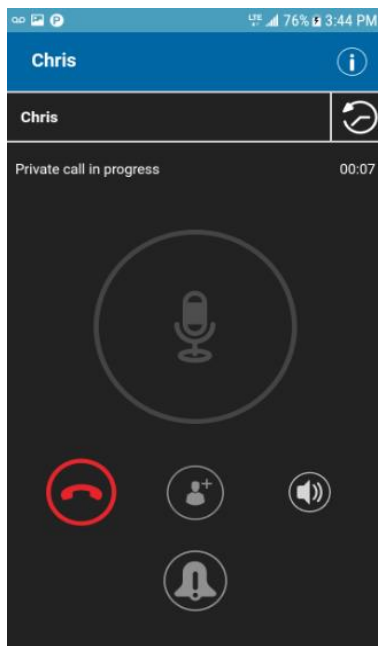
Receive an Incoming PTT Call

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

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

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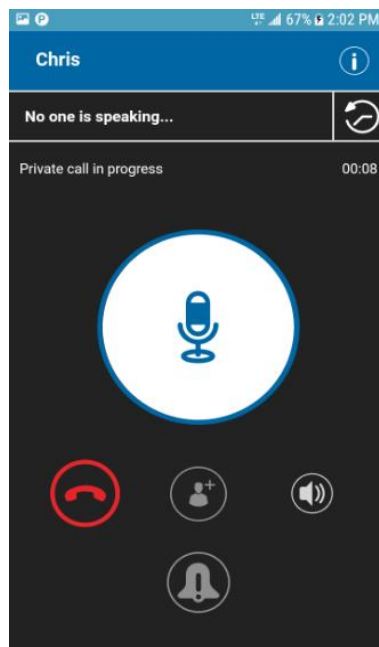
No One is Speaking in an Incoming PTT Call

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

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

Receiving Broadcast Talkgroup Calls

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

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

Broadcast Call History

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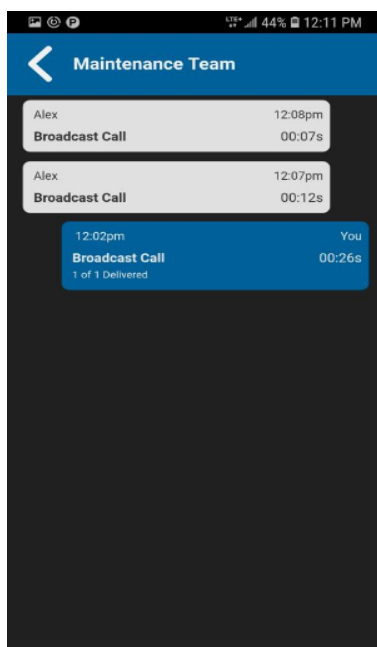
Broadcast Call History

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

Turning the Speaker On/Off and Set PTT Call Volume

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

Speaker is ON

Speaker is OFF

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

Tip: The PTT call volume can be adjusted using the device volume keys. when the PTT Key setting is set to any option other than "Volume Up/Down". For more on how to set the PTT Key setting, see "PTT Key" section.

On the call screen, press the Speaker ON/OFF toggle switch. A Volume Control popup displays.
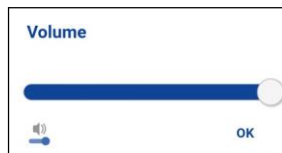
Volume Control - Speaker ON
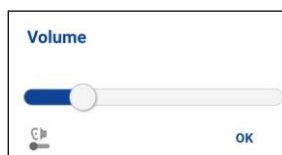
Volume Control - Speaker OFF

Adjust the Volume Control slider to the desired position. Press the Speaker ON/OFF toggle switch to turn on/off the speaker. Press **OK** when you are finished changing the volume.

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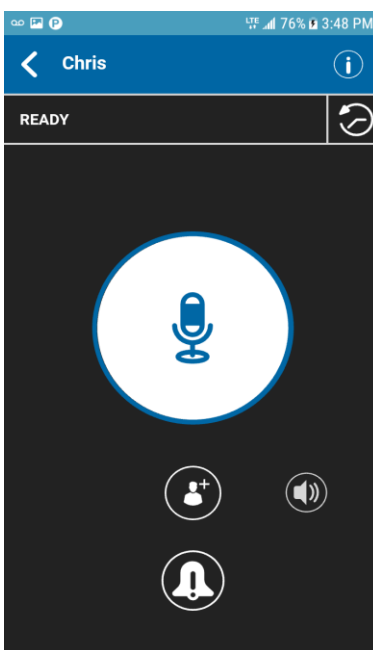
Call Screen

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

Interaction with Silent or Sound Mode

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

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

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

Interaction between PTT and cellular calls

Answering a regular phone call while on a PTT call

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

If Call Priority setting is set to **Cellular**, an ongoing PTT call will end if a cellular call is answered. For more information on Call Priority, see the "Settings" section.

Receiving a PTT call when on a regular phone call

If you receive a PTT call while you are on a regular call, the ongoing cellular call continues and an incoming PTT call is rejected with user busy indication regardless of the *Call Priority* setting. You will receive a Missed Call Notification at the top of your screen. After the call ends, you will hear a missed call alert tone.

For more information on Call Priority, see the "Settings" section.

Missed Call Notification

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

Missed Call Alert Message

PTT Call Behavior While the Application is in the Background

Incoming PTT Calls— with Background Mode Turned OFF

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

Incoming PTT Calls — Background Mode

When Background Mode is turned on and you receive an incoming PTT call, the PTT application will remain in the background and you will hear the caller's voice. You must bring the PTT application to the foreground in order to use the on-screen PTT button. For more information on Background Mode, see the "Settings" section.

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

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

Ongoing PTT Calls

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

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

PTT Call Behavior While the Screen is Locked

You can originate a PTT call to the selected talkgroup when the device is locked by pressing a PTT hard key, wired accessory, or Bluetooth RSM. The Call From Lock Screen setting must be turned on. For more information on the Call From Lock Screen, see the "Settings" section.

Note: The Call From Lock Screen setting is available on supported devices.

Rejoining a PTT Group Call

Rejoining a Group Call

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

Joining a Missed Group Call

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

6. Supervisory Override

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

This section describes supervisory override and is organized as follows:

• Supervisor Talkgroup
• Supervisor Talkgroup Members

Supervisor Talkgroup
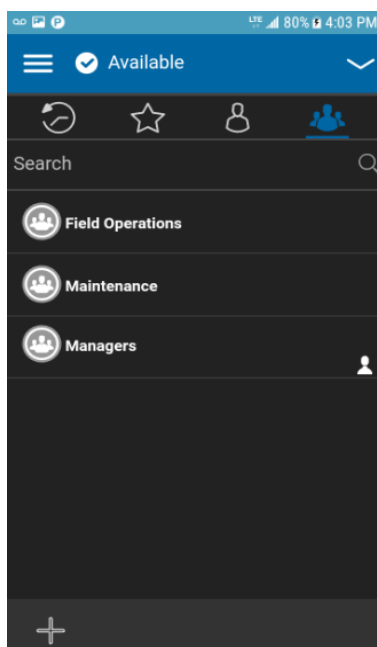
Supervisor Talkgroup

A talkgroup supervisor will see 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.

Supervisor Talkgroup Members
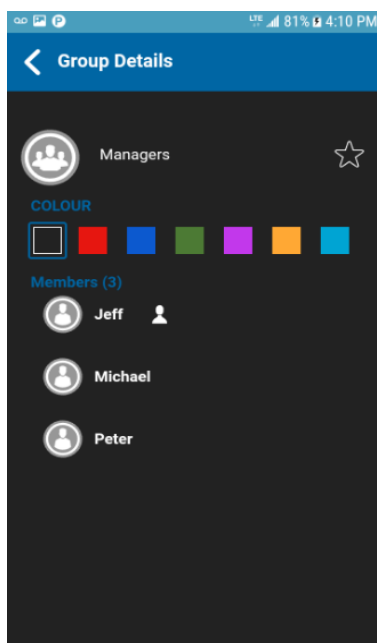
Supervisor Talkgroup Members

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

7. Alerts

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

• Instant Personal Alert (IPA)

  • Sending an Alert

  • Receiving an Alert

• Missed Call Alert (MCA)

• Multiple Missed Call Alerts/Instant Personal Alerts per Caller

• How to Set the PTT Alert Volume

Instant Personal Alert (IPA)

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

Sending an Alert

1. Select the contact from the contact list.

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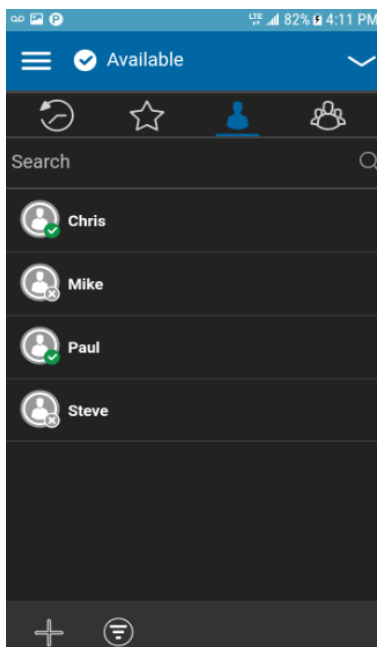
Contacts

2. The Call screen displays.
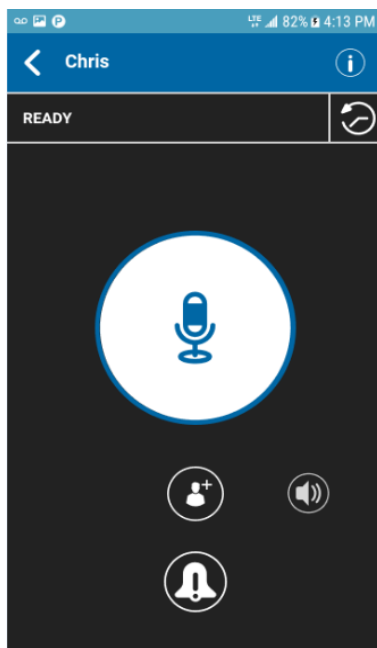
Call Screen

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

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

Receiving an Alert

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

Instant Personal Alert

June 16 2017 9:18am
Andy Graves sent you an Instant Personal Alert

Reply   Not now

Instant Personal Alert Message

IPA behavior

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

- Persistent alert dialog is displayed and an audible tone is played (default)

- Persistent alert tone is played but no alert dialog is displayed.

- Persistent alert dialog is displayed but no alert tone is played.

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

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

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

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

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

Missed Call Alert (MCA)

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

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

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

you.

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

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

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

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

---

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

Missed Call Alert

June 16 2017 9:27am
You received a Missed Private Call from Andy Graves

Reply   Not now

Missed Call Alert Message

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

Multiple Missed Call Alerts/Instant Personal Alerts per Caller

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

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

How to Set the PTT Alert Volume

The phone-wide Notification Volume controls the volume of PTT alert tones. Adjust the volume to the desired level for Notifications.

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

8. Real-Time Presence

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

This section is organized as follows:

• My Presence
• PTT Contact Presence

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

My Presence

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

1. Tap on the self-presence tile. A pop-up menu will appear.

Self-Presence Status Available
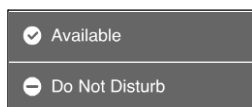
Self-Presence Status Options

2. Choose the presence state you want to set.

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

Self-Presence Status Do Not Disturb

Meaning of Presence

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

Do Not Disturb (DND): You are logged into the PTT application, not willing to receive a PTT call but can receive an Instant Personal Alert (IPA).

Offline: You are logged out from the PTT application and will not be able to receive PTT calls and alerts.

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

Self-Presence Status No Connection

Calling Restrictions

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

IPA Origination Restrictions

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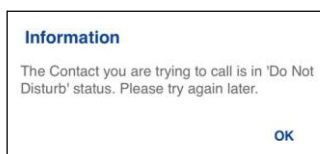
Do Not Disturb Information Message

PTT Contact Presence

Contact presence can be seen in the contact list indicated by an icon next to the contact's name. The following Image shows an example:
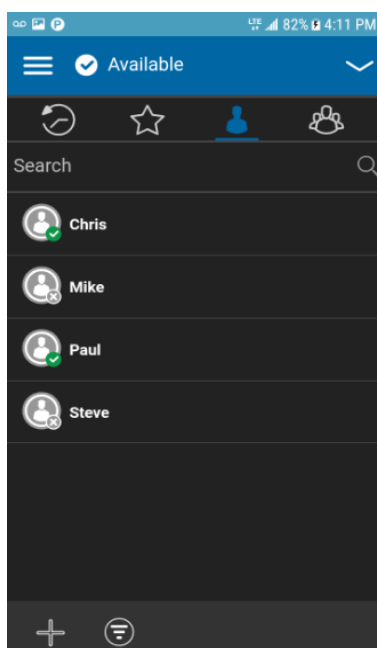
Contacts

Meaning of Available, DND and Offline

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

> **Do Not Disturb (DND):** The PTT contact is logged into the PTT application, not willing to receive PTT calls but will be able to receive Instant Personal Alerts.

> **Offline:** The PTT contact is logged out from the PTT application and will not be able to receive PTT calls and alerts.

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

Calling Restrictions

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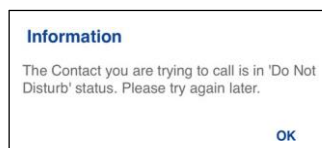
Do Not Disturb Information Message

Using Instant Personal Alerts for DND contacts

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

---

9. History

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

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

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

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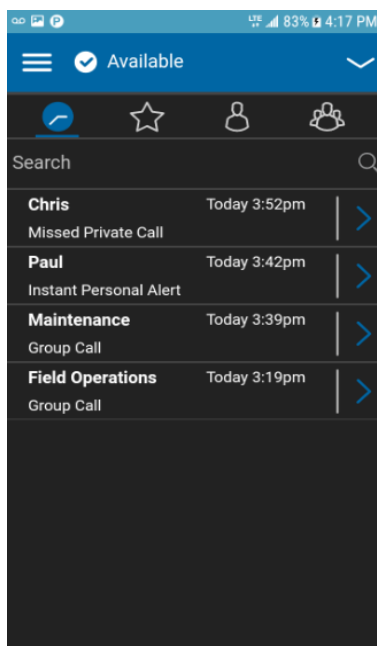
History

Access the History Tab

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

Search History

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

History Icons

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

Access Conversation Details

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

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

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

Make a PTT call

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

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

See "Call from History" for more information.

Add Contact

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

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

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

See "Add a Contact" for more information.

Delete History

You can delete any history entry.

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

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

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

Delete Message

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

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

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

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

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

Forward a Message

To forward a message, refer to the "Integrated Secure Messaging" section.

Send a Photo or a Video

To send a photo or video, refer to the "Integrated Secure Messaging" section.

10. Favorites

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

This section is organized as follows:

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

Maximum Number of Favorites

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

Favorites	
Contacts (total)	300
Groups (total)	50

Maximum Favorite Contacts and Favorite Groups
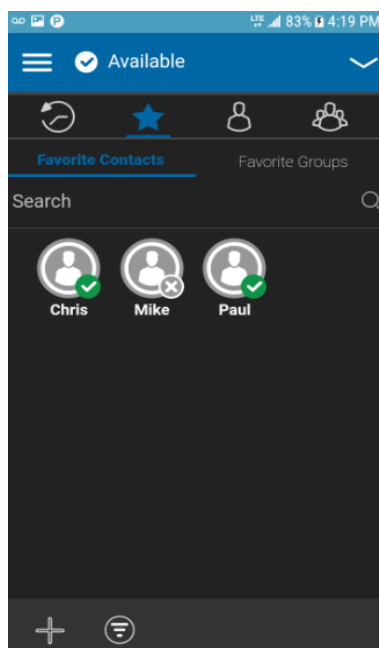
Favorite Contacts

Favorite Icons

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

Search Favorites

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

View or Edit Favorite Contacts

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

Add Favorite Contacts

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

Note: Groups can be added to Favorites from the Group tab or history entry for that group.
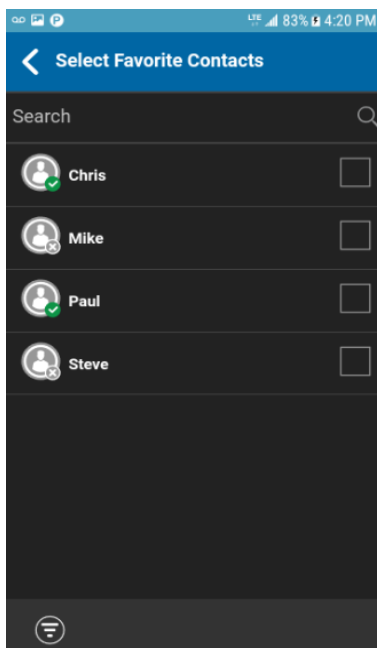
Select Favorite Contacts

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

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

Remove Favorite Contacts

1. From the *Favorites Contacts* screen, tap and hold on the favorite to remove. The *Remove Favorite* option displays.
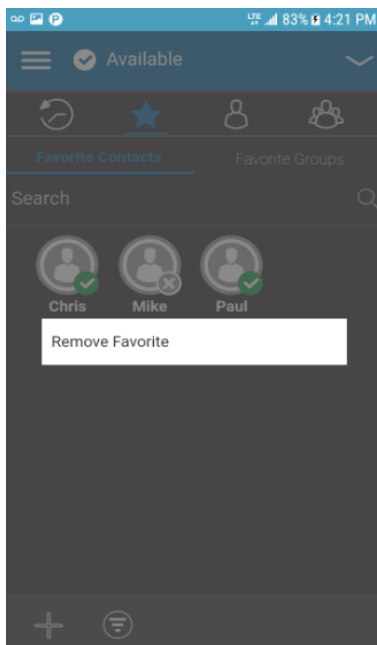
Remove Favorite Contact

2. Tap the *Remove Favorite* option. The contact is removed from the favorites.
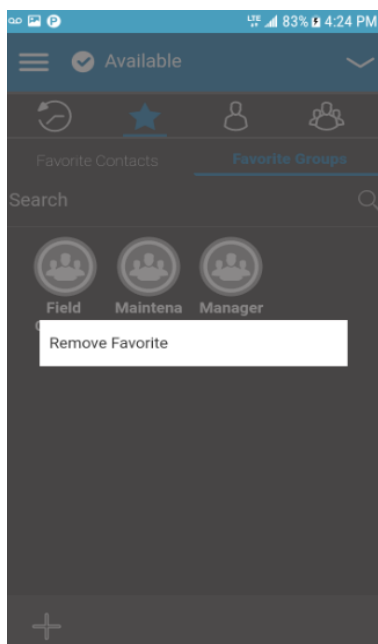
View or Edit Favorite Groups

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

Add Favorite Groups

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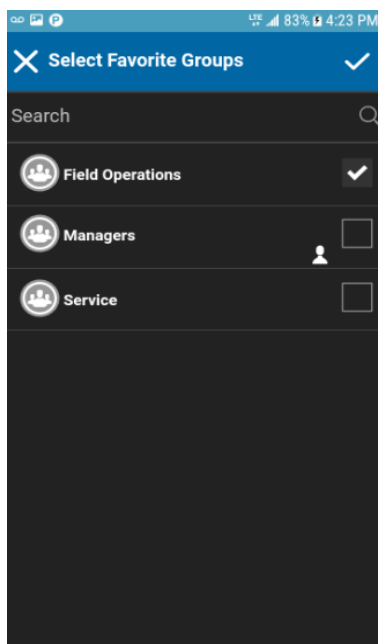
Select Favorite Groups

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

Remove Favorite Groups

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

1. From the ***Favorites Groups*** screen, tap and hold on the favorite to remove. The *Remove Favorite* option displays.
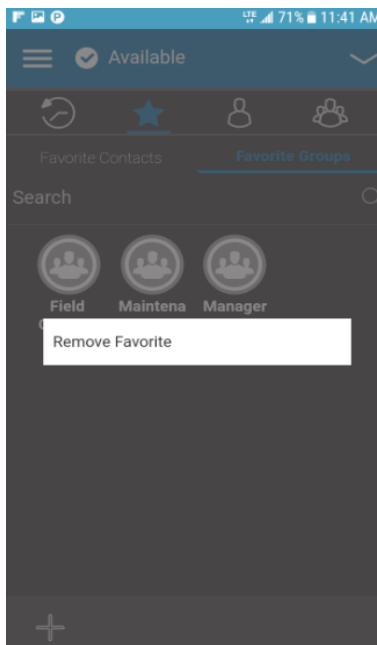
Remove Favorite Group

2. Tap the ***Remove Favorite*** option on the action bar to remove the group as a favorite. The group is now removed from the Favorites Groups screen.

11. Contacts

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

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

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

Administrator-Managed Contacts

PTT contacts are managed by an administrator. Administrator-managed contacts cannot be deleted or changed from within the PTT application.

Personal Contacts

Personal contacts are imported from the contact list in the phone or entered manually. Personal contacts are managed by you within the PTT application. You will not have the ability to create contacts if the corporate administrator has restricted this feature.

Maximum Number of Allowed Contacts

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

Administrator-Managed	
Contacts	1000
Personal	
Contacts	300

Maximum Contacts

Contact Icon

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

Search Contacts

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

View Contacts

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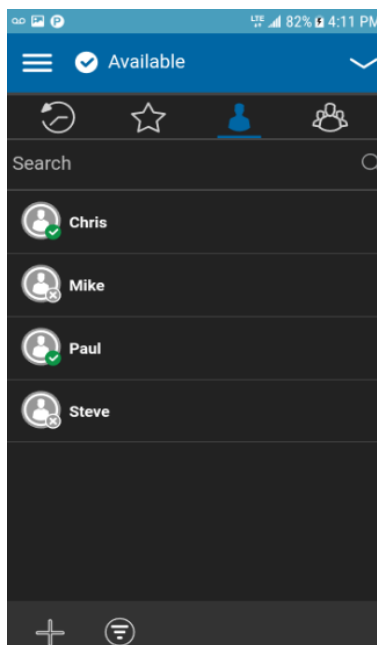
Contacts

Contact list sorting

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

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

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

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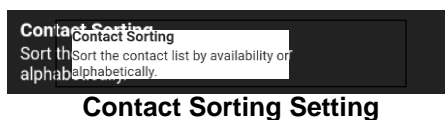
3. Select either **By Alphabetical** or **By Availability**.

Contact Sorting Setting Options

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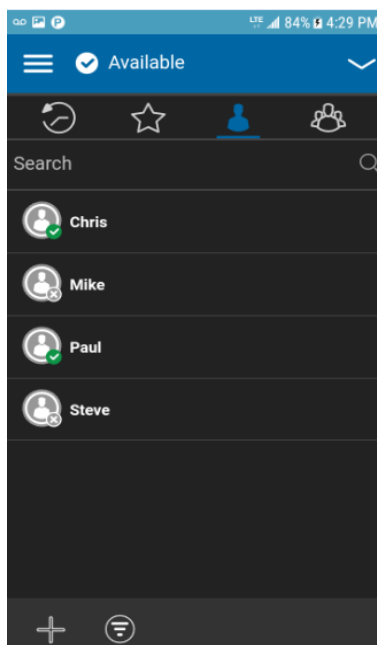
Contacts Sorted by Alphabetical
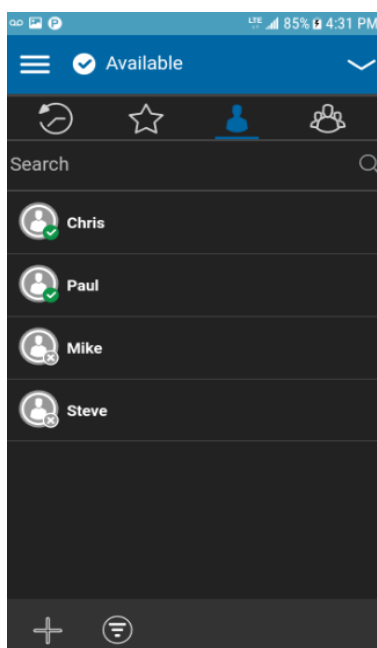
Contacts Sorted by Availability

Show or hide offline contacts

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

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

To show only online contacts

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

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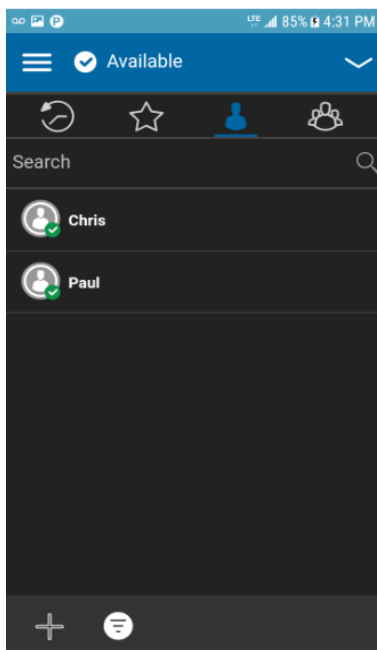
Hide Offline Contacts

To show all contacts

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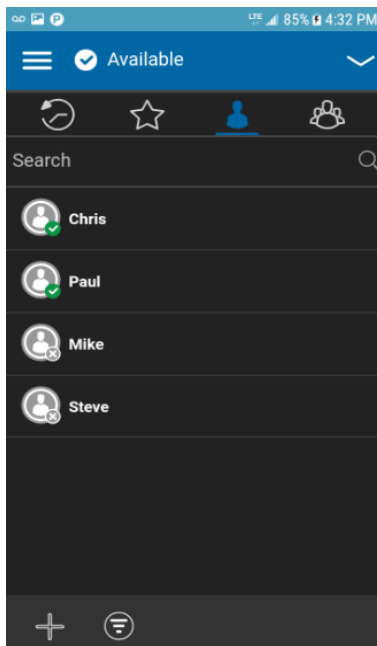
Show Offline Contacts

2. The contact list will now show all the contacts, including those that are 'Available', or 'Do Not Disturb'.

View Contact Details

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

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

Contact Details

Delete Contact

Contacts Options

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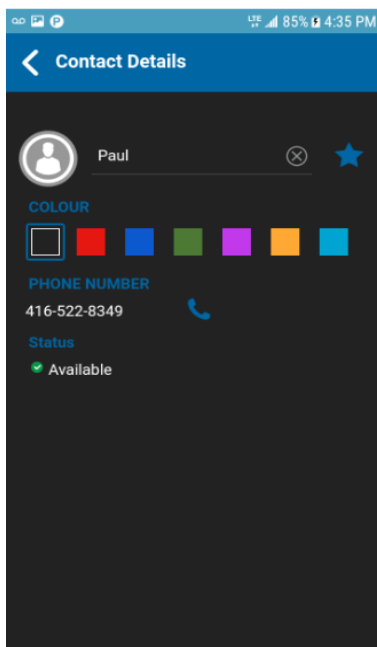
View Contact Details

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

Add a Contact

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

To view contacts, see "View Contacts" section.

Add a new contact by entering manually

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

Import Contact
New Contact

Add Contacts Options

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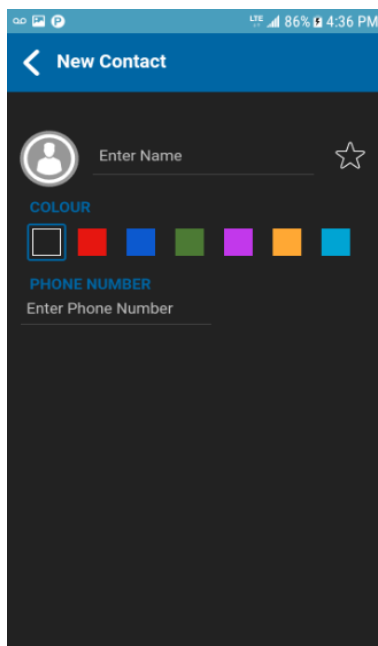
New Contact

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

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

---

4. After saving, the contact will appear in the contact list.

Import a new contact from the device's contact list

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

| Import Contact |
| New Contact |

Add Contacts Options

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

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

---

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

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

Edit Contact Details

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

An existing contact's number cannot be edited. To change an existing contact's phone number, the contact needs to be deleted and then added back with a new number.

To view the Contact Details, see "View Contacts" section.

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

- "Edit a contact name"
- "Add or change a contact avatar"
- "Change contact color"
- "Make contact a favorite or remove as a favorite"

Edit a contact name

1. Tap the contact name field.

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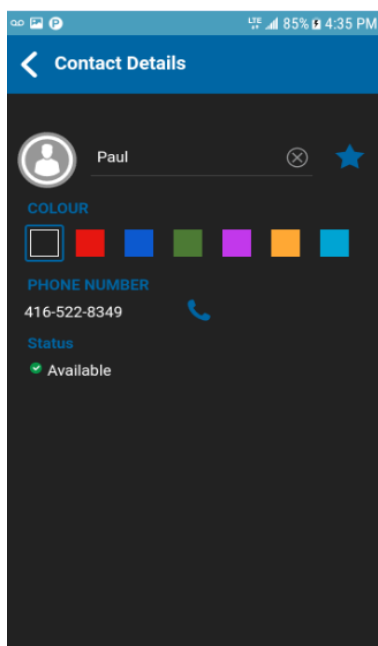
View Contact Details

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

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

Add or change a contact avatar

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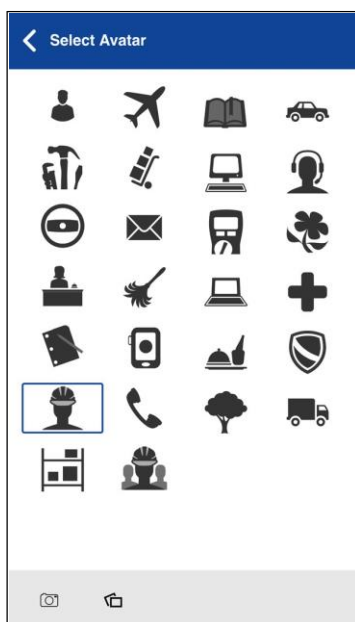
Select Avatar

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

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

---

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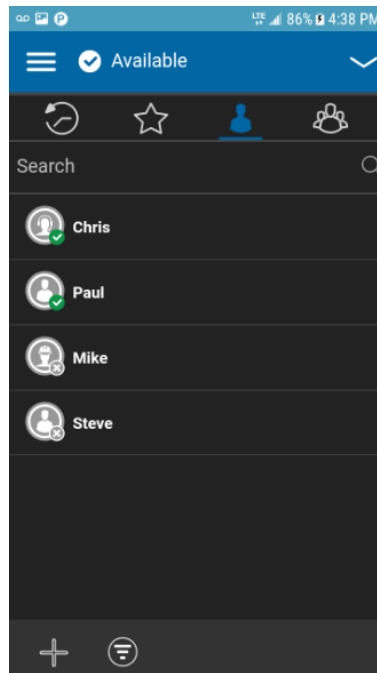
Contact with Avatar

Change contact color

1. Select a color from the list.

Select a Color

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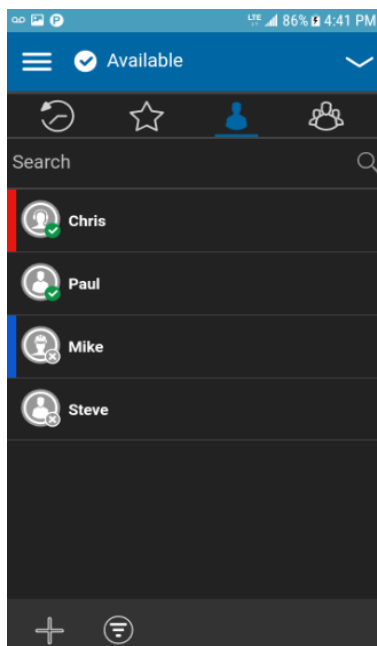
Color Assigned to Contact

Make contact a favorite or remove as a favorite

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

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

Delete a Contact

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

1. From the *Contacts* tab, touch and hold the contact you want to delete. A context menu displays.

2. Tap the **Delete Contact** option.
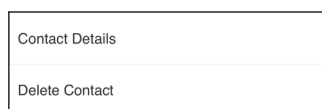
Contact Options

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

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

Confirm

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

Yes   No

Deleting Selected Favorite Contact Confirmation

4. Tap **Yes** to delete the contact. The contact will be deleted from the contact list.

12. Talkgroups

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

- Group Icons
- Search Groups
- View Groups
- View Group Details
  - Broadcast Talkgroup details (broadcasters only)
- Add a Group
- Edit Group Details
  - Edit a group name
  - Add one or more members to a group
  - Remove a member from a group
  - Rename a group member
  - Add or change a group avatar
  - Change group color
  - Make group a favorite or remove as a favorite
- Delete a Group

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

Administrator-Managed Groups

PTT groups are managed by an administrator. Administrator-managed groups cannot be deleted or changed from within the PTT application.

Personal Groups

Personal groups are created from the PTT contact list. Personal groups are managed by you within the PTT application. You may not have the ability to create Personal groups if the corporate administrator has restricted this feature.

Maximum Number of Allowed Groups

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

Administrator-Managed	
Groups	100
Members per group	250
Personal	
Groups	30
Members per group	30

Maximum Groups

Group Icons

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

Search Groups

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

View Groups

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

View Group Details
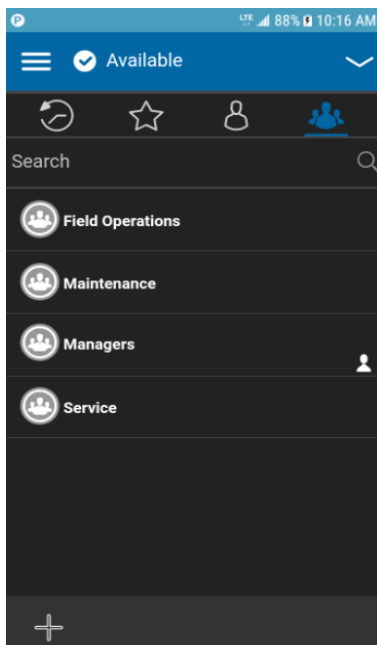
Groups

1. Select a group from the group list and tap and hold.

    Group Details

    Delete Group

2.

Group Options

3. Tap the **Show details** option in the menu. The group details screen will be displayed, as shown below.
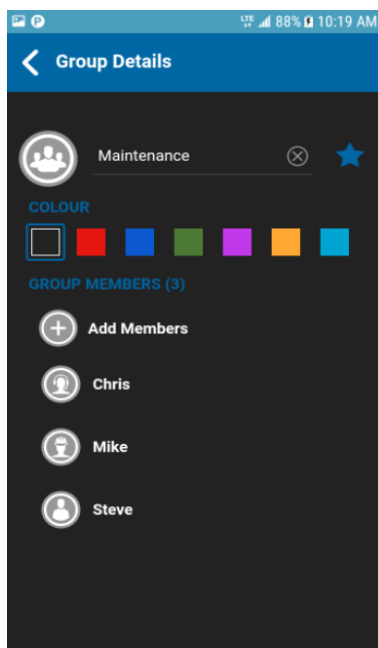
View Group Details

Broadcast Talkgroup details (broadcasters only)

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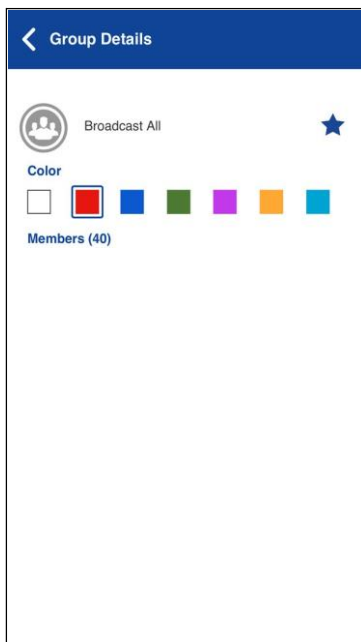
Broadcast Group Details

Add a Group

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

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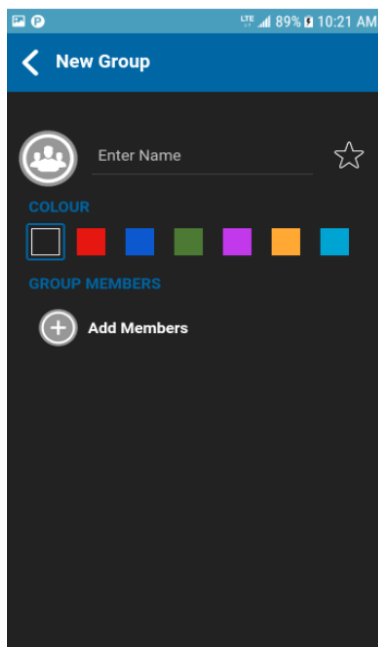
New Group

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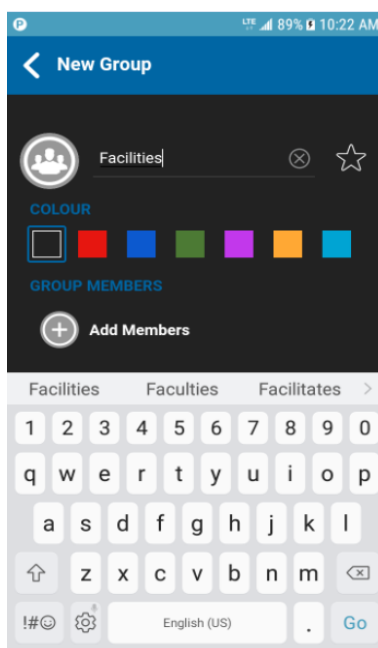
New Group

3. Tap on **Add Members**. The *Select Contacts* displays.
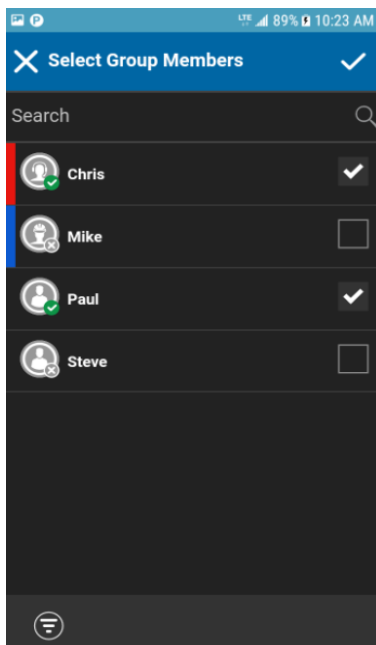
Select Contacts

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

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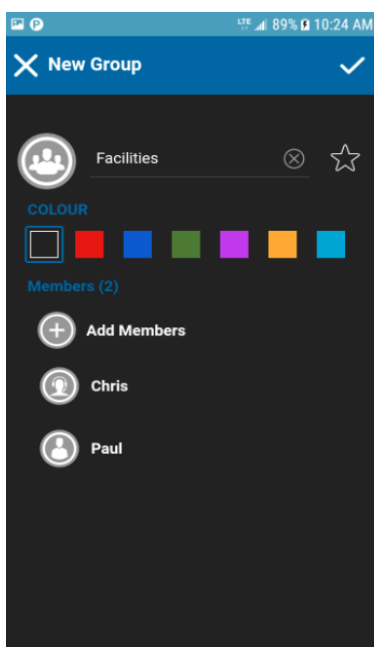
New Group

Edit Group Details

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

To view the Group Details, see "View Group Details" section.

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

    • "Edit a group name"

    • "Add one or more members to a group"

    • "Remove a member from a group"

    • "Rename a group member"

    • "Add or change a group avatar"

    • "Change group color"

    • "Make group a favorite or remove as a favorite"

Edit a group name

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

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

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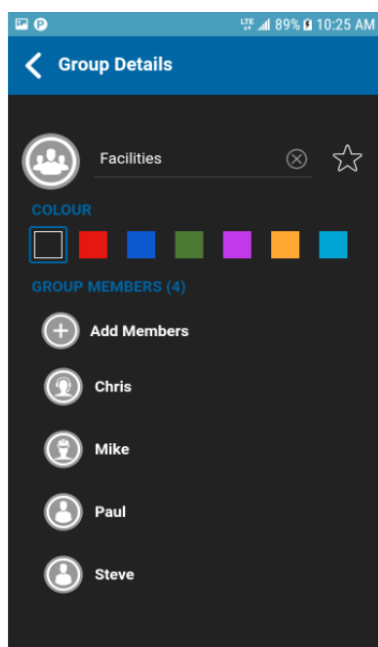
Group Details

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

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

Add one or more members to a group

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

1. Tap on *Add Members* button to add contacts to the group. The *Select Contacts* displays.
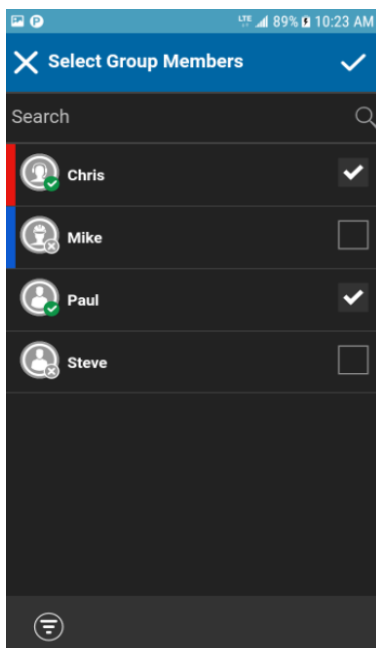
Select Contacts

2. Select one or more contacts to add to the group.

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

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

Remove a member from a group

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

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

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

Rename Member
Remove Member
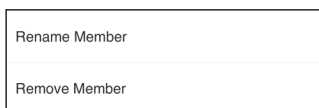
Group Details Options

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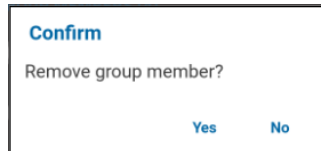
Remove Group Member Confirmation

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

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

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

---

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

Rename a group member

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

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

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

Group Details Options

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

Rename Member

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

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

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

Add or change a group avatar

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

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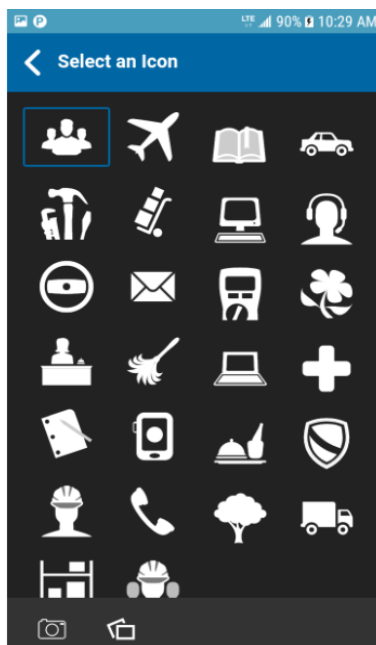
Select Avatar

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

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

3. If finished, tap the **Save** button on the *Group Details* screen and the selected avatar will be assigned to the group, otherwise continue.
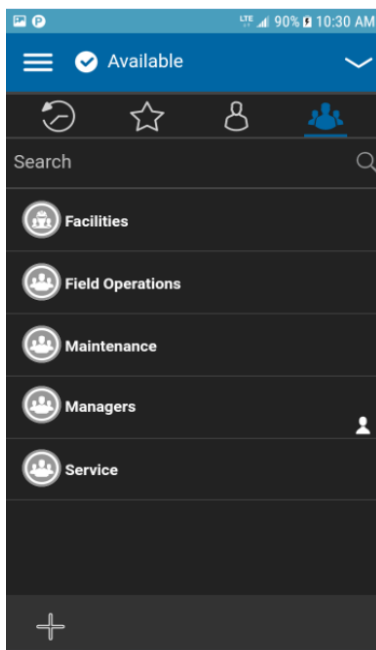
Group with Avatar

Change group color

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

1. Select a color from the list.

Select a Color

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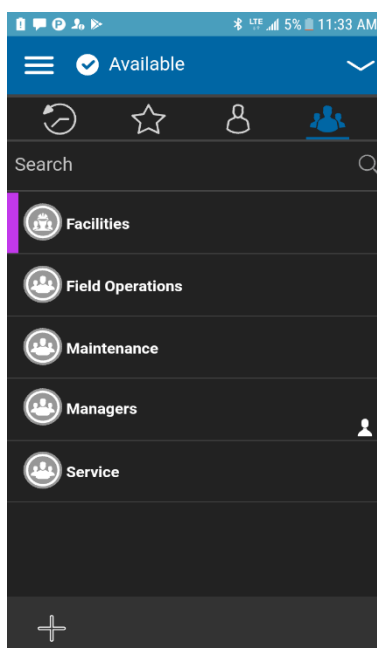
Group with Color

Make group a favorite or remove as a favorite

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

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

Delete a Group

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

1. From the *Groups tab*, touch and hold the group you want to delete. A context menu displays.

2. Tap the **Delete Group** option.

Group Options

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

> **Note:** If you are removing a group which is also a favorite, you will see the following confirmation message.

Confirm

Are you sure you would like to delete Group Maintenance from your Favourites?

Yes   No
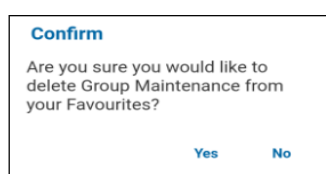
Deleting Selected Favorite Group Confirmation

4. Tap *Yes* to delete the group. The group will be deleted from the group list.

13. Talkgroup Scanning

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

• Turn Scanning ON or OFF
• Add a Group to a Scan List
• Remove a Group from a Scan List or Change the Scanning Priority

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

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

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

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

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

• **All call types can be originated**: one-to-one, Quick Group, and group calls.
• **Normal call rejoin will occur** for originated group calls. Note: you will not receive Missed Call Alerts for group calls while scanning, so calling a group may result in a call rejoin.

Turn Scanning ON or OFF

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

Talkgroup Scan is OFF

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

Talkgroup Scan is ON

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

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

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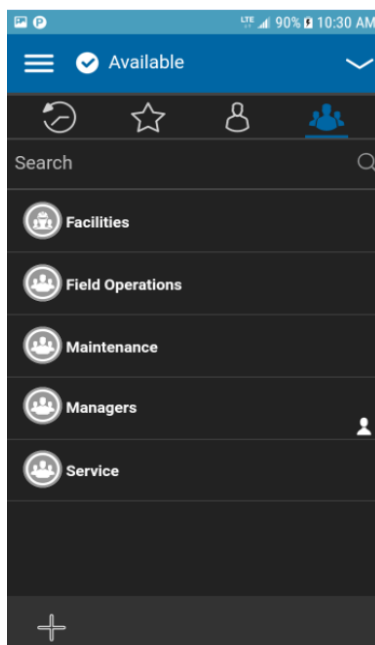
Talkgroup Scanning

Add a Group to a Scan List

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

Group Details
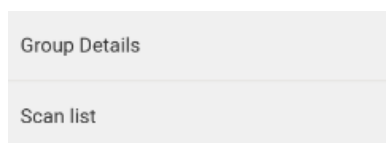
Scan list

Select Corporate Group

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

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

Set Priority 1

Set Priority 2

Set Priority 3
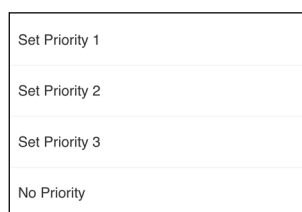
No Priority

Scan List Priority Options

3. Tap the priority option you want to assign to the group or select **No Priority** if you want the group to be of normal priority (in other words not a priority scan talkgroup). If you choose a priority that is already being used by another group, a message appears as shown below.

Information

A group with priority 1 already exists. Make this group priority 1?

Yes   No

Scan List Information Message

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

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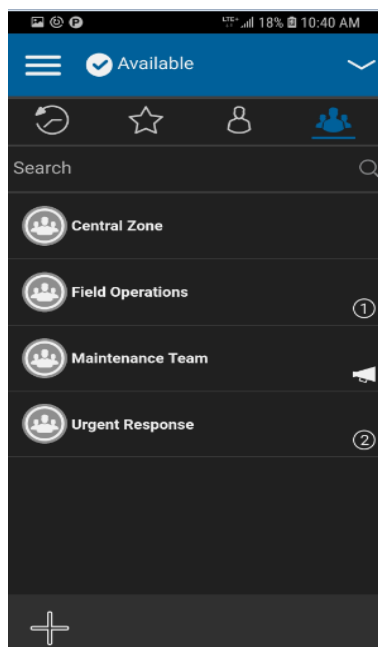
Corporate Group with Priority Assigned

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

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

Select Corporate Group

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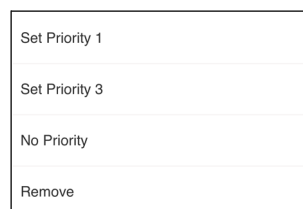
Change Scan List Priority Options

3. You can reassign the priority by touching a priority option. To make the group normal priority, tap **No Priority**. To remove the group from the scan list, tap **Remove**. If you choose a priority that is already being used by another group, a message appears as shown below.

Scan List Information Message

Note: Choosing a priority used by another group will make the previous priority group stay in the scan list with normal priority.

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

14. Airplane Mode

Your phone provides a special mode called "***Airplane Mode***" which disables your phone's ability to communicate over cellular, Wi-Fi and Bluetooth connections. When you turn on airplane mode, you are disconnected from the Push-to-Talk (PTT) service.

- You cannot receive PTT calls or messages

- You cannot receive alerts from others

- Others will see you as offline in their PTT contact list and will not be able to call you or send you an alert

15. Using Accessories and Bluetooth

This section describes using accessories and Bluetooth associated with the Push-to-Talk (PTT) application and is organized as follows:

- Using a Wired Audio Headset
- Using Bluetooth
  - Car Kit
  - External PTT Button
  - How to Turn Off Bluetooth for PTT
- Using a Remote Speaker Microphone
  - Wired
  - Bluetooth

Using a Wired Audio Headset

You can use a headset plugged into your phone for Push-to-Talk (PTT) calls. Whenever you connect the headset, PTT calls are automatically heard over the headset instead of the loudspeaker. You must still use the PTT button on the phone to take the floor to speak, even if your headset has a multimedia control button on it. When you disconnect the headset, the loudspeaker will again be used for PTT calls.

Using Bluetooth

By default, whenever your phone is connected to a compatible Bluetooth device, the PTT application uses that Bluetooth device for calls. If you turn off or unpair your Bluetooth device, the PTT call will automatically switch to the loudspeaker. The PTT application supports the following Bluetooth profiles: Hands-Free (HFP), Headset (HSP), or Advanced Audio Distribution Profile (A2DP). When

using PTT over Bluetooth, you must use the PTT button on the phone to take the floor and speak.

Car Kit

Many cars allow you to connect your phone to the car audio system using Bluetooth. Check the owner's manual for your car to see if your phone is compatible with your car. Once you connect your phone to the car's audio system, PTT calls will also use the Bluetooth audio. You must use the PTT button on the phone to take the floor.

External PTT Button

You can use a compatible Bluetooth Smart (Low Energy Bluetooth) PTT button with your PTT service. This button can be used in addition to the on-screen PTT button.

How to Turn Off Bluetooth for PTT

If your phone can connect to your car audio system and you receive regular cellular calls, PTT calls will also work. In the rare circumstance that there is a compatibility problem using PTT with your car audio but you still want to use Bluetooth for regular cellular calls, you can turn off PTT over Bluetooth from within PTT application settings. For details on how to turn off Bluetooth, refer to the "Use Bluetooth" section.

Using a Remote Speaker Microphone

A Remote Speaker Microphone (RSM) is an accessory made especially for handling PTT calls. The RSM has a loudspeaker and PTT button built in which lets you remotely control your phone's PTT application. There are two types of RSMs: those that connect by wire to the phone's headset connector, and those that use Bluetooth.

Wired

A wired RSM connects to the phone's headset connector, just like a headset. The RSM will have a loudspeaker and microphone, along with a PTT button. The PTT button allows you to take the floor during a PTT call and speak. The PTT button on the RSM works just like the PTT button on the phone. Depending on the RSM, there may also be a connection for you to use a headset with the RSM. Check the RSM owner's manual for information specific to the accessory. With a wired RSM, you control the loudspeaker volume using the volume keys on the phone and using the volume buttons on the RSM.

Note: The PTT application must be in the foreground to take the floor using the wired accessory.

Bluetooth

A Bluetooth-connected RSM gives you all the features of a wired RSM without being tethered by a cord. In addition to having a loudspeaker and PTT button, a Bluetooth RSM also has its own volume control. You do not use the volume buttons on your phone to control the volume, but rather the volume control on the RSM itself. A Bluetooth RSM must be "paired" to your phone before it can be used. For instructions on how to pair the RSM with your phone, please refer to the documentation that comes with the RSM.

16. Settings

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

- Important Message
- Advanced
- Alert Repeat
- Alert Tone
- Auto Download
- Auto Start
- Background Mode
- Call From Lock Screen
- Call Priority
- Call Reconnect Tone
- Capacity
- Contact Sorting
- Display Name
- History Sorting
- Instant Personal Alert
- Logout
- Message Alert
- Message Alert Tone
- Missed Call Alert
- My PTT Number
- One Touch Action
- Privacy Mode
- PTT Key
- Restore Defaults
- Use Bluetooth
- Vibrate Alert
- Vibrate Call

To change the settings

All settings except for the *Boundary* settings can be changed in the PTT application settings:

1. From within the *Menu*, tap the **Settings** option. The menu icon is in the upper-left hand corner of the main screen.

Note: For more information on how to change the *Boundary* settings, see "Boundary settings" section.
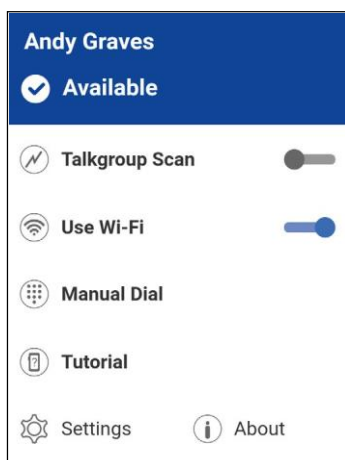
Menu Options

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

Note: All settings are shown in the default state.

Important Message

Notifications are sent periodically to ensure that the application is up to date with the most current software. When an update is available, you receive a message when you login to the PTT application. Important Message notifications are also shown with a yellow star on the Menu Settings option, and the Important Message settings. If there are no important message notifications are available, you will not receive a message nor see the setting. See the "Application updates" section for more information.

To update the PTT application

1. From the *Settings* screen, scroll to and tap the **Important Message** setting.

Important Message Setting

2. From the Important Message notification, tap the **Upgrade** button to be directed to the Google Play Store to download the latest application or tap the **Dismiss** button to dismiss the notification.

Note: Important Message notifications may vary in content.

Important Update

An upgrade for the app is available.
Please upgrade.

☐ **Do not show again**

Dismiss   Upgrade
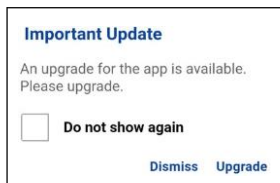
Important Message Notification Example

Advanced

The Advanced settings provide additional settings which include Audio Profile and Accessory Compatibility.

Note: These settings are preset and not available on PTT certified phones.

To access the advanced settings

1. From the *Settings* screen, scroll to and tap the **Advanced** settings.

Advanced Settings
Additional settings for advanced setup.
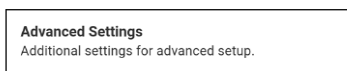
Advanced Settings

Audio Profile

The Audio Profile setting allows you to select from several audio profiles for microphone and audio path.

To change the Audio Profile setting

1.   From the Advanced settings screen, scroll to and tap the **Audio Profile** setting.

Audio Profile
Adjust only if you are having audio problems
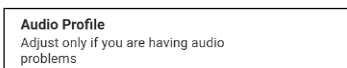
Audio Profile Setting

2.   From the **Audio Profile** screen, tap the desired profile.

Audio Profile

○ Profile 1

○ Profile 2

● Profile 3

○ Profile 4

○ Profile 5

OK
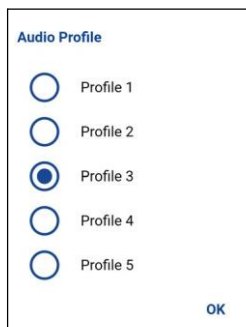
Audio Profile Setting Options

Accessory Compatibility

You can set the compatibility mode for PTT wired accessories.

Note: This setting should only be changed if the PTT button on a wired PTT accessory does not take and release the floor properly.

To change the Accessory Compatibility

1. From the Advanced settings screen, scroll to and tap the **Accessory Compatibility** setting.

Accessory Compatibility Setting

2. Tap the desired mode option.
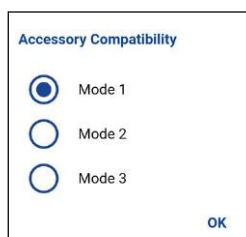
Accessory Compatibility Setting Options

Alert Repeat

The alert repeat setting affects how often you are reminded that you have Instant Personal Alerts and Missed Call Alerts waiting. The options have the following behavior:

Once: The alert will be played once when the alert is received.

Repeat: The alert will be played every 20 seconds for 10 minutes.

Continuous: The alert will be played every 20 seconds until you clear the alert. This option will drain the battery faster than the other options.

To change the alert repeat setting

1. From the *Settings* screen, scroll to and tap on the **Alert Repeat** setting.

Alert Repeat Setting

2. Select how often you want your alerts to repeat.

Alert Repeat

Once

Repeat

Continuous

OK

Alert Repeat Setting Options

Alert Tone

This setting allows you to select the missed call alert and Instant Personal Alert tone from a list of choices. The tone is played when you select it.

To change the alert tone setting

1. From the *Settings* screen, scroll to and tap the **Alert Tone** setting.

Alert Tone
Change tone played for alerts.
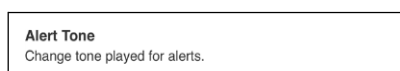
Alert Tone Setting

2. Select the desired alert tone.

Tip: When you preview an alert tone, it will play on the speaker even if the phone ringer is silent.

Alert Tone

Alert 1

Alert 2

Alert 3

Alert 4

OK

Alert Tone Setting Options

Auto Download

When turned on, message attachments are automatically downloaded to the *History* tab or when turned off you must manual download by tapping the message attachment.

To change the auto download behavior

1. From the *Settings* screen, scroll to the **Auto Download** setting.

Auto Download
When enabled, message attachments are
automatically downloaded.

Auto Download Setting

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

Auto Start

When the phone is powered up and the **Auto Start** setting is set to ON, the PTT application will start in the background. If you have previously logged out manually, the PTT application will not start and you have to launch the PTT application manually.

When the phone is powered up and the **Auto Start** setting is set to OFF, the PTT application will not start in the background. You have to launch the PTT application manually.

To change auto start

1. From the *Settings* screen, scroll to the **Auto Start** setting.

Auto Start
Automatically start the PTT application
after power-on.
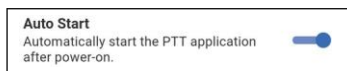
Auto Start Setting

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

Background Mode

The Background Mode setting allows you to choose whether the PTT application comes to the foreground or remains in the background when you receive a PTT call. You must bring the PTT application to the foreground to use the on-screen PTT button. See the "PTT Call Behavior While the Application is in the Background" section for more information.

To change the background mode setting

1. From the *Settings* screen, scroll to the **Background Mode** setting.

Background Mode
Keep app in background for PTT calls
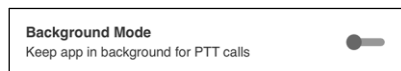
Background Mode Setting

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

Note: When the PTT application is in the background, a wired accessory PTT button will not work.

Call From Lock Screen

The *Call From Lock Screen* setting allows you to make a PTT call while the phone screen is locked. See the "One Touch Action" setting for more information on how to configure the contact or group to call.

Note: This setting is available on devices that support One Touch calling feature.

To change the call from lock screen

1. From the *Settings* screen, scroll to the **Call From Lock Screen** setting.
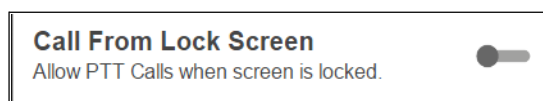
Call From Lock Screen Setting

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

Call Priority

With Call Priority you can allow or reject another incoming call based on the Call Priority setting (Ongoing or Cellular). Default is Ongoing.

To change call priority

1. From the *Settings* screen, scroll to and tap the **Call Priority** setting.
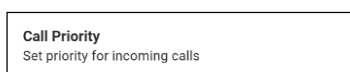
Call Priority Setting

2. From the **Call Priority** screen, tap either **Ongoing** (Default) or **Cellular**.
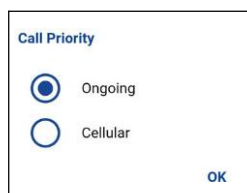
Call Priority Setting Options

Ongoing

An ongoing cellular call continues and an incoming PTT call is rejected with user busy indication. A PTT missed call alert is provided to the user when the PTT call is rejected.

An ongoing PTT call continues and an incoming cellular call is rejected.

Cellular

An incoming PTT call is rejected during a cellular call.

An ongoing PTT call will end if a cellular call is answered.

Call Reconnect Tone

The Call Reconnect Tone setting determines whether the phone will play the call reconnect tone when turned ON or turned OFF during a call. The call reconnect tone is played when you lost connection with the network during a PTT call.

To change the Call Reconnect Tone

1. From the *Settings* screen, scroll to the **Call Reconnect Tone** setting.

Call Reconnect Tone
Determine whether the handset will play the
Call Reconnect Tone.
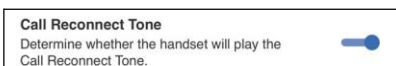
Call Reconnect Tone Setting

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

Capacity

The Capacity setting allows you to view how many PTT contacts, groups, and favorites are stored on your phone. These numbers include both personal and administrator-managed. Please refer to the table in the "Contacts" section, "Talkgroups" section, and "Favorites" section to see the maximum capacity for your phone. Dismiss the pop-up displayed by pressing the back button on the title bar.

To view the phone capacity

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

Capacity
Show available capacity to store
Contacts and Groups.
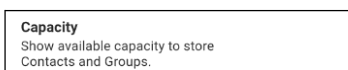
Capacity Setting

2. Tap the **Capacity** setting. The Capacity screen displays.

Contact Sorting

You can choose to view your contacts in a sorted manner. There are two options, sorting according to the alphabetical order of your contacts or sorting according to the availability of your contacts. When contacts are sorted by availability, online contacts are shown first alphabetical, followed by offline contacts alphabetical. Online contacts include contacts who are 'Available' and 'Do Not Disturb'.The contact list will update each time a contact changes from online to offline or vice versa.

To change the contact sorting

1. From the *Settings* screen, scroll to and tap the **Contacts Sorting** setting.

Contact Sorting
Sort the contact list by availability or
alphabetically.

Contact Sorting Setting

2. From the Contacts Sorting screen, tap either **By Alphabetical** or **By Availability**.

Contact Sorting

⦿ By Alphabetical

◯ By Availability

OK

Contact Sorting Setting Options

Display Name

The display name setting 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. The administrator may also restrict the ability for you to set your name. The display name can be changed if it has an underline.

To view or set your display name

1. From the *Settings* screen, scroll to and tap the **Display Name** setting.

Display Name
This is the name others will see when you communicate with them.

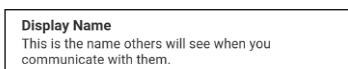**Display Name Setting**

2. Your current name will be displayed. Tap the **Cancel** button to dismiss the display name window or continue to set your display name.

Display Name

Field Service Manager   ⊗

Save   **Cancel**
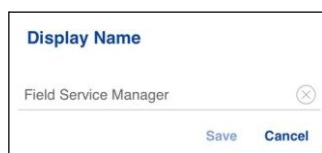
Display Name Setting Option

3. Tap the **Clear Text** button to clear the display name.

4. Type your display name using the on-screen keyboard.

5. Tap the **Save** button to save the display name.

History Sorting

Sort history from newest to oldest or oldest to newest.

You can choose to view your history in a sorted manner. There are two options: Sorting from oldest to newest will display your history with the newest entries at the bottom of the history list. Sorting from oldest to newest will display the newest entries in the top of the history list.

Tip: History sorting applies to conversation details. The first-level History tab always shows newest conversations at the top of the list.

To change the history sorting

1. From the *Settings* screen, scroll to and tap the **History Sorting** setting.

History Sorting
Sort history from newest to oldest or oldest to newest.
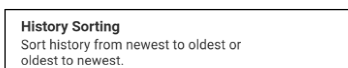
History Sorting Setting

2. From the History Sorting screen, tap either **Newest to oldest** or **Oldest to newest**.

History Sorting Setting Options

Instant Personal Alert

This setting allows you to select the Instant Personal Alert from a list of choices to provide either a Tone and Display (default), Tone Only, Display Only, or Off which provides no alert dialog and no alert tone.

To change the instant personal alert

1. From the *Settings* screen, scroll to and tap the **Instant Personal Alert** setting.

Instant Personal Alert Setting

2. Select the desired instant personal alert option as follows:

Tone and Display (default)

Persistent alert dialog is displayed and an audible tone is played (subject to Silent Mode behavior). Alert is added to history.

Tone Only

Audible alert tone is played (subject to Silent Mode behavior). Alert is added to history.

Display Only

Persistent alert dialog is displayed but no alert tone is played. Alert is added to history.

Off

No alert dialog is displayed and no alert tone is played. Alert is silently added to history.

Instant Personal Alert Setting Options

3. Click **OK**.

Logout

While you are logged out, you will be shown as "Offline" to others and you cannot receive PTT calls, alerts, or secure messages. If you log out before powering off your phone, you will remain logged out after your phone is powered on again even if the **Auto Start** setting is turned on. To send or receive PTT calls, you will need to log in. See the "Login" section for details on how to log in.

To log out

1. From the *Settings* screen, scroll to and tap the **Logout** setting.

Logout
Logout from PTT

Logout Setting

2. Tap **Logout**, a Logout confirmation box will appear.

Logout

You will no longer be able to place or receive PTT calls until you start the application. Do you want to log out?

Yes   No

Logout Setting Confirmation

3. Tap **Yes** to turn on or **No** turn off.

Message Alert

This setting allows you to control new message alert notifications.

To turn on/turn off Message Alert for PTT messages, switch ON the setting to turn on Message Alert or switch to OFF mode to switch off the Message Alert at the Message Alert setting.

To change the Message Alert

1. From the *Settings* screen, scroll to the **Message Alert** setting.

Message Alert
Play a tone when a new message is received.
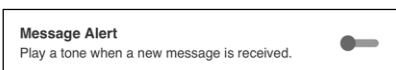
Message Alert Setting

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

Message Alert Tone

This setting allows you to select the missed call alert and Instant Personal Alert tone from a list of choices. The tone is played when you select it.

To change the message alert tone setting

1. From the *Settings* screen, scroll to and tap the **Message Alert Tone** setting.

Message Alert Tone
Change tone played for messages

Message Alert Tone Setting

2. Select the desired alert tone.

Tip: When you preview an message alert tone, it will play on the speaker even if the phone ringer is silent.

Message Alert Tone

⦿ Alert 1

◯ Alert 2

◯ Alert 3

◯ Alert 4

OK

**Message Alert Tone Setting Options**

3. Click **OK**.

Missed Call Alert

This setting allows you to select the **Missed Call Alert** (MCA) from a list of choices to provide either a Tone and Display (default), Tone Only, Display Only, or Off which provides no alert dialog and no alert tone.

To change the missed call alert

1. From the *Settings* screen, scroll to and tap the **Missed Call Alert** setting.

Missed Call Alert
Tone and display
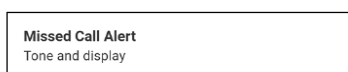
Missed Call Alert Setting

2. Select the desired instant personal alert option as follows:

Tone and Display (default)

Persistent alert dialog is displayed and an audible tone is played (subject to Silent Mode behavior). Alert is added to history.
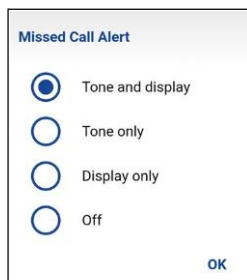
Tone Only

Audible alert tone is played (subject to Silent Mode behavior). Alert is added to history.

Display Only

Persistent alert dialog is displayed but no alert tone is played. Alert is added to history.

Off

No alert dialog is displayed and no alert tone is played. Alert is silently added to history.

Missed Call Alert Setting Options

3. Click **OK**.

My PTT Number

The PTT number displays your registered PTT number.

To view your PTT number

1. From the *Settings* screen, scroll to and tap the **My PTT Number** setting.

My PTT Number Setting

One Touch Action

When One Touch Action is turned on, PTT users can call a particular contact or talkgroup or most recent history entry when the PTT button is pressed once, or 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: One Touch calling to contacts and groups is available on devices that support One Touch Calling. If your device does not support One Touch Calling, you can still set the Landing Page.

To change one touch action

1. From the *Settings* screen, scroll to and tap the **One Touch Action** setting.

One Touch Action Setting

2. From the **One Touch Action Setting Options**, select the desired One Touch Action.

Call Most Recent
Call Contact...
Call Group...
Landing Page...
None

One Touch Action Setting Options

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 application to the foreground and go to the user-selected landing page:

1. History

2. Favorite Contacts

3. Favorite Groups

4. Contacts (default)

5. Groups

6. Map

None

None - turn off PTT key action when PTT application is in the background.

Privacy Mode

The Privacy Mode setting lets you control how incoming PTT calls are handled whenever your phone ringer setting is set to "silent" or "vibrate-only". With Privacy Mode, you can control whether an incoming PTT call is heard normally or if the PTT call uses the phone earpiece. You can choose

the behavior using the Privacy Mode setting within the PTT application. Based on the option you choose; the following PTT call behavior will occur:

Privacy Mode
Set alert behavior when phone ringer is silent or vibrate only
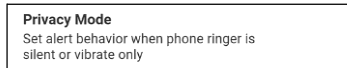
Privacy Mode Setting

Earpiece

Incoming PTT calls will be sent to the phone's earpiece instead of the loudspeaker. You can carry on your PTT call by holding the phone up to your ear, just as a normal phone call. You must still use the PTT button to take and release the floor.

Privacy Mode

◉ Earpiece

○ Off

OK
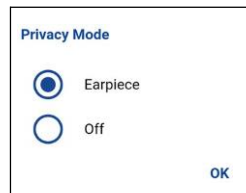
Privacy Mode Setting Options

Off

Incoming PTT calls will barge on the phone's loudspeaker or earpiece, depending on the Speaker setting, even if the phone's ringer setting is set to "silent" or "vibrate-only". This option allows you to hear PTT calls even if your phone's ringer is silent.

PTT Key

The PTT key setting allows you to assign an alternate key to be used as a PTT key (this is useful if your phone does not have a hard key to use as a PTT button).
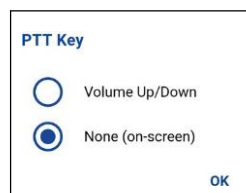
To change the PTT Key

1. From the *Settings* screen, scroll to and tap the **PTT Key** setting.

PTT Key
None (on-screen)

PTT Key Setting

2. From the **PTT Key Setting Options**, tap either **Volume Up/Down**, **Camera**, or **None** (on-screen) default.

Note: If your phone does not have a camera button, the Camera option will not be shown.

PTT Key

○ Volume Up/Down

◉ None (on-screen)

OK

PTT Key Setting Options

When the PTT Key setting is set to Volume Up/Down, you can use either the volume up or down button to activate the PTT key. The PTT call volume can be changed by pressing the Speaker button on the call screen and using the slider to adjust the volume.

Restore Defaults

You can restore all the PTT application settings to their defaults using the **Restore Defaults** setting. When you choose this setting, you will be reminded that the restore cannot be undone and asked to confirm the action.
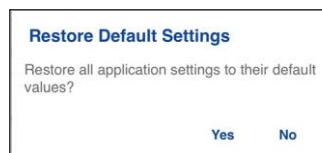
To restore the defaults settings

1. From the *Settings* screen, scroll to and tap the **Restore Defaults** setting.
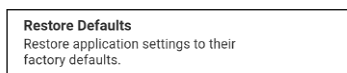
Restore Defaults Setting

2. Tap **Yes** to restore all application settings to their default values or **No** to cancel.

Restore Defaults Setting Confirmation

Use Bluetooth

To turn on/turn off Bluetooth device usage for PTT calls, switch ON the setting to turn on Bluetooth or switch to OFF mode to switch off the Bluetooth at the **Bluetooth** setting.

To change the Bluetooth behavior

1. From the *Settings* screen, scroll to the **Bluetooth** setting.
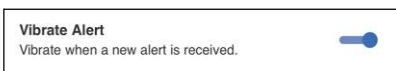

Use Bluetooth Setting

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

Vibrate Alert

When the Vibrate Alert setting is ON, the phone will vibrate for new alerts.This setting applies to Instant Personal Alerts and Missed Call Alerts.

To change the vibrate alert

1. From the *Settings* screen, scroll to the **Vibrate Alert** setting.

Vibrate Alert Setting

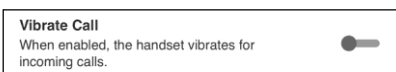2. Tap the **On/Off** switch to toggle the state of the setting.

Vibrate Call

When the incoming Call Vibrate setting is ON, the phone will vibrate for incoming PTT calls.

Note: When the phone ringer is set to Silent only it will override this setting unless Privacy Mode is OFF.

To change vibrate call

1. From the *Settings* screen, scroll to the **Vibrate Call** setting.

Vibrate Call Setting

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

17. Troubleshooting

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

- General
- Activation Failures
- Application Becomes Unresponsive
- Application is Asking Me to Enter an Activation Code
- Call Failures
- Call Unexpectedly Ends
- Incoming Call is Rejected
- Calls are Always Heard in the Earpiece
- Calls are Only Received from a Small Number of Groups
- Cannot Change the Phone Number of a PTT Contact
- Cannot Create/Update/Delete a Contact or Group
- Cannot Hear Incoming Call
- Cannot Send an Instant Personal Alert
- Changing My SIM Card
- Explanation of Error Messages
  - Loss of Data Network Connection

- • User Busy

- • User Unreachable

- • Login failures

- • Presence Status Does Not Update

- • PTT Button Is Not Working or Accesses a Different Application

- • Quick Group Calls I Receive Are Shown in History as a One-to-One Call

- • Wi-Fi Connection Problems

General

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

Activation Failures

The first time you start the application after download, the application must "activate" with the PTT server. This activation process ensures that you are a PTT subscriber and that you are using supported Android phone. If a problem occurs during the activation process, you will receive an error message. The following error messages may be observed:

1. "Data connection is unable"

Ensure that your phone is not in Airplane Mode and you are connected to the cellular data network. See the owner's manual for your phone to understand the icons shown in the status bar at the top of the screen that indicates data connection is available.

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

You must have a PTT subscription before you can successfully begin using PTT service.

Application Becomes Unresponsive

In rare cases, the PTT application may suddenly stop working (application freeze). If this happens, you can recover by following these instructions:

1. Go to phone settings on your Android phone.

2. Tap on **Application manager** under Device.

3. Choose **Push-to-Talk** from the list.

4. Select only **Force stop** option and not any other option.

WARNING: Selecting the Uninstall option will uninstall the complete PTT application from your phone. If this happens, see the sections "Download" **for how to reinstall the application and reactivate with the server.**

WARNING: Selecting Clear data will clear your history, favorites list, and settings within the PTT application. You will also have to reactivate the PTT application using the instructions in the section "First-time Activation"**. Your contacts and talkgroups will automatically be restored during activation, but your avatars and colors customizations will not be restored.**

Application is Asking Me to Enter an Activation Code

When you start the application for the first time, you are asked to activate the application. This activation process ensures that you are a PTT subscriber and that you are using a supported Android 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. The activation code is typically provided by a corporate administrator. If you do not have an activation code, please move to an area with good cellular coverage and try activating again.

Application is not Visible during an Incoming Call

Check the Background Mode setting to ensure it is not turned on. For more details, see the "Background Mode" section.

Call Failures

A PTT call may not be completed for several reasons:

- The person you are calling has an "Offline" or "Do Not Disturb" status. The PTT application will not allow you to make a call to someone with either status.

- The person you are calling is busy, either on another PTT call or a cellular call. Please see the "User Busy" section for more information.

- Your phone loses connection with the data network or PTT server. Please see the "Loss of Data Network Connection" section for more information.

- The person you are trying to call has temporarily not reachable. Please see the "User Unreachable" section for more information.

Call Unexpectedly Ends

A cellular or PTT call may unexpectedly end because of the option selected in the Call Priority setting:

- During a PTT call, an ongoing PTT call ends when a cellular call is answered.

- During a cellular call, an incoming PTT call causes the cellular call to end and the PTT call to be received.

Please see the "Call Priority" setting in the Settings section for more information.

Incoming Call is Rejected

An incoming cellular or PTT call may be rejected because of the option selected in the Call Priority setting.

Please see the "Call Priority" setting in the Settings section for more information.

Calls are Always Heard in the Earpiece

If you are hearing PTT calls through the earpiece instead of the loudspeaker, the speakerphone ON/OFF setting may be set to OFF. You can change this setting in the application settings, or during a call. To turn on the speakerphone, tap the on-screen speakerphone button to ensure it is ON (shown by the green indicator on the button). More details are found in "Call Screen Icons". Another reason may be because your phone ringer may be set to silent. Ensure that your phone is not in Silent and check that Privacy Mode is not set to Earpiece. See the "Interaction with Silent or Sound Mode" section for more information about interaction with your phone's silent mode.

Calls are Only Received from a Small Number of Groups

If you are receiving calls from only a couple of groups, you may have turned the 'Talkgroup Scanning' on and are listening to only the groups in the scan list. More details can be found in "Talkgroup Scanning".

Cannot Change the Phone Number of a PTT Contact

While the name, avatar, color, and favorite status of a contact can be changed, phone numbers cannot be changed. If you need to change a contact's phone number, you will need to delete the contact and add it again with the new phone number. Please see the "Contacts" section for details on deleting and adding PTT contacts. Contacts that are managed by an administrator cannot be renamed or deleted.

Cannot Create/Update/Delete a Contact or 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" section and the "Talkgroups" section for more details on administrator-managed contacts and groups. You will need to contact your PTT administrator to make any changes.

Corporate-Only Subscriber

Your PTT administrator may have your PTT service restricted to have only corporate contacts and groups. This means that only your PTT administrator can add, change, or remove contacts and groups on your phone. Even though you cannot change or remove contacts or groups, you can still make them favorites, add avatars, or set colors.

Cannot Hear Incoming Call

If you cannot hear an incoming PTT call, your loudspeaker volume may be turned down or your phone may be in silent mode. Please see the "Turning the Speaker On/Off and Set PTT Call Volume" section to set the PTT call volume. See the "Interaction with Silent or Sound Mode" section for more information about interaction with your phone's silent mode.

Cannot Send an Instant Personal Alert

If your phone is currently in "Do Not Disturb" (DND) status, you will not be able to send an Instant Personal Alert (IPA). You are not able to receive a callback while in DND, so the PTT application will not allow you to send an alert. Please change your presence status to "Available". See the "My Presence" section for details on how to set your presence status.

Changing My SIM Card

Your phone may contain a SIM card that lets you move your phone number from one phone to another phone compatible with your mobile phone service and SIM card. If you replace the SIM card in your phone with another that has a different phone number, the PTT application will automatically erase your PTT history and favorites and will restore the contacts and groups associated with the new number (if any exist). After changing the SIM card, the next time you start the PTT application, it will ask you to "activate" or re-register your phone with the PTT server to ensure that you subscribe to PTT service. Please see the "First-time Activation" section for information about registering your phone with the PTT service.

Explanation of Error Messages

Loss of Data Network Connection

If the PTT application cannot communicate with the PTT server, it will display "Offline" in the Status bar or System Notification and your availability will show "No Connection". For more information, refer to the "My Presence" section. You will not receive PTT calls or alerts and you will appear as "Offline" to others after a period of time. You should ensure that you have a good signal on your phone. If you perform any action that requires connection to the PTT server (e.g., outgoing call, change self-availability, contact/group add/modify/delete, etc.) a "Connection is unavailable" message is displayed for a few seconds. When the connection is restored, you will receive the "Connection is restored" message.

To see if you have access to the data network, you should try to access a website using your mobile browser. You may also switch on Wi-Fi if a Wi-Fi network is in range.

If you want to reconnect only to the cellular data network, then turn off Wi-Fi in the settings. See "Menu" settings section for more information.

User Busy

When you make a one-to-one PTT call to another person and they are either engaged in another PTT call or a regular cellular call, you will see a message indicating that the person is busy. If you receive this message, you can try your call later, or send an alert. See the "Sending an Alert" section for details.

User Unreachable

In rare cases, a contact might be shown as "Available" in your contact list, but might be temporarily outside the range of service coverage. In this case, your PTT call will not go through. The called person's status will be updated to "Offline" until they reconnect to PTT service. If this happens, you

should wait for their status to be shown as "Available" and try your call again.

Login failures

Login to the PTT service may fail if the phone is in Airplane Mode or if you do not have a data connection. Please check the data connection and try to log in again later.

Presence Status Does Not Update

If you attempt to change your presence status from "Available" to "Do Not Disturb" or *vice versa*, and you do not see your status updated, there may be a communication problem between your phone and the PTT server. Logging out and logging in again should solve the problem. To log out, see the setting "Logout".

PTT Button Is Not Working or Accesses a Different Application

If your phone has a PTT button on the side and it is not working for PTT, it may not be properly configured for use by the PTT application. Please see the "PTT Key Assignment" section for details on how to configure the PTT button.

The following information is applicable to PTT certified devices.

If you are using PTT wired accessories and PTT is not working, verify the PTT wired accessories are setup properly using the device user guide. Ensure that the Advanced > Accessory Compatibility setting is properly set using each option until the accessory is working properly. For more information, see "Accessory Compatibility" section on how to set the Advanced > Accessory Compatibility setting.

If your phone has Goggle Now or S Voice application running, you must turn off it otherwise it takes precedence over the PTT application and will interfere with the operation.

Quick Group Calls I Receive Are Shown in History as a One-to-One Call

When you receive a Quick Group call, you will notice that the call history shows a call received from the originator of the call. This is normal. You cannot call Quick Group that was created by someone else. Any Quick Group calls that you make will be shown in the call history with the names of the participants. You can call that group again from your history. For more details on Quick Groups, please refer to the "Quick Group Calls" section.

Wi-Fi Connection Problems

Using the PTT application over Wi-Fi requires that the phone can access the Internet through the Wi-Fi connection. While your phone is connected to Wi-Fi if the PTT application gives you the message "Data connection is unable" then make sure that the Wi-Fi service provider does not require a user name and password and that the Wi-Fi application setting is turned on.

In rare circumstances, the PTT application may not be able to connect to the PTT server over Wi-Fi. In this case, you should turn off the Wi-Fi setting in the PTT application or turn off the Wi-Fi connection on your phone to use PTT.

Please refer to the "Using PTT over Wi-Fi" section and the application "Settings" setting for more details.

18.Glossary

This section provides a list of terms used with the Push-to-Talk (PTT) application and is organized as follows:

- Alerts
  - Instant Personal Alert (IPA)
  - Missed Call Alert (MCA)
- Call Types
  - Quick Group Call
  - Broadcast Group Call
  - Group Call
  - Private Call (One-to-One Call)
- Display Name
- Floor Control
- Group
- Integrated Secure Messaging
- Supervisory Override
- Talkgroup Scanning

Alerts

Instant Personal Alert (IPA)

An Instant Personal Alert allows you to request a callback from another subscriber. For more details, see the "Call from Instant Personal Alert" section.

Missed Call Alert (MCA)

An Missed Call Alert (MCA) will alert you whenever you miss a PTT call. For more details, see the "Missed Call Alert (MCA)" section.

Call Types

Quick Group Call

A quick group call allows you to make a PTT call to up to 10 people without first creating a group. This 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 "Quick Group Calls" 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.

Broadcast Group Call

A high-priority call where only certain group members, called broadcasters may initiate Broadcast Group calls. For more details, see the "Broadcast Talkgroup Calls" section.

Group Call

A group call is a call to a group of people. For more details, see the "Group Calls" section.

Private Call (One-to-One Call)

A private call (also known as a one-to-one call) is a call between you and one other person. For more details, see the "One-to-One (1:1) Calls" section.

Display Name

Your display name is shown to others during a PTT call and is shown in their PTT call history. You can change your display name from within the PTT application settings unless restricted by your administrator. For more details, see the "Restore Defaults" section.

Floor Control

While in a PTT call, only one person can speak at a time. The person speaking is said to "have the floor". The following terms are used throughout this guide:

Floor Acquired: When you the floor by pressing the PTT button, the on-screen PTT button changes and you will hear a "chirp." This indicates that you have the floor and can speak while you press the PTT button. When you stop talking, you should release the PTT button.
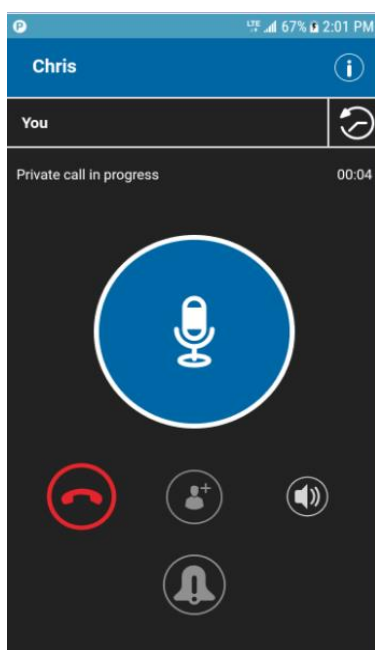
Private Call in Progress

Idle: While no one is speaking, the floor is "idle" and available for anyone to take. The screen will change color and show the message "No one is speaking…" If you want to speak, you must wait until the floor is idle, then you can press the PTT button to acquire the floor.
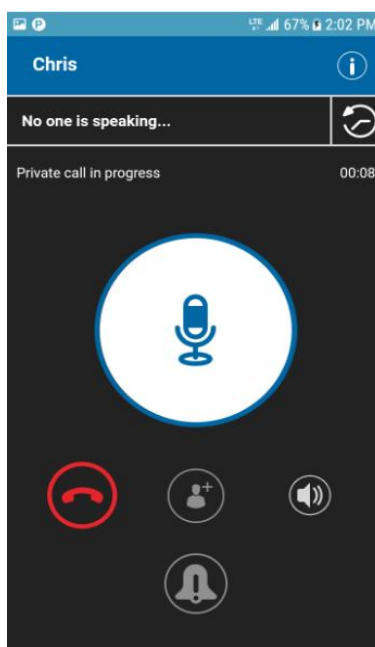
No One is Speaking in a Private Call

Floor Unavailable: Whenever someone else is speaking, you will see the speaker's name and the on-screen PTT button will change. You cannot take the floor while someone else is speaking, you

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will get a bong tone or floor deny. If you are speaking and a supervisor takes the floor, you will hear a tone and the on-screen PTT button will change.

Note: If the call is a group call and you are a supervisor for the group, whenever you press the PTT button, the floor will be revoked from the person speaking including another supervisor and you will be able to speak after acquiring the floor. For more details, see the "Supervisory Override" section.
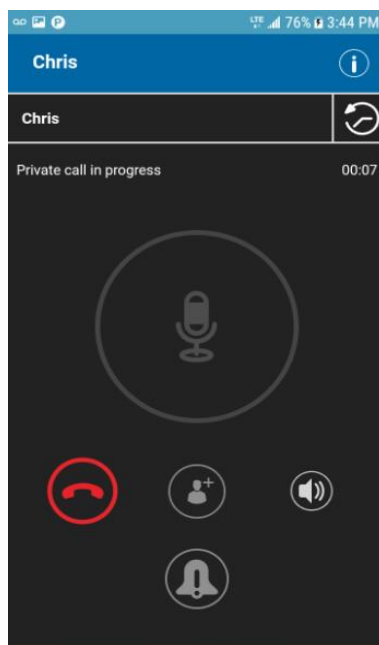
Someone is Speaking in a Private Call

Group

A group is a type of PTT contact that connects you to multiple people at once. For more details, see the "Talkgroups" section.

Integrated Secure Messaging

Integrated Secure Messaging allows a PTT subscriber to send and receive secure text messages, multimedia content, and location information to and from other PTT subscribers. For more details, see the "Integrated Secure Messaging" section.

Supervisory Override

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 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" section.

Talkgroup Scanning

Talkgroup Scanning allows a users phone to scan through a list of corporate groups for calls and up to three groups can be assigned as priority (1–3) groups. The higher priority group calls take precedence over lower priority group calls. Groups that are not in the scan lists do not barge in when Scanning is ON. For more details, see the "Talkgroup Scanning" section.

18. Avatars

This section provides a complete list of all avatars available.

Avatar Icons

The following table lists the avatars that you will see when you assign it to a contact or group.

Avatar Icons

Icon	Icon	Icon	Icon
✈ Airplane	📖 Book	🚗 Car	Construction
Contact (Default)	Delivery	Desktop PC	Dispatcher
Driver	Envelope	Field Services	Flower
Front Desk	Group (Default)	Housekeeping	Laptop
Medical	Notepad	PTT Phone	Room Service
Security	Supervisor	Telephone	Tree

Truck	Warehouse	Worker	

To change a contact avatar, see "Add or change a contact avatar" section within this document.

To change a group avatar, see "Add or change a group avatar" section within this document.