WAVE/WAVE_PTX
Release 9.1

iOS PTT Application User Guide

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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 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 either in another PTT call or a regular cellular call.
For more details, please see the Alerts on page 96 section.

Area-Based Talkgroups
Makes talkgroups dynamically available while in a geographical area.
For more details, please refer to the Area-Based Talkgroups (Optional) on page 124 section.

Broadcast Talkgroup Calling
Allows designated talkgroup members to make high-priority one-way calls typically used for making important announcements to large talkgroups.
For more details, please see the Making Broadcast Talkgroup Calls on page 66 section.

Contact and Talkgroup Management
PTT contacts and talkgroups can be centrally managed by an administrator (“administrator-managed”) or by you (“personal”).
For more details, please see the Contacts on page 111 section and Talkgroups on page 123 section.

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

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

NOTICE: This feature is not available with Critical Connect and WAVE Commercial.

For more details, please see the User ID and Password User Login on page 32 section.

Emergency Calling and Alert
Allows you to originate or receive an emergency call and receive an emergency alert.
For more details, please see the Emergency Calling and Alert (Optional) on page 80 section.

Favorites
You can manage your list of favorites for quick access to contacts and talkgroups.
For more details, please see the Favorites on page 106 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 164 section.

Location Tracking

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

For more details, please see the Supervisor with Location Capability on page 148 section.

PTT Calling to Individuals and Talkgroups

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

For more details, please see the Make Calls on page 60 section.

Real-Time Presence

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

For more details, please see the Real-Time Presence on page 100 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 94 section.

Talkgroup Scanning with Priority

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

For more details, please see the Talkgroup Scanning on page 137 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 183 section.

Wi-Fi support

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

For more details, please see the PTT over Wi-Fi on page 58 section.

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

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

2.2 Downloading the PTT Application

Procedure:

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

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

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

2.3 First-time Activation

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

NOTICE: If your administrator has provided you with a user ID and password, then go to User ID and Password User Login on page 32 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 **WAVE** icon under Apps to launch the PTT application. The Activation Confirmation dialog displays.

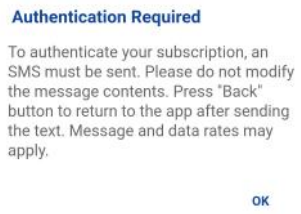
NOTICE:
When prompted, you must ALWAYS ALLOW the application to access your location. The application will not login if the other options (Only While Using the App, Use Once, or Don’t Allow) are selected.

When prompted, you must ALLOW the application to access the microphone.
When prompted, you must ALLOW the application to send you notifications.
When prompted, you should ALLOW the application to use BT accessories.

2 Perform one of the following actions:

- Tap **Yes** to activate to open the **Authentication Required** screen.

Figure 1: Authentication Required



- Tap **No** to cancel.

3 Tap **OK** to authenticate your subscription, an SMS must be sent. Please do not modify the message contents. Press the **Back** button to return to the app after sending the text. Message and data rates may apply.

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 32 section.

5 The End User License Agreement page is displayed.

6 You must read and accept the EULA to activate the PTT service on your phone.

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

2.3.2
Activation on an iPhone using only Wi-Fi Network

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

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

2.3.2.1

Activating PTT Application using a Wi-Fi network

Procedure:

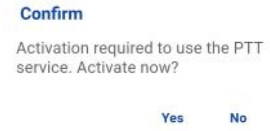
1 Tap the **WAVE** icon under **Apps** to launch the PTT application.

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

When prompted, you must ALLOW the application to access the microphone.
When prompted, you must ALLOW the application to send you notifications.
When prompted, you should ALLOW the application to use BT accessories.

2 An activation confirmation appears. Tap **Yes** to continue the activation process.

Figure 2: Activate PTT Service Confirmation Message



A No Cellular Connection dialog is displayed.

Figure 3: No Cellular Connection Message

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 32 section.

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

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

2.4 User ID and Password User Login

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

NOTICE:
Device ID Management feature is not available with WAVE Commercial or WAVE Critical Communications Feature Set.

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

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

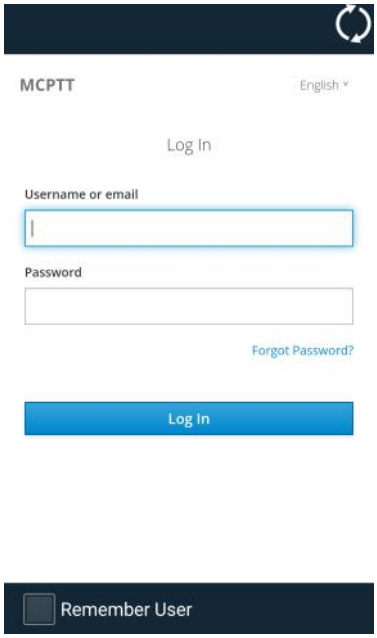
The user ID is either an email ID or a PTT number.

2.4.1 Logging in the First Time

Procedure:

1 Tap the **Username or email** field.

Figure 4: Login with Username and Password



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.

NOTICE: If you forgot your password, tap **Forgot Password?** link and go to Forgetting Your Password on page 35 section.

5 On private devices, if you do not want to enter a user ID and password every time, tap the **Remember User** checkbox.

6 Tap the **Log In** button to Login to the PTT application. The Update Password screen is displayed.

7 If the application has been idle on the Log In screen for a while, you may see a timeout error. Enter your user ID and password again. This security feature is intended to prevent unauthorized access.

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

2.4.2
Setting Your Password

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

Prerequisites:
Make sure that your password meets the following requirements:

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

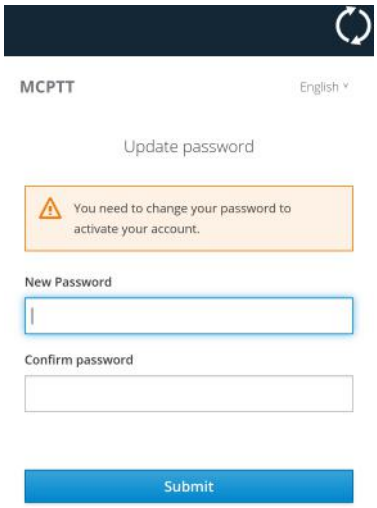
NOTICE: Tap the **Refresh** icon (circular arrow icon) located in the upper-right to clear all values entered.

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

Procedure:

1 Tap the **New Password** field.

Figure 5: Update Password



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.

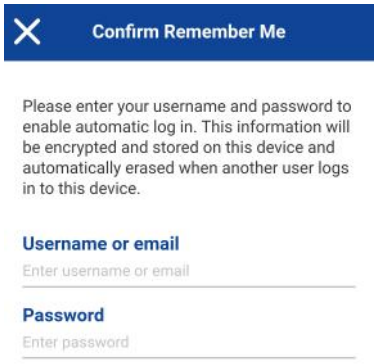
2.4.3
Confirming to Remember Your Password (Private Device)

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

Procedure:

1 Tap the **Username or email** field.

Figure 6: Confirm Remember Me



2 Type your User ID or PTT number using your on-screen keyboard.

3 Tap the **Password** field.

4 Type your password using your on-screen keyboard.

5 Tap the **Save** button in the upper-right. You are logged into the PTT application.

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 Forgetting Your Password on page 35.

For more details on password requirements, see Setting Your Password on page 33.

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.

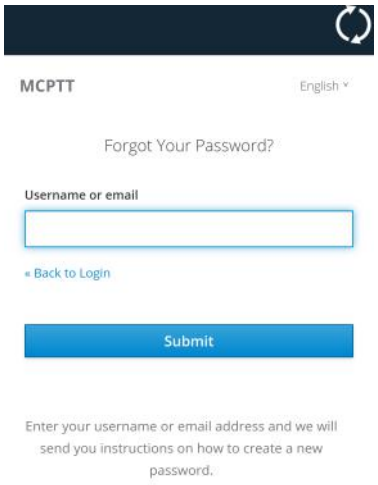
NOTICE: You can get a temporary password from your administrator.
Tap **Back to Login** to return to the **Log In** screen.

Procedure:

1 Tap the **Username or email** field.

2 Type your User ID or PTT number using your on-screen keyboard.

Figure 7: Forgot Your Password



3 Tap **Submit** button. An email is sent to you with a temporary password. Follow the steps for Logging in the First Time on page 32 to set a new password.

2.4.6
Switch User for Users with User ID and Password

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

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

NOTICE: Switch User functionality may not be available in certain cases such as on a call, Emergency Call, 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 message, “You are about to log out and re-enable username and password login. History stored only on this device will be lost. Continue?”

2 Select one of the following actions:

- Tap **Yes** to log out.
- Tap **No** to cancel.

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 load the tutorial. To move between pages of

the tutorial, swipe your finger right-to-left (to move forward) or left-to-right (to move backward). You can also use the on-screen next and previous buttons shown on the edges of the screen.

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 section Logout on page 208 for more details.

2.6.1 Manually Logging into the PTT Application

Procedure:

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

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** setting 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 197 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

Navigate the Push-to-Talk Application

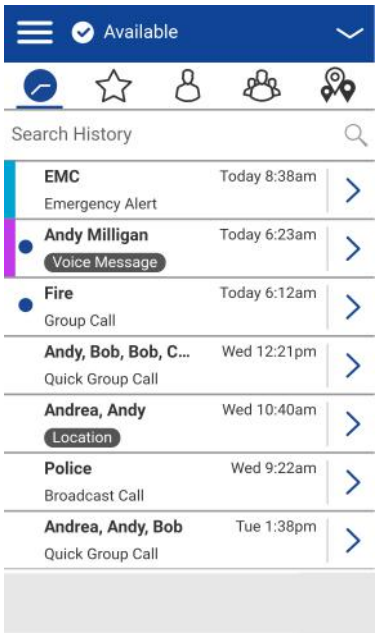
Navigating the Push-to-Talk (PTT) application is easy using your phone's touchscreen. The screen consists of four major tabs: History, Favorites, Contacts, Groups, and Map.

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

3.1 History

The History tab displays all your conversation history of calls, contacts, talkgroups, alerts, messages (text, image, video, and voice). You can view your history, return a call, view messages, add contacts, delete history and messages, and forward any message to a contact or talkgroup. For more information on how to manage your history, see the History on page 103 section. For information on the history icons, see the Icons on page 47 section.

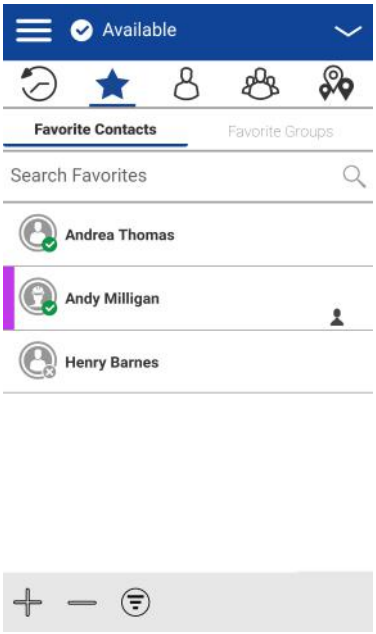
Figure 8: History



3.2 Favorites

The Favorites tab 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 106 section. For information on the favorites icons, see the Icons on page 47 section.

Figure 9: Favorites



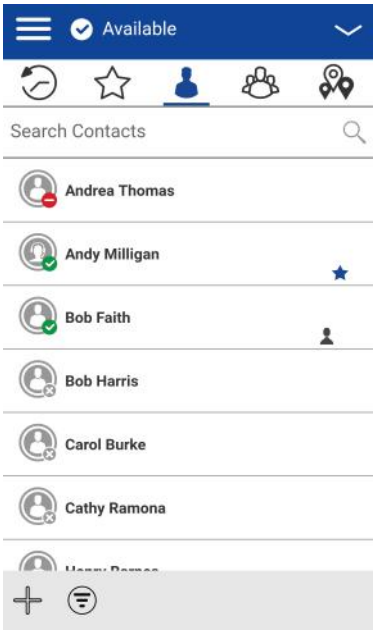
3.3

Contacts

The Contacts tab displays your PTT contacts and allows you to search for contacts, start a PTT call, or send an alert. If turned on by an administrator, you can also add PTT contacts and create personal PTT talkgroups here. An icon is shown next to a contact, which is an Interop user.

For more information on how to view, add, edit, and delete your personal contacts, see the Contacts on page 111 section. For information on the contacts icons, see the Icons on page 47 section.

Figure 10: Contacts

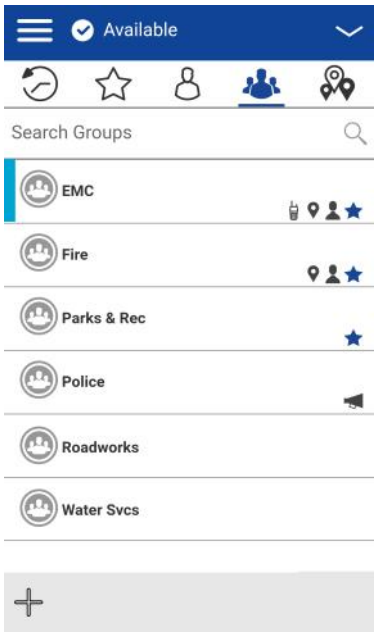


3.4
Talkgroups

The Talkgroups tab displays your talkgroups and allows you to search for talkgroups or start a PTT talkgroup call. If turned on by an administrator, you can also create, change or delete your personal PTT talkgroups here. Icons are shown next to the talkgroups 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 123 section. For information on the talkgroups icons, see the Icons on page 47 section.

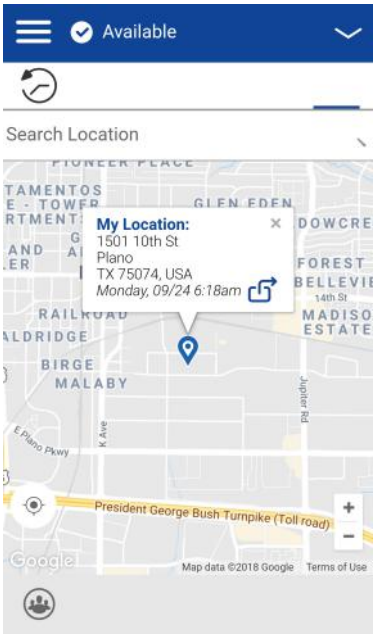
Figure 11: Groups



3.5
Map

The **Map** displays your location and allows you to send your location to others. It also displays the location of your talkgroups members for which you are a supervisor and allows you to search for talkgroups or start a PTT talkgroup call. For more information on how to search the map, recenter the map, send your location to a contact, quick group, or talkgroup, track talkgroup members, and set the boundary of the tracked group, see the Map on page 143 section. For information on the map icons, see the Icons on page 47 section.

Figure 12: Map

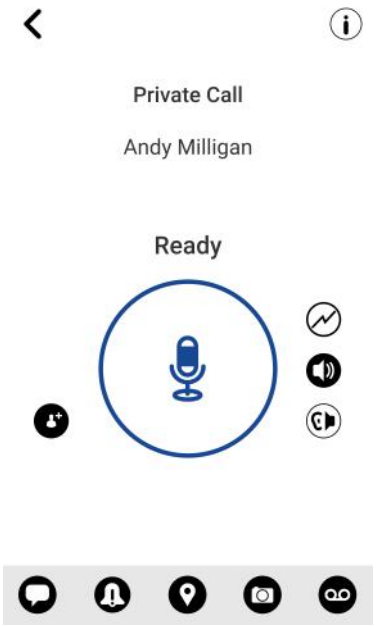


3.6

Call screen

The Call screen is the Main screen for communication. You make a call, make a quick group call, turn on/turn off the speaker, send a text message, send your location, send an alert, send a photo, and record and send a voice message. For more information on how to make and receive calls, see the Make and Receive PTT Calls on page 60 section. For information on the call screen icons, see the Icons on page 47 section.

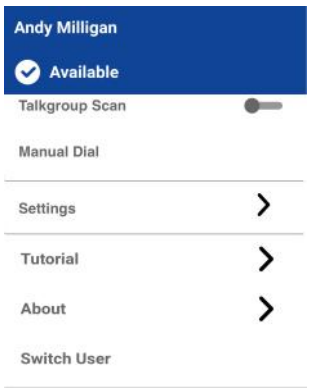
Figure 13: Call screen



3.7
Menu

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

Figure 14: Menu Options



3.7.1
Menu Options

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

Icon	Description
Available DND Offline	Presence Status. Displays your presence status. Either 'Available,' 'Do Not Disturb,' or 'Offline.' Offline icon also displays your 'No Connection' presence status. To change your presence, see the Real-Time Presence on page 100 section.
Off On	Talkgroup Scan. Tap the **Talkgroup Scan** toggle from OFF to ON. For more details, see the Talkgroup Scanning on page 137 section.
No Icon Displayed	Manual Dial. Tap to manual dial a contact. For more details, see the Dialing a Manual Call on page 73 section.
>	Settings. Tap to access the application settings. For more details, see the Settings on page 196 section.
	Tutorial. Tap to access the application tutorial.
	About. Tap to access more information on the application.

Icon	Description
No Icon Displayed	Switch User (Optional). Tap to log out and re-enable username and password login. Optional features may not be included in your PTT service plan. For more details, see the Switch User for Users with User ID and Password on page 36 section.

3.8
Actions

The actions soft buttons located at the top and the bottom of the screen let you call, alert, manually dial a phone number, add a new contact or talkgroup, and more. For more information on Actions, see the Actions Icons on page 47 section.

3.9
Context Menus

Context or popup menus are available throughout the application. 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
	My Location		All contacts
	Send IPA		All contacts
	Send Document		All contacts
	Camera	Take Photo	All contacts
		Record Video	All contacts
		Image Gallery	All contacts
		Video Gallery	All contacts
	Record Voice		All contacts
	History		All contacts
	Details		All contacts
Contact Details	Delete Contact		User-managed contacts
Favorite Contacts	Remove Favorite		All contacts

Location	Description		Condition
	Send Text		All contacts
	My Location		All contacts
	Send IPA		All contacts
	Send Document		All contacts
	Camera	Take Photo	All contacts
		Record Video	All contacts
		Image Gallery	All contacts
		Video Gallery	All contacts
	Record Voice		All contacts
	History		All contacts
	Details		All contacts
Favorite Groups	Remove Favorite		All entries
	Send Text		All groups
	My Location		All groups
	Send IPA		All groups
	Send Document		All groups
	Camera	Take Photo	All groups
		Record Video	All groups
		Image Gallery	All groups
		Video Gallery	All groups
	Record Voice		All groups
	History		All groups
	Details		All groups
	Scan List	Set Priority 1	Administrator-managed group
		Set Priority 2	Administrator-managed group
		Set Priority 3	Administrator-managed group
		No Priority	Administrator-managed group
		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

Location	Description		Condition
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 IPA		All groups except broadcast
	Send Document		All groups except broadcast
	Camera	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
	Scan List	Set Priority 1	Administrator-managed group
		Set Priority 2	Administrator-managed group
		Set Priority 3	Administrator-managed group
		Normal Priority	Administrator-managed group
		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. While the PTT application is not visible, you can always press this button to bring the application to the foreground of the screen. With the PTT application in the foreground, you can use this button to start a PTT call or take and release the floor during a PTT call.

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

For Bluetooth Low Energy button, see the Using Accessories and Bluetooth on page 194 section.

NOTICE: This behavior assumes that Background Calling is turned off. For more details on Background Calling, see the Call Behavior in Background on page 78 section.

3.10.2 On-screen Soft PTT Button

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

3.11 Navigate to the previous screen

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

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 for you to scroll and choose the desired result quickly. To search:

Procedure:

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

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

3.14
Icons

3.14.1
Actions Icons

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

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 Instant Personal Alert to a contact.
	Attach File button. Tap to attach a file to send as an attachment. Requires the Integrated Secure Messaging feature to be turned on by your administrator.
	Camera button. Tap to choose from taking a photo, video, or selecting a file in the gallery. Requires the Integrated Secure Messaging feature to be turned on by your administrator.
	Cancel button. Tap to cancel current action and go back to the previous screen.
	Delete button. Tap to delete the contact, group, etc.
	Details button. Tap to access the contact details.
	Filter ON button. Tap to toggle filter ON to OFF (default).
	Filter OFF button. Tap to toggle filter OFF (default) to ON.
	Gallery button. Tap to save to your device. Requires the Integrated Secure Messaging feature to be turned on by your administrator.
	Location button. Tap to share your location. Requires the Integrated Secure Messaging feature to be turned on by your administrator.
	Send Message button. Tap to send a text message. Requires the Integrated Secure Messaging feature to be turned on by your administrator.

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

3.14.2

Avatar Icons

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

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 220 section within this document.

3.14.3

Call Screen Icons

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

Table 4: Call screen Icons

Icon	Description
	End Call button. Tap to end the current PTT call.
	Group Location button. Tap to access the map for the group. Requires the Geofencing and Geolocation feature to be turned on by your administrator
	In-Call Add Participant button. Tap to add participants to make a temporary group before making a PTT call.

Icon	Description
	Contact/Group Details button. Tap to access the details information of the group or contact.
	Instant Personal Alert button. Tap to send IPA to the contact.
Multiple Icons	Integrated Secure Messaging. For more information on Integrated Secure Messaging icons, see the Integrated Secure Messaging Icons on page 51 section.
	Listen-only call indicator.
	PTT button. Indicates idle state and the floor is available.
	PTT button. Indicates the floor taken state.
	PTT button-acquired. Indicates the acquired state and you are ready to speak.
	Speaker ON toggle button. Tap to toggle the Speaker from ON (default) to OFF. When the speaker is off, PTT calls are heard through the phone's earpiece. For more information, see the Turning the Speaker On/Off on page 76.
	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 76.

3.14.4
Contacts Icon

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

Table 5: Contacts Icon

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

For additional Contacts icons, see the Presence Icons on page 54 section within this document.

3.14.5
Emergency Icons

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

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 80 section. Requires the Emergency Services to be turned on by your administrator.
	Cancel Emergency State. Displays when you cancel an emergency. Slide to cancel the emergency. Requires the Emergency Services to be turned on by your administrator.
	Declare Emergency State, Displays when you declare an emergency. Slide to declare an emergency. Requires the Emergency Services to be turned on by your administrator.

3.14.6
History Icons

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

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

Icon	Description
	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 listed by icon and description.

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" 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.

Icon	Description
	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 listed by icon and description.

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 listed by icon and description.

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.
	Map Recenter button. Tap to recenter the map to where you are. Tap on the Set Boundary Settings to recenter the map to the active boundary.
	Map Boundary Enable button. Tap to turn on the boundary and open.
	Map pin indicating the location of a talkgroup member whose presence is offline.
	Map pin indicating the location of a talkgroup member whose presence is available.
	Map pin indicating an arbitrary location or the intended center location of a boundary.
	Map pin indicating the location of a talkgroup member whose presence is DND.
	Map pin indicating the location of selected members of a quick group.
	Map Refresh button. Tap to refresh the locations of talkgroup members on the map.
	My Location Mark pin indicating your location on the map.
	Share button. Tap to share the location.
	Boundary Settings. Tap to access the boundary settings. For more details, see the Boundary settings on page 155 section.
	Tracked Group Selector button. Tap to choose a talkgroup to view the location or turn on or off the boundary alerts.
	Map Boundary Enable button. Tap to turn on the boundary and open.
	Quick Group Selector button. Tap to create a quick group.

3.14.10
Miscellaneous Icons

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

Table 11: Miscellaneous Icons

Icon	Description
	Check box Off.
	Check box On.
	Favorite button, not selected. Tap to toggle favorite ON. Indicates contact or group is not a favorite.
	Favorite button, selected. Tap to toggle favorite OFF. Indicates contact or group is a favorite.
	Radio button off icon. Tap to toggle to the on state.
	Radio button on icon. Tap to toggle to the off state.
	Clear Search text. Tap to cancel current inputted text and search action.
	Search icon. For more details, see the Searching on page 46 section.

3.14.11
Presence Icons

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

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 listed by icon and description.

Table 13: Tab Icons

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

3.14.13
Title Bar Icons

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

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.

Icon	Description
	Save button. Tap to save the current operation.

3.14.14
Video Streaming Icons

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

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.

Table 16: Tones

Tone	Description
Activation	Played at the end of the first-time activation of the application.
Alert	Played each time you receive an Instant Personal Alert (IPA) or a Missed Call Alert (MCA). Depending on your notification setting, it may provide a persistent notification dialog and an audible tone, an audible tone, a persistent notification dialog, or no notification dialog and tone. When you receive an IPA or MCA during a PTT call, the IPA notification is hidden in the

Tone	Description
	background and is brought to the foreground after the call ends. Depending on your alert repeat setting, the alert may play until you dismiss the alert.
Attention	Played whenever there is an error message displayed.
Call Suspend	Played during a call whenever the call is momentarily suspended while the phone switches from cellular data to Wi-Fi connection (or vice versa) or due to a loss of connection with the PTT server.
Emergency	Played after you declare an emergency, receive an emergency alert, and receive an emergency call. Depending on the options configured by your administrator.
Floor Acquired	Played after you press the PTT button to indicate that you can speak. Depending on your In Call Tones setting, it may play during a PTT call.
Floor Busy (Error)	Played when you press the PTT button and you are unable to take the floor. Depending on your In Call Tones setting, it may play during a PTT call.
Floor Free	Played to listeners on the call to indicate someone has stopped talking and the floor is available for everyone else to talk. Depending on your In Call Tones setting, it may play during a PTT call.
Floor Release	Played when you who has the floor release the floor. Depending on your In Call Tones setting, it may play during a PTT call. The tone is the same as the Floor Free tone.
Incoming Call	Played once at the beginning of the call to alert you to an incoming PTT call. When Talkgroup Scan is ON, Priority 1 calls have a unique tone. Broadcast calls also have a unique tone. Depending on your In Call Tones setting, it may play during a PTT call.
Network Up/Down	Played for network loss, both network loss and network reconnect, network loss during a call only (default) or none. Dependent on your Network Up/Down Tones setting.

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 ensure the fastest speed, least delay, best voice quality, and best performance during PTT calls and when using PTT services.

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

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

4.2 PTT over Wi-Fi

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

NOTICE: 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 196 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 (or vice versa), your PTT call automatically reconnects after the handover. During a handover, the PTT application momentarily loses connection with the servers. When this occurs, you experience a slight loss of call audio. You are notified of this condition by two short tones. The tones are dependent on the Network Up/Down Tones setting and the Network Loss Tone Repeat Setting. Once the handover is complete, and the PTT application reconnects to the data network, your call automatically continues. The handover may take more than a few seconds. In this case, a call in progress may not automatically reconnect. If this happens, you can call back from PTT history.

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

The PTT application can be used at any Wi-Fi location provided your phone has access to the Internet through that Wi-Fi network. In hotels or other places that provide Wi-Fi access only to patrons, some authentication such as a password may be required to access the Internet, even though the phone is

connected to the Wi-Fi network. In this case, PTT service is not available (you cannot place or receive PTT calls) until you either turn off Wi-Fi or launch your mobile browser and enter the password provided by the Wi-Fi service provider.

Chapter 5

Make and Receive PTT Calls

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

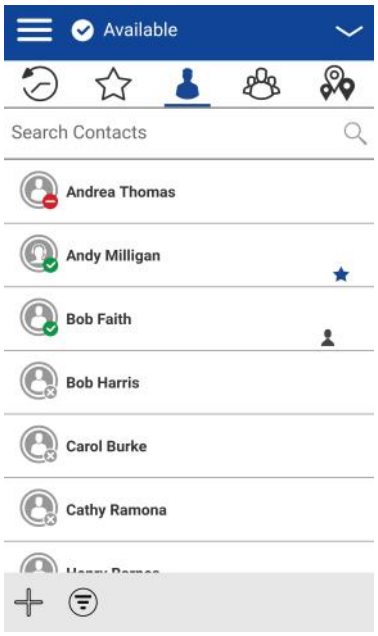
5.1 Make Calls

5.1.1 Making One-to-One (1:1) Calls

Procedure:

1 From the Contacts, tap the contact to select the one you want to start a PTT call.

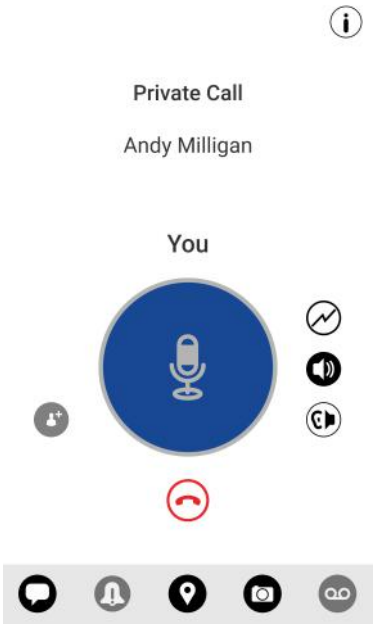
Figure 15: Contacts



2 The Call screen is displayed including the name of the contact that you are calling in the Call Status.

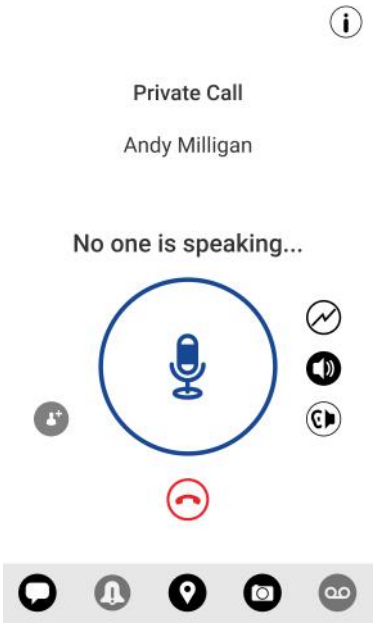
3 Press and hold the **PTT** button, a private one-to-one PTT call starts, a chirp tone is heard and the PTT button changes color indicating you have taken the floor.

Figure 16: Private Call in Progress



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

Figure 17: No One Is Speaking in a Private Call

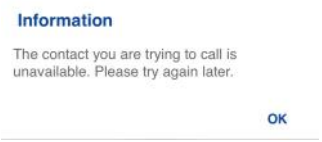


5 Tap the **End Call** button to end the call.

5.1.2
Call a contact that is offline or has a Do Not Disturb (DND) status

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

Figure 18: Contact is Unavailable



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

Figure 19: Contact in Do Not Disturb Status

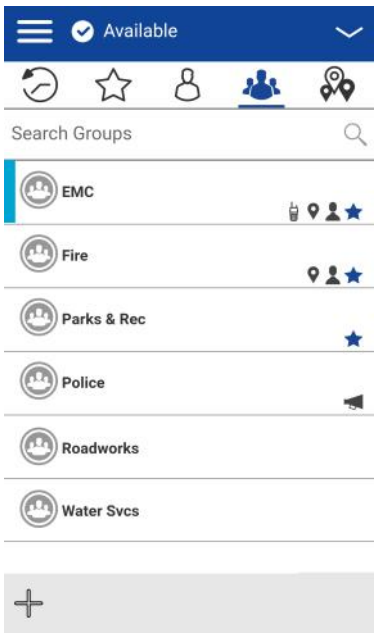
5.1.3
Making Talkgroup Calls

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

Procedure:

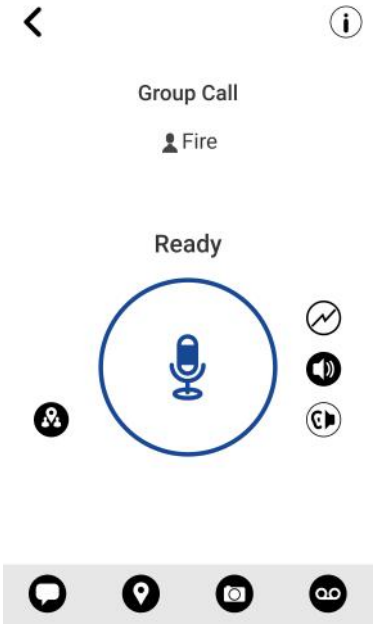
1 From the Talkgroups, tap the talkgroup to select the one you want to start a PTT call.

Figure 20: Talkgroups



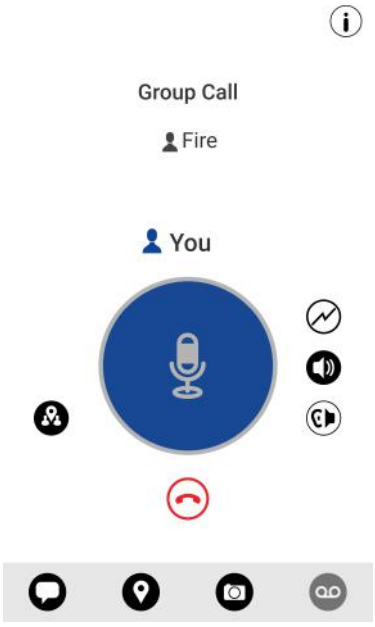
The Call screen displays including the name of the talkgroup that you are calling in the Call Status.

Figure 21: Place a PTT Talkgroup Call



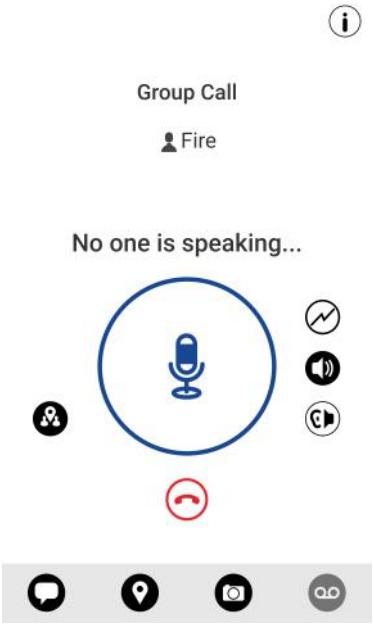
2 Press and hold the PTT button displayed on the screen, a talkgroup PTT call starts, a chirp tone is heard, and the PTT button changes color indicating you have taken the floor.

Figure 22: You Are Speaking in a Talkgroup Call



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

Figure 23: No One Is Speaking in a Talkgroup Call



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

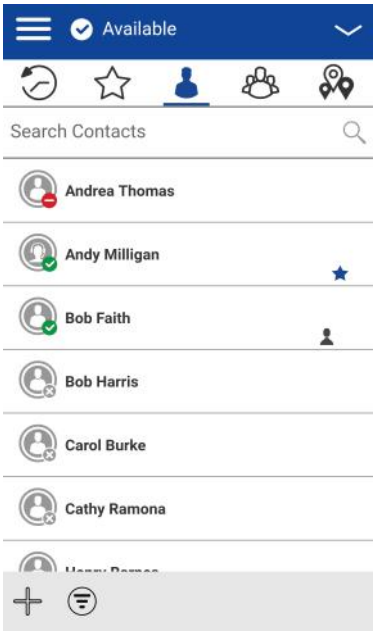
5.1.4
Making Quick Group Calls

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:

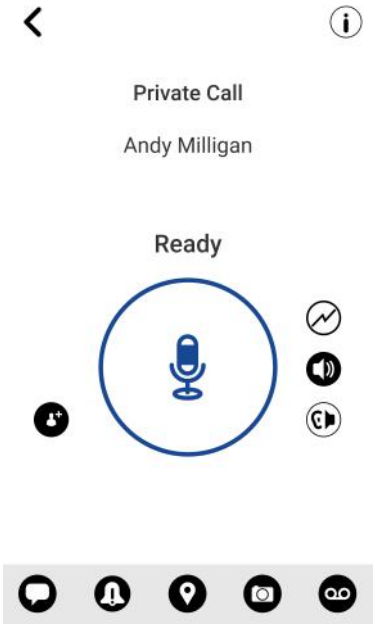
1 From the **Contacts**, select your first contact to call.

Figure 24: Contacts



The Call screen displays.

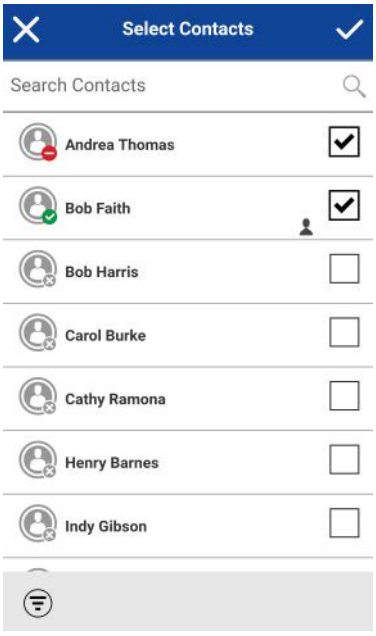
Figure 25: Call screen



2 Tap the **Add Participants** button.

The Select Contacts screen displays, as shown below.

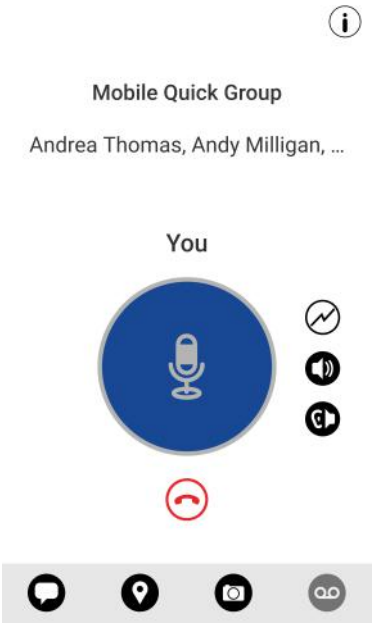
Figure 26: Select Contacts



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

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

Figure 27: You Are Speaking in a Quick Group Call



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

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

5.1.5 Making Broadcast Talkgroup Calls

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

NOTICE: 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.

Figure 28: Talkgroups

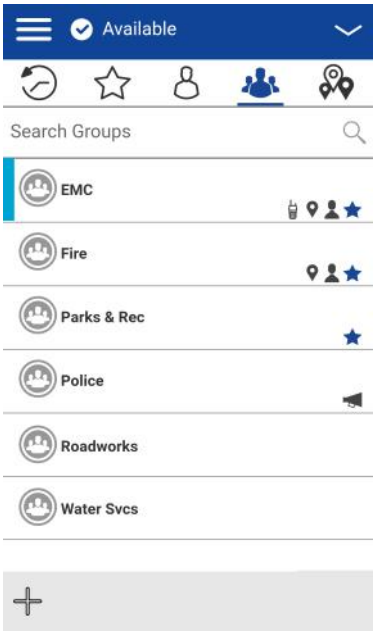
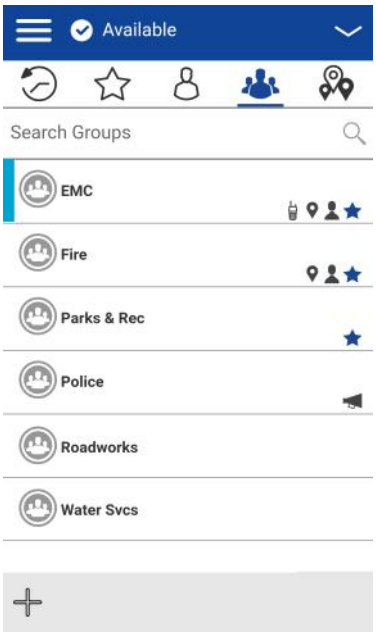
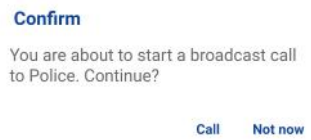


Figure 29: Talkgroups



2 A confirmation dialog is displayed, as shown below.

Figure 30: Confirmation Dialog



3 Tap **Call** to initiate the call. The PTT Call screen is displayed, as shown below.

Figure 31: Broadcast Call screen

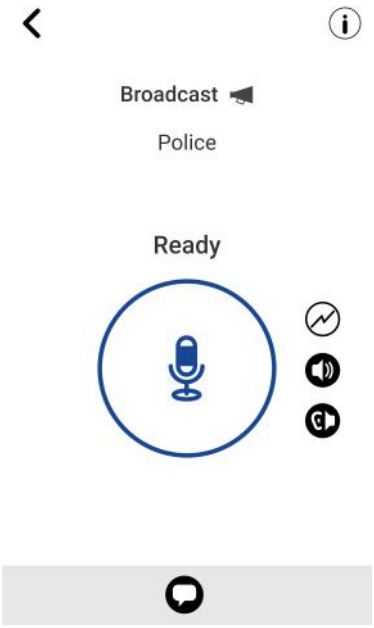
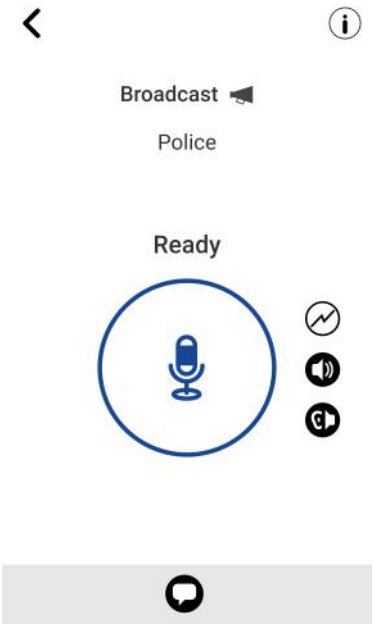


Figure 32: Broadcast Call screen



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

5 Release the PTT button when you have finished speaking.

Figure 33: Broadcast Call in Progress

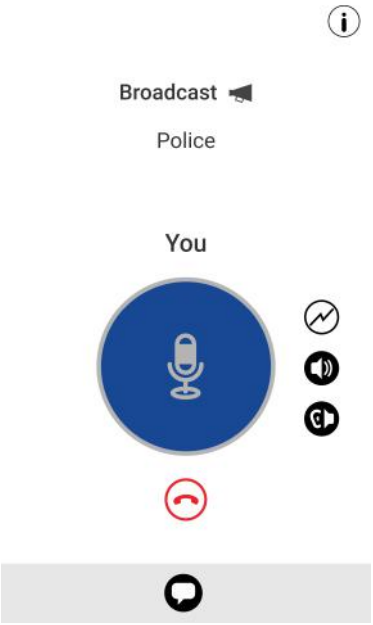
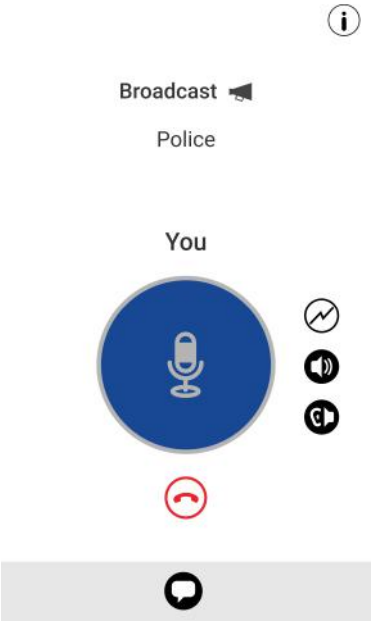


Figure 34: Broadcast Call in Progress



6 Tap the **End Call** button to end the broadcast call.

5.1.6
Call from Device Contacts

You can make a call from your device contacts.

5.1.6.1
Placing a call from the device contacts

NOTICE: 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:

- Select the PTT contact to call, and press the **PTT key**.

  NOTICE: Pressing the PTT key may display multiple numbers. Select the PTT number and press the PTT key to call. To avoid multiple numbers, ensure to assign one phone number to a contact.

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

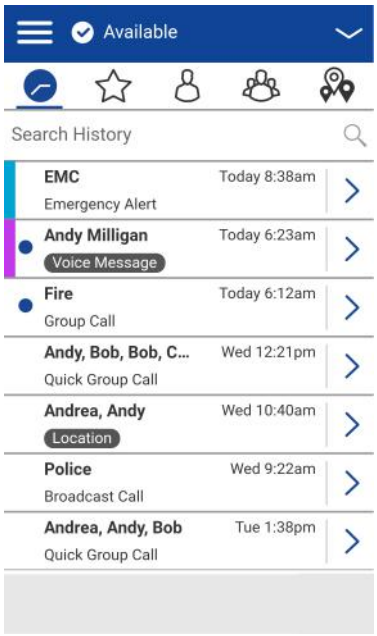
5.1.7
Calling from History

You can make a call from the History tab.

Procedure:

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

Figure 35: History

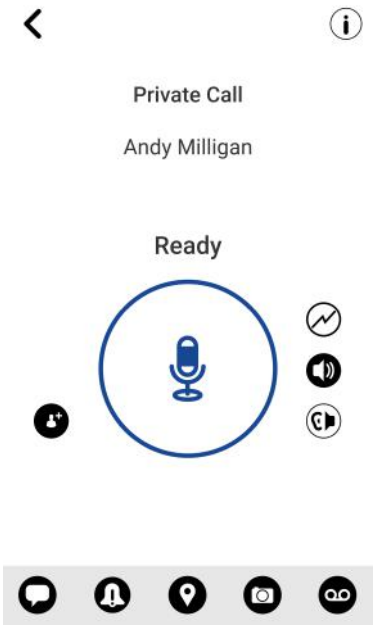


2 Touch on the conversation you want to call.

NOTICE:

The Call screen displays as shown below.

Figure 36: Initiate a Call from a History Entry



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.

5.1.8
Calling from Missed Call Alert

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

Procedure:

1 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.

Figure 37: Missed Call Alert Message

NOTICE: For more information, see Missed Call Alert on page 210

5.1.9
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 206 section.

Procedure:

Perform one of the choices:

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

Figure 38: Instant Personal Alert Message

5.1.10
Call Behavior When Contact or Talkgroup is Unavailable

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

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

One-to-One (1:1) Calls

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

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

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

Talkgroup Calls

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

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

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

5.1.11

Dialing a Manual Call

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, as shown below.

Figure 39: Manual Dial

2 Enter the contact number using the on-screen keyboard.

NOTICE: If the number matches contacts, they display. If you want to call one of those contacts, touch the contact, and the number fills the numeric text field else continue initiating the call with the manual dialed PTT number.

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

The Call screen displays.

5.2

Receiving Calls

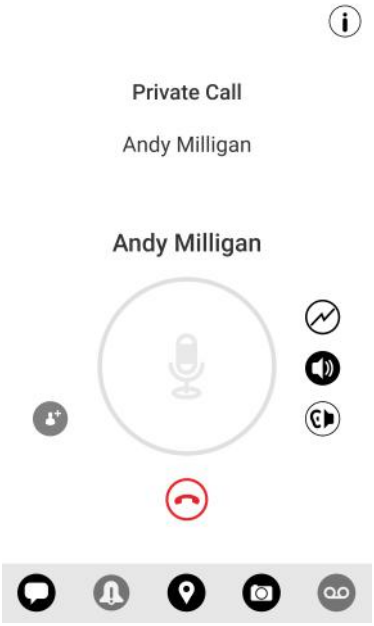
NOTICE: To receive an incoming call, on iOS 12.4 or higher devices, you must bring the application to the foreground.

Procedure:

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

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

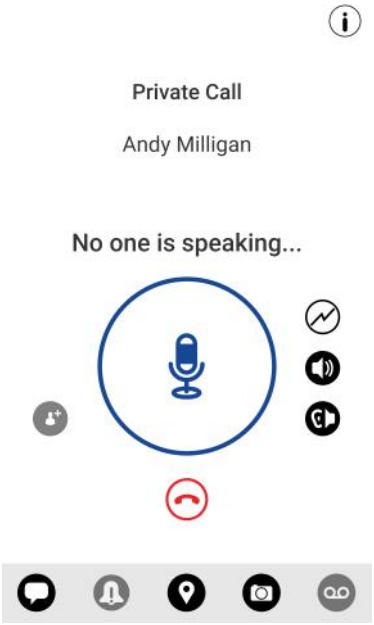
Figure 40: Receive an Incoming PTT Call



NOTICE: This behavior assumes that Background Calling is turned OFF. For more details on Background Calling, see the Call Behavior in Background on page 78 section.
Incoming PTT calls respond differently based on the combination of the phone settings and the PTT application settings. For more information, see the Interaction with Silent or Sound Mode on page 77 section.

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

Figure 41: No One is Speaking in an Incoming PTT Call



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

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

5.2.1
Receive Broadcast Talkgroup Calls

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

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

5.2.2
Broadcast Call History

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

Figure 42: Nonbroadcaster Call History

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

Figure 43: Broadcaster Call History

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

5.3 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 OFF the audio is heard through the speaker.

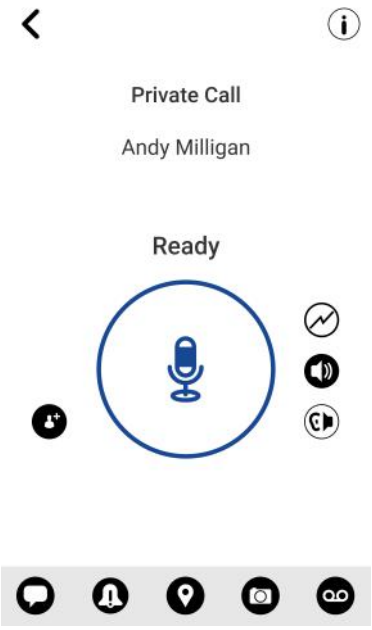
Figure 44: Earpiece is ON

Figure 45: Speaker is ON

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

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

Figure 46: Call screen



The speaker can also be turned OFF from the application settings. See the setting Call Screen Icons on page 48 for more details.

5.4
Set the PTT Call Volume

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

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

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

5.5
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 during a cellular phone call. You can temporarily switch to the loudspeaker using the on-screen speaker on/off button for the current call. The next PTT call again uses the phone's earpiece while the phone is in silent mode.

You can set the phone to vibrate for incoming PTT calls if the incoming Call Vibrate setting is ON. For more information on how to set incoming Call Vibrate, refer to the Vibrate Call on page 213 section.

5.6
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 in PTT call, then incoming PTT audio is interrupted while incoming phone call rings. Once the incoming phone call is accepted, then the PTT call is ended.

Receiving a PTT call when on a regular phone call

If you receive a PTT call while you are on a regular call, the ongoing cellular call continues, and an incoming PTT call is rejected with user busy indication. You receive a missed call alert along with an alert tone and a pop-up message is displayed as an indication that a PTT call occurred during the cellular call.

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.

Figure 47: Missed Call Alert Message

5.7

Call Behavior in Background

Incoming PTT Calls with Background Mode Turned OFF

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

Incoming PTT Calls with Background Mode Turned ON

When Background Mode is turned on, and you receive an incoming PTT call, the PTT application remains in the background, and the display does not turn ON if it is OFF, and you hear the caller's voice. You must bring the PTT application to the foreground to use the on-screen PTT button. For more information on Background Mode, see the Settings on page 196 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.

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

Ongoing PTT Calls

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

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

5.8

Rejoin a PTT Talkgroup Call

Rejoining a Talkgroup Call

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

Joining a Missed Talkgroup Call

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

Chapter 6

Emergency Calling and Alert (Optional)

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

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

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

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

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

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

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

For more information on who is your configured primary and secondary emergency contacts, see the Settings on page 196 section.

6.1 Emergency Icons

For more information on Emergency icons, see the Emergency Icons on page 50 section.

6.2 Declare an Emergency

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

NOTICE: This feature is available if enabled by your administrator.
Your administrator configures the emergency destination. The destination can be a preassigned talkgroup or an individual.

6.2.1 Declaring an emergency

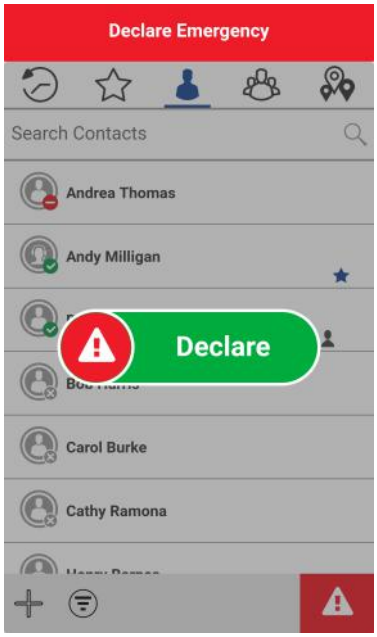
Procedure:

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

NOTICE:

The Declare emergency slider displays.

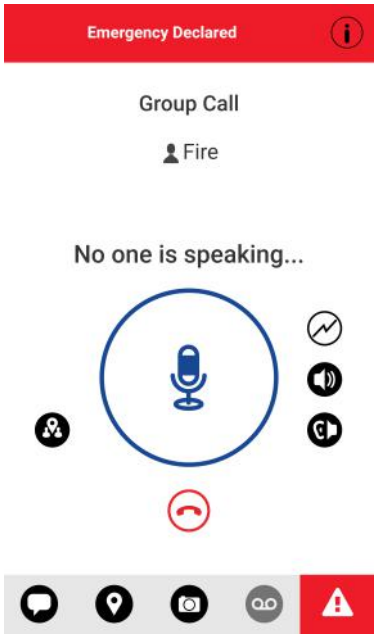
Figure 48: Declare Emergency



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, as shown below.

Figure 49: No One is Speaking in an Emergency

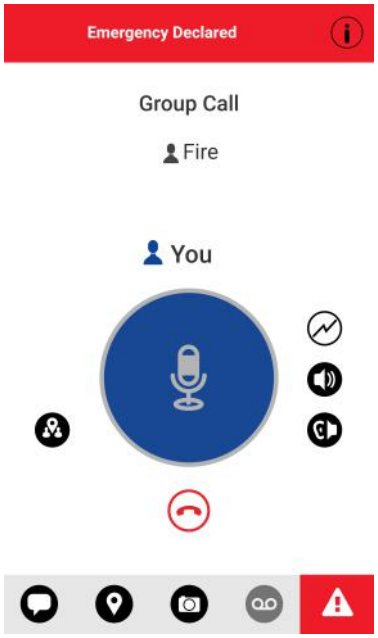


3 After declaring an emergency, an emergency alert is sent. You are now locked into the emergency call until the emergency is canceled.

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

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

Figure 50: You are Speaking in an Emergency



5 To cancel an emergency, see Cancel an Emergency on page 84 section.

6.3 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.

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

For more details on an authorized user, see Authorized User on page 85 section.

Figure 51: Remote Emergency Declared on Your Behalf

6.4 Receive an Emergency

When a user declares an emergency, other users receive an alert indicating that an emergency is declared. The alert is sent to all users who are part of the talkgroup where the emergency call occurs. Your administrator configures the talkgroup or single PTT contact that receives emergency calls. An emergency alert notifies you that another user has declared an emergency state. Generally, an emergency call follows an emergency alert on the talkgroup indicated, unless the emergency is canceled. The following figure shows an example of an emergency alert.

Figure 52: Emergency Alert

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

6.4.1 Receiving an Emergency Call

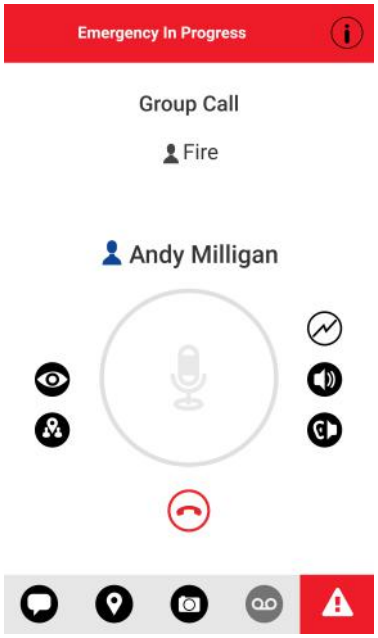
You receive an emergency call unless scanning is turned on and the emergency occurs on a non-scan list talkgroup.

When and where to use: Your administrator may also configure your application to receive the call when an emergency call starts on another talkgroup.
The recipient can leave an emergency call, make a private call, or call on another talkgroup. Incoming emergency calls, preempt other ongoing calls (except an emergency call).

Procedure:

1. Tap or touch **Dismiss** on the Emergency Alert. You can continue to use the application normally.
2. When the emergency originator starts a call or takes the floor during an ongoing call after declaring an emergency, you see an emergency call in progress screen. There is a special emergency call tone played.

Figure 53: Emergency in Progress



3 During an emergency call, you can take the floor by pressing the PTT button. You can leave the call by pressing the **End Call** button.

NOTICE: If you leave the emergency call, you receive an emergency call from the same emergency if another call starts.
An incoming emergency call interrupts an ongoing PTT call, except another ongoing emergency call.

6.5 Cancel an Emergency

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

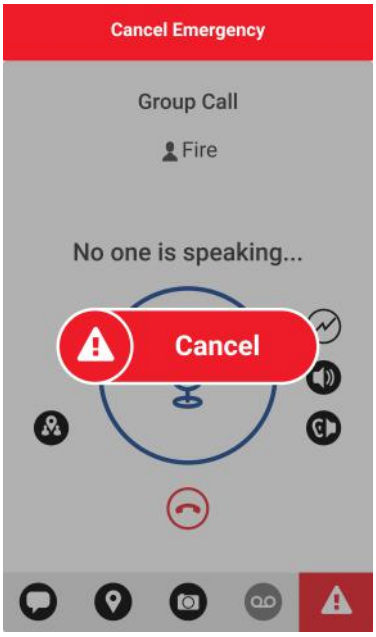
6.5.1 Canceling an emergency

Procedure:

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

The Cancel Emergency window displays.

Figure 54: Cancel Emergency



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

Figure 55: Cancel Emergency Reason

3 Touch or tap the desired option for canceling the emergency.

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

6.6 Authorized User

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

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

6.6.1

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.

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

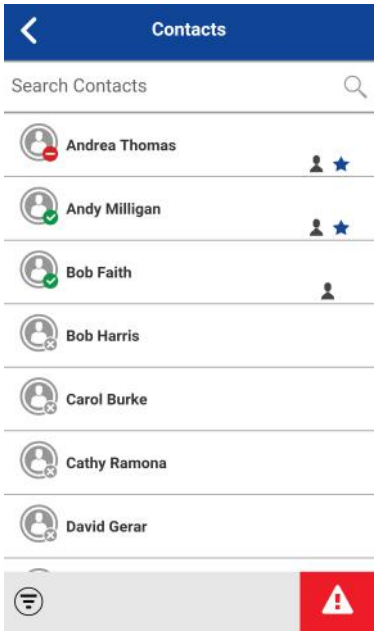
While a user is in an emergency, you can view information about the user such as location, battery level, and signal strength that is sent at the beginning of the emergency call.

Procedure:

1 From the Main screen, tap or touch the **Contacts** tab.

The Contacts list displays.

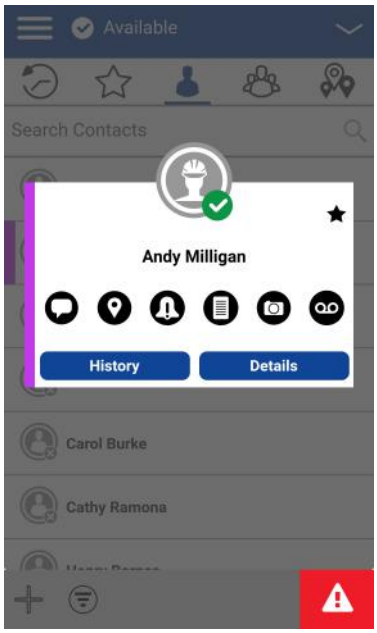
Figure 56: Contacts



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

A Context Menu displays.

Figure 57: Contact Context Menu



3 Tap the **Emergency** button.

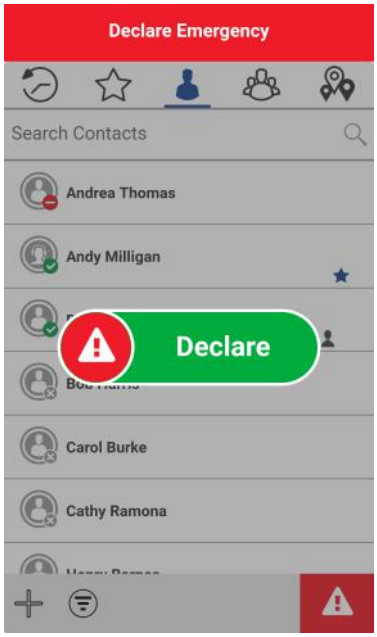
The emergency Context Menu displays.

Figure 58: Emergency Context Menu

4 Tap the **Declare Emergency** option.

The **Declare Emergency** window displays.

Figure 59: Declare Emergency



5 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`.

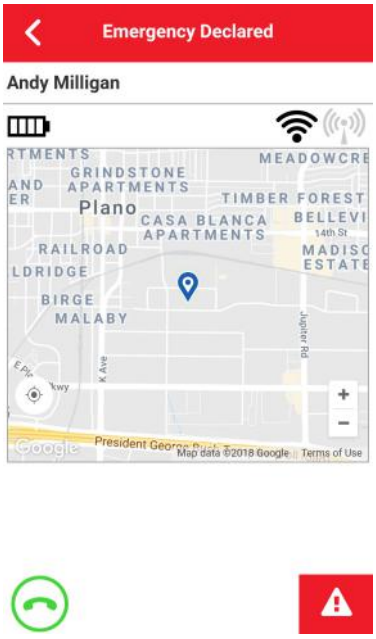
6 Dismiss the emergency alert pop-up.

7 When another user takes the floor, an **Emergency User Check** icon displays on the your Call screen.

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

The **Emergency User Check** screen displays.

Figure 60: Emergency User Check



9 To cancel an emergency, see Cancel an Emergency on page 84 section. The user can cancel the emergency locally or an authorized user can cancel on your behalf remotely.

6.6.2
Cancel an Emergency on behalf of Another User

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

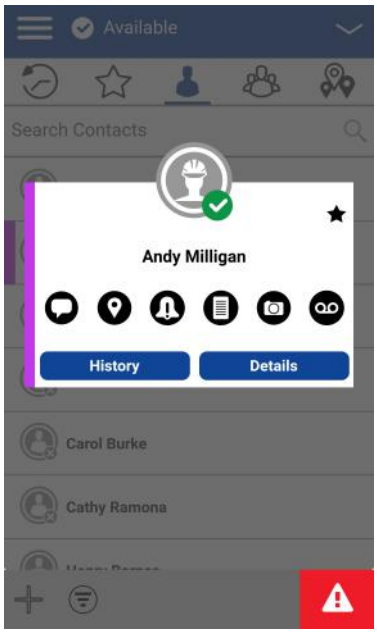
To end the emergency, you as the emergency originator must cancel the emergency state. An authorized user, typically a supervisor or dispatcher, may cancel the emergency on your behalf. Your administrator may disable permission for you to cancel the emergency. In this case, an authorized user must cancel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

6.6.2.1
Canceling an emergency from the context menu

Procedure:

1 Touch and hold a contact from the **Contacts** A Context Menu displays.

Figure 61: Contact Context Menu



2 Tap the **Emergency** button.

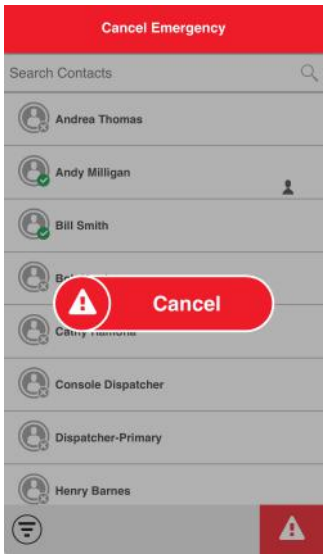
The emergency Context Menu displays.

Figure 62: Emergency Context Menu

3 Tap the **Cancel Emergency** option.

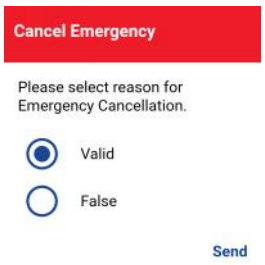
The Cancel Emergency window displays.

Figure 63: Cancel Emergency



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

Figure 64: Cancel Emergency Reason



5 Touch or tap the desired option for canceling the emergency.

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

6.6.2.2 Canceling an emergency from the call screen

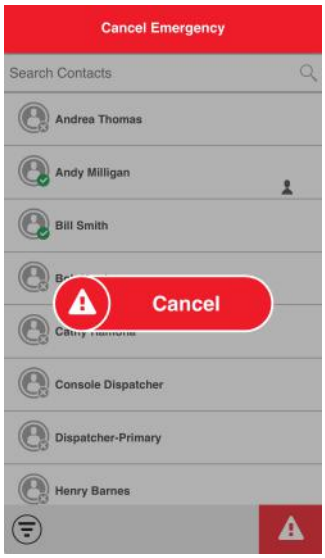
Prerequisites: Perform Enable Emergency User Check on page 92

Procedure:

1 Tap the **Emergency** Button.

The Cancel Emergency window displays.

Figure 65: Cancel Emergency



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

Figure 66: Cancel Emergency Reason

3 Touch or tap the desired option for canceling the emergency.

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

6.6.3
Enable 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 each emergency call. If you disconnect and rejoin the call, the **User Check** icon is no longer available.

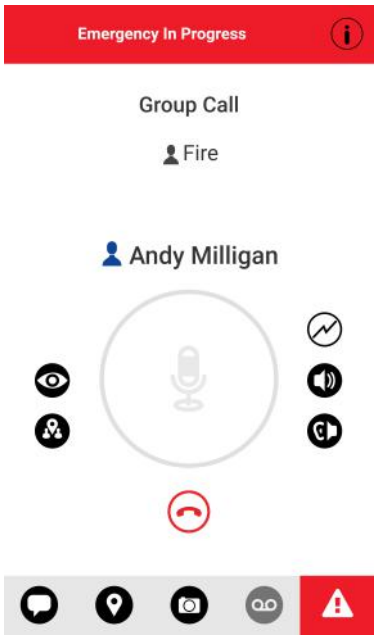
6.6.3.1
Enabling emergency user check from the call screen

Procedure:

1 When an emergency has been declared and is in progress.

The Call screen displays.

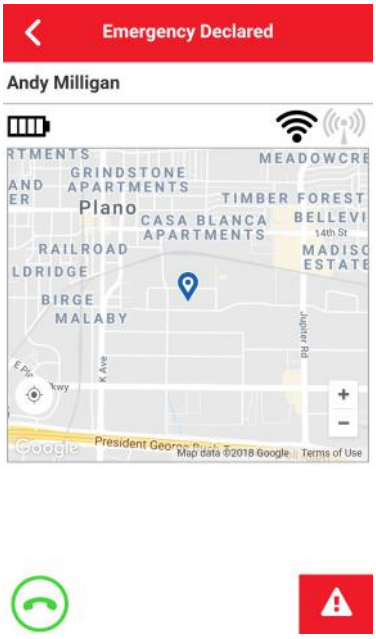
Figure 67: Emergency in Progress



2 Tap or touch the **Emergency User Check** icon located to the left of the PTT button.

The Emergency User Check screen displays.

Figure 68: Emergency User Check



6.6.3.2

Monitor 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.

6.6.3.3

Monitor Device Cellular Network Signal Strength

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

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

6.6.3.4

Monitor Device Wi-Fi Signal Strength

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

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

6.6.3.5

Monitor Device Battery Level

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

Chapter 7

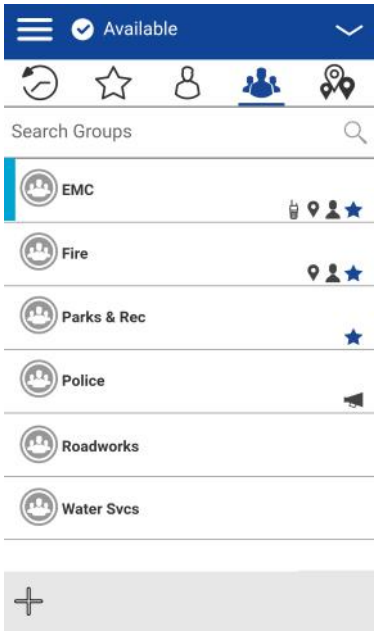
Supervisory Override

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).

7.1 Supervisor Talkgroup

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

Figure 69: Supervisor Talkgroup



7.2 Nonsupervisor Talkgroup Members

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

Figure 70: Nonsupervisor Talkgroup Members

Chapter 8

Alerts

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

8.1 Instant Personal Alert (IPA)

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

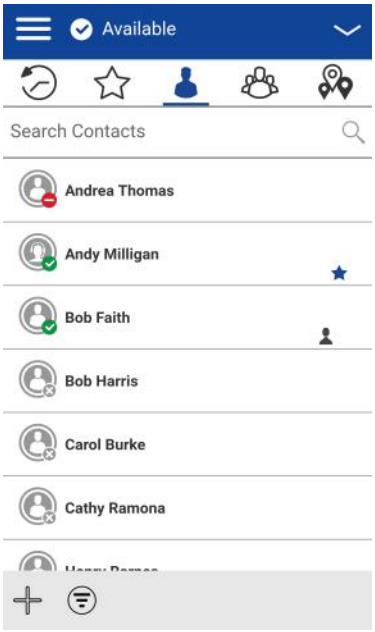
8.1.1 Sending an Alert

Procedure:

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

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

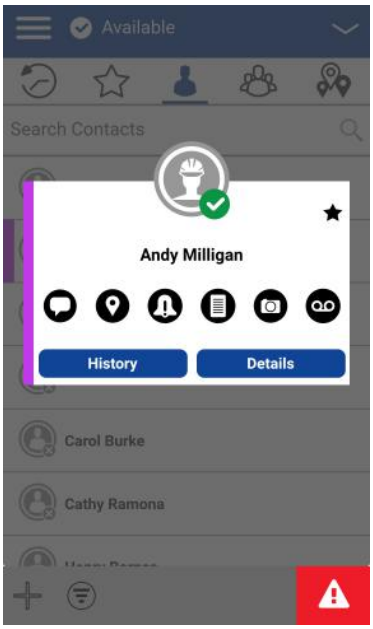
Figure 71: Contacts



2 Touch and hold on the contact name.

The Context Menu displays.

Figure 72: Contact Context Menu



3 Tap the **Alert** button to send the alert to the selected person.

NOTICE: 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.

An 'Alert Sent' information message is displayed.

8.1.2
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 follow actions when you receive an alert:

- You can 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.
- You can also tap the **Not Now** button to dismiss the alert without calling back.

Figure 73: Instant Personal Alert Message

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 196 section.

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

8.2 Missed Call Alert (MCA)

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

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

For more information on configuring the Missed Call Alert, see the Settings on page 196 section.

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

8.2.1 Replying to a missed call alert

Procedure:

A Missed Call Alert is displayed, as shown below.

Figure 74: Missed Call Alert Message

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

8.3 Multiple Missed Call Alerts/Instant Personal Alerts per Caller

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

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

8.4

Set the PTT Alert Volume

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

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

Chapter 9

Real-Time Presence

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

With real-time presence, you can tell at a glance if the person you want to call is Available, 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.

9.1 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 54 section.

9.1.1 Setting Self Presence

Procedure:

1. Tap on the self-presence tile. A pop-up menu appears.

   Figure 75: Self-Presence Status Available

2. Choose the presence state you want to set.

   Figure 76: Self-Presence Status Options

3. The Self-Presence icon and text updates on the Self-Presence Bar and the icon on the screen status bar.

Figure 77: Self-Presence Status Do Not Disturb

Meaning of Presence

Available You are logged into the PTT application, ready to receive PTT calls, Instant Personal Alerts (IPA), 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 **No Connection**. For more information, refer to the Loss of Data Network Connection on page 217 section.

Figure 78: Self-Presence Status No Connection

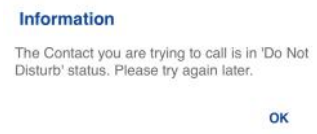
Calling Restrictions

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 since you cannot receive calls from others. If you try to send an alert, you see the following message:

Figure 79: Do Not Disturb Information Message



9.2 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:

Meaning of Available, DND and Offline

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

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

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

For a description and list of all icons, see the Icons on page 47 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:

Figure 80: Do Not Disturb Information Message

NOTICE: Depending on how your service provider has configured the service, you may see all or most of your contacts as "Online" even though some may be in a "Do Not Disturb" or "Offline" state. In this case, you may try to call any contact. If the called subscriber is not available, you receive an error message. For more details, see Call a contact that is offline or has a Do Not Disturb (DND) status on page 62.

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 10

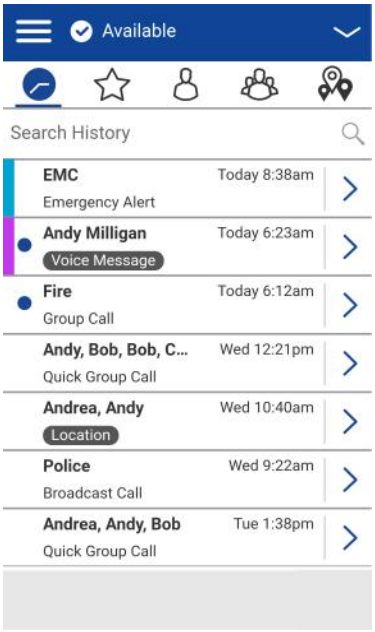
History

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

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

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

Figure 81: History



10.1 Access History

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

10.2 Search History

You can use the search box to search for history. To search History, see the Searching on page 46 section for more information.

10.3 History Icons

For more information on the History icons, see the History Icons on page 50 section.

10.4 Access Conversation Details

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

From the **Conversation Details** screen, you can view history, send alerts, read, and send messages.

For more details, see the Integrated Secure Messaging on page 164 section. For additional information on sending and receiving multimedia content, refer to the Integrated Secure Messaging on page 164 section.

10.5 Making a PTT call

Procedure:

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

- Press and hold the **PTT** button to talk.
- Press and hold the on-screen **PTT** button to talk.

The Call screen displays.
See the Calling from History on page 70 section for more information.

10.6 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 Add a Contact on page 117 section for more information.

Procedure:

1. From the top-level screen, tap and hold the **History Entry**.

   A Context Menu displays.

2. Tap the **Add Contact** option.

   The **New Contact** screen displays.

10.7 Deleting History

You can delete any history entry.

Procedure:

1. From the top-level screen, tap and hold the **History Entry**. A Context Menu displays.
2. Tap the **Delete History** option. `The History for this contact or group will be removed. Continue?`
3. Perform one of the following actions:
   - Tap **Yes** to delete.
   - Tap **No** to cancel.

10.8
Clearing All History

You can clear all history entries.

Procedure:

1. From the top-level screen, tap and hold a history entry. A Context Menu displays.
2. Tap the **Clear All** option.

   The following confirmation message displays, `You are about to clear all the history. All your prior history with all groups and contacts will be deleted. Are you sure?.`
3. Perform one of the following actions:
   - Tap **Yes** to delete.
   - Tap **No** to cancel.

10.9
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 the history entry. A Context Menu displays.
3. Tap the **Delete Message** option. A delete confirmation message displays.
4. Perform one of the following actions:
   - Tap **Yes** to delete.
   - Tap **No** to cancel.

10.10
Forward a Message

To forward a message, refer to the Integrated Secure Messaging on page 164 section.

10.11
Send a Photo or a Video

To send a photo or video, refer to the Integrated Secure Messaging on page 164 section.

Chapter 11

Favorites

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

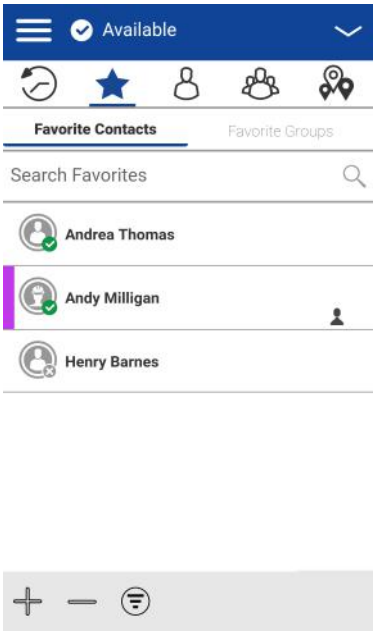
Maximum Number of Favorites

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 82: Favorite Contacts



11.1 Favorite Icons

For more information on the Favorites icons, see the Icons on page 47 section.

11.2 Search Favorites

You can use the search box to search for favorites. To search favorites, see the Searching on page 46 section for more information.

11.3
View or Edit Favorite Contacts

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

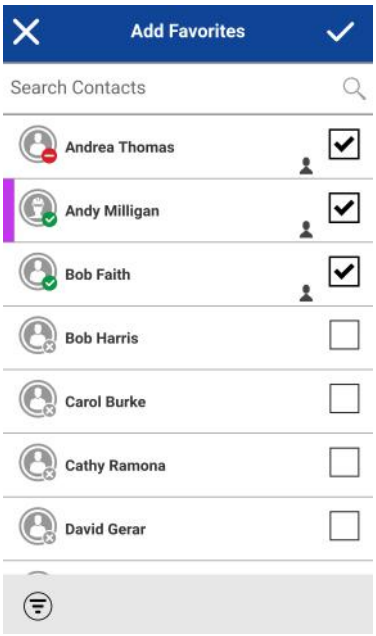
11.4
Adding Favorite Contacts

Procedure:

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

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

Figure 83: Add Favorite Contacts



2 Scroll and select one or more contacts to add as a favorite.

3 Tap the **Save** button on the action bar to save your favorite and open the **Favorite Contacts** screen.

11.5
Removing Favorite Contacts

Procedure:

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

The **Remove Favorites** screen displays.

Figure 84: Remove Favorite Contacts

2 Select the contacts to remove.

3 Tap the **Save** button on the action bar.

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

4 Perform one of the actions:

- Tap **Yes** to remove the contact from favorites.
- **No** to cancel to cancel the action.

11.6 View or Edit Favorite Groups

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

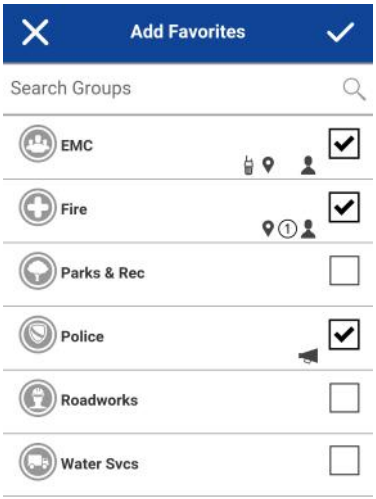
11.7 Adding Favorite Groups

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.

Figure 85: Add Favorite Groups



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

The group is shown in the Favorites tab under Groups.

11.8 Removing Favorite Groups

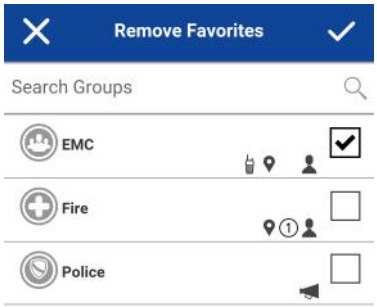
The list of personal favorite groups is shown on the Favorite Groups screen.

Procedure:

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

The Remove Favorite option displays.

Figure 86: Remove Favorite Group



2 Select one or more favorite to remove.

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

Chapter 12

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

12.1 Contact Icon

For more information on the Contacts icon, see the Contacts Icon on page 50 section.

12.2 Search Contacts

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

12.2.1 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 user name and their presence status. To search for your contacts, touch within the search bar to bring up the on-screen keyboard. As you type, contacts names containing the letters or numbers entered automatically display.

12.2.2
Searching Corporate Global Directory Contacts

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

Procedure:

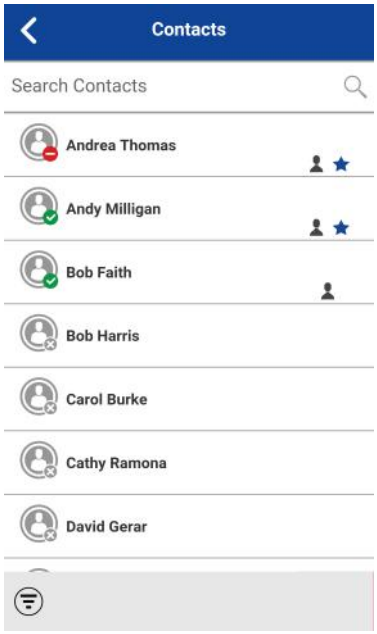
1. Touch the **Your Contact List** drop-down menu within the Contacts list.
2. From the pop-up, select the **Global Directory** option.
3. Touch within the search bar to bring up the on-screen keyboard. Type a minimum of three characters of the contact you are searching for into the search field and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

NOTICE: You can also add a contact by touching and holding the **contact**.

12.3
View 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. An icon is shown next to a contact, which is an Interop user.

Figure 87: Contacts



12.3.1
Sorting the Contact List

Normally you see all your PTT contacts listed in alphabetical order when you view the contact list. When the Contact Sorting setting option is changed to By Availability, Available and DND are sorted

alphabetically first followed by Offline. The Contacts list updates each time a contact changes from online to offline or vice versa.

Procedure:

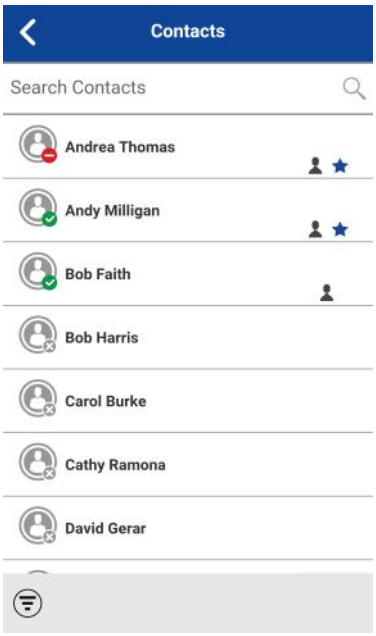
1. From within the Menu, tap the **Settings** option.
2. Scroll down and tap the **Contacts Sorting** setting.

   The Contact Sorting Settings Options displays.

   Figure 88: Contact Sorting Setting Options

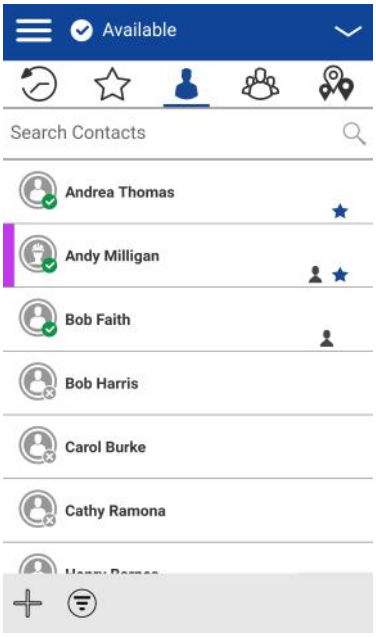
3. Perform one of the following actions:
   - Select **By Alphabetical**. Contacts are sorted by alphabetical.

     Figure 89: Contacts Sorted by Alphabetical



   - Select **By Availability**. Contacts are sorted by availability.

Figure 90: Contacts Sorted by Availability



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

12.3.2
Show or hide offline contacts

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

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

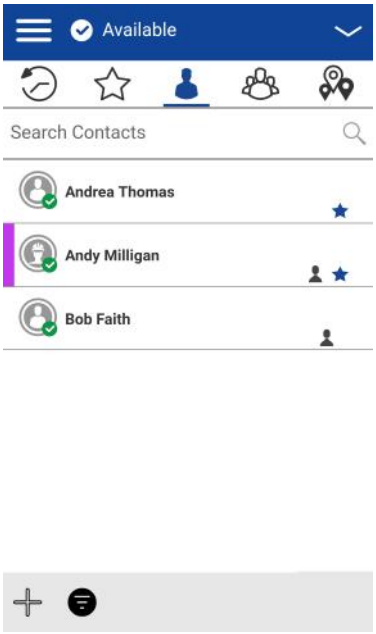
12.3.2.1
Showing only online contacts

Procedure:

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

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

Figure 91: Hide Offline Contacts



12.3.2.2

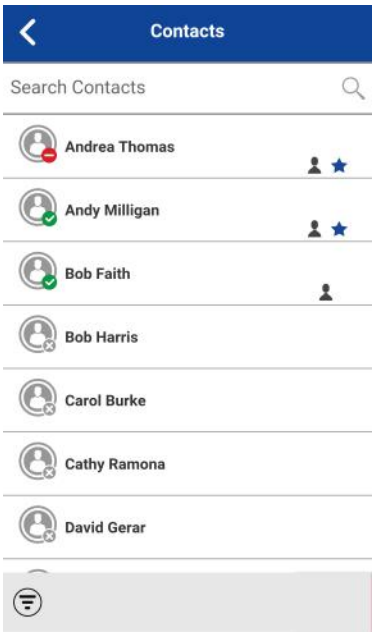
Showing all contacts

Procedure:

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

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

Figure 92: Show Offline Contacts



12.4

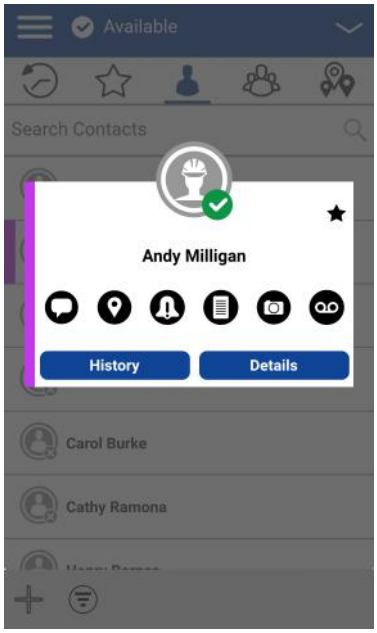
Viewing Contact Details

Procedure:

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

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

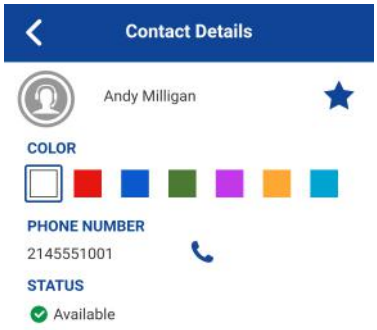
Figure 93: Context Menu



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

The Contact Details screen displays, as shown below.

Figure 94: View Contact Details



NOTICE: To edit the contact details, see the Edit Contact Details on page 118 section.

12.5 Add a Contact

You can add personal contacts to your contact list unless restricted by your administrator. You can add corporate contacts to your contact list by using the corporate global directory. For more details on how to add a corporate contact, see Searching Corporate Global Directory Contacts on page 112 section.

To view contacts, see the View Contacts on page 112 section.

12.5.1 Adding a new contact by entering manually

Procedure:

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

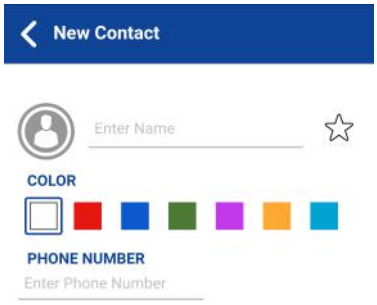
A Context Menu displays.

Figure 95: New Contact Option

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

The New Contact screen displays.

Figure 96: New Contact



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

NOTICE: You can also add a contact as a favorite from the **Favorites** tab. For more information on Favorites, see the Favorites on page 106 section.

4 After saving, the contact appears in the contact list.

12.5.2
Importing a new contact from the device's contact list

Procedure:

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

A Context Menu displays.

Figure 97: Import Contact Option

2 Select the **Import Contact** option to add a PTT contact from your phone contact list.

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

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

12.6
Edit Contact Details

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

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

To view the Contact Details, see the View Contacts on page 112 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 118
- Adding or changing a contact avatar on page 119
- Changing contact color on page 121
- Make contact a favorite or remove as a favorite on page 121

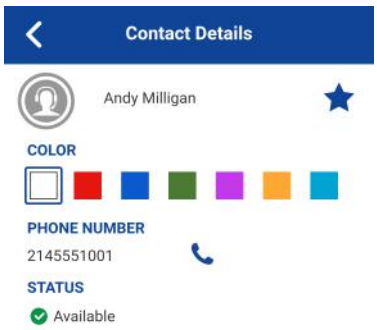
12.6.1
Editing a contact name

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.

Figure 98: View Contact Details



2 Type the contact name using the on-screen keyboard.

3 When finished, tap the **Save** button or continue to change other contact details.

12.6.2

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 48 section.

The Select Avatar screen displays.

Figure 99: Select Avatar

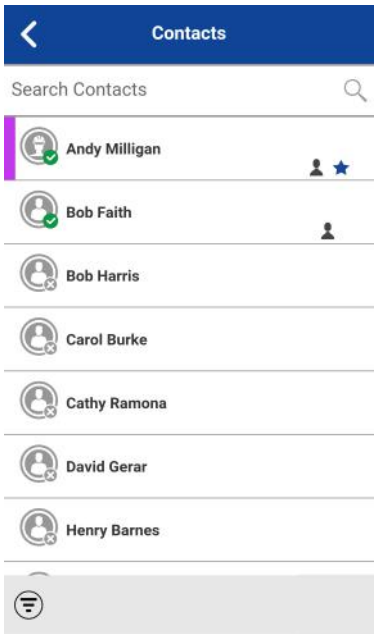
2 Select an avatar from the list. You can also take a photo or select an image from your phone's gallery using the buttons at the bottom of the screen.

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

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

The selected avatar is assigned to the contact and displayed next to the contact name, as shown below.

Figure 100: Contact with Avatar



12.6.3
Changing contact color

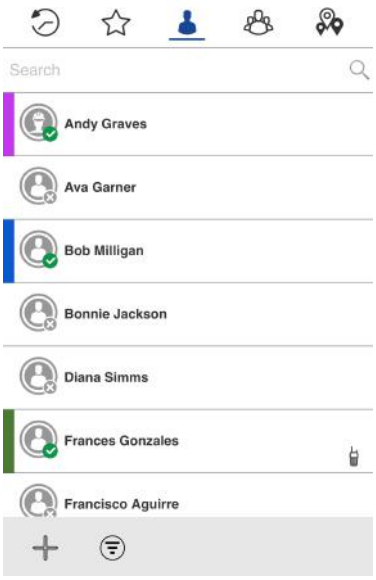
Procedure:

1 Select a color from the list.

Figure 101: Select a Color

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

Figure 102: Color Assigned to Contact



12.6.4
Make contact a favorite or remove 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 the **Favorites** tab. See the Favorites on page 106 section for more details.

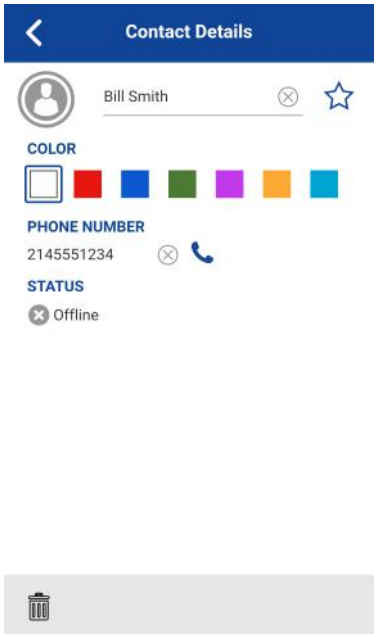
12.7
Deleting a Contact

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.

Figure 103: View Contact Details



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**.

NOTICE: If you are removing a contact which is also a favorite, you see the following confirmation message.

Figure 104: Deleting Selected Favorite Contact Confirmation

Chapter 13

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

13.1 Talkgroup Icons

For more information on the Talkgroup icons, see the Talkgroup Icons on page 52 section.

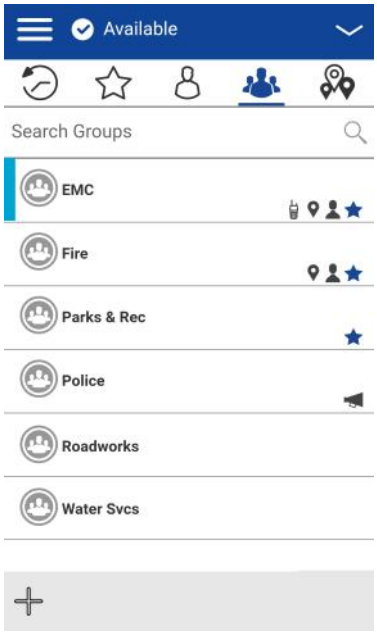
13.2 Search Talkgroups

You can use the search box to search for talkgroups. To search talkgroups, see the Searching on page 46 section for more information.

13.3
View Talkgroups

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

Figure 105: Talkgroups



13.4
Area-Based Talkgroups (Optional)

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

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

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

NOTICE: 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.

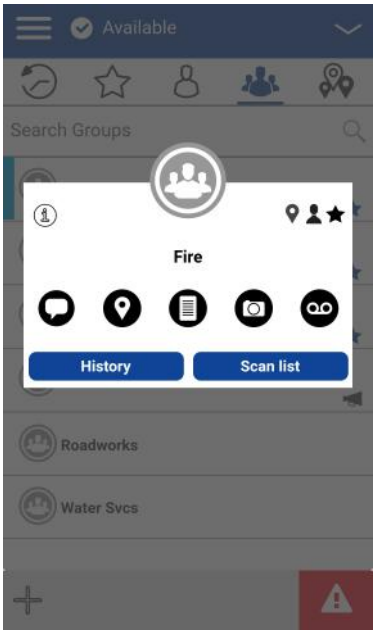
13.5
Viewing Talkgroup Details

Procedure:

1 Select a talkgroup from the Talkgroups, touch and hold.

A Context Menu displays.

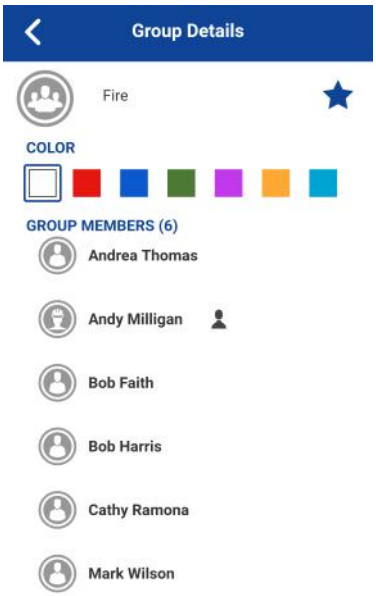
Figure 106: Talkgroup Context Menu



2 Tap the **Details** option in the menu.

The Talkgroup Details screen displays, as shown below.

Figure 107: View Talkgroup Details



13.5.1
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:

Figure 108: Broadcast Talkgroup Details

13.6
Adding a Talkgroup

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

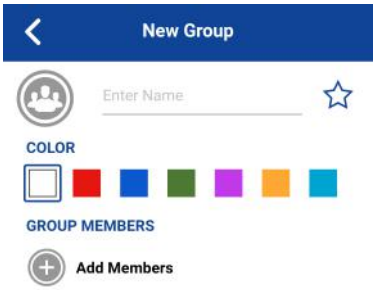
Procedure:

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.

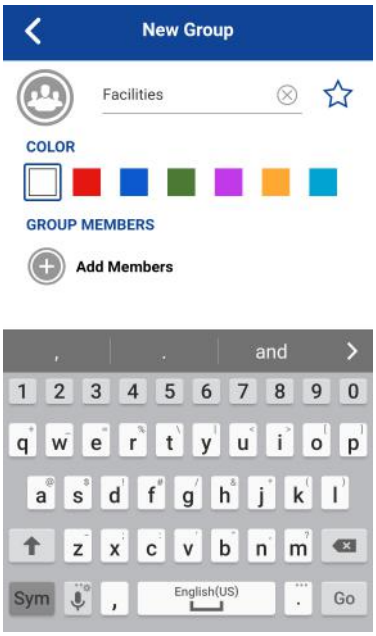
NOTICE: A talkgroup can also be created from the history entry for a quick group call by go to the history list, find the quick group and tap and hold on the quick group history entry and selecting the Add Group option.

Figure 109: New Group



2 Tap the **Name** text box to enter a talkgroup name using the on-screen keyboard.

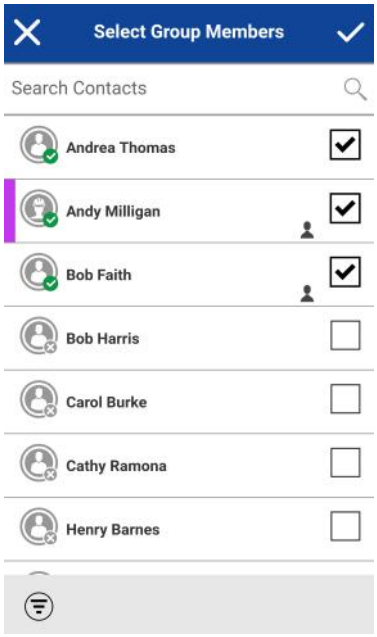
Figure 110: New Group



3 Tap on **Add Members**.

The Select Group Members list displays.

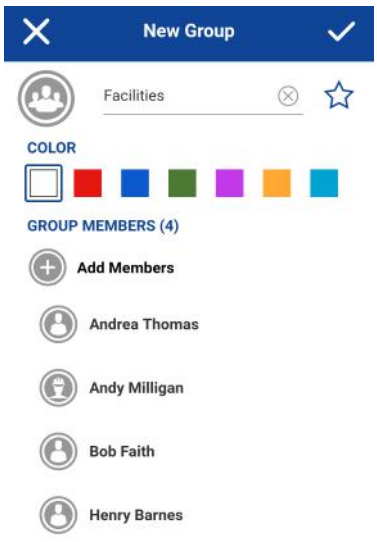
Figure 111: Select Group Members



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 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 Add a Contact on page 117 section for more information on adding contacts.

Figure 112: New Group



5 The talkgroup can also be assigned with an avatar, a unique color, and add 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 106 section.

6 Tap the **Save** button when finished to save the new talkgroup.

The talkgroup appears in the talkgroup list.

13.7 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 124 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 129
- Adding one or more members to a talkgroup on page 130
- Removing a member from a talkgroup on page 132
- Renaming a talkgroup member on page 132
- Adding or changing a talkgroup avatar on page 133
- Changing talkgroup color on page 135
- Make talkgroup a favorite or remove as a favorite on page 135

13.7.1 Editing a talkgroup name

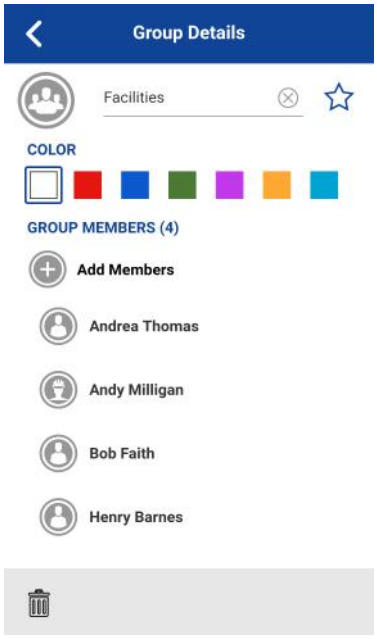
You can edit your personal talkgroups but not administrator-managed talkgroups.

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.

Figure 113: Group Details



2 Type the talkgroup name using the on-screen keyboard.

3 Tap **Save** button, otherwise, continue.

13.7.2

Adding one or more members to a talkgroup

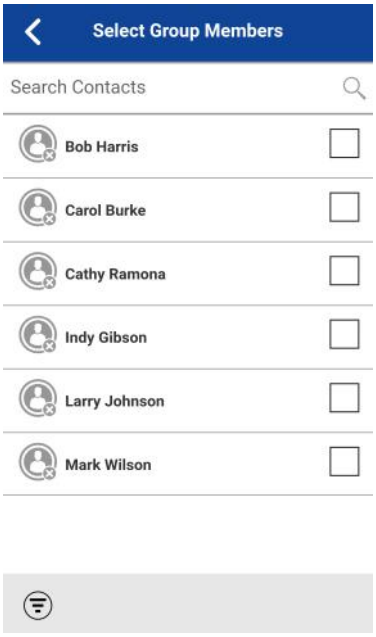
You can add one or more members to your talkgroups but not to administrator-managed talkgroups.

Procedure:

1 Tap **Add Members** button to add contacts to the talkgroup.

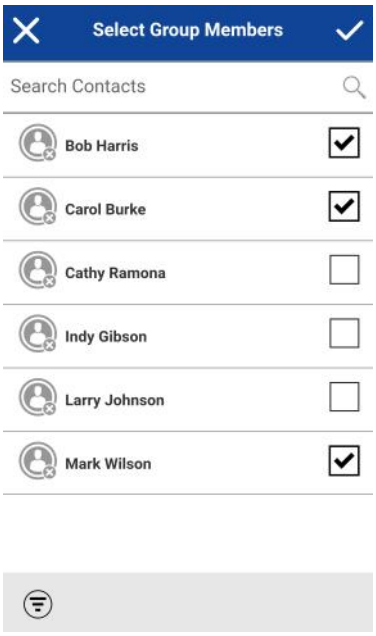
The Select Group Members screen displays.

Figure 114: Select Group Members



2 Select one or more contacts to add to the talkgroup.

Figure 115: Select Group Members



3 Tap **Save** button located on the top of the screen.

4 If finished, tap **Save** button on the Group Details screen and a ‘Group updated’ message displays, otherwise, continue.

13.7.3
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 to remove.

A Context Menu displays.

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

Figure 116: Talkgroup Details Options

2 Tap **Remove member** option.

A confirmation dialog is displayed.

Figure 117: Remove Talkgroup Member Confirmation

3 Select **Yes** if you want to remove the member, otherwise tap **No**.

4 Repeat step 1 through step 3 for other talkgroup members you want to remove.

NOTICE: 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 located on the top of the screen or phone **Back** button to return to the Group Details screen.

6 If finished, tap the **Save** button located on the top of the screen and a 'Group updated' message displays, otherwise, continue.

13.7.4
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 member to rename.

A Context Menu displays.

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

Figure 118: Talkgroup Details Options

2 Tap **Rename member** option.

A confirmation dialog is displayed.

Figure 119: Rename Member

3 Edit the name and tap **Save** button.

4 Tap the **Back** button located on the top of the screen to return to the **Group Details** screen.

5 If finished, tap the **Save** button on the top of the screen to save, and a 'Group updated' message displays, otherwise, continue.

13.7.5

Adding or changing a talkgroup avatar

You can edit the talkgroup avatar for the talkgroups that you created yourself and 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 48 section.

The Select Avatar screen displays.

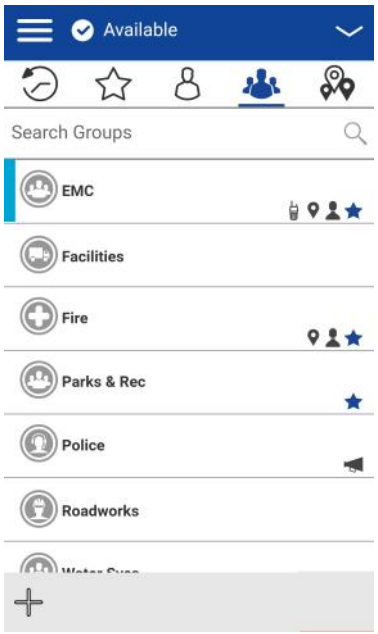
Figure 120: Select Avatar

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

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

3 If finished, tap the **Save** button on the **Group Details** screen, and the selected avatar is assigned to the talkgroup, otherwise, continue.

Figure 121: Talkgroup with Avatar



13.7.6

Changing talkgroup color

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

Procedure:

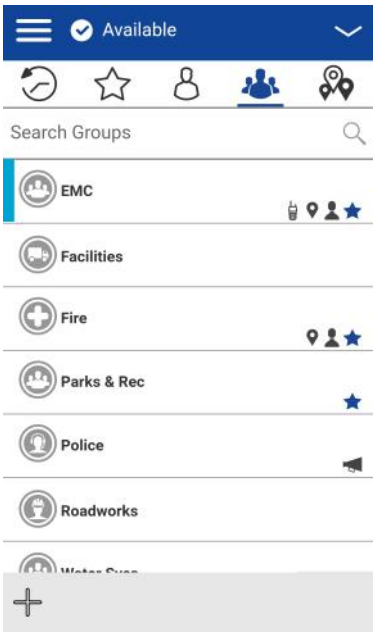
1 Select a color from the list.

Figure 122: Select a Color

2 Tap the **Save** button on the **Group Details** screen, otherwise, continue.

The selected color is assigned to the talkgroup, as shown below:

Figure 123: Talkgroup with Color



13.7.7

Make talkgroup a favorite or remove as a favorite

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

Favorites can also be added using the **Favorites** tab. See the Favorites on page 106 section for more details.

13.8

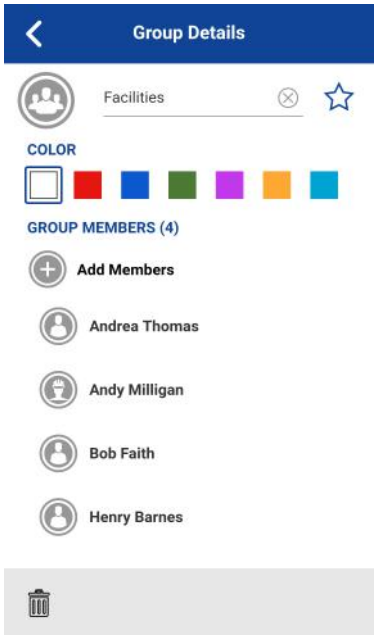
Deleting a Talkgroup

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

Procedure:

1 From the **Group Details**, tap the **Delete** button located at the bottom of the screen.

Figure 124: View Talkgroup Details



2 Perform one of the following actions:

- To delete the talkgroup, tap **Yes**. The talkgroup is removed from the Talkgroups list.

  NOTICE: If you are removing a talkgroup which is also a favorite, you see the following confirmation message.

  Figure 125: Deleting Selected Favorite Talkgroup Confirmation

- To cancel without deleting the talkgroup, tap **No**.

3 Tap **Yes** to delete the talkgroup.

The talkgroup is deleted from the Talkgroups list.

Chapter 14

Talkgroup Scanning

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

Talkgroup Scanning allows a subscriber's phone to scan through the scan list. Scan list consist of up to 16 talkgroups with up to three talkgroups can be assigned as priority (1–3) groups. The higher priority talkgroup calls take precedence over lower priority talkgroup calls. Talkgroups that are not in the scan lists do not barge in when Scanning is ON.

While you have Talkgroup Scanning turned on, 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 turned on.
- 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.

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

14.1 Turning Scanning ON or OFF

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

Procedure:

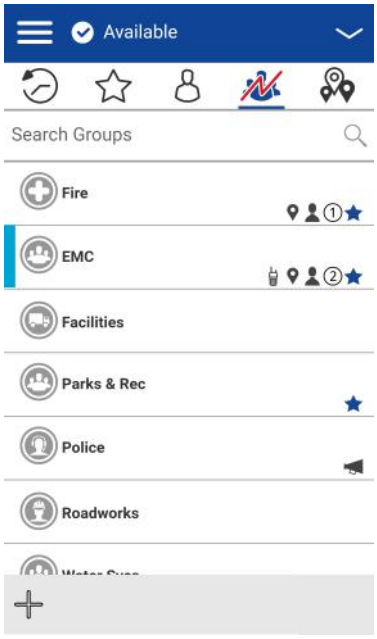
- To turn on Talkgroup Scan, tap the **Talkgroup Scan** toggle on the menu from the OFF state to the ON state.

  Figure 126: Talkgroup Scan is ON

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

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

Figure 127: Talkgroup Scanning



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

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

Figure 128: Talkgroup Scan is OFF

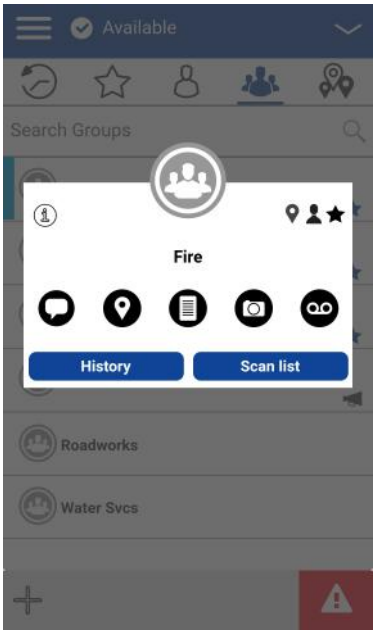
14.2 Adding a Talkgroup to a Scan List

Procedure:

1 Touch and hold on the talkgroup that you want to add to the scan list.

A Context Menu is shown.

Figure 129: Select Corporate Talkgroup



2 Tap the **Scan List** option.

The scan list priority options display.

NOTICE: Only corporate groups given by your administrator can be scanned.

Figure 130: Scan List Priority Options

3 Tap the priority option you want to assign to the talkgroup or select **Normal Priority** if you want the talkgroup to be of normal priority (in other words, not a priority scan talkgroup).

If you choose a priority that is already being used by another talkgroup, a message appears as shown below.

Figure 131: Scan List Information Message

4 Perform one of the following actions:

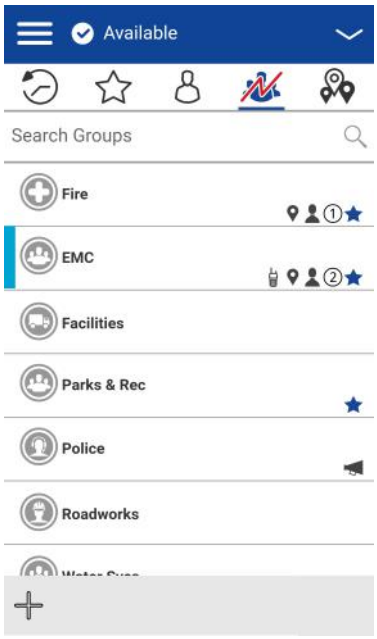
- Select **Yes** to assign the existing priority to the current talkgroup.

- 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, as shown below.

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

Figure 132: Corporate Talkgroup with Priority Assigned

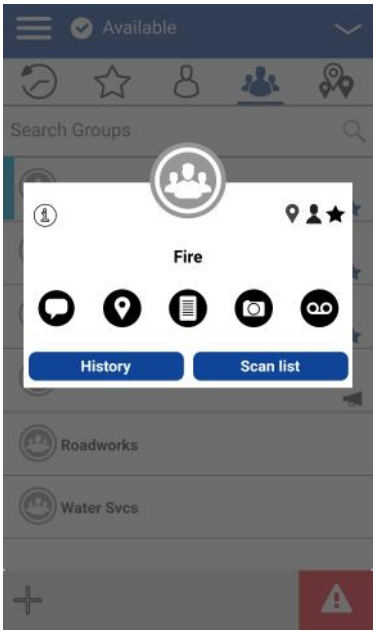


14.3 Removing a Talkgroup from a Scan List or Changing the Scanning Priority

Procedure:

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

Figure 133: Select Corporate Talkgroup



2 Tap the **Scan List** option.

A pop-up menu appears, as shown below.

Figure 134: Change Scan List Priority Options

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 appears.

Figure 135: Scan List Information Message

NOTICE: 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 previously Priority 1 assigned talkgroup is moved to No priority talkgroup.

Chapter 15

Map

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

This section is organized as follows:

- Map Icons on page 144
- Search Map on page 144
- Recenter the Map on page 144
- Individuals on page 144
  - Sending My Location or an Arbitrary Location to a Contact on page 145
  - Sending My Location or an Arbitrary Location to a Quick Group on page 146
  - Sending My Location or an Arbitrary Location to a Talkgroup on page 147
- Supervisor with Location Capability on page 148
  - Talkgroup Member Location on page 148
  - Boundary on page 152
  - Creating a Quick Group from the map on page 159

Individuals

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

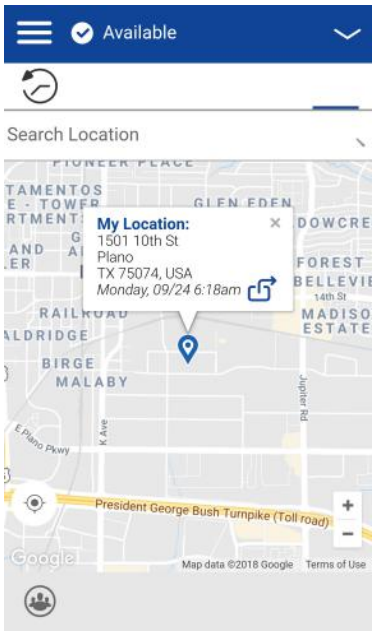
Supervisor with Location Capability

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

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

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

Figure 136: Map



15.1
Map Icons

For more information on the Map icons, see the Map Icons on page 53 section.

15.2
Search Map

You can use the search box to search for addresses or places. To search map, see the Map Icons on page 53 section for more information.

15.3
Recenter the Map

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

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

15.4
Individuals

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.

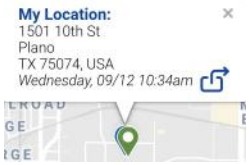
15.4.1

Sending My Location or an Arbitrary Location to a Contact

Procedure:

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

Figure 137: 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 my location.

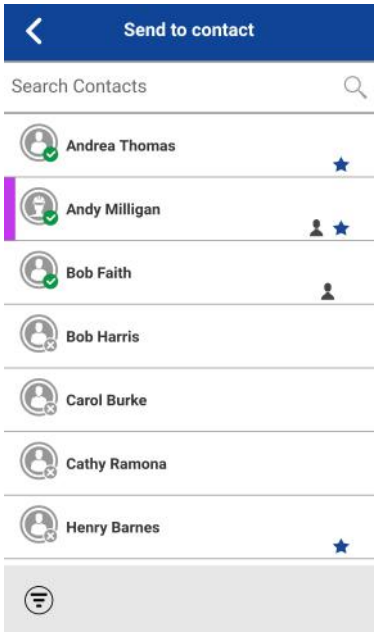
Share my location menu displays.

Figure 138: Share My Location Menu

4 Choose the **Send to Contact** option.

The Send to Contact displays.

Figure 139: Send Location to Contact



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

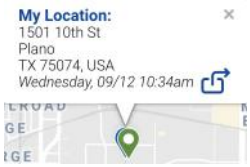
15.4.2
Sending My Location or an Arbitrary Location to a Quick Group

Procedure:

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

My Location displays.

Figure 140: 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 my location.

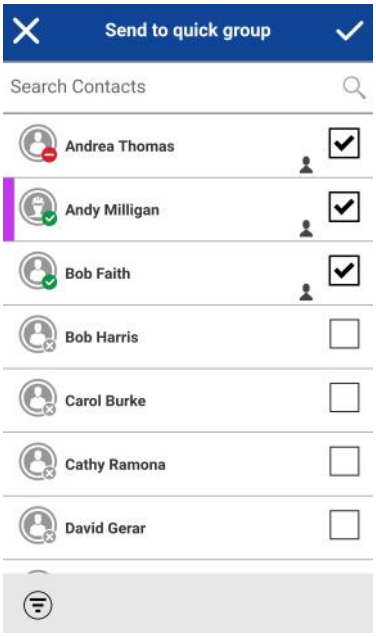
Share my location menu displays.

Figure 141: Share My Location Menu

4 Choose the **Send to Quick Group** option.

The Send to Quick Group displays

Figure 142: Send Location to Quick Group



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

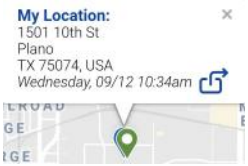
15.4.3
Sending My Location or an Arbitrary Location to a Talkgroup

Procedure:

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

My Location displays.

Figure 143: My Location



2 Tap the **Share** button to share my location.

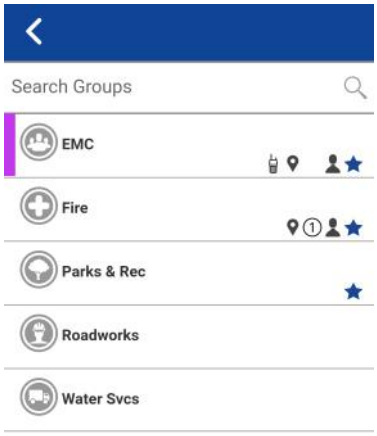
The Share My Location menu displays.

Figure 144: Share My Location Menu

3 Choose the **Send to Group** option.

The Send Location to Group displays.

Figure 145: Send Location to Group



4 Tap the talkgroup to select the one you want to share your location. The message `Location Sent` is displayed.

15.5 Supervisor with Location Capability

15.5.1 Talkgroup Member Location

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

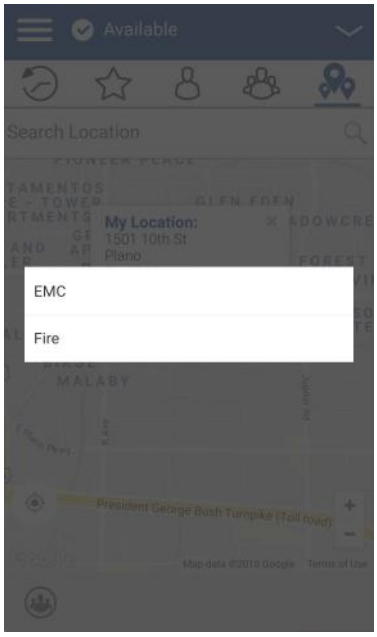
15.5.1.1 Viewing talkgroup member locations

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.

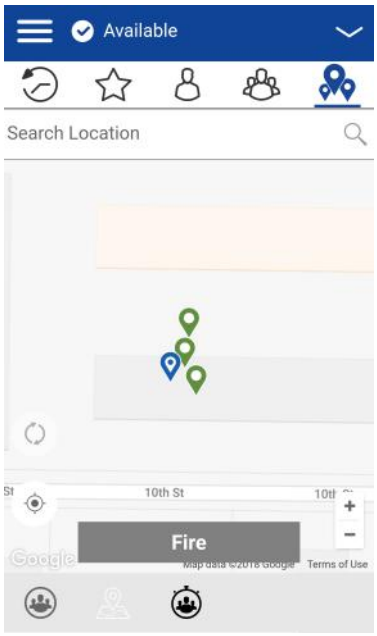
Figure 146: Groups with Location Capability



2 Tap the talkgroup to locate the talkgroup member location.

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

Figure 147: Talkgroup Member Location



15.5.1.2

Viewing talkgroup member location details

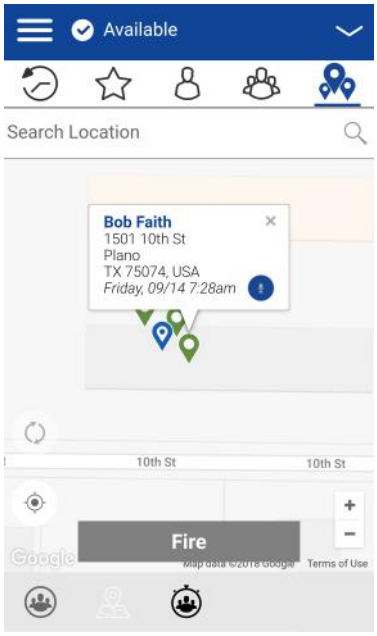
Prerequisites: Complete the Viewing talkgroup member locations on page 148 section.

Procedure:

1 Tap any **Pin**.

The member's name and location displays.

Figure 148: View a Talkgroup Members Location Details



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

15.5.1.3 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:

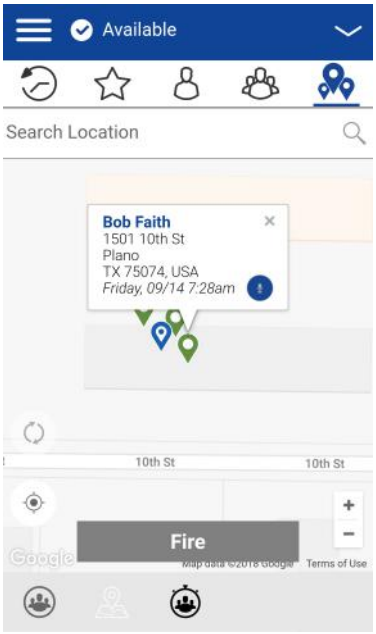
1 Tap the Talkgroup Location button to access the map.

2 Complete the Viewing talkgroup member location details on page 149 section.

3 Tap any **Pin**, the member's name, and location displays.

Talkgroup members location details screen displays.

Figure 149: View a Talkgroup Members Location Details



4 Tap the **Call** button.

The Call screen displays.

15.5.1.4

Sharing your location or an arbitrary location to a talkgroup with Location Capability

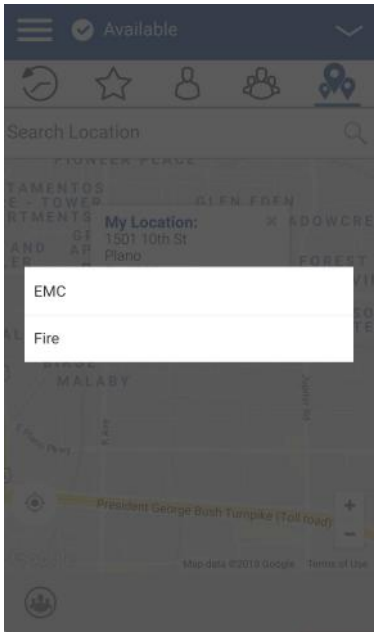
Move the map or search the map for a location. The pin turns orange, and details show "Pin Location." Tap **Share**.

Procedure:

1 Tap the **Tracked Group Selector** button.

The list of talkgroups with Location Capability popup displays.

Figure 150: Groups with Location Capability

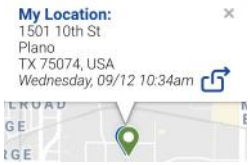


2 Choose a talkgroup to view talkgroup member locations from the list.

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

My Location displays.

Figure 151: My Location



4 Tap the **Share** button to share your location.

The Pin location is sent to the talkgroup.

15.5.2
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 of 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 153
- Recentering boundary on the map on page 155
- Recentering the map to your location on page 155
- Boundary settings on page 155

- Changing boundary settings on page 155
- Changing update interval on page 156
- Changing active boundary time on page 157
- Changing Notify Me Setting on page 158
- Changing Notify Me Setting on page 158
- Changing Notify Member Setting on page 158
- Changing Initial Member Notification Setting on page 158

15.5.2.1

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.

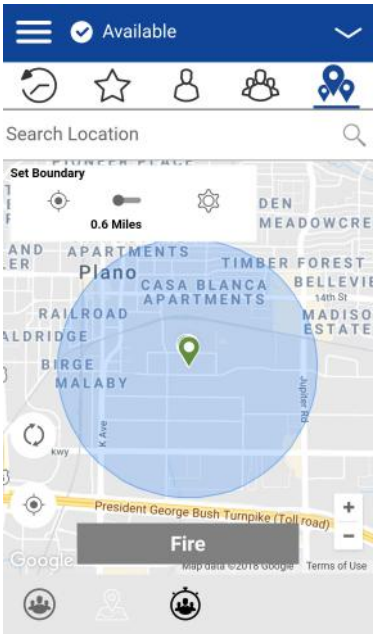
The Set Boundary popover displays.

Figure 152: Set Boundary Popover

3 Tap the **Set Boundary** button.

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

Figure 153: Boundary Preview



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

5 Set the boundary center by moving the map or searching.

6 Tap the **Set Boundary** toggle to turn ON the boundary. If you are setting a boundary at your current location as shown by the My Location Pin (Blue), you can set the boundary type. If you set a boundary at some other location, then boundary stays at that location.

Figure 154: Boundary Confirmation

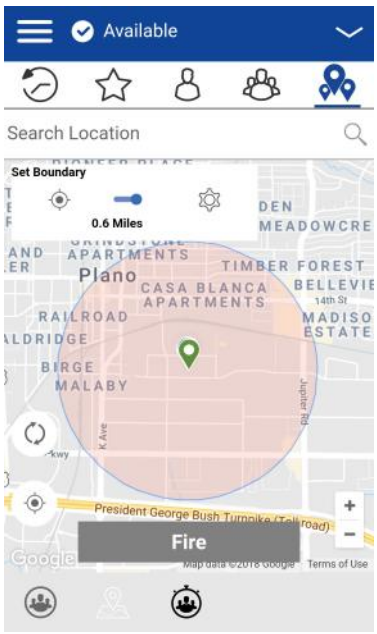
7 Select the boundary type:

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

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

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

Figure 155: Boundary ON



15.5.2.2
Recentering 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.

15.5.2.3
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 my location while the boundary is off and the map recenters to boundary center while the boundary is on.

15.5.2.4
Boundary settings

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

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

This section contains the following boundary settings:

- Changing boundary settings on page 155
- Changing update interval on page 156
- Changing active boundary time on page 157
- Changing Notify Me Setting on page 158
- Changing Notify Member Setting on page 158
- Changing Initial Member Notification Setting on page 158

15.5.2.4.1
Changing boundary settings

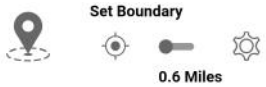
All Boundary settings can be changed in the map set boundary settings.

Procedure:

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

The Set Boundary popover displays.

Figure 156: Set Boundary Popover



2 Tap the **Settings** button.

The Boundary Settings displays.

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

15.5.2.4.2

Changing update interval

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

NOTICE: Smaller intervals shorten the battery life for talkgroup members.

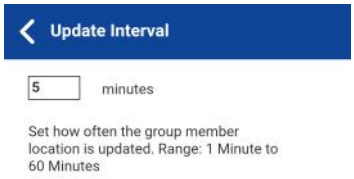
Procedure:

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

Figure 157: Update Interval Settings

The Update Interval Settings Options displays.

Figure 158: Update Interval Settings Options



2 Tap the **minutes** text box.

3 Type a number in the range from 1 to 60 minutes using the on-screen keyboard to set how often the talkgroup member location is updated.

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

15.5.2.4.3

Changing active boundary time

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

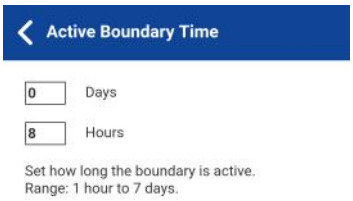
Procedure:

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

Figure 159: Active Boundary Time Settings

The Active Boundary Time Settings Options displays.

Figure 160: Active Boundary Time Settings Options



2 Tap the **Days** text box to set how long the boundary is active. The time must be up to 7 days.

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

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

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

15.5.2.4.4

Notify Me Setting

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

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

15.5.2.4.5

Changing Notify Me Setting

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

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

Procedure:

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

Figure 161: Notify Me Setting

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

15.5.2.4.6

Changing Notify Member Setting

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

Procedure:

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

Figure 162: Notify Member Setting

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

3 Continue with the Changing Initial Member Notification Setting on page 158 section.

15.5.2.4.7

Changing Initial Member Notification Setting

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

Prerequisites:
The Notify Member setting must be turned on to use this setting.Changing Notify Member Setting on page 158

Procedure:

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

Figure 163: Initial Member Notification Setting

The Initial Member Notification Setting Options displays.

Figure 164: Initial Member Notification Setting Options

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**.

15.5.3

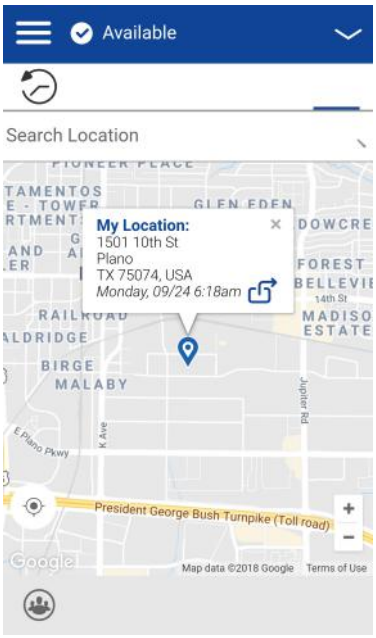
Creating a Quick Group from the map

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 165: Map



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

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

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

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

Figure 166: Create Quick Group from Map

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

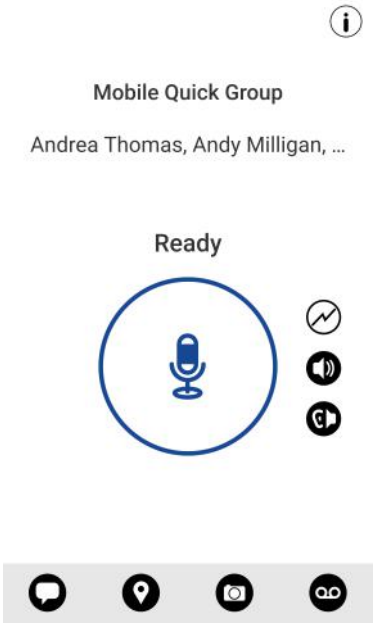
All selected contact pins turn purple.

Figure 167: Create Quick Group from Map

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

The Call screen displays.

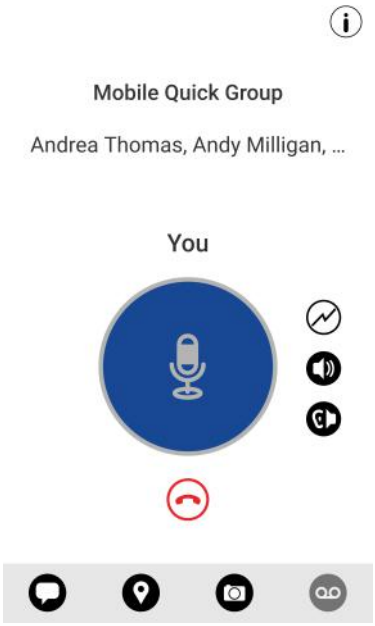
Figure 168: Quick Group from Map Call screen



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.

Figure 169: You Are Speaking in a Quick Group Call



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

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

15.5.3.1

Adding members to a quick group

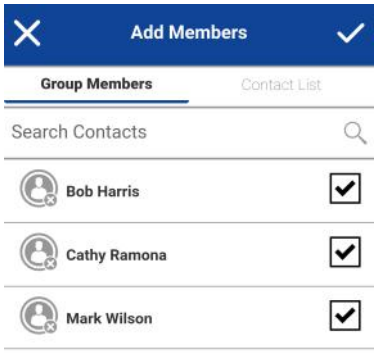
Prerequisites: Perform Creating a Quick Group from the map on page 159.

Procedure:

1 Tap or touch the **Add Members** button.

The Add Members screen displays.

Figure 170: Add Quick Members from Map



2 Select the additional members to add from the **Group Members** or **Contacts**.

3 Tap or touch the **Save** button.

15.5.3.2

Removing quick group members

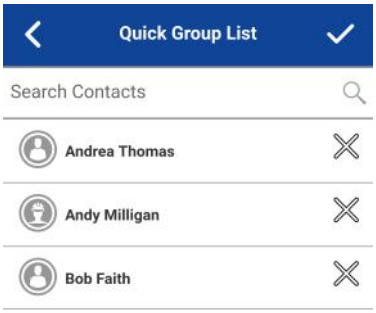
Procedure:

1 Tap or touch the **Quick Group List** button.

The Quick Group List displays.

2 Tap or touch the members to remove.

Figure 171: Remove Quick Members from Map



3 Tap or touch the **Save** button.

The Quick Group Call screen displays.

Chapter 16

Integrated Secure Messaging

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

This section is organized as follows:

- Integrated Secure Messaging Icons on page 165
- Multimedia Content on page 165
  - Text Messages on page 165
  - Image Messaging on page 174
  - Video Messaging on page 175
  - Voice Messaging on page 176
  - File Messaging on page 177
  - Location Message on page 178
- Message Actions on page 178

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

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

NOTICE: The notification time for messages to wait to be delivered is set by the service provider and may be different than the time indicated above.
The time a multimedia message is available for download is set by the service provider and may be different than the time indicated above.

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

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

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

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

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

1. Pending - indicates that the message is waiting to be sent. Any messages that are created while the network connection is not available are preserved until the network connection is restored and then sent.
2. Sent - indicates that the message was sent from your device.
3. Delivered (for 1:1 messages only) - indicates that the message was delivered to the recipient. This status does not mean that the user downloaded any multimedia.

4 Failed - indicates that the message could not be sent. This failure can happen if the recipient is not allowed to receive messages or if there was a problem sending the message from your device.

NOTICE: There is no delivery status for talkgroup messages.

16.1
Integrated Secure Messaging Icons

For more information on the Integrated Secure Messaging icons, see the Integrated Secure Messaging Icons on page 51 section.

16.2
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 5 MB using cellular and 15 MB using Wi-Fi. If file size is exceeded, you will receive an error message.

16.2.1
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 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 165
- Selecting Quick Text on page 167
- Adding Quick Text on page 169
- Deleting Quick Text on page 171
- Deleting a Message on page 105
- Receiving a Text Message on page 173

16.2.1.1
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:

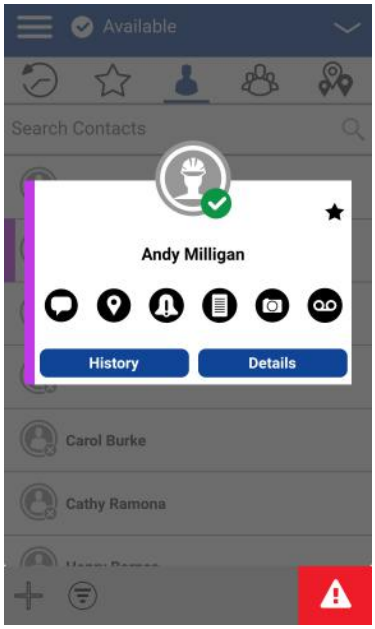
1 Perform one of the following actions:

- Select a contact from the Contacts List, touch and hold.

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

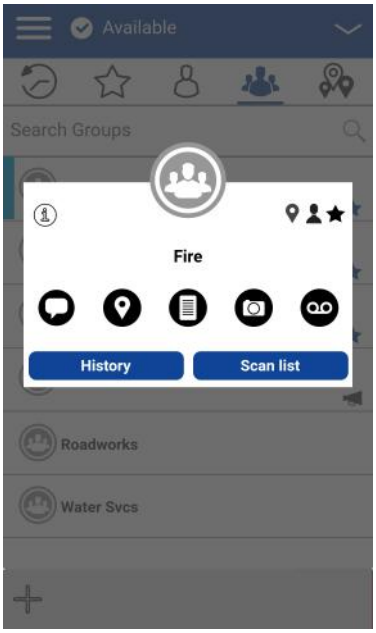
A Context Menu displays.

Figure 172: Contact Context Menu



A Context Menu displays.

Figure 173: Talkgroup Context Menu



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

3 Type your message using the on-screen keyboard, tap the **Send** button located to the right of the message box. You can also add Quick Text, see the Adding Quick Text on page 169 section for more information.

Figure 174: Text Message Box

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

4 Your text message displays in the history details.

16.2.1.2

Selecting Quick Text

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

Procedure:

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

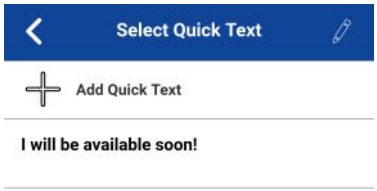
NOTICE: To create Quick Text, see the Adding Quick Text on page 169 section.

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

Figure 175: Text Box

The Select Quick Text displays.

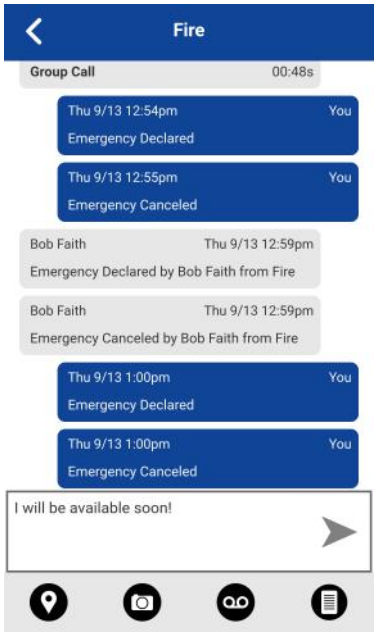
Figure 176: Edit Quick Text



3 Tap the desired quick text. The selected quick text is added to your message.

The message entry box displays again.

Figure 177: Send Quick Text



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

16.2.1.3

Adding Quick Text

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

Procedure:

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

Figure 178: Text Box

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

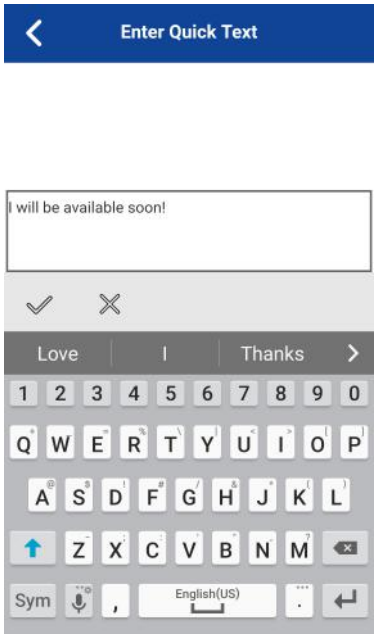
The Select Quick Text displays.

Figure 179: Select Quick Text

3 Tap the **Add Quick Text** button.

The Enter Quick Text displays.

Figure 180: Enter Quick Text

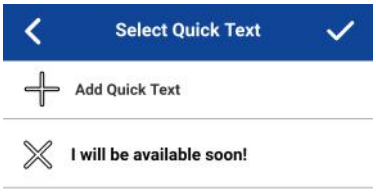


4 Type the quick text to use.

5 Perform one of the following actions:

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

  Figure 181: Created Quick Text

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

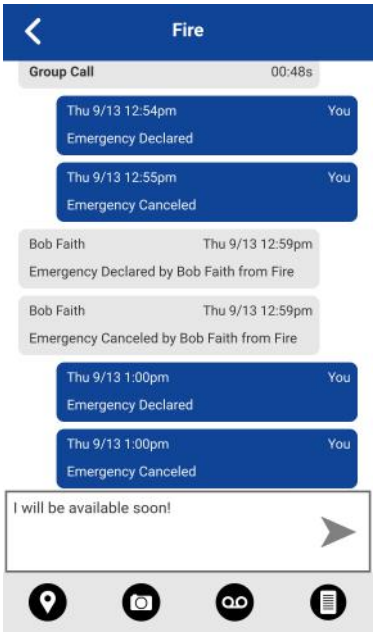
  If you selected cancel, the following message displays, `Your entered quick text will be cleared. Do you wish to continue?`.

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 182: Send Quick Text



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

16.2.1.4 Deleting Quick Text

Procedure:

1 Tap the **Message** button.

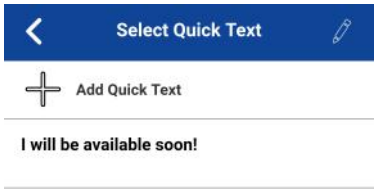
The text box displays.

Figure 183: Text Box

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

The Select Quick Text displays.

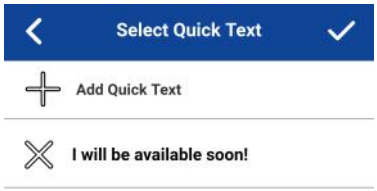
Figure 184: Edit Quick Text



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

The Select Quick Text displays.

Figure 185: Delete Quick Text



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

A confirmation dialog displays.

Figure 186: Delete Quick Text Confirmation

5 Perform one of the following actions:

- Tap **Yes** to delete quick text.
- Tap **No** to cancel action.

6 Tap **Save**.

16.2.1.5

Receiving a Text Message

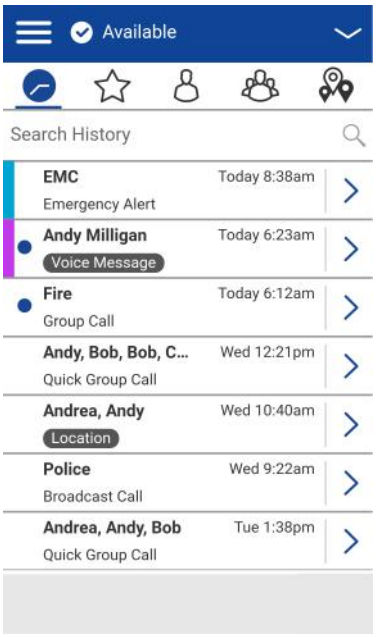
When you receive a text message, you receive a system notification showing the sender's name and a preview of the text message. You can tap the notification, and the PTT application open, to the history for that sender or talkgroup. Text messages are shown in threaded history along with call history.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

Procedure:

1 Perform one of the following actions:

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

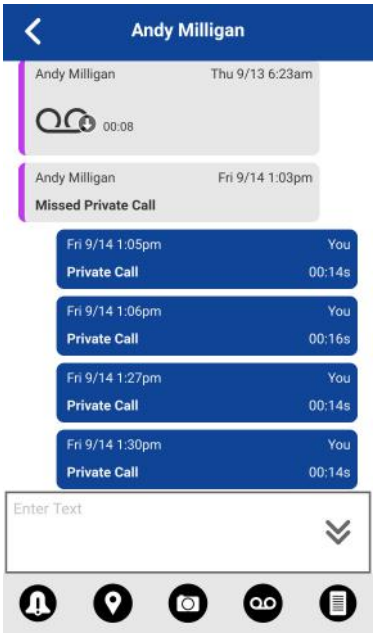
Figure 187: History



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

The History Details displays.

Figure 188: 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 179
- Forwarding a Message to a Quick Group on page 179
- Replying to a Sender on page 180
- Replying to Talkgroup (Talkgroup Messages) on page 180
- Sharing my Location on page 180
- Sending a Photo or a Video on page 180
- Sending a Voice Message on page 176
- Sending a Text Message on page 181
- Sending a File on page 182
- Deleting a Message on page 105
- Copying a Text Message on page 182

16.2.2
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 and reply all (for talkgroup messages). Messages can be forwarded to other PTT users, and delivery receipts allow the sender to see that a message was delivered.

You can also perform any of the following message actions:

- Saving an Image Message on page 175
- Forwarding a Message to a Contact or Talkgroup on page 179
- Forwarding a Message to a Quick Group on page 179

- Replying to a Sender on page 180
- Replying to Talkgroup (Talkgroup Messages) on page 180
- Deleting a Message on page 105

16.2.2.1
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 tab, 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.

16.2.3
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 and reply all (for talkgroup messages). Messages can be forwarded to other PTT users, and delivery receipts allow the sender to see that a message was delivered.

You can also perform any of the following message actions:

- Saving a Video Message on page 175
- Forwarding a Message to a Contact or Talkgroup on page 179
- Forwarding a Message to a Quick Group on page 179
- Replying to a Sender on page 180
- Replying to Talkgroup (Talkgroup Messages) on page 180
- Deleting a Message on page 105

16.2.3.1
Saving a Video Message

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

Procedure:

1. From the History tab, find the conversation that contains the video you want to save and tap the **History Details** button.
2. Tap the **Video**. The Video Preview screen displays.
3. Tap the **Gallery** button to save to the device to the Gallery.
4. Additional functions are as follows:
   - Tap the **Play** button to play the video.

- Tap the **Forward** button to forward the video to a contact, quick group, or talkgroup
- Tap the **Details** button to view the name, sender, date, size, and duration.
- Tap the **Delete** button to delete the video.

16.2.4
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 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.

16.2.4.1
Receiving a Voice Message

A received voice message can be played by tapping the message.

Procedure:

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

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

You can also perform any of the following message actions:

- Forwarding a Message to a Contact or Talkgroup on page 179
- Forwarding a Message to a Quick Group on page 179
- Replying to a Sender on page 180
- Replying to Talkgroup (Talkgroup Messages) on page 180
- Deleting a Message on page 105

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

The Audio Preview screen displays.

16.2.4.2
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, rerecord, erase, and send the voice message. You can record a voice message from any history entry on the **History Details** screen from the **History**.

Procedure:

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

2 Tap the **Voice Message** button located in the actions.

A Ready Record screen displays.

3 Press and hold the **Record** button and begin speaking your voice message.

4 When complete, release the **Record** button. You can tap the **Playback** button to review your message.

5 Perform one of the following actions:

- Tap the **Save** button located in the upper-right.
- Tap **Cancel** button in upper-left to open a **Discard Confirmation** message.

6 Perform one of the follow actions:

- Tap **Yes** to discard voice message.
- Tap **No** to return to the recorded message and the message is sent.

16.2.5 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 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.

16.2.5.1 Send A File Message

A file message is sent from within PTT application.

File messages support Microsoft Office files and PDF.

To send a file message, see the Sending a File on page 182 section.

16.2.5.2 Receive a File Message

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

NOTICE: If the message is not downloaded, tap the message and wait for the download, then tap again to display to File Preview screen.
You can also perform any of the following message actions:

- Forwarding a Message to a Contact or Talkgroup on page 179
- Forwarding a Message to a Quick Group on page 179
- Replying to a Sender on page 180
- Replying to Talkgroup (Talkgroup Messages) on page 180
- Deleting a Message on page 105

16.2.5.3 Saving a File Message

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

Procedure:

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

2 Tap the **File** and the **File Preview** screen displays.

3 Tap the **File** icon located in the center of the screen to view. The native file viewer opens.

4 Tap the **Share** icon, choose an option for sending the document (for example, any installed application).

5 Tap **Save to Files** or browse a location on where to save the file.

NOTICE: Use the File Manager application to access the saved files.

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

Please see the device user manual for more information.

6 Additional functions are as follows:

- Tap the **File** icon located in the center of the screen to view. The native file viewer opens.
- Tap the **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.

16.2.6
Location Message

When a user receives a location message, a notification will be displayed. The recipient can reply to the sender and reply all (for talkgroup messages). Messages can be forwarded to other PTT users, and delivery receipts allow the sender to see that a message was delivered.

Location messages also show in threaded history along with call history.

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

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

Your device provides the location.

Send Location Message
To share your location, see the Sharing my Location on page 180 section.

Receive a Location Message
A received location message can be viewed by tapping the message. The Map screen displays.

You can also perform any of the following message actions:

- Forwarding a Message to a Contact or Talkgroup on page 179
- Forwarding a Message to a Quick Group on page 179
- Deleting a Message on page 105

16.3
Message Actions

You can send messages to offline users. They receive the messages the next time they become online.

You can also perform any of the following message actions:

- Forwarding a Message to a Contact or Talkgroup on page 179
- Forwarding a Message to a Quick Group on page 179
- Replying to a Sender on page 180
- Replying to Talkgroup (Talkgroup Messages) on page 180
- Sharing my Location on page 180
- Sending a Photo or a Video on page 180

- Sending a Voice Message on page 176
- Sending a Text Message on page 181
- Sending a File on page 182
- Deleting a Message on page 105
- Copying a Text Message on page 182

16.3.1
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 **Send Message** button. The message is sent to the contact or talkgroup.

16.3.2
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 **Send Message** button.

   The message is sent to the Quick Group.

16.3.3
Replying to a Sender

You can reply to sender for a talkgroup on the Details screen from the History tab.

Procedure:

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

   The message is sent to the talkgroup.

16.3.4
Replying to Talkgroup (Talkgroup Messages)

You can reply to a talkgroup on the Details screen from the History tab.

Procedure:

1. From the History tab, find the conversation that contains the message you want to reply and tap the **History Details** button.
2. Tap and hold the history entry to open a **Context Menu**.
3. Tap the **Reply to Group** option to open the **Group screen**.
4. Enter the text using the on-screen keyboard.
5. Tap **Send Message** button.

   The message is sent to the talkgroup.

16.3.5
Sharing my Location

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

Procedure:

1. From the History tab, 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.

16.3.6
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 tab.

Procedure:

1. From the History tab, 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.

16.3.7
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, rerecord, erase, and send the voice message. You can record a voice message from any history entry on the **History Details** screen from the **History**.

Procedure:

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

   A Ready Record screen displays.

3 Press and hold the **Record** button and begin speaking your voice message.
4 When complete, release the **Record** button. You can tap the **Playback** button to review your message.
5 Perform one of the following actions:
   - Tap the **Save** button located in the upper-right.
   - Tap **Cancel** button in upper-left to open a **Discard Confirmation** message.
6 Perform one of the follow actions:
   - Tap **Yes** to discard voice message.
   - Tap **No** to return to the recorded message and the message is sent.

16.3.8
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 **Send Message** button.

   The message is sent to the talkgroup.

16.3.9
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.

   NOTICE:
   You can access files from your device storage or other installed applications such as Apple iCloud, Dropbox, and Google Drive, etc.
3. Navigate to the location of the file to attach and tap.

   A send confirmation message displays.
4. Perform one of the following actions:
   - Tap **OK** to send.
   - Tap **Cancel** to cancel.

16.3.10
Copying a Text Message

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

Procedure:

1. From the **History**, find the conversation that contains the message you want to forward and tap the **History Details** button.
2. Tap and hold the history entry.

   A Context Menu displays.
3. Tap the **Copy Message** option. The message is copied to the clipboard.
4. Paste the message into any message and send.

Chapter 17

Video Streaming (Optional)

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

Video streaming feature allows you to send a one-way, live streaming video with audio to another PTT user, dispatcher, or a corporate talkgroup.

Recipients can be any PTT contact or corporate talkgroup assigned to you capable of receiving video calls. To receive group video, your administrator must enable the feature. Only a limited number of participants can receive a group video stream. Anyone with the video feature can originate a live video stream.

You can stream video from the device integrated camera(s). You choose which camera to broadcast.

Each video session allows you to stream, and each participant can have a single active video call at a time.

When streaming video to a talkgroup, the video stream is available to any talkgroup member that has group video receive permission and begins streaming as soon as the first recipient accepts the invitation.

Talkgroup members may leave and rejoin a video call at any time.

During a private (1-1) video call, if the recipient of the call leaves the video session, it ends.

NOTICE: Incoming video calls are not delivered to users in DND.
You cannot send a live stream to a broadcast talkgroup.

You must bring the application to the foreground to send video and see the preview.

NOTICE: Keep the Video Call screen in the foreground; otherwise, the camera video transmission becomes blank even though you can hear audio.

For more information on video call settings, see the Settings on page 196 section.

This section is organized as follows:

- Video Streaming Icons on page 183
- Minimizing a Video Call on page 183
- Making a Video Call to a Contact on page 184
- Making a Video Call to a Quick Group on page 186
- Making a Video Call to a Talkgroup on page 189
- Receive an Incoming Video Call on page 190

17.1 Video Streaming Icons

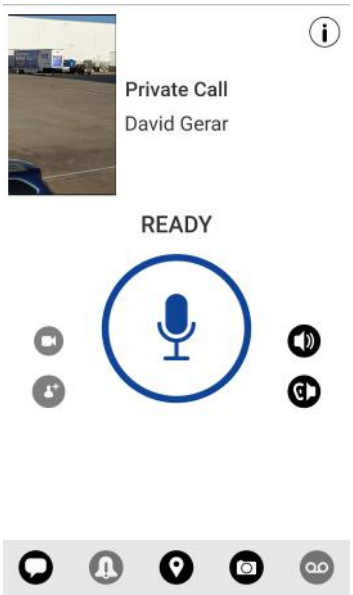
For more information on Video Streaming icons, see the Video Streaming Icons on page 56 section.

17.2 Minimizing a Video Call

Procedure:

1 Tap the **Video Call screen**. The Video Call screen is minimized, as shown below.

Figure 189: Minimize a Video Call



2 Tap the **Video Call screen** again to return to full size.

17.3 Making a Video Call to a Contact

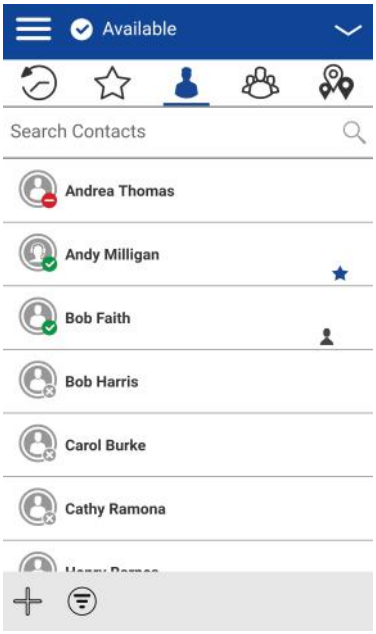
Procedure:

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

NOTICE: Your administrator assigns PTT contacts.
PTT call audio, and video audio can be mixed, or PTT call audio can have priority. For information on PTT audio, see the Changing Audio Interaction setting on page 200 section.

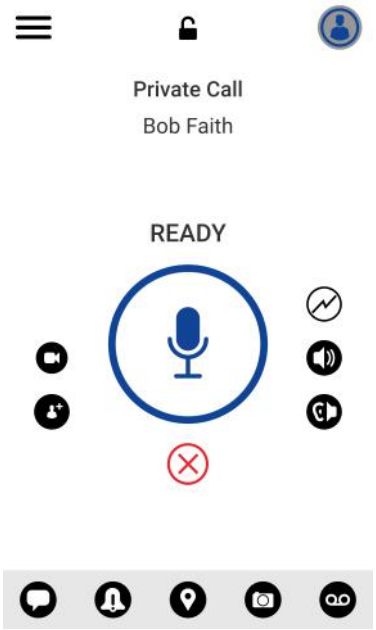
2 Tap on the contact to select the one you want to start a video call.

Figure 190: Contacts



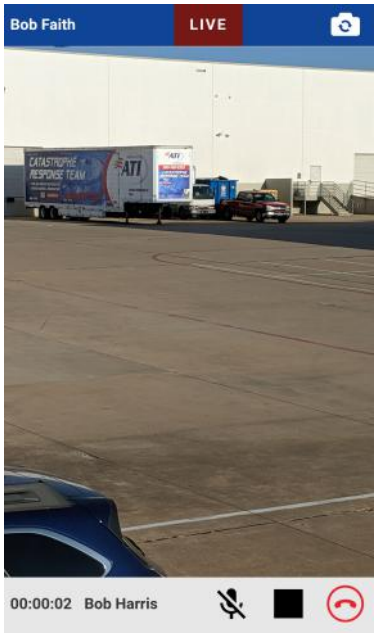
The Call screen displays the name of the contact that you are calling in the Call Status, and the Contacts button is selected, and active.

Figure 191: Private Call screen



3 Tap the **Video** icon located to the left of the on-screen PTT button; a private one-to-one video call is started, dialing, then ringing the contact. When the contact accepts the incoming video call, the video call begins.

Figure 192: 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.

NOTICE: To switch your camera from the rear camera (default) to front camera, tap the **Change Camera** button at the top of the screen.

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

17.4

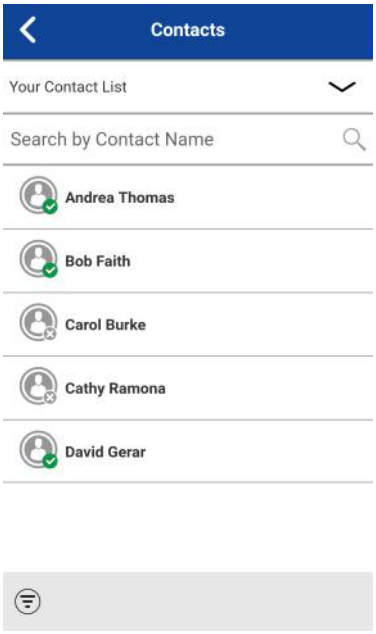
Making a Video Call to a Quick Group

Procedure:

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

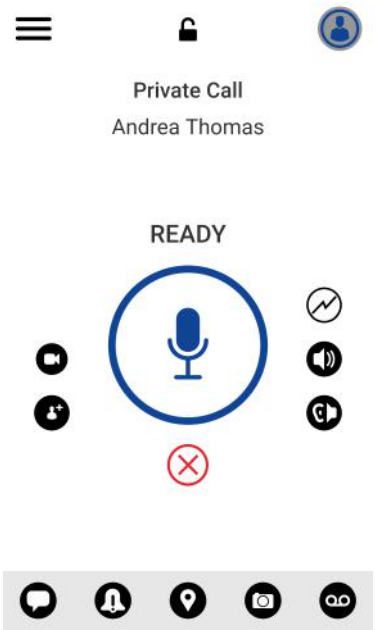
NOTICE: PTT call audio, and video audio can be mixed, or PTT call audio can have priority. For information on PTT audio, see the Changing Audio Interaction setting on page 200 section.

Figure 193: Contacts



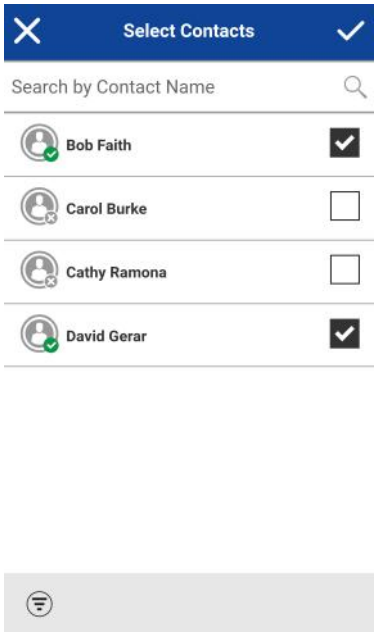
The Call screen displays, as shown below.

Figure 194: Private Call screen



2 Tap the **Add Participants** button. The Select Contacts screen displays, as shown below.

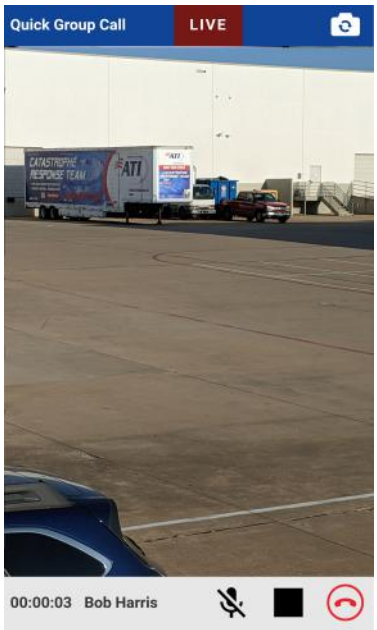
Figure 195: Select Contacts



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

4 Tap the **Video** icon located to the left of the on-screen PTT button; a quick group video call is started, dialing, then ringing the group. When the first contact accepts the incoming video call, the video call begins.

Figure 196: Transmitting a Live Video Stream to a Quick Group



NOTICE: You can tap the Microphone icon to mute or unmute the microphone audio sent with the live video stream.
To switch your camera from the rear cam (default) to front cam, tap the **Change Camera** button at the top of the screen.

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

17.5

Making a Video Call to a Talkgroup

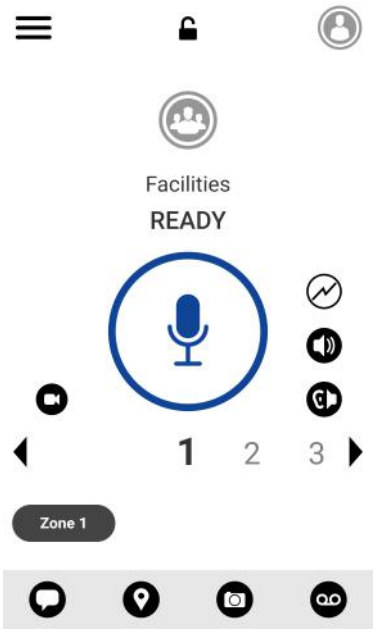
Procedure:

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

NOTICE: Corporate talkgroup size is limited to 15 talkgroup members receiving the call. PTT call audio, and video audio can be mixed, or PTT call audio can have priority. For information on PTT audio, see the Changing Audio Interaction setting on page 200 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.

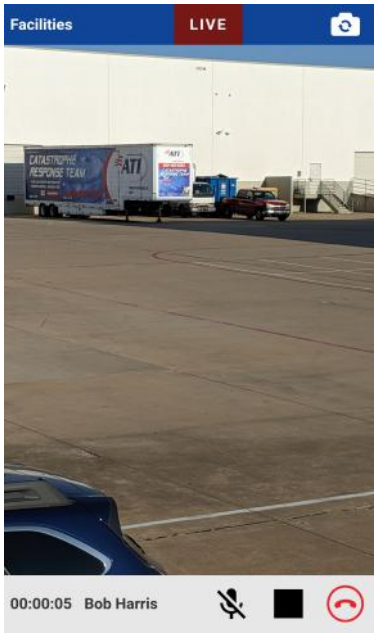
Figure 197: Place a PTT Talkgroup Call



2 Tap the **Video** icon located to the left of the on-screen PTT button; a talkgroup video call is started, dialing, then ringing the talkgroup. When the first member accepts the incoming video call, the video call begins.

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

Figure 198: 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 front cam, tap the **Change Camera** button at the top right-hand of the screen.

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

17.6
Receive an Incoming Video Call

Incoming video calls can be received from a private 1-1 or talkgroup. To receive a talkgroup video call, your administrator must enable you to receive group video calls. You can originate a talkgroup video even if you cannot receive talkgroup video calls. Private 1-1 and Quick Group video calls can be received as long as you have the video streaming feature enabled. Calls received can be manually accepted or declined based on the Auto Answer Video Call setting. For more information on Auto Answer Video Call settings, see the Settings on page 196 section. You can receive an incoming video call from any talkgroup you are assigned. Unlike talkgroup PTT voice calls, video calls are received regardless of your selected talkgroup or talkgroup scanning mode.

NOTICE: PTT call audio, and video audio can be mixed, or PTT call audio can have priority. For information on PTT audio, see the Changing Audio Interaction setting on page 200 section.

17.6.1
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.

NOTICE: 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 77 section.

Figure 199: Receive an Incoming Video Call Request

You can tap the Microphone icon to mute or unmute the microphone audio sent with the live video stream.

To switch your camera from the rear cam (default) to front cam, tap the **Change Camera** button at the top of the screen.

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

17.6.2
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 Audio Interaction setting on page 200 section.

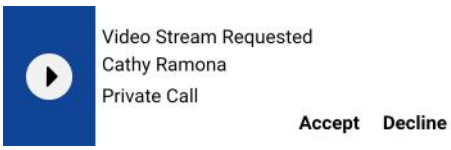
To acknowledge a video stream request

Procedure:

1 When you receive a video stream request, perform one of the actions:

- Select **Accept** to answer the call. Accepting the request will immediately start a video session to the dispatcher.
- Select **Decline** to reject the call.

Figure 200: Receive a Video Stream Request



NOTICE: You can tap the Microphone icon to mute or unmute the microphone audio sent with the live video stream.
To switch your camera from the rear cam (default) to front cam, tap the **Change Camera** button at the top of the screen.

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

17.6.3
Receive an Unconfirmed Video Stream Request

There may be a situation where a dispatcher wants to initiate a video automatically. Your administrator must enable this function for the dispatcher before it can be used. When you receive an unconfirmed video stream request, the call is automatically accepted. For more information on Allow Unconfirmed Video Transmission settings, see the Settings on page 196 section.

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

Chapter 18

Airplane Mode

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

- You cannot receive PTT calls or messages
- You cannot receive alerts from others
- Others will see you as offline in their PTT contact list and cannot call you or send you an alert

Chapter 19

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 194
- Using Bluetooth on page 194
- Using a Remote Speaker Microphone on page 195

19.1
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 again is used for PTT calls.

19.2
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), or Advanced Audio Distribution Profile (A2DP). When using PTT over Bluetooth, you must use the PTT button on the phone to take the floor and speak.

19.2.1
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.

19.2.2
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.

19.2.3
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 PTT application settings. For details on how to turn off Bluetooth, refer to the Use Bluetooth on page 213 section.

19.3
Using a Remote Speaker Microphone

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

19.3.1
Wired

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

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

19.3.2
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 20

Settings

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

- Accessing the PTT application settings on page 197
- Important Message on page 197
- Alert Repeat on page 198
- Alert Tone on page 198
- Allow Unconfirmed Video Transmission on page 200
- Audio Interaction on page 200
- Auto Answer Video Call on page 201
- Auto Download on page 201
- Background Mode on page 201
- Capacity on page 202
- Contact Sorting on page 202
- Display Name on page 203
- Emergency on page 203
- Enhanced Loudness on page 204
- History Sorting on page 204
- In Call Tones on page 205
- Instant Personal Alert on page 206
- Location Change Accuracy on page 207
- Logout on page 208
- Message Alert on page 209
- Missed Call Alert on page 210
- My PTT Number on page 210
- Network Loss Tone Repeat on page 211
- Network Up/Down Tones on page 211
- Restore Defaults on page 212
- Use Bluetooth on page 213
- Vibrate Alert on page 213
- Volume Boost on page 214

NOTICE: All settings show in the default state.

20.1
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 42, tap the **Settings** option. The Menu icon is in the upper-left-hand corner of the Main screen.

NOTICE: For more information on how to change the Boundary settings, see the Boundary settings on page 155 section.

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

NOTICE: All settings show in the default state.

20.2
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 login to the PTT application. Important Message notifications show with a yellow star on the Menu settings option, and the Important Message settings. If there are no important message notifications are available, you will not receive a message nor see the setting. See the Application updates on page 37 section for more information.

20.2.1
Upgrading the PTT application

When and where to use: Notifications are sent periodically to ensure that the application is up to date with the most current software. When an update is available, you receive a message when you login to the PTT application. Important Message notifications show with a yellow star on the Menu settings option, and the Important Message settings. If there are no important message notifications are available, you will not receive a message nor see the setting. See the Application updates on page 37 section for more information.

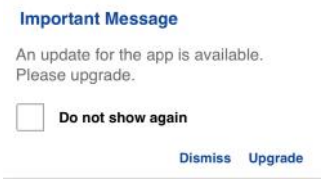
Procedure:

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

2 From the Important Message Notification, perform one of the following actions:

NOTICE: Important Message Notifications may vary in content.

Figure 201: Important Message Notification Example



- 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.

20.3 Alert Repeat

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

20.3.1 Changing alert repeat setting

Procedure:

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

Figure 202: Alert Repeat Setting Options

2 Select how often you want your alerts to repeat.

- **Once:** 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**.

20.4 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.

20.4.1 Changing Alert Tone setting

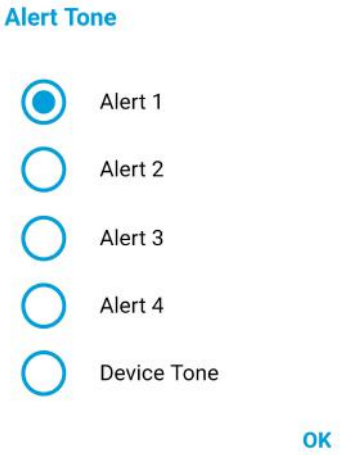
Procedure:

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

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

Figure 203: Alert Tone Setting Options

Figure 204: Alert Tone Select Tone Options Example



2 Select the desired alert tone.

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

3 Select the following options:

- Tap **Select** to select the tone.
- Tap **Cancel** to go back to the previous screen.

4 Tap **OK**.

20.5
Allow Unconfirmed Video Transmission

When turned ON, allows an authorized dispatcher to start sending video from this device without your confirmation automatically. When turned OFF, an authorized user cannot send video from your device automatically without you accepting or declining the video session.

NOTICE: This feature is not supported for iOS 12.4 and above.

20.5.1
Changing allow unconfirmed video transmission setting

Procedure:

1. From the Settings, scroll to the **Allow Unconfirmed Video Transmission** setting.
2. Tap the **On/Off** switch to toggle the state of the setting.

20.6
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.

20.6.1
Changing Audio Interaction setting

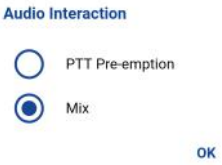
Procedure:

1. From the Settings, scroll to and tap the **Audio Interaction** setting.

   Figure 205: Audio Interaction Setting

2. Select the desired audio interaction setting option as follows:
   - PTT Preemption: Preempts video audio while PTT call member has the floor.
   - Mix: Mixes PTT audio and video audio.

   Figure 206: Audio Interaction Setting Options

3. Tap **OK**.

20.7 Auto Answer Video Call

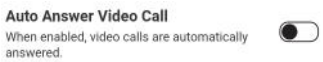
When turned ON, video calls are automatically accepted and played. When turned OFF, an incoming video session alert provides you the option to accept or decline the video session.

20.7.1 Changing auto answer video call setting

Procedure:

1 From the Settings, scroll to the **Auto Answer Video Call** setting.

Figure 207: Auto Answer Video Call Setting



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

20.8 Auto Download

When turned on, message attachments automatically download to the History tab or when turned off; you must manually download by tapping the message attachment. Requires the Integrated Secure Messaging feature to be turned on by your administrator.

20.8.1 Changing auto download setting

Procedure:

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

Figure 208: Auto Download Setting

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

20.9 Background Mode

The Background Mode setting allows you to choose if an incoming call shows a notification. Pressing a supported Bluetooth PTT accessory takes the floor while the application is in the background. You must bring the PTT application to the foreground to use the on-screen PTT button. See the Call Behavior in Background on page 78 section for more information.

20.9.1 Changing Background Mode setting

When and where to use:

Procedure:

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

Figure 209: Background Mode Setting

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

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

20.10 Capacity

The Capacity setting allows you to view how many PTT contacts, talkgroups, and favorites store on your phone. These numbers include both personal and administrator-managed. Please refer to the table in the Contacts on page 111 section, Talkgroups on page 123 section, and Favorites on page 106 section to see the maximum capacity for your phone. Dismiss the pop-up displayed by pressing the back button on the title bar.

20.10.1 Viewing phone capacity setting

Procedure:

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

Figure 210: Capacity Setting

The Capacity screen displays.

20.11 Contact Sorting

You can choose to view your contacts in a sorted manner. There are two options, sorting according to the alphabetical order of your contacts or sorting according to the availability of your contacts. When contacts are sorted by availability, online contacts show first alphabetical, followed by offline contacts alphabetical. Online contacts include contacts who are ‘Available’ and ‘Do Not Disturb.’ The contact list updates each time a contact changes from online to offline or vice versa.

20.11.1 Changing contact sorting setting

Procedure:

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

Figure 211: Contact Sorting Setting Options

2 Perform one of the following actions:
   - Tap either **By Alphabetical**.
   - Tap either **By Availability**.
3 Tap **OK**.

20.12
Display Name

The display name setting allows you to view the name that others, including the corporate administrator, see in their contact list. The administrator may change your name at any time.

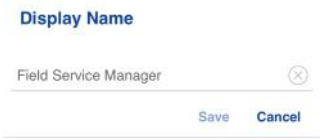
20.12.1
Viewing or Changing your display name setting

Procedure:

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

   Your current name displays.

   Figure 212: Display Name Setting Option



2 Tap the **Cancel** button to dismiss the display name window or continue to set your display name.
3 Tap the **Clear Text** button to clear the display name.
4 Type your display name using the on-screen keyboard.
5 Tap the **Save** button to save the display name.

20.13
Emergency

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

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

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

20.13.1
Viewing your emergency contacts setting

Procedure:

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

Figure 213: Emergency Setting

20.14
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.

20.14.1
Changing enhanced loudness setting

Procedure:

1. From the Settings, scroll to the **Enhanced Loudness** setting.
2. Tap the **On/Off** button to toggle the state of the setting.

20.15
History Sorting

Sort history from newest to oldest or oldest to newest.

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

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

20.15.1
Changing history sorting setting

Procedure:

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

   The **History Sorting** screen displays.

Figure 214: History Sorting Setting Options

2 Perform one of the following actions:
   - Tap **Newest to oldest**.
   - Tap **Oldest to newest**.
3 Tap **OK**.

20.16
In Call Tones

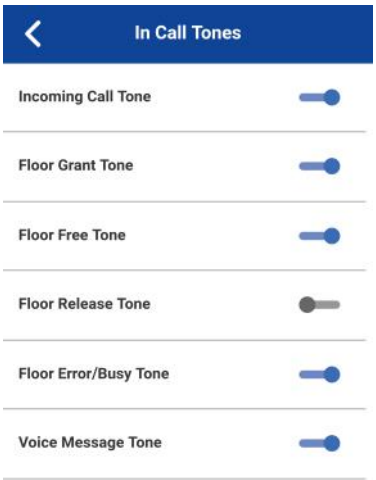
When the In Call Tones setting is ON, tones play during a PTT call. When the setting is OFF, the tones do not play during a PTT call.

20.16.1
Changing in call tones setting

Procedure:

1 From the Settings, scroll to and tap the **In Call Tones** setting.
2 Select the desired In Call Tones, as follows.

Figure 215: In Call Tones Setting Options



The In Call Tones setting options have the following behavior:

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

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

20.17
Instant Personal Alert

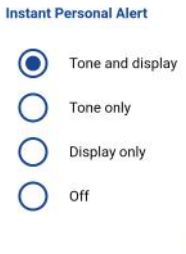
This setting allows you to select the Instant Personal Alert from a list of choices to provide either a Tone and Display (default), Tone Only, Display Only, or Off which provides no alert dialog and no alert tone.

20.17.1
Changing instant personal alert setting

Procedure:

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

Figure 216: Instant Personal Alert Setting Options



2 Select the desired instant personal alert option as follows:

- **Tone and Display** (default)—A persistent alert dialog displays, an audible tone plays (subject to Silent Mode behavior), and the alert is added to history.
- **Tone Only**—An audible alert tone plays (subject to Silent Mode behavior), and the alert is added to history.
- **Tone Only**—A persistent alert dialog displays, no alert tone plays, and the alert is added to history.
- **Off** —No alert dialog displays, no alert tone plays, and the alert is added to history.

3 Tap **OK**.

20.18
Location Change Accuracy

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

20.18.1
Changing location change accuracy setting

Procedure:

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

Figure 217: Location Change Accuracy Setting

2 Select the desired location change accuracy option as follows:

Figure 218: Location Change Accuracy Setting Option

- **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.

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

3 Tap **OK**.

20.18.2
Approximate (default)

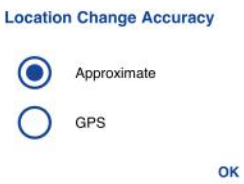
Provides less accurate location reporting and drains the battery less.

20.18.3
GPS

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

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

Figure 219: Location Change Accuracy Setting Option



Procedure:

Tap **OK**.

20.19
Logout

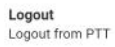
While you are logged out, you show as “Offline” to others, and you cannot receive PTT calls, alerts, or secure messages. If you log out before powering off your phone, you remain logged out after your phone is powered on again. To send or receive PTT calls, you need to login. See the Login on page 37 section for details on how to login.

20.19.1
Changing logout setting

Procedure:

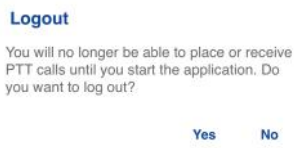
1 From the Settings, scroll to and tap the **Logout** setting.

Figure 220: Logout Setting



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

Figure 221: Logout Setting Confirmation



3 Perform one of the following actions:

- Tap **Yes** to turn on.
- Tap **No** to turn off.

20.20
Message Alert

This setting allows you to control new message alert notifications.

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

20.20.1
Changing Message Alert setting

Procedure:

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

20.21
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 turned on by your administrator.

20.21.1
Changing Message Alert Tone setting

Procedure:

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

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

   Figure 222: Message Alert Tone Setting Options

2. Select the desired alert tone.
3. Tap **OK**.

20.22
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.

20.22.1
Changing missed call alert setting

Procedure:

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

Figure 223: Missed Call Alert Setting Options

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.
- **Tone Only**—A persistent alert dialog displays, no alert tone plays, and the alert is added to history.
- **Off** —No alert dialog displays, no alert tone plays, and the alert is added to history.

3 Tap **OK**.

20.23
My PTT Number

This number displays your registered PTT number to other contacts.

20.23.1
Viewing My PTT Number setting

When and where to use:

Procedure:

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

Figure 224: My PTT Number Setting

20.24
Network Loss Tone Repeat

The Network Loss Tone Repeat setting determines whether the phone plays the network loss tone continuously at a periodic interval or play once when user PTT application observes network loss. When selected, a tone plays when the application transitions from one network to another.

20.24.1
Changing Network Loss Tone Repeat setting

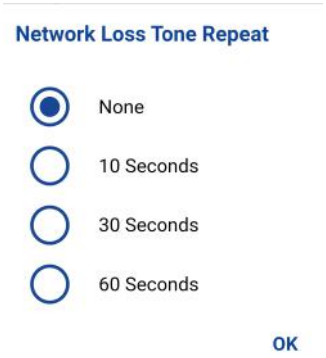
Procedure:

1 From the Settings, scroll to and tap the **Network Loss Tone Repeat** setting.

Figure 225: Network Loss Tone Repeat Setting

2 Select the desired Network Loss Tone Repeat setting option.

Figure 226: Network Loss Tone Repeat Setting Options



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

3 Tap **OK**.

20.25
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).

20.25.1
Changing Network Up/Down Tones setting

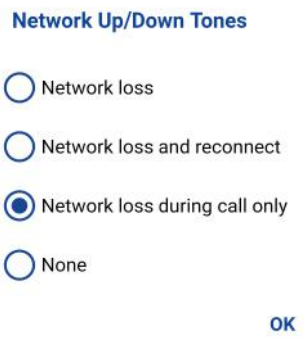
Procedure:

1 From the Settings, scroll to and tap the **Network Up/Down Tones** setting.

Figure 227: Network Up/Down Tones Setting

2 Select the desired Network Up/Down Tones setting.

Figure 228: Network Up and Down Tones Setting Options



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**.

20.26 Restore Defaults

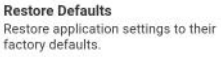
You can restore all the PTT application settings to their defaults using the **Restore Defaults** setting. When you choose this setting, you are reminded that the restore cannot be undone and asked to confirm the action.

20.26.1 Restoring the defaults settings

Procedure:

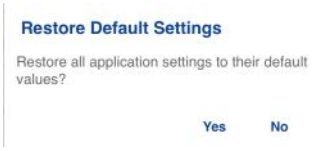
1 From the Settings, scroll to and tap the **Restore Defaults** setting.

Figure 229: Restore Defaults Setting



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

Figure 230: Restore Defaults Setting Confirmation



20.27
Use Bluetooth

To turn on/turn off Bluetooth device usage for PTT calls, switch ON the setting to turn on Bluetooth or switch to OFF mode to switch off the Bluetooth at the **Bluetooth** setting.

20.27.1
Changing Bluetooth setting

Procedure:

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

Figure 231: Use Bluetooth Setting

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

20.28
Vibrate Alert

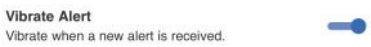
When the Vibrate Alert setting is ON, the phone vibrates for new alerts. This setting applies to Instant Personal Alerts and Missed Call Alerts.

20.28.1
Changing vibrate alert setting

Procedure:

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

Figure 232: Vibrate Alert Setting



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

20.29
Vibrate Call

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

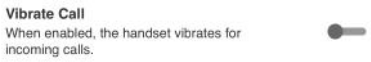
NOTICE: When the phone ringer is set to Silent only it overrides this setting.

20.29.1
Changing vibrate call setting

Procedure:

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

Figure 233: Vibrate Call Setting



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

20.30
Volume Boost

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

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

NOTICE:
On iOS 13.1, when the PTT app is in the background, and the Volume Boost setting is set to anything other than the default, no audio is heard during an incoming PTT call.

Boosting volume may decrease sound quality.

Volume Boost setting is available on supported devices.

20.30.1
Changing volume boost setting

Procedure:

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

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

Figure 234: Volume Boost Setting Control

3 Tap **OK**.

Chapter 21

Troubleshooting

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

21.1 General

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

21.2 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 connect to the cellular data network. See the owner’s manual for your phone to understand the icons shown in the status bar at the top of the screen that indicates data connection is available.

2. “This service requires a supported phone. Would you like to subscribe now?”

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

21.3 Application Becomes Unresponsive

In rare cases, the PTT application may suddenly stop working (application freeze). If this happens, you can recover by following these instructions:

Procedure:

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

21.4 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.

21.5 Application is not Visible during an Incoming Call

Check the Background Mode setting to ensure it is not turned on. For more details, see the Changing Background Mode setting on page 201 section.

21.6 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, either on another PTT call or a cellular call. Please see the User Busy on page 218 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 217 section for more information.
- The person you are trying to call has temporarily not reachable. Please see the User Unreachable on page 218 section for more information.

21.7 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 Call Screen Icons on page 48. Another reason may be because your phone ringer may be set to silent. Ensure that your phone is not in Silent and check that Privacy Mode is not set to Earpiece. See the Interaction with Silent or Sound Mode on page 77 section for more information about interaction with your phone’s silent mode.

21.8 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 the ‘Talkgroup Scanning’ on and are listening to only the groups in the scan list. More details can be found in Talkgroup Scanning on page 137.

21.9 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 111 section for details on deleting and adding PTT contacts. Contacts that are managed by an administrator cannot be renamed or deleted.

21.10 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 111 section and the Talkgroups on page 123 section for more details on administrator-managed contacts and groups. You need to contact your PTT administrator to make any changes.

Corporate-Only Subscriber

Your PTT administrator may have your PTT service restricted to have only corporate contacts and groups. Which means that only your PTT administrator can add, change, or remove contacts and groups on your phone. Even though you cannot change or remove contacts or groups, you can still make them favorites, add avatars, or set colors.

21.11 Cannot Hear Incoming Call

If you cannot hear an incoming PTT call, your loudspeaker volume may be turned down, or your phone may be in silent mode. Please see the Turning the Speaker On/Off on page 76 section to set the PTT call volume. See the Interaction with Silent or Sound Mode on page 77 section for more information about interaction with your phone's silent mode.

21.12 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. Please change your presence status to "Available." See the My Presence on page 100 section for details on how to set your presence status.

21.13 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 PTT service. Please see the First-time Activation on page 29 section for information about registering your phone with the PTT service.

21.14 Explanation of Error Messages

21.14.1 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 100 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 42 settings section for more information.

21.14.2
User Busy

When you make a one-to-one PTT call to another person, and they are either engaged in another PTT call or a regular cellular call, you see a message indicating that the person is busy. If you receive this message, you can try your call later, or send an alert. See the Sending an Alert on page 96 section for details.

21.14.3
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.

21.15
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.

21.16
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 setting Logout on page 208.

21.17
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 Quick Group that was created by someone else. Any Quick Group calls that you make shows in the call history with the names of the participants. You can call that group again from your history. For more details on Quick Groups, please refer to the Making Quick Group Calls on page 64 section.

21.18
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” then ensure that the Wi-Fi service provider does not require a user name and password and that the Wi-Fi application setting is turned on.

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

Please refer to the PTT over Wi-Fi on page 58 section.

Chapter 22

Avatars

This section provides a complete list of all avatars available.

22.1

Avatar Icons

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

Table 20: Avatar Icons

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

Icon	Icon	Icon	Icon
Truck	Warehouse	Worker	

To change a contact avatar, see the Adding or changing a contact avatar on page 119 section within this document.

To change a group avatar, see the Adding or changing a talkgroup avatar on page 133 section within this document.

Chapter 23

Glossary

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

23.1 Alert Types

Alert type notify the user of alerts

The following alerts types are supported:

Instant Personal Alert (IPA) An Instant Personal Alert allows you to request a callback from another subscriber. For more details, see the Calling from Instant Personal Alert on page 72 section.

Missed Call Alert (MCA) A Missed Call Alert (MCA) alerts you whenever you miss a PTT call. For more details, see the Missed Call Alert on page 210 section.

23.2 Call Types

Broadcast Group Call A high-priority call where only designated talkgroup members, called broadcasters, may initiate broadcast talkgroup calls. For more details, see the Making Broadcast Talkgroup Calls on page 66 section.

Emergency Call (Contact or Talkgroup) The highest-priority call that preempts other PTT calls. See the Emergency Calling and Alert (Optional) on page 80 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 on page 60 section.

Talkgroup Call A talkgroup call is a call to a group of people. For more details, see the Talkgroups on page 123 section.

Quick Group Call A quick group call allows you to make a PTT call to up to 10 people without first creating a talkgroup, which is handy if you want to call a small group of people quickly that are not already in a group. For more details, see the Making Quick Group Calls on page 64 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.

Video Call 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 183 section.

Display Name

Your display name is shown to others during a PTT call and shows in their PTT call history. You can change your display name from within the PTT application settings unless restricted by your administrator. For more details, see the Restore Defaults on page 212 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 the floor by pressing the PTT button, the on-screen PTT button changes, and you hear a “chirp. This chirp indicates that you have the floor and can speak while you press the PTT button. When you stop talking, you should release the PTT button.

Idle

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

Floor Unavailable

Whenever someone else is speaking, you see the speaker’s name and the on-screen PTT button changes. You cannot take the floor while someone else is speaking, you get a bong tone, or floor deny. If you are speaking and a supervisor takes the floor, you hear a tone and the on-screen PTT button changes.

NOTICE: 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 94 section.

Talkgroup

A group is a type of PTT contact that connects you to multiple people at once. For more details, see the Talkgroups on page 123 section.

Integrated Secure Messaging

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

Supervisory Override

A supervisory override allows a group member to be designated by an administrator as a supervisor and be able to take the floor and speak at any time during a call, even if someone else has the floor. One or more members of a group can be designated as a supervisor. If there are two or more supervisors in the same group, each supervisor can interrupt the other(s). For more details, see the Supervisory Override on page 94 section.

Talkgroup Scanning

Talkgroup Scanning allows a users phone to scan through a list of corporate talkgroups for calls and up to three talkgroups can be assigned as priority (1–3) talkgroups. The higher priority talkgroup calls take precedence over lower priority talkgroup calls. Talkgroups that are not in the scan lists do not barge in when Scanning is ON. For more details, see the Talkgroup Scanning on page 137 section.

Video Streaming

Allows you to stream your video in real-time to another user, typically a dispatcher. For more details, see the Video Streaming (Optional) on page 183 section.