



KODIAK PTT Radio Application

User Guide

iOS

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Table of Contents

1. Introduction and Key Features	6
2. Application Installation & Getting Started	8
Prerequisites	8
Download	8
First-time Activation	9
Activation on an iPhone	9
Activation of Tablet Devices	10
Activation using only Wi-Fi Network	11
Tutorial	12
Login	12
Application updates	13
3. Navigating the PTT Radio Application	14
Main Screen	15
Menu	17
Menu Icons	17
History	18
Favorites	19
Contacts	20
Talkgroups	20
Map	20
Actions	20
Context Menus	21
PTT button	24
External PTT Button	24
On-Screen Soft PTT Button	24
Navigating to the previous screen	24
Scrolling	24
Searching	24
Icons	26
Actions Icons	26
Avatar Icons	27
Call Screen Icons	28
Contacts Icons	29
Emergency Icons	30
History Icons	30
Integrated Secure Messaging Icons	31
Talkgroup Icons	32
Map Icons	33
.....	34
Miscellaneous Icons	34
Presence Icons	35
Title Bar Icons	36
User Check Icons	37
Tones	39
4. Network Connectivity	40
Using PTT over 4G/LTE cellular data networks	40
Using PTT over Wi-Fi	40
Switching between cellular data networks and Wi-Fi networks during a call	40
Authenticated Wi-Fi Connections (e.g., hotel access)	41
5. Making and Receiving PTT Calls	42

Making Calls	43
Talkgroup Calls.....	43
Quick Group Calls	45
Broadcast Talkgroup Calls	47
Call from History	48
One-to-One (1:1) Calls	50
Calling a contact that is offline or has a Do Not Disturb (DND) status	52
PTT Call Behavior When Contact or Talkgroup is Unavailable	52
Call from Instant Personal Alert	53
PTT Call Behavior in Background	53
Manual Dial Calls.....	54
Receiving Calls	55
Talkgroup Calls.....	55
Broadcast Talkgroup Calls	58
Broadcast Call History	58
One-to-One (1:1) or Quick Group Call.....	59
Turning the Speaker On/Off.....	62
How to Set the PTT Call Volume	62
Interaction with Silent or Sound Mode	63
Interaction between PTT and cellular calls	63
PTT Call Behavior in Background.....	63
Rejoining a PTT Talkgroup Call.....	64
6. Emergency Calling and Alert (Optional)	65
Emergency Icons	65
Declaring an Emergency	66
Receiving an Emergency	68
Canceling an Emergency.....	70
Authorized User	71
Declaring an Emergency on behalf of Another User	71
Enable or Disable PTT Service for Another User	73
7. User Check and Monitoring (Optional)	76
User Check Icons	76
Enable User Check.....	76
Monitor Device Location	79
Monitor Device Cellular Network Signal Strength	79
Monitor Device Wi-Fi Signal Strength.....	79
Monitor Device Battery Level	80
Authorized User	81
Enable or Disable PTT Service for Another User	81
Enable or Disable Ambient Listening of Another User	82
Enable or Disable Discreet Listening of Another User	84
8. Self-Initiated Ambient Listening (Optional)	87
9. Supervisory Override.....	88
Supervisor Talkgroup.....	88
Non-Supervisor Talkgroup Members	89
10. Alerts	90
Instant Personal Alert (IPA)	90
Sending an Alert	90
Receiving an Alert	92
Multiple Instant Personal Alerts per Caller.....	92
How to Set the PTT Alert Volume	92
11. Real-Time Presence	93

My Presence	93
PTT Contact Presence	94
12. History	96
Access the History Screen.....	97
Search History	97
History Icons	97
Access Conversation Details	97
Make a PTT call.....	97
Delete History	97
Clear All History	97
Delete Message.....	98
Forward a Message	98
Send a Photo or a Video.....	98
13. Favorites	99
Favorite Icon	100
Search Favorites.....	100
View or Edit Favorite Contacts	100
Add Favorite Contacts	101
Remove Favorite Contacts	102
View or Edit Favorite Groups.....	103
Add Favorite Groups.....	103
Remove Favorite Groups.....	104
14. Contacts	105
Contact Icon.....	105
Search Contacts	105
View Contacts.....	105
Contact List Sorting	106
Show or hide offline contacts.....	107
View Contact Details.....	110
Edit Contact Details	111
Add or change a contact avatar.....	111
Change contact color.....	113
Make contact a favorite or remove as a favorite.....	113
15. Talkgroups	114
Talkgroup Icons	114
Search Talkgroups.....	115
View Talkgroups	115
Call Permissions	115
Channels and Zones.....	116
View Channels.....	116
View Zones.....	117
Area-Based Talkgroups (Optional)	118
View Group Details	118
Broadcast Talkgroup details (broadcasters only)	119
Edit Group Details.....	120
Change group color	120
Make group a favorite or remove as a favorite	121
16. Talkgroup Scanning.....	122
Turn Talkgroup Scan ON or OFF	122
Talkback While Scanning	123
17. Map.....	124
Map Icons	125

Search Map	125
Recenter the Map	125
Individuals	125
Send My Location or an Arbitrary Location to a Contact	126
Send My Location or an Arbitrary Location to a Quick Group	126
Send My Location or an Arbitrary Location to a Group	127
Supervisor with Location Capability	129
Group Member Location	129
Boundary	132
Quick Group	138
18. Integrated Secure Messaging	142
Integrated Secure Messaging Icons	143
Multimedia Content	143
Text Messages	143
Image Messaging	153
Video Messaging	154
Voice Messaging	155
File Messaging	155
Location Message	157
Message Actions	157
19. Airplane Mode	161
20. Using Accessories and Bluetooth	162
Using a Wired Audio Headset	162
Using Bluetooth	162
Car Kit	162
External PTT Button	162
How to Turn Off Bluetooth for PTT	163
Using a Remote Speaker Microphone	163
Wired	163
Bluetooth	163
21. Settings	164
Important Message	165
Alert Repeat	165
Alert Tone	166
Auto Download	167
Background Mode	167
Call Reconnect Tone	168
Capacity	168
Contact Sorting	168
Display Name	169
Emergency	170
Enhanced Loudness	170
History Sorting	170
In Call Tones	171
Instant Personal Alert	172
Tone and Display (default)	173
Display Only	173
Off	173
Location Change Accuracy	173
Approximate (default)	174
GPS	174
Logout	174
Message Alert	175

Message Alert Tone.....	175
My PTT Number	176
Network Loss Tone Repeat	176
Network Up/Down Tones	176
Restore Defaults	177
Scan Talkback	178
Use Bluetooth	178
Vibrate Alert	178
Vibrate Call	179
Volume Boost	179
22. Troubleshooting.....	180
General	180
Activation Failures	180
Application Becomes Unresponsive	181
Application is Asking Me to Enter an Activation Code	181
Call Failures.....	181
Cannot Hear Incoming Call.....	182
Changing My SIM Card	182
Explanation of Error Messages.....	182
Loss of Data Network Connection	182
User Busy	182
User Unreachable.....	182
Login Failures	183
Wi-Fi Connection Problems	183
23. Glossary.....	184
24. Avatars	188
Avatar Icons.....	188

1. Introduction and Key Features

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

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

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

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

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

Contact and Talkgroup Management – PTT contacts and talkgroups are centrally managed by an administrator ("administrator-managed").

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

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

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

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

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

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

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

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

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

For more details, please see the ["Supervisor with Location Capability"](#) 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 and Receiving PTT 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.

Scan Talkback – allows you to control whether you can take the floor on the active talkgroup or selected talkgroup while scan mode is ON.

For more details, please refer to the ["Scan Talkback"](#) 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.

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

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

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

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

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

For more details, please refer to the ["User Check and Monitoring \(Optional\)"](#) section.

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

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

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,
"Application mode changed."

2. Application Installation & Getting Started

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

This section is organized as follows:

- [Prerequisites](#)
- [Download](#)
- [First-time Activation](#)
- [Activation on an iPhone](#)
- [Activation of Tablet Devices](#)
- [Activation using only Wi-Fi Network](#)
- [Tutorial](#)
- [Login](#)
- [Application updates](#)

Prerequisites

1. Subscription to Push to Talk service
2. A supported iOS smartphone. For more details, please check the website of your service provider.
3. Wi-Fi Assist mode should be turned off. Otherwise, it could interfere with the PTT operation. The setting is found in Settings > Cellular > Wi-Fi Assist.
4. An Apple ID and iTunes to download the application from the Apple iTunes store.
5. The following link provides information about creating an Apple ID using iTunes.
<http://support.apple.com/kb/ht2731>

Download

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

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

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

First-time Activation

Activation on an iPhone

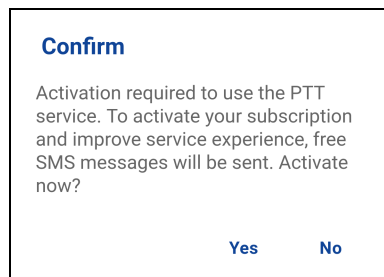
The first time you start the application after download, the application must “activate” with the PTT server. This activation process ensures that you are a PTT subscriber and that you are using a supported iPhone.

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

Note: When prompted, you must **ALWAYS ALLOW** the application to access your location. The application will not login if the other options ("Only While Using the App" or "Don't Allow") are selected.

Note: When prompted, you must **ALLOW** the application to access the **microphone**.
When prompted, you must **ALLOW** the application to send you **notifications**.

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



Activate PTT Service Confirmation

5. Tap **Yes** to activate the PTT application.
6. The PTT application contacts the server and retrieves contacts and talkgroups (if any) from the server before logging in.
7. On successful activation of the PTT application, you will have the option to view the tutorial. Tap the **View Tutorial** on-screen button if you want to learn how to start using the PTT application.

Activation of Tablet Devices

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

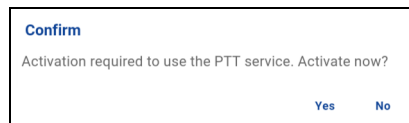
This activation process ensures that your subscription is provisioned on a PTT server, and you are a valid PTT service user using a supported device.

1. On successful download and installation of the PTT application, the **Push-to-Talk** icon is present in the *Apps* menu.
2. Tap the **Push-to-Talk** icon under *Apps* to launch the PTT application.

Note: When prompted, you must **ALWAYS ALLOW** the application to access your location. The application will not login if the other options ("Only While Using the App" or "Don't Allow") are selected.

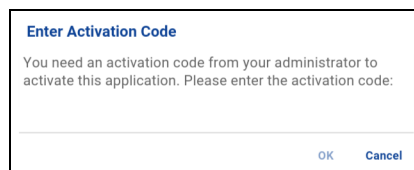
Note: When prompted, you must **ALLOW** the application to access the **microphone**. When prompted, you must **ALLOW** the application to send you **notifications**.

3. The End User License Agreement page is displayed. You must read and accept the EULA to activate the PTT service on your device.
4. If you agree to the EULA, tap **Accept** to activate the PTT service on your Wi-Fi device. A confirmation message is displayed.



Activate Now Confirmation

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



Enter Activation Code

6. Enter the activation code given to you by your administrator to activate the PTT application. The PTT application contacts the server and retrieves contacts and talkgroups (if any) from the server before logging in.
7. On successful activation of the PTT application, you will have the option to view the tutorial. Tap the **View Tutorial** on-screen button if you want to learn how to start using the PTT application.

Activation using only Wi-Fi Network

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

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

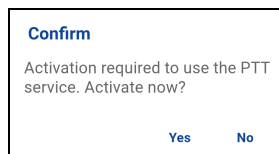
To activate PTT Application using Wi-Fi network

1. Tap the **Push-to-Talk** icon under *Apps* to launch the PTT application. The End User License Agreement page is displayed.
2. You must read and accept the EULA to activate the PTT service on your phone.

Note: When prompted, you must **ALWAYS ALLOW** the application to access your location. The application will not login if the other options ("Only While Using the App" or "Don't Allow") are selected.

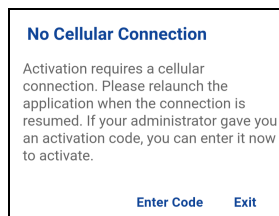
Note: When prompted, you must **ALLOW** the application to access the **microphone**. When prompted, you must **ALLOW** the application to send you **notifications**.

3. If you agree to the EULA, tap **Accept** to activate the PTT service on the phone.
4. An activation message appears. Tap **Yes** to continue the activation process.



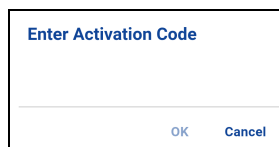
Activate PTT Service Confirmation Message using only Wi-Fi Network

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



No Cellular Connection Message

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



Enter Activation Code

7. Enter the activation key received from your administrator and tap **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. To move between pages of the tutorial, swipe your finger right-to-left (to move forward) or left-to-right (to move backward). You can also use the on-screen next and previous buttons shown on the edges of the screen.

Login

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

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

To Manually Login to the PTT Application

1. Tap the **Push-to-Talk** icon under *Apps*. A pop-up dialog displays to confirm that you want to login to the PTT application.
2. Tap **Yes** to Login to the PTT application.

Application updates

iTunes & App Store Settings

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

In Application Update Notification

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

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

3. Navigating the PTT Radio Application

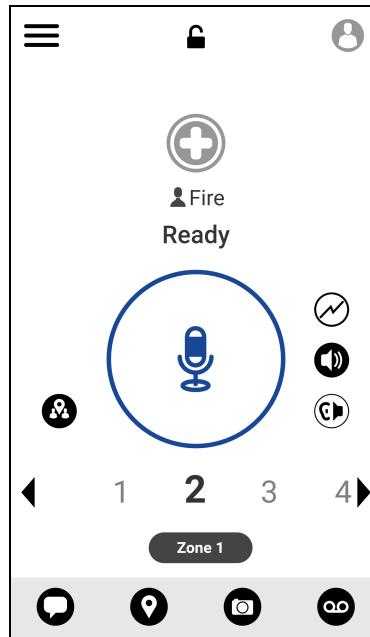
Navigating the Push-to-Talk (PTT) Radio application is easy using your phone's touchscreen. The *Main Screen* consists of a menu, app lock, and contact list used for making a private call (1:1 PTT calls) followed by the talkgroup avatar, talkgroup indicator (broadcast or supervisor), talkgroup name,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

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

- [Main Screen](#)
- [Menu](#)
- [History](#)
- [Favorites](#)
- [Contacts](#)
- [Talkgroups](#)
- [Map](#)
- [Actions](#)
- [Context Menus](#)
- [PTT button](#)
- [Navigating to the previous screen](#)
- [Scrolling](#)
- [Searching](#)
- [Icons](#)
- [Tones](#)

Main Screen

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











Main Screen

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

Main Screen

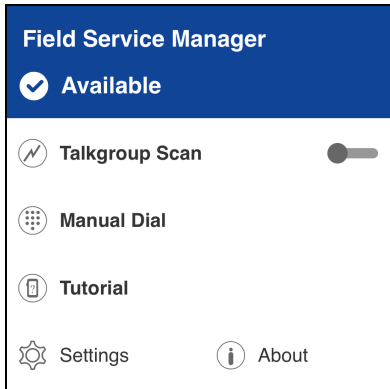
Name	Icon	Description
Menu		Displayed in the upper-left-hand corner of the main screen. Displays Self-Presence Status (Available or Offline) and includes the following options: History, Contacts, Map, Favorites, Channels/Zones, Talkgroup Scan, Tones, Settings, Tutorial, and About. See the "Menu" section below for more information.
App Lock		Tap the App Lock from OFF (default) to ON; the text “ <i>Locked</i> ” is displayed. The user interface is not accessible until you tap the <i>App Lock</i> toggle to the unlock state. The PTT App lock does not block the use of an external PTT key or accessory PTT key.

Main Screen

Name	Icon	Description
Contact List	 Not Active	Displayed in the upper-right hand corner of the main screen and displays the Contact List button. Tap to access the contact list and select a contact to make a 1:1 PTT call, send a message or select the first member of a Quick Group call.
	 Selected	When an incoming 1:1 or quick group PTT call is received, the Contact List button is selected. When you select a contact, the Contact List button will be selected but not active.
Call Status	Multiple	Displays the Talker ID, Call Status (Ready, Connecting, No Connection), including Broadcaster and Supervisor icons.
Earpiece/ Speaker	 Earpiece is ON	Tap the button to switch between speaker and earpiece. For more information, see "Turning the Speaker On/Off" .
	 Speaker is ON	Tap the button to switch between speaker and earpiece. When the speaker is off, PTT calls are heard through the phone's earpiece. For more information, see "Turning the Speaker On/Off" .
On-Screen PTT Button	 Idle	Press and hold the on-screen PTT button to make a PTT call to a single contact or talkgroup. The button state is idle until you press and hold and it becomes acquired. When someone else has taken the floor, the button state is floor taken.
	 Acquired	
	 Floor Taken	
Integrated Secure Messaging	Multiple Icons	Tap or touch to send a Text Message, Location, Photo, or Record a message, See "Integrated Secure Messaging Icons" section for more details.
Emergency (Available, if enabled)		Touch and hold to declare an emergency. See "Emergency Icons" section for more details.

Menu

The Menu icon is located in the upper-left-hand corner of the *Main Screen*. Tap the **Menu** icon to access the menu options. These options are as follows:






Menu Options




Menu Icons

The following table describes the Menu icons and is listed by name, icon, and description.

Main Menu

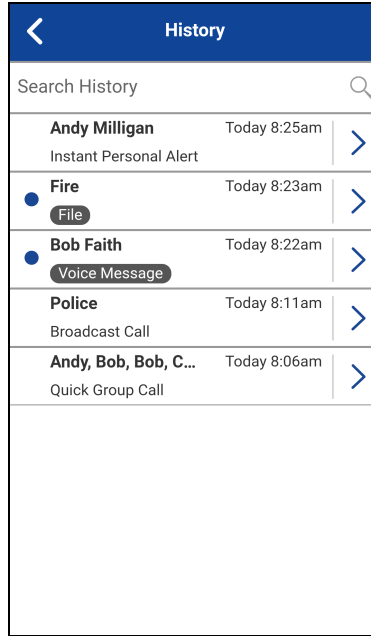
Name	Icon	Description
Presence Status		Displays your 'Available' presence status. Either 'Available' or 'No Connection.' The 'Offline' presence status is not shown in the Main Menu. To change your presence, see "Real-Time Presence" section.
		Displays your 'No Connection' presence status.
History		Tap to access the call history. For more details, see "History" section.
Contacts		Tap to access the contacts. For more details, see "Contacts" section.
Map		Tap to access the map. For more details, see "Map" section.
Favorites		Tap to access the favorites. For more details, see "Favorites" section.
Channel/ Zones		Tap to access the channels/zones. For more details, see "Channels and Zones" section.

Main Menu

Name	Icon	Description
Talkgroup Scan		Tap to toggle Talkgroup Scan from OFF (default) to ON, For more details, see "Talkgroup Scanning" section.
Tones	 ON	Tap to toggle Tones from ON (default) to OFF. When OFF all PTT tones are muted except the broadcast tone. For more information, see "Tones" section.
Loudness	 OFF	Tap to toggle Loudness from OFF (default) to ON. For more details, see "Settings" section.
Ambient Listening		Tap to toggle Ambient Listening from OFF (default) to ON. A list of contacts displays as configured by your administrator. Select the desired contact to listen. For more details, see "User Check and Monitoring (Optional)" section.
Tutorial		Tap to access the application tutorial.
Settings		Tap to access the application settings. For more details, see "Settings" section.
About		Tap to access more information on the application.

History

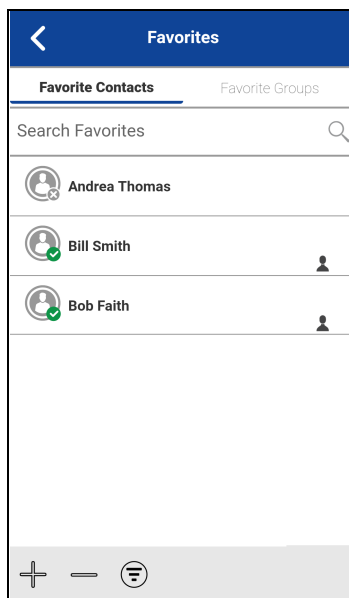
The *History Screen* displays all your conversation history of calls, contacts, talkgroups, alerts, messages (text, image, video, and voice). You can view your history, return a call, view messages, add contacts, delete history and messages, and forward any message to a contact or talkgroup. For more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



History

Favorites

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



Favorites

Contacts

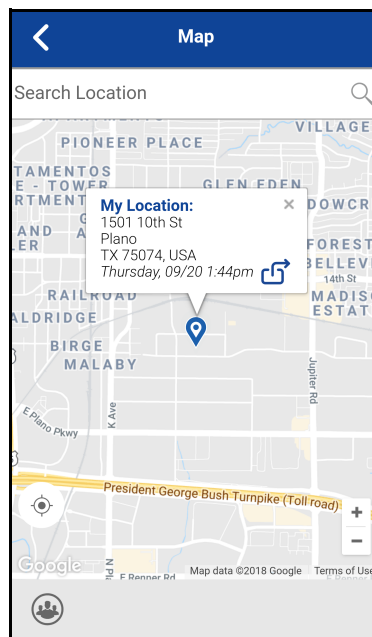
Your corporate PTT contacts are accessible when you tap the *Contact List* button. Tapping the *Contact List* button allows you to search for contacts, select a contact, displays the presence for each contact, quick group, and messaging. For more information on how to view, your corporate contacts, see ["Contacts"](#) section.

Talkgroups

The *Main Screen* displays your assigned talkgroups and allows you to start a talkgroup call or monitor a talkgroup. Shows currently selected talkgroup and zone and allows you to change. For more information on how to view your talkgroups, see ["Talkgroups"](#) section.

Map

The *Map Screen* displays your location and allows you to send your location to others. It also displays the location of your talkgroups members for which you are a supervisor and allows you to search for talkgroups or start a PTT talkgroup call. For more information on how to search the map, recenter the map, send your location to a contact, quick group, or talkgroup, track talkgroup members, and set the boundary, see the ["Map"](#) section. For information on the Map icons, see the ["Icons"](#) section.



Map

Actions

The Actions soft buttons located at the top and the bottom of the screen let you call, alert, and more. For more information on Actions, see the ["Actions Icons"](#) section.

Context Menus

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

Context Menus

Location	Description	Condition	
Call Screen/ History Details Camera Option	Take Photo	No conditions	
	Record Video		
	Image Gallery		
	Video Gallery		
Channels	Channel Details	All channels	
	Channel History	All channels	
	Send Text	All channels	
	My Location	All channels	
	Send IPA	All channels	
	Send Document	All channels	
	Camera	Take Photo	All channels
		Record Video	All channels
		Image Gallery	All channels
		Video Gallery	All channels
	Record Voice	All channels	

Context Menus

Location	Description		Condition
Contacts	Contact Details		All contacts
	Contact History		All contacts
	Send Text		All contacts
	My Location		All contacts
	Send IPA		All contacts
	Send Document		All contacts
	Camera	Take Photo	All contacts
		Record Video	All contacts
		Image Gallery	All contacts
		Video Gallery	All contacts
	Record Voice		All contacts
	User Check		Authorized user
Emergency		Authorized user	
Favorite Contacts	Remove Favorite		All entries
	Send Text		All contacts
	My Location		All contacts
	Send IPA		All contacts
	Send Document		All contacts
	Camera	Take Photo	All contacts
		Record Video	All contacts
		Image Gallery	All contacts
		Video Gallery	All contacts
	Record Voice		All contacts
	User Check		Authorized user
	Emergency		Authorized user

Context Menus

Location	Description		Condition
Favorite Groups	Remove Favorite		All entries
	Send Text		All entries
	My Location		All entries
	Send IPA		All entries
	Send Document		All entries
	Camera	Take Photo	All entries
		Record Video	All entries
		Image Gallery	All entries
		Video Gallery	All entries
	Record Voice		All entries
Emergency		Authorized user	
History	Delete History		All history entries
	Clear All		All history entries
History Details	Forward to Contact		All messages
	Forward to Quick Group		All messages
	Forward to Group		All group messages
	Reply to Sender		All messages
	Delete Message		All messages
	Copy Message		All text messages
Groups	Group Details		All entries
	Scan List	Set Priority 1	Administrator-managed group
		Set Priority 2	Administrator-managed group
		Set Priority 3	Administrator-managed group
		No Priority	Administrator-managed group

PTT button

External PTT Button

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

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.

On-Screen Soft PTT Button

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

Navigating to the previous screen

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

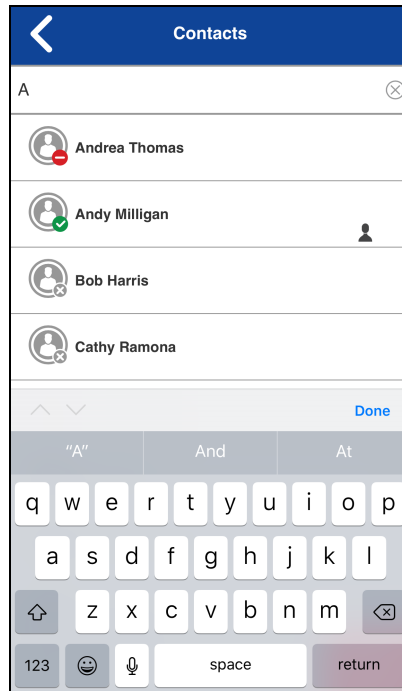
Scrolling

If you are viewing a list that has more entries than can be displayed on one screen, you can touch the list and drag your finger up or down to view the rest of the list.

Searching

To search:

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














Search Contacts

Icons




Actions Icons

The Action icon buttons are located at the top and the bottom of the screen. The following table lists the common actions icons listed by icon and description:

Actions Icons

Icon	Description
	Add button. Displayed on the Contacts, Favorites, Talkgroups, and Quick Text. Tap to add contacts, favorites, Talkgroups, or a quick text.
	Alert button. Tap to send Instant Personal Alert to a contact.
	Attach File button. Tap to attach a file to send as an attachment. Requires the Integrated Secure Messaging feature to be turned on by an administrator.
	Camera button. Tap to choose from taking a photo, video, or select a file in the gallery. Requires the Integrated Secure Messaging feature to be turned on by an administrator.
	Cancel button. Tap to cancel current action and go back to the previous screen.
	Delete button. Tap to delete the contact, talkgroup, etc.
	Filter ON button. Tap to toggle filter from ON to OFF (default).
	Filter OFF button. Tap to toggle filter from OFF (default) to ON.
	Gallery button. Tap to save to your device. Requires the Integrated Secure Messaging feature to be turned on by an administrator.
	Location button. Tap to share your location. Requires the Integrated Secure Messaging feature to be turned on by an administrator.
	Send Message button. Tap to send a text message. Requires the Integrated Secure Messaging feature to be turned on by an administrator.



Actions Icons

Icon	Description
	Forward button. Tap to forward an image or video. Requires the Integrated Secure Messaging feature to be turned on by an administrator.
	Save button. Tap to save current contact or group.
	Voice Message button. Tap to send a recorded voice message. Requires the Integrated Secure Messaging feature to be turned on by an administrator.

Avatar Icons

The following table lists the common Avatar icons listed by icon and description.

Avatar Icons

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








For the complete list of Avatars, see the ["Avatars"](#) section within this document.



Call Screen Icons

The following table lists the *Call Screen* icons listed by icon and description.

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

Call Screen Icons



Icon	Description
	Group Location button. Tap to access the map for the group. Requires the Geofencing and Geolocation feature to be turned on by an administrator.
	In-Call Add Participant button. Tap to add participants to make a temporary talkgroup before making a PTT call.
	Instant Personal Alert button. Tap to send an IPA to the contact.
	PTT button. Indicates the idle state and the floor is available.
	PTT button. Indicates the floor taken state.
	PTT button-acquired. Indicates the acquired state and you are ready to speak.
	Cancel Call button. Tap to cancel a private call.

Icon	Description
 Speaker is ON	Tap to toggle the Speaker from ON (default) to OFF. When the speaker is off, PTT calls are heard through the phone's earpiece. For more information, see "Turning the Speaker On/Off" .
 Speaker is OFF	Tap to toggle the Speaker from OFF to ON. For more information, see "Turning the Speaker On/Off" .

Contacts Icons

The following table lists the Contacts icons listed by icon and description.

Contacts Icons




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

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

Emergency Icons

The following table lists the Emergency icons listed by icon and description.




Emergency Icons

Icon	Description
	Emergency Button. Touch and hold to initiate an emergency. Located at the bottom of most screens. For more details, see the "Emergency Calling and Alert (Optional)" section. Requires the Emergency Services feature to be turned on by an administrator.
	Cancel Emergency State. Displayed while in an emergency state to cancel the emergency. Slide to cancel the emergency. Requires the Emergency Services feature to be turned on by an administrator.
	Declare Emergency State, Displayed while in an emergency state to declare the emergency. Slide to declare the emergency. Requires the Emergency Services feature to be turned on by an administrator.

History Icons

The following table lists the History icons listed by icon and description.













History Icons

Icon	Description
	History Details button. Tap to access history details for contact, quick group call, or talkgroup.
	Unread indicator. Indicates that there is an unread message. Tap to read the message. The unread message indicator disappears when you tap the History Details button to reply to the message. Requires the Integrated Secure Messaging feature to be turned on by an administrator.
	Voice Message indicator. Indicates the attachment is a voice message. Tap to play the message. Requires the Integrated Secure Messaging feature to be turned on by an administrator.

Integrated Secure Messaging Icons

The following table lists the Integrated Secure Messaging icons listed by icon and description.










Integrated Secure Messaging Icons

Icon	Description
	Camera button. Tap to choose from taking a photo, shooting a video, or selecting from the gallery.
	File Message button. Tap to choose a file from your device to send to a contact. For more information on File Messaging, see the "File Messaging" section.
	Instant Personal Alert button. Tap to send an IPA to the contact.
	Message button. Tap to send a text message to the contact/group
	Play button. Tap to start playback of a voice message.
	Quick text access button. Tap to access a quick text list.
	Voice Message button. Tap to record a voice message.
	Record button. Press and hold to start recording a voice message.
	Send text message button. Tap to send a text message.
	Share Location button. Tap to share location to the contact/group.
	Stop button. Tap to stop playback of a voice message.
	Recording Voice button. Release to stop recording a voice message.

Talkgroup Icons

The following table lists the Talkgroup icons listed by icon and description.







Talkgroup Icons

Icon	Description
	Broadcast Talkgroup indicator.
	Boundary Active. Indicates that location sharing for talkgroup members is turned on, and the boundary is active. Requires Supervisor Location Capabilities to be turned on by an administrator.
	Location sharing group. Indicates that group member locations can be viewed and no boundary is active for the group. Requires Supervisor Location Capabilities to be turned on by an administrator.
	Interop talkgroup indicator.
	Scan List No Priority indicator.
	Scan List Priority 1 indicator.
	Scan List Priority 2 indicator.
	Scan List Priority 3 indicator.
	Supervisor group indicator.




Map Icons

The following table lists the Map icons listed by icon and description.

Map Icons

Icon	Description
	Call button. Tap to initiate a PTT call to a talkgroup member.
	Map pin indicating the location of a talkgroup member whose presence is unknown.
	Map Recenter button. Tap to recenter the map to where you are. Tap on the Set Boundary Settings to recenter the map to the active boundary.
	Map Boundary Enable button. Tap to turn on the boundary and open.
	Map pin indicating the location of a talkgroup member whose presence is offline.
	Map pin indicating the location of a talkgroup member whose presence is available.
	Map pin indicating an arbitrary location or the intended center location of a boundary.
	Map pin indicating the location of a talkgroup member whose presence is DND.
	Map pin indicating the location of selected members of a quick group.
	Map Refresh button. Tap to refresh the locations of talkgroup members on the map.
	My Location Mark pin indicating your location on the map.
	Share button. Tap to share your location.
	Boundary Settings. Tap to access the boundary settings. For more details, see the "Boundary settings" section.









Map Icons

Icon	Description
	Tracked Group Selector button. Tap to choose a talkgroup to view the location or turn on or off the boundary alerts.
	Map Boundary Enable button. Tap to turn on the map boundary and display the Set Boundary popover.
	Quick Group Selector button. Tap to create a quick group.

Miscellaneous Icons

The following table lists the miscellaneous icons listed by icon and description.




Miscellaneous Icons

Icon	Description
	Check box Off.
	Check box On.
	Favorite button, not selected. Tap to toggle favorite ON. Indicates contact or group is not a favorite.
	Favorite button, selected. Tap to toggle favorite OFF. Indicates contact or group is a favorite.
	Radio button off icon. Tap to toggle to the on state.
	Radio button on icon. Tap to toggle to the off state.
	Clear Search text. Tap to cancel currently entered text and search action.
	Search icon. For more details, see the "Searching" section.

Presence Icons

The following table lists the presence icons listed by icon and description.





Presence Icons

Icon	Description
	A PTT contact's presence status is "Available" or indicates my presence status.
	A PTT contact's presence status is "Do Not Disturb" or indicates my presence status.
	A PTT contact's presence status is "Offline" or indicates my presence status when the phone is not connected to the server.

Title Bar Icons

The following table lists the title bar icons listed by icon and description.


















Title Bar Icons

Icon	Description
	Back button. Tap to go back to the previous screen.
	Cancel button. Tap to cancel the operation and return to the previous screen.
	Edit button. Tap to edit.
	Save button. Tap to save the current operation.




User Check Icons

The following table lists the user check icons listed by icon and description.

User Check Icons

Icon	Description
	User Check button. Tap to initiate user check mode on the remote device for authorized users. For more details, see "User Check and Monitoring (Optional)" section. Requires the User Check to be turned on by an administrator.
	User Check Call Screen button. Tap to access the Call Screen to begin your conversation.
	Battery 100% charged on the remote device.
	Battery 75% charged on the remote device.
	Battery 50% charged on the remote device.
	Battery 25% charged on the remote device.
	Battery less than 25% charged on the remote device.
	Battery charging on the remote device.
	Unknown or unavailable state of the battery on the remote device.
	Excellent cellular network signal strength on the remote device.
	Good cellular network signal strength on the remote device.
	Poor cellular network signal strength on the remote device.
	No cellular network signal on the remote device.
	Unknown or unavailable cellular network signal on the remote device.
	Excellent Wi-Fi signal strength on the remote device.
	Good Wi-Fi signal strength on the remote device.
	Average Wi-Fi signal strength on the remote device.

User Check Icons

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

Tones

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

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. Depending on your notification setting, it may provide a persistent notification dialog and audible tone, 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 momentarily suspended while the phone switches from cellular data to Wi-Fi connection (or vice versa) or due to a loss of connection with the PTT server.
Floor Acquired/ 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 but 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 that 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.
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 distinct tone. Broadcast calls also have a distinct preamble 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 PTT over 4G/LTE cellular data networks](#)
- [Using PTT over Wi-Fi](#)
 - [Switching between cellular data networks and Wi-Fi networks during a call](#)
 - [Authenticated Wi-Fi Connections \(e.g., hotel access\)](#)

Using PTT over 4G/LTE cellular data networks

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

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

Using PTT over Wi-Fi

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

Switching between cellular data networks and Wi-Fi networks during a call

Your phone may automatically switch between the cellular data network and a Wi-Fi network depending on the availability of a Wi-Fi connection. The switching is known as a “*handover*” between networks. If you are on a PTT call when your phone switches between the cellular data network and a Wi-Fi connection (or vice versa), your PTT call automatically reconnects after the handover. During a handover, the PTT application momentarily loses connection with the servers. When this occurs, you experience a slight loss of call audio. You are notified of this condition by two short tones. 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 automatically resumes. The handover may take more than a few seconds. In this case, a call in progress may not automatically reconnect.

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

The PTT application can use any Wi-Fi location provided your phone has access to the Internet through that Wi-Fi network. In hotels or other places that provide Wi-Fi access only to patrons, some authentication such as a password may be required to access the Internet, even though the phone is connected to the Wi-Fi network. In this case, PTT service is not 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
 - Calling a contact that is offline or has a Do Not Disturb (DND) status
 - PTT Call Behavior When Contact or Talkgroup is Unavailable
 - Call from Instant Personal Alert
 - PTT Call Behavior in Background
 - Manual Dial Calls
- Receiving Calls
 - Talkgroup Calls
 - Broadcast Talkgroup Calls
 - Broadcast Call History
 - One-to-One (1:1) or Quick Group Call
- Turning the Speaker On/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

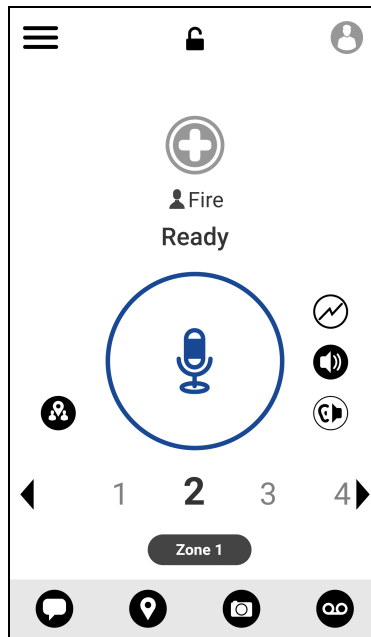
Making Calls

Talkgroup Calls

To place a PTT talkgroup call

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

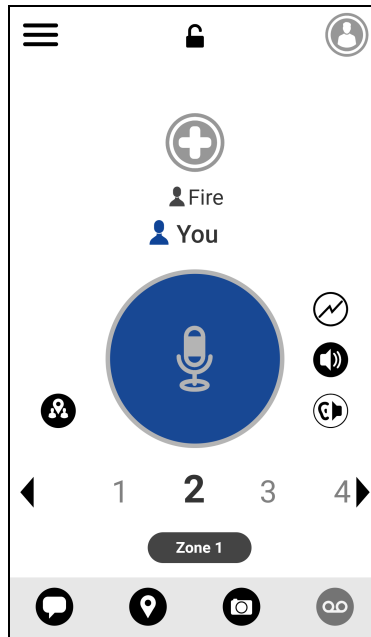
TIP: If you try to select another talkgroup, your selection changes to the newly selected talkgroup. You can only select one talkgroup at a time.



Place a PTT Talkgroup Call

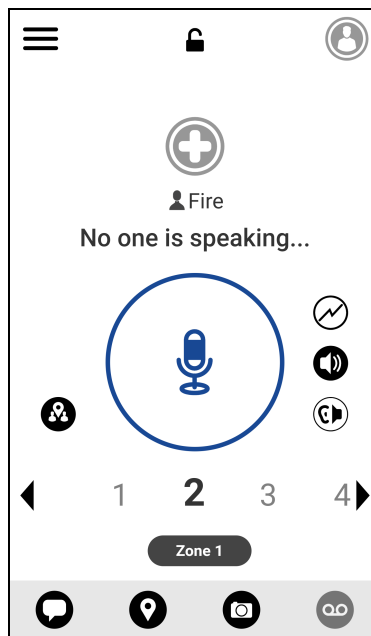
2. Press and hold the **PTT** button displayed on the screen, a talkgroup PTT call is started, a chirp tone is heard, and the PTT button changes color indicating you have taken the floor. Begin speaking.

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 PTT Talkgroup Call

3. Release the **PTT** button to allow other members of the call to take the floor and speak.

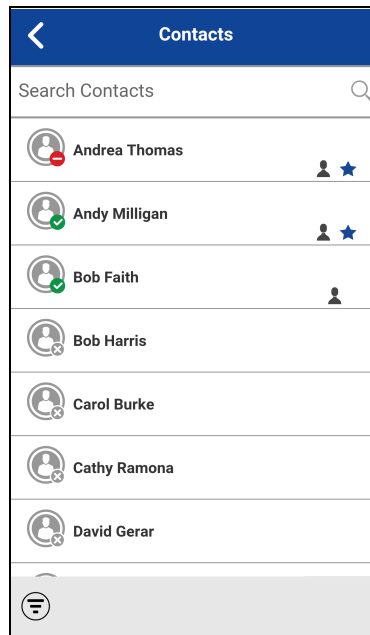


No One Is Speaking in a PTT Talkgroup Call

4. The talkgroup shows it is no longer active after a period of no call activity.

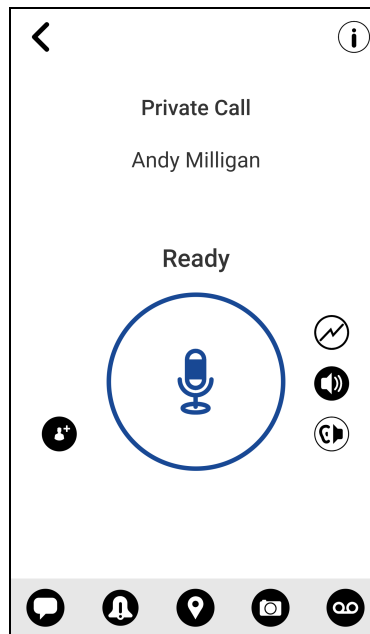
Quick Group Calls

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



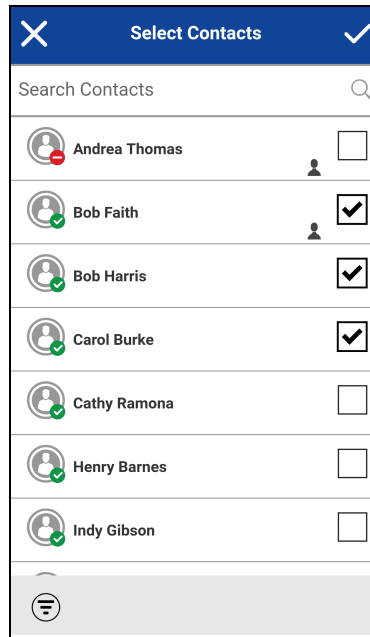
Contacts

2. The *Call Screen* displays, as shown below.



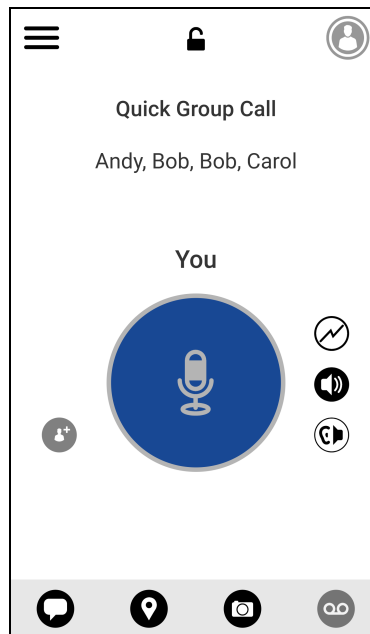
Call Screen

3. Tap the **Add Participants** button. The *Select Contacts Screen* displays, as shown below.



Select Contacts

4. Select up to 9 contacts to add to the quick group call. When completed, tap the **Save** button located in the upper right.
5. Press and hold the on-screen **PTT** button, a Quick Group call is started, a chirp tone is heard and the PTT button changes color indicating you have taken the floor.



You Are Speaking in a Quick Group Call

6. Release the **PTT** button to allow the other members of the group to take the floor and speak. The call ends after a period of no call activity.

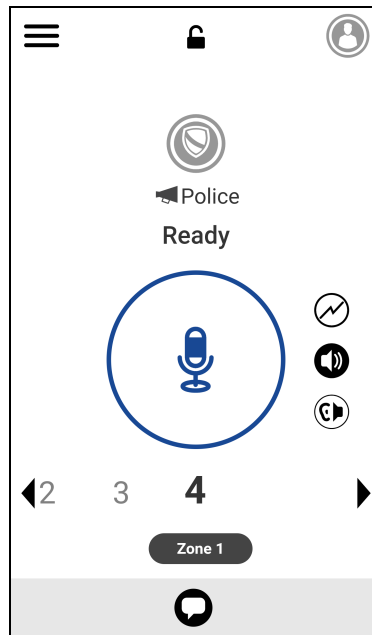
Broadcast Talkgroup Calls

Broadcast talkgroup calls make it possible to deliver important information quickly to a large group. Only designated 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 cannot be preempted by another broadcaster. You only see a Broadcast Talkgroup if you are a designated broadcaster.

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

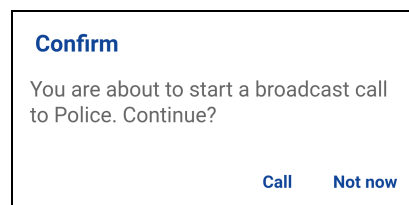
To place a broadcast talkgroup call

1. Tap the Broadcast Talkgroup you want to call. The Broadcast Talkgroup is identified in the talkgroup list by the Broadcast Talkgroup icon.



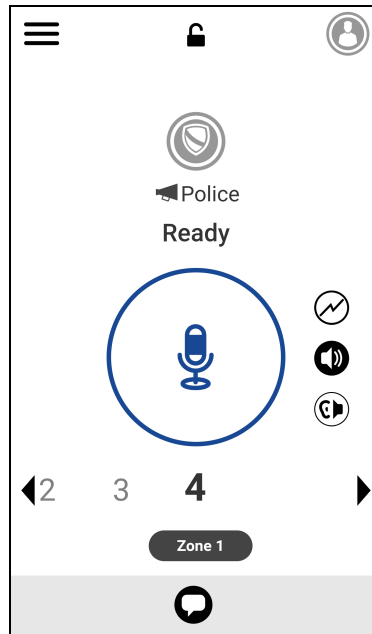
Broadcast Talkgroup Selected

2. A confirmation dialog is displayed, as shown below.



Confirmation Dialog

3. Tap **Call** to confirm you want to make a call. The PTT *Call Screen* displays, as shown below.



PTT Broadcast Call Screen

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

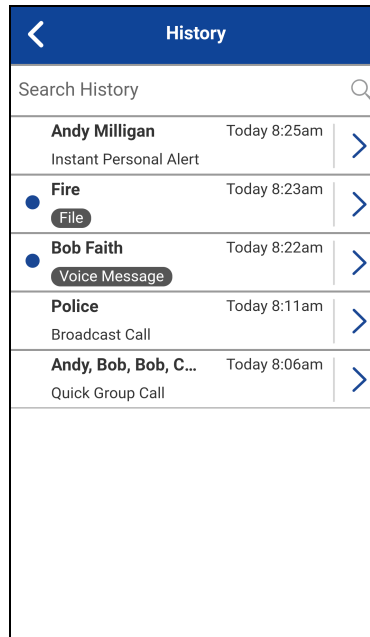


You are Speaking in a Broadcast Call

5. The call ends after some time if there is no activity.

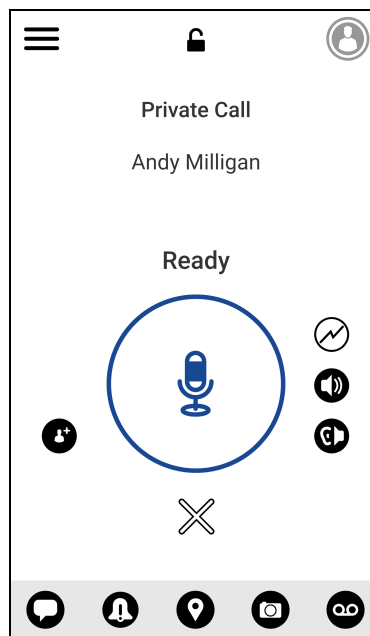
Call from History

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



History

2. Touch on the conversation you want to call, a *Call Screen* displays, as shown below.



Initiate a Call from a History Entry

3. Press and hold the on-screen **PTT** button displayed on the screen, a PTT call starts, a chirp tone is heard, and the PTT button changes color indicating you have taken the floor. The call ends after a period of no call activity.

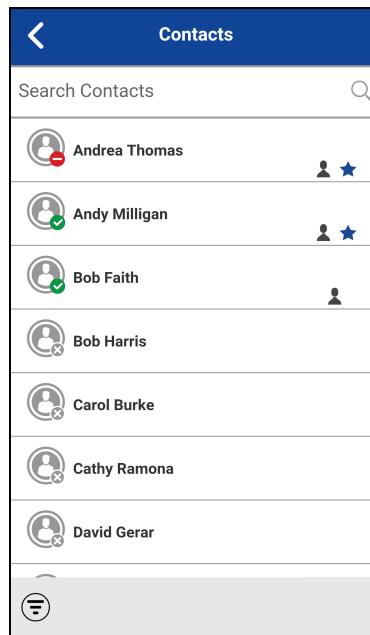
One-to-One (1:1) Calls

To place a PTT call to an individual

1. Tap the **Contact List** button to display the PTT Contacts list.

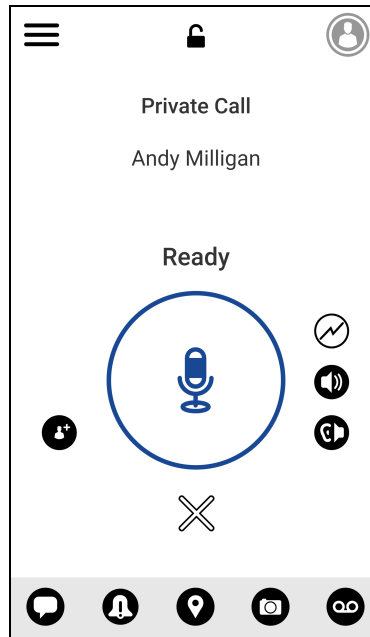
Note: The PTT contacts are assigned by your administrator.

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



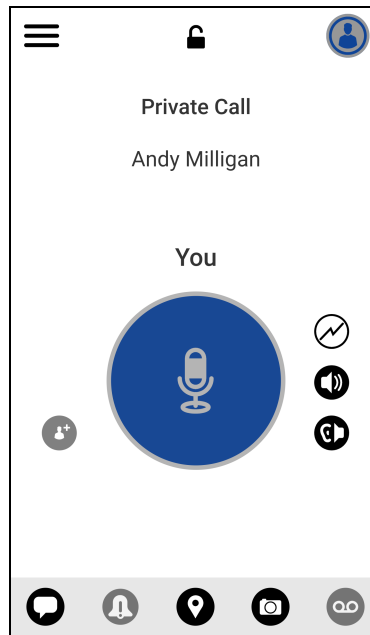
Contacts

3. The *Call Screen* displays including the name of the contact that you are calling in the *Call Status* and the **Contact List** button is selected and active.



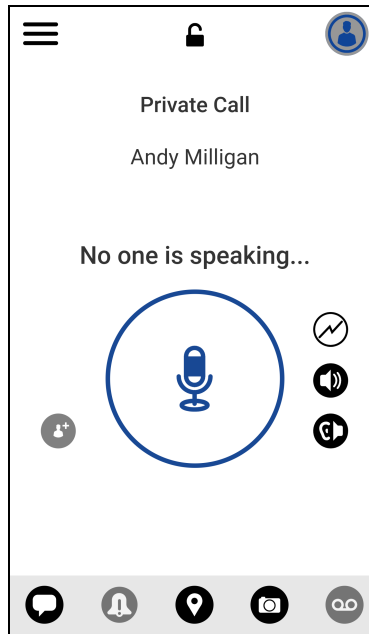
Private Call Screen

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



You are Speaking in a Private Call

5. Release the **PTT** button to allow the other person on the call to take the floor and speak.

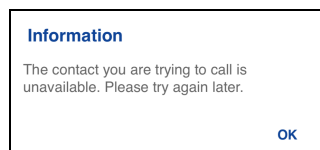


No One Is Speaking in a Private Call

6. The call will end at some time if there is no activity.

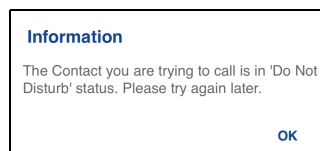
Calling a contact that is offline or has a Do Not Disturb (DND) status

If the person you are trying to call has a presence status of Offline, you see the following message:



Contact is Unavailable

Similarly, if the person you are trying to call has a presence status of Do Not Disturb, you see the following message:



Do Not Disturb Information Message

PTT Call Behavior When Contact or Talkgroup is Unavailable

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

Note: Requires the Integrated Secure Messaging feature to be turned on by an administrator.

One-to-One (1:1) Calls

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

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

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

Group Calls

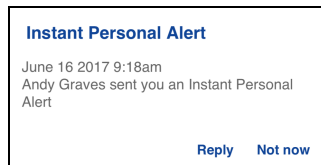
When the group you are trying to call has all members unavailable, you can record and send a voice message to the entire group.

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

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

Call from Instant Personal Alert

1. On receiving an Instant Personal Alert, you receive an alert tone and a pop-up message displays. For more details, see ["Instant Personal Alert \(IPA\)"](#) section.



Instant Personal Alert Message

2. Tap the **Reply** button to place the call.
OR
Tap the **Not Now** button to dismiss the message.

PTT Call Behavior in Background

Originating PTT Calls with Background Mode Turned ON

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 cannot turn ON if it is OFF during PTT call origination. For more information on *Background Mode*, see the ["Settings"](#) section.

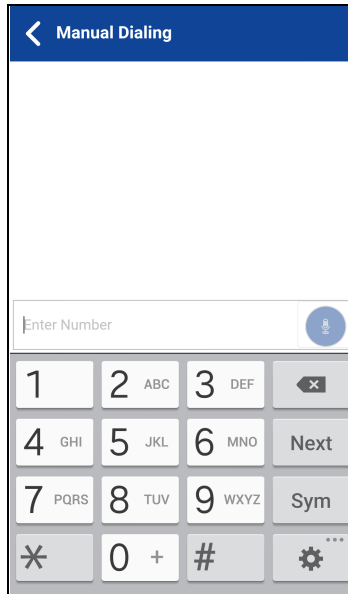
TIP: If your phone has a supported Bluetooth PTT accessory, you can press the button to take the floor while the application is in the background.

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

Manual Dial Calls

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

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



Manual Dial

2. Begin entering the contact number using the on-screen keyboard. If the number matches contacts, they display. If you want to call one of those contacts, touch the contact, and the number fills the numeric text field.
3. Tap the on-screen **PTT** button located at the right of the phone number. The *Call Screen* displays.

Receiving Calls

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

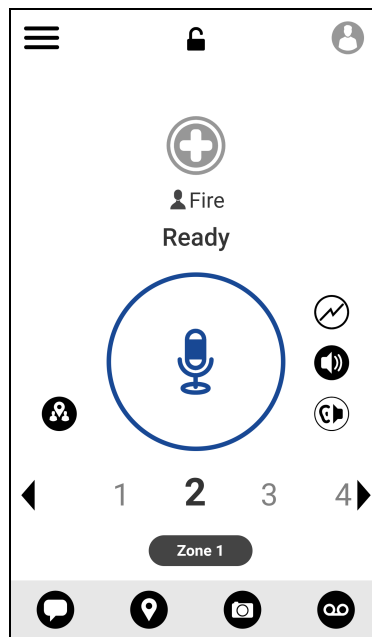
1. Select the desired talkgroup on which you want to receive calls.

Note: If you want to receive calls on more than one talkgroup, see the ["Talkgroup Scanning"](#) section.

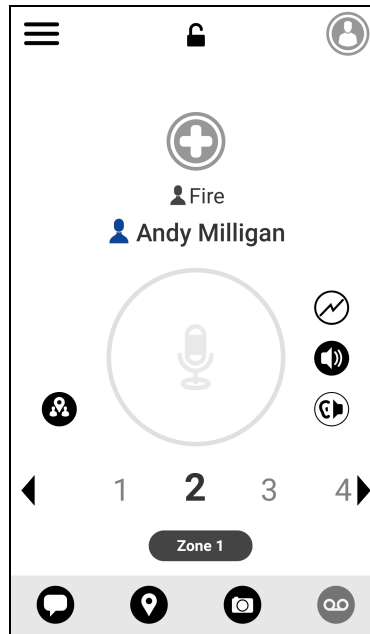
Note: This behavior assumes that Background Calling is turned OFF. For more details on Background Calling, see ["PTT Call Behavior in Background"](#) section.

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. The *Call Status* displays, "Ready" if the talkgroup is not active.

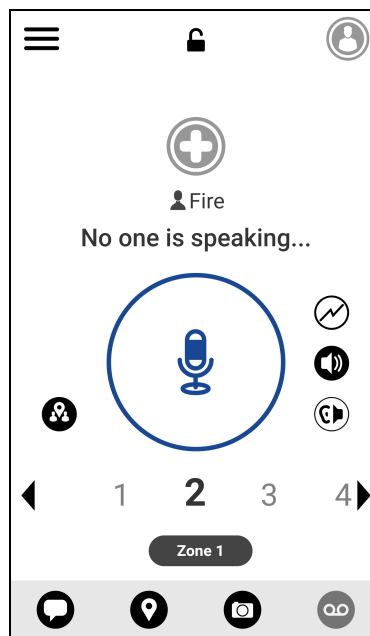


Monitor a PTT Talkgroup



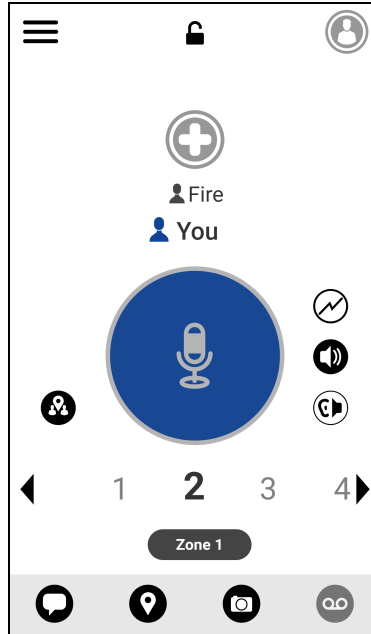
Active Talkgroup

3. When the floor becomes available, the on-screen PTT button is idle, as shown below.



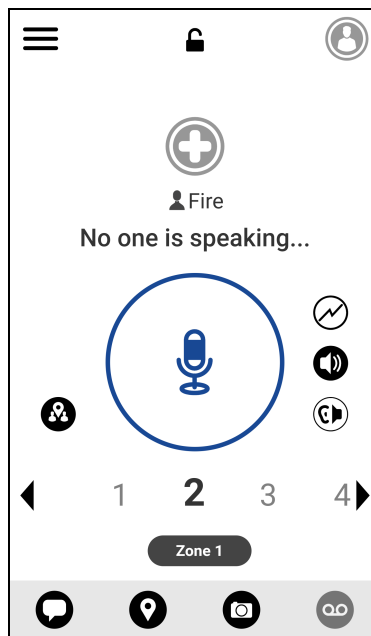
Idle Talkgroup

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



You Are Speaking in a PTT Talkgroup Call

5. Release the **PTT** button to allow other members on the call to take the floor and speak.



No One Is Speaking in a PTT Talkgroup Call

6. The talkgroup shows it is no longer active after a period of no call activity.

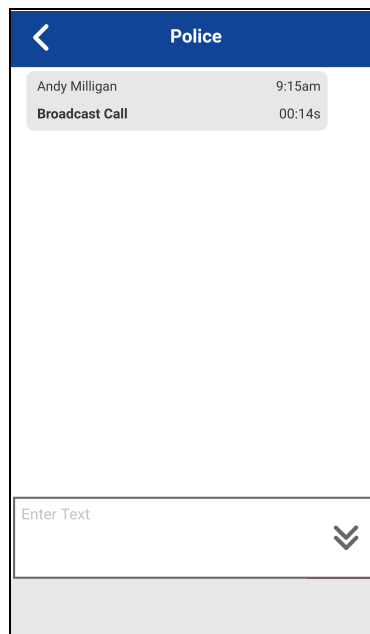
Broadcast Talkgroup Calls

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 of a distinct tone played followed by an announcement. During the call, only the caller can speak, and you cannot take the floor. These calls may also override your Do Not Disturb (DND) status if your administrator has set the talkgroup to do so.

Only designated talkgroup members are allowed to make broadcast talkgroup calls. If you are not allowed to make calls to a talkgroup, you cannot 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.

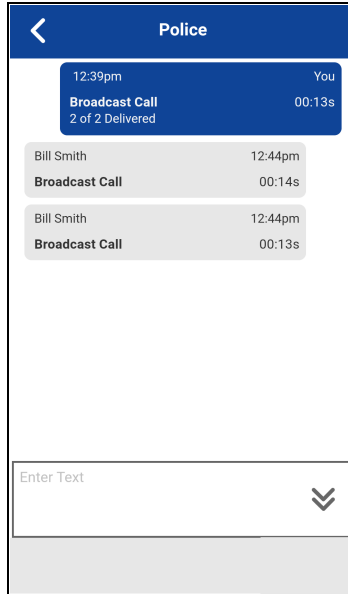
Broadcast Call History

Incoming broadcast calls are shown in call history like other calls. Non-broadcaster call history is shown as follows.



Non-Broadcaster Call History

A summary of call delivery is shown in the *Talkgroup* tab history detail for the selected talkgroup. The number of talkgroup members who received the call is shown along with the total number of talkgroup members.



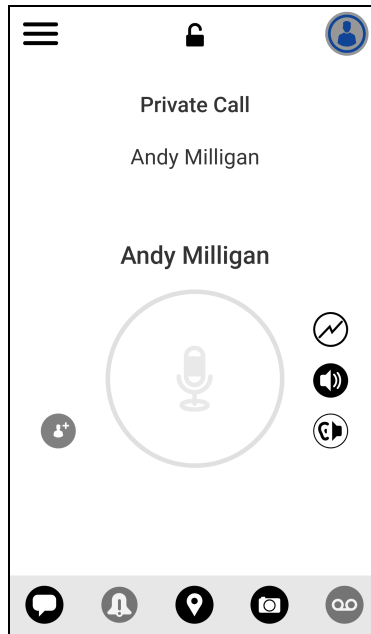
Broadcaster Call History

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

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

To receive an incoming call

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

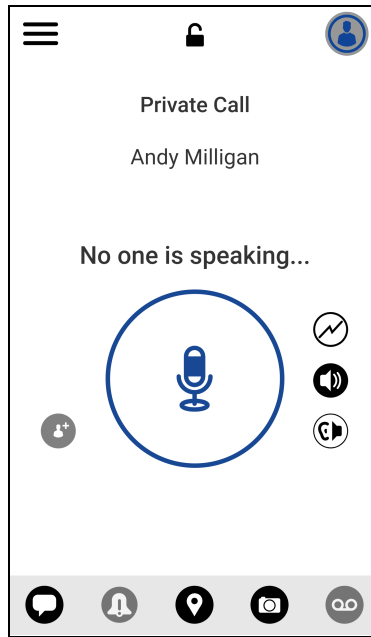


Receive an Incoming 1:1 or Quick Group PTT Call

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

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

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



No One is Speaking in an Incoming PTT Call

3. You can continue the conversation by touching and holding the **PTT** button on the screen. The call ends after a period of no call activity.

Turning the Speaker On/Off

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

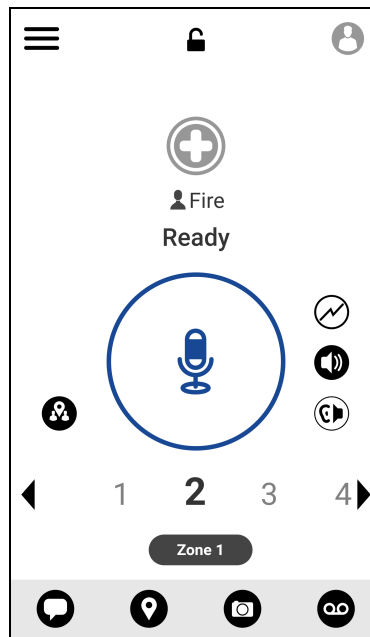


Earpiece is ON



Speaker is ON

The following figure shows an example of the location of the earpiece and speaker buttons:



Main Screen

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. 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.

Interaction with Silent or Sound Mode

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

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.

Receiving a PTT call when on a regular phone call

If you receive a PTT call while you are on a regular call, the ongoing cellular call continues, and an incoming PTT call is rejected with user busy indication. You do not receive any indication that a PTT call occurred during the cellular call.

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, the application automatically returns to the background after the call. The PTT application goes to the background at the end of the call and displays the previously viewed application in the foreground.

Incoming PTT Calls with Background Mode Turned ON

When Background Mode is turned on, and you receive an incoming PTT call, the PTT application remains in the background, and the display will not turn ON if it is OFF, and you will hear the caller's voice. You must bring the PTT application to the foreground to use the on-screen PTT button. For more information on Background Mode, see the ["Settings"](#) section.

TIP: If your phone has a 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 will remain OFF during an incoming PTT call. IPAs are not visible until you access the PTT application; however, you will still receive audible alerts, if turned on.

Ongoing PTT Calls

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

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

Rejoining a PTT Talkgroup Call

Rejoining a Talkgroup Call

If you leave during a PTT talkgroup call, you can rejoin it by initiating a call to that talkgroup. If the call ended before you try to rejoin, you 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.

Press and hold the **Emergency** button on the PTT application and then swipe the slider to the right to declare 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 an emergency, you can press and hold the **Emergency** button again and swipe the slider 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](#)
- [Authorized User](#)
 - [Declaring an Emergency on behalf of Another User](#)
 - [Enable or Disable PTT Service for Another User](#)

Emergency Icons

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

Declaring an Emergency

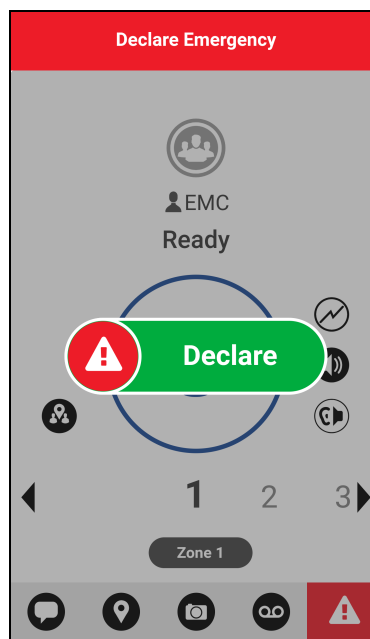
An emergency can be declared from any screen where there is any Emergency button.

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

Note: Your administrator configures the emergency destination. The destination can be: (1) current channel/talkgroup, (2) preassigned talkgroup, or (3) an individual.

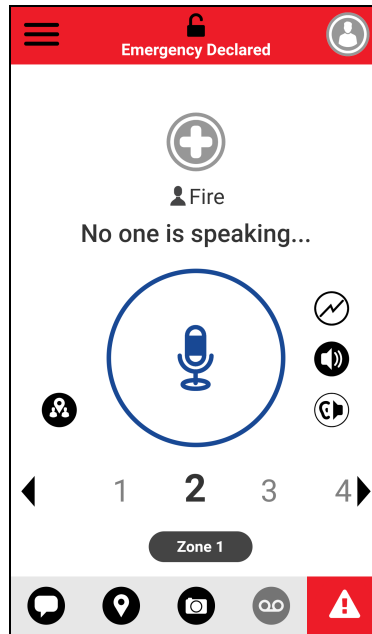
To declare an emergency

1. Touch and hold the **Emergency** Button. The *Declare* emergency slider displays.



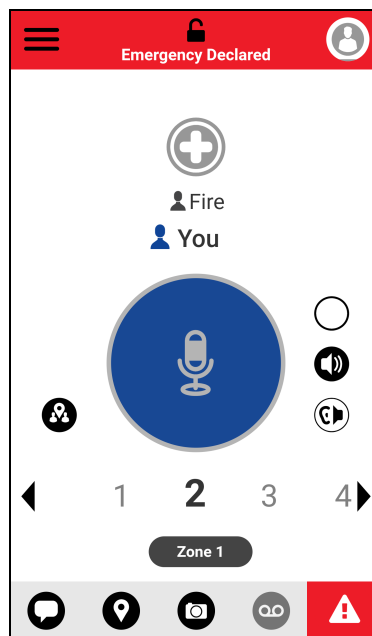
Declare Emergency

2. Swipe the slider to the right to declare an emergency. The message, "*Declaring Emergency*" displays and a distinct emergency alert tone is played to indicate that an emergency has been initiated.
3. The PTT *Call Screen* displays, as shown below.



No One is Speaking in an Emergency

4. After declaring an emergency, an emergency alert is sent. You are locked into the emergency call until the emergency is canceled.
5. Press and hold the **PTT** button, a chirp tone is heard, and the PTT button changes color indicating you have taken the floor. Begin speaking.

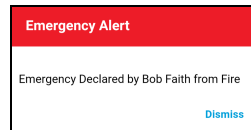


You are Speaking in an Emergency

6. 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. Your administrator configures the talkgroup or single PTT contact that receives emergency calls. An emergency alert notifies you that another user has declared an emergency state. Generally, an emergency call follows an emergency alert on the talkgroup indicated, unless the emergency is canceled. The following figure shows an example of an emergency alert.



Emergency Alert

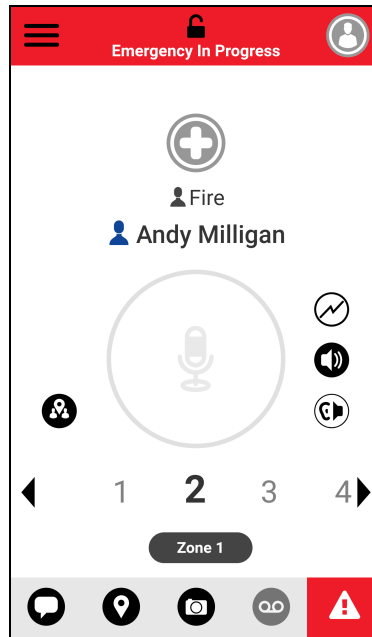
An emergency alert indicates which user is an emergency and the talkgroup they are using. If the emergency call goes only to a single user, no talkgroup is shown in the alert.

Recipient of the Emergency

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

Your administrator may also configure your application to automatically change talkgroups when an emergency call starts on another talkgroup.

1. Tap or touch **Dismiss**.
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 distinct emergency call tone played.



Emergency in Progress

3. During an emergency call, you can take the floor by pressing the PTT button.

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

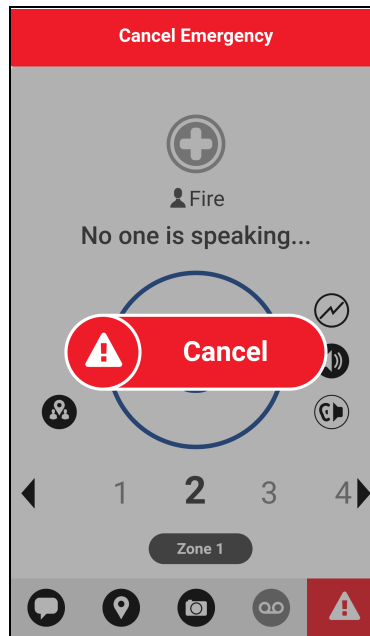
Note: An incoming emergency call interrupts an ongoing PTT call, except another ongoing emergency call.

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.

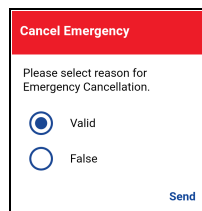
To cancel an emergency

1. Touch and hold the **Emergency** button while in an emergency. The *Cancel Emergency* window displays.



Cancel Emergency

2. Swipe the **Cancel** slider to the right to cancel emergency. Before canceling the emergency, you are asked if the emergency was a real emergency or a false alarm.



Cancel Emergency Reason

3. Touch or tap the desired response for canceling the emergency.
4. Touch or tap **Send**. The emergency is canceled, and a message indicating that the emergency is canceled is displayed.

Authorized User

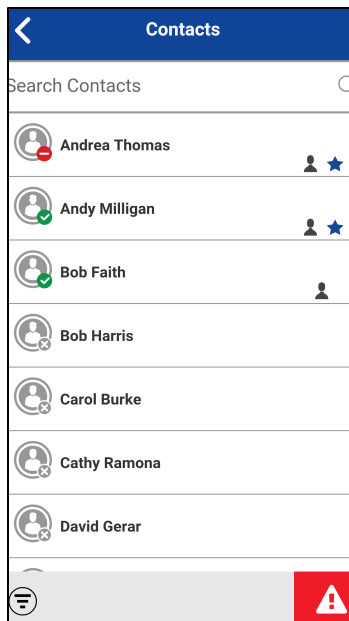
Declaring an Emergency on behalf of Another User

Your administrator may give you the ability to declare an emergency for another user remotely. The Authorized User touches the Emergency start.

Note: If you have the ability to start an emergency for one or more users remotely, you are called an Authorized User.

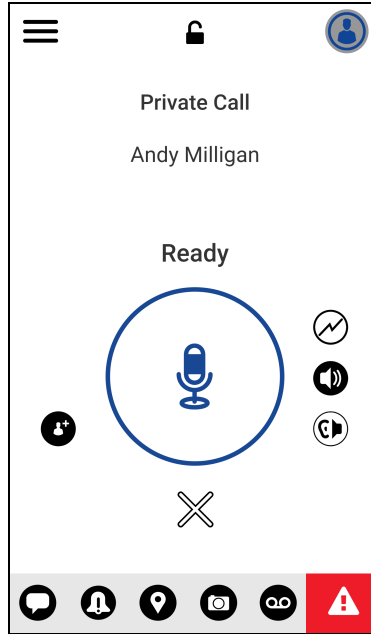
While a user is in an emergency, you can view information about the user such as location, battery level, and signal strength that is sent at the beginning of the emergency call. For more details, see ["User Check and Monitoring \(Optional\)"](#) section.

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



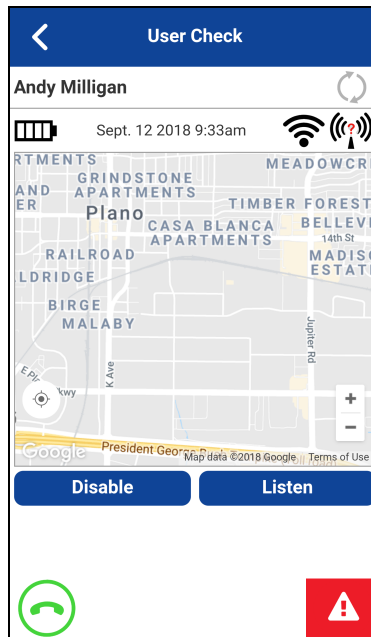
Contacts

2. Tap or touch the contact. The *Private Call Screen* displays, as shown below.



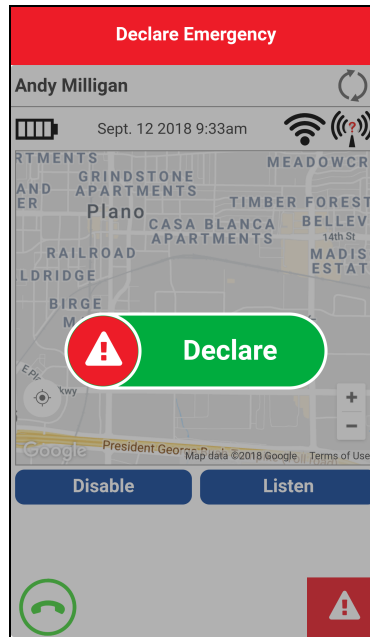
Private Call Screen

3. Tap or touch the **User Check** icon located to the right of the PTT button. The *User Check Screen* displays.



User Check

1. Touch and hold the **Emergency** Button. The *Declare* emergency slider displays.



Declaring an Emergency on behalf of Another User

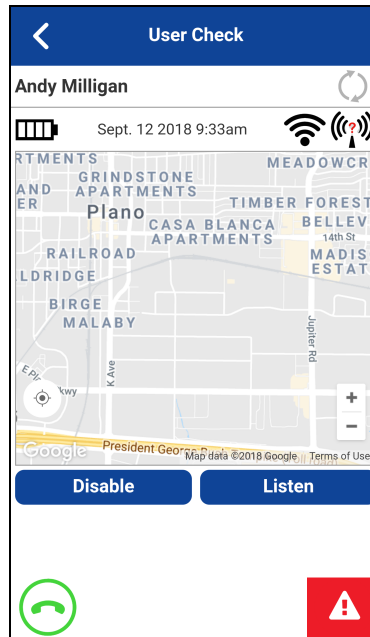
2. Swipe the **Declare** slider to the right to declare an emergency. The message, "*Remote emergency declared*" displays.
3. To cancel an emergency, see "[Canceling an Emergency](#)" section. The user can cancel the emergency or remotely.

Enable or Disable PTT Service for Another User

An authorized user can disable PTT service on a remote device. Once disabled, the user's device no longer has access to PTT and other services. Authorized users can be dispatchers or other mobile users. The remote device can also be enabled to access to PTT and other services.

To disable PTT service

1. Initiate User Check. See "[Enable User Check](#)" section for more details.

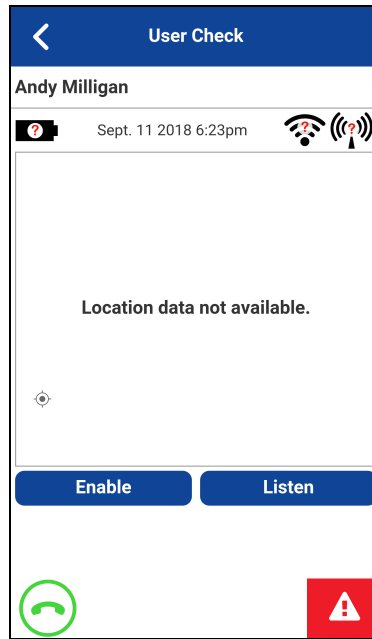


User Check

2. Tap or touch the **Disable** button. A confirmation window displays stating that the remote device is not able to use PTT services while disabled. Continue?
3. Tap or touch **Yes** to continue or **No** to cancel. If Yes, the remote device PTT application is terminated. If the remote device attempts to run the PTT application, a Service Suspended message is displayed, *"PTT Service is currently suspended. Please contact your Corporate Administrator."*

To enable PTT service

1. Initiate User Check. See ["Enable User Check"](#) section for more details.
2. Tap or touch the **Enable** button. The remote device must run the PTT application to communicate.



Enable PTT Service

3. Tap or touch the **Refresh** button until you see the location data.

7. User Check and Monitoring (Optional)

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

User check allows an authorized user to view the device status for a remote device. User check is typically used as a welfare check for a user. An authorized user is typically a supervisor or dispatcher. When invoked, the following information is available to the authorized user:

Note: Your administrator configures authorized users for Remote Supervision.

The User Check feature allows you to view information or initiate actions as follows:

- [User Check Icons](#)
- [Enable User Check](#)
- [Monitor Device Location](#)
- [Monitor Device Cellular Network Signal Strength](#)
- [Monitor Device Wi-Fi Signal Strength](#)
- [Monitor Device Battery Level](#)
- [Authorized User](#)
 - [Enable or Disable PTT Service for Another User](#)
 - [Enable or Disable Ambient Listening of Another User](#)
 - [Enable or Disable Discreet Listening of Another User](#)

User Check Icons

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

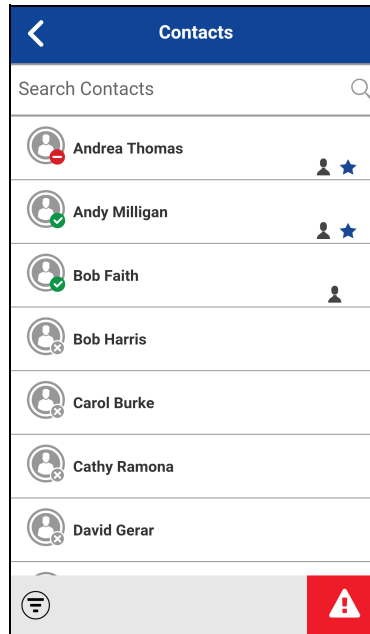
Enable User Check

On your device, user check can be enabled by one of two methods: through the *Context Menus* or the *Main Screen* User Check icon.

To enable user check from the main screen

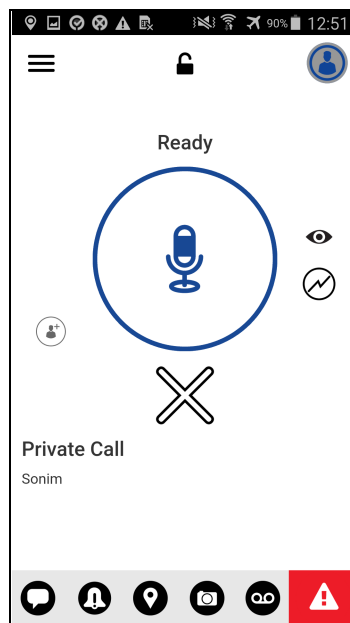
1. From the *Main Screen*, tap or touch the **Contacts** icon located in the upper-right of the screen. The *Contacts* list displays.

Note: User Check can be enabled from the *Main Screen* during an emergency.



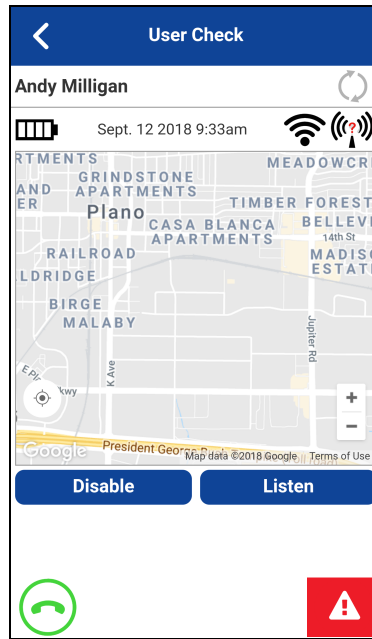
Contacts

2. Tap or touch the contact. The *Private Call Screen* displays, as shown below.



Private Call Screen

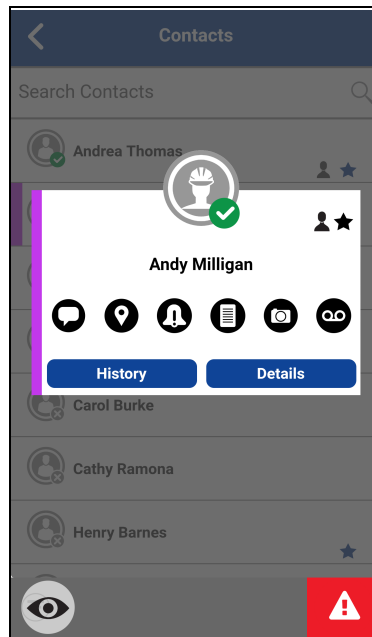
3. Tap or touch the **User Check** icon located to the right of the PTT button. The message, "*Loading User Check*" displays.
4. The *User Check Screen* displays.



User Check

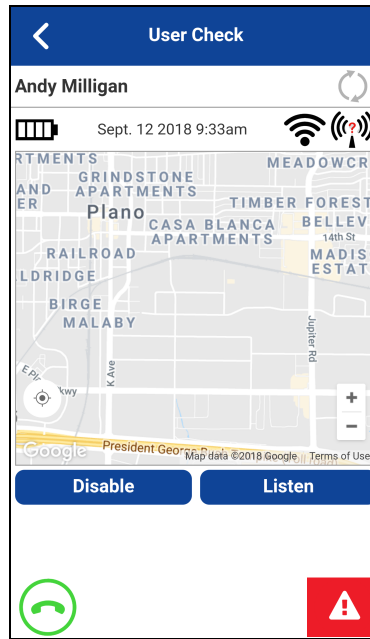
To enable user check from contacts

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



User Check

2. Tap or touch the **User Check** icon on the action bar. The message, "*Loading User Check*" displays.
3. The *User Check Screen* displays.



User Check

Monitor Device Location

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

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

You can request the user's device to send the current location and update the user check information by taping the **Refresh** button to the right of the user's name.

Monitor Device Cellular Network Signal Strength

The *User Check Screen* displays the current cellular network signal strength of the remote user device, if available.

Note: Signal strengths are available only for Android devices. iOS devices, signal strength for Cellular and Wi-Fi are not available.

Monitor Device Wi-Fi Signal Strength

The *User Check Screen* displays the current Wi-Fi signal strength of the remote user device, if available.

Note: Signal strengths are available only for Android devices. iOS devices, signal strength for Cellular and Wi-Fi are not available.

Monitor Device Battery Level

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

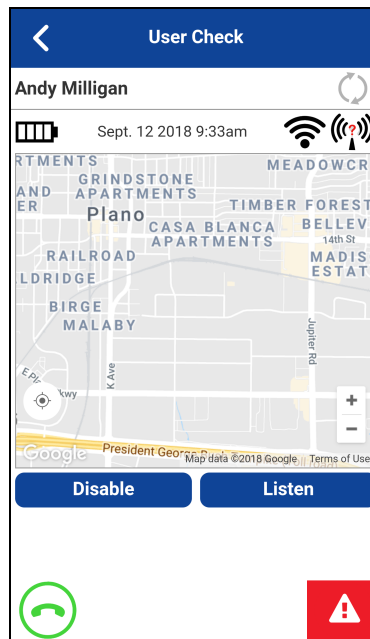
Authorized User

Enable or Disable PTT Service for Another User

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

To disable PTT service

1. Initiate User Check. See ["Enable User Check"](#) section for more details.

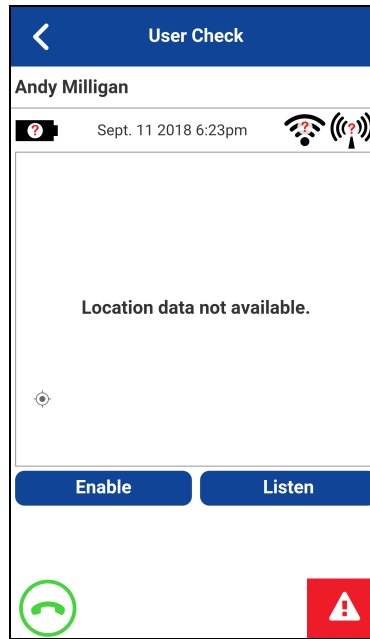


User Check

2. Tap or touch the **Disable** button. A confirmation window displays stating that the remote device cannot use PTT services while disabled.
3. Tap or touch **Yes** to confirm that you want to disable PTT service for the user or **No** to cancel. While the user's PTT service is disabled, they see a message indicating that PTT service is suspended. If the remote device attempts to run the PTT application, a Service Suspended message is displayed, *"PTT Service is currently suspended. Please contact your Corporate Administrator."*

To enable PTT service

1. Initiate User Check. See ["Enable User Check"](#) section for more details.
2. Tap or touch the **Enable** button. The remote device must run the PTT application to communicate.



Enable PTT Service

3. Tap or touch the **Refresh** button to see the user's location data.

Declaring an Emergency on behalf of Another User

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

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

Enable or Disable Ambient Listening of Another User

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

The device user does not receive any indication for ambient listening call (OS restrictions apply). This feature is available in the PTT Radio mode only in the mobile application.

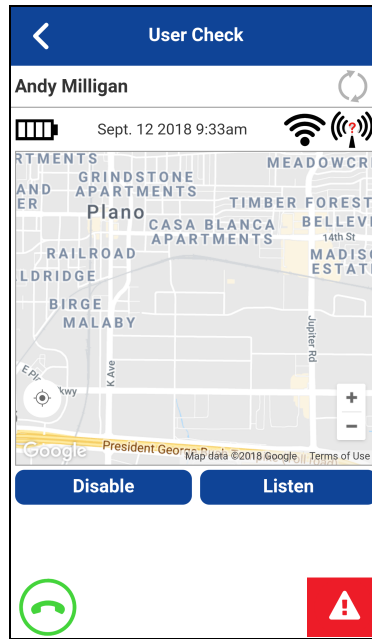
Remote users receive and make calls normally; however, they have no indication that they are being listened.

Note: All PTT calls override ambient listening call on the remote device.

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

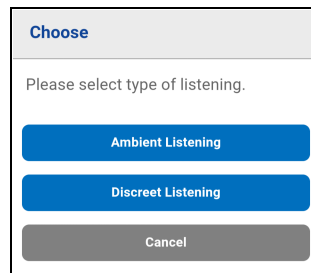
To enable ambient listening

1. Initiate User Check. See "[Enable User Check](#)" section for more details.



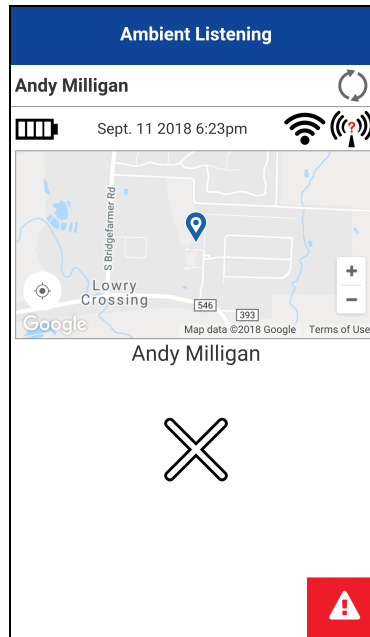
User Check

2. Tap or touch the **Listen** button. The *Choose* window displays a selection of types of listening.



Choose Listening Type

3. Tap or touch the **Ambient Listening** button. The message, "*Ambient Listening session activated.*" and the *Ambient Listening* window displays.



Ambient Listening

To disable ambient listening

From the *Ambient Listening* window, tap or touch the **Cancel** icon. The message, “*Ambient Listening session ended*” displays.

Enable or Disable Discreet Listening of Another User

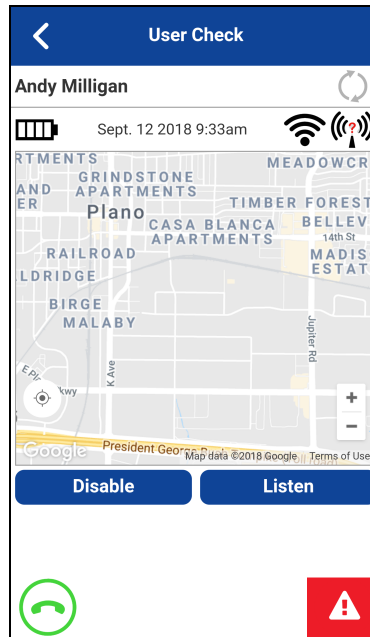
An authorized user can remotely activate Discreet Listening to listen to any call, to and from the selected user. Once activated, the Discreet Listening remains active until it is canceled. An authorized user cannot receive calls in this mode except emergency and broadcast calls. Your administrator configures Discreet Listening.

Discreet listening is transparent to the selected user and typically used for training purposes.

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

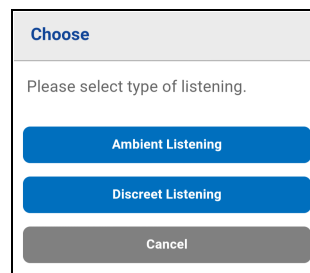
To enable discreet listening

1. Initiate User Check. See ["Enable User Check"](#) section for more details.



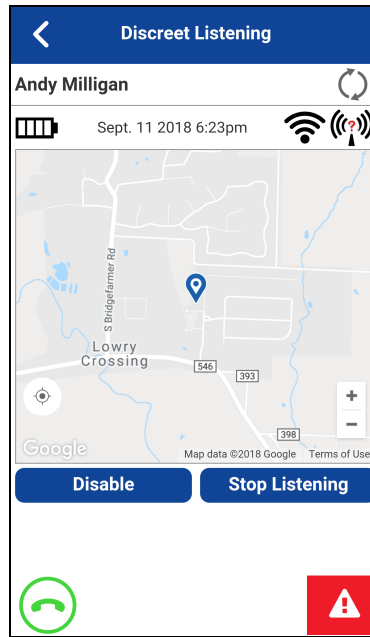
User Check

2. Tap or touch the **Listen** button. The *Choose* window displays a selection of types of listening.



Choose Listening Type

3. Tap or touch the **Discreet Listening** button. The message, "Discreet *Listening session activated.*" and the *Discreet Listening* window displays.



Discreet Listening

You remain in Discreet Listening Mode until you disable it. If you try to leave this screen using the **Back** button, the following confirmation message displays, “*Listening mode is active. Please stop to move back.*” or using the **Stop Listening** button, the following status message displays, “*Discreet Listening session has ended.*”

To disable discreet listening

From the Discreet Listening window, tap or touch the **Stop Listening** button. The message, “*Discreet Listening session ended*” displays.

8. Self-Initiated Ambient Listening (Optional)

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

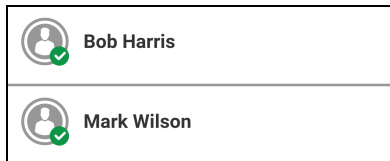
You can activate the Ambient Listening feature to open the microphone of your phone and send the audio to a specific authorized user typically a supervisor or dispatcher. Your administrator configures Ambient Listening and is available in the PTT Radio mode only.

Note: Ambient Listening turns OFF when pressing the PTT button.

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

To turn on ambient listening

1. From the *Menu*, tap **Ambient Listening** option in the PTT application. The *Authorized User List Screen* displays.



Select Authorized User

2. Select an authorized user to receive your ambient audio. The *Call Screen* displays and your audio is sent to the authorized user.

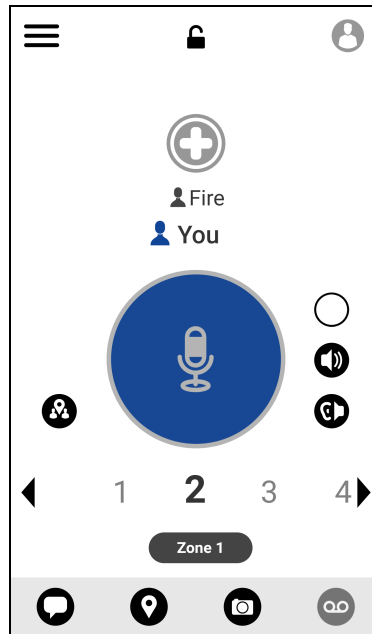
To turn off ambient listening

1. From the *Menu*, tap **Ambient Listening** option in the PTT application. A confirmation message displays, "Are you sure you want to disable Ambient Listening?"
2. Tap **Disable** to disable Ambient Listening. A message displays, "Ambient Listening session ended."
OR
Navigate to **Cancel** and press the **OK** key to cancel.

9. Supervisory Override

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

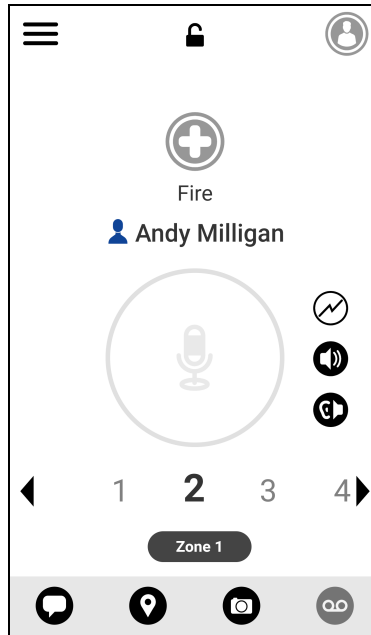
Supervisor Talkgroup



Supervisor Talkgroup

A talkgroup supervisor sees a supervisor icon displayed next to the word "You" in the status bar when they take the floor.

Non-Supervisor Talkgroup Members



Non-Supervisor Talkgroup Members

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

10. Alerts

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

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

Instant Personal Alert (IPA)

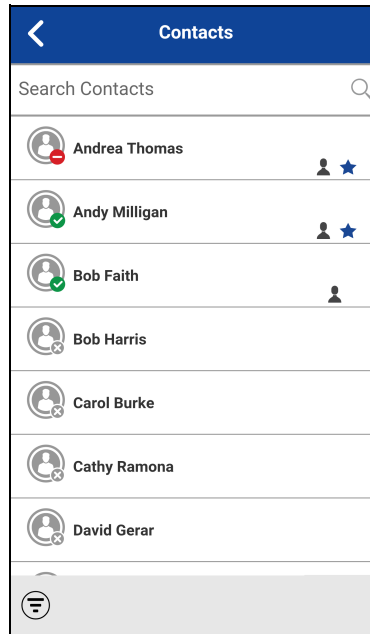
An Instant Personal Alert (IPA) is a notification that you can send to another PTT contact to request a callback or receive from a PTT contact. Instant Personal Alerts can only be sent or received by individual contacts.

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

Sending an Alert

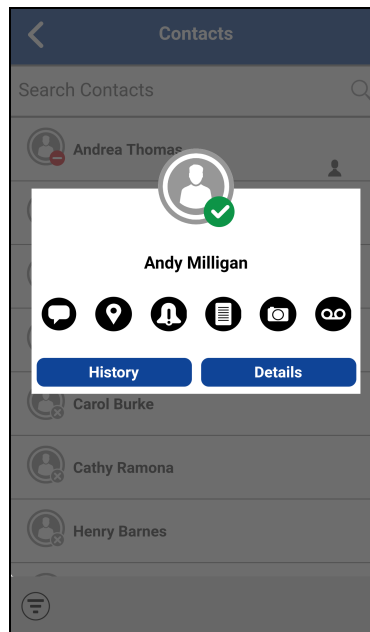
1. Find a contact from the contact list.

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



Contacts

2. Touch and hold on the contact name. The *Context Menu* displays.



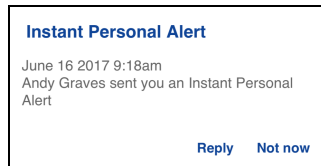
Contact Context Menu

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

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

Receiving an Alert

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



Instant Personal Alert Message

IPA behavior

The IPA behavior is based on the following settings:

- A persistent alert dialog is displayed, and an audible tone is played (default)
- The persistent alert tone is played, but no alert dialog is displayed.
- A persistent alert dialog is displayed, but no alert tone is played.
- No alert dialog is displayed, and no alert tone is played.

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

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

2. You can call the person back by tapping the **Rely** button. If your phone has a PTT button, you can also press it to call the person back while the alert is displayed.

OR

You can also tap the **Not Now** button 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

You can set the PTT Alert Volume by adjusting the phone ringer and alerts volume under the Settings > Sounds > Ringer and Alerts.

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

11. Real-Time Presence

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

This section is organized as follows:

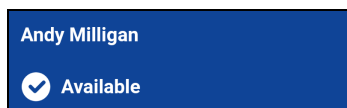
- [My Presence](#)
- [PTT Contact Presence](#)

With real-time presence, you can tell at a glance if the person you want to call is Available or Offline. Offline contacts do not receive PTT calls. The presence indicator displays next to the name of the contact. When you turn off your phone, you are automatically marked as “Offline” to others.

Note: Contacts may display with Do Not Disturb status if you have contacts that are using Standard mode. These contacts cannot receive PTT calls.

My Presence

My Presence or self-presence can be seen on the Menu just below the name and in the notification bar. For more information on the icons, refer to the ["Icons"](#) section.



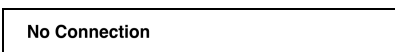
Available Presence Status

Meaning of Presence

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 cannot receive PTT calls and alerts.

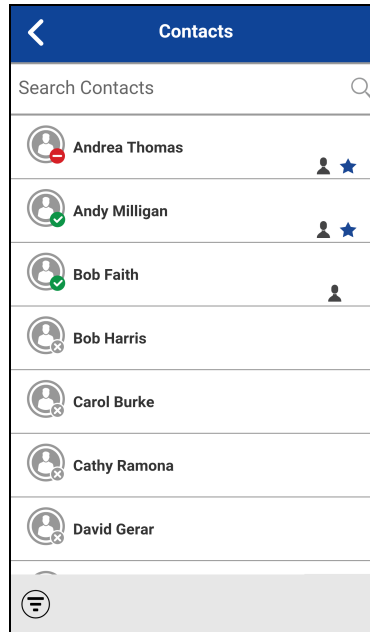
No Connection: When the PTT application cannot communicate with the PTT server, it displays “Offline” in the Status bar or System Notification, and your availability shows “No Connection.” For more information, refer to the ["Loss of Data Network Connection"](#) section.



No Connection Presence Status

PTT Contact Presence

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



Contacts

Meaning of Available, DND and Offline

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

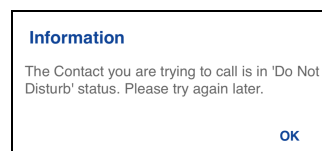
Offline: The PTT contact is logged out from the PTT application and cannot receive PTT calls and alerts.

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. If you try to make a call to a contact with the DND status, you see the following message:



Do Not Disturb Information Message

Note: Depending on how your service provider has configured the service, you may see all or most of your contacts as “Online” even though some may be in a “Do Not Disturb” or “Offline” state. In this case, you may try to call any contact. If the called subscriber is not available, you receive an error message. For more details, see ["Calling a contact that is offline or has a Do Not Disturb \(DND\) status"](#).

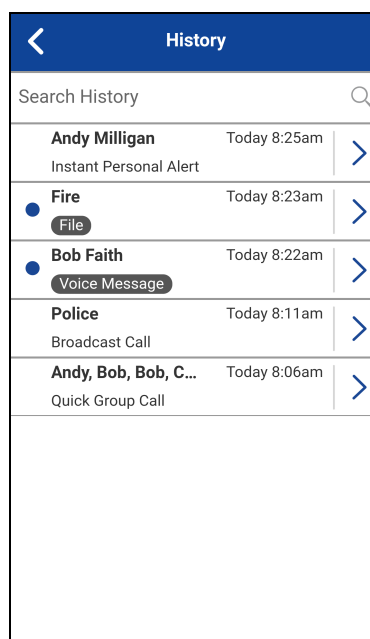
12. History

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](#)
- [Clear 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. The *History Screen* contains two-level screens: the *Main Screen* and *Details Screen*. The *Main Screen* contains a high-level view. The second-level screen contains the conversation details.

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



History

Access the History 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, tap the history entry. The *Call Screen* displays.
2. Press and hold the **PTT** button or the on-screen PTT button to talk.

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

Delete History

You can delete any history entry.

1. From the top-level screen, tap and hold the history entry. A *Context Menu* displays.
2. Tap the **Delete History** option. The *History for this contact or group will be removed. Continue?* displays.
3. Tap **Yes** to delete or **No** to cancel.

Clear All History

You can clear all history entries.

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

Delete Message

You can delete a message to a contact on the *Details Screen*.

1. Tap the **History Details** button.
2. Tap and hold the history entry. A *Context Menu* displays.
3. Tap the **Delete Message** option. A delete confirmation message displays.
4. Tap **Yes** to delete or **No** to cancel.

Forward a Message

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

Send a Photo or a Video

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

13. Favorites

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

This section is organized as follows:

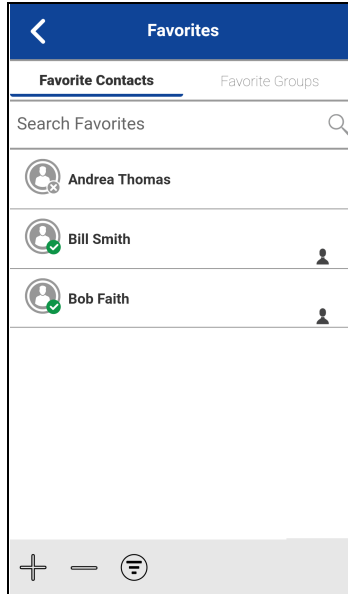
- [Favorite Icon](#)
- [Search Favorites](#)
- [View or Edit Favorite Contacts](#)
- [Add Favorite Contacts](#)
- [Remove Favorite Contacts](#)
- [View or Edit Favorite Groups](#)
- [Add Favorite Groups](#)
- [Remove Favorite Groups](#)

Maximum Number of Favorites

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

Favorites	
Contacts (total)	300
Groups (total)	50

Maximum Favorite Contacts and Favorite Groups



Favorite Contacts

Favorite Icon

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

Search Favorites

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

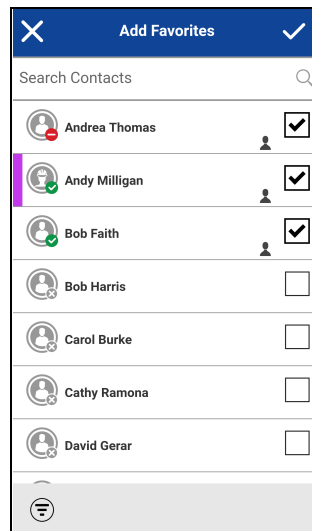
View or Edit Favorite Contacts

The *Favorite Contacts Screen* shows a list of all your favorite PTT contacts. You can view or edit favorite contacts using the *Menu* or *Contact Details Screen*.

Add Favorite Contacts

The list of personal favorite contacts is shown on the *Favorite Contacts Screen*. To add a contact as a favorite, use the following steps:

1. From the *Menu*, tap the **Favorites** option. The *Favorites Screen* displays.
2. Tap the **Favorite Contacts** tab and tap the **Add** button on the action bar. The *Add Favorites Screen* displays.



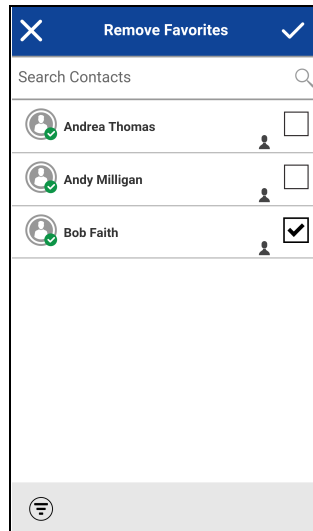
Add Favorite Contacts

3. Scroll and select one or more contacts to add as a favorite.
4. Tap the **Save** button on the title bar to save your favorite. The *Favorite Contacts Screen* displays.

Remove Favorite Contacts

The list of personal favorite contacts is shown on the *Favorite Contacts Screen*. To remove a contact as a favorite, use the following steps:

1. From the *Menu*, tap the **Favorites** option. The *Favorites Screen* displays.
2. Tap the **Favorites Contacts** tab and tap the **Remove** button on the action bar. The *Remove Favorites Screen* displays.



Remove Favorite Contact

3. Scroll and select one or more contacts to remove.
4. Tap the **Save** button in the title bar. A confirmation message displays, “*You are about to remove n contact from favorites. Are you sure?*”
5. Tap **Yes** to continue or **No** to cancel. If Yes, then the contact is removed from the favorites.

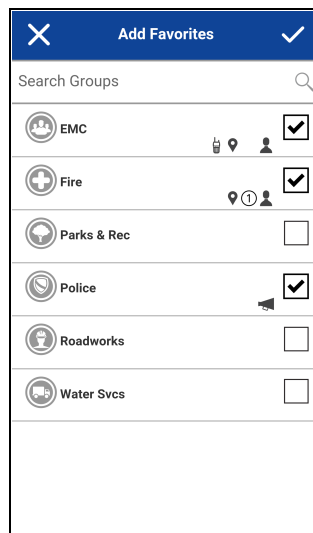
View or Edit Favorite Groups

The *Favorite Groups Screen* shows a list of all your favorite PTT groups. You can view or edit favorite groups using the *Menu* or *Group Details Screen*.

Add Favorite Groups

The list of personal favorite groups is shown on the *Favorite Groups Screen*. To add a group as a favorite, use the following steps:

1. From the *Menu*, tap the **Favorites** option. The *Favorites Screen* displays.
2. Tap the **Favorite Groups** tab, tap the **Add** button on the action bar, and select one or more groups. The *Add Favorites Screen* displays.



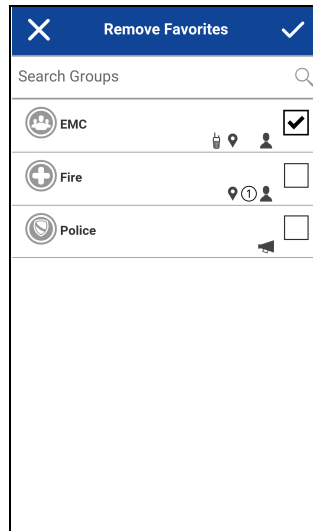
Add Favorite Groups

3. Tap the **Save** button on the title bar to save the group. The group is shown in the *Favorites Screen* under *Groups*.

Remove Favorite Groups

The list of personal favorite groups is shown on the *Favorite Groups Screen*. To remove a group as a favorite, use the following steps:

1. From the *Menu*, tap the **Favorites** option. The *Favorites Screen* displays.
2. Tap **Favorites Groups** tab and tap the **Remove** button on the action bar. The *Remove Favorites Screen* displays.



Remove Favorite Group

3. Select one or more favorite to remove.
4. Tap the **Save** button on the title bar to remove the group as a favorite. A confirmation message displays, “*You are about to remove n group from favorites. Are you sure?*”
5. Tap **Yes** to continue or **No** to cancel. If Yes, then the group is now removed from the *Favorites Groups Screen*.

14. Contacts

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

- [Contact Icon](#)
- [Search Contacts](#)
- [View Contacts](#)
 - [Contact List Sorting](#)
 - [Show or hide offline contacts](#)
- [View Contact Details](#)
- [Edit Contact Details](#)
 - [Add or change a contact avatar](#)
 - [Change contact color](#)
 - [Make contact a favorite or remove as a favorite](#)

Administrator-Managed Contacts

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

Maximum Number of Allowed Contacts

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

Contact Icon

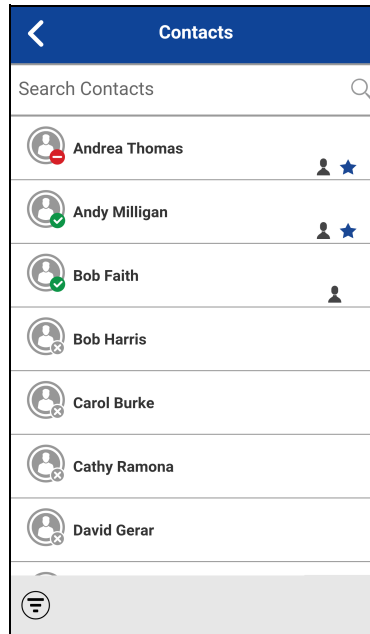
For more information on the Contacts icon, see the ["Contacts Icons"](#) section.

Search Contacts

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

View Contacts

The *Contact List* shows your PTT 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.

**Contacts**

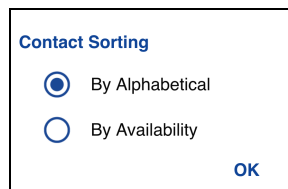
Contact List Sorting

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

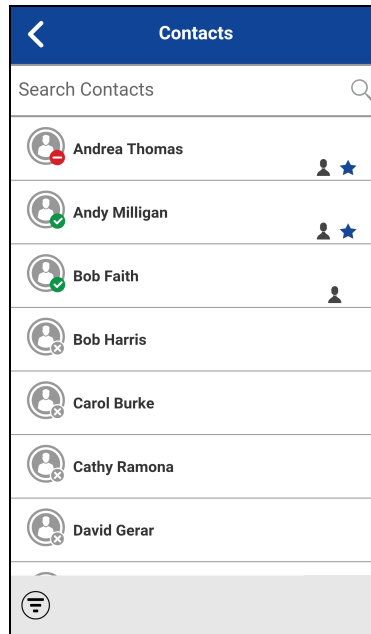
1. From within the PTT application *Main Screen*, tap the **Menu**.
2. Choose the **Settings** option.
3. Tap on **Contact Sorting** setting. A pop-up displays.

**Contact Sorting Setting**

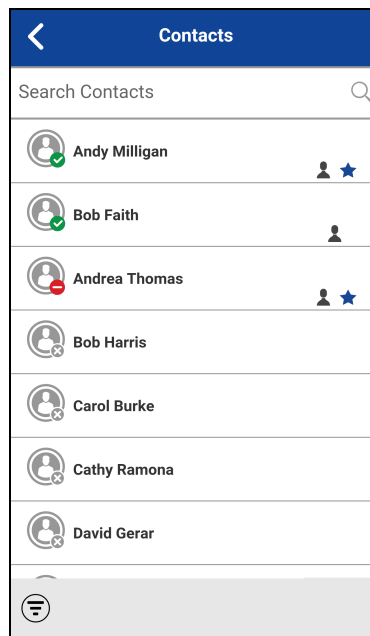
4. Select either **By Alphabetical** or **By Availability**.

**Contact Sorting Setting Options**

5. Tap the **Back** button located on the top of the screen. You see the contact list sorted according to your selection.



Contacts Sorted by Alphabetical



Contacts Sorted by Availability

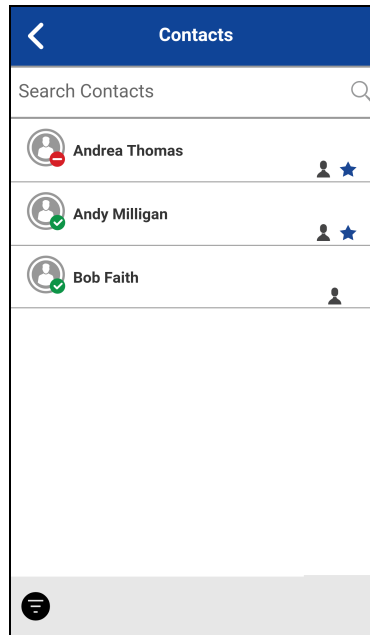
Show or hide offline contacts

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

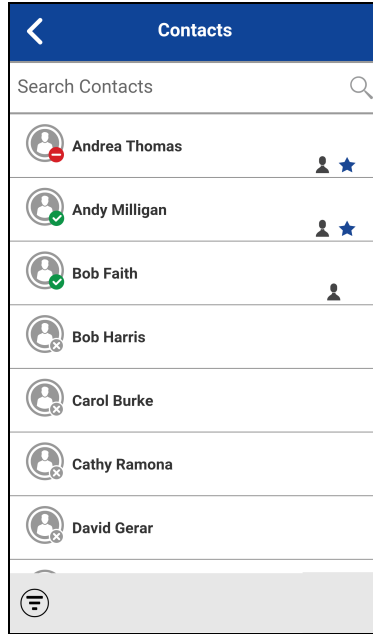
1. While viewing the contacts list, tap the **Hide Offline** button located on the bottom of the screen.
2. The contact list shows only the contacts that are either 'Available' or 'Do Not Disturb.'



Hide Offline Contacts

To show all contacts

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

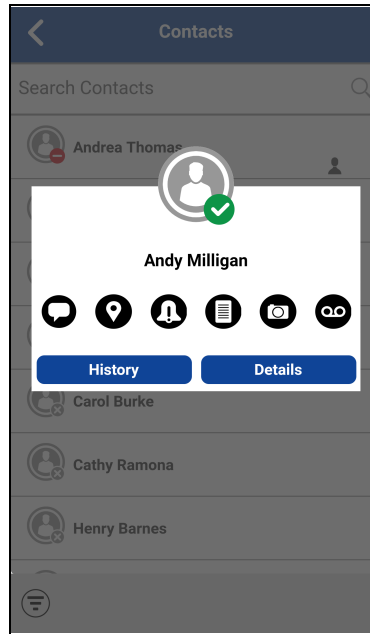


Show Offline Contacts

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

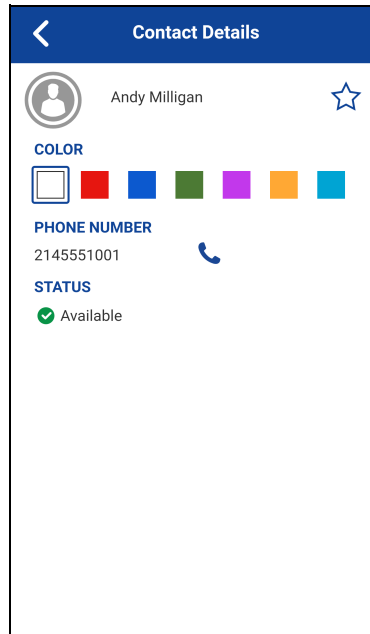
View Contact Details

1. Find a contact from the contact list, touch and hold on the contact name. A *Context Menu* displays.



Context Menu

2. Tap the **Contact Details** option in the *Context Menu*. The *Contact Details Screen* displays, as shown below.



View Contact Details

Note: To edit the contact details, see the ["Edit Contact Details"](#) section.

Edit Contact Details

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

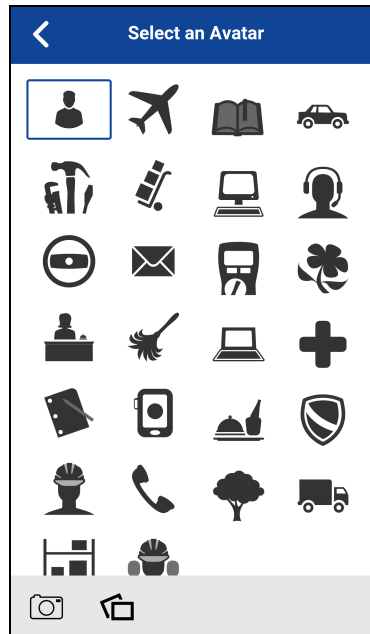
A user-managed PTT contact number cannot be edited. The contact needs to be deleted and then added back with a new number. To view the contact details, see the ["View Contacts"](#) section.

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

- ["Add or change a contact avatar"](#)
- ["Change contact color"](#)
- ["Make contact a favorite or remove as a favorite"](#)

Add or change a contact avatar

1. Tap the **Avatar** option. The *Select Avatar Screen* displays. For a list of all avatars available and their definitions, see the ["Avatars"](#) section.

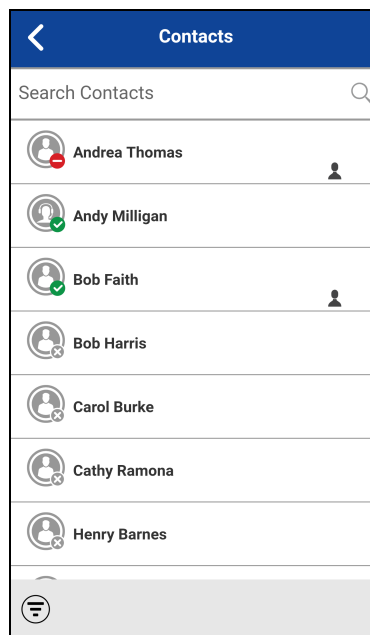


Select Avatar

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

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

3. Tap the **Save** button on the *Contact Details Screen*. The selected avatar is assigned to the contact and displayed next to the contact name, as shown below.



Contact with Avatar

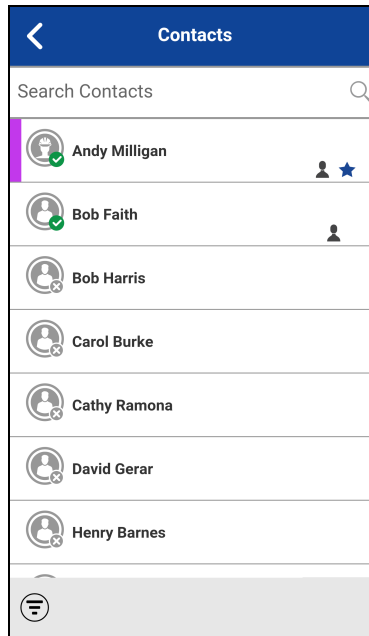
Change contact color

1. Select a color from the list.



Select a Color

2. Tap the **Save** button on the *Contact Details Screen*. The selected color is assigned to the contact, as shown below:



Color Assigned to Contact

Make contact a favorite or remove as a favorite

You can add contacts to the favorites list. Contacts can be added using the *Contact Details Screen*. You can make the contact a favorite or remove from the favorites list.

Favorites can also be added using the *Favorites* tab. See the ["Favorites"](#) section for more details.

15. Talkgroups

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

- [Talkgroup Icons](#)
- [Search Talkgroups](#)
- [View Talkgroups](#)
- [Call Permissions](#)
- [Channels and Zones](#)
 - [View Channels](#)
 - [View Zones](#)
- [Area-Based Talkgroups \(Optional\)](#)
- [View Group Details](#)
 - [Broadcast Talkgroup details \(broadcasters only\)](#)
- [Edit Group Details](#)
 - [Change group color](#)
 - [Make group a favorite or remove as a favorite](#)

Your 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

Talkgroup Icons

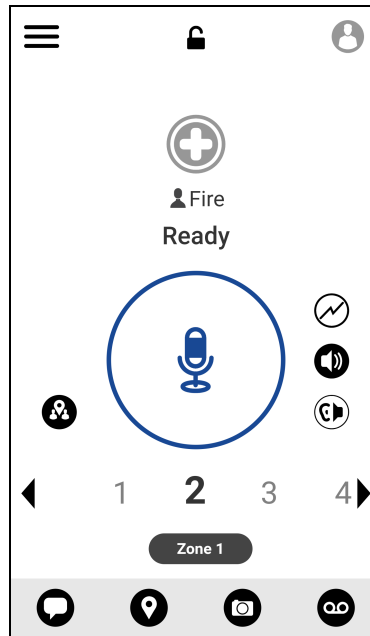
For more information on the Talkgroup icons, see the ["Talkgroup Icons"](#) section.

Search Talkgroups

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

View Talkgroups

The list of administrator-managed talkgroups which are assigned to positions 1-8 are shown on the *Main Screen*.



Main Screen

Call Permissions

There 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.

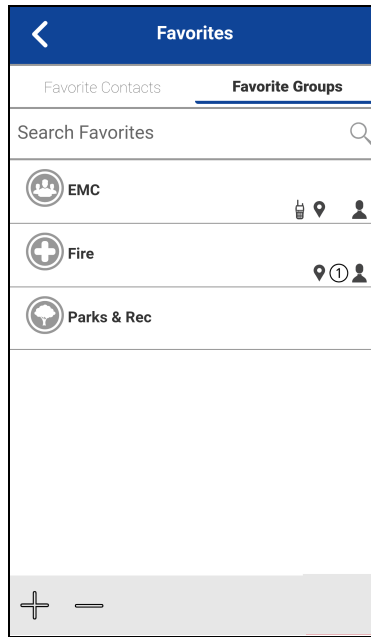
Function	Permission	Description
Call Initiation	Allow	When set to Allow, PTT user is allowed to initiate new PTT call to the predefined talkgroup. PTT user is also allowed to rejoin to the call that is missed due to network issues, busy in another call, etc., reasons. Allow is the default permission 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 a member. PTT user is paged for all the calls that are initiated on the talkgroup by other members. There is no retry for paging if the user missed the call for any reason. Allow is the default permission to all the talkgroup members.
	Do not Allow	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.

Channels and Zones

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

View Channels

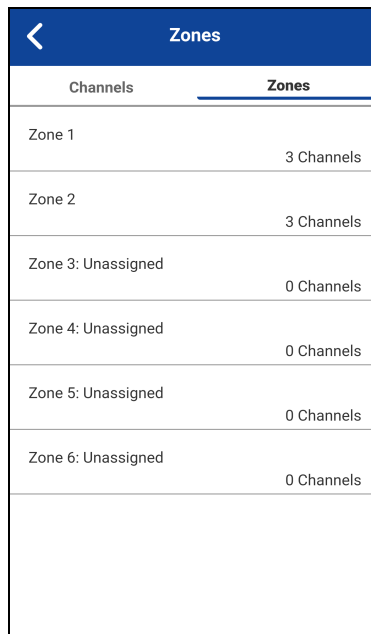
1. To view your assigned channels, tap or touch the **Zone** button from the *Main Screen*.
2. Tap or touch the **Channels** tab.



View Channels

View Zones

1. To view your assigned zones, tap or touch the **Zone** button from the *Main Screen*.
2. Tap or touch the **Zones** tab.



View Zones

Area-Based Talkgroups (Optional)

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

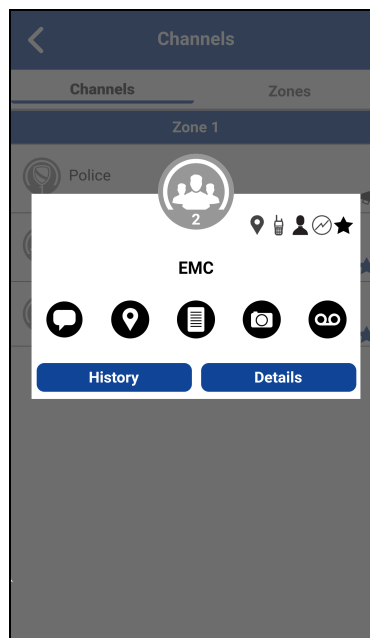
Area-based groups are generally dynamically available while in a geographical area. As talkgroup members enter a geographic area, the talkgroup is shared and shown in the top of the channel list. There is no member list for members. Members are allowed PTT call origination and messaging within the talkgroup.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

You receive calls for area-based talkgroups whether 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 an existing call, PTT users are not added to the call but start receiving new calls after entering the area.

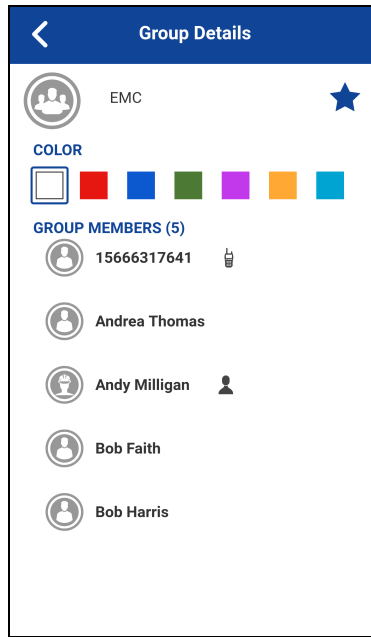
View Group Details

1. Find a group from the group list and tap and hold. A *Context Menu* displays.



Group Context Menu

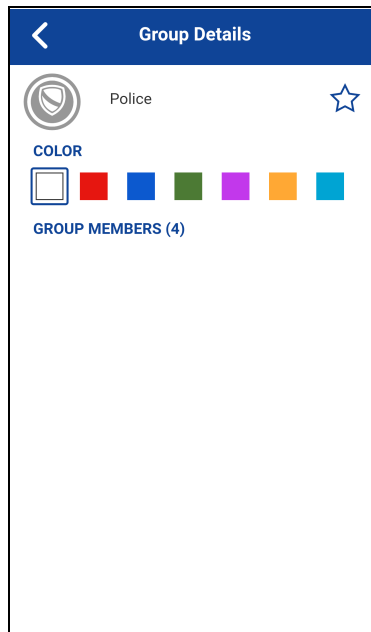
2. Tap the **Details** option in the menu. The *Group Details Screen* displays, as shown below.



View Group Details

Broadcast Talkgroup details (broadcasters only)

Your administrator manages the broadcast talkgroups, which can have a large number of members. Talkgroup members cannot be viewed, but a count of talkgroup members is provided while viewing *Group Details*:



Broadcast Group Details

Edit Group Details

An administrator-managed group name cannot be edited. However, you can add or change an avatar, add or change a color, and add a group to favorites.

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

1. From the *Group Details Screen*, you perform any of the following tasks listed within this section as follows:
 - ["Change group color"](#)
 - ["Make group a favorite or remove as a favorite"](#)

Change group color

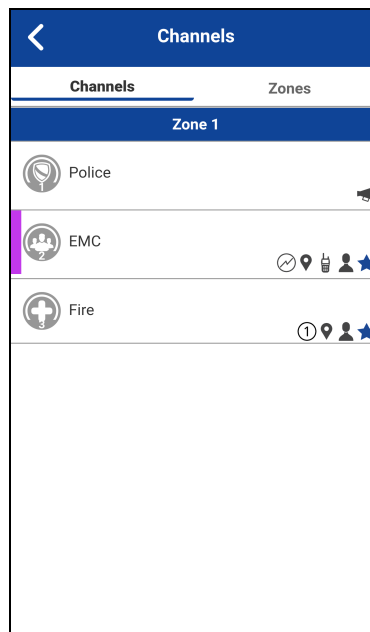
You can edit the group colors for the groups that you created yourself and groups that are administrator-managed.

1. Select a color from the list.



Select a Color

2. Tap the **Save** button on the *Group Details Screen*, otherwise, continue. The selected color is assigned to the group, as shown below:



Group with Color

Make group a favorite or remove as a favorite

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

Favorites can also be added using the *Favorites* tab. See the ["Favorites"](#) section for more details.

16. 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 can be assigned a priority (1–3) talkgroups. The higher priority talkgroup calls take precedence over lower priority talkgroup calls.

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

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

Turn Talkgroup Scan ON or OFF

From the menu

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



Talkgroup Scan is OFF

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

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

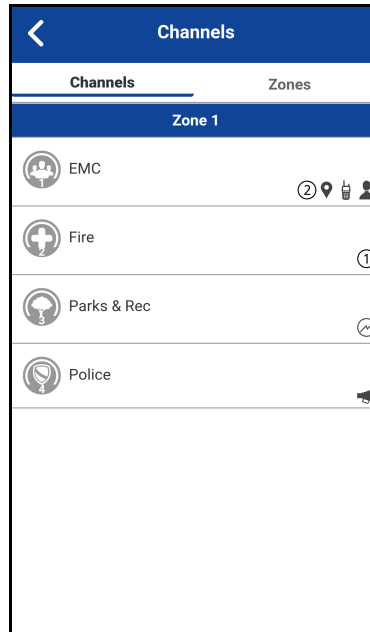


Talkgroup Scan is ON

When *Talkgroup Scan* 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 button. When *Talkgroup Scan* is turned OFF, the Scan List icon disappears from the *Call Status* on the *Main Screen*, and all assigned priorities disappear.

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



Talkgroup Scanning

Talkback While Scanning

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

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

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

17. Map

This section describes the Push-to-Talk (PTT) map. The map is available to all individuals. However, a talkgroup supervisor that has *Location Capability* turned on by the administrator can view talkgroup members' location on the map.

This section is organized as follows:

- [Map Icons](#)
- [Search Map](#)
- [Recenter the Map](#)
- [Individuals](#)
 - [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 Group](#)
- [Supervisor with Location Capability](#)
 - [Group Member Location](#)
 - [Boundary](#)
 - [Quick Group](#)

Individuals

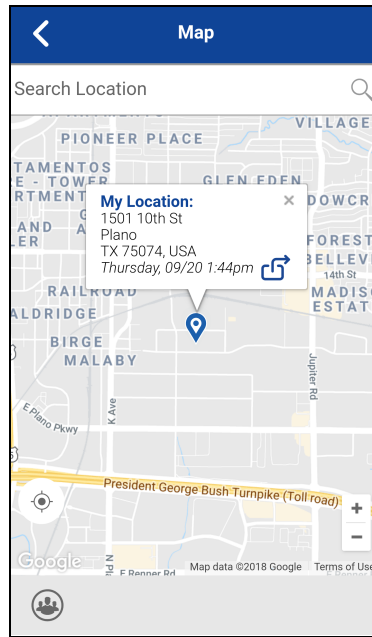
The *Map* display allows an individual to check their current location on the map and share their location or send an arbitrary location.

Supervisor with Location Capability

The supervisor can share their location (not share the location of group members) or send an arbitrary location.

A supervisor can also create a boundary for a talkgroup, receive notifications when members enter or leave the boundary, view talkgroup member's presence, and call a talkgroup member. Multiple supervisors in a talkgroup can have *Location Capability*.

Tip: As a supervisor, you can also access the map from the *Channel List* or *Favorite Groups* list by tapping the talkgroup, which has a Map Pin. The *Call Screen* displays. Tap the **Group Location** button to access the map.



Map

Map Icons

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

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. The *Recenter* button is shown 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.

Tap the **Recenter** button located on the map. The map returns to the center.

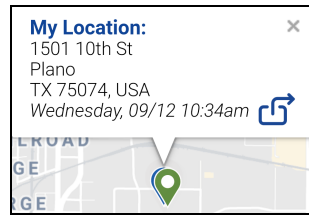
Individuals

You can share your location with a contact, quick group, or group. You can only share your location or some other location.

Tip: You can also share your location from the *Call Screen* by tapping the **Map Pin** located at the bottom of the screen. The *My Location Screen* displays. Tap the **Share Location** button to share your location.

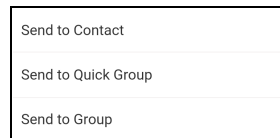
Send My Location or an Arbitrary Location to a Contact

1. Tap the **My Location Pin** (Blue). *My Location* displays. Move the map or use a location search to find an arbitrary location.



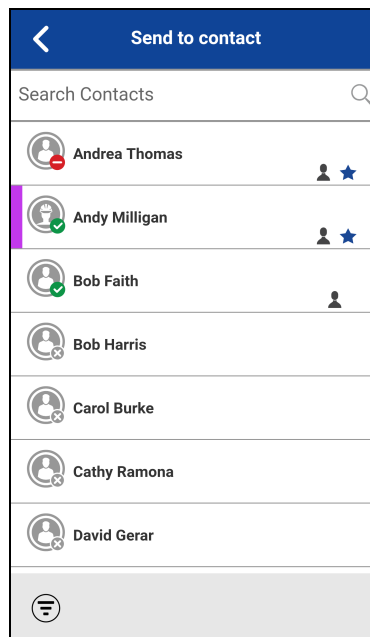
My Location

2. Tap the **Share** button to share my location.
3. Choose the **Send to Contact** option from the menu, as shown below.



Share My Location Menu

4. The *Send to Contact* displays.

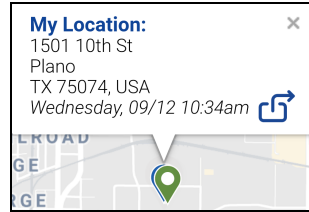


Send to Contact

5. Tap the contact to select the one you want to share your location. The message *Location Sent* is displayed.

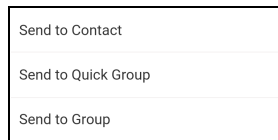
Send My Location or an Arbitrary Location to a Quick Group

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



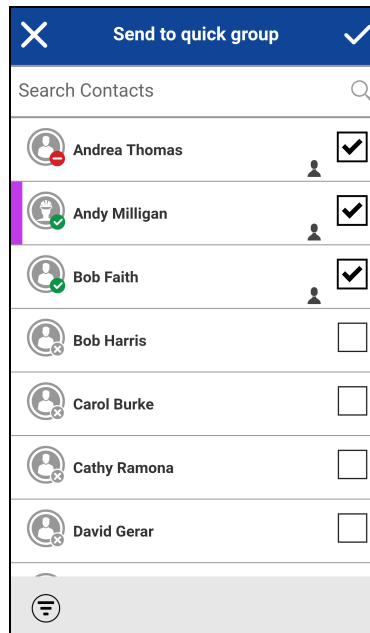
My Location

2. Tap the **Share** button to share my location.
3. Choose the **Send to Quick Group** option from the menu, as shown below.



Share My Location Menu

4. The *Send to Quick Group* displays.

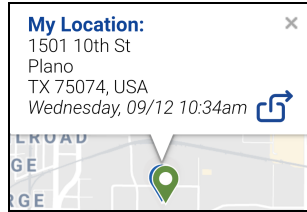


Send Location to Quick Group

5. Tap two or more contacts to select the one you want to share your location. The message *Location Sent* is displayed.

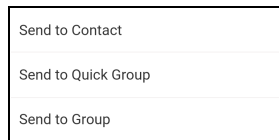
Send My Location or an Arbitrary Location to a Group

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



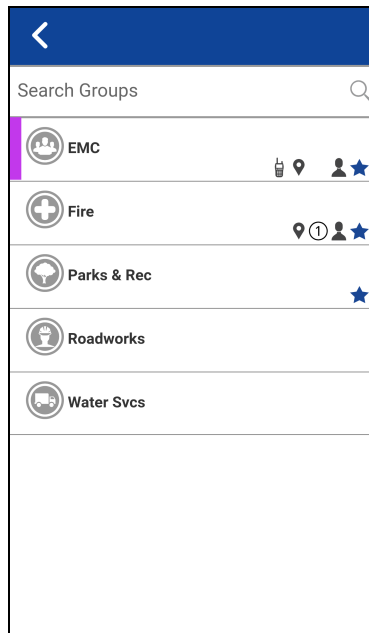
My Location

2. Tap the **Share** button to share my location.
3. Choose the **Send to Group** option from the menu, as shown below.



Share My Location Menu

4. The *Send Location to Group* displays.



Send Location to Group

5. Tap the group to select the one you want to share your location. The message *Location Sent* is displayed.

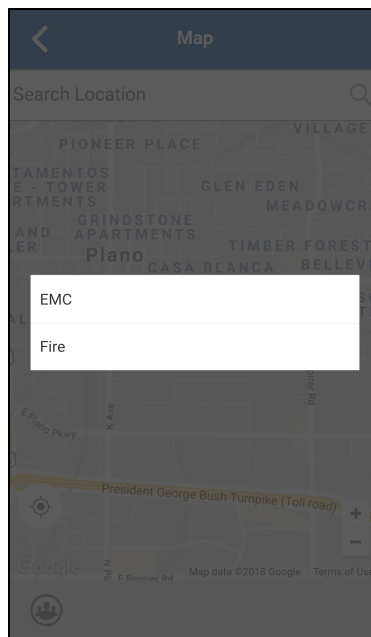
Supervisor with Location Capability

Group Member Location

A supervisor can view the current group member location on the map and refresh the location. *Location Capability* must be turned on by your administrator at the group level. Multiple supervisors per group are allowed to have *Location Capability*.

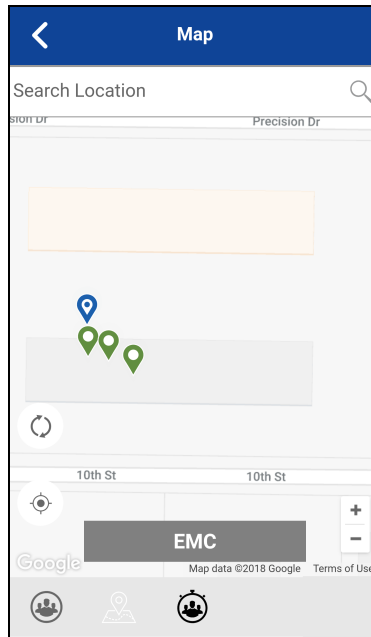
View group members locations

1. From within the *Map Screen*, tap the **Tracked Group Selector** button. The *Tracked Group Selector* button is turned off for anyone who is not a supervisor with *Location Capability* privilege. A popup menu listing all groups you have permission to locate is displayed.



Groups with Location Capability

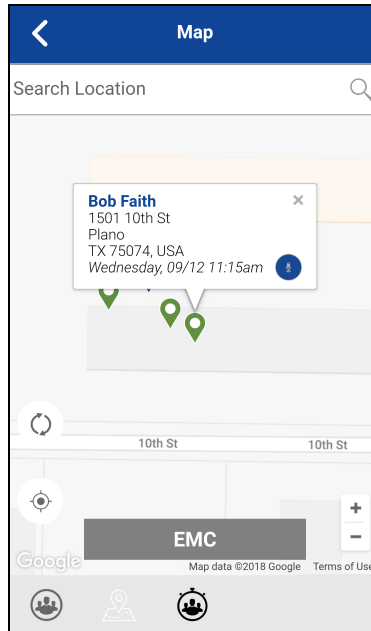
2. Tap the group to locate the group member location. The map displays with all members of the selected group and their location.



Group Member Location

View a group member location details

1. Complete the "[View group members locations](#)" section.
2. Tap any **Pin** and the member's name and location displays.



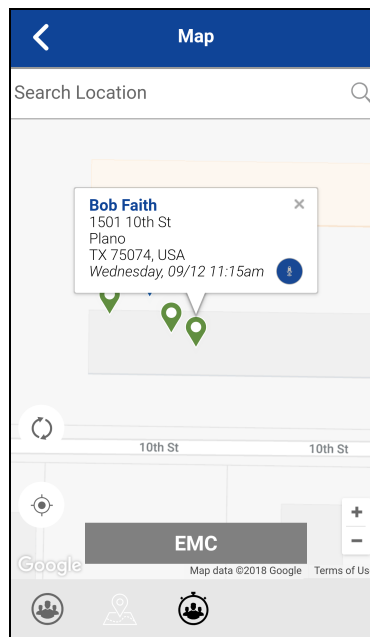
View a Group Members Location Details

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

Call a group member

Tip: You can also access the map from the *Groups Screen* by tapping the group which has a Map Pin. The *Call Screen* displays. Tap the *Group Location* button to access the map.

1. Complete the "[View a group member location details](#)" section.
2. Tap any **Pin** and the member's name and location displays.



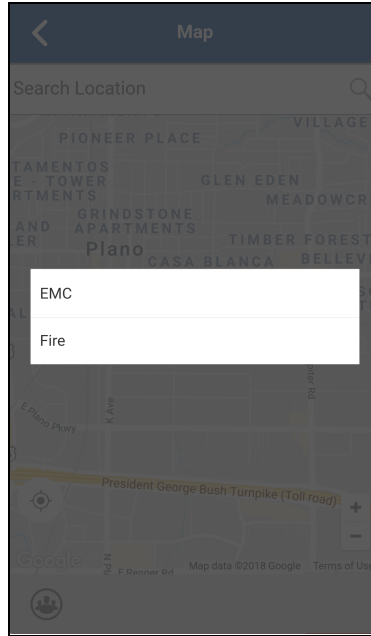
View a Group Members Location Details

3. Tap the **Call** button. The *Call Screen* displays.

Share your location or an arbitrary location to a group with Location Capability

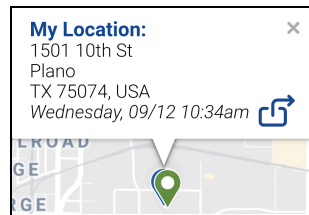
Move the map or search the map for a location. The pin turns orange, and details show "Pin Location." Tap **Share**.

1. Tap the **Tracked Group Selector** button. The list of groups with *Location Capability popup* displays.



Groups with Location Capability

2. Choose a group to view group member locations from the list.
3. Tap the **My Location Pin** (Blue). *My Location* displays. To send an arbitrary location, move the map or search for a location.



My Location

4. Tap the **Share** button to share your location. The *Pin location is sent to the group.*

Boundary

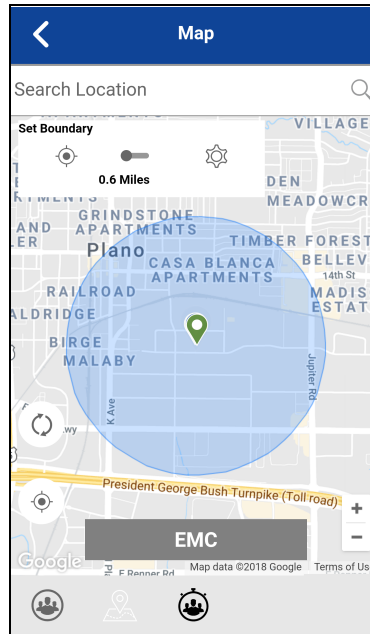
Allows a PTT supervisor to create a boundary for a group and receive notifications when members enter or leave the boundary. Members can optionally receive notifications when they enter or leave. You can also refresh the location and modify an existing boundary set for a group. The *Active Boundary Time* setting controls how long a boundary is active.

How to create a boundary

1. From within the *Map Screen*, tap the **Tracked Group Selector** button. The list of groups displays.
2. Choose a group to view group member locations from the list.
3. Tap the **Set Boundary** button. The *Set Boundary* popover displays along with a boundary preview (blue circle).

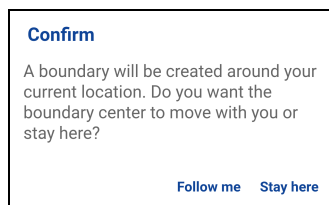


Set Boundary Popover



Boundary Preview

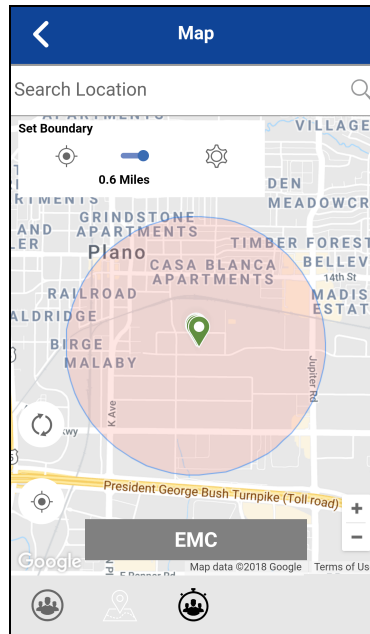
4. Set the boundary size by zooming in/out. You can see the boundary radius in the popover.
5. Set the boundary center by moving the map or searching.
6. Tap the **Set Boundary** toggle to turn ON the boundary. If you are setting a boundary at your current location as shown by the My Location Pin (Blue), you can set the boundary type. If you set a boundary at some other location, then boundary will stay at that location.



Boundary Confirmation

Select the boundary type:

- **Stay here** — The Stay here boundary type is created at an arbitrary location and a static boundary with center selected.
 - **Follow me** — The Follow me boundary type is created at your current location, and the boundary moves as you move.
7. The '*Fence boundary on*' status message displays and the map is updated with the boundary ON.



Boundary ON

Recenter boundary on the map

When the boundary is ON (active), you can recenter the map with the boundary visible. Use the *Recenter* button in the *Set Boundary* popover.

Recenter the map to your location

Tap the **Recenter** button located on the lower left side of the map. The map recenters to my location while the boundary is off and the map recenters to boundary center while the boundary is on.

Boundary settings

All *Boundary* settings are shown in the default state.

Note: Changing the *Boundary* settings requires you to turn off the boundary. The *Boundary* settings can be changed while the boundary is inactive. To turn off the boundary, tap the **Set Boundary** toggle to the OFF state.

Change boundary settings

All *Boundary* settings can be changed in the map *Set Boundary* settings.

1. From within the *Map Screen*, tap the **Map Boundary Enable** button. The *Set Boundary* popover displays.



Set Boundary Popover

2. Tap the **Settings** button, the *Boundary Settings* displays.

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

This section contains the following boundary settings:

- ["Change update interval"](#)
- ["Change active boundary time"](#)
- ["Change notify me"](#)
- ["Change notify member"](#)
- ["Change initial member notification"](#)

Change update interval

This setting allows you to set how often each group member location reports their location.

Range: 1 to 60 minutes.

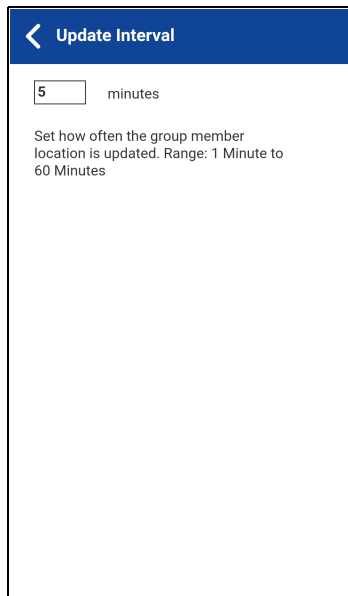
Note: Smaller intervals shorten the battery life for group members.

1. From the *Boundary Settings Screen*, scroll to the **Update Interval** settings and tap.



Update Interval Settings

2. The *Update Interval Settings Options* displays. Tap the **Minutes** text box.



Update Interval Settings Options

3. Type a number in the range from 1 to 60 minutes using the on-screen keyboard to set how often the group member location is updated.
4. Tap the **Back** button located in the upper-left screen to return to the map.

Change active boundary time

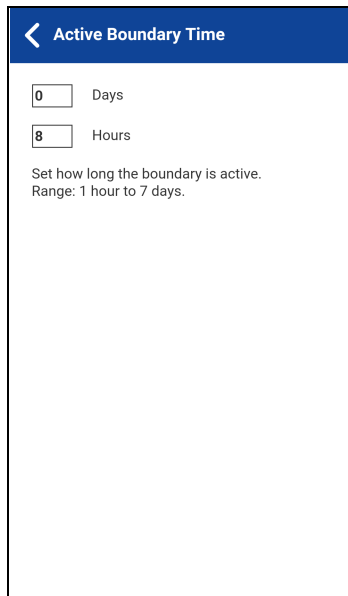
This setting allows you to set how long the boundary is active. The boundary automatically turns off after the boundary time has expired. Range: 1 hour to 7 days.

1. From the *Boundary Settings Screen*, scroll to and tap the **Active Boundary Time** settings.



Active Boundary Time Settings

2. The *Active Boundary Time Settings Options* displays.



Active Boundary Time Settings Options

3. Tap the **Days** text box to set how long the boundary is active. The time must be up to 7 days.
4. Tap the **Hours** text box to set how long the boundary is active. The time must be up to 168 hours.

Note: You cannot exceed a maximum total of 7 days or 168 hours combined.

5. Tap the **Back** button located in the upper-left screen to return to the map.

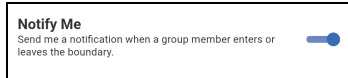
Change notify me

This setting allows you to set if you (boundary owner) are notified when a group member crosses the boundary when the boundary is on.

Note: Boundary alerts are simple notifications and are included in history.

To change the notify me

1. From the *Boundary Settings Screen*, scroll to the **Notify Me** settings.



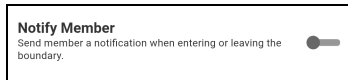
Notify Me Setting

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

Change notify member

This setting allows you to set if a group member automatically is sent a notification when entering and leaving the defined boundary when the boundary is active.

1. From the *Boundary Settings Screen*, scroll to the **Notify Member** settings.



Notify Member Setting

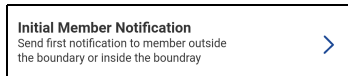
2. Tap the **On/Off** button to toggle the state of the setting. Continue with the ["Change initial member notification"](#) section.

Change initial member notification

This setting allows you to set if group members automatically receive an initial notification when a boundary is created: those inside the boundary or those outside the boundary.

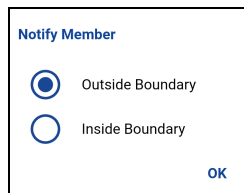
Note: The *Notify Member* setting must be turned on to use this setting.

1. Scroll to and tap the **Initial Member Notification** settings.



Initial Member Notification Setting

2. The *Initial Member Notification Setting Options* displays.



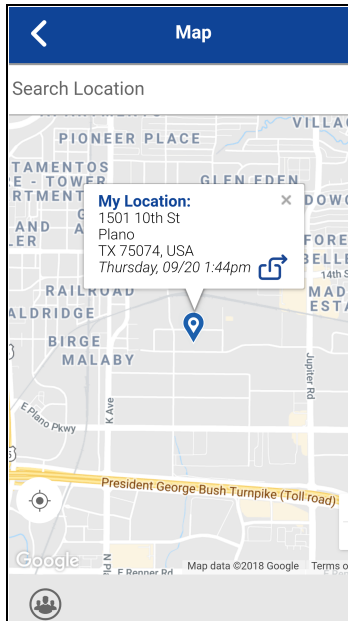
Initial Member Notification Setting Options

3. Tap either **Outside Boundary** to send the first notification to members outside the boundary or **Inside Boundary** to send the first notification to members inside the boundary.
4. Tap **OK**.

Quick Group

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

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

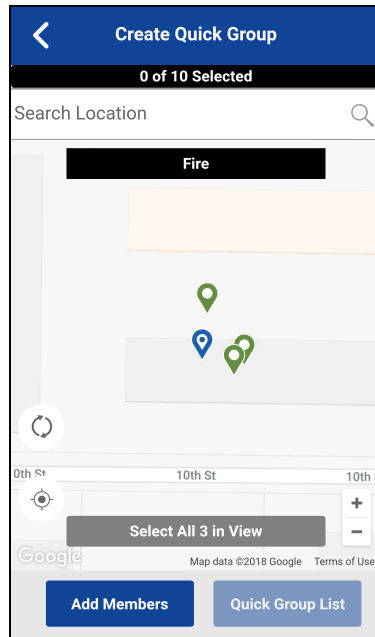


Map

2. Tap the **Quick Group** button on the action bar.
3. Zoom in until you view all the contacts that you want to select.

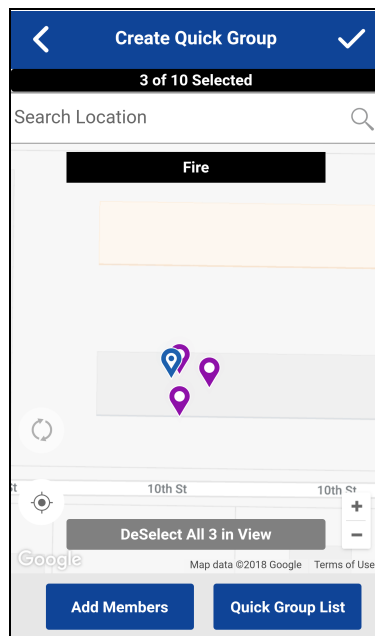
Note: A Quick Group can have up to 10 members. If you have more than 10 members in view, you cannot select them all at once. Zoom in so that there are less than 10 members in view to select all or select the members individually,

Tip: You can also tap any group member to select them and add them to the member list.



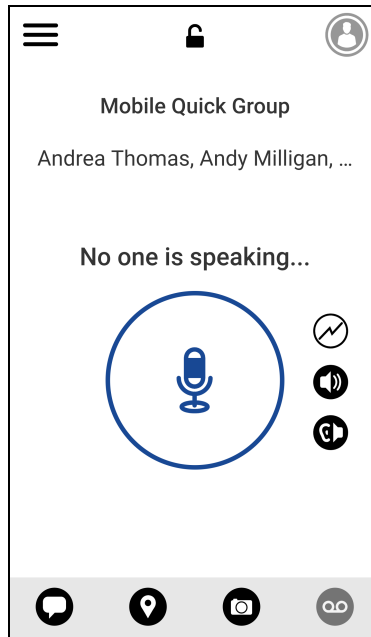
Create Quick Group from Map

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



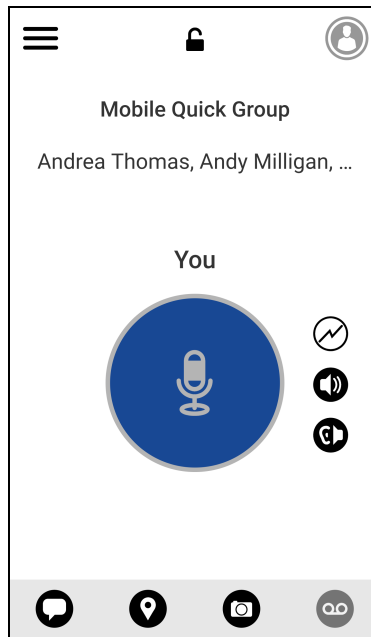
Create Quick Group from Map

5. After selecting the group members, tap the **Save** button in the title bar. The *Call Screen* displays.



Quick Group from Map Call Screen

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

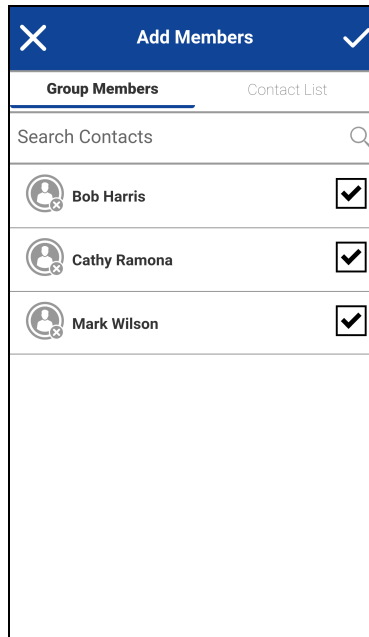


You Are Speaking in a Quick Group Call

7. Release the PTT button to allow the other members of the group to take the floor and speak. The call ends after a period of no call activity.

To add members

1. Tap or touch the **Add Members** button. The *Add Members Screen* displays.

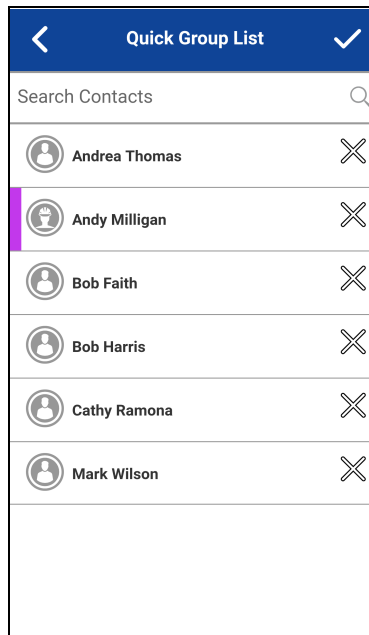


Add Quick Group Members from Map

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

Remove quick group members

1. Tap or touch the **Quick Group List** button. The *Quick Group List* displays.
2. Tap or touch the members to remove.



Remove Quick Group Members from Map

3. Tap or touch the **Save** button. The *Quick Group Call Screen* displays.

18. 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 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 8.3 and later clients in Standard Mode and 9.0 and later clients in Radio Mode 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 the user returns to the PTT application or when the PTT call ends.

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

1. Pending - indicates that the message is waiting to be sent. Any messages that are created while the network connection is not available are preserved until the network connection is restored and then sent.
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, which can happen if the recipient is not allowed to receive messages or if there was a problem sending the message from your device.

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

The maximum multimedia attachment size that can be transferred (originated or received) is 5 MB using cellular and 15 MB using Wi-Fi. If the file size is exceeded, you receive an error message.

Text Messages

Text messages let you send a text to other PTT users, even if they are offline. You can reply to the sender and reply all (for 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.

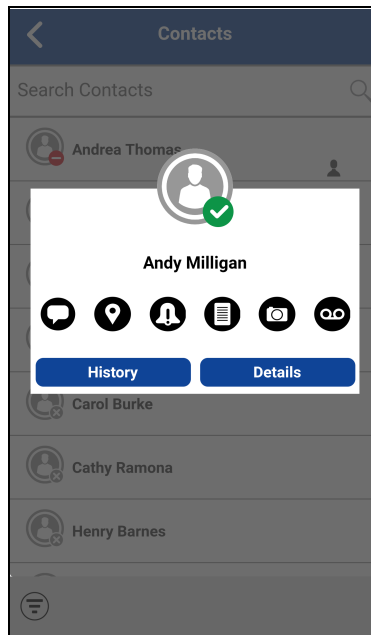
Text messages are shown in threaded history along with call history and are sent by selecting a contact or a group.

Send a Text Message

Text messages can be sent using the *Call Screen* for a selected contact, a selected talkgroup, or a contact context menu.

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

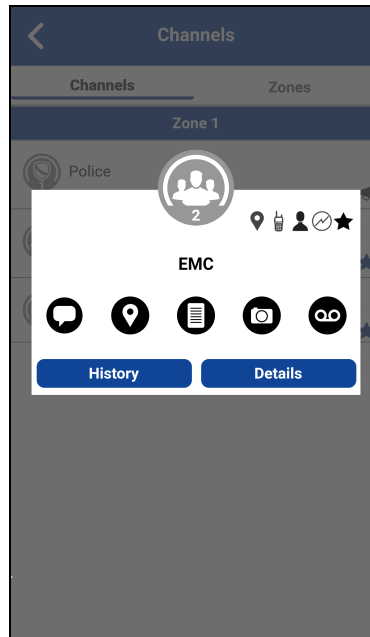
1. Select a contact from the contact list, touch and hold. A *Context Menu* displays.



Contact Context Menu

OR

Select a group from the *Channel List* and tap and hold. A *Context Menu* displays.



Talkgroup Context Menu

2. Select the **Message** button located on the *Context Menu* to initiate a text message.
3. Type your message using the on-screen keyboard, tap the **Send** button located to the right of the message box. You can also use Quick Text, see the ["Use Quick Text"](#) section for more information.



Text Message Box

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

4. Your text message is displayed in the *History Details*.

Use Quick Text

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

1. Tap the **Message** button. The text box displays.

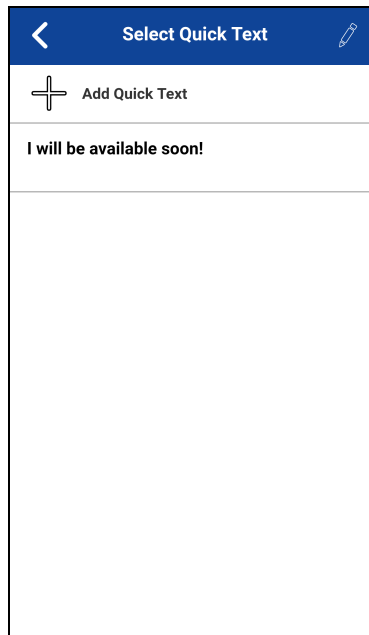
Tip: To add Quick Text, see the ["Add Quick Text"](#) section.

2. Tap the **Quick Text Access** button located in the text box.



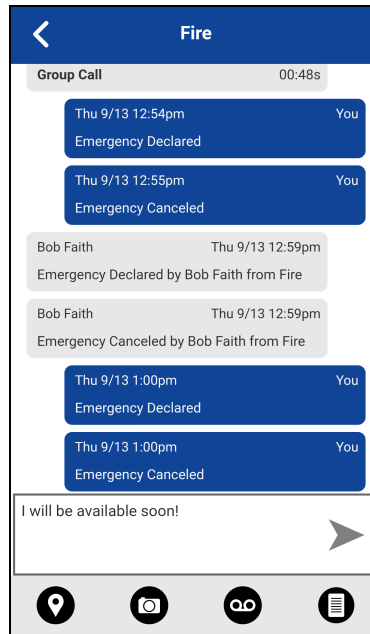
Text Box

3. The *Select Quick Text* displays.



Edit Quick Text

4. Tap the desired quick text. The selected quick text is added to your message, and the message entry box displays again.



Send Quick Text

5. Tap the **Send Text Message** button to send the text.

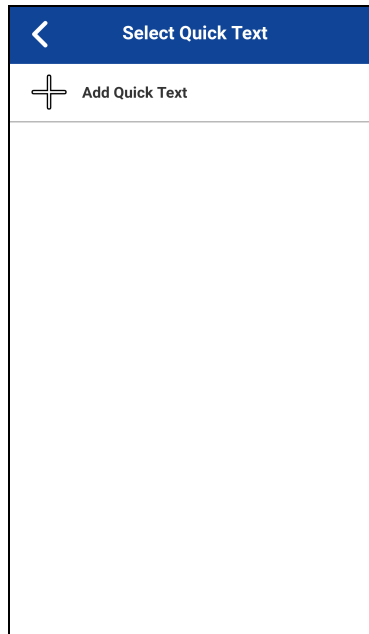
Add Quick Text

1. Tap the **Message** button. The text box displays.
2. Tap the **Quick Text Access** button located in the text box.

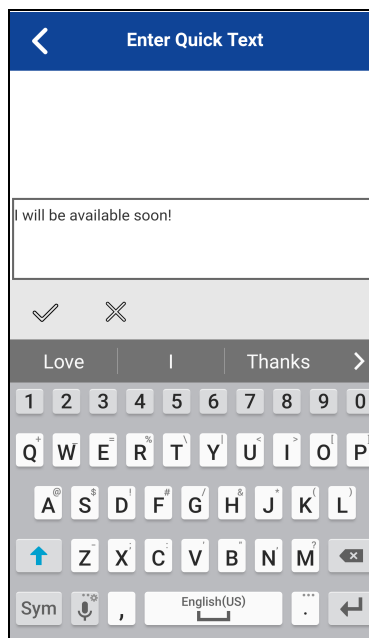


Text Box

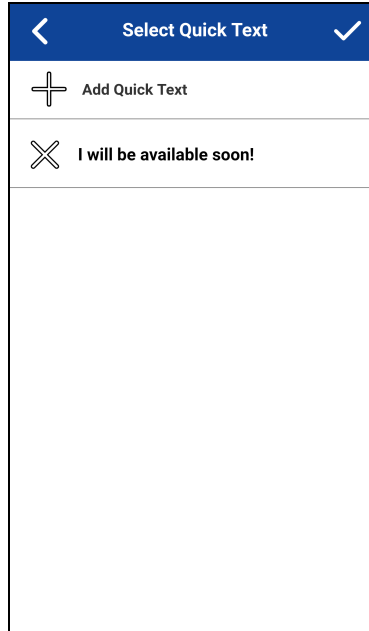
3. The *Select Quick Text* displays.

**Select Quick Text**

4. Tap the **Add Quick Text** button. The *Enter Quick Text* displays.

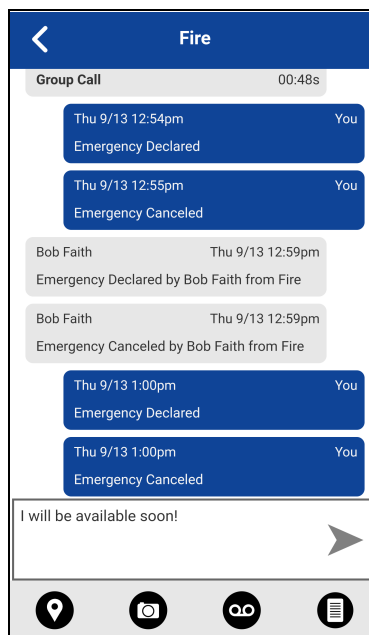
**Enter Quick Text**

5. Type the quick text to use.
6. Tap the **Save** button to save or the **Cancel** button to cancel the operation. If you selected cancel, the following message displays, “*Your entered quick text will be cleared. Do you wish to continue?*” Yes or No.



Created Quick Text

7. Tap **Save** if finished.
8. Tap the newly created quick text. The selected quick text is added to your message, and the message entry box displays again.



Send Quick Text

9. Tap the **Send Text Message** button to send the text.

Delete Quick Text

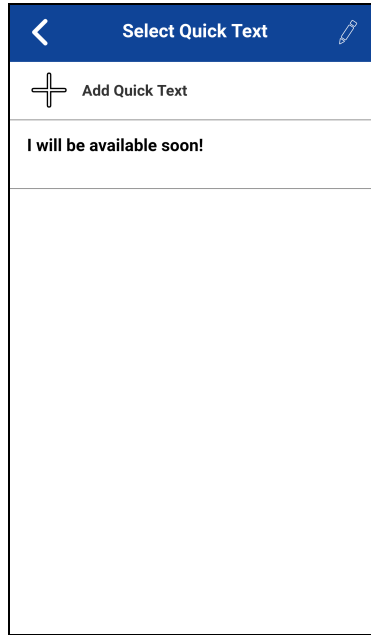
1. Tap the **Message** button. The text box displays.

- 2. Tap the **Quick Text Access** button located in the text box.



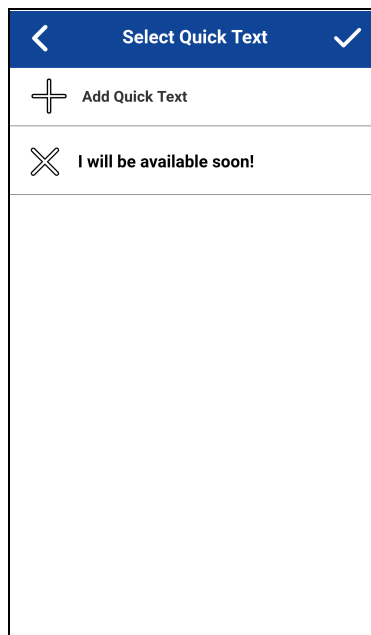
Text Box

- 3. The *Select Quick Text* displays.



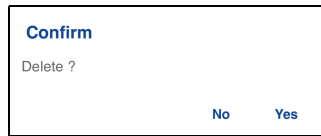
Edit Quick Text

- 4. Tap the **Edit** button located in the upper right or the screen.



Delete Quick Text

5. Tap the **X** next to the Quick Text to delete.



Delete Quick Text Confirmation

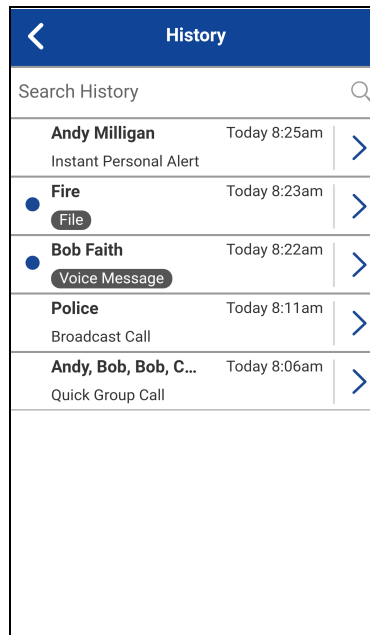
6. Tap **Yes** to delete quick text or tap **No** to cancel.
7. Tap **Save**.

Receive a Text Message

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

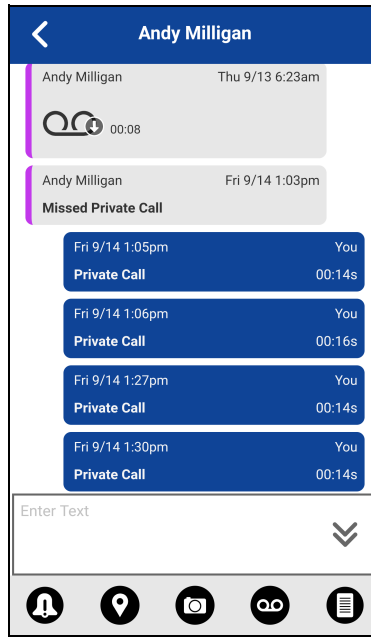
1. Tap the system notification for the message
OR

From the *History Screen*, 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 tap the **History Details** button to reply to the message.



History

2. Tap the **History Details** button 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 displays. 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 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 tapping the image. The *Photo Preview Screen* displays.

Note: If the message is not downloaded, tap the message and wait for the download, then tap 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 Screen*.

1. From the *History Screen*, find the conversation that contains the image you want to save and tap the **History Details** button.

2. Tap the **Image**. The *Photo Preview Screen* displays.
3. Tap the **Gallery** button to save to the device PTT application album in the Gallery.
4. Additional functions are as follows:
 - Tap the **Forward** button to forward the image to a contact, quick group, or group
 - Tap the **Details** button to view the name, sender, date, size, and resolution.
 - Tap the **Delete** button to delete the image.

Video Messaging

When you receive a video message, a notification displays. 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 similarly as an image. See the ["Send a Photo or a Video"](#) section.

Receive a Video Message

A received video message can be viewed by tapping the video. The *Video Preview Screen* displays. Tap the **Play** button to play the video.

Note: If the message is not downloaded, tap the message and wait for the download, then tap 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 Screen*.

1. From the *History Screen*, find the conversation that contains the video you want to save and tap the **History Details** button.
2. Tap the **Video**. The *Video Preview Screen* displays.

3. Tap the **Gallery** button to save to the device to the Gallery.
4. Additional functions are as follows:
 - Tap the **Play** button to play the video.
 - Tap the **Forward** button to forward the video to a contact, quick group, or group
 - Tap the **Details** button to view the name, sender, date, size, and duration.
 - Tap the **Delete** button to delete the video.

Voice Messaging

When a user receives a voice message, a notification displays. Automatic download of attachments is based on the user settings. You can reply to the sender and reply all (for 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, preview, 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 tapping the message. The *Audio Preview Screen* displays. Tap the **Play** button to play the voice message.

Note: If the message is not downloaded, tap the message and wait for the download, then tap 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"](#)

Note: You cannot save a received voice message on an iOS device.

File Messaging

When a user receives a file message, a notification displays. Automatic download of attachments is based on the application settings. The recipient can reply to the sender and reply all (for 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 tapping the message. The *File Preview Screen* displays. Tap the *File* icon located in the center of the screen to view. The native file viewer opens.

Note: If the message is not downloaded, tap the message and wait for the download, then tap 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 file from any history entry on the *Details Screen* from the *History Screen*.

1. From the *History Screen*, find the conversation that contains the file you want to save and tap the **History Details** button.
2. Tap the **File**. The *File Preview Screen* displays.
3. Tap the **File** icon located in the center of the screen to view. The native file viewer opens.
4. Tap the **Share** icon, choose an option for sending the document (for example, any installed application).
5. Tap **Save to Files** or browse a location on where to save the file.

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

Note: You can access files from your device storage or other installed applications such as Apple iCloud, Dropbox, and Google Drive, etc.

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

6. Additional functions are as follows:

- Tap the **File** icon located in the center of the screen to view. The native file viewer opens.
- Tap the **Forward** button to forward the voice message to a contact, quick group, or group
- Tap the **Details** button to view the name, sender, date, and size.
- Tap the **Delete** button to delete the voice message.

Location Message

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

Select the location pin icon to share your location on Google Maps and share within the PTT application.

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

Your device provides the location.

Send Location Message

To share your location, see the ["Share my Location"](#) section.

Receive a Location Message

A received location message can be viewed by tapping 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 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 Screen*.

1. From the *History Screen*, find the conversation that contains the message you want to forward and tap the **History Details** button.
2. Tap and hold the message entry you want to forward. A *Context Menu* displays.
3. Tap the desired option as follows:
 1. Tap the **Forward to Contact** option. The *Select Contact to Message Screen* displays.
 2. Tap the **Forward to Group** option. The *Select Group to Message Screen* displays
3. Tap the contact or group to select. The message is copied into the text field.
4. Tap **Send Message** button. 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 Screen*.

1. From the *History Screen*, find the conversation that contains the message you want to forward and tap the **History Details** button.
2. Tap and hold the history entry. A *Context Menu* displays.
3. Tap the **Forward to Quick Group** option. The *Select Contacts to Message Screen* displays.
4. Tap one or more contacts.
5. Tap the **Save** button located in the upper right. The message is copied into the text field.
6. Tap **Send Message** button. The message is sent to the Quick Group.

Reply to a Sender

You can reply to sender for a group on the *Details Screen* from the *History Screen*.

1. From the *History Screen*, find the conversation that contains the message you want to reply and tap the **History Details** button.
2. Tap and hold the history entry. A *Context Menu* displays.
3. Tap the **Reply to Sender** option. The *Group Screen* displays.
4. Enter the text using the on-screen keyboard.
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 Screen*.

1. From the *History Screen*, find the conversation that contains the message you want to reply and tap the **History Details** button.

2. Tap and hold the history entry. A *Context Menu* displays.
3. Tap the **Reply to Group** option. The *Group Screen* displays.
4. Enter the text using the on-screen keyboard.
5. Tap **Send Message** button. The message is sent to the group.

Share my Location

You can share my location from any history entry on the *Details Screen* from the *History* screen.

1. From the *History Screen*, find the conversation that contains the message you want to forward and tap the **History Details** button.
2. Tap the **Location** button located in the actions. The *My Location Screen* displays.
3. Tap the **Share** button on the *My Location* display. The location is sent.

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 Screen*.

1. From the *History Screen*, find the conversation that contains the message you want to forward and tap the **History Details** button.
2. Tap the **Camera** button located in the actions. A *Context Menu* displays.
3. Tap the desired option as follows:
 1. **Take a photo**. The *Camera* displays and allows you to take a photo.
 2. Tap **Gallery**. The *Gallery* displays and allows you to select any photo in the gallery.
 3. Tap **Record a Video**. The *Video* displays and allows you to record a video.
4. Tap **OK**. A *Send* confirmation message displays.
5. Tap **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 Screen*.

1. From the *History Screen*, find the conversation that contains the message you want to forward and tap the **History Details** button.
2. Tap the **Voice Message** button located in the actions. A *Ready Record Screen* displays.
3. Press and hold the **Record** button and begin speaking your voice message.
4. When complete, release the **Record** button. You can tap the **Playback** button to review your message.

5. Tap the **Save** button located in the upper right or tap **Cancel** button in the upper left, and a discard confirmation message is shown. Tap **Yes** to discard or **No** to return to the recorded message. The message is sent.

Send a Text Message

You can send a text message from the *History Details Screen*.

1. From the *History Screen*, find the conversation and tap the **History Details** button.
2. Tap in the **Enter Text** field. An on-screen keyboard displays.
3. Enter the message using the on-screen keyboard.
4. Tap **Send Message** button. The message is sent to the group.

Send a File

You can send a file from any history entry on the *Details Screen* from the *History Screen*.

1. From the *History Screen*, find the conversation for a contact or group to which you want to send a file and tap the **History Details** button.

Tip: You can also send a file from the *Call Screen* by tapping the **Send Text** button. On the text message *History Screen*, you will find the **Attach File** button.

2. Tap the **Attach File** button located in the Action Bar.

Note: You can access files from your device storage or other installed applications such as Apple iCloud, Dropbox, and Google Drive, etc.

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

Copy a Text Message

You can copy a text message and send to a contact on the *Details Screen* from the *History Screen*.

1. From the *History Screen*, find the conversation that contains the message you want to forward and tap the **History Details** button.
2. Tap and hold the **History Entry**. A *Context Menu* displays.
3. Tap the **Copy Message** option. The message is copied to the clipboard.
4. Paste the message into any message and send.

19. 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 able to call you or send you an alert

20. Using Accessories and Bluetooth

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

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

Using a Wired Audio Headset

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

Using Bluetooth

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

Car Kit

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

External PTT Button

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

How to Turn Off Bluetooth for PTT

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

Using a Remote Speaker Microphone

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

Wired

A wired RSM connects to the phone's headset connector, just like a headset. The RSM has a loudspeaker and microphone, along with a PTT button. The PTT button allows you to take the floor during a PTT call and speak. The PTT button on the RSM works just like the PTT button on the phone. Depending on the RSM, there may also be a connection for you to use a headset with the RSM. 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 a volume control. You do not use the volume buttons on your phone to control the volume, but rather the volume control on the RSM itself. A Bluetooth RSM must be "paired" to your phone before it can be used. For instructions on how to pair the RSM with your phone, please refer to the documentation that comes with the RSM.


21. Settings

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

- [Important Message](#)
- [Alert Repeat](#)
- [Alert Tone](#)
- [Auto Download](#)
- [Background Mode](#)
- [Call Reconnect Tone](#)
- [Capacity](#)
- [Contact Sorting](#)
- [Display Name](#)
- [Emergency](#)
- [Enhanced Loudness](#)
- [History Sorting](#)
- [In Call Tones](#)
- [Instant Personal Alert](#)
- [Location Change Accuracy](#)
- [Logout](#)
- [Message Alert](#)
- [Message Alert Tone](#)
- [My PTT Number](#)
- [Network Loss Tone Repeat](#)
- [Network Up/Down Tones](#)
- [Restore Defaults](#)
- [Scan Talkback](#)
- [Use Bluetooth](#)
- [Vibrate Alert](#)
- [Vibrate Call](#)
- [Volume Boost](#)

To change the settings

All settings can be changed in the PTT application settings:

1. From within the PTT application *Main Screen*, tap the  menu in the upper left-hand corner of the screen.
2. Choose the **Settings** option.
3. Find the settings you want to change and follow the instructions.

Note: All settings are shown in the default state.

Important Message

Notifications are sent periodically to ensure that the application is up to date with the most current software. When an update is available, you receive a message when you login to the PTT application. Important Message notifications are also shown with a yellow star on the Important Message settings. See the "[Application updates](#)" section for more information.

To update the PTT application

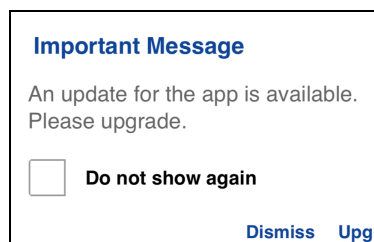
1. From the *Settings Screen*, scroll to and tap the **Important Message** setting.



Important Message Setting

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

Note: Important Message notifications may vary in content.



Important Message Notification Example

Alert Repeat

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

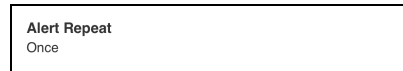
Once: The alert is played once when the alert is received.

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

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

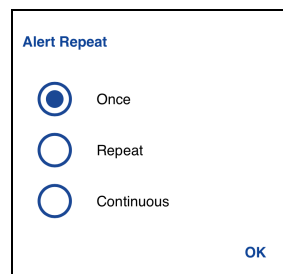
To change the alert repeat setting

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



Alert Repeat Setting

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



Alert Repeat Setting Options

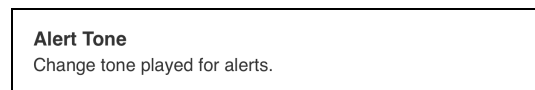
3. Tap **OK**.

Alert Tone

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

To change the alert tone setting

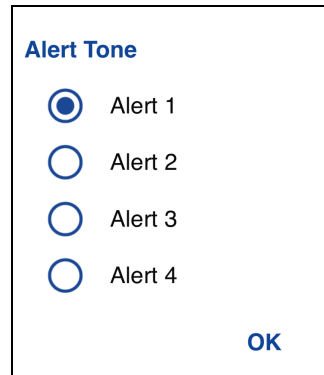
1. From the *Settings Screen*, scroll to and tap the **Alert Tone** setting.



Alert Tone Setting

2. Select the desired alert tone.

Tip: When you preview an alert tone, it does not play even if the phone ringer is silent.



Alert Tone Setting Options

3. Tap **OK**.

Auto Download

When turned on, message attachments are automatically downloaded to the *History Screen*, or when turned off, you must manually download it by tapping the message attachment. Requires Integrated Secure Messaging feature to be turned on by an administrator.

To change the auto download behavior

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



Auto Download Setting

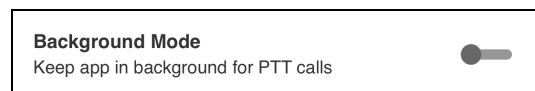
2. Tap the **On/Off** switch to toggle the state of the setting.

Background Mode

The *Background Mode* setting allows you to choose if an incoming call shows a notification. While a supported Bluetooth PTT accessory takes the floor while the application is in the background. You must bring the PTT application to the foreground to use the on-screen PTT button. 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.



Background Mode Setting

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

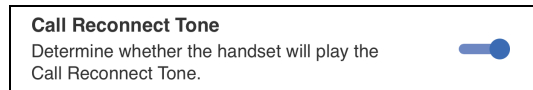
Note: When the PTT application is in the background, a wired accessory PTT button does not work.

Call Reconnect Tone

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

To change the call reconnect tone

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



Call Reconnect Tone Setting

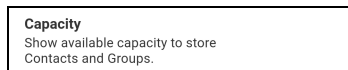
2. Tap the **On/Off** button to toggle the state of the setting.

Capacity

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

To view the phone capacity

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



Capacity Setting

2. The *Capacity Screen* displays.

Contact Sorting

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

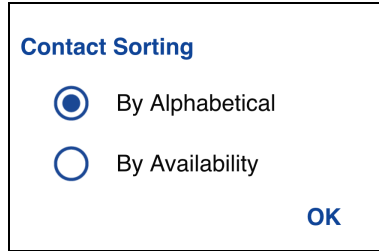
To change the contact sorting

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



Contact Sorting Setting

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



Contact Sorting Setting Options

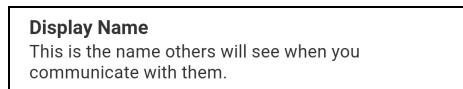
3. Tap **OK**.

Display Name

The display name setting that others, including the corporate administrator, see in their contact list. Your administrator may change your name at any time. The administrator may also restrict the ability for you to set your name. The display name can be changed if it has an underline.

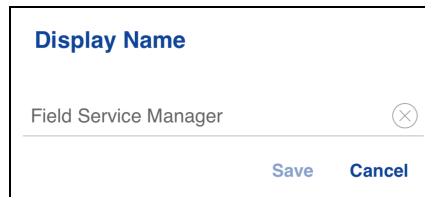
To view or set your display name

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



Display Name Setting

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



Display Name Setting Option

3. Tap the **Clear Text** button to clear the display name.
4. Type your display name using the on-screen keyboard.
5. Tap the **Save** button to save the display name.

Emergency

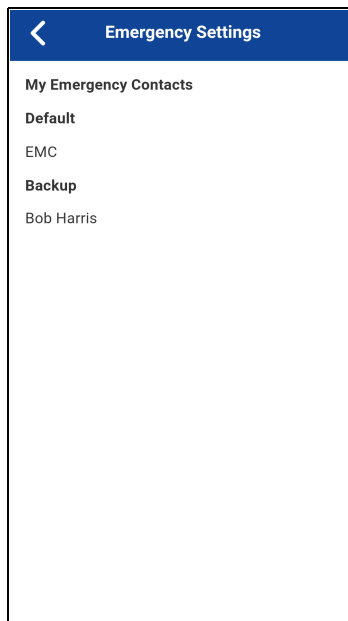
Optional features may not be included in your PTT service plan.

The *Emergency* settings allow you to view a preset list of your primary and secondary emergency contact and talkgroup. This setting is displayed when your emergency destination is assigned by the administrator and not by the user. Requires Emergency Services feature to be turned on by an administrator.

Note: You cannot change your emergency contacts set by the Corporate Administrator.

To view your emergency contacts

1. From the *Settings Screen*, scroll to and tap 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. This feature is only available on supported devices.

To change enhanced loudness

1. From the *Settings Screen*, scroll to and tap the **Enhanced Loudness** setting.
2. Tap the **OK** key to toggle the state of the setting.

History Sorting

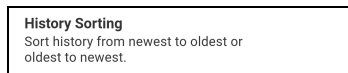
Sort history from newest to oldest or oldest to newest.

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

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

To change the history sorting

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



History Sorting Setting

2. Tap either **Newest to oldest** or **Oldest to newest**.



History Sorting Setting Options

In Call Tones

When 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.

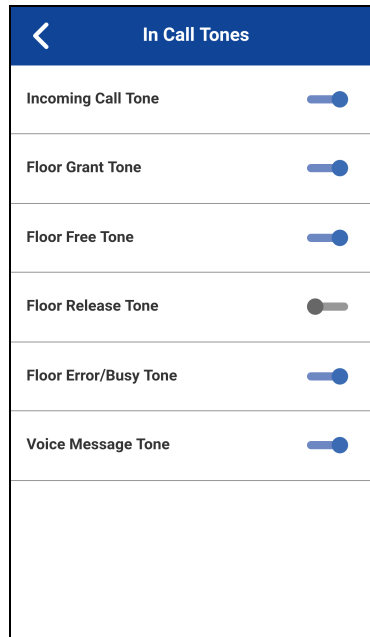
To change in call tones

1. From the *Settings Screen*, scroll to and tap the **In Call Tones** setting.



In Call Tones Setting

2. Select the desired In Call Tones, as follows:



In Call Tones Setting Options

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

- **Incoming Call Tone (default = ON)**—When you receive a PTT call, a tone is played.
- **Floor Grant Tone (default = ON)**—When the floor has been granted or acquired, a specific tone is heard. This tone indicates you can speak.
- **Floor Free Tone (default = ON)**—When the floor is free, a specific tone is heard.
- **Floor Release Tone (default = OFF)***— After you finish speaking and release the floor, a tone is played.
- **Floor Error/Busy Tone (default = ON)**—When the floor is busy, a specific tone is heard.
- **Voice Message Tone (default = ON)**—When a voice message is received, a specific tone is heard.

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

Instant Personal Alert

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

To change the instant personal alert

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



Instant Personal Alert Setting

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

Tone and Display (default)

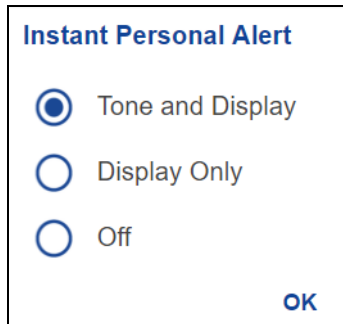
A persistent alert dialog is displayed, and an audible tone is played (subject to Silent Mode behavior).

Display Only

A persistent alert dialog is displayed, but no alert tone is played.

Off

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



Instant Personal Alert Setting Options

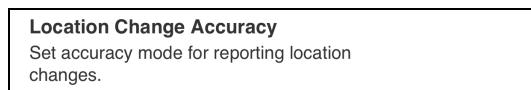
3. Tap **OK**.

Location Change Accuracy

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

To the location change accuracy

1. From the *Settings Screen*, scroll to and tap the **Location Change Accuracy** setting.



Location Change Accuracy Setting

2. Select the desired location change accuracy option as follows:

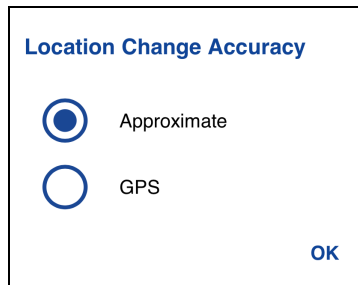
Approximate (default)

Provides less accurate location reporting and drains the battery less.

GPS

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

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



Location Change Accuracy Setting Option

3. Tap **OK**.

Logout

While you are logged out, you show as “Offline” to others, and you cannot receive PTT calls or alerts. If you log out before powering off your phone, you remain logged out after your phone is powered on again even. To send or receive PTT calls, you need to log in. See the ["Login"](#) section for details on how to log in.

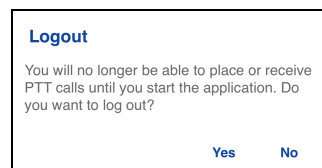
To log out

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



Logout Setting

2. Tap **Logout**, a Logout confirmation box appears.



Logout Setting Confirmation

3. Tap **Yes** to turn ON or **No** turn OFF.

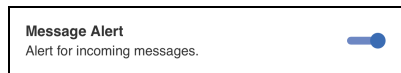
Message Alert

This setting allows you to control new message alert notifications.

To turn on/turn off Message Alert for PTT messages, switch ON the setting to turn on Message Alert or switch to OFF mode to switch off the Message Alert at the Message Alert setting. Requires *Integrated Secure Messaging* feature to be turned on by your administrator.

To change the Message Alert

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



Message Alert Setting

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

Message Alert Tone

This setting allows you to select the 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

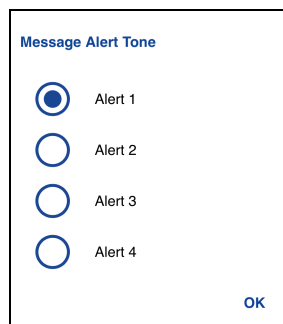
1. From the *Settings Screen*, scroll to and tap the **Message Alert Tone** setting.



Message Alert Tone Setting

2. Select the desired alert tone.

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



Message Alert Tone Setting Options

3. Tap **OK**.

My PTT Number

This number displays your registered PTT number to other contacts.

To view your PTT number

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



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 plays when the application transitions from one network to another.

To change the network loss tone repeat

1. From the *Settings Screen*, scroll to the **Network Loss Tone Repeat** setting.
2. Select the desired *Network Loss Tone Repeat* setting option.

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

3. Tap **OK**.

Network Up/Down Tones

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

To change the network up/down tones

1. From the *Settings Screen*, scroll to and tap the **Network Up/Down Tones** setting.
2. Select the desired *Network Up/Down Tones* setting option.
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.

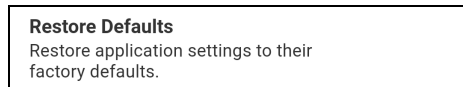
4. Tap **OK**.

Restore Defaults

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

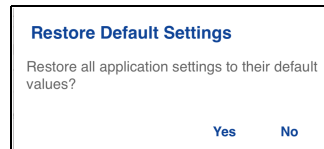
To restore the defaults settings

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



Restore Defaults Setting

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



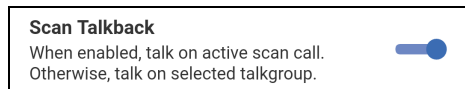
Restore Defaults Setting Confirmation

Scan Talkback

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

To change the scan talkback settings

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



Scan Talkback Setting

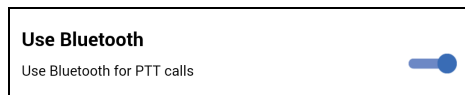
2. Tap the **On/Off** button to toggle the state of the setting.

Use Bluetooth

When the *Use Bluetooth* setting is ON, the phone can use a Bluetooth device for PTT calls. When the *Use Bluetooth* setting is OFF, the phone cannot use a Bluetooth device for PTT calls.

To change the Bluetooth behavior

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



Use Bluetooth Setting

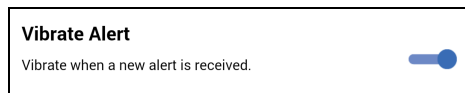
2. Tap the **On/Off** button to toggle the state of the setting.

Vibrate Alert

When the *Vibrate Alert* setting is ON, the phone vibrates for alerts. When the *Vibrate Alert* setting is OFF, the phone will not vibrate for alerts. This setting applies to Instant Personal Alerts.

To change the vibrate alert

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



Vibrate Alert Setting

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

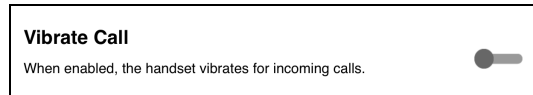
Vibrate Call

When the incoming *Call Vibrate* setting is ON, the phone vibrates for incoming PTT calls.

Note: When the phone ringer is set to Silent only it overrides this setting.

To change vibrate call

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



Vibrate Call Setting

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

Volume Boost

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

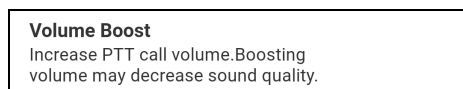
Volume Boost does not affect application tones, PTT call volume in accessories, including headsets or RSMs. The volume is not boosted when the speakerphone is turned off.

Note: Boosting volume may decrease sound quality.

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

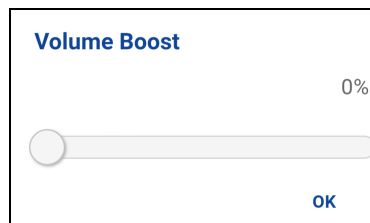
To change volume boost

1. From the *Settings Screen*, scroll to and tap the **Volume Boost** setting.



Volume Boost Setting

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



Volume Boost Setting Control

3. Tap **OK**.

22. Troubleshooting

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

- [General](#)
- [Activation Failures](#)
- [Application Becomes Unresponsive](#)
- [Application is Asking Me to Enter an Activation Code](#)
- [Call Failures](#)
- [Cannot Hear Incoming Call](#)
- [Changing My SIM Card](#)
- [Explanation of Error Messages](#)
 - [Loss of Data Network Connection](#)
 - [User Busy](#)
 - [User Unreachable](#)
- [Login Failures](#)
- [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 iPhone. 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, you can recover by following these instructions:

WARNING: Selecting the Uninstall option uninstalls the complete PTT application from your phone. If this happens, see the sections ["Download"](#) for how to reinstall the application and reactivate with the server.

WARNING: Selecting Clear data will clear your settings within the PTT application. You have to reactivate the PTT application using the instructions in the section ["First-time Activation"](#). Your contacts and talkgroups are automatically restored during activation.

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

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

Call Failures

A PTT call may not be completed for several reasons:

- The person you are calling has an “Offline” or “Do Not Disturb” status. The PTT application will not allow you to make a call to someone with either status.
- The person you are calling is busy, either on another PTT call or a cellular call. Please see the ["User Busy"](#) section for more information.
- Your phone loses connection with the data network or PTT server. Please see the ["Loss of Data Network Connection"](#) section for more information.
- The person you are trying to call has temporarily not reachable. Please see the ["User Unreachable"](#) section for more information.

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. See the ["Interaction with Silent or Sound Mode"](#) section for more information about interaction with your phone's silent mode.

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 automatically restore the contacts and talkgroups associated with the new number (if any exist). After changing the SIM card, the next time you start the PTT application, 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 receive the "*Connection is restored*" message.

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

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

User Busy

When you make a one-to-one PTT call to another person, and they are either engaged in another PTT call or a regular cellular call, you 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 is updated to "*Offline*" until they reconnect to PTT service. If this happens, you should wait for their status to be shown as "*Available*" and try your call again.

Login Failures

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

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 ensure that the Wi-Fi service provider does not require a user name and password and that the Wi-Fi application setting is turned ON.

In rare circumstances, the PTT application may not be able to connect to the PTT server over Wi-Fi. In this case, you should turn OFF the *Use 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.

23. Glossary

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

- [Call Types](#)
 - [Broadcast Talkgroup Call](#)
 - [Emergency Call \(Contact or Talkgroup\)](#)
 - [Private Call \(One-to-One Call\)](#)
 - [Self-Initiated Ambient Listening Call](#)
 - [Talkgroup Call \(Group Call\)](#)
- [Display Name](#)
- [Floor Control](#)
- [Instant Personal Alert \(IPA\)](#)
- [Talkgroup](#)

Call Types

Broadcast Talkgroup Call

A high-priority call where only designated talkgroup members, called broadcasters, may initiate Broadcast Talkgroup calls. See the ["Broadcast Talkgroup Calls"](#) section for more details on how to make a broadcast talkgroup call.

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 (Group 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.

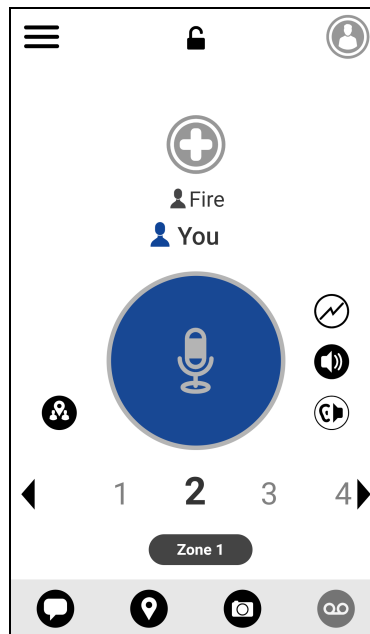
Display Name

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

Floor Control

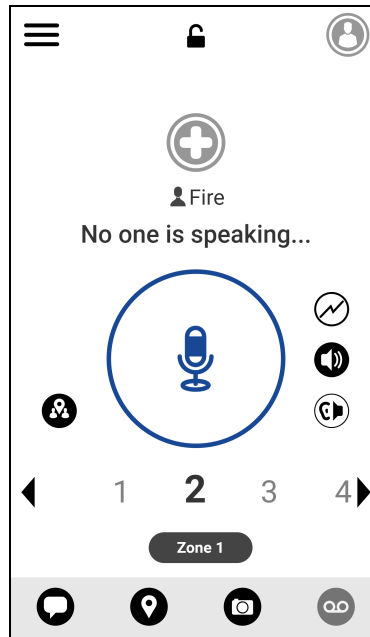
While in a PTT call, only one person can speak at a time. The person speaking is said to “have the floor”. The following terms are used throughout this guide:

Floor Acquired: When you the floor by pressing the PTT button, the on-screen microphone button changes, and you hear a “chirp.” This tone 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.



You are Speaking in a PTT Talkgroup Call

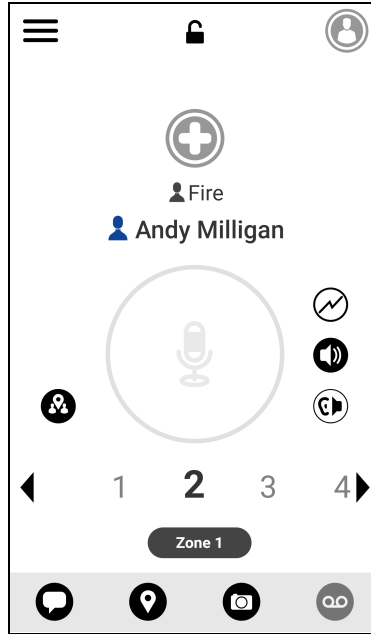
Idle: While no one is speaking, the floor is “idle” and available for anyone to take. The screen changes color and shows the message “*No one is speaking...*” If you want to speak, you must wait until the floor is idle, then you can press the PTT button to acquire the floor.



No One is Speaking in a PTT Talkgroup Call

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

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



Someone is Speaking in a PTT Talkgroup Call

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.

Talkgroup

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

24. Avatars

This section provides a complete list of all avatars available.

Avatar Icons

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

Avatar Icons

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

To change a contact avatar, see the ["Add or change a contact avatar"](#) section within this document.