

# FirstNet Rapid Response

Push-to-Talk iOS App User Guide



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## Push-to-Talk iOS App User Guide

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# Introduction and Key Features

FirstNet Rapid Response Push-to-Talk (PTT) provides a user experience similar to Land Mobile Radio (LMR). Up to 96 administrator assigned talkgroups can be monitored, scanned, or used to communicate with other users. The PTT Radio application also supports 1:1 calls to corporate contacts. Here is a brief description of the key features of FirstNet Rapid Response:

## Alerts

### Instant Personal Alert (IPA)

Allows you to send a message to another person asking for a callback.

### Missed Call Alert (MCA)

Shown whenever you miss an incoming PTT call because you were either in another PTT call or a regular cellular call.

For more details, please see the Alerts section.

### Area-Based Talkgroups

Makes talkgroups dynamically available while in a geographical area.

For more details, please refer to the Area-Based Talkgroups (Optional) section.

### Broadcast Talkgroup Calling

Allows designated talkgroup members to make high-priority one-way calls typically used for making important announcements to large talkgroups.

**NOTE:** In the PTT application, groups (created by the administrator) are also known as talkgroups.

For more details, please see the Making Broadcast Talkgroup Calls section.

### Contact and Talkgroup Management

PTT contacts and talkgroups can be centrally managed by an administrator (“administrator-managed”) or by you (“personal”).

For more details, please see the Contacts section and Talkgroups section.

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

### Device ID Management

Allows login to the service with a username and password. Also allows multiple users to share a device.

For more details, please see the User ID and Password User Login section.

### Emergency Calling and Alert

Allows you to originate or receive an emergency call and receive an emergency alert.

For more details, please see the Emergency Calling and Alert (Optional) section.

### Favorites

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

For more details, please see the Favorites section.

### Talkgroup Affiliation

Allows communication (PTT calls, messages, video streams and operational status messages) on your currently selected talkgroup. Communication from other talkgroups is suppressed.

For more details, please see the Talkgroup Affiliation section.

### Integrated Secure Messaging

Allows a PTT user to send and receive secure text messages, multimedia content, and location information to and from other PTT users.

For more details, please see the Integrated Secure Messaging section.

### Location Tracking

A supervisor with Location Capability, turned on by your administrator at the talkgroup level can track talkgroup member’s location.

For more details, please see the Supervisor with Location Capability section.

### PTT Calling to Individuals and Talkgroups

Instant communication to one or more people at the push of a button.

For more details, please see the Make Calls section.

### Real-Time Presence

See whether your contacts are available and ready to receive calls before making a call. Likewise, indicate whether you want to receive PTT calls to your contacts.

For more details, please see the Real-Time Presence section.

### Scan Talkback

Allows you to control whether you can take the floor on the active talkgroup or selected talkgroup while scan mode is ON.

For more details, please see the Scan Talkback section.

### Status Messaging

Allows you to report your status to another user, typically a dispatcher.

For more details, please see the Status Messages section.

### Supervisory Override

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

For more details, please see the Supervisory Override section.

### Remote Talkgroup Select

Allows dispatchers to change the selected talkgroup for PTT Radio users.

For more details, please see the Remote Talkgroup **Select** section.

### Talkgroup Scanning with Priority

Allows a subscriber's phone to scan through a list of corporate talkgroups for calls. The higher priority talkgroup calls take precedence over lower priority talkgroup calls.

For more details, please see the Talkgroup Scanning section.

### User Check and Monitoring

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

For more details, please see the User Check and Monitoring (Optional) section.

For more details, please see the Emergency Calling and Alert (Optional) section.

### User Roles

Allows different configurations including contacts, talkgroups and feature enables to be assigned to you. Usually this is to fulfill a particular role or job.

For more details, please see the User Role Login section.

### Userless Device Mode

Allows a shared device to be used even when there is no one logged in when configured by your administrator. For example, devices that are shared across shifts, and during a shift change, any user can pick any device to make instant PTT or emergency calls without logging into the PTT application with their own credentials.

For more details, please see the Userless Device Mode section.

### Video Streaming

Allows you to stream your video in real-time to another user, typically a dispatcher.

For more details, please see the Video Streaming (Optional) section.

## Zones and Channels

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

For more details, please see the Channels and Zones section.

## Wi-Fi support

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

For more details, please see the PTT over Wi-Fi section.

**NOTE:** If your administrator changes your mode of operation, you see the following message, *Application mode changed*.

## What's New in this Release?

- Added Floor Revoke Tone
- Added Emergency hard button to Emergency Calling and Alert (Optional) section
- Added manual dial with special characters
- Added Talkgroup Affiliation section
- Added Remote Talkgroup Select section
- Added Status Messaging (Optional) section
- Added User Role Login section
- Added Userless Device Mode section

# Application Installation & Getting Started

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

## Installation Prerequisites

Procedure:

1. Subscription to FirstNet Rapid Response PTT service.
2. A supported iOS smartphone. For more details, please check the FirstNet website at [www.firstnet.com](http://www.firstnet.com).
3. Wi-Fi Assist mode should be turned off. Otherwise, it could interfere with the PTT operation. The setting is found in Settings > Cellular > Wi-Fi Assist.
4. An Apple ID and iTunes to download the application from the Apple iTunes store.
5. The following link provides information about creating an Apple ID using iTunes. See [Creating a new Apple ID](#).

## Downloading the PTT Application

Procedure:

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

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

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

## First-time Activation

There are two ways to activate the PTT application. You can activate a phone using the FirstNet network or using Wi-Fi with an activation code.

**NOTE:** If your administrator has provided you with a user ID and password, then go to User ID and Password User Login section.

## Activating on an iPhone

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

**Procedure:**

1. Tap on the **Push-to-Talk** icon under **Apps** to launch the PTT application. The Activation Confirmation dialog displays.

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

When prompted, you must ALLOW the application to access the microphone.

When prompted, you must ALLOW the application to send you notifications.

When prompted, you should ALLOW the application to use BT accessories.

2. Perform one of the following actions:
  - Tap **Yes** to activate to open the **Authentication Required** screen.
  - Tap **No** to cancel.
3. Tap **OK** to authenticate your subscription, an SMS must be sent. Please do not modify the message contents. Press the **Back** button to return to the app after sending the text. Message and data rates may apply.

**NOTE:** If prompted, you must ALLOW authorized users to remotely listen to your PTT calls as well as your surroundings using the device microphone, which may also be recorded. If you decline, then you will not be able to continue using this application.

4. If activation fails, select **Exit** which closes the application and start over at step 1. If your administrator has provided you with a User ID and Password, tap **Log In with Username** and continue to the User ID and Password User Login section.
5. The End User License Agreement page is displayed.
6. You must read and accept the EULA to activate the PTT service on your phone.
7. If you agree to the EULA, tap **Accept** to activate the PTT service on the phone.

## Activation on an iPhone using only Wi-Fi Network

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

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

## Activating PTT Application using a Wi-Fi network

**Procedure:**

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

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

When prompted, you must ALLOW the application to access the microphone.

When prompted, you must ALLOW the application to send you notifications.

When prompted, you should ALLOW the application to use BT accessories.

2. Perform one of the following actions:
  - Tap **Yes** to continue the activation process.
  - Tap **No** to cancel the activation process.

A No Cellular Connection dialog is displayed.
3. Perform one of the following actions:
  - Tap **Enter Code** to continue with the activation process.
  - Tap **Exit** to exit the activation process.
4. Enter the activation code received from your administrator.
5. Tap **OK** to activate or tap **Log In with Username**. A **Log In** screen displays.

**NOTE:** If prompted, you must ALLOW authorized users to remotely listen to your PTT calls as well as your surroundings using the device microphone, which may also be recorded. If you decline, then you will not be able to continue using this application.

6. If activation fails, select **Exit** the app returns to the splash screen with Login option. Login option will start from EULA again. If your administrator has provided you with a User ID and Password, tap **Log In with Username** and continue to the User ID and Password User Login section.

7. The **End User License Agreement** page is displayed. You must read and accept the EULA to activate the PTT service on your phone.
8. If you agree to the EULA, tap **Accept** to activate the PTT service on the phone.

## User ID and Password User Login

This section describes the steps you must take to log into the Push-to-Talk (PTT) application when the PTT service is using device ID management. Device ID Management increases security by requiring users to enter a user ID and password and supports the ability for multiple PTT users to share a device with another PTT user, for example, between shift workers.

**NOTE:** The Device ID Management supports release 9.1 PTT applications and later. It is required for cross-carrier users and tablet users.

Other than shift users, Device ID management can also be used to log into multiple devices a user may possess. For example, a tablet and phone owned by the same user. However, the PTT user can have only one active session at any point in time. Once logged in to one device, a session from another previously logged in device is deactivated.

The user ID is either an email ID or a PTT number.

## Logging in the First Time

**Procedure:**

1. Tap the **Username** or **email** field.
2. Type the **PTT number** or **email** using your on-screen keyboard.

**NOTICE:** Tap the **Refresh** icon (circular arrow icon) located in the upper right to clear all values entered.

3. Tap the **Password** field.
4. Enter your temporary password using your on-screen keyboard.

**NOTE:** If you forgot your password, tap **Forgot Password?** link and go to Forgetting Your Password section.

5. On private devices, if you do not want to enter a user ID and password every time, tap the **Remember User** checkbox.
6. Tap the **Log In** button to Login to the PTT application. The Update password screen is displayed.
7. If the application has been idle on the Log In screen for a while, you may see a timeout error. Enter your user ID and password again. This security feature is intended to prevent unauthorized access.

**NOTE:** Shared device session expires after 24 hours or time configured by your service provider from the first time you log in. You need to relogin each time the shared device session expires.

## Setting Your Password

During the first time login, you are prompted to enter your password. You need to re-enter it each time you login.

**Prerequisites:**

Make sure that your password meets the following requirements:

- At least 6 characters
- At least one lowercase letter (a-z)
- At least one uppercase letter (A-Z)
- At least one number (0-9)
- At least one of these special characters @#\$%^&+=

**NOTICE:** Tap the **Refresh** icon (circular arrow icon) located in the upper-right to clear all values entered.

**When and where to use:**

You must set your password the first time you log in. Set your password to activate your account using the following steps:

**Procedure:**

1. Tap the **New Password** field.
2. Type your password using your on-screen keyboard.
3. Tap the **Confirm Password** field and type your password using your on-screen keyboard.
4. Tap the **Submit** button to update your password.



**NOTE:** If prompted, you must ALLOW authorized users to remotely listen to your PTT calls as well as your surroundings using the device microphone, which may also be recorded. If you decline, then you will not be able to continue using this application.

## Confirming to Remember Your Password (Private Device)

When you set your username and password, you can choose to remember your username and password so that the next time you start the PTT application, it enables automatic login. This information is encrypted and stored on this device and automatically erased when another user logs in to this device.

### Procedure:

1. Tap the **Username or email** field.
2. Type your User ID or PTT number using your on-screen keyboard.
3. Tap the **Password** field.
4. Type your password using your on-screen keyboard.
5. Tap the **Save** button in the upper-right. You are logged into the PTT application.

**NOTE:** If prompted, you must ALLOW authorized users to remotely listen to your PTT calls as well as your surroundings using the device microphone, which may also be recorded. If you decline, then you will not be able to continue using this application.

## Subsequent Login

For each subsequent login, you need to enter your user ID and password. If the application has been idle on the Log In screen for a while, you may see a timeout error after entering your user ID and password. Enter your user ID and password each time you login.

After you login, the server retrieves your contacts and talkgroups. It may take some time before your contacts and talkgroups are displayed. This behavior is normal.

If you have a user ID and password and have selected **Remember User** on the **Log In** screen, you do not need to enter your user ID and password again.

If you forget your password, see Forgetting Your Password.

For more details on password requirements, see Setting Your Password.

## Forgetting Your Password

Use the following steps when you forget your password. A temporary password is automatically sent to your email address.

**NOTE:** You can get a temporary password from your administrator. Tap **Back to Login** to return to the **Log In** screen.

### Procedure:

1. Tap the **Username or email** field.
2. Type your User ID or PTT number using your on-screen keyboard.

3. Tap **Submit** button. An email is sent to you with a temporary password. Follow the steps for Logging in the First Time to set a new password.

## Switch User for Users with User ID and Password

If the PTT application is marked for “Private” use, there is an option to switch user where the currently logged in user is logged out and another end user can login to the same device.

Once **Switch User** option is selected, you are prompted for user ID and password each time you log out. The new user can choose **Remember User** mode again after successful login by selecting, **Confirm Remember User**.

**NOTE:** Switch User functionality may not be available in certain cases such as on a call, Emergency Call, Device Deactivation by an Authorized User.

## Accessing the Switch User Option

### Procedure:

1. From the Menu, tap the **Switch User** option. The message, “You are about to log out and re- enable username and password login. History stored only on this device will be lost. Continue?”
2. Select one of the following actions:
  - Tap **Yes** to log out.
  - Tap **No** to cancel.

## User Role Login

A user role authorizes you for services required to fulfill the duties in a particular role. Contacts, talkgroups, scan list and other features can be configured by the administrator in a user profile. Only one profile is active at a time. Currently, even if you have a single profile, the user must select it.

When you log into the PTT application, a user role may be preassigned to you based on your login. An administrator assigns a default user role, which is preselected. After selecting the role at login, all contacts or groups are downloaded to the PTT application.

The default selected talkgroup is the last selected talkgroup for your role. Upon device power ON or OFF, the PTT application automatically logs in to previously selected role (when **Remember me** is selected) without asking you to choose a role.

## Setting a User Role

### Prerequisites:

Log into the PTT application. For more details on how to log into the PTT application, see First-time Activation section. If more than one role is assigned to you, the Roles screen displays; otherwise, the Talkgroup screen displays.

### When and where to use:

The default selected talkgroup is the last selected talkgroup for your role. Upon device power ON or OFF, the PTT application automatically logs in to previously selected role (when **Remember me** is selected) without asking you to choose a role.

### Procedure:

1. Tap or touch your role from the list provided.
2. Perform one of the following actions:
  - Tap or touch the **Select** button to select your role.
  - Tap or touch the **Cancel** button to cancel the operation.

## Changing the User Role while Logged In

### Prerequisites:

Log into the PTT application. For more details on how to log into the PTT application, see First-time Activation section. If more than one role is assigned to you, the Roles screen displays; otherwise the talkgroup screen displays.

### Procedure:

1. From the **Menu**, tap, **Switch Profile**.
2. Tap or touch your role from the list provided.

3. Perform one of the following actions:

- Tap or touch the **Select** button to select your role.
- Tap or touch the **Cancel** button to cancel the operation.

## Userless Device Mode

**NOTE:** This feature may not be included in your PTT service plan.

For the first-time PTT application launch, the PTT application performs an SMS authentication and logs into the PTT server.

After the initial login, all contacts, groups, and features are automatically configured for use when a user is not logged in on the device.

After login, the PTT application allows you to log in to the application using your credentials (username and password). When you log in to the device, the default (Userless Mode) contacts and groups are no longer accessible until you log out.

## Tutorial

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

## Login

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

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

## Manually Logging into the PTT Application

Procedure:

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

## Application Updates

iTunes & App Store Settings

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

## In Application Update Notification

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

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

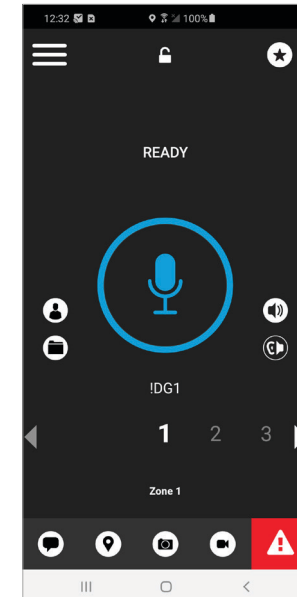
## Navigate the Push-to-Talk Application

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

**NOTE:** Portrait mode is supported for handset and tablet devices. Landscape mode is only supported for tablet devices.

## Main Screen

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



The following table describes the Main Screen user interface and is listed by name and description. See Icons section for a list of all icons.

Name	Description
Menu	Displayed in the top left corner of the main screen. Displays Self-Presence Status (Available or Offline) and includes the following options: History, Contacts, Map, Favorites, Channels/Zones, Talkgroup Scan, Tones, Enhanced Loudness, Use Wi-Fi, Manual Dial, Ambient Listening (if configured), Switch Profile (if configured), Settings, Tutorial, About. See the Menu section for more information.
App Lock	Tap the App Lock from OFF (default) to ON; the text, “Locked” is displayed. The user interface is not accessible until you tap the App Lock toggle to the unlock state. The PTT App lock does not block the use of an external PTT key or accessory PTT key.
Favorites	Tap to open your favorites to make a call.
Talkgroup Location (if configured)	Tap to access the map for the talkgroup. Requires the Geofencing and Geolocation feature to be turned on by your administrator.
Contacts List	<p>Displayed in the left hand side of the PTT button and displays the Contacts button.</p> <p>Tap to access the contacts list and select a contact to make a 1:1 PTT call, send a message or select the first member of a Quick Group call.</p> <p>When an incoming 1:1 or quick group PTT call is received, the Contacts button is selected.</p> <p>When you select a contact, the Contacts button will be selected but not active. For the Contacts List icon, see Call Screen Icons section.</p>
Channels/Zones	Displays on the left hand side of the PTT button. Tap to open the folder to access the channels and zones. For the Channels/Zones icon, see Call Screen Icons section.
Call Status	Displays the Talker ID, Call Status (Ready, Connecting, No Connection).
On-screen PTT	Press and hold the on-screen PTT button to make a PTT call to a single contact or talk- group. 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. For the on-screen PTT button icons, see Call Screen Icons section.
Talkgroup Scan (Available, if enabled)	Tap to toggle Talkgroup Scan from OFF (default) to ON. For Talkgroup Scanning icons, see Talkgroup Icons section. For more details, on how to use Talkgroup Scanning, see Talkgroup Scanning section.
Call Volume	Tap to access the Volume Control popup. For the Call Volume icon, see Call Screen Icons section. For more information on how to use the Volume Control, see Turning the Speaker On/Off section.
Earpiece/Speaker	Tap the button to switch between speaker and earpiece. When the speaker is off, PTT calls are heard through the phone’s earpiece For the Earpiece/Speaker icon, see Call Screen Icons section. For more information on how to use the Volume Control, see Turning the Speaker On/Off section.
Talkgroup Name	Displays the currently selected talkgroup name, including Broadcaster and Supervisor icons. For the Broadcaster and Supervisor icons, see Talkgroup Icons section.
Talkgroup Channel	Displays the currently selected talkgroup channel. For more information on how to use the Talkgroup Channel Selector, see Channels and Zones section.
Talkgroup Zone	Displays the currently selected talkgroup zone. For more information on how to use the Talkgroup Zone, see Channels and Zones section.

Name	Description
Integrated Secure Messaging	Tap or touch to send a text message, location, photo, or Stream Video buttons. For the Integrated Secure Messaging icons, see Integrated Secure Messaging Icons section. For information on how to use Integrated Secure Messaging, see Integrated Secure Messaging section.
Emergency (Available, if enabled)	Touch and hold to declare an emergency. See Emergency Icons section for more details. For information on how to use Emergency, see Emergency Calling and Alert (Optional) section.

## Menu

The menu icon is in the upper-left-hand corner of the Main screen. Tap the **Menu** icon to access the menu options.

### Menu Options

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

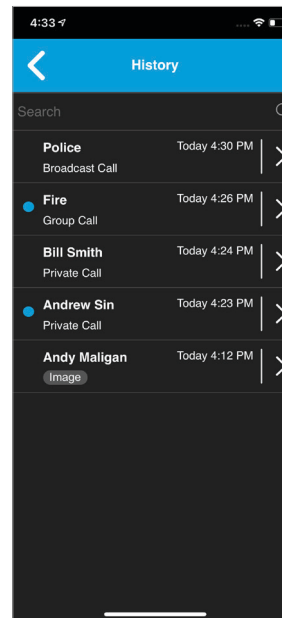
Name	Description
Presence Status	Displays your presence status. Either 'Available,' or 'Offline.' Offline icon also displays your 'No Connection' presence status. For more details, see the Real-Time Presence section.
History	Tap to access the call history. For more details, see History section.
Contacts	Tap to access the contacts. For more details, see Contacts section.
Map	Tap to access the map. For more details, see Map section.
Favorites	Tap to access the favorites. For more details, see Favorites section.
Channel/Zones	Tap to access the channels/zones. For more details, see Channels and Zones section.
Talkgroup Scan (Available, if enabled)	Tap the Talkgroup Scan toggle from OFF to ON. For more details, see the Talkgroup Scanning section.
Tones	Tap to toggle Tones from ON (default) to OFF. When OFF all PTT tones are muted except the broadcast tone. For more information, see Tones section.
Loudness	Tap to toggle Loudness from OFF (default) to ON. For more details, see Enhanced Loudness section.
Use Wi-Fi	Tap to toggle Use Wi-Fi from ON (default) to OFF (default).
Manual Dial	Tap to manual dial a contact. For more details, see the Dialing a Manual Call to a PTT User section.
Tutorial	Tap to access the application tutorial.
Settings	Tap to access the application settings. For more details, see the Settings section.
About	Tap to access more information on the application.
Switch Profile (Optional)	Tap to log out and re-enable username and password login. Optional features may not be included in your PTT service plan. For more details, see the Switch User for Users with User ID and Password section.

## History

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

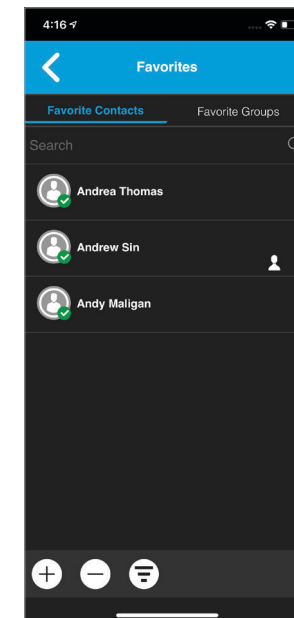
Each top-level history entry displays the conversation type (Broadcast Call, Group Call, Quick Group Call, Private Call), contact name, group name or participant names for quick groups, <message text preview> (if a text message), Voice Message, File, Image, Location, Video, and a time stamp format uses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

For more information on how to manage your history, see the History section. For information on the history icons, see the History Icons section.



## Favorites

Favorites displays your favorite PTT contacts and talkgroups. From the main screen, top right corner, select the Call Favorites button or from the Menu. You can quickly start a PTT call to your favorites. For more information on how to view, add, and remove your favorite contacts, see the Favorites section. For information on the favorites icons, see the Icons section.



## Contacts

This section describes Push-to-Talk (PTT) contacts using the PTT application. The PTT contacts are separate from the Contacts on the phone.

### Administrator-Managed Contacts

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

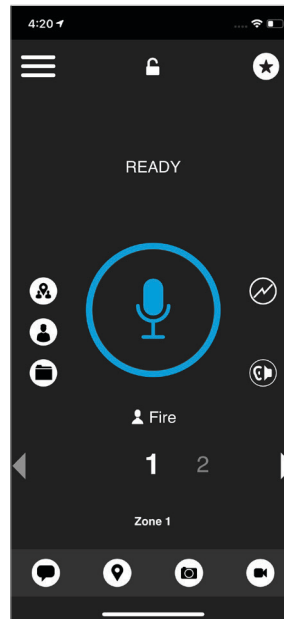
### Maximum Number of Allowed Contacts

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

Administrator-Managed	
Contacts	1000

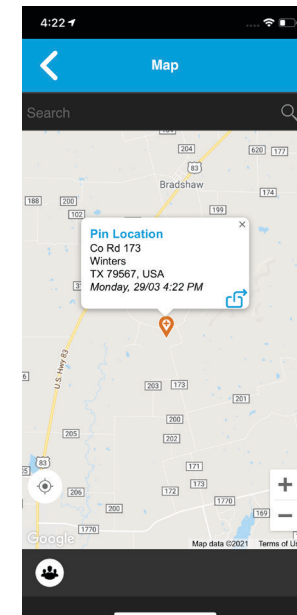
## Talkgroups

Your corporate talkgroups are accessible from the main screen. The currently selected talkgroup and the zone is shown. Tapping the Channel Change +/- button allows you to choose a talkgroup within the same zone. Channel/Zones are accessible from the Menu. For more information on how to view your talkgroups and zones, see the Talkgroups section. For information on the talkgroups icons, see the Icons section.



## Map

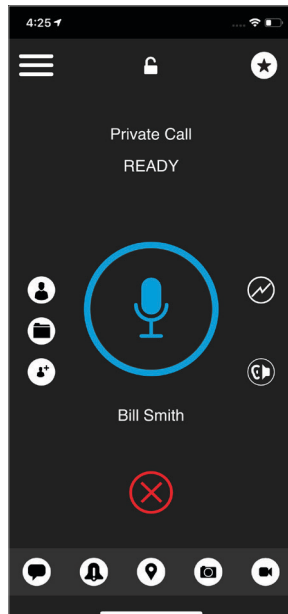
The **Map** displays your location and allows you to send your location to others. It also displays the location of your talkgroups members for which you are a supervisor and allows you to search for talkgroups or start a PTT talkgroup call. For more information on how to search the map, recenter the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





## Call Screen

The Call screen is the main screen for communication. You make a call, make a quick group call, turn on/turn off the speaker, send a text message, send your location, send an alert, send a photo, and record and send a voice message. For more information on how to make and receive calls, see the Make and Receive PTT Calls section. For more information on how to send or receive streaming video, see the Video Streaming(Optional) section. For more information on how to send or receive Integrated Secure Messaging, see the Integrated Secure Messaging section. For information on the call screen icons, see the Icons section.



## Actions

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



## Context Menus

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

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

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

Location	Description	Condition	
Favorite Groups	Remove Favorite	All entries	
	Send Text	All entries	
	My Location	All entries	
	Send Instant Personal Alert	All entries	
	Send Document	All entries	
	Camera	Take Photo	All entries
		Record Video	All entries
		Image Gallery	All entries
		Video Gallery	All entries
	Record Voice	All entries	
Emergency	Authorized user		
History	Clear All	All history entries	
	Delete History	All history entries	
History Details	Forward to Contact	All messages	
	Forward to Quick Group	All messages	
	Forward to Group	All group messages	
	Reply to Sender	All messages	
	Delete Message	All messages	
	Copy Message	All text messages	
Groups	Group Details	All entries	
	Scan List	Set Priority 1	Administrator-managed group
		Set Priority 2	Administrator-managed group
		Set Priority 3	Administrator-managed group
		Normal Priority	Administrator-managed group

## PTT Button

### External PTT Button

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

**NOTE:** On iOS 12.4 or higher devices, a call can be initiated only while the application is open (visible). To initiate a call using a PTT accessory button, open the application first.

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

**NOTE:** This behavior assumes that Background Calling is turned off. For more details on Background Calling, see the Call Behavior in 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.

## Navigate to the Previous Screen

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

## Scrolling

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

## Searching

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

#### Procedure:

1. Touch within the search bar to bring up the on-screen keyboard. As you type, contacts or talkgroups names containing the letters or numbers entered displays automatically.
2. Tap the searched result to open it.









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








## Icons

The icons available throughout the application are based on the features provisioned for the user.

### Action Icons


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

-  Add button. Displayed on the Contacts, Favorites, Groups, and Quick Text. Tap to add contacts, favorites, groups, or a quick text.
-  Alert button. Tap to send Instant Personal Alert to a contact.
-  Attach File button. Tap to attach a file to send as an attachment. Requires the Integrated Secure Messaging feature to be turned on by your administrator.
-  Camera button. Tap to choose from taking a photo, video, or selecting a file in the gallery. Requires the Integrated Secure Messaging feature to be turned on by your administrator.
-  Cancel button. Tap to cancel current action and go back to the previous screen.
-  Delete button. Tap to delete the contact, group, etc.
-  Details button. Tap to access the contact details.
-  Filter ON button. Tap to toggle filter ON to OFF (default).


-  Filter OFF button. Tap to toggle filter OFF (default) to ON.
-  Gallery button. Tap to save to your device. Requires the Integrated Secure Messaging feature to be turned on by your administrator.
-  Location button. Tap to share your location. Requires the Integrated Secure Messaging feature to be turned on by your administrator.
-  Send Message button. Tap to send a text message. Requires the Integrated Secure Messaging feature to be turned on by your administrator.
-  Forward button. Tap to forward an image or video. Requires the Integrated Secure Messaging feature to be turned on by your administrator.
-  Save button. Tap to save current contact or group.
-  Voice Message button. Tap to send a recorded voice message. Requires the Integrated Secure Messaging feature to be turned on by your administrator.

## Avatar Icons

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

-  Default contact icon used in contact list screen when there is no avatar assigned.

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-  Default group icon used in group list screen when there is no avatar assigned.






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

## Call Screen Icons

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



**NOTE:** For more information on Integrated Secure Messaging icons, see the Integrated Secure Messaging Icons section.

-  Cancel Call button. Tap to cancel a private call.
-  End Call button. Tap to end the current PTT call.
-  Call Accept button. Tap to accept a call.
-  Call Contact button. Tap to call a contact.
-  Call Favorites button. Tap to open your favorites to make a call.
-  Access Channels/Zones button. Tap to open the folder channels and zones.
-  Group Location button. Tap to access the map for the group. Requires the Geofencing and Geolocation feature to be turned on by your administrator.
-  In-Call Add Participant button. Tap to add participants to make a temporary group before making a PTT call.
-  Instant Personal Alert button. Tap to send IPA to the contact.
-  Status Messaging button (Optional). Tap to send a status message to an authorized dispatcher or other authorized users in a talkgroup. Optional features may not be included in your PTT service plan. For more details, see the Status Messaging (Optional) section.
-  Listen-only call indicator.

-  PTT button. Indicates idle state and the floor is available.
-  PTT button. Indicates the floor taken state.
-  PTT button-acquired. Indicates the acquired state and you are ready to speak.
-  Speaker ON toggle button. Tap to toggle the Speaker from ON (default) to OFF. When the speaker is off, PTT calls are heard through the phone's earpiece. For more information, see the Turning the Speaker On/Off.
-  Speaker OFF toggle button. Tap the button to toggle from OFF to ON. When the speaker is off, PTT calls are heard through the phone's earpiece. For more information, see the Turning the Speaker On/Off.

## Contact Icons


The following table lists the contact list icon listed by icon and description.

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

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

## Emergency Icons

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


 **Emergency Button.** Touch and hold to initiate an emergency. Located at the bottom of most screens. For more details, see the Emergency Calling and Alert (Optional) section. Requires the Emergency Services to be turned on by your administrator.



**Cancel Emergency State.** Displays when you cancel an emergency. Swipe the slider to the right to cancel the emergency. Requires the Emergency Services to be turned on by your administrator.






**Declare Emergency State,** Displays when you declare an emergency. Swipe the slider to the right to declare an emergency. Requires the Emergency Services to be turned on by your administrator.

 **Emergency Talker icon.** Indicates when a talker is in an emergency.





## History Icons









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

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

## Integrated Secure Messaging Icons







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

-  **Camera button.** Tap to choose from taking a photo, shooting a video, or selecting from the gallery.
-  **File Message button.** Tap to choose a file from your device to send to a contact. For more information on File Messaging, see the File Messaging section.
-  **Instant Personal Alert button.** Tap to send IPA to the contact.
-  **Message button.** Tap to send a text message to the contact/group.

-  **Play button.** Tap to start playback of a voice message.
-  **Quick text access button.** Tap to access quick text list.
-  **Voice Message button.** Tap to record a voice message.
-  **Record button.** Press and hold to start recording voice message.
-  **Send text message button.** Tap to send text message.
-  **Share Location button.** Tap to share location to the contact/group.
-  **Stop button.** Tap to stop playback of the voice message.
-  **Recording Voice button.** Release to stop recording a voice message.

## Talkgroup Icons

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

-  **Broadcast Group indicator.**
-  **Boundary Active.** Indicates that location sharing for talkgroup members is turned on, and the boundary is active. Requires Supervisor Location Capabilities to be turned on by your administrator.
-  **Location sharing group.** Indicates that group member locations can be viewed and no boundary is active for the group. Requires Supervisor Location Capabilities to be enabled by your administrator.
-  **Interop talkgroup indicator.**
-  **Scan List No Priority indicator.**
-  **Scan List Priority 1 indicator.**

- ② Scan List Priority 2 indicator.
- ③ Scan List Priority 3 indicator.
- 👤 Supervisor group indicator.

## Map Icons

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

- 📞 Call button. Tap to initiate a PTT call to the talkgroup member.
- 📍 Map pin indicating the location of a talkgroup member whose presence is unknown.
- 🔄 Map Recenter button. Tap to recenter the map to where you are. Tap on the Set Boundary Settings to recenter the map to the active boundary.
- 📍 Map Boundary Enable button. Tap to turn on the boundary and open.
- 📍 Map pin indicating the location of a talkgroup member whose presence is offline.
- 📍 Map pin indicating the location of a talkgroup member whose presence is available.
- 📍 Map pin indicating an arbitrary location or the intended center location of a boundary.
- 📍 Map pin indicating the location of a talkgroup member whose presence is DND.
- 📍 Map pin indicating the location of selected members of a quick group.
- 🔄 Map Refresh button. Tap to refresh the locations of talkgroup members on the map.

- 📍 My Location Mark pin indicating your location on the map.
- 🔗 Share button. Tap to share the location.
- ⚙️ Boundary Settings. Tap to access the boundary settings. For more details, see the Boundary Settings section.
- 👤 Tracked Group Selector button. Tap to choose a talkgroup to view location or turn on or off the boundary alerts.
- 📍 Map Boundary Enable button. Tap to turn on the boundary and open.
- 👤 Quick Group Selector button. Tap to create a quick group.

## Miscellaneous Icons

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

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

## Presence Icons

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

- ✔️ A PTT contact's presence status is "Available" or my presence status.
- ⊖ A PTT contact's presence status is "Do Not Disturb" or my presence status."
- ✖️ A PTT contact's presence status is "Offline" or my presence status when the phone is not connected to the server.

## Title Bar Icons















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







- ⬅️ Back button. Tap to go back to the previous screen.
- ✖️ Cancel button. Tap to cancel the operation and return to the previous screen.
- ✎ Edit button. Tap to edit.
- ✔️ Save button. Tap to save the current operation.



## User Check Icons








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

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

-  Excellent Wi-Fi signal strength on the remote device.
-  Good Wi-Fi signal strength on the remote device.
-  Average Wi-Fi signal strength on the remote device.
-  Poor Wi-Fi signal strength on the remote device.
-  No Wi-Fi signal on the remote device.
-  Unknown or unavailable Wi-Fi signal on the remote device.

## Video Streaming Icons

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

-  Microphone ON. Tap to toggle microphone from ON to OFF state.
-  Microphone OFF. Tap to toggle microphone from OFF to ON state.
-  Speaker ON. Tap to toggle speaker from ON to OFF state.
-  Speaker OFF. Tap to toggle speaker from OFF to ON state.
-  Stop Video Streaming. Tap to stop video streaming transmission.
-  Start Video Streaming. Tap to start broadcasting video streaming, if previously stopped.
-  Switch Camera. Tap to toggle camera from rear (default) to front.

## Tones

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

---

### Activation

Played upon successful activation of the application.

---

### Alert

Played each time you receive an Instant Personal Alert (IPA) or a Missed Call Alert (MCA). Depending on your notification setting, it may provide a persistent notification dialog and an audible tone, an audible tone, a persistent notification dialog, or no notification dialog and tone. When you receive an IPA or MCA during a PTT call, the IPA notification is hidden in the background and is brought to the foreground after the call ends. Depending on your alert repeat setting, the alert may play until you dismiss the alert.

---

### Attention

Played whenever there is a popup dialog 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.

---

### Call Waiting

Played during telephony call when a Group PTT call is incoming.



**Emergency**

Played after you declare an emergency, receive an emergency alert, and receive an emergency call. Depending on the options configured by your administrator.

**Floor Acquired**

Played after you press the PTT button to indicate that you can speak. Depending on your In Call Tones setting, it may play during a PTT call.

**Floor Busy (Error)**

Played when you press the PTT button and you are unable to take the floor. Depending on your In Call Tones setting, it may play during a PTT call.

**Floor Free**

Played to listeners on the call to indicate someone has stopped talking and the floor is available for everyone else to talk. Depending on your In Call Tones setting, it may play during a PTT call.

**Floor Release**

Played when you who has the floor release the floor. Depending on your In Call Tones setting, it may play during a PTT call.

**Floor Revoke Tone**

Played 5 seconds before the floor is revoked. The same tone is also played when the actual floor is revoked.

**Incoming Video**

Played when there is an incoming video alert waiting for user to accept. Alert is repeated every 5 seconds while alert is waiting for user action.

**Network Up/Down**

Played for network loss, both network loss and network reconnect, network loss during a call only (default) or none. Dependent on your Network Up/Down Tones setting.

**Status Message Sent**

Played upon successfully sending status message.

**Status Message Failure**

Played if status message is not sent successfully.

**Success**

Played upon successful activation or valid key press.

**Voice Message Recording**

Played when recording a voice message (voice message fallback).

## Network Connectivity

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

## PTT over 4G LTE networks

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

Use of PTT over cellular data networks less than 4G may be restricted based on a system-wide configuration. While the application is restricted, the behavior is the same as having no network connection and a “No Connection” message displays. You may be provided an audible and visual indication of loss of connection to the network based on the application settings. Upon detection of 4G, the application will reconnect to the PTT server and may give an audible indication based on the application settings. The tones are user-configurable in the application settings.

**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.

## PTT over Wi-Fi

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

**NOTE:** By default, the PTT application will not use Wi-Fi when it is available. To use Wi-Fi for PTT, turn on the **Use Wi-Fi** setting in the application. For more details, please refer to the Menu Options 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. The switching is known as a “handover” between networks. If you are on a PTT call when your phone switches between the cellular data network and a Wi-Fi connection (or vice versa), your PTT call automatically reconnects after the handover. During a handover, the PTT application temporarily loses connection with the servers. When this occurs, you experience a slight loss of call audio. You are notified of this condition by two short tones. The tones are dependent on the Network Up/Down Tones setting and the Network Loss Tone Repeat Setting. Once the handover is complete, and the PTT application reconnects to the data network, your call automatically continues. The handover may take more than a few seconds. In this case, a call in progress may not automatically reconnect. If this happens, you can call back from PTT history.

## Authenticated Wi-Fi Connections

The PTT application can be used at any Wi-Fi location provided your phone has access to the Internet through that Wi-Fi network.

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

## Make and Receive PTT Calls

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

**NOTE:** On iOS 12.4 or higher devices, a call can be initiated only while the application is open (visible). To start a call using a PTT accessory button, open the application first. To receive an incoming call, you must bring the application to the foreground.

### Make Calls

#### Making Talkgroup Calls

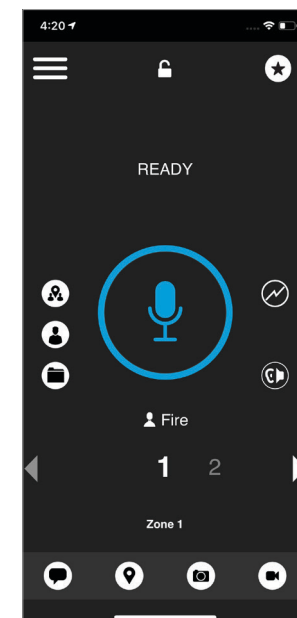
The talkgroup that is selected is the talkgroup you call. Ensure that the talkgroup you want to communicate with is selected.

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

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

#### Procedure:

1. Select the talkgroup that you want to make a PTT call.  
  
The Call screen displays the name of the talkgroup that you are calling in the Call Status.
2. Press and hold the PTT button displayed on the screen, a talkgroup PTT call starts, a chirp tone is heard, and the PTT button changes color indicating you have taken the floor.
3. Begin speaking.
4. Release the PTT button to allow other members of the call to take the floor and speak.
5. Tap the **End Call** button to end the call.



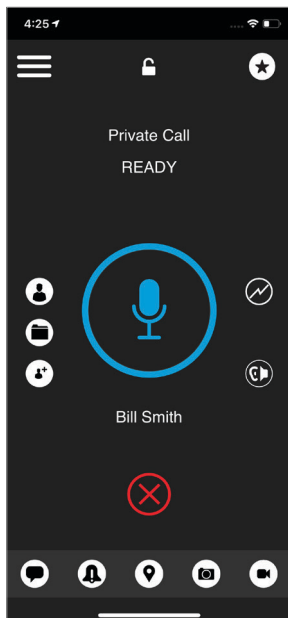
## Making Quick Group Calls

You can make a quick group call after selecting your first contact to call, selecting the Add Participants button from the Call screen, and then selecting additional contacts to add to your quick group.

### Procedure:

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

The Call screen displays.



2. Tap the **Add Participants** button.
3. Select up to 9 contacts to add to the quick group call. When completed, tap the **Save** button located in the upper right.

4. Press and hold the **PTT** button, a quick group call starts, a chirp tone is heard and the PTT button changes color indicating you have taken the floor.
5. Begin speaking.
6. Release the PTT button to allow the other members of the group to take the floor and speak.
7. Tap the **End Call** button to end the call.

## Making Broadcast Talkgroup Calls

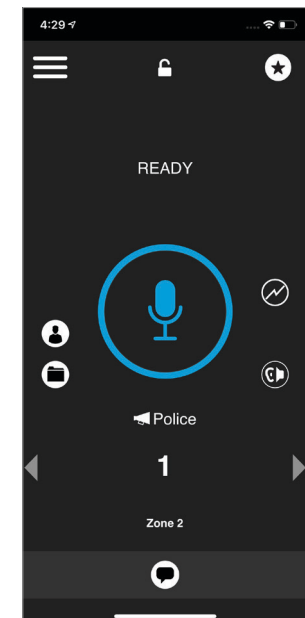
Broadcast Talkgroup calls make it possible to deliver important information quickly to a large talkgroup.

Only designated talkgroup members, called broadcasters, may initiate a one-way high-priority call to a talkgroup with up to 500 members. A broadcast talkgroup call preempts any ongoing PTT call and receiving talkgroup members cannot call back or reject the call. Once a broadcaster takes the floor, the broadcaster will not be preempted by another broadcaster. You only see a broadcast talkgroup if you are a designated broadcaster by your administrator.

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

### Procedure:

1. Tap the broadcast talkgroup you want to call. The broadcast talkgroup is identified by the broadcast talkgroup icon.
2. A confirmation dialog is displayed with the following message, *You are about to start a broadcast call to x. Continue?*
3. Perform one of the following actions:
  - Tap **Call** to initiate the call. The PTT Broadcast Call screen is displayed.



- Tap **Not now** to cancel.
4. Press and hold the **PTT** button, a broadcast call starts, a chirp tone is heard, and the PTT button changes color indicating you have taken the floor.

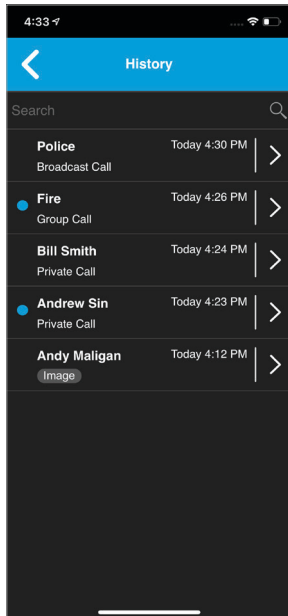
5. Release the PTT button when you have finished speaking.
6. Begin speaking.
7. Tap the **End Call** button to end the broadcast call.

## Calling from History

You can make a call from History.

### Procedure:

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



2. Touch on the conversation you want to call. The Call screen displays.

3. Press and hold the PTT button displayed on the screen, a PTT call starts, a chirp tone is heard and the PTT button changes color indicating you have taken the floor.
4. Begin speaking.
5. Release the PTT button to allow the other person to take the floor and speak.
6. Tap the **End Call** button to end the call.

## Making One-to-One (1:1) Calls with Automatic Call Answer

**NOTE:** The PTT contacts are assigned by your administrator.

### Procedure:

1. From the **Contacts**, tap the contact to select the one you want to start a PTT call. The Call screen is displayed including the name of the contact that you are calling in the Call Status and the Contacts list button, is selected and active.
2. Press and hold the **PTT** button, a private one-to-one PTT call starts, a chirp tone is heard and the PTT button changes color indicating you have taken the floor.
3. Begin speaking.

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

4. Release the PTT button to allow the other person on the call to take the floor and speak.
5. Tap the **End Call** button to end the call.

## Call a Contact that is Offline or has a Do Not Disturb (DND) Status

If the person you are trying to call has a presence status of Offline, you see the following error message: *The contact you are trying to call is unavailable. Please try again later.*

Similarly, if the person you are trying to call has a presence status of Do Not Disturb, you see the following message: *The Contact you are trying to call is in 'Do Not Disturb' status. Please try again later.*

## Call Behavior when Contact or Talkgroup is Unavailable

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

**NOTE:** Requires the Integrated Secure Messaging feature to be turned on by your administrator.

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

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

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

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

## Talkgroup Calls

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

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

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

## Calling from Missed Call Alert

Missed Call Alert (MCA) messages initiated an alert tone followed by a pop-up message.

**NOTE:** For more information, see Missed Call Alert.

### Procedure:

Perform one of the following when receiving a missed call alert:

- Tap the **Reply** button to place the call.
- Tap the **Not now** button to dismiss the message.

## Calling from Instant Personal Alert

You can make a call from an Instant Personal Alert (IPA). On receiving an IPA, you receive an alert tone and a pop-up message displays.

For more details, see the Instant Personal Alert section.

### Procedure:

Perform one of the choices:

- Tap the **Reply** button to place the call.
- Tap the **Not now** button to dismiss the message.

## Dialing a Manual Call to a PTT User

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

### Procedure:

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



2. Enter the contact number including special characters (0-9, \*, #, a-d) using the on-screen keyboard.
 

**NOTE:** If the number matches contacts, they display. If you want to call one of those contacts, touch the contact, and the number fills the numeric text field else continue initiating the call with the manual dialed PTT number.
3. Tap the on-screen **PTT** button located at the right of the phone number. The Call screen displays.

## Receiving Calls

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

**NOTE:** To receive an incoming call, on iOS 12.4 or higher devices, you must bring the application to the foreground.

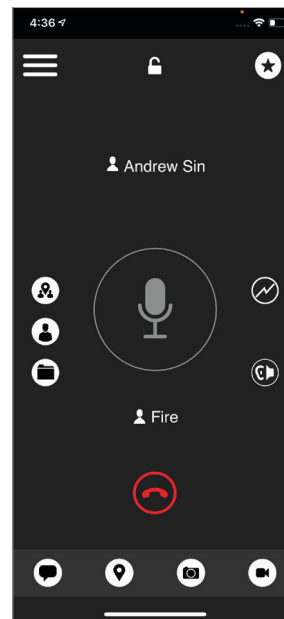
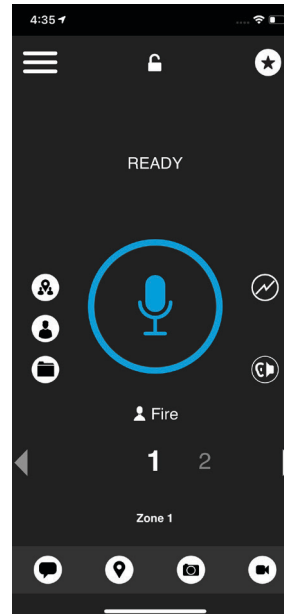
### Procedure:

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

**NOTE:** If you want to receive calls on more than one talkgroup, see the Talkgroup Scanning section.

**NOTE:** This behavior assumes that Background Calling is turned OFF. For more details on Background Calling, see the Call Behavior in Background section. Incoming PTT calls respond differently based on the combination of the phone settings and the PTT application settings. For more information, see the Interaction with Silent or Sound Mode section.

The Call Status displays, “Ready” if the talkgroup is not active.



2. Whenever the talker releases the floor, the PTT button changes and the PTT button changes color and the floor is available for another talker.
3. You can continue the conversation by touching and holding the PTT button on the screen.
4. Tap the **End Call** button to end the call.

## Receive Broadcast Talkgroup Calls

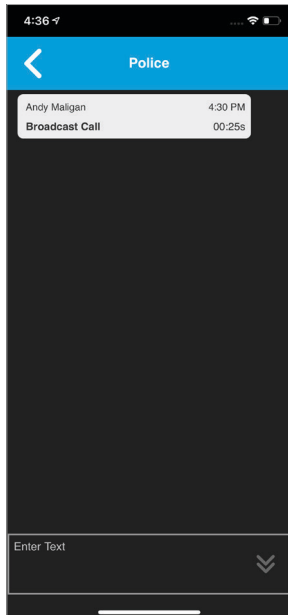
An incoming broadcast talkgroup call looks like any other talkgroup call but preempts other PTT calls in progress except emergency calls. You can recognize a broadcast talkgroup call because there is a distinct tone played followed by an announcement. During the call, only the broadcaster can speak,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

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

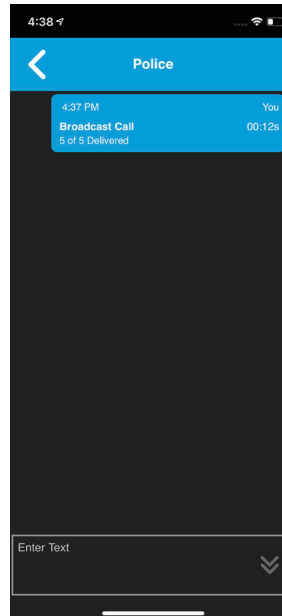


## Broadcast Call History

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



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



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

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

### Receiving an Incoming Call (Automatic Answer)

#### When and where to use:

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

**NOTE:** This behavior assumes that Background Calling is turned OFF. For more details on Background Calling, see the Call Behavior in Background section.

Incoming PTT calls respond differently based on the combination of the phone settings and the PTT application settings. For more information, see the Interaction with Silent or Sound Mode section.

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

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

#### Procedure:

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

## Talkgroup Affiliation

This feature may not be included in your PTT service plan.

When you affiliate to a talkgroup, you receive communication only on that group and not other regular talkgroups. Communication includes PTT calls, Integrated Secure Messages, and live streaming video sessions.

**NOTE:** Broadcast talkgroups do not support affiliation queries (all members are implicitly affiliated).

#### Notifications

Notifications (Integrated Secure Messaging, Emergency, Operational Status Messaging, Missed Call Alerts, Geofence Alerts, etc.) are shown only for affiliated talkgroups and scanned talkgroups.

Notifications are not shown for non-affiliated talkgroups.

Emergency Call and alert is received for the scanned talkgroup (scanning is enabled) and selected talkgroup or camped talkgroup. No emergency alerts and calls for non-affiliated talkgroups.

The following table shows feature interaction for PTT users with talkgroup affiliation.

Event	PTT Call <sup>1</sup>	Emergency Alert	Emergency Call	Messaging & OSM	Video Call
Selected Group	Calls received. MCA received if user is busy.	Emergency alert received.	Emergency call received.	All messages received.	Calls received. <sup>2</sup> MCA received if user is busy.
Non Selected Scanning Group	Calls received on all scanned groups based on priority. No MCA received if user is busy.	Emergency alert received.	Emergency call not received.	All messages received.	No calls received. No MCA received.
Other Groups	Calls not received. No MCA received.	No Emergency alert received.	Emergency call not received.	No messages received.	No calls received. No MCA received.

<sup>1</sup> Group affiliation occurs when you select a talkgroup.

<sup>2</sup> Max affiliation limit for video calls apply.

## Remote Talkgroup Select

This feature may not be included in your PTT service plan.

Remote Talkgroup Select allows an authorized user to change the group affiliation for a PTT user remotely.

When changed, your current active PTT or video call ends, you observe the newly selected talkgroup, and are notified by a popup message.

You begin receiving audio from the selected talkgroup if there is active communication ongoing in the talkgroup. If you are in an active PTT call on any selected talkgroup, then the PTT call ends, and you are forced to go to the authorized user's selected talkgroup.

You can initiate a PTT or video call to a new talkgroup and begin receiving messages.

### Talkgroup Scanning Turned ON

When a currently selected talkgroup is changed remotely with talkgroup scanning turned ON the results are as follows:

- Current active PTT ends if the last selected group was not in the scanning list.
- Current active PTT call continues if the last selected talkgroup is in the scanning list.
- Newly selected talkgroup has no ongoing call and if you press the PTT key then:
  - You transmit on the last selected talkgroup that had an ongoing call.
  - An ongoing call on last selected talkgroup ends and new PTT call is initiated on the newly changed talkgroup (with Scan Talkback turned ON)



- You start receiving a PTT or video call if it is already ongoing on the new talkgroup.
- You observe the newly selected talkgroup and a pop-up message displays.
- You can also initiate a PTT or video call to the new talkgroup.
- You start receiving messages on the new talkgroup.

## Turning the Speaker On/Off

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 hear the PTT call audio in the phone's earpiece and when it is ON the audio is heard through the speaker.

Earpiece is ON

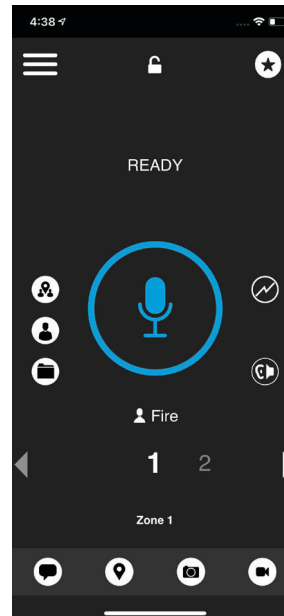


Speaker is ON



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

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



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

## Set the PTT Call Volume

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

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

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

## Interaction with Silent or Sound Mode

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

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

## Interaction between PTT and Cellular Calls

### Answering a regular phone call while on a PTT call

If you receive an incoming regular phone call while you are in PTT call, then the user is presented with a dialog to either accept or reject the call as per native device behavior (not controlled by PTT application). If the user answers the cellular call, the PTT call is put in the background. PTT voice is lost during ringing, that is, normal device behavior for a cellular call while on a data session.

When the regular call ends, if the PTT call is still on, it comes to the foreground. The PTT call can also end silently in the background.

If you receive an incoming regular phone call while you are in PTT group call, then the user is presented with a dialog to either accept or

reject the call as per native device behavior (not controlled by PTT application). If the user answers the cellular call, the PTT group call is put in the background. PTT voice is lost during ringing, that is, normal device behavior for a cellular call while on a data session.

When the regular call ends, if the PTT group call is rejoined, it comes to the foreground. The PTT group call can also end silently in the background.

### 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 receive a missed call alert along with an alert tone and a pop-up message is displayed as an indication that a PTT call occurred during the cellular call.

## Call Behavior in Background

### Incoming PTT Calls with Background Mode Turned OFF

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

### Incoming PTT Calls with Background Mode Turned ON

When Background Mode is turned on, and you receive an incoming PTT call, the PTT application remains in the background, and the display does not turn ON if it is OFF, and you hear the caller's voice. You must bring the PTT application to the foreground to use the on-screen PTT button. For more information on Background Mode, see the Settings on page 168 section.

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

**NOTE:** If the backlight is OFF, it remains OFF during an incoming PTT call.

IPAs are not visible until you access the PTT application; however, you receive audible alerts, if turned on.

### Ongoing PTT Calls

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

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

## Rejoin 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 again, either from the call history or from the talkgroup list. If the call ended before you try to rejoin, you start a new call to that talkgroup. Any late join to a PTT talkgroup by selecting a talkgroup will automatically rejoin if there is an active call on the talkgroup.

### Joining a Missed Talkgroup Call

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

## Emergency Calling and Alert (Optional)

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

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

Press and hold the **Emergency** button on the PTT application and swipe the slider to declare an emergency. The PTT application automatically goes to the Call screen. Press the **PTT** button to begin an emergency call. When you declare an emergency, an emergency alert is sent out to the other users in the emergency talkgroup or the contact configured by your administrator.

An emergency can also be declared using the **Emergency** button on the selected device or supported accessory.

To cancel an emergency, you can press and hold the **Emergency** button again and swipe the slider to confirm the cancellation. Your administrator may disallow your ability to cancel an emergency. In that case, an authorized user needs to cancel the emergency on your behalf.

An Authorized User can remotely declare and cancel an emergency call on behalf of the remote user.

Your administrator can configure call initiation to either automatic or manual. When set to automatic, after call initiation, an emergency alert is sent, and the emergency call is started. There is no need to press and hold the PTT button. The floor is taken for 10 seconds. When set to manual, an emergency alert is sent, but you have to press and hold the PTT button to initiate the emergency call.

Multiple users can declare an emergency in the same talkgroup. When a user declares an emergency in the same talkgroup, they preempt the PTT floor from another user in an emergency. Participating users in an emergency talkgroup call receive an alert from all users in an emergency and can view all members at any time except for late joiners.

Depending on how your network operator has configured the service, you may be able to use the emergency hard button for initiating and canceling the emergency (toggle) or send a repeated emergency alert after you have declared an emergency to get automatic PTT

floor. The repeated emergency alert from the user already in emergency is not sent to any other participants in the group.

If your administrator has configured automatic call initiation, each time you declare emergency your microphone will unmute for a period of time (10 seconds) without having to press and hold the PTT button.

For more information on who is your configured primary and secondary emergency contacts, see the Settings section.

## Emergency Icons

For more information on Emergency icons, see the Emergency Icons section.

## Declare an Emergency

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

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

Your administrator configures the emergency destination. The destination can be a current channel/talkgroup, preassigned talkgroup or an individual.

## Declaring an Emergency

Incoming alert tones (IPAs, OSMs, MCAs, PTX) are not played while you have declared an emergency.

### Procedure:

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

2. Swipe the slider to the right to declare an emergency.

A message is shown and a special emergency alert tone is played to indicate that an emergency has been initiated. The PTT Call screen is displayed.

3. After declaring an emergency, an emergency alert is sent. You are now locked into the emergency call until the emergency is canceled.

**NOTE:** On iOS 12.4 or above, when an emergency call is originated with automatic call initiation enabled by your administrator, locally with PTT accessory button, the handset will initiate an emergency call, give the talk permit chirp and hold the floor for 10 seconds without sending audio. Subsequent attempts for the user in an emergency to take the floor will also be unsuccessful if using a PTT accessory button. The user must open the app to the foreground before taking the floor.

4. Press and hold the **PTT** button, a chirp tone is heard, and the PTT button changes color indicating you have taken the floor.
5. Begin speaking.
6. To cancel an emergency, see Cancel an Emergency section.

## Authorized User Remotely Declaring an Emergency on your Behalf

An authorized user if configured by your administrator, can remotely declare an emergency on your behalf.

You see that an authorized user has declared an emergency, an emergency alert is received. *Remote emergency declared by x.* You are now locked into the emergency call until the emergency is canceled.

For more details on an authorized user, see Authorized User section.

## Receive an Emergency

When a user declares an emergency, other users receive an alert indicating that an emergency is declared. The alert is sent to all users who are part of the talkgroup where the emergency call occurs. Your administrator configures the talkgroup or single PTT contact that receives emergency calls. An emergency alert notifies you that another user has declared an emergency state. Generally, an emergency call follows an emergency alert on the talkgroup indicated, unless the emergency is canceled. When the application is in the background, use the notification bar to access emergency alert and emergency cancelation alert.

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

## Receiving an Emergency Call

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

**When and where to use:**

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

The recipient can leave an emergency call, make a private call, or call on another talkgroup. Incoming emergency calls, preempt other ongoing calls (except an emergency call).

**Procedure:**

1. Tap or touch **Dismiss** on the Emergency Alert to remove the alert from appearing on the screen. You can continue to use the application normally.
2. When the emergency originator starts a call or takes the floor during an ongoing call after declaring an emergency, you see an emergency call in progress screen. There is a special emergency call tone played.
3. During an emergency call, you can take the floor by pressing the PTT button.

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

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

## Receiving an Emergency Cancel Notification

If the application is in the background, select the notification to access the emergency cancel notification. When you receive an emergency cancel notification perform the following action:

**Procedure:**

1. Tap the **Dismiss** button to remove the alert from appearing on the screen. You can continue to use the application normally.

## Cancel an Emergency

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

## Canceling an Emergency

**Procedure:**

1. Touch and hold the **Emergency** button while in an emergency.

The Cancel Emergency window displays.

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

The following dialog displays: *Please select reason for Emergency Cancellation.*

3. Touch or tap the desired option for canceling the emergency as follows:

- Tap **Valid** if the emergency was a real emergency.
  - Tap **False** if the emergency was a false.
4. Touch or tap **Send**. The emergency is canceled, and a message, indicating that the emergency is canceled is displayed.

## Authorized User

An authorized user is typically a dispatcher or supervisor which may have permissions the do the following:

- Allow or disallow remote supervision for assigned contacts
- Remotely declare and cancel an emergency call on behalf of a remote user
- Access user check for the remote user
- Enable or disable PTT service
- Activate discreet listening for the remote user

## Declaring an Emergency on Behalf of Another User

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

**NOTE:** If you can remotely start an emergency for one or more users, you are called an authorized user.

While a user is in an emergency, you can view information about the user such as location, battery level, and signal strength that is sent at the beginning of the emergency call.

For more details, see User Check and Monitoring (Optional) section.

### Procedure:

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

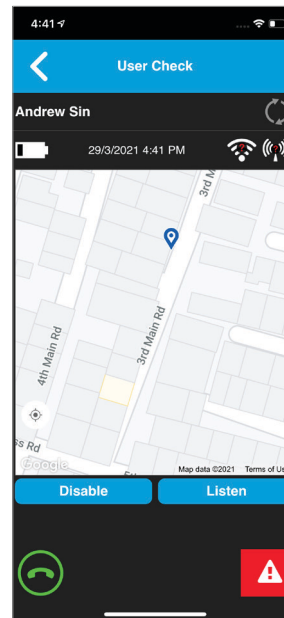
The Contacts list displays.

2. Tap or touch the contact.

The Private Call Screen displays.

3. Tap or touch the **User Check** icon located on the Call screen.

The **User Check** screen displays.



4. Touch and hold the **Emergency** button.

The **Declare** emergency slider displays.

5. Swipe the **Declare** slider to the right to declare an emergency.

The message, *Remote emergency declared by authorized user X* displays.

6. To cancel an emergency, see Cancel an Emergency section. The user can cancel the emergency locally or an authorized user can cancel on your behalf remotely.

## Cancel an Emergency on Behalf of Another User

You can cancel an emergency on behalf of another user from a Contact Context Menu or the Call screen.

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

## Canceling an Emergency from the Context Menu

### Procedure:

1. Touch and hold a contact from the **Contacts**.

A Context Menu displays.

2. Tap the **Emergency** button.

The emergency Context Menu displays.

3. Tap the **Cancel Emergency** option.

The Cancel Emergency window displays.



4. Swipe the **Cancel** slider to the right to cancel emergency. Before canceling the emergency, you are asked if the emergency was a real emergency or a false alarm.
5. Touch or tap the desired option for canceling the emergency.
6. Touch or tap **Send**. The emergency is canceled, and a message, indicating that the emergency is canceled is displayed.

## User Check and Monitoring (Optional)

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

User check allows an authorized user to view the device status for a remote device. User check is typically used as a welfare check for a user. An authorized user is typically a supervisor or dispatcher.

**NOTE:** Your administrator configures authorized users for Remote Supervision.

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

- User Check Icons
- Enabling User Check from the Main Screen
- Enabling User Check from the Contacts
- Monitor Device Location

- Monitor Device Cellular Network Signal Strength
- Monitor Device Wi-Fi Signal Strength
- Monitor Device Battery Level
- Authorized User
  - Enabling PTT Service for Another User
  - Disabling PTT Service for Another User
  - Declare an Emergency on behalf of Another User
  - Enable or Disable Discreet Listening of Another User
  - + Disabling Discreet Listening of Another User
  - + Enabling Discreet Listening of Another User

### User Check Icons

For more information on User Check icons, see the User Check Icons section.

### Enabling User Check from the Main Screen

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

**NOTE:** User Check can be enabled from the Main screen during an emergency.

### Procedure:

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

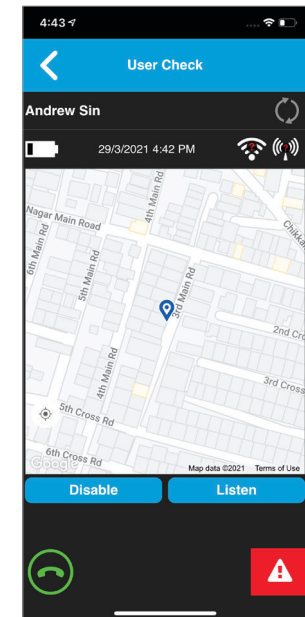
The Contacts displays.

2. Tap or touch the contact.

The Private Call Screen displays.

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

The message, *Loading User Check* displays. The **User Check** screen displays.



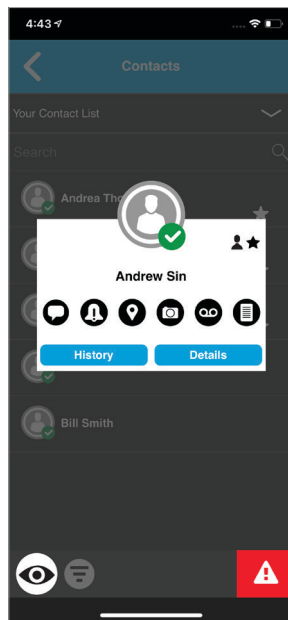
## Enabling User Check from the Contacts

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

### Procedure:

1. From the Contacts, touch and hold the contact.

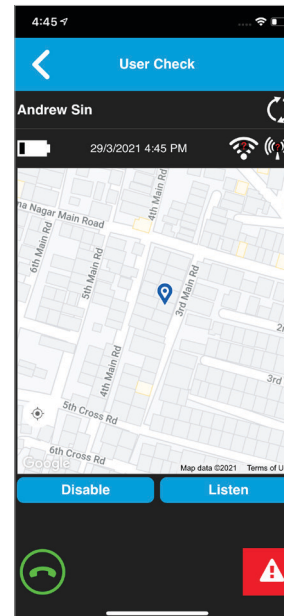
The Context Menu displays.



2. Tap or touch the **User Check** icon on the action bar.

The message, *Loading User Check* displays.

The **User Check** screen displays.



## Monitor Device Location

The **User Check** screen displays the user's location on a map if the location is available. The information is not updated in real-time. The time is shown next to the battery level indicator when the user sent the location. You can request the user's device to send the current location and update the user check information by tapping the **Refresh** button to the right of the user's name.

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

## Monitor Device Cellular Network Signal Strength

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

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

## Monitor Device Wi-Fi Signal Strength

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

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

## Monitor Device Battery Level

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

## Authorized User

An authorized user is typically a dispatcher or supervisor which may have permissions to do the following:

- Allow or disallow remote supervision for assigned contacts
- Remotely declare and cancel an emergency call on behalf of a remote user
- Access user check for the remote user
- Enable or disable PTT service
- Activate discreet listening for the remote user

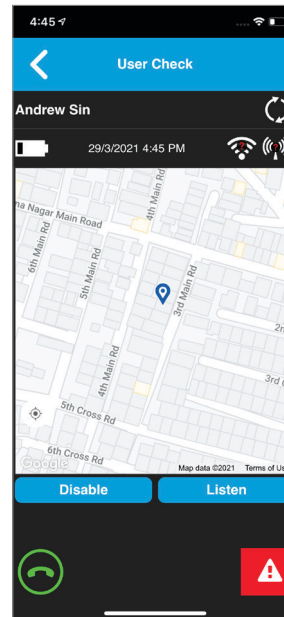
## Enabling PTT Service for Another User

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

Procedure:

1. Initiate User Check. See Enabling User Check from the Main Screen or Enabling User Check from the Contacts section for more details.

The message, *Loading User Check* displays. The **User Check** screen displays.



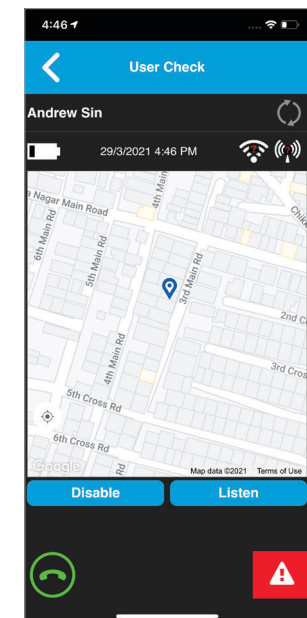
2. Tap or touch the **Enable** button. The remote device must run the PTT application to communicate.
3. Tap or touch the **Refresh** button to see the user's location data.

## Disabling PTT Service for Another User

Procedure:

1. Initiate User Check. See Enabling User Check from the Main Screen or Enabling User Check from the Contacts section for more details.

The message, *Loading User Check* displays. The **User Check** screen displays.



2. Tap or touch the **Disable** button.

A confirmation window displays stating that the remote device cannot use PTT services while disabled.



3. Perform one of the actions:

- **Yes** to confirm that you want to disable PTT service for the user.
- **No** to cancel.

While the user's PTT service is disabled, they see a message indicating that PTT service is suspended. If the remote device attempts to run the PTT application, a Service Suspended message is displayed, *PTT Service is currently suspended. Please contact your Corporate Administrator.*

## Declare an Emergency on behalf of Another User

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

For more details, see Emergency Calling and Alert (Optional) section.

## Enable or Disable Discreet Listening of Another User

An authorized user can remotely activate Discreet Listening to listen to any call, to and from the selected target user. Once activated, Discreet Listening begins with the next PTT call that a target user makes or receives. The authorized user receives an incoming call when the target user makes or receives any PTT calls (except broadcast or emergency calls). Your administrator configures Discreet Listening.

When the administrator assigns an authorized user to a contact, and Discreet Listening feature is enabled, the contact or selected user receives an opt-in notification. This notification informs the selected user that they may be listened to, and they must give consent, or the PTT application will log off. While listening to a selected user, the authorized user will not hear audio from users that have not opted-in or have an older application that does not support the opt-in confirmation.

While discreet listening call is in progress, the authorized user will not be preempted except for broadcast or emergency calls. When an authorized user receives an emergency or broadcast call, discreet listening is disabled. The authorized user has to re-enable discreet listening to listen to the target user.

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

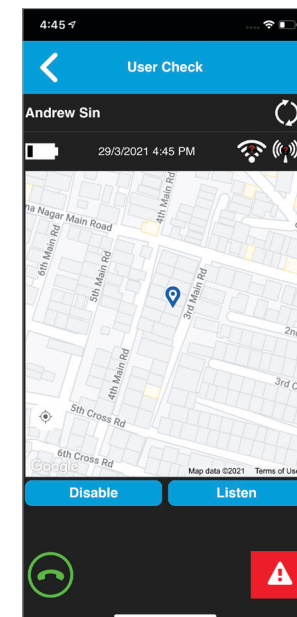
If you try to leave this screen using the **Stop Listening** button, the following status message displays, *Discreet Listening session has ended.*

## Enabling Discreet Listening of Another User

Procedure:

1. Initiate User Check. See Enabling User Check from the Main Screen or Enabling User Check from the Contacts section for more details.

The message, *Loading User Check* displays. The **User Check** screen displays.

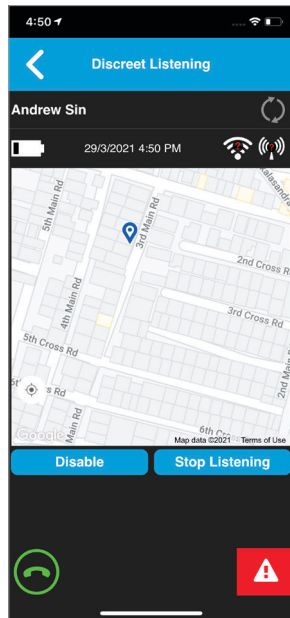


2. Tap or touch the **Listen** button.

The **Choose** window displays a selection of types of listening.

3. Tap or touch the **Discreet Listening** button.

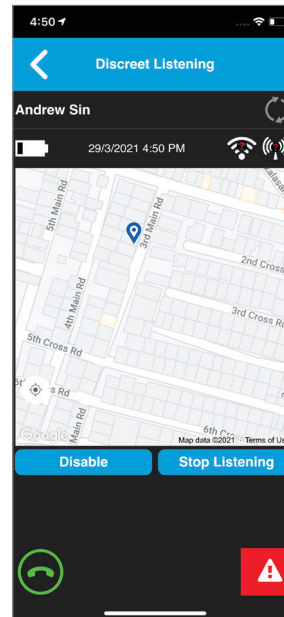
The message, *Discreet Listening session activated.* and the **Discreet Listening** window displays.



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

## Disabling Discreet Listening of Another User

**Prerequisites:** Initiate Discreet Listening of another user. See Enabling Discreet Listening of Another User section.



### Procedure:

From the **Discreet Listening** screen, tap or touch the **Stop Listening** button.

The message, *Discreet Listening session ended* displays.

# Supervisory Override

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

## Supervisor Talkgroup

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

## Nonsupervisor Talkgroup Members

A nonsupervisor talkgroup member can identify supervisors by an icon next to the supervisor's name.

# Alerts

This section describes the alerts used in the Push-to-Talk (PTT) application.

## Instant Personal Alert (IPA)

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

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

## Sending an Alert

### Procedure:

1. Select the contact from the **Contacts** list.
 

**NOTE:** Alerts can also be sent from **History** and **Call** screen using the Alert button.
2. Touch and hold on the contact name.
 

The context menu displays.
3. Tap the **Alert** button to send the alert to the selected person.
 

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

## Receiving an Alert

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

**NOTICE:** Whenever you receive an alert, it shows in the call history.

### Procedure:

1. Perform one of the follow actions when you receive an alert:
  - You can call the person back by tapping the **Reply** button. While the IPA is displayed, pressing the PTT key on the device will call the selected group or contact, not the originator of the IPA.
  - You can also tap the **Not Now** button to dismiss the alert without calling back.

### IPA Behavior

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

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

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

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

## Missed Call Alert (MCA)

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

- You are on a regular cellular call when a one-to-one or talkgroup PTT call is made that includes you.
- You are already on a PTT call, and another one-to-one call is made that includes you.
- Your phone receives a one-to-one PTT call, and you do not reply by taking the floor and speaking back. You cannot receive a missed call alert if you do not reply to a talkgroup call.
- Your self-presence is DND. In this case, the history updates silently. You will not receive a pop-up notification.

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

**NOTE:** You cannot receive a missed call alert for a one-to-one PTT call if you end the PTT call before speaking back.

## Replying to a Missed Call Alert

### Procedure:

A Missed Call Alert is displayed.

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

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

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

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

## Set the PTT Alert Volume

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

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

## Real-Time Presence

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

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. However, they can send and receive Integrated Secure Messages. 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.

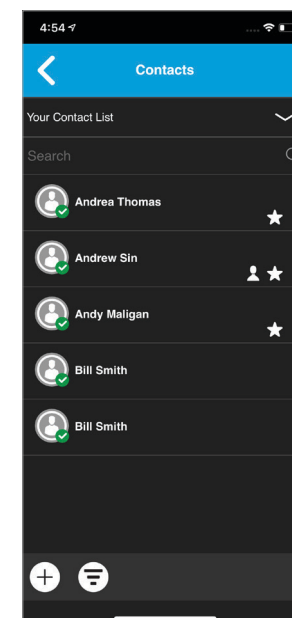
**NOTE:** Contacts may display with Do Not Disturb status if you have contacts that are using Standard mode. These contacts cannot receive PTT calls.

## My Presence

My Presence or self-presence can be seen on the Menu just below the name and in the notification bar. For more information on the icons, refer to the Presence Icons on page 56 section.

## PTT Contact Presence

Contact presence can be seen in the contact list indicated by an icon next to the contact's name.



### Meaning of "Available", DND and "Offline"

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

**Do Not Disturb (DND)** The PTT contact is logged into the PTT application in Standard mode, not willing to receive PTT calls but receives Instant Personal Alerts and Integrated Secure Messages.

**Offline** The PTT contact is logged out from the PTT application, and cannot receive PTT calls, alerts, and Integrated Secure Messages.

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

## Calling Restrictions

When a contact is in the DND state, you cannot place a PTT call to that contact. If you try to make a call to a contact with the DND status, you see the following message: *The Contact you are trying to call is in 'Do Not Disturb' status. Please try again later.*

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

## Using Instant Personal Alerts for DND contacts

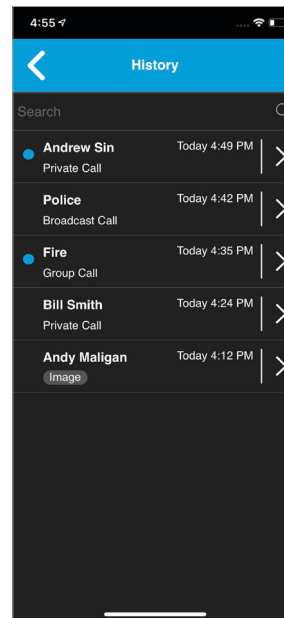
To contact a person with a DND status, you can send an Instant Personal Alert to request a callback.

# History

The **History** displays all your conversation history of calls, contacts, talkgroups, alerts, messages (text, image, video, and voice).

You can view and search your history, return a call, view messages, add contacts, delete history and messages, and forward any message to a contact or talkgroup. The History contains two-level screens: the main screen and details screen. The main screen contains a high-level view. The second-level screen contains the conversation details.

Each top-level history entry displays the conversation type (Broadcast Call, Emergency Alert, Group Call, Quick Group Call, Private Call), contact name, talkgroup name or participant names for quick groups, <message text preview> (if a text message), Voice Message, File, Image, Location, Video, and a time stamp. The time stamp format uses your device date/time setting.



## Access History

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

## Search History

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

## History Icons

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

## Access Conversation Details

To access the conversation details, tap the **History Details** button located to the right of the entry. From the **Conversation Details** screen, you can view history, send alerts, read, and send messages.

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

## Making a PTT Call

### Procedure:

To make a PTT call, tap the **History Entry**.

- Press and hold the PTT button to talk.
- Press and hold the on-screen PTT button to talk. The Call screen displays.

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

## Deleting History

You can delete any history entry.

### Procedure:

1. From the top-level screen, tap and hold the **History Entry**. A Context Menu displays.

2. Tap the **Delete History** option. *The History for this contact or group will be removed. Continue?*
3. Perform one of the following actions:
  - Tap **Yes** to delete.
  - Tap **No** to cancel.

## Deleting a Message

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

### Procedure:

1. Tap the **History Details** button.
2. Tap and hold the history entry. A **Context Menu** displays.
3. Tap the **Delete Message** option. A delete confirmation message displays.
4. Perform one of the following actions:
  - Tap **Yes** to delete.
  - Tap **No** to cancel.

## Forward a Message

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

## Send a Photo or a Video

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

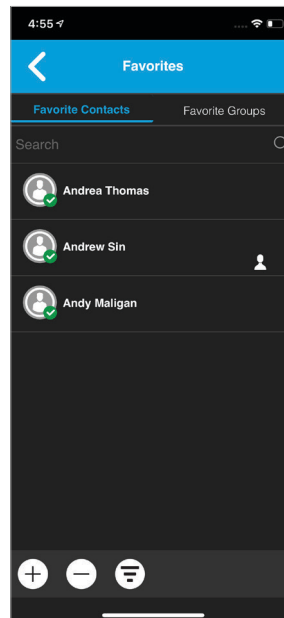
# Favorites

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

### Maximum Number of Favorites

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

Favorites	
Contacts (total)	300
Groups (total)	50



## Favorite Icons

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

## Search Favorites

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

## View or Edit Favorite Contacts

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

**NOTE:** You can also access your favorites from any call screen. The Favorites icon is located in the your right-hand of the call screen.

## Adding Favorite Contacts

### Procedure:

1. From the Favorite Contacts screen, tap the **Add** button on the action bar to open the **Add Favorites Contacts** screen.

**NOTE:** Talkgroups can be added to Favorites from the **Menu** or **History Entry** for that talkgroup.



2. Scroll and select one or more contacts to add as a favorite.
3. Tap the **Save** button on the action bar to save your favorite and open the **Favorite Contacts** screen.

## Removing Favorite Contacts

### Procedure:

1. From the **Favorites Contacts** screen, then tap the **Remove** button on the action bar.

The **Remove Favorites** screen displays.

2. Select the contacts to remove.
3. Tap the **Save** button on the action bar.

A confirmation message displays, *You are about to remove n contact from favorites. Are you sure?*

4. Perform one of the following actions:
  - Tap **Yes** to remove the contact from favorites.
  - Tap **No** to cancel the action.

## View or Edit Favorite Groups

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

## Adding Favorite Groups

### Procedure:

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

The **Add Favorites** screen displays.

2. Tap the **Save** button on the action bar to save the group.

The group is shown in the **Favorites Groups** screen.

## Removing Favorite Groups

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

### Procedure:

1. From the **Favorite Groups** screen, tap the **Remove** button on the action bar.

The **Remove Favorite** option displays.

2. Select one or more favorite to remove.
  - Tap the **Save** button on the action bar to remove the group as a favorite. A confirmation message displays, *You are about to remove n group from favorites. Are you sure?*
  - Tap **Yes** to continue. The group is now removed from the **Favorites Groups** screen.
  - Tap **No** to cancel. The action is canceled.

## Contacts

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

The PTT contacts are separate from the **Contacts** on the phone.

### Administrator-Managed Contacts

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

### Maximum Number of Allowed Contacts

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

Administrator-Managed	
Contacts	1000

## Contact Icon

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

## Search Contacts

You can use the search box to search for your contacts or contacts within your corporate global directory as described below.



## Your Contact List

Your contact list contains corporate contacts and personal contacts. Your administrator manages corporate contacts and you manage personal contacts. These contacts display the user name and their presence status. To search for your contacts, touch within the search bar to bring up the on-screen keyboard. As you type, contacts names containing the letters or numbers entered automatically display.

## Searching Corporate Global Directory Contacts

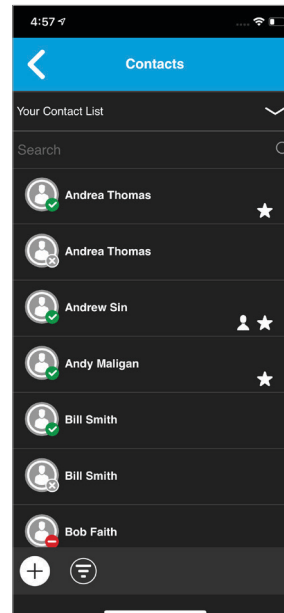
Corporate global directory contacts contain all contacts within your corporation. These contacts display the user name and number. No presence status is shown. You can use the search for contacts in the global directory as follows:

### Procedure:

1. Touch the **Your Contact List** drop-down menu within the Contacts list.
2. From the pop-up, select the **Global Directory** option.
3. Touch within the search bar to bring up the on-screen keyboard. Type a minimum of three characters of the contact you are searching for into the search field.
4. Tap the **Search** icon. The contacts names containing the letters or numbers entered display.

## View Contacts

The **Contacts** shows your PTT contacts added by an administrator. You can view and sort the contacts based on alphabetical order or based on the availability of the contacts from the application settings.



## Sorting the Contact List

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

### Procedure:

1. From within the Menu, tap the **Settings** option.
2. Scroll down and tap the **Contacts Sorting** setting.  
  
The Contact Sorting Settings Options displays.
3. Perform one of the following actions:
  - Select **By Alphabetical**. Contacts are sorted by alphabetical.
  - Select **By Availability**. Contacts are sorted by availability.
4. Tap the **Back** button located on the top of the screen. You see that the Contacts list is sorted according to your selection.

## Show or Hide Offline Contacts

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

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

## Showing only Online Contacts

### Procedure:

While showing the contacts list, tap the **Hide Offline** button located on the bottom of the screen.

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

## Showing all Contacts

### Procedure:

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

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

## Viewing Contact Details

### Procedure:

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

**NOTICE:** The Contact Details can also be accessed from the Call screen by tapping the **Details** button located in the top of the screen.

2. Tap the **Details** option in the Context Menu.

The Contact Details screen displays.

**NOTE:** To edit the contact details, see the Edit Contact Details section.

## Import Contacts

You can import PTT contacts and import phone contacts as follows.

### Importing a PTT Contact from the Device's Contact List (Optional)

This option allows you to add a contact to your PTT contact list that can be used to make an outgoing VoIP call from within the application. This feature is optional and may not be available from your service provider.

You can add personal PTT contacts to your contact list unless restricted by your administrator. You can add corporate contacts to your contact list by using the corporate global directory. For more details on how to add a corporate contact, see Searching Corporate Global Directory Contacts section.

To view contacts, see the View Contacts section.

### Procedure:

1. Tap the **Add** button at the bottom of the screen.  
A Context Menu displays.
2. Select the **Import PTT Contact** option to add a PTT contact from your phone contact list.

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

The **Select Contact** Screen displays.

3. Select a contact from the **Contacts**.

The contact can also be assigned with an avatar, a unique color, and the contact can be marked as favorite.

The **New Contact** Screen displays.

4. Tap the **Save** button when finished to save the new contact.

The contact appears in the PTT Contacts list.

### Importing a Phone Contact from the Device's Contact List

You can import personal contacts to your contact list unless restricted by your administrator. You can add corporate contacts to your contact list by using the corporate global directory. For more details on how to add a corporate contact, see Searching Corporate Global Directory Contacts section.

To view contacts, see the View Contacts section.

### Procedure:

1. Tap the **Add** button at the bottom of the screen.  
A Context Menu displays.
2. Select the **Import Phone Contact** option to add a contact from your phone contact list.

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

The **Select Contact** Screen displays.

3. Select a contact from the **Contacts**.

The contact can also be assigned with an avatar, a unique color, and the contact can be marked as favorite.

The **New Contact** Screen displays.

4. Tap the **Save** button when finished to save the new contact.

The contact appears in the PTT Contacts list.

## Add a Contact

You can add PTT contacts and add phone contacts as follows.

### Adding a PTT Contact from the Device's Contact List Manually

#### When and where to use:

You can add personal contacts to your contact list unless restricted by your administrator. You can add corporate contacts to your contact list by using the corporate global directory. For more details on how to add a corporate contact, see Searching Corporate Global Directory Contacts section.

To view contacts, see the View Contacts section.

#### Procedure:

1. Tap the **Add** button at the bottom of the screen.

A Context Menu displays.

2. Select the **Add PPT Contact** option to add the contact details manually.

The New Contact Screen displays.

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

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

After saving, the contact appears in the contact list.

### Adding a Phone Contact from the Device's Contact List Manually (Optional)

This option allows you to add an outgoing VoIP contact from your device contact list that can be used to make an outgoing VoIP call from within the application. This feature is optional and may not be available from your service provider.

#### Procedure:

1. Tap the **Add** button at the bottom of the screen.

A Context Menu displays.

2. Select the **Add Phone Contact** option to add a contact from your phone contact list.

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

3. Select a contact from the **Contacts**.

The New Contact screen displays.

**NOTE:** The contact can also be assigned with an avatar, a unique color, and the contact can be marked as favorite.

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

## Edit Contact Details

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

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

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

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

- Editing a Contact Name
- Adding or Changing a Contact Avatar
- Changing Contact Color
- Make Contact a Favorite or Remove as a Favorite

## Editing a Contact Name

### Procedure:

1. Tap the contact name field.  
**NOTICE:** A contact name with an underline indicates that the field can be edited. Administrator-managed contacts cannot be edited.
2. Type the contact name using the on-screen keyboard.
3. When finished, tap the **Save** button or continue to change other contact details.

## Adding or Changing a Contact Avatar

### Procedure:

1. Tap the **Avatar** option. For a list of all avatars available and their definitions, see the Avatar Icons section.

The Select Avatar screen displays.

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

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

3. Tap the **Save** button on the **Contact Details** screen.

The selected avatar is assigned to the contact and displayed next to the contact name.

## Changing Contact Color

### Procedure:

1. Select a color from the list.
2. Tap the **Save** button on the **Contact Details** screen. The selected color is assigned to the contact.

## Make Contact a Favorite or Remove as a Favorite

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

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

## Talkgroups

This section describes the Push-to-Talk (PTT) talkgroups using the PTT application. Your administrator manages the talkgroups and position assignments.

### Maximum Number of Allowed Talkgroups

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

Administrator-Managed	
Talkgroups	96
Members per talkgroup	250

## Talkgroup Icons

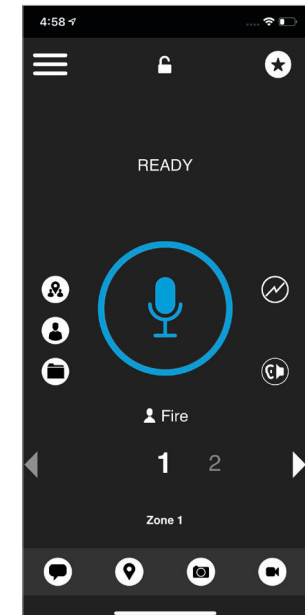
For more information on the Talkgroup icons, see the Talkgroup Icons section.

## Search Talkgroups

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

## View Talkgroups

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



## Call Permissions

There are three types of call permissions that can be assigned by an administrator to a talkgroup member.

Function	Permission	Description
In Call	Listen and Talk	While In Call permission is set to Listen and Talk, PTT user is allowed to listen to the PTT call as well as allowed to transmit/talk to the active PTT call. Listen and Talk is the default permission to all the talk- group 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 another call, etc., reasons. Allow is the default permission for all talkgroup members.
	Do not Allow	When set to Do not Allow, PTT user is NOT allowed to initiate new PTT call or rejoin existing active PTT call.
Call Receiving	Allow	When set to Allow, PTT user is configured to receive all the calls on the predefined talkgroup that user is a member. PTT user is paged for all the calls that are initiated on the talkgroup by other members. There is no retry for paging if the user missed the call for any reason. Allow is the default permission to all the talkgroup members.
	Do not Allow	When set to Do not Allow, PTT user is NOT allowed to receive any incoming PTT call. PTT user is not paged for any calls that are initiated on that talkgroup by other members.

## Channels and Zones

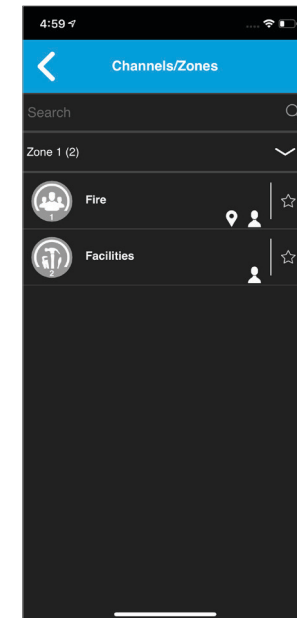
A zone is used to categorize channels into logical groupings. A zone includes talkgroups assigned to channel numbers. Each talkgroup is assigned to one channel and zone by your administrator.

### Viewing Channels

Procedure:

1. To view your assigned channels, tap or touch the **Channel/Zone** button from the Main screen.

The list of channels in the currently selected zone will be shown.



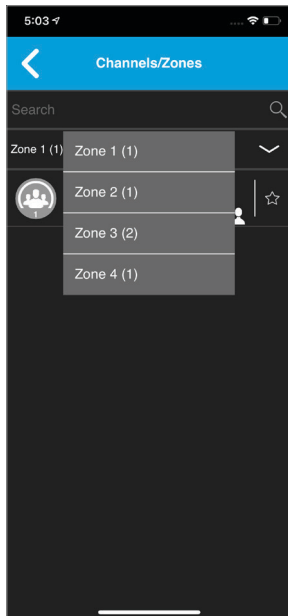
## Viewing Zones

### Procedure:

1. To view your assigned zones, tap or touch the **Channel/Zone** button from the Main screen.
2. Tap or touch the **Zones** drop-down menu.

The list of available zones will be displayed.

The number of configured channels within each zone is also shown.



## Area-Based Talkgroups (Optional)

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

Area-based talkgroups are setup and managed by dispatch user. It is available to members dynamically while the user is in a geographical area (as defined by a dispatch user). As talkgroup members enter a geographic area, the talkgroup is shared and shown in the top of the channel list. The member list cannot be viewed by talkgroup members. Members are allowed PTT call origination and messaging within the talkgroup. Members receive notifications upon entering and exiting the talkgroup. Area-based talkgroups are in addition to the maximum number of configured talkgroups for the device.

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

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

## Viewing Talkgroup Details

### Procedure:

1. Select a talkgroup from the Talkgroups, touch and hold.  
A Context Menu displays.
2. Tap the **Details** option in the menu.  
The Talkgroup Details screen displays.

## Broadcast Talkgroup Details (Broadcasters only)

Broadcast talkgroups are managed by your administrator and can have a large number of members. Talkgroup members cannot be viewed, but a count of talkgroup members is provided while viewing talkgroup details.

## Editing Talkgroup Details

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

To view the Group Details, see the Viewing Talkgroup Details section.

### Procedure:

1. From the Group Details screen, you perform any of the following tasks listed within this section as follows:
  - Changing Talkgroup Color
  - Make Talkgroup a Favorite or Remove as a Favorite



## Changing Talkgroup Color

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

### Procedure:

1. Select a color from the list.
2. Tap the **Save** button on the **Group Details** screen, otherwise, continue.

The selected color is assigned to the talkgroup.

## Make Talkgroup a Favorite or Remove as a Favorite

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

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

## Deleting a Talkgroup

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

### Procedure:

1. From the **Group Details**, tap the **Delete** button located at the bottom of the screen.
2. Perform one of the following actions:
  - To delete the talkgroup, tap **Yes**. The talkgroup is removed from the Talkgroups list.

**NOTE:** If you are removing a talkgroup which is also a favorite, you see the following confirmation message *The group x is a favorite, deleting it will result in deleting the favorite also, are you sure?*.

- To cancel without deleting the talkgroup, tap **No**.
3. Tap **Yes** to delete the talkgroup.

The talkgroup is deleted from the Talkgroups list.

## Talkgroup Scanning

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

- Turning Scanning ON or OFF
- Talkback While Scanning
- Adding a Talkgroup to a Scan List
- Removing a Talkgroup from a Scan List or Changing the Scanning Priority

Talkgroup Scanning allows a subscriber's phone to scan through the scan list. A scan list consists of up to 16 talkgroups with up to three talkgroups that can be assigned as priority (1–3) groups. The scan list feature is setup and managed by your administrator. The higher priority talkgroup calls take precedence over lower priority talkgroup calls.

The following table lists the call precedence by highest priority and description.



Highest Priority	Description
Emergency	Takes precedence over all calls.
Broadcast	Takes precedence over all calls except emergency.
Selected Talkgroup	Takes precedence over priority calls.
Priority 1	Takes precedence over priority 2-3 and no priority calls.
Priority 2	Takes precedence over priority 3 and no priority calls.
Priority 3	Takes precedence over no priority calls.
No Priority	All other calls take precedence.

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

- Only one talkgroup can be the selected talkgroup. You can change selected talkgroup at any time (in call or while idle). When you press the side PTT button or accessory PTT button, the floor is taken if selected talkgroup is active talkgroup or call is initiated on selected talkgroup (rejoin may occur) and the active call is ended. If you want to talk on the active talkgroup, press the on-screen PTT button.
- An ongoing talkgroup call is preempted by a higher priority call (priority scan list call or broadcast call).
- An ongoing 1:1 or quick group call continues unless there is a priority scan list call detected. In this case, the priority scan list call preempts the ongoing 1:1 or quick group call.

- An ongoing talkgroup call is not preempted by an incoming 1:1, quick group call, or non-priority scan list call.
- Calls from the scanned talkgroup are received normally. When the current scanned talkgroup call ends, you automatically hear the next active scanned talkgroup call in progress.

## Turning Scanning ON or OFF

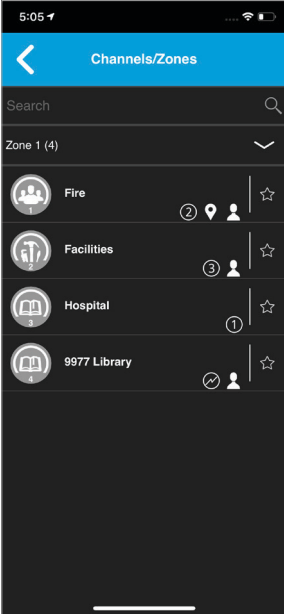
To turn on Talkgroup Scan, tap the **Talkgroup Scan** toggle on the menu from the OFF state to the ON state.

Procedure:

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

When Talkgroup Scan is turned ON, a scan list icon shows on the Talkgroup tab row, and during a call, the title bar shows the priority of the talkgroup. Also, if any talkgroups have priorities that you have assigned, the priority (1-3) is displayed on the talkgroup button. When Talkgroup Scan is turned off, the Scan List icon disappears from the Call Status on the Main screen, and all assigned priorities disappear.

The talkgroup list shows in priority order at the top followed by the rest of the talkgroups in alphabetical order.



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

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

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

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

## Talkback While Scanning

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

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

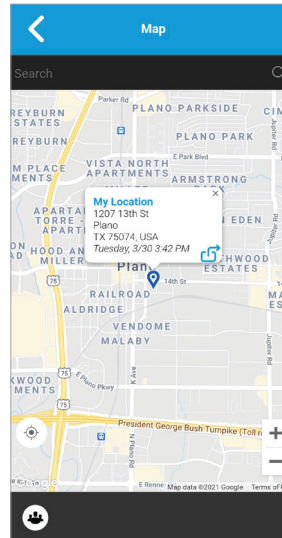
For more information on Scan Talkback, see the Settings section.

## Map

This section describes the Push-to-Talk (PTT) Map and share their location or send an arbitrary location. The map is available to all individuals. The Map is accessible when you select a contact or talkgroup. However, a talkgroup supervisor that has Location Capability turned on by your administrator can view talkgroup members' location on the map.

This section is organized as follows:

- Map Icons
- Search Map
- Recenter the Map
- Individuals
  - Sending My Location or an Arbitrary Location to a Contact
  - Sending My Location or an Arbitrary Location to a Quick Group
  - Sending My Location or an Arbitrary Location to a Talkgroup
- Supervisor with Location Capability
  - Talkgroup Member Location
  - Boundary
  - Creating a Quick Group from the Map



## Map Icons

For more information on the Map icons, see the Map Icons section.

## Search Map

You can use the search box to search for addresses or places. To search map, see the Map Icons section for more information.

## Recenter the Map

You can recenter the map to your current location. The **My Location** button shows whenever the map is not centered on your current location at the default zoom. When recentering the map, the zoom level is set to the default zoom.

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

## Individuals

The Map display allows an individual to check their current location on the map and share their location or send an arbitrary location. You can share your location with a contact, quick group, or talkgroup. You can only share your location or some other location.

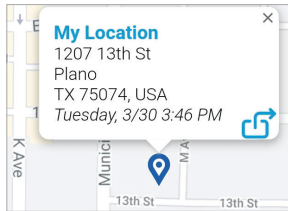
**NOTICE:** You can also share your location from the Call screen by tapping the **Map Pin** located at the bottom of the screen. The **My Location** screen displays. Tap the **Share Location** button to share your location.

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

### Procedure:

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

My Location displays.



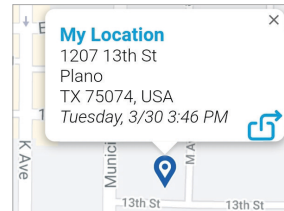
2. Perform one of the following actions:
  - Move the map.
  - Use a location search to find an arbitrary location.
3. Tap the **Share** button to share my location.  
Share my location menu displays.
4. Choose the **Send to Contact** option  
The Send to Contact displays.
5. Tap the contact to select the one you want to share your location. The message *Location Sent* is displayed.

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

### Procedure:

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

My Location displays.



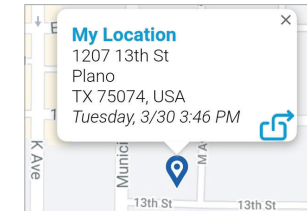
2. Perform one of the following actions:
  - Move the map.
  - Use a location search to find an arbitrary location.
3. Tap the **Use the Options** to select the **Share** button to share my location.  
Share my location menu displays.
4. Choose the **Send to Quick Group** option  
The Send to Quick Group displays.
5. Tap the two or more contacts to select the one you want to share your location. The message *Location Sent* is displayed.

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

### Procedure:

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

My Location displays.



2. Tap the **Share** button to share my location.  
The Share My Location menu displays.
3. Choose the **Send to Group** option  
The Send Location to Group displays.
4. Tap the talkgroup to select the one you want to share your location. The message *Location Sent* is displayed.

## Supervisor with Location Capability

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

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

**NOTICE:** As a supervisor, you can also access the map from the **Channel List** or **Favorite Groups** by tapping the talkgroup, which has a Map pin. The Call screen displays. Tap the **Talkgroup Location** button to access the map.

## Talkgroup Member Location

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

## Viewing Talkgroup Member Locations

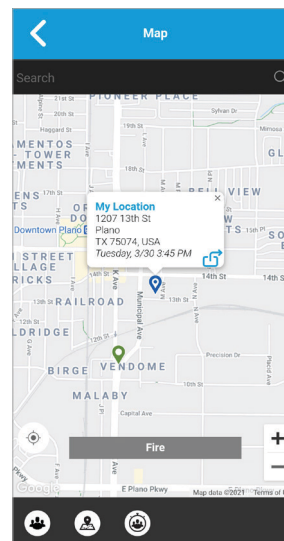
Procedure:

1. From within the **Map** tab, tap the **Tracked Group Selector** button. The **Tracked Group Selector** button is turned off for anyone who is not a supervisor with Location Capability privilege.

A pop-up menu listing all groups you have permission to locate is displayed.

2. Tap the talkgroup to locate the talkgroup member location.

The Map displays with all members of the selected talkgroup and their location.



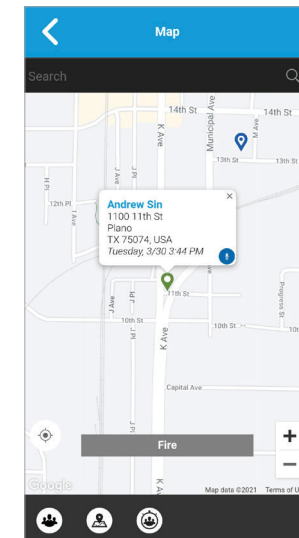
## Viewing Talkgroup Member Location Details

**Prerequisites:** Complete the Viewing Talkgroup Member Locations section.

Procedure:

1. Tap any **Pin**.

The member's name and location displays.



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

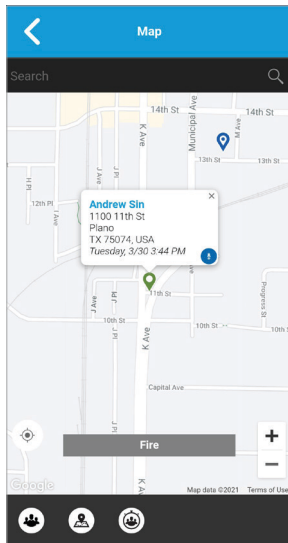
## Calling a Talkgroup Member

**NOTICE:** You can also access the map from the Groups tab by tapping the talkgroup, which has a Map Pin. The Call screen displays.

### Procedure:

1. Tap the Talkgroup Location button to access the map.
2. Complete the Viewing Talkgroup Member Location Details section.
3. Tap any Pin, the member's name, and location displays.

Talkgroup members location details screen displays.



4. Tap the Call button.

The Call screen displays.

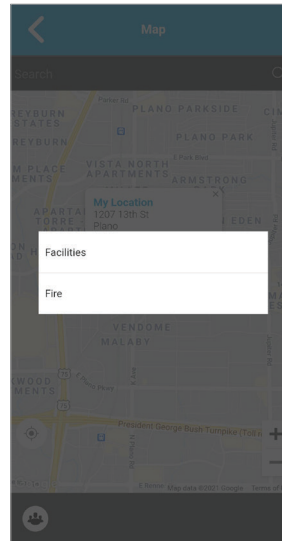
## Sharing Your Location or an Arbitrary Location to a Talkgroup with Location Capability

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

### Procedure:

1. Tap the Tracked Group Selector button.

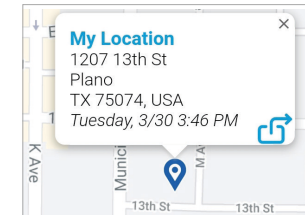
The list of talkgroups with Location Capability popup displays.



2. Choose a talkgroup to view talkgroup member locations from the list.

3. Tap the My Location Pin (Blue). To send an arbitrary location, move the map or search for a location.

My Location displays.



4. Tap the Share button to share your location.

The Pin location is sent to the talkgroup.

## Boundary

Allows a PTT supervisor to create a boundary for a talkgroup and receive notifications when members enter or leave the boundary. Members can optionally receive notifications when they enter or leave.

You can also refresh the location and modify an existing boundary set for a talkgroup. The Active Boundary Time setting controls how long a boundary is active.

This section is organized as follows:

- Creating a Boundary
- Recentering Boundary on the Map
- Recentering the Map to your Location
- Boundary Settings
  - Changing Boundary Settings
  - Changing Update Interval
  - Changing Active Boundary Time
  - Changing Notify Me Setting
  - Changing Notify Me Setting
  - Changing Notify Member Setting
  - Changing Initial Member Notification Setting

## Creating a Boundary

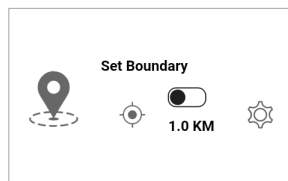
Procedure:

1. From within the **Map** tab, tap the **Tracked Group Selector** button.

The list of talkgroups displays.

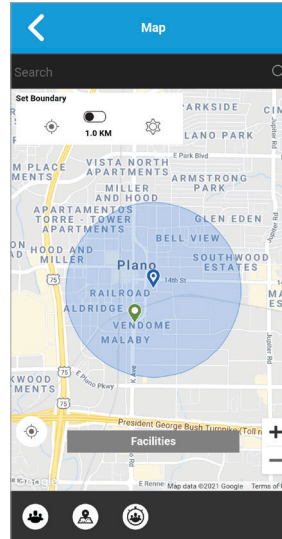
2. Choose a talkgroup to view talkgroup member locations from the list.

The **Set Boundary** popover displays.



3. Tap the **Set Boundary** button.

The **Set Boundary** popover displays along with a boundary preview (blue circle).



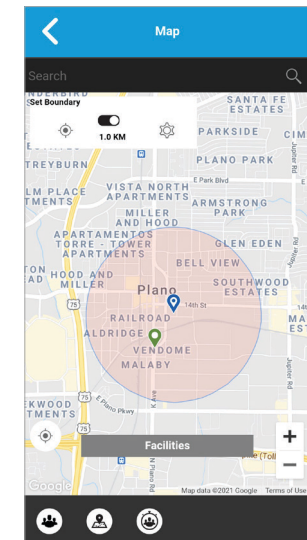
4. Set the boundary size by zooming in/out. You can see the boundary radius in the popover.
5. Set the boundary center by moving the map or searching.
6. Tap the **Set Boundary** toggle to turn ON the boundary. If you are setting a boundary at your current location as shown by the **My Location Pin** (Blue), you can set the boundary type. If you set a boundary at some other location, then boundary stays at that location. The following confirmation message displays, *A boundary will be created around your current location. Do you want the boundary center to move with you or stay here?*

7. Select the boundary type:

- **Stay here** The Stay here boundary type is created at an arbitrary location and a static boundary with center selected.
- **Follow me** The Follow me boundary type is created at your current location, and the boundary moves as you move.

8. The 'Fence boundary on' status message displays and the map is updated with the boundary ON.

The 'Fence boundary on' status message displays and the map is updated with the boundary ON.





## Recentering Boundary on the Map

When the boundary is ON (active), you can recenter the map with the boundary visible.

### Procedure:

1. Tap the **My Location** button in the **Set Boundary** popover to recenter the boundary on the map.

## Recentering the Map to your Location

When the boundary is ON (active), you can recenter the map to your location.

### Procedure:

1. Tap the **My Location** button located on the lower left side of the map.

The map recenters to my location while the boundary is off and the map recenters to boundary center while the boundary is on.

## Boundary Settings

All Boundary settings are shown in the default state. The Boundary settings can be changed while the boundary is inactive.

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

This section contains the following boundary settings:

- Changing Boundary Settings
- Changing Update Interval
- Changing Active Boundary Time
- Changing Notify Me Setting

- Changing Notify Member Setting
- Changing Initial Member Notification Setting

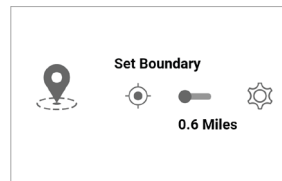
### Changing Boundary Settings

All Boundary settings can be changed in the map set boundary settings.

#### Procedure:

1. From within the **Map**, tap the **Map Boundary Enable** button.

The Set Boundary popover displays.



2. Tap the **Settings** button.  
The Boundary Settings displays.
3. Find the settings you want to change and follow the instructions.

### Changing Update Interval

This setting allows you to set how often each talkgroup member location reports their location. Range: 1 to 60 minutes.

**NOTE:** Smaller intervals shorten the battery life for talkgroup members.

#### Procedure:

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

The Update Interval Settings Options displays.

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

### Changing Active Boundary Time

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

#### Procedure:

1. From the Boundary Settings screen, scroll to and tap the **Active Boundary Time** settings.  
The Active Boundary Time Settings Options displays.
2. Tap the **Days** text box to set how long the boundary is active. The time must be up to 7 days.
3. Tap the **Hours** text box to set how long the boundary is active. The time must be up to 168 hours.

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

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



### Changing Notify Me Setting

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

**NOTE:** Boundary alerts are simple notifications and are included in history.

#### Procedure:

1. From the Boundary Settings screen, scroll to the **Notify Me** settings.
2. Tap the **On/Off** button to toggle the state of the setting.

### Changing Notify Member Setting

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

#### Procedure:

1. From the Boundary Settings screen, scroll to the **Notify Member** settings.
2. Tap the **On/Off** button to toggle the state of the setting.
3. Continue with the Changing Initial Member Notification Setting section.

### Changing Initial Member Notification Setting

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

**Prerequisites:** The Notify Member setting must be turned on to use this setting. Changing Notify Member Setting.

#### Procedure:

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

The Initial Member Notification Setting Options displays.

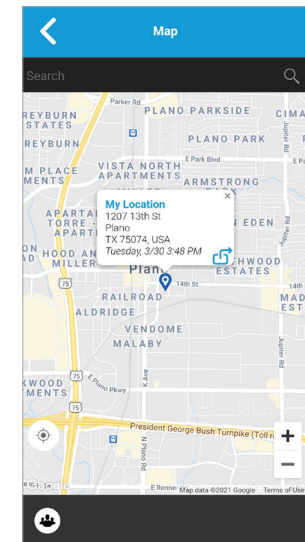
2. Perform one of the following actions:
  - Tap **Outside Boundary** to send the first notification to members outside the boundary.
  - Tap **Inside Boundary** to send the first notification to members inside the boundary.
3. Tap **OK**.

### Creating a Quick Group from the Map

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

#### Procedure:

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

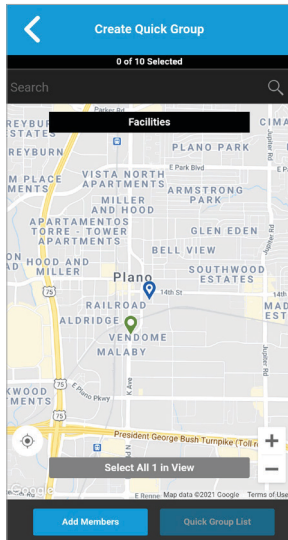


2. Tap the **Quick Group** button on the action bar.

- Zoom in until you view the all the contacts that you want to select.

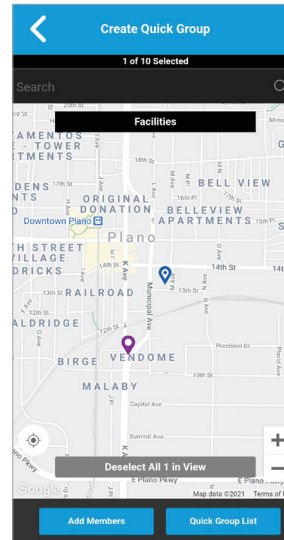
**NOTICE:** You can also tap any group member to select them and add them to the member list.

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



- Tap the **Select All in View** for a Mobile Quick Group.

All selected contact pins turn purple.



- After selecting the group members, tap the **Save** button in the title bar.

The Call screen displays.

- Press and hold the **PTT** button.

A Quick Group Call is started, a chirp tone is heard and the PTT button changes color indicating you have taken the floor.

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

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

## Adding Members to a Quick Group

**Prerequisites:** Perform Creating a Quick Group from the Map.

**Procedure:**

- Tap or touch the **Add Members** button.  
The Add Members screen displays.
- Select the additional members to add from the **Group Members** or **Contacts**.
- Tap or touch the **Save** button.

## Removing Quick Group Members

**Procedure:**

- Tap or touch the **Quick Group List** button.  
The Quick Group List displays.
- Tap or touch the members to remove.
- Tap or touch the **Save** button.

The Quick Group Call screen displays.

# Integrated Secure Messaging

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

This section is organized as follows:

- Integrated Secure Messaging Icons
- Multimedia Content
  - Text Messages
  - Image Messaging
  - Video Messaging
  - Voice Messaging
  - File Messaging
  - Receiving a Location Message
- Message Actions

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

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

For PTT users, messages are only delivered to recipients who are affiliated to the group. Delivery of messages while offline does not apply.

## Users with Talkgroup Affiliation

Users with group affiliation will receive secure text messages from a group only while affiliated to the group. Delivery of messages while offline does not apply for talkgroup messages for those users. See Talkgroup Affiliation for more details.

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

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

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

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

Users with 8.3 and later clients in Standard Mode and 9.0 and later clients in Radio Mode are supported.

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

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

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

**NOTE:** There is no delivery status for talkgroup messages.

## Integrated Secure Messaging Icons

For more information on the Integrated Secure Messaging icons, see the Integrated Secure Messaging Icons section.

## Multimedia Content

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

**NOTE:** The multimedia attachment size configuration includes the messaging overhead. For example, with 20 MB of size configuration, actual multimedia that can be sent will be approximately 17-18 MB in size.

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

**NOTE:** The multimedia attachment size configuration includes the messaging overhead. For example, with 20 MB of size configuration, actual multimedia that can be sent will be approximately 17-18 MB in size.

## Text Messages

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

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

Text messages also show in threaded history along with call history and are sent by selecting a contact or a talkgroup.

You can also perform any of the following text message actions:

- Sending a Text Message
- Selecting Quick Text
- Adding Quick Text
- Deleting Quick Text

- Deleting a Message
- Receiving a Text Message

### Sending a Text Message

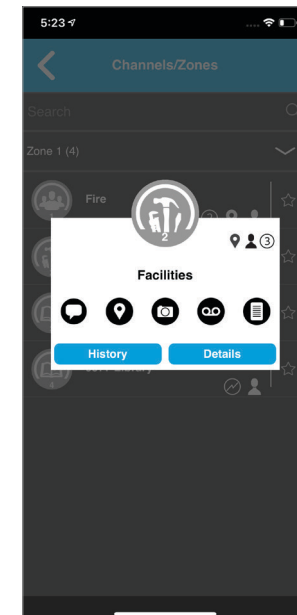
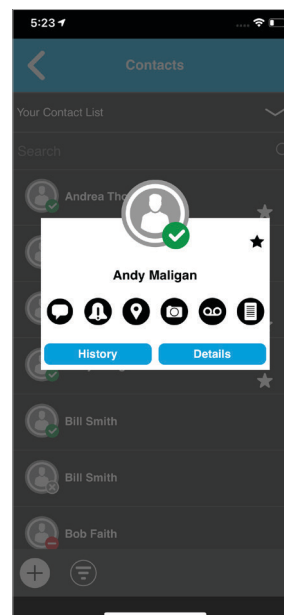
Text messages can be sent using the Call screen for a selected contact, a selected talkgroup, or a contact or talkgroup context menu.

**NOTICE:** Alternatively, you can send messages from the History.

#### Procedure:

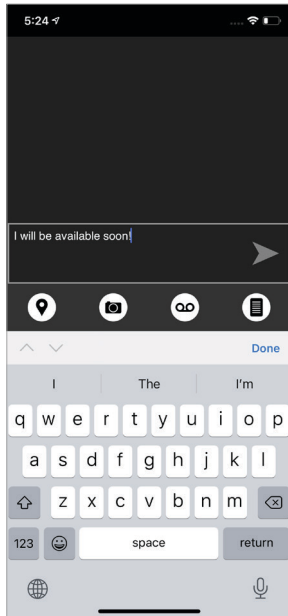
1. Perform one of the following actions:
  - Select a contact from the Contacts List, touch and hold.
  - Select a talkgroup from the Channel List and tap and hold.

A Context Menu displays.



2. Select the **Message** button located on the Context Menu to initiate a text message.

3. Type your message using the on-screen keyboard, tap the **Send** button located to the right of the message box. You can also add Quick Text, see the Adding Quick Text section for more information.



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

4. Your text message displays in the history details.

### Selecting Quick Text

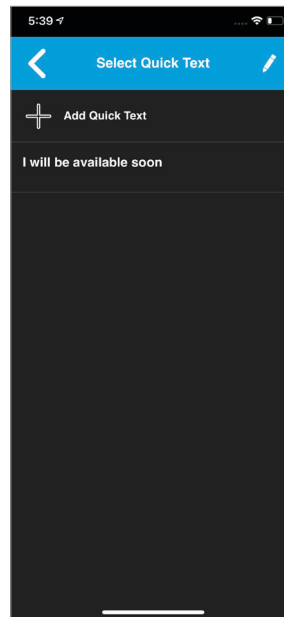
Quick text is a feature that lets you save the text you can use to respond to messages quickly. You can add up to 20 messages.

**Procedure:**

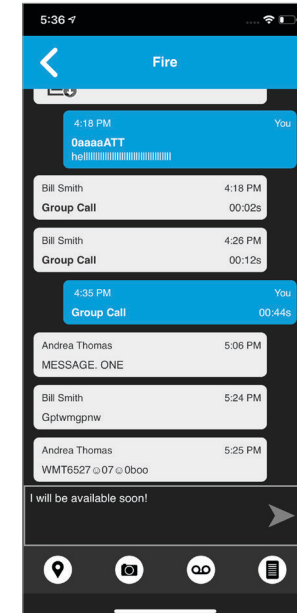
1. Tap the **Message** button. The text box displays.  
**NOTICE:** To create Quick Text, see the Adding Quick Text on section.
2. Tap the **Quick Text Access** button located in the text box.



The Select Quick Text displays.



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



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

### Adding Quick Text

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

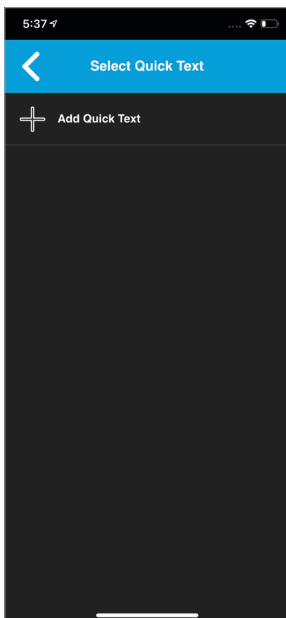
**Procedure:**

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



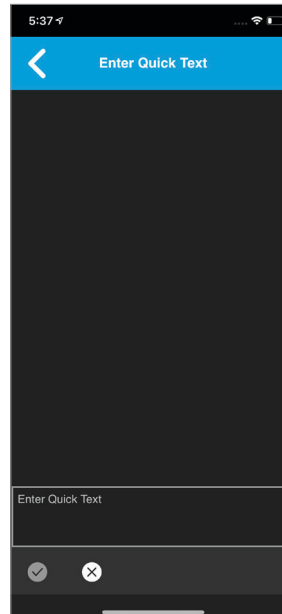
2. Tap the **Quick Text Access** button located in the text box.

The **Select Quick Text** displays.



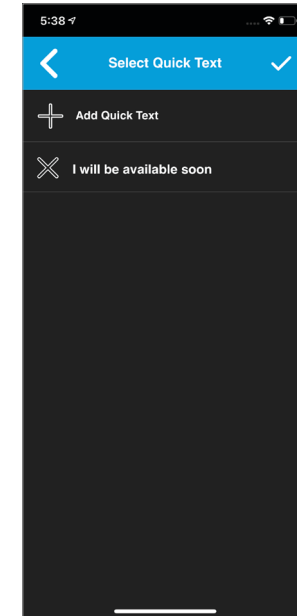
3. Tap the **Add Quick Text** button. The **Enter Quick Text** displays.

The **Select Quick Text** displays.



4. Type the quick text to use.
5. Perform one of the following actions:

- Tap the **Save** button to save the quick text.



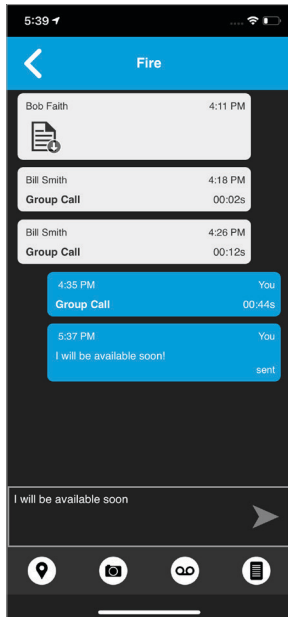
- Tap the **Cancel** button to cancel the operation.

If you selected cancel, the following message displays, *Your entered quick text will be cleared. Do you wish to continue?.*

6. Tap **Save** if finished.

7. Tap the newly created quick text.

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



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

## Deleting Quick Text

**Procedure:**

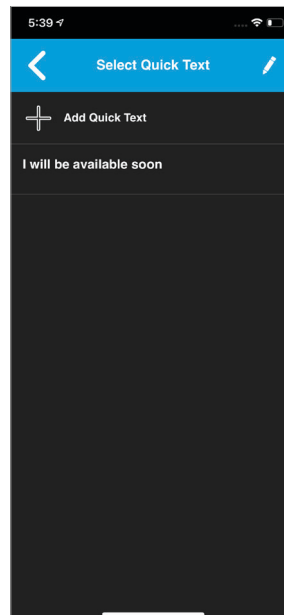
1. Tap the **Message** button.

The text box displays.



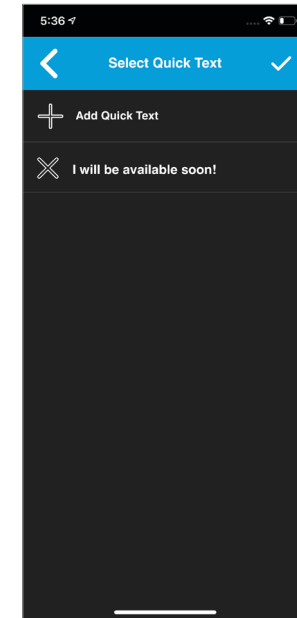
2. Tap the **Quick Text Access** button located in the text box.

The Select Quick Text displays.



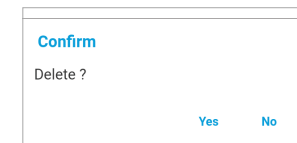
3. Tap the **Edit** button located in the upper right of the screen.

The Select Quick Text displays.



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

A confirmation dialog displays.



4. Perform one of the following actions:
  - Tap **Yes** to delete quick text.
  - Tap **No** to cancel action.
5. Tap **Save**.



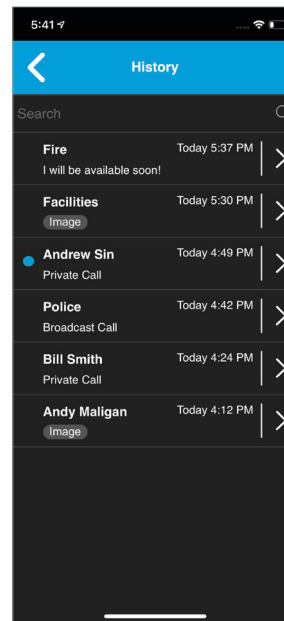
## Receiving a Text Message

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

### Procedure:

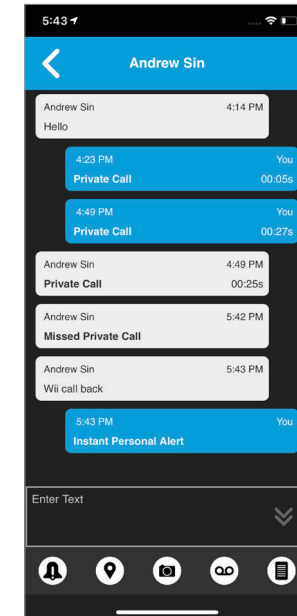
1. Perform one of the following actions:
  - Tap the system notification for the message.

- From the **History**, scroll down and locate any unread messages to read. Unread messages are indicated by an unread message indicator (dot), as shown below. The unread message indicator disappears when you tap the **History Details** button to reply to the message.



2. Tap the **History Details** button to read the message content.

The History Details displays.



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

You can also perform any of the following message actions:

- Forwarding a Message to a Contact or Talkgroup
- Forwarding a Message to a Quick Group
- Replying to a Sender
- Replying to Talkgroup (Talkgroup Messages)
- Sharing my Location
- Sending a Photo or a Video
- Sending a Voice Message
- Sending a Text Message
- Sending a File
- Deleting a Message
- Copying a Text Message

## Image Messaging

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

You can also perform any of the following message actions:

- Saving an Image Message
- Forwarding a Message to a Contact or Talkgroup
- Forwarding a Message to a Quick Group
- Replying to a Sender

- Replying to Talkgroup (Talkgroup Messages)
- Deleting a Message

## Send an Image Message

An image is sent from the picture gallery or a picture taken from the camera and is converted to JPEG. To send an image message, see the Sending a Photo or a Video section.

## Receive an Image Message

A received image message can be viewed by tapping the image. The Photo Preview screen displays.

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

## Saving an Image Message

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

### Procedure:

1. From the History, find the conversation that contains the image you want to save and tap the **History Details** button.
2. Tap the **Image**. The Photo Preview screen displays.
3. Tap the **Gallery** button to save to the device PTT application album in the Gallery.
4. Additional functions are as follows:
  - Tap the **Forward** button to forward the image to a contact, quick group, or talkgroup

- Tap the **Details** button to view the name, sender, date, size, and resolution.
- Tap the **Delete** button to delete the image.

## Video Messaging

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

You can also perform any of the following message actions:

- Saving a Video Message
- Forwarding a Message to a Contact or Talkgroup
- Forwarding a Message to a Quick Group
- Replying to a Sender
- Replying to Talkgroup (Talkgroup Messages)
- Deleting a Message

## Send a Video Message

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

A video message is sent similarly as an image. See the Sending a Photo or a Video section.

## Receive a Video Message

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

**NOTE:** If the message is not downloaded, tap the message and wait for the download, then tap again to display the Video Preview screen.

## Saving a Video Message

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

### Procedure:

1. From the History tab, find the conversation that contains the video you want to save and tap the **History Details** button.
2. Tap the **Video**. The Video Preview screen displays.
3. Tap the **Gallery** button to save to the device to the Gallery.
4. Additional functions are as follows:
  - Tap the **Play** button to play the video.
  - Tap the **Forward** button to forward the video to a contact, quick group, or talkgroup
  - Tap the **Details** button to view the name, sender, date, size, and duration.
  - Tap the **Delete** button to delete the video.

## Voice Messaging

When a user receives a voice message, a notification displays. Automatic download of attachments is based on the user settings. You can reply to the sender and reply all (for talkgroup messages).

Messages can be forwarded to other PTT users, and delivery receipts allow the sender to see that a message was delivered.

## Sending a Voice Message

A voice message is sent by recording and sending from within the PTT application. When you decide to send a voice message, you can record, preview, rerecord, erase, and send the voice message. You can record a voice message from any history entry on the **History Details** screen from the **History**.

### Procedure:

1. From the **History**, find the conversation that contains the message you want to forward and tap the **History Details** button.
2. Tap the **Voice Message** button located in the actions.
 

A Ready Record screen displays.
3. Press and hold the **Record** button and begin speaking your voice message.
4. When complete, release the **Record** button. You can tap the **Playback** button to review your message.
5. Perform one of the following actions:
  - Tap the **Save** button located in the upper-right.

- Tap **Cancel** button in upper-left to open a **Discard Confirmation** message.
6. Perform one of the following actions:
  7. Perform one of the follow actions:
    - Tap **Yes** to discard voice message.
    - Tap **No** to return to the recorded message and the message is sent.

## Receiving a Voice Message

A voice message is sent by recording and sending from A received voice message can be played by tapping the message. The **Audio preview** screen displays. Tap the **Play** option to play the voice message.

### Procedure:

1. Tap the Play button to play the voice message.

**NOTE:** If the message is not downloaded, tap the message and wait for the download, then tap again to display the **Audio Preview** screen.

You can also perform any of the following message actions:

- Forwarding a Message to a Contact or Talkgroup
- Forwarding a Message to a Quick Group
- Replying to a Sender
- Replying to Talkgroup (Talkgroup Messages)
- Deleting a Message

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

The Audio Preview screen displays.

## File Messaging

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

### Send a File Message

A file message is sent from within PTT application.

File messages support Microsoft Office files and PDF.

To send a file message, see the Sending a File section.

### Receive a File Message

A received file message can be viewed by tapping the message. The File Preview screen displays. Tap the File icon located in the center of the screen to view. The native file viewer opens.

**NOTE:** If the message is not downloaded, tap the message and wait for the download, then tap again to display to File Preview screen.

You can also perform any of the following message actions:

- Forwarding a Message to a Contact or Talkgroup
- Forwarding a Message to a Quick Group
- Replying to a Sender
- Replying to Talkgroup (Talkgroup Messages)
- Deleting a Message

### Saving a File Message

You can save a received file from any history entry on the Details screen from the History.

#### Procedure:

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

2. Tap the **File**.

The **File Preview** screen displays.

3. Tap the **File** icon located in the center of the screen to view.

The native file viewer opens.

4. Tap the **Share** icon, choose an option for sending the document (for example, any installed application).

5. Tap **Save to Files** or browse a location on where to save the file.

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

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

Please see the device user manual for more information.

6. Additional functions are as follows:

- Tap the **File** icon located in the center of the screen to view. The native file viewer opens.
- Tap the **Use the Options** to select the **Forward** button to forward the voice message to a contact, quick group, or talkgroup

- Tap the **Use the Options** to select the **Details** button to view the name, sender, date, and size.
- Tap the **Use the Options** to select the **Delete** button to delete the voice message

### Receive a File Message

A received file message can be viewed by tapping the message. The File Preview screen displays. Tap the File icon located in the center of the screen to view. The native file viewer opens.

### Receiving a Location Message

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

Location messages also show in threaded history along with call history.

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

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

Your device provides the location.

### Send Location Message

To share your location, see the Sharing my Location section.

## Receive a Location Message

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

You can also perform any of the following message actions:

- Forwarding a Message to a Contact or Talkgroup
- Forwarding a Message to a Quick Group
- Deleting a Message

## Message Actions

You can send messages to offline users. They receive the messages the next time they become online. You can also send messages to any History entry.

You can also perform any of the following message actions:

- Forwarding a Message to a Contact or Talkgroup
- Forwarding a Message to a Quick Group
- Replying to a Sender
- Replying to Talkgroup (Talkgroup Messages)
- Sharing my Location
- Sending a Photo or a Video
- Sending a Voice Message
- Sending a Text Message
- Sending a File
- Deleting a Message
- Copying a Text Message

## Forwarding a Message to a Contact or Talkgroup

You can forward a message to a contact on the **History Details** from the **History**.

### Procedure:

1. From the **History**, find the conversation that contains the message you want to forward and tap the **History Details** button.
2. Tap and hold the message entry you want to forward.

A Context Menu displays.

3. Perform one of the following actions:
  - Tap the **Forward to Contact** option to open the **Select Contact to Message** screen.
  - Tap the **Forward to Group** option to open the **Select Group to Message** screen.
4. Tap the contact or talkgroup to select. The message is copied into the text field.
5. Tap **Send Message** button. The message is sent to the contact or talkgroup.

## Forwarding a Message to a Quick Group

You can forward a message to a Quick Group on the **History Details** from the **History**.

### Procedure:

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

2. Tap and hold the history entry.

A Context Menu displays.

3. Tap the **Forward to Quick Group** option to open the **Select Contacts to Message** screen.
4. Tap one or more contacts.
5. Tap the **Save** button located in the upper right.
 

The message is copied into the text field.
6. Tap **Send Message** button.
 

The message is sent to the Quick Group.
7. Perform one of the actions as follows:
  - Select **OK** to continue. The message is sent to the contact or talkgroup.
  - Select **No** to cancel.

## Replying to a Sender

You can reply to sender for a talkgroup on the **Details** screen from the **History**.

### Procedure:

1. From the **History**, find the conversation that contains the message you want to reply and tap the **History Details** button.
2. Tap and hold the history entry to open a **Context Menu**.
3. Tap the **Reply to Group** option to open the **Group** screen.
4. Enter the text using the on-screen keyboard.
5. Tap **Send Message** button.
 

The message is sent to the talkgroup.



## Replying to Talkgroup (Talkgroup Messages)

You can reply to a talkgroup on the Details screen from the History.

### Procedure:

1. From the History, find the conversation that contains the message you want to reply and tap the **History Details** button.
2. Tap and hold the history entry to open a **Context Menu**.
3. Tap the **Reply to Group** option to open the **Group** screen.
4. Enter the text using the on-screen keyboard.
5. Tap **Send Message** button.

The message is sent to the talkgroup.

## Sharing my Location

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

### Procedure:

1. From the History, find the conversation that contains the message you want to forward and tap the **History Details** button.
2. Tap the **Location** button located in the actions to open the **My Location** screen.
3. Tap the **Share** button on the **My Location** screen.

The location is sent.

## Sending a Photo or a Video

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

### Procedure:

1. From the History, find the conversation that contains the message you want to forward and tap the **History Details** button.
2. Tap the **Camera** button located in the actions to open the **Context Menu**.
3. Tap the desired option as follows:
  - **Take a photo.** The Camera displays and allows you to take a photo.
  - **Tap Gallery.** The Gallery displays and allows you to select any photo in the gallery.
  - **Tap Record a Video.** The Video displays and allows you to record a video.
4. Tap **OK**.  
A Send confirmation message displays.
5. Perform one of the following actions:
  - Tap **Yes** to send.
  - Tap **No** to cancel.

## Sending a Voice Message

A voice message is sent by recording and sending from within the PTT application. When you decide to send a voice message, you can record, preview, rerecord, erase, and send the voice message. You can record a voice message from any history entry on the **History Details** screen from the **History**.

### Procedure:

1. From the **History** screen, find the conversation that contains the message you want to forward and tap the **History Details** button.
2. Tap the **Voice Message** button located in the actions.  
A Ready Record screen displays.
3. Press and hold the **Record** button and begin speaking your voice message.
4. When complete, release the **Record** button. You can tap the **Playback** button to review your message.
5. Perform one of the following actions:
  - Tap the **Save** button located in the upper-right.
  - Tap **Cancel** button in upper-left to open a **Discard Confirmation** message.
6. Perform one of the following actions:
7. Perform one of the following actions:
  - Tap **Yes** to discard voice message.
  - Tap **No** to return to the recorded message and the message is sent.

## Sending a Text Message

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

### Procedure:

1. From the **History** screen, find the conversation and tap the **History Details** button.



2. Tap in the **Enter Text** field. An on-screen keyboard displays.
3. Enter the message using the on-screen keyboard.
4. Tap **Send Message** button.

The message is sent to the talkgroup.

## Sending a File

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

### Procedure:

1. From the **History**, find the conversation for a contact or talkgroup to which you want to send a file and tap the **History Details** button.
2. Tap **Attach File** button located in the Action bar.

**NOTICE:** You can also send a file from the Call screen by tapping the **Send Text** button. On the text Message History screen, you find the **Attach File** button.

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

3. Navigate to the location of the file to attach and tap.

A send confirmation message displays.

4. Perform one of the following actions:
  - Tap **OK** to send.
  - Tap **Cancel** to cancel.

## Copying a Text Message

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

### Procedure:

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

## Video Streaming (Optional)

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

Video streaming feature allows you to send a one-way, live streaming video with audio to another PTT user, dispatcher, or a corporate talkgroup.

Recipients can be any PTT contact or corporate talkgroup assigned to you capable of receiving video calls. To receive group video, your administrator must enable the feature. Only a limited number of participants can receive a group video stream. Anyone with the video feature can originate a live video stream.

**NOTE:** Depending on the PTT service plan, some users will receive streaming video from a group only while affiliated to the talkgroup. See Talkgroup Affiliation for more details.

You can stream video from the device integrated camera(s). You choose which camera to broadcast.

Each video session allows you to stream, and each participant can have a single active video call at a time.

When streaming video to a talkgroup, the video stream is available to any talkgroup member that has group video receive permission and begins streaming as soon as the first recipient accepts the invitation.

Talkgroup members may leave and rejoin a video call at any time.

During a private (1:1) video call, if the recipient of the call leaves the video session, it ends.

**NOTE:** Incoming video calls are not delivered to users in DND. You cannot send a live stream to a broadcast talkgroup.

You must bring the application to the foreground to send video and see the preview.

**NOTICE:** Keep the Video Call screen in the foreground; otherwise, the camera video transmission becomes blank even though you can hear audio.

For more information on video call settings, see the Settings section. This section is organized as follows:

- Video Streaming Icons
- Minimizing a Video Call
- Making a Video Call to a Contact
- Making a Video Call to a Quick Group
- Making a Video Call to a Talkgroup
- Receive an Incoming Video Call

## Video Streaming Icons

For more information on Video Streaming icons, see the Video Streaming Icons section.

## Minimizing a Video Call

**Procedure:**

1. Tap the **Video Call** screen.
 

The Video Call screen is minimized.
2. Tap the **Video Call** screen again to return to full size.

## Making a Video Call to a Contact

**Procedure:**

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

**NOTE:** Your administrator assigns PTT contacts.

PTT call audio, and video audio can be mixed, or PTT call audio can have priority.

For information on PTT audio, see the Changing Audio Interaction Setting section.

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

The Call screen displays the name of the contact that you are calling in the Call Status, and the Contacts button is selected, and active.

3. Tap the **Video** icon located at the bottom of the screen. ; a private one-to-one video call is started, dialing, then ringing the contact. When the contact accepts the incoming video call, the video call begins.



You can tap the **Microphone** icon to mute or unmute the microphone audio sent with the live video stream.

**NOTE:** To switch your camera from the rear camera (default) to front camera, tap the **Change Camera** button at the top of the screen.

4. To end the video call transmission, tap the **End Call** button.

## Making a Video Call to a Quick Group

**Procedure:**

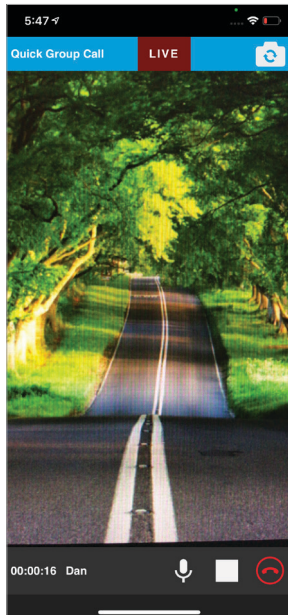
1. From the **Contacts**, select your first contact to call.

**NOTE:** PTT call audio, and video audio can be mixed, or PTT call audio can have priority. For information on PTT audio, see the Changing Audio Interaction Setting section.

The Call screen displays.

2. Tap the **Add Participants** button. The **Select Contacts** screen displays, as shown below.
3. Select up to 9 contacts to add to the quick group call. When completed, tap the **Save** button located in the upper right.

4. Tap the Video icon located at the bottom of the screen. ; a quick group video call is started, dialing, then ringing the group. When the first contact accepts the incoming video call, the video call begins.



**NOTE:** You can tap the **Microphone** icon to mute or unmute the microphone audio sent with the live video stream.

To switch your camera from the rear cam (default) to front cam, tap the **Change Camera** button at the top of the screen.

5. To end the video call transmission, **End Call** button.

## Making a Video Call to a Talkgroup

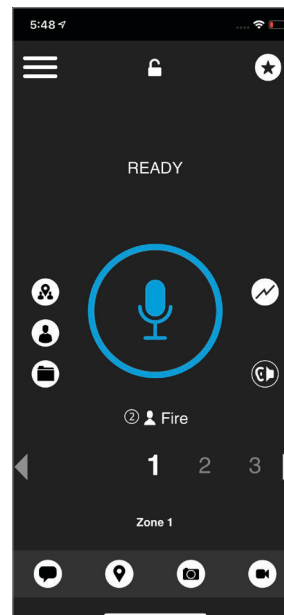
### Procedure:

1. The talkgroup that is selected will be the talkgroup you call. Ensure that the talkgroup you want to communicate with is selected.

**NOTE:** Corporate talkgroup size is limited to 15 talkgroup members receiving the call. PTT call audio, and video audio can be mixed, or PTT call audio can have priority.

For information on PTT audio, see the **Changing Audio Interaction Setting** section.

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



2. Tap the **Video** icon located at the bottom of the screen.; a talkgroup video call is started, dialing, then ringing the talkgroup. When the first member accepts the incoming video call, the video call begins.

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



You can tap the **Microphone** icon to mute or unmute the microphone audio sent with the live video stream.

To switch your camera from the rear cam (default) to front cam, tap the **Change Camera** button at the top right-hand of the screen.

3. To end the video call transmission, **End Call** button.

## Receive an Incoming Video Call

Incoming video calls can be received from a private 1:1 or talkgroup. To receive a talkgroup video call, your administrator must enable you to receive group video calls. You can originate a talkgroup video even if you cannot receive talkgroup video calls. Private 1:1 and Quick Group video calls can be received as long as you have the video streaming feature enabled. Calls received can be manually accepted or declined based on the Auto Answer Video Call setting. For more information on Auto Answer Video Call settings, see the Settings section. You can receive an incoming video call from any talkgroup you are assigned. Unlike talkgroup PTT voice calls, video calls are received regardless of your selected talkgroup or talkgroup scanning mode.

**NOTE:** PTT call audio, and video audio can be mixed, or PTT call audio can have priority. For information on PTT audio, see the Changing Audio Interaction Setting section.

## Receiving an Incoming Video Call

### Procedure:

1. When you receive a video call, your device will begin to alert
2. Perform one of the following actions:
  - From the Incoming Video Call Request, select **Accept** to accept the call.
  - From the Incoming Video Call Request, select **Decline** to reject the call.

**NOTE:** Incoming video 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.

You can tap the **Microphone** icon to mute or unmute the microphone audio sent with the live video stream.

To switch your camera from the rear cam (default) to front cam, tap the **Change Camera** button at the top right-hand of the screen.

3. To end the video call transmission, **End Call** button.

## Receiving a Video Stream Request

### When and where to use:

A dispatcher may request that you live stream video. If you accept the request, the video will be sent as a private 1:1 video call to the dispatcher. When you receive an incoming video stream request, you can manually accept or decline based on the Auto Answer Video Call setting. For more information on Auto Answer Video Call settings, see the Changing Audio Interaction Setting section.

### To acknowledge a video stream request

#### Procedure:

1. When you receive a video stream request, perform one of the actions:

- Select **Accept** to answer the call. Accepting the request will immediately start a video session to the dispatcher.
- Select **Decline** to reject the call.

You can tap the **Microphone** icon to mute or unmute the microphone audio sent with the live video stream.

To switch your camera from the rear cam (default) to front cam, tap the **Change Camera** button at the top right-hand of the screen.

2. To end the video call transmission, **End Call** button.

## Receive an Unconfirmed Video Stream Request

There may be a situation where a dispatcher wants to initiate a video automatically. Your administrator must enable this function for the dispatcher before it can be used. When you receive an unconfirmed video stream request, the call is automatically accepted. For more information on Allow Unconfirmed Video Transmission settings, see the Settings section.

**NOTE:** Unconfirmed video pull is not supported with iOS 12.4 and later.

## Interaction between Video Calls and Cellular Calls

### Answering a regular phone call while on a Video call

If you receive an incoming regular phone call while you are in Video call, then the user is presented with a dialog to either accept or reject the call as per native device behavior (not controlled by PTT application). If the user answers the cellular call, the Video call is put in the background. PTT voice is lost during ringing, that is, normal device behavior for a cellular call while on a data session.

When the regular call ends, if the 1-1 Video call is still on, it comes to the foreground. When the regular call ends, if the Video group call is rejoined, it comes to the foreground. The Video group call can also end silently in the background.

If you receive an incoming regular phone call while you are in Video call, then an incoming phone call is rejected (device restrictions apply), and Video call continues, if Call Priority setting is set to Phone

### Receiving a Video call when on a regular phone call

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

## Status Messaging (Optional)

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

The Status Messaging feature allows you to report your status to authorized dispatchers or other authorized users in a selected talkgroup.

**NOTE:** Status messages cannot be sent on broadcast talkgroups, location-based dynamic talkgroups, or quick group talkgroups.

Status messages may indicate that you have started a job, arrived on site, completed a task, etc.

There are up to 100 status messages available that are configured by your administrator. Status messages consist of short and long message descriptions.

You can choose how status messages are displayed in the application settings.

Status messages can be sent as follows:

- Sent to a selected talkgroup
- Received status messages display the following information:
  - Sender name and talkgroup name
  - Time message was originated (UTC)
  - Short description
  - Long description
  - Additional notes (if any; form message)

Incoming messages are logged in to talkgroup history.

No reply or user acknowledgment is allowed.

Some messages allow you to add more information before sending the message. If your administrator allows, you can add up to 15 characters (10 default).

## Sending a Short or Long Status Message

A form status message can be edited before sending. Form status messages are indicated in the Status Messages list.

**Procedure:**

1. From the talkgroup call screen, tap the **Status Message** icon. The Status Message list displays for the selected talkgroup.
2. Tap the desired status message to send.

The status message is sent and a notification is displayed.

## Appending a Short or Long Status Message

A form status message can be edited before sending.

**Procedure:**

1. From the talkgroup call screen, tap the **Status Message** icon.
 

The **Status Message** list displays for the selected talkgroup.
2. Ensure that you select a status message that is a form message.

The **Append Status Message** displays.



3. Enter the appended note text in the text field using the on-screen keyboard.
4. Tap **Send** to send.

The status message is sent and a notification is displayed.

**NOTE:** The default text will not be changed.

## Receive a Status Message

Status messages received from a dispatcher or other authorized users are displayed using notifications. Status messages are also located in history. The information you see can be customized in the application settings. See Status Messages on page 190 section for more details.

## 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 disconnect from the Push-to-Talk (PTT) service.

- You cannot receive PTT calls or messages
- You cannot receive alerts from others
- Others will see you as offline in their PTT contact list and cannot call you or send you an alert

## 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
- Using a Remote Speaker Microphone

### 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 heard automatically 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 again is used for PTT calls.

### Using Bluetooth

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

Profile (A2DP). When using PTT over Bluetooth, you must use the PTT button on the phone to take the floor and speak.

### Car Kit

Many cars allow you to connect your phone to the car audio system using Bluetooth. Check the owner’s manual for your car to see if your phone is compatible with your car. Once you connect your phone to the car’s audio system, PTT calls 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.

### Bluetooth for PTT

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



## Using a Remote Speaker Microphone

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

### Wired

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

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

### Bluetooth

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

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

## Settings

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

- Accessing the PTT Application Settings
- Important Message
- Alert Repeat
- Alert Tone
- Allow Unconfirmed Video Transmission
- Audio Interaction
- Auto Answer Video Call
- Auto Download
- Background Mode
- Channel Announcement
- Contact Sorting
- Display Name
- Emergency
- Enhanced Loudness
- History Sorting
- In Call Tones
- Instant Personal Alert
- Location Change Accuracy
- Logout
- Message Alert
- My PTT Number

- Network Loss Tone Repeat
- Network Up/Down Tones
- Restore Defaults
- Scan Talkback
- Status Messaging (Optional)
- Use Bluetooth
- Vibrate Alert
- Volume Boost

## Accessing the PTT Application Settings

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

### Procedure:

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

**NOTE:** For more information on how to change the Boundary settings, see the Boundary Settings section.

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

**NOTE:** All settings show 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 show with a yellow star on the Menu settings option, and the Important Message settings. If there are no important

message notifications are available, you will not receive a message nor see the setting. See the Application Updates section for more information.

## Upgrading the PTT Application

### When and where to use:

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 show with a yellow star on the Menu settings option, and the Important Message settings. If there are no important message notifications are available, you will not receive a message nor see the setting. See the Application Updates section for more information.

### Procedure:

1. From the Settings screen, scroll to and tap the **Important Message** setting.
2. From the Important Message Notification, perform one of the following actions:

**NOTE:** Important Message Notifications may vary in content.

- Tap the **Upgrade** button to be directed to the Apple App Store to download the latest application.
- Tap the **Dismiss** button to dismiss the notification.

## Alert Repeat

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

## Changing Alert Repeat Setting

### Procedure:

1. From the Settings, scroll to and tap on the **Alert Repeat** setting.
2. Select how often you want your alerts to repeat.
  - **Once (default):** – The alert plays once when the alert is received.
  - **Repeat** – The alert plays every 20 seconds for 10 minutes.
  - **Continuous** – The alert plays every 20 seconds until you clear the alert. This option drains the battery faster than the other options.
3. Tap **OK**.

## Alert Tone

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

## Changing Alert Tone Setting

### Procedure:

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

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

2. Select the desired alert tone.

**NOTE:** A Device Tone option shows additional tones are available from your device.

3. Select the following options:
  - Tap **Select** to select the tone.
  - Tap **Cancel** to go back to the previous screen.
4. Tap **OK**.

## Allow Unconfirmed Video Transmission

When turned ON, allows an authorized dispatcher to start sending video from this device without your confirmation automatically. When turned OFF, an authorized user cannot send video from your device automatically without you accepting or declining the video session. This setting requires the Streaming Video feature to be turned on. It is an optional feature and may not be included in your PTT service plan.

**NOTE:** This feature is not supported for iOS 12.4 and above.

## Changing Allow Unconfirmed Video Transmission Setting

### Procedure:

1. From the Settings, scroll to the **Allow Unconfirmed Video Transmission** setting.
2. Tap the **On/Off** switch to toggle the state of the setting.

## Audio Interaction

Set audio interaction for PTT and video calls. PTT call audio, and video audio can be mixed, or PTT call audio can have priority. When PTT Preemption is set, the PTT audio preempts the video audio. Audio interaction is set to Mix by default. This setting requires the Streaming Video feature to be turned on. It is an optional feature and may not be included in your PTT service plan.

## Changing Audio Interaction Setting

### Procedure:

1. From the Settings, scroll to and tap the **Audio Interaction** setting.
2. Select the desired audio interaction setting option as follows:
  - **PTT Preemption:** Preempts video audio while PTT call member has the floor.
  - **Mix:** Mixes PTT audio and video audio.
3. Tap **OK**.

## Auto Answer Video Call

When turned ON, video calls are automatically accepted and played. When turned OFF, an incoming video session alert provides you the option to accept or decline the video session. This setting requires the Streaming Video feature to be turned on. It is an optional feature and may not be included in your PTT service plan.

## Changing Auto Answer Video Call Setting

### Procedure:

1. From the Settings, scroll to the **Auto Answer Video Call** setting.
2. Tap the **On/Off** switch to toggle the state of the setting.

## Auto Download

When turned on, message attachments automatically download to the PTT Call History or when turned off; you must manually download by tapping the message attachment. This feature is turned off by default. Requires the Integrated Secure Messaging feature to be turned on by your administrator.

## Changing Auto Download Setting

### Procedure:

1. From the Settings, scroll to the **Auto Download** setting.
2. Tap the **On/Off** switch to toggle the state of the setting.

## Background Mode

The Background Mode setting allows you to choose if an incoming call shows a notification. Pressing a supported Bluetooth PTT accessory takes the floor while the application is in the background. You must bring the PTT application to the foreground to use the on-screen PTT button. This feature is turned off by default. See the Call Behavior in Background section for more information.

## Changing Background Mode Setting

### Procedure:

1. From the Settings, scroll to the **Background Mode** setting.
2. Tap the **On/Off** button to toggle the state of the setting.

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

## Channel Announcement

The Channel Announcement setting provides one-handed operation for selecting the desired talkgroup channel. This setting controls the channel announcement of the selected channel from a list of choices to offer either Off (default), Channel Number, Talkgroup Name, or Number and Name.

**NOTE:** The Channel Announcement setting is only available on Motorola LEX L11 devices.

## Changing Channel Announcement Setting

### Procedure:

1. From the Settings, scroll to and tap the Channel Announcement setting.
2. Select the desired channel announcement option that is played when the channel is changed as follows:
  - **Off** (default) – No channel announcement is played.
  - **Channel Number** – Channel number announcement is played.
  - **Talkgroup Name** – Talkgroup name announcement is played.
  - **Number and Name** – Channel number and name announcement are played.
3. Tap OK.

## 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 (default) or sorting according to the availability of your contacts. When contacts are sorted by availability, online contacts show first alphabetical, followed by offline contacts alphabetical. Online contacts include contacts who are 'Available' and 'Do Not Disturb.' The contact list updates each time a contact changes from online to offline or vice versa.

## Changing Contact Sorting Setting

### Procedure:

1. From the Settings, scroll to and tap the **Contacts Sorting** setting.
2. Perform one of the following actions:
  - Tap either **By Alphabetical**.
  - Tap either **By Availability**.
3. Tap OK.

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

## Viewing or Changing Your Display Name Setting

### Procedure:

1. From the Settings, scroll to and tap the **Display Name** setting.  
Your current name displays.
2. Tap the **Cancel** button to dismiss the display name window or continue to set your display name.
3. Tap the **Clear Text** button to clear the display name.
4. Type your display name using the on-screen keyboard.

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

## Emergency

This is an optional feature and may not be included in your PTT service plan.

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

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

## Viewing Your Emergency Contacts Setting

### Procedure:

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

## Enhanced Loudness

The Enhanced Loudness setting when ON (checked) increases the perceived audio volume of PTT calls using the speakerphone. This feature is only available on supported devices.

## Changing Enhanced Loudness Setting

### Procedure:

1. From the Settings, scroll to the **Enhanced Loudness** setting.
2. Tap the **On/Off** button to toggle the state of the setting.

## History Sorting

Sort history from newest to oldest (default) or oldest to newest.

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

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

## Changing History Sorting Setting

### Procedure:

1. From the Settings, scroll to and tap the **History Sorting** setting.  
The **History Sorting** screen displays.
2. Perform one of the following actions:
  - Tap **Newest to oldest**.
  - Tap **Oldest to newest**.
3. Tap **OK**.

## In Call Tones

When the In Call Tones setting is ON, tones play during a PTT call. When the setting is OFF, the tones do not play during a PTT call.

## Changing in Call Tones Setting

### Procedure:

1. From the Settings, scroll to and tap the **In Call Tones** setting.
2. Select the desired In Call Tones, as follows.

The In Call Tones setting options have the following behavior:

- **Incoming Call Tone** (default = ON) – When you receive a PTT call, a tone plays.
- **Floor Grant Tone** (default = ON) – When the floor is granted or acquired, a specific tone is heard. This tone indicates you can speak.
- **Floor Free Tone** (default = ON) – When the floor is free, a specific tone is heard.
- **Floor Release Tone** (default = OFF)\* – When the user who has the floor releases the floor. Floor Error/Floor Busy tone (default = ON)
- **Floor Error/Busy Tone** (default = ON) – When the floor is busy, a specific tone is heard.
- **Voice Message Tone** (default = ON) – When a voice message is received, a specific tone is heard.

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

## Instant Personal Alert

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

## Changing Instant Personal Alert Setting

### Procedure:

1. From the Settings, scroll to and tap the **Instant Personal Alert** setting.
2. Select the desired instant personal alert option as follows:
  - **Tone and Display** (default) – A persistent alert dialog displays, an audible tone plays (subject to Silent Mode behavior), and the alert is added to history.
  - **Tone Only** – An audible alert tone plays (subject to Silent Mode behavior), and the alert is added to history.
  - **Tone Only** – A persistent alert dialog displays, no alert tone plays, and the alert is added to history.
  - **Off** – No alert dialog displays, no alert tone plays, and the alert is added to history.
3. Tap **OK**.



## Location Change Accuracy

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

### Changing Location Change Accuracy Setting

Procedure:

1. From the Settings, scroll to and tap the **Location Change Accuracy** setting.
2. Select the desired location change accuracy option as follows:
  - **Approximate (default)** – Provides less accurate location reporting and drains the battery less.
  - **GPS** – Location changes are detected using GPS. Use this setting when location changes should be reported on a more timely and accurate basis.

**NOTE:** Setting location change accuracy mode to GPS results in decreased battery life.
- 3 Tap **OK**.

### Approximate (default)

Provides less accurate location reporting and drains the battery less.

### Changing GPS Setting Option

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

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

Procedure:

1. Tap **OK**.

## Logout

While you are logged out, you show as "Offline" to others, and you cannot receive PTT calls, alerts, or secure messages. If you log out before powering off your phone, you remain logged out after your phone is powered on again. To send or receive PTT calls, you need to login. See the Login section for details on how to login.

### Changing Logout Setting

Procedure:

1. From the Settings, scroll to and tap the **Logout** setting.
2. Tap **Logout**, a Logout confirmation appears.
3. Perform one of the following actions:
  - Tap **Yes** to turn on.
  - Tap **No** to turn off.

## Message Alert

This setting allows you to control new message alert notifications.

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

### Changing Message Alert Setting

Procedure:

1. From the Settings, scroll to the **Message Alert** setting.
2. Tap the **On/Off** switch to toggle the state of the setting.

### Changing Message Alert Tone Setting

Procedure:

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

**NOTICE:** When you preview a message alert tone, it plays on the speaker even if the phone ringer is silent.
2. Select the desired alert tone.
3. Tap **OK**.



## Missed Call Alert

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

### Changing Missed Call Alert Setting

Procedure:

- From the Settings, scroll to and tap the **Missed Call Alert** setting.
- Select the desired missed call alert option as follows:
  - Tone and Display** (default) – A persistent alert dialog displays, an audible tone plays (subject to Silent Mode behavior), and the alert is added to history.
  - Tone Only** – An audible alert tone plays (subject to Silent Mode behavior), and the alert is added to history.
  - Display Only** – A persistent alert dialog displays, no alert tone plays, and the alert is added to history.
  - Off** – No alert dialog displays, no alert tone plays, and the alert is added to history.
- Tap **OK**.

## My PTT Number

This number displays your registered PTT number to other contacts.

### Viewing My PTT Number Setting

Procedure:

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

## Network Loss Tone Repeat

The Network Loss Tone Repeat setting determines whether the phone plays the network loss tone continuously at a periodic interval or play once when user PTT application observes network loss. When selected, a tone plays when the application transitions from one network to another.

### Changing Network Loss Tone Repeat Setting

Procedure:

- From the Settings, scroll to and tap the **Network Loss Tone Repeat** setting.
- Select the desired Network Loss Tone Repeat setting option.

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

- Tap **OK**.

## Network Up/Down Tones

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

### Changing Network Up/Down Tones Setting

Procedure:

- From the Settings, scroll to and tap the **Network Up/Down Tones** setting.
- Select the desired Network Up/Down Tones setting.
- Perform one of the following actions:
  - Network Loss** – The phone plays a tone during a network loss.
  - Network Loss and Reconnect** – The phone plays a tone during a network loss and reconnect.
  - Network Loss during Call Only** (default) – The phone plays a tone during a call when a network loss happens.
  - None** – No tone plays when the network is lost or reconnected.
- Tap **OK**.

## Restore Defaults

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

## Restoring the Defaults Settings

Procedure:

1. From the Settings, scroll to and tap the **Restore Defaults** setting.
2. Tap **Yes** to restore all application settings to their default values or **No** to cancel.

## Status Messages

You can change the status messages format options, and change the alert options using the Status Messages setting. This is an optional feature and may not be included in your PTT service plan. Requires the Status Messaging feature to be turned on by your administrator.

## Changing Status Message Setting

Procedure:

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

The Status Messages Setting Options displays.

2. Select the desired option as follows:
  - Changing the Status Message Format Options
  - Alert Options.

## Changing the Status Message Format Options

This setting is applicable while viewing the status message list and does not apply to incoming status messages.

Procedure:

1. Select the desired status message display format options as follows:
  - **Show Short Text** – Displays the short text of the status message.
  - **Show Long Text** – Displays the long text of the status message.
  - **Show Both (default)** – Displays both short and long text of the status message.
2. Tap OK.

## Alert Options

Procedure:

1. Select the desired status message alert option.
2. Tap OK.

## Scan Talkback

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

## Changing Scan Talkback Setting

Procedure:

1. From the Settings, scroll to the **Scan Talkback** setting.
2. Tap the **On/Off** switch to toggle the state of the setting.

## Use Bluetooth

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

## Changing Bluetooth Setting

Procedure:

1. From the Settings, scroll to the **Bluetooth** setting.
2. Tap the **On/Off** button to toggle the state of the setting.

## Vibrate Alert

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

## Changing Vibrate Alert Setting

### Procedure:

1. From the Settings, scroll to the **Vibrate Alert** setting.
2. Tap the **On/Off** button to toggle the state of the setting.

## Vibrate Call

When the incoming Call Vibrate setting is ON, the phone vibrates for incoming PTT calls. This setting is turned off by default.

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

## Changing Vibrate Call Setting

### Procedure:

1. From the Settings, scroll to the **Vibrate Call** setting.
2. Tap the **On/Off** button to toggle the state of the setting.

## Volume Boost

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

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

**NOTE:** On iOS 13.1, when the PTT app is in the background, and the Volume Boost setting is set to anything other than the default, no audio is heard during an incoming PTT call.

Boosting volume may decrease sound quality.

Volume Boost setting is available on supported devices.

## Changing Volume Boost Setting

### Procedure:

1. From the Settings, scroll to and tap the **Volume Boost** setting.
2. Adjust the control to indicate the desired percentage of volume boost.
3. Tap **OK**.

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

### Procedure:

1. *Data connection is unavailable.*

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

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

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

## Restarting an Unresponsive PTT Application

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

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

## Application is Asking Me to Enter an Activation Code

When you start the application for the first time, you are asked to activate the application. This activation process ensures that you are a PTT subscriber and that you are using a supported phone. During activation, you must be located in an area with good cellular coverage. Some corporations allow activation of the application over a Wi-Fi network using an activation code. Your administrator typically provides the activation code. If you do not have an activation code, please move to an area with good cellular coverage and try activating again.

## Call Failures

A PTT call may not be completed for several reasons:

- The person you are calling has an “Offline” or “Do Not Disturb” status. The PTT application does 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.

## Calls are Always Heard in the Earpiece

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

## Calls are Only Received from a Small Number of Groups

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

## Cannot Change the Phone Number of a PTT Contact

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

## Cannot Create/Update/Delete a Contact or Group

There are two reasons why you might not be able to create, modify, or delete a contact or group:

### Administrator-Managed Contacts and Groups

You cannot change or delete contacts or groups that are managed by an administrator. Please refer to the Contacts section and

the Talkgroups section for more details on administrator-managed contacts and groups. You need to contact your PTT administrator to make any changes.

### Corporate-Only Subscriber

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

## Cannot Hear Incoming Call

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

## Cannot Send an Instant Personal Alert

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

## Changing My SIM Card

Your phone may contain a SIM card that lets you move your phone number from one phone to another phone compatible with your mobile phone service and SIM card. If you replace the SIM card in your phone with another that has a different phone number, the PTT application automatically erases your PTT history and favorites and restores 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, you are asked to "activate" or re-register your phone with the PTT server to ensure that you subscribe to PTT service.

Please see the First-time Activation section for information about registering your phone with the PTT service.

## Explanation of Error Messages

### Loss of Data Network Connection

If the PTT application cannot communicate with the PTT server, it displays *Offline* in the status bar or system notification, and your availability shows *No Connection*. For more information, refer to the My Presence section. You cannot receive PTT calls or alerts, and you appear as *Offline* to others after some time. You should ensure that you have a good signal on your phone. If you perform any action that requires connection to the PTT server (e.g., outgoing call, change self-availability, contact/group add/modify/delete, etc.) a *Connection is unavailable* message is displayed for a few seconds.

When the connection restores, you receive the *Connection is restored* message.

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

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

### User Busy

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

### User Unreachable

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



## Login Failures

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

## Presence Status Does Not Update

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

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

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

## Wi-Fi Connection Problems

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

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

Please refer to the PTT over Wi-Fi section.

## Avatars

This section provides a complete list of all avatars available.

### Avatar Icons

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



Default contact icon used in contact list screen when there is no avatar assigned.



Default group icon used in group list screen when there is no avatar assigned.

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

## Glossary

This section provides a list of terms used with the Push-to-Talk (PTT) application.

### Alert Types

Alert type notify the user of alerts.

The following alerts types are supported:

#### Instant Personal Alert (IPA)

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

#### Missed Call Alert (MCA)

A Missed Call Alert (MCA) alerts you whenever you miss a PTT call. For more details, see the Missed Call Alert section.

#### Authorized User

An authorized user is typically a dispatcher or supervisor which may have permissions the do the following:

- Allow or disallow remote supervision for assigned contacts
- Remotely declare and cancel an emergency call on behalf of a remote user
- Access user check for the remote user
- Enable or disable PTT service
- Activate ambient listening for the remote user
- Activate discreet listening for the remote user



## Call Types

### Broadcast Group Call

A high-priority call where only designated talkgroup members, called broadcasters, may initiate broadcast talkgroup calls. For more details, see the Making Broadcast Talkgroup Calls section.

### Emergency Call (Contact or Talkgroup)

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

### Private Call (One-to-One Call)

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

### Talkgroup Call

A talkgroup call is a call to a group of people. For more details, see the Talkgroups section.

### Quick Group Call

A quick group call allows you to make a PTT call to up to 10 people without first creating a talkgroup, which is handy if you want to call a small group of people quickly that are not already in a group. For more details, see the Making Quick Group Calls section.

You can create a group from a quick group call in your call history unless your administrator has restricted your phone from adding new groups.

### Display Name

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

### Floor Control

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

#### *Floor Acquired*

When you take the floor by pressing the PTT button, the on-screen PTT button changes, and you hear a “chirp. This chirp indicates that you have the floor and can speak while you press the PTT button. When you stop talking, you should release the PTT button.

#### *Idle*

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

#### *Floor Unavailable*

Whenever someone else is speaking, you see the speaker’s name and the on-screen PTT button changes. You cannot take the floor while someone else is speaking, you get a bong tone, or floor deny. If you are speaking and a supervisor takes the floor, you hear a tone and the on-screen PTT button changes.

**NOTE:** If the call is a group call and you are a supervisor for the group, whenever you press the PTT button, the floor is revoked from the person speaking including another supervisor and you can speak after acquiring the floor. For more details, see the Supervisory Override section.

### Talkgroup

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

### Integrated Secure Messaging

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

### Operational Status Messaging

Allows you to report your status to another user, typically a dispatcher. For more details, see the Status Messaging (Optional) section.

### Supervisory Override

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

### Talkgroup Scanning

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

### Video Streaming

Allows you to stream your video in real-time to another user, typically a dispatcher. For more details, see the Video Streaming (Optional) section.