



iOS PTT Application User Guide

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Document History

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Chapter 1

Introduction and Key Features

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

The Standard PTT application mode provides instant communication to individuals and talkgroups at the push of a button. Here is a brief description of the key features of the Standard PTT Mode:

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 on either another PTT call or a regular cellular call.

For more details, please see the [Alerts on page 76](#) section.

Dynamic Area-based Talkgroups

Makes talkgroups dynamically available while in a geographical area.

For more details, please refer to the [Dynamic Area-based Talkgroups \(Optional\) on page 93](#) 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 Calls on page 57](#) section.

Contact and Talkgroup Management

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

For more details, please see the [Contacts on page 86](#) section and the [Talkgroups on page 92](#) section.



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

Device ID Management

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

For more details, please see the [User ID and Password User Login on page 26](#) section.

Emergency Calling and Alert

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

For more details, please see the [Emergency Calling and Alert \(Optional\) on page 67](#) section.

Favorites

Allows you to manage your list of favorites for quick access to contacts and talkgroups. For more details, please see the [Favorites on page 83](#) 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 on page 118](#) section.

Location Tracking

Allows a supervisor with Location Capability, enabled by your administrator at the talkgroup level, to track a talkgroup member's location.

For more details, please see the [Supervisor with Location Capability on page 105](#) section.

PTT Calling to Individuals and Talkgroups

Allows instant communication with one or more people at the push of a button.

For more details, please see the [Making Calls on page 55](#) section.

Real-time Presence

Allows seeing whether your contacts are available and ready to receive calls before making a call and, likewise, indicates to your contacts whether you want to receive PTT calls.

For more details, please see the [Real-time Presence on page 78](#) 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 on page 75](#) section.

Talkgroup Scanning with Priority

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

For more details, please see the [Talkgroup Scanning on page 99](#) 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 \(Optional\) on page 138](#) section.

Wi-Fi Support

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

For more details, please see the [PTT over Wi-Fi on page 52](#) section.



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

1.1

What's New in This Release?

Release 11.3 contains the following new features:

- Supports right-to-left languages.

Chapter 2

Application Installation and Getting Started

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

2.1

Installation Prerequisites

Procedure:

- 1 A supported iOS smartphone is needed. For more details, please check the website of your service provider.
- 2 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.
- 3 You will need an Apple ID and iTunes account to download the application from the Apple iTunes store.
- 4 The following link provides information about creating an Apple ID using iTunes.
See [Creating a new Apple ID](#).

2.2

Downloading the PTT Application

Procedure:

- 1 Search for the AT&T EPTT 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 the AT&T EPTT Push-to-Talk application and download it directly from your phone or iTunes.



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

2.3

First-time Activation

There are two ways to activate the PTT application. You can activate it on a phone using your service provider's network or using Wi-Fi with an activation code.



NOTE: If your administrator has provided you with a user ID and password, go to the [User ID and Password User Login on page 26](#) section.

2.3.1

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 **AT&T EPTT Push-to-Talk** icon under Apps to launch the PTT application. The Activation Confirmation dialog displays.

**NOTE:**

When prompted, you must allow the application to access your location. The application will not log in if any of 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 use Bluetooth 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; then 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.
- 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 on page 26](#) section.
- 5 The End User License Agreement (EULA) 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.

2.3.2

Activating on an iPhone Using a 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.

2.3.2.1

Activating the PTT Application Using a Wi-Fi network

Procedure:

- 1 Tap the **AT&T EPTT Push-to-Talk** icon under **Apps** to launch the PTT application.



NOTE:

When prompted, you must allow the application to access your location. The application will not login if any of 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 Bluetooth 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.
- 6 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 on page 26](#) section.
- 7 The **End User License Agreement (EULA)** 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.

2.4

User ID and Password User Login

This section describes the steps you must take to log in to 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: Device ID Management supports release 9.1 PTT applications and later. It is required for cross-carrier users and tablet users.

Besides shift users, Device ID Management can also be used to log into multiple devices a user may possess, for example, a tablet and a phone owned by the same user. However, the PTT user can have only one active session at any 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.


2.27


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 the **Forgot Password?** link and go to the [Forgetting Your Password on page 28](#) 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 log in 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:** A shared device session expires after 24 hours, or the amount of time configured by your service provider, from the first time you log in. You need to log in again each time the shared device session expires.

2.4.2


Setting Your Password

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

Prerequisites:

Make sure that your password meets the following requirements:

- At least 6 character
- At least 1 lowercase letter (a-z)
- At least 1 uppercase letter (A-Z)
- At least 1 number (0-9)
- At least one of these special characters: @ # \$ % ^ & + =

 **NOTICE:** Tap the **Refresh** icon (circular arrow icon) located at 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.

2.4.3

Remembering Your Password (Private Device)

When you set your username and password, you can choose to have your device remember them so that the next time you start the PTT application, it enables automatic login. The 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 at the upper right. You are logged in to the PTT application.

2.4.4

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 the [Forgetting Your Password on page 28](#) section.

For more details on password requirements, see the [Setting Your Password on page 27](#) section.

2.4.5

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 the **Submit** button. An email is sent to you with a temporary password. Follow the steps for in the [Logging In the First Time on page 27](#) section to set a new password.

2.4.6

Switching User for Users with User ID and Password

If the PTT application is marked for "Private" use, there is an option to switch the user: the currently logged in user is logged out and another end user can log in to the same device.

Once the **Switch User** option is selected, you are prompted for your user ID and password each time you log out. The new user can choose the **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, or Device Deactivation by an Authorized User.

2.4.6.1

Accessing the Switch User Option

Procedure:

- 1 From the Menu, tap the **Switch User** option. The following message will appear: "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.

2.5

Tutorial

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

2.6

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 [Logout on page 155](#) section for more details.

2.6.1

Manually Logging In to the PTT Application

Procedure:

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

2.7

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** so that you always have the latest updates to the PTT application.

2.8

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 on page 148](#) 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.

Chapter 3

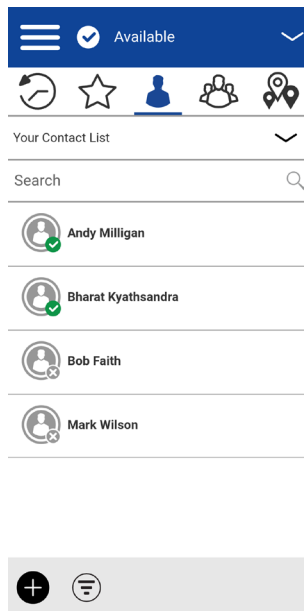
Navigating the Push-to-Talk Application

Navigating the Push-to-Talk (PTT) application is easy using your phone's touchscreen. The screen consists of five major tabs: History, Favorites, Contacts, Groups, and Map.



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

Figure 1: Main Screen



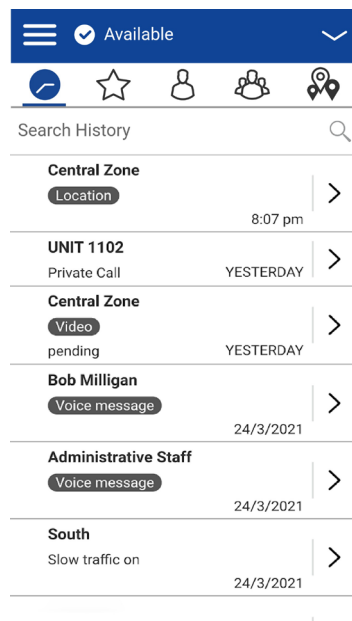
3.1

History

History displays all your conversation history of calls, contacts, talkgroups, alerts, and 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 the Details Screen. The Main Screen contains a high-level view. The second-level contains the conversation details, including a time stamp. Messages from the previous day are shown with the date stamp "YESTERDAY". Date/Time (12/24 hour display) format follows the device setting for internationalization.

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

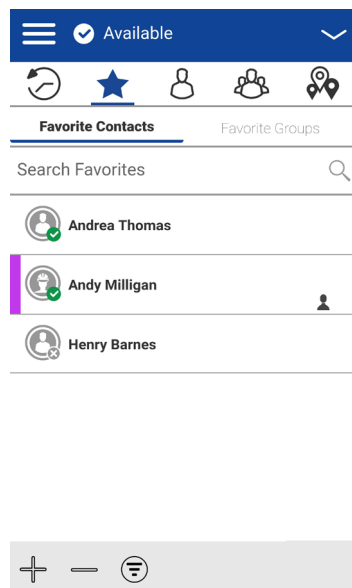
For more information on how to manage your history, see the [History on page 80](#) section. For information on the history icons, see the [History Icons on page 44](#) section.

Figure 2: History

3.2

Favorites

Favorites displays your favorite PTT contacts and talkgroups. You can quickly start a PTT call to your favorites. For more information on how to view, add, and remove your favorite contacts, see the [Favorites on page 83](#) section. For information on the Favorites icons, see the [Icons on page 40](#) section.

Figure 3: Favorites

3.3

Contacts

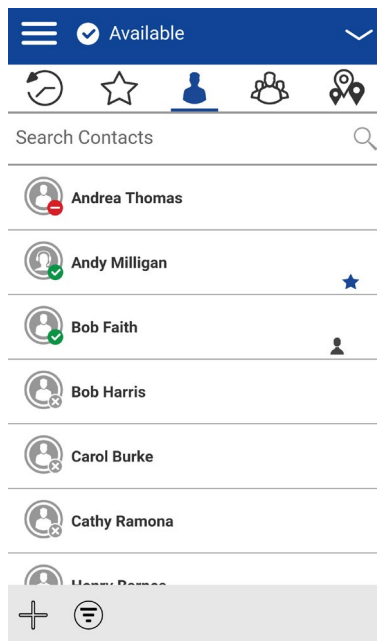
The Contacts tab displays your PTT contacts and allows you to search for contacts and select a contact, see the presence for each contact, start a quick group call, start a PTT call, or send an alert or message.

If enabled by an administrator, you can also add PTT contacts and create personal PTT talkgroups here.

Icons may be displayed that indicate if you have supervisory permissions for that user.

For more information on how to view, add, edit, and delete your personal contacts, see the [Contacts on page 86](#) section. For information on the contacts icons, see the [Icons on page 40](#) section.

Figure 4: Contacts

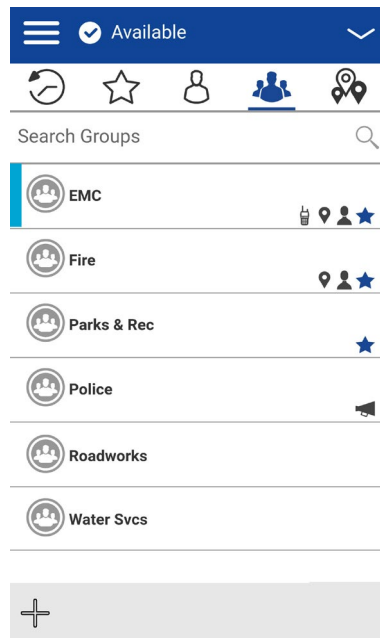


3.4

Talkgroups

The Talkgroups tab displays your talkgroups and allows you to search for talkgroups or start a PTT talkgroup call. If enabled by an administrator, you can also create, change, or delete your personal PTT talkgroups here. Icons are shown next to the talkgroups for which you are a broadcaster or supervisor. Icons also indicate Interop talkgroups, location tracking, and talkgroup scan priority.

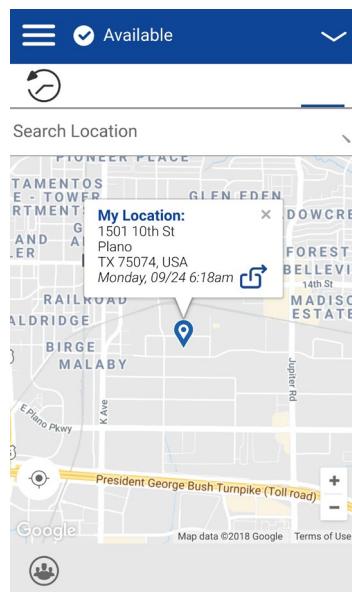
For more information on how to view, add, edit, and delete your personal talkgroups, see the [Talkgroups on page 92](#) section. For information on the talkgroups icons, see the [Icons on page 40](#) section.

Figure 5: Groups

3.5

Map

The **Map** displays your location and allows you to send your location to others. It also displays the locations of the members of the talkgroups 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 on page 102](#) section. For information on the map icons, see the [Map Icons on page 46](#) section.

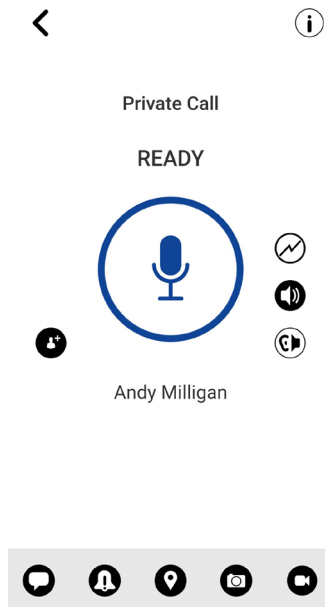
Figure 6: Map

3.6

Call Screen

The Call Screen is the main screen for communication. You can make a call, make a quick group call, turn the speaker on or off, 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 [Making and Receiving PTT Calls on page 55](#) section. For more information on how to send or receive streaming video, see the [Video Streaming \(Optional\) on page 138](#) section. For more information on how to send or receive Integrated Secure Messaging, see the [Integrated Secure Messaging on page 118](#) section. For information on the call screen icons, see the [Icons on page 40](#) section.

Figure 7: Call Screen



3.7

Menu

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

3.7.1

Menu Options

The following table describes the menu options, which are listed by name and description.

Name	Description
Presence Status	Displays your presence status: “Available”, “Do Not Disturb”, or “Offline”. The Offline icon also displays your “No Connection” presence status. For more details, see the Real-Time Presence on page 78 section.
Talkgroup Scan (Available, if enabled)	Tap the Talkgroup Scan toggle from OFF to ON. For more details, see the Talkgroup Scanning on page 99 section.

Name	Description
Manual Dial	Tap to manually dial a contact. For more details, see the Dialing a Manual Call to a PTT User on page 61 section.
Use Wi-Fi	Tap to toggle Use Wi-Fi from ON (default) to OFF.
Enhanced Loudness	Tap to increase the perceived audio volume of PTT calls using the speakerphone. This feature is only available on supported devices. For more details, see the Enhanced Loudness on page 153 section.
Settings	Tap to access the application settings. For more details, see the Settings on page 147 section.
Tutorial	Tap to access the application tutorial.
About	Tap to access more information about 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 Switching User for Users with User ID and Password on page 29 section.

3.8

Actions

The Actions soft buttons at the top and 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 on page 40](#) section.

3.9

Context Menus

Context or pop-up menus are available throughout the application based on the features provisioned for the user. To display these menus, touch and hold the selected history entry, favorite, contact, talkgroup, or talkgroup details.

Table 1: Context Menus

Location	Description	Condition
Call screen/History Details Camera Option	Take Photo	No conditions
	Record Video	
	Image Gallery	
	Video Gallery	
Contacts	Contact Details	All contacts
	Delete Contact	User-managed contacts
	Send Text	All contacts

Location	Description	Condition
	My Location	All contacts
	Send Instant Personal Alert	All contacts
	Send Document	All contacts
	Camera	Take Photo
		Record Video
		Image Gallery
		Video Gallery
	Record Voice	All contacts
	History	All contacts
	Details	All contacts
Contact Details	Delete Contact	User-managed contacts
Favorite Contacts	Remove Favorite	All contacts
	Send Text	All contacts
	My Location	All contacts
	Send Instant Personal Alert	All contacts
	Send Document	All contacts
	Camera	Take Photo
		Record Video
		Image Gallery
		Video Gallery
	Record Voice	All contacts
	History	All contacts
	Details	All contacts
Favorite Groups	Remove Favorite	All entries
	Send Text	All groups
	My Location	All groups
	Send Instant Personal Alert	All groups
	Send Document	All groups
	Camera	Take Photo
		Record Video
		Image Gallery
		Video Gallery
	Record Voice	All groups
	History	All groups

Location	Description	Condition
	Details	All groups
	Set Priority 1	Administrator-managed group
	Set Priority 2	Administrator-managed group
	Scan List	Set Priority 3
	No Priority	Administrator-managed group
	Remove	Administrator-managed group
History	Add Contact	Manual dial call or received a call from a PTT user not in your contact list
	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
	Delete Group	User-managed group
	Send Text	All groups
	My Location	All groups except broadcast
	Send Instant Personal Alert	All groups except broadcast
	Send Document	All groups except broadcast
	Take Photo	All groups except broadcast
	Record Video	All groups except broadcast
	Image Gallery	All groups except broadcast
	Video Gallery	All groups except broadcast
	Record Voice	All groups except broadcast

Location	Description	Condition
	Set Priority 1	Administrator-managed group
	Set Priority 2	Administrator-managed group
	Set Priority 3	Administrator-managed group
	Normal Priority	Administrator-managed group
	Remove	Administrator-managed group
Group Details	Rename Member	User-managed group
	Remove Member	User-managed group
	Delete Contact	User-managed group
	Delete Group	User-managed group

3.10

PTT Button

3.10.1

External PTT Button

A PTT accessory can be used by the PTT application. When 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 more details on the Bluetooth Low Energy button, see the [Using Accessories and Bluetooth on page 145](#) section.



NOTE: This behavior assumes that Background Calling is turned off. For more details on Background Calling, see the [Call Behavior in Background on page 65](#) section.

3.10.2

On-screen Soft PTT Button

Whenever you initiate or are on 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.

3.11

Navigating to the Previous Screen

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

3.12

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.

3.13

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 and you can 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, the names of contacts or talkgroup containing the letters or numbers you entered will display automatically.
- 2 Tap the search result to open it.



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

3.14

Icons



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














3.14.1

Actions Icons

The Actions Icons buttons are located at the top and the bottom of the screen. The following table lists the common action icons and their descriptions.

Table 2: Actions Icons

Icon	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 an Instant Personal Alert to a contact.



Icon	Description
	Attach File button. Tap to attach a file to send as an attachment. Requires the Integrated Secure Messaging feature to be enabled by your administrator.
	Camera button. Tap to choose taking a photo, taking a video, or selecting a file in the gallery. Requires the Integrated Secure Messaging feature to be enabled by your administrator.
	Cancel button. Tap to cancel the 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 the filter ON to OFF (default).
	Filter OFF button. Tap to toggle the filter OFF (default) to ON.
	Gallery button. Tap to save to your device. Requires the Integrated Secure Messaging feature to be enabled by your administrator.
	Location button. Tap to share your location. Requires the Integrated Secure Messaging feature to be enabled by your administrator.
	Send Message button. Tap to send a text message. Requires the Integrated Secure Messaging feature to be enabled by your administrator.
	Forward button. Tap to forward an image or video. Requires the Integrated Secure Messaging feature to be enabled 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 enabled by your administrator.

3.14.2

Avatar Icons

The following table lists the common Avatar icons and their descriptions.

Table 3: Avatar Icons

Icon	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 on page 166](#) section.

3.14.3









Call Screen Icons









The following table lists the call screen icons and their descriptions.



NOTE: For more information on Integrated Secure Messaging icons, see the [Integrated Secure Messaging Icons on page 45](#) section.

Table 4: Call Screen Icons

Icon	Description
	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 enabled by your administrator
	In-Call Add Participant button. Tap to add participants to create a temporary group before making a PTT call.



Icon	Description
	Contact/Group Details button. Tap to access the details of the group or contact.
	Instant Personal Alert button. Tap to send an IPA to the contact.
<i>Multiple Icons</i>	Integrated Secure Messaging. For more information on Integrated Secure Messaging icons, see the Integrated Secure Messaging Icons on page 45 section.
	Listen-only call indicator.
	PTT button. Indicates the idle state and that the floor is available.
	PTT button. Indicates that the floor is taken.
	PTT button-acquired. Indicates the acquired state; you may 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 on page 64 section.
	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 on page 64 section.

3.14.4

Contacts Icons

The following table lists the contact icons and their descriptions.

Table 5: Contacts Icons

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





For additional Contact icons, see the [Presence Icons on page 48](#) section.

3.14.5

Emergency Icons

The following table lists the emergency icons and their descriptions.

Table 6: Emergency Icons




Icon	Description
	Emergency Button. Touch and hold to initiate an emergency. Located at the bottom of most screens. For more details, see the Emergency Calling and Alert (Optional) on page 67 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.

3.14.6

History Icons

The following table lists the history icons and their descriptions.

Table 7: History Icons













Icon	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.

3.14.7

Integrated Secure Messaging Icons

The following table lists the Integrated Secure Messaging icons and their descriptions.

Table 8: Integrated Secure Messaging Icons










Icon	Description
	Camera button. Tap to choose from taking a photo, shooting a video, or selecting from the gallery.
	File Message button. Tap to choose a file from your device to send to a contact. For more information on File Messaging, see the File Messaging on page 131 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 a 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.

3.14.8

Talkgroup Icons

The following table lists the talkgroup icons and their descriptions.

Table 9: Talkgroup Icons



Icon	Description
	Broadcast Talkgroup indicator.
	Boundary Active. Indicates that location sharing for talkgroup members is turned on, and the boundary is active. Requires Supervisor Location Capabilities to be turned on by 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.
	Scan List Priority 2 indicator.
	Scan List Priority 3 indicator.
	Supervisor group indicator.














3.14.9

Map Icons

The following table lists the map icons and their descriptions.

Table 10: Map Icons

Icon	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.


Icon	Description
	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 enable the boundary and open it.
	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 "Do Not Disturb".
	Map pin indicating the locations of selected members of a quick group.
	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 on page 112 section.
	Tracked Group Selector button. Tap to choose a talkgroup to view the location or turn the boundary alerts on or off.
	Map Boundary Enable button. Tap to enable the boundary and open it.
	Quick Group Selector button. Tap to create a quick group.








3.14.10

Miscellaneous Icons

The following table lists the miscellaneous icons and their descriptions.

Table 11: Miscellaneous Icons

Icon	Description
	Check box Off.




Icon	Description
	Checkbox ON.
	Favorite button, not selected. Indicates that the contact or group is not a favorite. Tap to toggle ON.
	Favorite button, selected. Indicates contact or group is a favorite. Tap to toggle favorite OFF.
	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 the current inputted text and search action.
	Search icon. For more details, see the Searching on page 40 section.

3.14.11

Presence Icons

The following table lists the presence icons and their descriptions.

Table 12: Presence Icons


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






3.14.12

Tab Icons

The following table lists the tab icons and their descriptions.

Table 13: Tab Icons

Icon	Description
	Contact Tab.







Icon	Description
	Favorite Tab.
	Group Tab with Talkgroup Scan on.
	Group Tab with Talkgroup Scan off.
	History Tab.
	Map Tab. Requires Geolocation to be enabled by your administrator.

3.14.13

Title Bar Icons

The following table lists the title bar icons and their descriptions.

Table 14: Title Bar Icons

Icon	Description
	Back button. Tap to go back to the previous screen.
	Cancel button. Tap to cancel the operation and return to the previous screen.
	Details button. Tap to go to details.
	Edit button. Tap to edit.
	Drop-down button. Tap to change self-presence.
	Save button. Tap to save the current operation.

3.14.14

Video Streaming Icons

The following table lists the Video Streaming icons and their descriptions.

Table 15: Video Streaming Icons

Icon	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.

3.15

Tones

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

Table 16: Tones

Name	Description
Activation Tone	Played upon successful activation.
Alert (IPA/MCA) Tone	Played by the handset when an incoming Instant Personal Alert is received or a Missed Call has occurred. Four tones are required, as this tone is user-selectable.
Attention Tone	Played to indicate a pop-up dialog message.
Emergency Alert Tone	Played when an emergency alert is received.
Emergency Alert - Originator Tone	Played when an emergency alert is initiated.
Emergency Call Tone	Played upon receiving an emergency call.
Emergency Fail Tone	Played if an emergency cannot be declared or an emergency call cannot originate.

Name	Description
Error (Floor Busy) Tone	Played to indicate the user cannot take the floor.
Floor Acquired (Grant) Tone	Played after the user presses the PTT button to indicate it is ready for the user to talk.
Floor Free Tone	Played to listeners on a PTT call to indicate the talker has released the floor.
Floor Released Tone	Played to the user after releasing the PTT button to indicate the floor is released. (Default is OFF.)
Floor Revoke Tone	Played five seconds before the floor is revoked. The same tone is played when the floor is actually revoked.
Floor Unavailable (Bong) Tone	Played when a user tries to acquire a floor that is already acquired or the called party is unavailable. An appropriate visual indication is displayed for each scenario.
Incoming Call (Talk Hint) Tone	Played to listeners to announce the start of a PTT call (first volley only).
Incoming Phone Call Tone	Played when there is an incoming two-way phone call. Tone is repeated every three seconds.
Incoming Private PTT Call (Manual Answer) Tone	Played when there is an incoming PTT private call. Tone is repeated every three seconds.
Incoming Video Tone	Played when there is an incoming video alert waiting for the user to accept. The alert is repeated every five seconds while the alert is waiting for user action.
Network Up/Network Down Tone	The Network Up tone is played when the server connection is restored. The Network Down tone is played when the server connection is lost (optional tone repeat). Previously known as Call Suspend tone.
Phone Call Progress Tone	Played to the caller while waiting for a telephony call to answer. Tone is repeated every three seconds.
Success Tone	Played upon successful activation: valid key press.
Voice Message Recording Tone	Played when recording a voice message (voice message fallback).

Chapter 4

Network Connectivity

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

4.1

PTT over 4G LTE Networks

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

Using 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 delay, which can cause a degradation in voice quality or even dropped calls.

4.2

PTT over Wi-Fi

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



NOTE: By default, the PTT application will use Wi-Fi when it is available. To use Wi-Fi for PTT, turn on the **Use Wi-Fi** setting in the application. For more details, please refer to the [Settings on page 147](#) section.

4.2.1

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, your PTT call will reconnect automatically after the handover. During a handover, the PTT application temporarily loses its connection with the server. 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 the PTT history.

4.2.2

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, the 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.

Chapter 5

User Information Display

User Information Display provides an avatar, display name, availability status, PTT number, and profile name (if enabled).

5.1

Viewing User Information

Procedure:

- 1 Select the Main menu located in the upper left corner of the display.
The Menu options display.
- 2 Select the Information icon, which is located opposite the “Available” status. The User Information displays.

Chapter 6

Making and Receiving 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.


6.1

Making Calls

6.1.1

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


Procedure:

- 1 From the **Contacts**, tap the contact with whom 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.
- 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 includes 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.

6.1.2

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

Procedure:

- 1 From the **Contacts**, tap the contact with whom you want to start a PTT call.
The Call Screen displays the name of the contact that you are calling in the Call Status.
- 2 Press and hold the **PTT** button. The call screen changes to a ringing state. A progress tone is heard, and the PTT button changes color indicating the other user is being alerted.
- 3 Once the call is accepted, either the other user will talk or you can press and hold the **PTT** button to talk. Talk when you hear the chirp tone and see the PTT button change color, indicating you have taken the floor. If the call is rejected, the floor returns to the idle state.
 **NOTE:** Some corporations may automatically assign a talkgroup called “all_subscribers_group”. This talkgroup includes all the PTT subscribers from your corporation.
- 4 Tap the **End Call** button to end the call.

6.1.3

Calling a Contact Who 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.

6.1.4

Making Talkgroup Calls

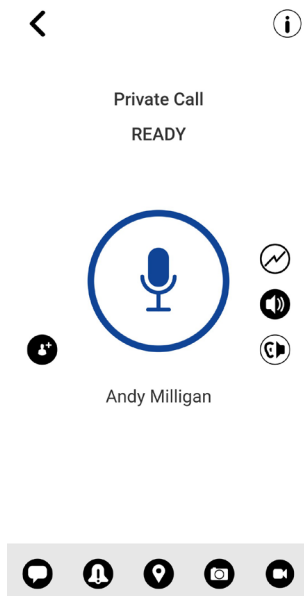


NOTE: Some corporations may automatically assign a talkgroup called “all_subscribers_group”. This talkgroup includes all the PTT subscribers from your corporation.

Procedure:

- 1 From the Talkgroups, tap the talkgroup with whom you want to start a PTT call. The Call screen displays the name of the talkgroup that you are calling in the Call Status.

Figure 8: Place a PTT Talkgroup Call



- 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.

6.1.

Making Quick Group Calls

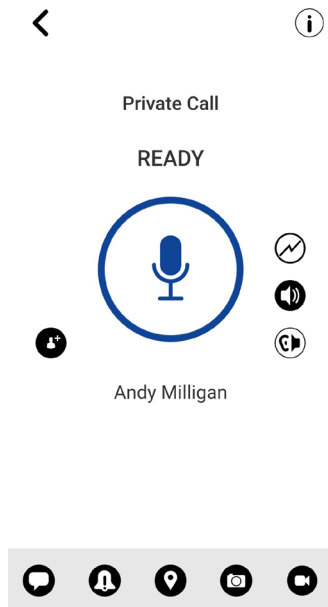
You can make a quick group call after selecting your first contact to call, selecting the Add Participants button from the Call screen, and then selecting additional contacts to add to your quick group.

Procedure:

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

The Call screen displays.

Figure 9: Call Screen



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

6.1.6

Making Broadcast Calls

Broadcast 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 (based on configuration). 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 designated as a broadcaster by your administrator.

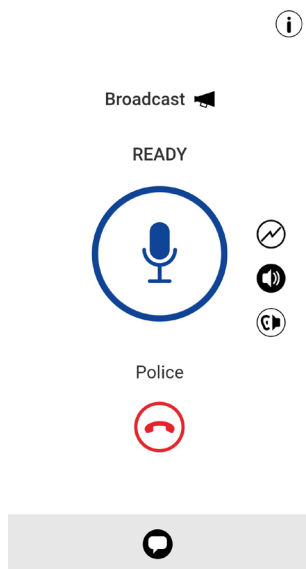


NOTE: Broadcast talkgroup calls interrupt ongoing PTT calls for the talkgroup members, and they hear the call even if they have Do Not Disturb turned on. These calls also override the Do Not Disturb (DND) status if your administrator has set the talkgroup to do so.

Procedure:

- 1 Tap the broadcast talkgroup you want to call. The broadcast talkgroup is identified in the talkgroup list 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.

Figure 10: PTT Broadcast Call Screen



- 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.

6.1.7

Calling from Device Contacts

You can make a call from your device contacts.

6.1.7.1

Placing a Call from Device Contacts



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

Procedure:

1 Navigate to the device contacts and perform one of the following actions:

- Select the PTT contact you want to call and press the **PTT key**.
- Navigate to Push-to-Talk and press the **PTT key** to call the contact.



NOTE: Pressing the PTT key may display multiple numbers. Select the PTT number and press the PTT key to call. To avoid multiple numbers, assign only one phone number to each contact.

6.1.8

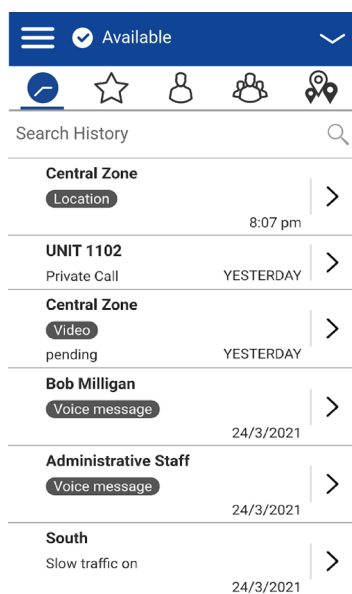
Calling from History

You can make a call from History.

Procedure:

1 Tap on History to view the history of calls and IPAs.

Figure 11: History



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.

6.1.9

Calling from Missed Call Alert

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



NOTE: For more information, see the [Missed Call Alert on page 157](#) section.

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.

6.1.10

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 on page 154](#) section.

Procedure:

Perform one of the following actions:

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

6.1.11

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 you are pressing the PTT button. The message is sent as soon as you release the PTT button. There is no review, discard, or re-record option.



NOTE: Requires the Integrated Secure Messaging feature to be enabled 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 at least 3 seconds long; if it is shorter, 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 no members available, you can record and send a voice message to the entire talkgroup.

A voice message must be at least 3 seconds long; if it is shorter, the message is not sent and you receive an information message.



NOTE: When no members are 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.

6.1.12

Dialing a Manual Call to a PTT User

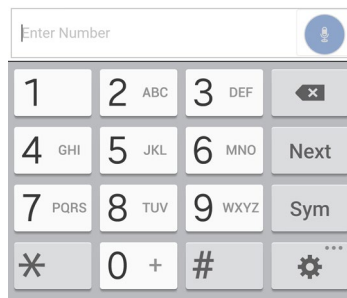
The Manual Dial screen allows you to call a PTT contact manually.

Procedure:

- 1 From the Menu, tap the **Manual Dial** option.

The Manual Dialing screen displays.

Figure 12: Manual Dialing Screen



- 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 that contact's number fills the numeric text field. If no number is found, continue to manually dial the PTT number.

- 3 Tap the on-screen **PTT** button located to the right of the phone number.

The Call screen displays.

6.2

Receiving Calls



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

Procedure:

- 1 When you receive an incoming PTT call, the application is brought to the foreground, and the PTT button changes color.
- 2 Whenever the talker releases the floor, 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.

6.2.1

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

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



NOTE: Your phone responds differently to PTT calls based on the phone settings and PTT application settings. For more information, see the [Interaction with Silent or Sound Mode on page 65](#) section.



NOTE: This behavior assumes that Background Calling is turned OFF. For more details on Background Calling, see the [Call Behavior in Background on page 65](#) 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.

Tap the End Call button to end the call.

6.2.2

Receiving 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 a distinct tone is 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 will 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.

6.2.3

Broadcast Call History

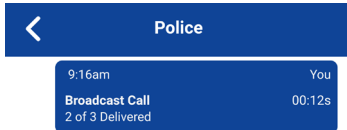
Outgoing broadcast calls are shown in the call history like other calls, but a different icon and call type are indicated.

Figure 13: Nonbroadcaster Call History



A summary of call delivery status for the broadcaster is shown in the Talkgroups 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.

Figure 14: Broadcaster Call History



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

6.3

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.

Figure 15: Earpiece is ON



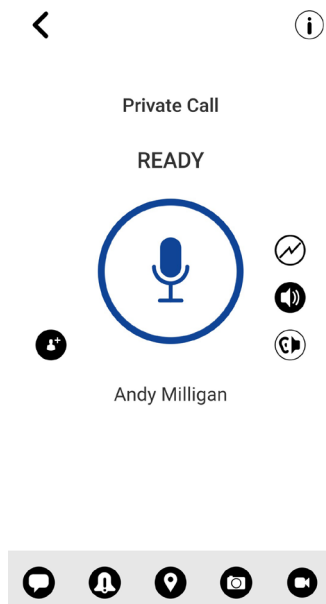
Figure 16: Speaker is ON



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

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

Figure 17: Call Screen



The speaker can also be turned OFF from the application settings. See the [Call Screen Icons on page 42](#) section for more details.

6.4

Setting 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. When the volume is adjusted during a PTT call, that setting is retained for subsequent calls.

When the PTT call volume is adjusted using the earpiece or the speakerphone, this action also controls the volume on a cellular call.

6.5

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 you do during a cellular phone call. You can temporarily switch to the loudspeaker using the on-screen speaker on/off button. The next PTT call again reverts to using 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 on page 159](#) section.

6.6

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 on a PTT call, you are presented with a choice to either accept or reject the call according to the native device's behavior (not controlled by the PTT application). If you answer the cellular call, the PTT call is put in the background. The PTT voice is lost during ringing; this is normal device behavior for a cellular call while in a data session.

If you rejoin the PTT call when the regular call ends, 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 on a PTT group call, you are presented with a choice to either accept or reject the call according to the native device's behavior (not controlled by the PTT application). If you answer the cellular call, the PTT group call is put in the background. The PTT voice is lost during ringing; this is normal device behavior for a cellular call while in a data session.

If you rejoin the PTT group call when the regular call ends, 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, giving a busy signal. You receive a missed call alert along with an alert tone, and a pop-up message is displayed to indicate that a PTT call occurred during the cellular call.

After the current regular call ends, you can make a PTT callback to the caller from the missed call alert displayed in the PTT application.

6.7

Call Behavior in Background**Incoming PTT Calls with Background Mode Turned OFF**

While using other applications on the phone, an incoming PTT call lights up the display, the device shows a notification from the application, and you hear an incoming call tone followed by the caller's voice. The notification shows the name of the contact or group calling.

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; the display does not turn ON if it is OFF and you hear the caller's voice.

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 147](#) 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 enabled.

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.

6.8

Rejoining a PTT Talkgroup Call

Rejoining a Talkgroup Call

If you leave during a PTT talkgroup call, you can rejoin it by initiating a call to that talkgroup again, either from the call history or from the talkgroup list. If the call has ended before you try to rejoin, you can start a new call to that talkgroup. Anyone joining a PTT talkgroup call late by selecting the talkgroup will be automatically rejoined 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 call. Otherwise, you will start a new call.

Chapter 7

Emergency Calling and Alert (Optional)

Optional features may not be included in your Push-To-Talk (PTT) service plan.

Emergency calling and alert allows you to declare an emergency to a 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 not allow you 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 emergency initiation, an emergency alert is sent, and the emergency call is started automatically. There is no need to press and hold the PTT button. The floor is taken for 10 seconds. During this 10-second automatic floor hold time, pressing and releasing the PTT button has the following behavior: When you release the PTT button, the floor releases; if you press and continue to hold the PTT button after the 10 seconds expire, the floor will continue to be held. Your network operator may have configured this service to ignore the PTT button press and release during the automatic floor hold time. When set to manual, an emergency alert is sent. However, 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, that user preempts the first user in an emergency PTT and takes the floor. 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 button for initiating and canceling the emergency (toggle) or send a repeated emergency alert after you have declared an emergency to automatically get the floor. A repeated emergency alert by the same user is only sent to dispatchers. If your administrator has configured automatic call initiation, each time you declare an emergency your microphone will unmute for a period of time (10 seconds) without your having to press and hold the PTT button.

For more information on who your configured primary and secondary emergency contacts are, see the [Settings on page 147](#) section.

7.1

Emergency Icons

For more information on Emergency icons, see the [Emergency Icons on page 44](#) section.

7.2

Declaring an Emergency

An emergency can be declared from any screen that has an **Emergency** button (or via an external emergency button on the device or accessory, when supported). Any PTT key press during automatic configuration (the default is 10 seconds) is ignored. You must press and hold the PTT key to continue to talk after the 10 seconds have expired.



NOTE:

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

7.2.1

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.



NOTE: 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 an emergency is declared, 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 automatically with the PTT accessory button, enabled locally by your administrator, the handset will initiate an emergency call, give the talk permit chirp, and hold the floor for 10 seconds without sending audio. Subsequent attempts by the user in an emergency to take the floor will be unsuccessful if using a PTT accessory button. The user must bring 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 the [Canceling an Emergency on page 69](#) section.

7.3

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.

When 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 authorized users, see the [Authorized User on page 70](#) section.

7.4

Receiving an Emergency Alert

When a user declares an emergency, other users receive an alert indicating that an emergency has been declared. The alert is sent to all users who are part of the talkgroup in which the emergency call occurs. Your administrator configures the talkgroup or a single PTT contact that receives emergency calls. An emergency alert notifies you that another user has declared an emergency. 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 alerts and emergency cancelation alerts.

An emergency alert indicates which user has declared the 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.

7.4.1

Receiving an Emergency Call

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

When and where to use: Your administrator may also configure your application to receive an emergency call that is declared on another talkgroup.

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

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 and a special emergency call tone is played.
- 3 During an emergency call, you can take the floor by pressing the PTT button. You can leave the call by pressing the **End Call** button.



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

An incoming emergency call interrupts an ongoing PTT call, unless it is an ongoing emergency call.

7.4.2

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:

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

7.5

Canceling an Emergency

To end the emergency, you as the emergency originator must cancel the emergency state. An authorized user, typically a supervisor or dispatcher, may cancel the emergency on your behalf. Your

administrator may disable your permission to cancel the emergency. In this case, an authorized user must cancel the emergency.

7.5.1

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 the 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 alarm.
- 4 Touch or tap **Send**. The emergency is canceled, and a message indicating that the emergency is canceled is displayed.

7.6

Authorized User

An authorized user is typically a dispatcher or supervisor who may have permissions to perform the following actions:

- 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

7.6.1

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.

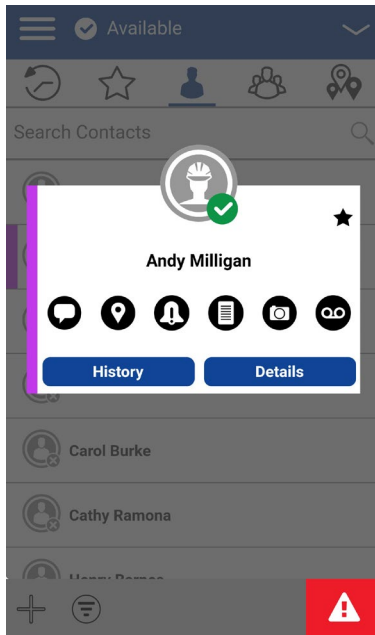
Procedure:

- 1 From the Main screen, tap or touch the **Contacts** tab.
The Contacts list displays.

- 2 Touch and hold the contact name from the **Contacts**. You can declare an emergency for users for whom your administrator has given permission.

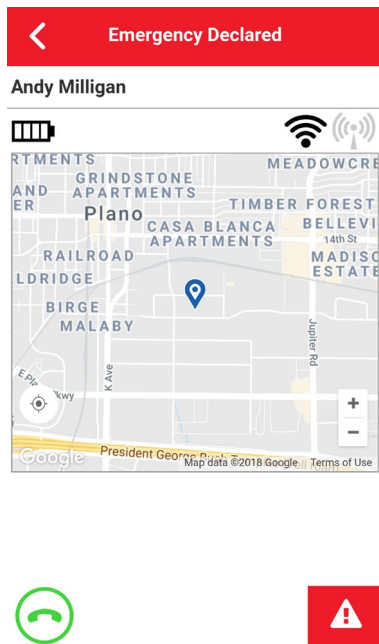
A Context Menu displays.

Figure 18: Contact Context Menu



- 3 Tap the **Declare Emergency** option.
The **Declare Emergency** window displays.
- 4 Swipe the **Declare** slider to the right to declare an emergency.
An emergency is declared and an emergency alert displays: Emergency Declared by you from authorized user X.
- 5 Dismiss the emergency alert pop-up.
- 6 When another user takes the floor, an **Emergency User Check** icon displays on your Call screen.
- 7 Tap or touch the **User Check** icon located on the Call screen.
The **Emergency User Check** screen displays.

Figure 19: Emergency User Check



- 8 To cancel an emergency, see the [Canceling an Emergency on page 69](#) section. The user can cancel the emergency locally or an authorized user can cancel on your behalf remotely.

7.6.2

Canceling an Emergency on Behalf of Another User

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

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 your permission to cancel the emergency. In this case, an authorized user must cancel the emergency.

7.6.2.1

Canceling an Emergency from the Context Menu

Procedure:

- 1 Touch and hold a contact from the **Contacts list**. 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 the 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 is displayed indicating that the emergency is canceled.

7.6.2.2

Canceling an Emergency from the Call Screen

Prerequisites: Perform the steps in the [Enable Emergency User Check on page 73](#) section.

Procedure:

- 1 Tap the **Emergency** Button.
The Cancel Emergency window displays.
- 2 Swipe the **Cancel** slider to the right to cancel the emergency. Before canceling the emergency, you are asked if the emergency was a real emergency or a false alarm.
- 3 Perform the following actions:
 - Tap **Valid** when the emergency is valid.
 - Tap **False** when the emergency is a false alarm.
- 4 Touch or tap **Send**. The emergency is canceled, and a message indicating that the emergency is canceled is displayed.

7.7

Enabling Emergency User Check

On your device, Emergency User Check is enabled only during an emergency call and you tap the **Emergency User Check** icon on the Call screen. User Check is only available during an emergency call. If you disconnect and rejoin the call, the **User Check** icon is no longer available.

7.7.1

Enabling Emergency User Check from the Call Screen**Procedure:**

- 1 When an emergency has been declared and is in progress, the Call screen displays.
- 2 Tap or touch the **Emergency User Check** icon located to the left of the PTT button.
The Emergency User Check screen displays.

7.7.2

Monitoring Device Location

The Emergency User Check screen displays the user's location on a map if the location is available. The information does not update in real time. The time is shown next to the battery level indicator when the user sent the location.

7.7.3

Monitoring Device Cellular Network Signal Strength

The Emergency 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. They are not available for iOS devices, cellular, or Wi-Fi.

7.7.4

Monitoring Device Wi-Fi Signal Strength

The Emergency 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. They are not available for iOS devices, cellular, or Wi-Fi.

7.7.5

Monitoring Device Battery Level

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

Chapter 8

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).

8.1

Talkgroup Supervisor

When a talkgroup supervisor takes the floor, they see a supervisor icon displayed next to the name of the talkgroup and next to the word "You" in the status bar.

8.2

Non-supervisor Talkgroup Members

Non-supervisor members of a talkgroup can identify a supervisor by an icon next to the supervisor's name.

Chapter 9

Alerts

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

9.1

Instant Personal Alert (IPA)

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

9.1.1

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.

9.1.2

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 following actions when you receive an alert:
 - Call the person back by tapping the **Reply** button. If your phone has a PTT button, you can also press it to call the person back while the alert is displayed.
 - 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 on page 147](#) 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 the last IPA is displayed (no queuing).

9.2

Missed Call Alert (MCA)

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

- You are on a regular cellular call when a one-to-one or talkgroup PTT call is made that includes you.
- You are already on a PTT call, and another one-to-one or talkgroup PTT call is made that includes you.
- Your phone receives a one-to-one PTT call, and you do not reply by taking the floor and speaking. 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 on page 147](#) section.



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

9.2.1

Replying to a Missed Call Alert

Procedure:

A Missed Call Alert (MCA) is displayed.

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

9.3

Multiple Missed Call Alerts/Instant Personal Alerts per Caller

When you receive 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 MCAs from a single caller or talkgroup, only the latest alert shows on the display. All the previously received MCAs are available in the PTT call history.

9.4

Setting 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.

Chapter 10

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 status of the person you want to call is Available, Do Not Disturb (DND), or Offline. DND and 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. Likewise, you can tell others of your availability by selecting either “Available” or “Do Not Disturb” within the PTT application. When you turn off your phone, you are automatically marked as “Offline” to others.

10.1

My Presence

My Presence or self-presence can be seen just above the top-level tabs and in the notification bar. For more information on the icons, refer to the [Presence Icons on page 48](#) section.

10.1.1

Setting Self-Presence

Procedure:

- 1 Tap on the self-presence tile. A pop-up menu displays showing you your current self-presence status.
- 2 Choose the presence state you want to set.
 - Tap **Available** to set your self-presence state.
 - Tap **Do Not Disturb** to set your self-presence state.
- 3 The Self-Presence icon and text update on the Self-Presence Bar and the icon on the screen status bar.

Meaning of Presence

Available You are logged in to the PTT application, ready to receive PTT calls, Instant Personal Alerts (IPAs), and Integrated Secure Messages.

Offline You are logged out from the PTT application and cannot receive PTT calls, alerts, or Integrated Secure Messages.

No Connection When the PTT application cannot communicate with the PTT server, it displays **Offline** in the status bar or system notification, and your availability shows as **No Connection**. For more information, refer to the [Loss of Data Network Connection on page 163](#) section.

Calling Restrictions

When you are in the DND state you cannot receive PTT calls, but you can make PTT calls to other available users.

IPA Origination Restrictions

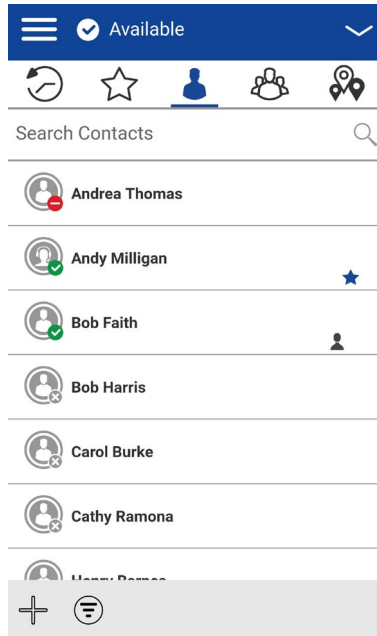
When you are in the DND state you cannot send an IPA to other contacts, because you cannot receive calls from others. If you try to send an alert, you will see the following message: `You cannot send an alert while your availability is “Do Not Disturb”.` Please change your status.

10.2

PTT Contact Presence

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

Figure 20: Contacts



Meaning of Available, DND, and Offline

Available The PTT contact is logged in to 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, but cannot receive PTT calls, but can receive Instant Personal Alerts and Integrated Secure Messages.

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

For a list of all icons and their descriptions, see the [Icons on page 40](#) 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 the [Calling a Contact that is Offline or Has a Do Not Disturb \(DND\) Status on page 56](#) section.

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.

Chapter 11

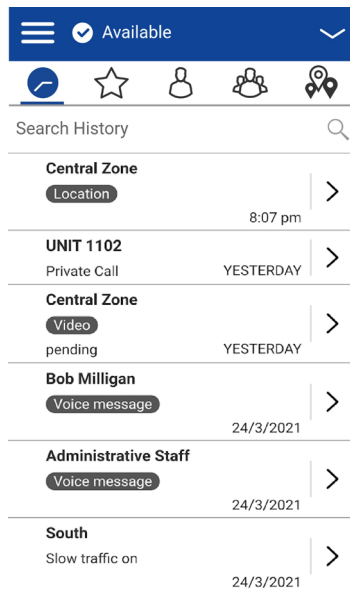
History

History displays all your conversation history of calls, contacts, talkgroups, alerts, and 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. History contains two screens: the main screen and the details screen. The main screen contains a top-level view. The other screen contains the conversation details, including a time stamp. Messages from the previous day are shown with the date stamp “YESTERDAY”. Date/Time (12/24 hour display) format follows the device’s setting for internationalization.

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

Figure 21: History



11.1

Accessing History

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

11.2

Searching History

You can use the search box to search for history. To search History, see the [Searching on page 40](#) section for more information.

11.3

History Icons

For more information on the History icons, see the [History Icons on page 44](#) section.

11.4

Accessing 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, and read and send messages.

For more details, see the [Integrated Secure Messaging on page 118](#) section. For additional information on sending and receiving multimedia content, refer to the [Integrated Secure Messaging on page 118](#) section.

11.5

Making a PTT Call

Procedure:

To make a PTT call, tap **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 on page 59](#) section for more information.

11.6

Adding a Contact

You can add a contact if the contact is not already in your contact list.

When and where to use:

See the [Adding a Contact on page 89](#) section for more information.

Procedure:

- 1 From the top-level screen, tap and hold **History Entry**. A Context Menu displays.
- 2 Tap the **Add Contact** option.
The **New Contact** screen displays.

11.7

Deleting History

You can delete any history entry.

Procedure:

- 1 From the top-level screen, tap and hold **History Entry**. A Context Menu displays.
- 2 Tap the **Delete History** option. The following message is displayed: 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.

11.8

Clearing All History

You can clear all history entries.

Procedure:

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

11.9

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 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.

11.10

Forwarding a Message

To forward a message, refer to the [Integrated Secure Messaging on page 118](#) section.

11.11

Sending a Photo or a Video

To send a photo or video, refer to the [Integrated Secure Messaging on page 118](#) section.

Chapter 12

Favorites

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

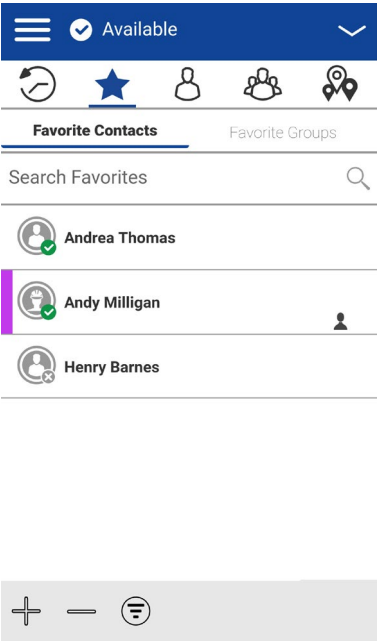
Maximum Number of Favorites

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

Table 17: Maximum Favorite Contacts and Favorite Groups

Favorites	
Contacts (total)	300
Groups (total)	50

Figure 22: Favorite Contacts



12.1 Favorites Icons

For more information on the Favorites icons, see the [Icons on page 40](#) section.

12.2 Searching Favorites

You can use the search box to search for favorites. To search favorites, see the [Searching on page 40](#) section for more information.

12.3

Viewing or Editing Favorite Contacts

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



NOTE: You can also access your favorites from any call screen. The Favorites icon is located on the right side of the Call screen.

12.4

Adding Favorite Contacts

Procedure:

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



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

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

12.5

Removing Favorite Contacts

Procedure:

- 1 From the **Favorites Contacts** screen, 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 a 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.

12.6

Viewing or Editing 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.

12.7

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 tab under Groups.

12.8

Removing Favorite Groups

The list of your 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 Favorites option displays.

- 2 Select one or more favorites 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 a group from favorites. Are you sure?*
- Tap **Yes** to continue. The group is now removed from the Favorite Groups screen.
- Tap **No** to cancel. The action is canceled.

Chapter 13

Contacts

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

The PTT contacts are separate from the Contacts on the phone. There are two types of contacts: those that are managed by an administrator and those that are managed on the phone by the user.

Administrator-Managed Contacts

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

Personal Contacts

Personal contacts are imported from the Contacts in the phone or entered manually. You manage personal contacts within the PTT application. You do not have the ability to create contacts if your administrator has restricted this feature.

Maximum Number of Allowed Contacts

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

Table 18: Maximum Contacts

Administrator-Managed	
Contacts	1000
Personal	
Contacts	300

13.1

Contacts Icons

For more information on the Contacts icons, see the [Contacts Icons on page 43](#) section.

13.2

Searching Contacts

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

13.2.1

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 users' names 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.

13.2.2

Searching Corporate Global Directory Contacts

Corporate global directory contacts contain all contacts within your corporation. The directory displays the users' names and numbers. No presence status is shown. You can 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 name you are searching for into the search field.
- 4 Tap the **Search** icon. The names containing the letters or numbers you typed will display.



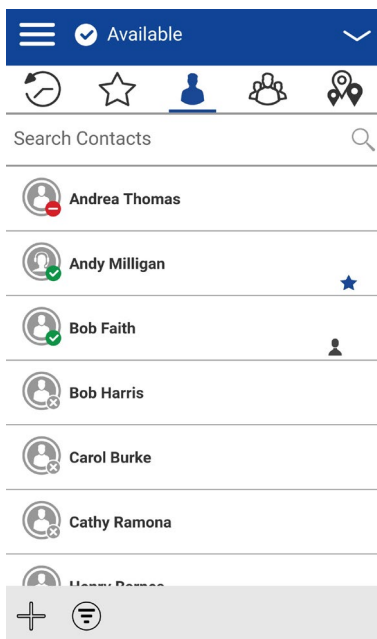
NOTE: You can also add a contact by touching and holding the **Contact** button.

13.3

Viewing Contacts

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

Figure 23: Contacts



13.3.1

Sorting the Contacts List

Normally you see all your PTT contacts listed in alphabetical order when you view the contacts list. When the Contact Sorting setting 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 **Contact Sorting** setting.
The Contact Sorting setting options display.
- 3 Perform one of the following actions:
 - Select **By Alphabetical**. Contacts are sorted alphabetically.
 - 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.

13.3.2

Showing or Hiding Offline Contacts

Normally you can see all your PTT contacts when you view the Contacts 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 updates 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 describe how to show all contacts.

13.3.2.1

Showing Only Online Contacts

Procedure:

While showing the Contacts list, tap the **Hide Offline** button at the bottom of the screen. The Contacts list shows only the contacts that are either Available or Do Not Disturb.

13.3.2.2

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

13.4

Viewing Contact Details

Procedure:

- 1 Select a contact from the **Contacts** list; 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 at 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 [Editing Contact Details on page 90](#) section.

13.5

Adding a Contact

You can add PTT contacts and phone contacts as follows:

13.5.1

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

When and where to use:

You can add personal contacts to your Contacts list unless restricted by your administrator. You can add corporate contacts to your Contacts list by using the corporate global directory. For more details on how to add a corporate contact, see the [Searching Corporate Global Directory Contacts on page 87](#) section.

To view contacts, see the [Viewing Contacts on page 87](#) section.

Procedure:

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

A Context Menu displays.

- 2 Select the **Add PTT 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 and/or a unique color, and the contact can be marked as a favorite.



NOTICE: You can also add a contact as a favorite from the **Favorites** tab. For more information on Favorites, see the [Favorites on page 83](#) section.

After saving, the contact appears in the contact list.

13.5.2

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's 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 an avatar and/or a unique color, and the contact can be marked as a favorite.

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

13.6

Editing 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.

To view the Contact Details, see the [View Contacts on page 87](#) section.

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

- [Editing a Contact Name on page 90](#)
- [Adding or Changing a Contact Avatar on page 91](#)
- [Changing Contact Color on page 91](#)
- [Making Contact a Favorite or Removing as a Favorite on page 91](#)

13.6.1

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.

13.6.2

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 on page 166](#) 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.

13.6.3

Changing the 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.

13.6.4

Making a Contact a Favorite or Removing as a Favorite

You can add contacts to the favorites list for the contacts that you created and contacts that are administrator-managed. 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 **Favorites**. See the [Favorites on page 83](#) section for more details.

13.7

Deleting a Contact

You can only delete contacts that you create yourself. An administrator-managed contact cannot be deleted.

Procedure:

- 1 From the Contact Details, tap the **Delete** option located at the bottom of the screen.
- 2 Perform one of the following actions:
 - To delete, tap **Yes**. The contact is removed from the Contacts list.
 - To cancel without deleting the contact, tap **No**.



NOTE: If you are removing a contact that is also a favorite, you see the following confirmation message: `The contact x is a favorite. Deleting it will result in deleting the Favorite also. Continue?`

Chapter 14

Talkgroups

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

The PTT talkgroups are separate from the Contacts on the phone. There are two types of talkgroups: those that are managed by an administrator and those that are managed by the user on the phone.

Administrator-Managed Talkgroups

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

Personal Talkgroups

Personal talkgroups are created from the PTT Contacts list. You manage personal talkgroups within the PTT application. You may not have the ability to create personal talkgroups if your administrator has restricted this feature.

Maximum Number of Allowed Talkgroups

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

Table 19: Maximum Talkgroups

Administrator-Managed	
Talkgroups	100
Members per talkgroup	250
Personal	
Talkgroups	30
Members per talkgroup	30

14.1

Talkgroup Icons

For more information on the Talkgroup icons, see the [Talkgroup Icons on page 46](#) section.

14.2

Searching Talkgroups

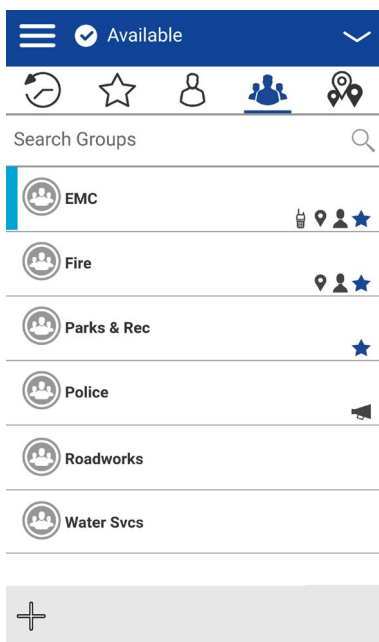
You can use the search box to search for talkgroups. To search talkgroups, see the [Searching on page 40](#) section for more information.

14.3

Viewing 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 broadcaster, supervisor, Interop talkgroup, location tracking, and talkgroup scan priority.

Figure 24: Talkgroups



14.4

Dynamic Area-Based Talkgroups (Optional)

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

Dynamic area-based talkgroups are set up and managed by a 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 at 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. Dynamic 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.

14.5

Viewing Talkgroup Details

Procedure:

- 1 Select a talkgroup from Talkgroups; touch and hold.
A Context Menu displays.

- 2 Tap the **Details** option in the menu.
The Talkgroup Details screen displays.

14.5.1

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.

14.6

Adding a Talkgroup

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

Procedure:

- 1 From the **Groups** tab, tap the **Add** button located at the bottom of the screen to add the talkgroup details manually.
The New Group screen displays.
 **NOTE:** A talkgroup can also be created from the history entry for a quick group call. Go to the history list, find the quick group, tap and hold on the quick group history entry, and select the Add Group option.
- 2 Tap the **Name** text box to enter a talkgroup name using the on-screen keyboard.
- 3 Tap **Add Members**.
The Select Group Members list displays.
- 4 Select members from the Select Group Members screen and tap the **Save** button located at the top of the screen.



NOTICE: You can only add contacts who are already in your contacts list as talkgroup members. If you do not find the name of the talkgroup member you want to add, you may need to create a contact first. See the [Adding a Contact on page 89](#) section for more information on adding contacts.

- 5 The talkgroup can also be assigned an avatar and a unique color, and can be added as a favorite.



NOTICE: You can also add a talkgroup as a favorite from the Favorites tab. For more information on Favorites, see the [Favorites on page 83](#) section.

- 6 Tap the **Save** button when finished to save the new talkgroup.
The talkgroup appears in the talkgroup list.

14.7

Editing Talkgroup Details

You can only edit groups that you create yourself. 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 on page 93](#) section.

Procedure:

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

- [Editing a Talkgroup Name on page 95](#)
- [Adding One or More Members to a Talkgroup on page 95](#)
- [Removing a Member from a Talkgroup on page 96](#)
- [Renaming a Talkgroup Member on page 96](#)
- [Adding or Changing a Talkgroup Avatar on page 97](#)
- [Changing Talkgroup Color on page 97](#)
- [Making a Talkgroup a Favorite or Removing as a Favorite on page 97](#)

14.7.1

Editing a Talkgroup Name

You can edit your personal talkgroups but not administrator-managed talkgroups.

Procedure:

- 1 Tap on the **Group name** field.



NOTICE: A talkgroup name with an underline indicates that the field can be edited. Administrator-managed talkgroups cannot be edited.

- 2 Type the talkgroup name using the on-screen keyboard.
- 3 Tap the **Save** button; otherwise, continue.

14.7.2

Adding One or More Members to a Talkgroup

You can add one or more members to a talkgroup but not to an administrator-managed talkgroup.

Procedure:

- 1 Tap the **Add Members** button to add contacts to the talkgroup. The Select Group Members screen displays.
- 2 Select one or more contacts to add to the talkgroup.
- 3 Tap the **Save** button located at the top of the screen.
- 4 If finished, tap the **Save** button on the Group Details screen and a “Group updated” message displays; otherwise, continue.

14.7.3

Removing a Member from a Talkgroup

You can only remove a member from a talkgroup that you created. Talkgroups that are administrator-assigned cannot be edited.

When and where to use:

Procedure:

- 1 Touch and hold the member's name to remove. A Context Menu displays.



NOTICE: A talkgroup name with an underline indicates a personal talkgroup and can be edited. Administrator-managed talkgroups cannot be edited.

- 2 Tap the **Remove Member** option.

A confirmation dialog displays: `This group member will be removed from the group. Continue?`

- 3 Perform one of the following actions:

- Select **Yes** if you want to remove the member.
- Select **No** if you want to cancel.

- 4 Repeat step 1 through step 3 to remove other talkgroup members.



NOTE: When you remove the last member of a talkgroup, the talkgroup is deleted upon saving the changes. A confirmation dialog shows when you remove the last member to let you know this happens.

- 5 After removing the talkgroup member(s), tap the **Back** button at the top of the screen or your phone's **Back** button to return to the Group Details screen.
- 6 If finished, tap the **Save** button at the top of the screen and a `Group updated` message displays; otherwise, continue.

14.7.4

Renaming a Talkgroup Member

Talkgroup member names are set when the talkgroup is created. Changing a contact name in the PTT Contacts list will not change the name of a talkgroup member. Follow the instructions in this section to rename a talkgroup member.

When and where to use:

Procedure:

- 1 Touch and hold the name of the member you want to rename. A Context Menu displays.



NOTICE: A talkgroup name with an underline indicates a personal talkgroup and can be edited. Administrator-managed talkgroups cannot be edited.

- 2 Tap the **Rename Member** option.

A confirmation dialog is displayed.

- 3 Edit the name.
- 4 Perform one of the following actions:

- Tap **Save** to save the edits.
 - Tap **Cancel** to start over.
- 5 Tap the **Back** button located at the top of the screen to return to the **Group Details** screen.
 - 6 If finished, tap the **Save** button at the top of the screen to save, and a `Group updated` message displays; otherwise, continue.

14.7.5

Adding or Changing a Talkgroup Avatar

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

Procedure:

- 1 Tap the **Avatar** option. For a list of all avatars available and their definitions, see the [Avatar Icons on page 166](#) 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 When finished, tap the **Save** button on the **Group Details** screen, and the selected avatar is assigned to the talkgroup; otherwise, continue.

14.7.6

Changing Talkgroup Color

You can edit the talkgroup colors for the talkgroups that you created yourself and the 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.

14.7.7

Making a Talkgroup a Favorite or Removing as a Favorite

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

Favorites can also be added using the **Favorites** tab. See the [Favorites on page 83](#) section for more details.

14.8

Deleting a Talkgroup

You can only delete personal talkgroups that 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 that 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.

Chapter 15

Talkgroup Scanning

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

- [Turning Scanning ON or OFF on page 99](#)
- [Adding a Talkgroup to a Scan List on page 100](#)
- [Removing a Talkgroup from a Scan List or Changing the Scanning Priority on page 101](#)

Talkgroup Scanning allows a subscriber's phone to scan through the scan list of corporate talkgroups for calls and up to three talkgroups that can be assigned as priority (1–3) talkgroups. The higher priority talkgroup calls take precedence over lower priority talkgroup calls. Talkgroups that are not on the scan list do not barge in when Scanning is ON.

While you have Talkgroup Scanning enabled, you see the following behavior:

- 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. You will not get missed call alerts for talkgroup calls while scanning is enabled.
- Quick Group calls are received normally. A missed call alert is provided if you are busy on another Push-to-Talk (PTT) call or a cellular call.
- One-to-one calls are received normally. A missed call alert is provided if you are busy on another PTT call or a cellular call.
- All call types can be originated: one-to-one, Quick Group, and talkgroup calls.
- Normal call rejoin occurs for originated talkgroup calls.



NOTE: You cannot receive Missed Call Alerts for talkgroup calls while scanning, so calling a talkgroup may result in a call rejoin.

15.1

Turning Scanning ON or OFF

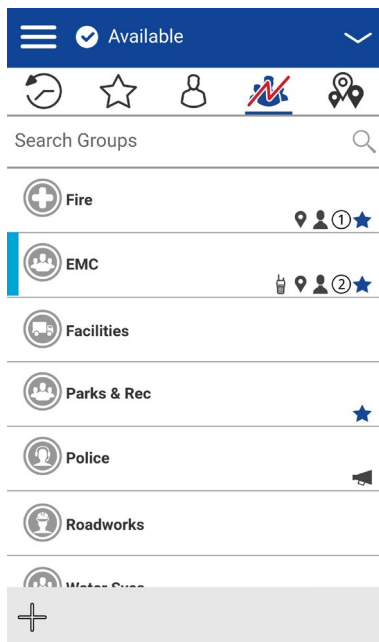
Procedure:

- 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 enabled, 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.

Figure 25: Talkgroup Scanning



NOTE: When Talkgroup Scan is ON, pressing a PTT key accessory ends the current call if active and allows 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.

15.2

Adding a Talkgroup to a Scan List

Procedure:

- 1 Touch and hold on the talkgroup that you want to add to the scan list.
A Context Menu is shown.

- 2 Tap the **Scan List** option.

The scan list priority options display.



NOTE: Only corporate groups created by your administrator can be scanned.

- 3 Tap the priority option you want to assign to the talkgroup or select **Normal Priority** if you do not want the talkgroup to be a priority scan talkgroup.

If you choose a priority that is already being used by another talkgroup, a message displays: A group with priority 1 already exists. Make the group priority 1?

- 4 Perform one of the following actions:

- Select **Yes** to assign the existing priority to the current talkgroup.

- Select **No** to assign the talkgroup a new priority.

Once you assign a priority to a talkgroup, a priority icon appears next to the scanned talkgroup.



NOTE: Choosing a priority used by another talkgroup makes the previous priority talkgroup stay in the scan list with normal priority.

15.3

Removing a Talkgroup from a Scan List or Changing the Scanning Priority

Procedure:

- 1 From the **Groups** tab, touch and hold the talkgroup that you want to remove or change the scanning priority for.

- 2 Tap the **Scan List** option.

A pop-up menu appears.

- 3 You can reassign the priority by touching a priority option.

- To make the talkgroup normal priority, tap **Normal Priority**.
- To remove the talkgroup from the scan list, tap **Remove**.

If you choose a priority that is already being used by another talkgroup, a message displays: A group with priority 1 already exists. Make the group priority 1?



NOTE: Choosing a priority used by another talkgroup makes the previous priority talkgroup stay in the scan list with normal priority.

- 4 Perform one of the following actions:

- Select **Yes** to assign the existing priority to the current talkgroup.
- Select **No** to assign the talkgroup a new priority. The talkgroup that was previously assigned Priority 1 becomes a No priority talkgroup.

Chapter 16

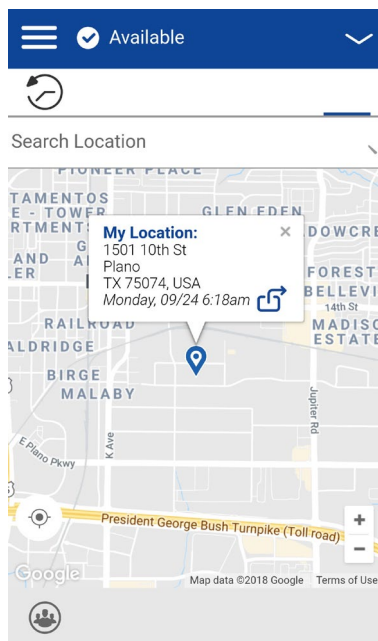
Map

This section describes the Push-to-Talk (PTT) Map and how individuals can 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 who has Location Capability enabled by your administrator can view talkgroup members' locations on the map.

This section is organized as follows:

- [Map Icons on page 102](#)
- [Searching the Map on page 103](#)
- [Recenting the Map on page 103](#)
- [Individual Locations on page 103](#)
 - [Sending My Location or an Arbitrary Location to a Contact on page 103](#)
 - [Sending My Location or an Arbitrary Location to a Quick Group on page 104](#)
 - [Sending My Location or an Arbitrary Location to a Talkgroup on page 104](#)
- [Supervisor with Location Capability on page 105](#)
 - [Talkgroup Member Location on page 105](#)
 - [Boundary on page 109](#)
 - [Creating a Quick Group from the Map on page 114](#)

Figure 26: Map



16.1

Map Icons

For more information on the Map icons, see the [Map Icons on page 46](#) section.

16.2

Searching the Map

You can use the search box to search for addresses or places. To search the map, see the [Map Icons on page 46](#) section for more information.

16.3

Recentring 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.

16.4

Individual Locations

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.

16.4.1

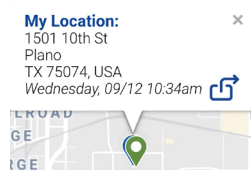
Sending My Location or an Arbitrary Location to a Contact

Procedure:

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

My Location displays.

Figure 27: My Location



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

16.4.2

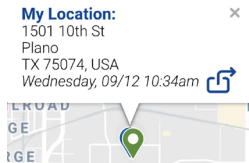
Sending My Location or an Arbitrary Location to a Quick Group

Procedure:

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

My Location displays.

Figure 28: My Location



- 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 your location.
The Share My Location menu displays.
- 4 Choose the **Send to Quick Group** option.
Send to Quick Group displays.
- 5 Tap two or more contacts to select those with whom you want to share your location. The following message is displayed: `Location Sent`.

16.4.3

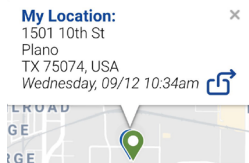
Sending My Location or an Arbitrary Location to a Talkgroup

Procedure:

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

My Location displays.

Figure 29: My Location



- 2 Tap the **Share** button to share your 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 with which you want to share your location. The following message is displayed: `Location Sent`.

16.5

Supervisor with Location Capability

The supervisor can share their location (not 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 members' 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 **Groups** tab by tapping the talkgroup, which has a Map pin. The Call screen displays. Tap the **Talkgroup Location** button to access the map.

16.5.1

Talkgroup Member Location

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

16.5.1.1

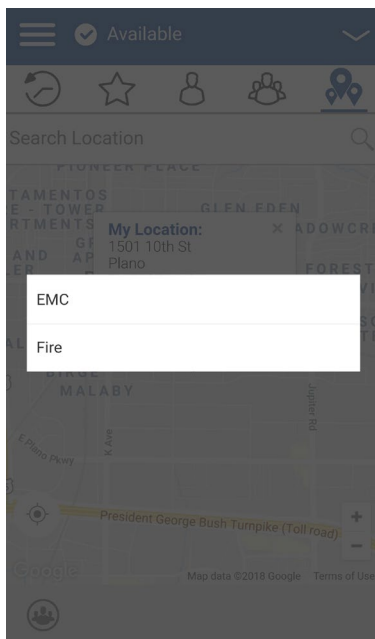
Viewing Talkgroup Member Locations

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.

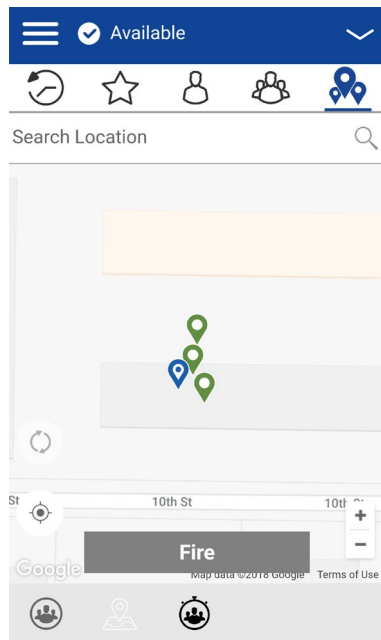
A pop-up menu listing all groups you have permission to locate is displayed.

Figure 30: Groups with Location Capability



- 2 Tap the talkgroup to see the talkgroup member location.
The Map displays all members of the selected talkgroup and their locations.

Figure 31: Talkgroup Member Location



16.5.1.2

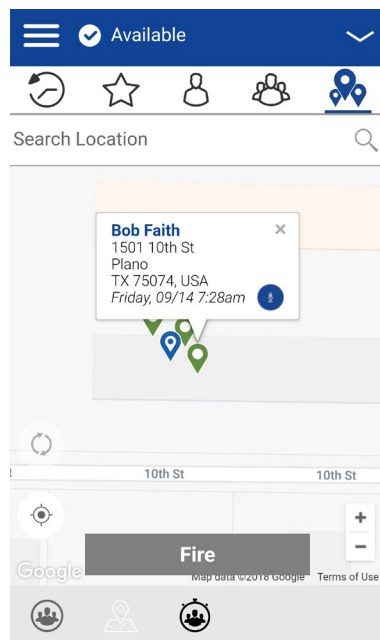
Viewing Talkgroup Member Location Details

Prerequisites: Complete the procedure in the [Viewing Talkgroup Member Locations on page 105](#) section.

Procedure:

1 Tap any Pin.

The member's name and location displays.

Figure 32: View a Talkgroup Member's Location Details

NOTICE: Tap the pin again or “x” or anywhere on the map to dismiss.

16.5.1.3

Calling a Talkgroup Member

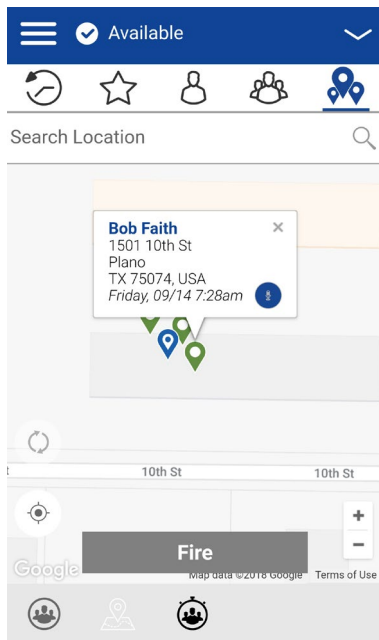


NOTICE: You can also access the map from the Groups tab by tapping the talkgroup, which has a Map Pin. The Call screen displays.

Procedure:

- 1 Tap the Talkgroup Location button to access the map.
- 2 Complete the procedure in the [Viewing Talkgroup Member Location Details on page 106](#) section.
- 3 Tap any **Pin** and the member's name, and the member's location displays.
The Talkgroup Members Location Details screen displays.

Figure 33: View Talkgroup Member Location Details



- 4 Tap the **Call** button.
The Call screen displays.

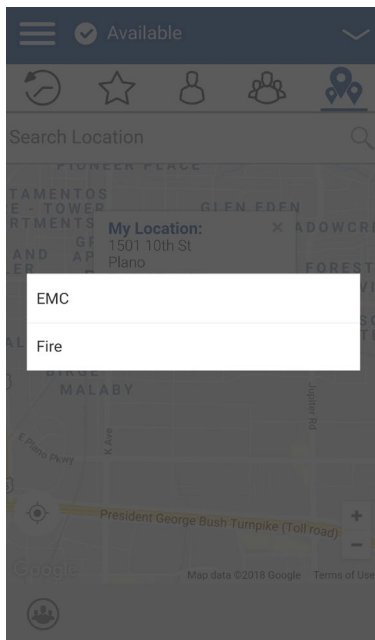
16.5.1.4

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**.

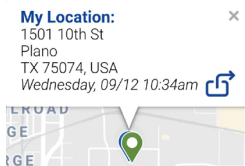
Procedure:

- 1 Tap the **Tracked Group Selector** button.
A pop-up shows the list of talkgroups with Location Capability.

Figure 34: Groups with Location Capability

- 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.

Figure 35: My Location

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

16.5.2

Boundary

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 on page 110](#)
- [Recentering the Boundary on the Map on page 111](#)
- [Recentering the Map to Your Location on page 112](#)
- [Boundary Settings on page 112](#)

- [Changing Boundary Settings on page 112](#)
- [Changing the Update Interval on page 113](#)
- [Changing Active Boundary Time on page 113](#)
- [Changing the Notify Me Setting on page 113](#)
- [Changing the Notify Member Setting on page 114](#)
- [Changing Initial Member Notification Setting on page 114](#)

16.5.2.1

Creating a Boundary

Procedure:

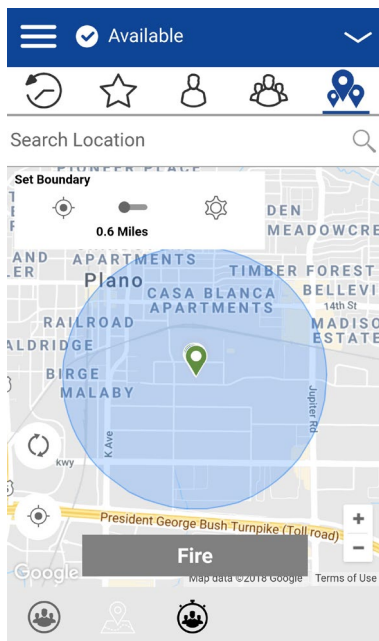
- 1 From within the **Map** tab, tap the **Tracked Group Selector** button.
The list of talkgroups displays.
- 2 Choose a talkgroup to view talkgroup member locations from the list.
The Set Boundary popover displays.

Figure 36: Set Boundary Popover



- 3 Tap the **Set Boundary** button.
The Set Boundary popover displays along with a boundary preview (blue circle).

Figure 37: Boundary Preview

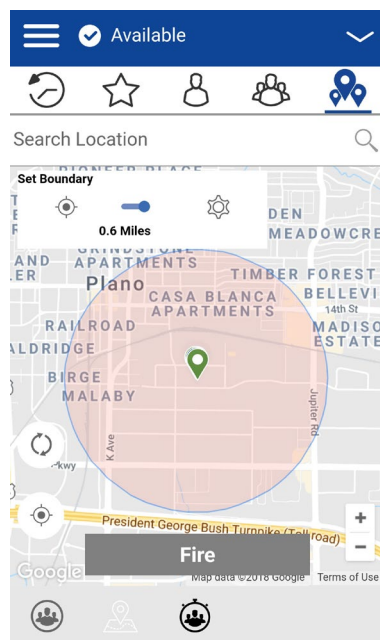


- 4 Set the boundary size by zooming in/out. You can see the boundary radius in the popover.

- 5 Set the boundary center by moving the map or searching.
- 6 Tap the **Set Boundary** toggle to turn ON the boundary. If you are setting a boundary at your current location as shown by the My Location Pin (Blue), you can set the boundary type. If you set a boundary at some other location, the 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 is a static boundary with the center selected.
 - **Follow me** The Follow me boundary type is created at your current location, and the boundary moves as you move.

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

Figure 38: Boundary ON



16.5.2.2

Recentring the Boundary on the Map

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

Procedure:

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

16.5.2.3

Recentering the Map to Your Location

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

Procedure:

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

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

16.5.2.4

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 the Boundary Settings on page 112](#)
- [Changing the Update Interval on page 113](#)
- [Changing the Active Boundary Time on page 113](#)
- [Changing the Notify Me Settings on page 113](#)
- [Changing the Notify Member Settings on page 114](#)
- [Changing the Initial Member Notification Settings on page 114](#)

16.5.2.4.1

Changing the Boundary Settings

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

Procedure:

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

The Set Boundary popover displays.

Figure 39: Set Boundary Popover



- 2 Tap the **Settings** button.

The Boundary Settings displays.

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

16.5.2.4.2

Changing the 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 Setting Options screen displays.
- 2 Tap the **minutes** text box.
- 3 Type a number 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.

16.5.2.4.3

Changing the 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 Setting Options screen displays.
- 2 Tap the **Days** text box to set how long the boundary is active. The time can be up to 7 days.
- 3 Or tap the **Hours** text box to set how long the boundary is active. The time can be up to 168 hours.



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

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

16.5.2.4.4

Changing the Notify Me Setting

This setting allows you to set whether you (the 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.

16.5.2.4.5

Changing the Notify Member Setting

This setting allows you to set whether 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 the Initial Member Notification Setting on page 114](#) section.

16.5.2.4.6

Changing the Initial Member Notification Setting

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

Prerequisites:

The Notify Member setting must be enabled to use this setting. See the [Changing the Notify Member Setting on page 114](#) section.

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**.

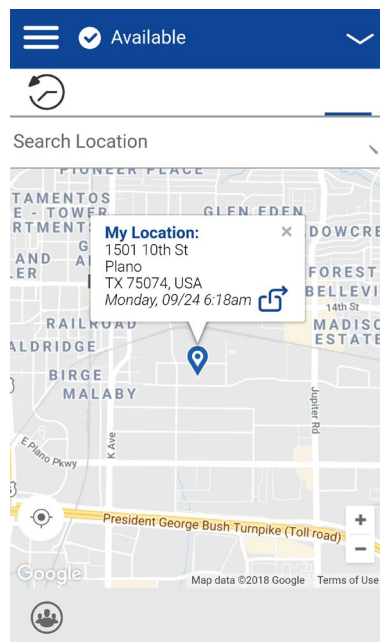
16.5.3

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.

Figure 40: Map



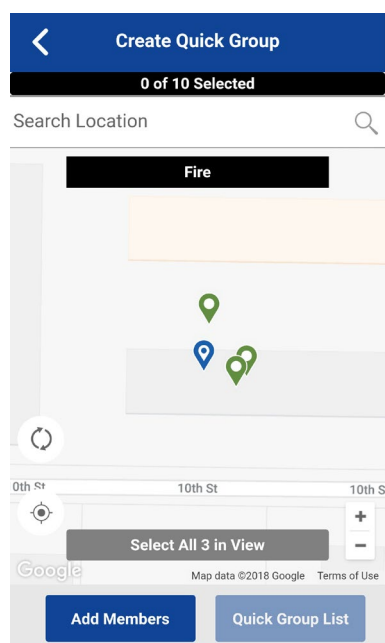
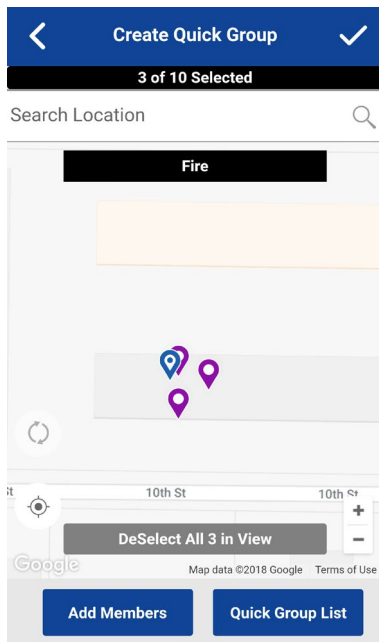
- 2 Tap the **Quick Group** button on the action bar.
- 3 Zoom in until you see all the contacts that you want to select.
 -  **NOTICE:** You can also tap any group member to select them and add them to the member list.
 -  **NOTE:** A Quick Group can have up to 10 members. If you have more than 10 members in view, you cannot select them all at once. Zoom in so that there are fewer than 10 members in view, then select all or select the members individually.

Figure 41: Create Quick Group from Map

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

Figure 42: Create Quick Group from Map



- 5 After selecting the group members, tap the **Save** button in the title bar.
The Call screen displays.
- 6 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.
- 7 Release the **PTT** button to allow the other members of the group to take the floor and speak.
- 8 Tap the **End Call** button to end the call.

16.5.3.1

Adding Members to a Quick Group

Prerequisites: Perform [Creating a Quick Group from the Map on page 114](#).

Procedure:

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

16.5.3.2

Removing Quick Group Members

Procedure:

- 1 Tap or touch the **Quick Group List** button.
The Quick Group List displays.

- 2 Tap or touch the members to remove.
- 3 Tap or touch the **Save** button.
The Quick Group Call screen displays.

Chapter 17

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 on page 119](#)
- [Multimedia Content on page 119](#)
 - [Text Messages on page 119](#)
 - [Image Messaging on page 129](#)
 - [Video Messaging on page 129](#)
 - [Voice Messaging on page 130](#)
 - [File Messaging on page 131](#)
 - [Receiving a Location Message on page 133](#)
- [Message Actions on page 133](#)

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 for up to a week to be delivered until the recipient logs in and becomes online. After a message notification is received for multimedia messages, you have up to 30 days to download the image, video, voice message, or file.



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

The time a multimedia message remains available for download is set by the service provider and may be different from 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 if you have the feature enabled. However, your administrator may disable your ability to send and receive text, text and multimedia, or location messages.

Your network operator may not allow a user to save any incoming message attachments to the local device memory; in this case, the SAVE button is not visible.

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

If the PTT application is interrupted by another application or by an incoming PTT call while the user is drafting a message, the user can continue composing the message after returning to the PTT application or when the PTT call ends.

When you send a message, you see the status of the message. The message status will show as 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 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.

17.1

Integrated Secure Messaging Icons

For more information on the Integrated Secure Messaging icons, see the [Integrated Secure Messaging Icons on page 45](#) section.

17.2

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.

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.

17.2.1

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 the 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 on page 120](#)
- [Selecting a Quick Text on page 122](#)
- [Adding a Quick Text on page 123](#)
- [Deleting a Quick Text on page 126](#)
- [Deleting a Message on page 82](#)
- [Receiving a Text Message on page 127](#)

17.2.1.1

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, then touch and hold.
 - Select a talkgroup from the Talkgroup List and tap and hold.

A Context Menu displays.

Figure 43: Contact Context Menu

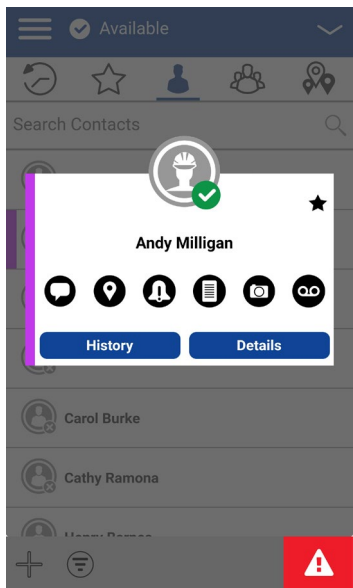
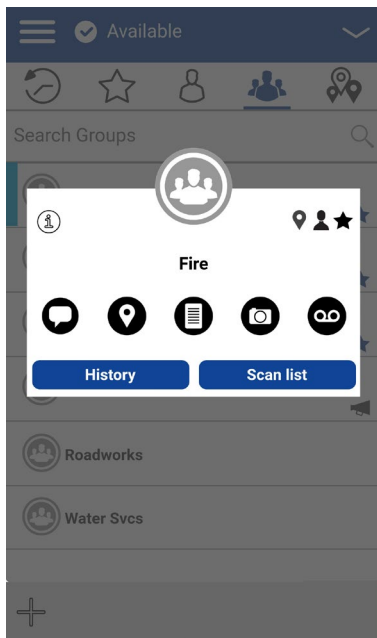
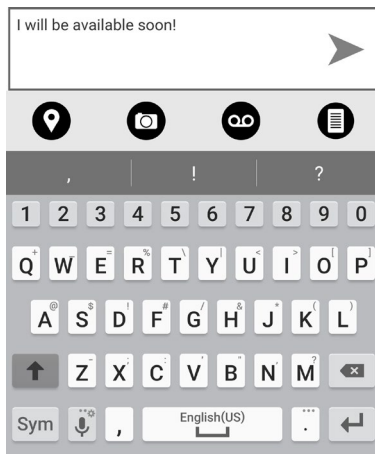


Figure 44: Talkgroup Context Menu

- 2 Select the **Message** button located on the Context Menu to initiate a text message.
- 3 Type your message using the on-screen keyboard and tap the **Send** button located to the right of the message box. You can also add Quick Text; see the [Adding a Quick Text on page 123](#) section for more information.

Figure 45: Text Message Box

NOTE: While drafting a text message, if 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.

17.2.1.2

Selecting a Quick Text

Quick Text is a feature that lets you save a text so you can use it 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 a Quick Text, see the [Adding a Quick Text on page 123](#) section.

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

Figure 46: Text Box

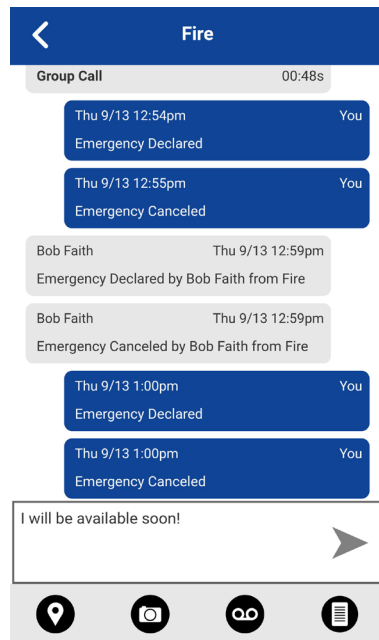
A rectangular text box with a light gray border. Inside, the text 'Enter Text' is displayed in a small, light gray font. In the bottom right corner of the box, there is a dark gray double chevron icon (two downward-pointing chevrons).

The Select Quick Text displays.

Figure 47: Edit a Quick Text

A blue rectangular dialog box. At the top, there is a white left-pointing chevron icon, followed by the text 'Select Quick Text' in white, and a white pencil icon. Below this, there is a white plus icon followed by the text 'Add Quick Text'. At the bottom, there is a white horizontal line, and below that, the text 'I will be available soon!' in white.

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

Figure 48: Send a Quick Text

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

17.2.1.3

Adding a Quick Text

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

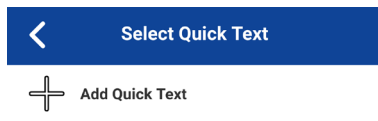
Procedure:

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

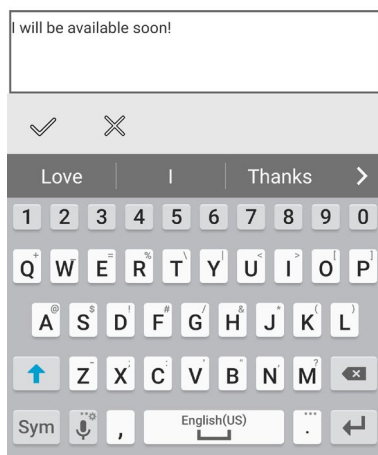
Figure 49: Text Box

- 2 Tap the **Quick Text Access** button located in the text box.
The Select Quick Text screen displays.

Figure 50: Select Quick Text

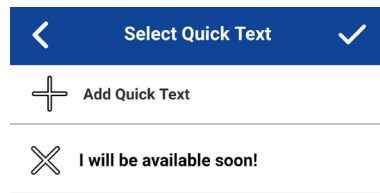


- 3 Tap the **Add Quick Text** button.
The Enter Quick Text screen displays. **Figure 51: Enter**



Quick Text

- 4 Type the quick text to use.
- 5 Perform one of the following actions:
 - Tap the **Save** button to save the quick text.

Figure 52: Created Quick Text

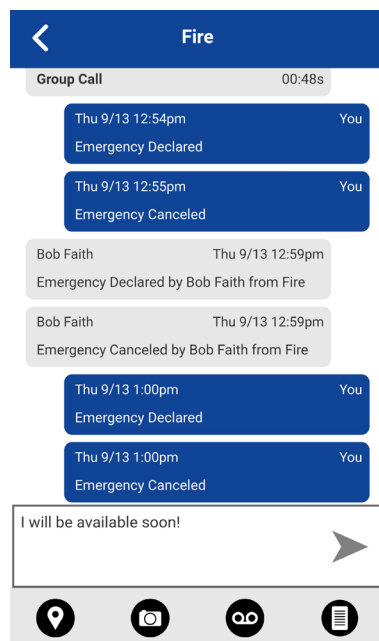
- Tap the **Cancel** button to cancel the operation.

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.

Figure 53: Send Quick Text

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

17.2.1.4

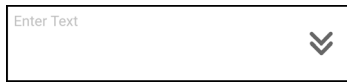
Deleting a Quick Text

Procedure:

- 1 Tap the **Message** button.

The text box displays.

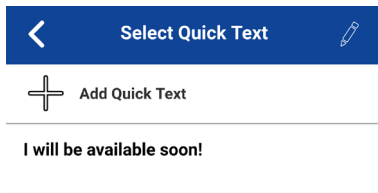
Figure 54: Text Box



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

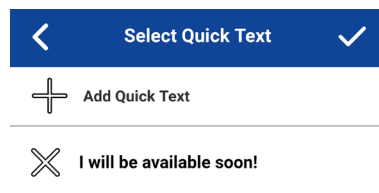
The Select Quick Text screen displays.

Figure 55: Edit Quick Text



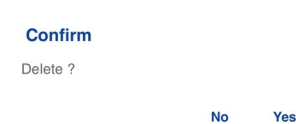
- 3 Tap the **Edit** button located in the upper right of the screen.

The Select Quick Text screen displays.

Figure 56: Delete Quick Text

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

A confirmation dialog displays.

Figure 57: Delete Quick Text Confirmation

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

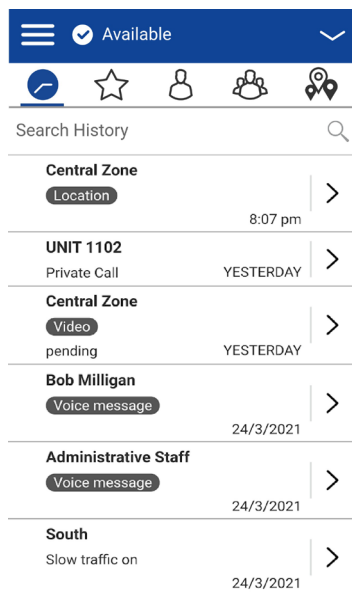
17.2.1.5

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 opens to the history for that sender or talkgroup. Text messages are shown in the threaded history along with call history. You can reply to the sender and reply all (for talkgroup messages) or forward to other PTT users.

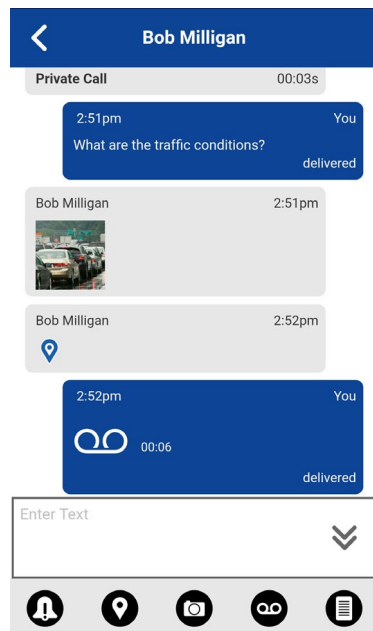
Procedure:

- 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.

Figure 58: History

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

The History Details screen displays.

Figure 59: History Details

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 on page 134](#)
- [Forwarding a Message to a Quick Group on page 134](#)
- [Replying to a Sender on page 134](#)

- [Replying to a Talkgroup \(Talkgroup Messages\) on page 135](#)
- [Sharing my Location on page 135](#)
- [Sending a Photo or a Video on page 135](#)
- [Sending a Voice Message on page 136](#)
- [Sending a Text Message on page 136](#)
- [Sending a File on page 137](#)
- [Deleting a Message on page 82](#)
- [Copying a Text Message on page 137](#)

17.2.2

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 or 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 on page 129](#)
- [Forwarding a Message to a Contact or Talkgroup on page 134](#)
- [Forwarding a Message to a Quick Group on page 134](#)
- [Replying to a Sender on page 134](#)
- [Replying to a Talkgroup \(Talkgroup Messages\) on page 135](#)
- [Deleting a Message on page 82](#)

17.2.2.1

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.

17.2.3

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 or 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 on page 130](#)
- [Forwarding a Message to a Contact or Talkgroup on page 134](#)
- [Forwarding a Message to a Quick Group on page 134](#)
- [Replying to a Sender on page 134](#)
- [Replying to a Talkgroup \(Talkgroup Messages\) on page 135](#)
- [Deleting a Message on page 82](#)

17.2.3.1

Saving a Video Message

You can save a received 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's 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.

17.2.4

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 or 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.

17.2.4.1

Receiving a Voice Message

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 one of the following message actions:

- [Forwarding a Message to a Contact or Talkgroup on page 134](#)
- [Forwarding a Message to a Quick Group on page 134](#)
- [Replying to a Sender on page 134](#)

- [Replying to a Talkgroup \(Talkgroup Messages\) on page 135](#)
- [Deleting a Message on page 82](#)



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

The Audio Preview screen displays.

17.2.4.2

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, re-record, 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 the **Cancel** button in the upper left to open a **Discard Confirmation** message.
- 6 Perform one of the following actions:
 - Tap **Yes** to discard the voice message.
 - Tap **No** to return to the recorded message; the message will be sent.

17.2.5

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 or 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.

17.2.5.1

Sending a File Message

A file message is sent from within the PTT application.

File messages support Microsoft Office files and PDFs.

To send a file message, see the [Sending a File on page 137](#) section.

17.2.5.2

Receiving 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 the File Preview screen.

You can also perform one of the following message actions:

- [Forwarding a Message to a Contact or Talkgroup on page 134](#)
- [Forwarding a Message to a Quick Group on page 134](#)
- [Replying to a Sender on page 134](#)
- [Replying to a Talkgroup \(Talkgroup Messages\) on page 135](#)
- [Deleting a Message on page 82](#)

17.2.5.3

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 and choose an option for sending the document (for example, any installed application).

- 5 Tap **Save to Files** or browse for a location where you want 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, Google Drive, etc.

Please see the device's user manual for more information.

- 6 Additional functions are as follows:

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

17.2.6

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 it within the PTT application.



NOTE: Location services must be enabled in the device and the application must be granted permission to use Location Services.

Your device provides the location.

Sending a Location Message

To share your location, see the [Sharing My Location on page 135](#) section.

Receiving 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 on page 134](#)
- [Forwarding a Message to a Quick Group on page 134](#)
- [Deleting a Message on page 82](#)

17.3

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 one of the following message actions:

- [Forwarding a Message to a Contact or Talkgroup on page 134](#)
- [Forwarding a Message to a Quick Group on page 134](#)
- [Replying to a Sender on page 134](#)
- [Replying to a Talkgroup \(Talkgroup Messages\) on page 135](#)
- [Sharing My Location on page 135](#)
- [Sending a Photo or a Video on page 135](#)
- [Sending a Voice Message on page 136](#)
- [Sending a Text Message on page 136](#)
- [Sending a File on page 137](#)
- [Deleting a Message on page 82](#)
- [Copying a Text Message on page 137](#)

17.3.1

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 the **Send Message** button. The message is sent to the contact or talkgroup.

17.3.2

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 the **Send Message** button.
The message is sent to the Quick Group.
- 7 Perform one of the actions following actions:
 - Select **OK** to continue. The message is sent to the contact or talkgroup.
 - Select **No** to cancel.

17.3.3

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 to 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 the **Send Message** button.

The message is sent to the talkgroup.

17.3.4

Replying to a 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 to 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 the **Send Message** button.

The message is sent to the talkgroup.

17.3.5

Sharing My Location

You can share your 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.

17.3.6

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.

17.3.7

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, re-record, 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 at the upper right.
 - Tap the **Cancel** button at the upper-left to open a **Discard Confirmation** message.
- 6** Perform one of the following actions:
 - Tap **Yes** to discard the voice message.
 - Tap **No** to return to the recorded message and the message is sent.

17.3.8

Sending a Text Message

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

Procedure:

- 1** From the **History**, 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 the **Send Message** button.
The message is sent to the talkgroup.


17.3.9


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 the **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, 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.

17.3.10

Copying a Text Message

You can copy a text message and send it 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 copy 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.

Chapter 18

Video Streaming (Optional)

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

The video streaming feature allows you to send a one-way, live streaming video with audio to another PTT user, a 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.

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 who 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 following sections, organized as follows:

- [Video Streaming Icons on page 138](#)
- [Minimizing a Video Call on page 139](#)
- [Making a Video Call to a Contact on page 139](#)
- [Making a Video Call to a Quick Group on page 140](#)
- [Making a Video Call to a Talkgroup on page 141](#)
- [Receiving an Incoming Video Call on page 141](#)

18.1

Video Streaming Icons

For more information on Video Streaming icons, see the [Video Streaming Icons on page 50](#) section.

18.2

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.

18.3

Making a Video Call to a Contact

Procedure:


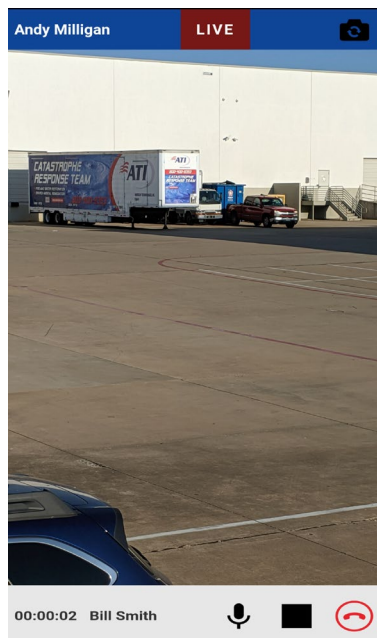
- 1 Tap the **Contacts** button to display the PTT Contacts list.
 **NOTE:** Your administrator assigns PTT contacts. PTT call audio and video audio can be mixed, or PTT call audio can have priority. For information on PTT audio, see the [Changing the Audio Interaction Setting on page 150](#) section.
- 2 Tap on the contact to select the one with whom 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. When the contact accepts the incoming video call, the video call begins.

Figure 60: Transmitting a Live Video Stream to a Contact

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 the 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.

18.4

Making a Video Call to a Quick Group

Procedure:

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

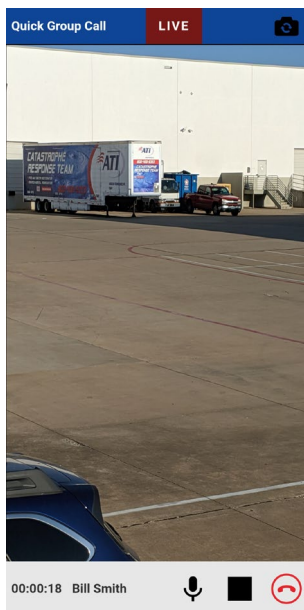


NOTE: PTT call audio and video audio can be mixed, or PTT call audio can have priority. For information on PTT audio, see the [Changing the Audio Interaction Setting on page 150](#) section.

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, then tap the **Save** button located at the upper right.
- 4 Tap the **Video** icon located at the bottom of the screen. A quick group video call is started. When the first contact accepts the incoming video call, the video call begins.

Figure 61: Transmitting a Live Video Stream to a Quick Group



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 the front cam, tap the **Change Camera** button at the top of the screen.

- 5 To end the video call transmission, use the **End Call** button.

18.5

Making a Video Call to a Talkgroup

Procedure:

- 1 Select the talkgroup you want to call.



NOTE: Corporate talkgroup size is limited to 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 the Audio Interaction Setting on page 150](#) section.



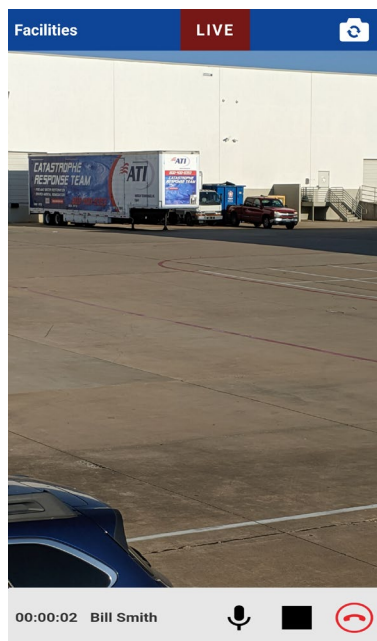
NOTICE: If you try to select another talkgroup, your selection changes to the newly selected talkgroup. You can only select one talkgroup at a time.

- 2 Tap the **Video** icon located at the bottom of the screen. A talkgroup video call is started. When the first member of the talkgroup accepts the incoming video call, the video call begins.



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

Figure 62: Transmitting a Live Video Stream to a Talkgroup



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 the front cam, tap the **Change Camera** button at the top right of the screen.

- 3 To end the video call transmission, tap the **End Call** button.

18.6

Receiving 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 allow 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 Auto Answer Video Call Setting on page 150 section. You can receive an incoming video call from any talkgroup to which 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 the Audio Interaction Setting on page 150](#) section.

18.6.1

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. When you decline a video call, a missed video call entry is added to your conversation history.



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 on page 65](#) 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 the front cam, tap the **Change Camera** button at the top right of the screen.

- 3 To end the video call transmission, tap the **End Call** button.

18.6.2

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 the Audio Interaction Setting on page 150](#) section.

To acknowledge a video stream request, follow these steps:

Procedure:

- 1 When you receive a video stream request, perform one of the following 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 the front cam, tap the **Change Camera** button at the top right of the screen.

- 2 To end the video call transmission, tap the **End Call** button.

18.6.3

Receiving 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 on page 147](#) section.



NOTE: Unconfirmed video pull is not supported with iOS 12.4 and later.

Chapter 19

Airplane Mode

Your phone provides a special mode called “Airplane Mode” that 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 Contacts list and cannot call you or send you an alert.

Chapter 20

Using Accessories and Bluetooth

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

- [Using a Wired Audio Headset on page 145](#)
- [Using Bluetooth on page 145](#)
- [Using a Remote Speaker Microphone on page 146](#)

20.1

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 is used again for PTT calls.

20.2

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), and 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.

20.2.1

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.

20.2.2

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.

20.2.3

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 the PTT application settings. For details on how to turn off Bluetooth, refer to the [Using Bluetooth on page 159](#) section.

20.3

Using a Remote Speaker Microphone

A Remote Speaker Microphone (RSM) is an accessory made especially for handling PTT calls. The RSM has a built-in loudspeaker and PTT button, 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.

20.3.1

Wired RSM

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 the volume buttons on the RSM.



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

20.3.2

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.

Chapter 21

Settings

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

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- [Important Message on page 148](#)
- [Alert Repeat on page 148](#)
- [Alert Tone on page 149](#)
- [Allowing Unconfirmed Video Transmission on page 149](#)
- [Audio Interaction on page 150](#)
- [Auto Answering a Video Call on page 150](#)
- [Auto Downloads on page 150](#)
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- [Displaying Your Name on page 152](#)
- [Emergency on page 152](#)
- [Enhanced Loudness on page 153](#)
- [History Sorting on page 153](#)
- [In Call Tones on page 154](#)
- [Instant Personal Alert on page 154](#)
- [Location Change Accuracy on page 155](#)
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- [Message Alert on page 156](#)
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- [Network Loss Tone Repeat on page 158](#)
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- [Restoring Defaults on page 159](#)
- [Using Bluetooth on page 159](#)
- [Vibrate Alert on page 159](#)
- [Volume Boost on page 160](#)

21.1

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 on page 35](#), tap the **Settings** option. The Menu icon is in the upper left corner of the Main screen.



NOTE: For more information on how to change the Boundary settings, see the [Boundary Settings on page 112](#) section.

- 2 Find the settings you want to change and follow the instructions.



NOTE: All settings are shown in the default state.

21.2

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 log in 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 available, you will not receive a message or see the setting. See the [Application Updates on page 30](#) section for more information.

21.2.1

Upgrading the PTT Application

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:
 - 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.

NOTE: Important Message Notifications may vary in content.

21.3

Alert Repeat

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

21.3.1

Changing the Alert Repeat Setting

Procedure:

- 1 From the Settings, scroll to and tap the **Alert Repeat** setting.
- 2 Select how often you want your alerts to repeat, as follows:
 - **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**.

21.4

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.

21.4.1

Changing the Alert Tone Setting

Procedure:

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



NOTE: When you preview an alert tone, it plays even if the phone ringer is silent.

- 2 Select the desired alert tone.



NOTE: A Device Tone option shows that additional tones are available from your device.

- 3 Select one of the following options:
 - Tap **Select** to select the tone.
 - Tap **Cancel** to go back to the previous screen.
- 4 Tap **OK**.

21.5

Allowing Unconfirmed Video Transmission

When enabled, this setting allows an authorized dispatcher to automatically start sending video from this device without your confirmation. 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 enabled. 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.

21.5.1

Changing the 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.

21.6

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 enabled. It is an optional feature and may not be included in your PTT service plan.

21.6.1

Changing the 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 a PTT call member has the floor.
 - Mix: Mixes PTT audio and video audio.
- 3 Tap **OK**.

21.7

Auto Answer Video Call

When enabled, 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 enabled. It is an optional feature and may not be included in your PTT service plan.

21.7.1

Changing the 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.

21.8

Auto Download

When Auto Download is turned on, message attachments automatically download to the PTT Call History; when turned off, you must manually download by tapping the message attachment. This feature is turned off by default. This setting requires the Integrated Secure Messaging feature to be enabled by your administrator.

21.8.1

Changing the 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.

21.9

Background Mode

The Background Mode setting allows you to choose whether the PTT application remains in the background when receiving or originating a PTT call. 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 on page 65](#) section for more information.

21.9.1

Changing the 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.

21.10

Capacity

The Capacity setting allows you to view how many PTT contacts, talkgroups, and favorites can be stored on your phone, including both personal and administrator-managed. Please refer to the table in the [Contacts on page 86](#) section, the [Talkgroups on page 92](#) section, and the [Favorites on page 83](#) section to see the maximum capacity for your phone. Dismiss the pop-up displayed by pressing the back button on the title bar.

21.10.1

Viewing the Phone Capacity Setting

Procedure:

- From the Settings, scroll to and tap the **Capacity** setting.
- The Capacity screen displays.

21.11

Contact Sorting

You can choose to sort your contacts alphabetically (default) or according to their availability. When contacts are sorted by availability, online contacts show first alphabetically, followed by offline. Online contacts include contacts who are “Available” and “Do Not Disturb”. The Contacts list updates each time a contact changes from online to offline or vice versa.

21.11.1

Changing the Contact Sorting Setting

Procedure:

- 1 From the Settings, scroll to and tap the **Contact Sorting** setting.
- 2 Perform one of the following actions:
 - Tap **By Alphabetical**.

- Tap **By Availability**.
- 3 Tap **OK**.

21.12

Displaying Your Name

The Display Name setting allows you to view and change the name that others, including the corporate administrator, see in their contact lists. The administrator may change your name at any time. Your administrator may also restrict your ability to set your name. The display name can be changed if it is underlined.

21.12.1

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 new display name using the on-screen keyboard.
- 5 Tap the **Save** button to save the display name.

21.13

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 contacts and talkgroups. This setting is displayed when your emergency destination is assigned by your administrator and not by the user. Requires Emergency Services to be enabled by your administrator.



NOTE: You cannot change your emergency contacts set by your administrator.

21.13.1

Viewing Your Emergency Contacts Setting

Procedure:

From the Settings, scroll to and tap the **Emergency** settings.

21.14

Emergency Alert

This setting allows you to control new emergency alert notifications.

You can select the behavior of incoming Emergency Alerts. Emergency alerts are received when another user declares an emergency. Options include: Tone and Display (default), Tone Only, Display Only, or Off, which provides no alert dialog and no alert tone.

Requires that the Emergency Services feature is enabled by your administrator.

21.14.1

Changing the Emergency Alert Setting

Procedure:

- 1 From the Settings, scroll to the **Emergency Alert** setting.
- 2 Select the desired emergency alert option as follows:
 - **Tone and Display** (default): A persistent alert dialog displays, an audible tone plays, and the alert is added to history.
 - **Tone Only**: An audible alert tone plays, 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.
- 3 Tap **OK**.

21.15

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.

21.15.1

Changing the 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.

21.16

History Sorting

Sort history from newest to oldest (default) or oldest to newest.

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 at 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.

21.16.1

Changing the 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**.

21.17

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.

21.17.1

Changing the 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, a tone is heard.
- **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: The 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 for clients prior to release 8.3.

21.18

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.

21.18.1

Changing the 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.
 - **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.

3 Tap **OK**.

21.19

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 a less accurate location but has less impact on battery life. If a more accurate location is needed, select the "GPS" option. This option reduces battery life more quickly. When you select the GPS option, an informational message displays to remind you that you may experience decreased battery life.

21.19.1

Changing the 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**.

21.19.2

Approximate (default)

Provides less accurate location reporting and drains the battery less.

21.19.3

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.

21.20

Logout

While you are logged out, you appear 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 log in. See the [Login on page 29](#) section for details on how to log in.

21.20.1

Changing the 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.

21.21

Message Alert

This setting allows you to control new message alert notifications.

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

21.21.1

Changing the 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.

21.22

Message Alert Tone

This setting allows you to select the Missed Call Alert and Instant Personal Alert tone from a list of choices. The tone plays when you select it. Requires the Integrated Secure Messaging feature to be enabled by your administrator.

21.22.1

Changing the 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**.

21.23

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.

21.23.1

Changing the Missed Call Alert Setting**Procedure:**

- 1 From the Settings, scroll to and tap the **Missed Call Alert** setting.
- 2 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.
- 3 Tap **OK**.

21.24

My PTT Number

This feature displays your registered PTT number to other contacts.

21.24.1

Viewing My PTT Number Setting**Procedure:**

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

21.24.1.1

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.

21.24.1.1.1

Changing the Missed Call Alert Setting**Procedure:**

- 1 From the Settings, scroll to and tap the **Missed Call Alert** setting.
- 2 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.

3 Tap **OK**.

21.25

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 plays it once when the PTT application user observes network loss. When selected, a tone plays when the application transitions from one network to another.

21.25.1

Changing the Network Loss Tone Repeat Setting

Procedure:

- 1 From the Settings, scroll to and tap the **Network Loss Tone Repeat** setting.
- 2 Select the desired Network Loss Tone Repeat setting option.
If the network loss tone is enabled, you can set a repeat period for the network loss tone. Supported values are None (no repeat), 10 seconds, 30 seconds, and 60 seconds. The default option is None.
- 3 Tap **OK**.

21.26

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).

21.26.1

Changing the Network Up/Down Tones Setting

Procedure:

- 1 From the Settings, scroll to and tap the **Network Up/Down Tones** setting.
- 2 Select the desired Network Up/Down Tones setting.
- 3 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.
- 4 Tap **OK**.

21.27

Restoring 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.

21.27.1

Changing the Restore 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.

21.28

Using 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 enabled by default.

21.28.1

Changing the Bluetooth Setting

Procedure:

- 1 From the Settings, scroll to the **Bluetooth** setting.
- 2 Tap the **On/Off** switch to toggle the state of the setting.

21.29

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 enabled by default.

21.29.1

Changing the Vibrate Alert Setting

Procedure:

- 1 From the Settings, scroll to the **Vibrate Alert** setting.
- 2 Tap the **On/Off** switch to toggle the state of the setting.

21.30

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.

21.30.1

Changing the Vibrate Call Setting

Procedure:

- 1 From the Settings, scroll to the **Vibrate Call** setting.
- 2 Tap the **On/Off** switch to toggle the state of the setting.

21.31

Volume Boost

The Volume Boost setting increases the volume of PTT calls and Integrated Secure Messages (voice messages and video messages) while the device is in speakerphone mode.

Volume Boost does not affect application tones or 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 is set to anything other than the default, no audio is heard during an incoming PTT call.

Boosting the volume may decrease sound quality.

The Volume Boost setting is only available on supported devices.

21.31.1

Changing the 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**.

Chapter 22

Troubleshooting

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

22.1

General

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

22.2

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 are connected to the cellular data network. See the owner’s manual for your phone to understand the icon shown in the status bar at the top of the screen that indicates a 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.

22.3

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:

Procedure:

- 1 Double-tap the Home button on your phone.
- 2 Drag the image of the PTT application upward to stop the application.
- 3 Restart the PTT Application.

22.4

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.

22.5

Application Is Not Visible during an Incoming Call

Check the Background Mode setting to ensure it is not enabled. For more details, see the [Changing the Background Mode Setting on page 151](#) section.

22.6

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 on another PTT call or on a cellular call. Please see the [User Busy on page 164](#) section for more information.
- Your phone loses connection with the data network or PTT server. Please see the [Loss of Data Network Connection on page 163](#) section for more information.
- The person you are trying to call is temporarily not reachable. Please see the [User Unreachable on page 164](#) section for more information.

22.7

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 the [Call Screen Icons on page 42](#) section. Another reason may be that your phone ringer is set to Silent. Ensure that your phone is not in silent mode and check that Privacy Mode is not set to Earpiece. See the [Interaction with Silent or Sound Mode on page 65](#) section for more information about interaction with your phone’s silent mode.

22.8

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 “Talkgroup Scanning” on and are listening to only the groups in the scan list. More details can be found in the [Talkgroup Scanning on page 99](#) section.

22.9

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 on page 86](#) section for details on deleting and adding PTT contacts. Contacts that are managed by an administrator cannot be renamed or deleted.

22.10

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 on page 86](#) section and the [Talkgroups on page 92](#) 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. This means that only your PTT administrator can add, change, or remove contacts and groups on your phone. Even though you cannot change or remove contacts or groups, you can still make them favorites, add avatars, or set colors.

22.11

Cannot Hear an 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 on page 64](#) section to set the PTT call volume. See the [Interaction with Silent or Sound Mode on page 65](#) section for more information about interaction with your phone's silent mode.

22.12

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. To remedy this, change your presence status to "Available". See the [My Presence on page 78](#) section for details on how to set your presence status.

22.13

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 the PTT service. Please see the [First-time Activation on page 24](#) section for information about registering your phone with the PTT service.

22.14

Explanation of Error Messages

22.14.1

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 on page 78](#) 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 on page 35](#) settings section for more information.

22.14.2

User Busy

When you make a one-to-one PTT call to another person and they are 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 on page 76](#) section for details.

22.14.3

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.

22.15

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.

22.16

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 [Logout on page 155](#) section.

22.17

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 a Quick Group that was created by someone else. Any Quick Group calls that you make show 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 on page 57](#) section.

22.18

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`, ensure that the Wi-Fi service provider does not require a username and password and that the Wi-Fi application setting is enabled.

In rare circumstances, the PTT application may not be able to connect to the PTT server over Wi-Fi. In this case, you should 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 on page 52](#) section.

Chapter 23

Avatars



This section provides a complete list of all avatars available.

23.1

Avatar Icons

The following table lists the common Avatar icons and their descriptions.

Table 20: Avatar Icons

Icon	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 on page 166](#) section.

Chapter 24

Glossary

This section provides a list of terms used with the Push-to-Talk (PTT) application.

24.1

Alert Types

Alert types notify the user of alerts.

The following alert types are supported:

Instant Personal Alert (IPA) IPA allows you to request a callback from another subscriber. For more details, see the [Calling from Instant Personal Alert on page 60](#) section.

Missed Call Alert (MCA) This alerts you whenever you miss a PTT call. For more details, see the [Missed Call Alert on page 157](#) section.

Authorized User

An authorized user is typically a dispatcher or supervisor, who may have permissions to perform the following actions:

- 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.

24.3

Call Types

Broadcast Call A broadcast call is a high-priority call where only designated talkgroup members, called broadcasters, may initiate broadcast talkgroup calls. For more details, see the [Making Broadcast Calls on page 57](#) section.

Emergency Call (Contact or Talkgroup) An emergency call is the highest-priority call that preempts other PTT calls. See the [Emergency Calling and Alert \(Optional\) on page 67](#) 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 on page 55](#) section.

Talkgroup Call A talkgroup call is a call to a group of people. For more details, see the [Talkgroups on page 92](#) 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 quickly call a small group of people who are not already in a group. For more details, see the [Making Quick Group Calls on page 57](#) 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 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 [Restoring Defaults on page 159](#) 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; if you attempt to do so 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 on page 75](#) section.

Talkgroup

A talkgroup is a type of PTT contact that connects you to multiple people at once. For more details, see the [Talkgroups on page 92](#) 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 on page 118](#) 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 supervisors. 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 on page 75](#) section.

Talkgroup Scanning

Talkgroup Scanning allows a user's 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 calls. Talkgroups that are not in the scan lists do not barge in when Scanning is ON. For more details, see the [Talkgroup Scanning on page 99](#) section.

Video Streaming

Video streaming allows you to stream your video in real time to another user, typically a dispatcher. For more details, see the [Video Streaming \(Optional\) on page 138](#) section.