



PTT Radio Application

User Guide

Feature Phone

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Table of Contents

1. Introduction and Key Features	7
2. Getting Started	9
Prerequisites	9
PTT Button Assignment.....	9
First-time Activation	9
Activation on a Feature Phone	9
Activation using only Wi-Fi Network	10
Tutorial.....	12
Login	12
Application updates	13
3. Navigating the PTT Application	14
Using device keys.....	14
Phone is Closed.....	15
Talkgroups	15
Contacts.....	18
Map.....	19
PTT Button.....	19
External PTT Button	19
Scrolling	19
Searching.....	19
Icons	21
Avatar Icons.....	21
Contacts Icon.....	21
Emergency Icons.....	21
History Icons.....	21
Integrated Secure Messaging Icons	22
Map Icons	23
Miscellaneous Icons	23
Presence Icons.....	24
Talkgroup Icons	24
Tones.....	25
4. Network Connectivity	27
Using Push-to-Talk (PTT) over 4G LTE networks	27
Using PTT over Wi-Fi	27
Switching between cellular data networks and Wi-Fi networks during a call.....	27
Authenticated Wi-Fi Connections (e.g., hotel access).....	28
5. Making and Receiving PTT Calls	29
Making Calls	30
Talkgroup Calls.....	30
Quick Group Calls	32
Broadcast Talkgroup Calls	33

Call from History	34
One-to-One (1-1) Calls	35
PTT Call Behavior When Contact or Group is Unavailable	36
Call Behavior While the Screen is Locked.....	37
PTT Call Behavior in Background	37
Manual Dial Calls.....	38
Speed Dial Calls	38
Receiving Calls	39
Talkgroup Calls.....	39
Broadcast Talkgroup Calls	42
One-to-One (1:1) Call	42
Turning the Speaker ON and OFF.....	43
How to Set the PTT Call Volume	43
Interaction with Silent or Sound Mode	44
Interaction between PTT and cellular calls	44
PTT Call Behavior in Background.....	44
Rejoining a PTT Talkgroup Call	45
6. Emergency Calling and Alert (Optional)	46
Emergency Icons	46
Declaring an Emergency	47
Receiving an Emergency.....	49
Canceling an Emergency.....	51
7. Self-Initiated Ambient Listening (Optional)	53
8. Supervisory Override.....	55
Supervisor Talkgroup.....	55
Non-Supervisor Talkgroup Members.....	55
9. Alerts	57
Instant Personal Alerts (IPA)	57
Receiving an Alert	57
Multiple Instant Personal Alerts per Caller.....	58
How to Set the PTT Alert Volume.....	58
10. Real-Time Presence	59
My Presence	59
PTT Contact Presence	60
11. History	62
Access the History Screen.....	63
Search History	63
History Icons	63
Access Conversation Details	63
Make a PTT call.....	63
Delete History	63
Delete All History	64
Delete Message.....	64

Forward a Message	64
Send a Photo or a Video	64
12. Contacts	65
Contact Icon	65
Search Contacts	65
View Contacts	65
Contact List Sorting	66
Show or Hide Offline Contacts	68
13. Talkgroups	71
Search Talkgroups	71
View Talkgroups	71
View Channels	71
View Zones	72
Area-Based Talkgroups (Optional)	72
Select a Talkgroup	73
Call Permissions	73
14. Talkgroup Scanning	75
Turn Scanning ON or OFF	75
Talkback While Scanning	76
15. Map	77
Map Icons	77
Map Navigation Help	77
Search Map	78
Recenter the Map	78
Send My Location or an Arbitrary Location to a Contact	78
Send My Location or an Arbitrary Location to a Quick Group	79
Send My Location or an Arbitrary Location to a Talkgroup	80
16. Integrated Secure Messaging	82
Integrated Secure Messaging Icons	83
Multimedia Content	83
Text Messages	83
Image Messaging	90
Video Messaging	91
Voice Messaging	92
File Messaging	93
Location Message	94
Location Message	95
Message Actions	96
History Message Actions	98
17. Airplane Mode	101
18. Using Accessories and Bluetooth	102
Using a Wired Audio Headset	102
Using Bluetooth	102

Car Kit.....	102
External PTT Button	102
How to Turn Off Bluetooth for PTT	103
Using a Remote Speaker Microphone	103
Wired	103
Bluetooth	103
19. Settings	104
Important Message	105
About	106
Alert Repeat.....	106
Alert Tone	107
Auto Download	108
Auto Start.....	108
Background Mode.....	109
Call From Lock Screen	109
Call Priority	109
Contact Sorting	110
Display Name	111
Emergency.....	112
Enhanced Loudness	112
History Sorting	112
In Call Tones.....	113
Instant Personal Alert	114
Legal	115
Logout.....	115
Map Navigation Help	116
Message Alert.....	116
Message Alert Tone.....	117
My PTT Number	117
Network Loss Tone Repeat	118
Network Up/Down Tones.....	118
Privacy Mode	119
Restore Defaults	120
Scan Talkback	121
Search By	121
Show Tutorial.....	122
Speed Dial	122
Use Bluetooth	124
Use Wi-Fi	125
Vibrate Alert	125
Vibrate Call	125
Volume Boost	126
20. Using a Rotary Knob.....	127

21. Troubleshooting	128
General	129
Activation Failures	129
Application Becomes Unresponsive	129
Application is Asking Me to Enter an Activation Code	129
Application is not Visible during an Incoming Call	129
Call Failures	129
Calls are Always Heard in the Earpiece	130
Calls are Only Received from a Small Number of Groups.....	130
Call Unexpectedly Ends.....	130
Incoming Call is Rejected	130
Cannot Hear Incoming Call.....	130
Changing My SIM Card	130
Explanation of Error Messages.....	131
Loss of Data Network Connection	131
User Busy	131
User Unreachable.....	131
Login Failures	131
Not All Contacts are Shown in the PTT Contact List	131
PTT Button Is Not Working or Accesses a Different Application	132
Wi-Fi Connection Problems	132
22. Glossary	133

1. Introduction and Key Features

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

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

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 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").

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

Note: In the PTT application, groups (created by the 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.

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

For more details, please see the ["Integrated Secure Messaging"](#) section.

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.

For more details, please refer to the ["Real-Time Presence"](#) section.

Self-Initiated Ambient Listening – allows you to activate the Ambient Listening feature to open the microphone of your phone and send the audio to a specific Authorized User typically a supervisor or dispatcher.

For more details, please refer to the ["Self-Initiated Ambient Listening \(Optional\)"](#) 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 groups for calls. The higher priority talkgroup calls take precedence over lower priority talkgroup calls. Includes, Scan Talkback which allows you to control whether you can take the floor on the active talkgroup or selected talkgroup while scan mode is ON. For more details, please refer to the "[Talkgroup Scanning](#)" section.

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

For more details, please see the "[View Talkgroups](#)" 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.

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 key.

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.

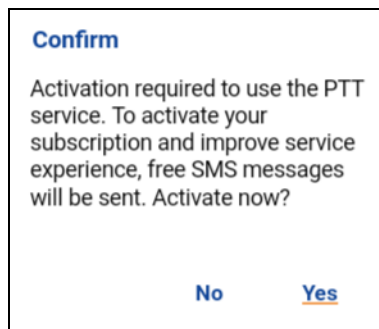
Tip: You can press and hold the PTT button located on the side of the phone to bypass Step 1.

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.

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 administrator.

To activate the PTT application using Wi-Fi network

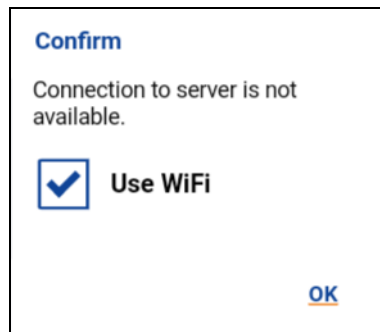
Tip: You can press and hold the PTT button located on the side of the phone to bypass Step 1.

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.

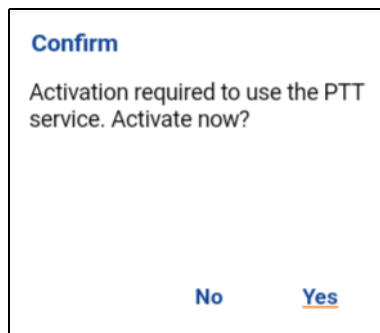
Note: When prompted, do not optimize battery usage.

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.



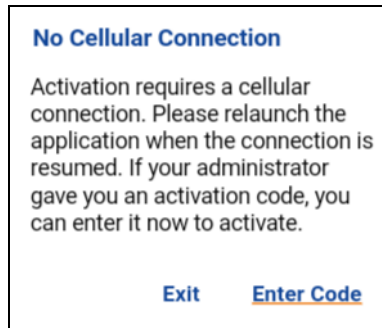
Connection to Server is not Available

6. A confirmation dialog is displayed.



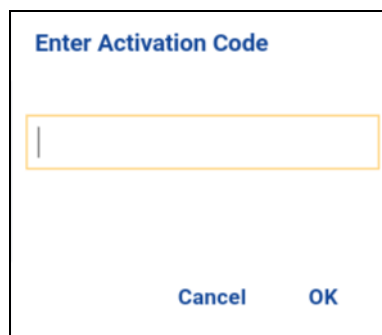
Activate PTT Service Confirmation Message using only Wi-Fi Network

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 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

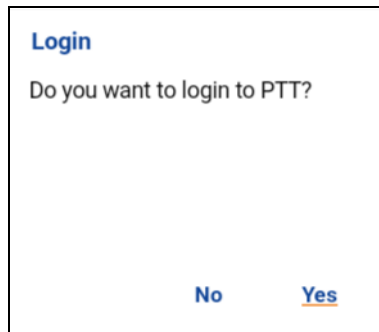
To use the PTT application you must connect to the PTT server. This process is called "login". After you download and successfully register your connection with the server, the PTT application automatically starts and logs in each time you power on your phone. To make or receive PTT calls, you need to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

Tip: You can press and hold the PTT button located on the side of the phone to bypass Steps 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 retained. When the PTT application is updated, your settings are generally retained. In some rare cases of a major update to the application, your settings 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 and options. There are the two functions: Talkgroups and Contacts.

This section helps you get familiar with how to navigate the PTT application.

- [Using device keys](#)
- [Phone is Closed](#)
- [Talkgroups](#)
- [Contacts](#)
- [Map](#)
- [PTT Button](#)
 - [External PTT Button](#)
- [Scrolling](#)
- [Searching](#)
- [Icons](#)
 - [Avatar Icons](#)
 - [Contacts Icon](#)
 - [Emergency Icons](#)
 - [History Icons](#)
 - [Integrated Secure Messaging Icons](#)
 - [Map Icons](#)
 - [Miscellaneous Icons](#)
 - [Presence Icons](#)
 - [Talkgroup Icons](#)
- [Tones](#)

The PTT button located on the side of the phone 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.

Key	Description
C (Clear)	Press to clear the entered text one character at a time (For selected devices only).
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:

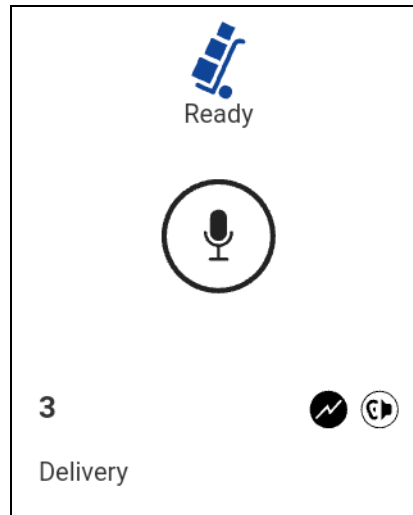
- Answer incoming PTT calls
- Make outgoing PTT calls to the default talkgroup
- End a PTT call
- Adjust the PTT call volume
- Turn ON/OFF the external speaker

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

Talkgroups

This screen displays the selected talkgroup (1 - 96) and starts a PTT talkgroup call. Use the Navigation key to scroll through the talkgroups. While monitoring the talkgroup the following options

are available: Emergency, Share, History, Contact List, Favorites, Settings, Channels/Zones, Turn Speaker ON/OFF. During activity the talkgroup the following options are available: Emergency, Share, End Call, Contact List, Settings, Channels/Zones, Turn Speaker ON/OFF, Turn Scanning ON/OFF. For more information on talkgroups, see "[Talkgroups](#)" section.








Talkgroup

The following table describes the talkgroup screen user interface and is listed by name, icon and description.





Talkgroup Screen

Name	Icon	Description
Talkgroup Avatar	Multiple	Displayed in the upper-center of the talkgroup screen. Your administrator assigns the avatar.
Call Status	Multiple	Displays the Talker ID, Call Status (Ready, Connecting, No Connection), Talkgroup Scan ON icon, including Broadcaster and Supervisor icons.

Talkgroup Screen

Name	Icon	Description
PTT Status	 Listen-only  Idle  Acquired  Floor taken	<p>Press and hold the PTT button to make a PTT call to a single contact or talkgroup.</p> <p>The call status is idle until you press and hold and it becomes acquired unless you are in a Listen-only talkgroup.</p> <p>When someone else has taken the floor, the call status is floor taken.</p>
Talkgroup Channel Number	1-96	Displays the talkgroup channel number (1-96) assigned by your administrator.
Broadcaster		Displays the Broadcaster when assigned as a broadcaster for a talkgroup.
Talkgroup Scan Priority	No Priority (No Icon)	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 " Turn Scanning ON or OFF " section.
	①	Scan List Priority 1 assigned by the administrator.
	②	Scan List Priority 2 assigned by the administrator.
	③	Scan List Priority 3 assigned by the administrator.

Talkgroup Screen

Name	Icon	Description
Scanning On/Off	 Scanning ON  Scanning OFF	Displays when talkgroup scanning is ON/OFF. To toggle Scanning from OFF to ON, use the options. For more details, see " Turn Scanning ON or OFF " section.
Speaker/ Earpiece	 Speaker ON  Earpiece ON	Select to toggle the Speaker from ON (default) to OFF. To toggle Speaker from OFF to ON, use the options. Select to toggle the Earpiece from ON to OFF. For more information, see " Turning the Speaker ON and OFF ".
Talkgroup Name	<i>No Icon</i>	Displays the talkgroup name assigned by the administrator in the call screen.

Contacts

This screen displays your PTT contacts and allows you to search for contacts or start a PTT call.

While the contact is highlighted the following options are available: Emergency, Share, Alert, Call, View, Settings, Hide Offline/Show Online, View History, Turn Loudness On/Off, Turn Speaker On/Off, Turn Scanning On/Off, and Search.

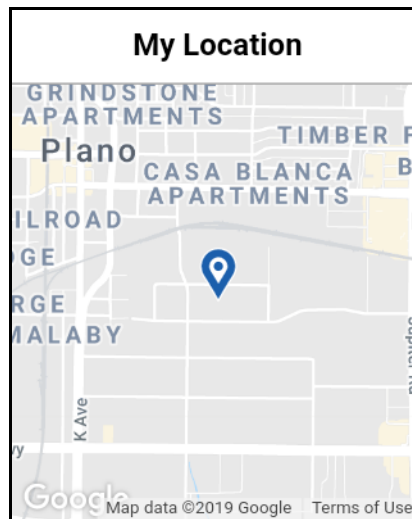
For more information on contacts, see "[Contacts](#)" section.

Contacts	
<input type="radio"/>	Andy Graves
<input checked="" type="radio"/>	Ava Gartner
<input checked="" type="radio"/>	Ben Chapman
<input checked="" type="radio"/>	Bob
<input checked="" type="radio"/>	Bonnie Jackson
<input checked="" type="radio"/>	Dianna Simms
<input checked="" type="radio"/>	Henry Barnes

Contacts

Map

The *Map* displays your location and allows you to send your location to others. For more information on how to 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

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. Pressing the PTT button while the application is not visible makes a PTT call to the selected channel. If the phone is locked, the call from lock screen must be enabled to make a call. 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.

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 in Background](#)" section.

Scrolling








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

Searching

To easily find contacts, contact list, favorites list, and map can be searched. To search:

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

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

Contacts	
	Search
	Andy Graves
	Ava Gartner
	Ben Chapman
	Bob
	Bonnie Jackson
	Dianna Simms


Search Contacts

Icons

Avatar Icons

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

Avatar Icons

Icon	Description
	Default talkgroup icon used in talkgroup screen when there is no avatar assigned.

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. 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.





History Icons

Icon	Description
	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
	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.



Integrated Secure Messaging Icons

Icon	Description
	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
	Check box Off.
	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.
	Radio button off icon. Press the OK key to toggle to the on state.
	Radio button on icon. Press the OK key to toggle to the off state.
	Search icon. For more details, see the "Searching" section.

Presence Icons

The following table lists the presence icons you will see.





Presence Icons

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




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 "Turn Scanning ON or OFF" section.
	Scan List Priority 1 indicator.

Talkgroup Icons

Icon	Description
	Scan List Priority 2 indicator.
	Scan List Priority 3 indicator.
	Supervisor 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). Depending on your notification setting, it may provide a persistent notification dialog and an audible tone, a persistent notification dialog, or no notification dialog and tone. When you receive an IPA during a PTT call, the IPA notification is hidden in the background and is brought to the foreground after the call ends.
Attention	Played whenever there is an error message displayed.
Call Suspend	Played during a call whenever the call is 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/ Floor Grant	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 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. 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 have a unique tone. Broadcast calls 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.

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 switching is known as a **"handover"** between networks. If you are on a PTT call when your phone switches between the cellular data network and a Wi-Fi connection (or vice versa), your PTT call will 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. These 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.

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 1:1 and talkgroup calls and is organized as follows:

- Making Calls
 - Talkgroup Calls
 - Quick Group Calls
 - Broadcast Talkgroup Calls
 - Call from History
 - One-to-One (1-1) Calls
 - PTT Call Behavior When Contact or Group is Unavailable
 - Call Behavior While the Screen is Locked
 - PTT Call Behavior in Background
 - Manual Dial Calls
 - Speed Dial Calls
- Receiving Calls
 - Talkgroup Calls
 - Broadcast Talkgroup Calls
 - One-to-One (1:1) Call
 - 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 in Background
 - Rejoining a PTT Talkgroup Call

Making Calls

Talkgroup Calls

To select a talkgroup

1. Select a talkgroup by pressing the Navigation left or right key, if required.

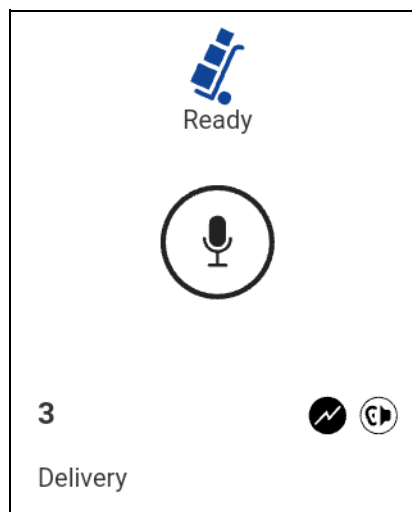


Select a Talkgroup

To place a PTT talkgroup call

1. The talkgroup that is displayed is the selected talkgroup that you call. Make sure that the talkgroup you want to communicate with is selected.

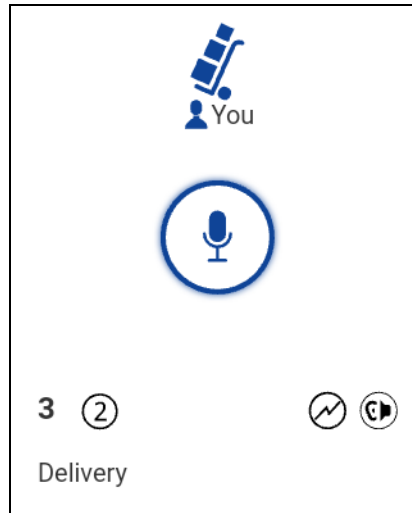
Tip: If you try to select another talkgroup, your selection changes to the newly selected talkgroup. You can only select one talkgroup at a time.



Place a PTT Talkgroup Call

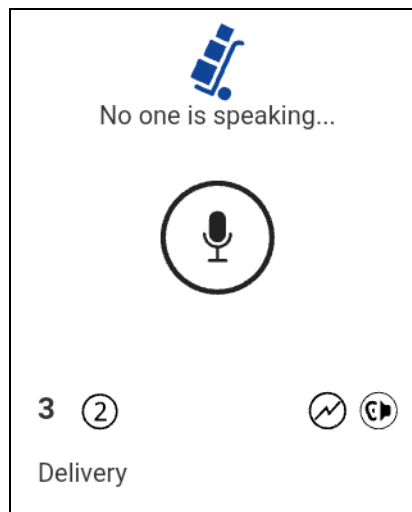
- Press and hold the PTT button, a talkgroup PTT call is started, a chirp tone is heard and the PTT status changes color indicating you have taken the floor. Begin speaking.

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



You Are Speaking in a Talkgroup Call

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



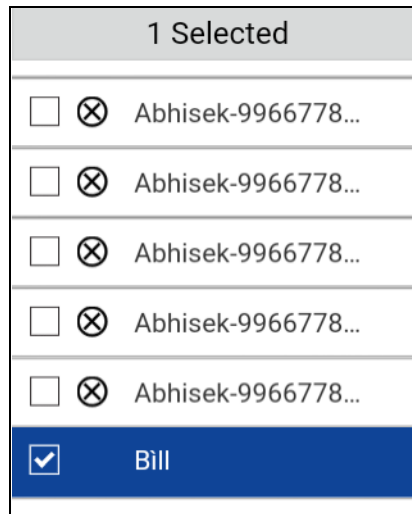
Idle Talkgroup

- Press the **End** key to end the call. The talkgroup will show it is no longer active after a period of no call activity.

Quick Group Calls

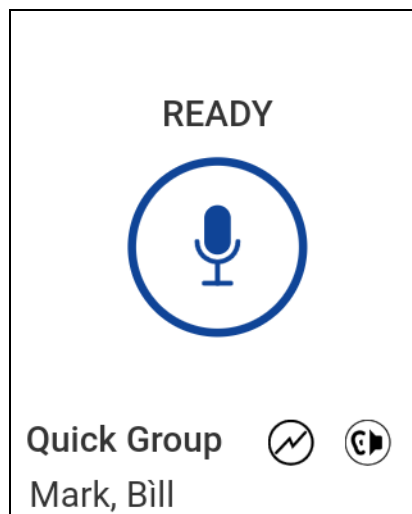
To place quick group call

1. From the contacts list, highlight a contact.
2. Use the options and select the **Call** option. The *Private Call* screen displays.
3. Before starting the call, use the options to select the **Add Participants** option. The contact list displays.



Add Participants for a Quick Group Call

4. Select the contact or contacts to include in a Quick Group Call.
5. Use the options to select the **OK** option. The Quick Group Call screen displays with all participants.
6. Press the PTT button to start the Quick Group Call.



You Are Speaking in a Quick Group Call

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

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

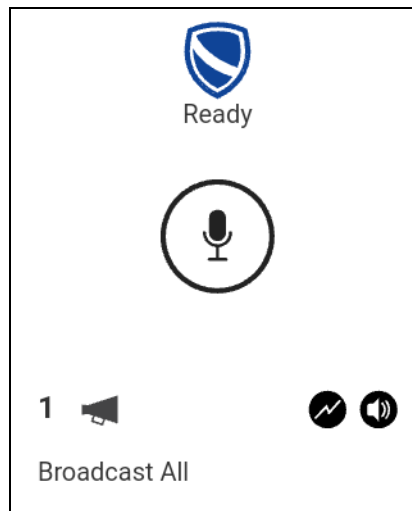
Broadcast Talkgroup Calls

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

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

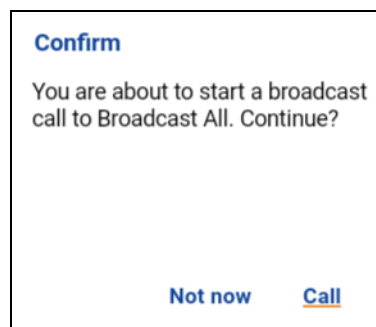
To place a broadcast talkgroup call

1. Select the corresponding broadcast talkgroup you want to call. The broadcast talkgroup is identified by the broadcast talkgroup icon displayed above the talkgroup name.



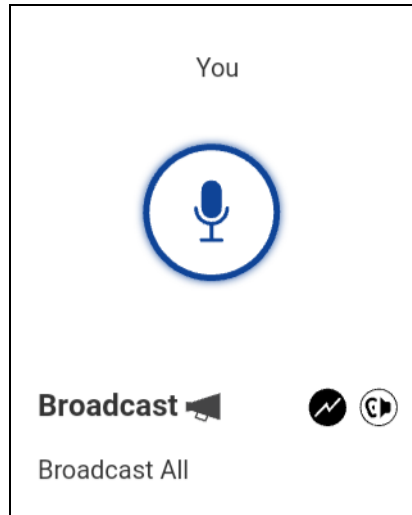
Broadcast Talkgroup

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. The PTT call screen is displayed as shown below.
OR
Select the **Not now** option to dismiss the message.
4. Press and hold the PTT button, a Broadcast Call is started, a chirp tone is heard and the PTT status changes color indicating you have taken the floor. Begin speaking.

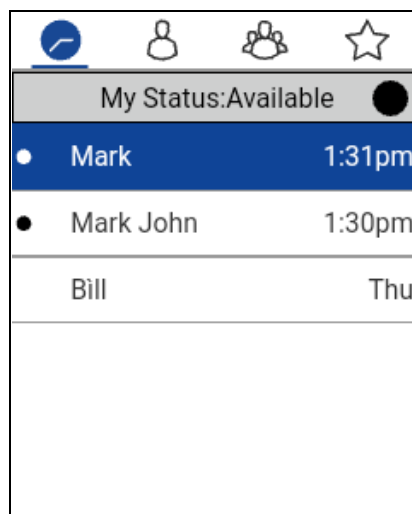


Broadcast Call in Progress

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

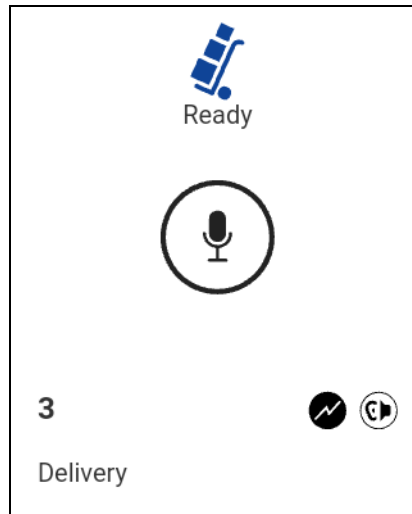
Call from History

1. From the *Menu*, select *History* to view the history of calls and IPAs.



History

2. Select the conversation you want to call, a call screen will be displayed as shown below.



Initiate a Call from a History Entry

3. Press and hold the PTT button, a PTT call is started, a chirp tone is heard and the PTT button changes color indicating you have taken the floor. The call will end after a period of no call activity.

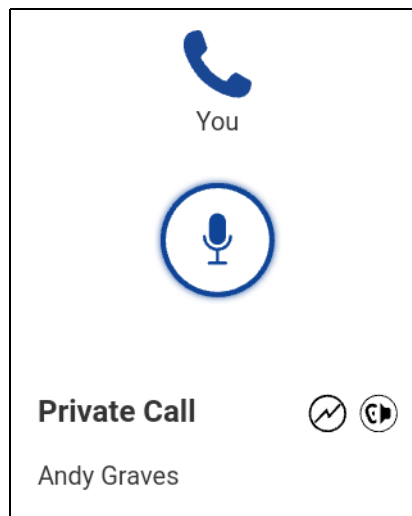
One-to-One (1-1) Calls

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.

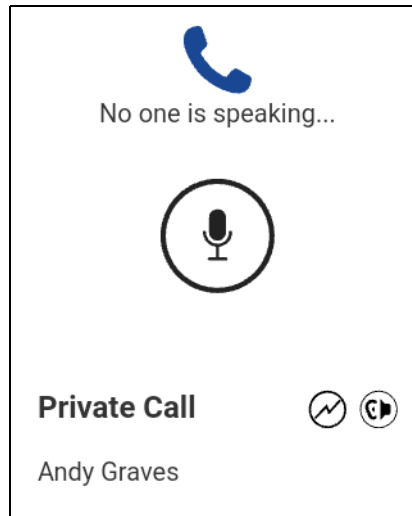
Note: Alternatively, you can enter the PTT number from the keypad and press and hold the PTT button when the phone is on the idle screen (application is in the background).

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



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.

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.

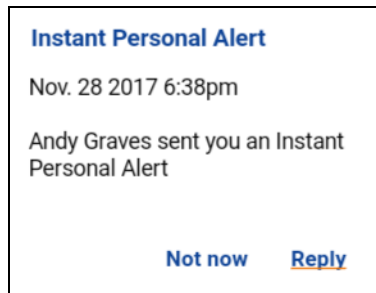
Group Calls

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.

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. Call from Instant Personal Alert

1. Upon receiving an Instant Personal Alert, a pop-up message will be displayed. For more details, see "[Instant Personal Alerts \(IPA\)](#)" section.



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 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 "[Call From Lock Screen](#)" section.

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

PTT Call Behavior in Background

Originating PTT Calls — Background Mode

When *Background Mode* is turned ON, and you make a PTT call to the selected talkgroup, the PTT application remains in the background and the display will turn ON if it is OFF during PTT call origination. 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 Dialing* screen allows you to 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 keyboard. 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 PTT button. The Call screen displays.

Speed Dial Calls

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

Tip: The Speed Dial function is used with the PTT application in the background or foreground.

1. Press and hold the number 0-19 assigned to a speed dial entry using the key pad until you see the call screen.
2. Press the PTT button to originate a call to the contact 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

Talkgroup Calls

Choose one talkgroup to monitor. Calls from the selected administrator-managed talkgroup are received. Calls from user-managed talkgroups are not received. Talkgroup members automatically join a talkgroup that is in progress.

To receive a PTT talkgroup call

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

Note: If you want to listen and talk on more than talkgroup, see the ["Talkgroup Scanning"](#) section.

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

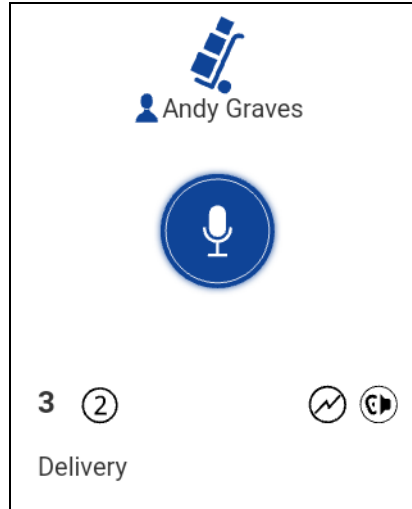
Note: Incoming PTT calls respond differently based on the combination of the phone settings and the PTT application settings. For more details, see the ["Interaction with Silent or Sound Mode"](#) section.

2. The call status displays *Ready* if the talkgroup is not active.



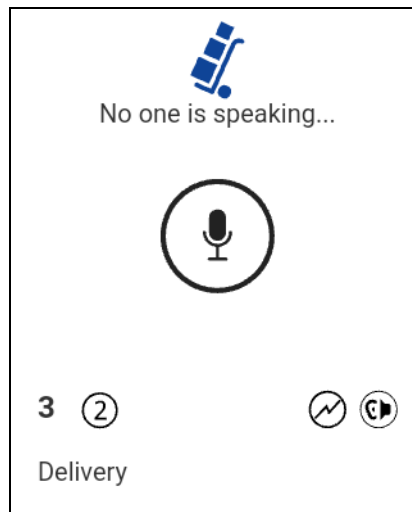
Monitor a PTT Talkgroup

3. When a talkgroup member takes the floor, a chirp tone is heard and the PTT status changes color, the caller name is displayed indicating that the floor is taken.



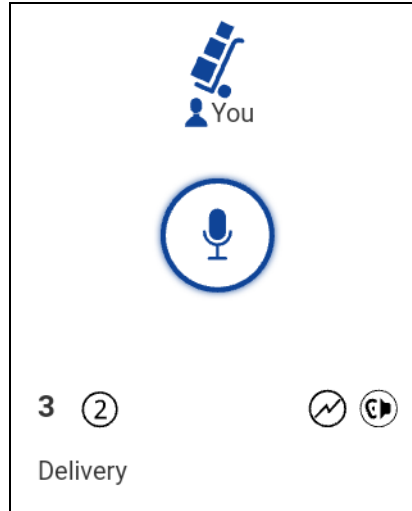
Active Talkgroup

4. When the floor becomes available, the PTT status is idle as shown below.



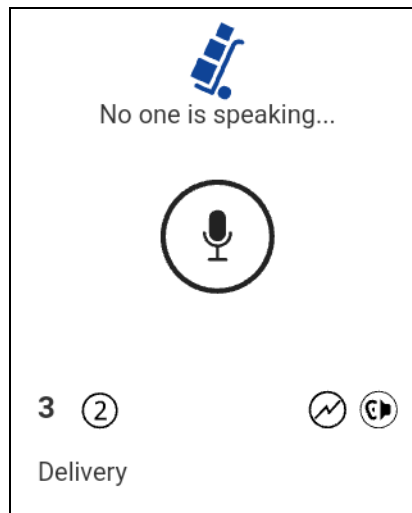
Idle Talkgroup

5. Press and hold the PTT button, a Talkgroup call is started, a chirp tone is heard and the PTT status changes color indicating you have taken the floor.



You Are Speaking in a Talkgroup Call

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



Idle Talkgroup

7. Press the **End** key to end the call or the talkgroup will show it is no longer active after a period of no call activity.

Broadcast Talkgroup Calls

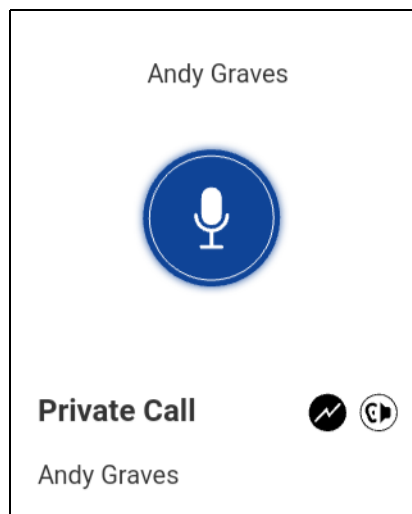
An incoming broadcast talkgroup call looks like any other talkgroup call but preempts other PTT calls in progress. You can recognize a broadcast talkgroup call because there is a special tone played followed by an announcement. During the call, only the caller can speak and you are not be able to take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

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

One-to-One (1:1) Call

To receive an incoming call

1. When you receive an incoming PTT call, you hear an incoming call alert; the application is brought to the foreground, you see the name of the caller and a Private Call label displays on the call screen and the PTT status changes color.

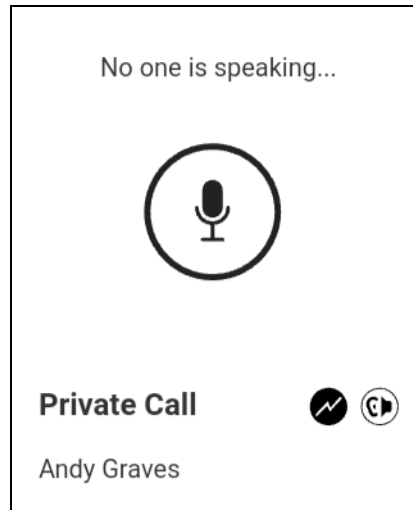


Receive an Incoming PTT Call

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

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

2. Whenever the talker releases the floor, *"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.

Turning the Speaker ON and OFF

On the call screen, indicates whether the speaker is ON or the earpiece is ON. When the speaker is off, you hear the PTT call audio in the phone's earpiece. Hold the phone to your ear just as for a cellular call to listen. When the speaker is ON, you hear the PTT call audio through the speaker.



Speaker is ON



Earpiece is ON

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

You can use the options to turn the speaker on/off. The speaker is dependent on the application settings. For more information, see the ["Settings"](#) section.

How to Set the PTT Call Volume

During a PTT call, the speakerphone or earpiece volume can be increased or decreased using the volume up and down keys 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 normally played over the phone's earpiece. To hear a PTT call, you should hold the phone to your ear as during a cellular phone call. You can temporarily switch to the loudspeaker using the speaker on/off button for the current call. The next PTT call uses 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 normally heard 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 ends 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 receive no indication that a PTT call occurred during the cellular call.

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

PTT Call Behavior in Background

Incoming PTT Calls—with Background Mode Turned OFF

While you are using other applications on the phone, an incoming PTT call brings the PTT application to the foreground and you hear the caller's voice. At the end of the PTT call, you can go back to the previous application by pressing the Back/CLR key. The PTT application will go to background at the end of the call and displays the previously viewed application in 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 receives 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 will be able to take the floor by pressing the PTT button.

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 will start a new call to that talkgroup.

6. Emergency Calling and Alert (Optional)

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

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

To declare an emergency, use the options, 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 use the options, navigate to the Canceling Emergency option, and press the OK key in the PTT application. Use the options and press the OK key 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 can remotely declare and cancel an emergency call on behalf of the remote user.

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

This section is organized as follows:

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

Emergency Icons

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

Declaring an Emergency

An emergency can be declared from any screen.

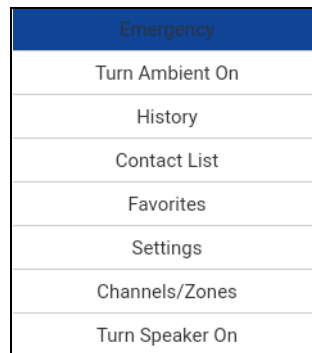
Note: This feature is available if enabled by your administrator.

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

Note: The 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.



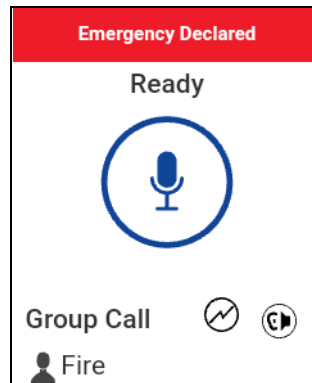
Declare Emergency

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



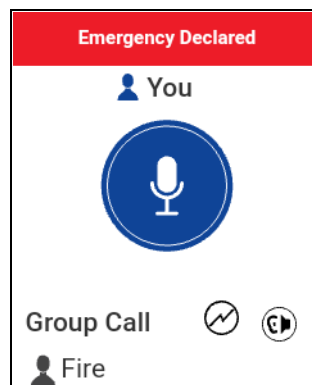
Confirm Emergency Option

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.

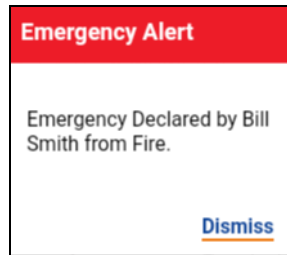


You are Speaking in an Emergency

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 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

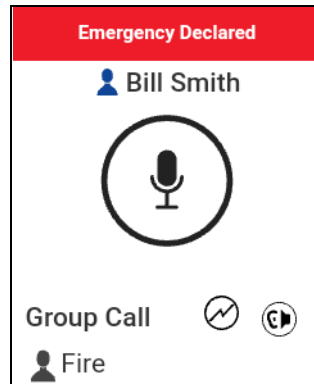
You will receive an emergency call unless scanning is turned on and the emergency occurs on a non-scan list talkgroup.

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.

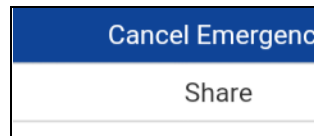
Note: An incoming emergency call interrupts an ongoing PTT call, except another ongoing emergency call.

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.

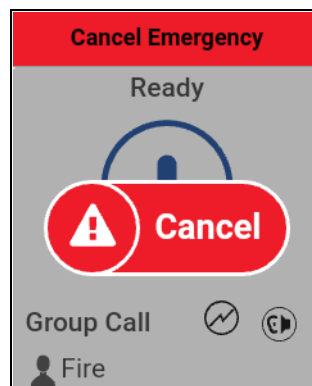
To cancel an emergency

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



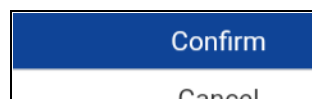
Canceling Emergency Option

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

7. Self-Initiated Ambient Listening (Optional)

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

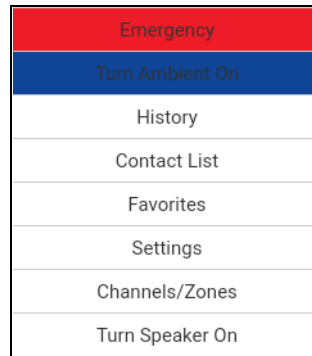
You can activate the Ambient Listening feature to open the microphone of your phone and send the audio to a specific Authorized User typically a supervisor or dispatcher. Ambient Listening is configured by your administrator and is available in the PTT Radio mode only.

Note: You cannot make or receive PTT calls while in Ambient Listening mode until you turn it OFF.

Note: PTT calls made to a PTT user that is in Self-Ambient Listening mode indicates user is busy.

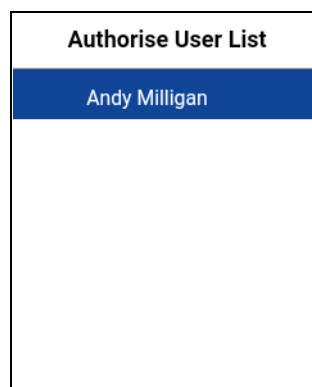
To turn on ambient listening

1. Use the options, navigate to the **Turn Ambient Listening On** option, and press the **OK** key in the PTT application. The *Ambient Listening On option* is shown.



Turn Ambient Listening ON Option

2. The *Authorized User List* screen displays.



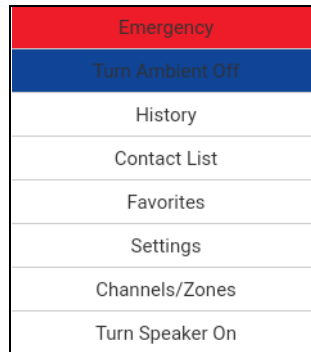
Select Authorized User

3. Navigate to the authorized user to receive your ambient audio and press the **OK** key. The call screen displays and your audio is sent to the authorized user.

Note: Pressing the PTT button will display a message stating that Ambient Listening is active.

To turn off ambient listening

1. Use the options, navigate to the **Turn Ambient Listening Off** option, and press the **OK** key in the PTT application.



Turn Ambient Listening OFF Option

2. A confirmation message displays, “*Are you sure you want to disable Ambient Listening?*”
3. Press the **OK** key to disable Ambient Listening. A message displays, “*Ambient Listening session ended.*”
OR
Navigate to **Cancel** and press the **OK** key to cancel.

8. 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 sees a supervisor icon displayed next to the word "You" in the call status when they take the floor.

Non-Supervisor Talkgroup Members



Non-Supervisor Talkgroup Members

A non-supervisor talkgroup member identifies supervisors by an icon next to the supervisor's name in the call status when the supervisor has taken the floor.

9. Alerts

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

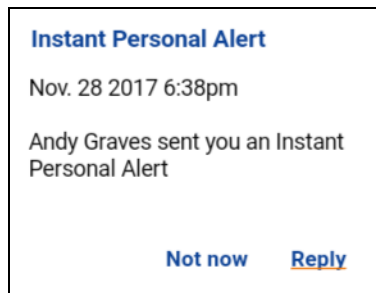
- [Instant Personal Alerts \(IPA\)](#)
 - [Receiving an Alert](#)
- [Multiple Instant Personal Alerts per Caller](#)
- [How to Set the PTT Alert Volume](#)

Instant Personal Alerts (IPA)

An Instant Personal Alert (IPA) is a notification that a non-PTT Radio user can send to other PTT users, including PTT Radio. The alert allows them to request a callback from another PTT user. PTT Radio users can only receive IPAs.

Receiving an Alert

1. Whenever someone else sends you an alert, the PTT application notifies you with a persistent tone and display the following message:



Instant Personal Alert Message

IPA behavior

The IPA behavior is based on the following settings:

- 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 defers until after the call ends and displays 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.

OR

You can also select the dismiss **Not now** option to dismiss the alert without calling back.

Multiple Instant Personal Alerts per Caller

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

How to Set the PTT Alert Volume

The phone-wide Notification Volume controls the volume of PTT alert tones. Adjust the volume to the desired level for Notifications. For more information on your phone volume controls, refer to your phone owner's manual.

10. 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. When you turn off your phone, you are automatically marked as "Offline" to others.

Note: Contacts may be displayed with Do Not Disturb status if you have contacts that are using Standard mode. These contacts will not receive PTT calls.

My Presence

My Presence or self-presence are seen on the status bar. For more information on the icons, refer to the ["Icons"](#) section.

Meaning of Available, DND and Offline

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

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








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

No Connection

No Connection Presence Status

PTT Contact Presence

Contact presence are seen in the contact list indicated by an icon next to the contact's name. The following image shows an example:

Contacts	
	Andy Graves
	Ava Gartner
	Ben Chapman
	Bob
	Bonnie Jackson
	Dianna Simms
	Henry Barnes

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 in Standard mode, not willing to receive PTT calls.

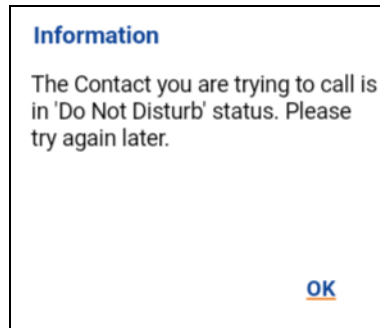
Offline: The PTT contact is logged out from the PTT application and not able to receive PTT calls and alerts.

Note: Do Not Disturb (DND): The PTT contact is logged into the PTT application in Standard mode, not willing to receive PTT calls.

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 are restricted. If you try to make a call to a contact with the DND status, you 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 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 receive an error message. For more details, see ["PTT Call Behavior When Contact or Group is Unavailable"](#).

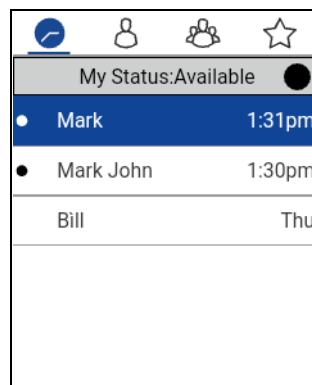
11. History

This section describes the history screen 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 Screen](#)
- [Search History](#)
- [History Icons](#)
- [Access Conversation Details](#)
- [Make a PTT call](#)
- [Delete History](#)
- [Delete All History](#)
- [Delete Message](#)
- [Forward a Message](#)
- [Send a Photo or a Video](#)

The *History* screen displays all your conversation history of calls, contacts, groups, alerts, messages (text, image, video, and voice). You can view and search your history, return a call, view messages, add contacts, delete history and messages, and forward any message to a contact or group. 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 screen 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, <message text preview> (if a text message), Voice Message, File, Image, Location, Video, and a time stamp.



History

Mark	
12345672223	
CONVERSATIONS	
Mark	Image 4:58pm
Mark	Location 4:57pm
You	Emergency Canceled Today 2:44pm
You	Private Call 00:50s Today 2:44pm

Second-Level History

Access the History Screen

From the Menu, tap the **History** option located at the upper left of the screen.

Search History

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

History Icons

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

Access Conversation Details

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

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

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

Make a PTT call

1. To make a PTT call, select the history entry.
2. Press and hold the PTT button to talk.

See the ["Call from History"](#) section for more information.

Delete History

You can delete any history entry.

1. From a history entry, select or highlight a history entry.

2. Use the options to select the **Delete** option. A dialog displays, *"History for this contact or group will be removed. Continue?"* message.
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.

Forward a Message

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

Send a Photo or a Video

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

12. Contacts

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

- [Contact Icon](#)
- [Search Contacts](#)
- [View Contacts](#)
 - [Contact List Sorting](#)
 - [Show or Hide Offline Contacts](#)

Administrator-Managed Contacts

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

Maximum Number of Allowed Contacts

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

Contact Icon

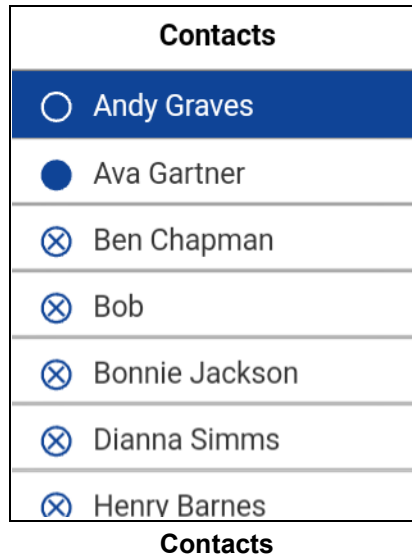
For more information on the Contacts icon, see the ["Icons"](#) section.

Search Contacts

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

View Contacts

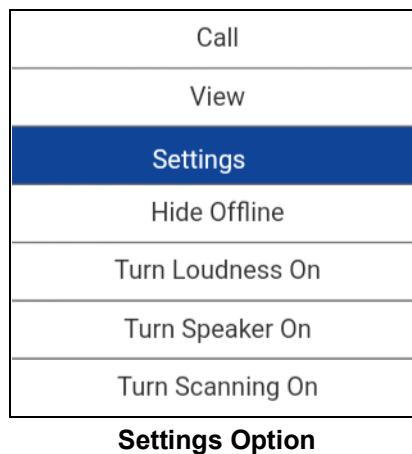
The Contacts shows a list of all your contacts added by an administrator. You can sort the contacts based on alphabetical order or based on the availability of the contacts from the application settings.



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 updates each time contacts change from online to offline or vice versa.

1. From within the PTT application **Contact** screen, use the options.
2. Choose the **Settings** option.



3. Navigate to and select the **Contact Sorting** setting.



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

Contact Sorting	
<input checked="" type="radio"/>	By Alphabetical
<input type="radio"/>	By Availability

Contact Sorting Setting Options

5. Press the **Back** key until you see the Contacts. You are able to see the contact list sorted according to your selection.

Contacts	
<input checked="" type="radio"/>	Andy Graves
<input checked="" type="radio"/>	Ava Gartner
<input checked="" type="radio"/>	Ben Chapman
<input checked="" type="radio"/>	Bob
<input checked="" type="radio"/>	Bonnie Jackson
<input checked="" type="radio"/>	Dianna Simms
<input checked="" type="radio"/>	Henry Barnes

Contacts Sorted By Alphabetical

Contacts	
<input type="radio"/>	Andy Graves
<input checked="" type="radio"/>	Ava Gartner
<input checked="" type="radio"/>	Ben Chapman
<input checked="" type="radio"/>	Bob
<input checked="" type="radio"/>	Bonnie Jackson
<input checked="" type="radio"/>	Dianna Simms
<input checked="" type="radio"/>	Henry Barnes

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 view only contacts whose presence status is 'Available' or 'Do Not Disturb'. While viewing only online contacts, the contact list updates each time a contact changes from online to offline or vice versa.

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

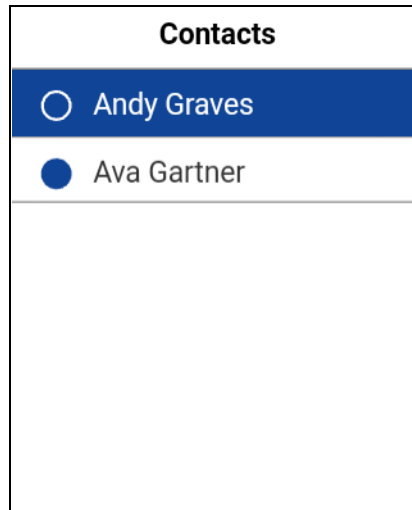
To show only online contacts

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

Call
View
Settings
Hide Offline
Turn Loudness On
Turn Speaker On
Turn Scanning On

Hide Offline Option

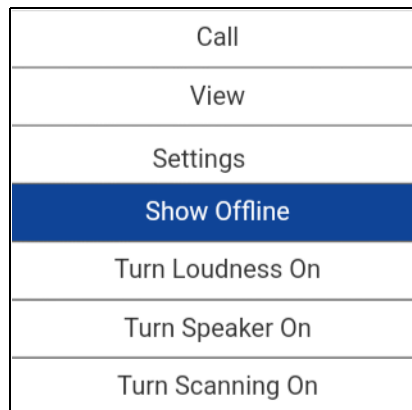
2. The contact list now shows only the contacts that are either 'Available' or 'Do Not Disturb'.



Show only Available or Do Not Disturb Contacts

To show all contacts

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

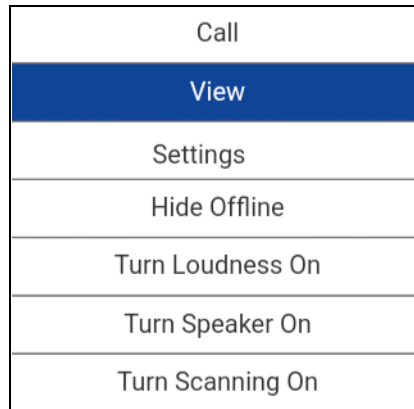


Show Offline Option

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

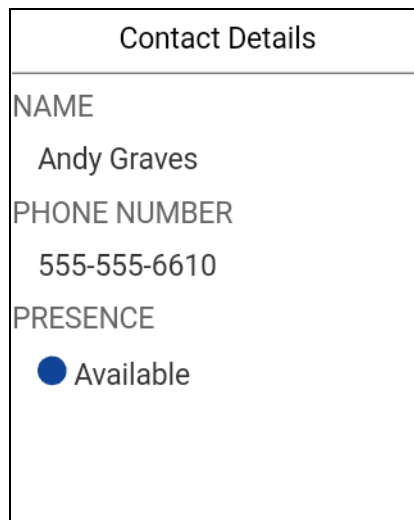
To view the contact details

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



Contact Details Option

4. The *Contact Details* screen displays, as shown below.



Contact Details

13. Talkgroups

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

- [Search Talkgroups](#)
- [View Talkgroups](#)
 - [View Channels](#)
 - [View Zones](#)
- [Area-Based Talkgroups \(Optional\)](#)
- [Select a Talkgroup](#)
- [Call Permissions](#)

An administrator manages the talkgroups and position assignments.

Maximum Number of Allowed Talkgroups

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

Administrator-managed	
Talkgroups	96
Members per Talkgroup	250

Maximum Talkgroups

Search Talkgroups

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

View Talkgroups

A list of administrator-managed talkgroups assigned to positions up to 16 for each zone is shown on the Channel/Zones List.

A zone is used to categorize channels into logical groupings. A zone includes talkgroups assigned to channel numbers. Each talkgroup is assigned to one channel and zone by the administrator.

View Channels

1. To view your assigned channels, use the options.

2. Navigate to the **Channels/Zones** option and press the **OK** key. The *Channels/Zones* screen displays.

Channels/Zones	
Channels	Zones
Zone 1	
1 Fire	

View Channels

View Zones

1. To view your assigned zones, use the options, navigate to the **Channels/Zones** option and press the **OK** key. The *Channels/Zones* screen displays.
2. Navigate to the **Zones** tab.

Channels/Zones	
Channels	Zones
Zone 1	1 Channel
Zone 2	1 Channel
Zone 3: Unassigned	0 Channels
Zone 4: Unassigned	0 Channels
Zone 5: Unassigned	0 Channels
Zone 6: Unassigned	0 Channels

View Zones

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.

Note: 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.

Select a Talkgroup

To select a talkgroup

1. Select a talkgroup by pressing the Navigation left or right key. When you see the desired talkgroup, release the navigation key.



Select a Talkgroup

Call Permissions

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

Function	Permission	Description
In Call	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.

Function	Permission	Description
Call Initiation	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.
Call Receiving	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.

14. Talkgroup Scanning

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

Talkgroup Scanning allows a subscriber's phone to scan through the scan list. Up to three talkgroups are assigned a priority (1–3) talkgroups. The higher priority talkgroup calls take precedence over lower priority talkgroup calls.

While you have Scanning turned ON, you 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 normally received. When the current scanned talkgroup call ends, you hear the next active scanned talkgroup call in progress.
- An ongoing talkgroup call preempts a higher priority call (priority scan list call or broadcast call).
- An ongoing 1:1 call continues unless there is a priority scan list call detected. In this case, the priority scan list call preempts the ongoing 1:1 call.
- An ongoing talkgroup call is not preempted by an incoming 1:1 or non-priority scan list call.
- Only one talkgroup can be the selected talkgroup. You can change selected talkgroup at any time (in call or while idle). When you press the side PTT button or accessory PTT button, the floor is taken if selected talkgroup is active talkgroup or call is initiated on selected talkgroup (rejoin may occur) and active call is ended. If you want to talk on the active talkgroup, press the PTT button.

Turn Scanning ON or OFF

From the talkgroup

1. The 'Turning Scanning Off' option shows that the current scanning status is 'OFF'. Use the options to toggle scanning status to 'ON'. The icon changes to Scanning ON.

Note: When Scanning is OFF, talkgroup calls are received on the selected talkgroup. However, private calls can also be received.

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

When Scanning is turned ON, a scan list icon appears in the call status. Also, if any talkgroups have priorities assigned by your administrator, the priority (1-3) is displayed on the talkgroup. When Scanning is turned OFF, the scan list icon changes states on the talkgroup screen and all assigned priorities disappear.

When Scanning is ON, pressing a hard PTT button or PTT button accessory ends the current call if active and allow you to originate a call on the selected talkgroup.

Talkback While Scanning

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

When the *Scan Talkback* setting is OFF, pressing the PTT button while a talkgroup call is in progress allows you to originate (or rejoin) a call on the selected talkgroup, ending the currently active call if it is not the selected talkgroup.

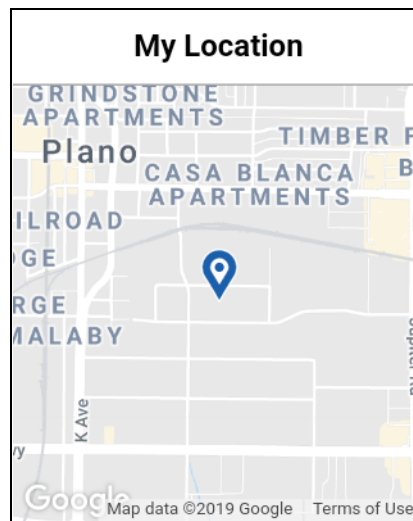
For more information on Scan Talkback, see the ["Scan Talkback"](#) section.

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.

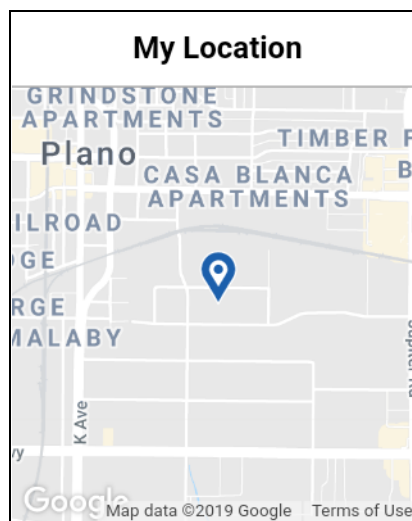
Send My Location or an Arbitrary Location to a Contact

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



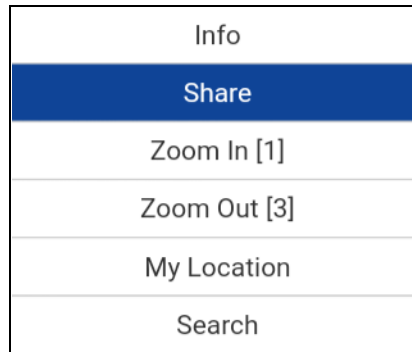
Share Option

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

**Share Option**

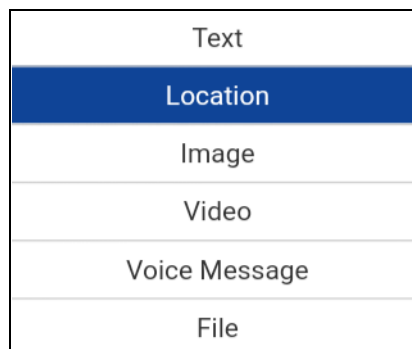
4. The message *Location Sent* is displayed.

Send My Location or an Arbitrary Location to a Quick Group

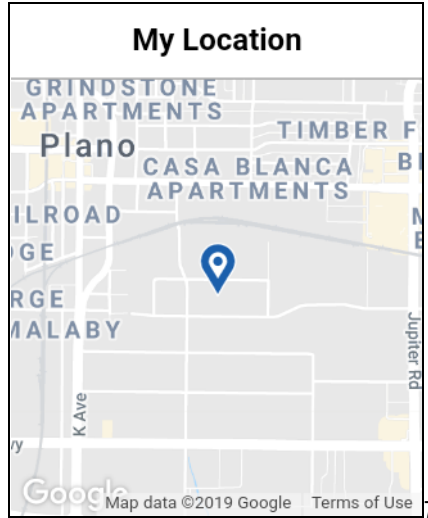
1. From a quick group, use the options to select the **Share** option. An options menu displays.

**Share Option**

2. Use the options to select the **Location** option. An options menu displays.

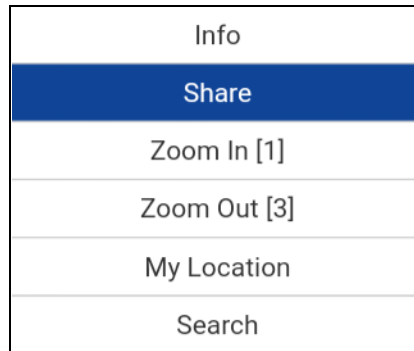
**Location Option**

3. 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

4. Select the **Share** option to share my location.

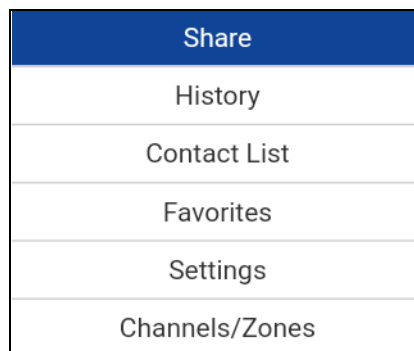


Share Option

5. The message *Location Sent* is displayed.

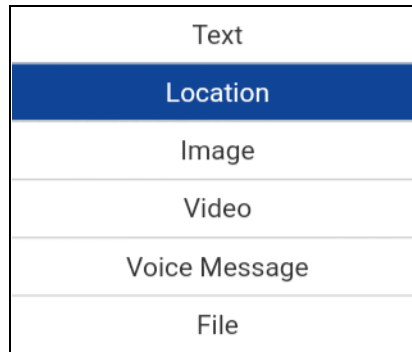
Send My Location or an Arbitrary Location to a Talkgroup

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



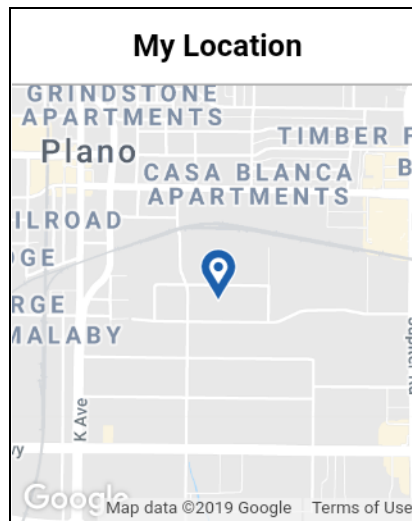
Share Option

- Use the options to select the **Location** option. An options menu displays.



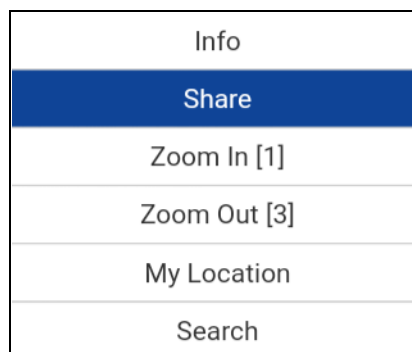
Location Option

- 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

- Select the **Share** option to share my location.



Share Option

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](#)

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
Edit
Phone

Share Option

OR

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

Share
History
Contact List
Favorites
Settings
Channels/Zones

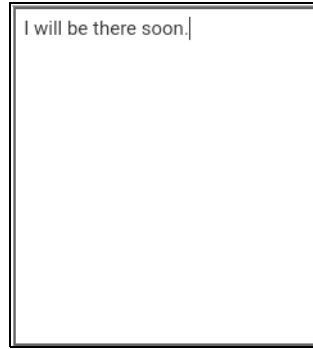
Share Option

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

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. The text "I will be there soon." is entered at the top left of the box, followed by a cursor.

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

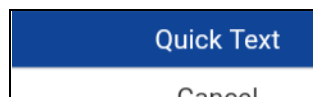
1. Use the options to select the **Text** option to initiate a text message. The text box displays.

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

A rectangular text input field with a thin black border. The placeholder text "Enter Text" is displayed at the top left of the box, followed by a cursor.

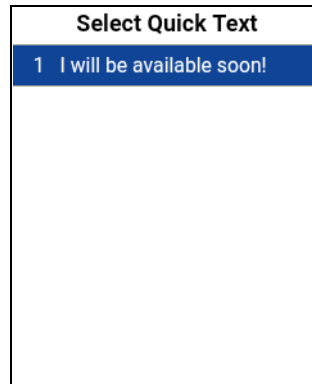
Text Box

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

A vertical menu with two options. The top option is "Quick Text" in white text on a blue background. The bottom option is "Cancel" in grey text on a white background.

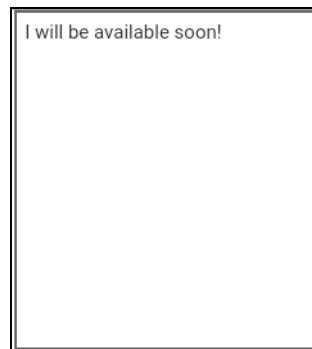
Quick Text Option

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.



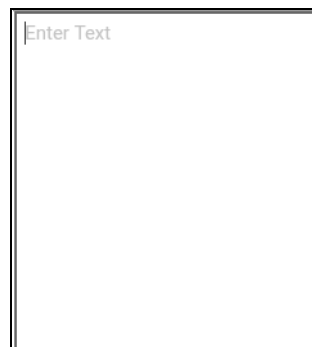
Send Quick Text

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

Add Quick Text

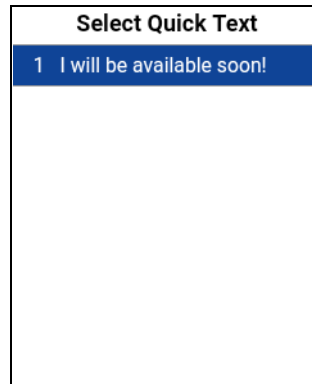
Quick text is a feature that lets you save text you can use to quickly respond to messages. You can add up to 20 messages.

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.



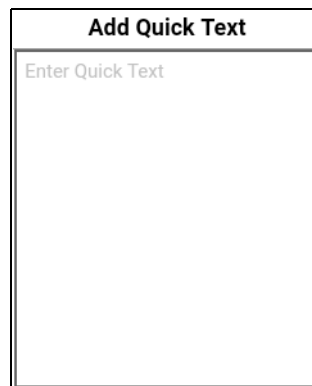
Text Box

3. The *Select Quick Text* screen displays.



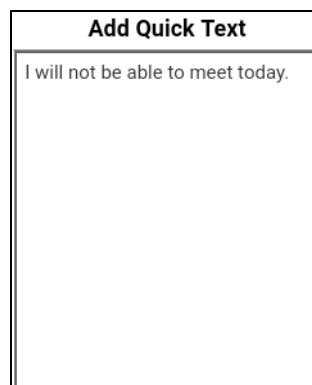
Select Quick Text

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?*".



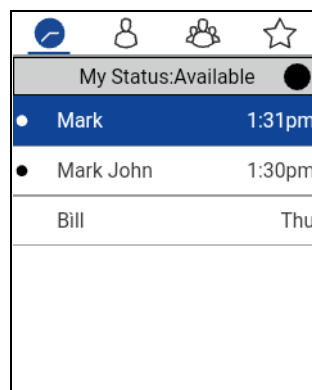
Delete Quick Text Confirmation

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

Receive a Text Message

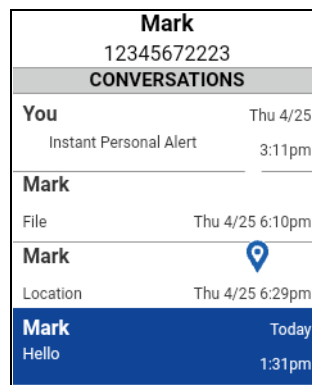
When you receive a text message, you will receive a system notification showing the sender's name and a preview of the text message. You can select the notification and the PTT application will open to the history for that sender or group. Text messages will be shown in threaded history along with call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

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
Edit
Phone

Share Option

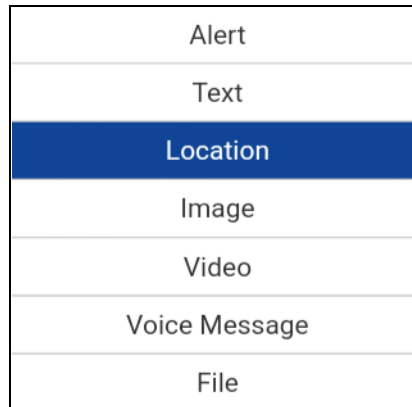
OR

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

Share
History
Contact List
Favorites
Settings
Channels/Zones

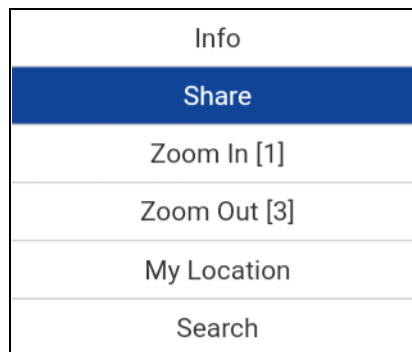
Share Option

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



Location Option

3. 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

4. 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 see you as offline in their PTT contact list and are 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](#)
 - [Car Kit](#)
 - [External PTT Button](#)
 - [How to Turn Off Bluetooth for PTT](#)
- [Using a Remote Speaker Microphone](#)
 - [Wired](#)
 - [Bluetooth](#)

Using a Wired Audio Headset

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

Using Bluetooth

By default, whenever your phone is connected to a compatible Bluetooth device, The PTT application uses that Bluetooth device for calls. The PTT application supports the following Bluetooth profiles: Hands free (HFP), Headset (HSP), or Advanced Audio Distribution Profile (A2DP). When using PTT over Bluetooth, you must use the PTT button on the phone to take the floor and speak.

Car Kit

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

External PTT Button

You can use a compatible Bluetooth Smart (Low Energy Bluetooth) PTT button with your PTT service.

How to Turn Off Bluetooth for PTT

If your phone can connect to your car audio system and you receive regular cellular calls, PTT calls will 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 have a loudspeaker and microphone, along with a PTT button. The PTT button allows you to take the floor during a PTT call and speak. The PTT button on the RSM works just like the PTT button on the phone. Depending on the RSM, there may also be a connection for you to use a headset with the RSM. Check the RSM owner's manual for information specific to the accessory. With a wired RSM, you control the loudspeaker volume using the volume keys on the phone and using the volume buttons on the RSM.

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

Bluetooth

A Bluetooth-connected RSM gives you all the features of a wired RSM without being tethered by a cord. In addition to having a loudspeaker and PTT button, a Bluetooth RSM also has its volume control. You do not use the volume buttons on your phone to control the volume, but rather the volume control on the RSM itself. A Bluetooth RSM must be "paired" with 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

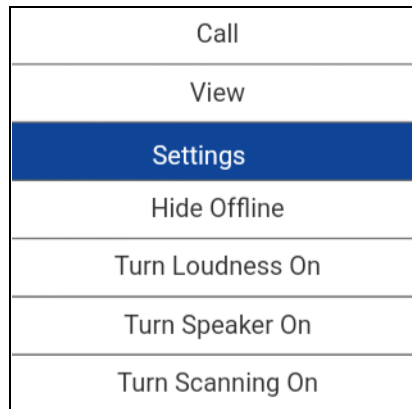
This section describes the settings within the Push-to-Talk (PTT) application and is organized as follows:

- [Important Message](#)
- [About](#)
- [Alert Repeat](#)
- [Alert Tone](#)
- [Auto Download](#)
- [Auto Start](#)
- [Background Mode](#)
- [Call From Lock Screen](#)
- [Call Priority](#)
- [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](#)
- [My PTT Number](#)
- [Network Loss Tone Repeat](#)
- [Network Up/Down Tones](#)
- [Privacy Mode](#)
- [Restore Defaults](#)
- [Scan Talkback](#)
- [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 *Contacts and Groups* 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 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

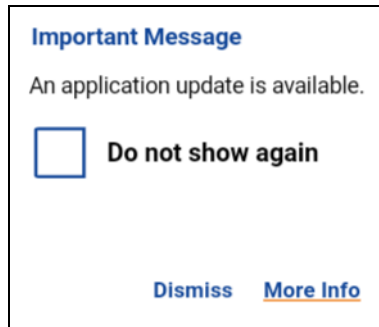
1. From the *Settings* screen, navigate to the **Important Message** setting and press the **OK** key.



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".



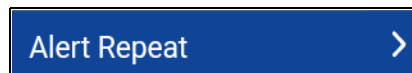
About Setting

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.



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 plays 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 starts in the background. If you have previously logged out manually, the PTT application will not start and you have to launch the PTT application manually.

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

To change the auto start settings

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

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

Auto Start Setting

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

Background Mode

The *Background Mode* setting allows you to choose whether the PTT application remains in the background when you receive a PTT call. For originating PTT calls, see the ["PTT Call Behavior in Background"](#) section for more information. For receiving PTT calls, 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.

A blue rectangular button with the text "Background Mode" and an unchecked checkbox on the right side.

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.

To change the call from lock screen

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

A blue rectangular button with the text "Call From Lock Screen" and an unchecked checkbox on the right side.

Call From Lock Screen Setting

2. Press the **OK** key 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). The default is Ongoing.

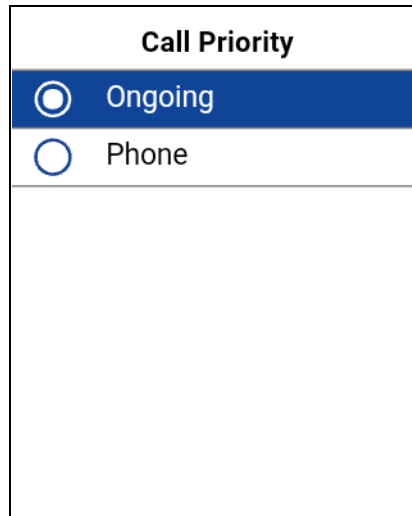
To change call priority

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

A blue rectangular button with the text "Call Priority" and a right-pointing chevron symbol on the right side.

Call Priority Setting

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

A screenshot of a mobile application screen titled "Call Priority". It features two radio button options: "Ongoing" (selected) and "Phone". The "Ongoing" option is highlighted with a blue background. Below the options is a large empty white rectangular area.

Call Priority	
<input checked="" type="radio"/>	Ongoing
<input type="radio"/>	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 ends if a cellular call is answered.

Contact Sorting

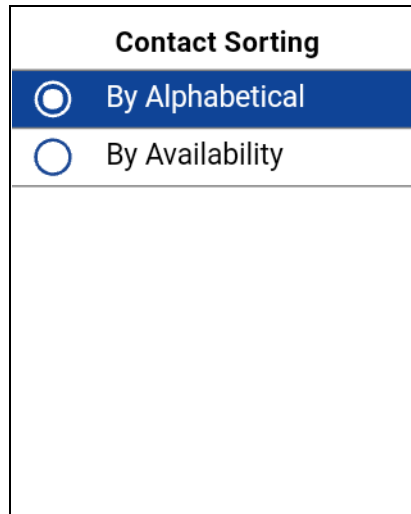
You can choose to view your contacts in a sorted manner. There are two options, sorting according to the alphabetical order of your contacts or sorting according to the availability of your contacts. When contacts are sorted by availability, online contacts are shown first alphabetical, followed by offline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

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**.

A screenshot of a settings menu titled "Contact Sorting". It contains two radio button options: "By Alphabetical" (which is selected) and "By Availability".

Contact Sorting	
<input checked="" type="radio"/>	By Alphabetical
<input type="radio"/>	By Availability

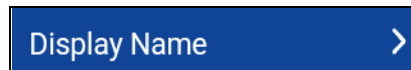
Contact Sorting Setting Options

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

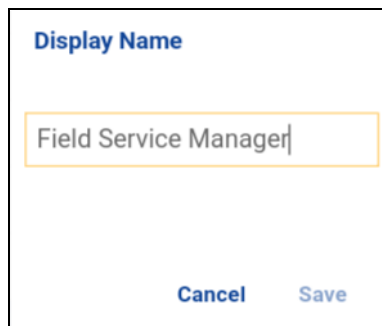
1. Navigate to the **Display Name** setting and press the **OK** key.

A screenshot of a settings menu item titled "Display Name" with a right-pointing arrow.

Display Name >

Display Name Setting

2. Your current name displays and you are allowed to change it.

A screenshot of a settings dialog titled "Display Name". It features a text input field containing "Field Service Manager" and two buttons at the bottom: "Cancel" and "Save".

Display Name
Field Service Manager
Cancel Save

Display Name Setting Option

Emergency

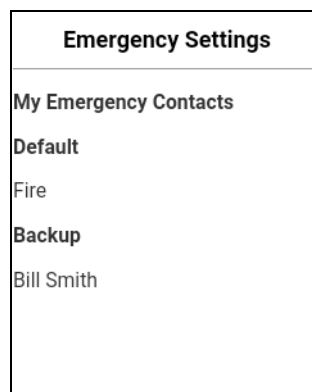
Optional features may not be included in your PTT service plan.

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

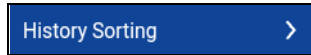
Sort history from newest to oldest or oldest to newest.

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 newest to oldest 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.

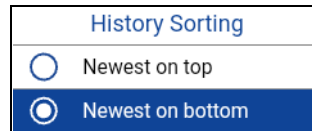
To change the history sorting

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**.



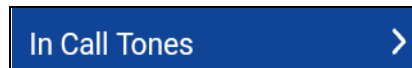
History Sorting Setting Options

In Call Tones

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

To change in call tones

1. From the *Settings* screen, scroll to 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	
Incoming Call Tone	<input checked="" type="checkbox"/>
Floor Grant Tone	<input checked="" type="checkbox"/>
Floor Free Tone	<input checked="" type="checkbox"/>
Floor Release Tone	<input type="checkbox"/>
Floor Error/Busy Tone	<input checked="" type="checkbox"/>

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 is heard.
- **Floor Grant/Floor Acquired Tone (default = ON)**—When the floor has been granted or acquired, a specific tone is heard.
- **Floor Free Tone (default = ON)**—When the floor is free, a specific tone is heard.
- **Floor Release Tone (default = OFF)***—When the user who has the floor releases the floor.
Floor Error/Floor Busy/Bong tone (default = ON)**
- **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 before 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	
<input checked="" type="radio"/>	Tone and display
<input type="radio"/>	Display only
<input type="radio"/>	Off

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 the history.
 - **Display Only**—Persistent alert dialog is displayed, but no alert tone is played. Alert is added to the history.
 - **Off** —No alert dialog is displayed and no alert tone is played. Alert is silently added to the history.
4. Press the **OK** key.

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

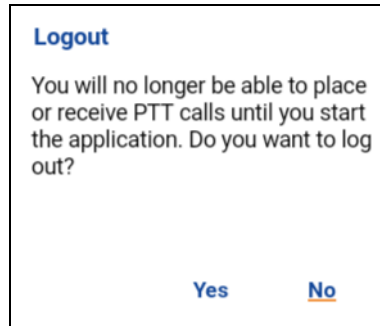
While you are logged out, you are shown as "Offline" to others and you cannot receive PTT calls or alerts. If you logout before powering off your phone, you remain logged out after your phone is powered on again even if the **Auto Start** option is turned ON. To send or receive PTT calls, you need to 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 the operation.



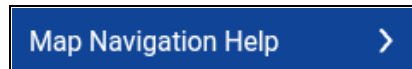
Logout Confirmation

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.

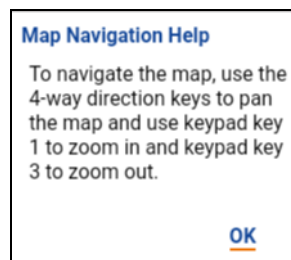
To view the map navigation help

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.



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 missed call alert and Instant Personal 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

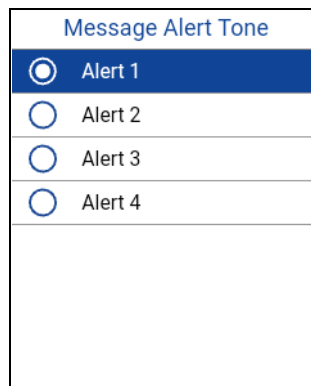
1. From the *Settings* screen, scroll to and select the **Message Alert Tone** setting.



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**.

My PTT Number

The PTT number displays your registered PTT number to other contacts.

My Number: 555-555-6603

My PTT Number Setting

Network Loss Tone Repeat

The *Network Loss Tone Repeat* setting determines whether the phone plays the call reconnect tone when turned ON or turned OFF during a call. When selected, a tone is played when an application 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.

Network Up/Down Tone Repeat >

Network Loss Tone Repeat Setting

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

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

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

Network Up/Down Tones

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

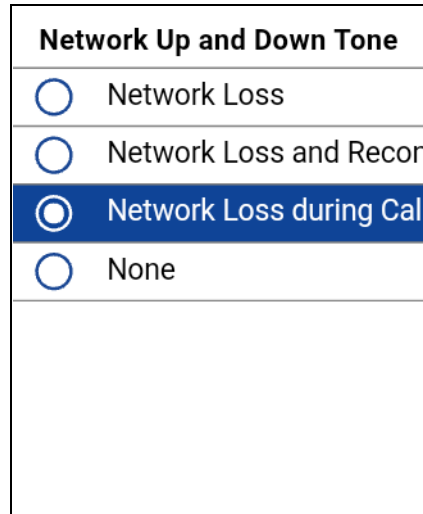
To change the network up/down tones

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

A blue rectangular button with the text "Network Up/Down Tone" and a right-pointing chevron symbol.

Network Up/Down Tones Setting

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

A list of four radio button options under the heading "Network Up and Down Tone". The options are: "Network Loss", "Network Loss and Reconnect", "Network Loss during Call Only" (which is selected and highlighted in blue), and "None".

Network Up and Down Tones Setting Options

3. The *Network Up/Down Tones* setting options have the following behavior:
 - **Network Loss**—The phone plays a tone during a network loss.
 - **Network Loss and Reconnect**—The phone plays a tone during a network loss and reconnect.
 - **Network Loss during Call Only (default)**—The phone plays a tone during a call when a network loss happens.
 - **None**—No tone is played when the network is lost or reconnected.

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.

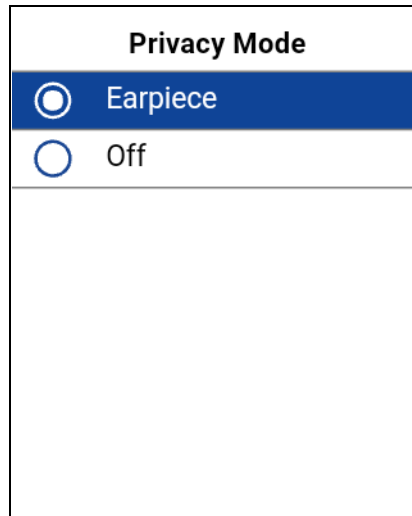
To change privacy mode

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

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

Privacy Mode Setting

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



Privacy Mode Setting Options

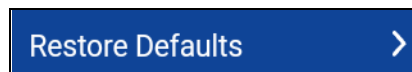
The *Privacy Mode* setting options have the following behavior:

- **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

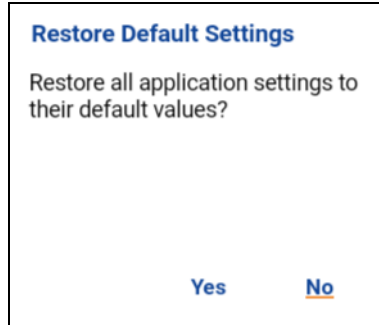
You can restore all the PTT application settings to their defaults using the Restore Default Settings option. When you choose this option, you are reminded that the restore cannot be undone and asked to confirm the action.

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 the operation.



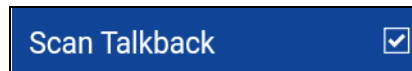
Restore Defaults Settings Confirmation

Scan Talkback

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

To change the scan talkback settings

1. From the *Settings* screen, scroll to the **Scan Talkback** setting.



Scan Talkback Setting

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

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	
<input checked="" type="radio"/>	Begins With
<input type="radio"/>	Contains

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 opens 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](#)".

**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) can have one of the following states: unassigned, assigned to a contact from the contact list. You can have 20 total entries. A contact can be assigned to only one-speed dial entry. Power user speed dialing is assigned to the first 10-speed dial entries, 0-9.

Change a speed dial entry

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

**Speed Dial Setting**

2. A list of Speed Dial entries is displayed.

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

Speed Dial Setting Options

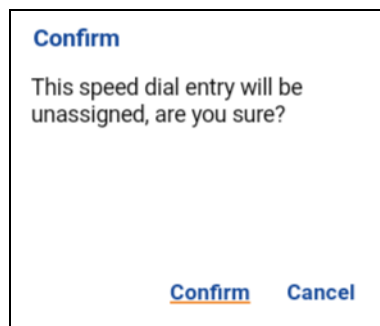
3. Navigate to the Speed Dial entries to change.
4. Select the **Unassign** option.

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 (0-19).

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. 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

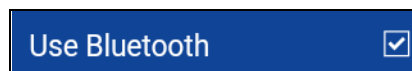
Select a Contact

Use Bluetooth

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

To change the Bluetooth settings

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



Use Bluetooth Setting

2. Press the **OK** key 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 always prefers the Wi-Fi connection, even if cellular data is available. Whenever the phone loses Wi-Fi connectivity, the PTT application falls back to cellular data.

To change the Wi-Fi settings

1. From the *Settings* screen, scroll to the **Wi-Fi** setting.



Use Wi-Fi Setting

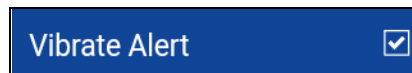
2. Press the **OK** key to toggle the state of the setting.

Vibrate Alert

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

To change the vibrate alert settings

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



Vibrate Alert Setting

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

Vibrate Call

When the incoming Call Vibrate setting is ON (checked), the phone vibrates for incoming PTT calls.

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

To change the vibrate call settings

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



Vibrate Call Setting

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

Volume Boost

The *Volume Boost* setting increases PTT call volume and Integrated Secure Messages (Voice messages and video messages) while the device is in speakerphone mode.

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

Note: Boosting volume may decrease sound quality.

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

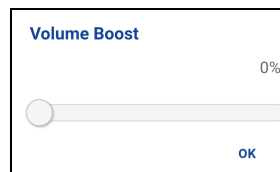
To change volume boost

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



Volume Boost Setting

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



Volume Boost Setting Control

3. Select **OK**.

16. Using a Rotary Knob

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

The knob is configured to change the channel for each knob position. If the knob exceeds the eight positions, then the remaining knob positions are not assigned an action.

When you change the knob position, a message is displayed to let you know of the knob position and action assigned.

For more information on the rotary knob, refer to the user manual provided with your rotary knob.

21. 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](#)
- [Call Unexpectedly Ends](#)
- [Incoming Call is Rejected](#)
- [Cannot Hear Incoming Call](#)
- [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](#)
- [PTT Button Is Not Working or Accesses a Different Application](#)
- [Wi-Fi Connection Problems](#)

General

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

Activation Failures

The first time you start the application after download, the application must “activate” with the PTT server. This activation process ensures that you are a PTT subscriber and that you are using a supported phone. If a problem occurs during the activation process, you 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 indicates data connection is available.

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

Application Becomes Unresponsive

In rare cases, the PTT application may suddenly stop working (application freeze). If this happens, 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 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 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](#)".

Call Unexpectedly Ends

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

Please see the "[Call Priority](#)" setting in the Settings section for more information.

Incoming Call is Rejected

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

Please see the "[Call Priority](#)" setting in the Settings section for more information.

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.

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 restores the contacts and groups associated with the new number (if any exist). After changing the SIM card, the next time you start the PTT application, it

asks 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 displays "Offline" in the Status bar or System Notification and your availability shows "No Connection". For more information, refer to the ["My Presence"](#) section. You will not receive PTT calls or alerts and you appear as "Offline" to others after a period of time. You should ensure that you have a good signal on your phone. If you perform any action that requires connection to the PTT server (e.g., outgoing call, change talkgroups, contact, etc.) a "Connection is unavailable" message is displayed for a few seconds. When the connection is restored, you will receive the "Connection is restored" message.

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

If you want to reconnect only to the cellular data network, then turn OFF Wi-Fi in the settings. See ["Use Wi-Fi"](#) section for more information.

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 see a message indicating that the person is busy.

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.

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.

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

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

Wi-Fi Connection Problems

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

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

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

22. Glossary

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

- [Call Types](#)
 - [Area-Based Talkgroup](#)
 - [Broadcast Talkgroup Call](#)
 - [Emergency Call \(Contact or Talkgroup\)](#)
 - [Private Call \(One-to-One Call\)](#)
 - [Self-Initiated Ambient Listening Call](#)
 - [Talkgroup Call](#)
- [Display Name](#)
- [Floor Control](#)
- [Instant Personal Alert \(IPA\)](#)
- [Supervisory Override](#)
- [Integrated Secure Messaging](#)
- [Talkgroup](#)
- [Talkgroup Scanning](#)

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.

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.

Self-Initiated Ambient Listening Call

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

Talkgroup Call

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

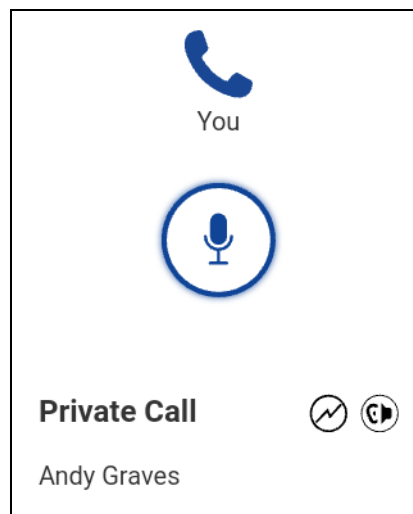
Display Name

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

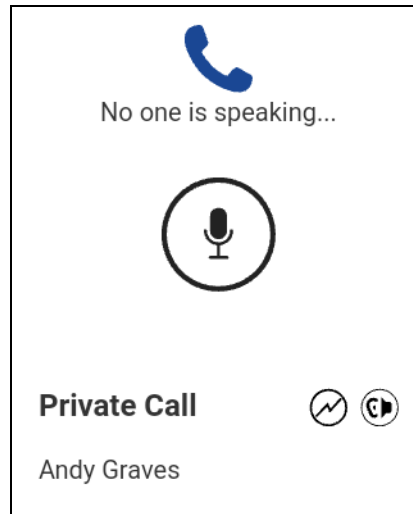
While in a PTT call, only one person can speak at a time. The person speaking is said to "have the floor". The following terms are used throughout this guide:

Floor Acquired: When you acquire the floor by pressing the PTT button and you hear a "chirp." The chirp indicates that you have the floor and can speak while you press the PTT button. When you stop talking, you should release the PTT button.



Private Call in Progress

Idle: While no one is speaking, the floor is "idle" and available for anyone to take. The screen shows the message "No one is speaking..." If you want to speak, you must wait until the floor is idle, then you can press the PTT button to acquire the floor.



No One is Speaking

Floor Unavailable: Whenever someone else is speaking, you see the speaker's name and the PTT status changes color. 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 hear a tone.

Note: If the call is a talkgroup call and you are a supervisor for the talkgroup, whenever you press the PTT button, the floor will be revoked from the person speaking (even if another supervisor) and you are able to speak after acquiring the floor. Please refer to the ["Supervisory Override"](#) section for more information.

Instant Personal Alert (IPA)

An Instant Personal Alert allows you to request a callback from another user. For more details, see the ["Call from Instant Personal Alert"](#) section.

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). For more details, see the ["Supervisory Override"](#) section.

Integrated Secure Messaging

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

Talkgroup

A talkgroup is a type of PTT contact that connects you to multiple people at once. For more details on groups, see the ["Talkgroups"](#) 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 a priority (1–3) groups. The higher priority talkgroup calls take precedence over lower priority talkgroup calls. Talkgroups that are not in the scan lists do not barge in when Scanning is ON. For more details, see the ["Talkgroup Scanning"](#) section.