User Guide

PTT Radio Application
Android

Release 8.3

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Bell

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1. Introduction and Key Features

The Push-to-Talk (PTT) application supports two modes: Standard PTT and PTT Radio.

One of these modes will be assigned by your Corporate Administrator. This document describes the 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 eight administrator assigned talkgroups can be monitored, scanned, or used to communicate with other users. The PTT Radio application also supports 1:1 calls to corporate contacts. Here is a brief description of key features of PTT Radio Mode:

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

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

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

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

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

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

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

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

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

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

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

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2. Application Installation & Getting Started

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

This section is organized as follows:

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

Prerequisites

1. Subscription to Push to Talk service

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

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

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

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

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

Download

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

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

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

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

First-time Activation

Activation on an Android Phone

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

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

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

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

Note: When prompted, do not optimize battery usage.

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

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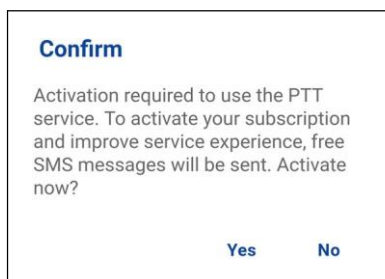
Activate PTT Service Confirmation

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

6. The PTT application will contact the server and will also retrieve contacts and 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. Press the "**View Tutorial**" on-screen button if you want to learn how to start using the PTT application.

Activation of Tablet Devices

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

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

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

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

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

Note: When prompted, do not optimize battery usage.

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

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

Confirm

Activation required to use the PTT service. Activate now?

Yes   No
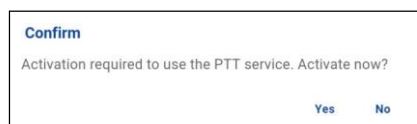
Activate Now Confirmation

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

Enter Activation Code

You need an activation code from your administrator to activate this application. Please enter the activation code:

OK   Cancel

Enter Activation Code

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

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

Activation using only Wi-Fi Network

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

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

To activate PTT Application using Wi-Fi network

1. Tap on the **Push-to-Talk** icon under Apps to launch the PTT application. 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 **ALLOW** the application to record audio, access the device's location, access contacts, make and manage phone calls, and access photos, media, files, send and view SMS messages on your device.
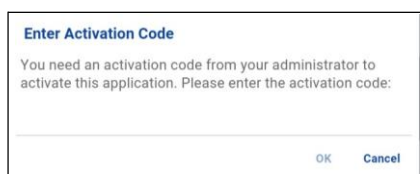

Note: When prompted, do not optimize battery usage.

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

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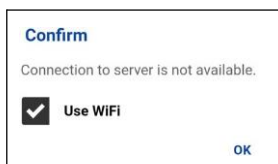
Connection to Server is not Available

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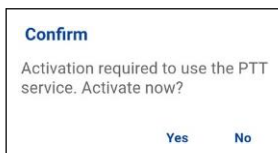
Activate PTT Service Confirmation Message using only Wi-Fi Network

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

No Cellular Connection

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

Enter Code   Exit
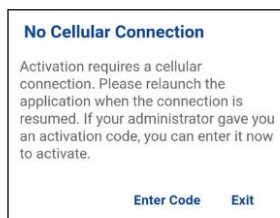
No Cellular Connection Message

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

Enter Activation Code

OK   Cancel
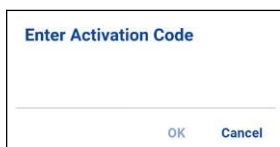
Enter Activation Code

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

Tutorial

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

Login

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

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

To Manually Login to the PTT Application

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

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

Application updates

Google Play Store Settings

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

In Application Update Notification

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

After updating, your PTT contacts and 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 may be 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 title bar at the top of the screen followed by the call status. The center area consists of buttons for talkgroups 1-8 and Private Call (1:1 PTT calls), a Speaker toggle and on-screen PTT button. The lower area consists of a Lock toggle and Tones toggle.

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

- Main Screen
- Menu
- Contacts
- Talkgroups
- PTT button
- Scrolling
- Searching
- Icons and Tones

Main Screen

The main screen provides easy selection of talkgroups for PTT communication.
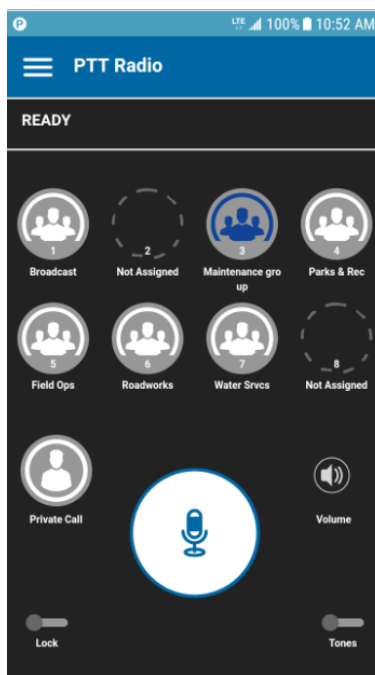
Main Screen

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: Talkgroup Scan, Use Wi-Fi, Tutorial, Settings, and About. See the "Menu" section below for more information.
Call Status	Multiple	Displays the Talker ID, Call Status (Ready, Connecting, No Connection), Talkgroup Scan ON icon, including Broadcaster and Supervisor icons.

Talkgroups (Positions 1-8)	Not Selected Idle	Displays the talkgroups 1-8 with avatars assigned by an administrator. Talkgroups that have not been assigned will display *Not Assigned* and there will be no avatar shown.
	Not Selected Active	
	Selected Idle	The selected talkgroup is blue in color. The active talkgroup you are listening to has a blinking green circle. When Talkgroup Scan is ON, talkgroups with an assigned priority will display1-3. See "Icons and Tones" for more details. Your administrator assigns the talkgroup priorities and positions.
	Selected Active	

Main Screen

Name	Icon	Description
Private Call	Not Active Selected Idle Selected Active	Tap to access the contact list and select a contact to make a 1:1 PTT call. When an incoming 1:1 or quick group PTT call is received, the Private Call icon will be selected and active. When you select a contact, the Private Call icon will be selected but idle. When you press the PTT button, the Private Call icon will be selected and active.
Speaker	Speaker is ON Speaker is OFF Speaker is ON Speaker is OFF	Tap to manually toggle the Speaker from ON (default) to OFF. Tap to manually toggle the Speaker from OFF to ON. For more information, see "Turning the Speaker On/Off and Set PTT Call Volume". Tap the switch on the Volume Control popup to toggle to the OFF state. Tap the switch on the Volume Control popup to the ON state. For more information, see "Turning the Speaker On/Off and Set PTT Call Volume".
		Speaker ON toggle switch. Tap the switch on the Volume Control popup to toggle to the OFF state. Speaker OFF toggle switch. Tap the switch on the Volume Control popup to the ON state. For more information, see "Turning the Speaker On/Off and Set PTT Call Volume".

Main Screen

Name	Icon	Description
On-Screen PTT Button	Idle Acquired Floor taken	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.
App Lock	OFF ON	Tap the *App Lock* from OFF (default) to ON, the text "*Locked*" will be displayed. The user interface is not accessible until you tap the Lock toggle to the unlock state. PTT App lock will not block the use of an external PTT key or accessory PTT key.
Tones	ON OFF	Tap to manually toggle *Tones* from ON (default) to OFF. When OFF all PTT tones are muted.

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:
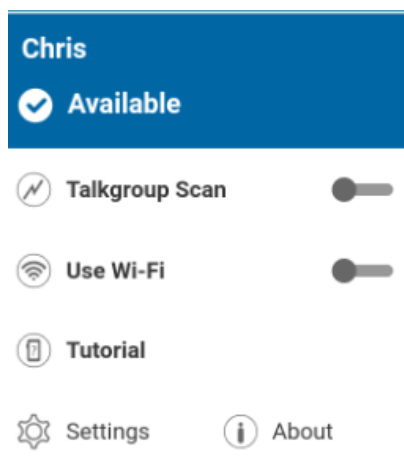
Menu Options

Main Menu Icons

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

Main Menu

Name	Icon	Description
Display Name	*No Icon*	Displays the user's identity and is displayed to others.
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.
Talkgroup Scan		Tap to toggle **Talkgroup Scan** from OFF to ON, For more details, see "Talkgroup Scanning" section.
Use Wi-Fi		Tap to toggle **Use Wi-Fi** from ON (default) to OFF.
Tutorial		Tap to access the application tutorial.
Settings		Tap to access the application settings.
About		Tap to access more information on the application.

Contacts

Your corporate PTT contacts are accessible when you tap the Private Call button. Tapping the Private Call button allows you to search for contacts, select a contact, and displays the presence for each contact. 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. For more information on how to view your talkgroups, see "Talkgroups" section.

PTT button

External PTT Button

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

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

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

On-Screen Soft PTT Button

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

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 will be automatically displayed.
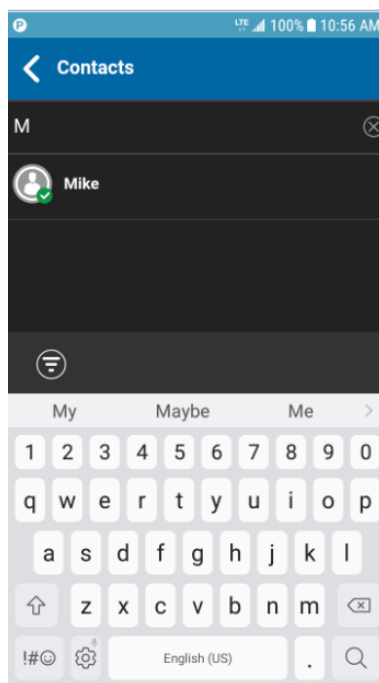
Search Contacts

Icons and Tones

The following table lists the common icons you will see:

Function	Icon	Description
Presence & Alerts	✓	A PTT contact's presence status is "Available"
	⊖	A PTT contact's presence status is "Do Not Disturb"
	⊗	A PTT contact's presence status is "Offline"
		Your presence status is "Available" (notification bar)
		Your presence status if "Offline" (notification bar)
		You have alerts waiting to be displayed within the PTT application (notification bar)
Talkgroup Scanning	Ⓝ	Scan List Icon (displayed in call status when Scan Mode is ON.
	Pri 1	Scan List Priority 1
	Pri 2	Scan List Priority 2
	Pri 3	Scan List Priority 3
	No icon	No Priority

Call Status		Broadcast call group
		Supervisor group member
		Interop Radio group

The PTT application plays tones to indicate various conditions:

Tone	Description
Activation	Played at the end of the first-time activation of the application.
Alert	Played each time you receive an Instant Personal Alert. 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 will be hidden in the background and will be 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	Played after you press the PTT button to indicate that you can speak.
Floor Busy (Error)	Played when you press the PTT button and you are unable to take the floor.
Floor Free	Played to listeners on the call to indicate someone has stopped talking and the floor is available for everyone else to talk.
Incoming Call	Played once at the beginning of the call to alert you to an incoming PTT call. When Talkgroup Scan is ON, Priority 1 calls will have a unique tone. Broadcast calls will also have a unique tone.

4. Network Connectivity

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

This section is organized as follows:

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

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

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

Using PTT over Wi-Fi

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

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

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

Your phone may automatically switch between the cellular data network and a Wi-Fi network depending on the availability of a Wi-Fi connection. This is known as a "***handover***" between networks. If you are on a PTT call when your phone switches between the cellular data network and a Wi-Fi connection (or vice versa), your PTT call will automatically be reconnected after the handover. During a handover, the PTT application momentarily loses connection with the servers. When this occurs, you will experience a short loss of call audio. You are notified of this condition by two short tones. Once the handover is complete and the PTT application reconnects to the data network, your call will automatically continue. It is possible that the handover takes more than a few seconds. In this case, a call in progress may not be automatically reconnected.

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

The PTT application can also be used at any Wi-Fi location provided your phone has access to the Internet through that Wi-Fi network. In hotels or other places that provide Wi-Fi access only to patrons, some sort of authentication such as a password may be required to access the Internet, even though the phone is connected to the Wi-Fi network. In this case, PTT service will not be available (you cannot place or receive PTT calls) until you either turn off Wi-Fi or launch your mobile browser and enter the password provided by the Wi-Fi service provider.

5. Making and Receiving PTT Calls

This section describes the steps to make and receive 1:1 and group calls and is organized as follows:

- Making Calls
  - Talkgroup Calls
  - Broadcast Talkgroup Calls
  - One-to-One (1:1) Calls
  - Calling a contact that is offline or has a Do Not Disturb (DND) status
  - Call from Instant Personal Alert
- Receiving Calls
  - Talkgroup Calls
  - Broadcast Talkgroup Calls
  - One-to-One (1:1) or Quick Group Call
- Turning the Speaker On/Off and Set PTT Call Volume
- Interaction with Silent or Sound Mode
- Interaction between PTT and cellular calls
- PTT Call Behavior While the Application is in the Background
- PTT Call Behavior While the Screen is Locked
- Rejoining a PTT Talkgroup Call

Making Calls

Talkgroup Calls

To place a PTT talkgroup call

2. The talkgroup that is selected will be the talkgroup you call. Make sure that the talkgroup you want to communicate with is selected.

TIP: Tip: If you try to select another talkgroup, your selection will change to the newly selected talkgroup. You can only select one talkgroup at a time.
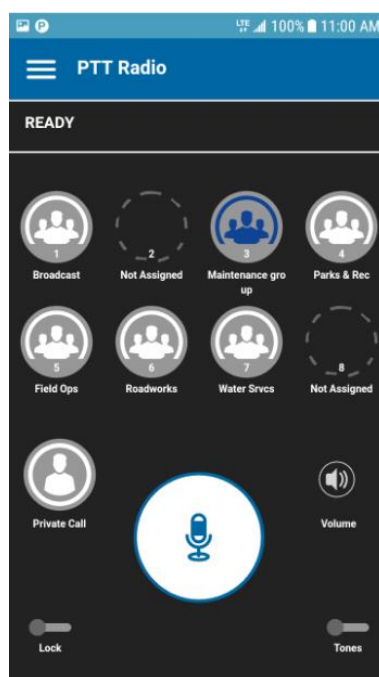
Place a PTT Talkgroup Call

3. 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.

You Are Speaking in a PTT Talkgroup Call

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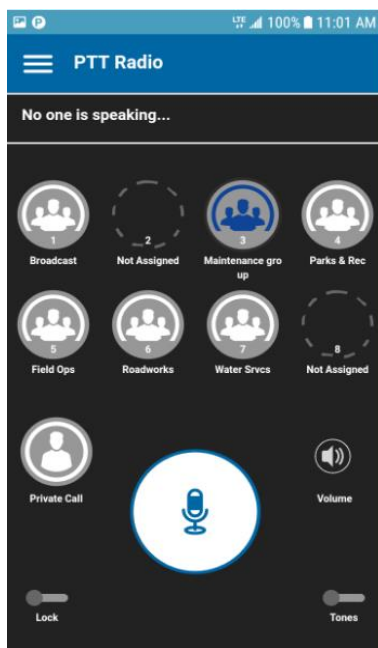
No One Is Speaking in a PTT Talkgroup Call

5. The talkgroup will show it is no longer active 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 certain talkgroup members, called broadcasters, may initiate a one-way call to a talkgroup with up to 500 members. A broadcast call preempts any ongoing PTT call and other group members cannot call back or reject the call. Once a broadcaster takes the floor, the broadcaster will not be preempted by another broadcaster. You will only see a broadcast talkgroup if you are a designated broadcaster.

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

To place a broadcast talkgroup call
1. Tap the broadcast talkgroup you want to call.
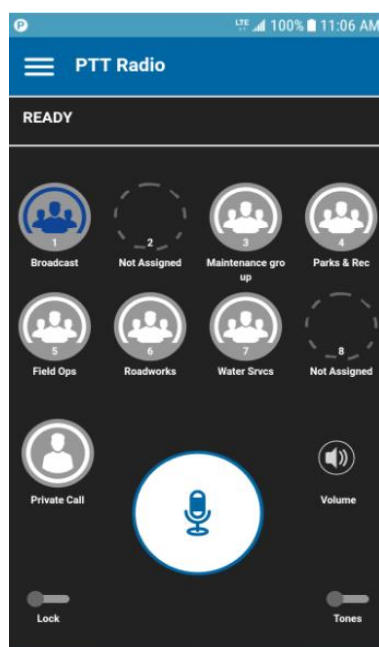
Broadcast Talkgroup Selected

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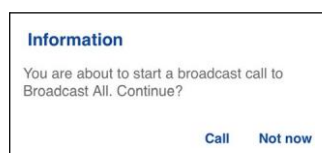
Confirmation Dialog

3. Tap **Call** to confirm you want to make a call. The PTT call screen is displayed as shown below. The broadcast talkgroup is identified in the talkgroup list by the broadcast talkgroup icon displayed on the top right corner of the talkgroup tile.
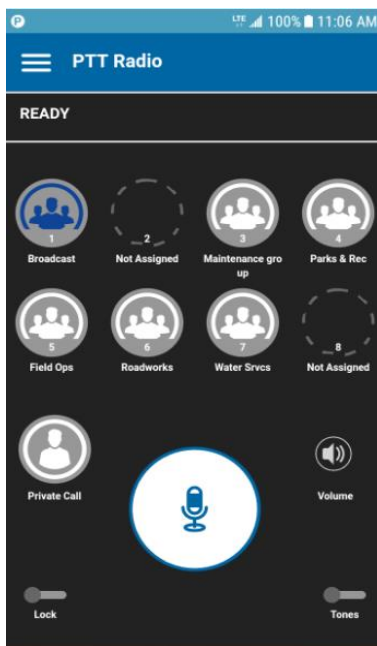
PTT Broadcast Call Screen

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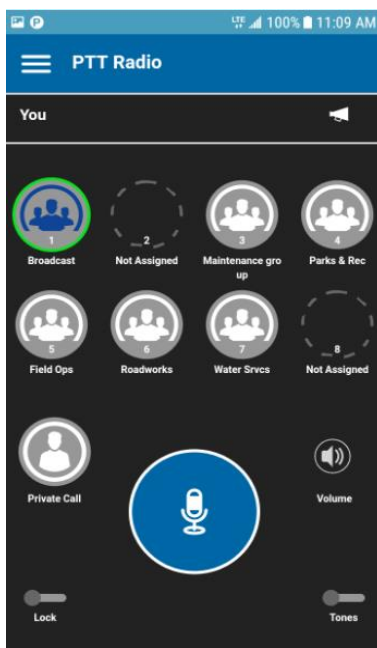
You are Speaking in a Broadcast Call

2. The call will end after some time if there is no activity.

One-to-One (1:1) Calls

To place a PTT call to an individual

1. Tap the Private Call button to display the PTT Contacts list.

Note: The PTT contacts are assigned by your corporate administrator.

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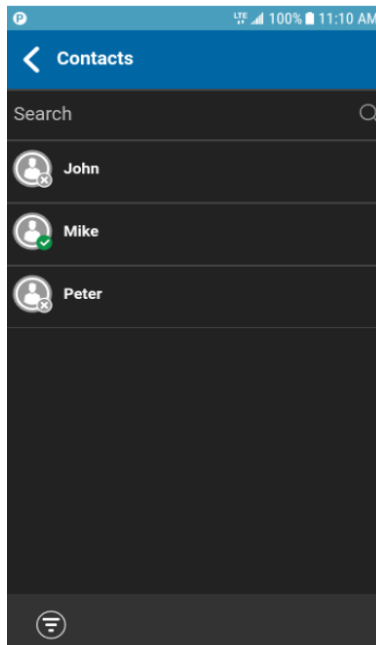
Contact List

3. The Call screen will be displayed including the name of the contact that you are calling in the call status and the Private Call button is selected and active.

Note: You will see both your selected talkgroup and Private Call buttons selected during the call. The Call status indicates who you have selected to call.
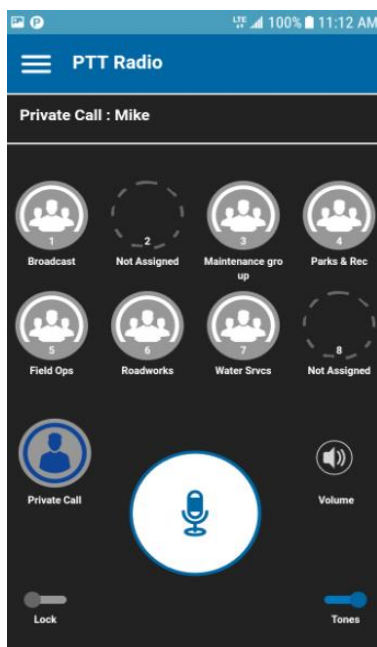
Private Call Screen

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.
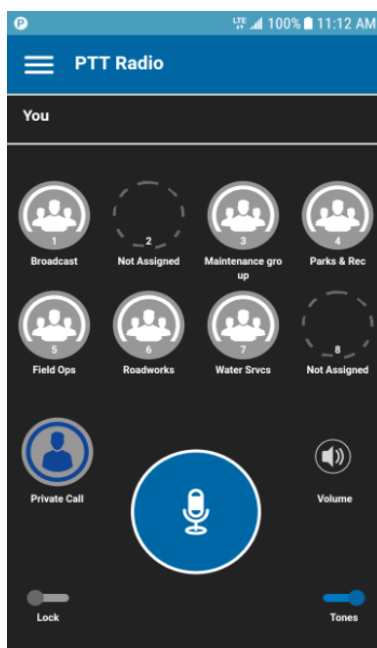
You are Speaking in a Private Call

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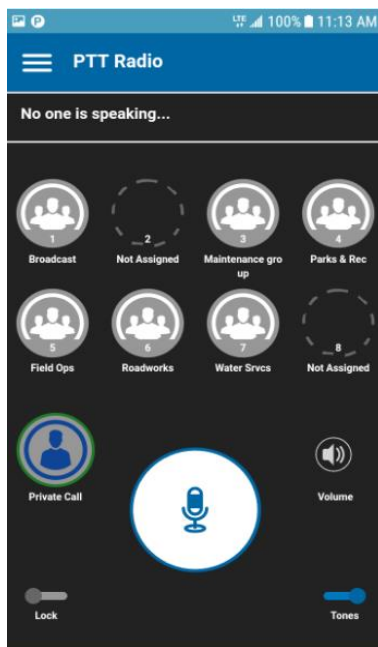
No One Is Speaking in a Private Call

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 will see the following message:
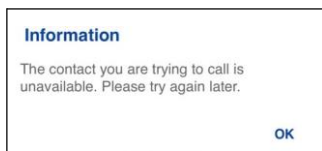
Contact is Unavailable

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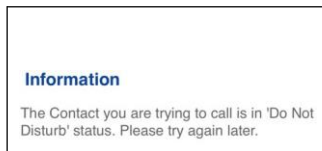
Do Not Disturb Information Message

Call from Instant Personal Alert

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

Receiving Calls

Talkgroup Calls
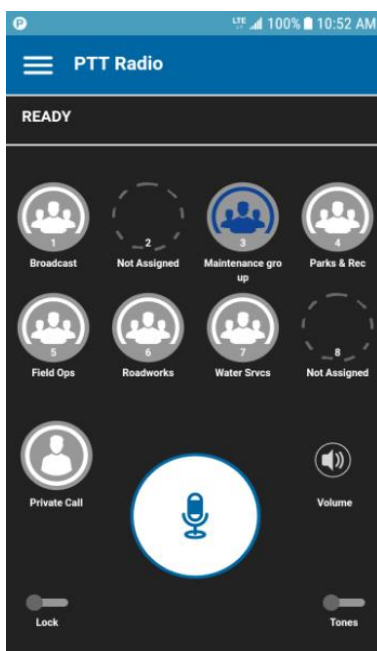
Monitor a PTT Talkgroup

I

To receive a PTT talkgroup call

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

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

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

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

2. The call status will display *Ready* if the talkgroup is not active.
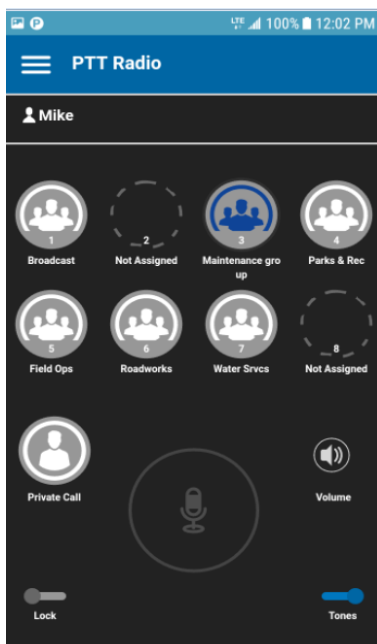
Active Talkgroup

3. When a talkgroup member takes the floor, the talkgroup will flash showing activity.

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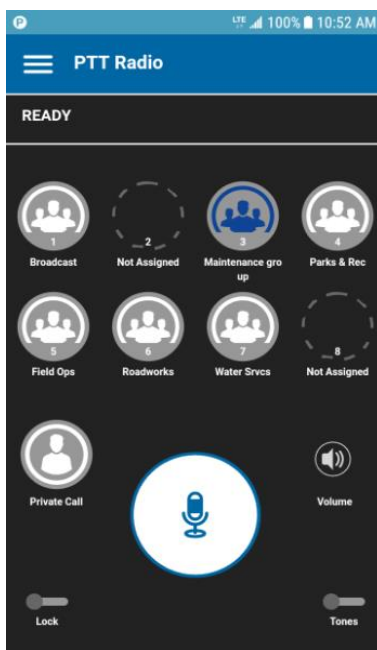
Idle Talkgroup

5. 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**.**
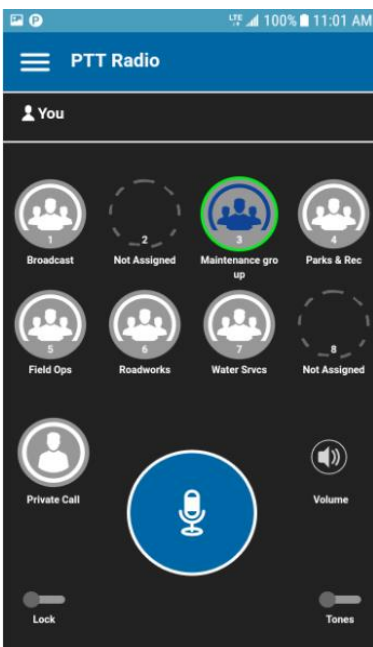
You Are Speaking in a PTT Talkgroup Call

6. Release the PTT button to allow other members on the call to take the floor and speak.
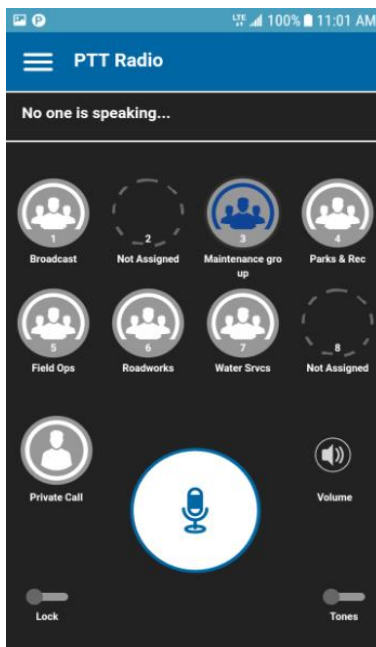
No One Is Speaking in a PTT Talkgroup Call

7. The talkgroup will show it is no longer active after a period of no call activity.

Broadcast Talkgroup Calls

An incoming broadcast talkgroup call looks like any other talkgroup call but will preempt other PTT calls in progress. You can recognize a broadcast talkgroup call because there will be a special tone played followed by an announcement. During the call, only the caller can speak and you will not be able to take the floor.

Only certain talkgroup members are allowed to make broadcast talkgroup calls. If you are a not allowed to make calls to a talkgroup, you will not see it listed in the talkgroups.

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

To receive an incoming call

1. When you receive an incoming PTT call, the application will be brought to the foreground and the Private Call button will show selected and active and the PTT button changes color.
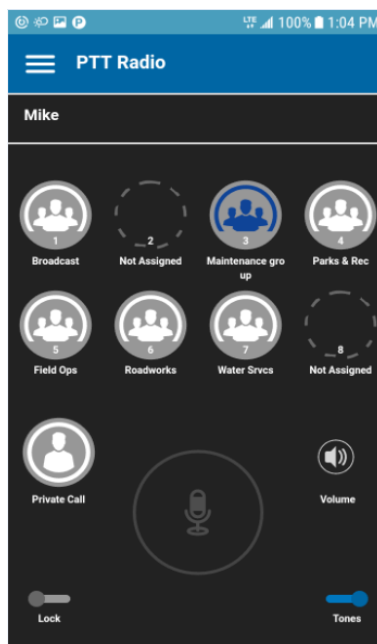
Receive an Incoming 1:1 or Quick Group PTT Call

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

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

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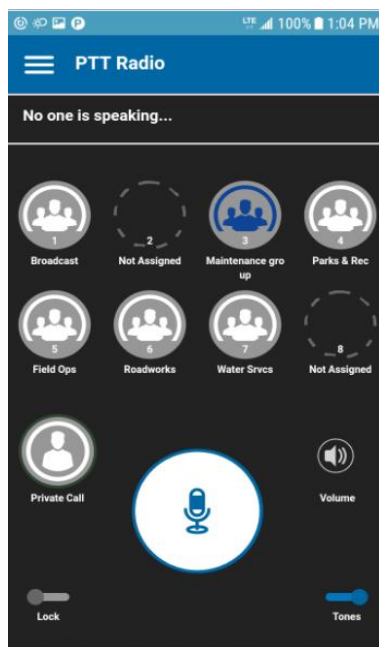
No One is Speaking in an Incoming PTT Call

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

Turning the Speaker On/Off and Set PTT Call Volume

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

Speaker is ON
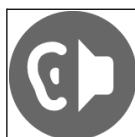
Speaker is OFF

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

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

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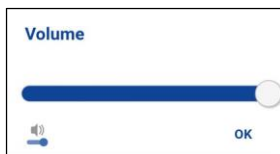
Volume Control - Speaker ON
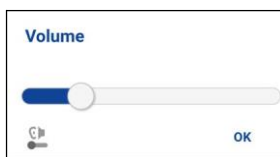
Volume Control - Speaker OFF

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

The following figure shows an example of the location of the speaker ON/OFF toggle:
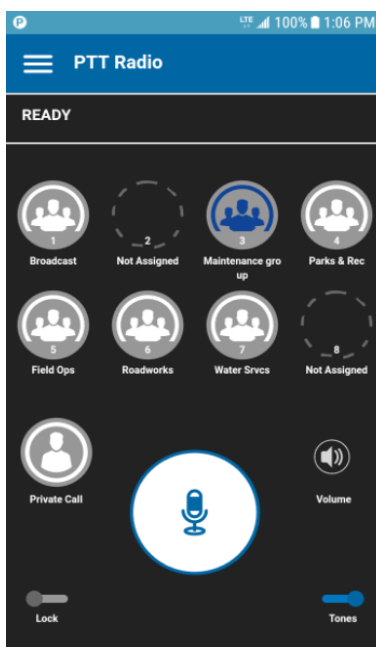
Main Screen

Interaction with Silent or Sound Mode

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

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

You can set the phone to vibrate for incoming PTT calls if the incoming Call Vibrate setting is ON.

For more information on how to set incoming Call Vibrate, refer to the "Vibrate Call" section.

Interaction between PTT and cellular calls

Answering a regular phone call while on a PTT call

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

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

Receiving a PTT call when on a regular phone call

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

If Call Priority setting is set to **Cellular**, an incoming PTT call is rejected. For more information on Call Priority, see the "Settings" section.

PTT Call Behavior While the Application is in the Background

Incoming PTT Calls — with Background Mode Turned OFF

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

Incoming PTT Calls — Background Mode

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

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

Ongoing PTT Calls

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

PTT Call Behavior While the Screen is Locked

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

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

Rejoining a PTT 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 will start a new call to that talkgroup.

6. Supervisory Override

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

Supervisor Talkgroup
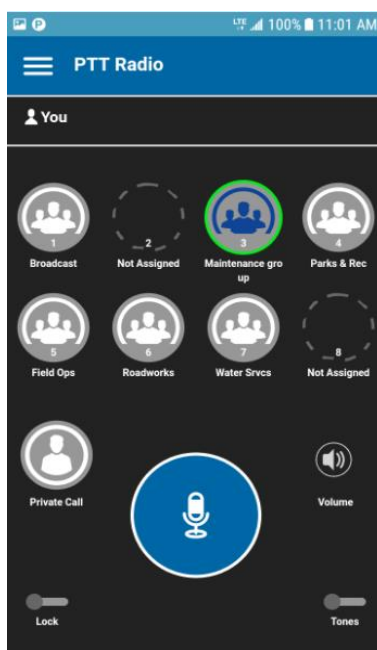
Supervisor Talkgroup

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

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7. Alerts

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

• Instant Personal Alert (IPA)

• 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 a non-PTT Radio user can send to other PTT users, including PTT Radio. The alert allows them to request a callback from another PTT user. PTT Radio users can only receive IPAs.

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

Receiving an Alert

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

Instant Personal Alert

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

Reply   Not now

Instant Personal Alert Message

IPA behavior

The IPA behavior is based on the following settings:

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

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

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

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

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

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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 will be shown on the display after the call ends.

How to Set the PTT Alert Volume

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

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

8. Real-Time Presence

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

This section is organized as follows:

• My Presence

• PTT Contact Presence

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

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

My Presence

My Presence or self-presence 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 and Tones" section.

Available Presence Status
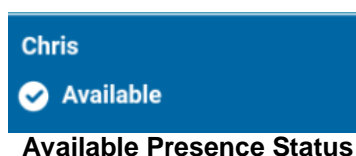
Meaning of Presence

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 will not be able to receive PTT calls and alerts.

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

No Connection

No Connection Presence Status
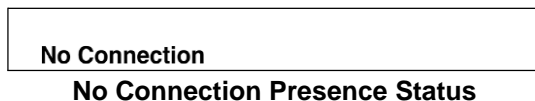
PTT Contact Presence

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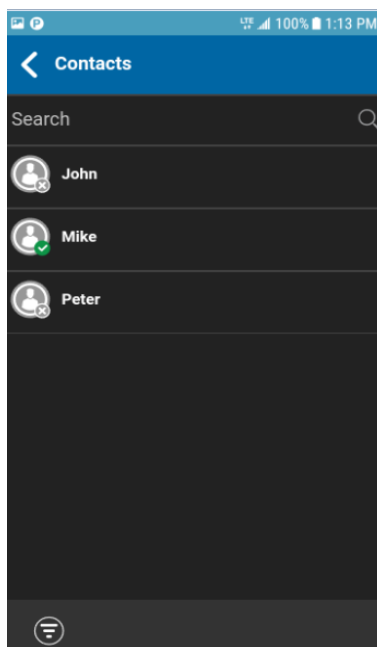
Contacts List

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 will not be able to receive PTT calls and alerts.

For a description and list of all icons, see the "Icons and Tones" section.

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

Calling Restrictions

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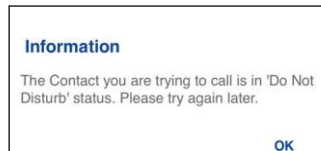
Do Not Disturb Information Message

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

9. Contacts

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

Administrator Contacts

PTT contacts are managed by an administrator. 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.

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.
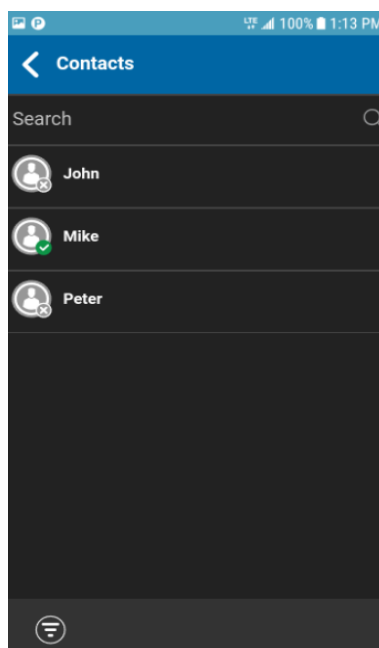
Contact List

Contact List Sorting

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

1. From within the PTT application *Main* screen, tap the **Menu**.

2. Choose the **Settings** option.

3. Tap on "*Contact Sorting*" setting. A pop-up displays.
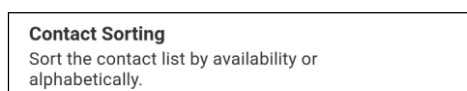
Contact Sorting Setting

4. Select either **By Alphabetical** or **By Availability**.
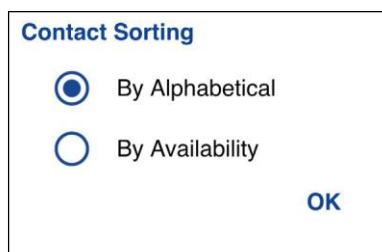
Contact Sorting Setting Options

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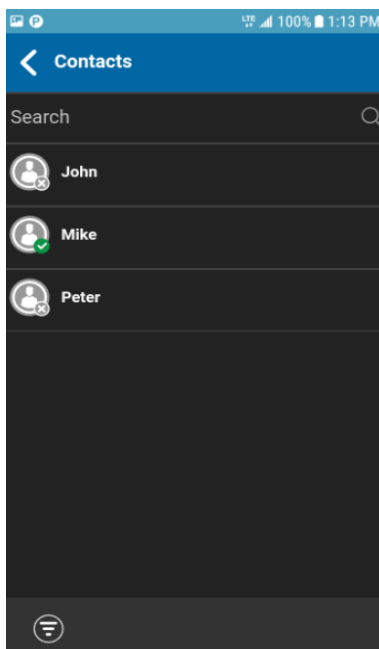
Contacts Sorted by Alphabetical
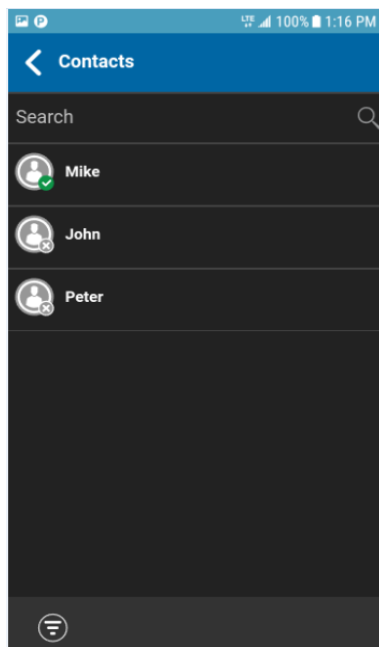
Contacts Sorted by Availability

10. Talkgroups

This section describes the the Push-to-Talk (PTT) follows:

Push-to-Talk (PTT) talkgroups using application and is organized as

• View Talkgroups
• Call Permissions

The talkgroups and position administrator.

assignments are managed by an

Maximum Number of

Allowed Talkgroups

The following table lists the allowed on your phone:

maximum number of talkgroups

Administrator-managed	
Talkgroups	8
Members per talkgroup	250

Maximum Talkgroups   **View Talkgroups**

The list of administrator-managed talkgroups which are assigned to positions 1-8 is shown on the main screen.

Call Permissions

Main Screen

There are three types of call permissions that 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. This 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.
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 other call etc., reasons. This is the default permission for all talkgroup members.
	Do not Allow	When set to Do not Allow, PTT user is NOT allowed to initiate new PTT call or rejoin existing active PTT call.
Call Receiving	Allow	When set to Allow, PTT user is configured to receive all the calls on the predefined talkgroup that user is part of. PTT user is paged for all the calls that are initiated on the talkgroup by other members. There is no retry for paging if user missed the call for any reason. This 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.

11. 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 as priority (1–3) talkgroups. The higher priority talkgroup calls take precedence over lower priority talkgroup calls.

While you have Talkgroup Scanning turned ON, you will 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 key or accessory PTT key, the floor is taken if selected talkgroup is active talkgroup or call is initiated on selected talkgroup (rejoin may occur) and active call is ended. If you want to talk on the active talkgroup, press the 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 will not be 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 will 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
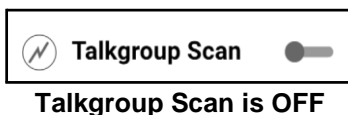
Note: When Talkgroup Scan is OFF, talkgroup calls are only received on the selected talkgroup. However, private calls can also be received.

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

Talkgroup Scan is ON
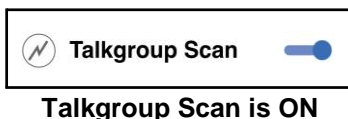
When Talkgroup Scan is turned ON, a scan list icon will appear in the call status. In addition, if any talkgroups have priorities assigned by your administrator, the priority (1-3) will be displayed on the

talkgroup button. When Talkgroup Scan is turned OFF, the scan list icon will disappear from the call status on the main screen and all assigned priorities will disappear.

Note: When Talkgroup Scan is ON, pressing a hard PTT key or PTT key accessory will end the current call if active and allow you to originate a call on the selected talkgroup.
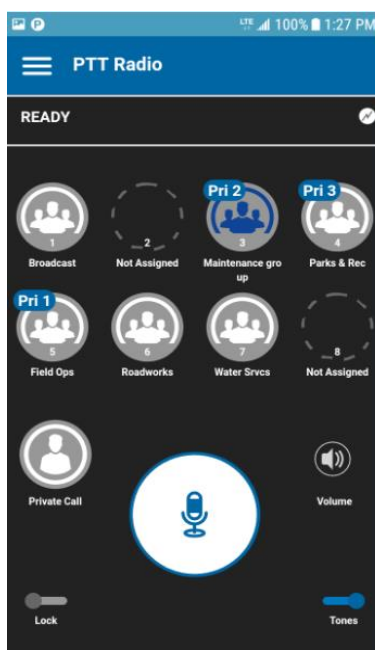
Talkgroup Scanning

12. Airplane Mode

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

- You cannot receive PTT calls

- You cannot receive alerts from others

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

13. Using Accessories and Bluetooth

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

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

Using a Wired Audio Headset

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

Using Bluetooth

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

Car Kit

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

External PTT Button

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

How to Turn Off Bluetooth for PTT

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

Using a Remote Speaker Microphone

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

Wired

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

you control the loudspeaker volume using the volume keys on the phone and using the volume buttons on the RSM.

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

Bluetooth

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

14. Settings

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

- Important Message
- Advanced
  - Audio Profile
  - Accessory Compatibility
- Alert Tone
- Auto Start
- Background Mode
- Call From Lock Screen
- Call Priority
  - Ongoing
  - Cellular
- Call Reconnect Tone
- Contact Sorting
- Display Name
- Instant Personal Alert
  - Tone and Display (default)
  - Display Only
  - Off
- Logout
- My PTT Number
- Privacy Mode
  - Earpiece
  - Off
- PTT Key

- Restore Defaults
- Use Bluetooth
- Vibrate Alert
- Vibrate Call

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 Update ⭐
Show more information
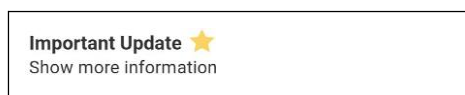
Important Message Setting

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

Note: Important Message notifications may vary in content.

Important Update

An upgrade for the app is available.
Please upgrade.

☐ Do not show again

Dismiss   Upgrade
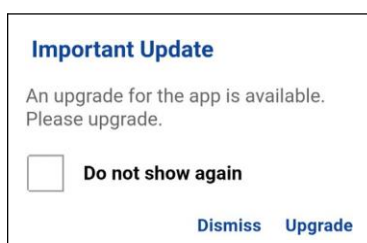
Important Message Notification Example

Advanced

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

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

To access the advanced setting

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

Advanced Settings
Additional settings for advanced setup.
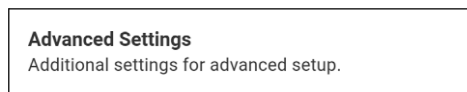
Advanced Setting

Audio Profile

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

To change the Audio Profile setting

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

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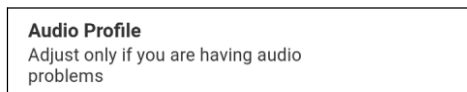
Audio Profile Setting

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

Audio Profile

- ● Profile 1
- ○ Profile 2
- ○ Profile 3
- ○ Profile 4
- ○ Profile 5

OK
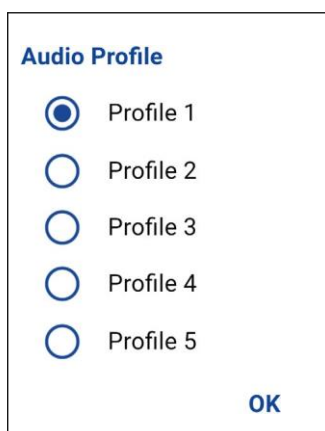
Audio Profile Setting Options

Accessory Compatibility

You can set the compatibility mode for PTT wired accessories.

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

To change the Accessory Compatibility

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

> **Accessory Compatibility**
> Set the wired PTT accessory
> compatibility mode

Accessory Compatibility Setting
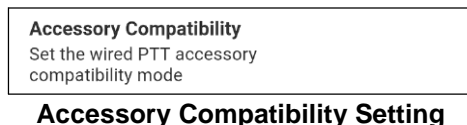
2. Tap the desired mode option.

> **Accessory Compatibility**
> ⦿ Mode 1
> ◯ Mode 2
> ◯ Mode 3
>   **OK**
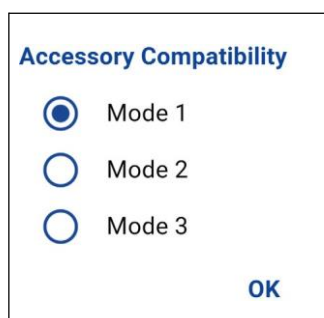
Accessory Compatibility Setting Options

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**
> Change tone played for alerts.
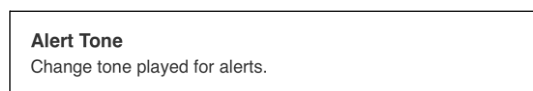
Alert Tone Setting

2. Select the desired alert tone.

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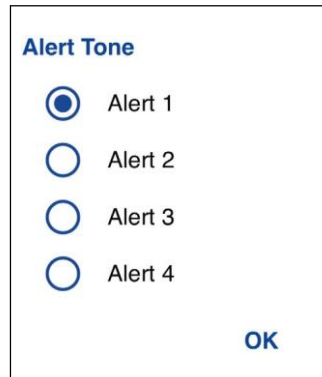
Alert Tone Setting Options

Auto Start

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

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

To change auto start

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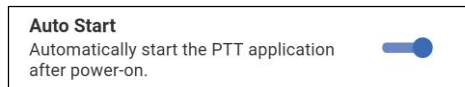
Auto Start Setting

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

Background Mode

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

To change the background mode setting

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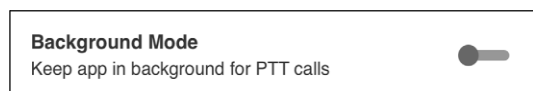
Background Mode Setting

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

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

Call From Lock Screen

The Call From Lock Screen setting allows you to make a PTT call to the selected group while the phone screen is locked.

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

To change the call from lock screen

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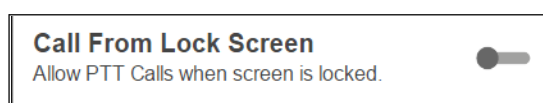
Call From Lock Screen Setting

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

Call Priority

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

To change call priority

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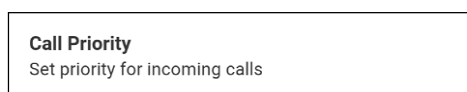
Call Priority Setting

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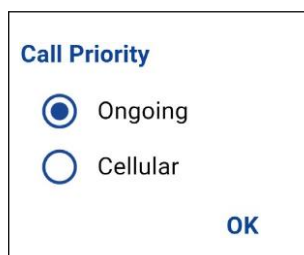
Call Priority Setting Options

Ongoing

An ongoing cellular call continues and an incoming PTT call is rejected with user busy indication. A PTT missed call alert is not provided to the user when the PTT call is rejected.

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

Cellular

An incoming PTT call is rejected during a cellular call.

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

Call Reconnect Tone

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

To change the Call Reconnect Tone

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

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

Call Reconnect Tone Setting

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

Contact Sorting

You can choose to view your contacts in a sorted manner. There are two options, sorting according to the alphabetical order of your contacts or sorting according to 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
Sort the contact list by availability or
alphabetically.

Contact Sorting Setting

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

Contact Sorting

⦿ By Alphabetical

◯ By Availability

OK
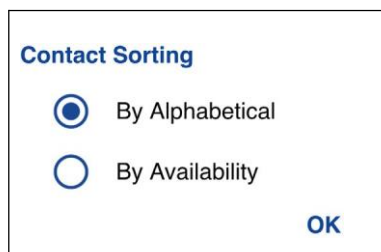
Contact Sorting Setting Options

Display Name

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

To view or set your display name

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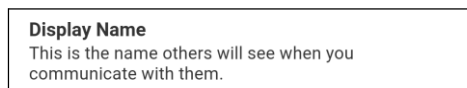
Display Name Setting

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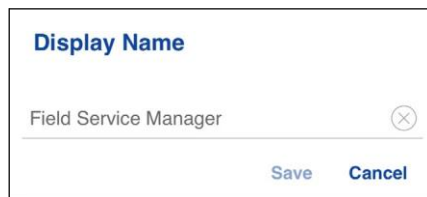
Display Name Setting Option

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.

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)

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

Display Only

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. Click **OK**.

Logout

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

To log out

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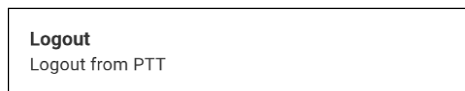
Logout Setting

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

Logout Setting Confirmation

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

My PTT Number

The PTT number displays your registered PTT number.

To view your PTT number

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

My PTT Number:
214-555-0031

My PTT Number Setting

Privacy Mode

The Privacy Mode setting lets you control how incoming PTT calls are handled whenever your phone ringer setting is set to "silent" or "vibrate-only". With Privacy Mode, you can control whether an incoming PTT call is heard normally or if the PTT call uses the phone earpiece. You can choose the behavior using the Privacy Mode setting within the PTT application. Based on the option you choose; the following PTT call behavior will occur:

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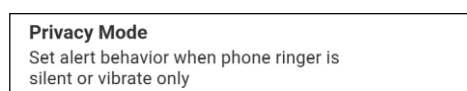
Privacy Mode Setting

Earpiece

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

Privacy Mode

⦿ Earpiece

◯ Off

OK
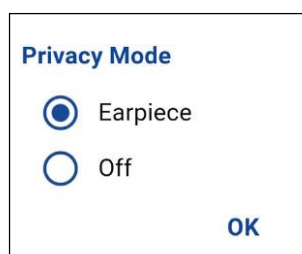
Privacy Mode Setting Options

Off

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

PTT Key

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

To change the PTT Key

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

> **PTT Key**
> None (on-screen)

PTT Key Setting

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

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

> **PTT Key**
>
> ○ Volume Up/Down
>
> ⦿ None (on-screen)
>
> **OK**

PTT Key Setting Options

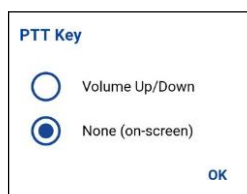3. When the PTT Key setting is set to Volume Up/Down, you can use either the Volume up or down button to activate the PTT key. The PTT call volume can be changed by pressing the Speaker button on the call screen and using the slider to adjust the volume.

Restore Defaults

You can restore all the PTT application settings to their defaults using the **Restore Defaults 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**
> Restore application settings to their
> factory defaults.
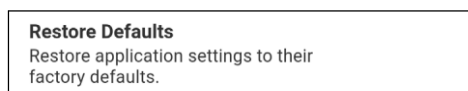
Restore Defaults Setting

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

> **Restore Default Settings**
>
> Restore all application settings to their default
> values?
>
> **Yes**   **No**
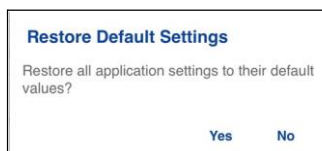
Restore Defaults Setting Confirmation

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 will vibrate 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.
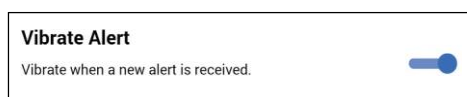
Vibrate Alert Setting

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 will vibrate for incoming PTT calls.

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

To change vibrate call

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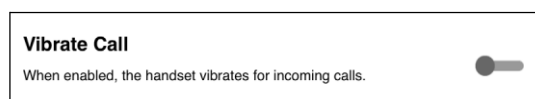
Vibrate Call Setting

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

15. Troubleshooting

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

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

1. "Data connection is 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:

1. Go to phone settings on your Android phone.

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

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

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

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

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

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. The activation code is typically provided by a corporate administrator. If you do not have an activation code, please move to an area with good cellular coverage and try activating again.

Application is not Visible during an Incoming Call

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

Call Failures

A PTT call may not be completed for several reasons:

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

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

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

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

Call Unexpectedly Ends

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

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

Incoming Call is Rejected

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

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

Cannot Hear Incoming Call

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

Changing My SIM Card

Your phone may contain a SIM card that lets you move your phone number from one phone to another phone compatible with your mobile phone service and SIM card. If you replace the SIM card in your phone with another that has a different phone number, the PTT application will automatically will 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 will ask you to "activate" or re-register your phone with the PTT server to ensure that you subscribe to PTT service. Please see the "First-time Activation" section for information about registering your phone with the PTT service.

Explanation of Error Messages

Loss of Data Network Connection

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

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

If you want to reconnect only to the cellular data network, then turn OFF Wi-Fi in the settings. See "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 will see a message indicating that the person is busy.

User Unreachable

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

Login failures

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

PTT Button Is Not Working or Accesses a Different Application

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

The following information is applicable to PTT certified phones.

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

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

Wi-Fi Connection Problems

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

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

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

16. 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
  - Private Call (One-to-One 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 certain 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.

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.

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 will hear a "chirp." This indicates that you have the floor and can speak while you press the PTT button. When you stop talking, you should release the PTT button.
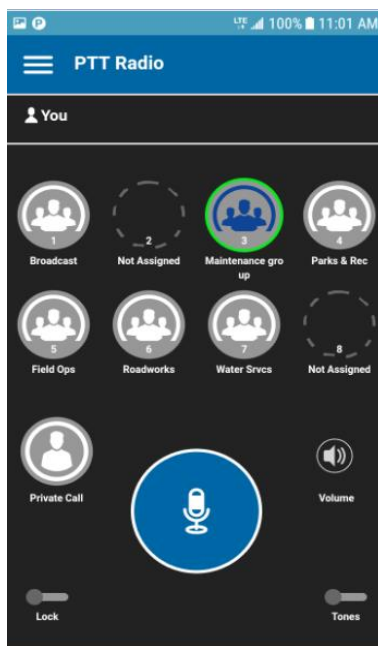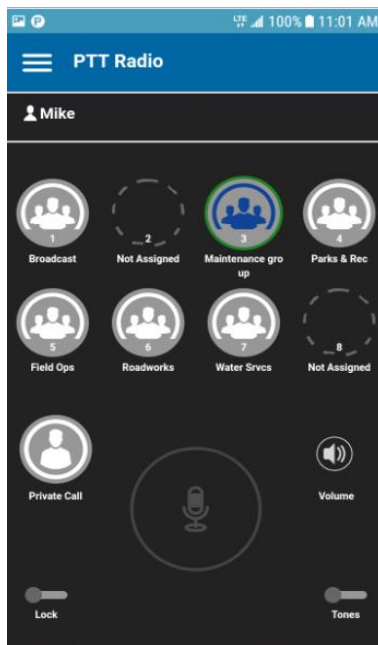

You are Speaking in a PTT Talkgroup Call

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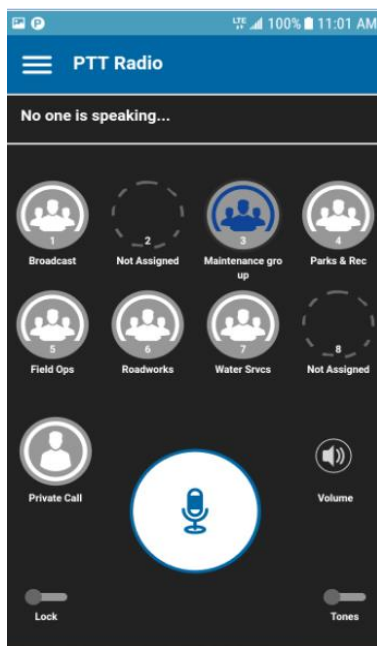
No One is Speaking in a PTT Talkgroup Call

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

Note: If the call is a talkgroup call and you are a supervisor for the talkgroup, whenever you press the PTT button, the floor will be revoked from the person speaking including another supervisor and you will be able to 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.