



# PTT Application

## User Guide

### *Feature Phone*

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## Table of Contents

<b>1. Introduction and Key Features .....</b>	<b>8</b>
<b>2. Getting Started .....</b>	<b>10</b>
Prerequisites .....	10
PTT Button Assignment.....	10
First-time Activation .....	10
Activation on a Feature Phone .....	10
Activation using only Wi-Fi Network .....	11
Tutorial.....	13
Login .....	13
Application updates .....	14
<b>3. Navigating the PTT Application .....</b>	<b>15</b>
Using device keys.....	15
Phone is Closed.....	16
History.....	17
Contacts.....	17
Talkgroups .....	18
Favorites .....	19
Map .....	20
Call Screen .....	20
Call Screen Icons.....	21
PTT Button.....	22
External PTT Button .....	22
One Touch Calling and Landing Page.....	23
Multiple Contacts Selection .....	23
Scrolling .....	24
Searching.....	24
Icons .....	26
Contacts Icon.....	26
Emergency Icons.....	26
History Icons.....	26
Integrated Secure Messaging Icons .....	27
Map Icons .....	28
Miscellaneous Icons .....	28
Presence Icons.....	29
Tab Icons.....	30
Talkgroup Icons .....	30
Tones.....	31
<b>4. Network Connectivity .....</b>	<b>33</b>
Using Push-to-Talk (PTT) over 4G LTE networks .....	33
Using PTT over Wi-Fi .....	33
Switching between cellular data networks and Wi-Fi networks during a call.....	33

Authenticated Wi-Fi Connections (e.g., hotel access).....	34
<b>5. Making and Receiving PTT Calls .....</b>	<b>35</b>
Making Calls .....	36
One-to-One (1-1) Calls .....	36
Talkgroup Calls.....	38
Quick Group Calls .....	40
Broadcast Talkgroup Calls .....	41
Call from Device Contacts .....	43
Call from History .....	43
Call from Instant Personal Alert.....	44
Call from Missed Call Alert .....	44
One Touch Calling Behavior.....	45
Call Behavior While the Screen is Locked.....	45
PTT Call Behavior When Contact or Group is Unavailable .....	45
PTT Call Behavior in Background .....	47
Manual Dial Calls.....	47
Speed Dial Calls .....	48
Receiving Calls .....	49
Receiving Broadcast Talkgroup Calls.....	50
Broadcast Call History .....	50
Turning the Speaker ON and OFF.....	51
How to Set the PTT Call Volume .....	52
Interaction with Silent or Sound Mode .....	52
Interaction between PTT and cellular calls .....	53
PTT Call Behavior While the Application is in the Background.....	53
PTT Call Behavior While the Screen is Locked .....	54
Rejoining a PTT talkgroup Call .....	54
<b>6. Emergency Calling and Alert (Optional) .....</b>	<b>55</b>
Emergency Icons .....	55
Declaring an Emergency .....	55
Receiving an Emergency.....	57
Canceling an Emergency.....	59
<b>7. Supervisory Override.....</b>	<b>61</b>
Supervisor talkgroup.....	61
Non-Supervisor Talkgroup Members .....	61
<b>8. Alerts .....</b>	<b>62</b>
Instant Personal Alerts (IPA) .....	62
Sending an Alert.....	62
Receiving an Alert .....	63
Missed Call Alerts (MCA).....	64
Multiple Missed Call Alert/Instant Personal Alert per Caller.....	64
How to Set the PTT Alert Volume .....	65
<b>9. Real-Time Presence .....</b>	<b>66</b>

My Presence .....	66
PTT Contact Presence .....	68
<b>10. History .....</b>	<b>70</b>
Access the History Tab .....	71
Search History .....	71
History Icons .....	71
Access Conversation Details .....	71
Make a PTT call .....	71
Add Contact .....	71
Delete History .....	72
Delete All History .....	72
Delete Message .....	72
<b>11. Contacts .....</b>	<b>73</b>
Contact Icon .....	74
Search Contacts .....	74
View Contacts .....	74
Contact List Sorting .....	74
Show or Hide Offline Contacts .....	76
Add Contacts .....	78
To add new contact by entering manually .....	78
Import a new contact from the device's contact list .....	79
Edit Contacts .....	81
Delete Contacts .....	83
<b>12. Favorites .....</b>	<b>84</b>
Favorite Icon .....	84
Search Favorites .....	84
Add Favorite Contacts .....	84
Remove Favorite Contacts .....	86
Add Favorite Groups .....	87
Remove Favorite Groups .....	88
<b>13. Talkgroups .....</b>	<b>89</b>
Search Talkgroups .....	90
Talkgroup Icons .....	90
View Talkgroups .....	90
Call Permissions .....	91
Area-Based Talkgroups (Optional) .....	91
View Talkgroup Details .....	92
Broadcast Talkgroup Details (broadcasters only) .....	92
Add a talkgroup .....	94
Edit Talkgroup Details .....	96
Edit the talkgroup name .....	96
Add a member to a talkgroup .....	96
Remove a member from a talkgroup .....	97

Delete a Talkgroup .....	99
Delete a talkgroup .....	100
<b>14. Talkgroup Scanning.....</b>	<b>101</b>
Turn Scanning ON or OFF.....	101
Add a Group to a Scan List.....	102
Remove a Group from a Scan List or Change the Scanning Priority.....	104
<b>15. Map.....</b>	<b>106</b>
Map Icons .....	106
Map Navigation Help .....	106
Search Map .....	107
Recenter the Map .....	107
Send My Location or an Arbitrary Location to a Contact .....	107
Send My Location or an Arbitrary Location to a Quick Group.....	108
Send My Location or an Arbitrary Location to a Talkgroup.....	110
<b>16. Integrated Secure Messaging .....</b>	<b>111</b>
Integrated Secure Messaging Icons .....	112
Multimedia Content.....	112
Text Messages .....	112
Image Messaging .....	119
Video Messaging .....	120
Voice Messaging .....	121
File Messaging .....	122
Location Message .....	123
Message Actions .....	125
History Message Actions .....	127
<b>17. Airplane Mode .....</b>	<b>129</b>
<b>18. Using Accessories and Bluetooth.....</b>	<b>130</b>
Using a Wired Audio Headset.....	130
Using Bluetooth .....	130
Headset .....	130
Car Kit.....	130
How to Disable Bluetooth for PTT .....	131
Using a Remote Speaker Microphone .....	131
Wired .....	131
Bluetooth .....	131
<b>19. Settings .....</b>	<b>132</b>
Important Message .....	133
About .....	134
Alert Repeat.....	134
Alert Tone .....	135
Auto Download .....	136
Auto Start.....	136
Background Mode.....	137

Call From Lock Screen .....	137
Call Priority .....	137
Capacity .....	138
Contact Sorting .....	138
Display Name .....	139
Emergency .....	140
Enhanced Loudness .....	140
History Sorting .....	140
In Call Tones .....	141
Instant Personal Alert .....	142
Legal .....	143
Logout .....	143
Map Navigation Help .....	144
Message Alert .....	144
Message Alert Tone .....	145
Missed Call Alert .....	145
My PTT Number .....	146
Network Loss Tone Repeat .....	147
Network Up/Down Tones .....	147
One Touch Action .....	148
Privacy Mode .....	149
Restore Defaults .....	150
Search By .....	151
Show Tutorial .....	152
Speed Dial .....	152
Use Bluetooth .....	155
Use Wi-Fi .....	155
Vibrate Alert .....	155
Vibrate Call .....	156
Volume Boost .....	156
<b>20. Troubleshooting .....</b>	<b>158</b>
General .....	159
Activation Failures .....	159
Application Becomes Unresponsive .....	159
Application is Asking Me to Enter an Activation Code .....	159
Application is not Visible during an Incoming Call .....	160
Call Failures .....	160
Calls are Always Heard in the Earpiece .....	160
Calls are Only Received from a Small Number of Groups .....	160
Cannot Change the Phone Number of a PTT Contact .....	160
Cannot Create/Update/Delete a Contact or Group .....	161
Administrator-Managed Contacts and Groups .....	161
Corporate-Only Subscriber .....	161

---

Cannot Hear Incoming Call.....	161
Cannot Send an Instant Personal Alert .....	161
Changing My SIM Card .....	161
Explanation of Error Messages.....	162
Loss of Data Network Connection .....	162
User Busy .....	162
User Unreachable.....	162
Login Failures .....	162
Not All Contacts are Shown in the PTT Contact List .....	163
Presence Status Does Not Update .....	163
PTT Button Is Not Working or Accesses a Different Application .....	163
Quick Group Calls I Receive Are Shown In History as a One-to-One Call .....	163
Wi-Fi Connection Problems .....	163
<b>21. Glossary.....</b>	<b>164</b>



# 1. Introduction and Key Features

The Push-to-Talk (PTT) service supports two modes: Standard PTT and PTT Radio. Your Corporate Administrator assigns one of these modes. 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** – shown whenever you miss an incoming PTT call because you were in either another PTT call or a regular cellular call.

For more details, please refer to the ["Alerts"](#) section.

**Area-Based Talkgroups** – dynamically available while in a geographical area.

For more details, please refer to the ["Area-Based Talkgroups \(Optional\)"](#) 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 the ["Talkgroups"](#) section.

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

---

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

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

**Favorites** – PTT favorite contacts and favorite talkgroups are separate from the talkgroup list on the phone and are managed by you ("personal").

For more details, please refer to the ["Favorites"](#) section.

**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.

**Speed Dial** – allows you to place a call by pressing a reduced number of keys. This function is useful for phone users who dial frequent numbers on a regular basis.

For more details, please refer to the ["Speed Dial"](#) 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 could 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 administrator changes your mode of operation, you see the following message:  
Information Message: Application mode changed.

---

## 2. Getting Started

This section describes how to get started and is organized as follows:

- [Prerequisites](#)
- [PTT Button Assignment](#)
- [First-time Activation](#)
  - [Activation on a Feature Phone](#)
  - [Activation using only Wi-Fi Network](#)
- [Tutorial](#)
- [Login](#)
- [Application updates](#)

### Prerequisites

1. A subscription to Push-to-Talk (PTT) service.
2. A supported Push-To-Talk phone. For more details, please check the website of your service provider.

### PTT Button Assignment

You can assign your PTT button to the PTT application and use it as the primary PTT button.

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**Note:** The PTT application cannot be used without being assigned to a programmable key.

---

Refer to the device owner's manual on how to assign the programmable PTT button.

### First-time Activation

#### Activation on a Feature Phone

The first time you start the application, 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 phone.

To progress through the activation screens, use the options on your phone. The Options key, Navigation key, Back/CLR key, and OK (select) key on your phone enable you to navigate through most of the functions of the PTT application. Please refer to the phone user manual for specific key functions. Refer to "[Navigating the PTT Application](#)" section for additional information.

---

**Tip:** You can press and hold the PTT button located on the side of the phone to bypass Step 1.

---

1. From the phone main screen, press the **Menu** key to access the phone Menu, navigate to the **PTT** icon to launch the application, and press the **OK** key.

---

**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.

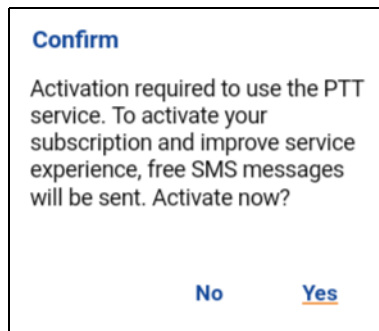
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**Note:** When prompted, do not optimize battery usage.

---

2. The End User License Agreement page is displayed.
3. You must read and accept the EULA to activate the PTT service on your phone.
4. If you agree to the EULA, use the options to activate the PTT services on the phone, a confirmation page is displayed.



#### Activate PTT Subscription Confirmation

5. Select **Yes** to activate the PTT application. The message *Contacting server* displays.
6. Now the PTT application contacts the server and retrieves contacts and groups (if any) from the server before logging in.
7. On successful activation of the PTT application, you have the option to view the tutorial. Select "**View Tutorial**" if you want to learn how to start using the PTT application.

### Activation using only Wi-Fi Network

In scenarios where the cellular network is not available, you can activate the application over a Wi-Fi network.

---

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

---

#### To activate the PTT application using Wi-Fi network

---

**Tip:** You can press and hold the PTT button located on the side of the phone to bypass Step 1.

---

1. From the phone main screen, press the **Menu** key to access the phone Menu, navigate to the **PTT** icon to launch the application, and press the **OK** key.

---

**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.

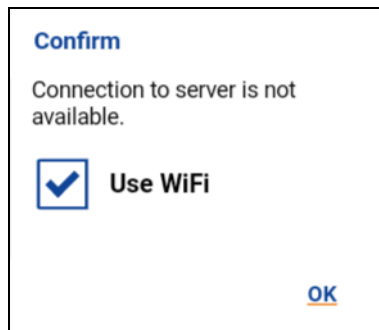
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**Note:** When prompted, do not optimize battery usage.

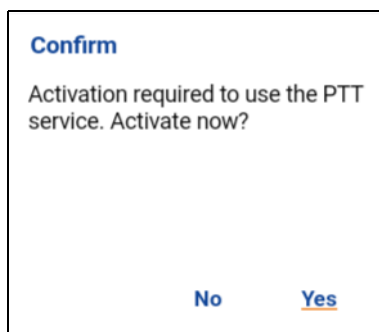
---

2. The *End User License Agreement* page is displayed.
3. You must read and accept the EULA to activate the PTT services on your phone.
4. If you agree to the EULA, use the options to activate the PTT services on the phone. A confirmation dialog is displayed about the unavailability of the data network with an option to use an available Wi-Fi network.
5. Press the **Navigation** key to highlight the check box, press the **OK** key to **Use Wi-Fi** option, press the **Navigation** key to highlight **OK**, and press the **OK** key. If you see the following confirmation, turn on the **Use Wi-Fi** setting.



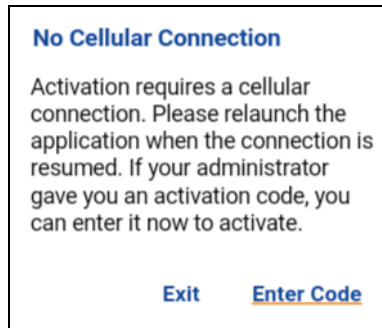
**Connection to Server is not Available**

6. A confirmation dialog is displayed.



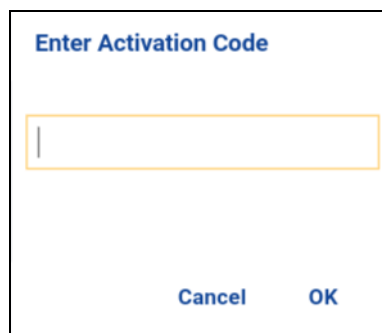
**Activate PTT Service Confirmation Message using only Wi-Fi Network**

7. Navigate to **Yes** and press **OK** to continue the activation process. A *No Cellular Connection* dialog is displayed.



#### No Cellular Connection Message

8. Navigate to **Enter Code** and press **OK** to continue the activation process. An **Enter Activation Code** dialog is displayed.



#### Enter Activation Code

9. Enter the activation code received from your corporate administrator and navigate to **OK** to activate.

## Tutorial

The tutorial provides helpful information about how to get started with the PTT application. The application automatically launches the mobile browser and load the tutorial.

## Login

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

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

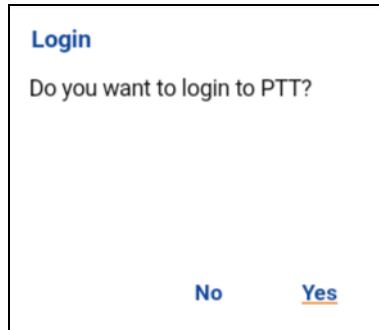
### To Manually Login to the PTT Application

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**Tip:** You can press and hold the PTT button located on the side of the phone to bypass Step 1.

---

1. From the phone main screen, press the **Menu** key to access the phone Menu, navigate to the **PTT** icon to launch the application, and press the **OK** key.
2. A pop-up dialog is displayed to confirm that you want to login to the PTT application.



### Login

3. Navigate to **Yes** and press the **OK** to login to the PTT application.

## Application updates

If there is an update available, your phone updates automatically. See your device user manual 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 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 PTT Application

Navigating the Push-to-Talk (PTT) application is easy using your phone's Navigation key. At the top of the screen are the four major functions: History, Contacts, Groups, and Favorites.



**Main Tabs**

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

- [Using device keys](#)
- [Phone is Closed](#)
- [History](#)
- [Contacts](#)
- [Talkgroups](#)
- [Favorites](#)
- [Map](#)
- [Call Screen](#)
- [Call Screen Icons](#)
- [PTT Button](#)
- [One Touch Calling and Landing Page](#)
- [Multiple Contacts Selection](#)
- [Scrolling](#)
- [Searching](#)
- [Icons](#)
- [Tones](#)

The PTT button is located on the side of the phone, which enables you to initiate the PTT application on your phone and make and participate in PTT calls.

### Using device keys

The following table lists the device keys associated with the PTT application.

Key	Description
Back/CLR	Press to go back to the previous screen. The key label is device-dependent.
C (Clear)	Press to clear the entered text one character at a time (For selected devices only).



Key	Description
Left Soft	Press to select the left option displayed on the bottom of the screen (For selected devices only).
Menu	Press to select the main menu when the application is in the background (For selected devices only).
Right Soft	Press to select the right option displayed on the bottom of the screen (For selected devices only).
Navigation	Press to navigate up, down, left and right directions within the current screen.
OK (Select)	Press to select the currently highlighted option.
Options	Press to display the options for the current screen (For selected devices only).
Speaker	Press and hold to select the various profiles (Standard, Outdoor, Silence).

---

**Note:** Generally, devices have either one *Options* key or a Left and Right Soft keys to select the options.

---

The phone may have an external display which reflects the real-time presence status as the same as the main display. This display is OFF when the phone is opened. You can still receive calls when the phone is closed.

---

**Note:** Please refer to the user manual provided with your phone for the location and key functions.

---

## Phone is Closed

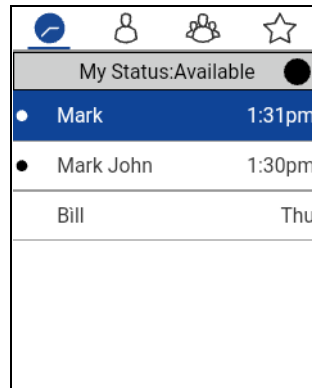
For flip phones, when the phone flip is closed, you can:

- View recent PTT call history
- Answer incoming PTT calls
- Make outgoing PTT calls from the recent PTT call history
- End a PTT call
- Adjust the PTT call volume
- Turn ON/OFF the external speaker

If you use the keypad lock function, you may have to unlock the keypad before using the PTT application.

## History

This screen displays all your conversation history of your calls, contacts, groups, alerts. You can view your history, return a call, add contacts, delete history. Also, you can change your presence status here and access all the major features of the application. The following image shows the different elements of the *History* screen.



**History**

While a first-level history entry is highlighted the following options are available: Emergency, Share, View History, Call, Delete, Delete All, Search, and Settings. While a second-level history entry (Conversation) is highlighted the following options are available: Emergency, Share, Forward to Contact, Forward to Quick Group, Forward to Group, Call, and Alert.

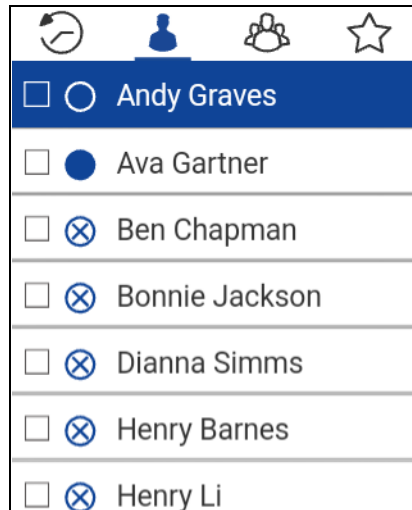
For more information on contacts, see ["History"](#) section. For information on the history icons, see the "Icons" section.

## Contacts

This screen displays your PTT contacts and allows you to search for contacts, start a PTT call, or send an alert. If enabled by an administrator, you can also add PTT contacts and create personal PTT groups here. If the contact is an Interop user, you will see a special icon displayed next to the contact.

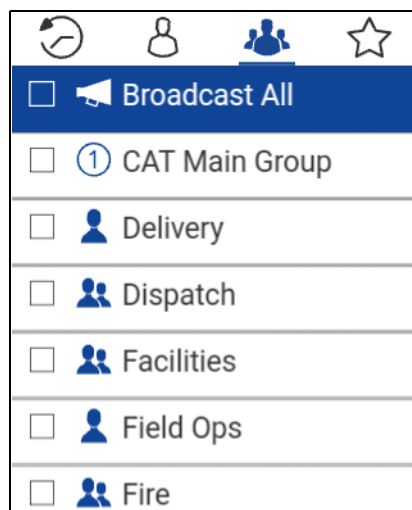
While the contact is highlighted the following options are available: Emergency, Share, Alert, New Contact, Import Contact, Hide Offline/Show Offline, Search, and Settings. While the contact is selected the following options are available: Emergency, Share, Call, Alert, Details, New Group, View History, and Search.

For more information on how to view, add, edit, and delete your personal contacts, see ["Contacts"](#) section. For information on the contacts icons, see the ["Icons"](#) section.

**Contacts**

## Talkgroups

This screen displays your groups and allows you to search for groups or start a PTT talkgroup call. If enabled 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 and talkgroup scan priority. While the Talkgroup is highlighted the following options are available: Emergency, Share, New Group, Turn Scanning ON/OFF, Search, and Settings. While the Talkgroup is selected, the following options are available: Emergency, Share, Call, Details, Scan List, View History, and Search. For more information on groups, see ["Talkgroups"](#) section. For information on the talkgroups icons, see the ["Icons"](#) section.

**Talkgroups**

## Favorites

This screen displays your favorite contacts and talkgroups. You can quickly start a PTT call from your favorites. While the favorite contact is highlighted the following options are available: Emergency, Share, Add Favorites, Hide Offline, Search, Settings, and Favorite Groups. While the favorite contact is selected the following options are available: Emergency, Share, Call, Alert, Details, View History, Remove Favorite, and Search.

While the favorite talkgroup is highlighted the following options are available: Emergency, Share, Add Favorites, Search, Settings, and Favorite Contacts. While the favorite groups is selected the following options are available: Emergency, Share, Call, Details, View History, Remove Favorite Search, and Favorite Contacts.

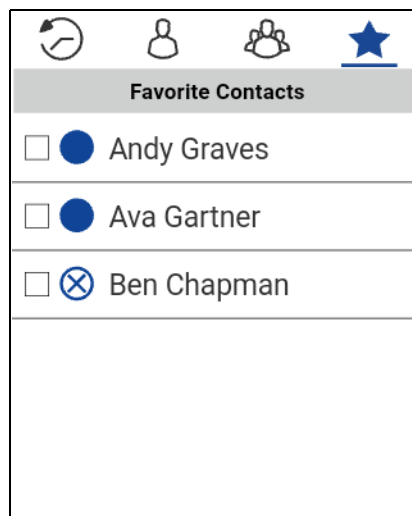
For more information on Favorites, see the ["Favorites"](#) section.

For information on the favorites icon, see the ["Icons"](#) section.

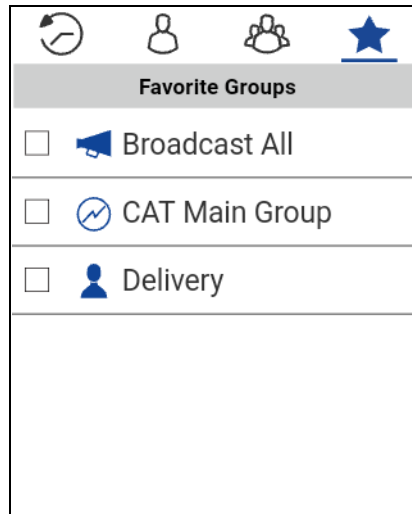
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**Note:** Use the options to switch between *Favorite Contacts* and *Favorite Groups*.

---



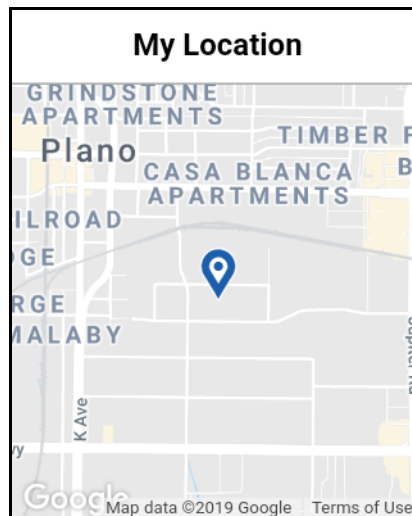
**Favorite Contacts**



**Favorite Groups**

## Map

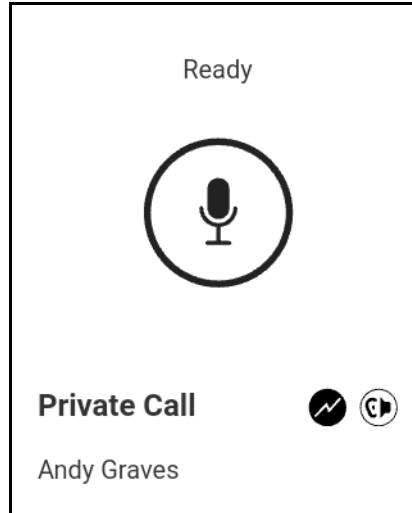
The *Map* displays your location and allows you to send your location to others. For more information on how to search the map, recenter the map, send your location to a contact, quick group, or talkgroup, see the ["Map"](#) section. For information on the map icons, see the ["Map Icons"](#) section.



**Map**

## Call Screen

The Call screen is the main screen for communication. You make or receive a call, make a quick group call, send an alert, see if the speaker is on/off, and the name of the caller. 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 ["Call Screen Icons"](#) section.







Call Screen









## Call Screen Icons

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

Call Screen Icons

Icon	Description
<i>No Icon</i>	Call Status. Displays the Talker ID, Call Status (Ready, Connecting, No Connection).
	PTT status. Indicates listen-only call.
	PTT status. Indicates idle state. The call status is idle until you press and hold the PTT button and it becomes acquired.
	PTT status. Indicates floor taken state. When someone else has taken the floor, the PTT status is floor taken.
	PTT status. Indicates acquired state. Press and hold the PTT button to make a PTT call to a single contact or talkgroup.

### Call Screen Icons

Icon	Description
<i>No Icon</i>	Call Type. Displays either Private Call or Group Call.
	Broadcaster. Displays the Broadcaster when assigned as a broadcaster for a talkgroup.
<i>No Icon</i>	Contact or Talkgroup Name. Displays the contact or talkgroup name in the call screen.
No Priority ( <i>No Icon</i> )	Displays the talkgroup scanning priority (if assigned). A priority of No Priority is not displayed. A broadcaster cannot be assigned a scanning priority. To toggle Talkgroup Scanning from OFF to ON, use the options. For more details, see <a href="#">"Turn Scanning ON or OFF"</a> section.
	Talkgroup Scan List Priority 1 assigned by the corporate administrator.
	Talkgroup Scan List Priority 2 assigned by the corporate administrator.
	Talkgroup Scan List Priority 3 assigned by the corporate administrator.
 Scanning ON  Scanning OFF	Scanning On/Off Indicator. Displays when talkgroup scanning is ON/OFF. To toggle Scanning from OFF to ON, use the options. For more details, see <a href="#">"Turn Scanning ON or OFF"</a> section.
	Speaker ON Indicator. Use the options to toggle from ON (default) to OFF. For more information, see the <a href="#">"Turning the Speaker On/Off and Set PTT Call Volume"</a> .
	Earpiece ON Indicator. Use the options to toggle from ON to OFF. When the earpiece is on, PTT calls are heard through the phone's earpiece. For more information, see the <a href="#">"Turning the Speaker On/Off and Set PTT Call Volume"</a> .

## PTT Button

### External PTT Button

Depending on the phone, there may be a button on the side or a PTT accessory that is being 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. Within the PTT application in the foreground, you can use this button to start a PTT call or take and release the floor during a PTT call.

---

**Note:** If you put the PTT application in the background while the Contacts List, Talkgroups List, or Favorites List is showing, pressing the PTT button returns you to the PTT History screen.

---

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.

---

## One Touch Calling and Landing Page

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. Alternatively, a user can assign the PTT button to open the application to the preferred landing page (History, Contacts, Groups, Favorite Contacts, and Favorite Groups). 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. If your device does not support One Touch calling, you can still set the Landing Page.

---

**Note:** The Landing Page option has no effect when the phone is locked.

---

For devices that support One Touch Calling, see ["One Touch Calling Behavior"](#) section.

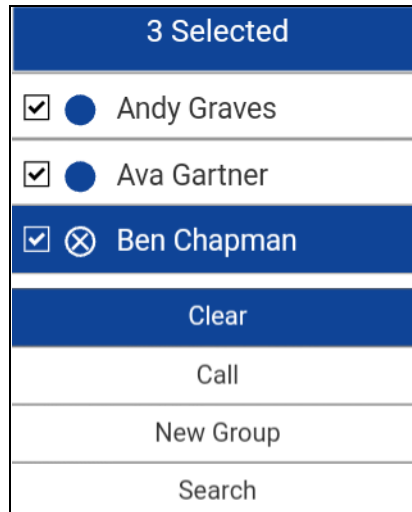
For more information on how to setup or change your landing page, see the ["One Touch Action"](#) setting section.

## Multiple Contacts Selection

The PTT contact list allows you to select individual contacts one at one time. With multiple contacts selected, you can make a talkgroup call or create a talkgroup. If you want to clear all selections, you can:

1. Select the check box next to each contact by pressing the **OK** key.





#### Clear Multiple Contacts Selection

2. While the contacts are selected the choose the **Clear** option to clear all selected contacts.

## Scrolling

If you are viewing a list that has more entries that displays on one screen, you can press the Navigation (up or down) key to view the rest of the list.

## Searching

To easily find contacts or talkgroups, the history list, contact list, talkgroup list, favorites list, and map can be searched. To search:

1. Start typing on the numeric keypad, as you type, contacts or talkgroups names or address contain the letters or numbers entered are automatically displayed.

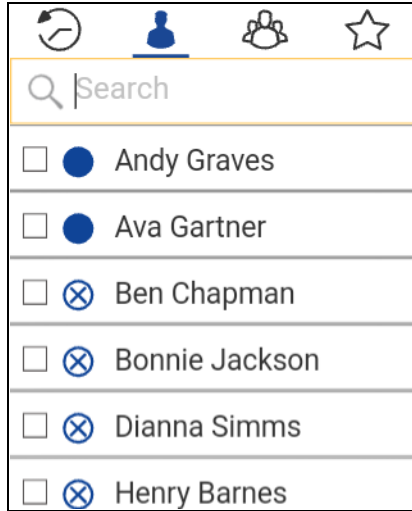
OR

Select **Options > Search**.

---

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

---



**Search Contacts**

## Icons

### Contacts Icon

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

**Contacts Icon**



Icon	Description
	Interop user indicator.

For additional Contacts icons, see the "[Presence Icons](#)" section within this document.

### Emergency Icons

The following table lists the emergency icons you will see.






**Emergency Icons**

Icon	Description
	Cancel Emergency State. Displays when you cancel an emergency. <del>Slide</del> Use the options to select the Confirm option to initiate cancellation of emergency state. Requires Emergency Services feature enabled.
	Declare Emergency State, Displays when you declare an emergency. Use the options to select the Confirm option to initiation of emergency state. Requires Emergency Services feature enabled.







### History Icons

The following table lists the history icons you will see.

**History Icons**

Icon	Description
	File Download indicator. Indicates the file has not been downloaded.
	Unread indicator. Indicates that there is an unread message. Select to read the message. The unread message indicator disappears when you select the message. Requires Integrated Secure Messaging.
	Voice Message indicator. Indicates the attachment is a voice message. Press the OK key to play the message. Requires Integrated Secure Messaging.
	Incoming talkgroup call
	Missed talkgroup call




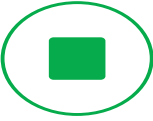

### History Icons

Icon	Description
	Outgoing talkgroup call
	Incoming Instant Personal Alert
	Sent Instant Personal Alert
	Incoming one-to-one call
	Missed incoming one-to-one call
	Outgoing one-to-one call

### Integrated Secure Messaging Icons

The following table lists the Integrated Secure Messaging icons you will see.



#### Integrated Secure Messaging Icons

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

## Map Icons

The following table lists the map icons you will see.





**Map Icons**

Icon	Description
	Map pin indicating an arbitrary location or the intended center location of a boundary.
	My Location Mark pin indicating your location on the map.

## Miscellaneous Icons

The following table lists the miscellaneous icons you will see.








**Miscellaneous Icons**

Icon	Description
<input type="checkbox"/>	Check box Off.
<input checked="" type="checkbox"/>	Check box On.
	Details indicator. Press the OK key to access settings options.
	Favorite indicator, not selected. Press the OK key to toggle favorite ON. Indicates contact or group is not a favorite.
	Favorite indicator, selected. Press the OK key to toggle favorite OFF. Indicates contact or group is a favorite.
<input type="radio"/>	Radio button off icon. Press the OK key to toggle to the on state.
<input checked="" type="radio"/>	Radio button on icon. Press the OK key to toggle to the off state.
	Search icon. For more details, see the <a href="#">"Searching"</a> 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.
	Your presence status is "Available" (notification bar).
	Your presence is "Do Not Disturb" (notification bar).
	Your presence status is "Offline" (notification bar).
	You have alerts waiting to be displayed within the application (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.



## Talkgroup Icons

The following table lists the talkgroup icons you will see.

**Talkgroup Icons**

Icon	Description
	Broadcast Group indicator.
	Interop talkgroup indicator.
	Scan List No Priority indicator. Displays the talkgroup scanning priority (if assigned). A priority of No Priority is not displayed. A broadcaster cannot be assigned a scanning priority. To toggle Talkgroup Scanning from OFF to ON, use the options. For more details, see <a href="#">"Turn Scanning ON or OFF"</a> section.
	Scan List Priority 1 indicator.
	Scan List Priority 2 indicator.
	Scan List Priority 3 indicator.

### Talkgroup Icons

Icon	Description
	Supervisor talkgroup indicator.
	Talkgroup indicator.

### Tones

The PTT application plays tones to indicate various conditions:

Tone	Description
Activation	Played at the end of the first-time activation of the application.
Alert	Played each time you receive an Instant Personal Alert (IPA) or a Missed Call (MCA). Depending on your notification setting, it may provide a persistent notification dialog and an audible tone, an audible tone, a persistent notification dialog, or no notification dialog and tone. When you receive an IPA or MCA during a PTT call, the IPA notification 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, it 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 the Wi-Fi connection (or vice versa) or due to a loss of connection with the PTT server.
Emergency	Played after you declare an emergency, receive an emergency alert, and receive an emergency call. Depending on the options configured by your administrator.
Floor Acquired	Played after you press the PTT button to indicate that you can speak. Depending on your <i>In Call Tones</i> setting, it may play during a PTT call.
Floor Busy (Error)	Played when you press the PTT button and you are unable to take the floor. Depending on your <i>In Call Tones</i> setting, it may play during a PTT call.
Floor Free	Played to listeners on the call to indicate someone has stopped talking and the floor is available for everyone else to talk. Depending on your <i>In Call Tones</i> setting, it may play during a PTT call.
Floor Release	Played when you who has the floor releases the floor. Depending on your <i>In Call Tones</i> setting, it may play during a PTT call. The tone is the same as the Floor Free tone.



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. Depending on your <i>In Call Tones</i> setting, it may play during a PTT call.
Network Up/Down	Played for network loss, both network loss and network reconnect, network loss during a call only (default) or none. Dependent on your <i>Network Up/Down Tones</i> setting.

## 4. Network Connectivity

This section describes the network connectivity associated with the Push-to-Talk (PTT) service and is organized as follows:

- [Using Push-to-Talk \(PTT\) over 4G LTE 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 Push-to-Talk (PTT) over 4G LTE networks

Using PTT over 4G LTE networks ensures 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 provides effective in-building coverage and leveraging Wi-Fi access points within organizations and hotspots.

---

**Note:** By default, the PTT application will use Wi-Fi when it is available. To use Wi-Fi for PTT, enable 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 may automatically get reconnected after the handover. During a handover, the PTT application momentarily loses connection with the servers. When this occurs, you may experience a short loss of call audio. You are notified of this condition by two short tones. The tones are dependent on the *Network Up/Down Tones* setting and the *Network Loss Tone Repeat* Setting. Once the handover is complete and the PTT application reconnects to the data network, your call may 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 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 and is organized as follows:

- Making Calls
  - One-to-One (1-1) Calls
  - Talkgroup Calls
  - Quick Group Calls
  - Broadcast Talkgroup Calls
  - Call from Device Contacts
  - Call from History
  - Call from Instant Personal Alert
  - Call from Missed Call Alert
  - One Touch Calling Behavior
  - Call Behavior While the Screen is Locked
  - PTT Call Behavior When Contact or Group is Unavailable
  - PTT Call Behavior in Background
  - Manual Dial Calls
  - Speed Dial Calls
- Receiving Calls
  - Receiving Broadcast Talkgroup Calls
  - Broadcast Call History
- Turning the Speaker ON and OFF
- How to Set the 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 talkgroup Call

## Making Calls

### One-to-One (1-1) Calls

#### To place a PTT call to an individual

1. From the contact list, highlight the name by pressing the Navigation key to whom you want to start a PTT call.

---

**Tip:** Optional: Select the name by pressing the **OK** button to whom you want to start a PTT call.

---

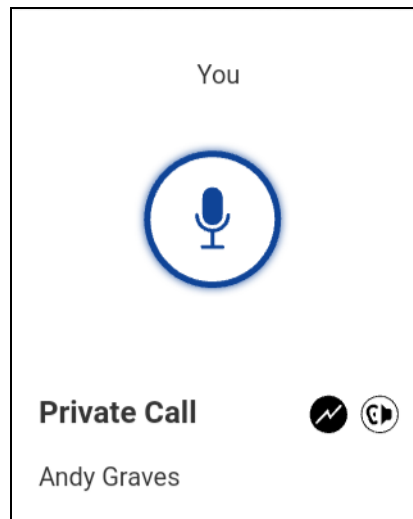
**Note:** If One Touch Calling is preconfigured to call the most recent history event, a user-selected PTT contact or a user-selected PTT talkgroup (corporate or public), you must select (not highlight) the history event, contact, or talkgroup to make the call. See "[One Touch Calling Behavior](#)" for more information.

---

**Note:** Alternatively, you can enter the PTT number from the keypad and press and hold the PTT button when the phone is on the idle screen (application is in the background).

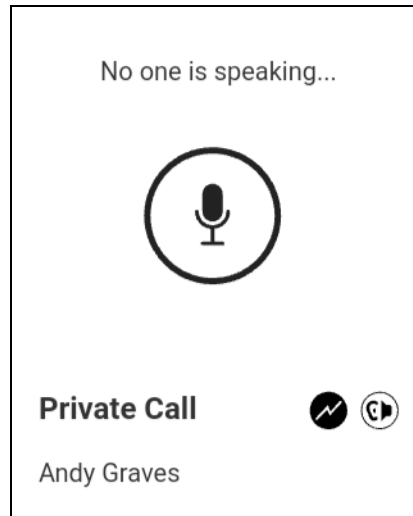
---

2. Press and hold the PTT button to place the PTT call, the *Private Call In Progress* screen is displayed.



**Private Call In Progress**

3. Release the PTT button to allow other people on the call to take the floor and speak.

**No One Is Speaking**

4. Press the **End** key to end the call.

## Talkgroup Calls

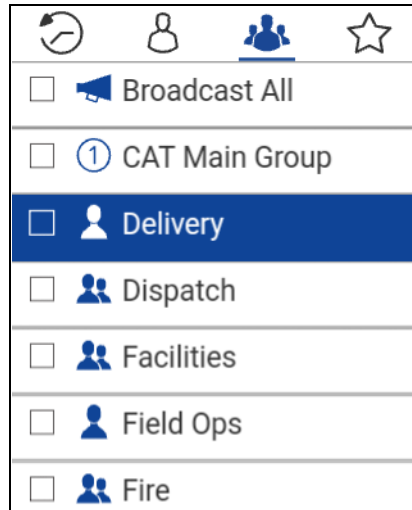
### To place a PTT talkgroup call

1. From the talkgroup list, highlight the talkgroup name.

---

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

---



### Place a PTT Talkgroup Call

2. Press the PTT button to display the *Call in Progress* screen.

---

**Note:** If a talkgroup is selected with a check box, an alternative method to pressing the PTT button, is to use the options and select the *Call* option.

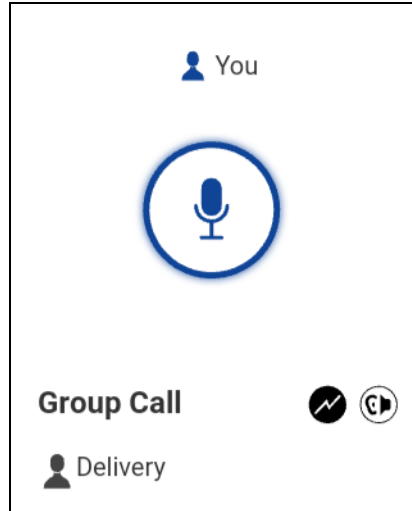
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---

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

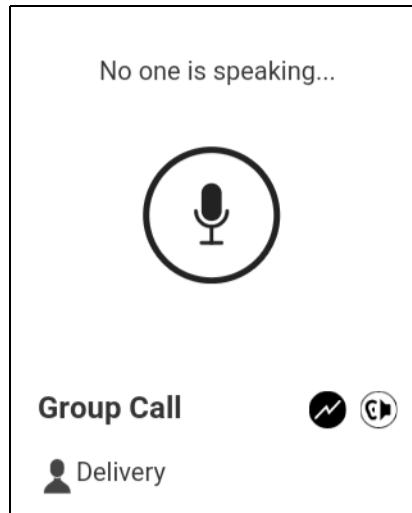
---

3. Press and hold the PTT button; a Talkgroup PTT call is started.



### You Are Speaking in a Talkgroup Call

4. Release the PTT button, to allow other members of the call to take the floor and speak.



### No One Is Speaking in a Talkgroup Call

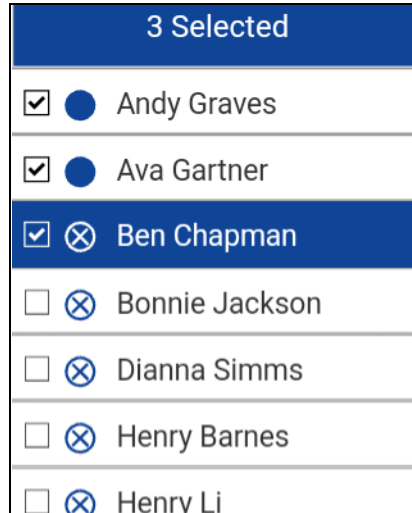
5. Press the **End** key to end the call.



## Quick Group Calls

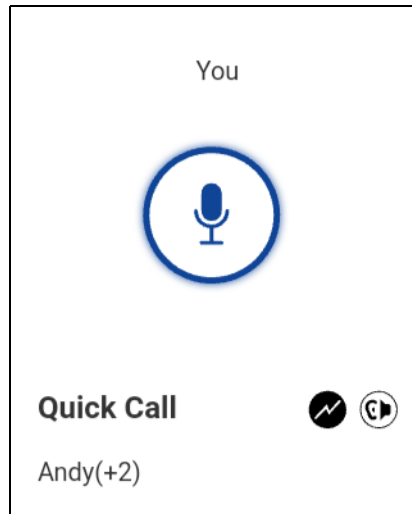
### To place quick group call

1. From the contacts list, select the names by checking the check boxes.



### Place a Quick Group Call

2. Press the PTT button to start the Quick Group Call.



### You Are Speaking in a Quick Group Call

3. Release the PTT button to allow the other members of the group to take the floor and speak.
4. Press the **End** key to end the call.

## Broadcast Talkgroup Calls

Broadcast Talkgroup Calls are high-priority calls typically used for making important announcements. Only certain talkgroup members, called broadcasters, are allowed to initiate a one-way high-priority call to a talkgroup with up to 500 members. 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.

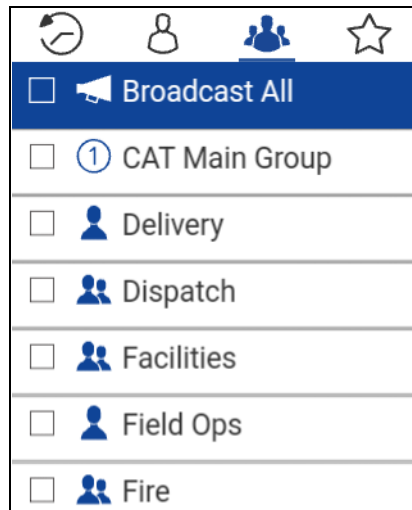
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**Note:** Broadcast talkgroup calls will interrupt ongoing PTT calls for the talkgroup members and they will hear the call even if they have Do Not Disturb turned on. Be sure to consider this important information before starting a broadcast call.

---

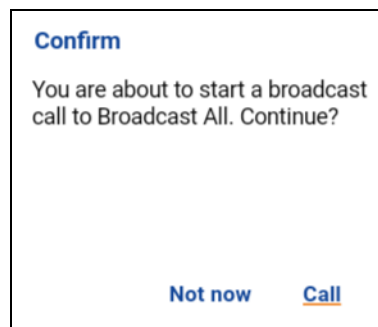
### To place a broadcast talkgroup call

1. Select the corresponding check box next to the broadcast talkgroup you want to call. The broadcast talkgroup can be identified in the talkgroup list by the broadcast talkgroup icon displayed preceding the talkgroup name.



#### Broadcast Talkgroup Selected

2. Press the PTT button. A confirmation dialog is displayed as shown below.



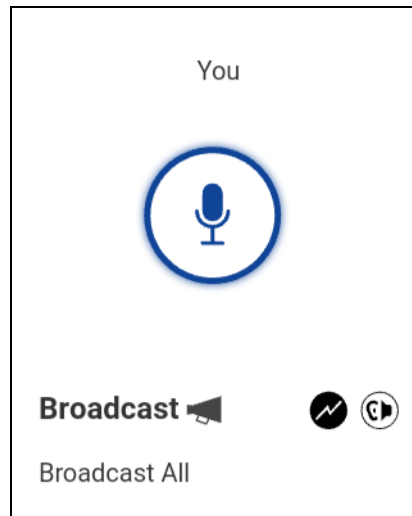
#### Broadcast Confirmation Dialog

3. Select the **Call** option to place the call.

OR

Select the **Not now** option to dismiss the message.

4. Press and hold the PTT button to start speaking to the broadcast talkgroup.



**Broadcast Call in Progress**

5. Press the **End** key to end the broadcast call.

## Call from Device Contacts

### To place a call from the device contacts

---

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

---

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

---

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

---

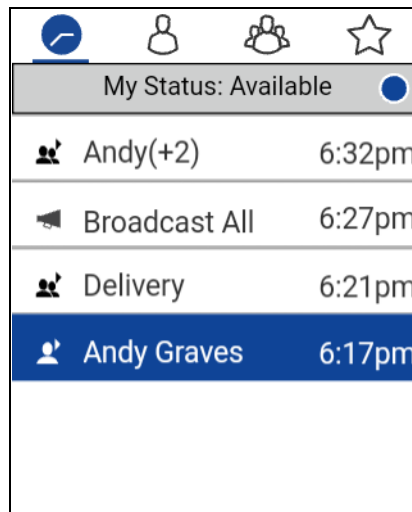
OR

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

## Call from History

### To place a call from history

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



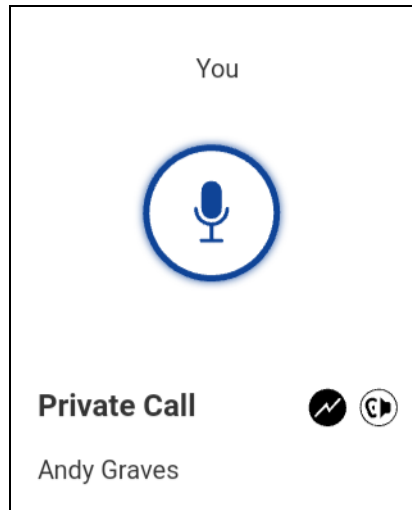
### Place a Call from History

2. Highlight the conversation you want to dial. Press and hold the PTT button; a call screen will be displayed as shown below.

---

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

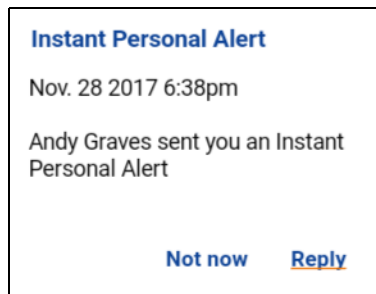
---



**You are Speaking in a Private Call**

### Call from Instant Personal Alert

1. Upon receiving an Instant Personal Alert, a pop-up message will be displayed.



**Instant Personal Alert Message**

2. Press the PTT button to place the call.  
OR  
Select the **Reply** option to place the call.  
OR  
Select the **Not now** option to dismiss the message.

### Call from Missed Call Alert

1. On receiving a Missed Call Alert, a pop-up message will be displayed.



**Missed Call Alert Message**

2. Press the PTT button to place the call.

OR

Select the **Reply** option to place the call.

OR

Select the **Not now** option 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 (not highlighted) PTT contact
- to a user-selected (not highlighted) 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 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 button. 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.

---

## PTT Call Behavior When Contact or Group is Unavailable

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

---

**Note:** Requires Integrated Secure Messaging feature.

---

**One-to-One (1:1) Calls**

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

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

---

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

---

**Group Calls**

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

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

---

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

---

## PTT Call Behavior in Background

### Originating PTT Calls — Background Mode

When *Background Mode* is turned ON, and you make a PTT call, the PTT application remains in the background and the display will turn ON if it is OFF during PTT call origination, and your PTT call is placed based on your one-touch call origination option (Call Most Recent, Call Contact, or Call Group).

If the device does not support one-touch call origination, then the PTT application comes to foreground according to *One Touch Action* setting for default tab. For more information on *Background Mode*, see the "[Settings](#)" section.

---

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

---

---

**Note:** If the backlight is OFF, it remains ON when making a PTT call. IPAs are not visible until you access the PTT application; however, you will still receive audible alerts, if turned ON.

---

## Manual Dial Calls

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

1. With the PTT application in the background and the phone is in idle, begin entering the contact number using the keypad. If the number matches, contacts display. If you want to call one of the contacts, select the contact. The *Manual Dialing* screen displays.
2. Press the PTT button. The Call screen displays.



## Speed Dial Calls

Speed dial allows you to place a call to corporate contacts, public contacts, corporate groups, and public groups by pressing a reduced number of keys. This function is useful for users who dial frequent numbers on a regular basis.

---

**Note:** Speed dial is available only on devices that support One Touch Calling.

---

1. Press the number 0-19 assigned to a speed dial entry using the key pad.
2. Press the PTT button to originate a call to a contact or talkgroup assigned to that entry.

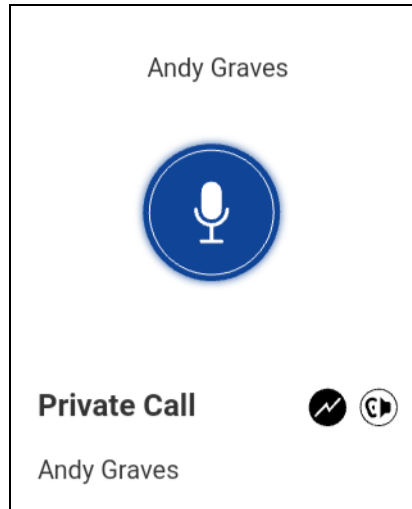
You can access a power user function which is assigned to the first 10 speed dial entries, 0-9.

Press and hold the number 0-9 assigned to a speed dial entry using the key pad to call the entry.

To assign/unassign a speed dial entry, see the "[Speed Dial](#)" settings for more information.

## Receiving Calls

1. On receiving a PTT call, you will hear an incoming call alert, the application will be brought to the foreground.



**Receive an Incoming PTT Call**

---

**Note:** This behavior assumes that Background Calling is turned OFF. For more details on Background Calling, see the ["PTT Call Behavior While the Application is in the Background"](#) section.

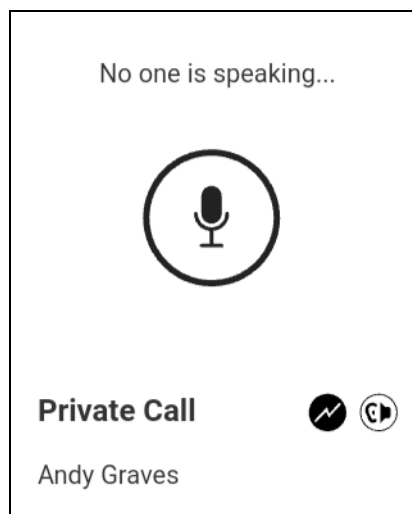
---

---

**Note:** Incoming PTT calls 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 status "*No one is speaking*" is displayed and the floor is available for another talker.



**No One is Speaking in an Incoming PTT Call**

3. You can continue the call conversation by pressing and holding the PTT button.
4. Press the **End** key to end the call.





## Receiving Broadcast Talkgroup Calls

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

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

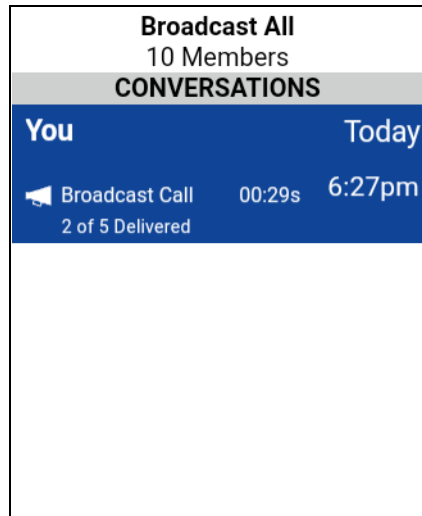
## Broadcast Call History

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

My Status: Available		
	Broadcast All	6:27pm
	Andy(+2)	6:25pm
	Delivery	6:21pm
	Andy Graves	6:17pm

### Broadcast Call History

A summary of call delivery is shown in the historical detail. The number of talkgroup members who received the call is shown along with the total number of talkgroup members.



### Summary of Call Delivery

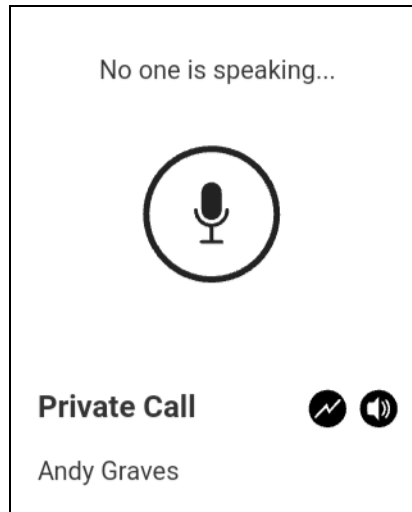
Calls may not be delivered to everyone because a talkgroup member may be offline, engaged in a cellular call, have a Do Not Disturb status, or listening to another broadcast talkgroup call. Calls are delivered in a way such that talkgroup members may receive the call at slightly different times. Once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

## Turning the Speaker ON and OFF

The speaker can be turned on and off for PTT calls. On the call screen, indicates whether the speaker is ON or OFF. When the speaker is off, you will hear the PTT call audio in the phone's earpiece. Hold the phone to your ear just as for a cellular call to listen.

You can use the options or the Speaker key to turn the speaker on/off. The speaker state changed during a call will be retained for next call onwards.

The speaker can also be turned off from the application settings. The following figure shows an example of the location of the speaker on/off icon.



**Speaker Location**

## How to Set the PTT Call Volume

During a PTT call, the speakerphone or earpiece volume can be increased or decreased using the volume up and down buttons located on the side of the phone. The volume adjusted during a PTT call is used for subsequent calls.

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

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

The PTT call volume enhanced loudness is toggled using the options using the speakerphone on supported devices. For more information, see the ["Settings"](#) section.

## Interaction with Silent or Sound Mode

When your phone's ringer is set to silent or vibrate-only, PTT calls are played normally 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 speaker on/off key 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 **Phone**, an ongoing PTT call will end if a phone 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 phone 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.

If Call Priority setting is set to **Phone**, an incoming PTT call is rejected. For more information on Call Priority, see the "[Settings](#)" section.



#### Missed Call Alert Notification

After the current regular call ends, you can make a PTT call back 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 brings the PTT application to the foreground and you hear the caller's voice. At the end of the PTT call, you can go back to the previous application by pressing the Back/CLR key. The PTT application goes to the background at the end of the call and displays the previously viewed application in the foreground.

### Incoming PTT Calls — Background Mode

When Background Mode is turned on and you receive an incoming PTT call, the PTT application remains in the background and the display turns ON when you press the PTT button and you hear the caller's voice. For more information on Background Mode, see the "[Settings](#)" section.

---

**Tip:** You can press the PTT button to take the floor while the application is in the background.

---

**Note:** If the screen is locked, the application is restricted to talking on the ongoing call. The Background Mode setting applies.

---

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

---

### Ongoing PTT Calls

During a PTT call, if you navigate away to another application, you continue to hear the PTT call. You are able to take the floor by pressing the PTT button.

The PTT application remains in the background during PTT call origination if the *Background Mode* setting is turned ON and the user has assigned a one-touch call origination option (Call Most Recent, Call Contact, or Call Group).

If the device does not support one-touch call origination, then the PTT application comes to foreground according to *One Touch Action* setting for default tab.

---

**Tip:** You can press the PTT 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 button, 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 talkgroup Call

### Rejoining a talkgroup Call

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

### Joining a Missed talkgroup Call

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

## 6. Emergency Calling and Alert (Optional)

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

To declare an emergency, press the Options key, navigate to the Emergency option, and press the OK key in the PTT application. Use the options in the PTT application to confirm an emergency. The PTT application automatically goes to the Call screen. Press the PTT button to begin an emergency call. When you declare an emergency, an emergency alert is sent out to the other users in the emergency group or the contact configured by your administrator.

To cancel emergency, you can press the Options key, navigate to the Canceling Emergency option, and press the OK key in the PTT application. Use the options in the PTT application to confirm the cancelation. Your administrator may disallow your ability to cancel an emergency. In that case, an authorized user needs to cancel the emergency on your behalf.

An Authorized User typically a supervisor or dispatcher can remotely declare and cancel an emergency call on your behalf.

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

This section is organized as follows:

- [Emergency Icons](#)
- [Declaring an Emergency](#)
- [Receiving an Emergency](#)
- [Canceling an Emergency](#)

### Emergency Icons

For more information on Emergency icons, see the "[Emergency Icons](#)" section.

### Declaring an Emergency

An emergency can be declared from any screen.

---

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

---

---

**Note:** You can also declare an emergency by pressing the Emergency button on the Sonim XP5s.

---



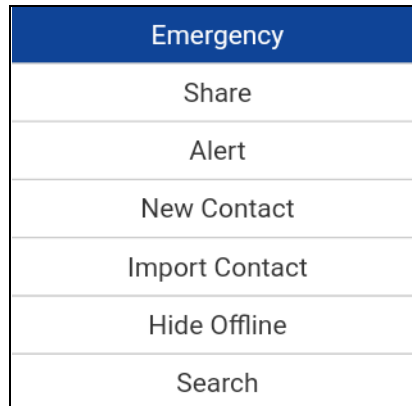
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**Note:** The corporate administrator configures the emergency destination. The destination can be: (1) preassigned talkgroup, or (2) an individual.

---

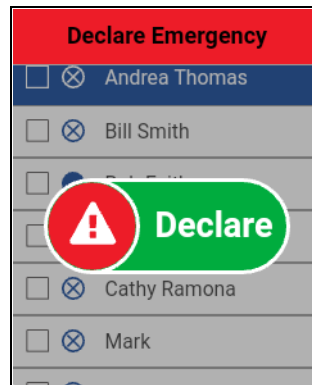
### To declare an emergency

1. Use the options, navigate to the **Emergency** option, and press the **OK** key in the PTT application. The *Emergency* option displays.



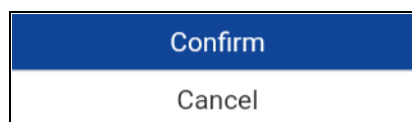
#### Declare Emergency Option

2. The *Declare Emergency* screen displays.



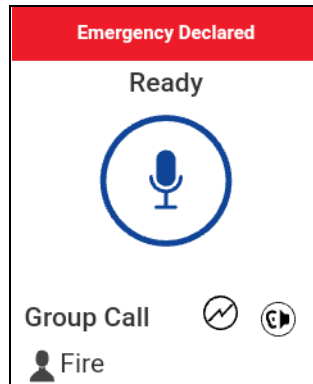
#### Declare Emergency

3. Use the options and press the **OK** key to confirm an emergency. The Confirm Emergency Option displays.



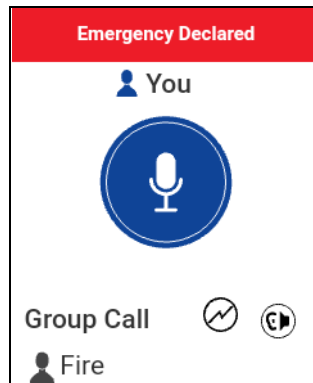
#### Confirm Emergency Option

4. A message is shown and a special emergency alert tone is played to indicate that an emergency has been initiated.
5. The PTT call screen is displayed as shown below.



### No One is Speaking in an Emergency

6. After declaring emergency, an emergency alert is sent. You will now be locked in to the emergency call until the emergency is canceled.
7. Press and hold the **PTT** button, a chirp tone is heard, and the on-screen PTT indicator changes color indicating you have taken the floor. Begin speaking.



### You are Speaking in an Emergency

8. To cancel an emergency, see ["Canceling an Emergency" section](#).

## Receiving an Emergency

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



### Emergency Alert

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

### Recipient of the Emergency

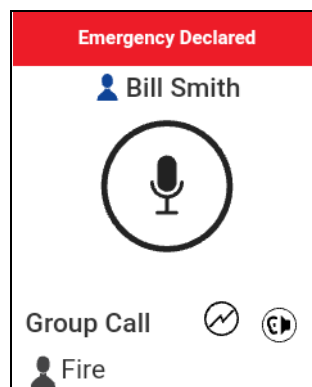
You will receive an emergency call unless scanning is turned on and the emergency occurs on a non-scan list talkgroup.

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

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

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

1. Press the **OK** key to dismiss the emergency alert. You can continue to use the application normally.
2. When the emergency originator starts a call or takes the floor during an ongoing call after declaring an emergency, you see an emergency call in progress screen. There is a special emergency call tone played.



### Emergency in Progress

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

---

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

---

---

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

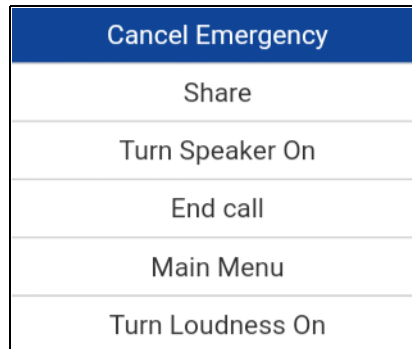
---

## Canceling an Emergency

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

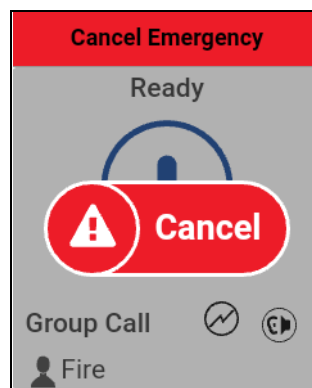
### To cancel an emergency

1. Use the options, navigate to the **Canceling Emergency** option, and press the **OK** key to cancel an emergency. The Canceling Emergency option displays.



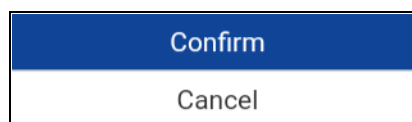
**Canceling Emergency Option**

2. The *Cancel Emergency* screen displays.



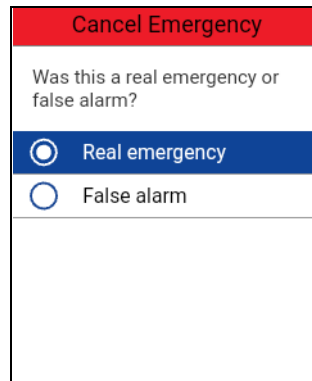
**Cancel Emergency**

3. Use the options and press the **OK** key to confirm canceling the emergency. The *Confirm Emergency Option* displays.



**Confirm Emergency Option**

4. Before canceling the emergency, you will be asked if the emergency was a real emergency or false alarm.



Cancel Emergency

Was this a real emergency or false alarm?

Real emergency

False alarm

#### Cancel Emergency Reason

5. Navigate to the desired option for canceling the emergency.
6. Press the **OK** key. The emergency is canceled and a message, indicating that the emergency is canceled is displayed.

## 7. 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 talkgroup can be designated as a supervisor. If there are two or more supervisors in the same talkgroup, each supervisor can interrupt the other(s).

### 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.

### Non-Supervisor Talkgroup Members

GROUP MEMBERS
Andy Graves 
Ava Gartner
Henry Li
Ian McFinn
Jayden Williams
Latisha Green
Liz Schwartz

#### Non-Supervisor Talkgroup Members

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

## 8. Alerts

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

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

### Instant Personal Alerts (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.

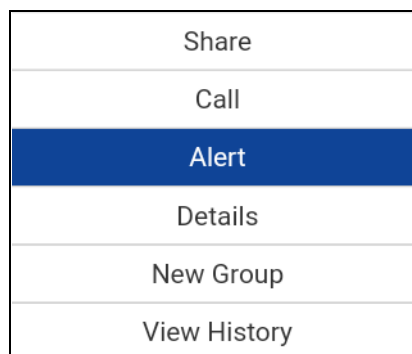
#### Sending an Alert

1. Highlight or select the contact from the contact list.

---

**Note:** Alerts can also be sent from History tab, Contacts, Contact Details screen, and Favorites tab using the *Alert* option.

---



**Sending an Alert**

---

**Tip:** Optional: Press the **OK** key to select a contact.

---

2. Use the options, navigate to the **Alert** option, and press the **OK** key to send the alert to the selected person. An '*Alert sent!*' message is displayed.

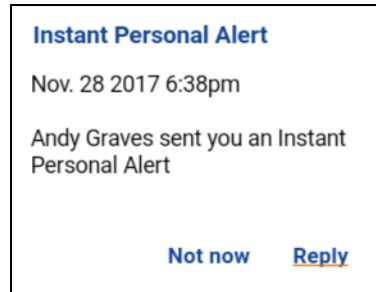
---

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

---

## Receiving an Alert

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



**Instant Personal Alert Message**

### IPA behavior

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

- Alert dialog is displayed and an audible tone is played (default)
- Alert tone is played but no alert dialog is displayed.
- Alert dialog is displayed but no alert tone is played.
- No alert dialog is displayed and no alert tone is played.

For more information on the Instant Personal Alert, see the ["Settings"](#) section.

---

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

---

2. Press the PTT button to call the person back while the alert is displayed or select the **Reply** option. Whenever you receive an alert, it is shown in the call history on the History screen.  
OR  
You can also select the dismiss **Not now** option to dismiss the alert without calling back.

---

**Tip:** Whenever you receive an alert, it is shown in the call history on the History screen.

---



## Missed Call Alerts (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 talkgroup PTT call is made that includes you.
- You are already on a PTT call and another one-to-one or talkgroup PTT call is made that includes you.
- Your phone receives a one-to-one PTT call and you do not reply by taking the floor and speaking back. You will not receive a missed call alert if you do not reply to a talkgroup 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.

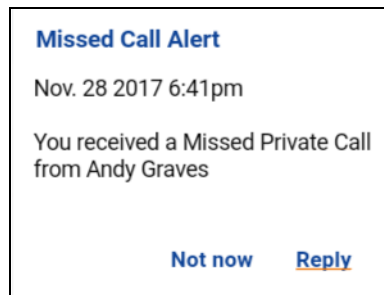
---

**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.

---

### To reply to a missed call alert

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



**Missed Call Alert Message**

2. Press the PTT button to make a PTT call.

OR

Select **Reply** to make a PTT call.

OR

Select **Not now** to dismiss the message.

## Multiple Missed Call Alert/Instant Personal Alert per Caller

When you receive multiple Instant Personal Alerts (IPAs) from another PTT user, only the latest alert is displayed. All the previously received IPAs are available in the PTT call history on the History screen.

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

## **How to Set the PTT Alert Volume**

The phone-wide notification volume controls the volume of PTT alert tones using the phone ringer volume control. Please refer to the phone user manual for more information.

## 9. Real-Time Presence

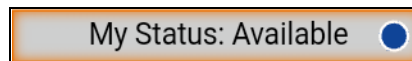
This section describes real-time presence using the Push-to-Talk (PTT) application and is organized as follows:

- [My Presence](#)
- [PTT Contact Presence](#)

With real-time presence, you can tell at a glance if the person you want to call has indicated whether they are Available, Do Not Disturb (DND), or Offline. DND and offline contacts do not receive Push-to-Talk (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

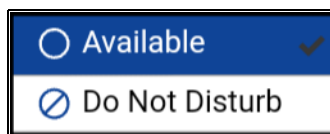
My Presence or Self Presence can be seen in the History screen just below the Top-Level tabs and on the right corner of the phone status bar, as displayed in the screen shot below.



**Available Icon**

#### To Set the Self Presence

1. Go to the History screen, navigate up from the history list, and highlight the availability tile. A pop-up will appear.



**Available Option**

2. Choose the availability state you want to set.



**Do Not Disturb Option**

3. Self Presence icon and text will be updated on the History screen's Self Presence Bar and the icon on the screen status bar.

A rectangular button with a light blue background and a dark blue border. The text "My Status: Do Not Disturb" is in a dark blue font, followed by a small circular icon containing a white telephone handset on a blue background.

### Do Not Disturb Icon

#### Meaning of Available, DND and Offline

**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). While in DND, incoming calls are not received, but the history is updated with missed call alerts.

**Offline:** You are logged out from the PTT application and 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.

A rectangular button with a white background and a black border. The text "No Connection" is in a black font.

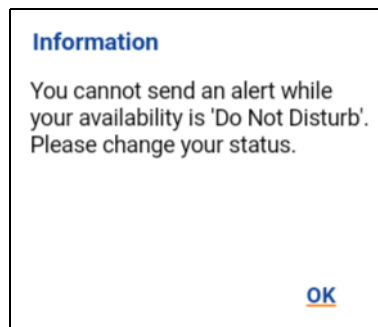
### No Connection Presence Status

#### Calling Restrictions

When you are in the DND state, the incoming calls are restricted. While not able to receive PTT calls, you can make PTT calls to other available PTT subscribers.

#### IPA Origination Restrictions

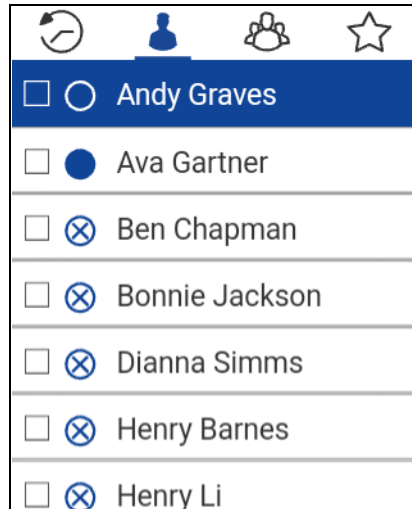
When you are in the DND state, you will not be able to send an IPA to other contacts since you cannot receive calls from others. If you try to send an alert, you will see the following message:



### 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:



**PTT Contact Presence**

### 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.

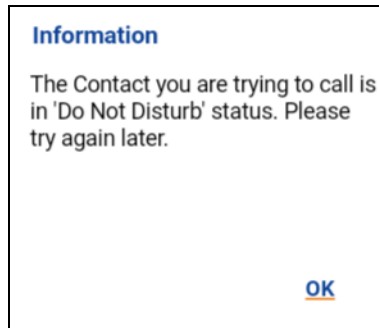
**Do Not Disturb (DND):** The PTT contact is logged into the PTT application, not willing to receive PTT calls but will be able to receive Instant Personal Alerts.

**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. The incoming calls for that contact will be restricted. If you try to make a call to a contact with the DND status, you will see the following message:



---

**Contact is in Do Not Disturb Status**

---

**Note:** Depending on how your service provider has configured the service, you may see all or most of your contacts as "Online" even though some may actually be in a "Do Not Disturb" or "Offline" state. In this case, you are allowed to try to call any contact. If the called subscriber is not available, you will receive an error message. For more details, see ["PTT Call Behavior When Contact or Group is Unavailable"](#).

---

**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 call back.

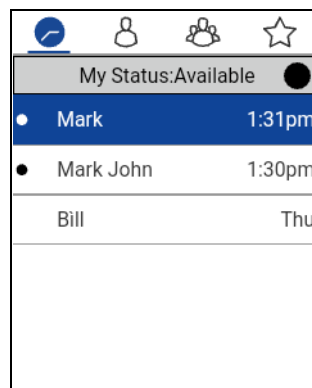
## 10. History

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


- [Access the History Tab](#)
- [Search History](#)
- [History Icons](#)
- [Access Conversation Details](#)
- [Make a PTT call](#)
- [Add Contact](#)
- [Delete History](#)
- [Delete All History](#)
- [Delete Message](#)

The *History* tab displays all your conversation history of calls, contacts, groups, alerts. You can view and search your history, view messages, return a call, add contacts, delete history and messages, and forward any message to a contact or group. You can also send an Integrated Secure Message (Alert, Text, Location, Image, Video, Voice Message, and File) using the Share option. See ["Integrated Secure Messaging"](#) section for more details. 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, Emergency Alert, Group Call, Quick Group Call, Private Call), contact name, group name or participant names for quick groups and a time stamp.



**History**

Mark	
12345672223	
CONVERSATIONS	
<b>You</b>	Thu 4/25
Instant Personal Alert	3:11pm
<b>Mark</b>	
File	Thu 4/25 6:10pm
<b>Mark</b>	
Location	Thu 4/25 6:29pm
<b>Mark</b>	Today
Hello	1:31pm

### Second-Level History

## Access the History Tab

To access the History, press the navigation key until you see 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 ["Icons"](#) section.

## Access Conversation Details

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

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

## Make a PTT call

1. To make a PTT call, select the history entry. The second-level history screen displays.
2. Press and hold the PTT button.

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, highlight the history entry. A context menu displays.
2. Use the options and select the **Add as Contact** option. The *New Contact* screen displays.



See ["Add Contacts"](#) for more information.

## Delete History

You can delete any history entry.

1. From the top-level screen, highlight the history entry.
2. Use the options and select the **Delete** option. The *History for this contact or group will be removed. Continue?* displays.
3. Select **Yes** to delete or **No** to cancel.

## Delete All History

You can delete all history entries.

1. From the top-level screen, select or highlight a history entry.
2. Use the options to select the **Delete All** option. The following confirmation message displays, *"You are about to clear all the history. All your prior history with all groups and contacts will be deleted. Are you sure?"*.
3. Select **Yes** to delete or **No** to cancel.

## Delete Message

You can delete a message on the history details screen.

1. To delete a message, go to history details, and highlight the message.
2. Use the options and select the **Delete** option, a confirmation message *"Delete message?"* displays.
3. Select **Yes** to delete or **No** to cancel.

# 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](#)
- [Add Contacts](#)
  - [To add new contact by entering manually](#)
  - [Import a new contact from the device's contact list](#)
- [Edit Contacts](#)
- [Delete Contacts](#)

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

## Administrator-Managed Contacts

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

## Personal Contacts

Personal contacts are imported from the contact list in the phone or entered manually. You manage personal contacts within the PTT application. You may not have the ability to create personal 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

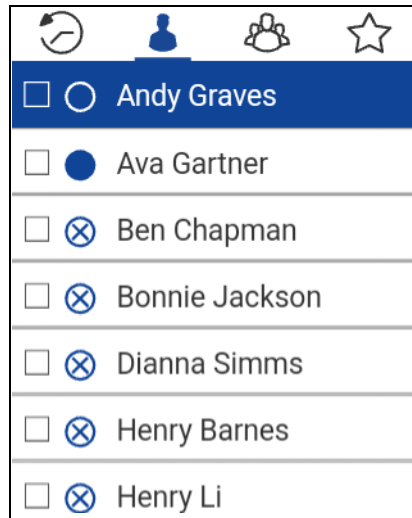
For more information on the Contacts icon, see the ["Contacts Icon"](#) section.

## Search Contacts

You can use the search box to search for contacts. To search contacts, see the ["Searching"](#) section for more information.

## View Contacts

The Contact tab shows a list of all your personal PTT contacts and contacts added by an administrator. You can also view and sort the contacts based on alphabetical order or based on the availability of the contacts from the application settings.

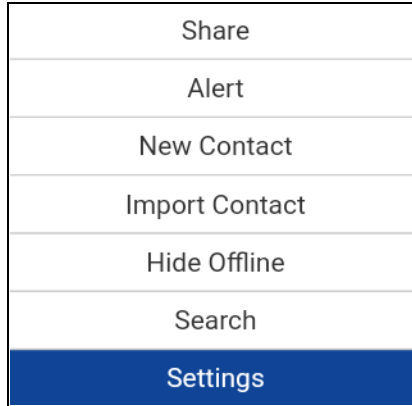


**Contacts**

## 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 PTT application **History** screen or **Contact** screen or **Group** screen or **Favorites** screen, use the options.
2. Choose the **Settings** option.



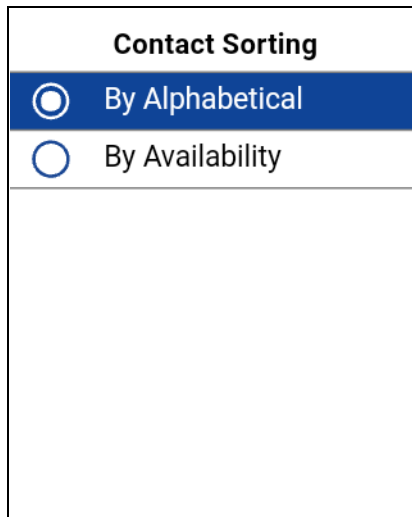
**Settings Option**

- 3. Select the **Contact Sorting** setting.



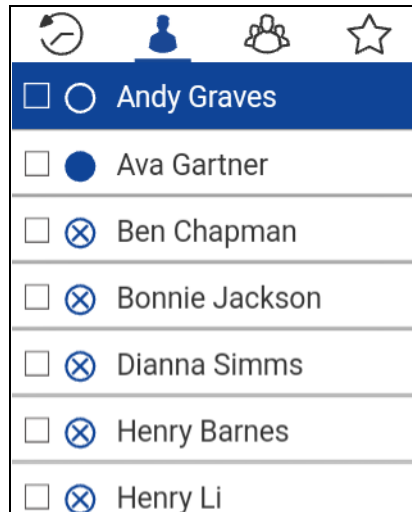
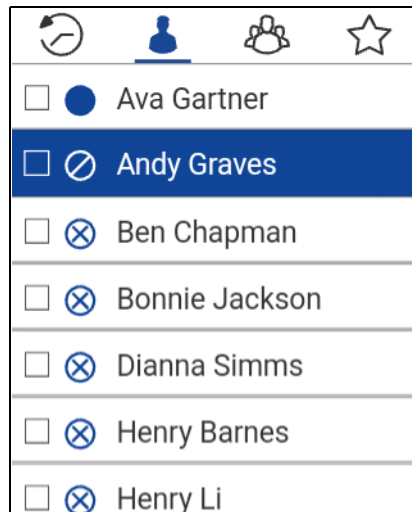
**Contact Sorting Setting**

- 4. A pop-up will be displayed, select either **By Alphabetical** or **By Availability**.



**Contact Sorting Setting Options**

- 5. 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.

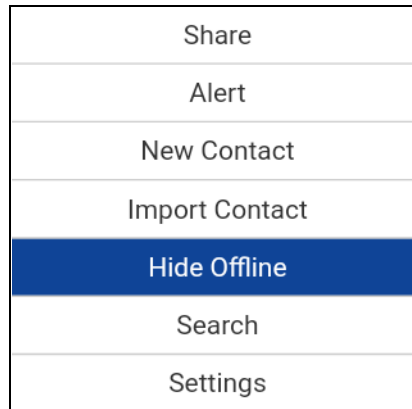
---

**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 describe how to show all contacts.

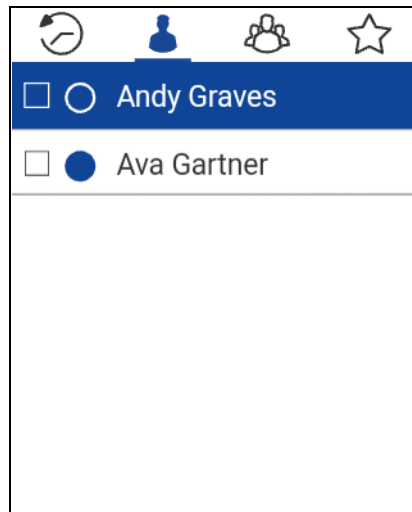
---

### To show only online contacts

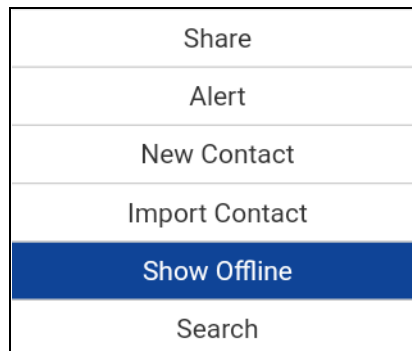
1. While showing the contacts list, use the options. Select **Hide Offline** option.

**Hide Offline Option**

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

**Show only Available or Do Not Disturb Contacts****To view all contacts**

1. While viewing only the online contacts in contacts list, use the options. Select **Show Offline** option.

**Show Offline Option**

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

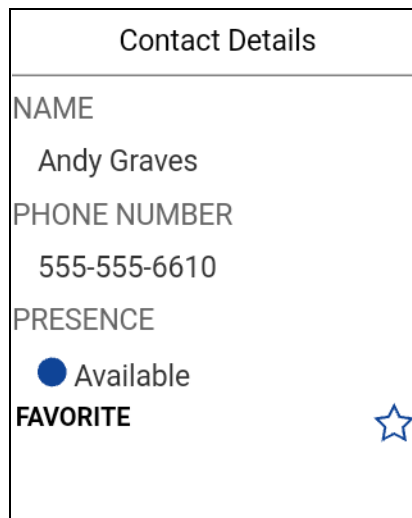
#### To view the contact details

1. Select a contact from the contact list.
2. Use the options.
3. Highlight or select **Details** in the *Options* list.



#### Contact Details Option

4. The *Contact Details* screen will be displayed, as shown below.



#### Contact Details

## Add Contacts

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

#### To add new contact by entering manually

1. From the *Contacts* tab, use the options and select the **New Contact** option.

Share
Alert
<b>New Contact</b>
Import Contact
Hide Offline
Search

#### **New Contact Option**

2. Type the new contact name and press the **OK** key.

New Contact	
NAME	
Enter Name	
PHONE NUMBER	
Enter Phone Number	
FAVORITE	<input type="checkbox"/>

#### **New Contact**

3. Navigate down to the Phone Number, type a PTT number and press the **OK** key.
4. Navigate down to *Set as Favorite* and press the **OK** key to enable the check box.
5. Use the options and select the **Save** option to save the contact.

### **Import a new contact from the device's contact list**

1. From the Contacts tab, use the options.
2. Select **Import Contact** option to add a PTT contact from your phone contact list.



Share
Alert
New Contact
<b>Import Contact</b>
Hide Offline
Search

**Import Contact Option**

Share
Alert
<b>New Contact</b>
Import Contact
Hide Offline
Search

**New Contact Option**

3. On selecting **Import Contact**, contact list of the phone will be displayed.
4. Select a contact from the Contact List, and then select **Save**.

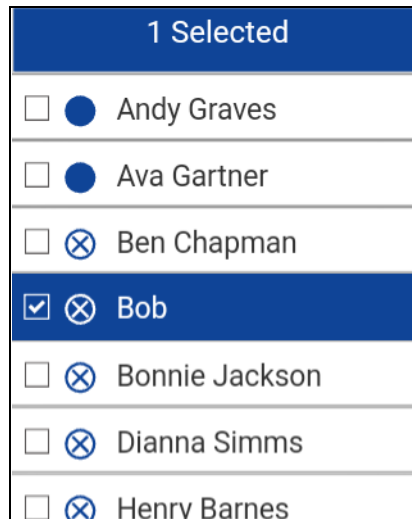
## Edit Contacts

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

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

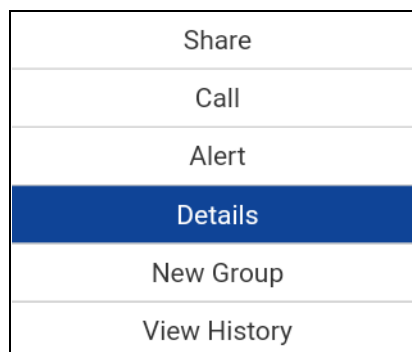
### To edit a contact

1. From the *Contacts* screen, scroll to and select a contact that you want to edit.



#### Select Contact to Edit

2. Use the options to select the **Details** option.




#### Contact Details Option

3. Use the options and select the **Edit** option.

Contact Details
NAME Bob
PHONE NUMBER
Call
Alert
<b>Edit</b>
Delete
Phone

**Contact Details Edit Option**

- An **Edit Contact** screen will be displayed.

Edit Contact
NAME
Bob
PHONE NUMBER
214-555-1000
Add Favorite 

**Edit Contact**

---

**Note:** You can also add a contact as a favorite using the *Favorites* tab. For more information, see ["Favorites"](#) section.

---

- Edit the Contact's Name and select **Save**.

New Contact	
NAME	
	Bob
PHONE NUMBER	
	12145551000
Remove Favorite	★
Save	
Cancel	

**Save Edited Contact**

---

**Note:** An existing contact's number cannot be edited. You can only edit the name and favorite status. To change an existing contact's phone number, the contact needs to be deleted and then added back with a new number.

---

## Delete Contacts

### To delete a contact

1. From the *Contacts* list, select a contact you want to delete and use the options.

Share
Call
Alert
Details
New Group
Delete

**Delete Contact Option**

2. Select **Delete** from the options.
3. You will be asked to confirm about removing the contact. To delete, select **Yes**. To cancel without deleting the contact, select **No**.

---

**Tip:** An alternative method to remove a contact is to go to contact details and select **Delete** option. A confirmation message is displayed. Select **Yes** to delete or select **No** to cancel.

---

## 12. Favorites

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

- [Favorite Icon](#)
- [Search Favorites](#)
- [Add Favorite Contacts](#)
- [Remove Favorite Contacts](#)
- [Add Favorite Groups](#)
- [Remove Favorite Groups](#)

The Push-to-Talk (PTT) favorite contacts and favorite talkgroups are separate from the contacts and talkgroup list on the phone. From the Favorite Contacts screen, you can switch between Favorite Contacts to Favorite Groups using the options. Note a title is displayed to indicate which Favorite (Favorite Contacts or Favorite Groups) that you selected.

### Maximum Number of Favorites

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

Favorites	
Contacts	300
Groups	50

**Maximum Favorite Contacts and Favorite Groups**

### Favorite Icon

For more information on the Favorites icon, see the ["Icons"](#) section.

### Search Favorites

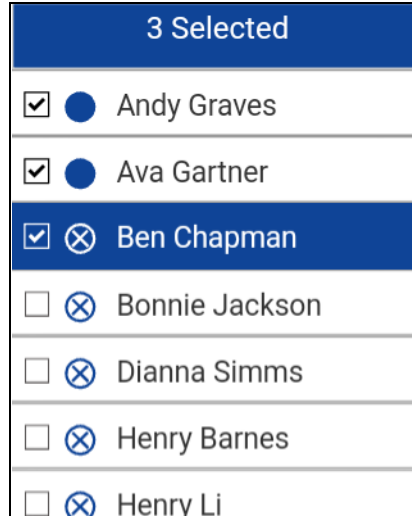
You can use the search box to search for favorites. To search favorites, see the ["Searching"](#) section for more information.

### Add Favorite Contacts

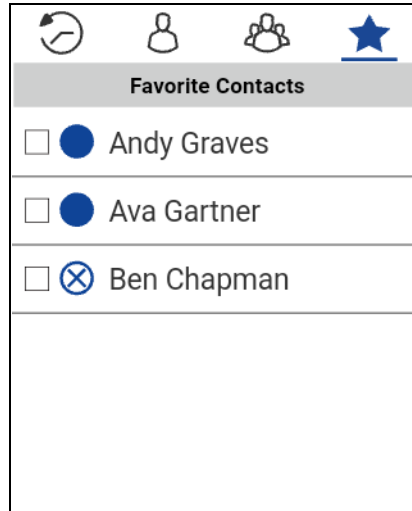
The Favorite Contacts screen shows a list of all your favorite PTT contacts as well as their current presence status.

**To add a contact to Favorites**

1. From the Favorite Contacts screen, use the options for **Options**, select the **Add Favorite** option, and select one or more contacts to be added as a favorite. The *Select Favorite Contacts* screen displays.

**Select Favorite Contacts**

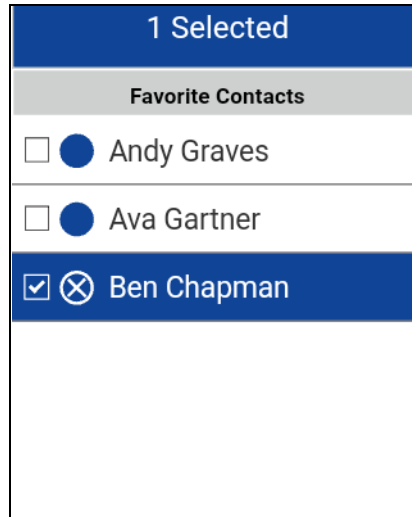
2. Use the options and select the **Save** option to save your favorite. The Favorite Contacts screen displays.

**Favorite Contacts**

## Remove Favorite Contacts

### To remove a contact from the Favorites List

1. Select one or more contacts from the ***Favorites Contacts*** screen.



### Select Favorite Contacts to be Removed

2. Use the options for **Options**.
3. Select the **Remove Favorite** option. The contact(s) are removed from the Favorite tab under Contacts.

---

**Note:** You will a confirmation message when selecting more than one contact to remove from your Favorites. Select **Yes** to remove the contacts or **No** to cancel.

---

## Add Favorite Groups

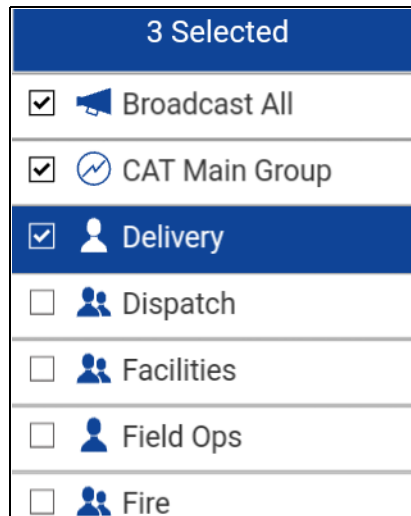
The list of personal favorite groups is shown on the Favorite Groups screen.

1. From the Favorite Groups screen, use the options for **Options**, select the **Add Favorite** option, and select one or more groups. The Select Favorite Groups screen displays.

---

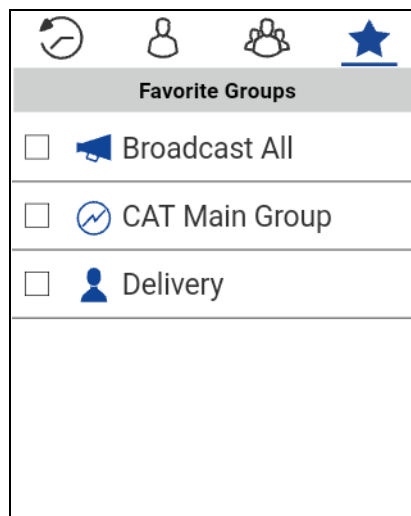
**Note:** Groups can be added to Favorites from the Group tab or history entry for that group.

---



**Select Favorite Groups**

2. Use the options and select the **Save** option to save the group. The group is shown in the Favorites tab under **Groups**.



**Favorite Groups**

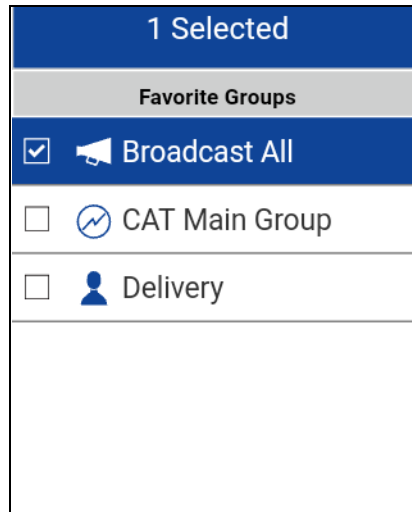


## Remove Favorite Groups

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

### To remove a Group from the Favorites List

1. From the *Favorite Groups* screen, scroll to and select one or more groups to remove.



### Select Favorite Group to Remove

2. Use the options for **Options** and select **Remove Favorite** option to remove the group as a favorite. The group is now removed from the Favorites Groups screen.

---

**Note:** You will a confirmation message when selecting more than one group to remove from your Favorites. Select **Yes** to remove the groups or **No** to cancel.

---

## 13. Talkgroups

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

- [Search Talkgroups](#)
- [Talkgroup Icons](#)
- [View Talkgroups](#)
- [Call Permissions](#)
- [Area-Based Talkgroups \(Optional\)](#)
- [View Talkgroup Details](#)
  - [Broadcast Talkgroup Details \(broadcasters only\)](#)
- [Add a talkgroup](#)
- [Edit Talkgroup Details](#)
  - [Edit the talkgroup name](#)
  - [Add a member to a talkgroup](#)
  - [Remove a member from a talkgroup](#)
- [Delete a Talkgroup](#)
  - [Delete a talkgroup](#)

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

### **Administrator-Managed Talkgroups**

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

### **Personal Talkgroups**

Personal talkgroups are created from the Push-to-Talk (PTT) contact list. You manage personal talkgroups within the PTT application. You may not have the ability to create personal talkgroups if the corporate administrator has restricted this feature.

## Maximum Number of Allowed Talkgroups

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

Administrator-managed	
Talkgroups	100
Members per Talkgroup	250
Personal	
Talkgroups	30
Members per Talkgroup	30

### Maximum Talkgroups

## Search Talkgroups

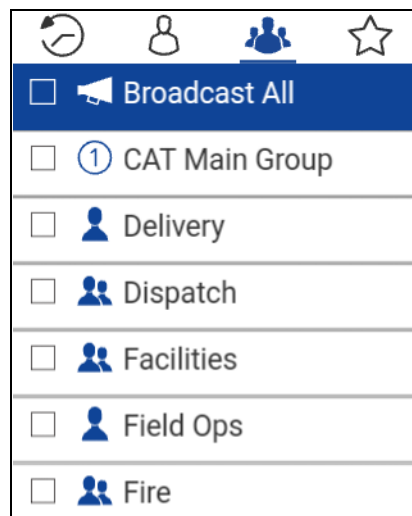
You can use the search box to search for talkgroups. To search talkgroups, see the ["Searching"](#) section for more information.

## Talkgroup Icons

For more information on the Talkgroup icons, see the ["Group Icons"](#) section.

## View Talkgroups

The list of personal talkgroups and administrator-managed talkgroups is shown in the *talkgroup* tab. Icons are shown next to the groups which are a broadcaster, supervisor, an Interop talkgroup, and talkgroup scan priority.



### Talkgroups

## Call Permissions

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

Function	Permission	Description
<b>In Call</b>	Listen and Talk	While In Call permission is set to Listen and Talk, PTT user is allowed to listen to the PTT call as well as allowed to transmit/talk to the active PTT call. Listen and Talk is the default permission to all the talkgroup members.
	Listen Only	While In Call permission is set to Listen only, PTT user is only allowed to listen to the PTT call but NOT allowed to transmit/talk to the active PTT call.
<b>Call Initiation</b>	Allow	When set to Allow, PTT user is allowed to initiate new PTT call to the predefined talkgroup. PTT user is also allowed to rejoin to the call that is missed due to network issues, busy in another call etc., reasons. Allow is the default permission for all talkgroup members.
	Do not Allow	When set to Do not Allow, PTT user is NOT allowed to initiate new PTT call or rejoin existing active PTT call.
<b>Call Receiving</b>	Allow	When set to Allow, PTT user is configured to receive all the calls on the predefined talkgroup that user is part of. PTT user is paged for all the calls initiated on the talkgroup by other members. There would be no retry for paging if the user missed the call for any reason. Allow is the default permission to all the talkgroup members.
	Do not Allow	When set to Do not Allow, PTT user is NOT allowed to receive any incoming PTT call. PTT user is not paged for any calls that are initiated on that talkgroup by other members.

## Area-Based Talkgroups (Optional)

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

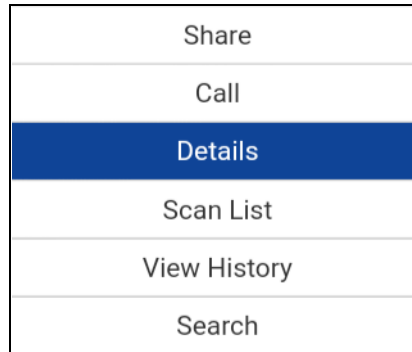
Area-based groups are generally dynamically available while in a geographical area. As talkgroup members enter a geographic area, the talkgroup is shared and shown in the top of the channel list. There is no member list for members. Members are allowed PTT call origination and messaging within the talkgroup.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

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

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

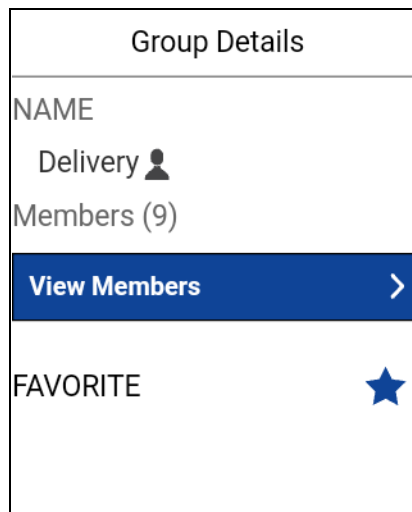
## View Talkgroup Details

1. Select a talkgroup from the talkgroup list.
2. Use the options and select the **Details** option.



**Talkgroup Details Option**

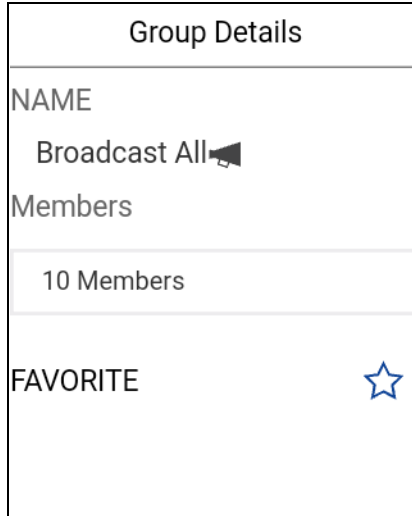
3. The talkgroup details screen will be displayed, as shown below.



**Talkgroup 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 talkgroup details:



**Broadcast Talkgroup Details**

## Add a talkgroup

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

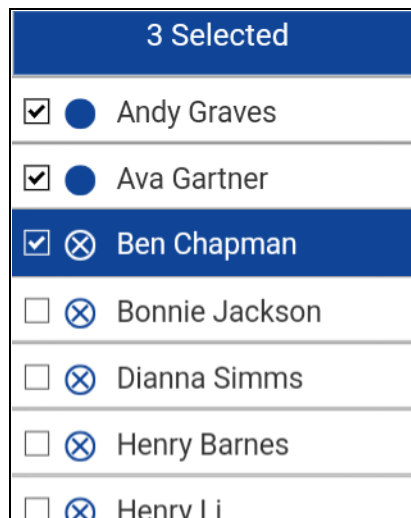
1. From the *talkgroups* tab, use the options.

---

**Note:** A talkgroup can also be created from Contact tab by selecting one or more contacts and then selecting the **New Group** option or from history entry for a quick group call by going to View History of that talkgroup call and selecting the **New Group** option.

---

2. Select the **New Group** option.
3. Enter the talkgroup name and press the **OK** key.
4. Navigate to highlight the **Add & Remove Members** option and press the **OK** key.
5. Select members from the contact list and press the **Options** key.



**Select Talkgroup Members**

6. The talkgroup can also be added as a favorite. Use the options to save.

New Group	
NAME	
<input type="text" value="Administration"/>	
MEMBERS (3)	
Add & Remove Members >	
Remove Favorite ★	

**Set Talkgroup as Favorite**

---

**Note:** You can also add a talkgroup as a favorite from the *Favorites* tab. For more information, see ["Favorites"](#) section.

---

7. Once saved, the talkgroup will appear in the talkgroup list.



## Edit Talkgroup Details

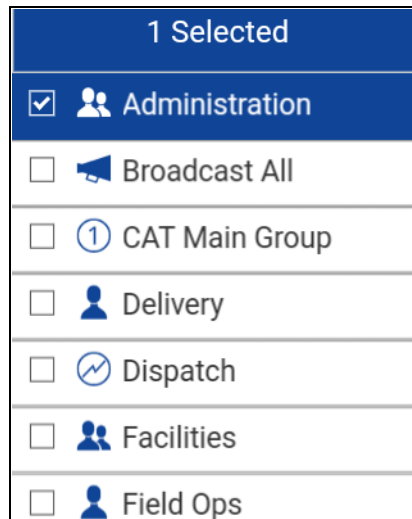
You can only edit groups that you create yourself. An administrator-managed group name cannot be edited. However, you can add a group to favorites.

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

1. From the *Group Details* screen, you perform any of the following tasks listed within this section as follows:
  - ["Edit the talkgroup name"](#)
  - ["Add a member to a talkgroup"](#)
  - ["Remove a member from a talkgroup"](#)
  - ["Delete a talkgroup"](#)

### Edit the talkgroup name

1. From the *talkgroups* tab, select a talkgroup and select the **Details** option.

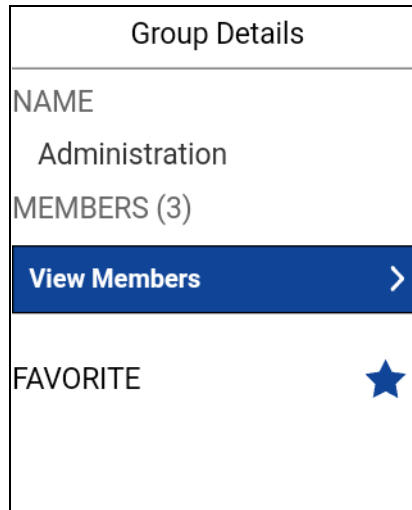


**Select Talkgroup**

2. Select the **Edit** option. The Edit talkgroup screen will be displayed.
3. Edit the talkgroup name and use the options to save. A 'Group successfully modified' message will be displayed.

### Add a member to a talkgroup

1. From the *talkgroups* Tab, select a talkgroup, use the options, select the **Details** option.

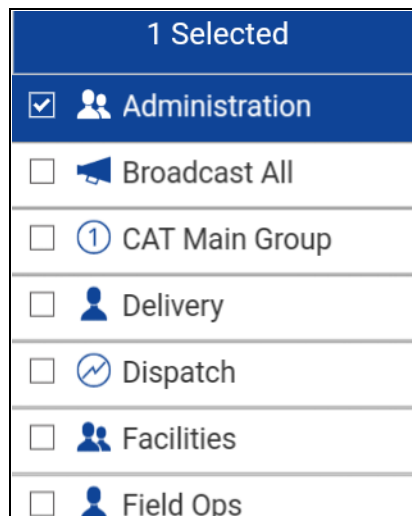


**Group Details to Add a Member**

2. Select **Edit** option. The Edit Group screen will be displayed.
3. Press **OK** key, navigate to **Add & Remove Members** to add contacts to the talkgroup, and press the **OK** key.
4. Use the options and select **Add Members** option.
5. Select the members to add to the talkgroup.
6. Use the options to save. A '**Group successfully modified!**' message will be displayed.

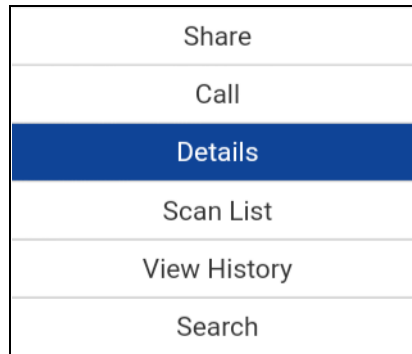
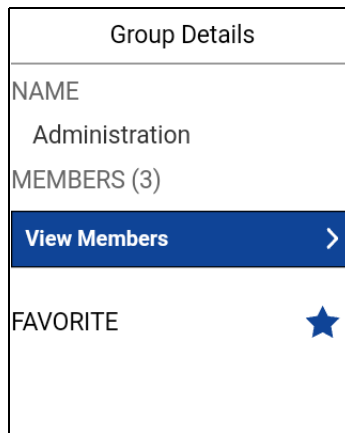
### Remove a member from a talkgroup

1. From the *Groups* tab, select a talkgroup and use the options.



**Select Talkgroup to Remove a Member**

2. Select the **Details** option.

**Talkgroup Details Option****Talkgroup Details to Remove a Member**

3. Use the options and select the **Edit** option. The edit talkgroup screen will be displayed.

**Edit Talkgroup Option**

4. Edit the talkgroup name as necessary and press the **OK** key.
5. Navigate to **Add & Remove Members** and press the **OK** key. The talkgroup members list will be displayed.

Group Members	
<input checked="" type="checkbox"/>	Andy Graves
<input checked="" type="checkbox"/>	Ava Gartner
<input checked="" type="checkbox"/>	Ben Chapman

#### Remove Talkgroup Members

- Unselect the check box of the members you want to remove from the talkgroup, a confirmation dialog is displayed.

Confirm	
This group member will be removed from the group. Continue?	
<a href="#">No</a>	<a href="#">Yes</a>

#### Remove Talkgroup Member Confirmation

- Select **Yes** if you want to remove the member, otherwise select **No**.
- Repeat Steps 6 & 7 to remove the members from the talkgroup, a confirmation dialog is displayed. Select **Yes** if you want to remove the member, otherwise select **No** for other talkgroup members you want to remove. After removing the talkgroup member(s), press the Back/CLR key to return to the *Edit Group* screen.

---

**Note:** When you remove the last member of a talkgroup, the talkgroup 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.

---

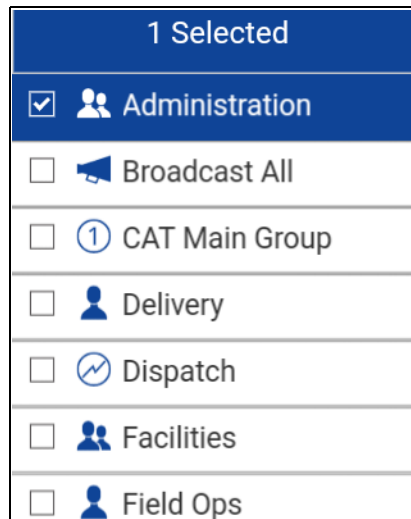
- Use the options and select the **Save** option to save. A '*Updating Group!*' message will be displayed.

## Delete a Talkgroup

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

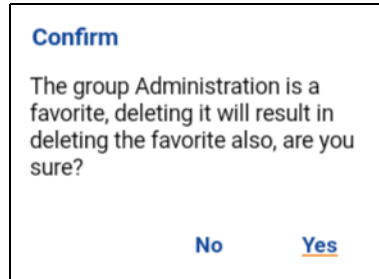
## Delete a talkgroup

1. From the *Talkgroups* tab, select the talkgroup you want to delete.

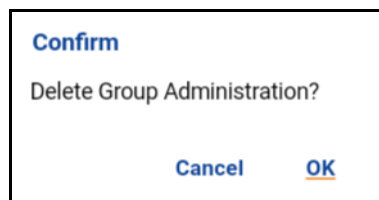


**Select Talkgroup**

2. Select talkgroup.
3. Use the options and select the **Delete** option.
4. You will be asked to confirm deleting the talkgroup.



**Delete Favorite Talkgroup Confirmation**



**Delete Selected Talkgroup Confirmation Message**

5. Select **Yes** to delete the talkgroup. The talkgroup will be deleted from the talkgroup list.

## 14. Talkgroup Scanning

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

- [Turn Scanning ON or OFF](#)
- [Add a 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. The higher priority group calls take precedence over lower priority group calls. Groups that are not in the scan lists cannot barge in when Scan option is ON.

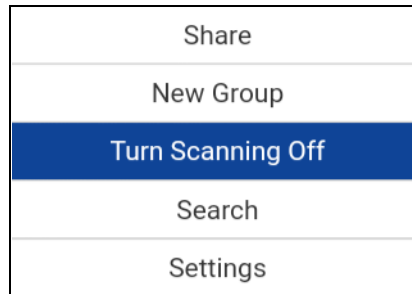
While you have Talkgroup Scanning turned on for a group, you will see the following behavior:

- Calls from groups that are not in the scan list are not received.
- Calls from user-managed groups are not received.
- Calls from **scanned groups** 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 enabled.
- **Quick Group** calls are **received normally**. A missed call alert is provided if you are busy on another 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

#### From the groups list tab

1. The 'Turn Scanning OFF' option shows that the current scanning status is 'OFF'. Use the options to toggle scanning status to 'ON'. The key text changes to Scan: ON.



### Turn Scanning OFF Option

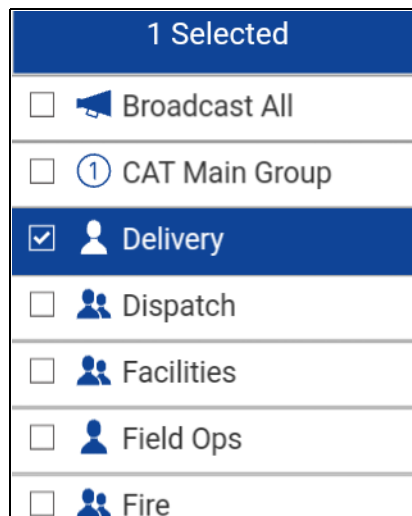
2. Use the options again to toggle scanning back off.

When scanning is turned on, the *Scanning On* icon will appear on the call screen.

## Add a Group to a Scan List

### From the groups list tab

1. Select a corporate group by navigating to the desired group and pressing the **OK** key to select the group.



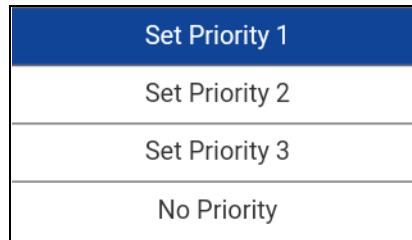
### Select Corporate Group

2. Use the options to select the **Scan List** option. A pop-up appears, allowing you to select a priority option for the group.

---

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

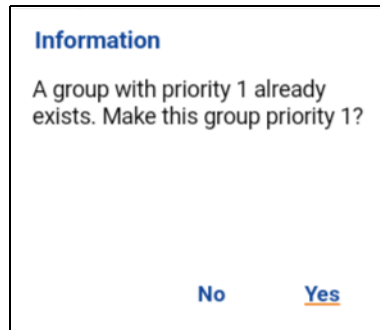
---



#### Scan List Options

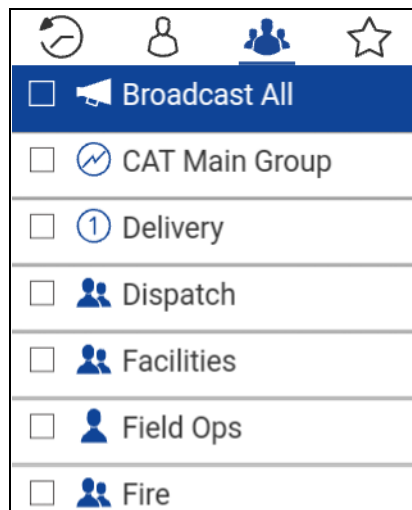
3. Navigate to the desired the priority option you want to assign to the talkgroup and press the **OK** key to select or navigate to **No Priority** to assign the group as a normal priority talkgroup and press the **OK** key to select. If you choose a priority that is already being used by another talkgroup, a message appears as shown below.

Select **Yes** to assign the existing priority to the current talkgroup or select **No** to assign the talkgroup a new priority.



#### Information Message

4. Once you assign a priority to a talkgroup, a priority icon will appear next to the scanned group as shown below.



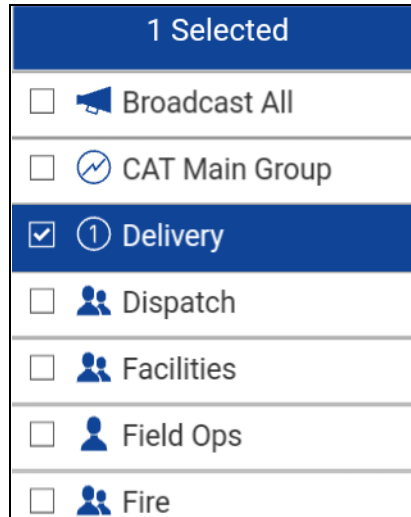
#### Scan Group List



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

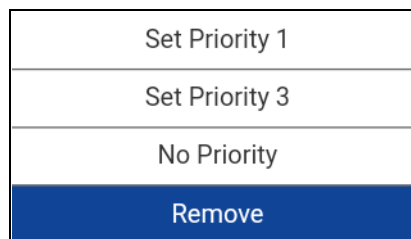
### From the groups list tab

1. Select a corporate group by navigating to the desired group and pressing the **OK** key.



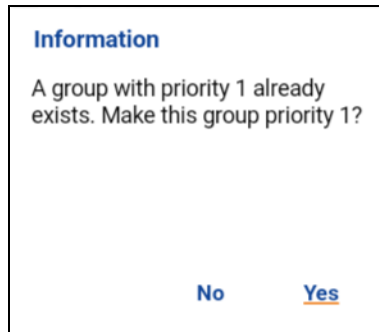
### Select Corporate Group Assigned to a Scan List

2. Use the options to select **Scan List**. A pop-up appears as shown below.



### Previously Assigned Group Scan List Options

3. You can reassign the priority by navigating to a priority option. To remove the priority, navigate to **No Priority** and press the **OK** key. To remove the group from the scan list, navigate to **Remove** and press the **OK** key. If you choose a priority that is already being used by another group, a message appears as shown below.  
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.



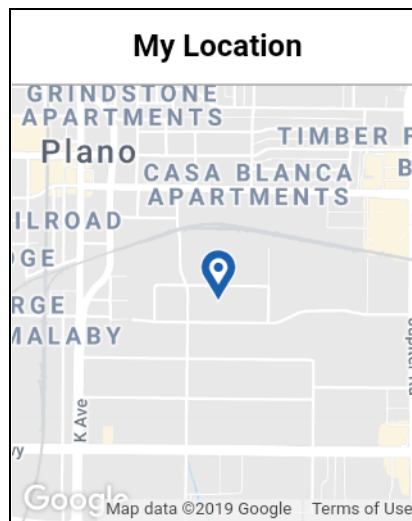
**Information Message**

## 15. Map

This section describes the Map display which allows an individual to check their current location on the map and share their location or send an arbitrary location. The Map is accessible when you select a contact or talkgroup using the Share option and then select the Location option or from a location message in History.

This section is organized as follows:

- [Map Icons](#)
- [Map Navigation Help](#)
- [Search Map](#)
- [Recenter the Map](#)
- [Send My Location or an Arbitrary Location to a Contact](#)
- [Send My Location or an Arbitrary Location to a Quick Group](#)
- [Send My Location or an Arbitrary Location to a Talkgroup](#)



Map

### Map Icons

For more information on the Map icons, see the ["Map Icons"](#) section.

### Map Navigation Help

To navigate the map, use the 4-way direction keys to pan the map and use keypad key 1 to zoom in and keypad key 3 to zoom out. See the ["Map Navigation Help"](#) section for more information.

## Search Map

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

## Recenter the Map

You can recenter the map to your current location. Use the options to select the My Location option whenever the map is not centered on your current location at the default zoom. When recentering the map, the zoom level is set to the default zoom.

Use the options to select the **My Location** option. The map returns to the center.

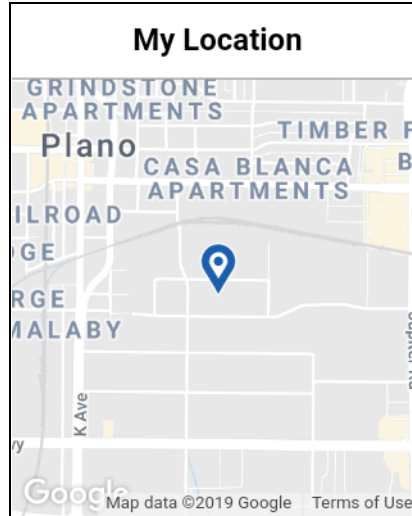
## Send My Location or an Arbitrary Location to a Contact

1. Select a contact from the contact list and use the options to select the **Share** option. An options menu displays.

Share
Call
Alert
Details
New Group
View History
Search

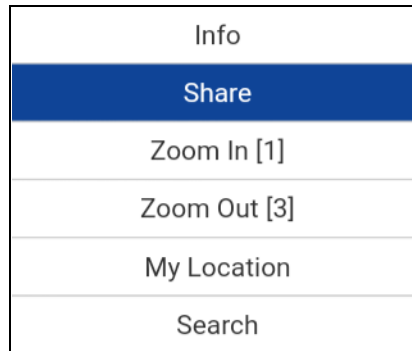
### Share Option

2. From *My Location* which displays **My Location Pin** (Blue). Use the directional keys to move the map or use location search to find an arbitrary location.



**My Location**

3. Use the options to select the **Share** option to share my location. The options menu is displayed.

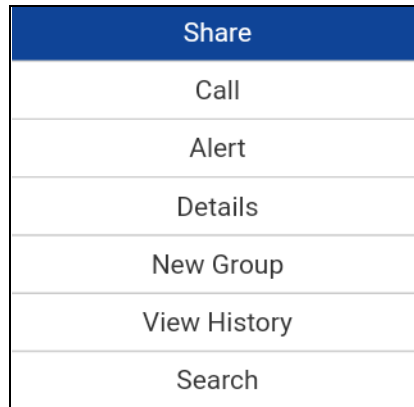


**Share Option**

4. The message *Location Sent* is displayed.

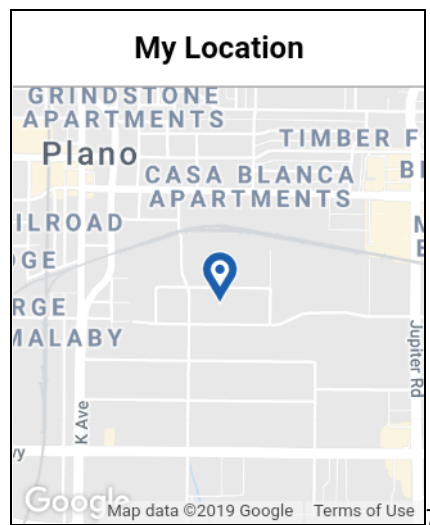
## Send My Location or an Arbitrary Location to a Quick Group

1. Select more than one contact from the contact list and use the options to select the **Share** option. An options menu displays.



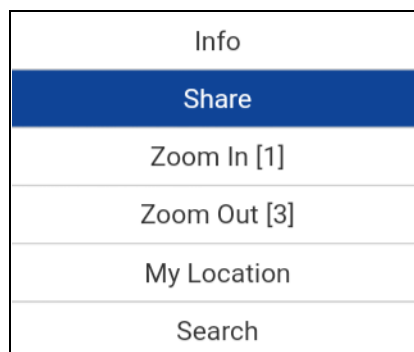
**Share Option**

- From *My Location* which displays **My Location Pin** (Blue). Use the directional keys to move the map or use location search to find an arbitrary location.



**Map**

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

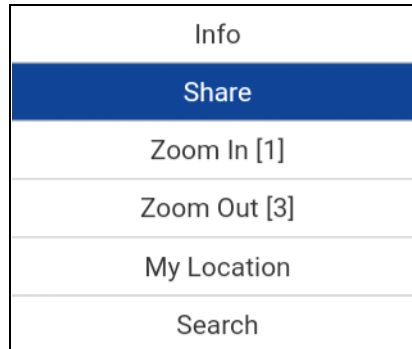


**Share Option**

- The message *Location Sent* is displayed.

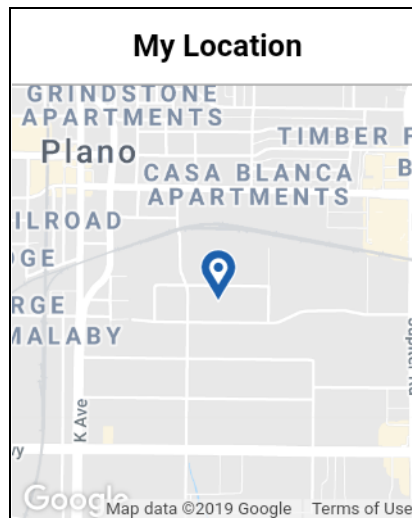
## Send My Location or an Arbitrary Location to a Talkgroup

1. Select a talkgroup from the talkgroup list and use the options to select the **Share** option. An options menu displays.



**Share Option**

2. From *My Location* which displays **My Location Pin** (Blue). Use the directional keys to move the map or use location search to find an arbitrary location.



**Map**

3. The message *Location Sent* is displayed.

## 16. Integrated Secure Messaging

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

This section is organized as follows:

- [Integrated Secure Messaging Icons](#)
- [Multimedia Content](#)
  - [Text Messages](#)
  - [Image Messaging](#)
  - [Video Messaging](#)
  - [Voice Messaging](#)
  - [File Messaging](#)
  - [Location Message](#)
- [Message Actions](#)
- [History Message Actions](#)

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

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

---

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

---

---

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

---

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

---

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

---

---

**Note:** Users with 9.0.3 and later clients are supported.

---



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

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

1. Pending - indicates that the message is waiting to be sent. Any messages that are created while network connection is not available are preserved until network connection is restored and then sent.
2. Sent - indicates that the message was sent from your device.
3. Delivered (for 1:1 messages only) - indicates that the message was delivered to the recipient. This status does not mean that the user downloaded any multimedia.
4. Failed - indicates that the message could not be sent. This can happen if the recipient is not allowed to receive messages or if there was a problem sending the message from your device.

No delivery status for group messages.

## Integrated Secure Messaging Icons

For more information on the Integrated Secure Messaging icons, see the ["Integrated Secure Messaging Icons"](#) section.

## Multimedia Content

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

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

## Text Messages

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

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

Text messages will also be shown in threaded history along with call history and are sent by selecting a contact or a group.

## Send a Text Message

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

---

**Tip:** Alternately, you can send messages from the History.

---

1. Select a contact from the contact list and use the options to select the **Share** option. An options menu displays.

Share
Call
Alert
Details
New Group
View History
Search

**Share Option**

OR

- Select a talkgroup from the talkgroup list and use the options to select the **Share** option. An options menu displays.

Share
Call
Details
Delete
View History
Search

**Share Option**

2. Use the options to select the **Text** option to initiate a text message.

Alert
Text
Location
Image
Video
Voice Message
File

**Text Option**

3. Enter your message using the keypad and use the options to select the **Send** option. You can also use Quick Text, see the "[Use Quick Text](#)" section for more information.

A rectangular text input field with a thin black border. Inside the box, the text "I will be there soon." is displayed in a standard font, followed by a vertical cursor line at the end of the sentence.

**Text Message Box**

---

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

---

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

### Use Quick Text

1. Use the options to select the **Text** option to initiate a text message. The text box displays.

---

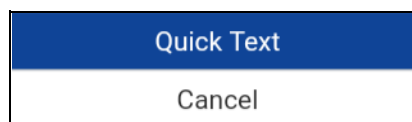
**Tip:** To add Quick Text, see the "[Add Quick Text](#)" section.

---

A rectangular text input field with a thin black border. Inside the box, the placeholder text "Enter Text" is displayed in a light gray font at the top left, followed by a vertical cursor line.

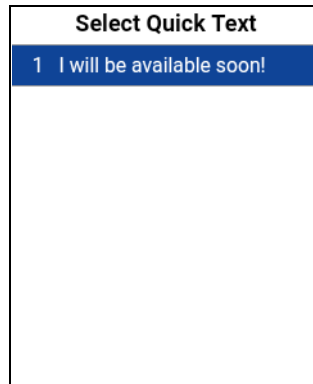
**Text Box**

2. Use the options to select the **Quick Text** option.

A rectangular button with a blue header section containing the text "Quick Text" in white. Below the header is a white section containing the text "Cancel" in black.

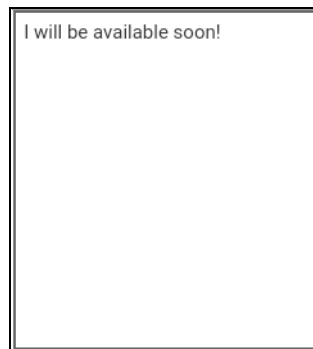
**Quick Text Option**

3. The *Quick Text* screen displays.



**Select Quick Text**

4. Select the desired quick text. The selected quick text will be added to your message and the message entry box will be displayed again.



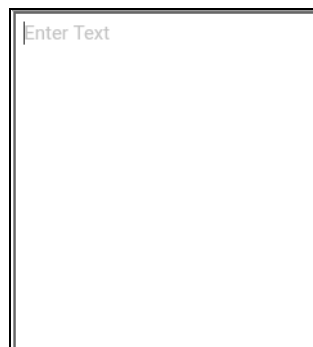
**Send Quick Text**

5. Use the options to select the **Send** option to send the text. The text message is sent.

### **Add Quick Text**

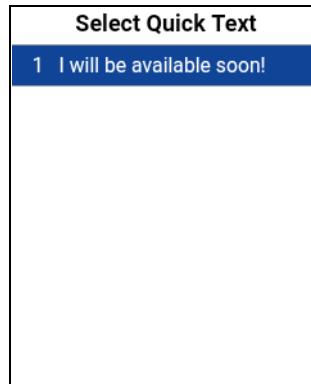
Quick text is a feature that lets you save text you can use to quickly respond to messages. You can add up to 20 messages.

1. Use the options to select the **Text** option. The text box displays.
2. Use the options to select the **Quick Text** option located in the text box.



**Text Box**

3. The *Select Quick Text* screen displays.



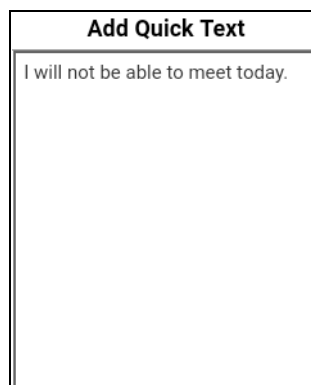
**Select Quick Text**

4. Use the options to select the **Add** option. The *Enter Quick Text* displays.



**Add Quick Text**

5. Enter the quick text to use using the keypad.
6. Use the options to select the **Save** option to save or the **Cancel** option to cancel the operation. If you selected cancel, the following message displays, "Are you sure you want to remove this Quick Text?". **Yes** to continue or **No** to cancel operation.



**Created Quick Text**

7. Use the options to select the **Save** option if finished.
8. Select the newly created quick text. The selected quick text will be added to your message and the message entry box will be displayed again.

Select Quick Text	
1	I will be available soon!
2	I will not be able to meet ...

**Send Quick Text**

9. Use the options to select the **Send** option to send the text. The text message is sent.

**Delete Quick Text**

1. Use the options to select the **Text** option. The text box displays.

Enter Text
------------

**Text Box**

2. Use the options to select the **Quick Text** option. The *Select Quick Text* displays.

Select Quick Text	
1	I will be available soon!
2	I will not be able to meet ...

**Select Quick Text**

3. Use the options to select the **Delete** option. The following message displays, "*Delete?*".



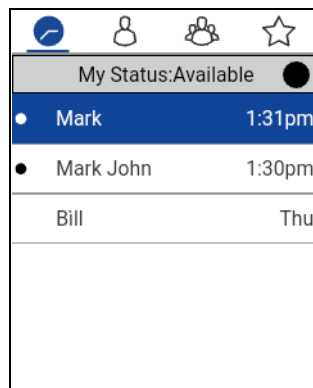
#### Delete Quick Text Confirmation

4. Select **Yes** to delete quick text or select **No** to cancel. The Quick Text is deleted.

### Receive a Text Message

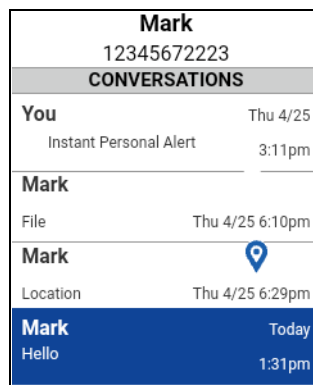
When you receive a text message, you will receive a system notification showing the sender's name and a preview of the text message. You can select the notification and the PTT application will open to the history for that sender or group. Text messages will be shown in threaded history along with call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

1. From the *History* tab, scroll down and locate any unread messages to read. Unread messages are indicated by an unread message indicator (dot) as shown below. The unread message indicator disappears when you select the history entry to reply to the message.



#### History

2. Press **OK** to select the to read the message content.



#### History Details

---

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

---

You can also perform any of the following message actions:

- ["Forward a Message to a Contact or Group"](#)
- ["Forward a Message to a Quick Group"](#)
- ["Reply to a Sender"](#)
- ["Reply to Group \(Group Messages\)"](#)
- ["Delete Message"](#)
- ["Copy a Text Message"](#)

## Image Messaging

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

### Send an Image Message

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

To send an image message, see the ["Send a Photo or a Video"](#) section.

### Receive an Image Message

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

---

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

---

You can also perform any of the following message actions:

- ["Forward a Message to a Contact or Group"](#)
- ["Forward a Message to a Quick Group"](#)
- ["Reply to a Sender"](#)
- ["Reply to Group \(Group Messages\)"](#)
- ["Delete Message"](#)

### Save an Image Message

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



1. From the **History** tab, find the conversation that contains the image you want to save and select it.
2. Select the image. The *Photo* preview screen displays.
3. Use the options to select the **Save** option to save to the device PTT application album in the Gallery.
4. Additional functions are as follows:
  - Use the options to select the **Forward to...** option to forward the image to a contact, quick group, or group
  - Use the options to select the **Information** option to view the name, sender, date, size, and resolution.
  - Use the options to select the **Delete** option to delete the image.

## Video Messaging

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

### Send a Video Message

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

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

### Receive a Video Message

A received video message can be viewed by selecting the video. The *Video* preview screen displays. Use the options to select the **Play** option to play the video.

---

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

---

You can also perform any of the following message actions:

- ["Forward a Message to a Contact or Group"](#)
- ["Forward a Message to a Quick Group"](#)
- ["Reply to a Sender"](#)
- ["Reply to Group \(Group Messages\)"](#)
- ["Delete Message"](#)

## Save a Video Message

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

1. From the **History** tab, find the conversation that contains the video you want to save.
2. Select the video. The *Video* preview screen displays.
3. Use the options to select the **Save** option to save to the device to the Gallery.
4. Additional functions are as follows:
  - Use the options to select the **Play** option to play the video.
  - Use the options to select the **Forward to...** option to forward the video to a contact, quick group, or group.
  - Use the options to select the **Information** option to view the name, sender, date, size, and duration.
  - Use the options to select the **Delete** option to delete the video.

## Voice Messaging

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

### Send a Voice Message

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

To send a voice message, see the ["Send a Voice Message"](#) section.

### Receive a Voice Message

A received voice message can be played by selecting the message. The *Audio* preview screen displays. Use the options to select the **Play** option to play the voice message.

---

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

---

You can also perform any of the following message actions:

- ["Forward a Message to a Contact or Group"](#)
- ["Forward a Message to a Quick Group"](#)
- ["Reply to a Sender"](#)
- ["Reply to Group \(Group Messages\)"](#)

- ["Delete Message"](#)

### Save a Voice Message

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

1. From the **History** tab, find the conversation that contains the voice message you want to save.
2. Select the voice message. The *Audio* preview screen displays.
3. Use the options to select the **Save** option to save to the device PTT application album to the Gallery. This is the same location as the Photos.

---

**Tip:** Use the [File Manager](#) application to access the saved files.

---

4. Additional functions are as follows:
  - Use the options to select the **Play** option to play the voice message.
  - Use the options to select the **Forward to...** option to forward the voice message to a contact, quick group, or group
  - Use the options to select the **Information** option to view the name, sender, date, size, and duration.
  - Use the options to select the **Delete** option to delete the voice message.

### File Messaging

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

#### Send a File Message

A file message is sent from within PTT application.

To send a file message, see the ["Send a File"](#) section.

#### Receive a File Message

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

---

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

---

---

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

---

You can also perform any of the following message actions:

- ["Forward a Message to a Contact or Group"](#)
- ["Forward a Message to a Quick Group"](#)
- ["Reply to a Sender"](#)
- ["Reply to Group \(Group Messages\)"](#)
- ["Delete Message"](#)

### Save a File Message

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

1. From the **History** tab, find the conversation that contains the file you want to save.
2. Select the file. The *File* preview screen displays.
3. Use the options to select the **Save** option to save the file to the device.

---

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

---

---

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

---

4. Additional functions are as follows:
  - Use the options to select the **View** option to view the file. The native file viewer opens.

---

**Note:** You may receive the message, "*File viewer not available on this device.*"

---

- Use the options to select the **Forward to...** option to forward the voice message to a contact, quick group, or group
- Use the options to select the **Information** option to view the name, sender, date, and size.
- Use the options to select the **Delete** option to delete the voice message.

### Location Message

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

Location messages will also be shown in threaded history along with call history.

---

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

---

The location is provided by your device.

## Send My Location or an Arbitrary Location to a Contact or Talkgroup

1. Select a contact from the contact list and use the options to select the **Share** option. An options menu displays.

Share
Call
Alert
Details
New Group
View History
Search

**Share Option**

OR

- Select a talkgroup from the talkgroup list and use the options to select the **Share** option. An options menu displays.

Share
Call
Details
Delete
View History
Search

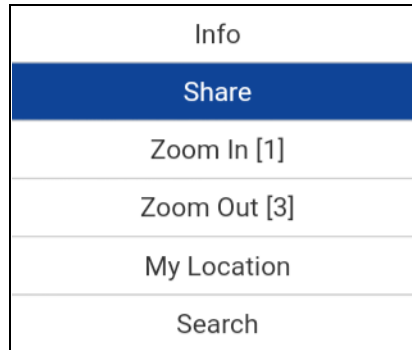
**Share Option**

2. Use the options to select the **Location** option to access the map.

Alert
Text
Location
Image
Video
Voice Message
File

**Location Option**

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



#### Share Option

The location is provided by your device.

---

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

---

### Receive a Location Message

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

You can also perform any of the following message actions:

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

### Message Actions

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

You can also perform any of the following message actions:

- ["Forward a Message to a Contact or Group"](#)
- ["Forward a Message to a Quick Group"](#)
- ["Reply to a Sender"](#)
- ["Reply to Group \(Group Messages\)"](#)
- ["Delete Message"](#)

### Forward a Message to a Contact or Group

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

1. From the *History* tab, find the conversation that contains the message you want to forward and use the options to select the **View History** option.
2. Select the desired option as follows:
  1. Use the options to select the **Forward to Contact** option. The *Select Contacts* screen displays.
  2. Use the options to select the **Forward to Group** option. The *Select Group* screen displays.
3. Select the contact or group to select. The “*Forward message to...*” confirmation dialog displays. Select **OK** to continue or **No** to cancel. The message is sent to the contact or group.

### Forward a Message to a Quick Group

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

1. From the *History* tab, find the conversation that contains the message you want to forward and use the options to select the **View History** option.
2. Use the options to select the **Forward to Quick Group** option. The *Select Contacts* screen displays.
3. Select one or more contacts.
4. Use the options to select the **Save** option.
5. Select the contact or group to select. The “*Forward message to...*” confirmation dialog displays. Select **OK** to continue or **No** to cancel. The message is sent to the contact or group.

### Reply to a Sender

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

1. From the *History* tab, find the conversation that contains the message you want to reply and use the options to select the **View History** option.
2. Select the history entry.
3. Use the options to select the **Reply** option. The *Group* screen displays.
4. Enter the text using the keypad.
5. Tap **Send Message** button. The message is sent to the group.

### Reply to Group (Group Messages)

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

1. From the *History* tab, find the conversation that contains the message you want to reply and use the options to select the **View History** option.
2. Use the options to select the **Reply** option. The *Group* screen displays.
3. Enter the text using the keypad.
4. Use the options to select the **Send** option. The message is sent to the group.

## History Message Actions

You can send messages to any History entry.

You can also perform any of the following message actions:

- ["Send a Text Message"](#)
- ["Copy a Text Message"](#)
- ["Send a Photo or a Video"](#)
- ["Send a Voice Message"](#)
- ["Send a File"](#)
- ["Share my Location"](#)

### Send a Text Message

You can send a text message from the history details screen.

1. From the *History* tab, find the conversation and use the options select to the **View History** option.
2. Enter the message using the keypad.
3. Use the options to select the **Send** option. The message is sent to the group.

### Copy a Text Message

You can copy a text message and send to a contact on the details screen from the *History* tab.

1. From the *History* tab, find the conversation that contains the message you want to forward and use the options to select the **View History** option.
2. Select the history entry.
3. Use the options to select the **Copy Message** option. The message is copied to the clipboard.
4. Use the options to select the **Paste** option into any message and send.

### Send a Photo or a Video

You can send a photo or a video from any history entry on the details screen from the *History* tab.

1. From the *History* tab, find the conversation that contains the message you want to forward and use the options select to the **View History** option.
2. Use the options to select the **Image** option.
3. Select the desired option as follows:
  1. **Take a photo.** The *Camera* displays and allows you to take a photo.
  2. **Image Gallery.** The *Gallery* displays and allows you to select any photo in the gallery.
  3. **Record Video.** The *Video* displays and allows you to record a video.



4. Select **OK**. A *Send* confirmation message displays.
5. Select **Yes** to send or **No** to cancel.

### Send a Voice Message

You can record a voice message from any history entry on the details screen from the *History* tab.

1. From the *History* tab, find the conversation that contains the message you want to forward and use the options select to the **View History** option.
2. Use the options to select the **Voice Message** option.
3. Press and hold **PTT** button to start recording your voice message.
4. When complete, release the **PTT** button. You can press **OK** to review your message.

---

**Tip:** Press the **PTT** button to discard the voice message and record again.

---

5. Use the options to select the **Send** option. The message is sent.  
OR  
Use the options to select the **Play** option. The voice message is played.  
OR  
Use the options to select the **Cancel** option and a discard confirmation message is shown.  
Select **Yes** to discard or **No** to return to the recorded message.

### Send a File

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

1. From the *History* tab, find the conversation for a contact or group to which you want to send a file and use the options select to the **View History** option.
2. Use the options to select the **File** option.

---

**Tip:** You can also send a file from the Call screen by using the options to select the **Share** option and selecting the **File** option.

---

3. Navigate to the location of the file to attach and select. A send confirmation message displays.
4. Select **OK** to send or **Cancel**.

### Share my Location

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

1. From the *History* tab, find the conversation that contains the message you want to forward and use the options select to the **View History** option.
2. Use the options to select the **Location** option. The *My Location* screen displays.
3. Use the options to select the **Share** option on the *My Location* display. The location is sent.

## 17. Airplane Mode

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

- You cannot receive PTT calls
- 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

## 18. Using Accessories and Bluetooth

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

- [Using a Wired Audio Headset](#)
- [Using Bluetooth](#)
  - [Headset](#)
  - [Car Kit](#)
  - [How to Disable 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 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 key 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. 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.

#### Headset

Whenever you connect (or "pair") a Bluetooth headset to your phone, PTT calls use the Bluetooth headset instead of the loudspeaker. You must continue to use the PTT button on the phone to take the floor. If you turn off or unpair your headset, the PTT call will automatically switch to the loudspeaker.

#### 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.

## How to Disable 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 disable PTT over Bluetooth from within PTT application settings. For details on how to disable Bluetooth, refer to the section ["Use Bluetooth"](#).

## 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.

### 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 keys on your phone to control the volume, but rather the volume control on the RSM itself. A Bluetooth RSM must be "paired" to your phone before it can be used. For instructions on how to pair the RSM with your phone, please refer to the documentation that comes with the RSM.

## 19. Settings

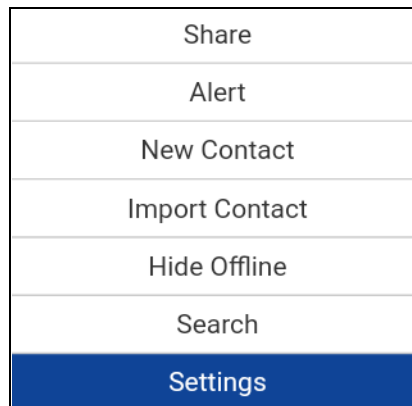
This section describes the settings within the Push-to-Talk (PTT) application and is organized as follows:

- [Important Message](#)
- [About](#)
- [Alert Repeat](#)
- [Alert Tone](#)
- [Auto Download](#)
- [Auto Start](#)
- [Background Mode](#)
- [Call From Lock Screen](#)
- [Call Priority](#)
- [Capacity](#)
- [Contact Sorting](#)
- [Display Name](#)
- [Emergency](#)
- [Enhanced Loudness](#)
- [History Sorting](#)
- [In Call Tones](#)
- [Instant Personal Alert](#)
- [Legal](#)
- [Logout](#)
- [Map Navigation Help](#)
- [Message Alert](#)
- [Message Alert Tone](#)
- [Missed Call Alert](#)
- [My PTT Number](#)
- [Network Loss Tone Repeat](#)
- [Network Up/Down Tones](#)
- [One Touch Action](#)
- [Privacy Mode](#)
- [Restore Defaults](#)
- [Search By](#)
- [Show Tutorial](#)
- [Speed Dial](#)
- [Use Bluetooth](#)

- [Use Wi-Fi](#)
- [Vibrate Alert](#)
- [Vibrate Call](#)
- [Volume Boost](#)

### To change the settings

1. From the PTT application *History*, *Contacts*, *Groups*, or *Favorites* screen, use the options for the *Options* menu.
2. Navigate to and select the **Settings** option. The Settings screen appears.



**Settings Option**

3. Find the alert behavior you want to change from the options below 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 *Settings* Options, and the *Important Message* settings. If there are no important message notifications 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, navigate to the **Important Message** setting and press the **OK** key.

A blue rectangular button with rounded corners. The text "Important Message" is in white, followed by a yellow star icon and a white right-pointing chevron icon.

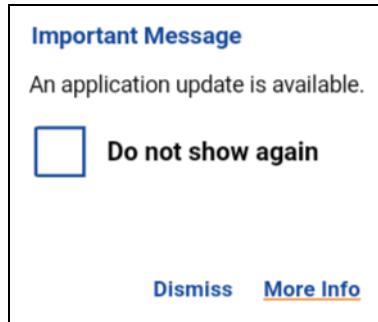
### Important Message Setting

2. From the Important Message notification, select the **More Info** option to provide more details on the message or select the **Dismiss** option to dismiss the notification until another one is received.

---

**Note:** Important Message notifications may vary in content.

---



### Important Message Notification Example

## About

The *About* setting allows you to view the version information for the PTT application. Dismiss the pop-up displayed by pressing the Back/CLR key. The End User Legal Agreement (EULA) can be viewed by using the options "Legal".

A blue rectangular button with rounded corners. The text "About" is in white, followed by a white right-pointing chevron icon.

### About Setting

## Alert Repeat

The *Alert Repeat* setting affects how often you are reminded that you have Instant Personal Alerts and Missed Call Alerts waiting.

### To change alert repeat

1. From the *Settings* screen, navigate to the **Alert Repeat** setting and press the **OK** key.

A blue rectangular button with rounded corners. The text "Alert Repeat" is in white, followed by a white right-pointing chevron icon.

### Alert Repeat Setting

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

Alert Repeat	
<input checked="" type="radio"/>	Once
<input type="radio"/>	Repeat
<input type="radio"/>	Continuous

#### Alert Repeat Setting Options

The *Alert Repeat* setting 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 setting will drain the battery faster than the other settings.

## Alert Tone

The *Alert Tone* setting is used to select the Missed Call Alert and Instant Personal Alert tone from a list of choices. A check mark indicates the selected Alert Tone. The tone is played when it is selected.

1. From the *Settings* screen, navigate to the **Alert Tone** setting and press the **OK** key.



#### Alert Tone Setting

2. Select the desired alert tone option.

---

**Tip:** When you preview an alert tone, it will play on the speaker. The tone may not be heard if your phone is set to silent or vibrate.

---



Alert Tone	
<input checked="" type="radio"/>	Alert 1
<input type="radio"/>	Alert 2
<input type="radio"/>	Alert 3
<input type="radio"/>	Alert 4

**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 selecting the message attachment. Requires Integrated Secure Messaging.

### To change the auto download behavior

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

Automatic Download	<input type="checkbox"/>
--------------------	--------------------------

**Auto Download Setting**

2. Press the **OK** key to toggle the state of the setting.

## Auto Start

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

Auto Start	<input checked="" type="checkbox"/>
------------	-------------------------------------

**Auto Start 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. See the ["PTT Call Behavior in Background"](#) section for more information.

### To change the background mode setting

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



**Background Mode Setting**

2. Select the check box 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.

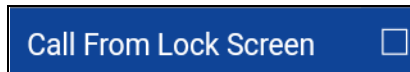
---

**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. Select the check box to toggle the state of the setting.

## Call Priority

The *Call Priority* setting allows or rejects another incoming call based on the *Call Priority* setting (Ongoing or Phone). Default is Ongoing.

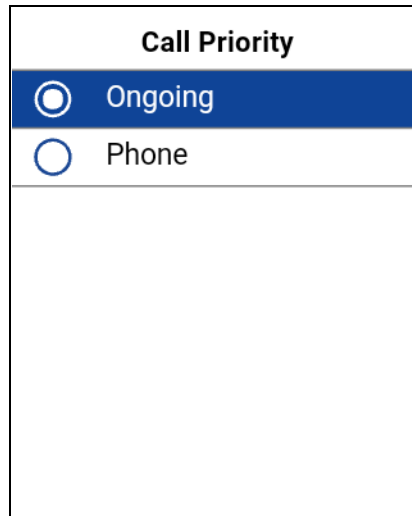
### To change call priority

1. From the *Settings* screen, navigate to the **Call Priority** setting and press the **OK** key.



**Call Priority Setting**

2. From the **Call Priority** screen, select either **Ongoing** (Default) or **Phone**.



### Call Priority Setting Options

The *Call Priority* setting options have the following behavior:

- **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.
- **Phone**—An incoming PTT call is rejected during a cellular call. An ongoing PTT call will end if a cellular call is answered.

## Capacity

The *Capacity* setting allows you to view how many PTT contacts, groups, and favorites are stored in 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 device. Dismiss the pop-up displayed by pressing the Back/CLR key.



### Capacity Setting

## Contact Sorting

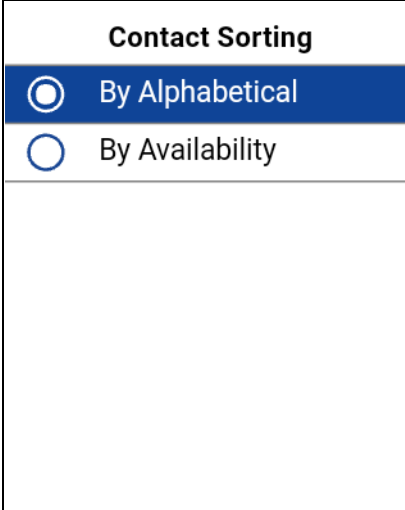
You can choose to view your contacts in a sorted manner. There are two options, sorting according to the alphabetical order of your contacts or sorting according to availability of your contacts. When contacts are sorted by availability, online contacts are shown first alphabetical, followed by offline contacts alphabetical. Online contacts include contacts who are 'Available' and 'Do Not Disturb'.

1. From the *Settings* screen, navigate to the **Contacts Sorting** setting and press the **OK** key.



### Contact Sorting Setting

2. Select either **By Alphabetical** or **By Availability**.



The screenshot shows a settings menu titled "Contact Sorting". It contains two radio button options: "By Alphabetical" (which is selected and highlighted in blue) and "By Availability". Below the options is a large empty white rectangular area.


**Contact Sorting Setting Options**

## Display Name

The *Display Name* setting shows and allows you to change the name that others, including the administrator, see in their contact list. The administrator may change your name at any time. The administrator may also restrict the ability for you to set your name. The display name can be changed if it has a visible text box.

### To set your display name

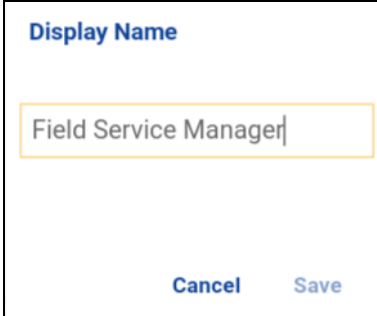
1. Navigate to the **Display Name** setting and press the **OK** key.



The screenshot shows a blue menu item labeled "Display Name" with a white right-pointing chevron icon on the right side.

**Display Name Setting**

2. Your current name will be displayed, and you will be allowed to change it.



The screenshot shows a dialog box titled "Display Name". It features a text input field containing the text "Field Service Manager|". At the bottom of the dialog, there are two buttons: "Cancel" and "Save".

**Display Name Setting Option**

## Emergency

The *Emergency* setting allows you view a preset list of your primary and secondary emergency contact and talkgroup. This setting is displayed when your emergency destination is configured by the administrator.

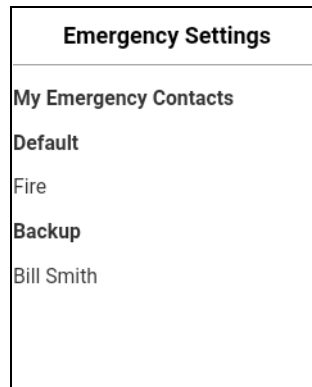
---

**Note:** You cannot change your emergency contacts set by the administrator.

---

### To view your emergency contacts

1. From the *Settings* screen, scroll to and select the **Emergency** settings.



**Emergency Setting**

## Enhanced Loudness

The *Enhanced Loudness* setting when ON (checked) increases the perceived audio volume of PTT calls using the speakerphone.

---

**Note:** *Enhanced Loudness* setting is available on supported devices.

---

### To change enhanced loudness

1. From the *Settings* screen, scroll to the *Enhanced Loudness* setting.



**Enhanced Loudness Setting**

2. Press the **OK** key to toggle the state of the setting.

## History Sorting

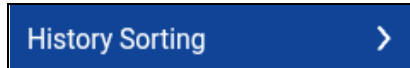
Sort history from newest to oldest or oldest to newest.

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

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

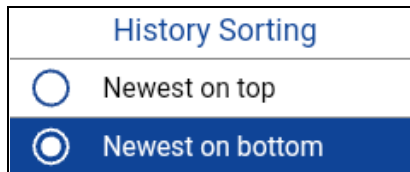
### To change the history sorting

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



#### History Sorting Setting

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



#### History Sorting Setting Options

## In Call Tones

The *In Call Tones* setting is ON, the tone is played during a PTT call. When the setting is OFF, the tone is not played during a PTT call.

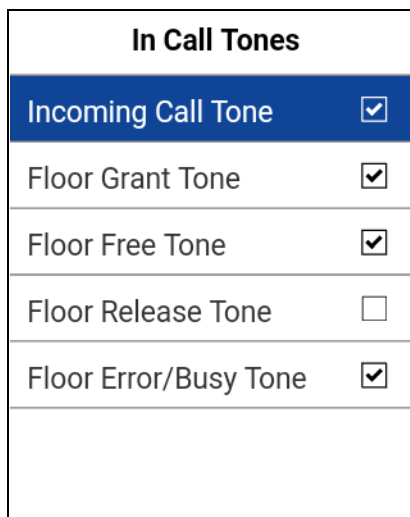
### To change in call tones

1. From the *Settings* screen, scroll to the In Call Tones setting and press the **OK** key.



#### In Call Tones Setting

2. From the **In Call Tones Setting Options**, select the desired In Call Tones.



#### In Call Tones Setting Options

The *In Call Tones* setting options have the following behavior:

- **Incoming Call Tone (default = ON)**—When you receive and PTT call, a specific tone will be heard.
- **Floor Grant/Floor Acquired Tone (default = ON)**—When the floor has been granted or acquired, a specific tone will be heard.
- **Floor Free Tone (default = ON)**—When the floor is free, a specific tone will be heard.
- **Floor Release Tone (default = OFF)\***—When the user who has the floor releases the floor.
- **Floor Error/Busy Tone (default = ON)\*\***—When the floor is busy, a specific tone is heard.

\*Note 1: Floor release tone is played when the user who has the floor releases the floor. The tone is the same tone as the *Floor Free Tone*. This floor tone condition is not supported in feature phone clients prior to release 8.3.

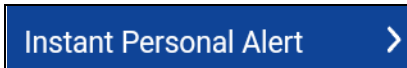
\*\*Note 2: Floor Error/Floor Busy tone control is for in call error tone played if the user cannot take the floor.

## Instant Personal Alert

The *Instant Personal Alert* 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.

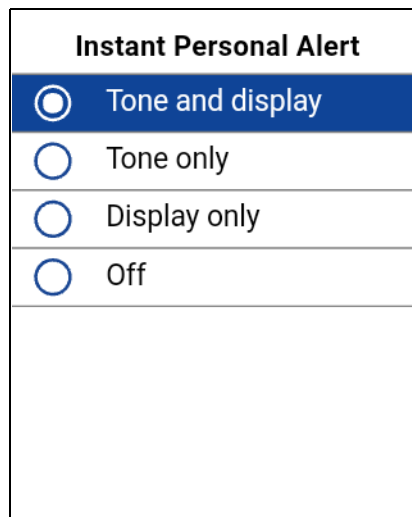
### To change the instant personal alert

1. From the *Settings* screen, navigate to the **Instant Personal Alert** setting and press the **OK** key.



### Instant Personal Alert Setting

2. Select the desired instant personal alert option.



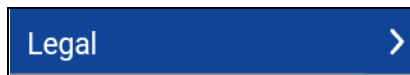
### Instant Personal Alert Setting Options

3. The *Instant Personal Alert* setting options have the following behavior:
  - **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.
4. Click **OK**.

## Legal

The *Legal* setting allows you to view the End User License Agreement (EULA).

1. From the *Settings* screen, scroll to the **Legal** setting and press the **OK** key.



**Legal Setting**

2. The EULA displays.

## Logout

While you are logged out, you will be shown as "Offline" to others and you cannot receive PTT calls or alerts. If you logout before powering off your phone, you will remain logged out after your phone is powered on again even if the **Auto Start** option is turned ON. To send or receive PTT calls, you will need to login. See the section "[Login](#)" for details on how to login.

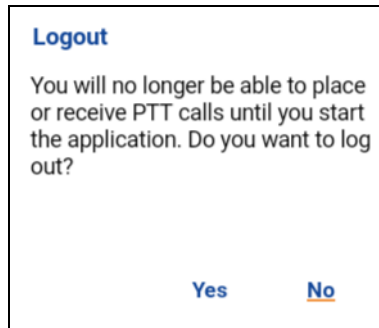
1. From the *Settings* screen, navigate to the **Logout** setting and press the **OK** key. A Logout confirmation message appears.



**Logout Setting**

2. Select **Yes** to logout or **No** to cancel operation.





**Logout Confirmation**

## Map Navigation Help

The map navigation help is available from the map using the 4-way direction keys to pan the map and use keypad key 1 to zoom in and keypad key 3 to zoom out.

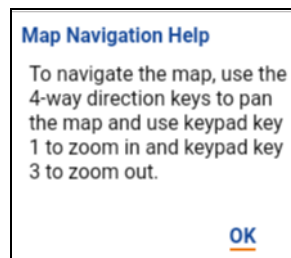
### To view the map navigation help

1. From the *Settings* screen, scroll to the **Map Navigation Help** setting.



**Map Navigation Help Setting**

2. Select **OK** to view the help.



**Map Navigation Help Setting Options**

3. Select **OK**.

## Message Alert

This setting allows you to control new message alert notifications.

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

### To change the Message Alert

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

A blue rectangular button with the text "Message Alert" and a white checkmark icon in a square on the right side.

### Message Alert Setting

2. Press the **OK** key to toggle the state of the setting.

## Message Alert Tone

This setting allows you to select the message alert tone from a list of choices. The tone is played when you select it. Requires Integrated Secure Messaging.

### To change the message alert tone setting

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

A blue rectangular button with the text "Message Alert Tone" and a white right-pointing chevron icon on the right side.

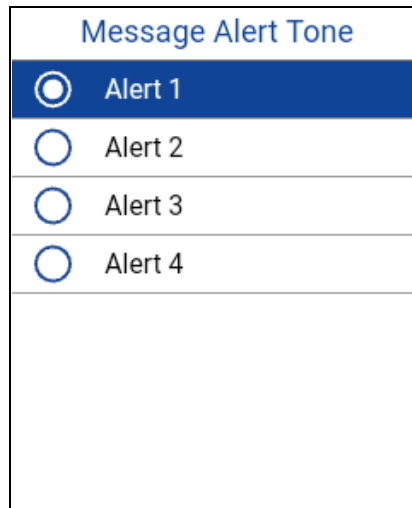
### Message Alert Tone Setting

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 Setting Options

3. Select **OK**.

## Missed Call Alert

The *Missed Call Alert* (MCA) setting allows you to select 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 the **Missed Call Alert** setting and press the **OK** key.

Missed Call Alert >

#### Missed Call Alert Setting

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

Missed Call Alert	
<input checked="" type="radio"/>	Tone and display
<input type="radio"/>	Tone only
<input type="radio"/>	Display only
<input type="radio"/>	Off

#### Missed Call Alert Setting Options

3. The *Missed Call Alert* setting options have the following behavior:
  - **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.
4. Select **OK**.

## My PTT Number

The PTT number displays your registered PTT number.

My Number: 555-555-6603

#### My PTT Number Setting

## Network Loss Tone Repeat

This determines whether the phone will play the call reconnect tone when turned ON or turned OFF during a call. When selected, a tone is played when an application transitions from one network to other.

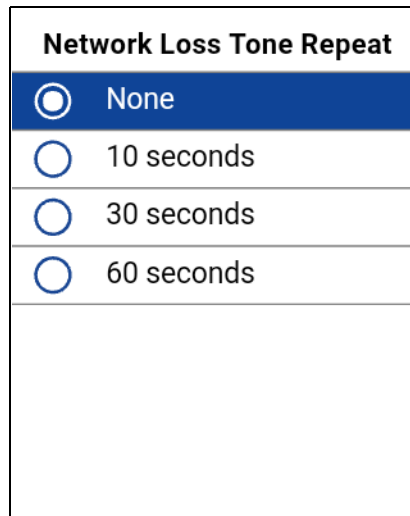
### To change the network loss tone repeat

1. From the *Settings* screen, scroll to the **Network Loss Tone Repeat** setting and press the **OK** key.

A blue rectangular button with white text that reads "Network Up/Down Tone Repeat" followed by a right-pointing chevron symbol.

### Network Loss Tone Repeat Setting

2. Select the desired *Network Loss Tone Repeat* setting option as follows:

A screenshot of a settings menu titled "Network Loss Tone Repeat". It contains four radio button options: "None" (selected), "10 seconds", "30 seconds", and "60 seconds". The "None" option is highlighted with a blue background.

Network Loss Tone Repeat	
<input checked="" type="radio"/>	None
<input type="radio"/>	10 seconds
<input type="radio"/>	30 seconds
<input type="radio"/>	60 seconds

### Network Loss Tone Repeat Setting Options

## Network Up/Down Tones

The *Network Up/Down Tones* setting allows you to set whether tones are played for network loss, both network loss and network reconnect, network loss during call only or none (default = network loss during call only).

If the network loss tone is turned ON, you can set a repeat period for the network loss tone. Supported values are: None (no repeat), 10 seconds, 30 seconds, 60 seconds. The default = None.

### To change the network up/down tones

1. From the *Settings* screen, scroll to the **Network Up/Down Tones** setting and press the **OK** key.

A blue rectangular button with white text that reads "Network Up/Down Tone" followed by a right-pointing chevron symbol.

### Network Up/Down Tones Setting

2. Select the desired *Network Up/Down Tones* setting option as follows:

Network Up and Down Tone	
<input type="radio"/>	Network Loss
<input type="radio"/>	Network Loss and Reconnect
<input checked="" type="radio"/>	Network Loss during Call Only
<input type="radio"/>	None

#### Network Up and Down Tones Setting Options

3. The *Network Up/Down Tones* setting options have the following behavior:
- **Network Loss**—You can set a repeat period for the network loss tone. Supported values are: None (no repeat), 10 seconds, 30 seconds, 60 seconds. Default = None.
  - **Network Loss and Reconnect**—The tones for loss and reconnect may be the same or different, depending on the customer.
  - **Network Loss during Call Only (default)**—The phone plays a tone during a call when a network loss happens.
  - **None**—No repeat.

## 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:** The Landing Page option has no effect when the phone is locked.

---



---

**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.

---



---

**Note:** The One Touch Calling actions (Call Most Recent, Call Contact, Call Group) can be used while the phone is locked if the "Call from Lock Screen" setting is enabled.

---

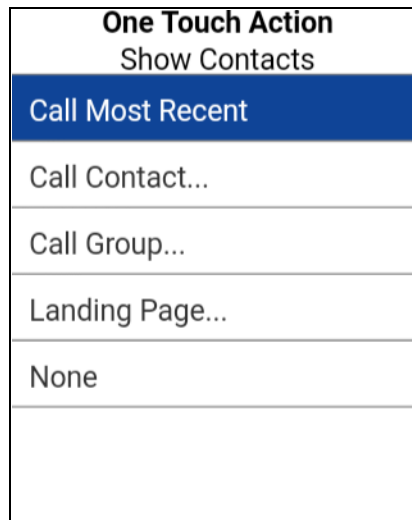
### To change one touch action

1. From the *Settings* screen, scroll to the **One Touch Action** setting and press the **OK** key.



#### One Touch Action Setting

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



#### One Touch Action Setting Options

3. The *One Touch Action* setting options have the following behavior:
  - **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)
  - **GroupsNone**—Turn off PTT button 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.

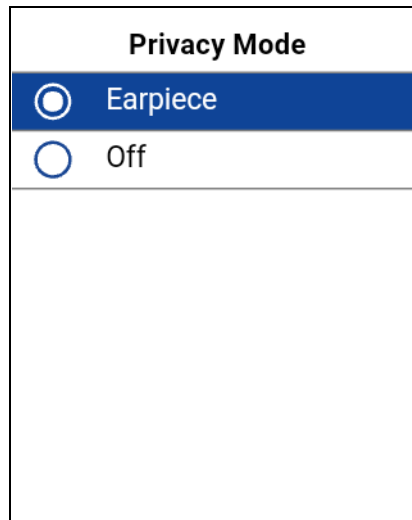
### To change privacy mode

1. From the *Settings* screen, navigate to the **Privacy Mode** setting and press the **OK** key.



**Privacy Mode Setting**

2. Select the desired **Privacy Mode** option.



**Privacy Mode Setting Options**

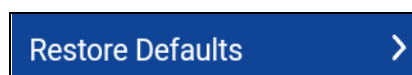
The *Privacy Mode* setting options have the following behavior:

- **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.
- **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 setting allows you to hear PTT calls even if your phone's ringer is silent.

## Restore Defaults

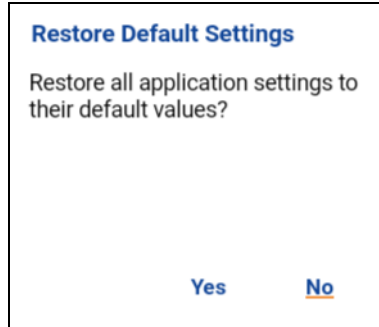
You can restore all the PTT application settings to their defaults using the Restore Default Settings option. When you choose this option, you will be reminded that the restore cannot be undone and asked to confirm the action.

1. From the Settings screen, navigate to and select the Restore Defaults setting. A Restore Defaults confirmation message appears.



**Restore Defaults Settings**

2. Select **Yes** to restore default settings or **No** to cancel operation.



**Restore Defaults Settings Confirmation**

## Search By

The *Search By* setting allows you to change the change the search filter behavior as follows:

1. **Begins With (Default)** – filters results based on the entered search string being found at the beginning of each word in the name. Word delimiters are one or more spaces.
2. **Contains** – filters results as currently supported (anywhere within the name).

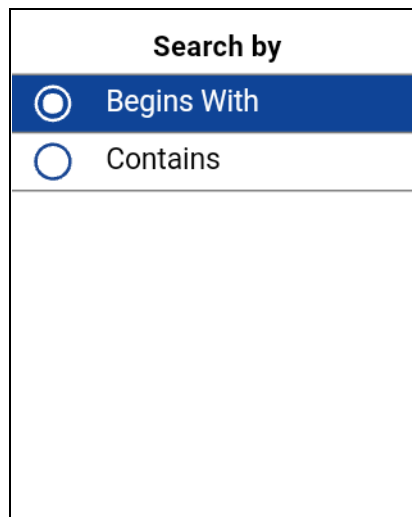
### To change search by

1. From the *Settings* screen, navigate to the **Search By** setting and press the **OK** key.



**Search By Setting**

2. Select the desired **Search By** option.



**Search By Setting Options**



## Show Tutorial

The *Show Tutorial* setting allows you to view the PTT application tutorial. When you select this option, your mobile browser will be opened to a website showing the tutorial. You can return to the PTT application settings screen from the tutorial by closing the browser. For additional details on the tutorial, see the section ["Tutorial"](#).

A blue rectangular button with the text "Show Tutorial" and a right-pointing chevron symbol.

### Show Tutorial Setting

## Speed Dial

The *Speed Dial* setting allows you to place a call by pressing a reduced number of keys. This function is useful for phone users who dial frequent numbers on a regular basis.

Each speed dial entry (corporate contacts, public contacts, corporate groups, and public groups) can have one of the following states: unassigned, assigned to a contact from the contact list, or assigned to a group from the group's list. You can have 20 total entries. A contact or group can be assigned to only one-speed dial entry. Power user speed dialing is assigned to the first 10 speed dial entries, 0-9.

---

**Note:** Multiple contacts (e.g., Quick Group) or multiple groups are not assignable to a single speed dial entry.

---

---

**Note:** This setting is available only on devices that support One Touch Calling.

---

### Change a speed dial entry

1. From the *Settings* screen, scroll to the **Speed Dial** setting and press the **OK** key.

A blue rectangular button with the text "Speed Dial" and a right-pointing chevron symbol.

### Speed Dial Setting

2. A list of Speed Dial entries is displayed.

Speed Dial	
0	Andy Graves
1	Ava Gartner
2	Ben Chapman
3	Delivery
4	(unassigned)
5	(unassigned)
6	(unassigned)
7	(unassigned)

#### Speed Dial Setting Options

3. Navigate to the Speed Dial entries to change.
4. Select the **Unassign** option.

#### Unassign a speed dial entry

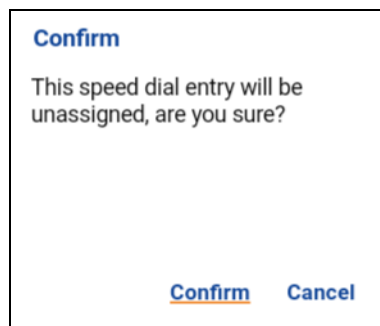
1. From the *Settings* screen, scroll to the **Speed Dial** setting and press the **OK** key.

---

**Note:** When all Speed Dial entries have been assigned you will not see the *Unassigned* option.

---

2. Select a Speed Dial entry to unassign.
3. Select the **Unassign** option. A confirmation message displays.



#### Speed Dial Confirmation Message

4. Select the **Confirm** option. The Speed Dial entry is now unassigned.

#### Assign a speed dial entry

1. From the *Settings* screen, scroll to the **Speed Dial** setting and press the **OK** key.
2. Navigate to an unassigned speed dial entry.

Speed Dial	
0	Andy Graves
1	(unassigned)
2	(unassigned)
3	(unassigned)
4	(unassigned)
5	(unassigned)
6	(unassigned)
7	(unassigned)

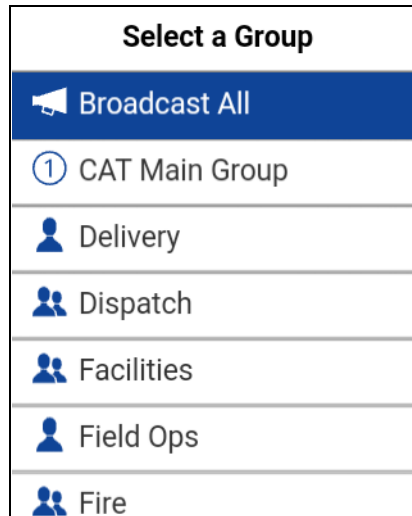
#### Select an Unassigned Speed Dial Entry

3. Select the **Assign** option located at the bottom of the screen.
4. If you want to assign a contact then, navigate to the desired contact otherwise select the **Group List** option and go to Step [6](#).
5. Select the **Select** option. The contact is assigned to the speed dial entry.

Select a Contact	
<input type="radio"/>	Ava Gartner
<input checked="" type="radio"/>	Ben Chapman
<input checked="" type="radio"/>	Bonnie Jackson
<input checked="" type="radio"/>	Dianna Simms
<input checked="" type="radio"/>	Henry Barnes
<input checked="" type="radio"/>	Henry Li
<input checked="" type="radio"/>	Ian McFinn

#### Select a Contact

6. If you want to assign a group then, select the **Group List** option, and navigate to the desired group.



**Select a Group**

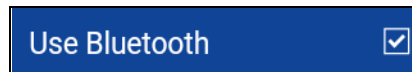
7. Select the **Select** option. The group is assigned to the speed dial entry.

## Use Bluetooth

The *Use Bluetooth* setting when ON will allow device usage for PTT calls.

### To change the Bluetooth behavior

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



**Use Bluetooth Setting**

2. Select the check box to toggle the state of the setting.

## Use Wi-Fi

The *Use Wi-Fi* setting when ON allows the PTT application to use available Wi-Fi connectivity automatically and perform a handover from cellular data to Wi-Fi. When this option is turned ON, the PTT application will always prefer the Wi-Fi connection, even if cellular data is available. When ever the phone loses Wi-Fi connectivity, the PTT application will fall back to cellular data.



**Use Wi-Fi Setting**

## Vibrate Alert

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

### To change the vibrate alert

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



Vibrate Alert

#### Vibrate Alert Setting

2. Select the check box to toggle the state of the setting

## Vibrate Call

When the incoming Call Vibrate setting is ON (checked), 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

#### Vibrate Call Setting

2. Select the check box to toggle the state of the setting.

## Volume Boost

The *Volume Boost* setting increases PTT call volume while the device is in speakerphone mode.

Volume Boost does not affect application tones, PTT call volume in accessories, including headsets or RSMs. The volume is not boosted when the speakerphone is turned off.

---

**Note:** Boosting volume may decrease sound quality.

---

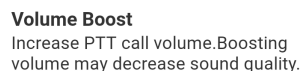
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**Note:** *Volume Boost* setting is available on supported devices.

---

### To change volume boost

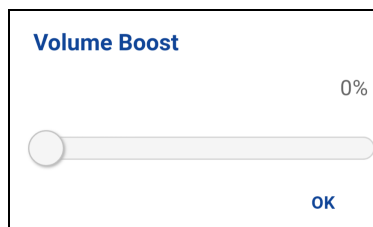
1. From the *Settings* screen, scroll to and select the **Volume Boost** setting.



**Volume Boost**  
Increase PTT call volume. Boosting volume may decrease sound quality.

#### Volume Boost Setting

2. Adjust the control to indicate the desired percentage of volume boost.



**Volume Boost Setting Control**

3. Press the **OK** key.

## 20. 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](#)
- [Application is not Visible during an Incoming Call](#)
- [Call Failures](#)
- [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](#)
  - [Administrator-Managed Contacts and Groups](#)
  - [Corporate-Only Subscriber](#)
- [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](#)
- [Not All Contacts are Shown in the PTT Contact List](#)
- [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 Push-to-Talk (PTT) server. This activation process ensures that you are a PTT subscriber and that you are using a supported 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 unavailable."

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 indicate data connection is available.

2. "You are currently not subscribed to the PTT service."

You must have a PTT subscription before you can successfully begin using PTT service. Visit the service provider's website or contact your administrator to make sure you have PTT service enabled for your phone.

3. "This service requires a PTT subscription and supported phone. Please contact your corporate administrator or customer care."

You must have a PTT subscription and supported phone 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, please turn the phone OFF and then ON.

## 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. A corporate administrator typically provides the activation code. If you do not have an activation code, please move to an area with good cellular coverage and try activating again.



## 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, on 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.

## 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 during a call, press the **Options** key to turn the speaker on. Ensure that your phone profile is not in Silent and check that Privacy Mode is not set to Earpiece. More details are found in ["Privacy 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' feature on and are listening to only the groups in the scan list. More details about this feature can be found in ["Talkgroup Scanning"](#).

## Cannot Change the Phone Number of a PTT Contact

While the name 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.

## 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 ["How to Set the PTT Call Volume"](#) section to set the PTT call volume.

## 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 call back 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

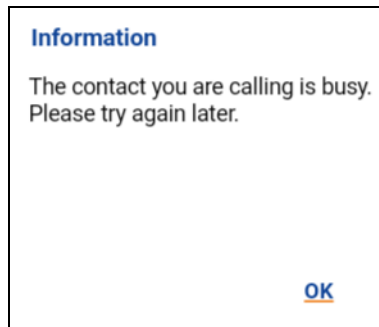
### Loss of Data Network Connection

If the PTT application cannot communicate with the PTT server, it will display the message "No Connection" when you access the PTT application. While you see this message, you will not receive PTT calls or alerts and you will appear as "Offline" to others. If you see this message, you should ensure that you have a good signal on your phone. To see if you have access to the data network, you should try to access a web site using your mobile browser. You may also switch on Wi-Fi if one is in range. This error message will be dismissed once the PTT application has automatically reconnected.

If you want to reconnect only to the cellular data network then select the **Retry** option without checking the "**Use Wi-Fi**" check box. If your phone is connected to Wi-Fi and you want the PTT application to use the Wi-Fi connection, check the "**Use Wi-Fi**" check box and then select the Retry option.

### User Busy

When you make a one-to-one PTT call to another person and they are engaged in either 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.



**Contact is Busy Information**

### 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 login again later.

## Not All Contacts are Shown in the PTT Contact List

If you do not see all of your contacts in the contact list or if you see the message “All contacts are unavailable”, you may have offline contacts hidden. For more details see the ["Show or Hide Offline Contacts"](#) section.

## 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 logout, see the ["Logout"](#) setting section.

## 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.

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**Note:** The PTT application cannot be used without being assigned to a programmable key.

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Please see the ["PTT Button Assignment"](#) section for details on how to configure the PTT button.

## 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 on the History screen 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 call 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 error "Data connection is unavailable" 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 enabled.

In rare circumstances, the PTT application may not be able to connect to the PTT server over Wi-Fi. In this case, you should disable 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"](#) section for more details.

## 21. Glossary

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

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

### Alerts

#### Instant Personal Alert (IPA)

An Instant Personal Alert allows you to request a call back 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 Alerts \(MCA\)"](#) section.

### Call Types

#### Area-Based Talkgroup

Area-based talkgroups are generally dynamically available while in a geographical area. For more details, see the ["Area-Based Talkgroups \(Optional\)"](#) section.

## Broadcast Talkgroup Call

A high-priority call where only certain talkgroup members, called broadcasters may initiate Broadcast Talkgroup calls. For more details, see the ["Broadcast Talkgroup Calls"](#) section.

## Emergency Call (Contact or Talkgroup)

A highest-priority call that preempts other PTT calls. See the ["Emergency Calling and Alert \(Optional\)"](#) section for more details on how to make an emergency call to a contact or talkgroup.

## Talkgroup Call

A talkgroup call is a call to a talkgroup of people. See the ["Talkgroup Calls"](#) section for more details on how to make a talkgroup call.

## 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. See the ["One-to-One \(1-1\) Calls"](#) section for more details on how to make a private call.

## Quick Group Call

A Quick Group call is a group call that is created on the fly by selecting call members from your PTT contact list. See the ["Quick Group Calls"](#) section for more details on how to make a Quick Group call.

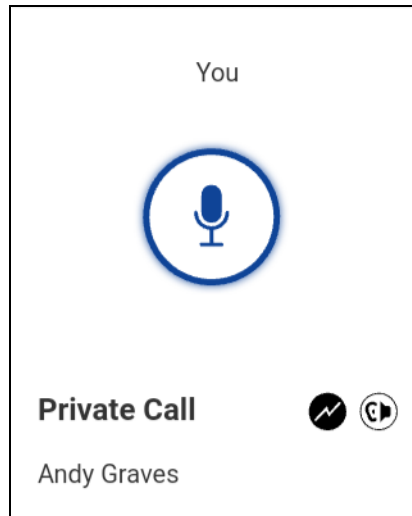
## Display Name

Your display name is shown to others during a PTT call and is shown in their PTT call history on the History screen. You can change your display name from within the PTT application settings, unless restricted by your administrator. See the ["Display Name"](#) section for more details on how to change your name.

## Floor Control

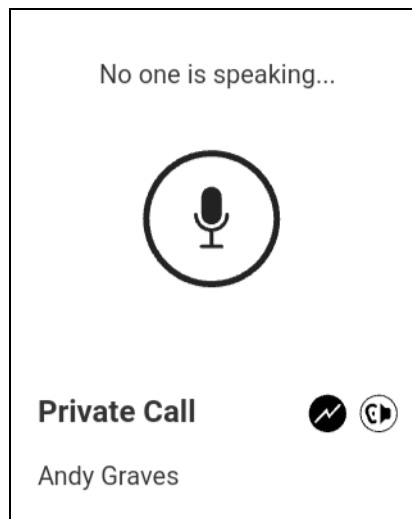
While in a PTT call, only one person can speak at a time. The person speaking is said to "have the floor". The following terms are used throughout this guide:

**Floor Acquired:** When you the floor by pressing the PTT button 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 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

**Floor Unavailable:** Whenever someone else is speaking, you will see the speaker's name and the on screen PTT button. You cannot take the floor while someone else is speaking, you will get a bong tone or floor deny. If you are speaking and a supervisor takes the floor, you will hear a tone.

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**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 (even if another supervisor) and you will be able to speak after acquiring the floor. Please refer to the ["Supervisory Override"](#) section for more information.

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## 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.

## Talkgroup

A talkgroup is a type of PTT contact that connects you to multiple people at once. For more details on talkgroups, see the ["Talkgroups"](#) section.

## Quick Group

Quick Group 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. See the ["Quick Group Calls"](#) section for more details.

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**Note:** You can create a group from Quick Group in your call history on the History screen unless your administrator has restricted your phone from adding new groups.

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## 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.