

# Kodiak

Carrier-based Deployment  
Android

# Radio PTT Application User Guide

Release 12.3



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# Document History

Version	Description	Date
MN009699A01-006	Updated <a href="#">Viewing Active Geofences on page 111</a>	January 2024
MN009699A01-005	Updated <a href="#">User ID and Password User Login on page 34</a> Updated <a href="#">Talkgroups on page 131</a> with the following sentence "The maximum number of is <b>250</b> or more depending on group type configuration by Administrator". Updated <a href="#">Minimizing a Video Call on page 157</a>	December 2023
MN009699A01-004	Updated <a href="#">Integrated Secure Messaging on page 165</a> with the 3GPP MCDATA compliant messaging solution.	September 2023
MN009699A01-003	Updated <a href="#">Talkgroup Icons on page 64</a> section with Talkgroup Regroup icon. Updated <a href="#">Tones on page 67</a> section with Emergency Cancel Tone. Updated <a href="#">Remote Talkgroup Select (Optional) on page 87</a> with: "When changed, your current active PTT or video call ends, you observe the newly selected talkgroup, and are notified by a toast message." Updated <a href="#">Declaring an Emergency on page 92</a> with the following note: "If the emergency cannot be declared, the emergency fail tone is played, and a toast message is displayed." Updated <a href="#">Canceling Emergencies on page 94</a> section with the following information: "The emergency is canceled, a message indicating that the emergency is canceled is displayed, and an <b>Emergency Cancel</b> tone is played". Updated <a href="#">Enable or Disable Discreet Listening of Another User on page 105</a> section with the following information: "When you receive an emergency or broadcast call, discreet listening is disabled. You have to re-enable discreet listening to listen to the target user." Updated <a href="#">Viewing Active Geofences on page 111</a> with the following information: "You can see the currently active fences, the type, the dispatcher maintaining the fence, the group name and you can see whether you are inside or outside the fence. You can see an indication that the fence tone (Bell icon) is active. If no fences are active, the following message displays: No record found". Added <a href="#">Talkgroup Regroup (Optional) on page 135</a> . Updated <a href="#">Receiving an Incoming Video Call on page 160</a> section with the following note: "If you receive a	August 2023

Version	Description	Date
MN009699A01-002	video call while transmitting on a PTT call (holding the floor), you will receive a system notification to indicate the incoming video call." Updated hyperlinks for Broadcast Call Confirmation and Voice Message Fallback in the <a href="#">Settings on page 189</a> section.	June 2023
MN009699A01-001	Initial version.	November 2022

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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 PTT Radio Mode.

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

## 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 information, see [Alerts on page 113](#).

### Dynamic Area-Based Talkgroups

Makes talkgroups dynamically available while in a geographical area.

For more information, see [Dynamic Area-Based Talkgroups \(Optional\) on page 134](#).

### Broadcast Talkgroup Calling

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



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

For more information, see [Making Broadcast Calls on page 75](#).

### Contact and Talkgroup Management

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

For more information, see [Contacts on page 124](#) and [Talkgroups on page 131](#).



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

### Device ID Management

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

For more information, see [User ID and Password User Login on page 34](#).

### Emergency Calling and Alert

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

For more information, see [Emergency Calling and Alert \(Optional\) on page 91](#).

### Favorites

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

For more information, see [Favorites on page 121](#).

### Talkgroup Affiliation

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

For more information, see [Talkgroup Affiliation \(Optional\) on page 86](#).

### **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 information, see [Integrated Secure Messaging on page 165](#).

### **Location Tracking**

Allows a supervisor with Location Capability, turned on by your administrator at the talkgroup level, to track talkgroup members' location.

For more information, see [Supervisor with Location Capability on page 143](#).

### **Manual Answer Mode for Private (1:1) PTT Calls**

Allows incoming private (1:1) PTT calls to ring with the option to answer or reject the call.

For more information, see [Favorites on page 121](#).

### **PTT Calling to Individuals and Talkgroups**

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

For more information, see [Making Calls on page 73](#).

### **Real-Time Presence**

Allows you to see whether your contacts are available and ready to receive calls before making a call. You can also indicate if you want to receive PTT calls to your contacts.

For more information, see [Real-Time Presence on page 115](#).

### **Scan Talkback**

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

For more information, see [Scan Talkback on page 209](#).

### **Self-Initiated Ambient Listening**

Allows you to activate the Ambient Listening feature to open the microphone of your phone and send the audio to a specific authorized user, typically a supervisor or dispatcher.

For more information, see [Self-Initiated Ambient Listening \(Optional\) on page 109](#).

### **Status Messaging**

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

For more information, see [Status Messages on page 208](#).

### **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 information, see [Supervisory Override on page 112](#).

### **Remote Talkgroup Select**

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

For more information, see [Remote Talkgroup Select \(Optional\) on page 87](#).

### **Talkgroup Scanning with Priority**

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

For more information, see [Talkgroup Scanning on page 137](#).

### **Telephony Calls**

Allows you to make a regular (VoIP) call to a telephony system.

For more information, see [Dialing a Manual Call to an External Telephony User \(Optional\) on page 81](#).

### **User Check and Monitoring**

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

For more information, see [User Check and Monitoring \(Optional\) on page 97](#) and [Emergency Calling and Alert \(Optional\) on page 91](#).

### User Roles

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

For more information, see [User Role Login on page 37](#).

### Userless Device Mode

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

For more information, see [Userless Device Mode on page 38](#).

### Video Streaming

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

For more information, see [Video Streaming \(Optional\) on page 156](#).

### Zones and Channels

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

For more information, see [Channels and Zones on page 133](#).

### 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 information, see [PTT over Wi-Fi on page 70](#).

## 1.1

# What's New in this Release?

Release 12.3 contains the following new content or features:

- Updated the Google and ESRI maps supportability.
- Added the [Area-Based Warning Tones on page 110](#) section. These tones are added to the [Tones on page 67](#) section and Active Fences to the [Menu on page 42](#) section.
- Updated the [Navigate the Push-to-Talk Application on page 40](#) section - Menu - to include Send Status message.
- Updated the [Navigate the Push-to-Talk Application on page 40](#) section - Context Menus - to include Group Details - Group Member and Status Message.
- Updated the [Make and Receive PTT Calls on page 73](#) section - to include - Remote Talkgroup Select - When the user's currently selected talkgroup is changed remotely by an authorized user, you receive a channel announcement to let you know which channel it has been changed.
- Updated the [Emergency Calling and Alert \(Optional\) on page 91](#) section - to include that when a user initiates an emergency, the PTT application queries the device OS for the user's last known location, and it is sent as a part of the initial emergency alert during the activation of the emergency.
- Updated the [Emergency Calling and Alert \(Optional\) on page 91](#) section - Declare an Emergency - to include a note: You can perform an emergency initiation while in two-way call. When an emergency is declared the two-way call ends immediately.
- Updated the [Talkgroup Scanning on page 137](#) section - to include when the Scan Talkback setting is OFF, scan list calls are Listen-Only and pressing the PTT key while a talkgroup call is in progress allows you to originate (or rejoin) a call on the selected talkgroup, ending the currently active call if it is not the selected talkgroup.

- Updated the [User Check and Monitoring \(Optional\) on page 97](#) section - to include a normal Call End display with a green banner and a Call End with error displays with a red banner when an ambient listening call is ended on an authorized user PTT application.
- Updated the [Video Streaming \(Optional\) on page 156](#) section - Minimizing a Video Call - to include that a user can minimize ongoing streaming video calls to participate in other activities, for example, PTT, messaging, location, etc. The minimized video thumbnail on the PTT application can be dragged to any corner of the PTT application to allow users to perform other actions within the PTT app.
- Updated the [Video Streaming \(Optional\) on page 156](#) section - to updated screen shots which include a long talkgroup name and streamer ID which is displayed with “...” and underlined (to indicate actionable) when it cannot be displayed completely.
- Updated the [Settings on page 189](#) section - to include the Broadcast Call Confirmation setting.
- Updated the [Settings on page 189](#) section - to include the Voice Message Fallback setting.

## 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

You must ensure you have the following prerequisites before installation.

- Subscription to Push to Talk service
- A supported Android smartphone .  
For more details, please check the website of your service provider.
- Battery Saver mode on your device should be turned off. Otherwise, it could interfere with the PTT operation.
- A Google account to download the application from Google Play store. A Google account can be set up by you or assigned by your employer if it has a corporate account with Google.  
For information on creating a Google account, see [Google Account Help](#).  
For information on setting up a phone to use Google Play, see [Google Play Help](#).

## 2.2

### Downloading the PTT Application

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

#### Procedure:

1. Search for the Push-to-Talk application in the Google Play Store.
2. Download the application by touching the **Install** button.  
The application downloads and installs automatically.
3. Once the download is complete, select **Open**.

## 2.3

# Programmable Key Assignment

If your device has a programmable key, you can assign it to the PTT application.

### 2.3.1

## Assigning a Programmable Key with a Kyocera DuraForce Pro

If you are using a Kyocera DuraForce Pro phone, you can assign the programmable key to the PTT application.

Follow this procedure to set the PTT function for the programmable key.

#### Procedure:

1. Navigate to the phone **Settings**.
2. Under the **Device** section, tap the **Programmable key** option.  
The current function assigned to the key shows.
3. Tap the **Programmable key** menu item.  
A list of behaviors assignable to the key is shown.
4. Tap **PTT operation**.  
The key is now assigned to the PTT operation.
5. Tap **Wake up device** toggle to **ON**.  
A long press on the PTT key wakes up the device.


### 2.3.2

## Assigning a Programmable Key with a Sonim XP8

If you are using a Sonim XP8 phone, you can assign the programmable key to the PTT application for declaring an emergency.

Follow this procedure to set the PTT function for the programmable key.

#### Procedure:

1. Navigate to the phone **Settings**.
2. Under the **Personal** section, tap the **Programmable Keys** option.  
The current function assigned to the keys will be shown.  
 **NOTE:** E911App is currently assigned and must be reassigned.
3. Tap the **Select ALARM Key app** menu item.  
A list of behaviors assignable to the key is shown.
4. Tap **PTT operation**.  
The key is now assigned to the PTT operation.

## 2.4

# First-Time Activation

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

- [Activating on an Android Phone on page 32](#)
- [Activating on an Android Phone using only Wi-Fi Network on page 33](#)



**NOTE:** If your administrator has provided you with a user ID and password, see [User ID and Password User Login on page 34](#).

### 2.4.1

## Activating on an Android Phone

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

### Procedure:

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

The **Activation Confirmation** dialog displays.



#### NOTE:

If prompted, make PTT the default app for your programmable key.

When prompted, you must **ALLOW** the application to send and view SMS messages, to record audio, take pictures, record video, access the location of the device, make and manage phone calls, access photos, media, access files on your device, and access your contacts.

When prompted, you must always **ALLOW** the application to run in the background. This action may reduce battery life.

2. Perform one of the following actions:
  - To activate to open the **Authentication Required** screen, tap **Yes**.
  - To cancel, tap **No**.
3. Tap **OK** to authenticate your subscription, an SMS must be sent. 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](#).
  - a. 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 34](#) section.

The **End User License Agreement** page is displayed.

5. To activate the PTT service on your phone, read and accept the EULA.
6. If you agree to the EULA, tap **Accept** to activate the PTT service on the phone.



## 2.4.2

## Activating on an Android Phone using only Wi-Fi Network

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



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

### Procedure:

1. To launch the PTT application, tap the **Push-to-Talk** icon under **Apps**.



**NOTE:**

If prompted, make PTT the default app for your programmable key.

When prompted, you must **ALLOW** the application to send and view SMS messages, to record audio, take pictures, record video, access the location of the device, make and manage phone calls, access photos, media, access files on your device, and access your contacts.

When prompted, you must always **ALLOW** the application to run in the background. This action may reduce battery life.

2. You may see the following confirmation dialog about the unavailability of the data network with an option to use an available Wi-Fi network. Select **Use Wi-Fi** option and tap **OK**. If you see the following confirmation below, turn on the **Use Wi-Fi** setting.

An activation confirmation appears.

3. Perform one of the following actions:

- To continue the activation process, tap **Yes**.
- To cancel the activation process, tap **No**.

The **No Cellular Connection** dialog is displayed.

4. Perform one of the following actions:

- To continue with the activation process, tap **Enter Code**.
- To exit the activation process, tap **Exit**.

5. Enter the activation code received from your administrator.

6. Tap **OK** to activate or tap **Log In with Username**. A **Log In** screen displays.

7. If activation fails, select **Exit** which closes the application and start over at [Step 1](#).

- a. 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 34](#) section.

8. The **End User License Agreement** page is displayed.

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

9. To activate the PTT service on the phone if you agree to the EULA, tap **Accept**.

## 2.5

## User ID and Password User Login

There are steps that you must take to log into the Push-to-Talk (PTT) application when the PTT service is using device ID management or your network service provider is not the same as your PTT service provider.

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. For more information on password requirements, see [Setting Your Password on page 35](#).



**NOTE:** Your password may expire based on your service provider configuration.

If your network service provider is not the same as your PTT service provider, you must select **Yes** when prompted. Failure to correctly answer this question may result in your PTT service not working correctly.



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

Other than shift users, you can also use Device ID management 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.

## 2.5.1

### Logging in the First Time

#### Procedure:

1. Tap the **Username or email** field.
2. Using your on-screen keyboard, type the **PTT number or email**.



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

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



**NOTE:** If you forgot your password, tap **Forgot Password?** link and go to [Forgetting Your Password on page 36](#).

5. Optional: On private devices, if you do not want to enter a user ID and password every time, tap the **Remember User** check box.
6. To log into the PTT application, tap the **Log In** button.

The **Update Password** screen is displayed.

7. Optional: If the application has been idle on the **Log In** screen for a while, you may see a timeout error. Enter your user ID and password again.

This security feature is intended to prevent unauthorized access.



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

## 2.5.2

## Setting Your Password

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

**Prerequisites:** Ensure that your password meets the following requirements:

- At least 10 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 @#\$%^&+=



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

You must set your password the first time you log in. Follow this procedure to set your password to activate your account.

**Procedure:**

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

## 2.5.3

## 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.
2. Using your on-screen keyboard, type your user ID or PTT number.
3. Tap the **Password** field.
4. Using your on-screen keyboard, type your password .
5. In the upper-right corner, tap **Save**.

You are logged into the PTT application.

## 2.5.4

## 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. You must 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 36](#).

For more information on password requirements, see [Setting Your Password on page 35](#).

### 2.5.5

## Forgetting Your Password

Follow this procedure when you forget your password. A temporary password is automatically sent to your email address.



**NOTE:** You can get a temporary password from your administrator.

#### Procedure:

1. To return to the **Log In** screen, tap **Back to Login**.
2. Tap the **Username or email** field.
3. Using your on-screen keyboard, type your user ID or PTT number.
4. Tap **Submit**.

**Result:** An email is sent to you with a temporary password.

For more information about how to set a new password, see [Logging in the First Time on page 34](#).

### 2.5.6

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



**NOTE:** Switch User functionality may not be available in certain cases, such as on a call, emergency call, or a device deactivation by an authorized user.

#### 2.5.6.1

### Accessing the Switch User Option

#### Procedure:

1. From the **Menu**, tap the **Switch User** option.

A message appears similar to the following: You are about to log out and re-enable username and password login. History stored only on this device will be lost. Continue?

2. Perform one of the following actions:
  - To log out, tap **Yes**.
  - To cancel, tap **No**.

## 2.6

## User Role Login

User Role Login is available in the PTT Radio mode only.



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

A user role authorizes you for services required to fulfill the duties in a particular role. Only one profile is active at a time. Currently, even if you have a single profile, the user must select it.

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

The default selected talkgroup is the last selected talkgroup for your role. Upon if device is powered on or off, the PTT application automatically logs in to previously selected role, when **Remember me** is selected, without asking you to choose a role.

## 2.6.1

### Setting a User Role

**Prerequisites:** You must log into the PTT application. For more information on how to log into the PTT application, see [First-Time Activation on page 32](#). If more than one role is assigned to you, the **Roles** screen displays; otherwise, the **Talkgroup** screen displays.

**When and where to use:** The default selected talkgroup is the last selected talkgroup for your role. Upon if the device is powered on or off, the PTT application automatically logs in to previously selected role, when **Remember me** is selected, without asking you to choose a role.

**Procedure:**

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

## 2.6.2

### Changing the User Role while Logged In

**Prerequisites:** You must log into the PTT application. For more information on how to log into the PTT application, see [First-Time Activation on page 32](#). If more than one role is assigned to you, the **Roles** screen displays; otherwise, the **Talkgroup** screen displays.

**Procedure:**

1. From the **Menu**, tap **Switch Profile**.
2. Tap or touch your role from the list provided.
3. Perform one of the following actions:
  - To select your role, tap or touch **Select**.
  - To cancel the operation, tap or touch the **Cancel**.

## 2.7

# Userless Device Mode

Userless Device Mode is available in the PTT Radio mode only.



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

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

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

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

## 2.8

# 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.

You can move between pages of the tutorial by swiping 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.

## 2.9

# 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. For more information, see [Logout on page 202](#).

### 2.9.1

## Manually Logging into the PTT Application

### Procedure:

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

## 2.10

# Application Updates

### Google Play Store Settings

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

## 2.11

# 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. For more information, see [Important Message on page 190](#).


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

You can navigate to the Push-to-Talk (PTT) application by using the touchscreen on your phone.

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

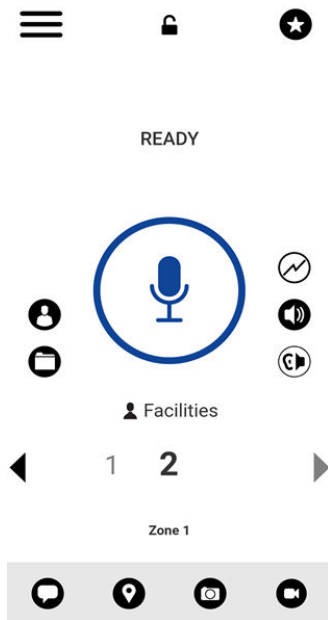
 **NOTE:** Portrait mode is supported for handset and tablet devices. Landscape mode is only supported for tablet devices.

### 3.1

## Main Screen

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

**Figure 1: Main Screen**



The following table describes the **Main** screen user interface and is listed by name and description. For a list of all icons, see [Icons on page 53](#).

**Table 1: Main Screen User Interface Elements**

Name	Description
Menu	Displayed in the top left corner of the <b>Main</b> screen, it displays the <code>Available</code> or <code>Offline</code> self-presence status, and includes the following options:



Name	Description
	<ul style="list-style-type: none"> <li>● History</li> <li>● Contacts</li> <li>● Map</li> <li>● Favorites</li> <li>● Channels/Zones</li> <li>● Talkgroup Scan</li> <li>● Tones</li> <li>● Loudness</li> <li>● Use Wi-Fi</li> <li>● Manual Dial</li> <li>● Ambient Listening (if configured)</li> <li>● Switch Profile (if configured)</li> <li>● Settings</li> <li>● Tutorial</li> <li>● About</li> </ul> <p>For more information, see <a href="#">Menu on page 42</a>.</p>
<b>App Lock</b>	<p>You can tap to toggle the <b>App Lock</b> from the <b>OFF</b> default to <b>ON</b>, in which the text <code>Locked</code> is displayed. The user interface is not accessible until you tap the <b>App Lock</b> toggle to the unlock state. The PTT <b>App Lock</b> does not block the use of an external or accessory PTT key.</p>
<b>Favorites</b>	<p>You can tap to open your favorites to make a call.</p>
<b>Talkgroup Location</b> (if configured)	<p>You can tap to access the map for the talkgroup, but it requires the Geofencing and Geolocation feature to be turned on by your administrator.</p>
<b>Contacts List</b>	<p>Displayed in the left-hand side of the PTT button and displays the <b>Contacts</b> button.</p> <p>You can tap to access the contacts list and select a contact to make a 1:1 PTT call, send a message, or select the first member of a Quick Group call.</p> <p>When an incoming 1:1 or quick group PTT call is received, the <b>Contacts</b> button is selected.</p> <p>When you select a contact, the <b>Contacts</b> button is selected but not active. For information on the Contacts List icon, see <a href="#">Call Screen Icons on page 57</a>.</p>
<b>Channels/Zones</b>	<p>Displays on the left-hand side of the PTT button. You can tap to open the folder to access the channels and zones. For information on the Channels/Zones icon, see <a href="#">Call Screen Icons on page 57</a>.</p>
<b>Call Status</b>	<p>Displays the talker ID and call status, such as <code>Ready</code>, <code>Connecting</code>, and <code>No Connection</code>.</p>
<b>On-screen PTT</b>	<p>You can press and hold the on-screen PTT button to make a PTT call to a single contact or talkgroup. The button state is idle until you</p>

Name	Description
	press and hold and it becomes acquired. When someone else has taken the floor, the button state is floor taken. For information on the on-screen PTT button icon, see <a href="#">Call Screen Icons on page 57</a> .
<b>Talkgroup Scan</b> (Available, if enabled)	You can tap to toggle <b>Talkgroup Scan</b> from the <b>OFF</b> default to <b>ON</b> . For more information, see <a href="#">Talkgroup Icons on page 64</a> and <a href="#">Talkgroup Scanning on page 137</a> .
<b>Call Volume</b>	You can tap to access the <b>Volume Control</b> pop-up. For information on the Call Volume icon and using <b>Volume Control</b> , see <a href="#">Call Screen Icons on page 57</a> and <a href="#">Turning the Speaker On/Off and Set PTT Call Volume on page 87</a> .
<b>Earpiece/Speaker</b>	You can tap the button to switch between speaker and earpiece. When the speaker is off, PTT calls are heard through the earpiece of the phone. For information on the Earpiece/Speaker icon and using <b>Volume Control</b> see, <a href="#">Call Screen Icons on page 57</a> and <a href="#">Turning the Speaker On/Off and Set PTT Call Volume on page 87</a> .
<b>Talkgroup Name</b>	Displays the currently selected talkgroup name, including the Broadcaster and Supervisor icons. For more information, see <a href="#">Talkgroup Icons on page 64</a> .
<b>Talkgroup Channel</b>	Displays the currently selected talkgroup channel. For more information on using the <b>Talkgroup Channel Selector</b> , see <a href="#">Channels and Zones on page 133</a> .
<b>Talkgroup Zone</b>	Displays the currently selected talkgroup zone. For more information on using <b>Talkgroup Zone</b> , see <a href="#">Channels and Zones on page 133</a> .
<b>Integrated Secure Messaging</b>	You can tap or touch to send a text message, location, photo, or use the <b>Stream Video</b> buttons. For more information, see <a href="#">Integrated Secure Messaging Icons on page 60</a> and <a href="#">Integrated Secure Messaging on page 165</a> .
<b>Emergency</b> (Available, if enabled)	You can touch and hold to declare an emergency. For more information, see <a href="#">Emergency Icons on page 59</a> and <a href="#">Emergency Calling and Alert (Optional) on page 91</a> .

## 3.2

# Menu

On the **Main** screen, you can access the menu options by tapping the **Menu** icon in the upper-left-hand corner.

### 3.2.1

## Menu Options

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

**Table 2: Menu Options**

Name	Description
<b>Presence Status</b>	Displays your presence status, such as <i>Available</i> , or <i>Offline</i> . The <b>Offline</b> icon also displays

Name	Description
<b>History</b>	your <b>No Connection</b> presence status. For more information, see <a href="#">Real-Time Presence on page 115</a> .
<b>Contacts</b>	You can tap to access the contacts. For more information, see <a href="#">Contacts on page 45</a> .
<b>Map</b>	You can tap to access the map. For more information, see <a href="#">Map on page 47</a> .
<b>Favorites</b>	You can tap to access the favorites. For more information, see <a href="#">Favorites on page 45</a> .
<b>Channel/Zones</b>	You can tap to access the channels/zones. For more information, see <a href="#">Channels and Zones on page 133</a> .
<b>Send Status</b>	You can tap to access the Status Messages. For more information, see <a href="#">Status Messaging (Optional) on page 163</a> .
<b>Active Fences</b>	You can tap to access the active fences that displays a list of active fences. For more information, see <a href="#">Area-Based Warning Tones on page 110</a> .
<b>Talkgroup Scan</b> (Available, if enabled)	You can tap the <b>Talkgroup Scan</b> toggle from <b>OFF</b> to <b>ON</b> . For more information, see <a href="#">Talkgroup Scanning on page 137</a> .
<b>Tones</b>	You can tap to toggle <b>Tones</b> from the <b>ON</b> default to <b>OFF</b> . When <b>OFF</b> , all PTT tones are muted except the broadcast tone. For more information, see <a href="#">Tones on page 67</a> .
<b>Loudness</b>	You can tap to toggle <b>Loudness</b> from the <b>OFF</b> default to <b>ON</b> . For more information, see <a href="#">Enhanced Loudness on page 200</a> .
<b>Ambient Listening</b>	You can tap to toggle <b>Ambient Listening</b> from the <b>OFF</b> default to <b>ON</b> . A list of contacts displays as configured by your administrator. You can select the desired contact to listen. For more information, see <a href="#">User Check and Monitoring (Optional) on page 97</a> .
<b>Use Wi-Fi</b>	You can tap to toggle <b>Use Wi-Fi</b> from the <b>ON</b> default to <b>OFF</b> .
<b>Manual Dial</b>	You can tap to manual dial a contact. For more information, see <a href="#">Dialing a Manual Call to a PTT User on page 81</a> .
<b>Use Wi-Fi</b>	You can tap to toggle <b>Use Wi-Fi</b> from the <b>ON</b> default to <b>OFF</b> .
<b>Tutorial</b>	You can tap to access the application tutorial.
<b>Settings</b>	You can tap to access the application settings. For more information, see <a href="#">Settings on page 189</a> .

Name	Description
<b>About</b>	You can tap to access more information on the application.
<b>Switch Profile (Optional)</b>	You can tap to log out and re-enable username and password login. Optional features may not be included in your PTT service plan. For more information, see <a href="#">Switch User for Users with User ID and Password on page 36</a> .

### 3.3

## History

The **History** screen displays all your conversation history of calls, contacts, talkgroups, alerts, messages (text, image, video, and voice). You can view your history, return a call, view messages, add contacts, delete history and messages, and forward any message to a contact or talkgroup.

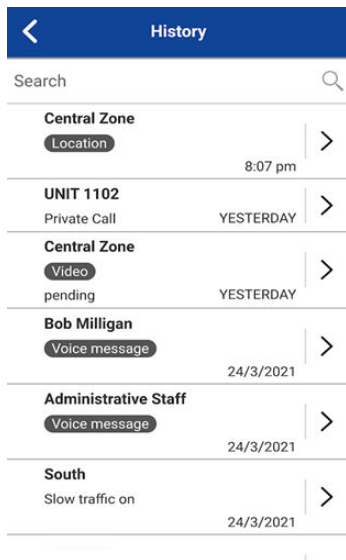
The **History** screen contains two-level screens: the **Main** and **Details** screens. The **Main** screen contains a high-level view. The second-level screen contains the conversation details including a time stamp. Messages from the previous day are shown with the date stamp `YESTERDAY`. The Date/Time (12/24 hour display) format follows the device setting for internationalization.

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

For more information on how to manage your History, see [History on page 117](#).

Also, for information on the History icons, the [History Icons on page 60](#).

**Figure 2: History**



### 3.4

## Favorites

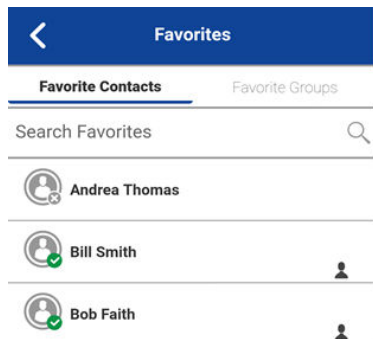
The **Favorites** screen displays your favorite PTT contacts and talkgroups.

From the **Main** screen, top-right corner, you can select the **Call Favorites** button or from the **Menu**. You can quickly start a PTT call to your favorites.

For more information on how to view, add, and remove your favorite contacts, see [Favorites on page 121](#).

For information on the Favorites icons, see [Icons on page 53](#).

**Figure 3: Favorites**



### 3.5

## Contacts

Your corporate PTT contacts are accessible when you tap the **PTT Contacts** button. Once you tap the **PTT Contacts** button, it allows you to search for contacts, select a contact, displays the presence for each contact, start a quick group call, start a PTT call, or send an alert or message.

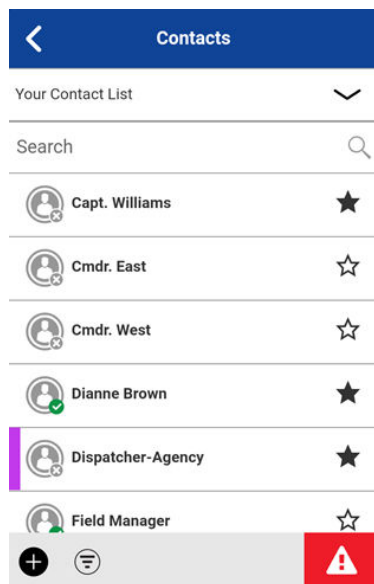
If turned on by an administrator, you can also add PTT contacts and create personal PTT talkgroups.

Icons may display to indicate if you have supervisory permissions for that user or if the user is an Land Mobile Radio user.

For more information on how to view, add, edit, and delete your personal contacts, see [Contacts on page 124](#).

For information on the Contacts icons, see [Icons on page 53](#).

**Figure 4: Contacts**



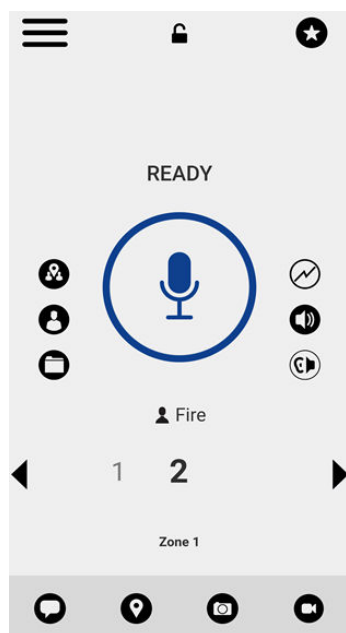
### 3.6

## Talkgroups

Your corporate talkgroups are accessible from the **Main** screen. The currently selected talkgroup and the zone is shown. Once you tap the **Channel Change +-** button, it allows you to choose a talkgroup within the same zone. Channel/Zones are accessible from the **Menu**.

For more information on Talkgroup icons and how to view your talkgroups and zones, see [Talkgroups on page 131](#) and [Icons on page 53](#).

**Figure 5: Talkgroup**



## 3.7

## Talkgroup Rocker Switch (Motorola LEX L11 only)

The Motorola LEX L11 talkgroup rocker switch allows you to select the next talkgroup channel by pressing + or the previous talkgroup channel by pressing -.

When you reach the last assigned channel, you receive an error message and tone. Likewise, you cannot move backward from talkgroup channel one otherwise you receive an error message and tone. To access other channels, you can change zones. For more information on changing zones, see [Viewing Channels on page 133](#).

## 3.8

## Talkgroup Channel Select Knob (Sonim XP8 only)

The talkgroup channel select knob allows you to select talkgroup channels one to ten by rotating the knob on the Remote Speaker Microphone (RSM). The knob position corresponds to the talkgroup channel assigned.

When you change the knob position, you receive a channel announcement to let you know of the knob position and action assigned.

## 3.9

## Emergency Key

The Motorola LEX L11 and the Sonim XP8 allows you to declare an emergency by pressing and holding the EMERGENCY KEY up to three seconds.

To cancel an emergency, you can press and hold the EMERGENCY KEY up to three seconds to cancel by passing the on-screen **Cancel Emergency Reason** screen.

For more information, see the [Emergency Calling and Alert \(Optional\) on page 91](#).

## 3.10

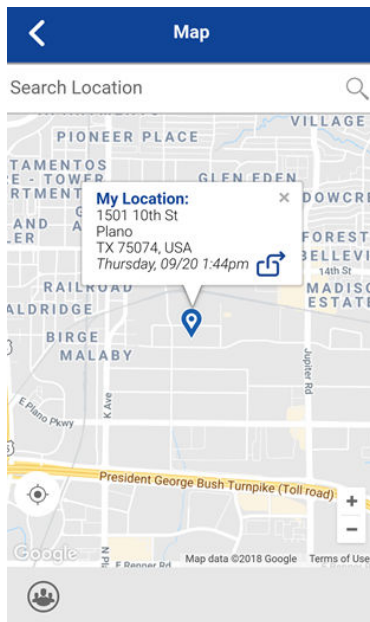
## Map

The **Map** screen displays your location and allows you to send your location to others. It also displays the location of your talkgroups members for which you are a supervisor and allows you to search for talkgroups or start a PTT talkgroup call.

For more information on how to search the map, recenter the map, send your location to a contact, quick group, or talkgroup, track talkgroup members, and set the boundary of the tracked group, see [Map on page 140](#).

For information on the Map icons, see [Map Icons on page 61](#).

**Figure 6: Map**



### 3.11

## Call Screen

The **Call** screen is the main screen for communication.

You make a call, make a quick group call, turn on or 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 [Make and Receive PTT Calls on page 73](#).

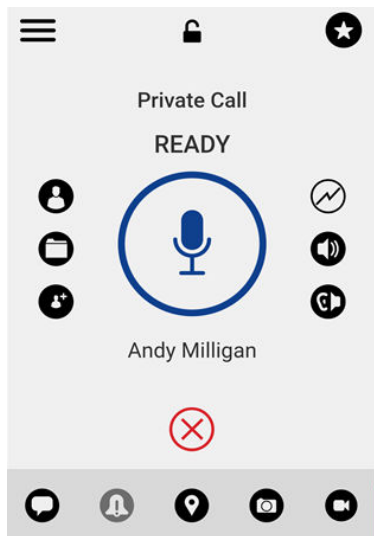
For more information on how to send or receive streaming video, see [Video Streaming \(Optional\) on page 156](#).

For more information on how to send or receive Integrated Secure Messaging, see [Integrated Secure Messaging on page 165](#).

For information on the **Call** screen icons, see [Icons on page 53](#).



Figure 7: Call Screen



3.12

## 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 [Actions Icons on page 54](#).

3.13

## Context Menus

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

Table 3: Context Menus

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

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

Location	Description	Condition
	Image Gallery	All entries
	Video Gallery	All entries
	Record Voice	All entries
	Emergency	Authorized user
History	Clear All	All history entries
	Delete History	All history entries
History Details	Forward to Contact	All messages
	Forward to Quick Group	All messages
	Forward to Group	All group messages
	Reply to Sender	All messages
	Delete Message	All messages
	Copy Message	All text messages
Groups	Group Details	Group Members Status Messages
		Set Priority 1 Set Priority 2 Set Priority 3 Normal Priority
	Scan List	Administrator-managed group Administrator-managed group Administrator-managed group Administrator-managed group

## 3.14 PTT Button

There are two Push-to-Talk (PTT) buttons available: the external PTT button and the on-screen soft PTT button.

### 3.14.1 External PTT Button

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

For information on the **Bluetooth Low Energy** button, see [Accessories and Bluetooth Use on page 187](#).



**NOTE:** This behavior assumes that Background Calling is turned off. For more information on Background Calling, see [Call Behavior in Background on page 89](#).

### 3.14.2

## On-screen Soft PTT Button

Whenever you initiate or are in a PTT call, you see an on-screen **PTT** button.

You can take the floor and speak during a call by touching and holding the on-screen button. You can release the floor and allow others to speak by releasing your finger from the on-screen button.

### 3.15

## Navigate to the Previous Screen

To navigate to the previous screen, you can 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.

### 3.16

## One Touch Calling

You can call a selected talkgroup when the PTT button is pressed once.



**NOTE:** The One Touch Calling is available on supported devices.

#### 3.16.1

### Using a Wired Accessory without One Touch Calling

If your device does not have a **PTT** hard button, **One Touch Action** and **Call From Locked** screen settings are hidden.

When a wired accessory is connected, **One Touch Action** and **Call From Locked** screen settings are available. The **One Touch Action** setting has the **Landing Page** and **None** options.

When your device is locked, on the **Lock** screen, and the **Call from Locked** screen is on, then:

#### Procedure:

1. A first press of the **PTT** button on the wired accessory to show the **Call** screen for last call history, regardless of the **Landing Page** option.
2. A second press of **PTT** button on the wired accessory originates a call.

**Result:** When your device is not locked, and the application is in the background, the wired accessory **PTT** button opens the application to the **Landing Page**.

#### 3.16.2

### Using a Bluetooth Accessory without One Touch Calling

If your device does not have a **PTT** hard button, **One Touch Action** and **Call from Locked** screen settings are hidden.

When a Bluetooth accessory is connected, the **One Touch Action** and **Call From Locked** screen settings are available. The **One Touch Action** setting has the **Landing Page** and **None** options.



**NOTE:** If the **One Touch Action** and **Call From Locked** screen settings are hidden, you can pair, connect, and press the **PTT** button on the BT accessory.

When your device is locked, on the **Lock** screen, and **Call from Locked** screen is on, then:

**Procedure:**

A single press of the **PTT** button on Bluetooth accessory originates a call for last call history entry brings the **Call** screen to foreground, regardless of the **One Touch Action** settings option.

**Result:** When your device is not locked, and the application is in the background, the Bluetooth accessory **PTT** button opens the application to the Landing Page.

For devices that support One Touch Calling, see [One Touch Calling Behavior on page 80](#).

For more information on how to setup or change your **Landing Page**, see [One Touch Action on page 205](#).

### 3.17

## 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.

### 3.18

## 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.

**Procedure:**

1. Touch within the search bar to bring up the on-screen keyboard.

As you type, contacts or talkgroups names containing the letters or numbers entered displays automatically.

2. Tap the searched result to open it.



**NOTE:** You must be on the respective **History, Favorites, Contacts, Talkgroups, or Map** screen to search. The search function does not search outside the selected screen.

### 3.19

## Icons

The icons available throughout the application are based on the features provisioned for the user. Refer to the following sections on different type of icons:

- [Actions Icons on page 54](#)
- [Avatar Icons on page 218](#)
- [Call Screen Icons on page 57](#)
- [Contacts Icon on page 59](#)
- [Emergency Icons on page 59](#)
- [History Icons on page 60](#)
- [Integrated Secure Messaging Icons on page 60](#)
- [Talkgroup Icons on page 64](#)
- [Map Icons on page 61](#)
- [Miscellaneous Icons on page 63](#)











- [Presence Icons on page 63](#)
- [Tab Icons](#)
- [Title Bar Icons on page 65](#)
- [Video Streaming Icons on page 67](#)






### 3.19.1

## Actions Icons

The **Action** icon buttons are located at the top and the bottom of the screen.

**Table 4: Actions Icons**

Icon	Title	Description
	<b>Add</b>	Displayed on the <b>Contacts, Favorites, Groups,</b> and <b>Quick Text</b> . You can add contacts, favorites, groups, or a quick text by tapping this button.
	<b>Alert</b>	You can send Instant Personal Alert (IPA) to a contact by tapping this button.
	<b>Attach File</b>	You can attach a file to send as an attachment by tapping this button. Requires the Integrated Secure Messaging feature to be turned on by your administrator.
	<b>Camera</b>	You can choose from taking a photo, video, or selecting a file in the gallery by tapping this button. Requires the Integrated Secure Messaging feature to be turned on by your administrator.
	<b>Cancel</b>	You can cancel current action and go back to the previous screen by tapping this button.
	<b>Delete</b>	You can delete the contact, group, and more by tapping this button.
	<b>Details</b>	You can access the contact details by tapping this button.
	<b>Filter ON</b>	You can toggle filter <b>ON</b> to <b>OFF</b> (default) by tapping this button.
	<b>Filter OFF</b>	You can toggle filter <b>OFF</b> (default) to <b>ON</b> by tapping this button.
	<b>Gallery</b>	You can save to your device by tapping this button. Requires the Integrated Secure Messaging feature to be turned on by your administrator.



Icon	Title	Description
	<b>Location</b>	You can share your location by tapping this button. Requires the Integrated Secure Messaging feature to be turned on by your administrator.
	<b>Send Message</b>	You can send a text message by tapping this button. Requires the Integrated Secure Messaging feature to be turned on by your administrator.
	<b>Forward</b>	You can forward an image or video by tapping this button. Requires the Integrated Secure Messaging feature to be turned on by your administrator.
	<b>Save</b>	You can save current contact or group by tapping this button.
	<b>Voice Message</b>	You can send a recorded voice message by tapping this button. Requires the Integrated Secure Messaging feature to be turned on by your administrator.

### 3.19.2




## Avatar Icons















You can use the Avatar icons to understand when avatars are assigned.

**Table 5: Unassigned Avatar Icons**









Icon	Title	Description
	<b>Contact</b>	The default contact icon that is used on the <b>Contact List</b> screen when there is no avatar assigned.
	<b>Group</b>	The default group icon used on the <b>Group List</b> screen when there is no avatar assigned.

**Table 6: Assigned Avatar Icons**

Icons	Name
	<b>Airplane</b>
	<b>Book</b>
	<b>Car</b>


Icons	Name
	<b>Construction</b>
	<b>Delivery</b>
	<b>Desktop PC</b>
	<b>Dispatcher</b>
	<b>Driver</b>
	<b>Envelope</b>
	<b>Field Service</b>
	<b>Flower</b>
	<b>Front Desk</b>
	<b>Housekeeping</b>
	<b>Laptop</b>
	<b>Medical</b>
	<b>Notepad</b>
	<b>PTT Phone</b>






Icons	Name
	Room Service
	Security
	Supervisor
	Telephone
	Tree
	Truck
	Warehouse
	Worker














### 3.19.3


## Call Screen Icons

 **NOTE:** For more information on Integrated Secure Messaging icons, see the [Integrated Secure Messaging Icons on page 60](#) section.

**Table 7: Call Screen Icons**

Icon	Title	Description
	Cancel Call	You can cancel a private call by tapping this button.
	End Call	You can end the current PTT call by tapping this button.
	Call Accept	You can accept a call by tapping this button.




Icon	Title	Description
	<b>Call Contact</b>	You can call a contact by tapping this button.
	<b>Call Favorites</b>	You can open your favorites to make a call by tapping this button.
	<b>Access Channels/Zones</b>	You can open the folder channels and zones by tapping this button.
	<b>Group Location</b>	You can access the map for the group by tapping this button. Requires the Geofencing and Geolocation feature to be turned on by your administrator
	<b>In-Call Add Participant</b>	You can add participants to make a temporary group before making a PTT call by tapping this button.
	<b>Instant Personal Alert</b>	You can send IPA to the contact by tapping this button.
	<b>Status Messaging (Optional)</b>	You can send a status message to an authorized dispatcher or other authorized users in a talkgroup by tapping this button. Optional features may not be included in your PTT service plan. For more information, see <a href="#">Status Messaging (Optional) on page 163</a> .
	<b>Listen-only</b>	Listen-only call indicator.
	<b>Idle</b>	<b>PTT button</b> Indicates idle state and the floor is available.
	<b>Floor Taken</b>	<b>PTT button</b> Indicates the floor taken state.
	<b>Acquired</b>	<b>PTT button</b> Indicates the acquired state and you are ready to speak.
	<b>Speaker ON</b>	You can toggle the Speaker from the <b>ON</b> default to <b>OFF</b> by tapping this button. When the speaker is off, PTT calls are heard through the earpiece of the phone. For more information, see <a href="#">Turning the Speaker On/Off and Set PTT Call Volume on page 87</a> .
	<b>Speaker OFF</b>	You can button to toggle from <b>OFF</b> to <b>ON</b> by tapping this button. When the speaker is off, PTT calls are heard through the earpiece of the phone. For more information,

Icon	Title	Description
	Call Volume	see <a href="#">Turning the Speaker On/Off and Set PTT Call Volume on page 87</a> . You can tap the button to access the <b>Volume Control</b> pop-up. For more information, see <a href="#">Turning the Speaker On/Off and Set PTT Call Volume on page 87</a> .

### 3.19.4

## Contacts Icon

Table 8: Contacts Icon




Icon	Title	Description
	Cellular Call	Located in the contact details. You can make a cellular call by tapping this button.
	iDEN Radio	iDEN radio user indicator.
	Interop	Interop user indicator.


For additional Contacts icons, see [Presence Icons on page 63](#).

### 3.19.5

## Emergency Icons

Table 9: Emergency Icons




Icon	Title	Description
	Emergency	You can initiate an emergency by touching and holding this button, which is located at the bottom of most screens. Requires the Emergency Services to be turned on by your administrator. For more information, see <a href="#">Emergency Calling and Alert (Optional) on page 91</a> .
	Cancel Emergency State	Displays when you cancel an emergency. You can cancel the emergency by swiping the slider to the right. Requires the Emergency Services to be turned on by your administrator.
	Declare Emergency State	Displays when you declare an emergency. You can declare an emergency by swiping the slider to the right. Requires the Emergency Services to be turned on by your administrator.

Icon	Title	Description
	<b>Emergency Talker</b>	Indicates when a talker is in an emergency.

### 3.19.6

## History Icons





Table 10: History Icons









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

### 3.19.7

## Integrated Secure Messaging Icons

Table 11: Integrated Secure Messaging Icons




Icon	Title	Description
	<b>Camera</b>	You can tap to choose from taking a photo, shooting a video, or selecting from the gallery.
	<b>File Message</b>	You can tap to choose a file from your device to send to a contact. For more information on File Messaging, see <a href="#">File Messaging on page 179</a> .
	<b>Instant Personal Alert</b>	You can tap to send IPA to the contact.
	<b>Message</b>	You can tap to send a text message to the contact or group.













Icon	Title	Description
	Play	You can tap to start playback of a voice message.
	Quick text access	You can tap to access quick text list.
	Voice Message	You can tap to record a voice message.
	Record	You can press and hold to start recording a voice message.
	Send text message	You can tap to send text message.
	Share Location	You can tap to share location to the contact or group.
	Stop	You can tap to stop playback of the voice message.
	Recording Voice	You can release to stop recording a voice message.

### 3.19.8

## Map Icons

Table 12: Map Icons









Icon	Title	Description
	Call	You can tap to initiate a PTT call to the talkgroup member.
	Talkgroup Member Location	Indicates the location of a talkgroup member whose presence is unknown.
	Map Recenter	You can tap to recenter the map to where you are. Also, you can tap on the <b>Set Boundary Settings</b> to recenter the map to the active boundary.

Icon	Title	Description
	<b>Map Boundary Enable</b>	You can tap to turn on the boundary and open.
	<b>Offline Talkgroup Location</b>	A map pin that indicates the location of a talkgroup member whose presence is offline.
	<b>Available Talkgroup Location</b>	A map pin that indicates the location of a talkgroup member whose presence is available.
	<b>Center Location</b>	A map pin that indicates an arbitrary location or the intended center location of a boundary.
	<b>DND Talkgroup Location</b>	A map pin that indicates the location of a talkgroup member whose presence is DND.
	<b>Quick Group Location</b>	A map pin that indicates the location of selected members of a quick group.
	<b>My Location Mark</b>	The <b>My Location Mark</b> pin that indicates your location on the map.
	<b>Share</b>	You can tap to share the location.
	<b>Boundary Settings</b>	You can tap to access the boundary settings. For more information, see <a href="#">Boundary Settings on page 150</a> .
	<b>Tracked Group Selector</b>	You can tap to choose a talkgroup to view the location or turn on or off the boundary alerts.
	<b>Map Boundary Enable</b>	You can tap to turn on the boundary and open.
	<b>Quick Group Selector</b>	You can tap to create a quick group.

3.19.9

## Miscellaneous Icons



Table 13: Miscellaneous Icons






Icon	Description
	Check box <b>Off</b> .
	Check box <b>ON</b> .
	<b>Favorite</b> button (unselected) You can tap to toggle favorite <b>ON</b> . Indicates contact or group is not a favorite.
	<b>Favorite</b> button (selected) You can tap to toggle favorite <b>OFF</b> . Indicates contact or group is a favorite.
	<b>Radio</b> button off icon You can tap to toggle to the on state.
	<b>Radio</b> button on icon You can tap to toggle to the off state.
	<b>Clear Search text</b> button You can tap to cancel current inputted text and search action.
	<b>Search</b> icon For more information, see <a href="#">Searching on page 53</a> .

3.19.10

## Presence Icons

Table 14: Presence Icons







Icon	Title	Description
	<b>Available</b>	A PTT contact's presence status is <code>Available</code> or my presence status.
	<b>Do Not Disturb</b>	A PTT contact's presence status is <code>Do Not Disturb</code> or my presence status.

Icon	Title	Description
	<b>Offline</b>	A PTT contact's presence status is <i>Offline</i> or my presence status when the phone is not connected to the server.
	<b>Available (Notification Bar)</b>	Your presence status is <i>Available</i> (notification bar).
	<b>Do Not Disturb (Notification Bar)</b>	<i>Do Not Disturb</i> presence is " (notification bar).
	<b>Offline (Notification Bar)</b>	Your presence status if <i>Offline</i> (notification bar).
	<b>Alerts (Notification Bar)</b>	You have alerts waiting to be displayed within the application (notification bar).





### 3.19.11

## Talkgroup Icons

Table 15: Talkgroup Icons

Icon	Title	Description
	<b>Broadcast Talkgroup</b>	Broadcast Talkgroup indicator.
	<b>Boundary Active</b>	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.
	<b>Location Sharing Group</b>	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.
	<b>Interop Talkgroup</b>	Interop talkgroup indicator.
	<b>Talkgroup Regroup</b>	Talkgroup Regroup indicator.
	<b>Scan List No Priority</b>	Scan List No Priority indicator.







Icon	Title	Description
	Scan List Priority 1	Scan List Priority 1 indicator.
	Scan List Priority 2	Scan List Priority 2 indicator.
	Scan List Priority 3	Scan List Priority 3 indicator.
	Group Supervisor	Supervisor group indicator.

### 3.19.12

## Title Bar Icons


Table 16: Title Bar Icons



















Icon	Title	Description
	Back	You can tap to go back to the previous screen.
	Cancel	You can tap to cancel the operation and return to the previous screen.
	Edit	You can tap to edit.
	Save	You can tap to save the current operation.


### 3.19.13

## User Check Icons

Table 17: User Check Icons

Icon	Description
	<b>User Check</b> button You can tap to initiate User Check mode on the remote device for authorized users. Requires the User Check feature to be turned on by your administrator. For more information, see <a href="#">User Check and Monitoring (Optional)</a> on page 97.








Icon	Description
	<b>User Check Call</b> screen button You can tap to access the call screen to begin your conversation.
	Battery 100% charged on the remote device.
	Battery 75% charged on the remote device.
	Battery 50% charged on the remote device.
	Battery 25% charged on the remote device.
	Battery less than 25% charged on the remote device.
	Battery charging on the remote device.
	Unknown or unavailable state of the battery on the remote device.
	Excellent cellular network signal strength on the remote device.
	Good cellular network signal strength on the remote device.
	Poor cellular network signal strength on the remote device.
	No cellular network signal on the remote device.
	Unknown or unavailable cellular network signal on the remote device.
	Excellent Wi-Fi signal strength on the remote device.
	Good Wi-Fi signal strength on the remote device.
	Average Wi-Fi signal strength on the remote device.
	Poor Wi-Fi signal strength on the remote device.
	No Wi-Fi signal on the remote device.

Icon	Description
	Unknown or unavailable Wi-Fi signal on the remote device.

### 3.19.14

## Video Streaming Icons

Table 18: Video Streaming Icons

Icon	Title	Description
	Microphone ON	You can tap to toggle microphone from the <b>ON</b> to <b>OFF</b> state.
	Microphone OFF	You can tap to toggle microphone from the <b>OFF</b> to <b>ON</b> state.
	Speaker ON	You can tap to toggle speaker from the <b>ON</b> to <b>OFF</b> state.
	Speaker OFF	You can tap to toggle speaker from <b>OFF</b> to <b>ON</b> state.
	Stop Video Streaming	You can tap to stop video streaming transmission.
	Start Video Streaming	You can tap to start broadcasting video streaming, if previously stopped.
	Switch Camera	You can tap to toggle camera from rear (default) to front.

### 3.20

## Tones

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

Table 19: Tones

Name	Description
Activation Tone	Played upon successful activation.

Name	Description
Alert (IPA/MCA) Tone	Played by the handset when an incoming Instant Personal Alert is received or a Missed Call has occurred. Four tones are required as this tone is user-selectable.
Area Warning Tone - Blast Tone	Played to indicate when a user is notified to evacuate the mining site. The tone is played to escalate the priority of evacuation.
Area Warning Tone - Emergency Tone	Played to indicate when a user is notified to immediately evacuate the mining site for an impending blast.
Area Warning Tone - Evacuation Tone	Played to indicate when a user is notified to immediately evacuate the mining site for an impending blast.
Attention Tone	Played to indicate a pop-up dialog message.
Emergency Alert Tone	Played when emergency alert is received.
Emergency Alert - Originator Tone	Played when an emergency alert is initiated.
Emergency Call Tone	Played upon receiving emergency call.
Emergency Cancel Tone	Played when an emergency is canceled.
Emergency Fail Tone	Played if emergency cannot be declared or if emergency call cannot originate.
Error (Floor Busy) Tone	Played to indicate the user cannot take the floor.
Floor Acquired (Grant) Tone	Played after the user presses the PTT button to indicate it is ready for talking.
Floor Free Tone	Played to listeners on a PTT call to indicate the talker has released the floor.
Floor Released Tone	Played to the user after releasing the PTT button to indicate the floor is released. (Default is OFF)
Floor Revoke Tone	Played five seconds before the floor is revoked. The same tone is also played when the actual floor is revoked.
Floor Unavailable (Bong) Tone	Played when a user tries to get a floor that is already acquired or the called party is unavailable. An appropriate visual indication is displayed for both scenarios.
Incoming Call (Talk Hint) Tone	Played to listeners to announce the start of a PTT call (first volley only).
Incoming Phone Call Tone	Played when there is an incoming 2-way phone call. Tone is repeated every 3 seconds.
Incoming Private PTT Call (Manual Answer) Tone	Played when there is an incoming PTT private call. Tone is repeated every 3 seconds.
Incoming Video Tone	Played when there is an incoming video alert waiting for user to accept. Alert is repeated every 5 seconds while alert is waiting for user action.
Network 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 the user's PTT application detects network loss. When selected, a tone plays when the application transitions from one network to another.

Name	Description
Network Up/Network Down Tone	Network Up tone is played when server connection is re-stored. Network Down tone is played when server connection is lost (optional tone repeat). Previously known as Call Suspend tone.
One-Touch Action Selection Change Tone	Played when switching one-touch action from accessory with multi-function key button and multiple actions are supported.
Phone Call Progress Tone	Played to caller while waiting for telephony call to answer. Tone is repeated every 3 seconds.
Remote Ambient Start Tone	Played on target user's device when ambient listening is initiated remotely (optional tone).
Status Message Sent Tone	Played upon successfully sending status message.
Status Message Failure Tone	Played if status message is not sent successfully.
Success Tone	Played upon successful activation: valid key press.
Voice Message Recording Tone	Played when recording voice message (voice message fall-back).

## 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.

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



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

## 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.



**NOTE:** By default, the PTT application will use Wi-Fi when it is available. To use Wi-Fi for PTT, you can turn on the **Use Wi-Fi** setting in the application. For more information, see [Menu Options on page 42](#).

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

#### 4.2.2

## Authenticated Wi-Fi Connections

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

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

## Chapter 5

# User Information Display

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

## 5.1

### Viewing User Information

**Procedure:**

1. In the upper-left corner of the display, select the **Main** menu located.  
The **Menu** options display.
2. Located opposite the available status, select the **Information** icon.  
The User Information displays.



## Chapter 6

# Make and Receive PTT Calls

This chapter describes how to make and receive Push-to-Talk (PTT) calls.

## 6.1

### Making Calls

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

#### 6.1.1

### Making Talkgroup Calls

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



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



**NOTE:** Some corporations may automatically assign a talkgroup called `all_subscribers_group`. This talkgroup has all the PTT subscribers from your corporation.



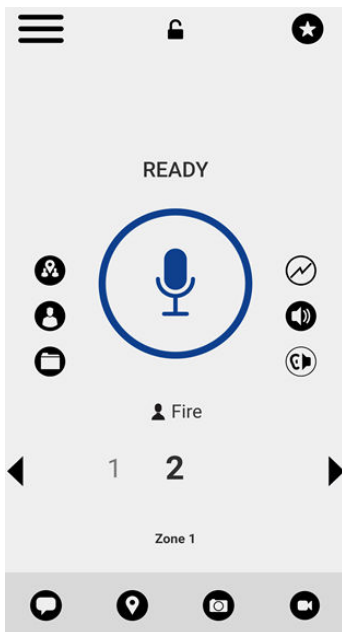
**NOTE:** If One Touch Calling is preconfigured to call the most recent history event, a user-selected PTT contact or a user-selected PTT talkgroup (corporate or public), you must select (not highlight) the history event, contact, or talkgroup to make the call. For more information, see [One Touch Calling Behavior on page 80](#).

#### Procedure:

1. Select the talkgroup that you want to make a PTT call.

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

**Figure 8: Place a PTT Talkgroup Call**



2. Press and hold the **PTT** button displayed on the screen.  
A talkgroup PTT call starts, a chirp tone is heard, and the **PTT** button changes color indicating you have taken the floor.
3. Begin speaking.
4. To take the floor and speak, release the **PTT** button to allow other members of the call.
5. To end the call, tap the **End Call** button.

### 6.1.2

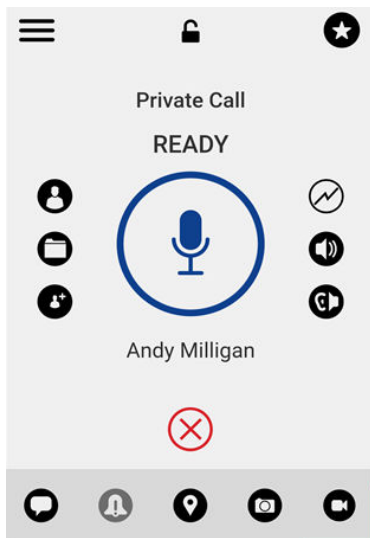
## Making Quick Group Calls

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

#### Procedure:

1. From the **Contacts**, select your first contact to call.  
The **Call** screen displays.

**Figure 9: Call Screen**



2. Tap the **Add Participants** button.
3. Select up to nine contacts to add to the quick group call.
4. When completed, in the upper right tap, the **Save** button located.
5. 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.

6. Begin speaking.
7. To take the floor and speak, release the **PTT** button to allow other members of the call.
8. To end the call, tap the **End Call** button.

### 6.1.3

## Making Broadcast Calls


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

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

#### Procedure:

1. Tap the broadcast talkgroup you want to call.

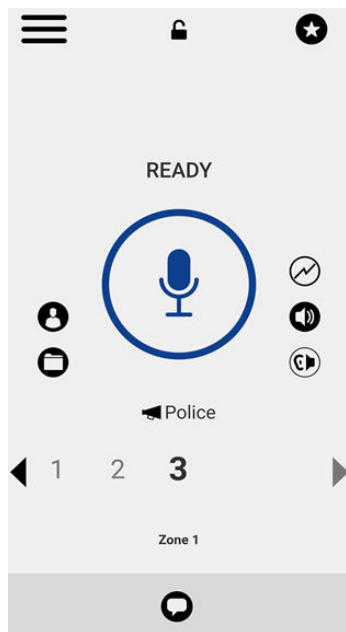
The broadcast talkgroup is identified by the broadcast talkgroup icon.

 **NOTE:** If the Broadcast Call Confirmation setting is on, you receive the following confirmation dialog. For more information, see [Broadcast Call Confirmation on page 196](#).

A confirmation dialog is displayed with the following message: You are about to start a broadcast call to x. Continue?

2. Perform one of the following actions:
  - To initiate the call, tap **Call**.  
The **PTT Broadcast Call** screen is displayed.

**Figure 10: PTT Broadcast Call Screen**



- To cancel, tap **Not now**.
3. 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.
  4. Release the **PTT** button when you have finished speaking.
  5. Begin speaking.
  6. To end the call, tap the **End Call** button.

#### 6.1.4

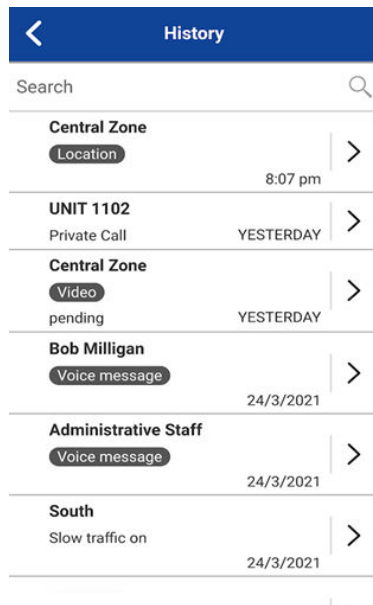
## Calling from History

You can make a call from History.

#### Procedure:

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

**Figure 11: History**



2. Touch on the conversation you want to call.



**NOTE:**

If One Touch Calling is preconfigured to call the most recent history event, a user-selected PTT contact or a user-selected PTT talkgroup (corporate or public), you must select (not highlight) the history event, contact, or talkgroup to make the call. For more information, see [One Touch Calling Behavior on page 80](#).

The **Call** screen displays.

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

## 6.1.5

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



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



**NOTE:** If One Touch Calling is preconfigured to call the most recent history event, a user-selected PTT contact or a user-selected PTT talkgroup (corporate or public), you must select (not highlight) the history event, contact, or talkgroup to make the call. See [One Touch Calling Behavior on page 80](#) for more information.

**Procedure:**

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

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

2. Press and hold the PTT button.

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

3. Begin speaking.



**NOTE:** Some corporations may automatically assign a talkgroup called `all_subscribers_group`. This talkgroup has all the PTT subscribers from your corporation.

4. To allow the other person on the call to take the floor and speak, release the PTT button.
5. To end the call, tap the **End Call** button.

## 6.1.6

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



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



**NOTE:** If One Touch Calling is preconfigured to call the most recent history event, a user-selected PTT contact or a user-selected PTT talkgroup (corporate or public), you must select (not highlight) the history event, contact, or talkgroup to make the call. See [One Touch Calling Behavior on page 80](#) for more information.

**Procedure:**

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


The **Call Screen** displays including the name of the contact that you are calling in the Call Status.

2. Press and hold the PTT button.

The **Call Screen** changes to a ringing state. A progress tone is heard, and the **PTT** button changes color indicating the other user is being alerted. Once the call is accepted, the other user will either talk or you can press and hold the PTT button to talk.

3. Talk when you hear the chirp tone and see the **PTT** button change color indicating you have taken the floor.

If the call is rejected, the floor returns to idle state.

 **NOTE:** Some corporations may automatically assign a talkgroup called `all_subscribers_group`. This talkgroup has all the PTT subscribers from your corporation.

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

### 6.1.7

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


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

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

### 6.1.8

## Call Behavior when Contact or Talkgroup is Unavailable


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

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

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

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


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

 **NOTE:** When calling a contact that is temporarily not reachable due to loss of signal, the voice message recording chirp can take up to seven 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 three seconds or longer; otherwise, the message is not sent and you receive an information message.

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

### 6.1.9

## Calling from Missed Call Alert

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

For more information, see [Missed Call Alert on page 204](#).

### Procedure:

When receiving a missed call alert, perform one of the following actions:

- To place the call, tap the **Reply** button.

- To dismiss the message, tap the **Not now** button.

### 6.1.10

## Calling from Instant Personal Alert

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

For more information, see [Instant Personal Alert on page 202](#).

#### Procedure:

Perform one of the actions:

- To place the call, tap the **Reply** button.
- To dismiss the message, tap the **Not now** button.

### 6.1.11

## One Touch Calling Behavior

You can originate a PTT call to the one of the following:

- The most recent history event
- To a user-selected PTT contact
- To a user-selected PTT talkgroup (corporate or public)



**NOTE:** The One Touch Calling is available on supported devices.

The One Touch Calling behavior must be preconfigured for these actions.

For more information on how to setup One Touch Calling, see [One Touch Action on page 205](#).

### 6.1.12

## Call Behavior while the Screen is Locked

You can originate a PTT call to the selected contact or talkgroup based on the One Touch Action setting when the device is locked by pressing a PTT button, wired accessory, or Bluetooth RSM.

You must turn on the **Call From Lock** screen setting. For more information on the **Call From Lock** screen setting, see [Call From Lock Screen on page 196](#).

For more information on how to setup One Touch Action, see [One Touch Action on page 205](#).



**NOTE:** The **Call From Lock** screen setting is available on supported devices.

For devices without a PTT hard button using a wired accessory, see [One Touch Calling on page 52](#).

### 6.1.13

## Call to External Telephony User



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

When you manually dial a call, you have the option to make a telephone call. This call acts like a cellular call. The **Call** screen allows you to change volume, switch between earpiece and speaker phone, show the keypad to send numeric (DTMF) digits, or end the telephony call.



### 6.1.14

## Dialing a Manual Call to a PTT User

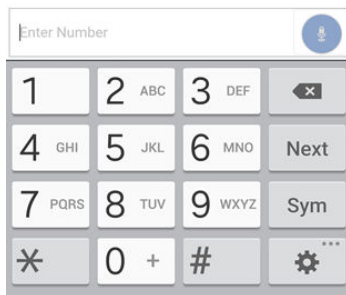
The **Manual Dial** screen allows you to call a PTT contact manually.

#### Procedure:

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

The **Manual Dialing Screen** displays.

**Figure 12: Manual Dialing Screen**



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



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

3. Located at the right of the phone number, tap the on-screen **PTT** button.

The **Call** screen displays.

### 6.1.15

## Dialing a Manual Call to an External Telephony User (Optional)

The **Manual Dial** screen allows you to call an external telephony user manually.



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

#### Procedure:

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

The **Manual Dialing** screen displays.

2. Enter a 3-15 digit number associated with your contact using the on-screen keyboard.
3. Located at the right of the phone number, tap the on-screen **PTT** button.

The **Call** screen displays.

## 6.2

# Receiving Calls

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

### Procedure:

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



**NOTE:** If you want to receive calls on more than one talkgroup, see [Talkgroup Scanning on page 137](#).

This behavior assumes that Background Calling is turned **OFF**. For more details on Background Calling, see [Call Behavior in Background on page 89](#).

Incoming PTT calls respond differently based on the combination of the phone settings and the PTT application settings. For more information, see [Interaction with Silent or Sound Mode on page 89](#).

If the talkgroup is not active, the Call Status displays, *Ready*.

**Figure 13: Monitor a PTT Talkgroup**

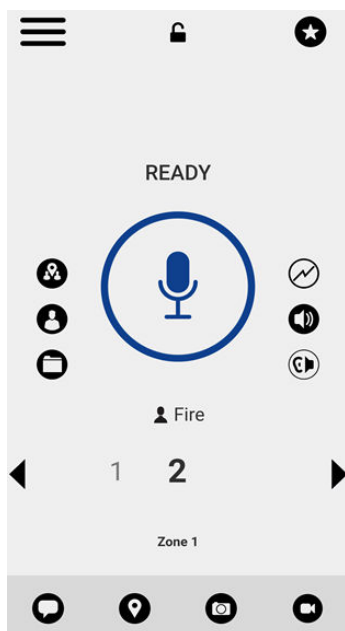


Figure 14: Active Talkgroup



2. When you receive an incoming PTT call, the application is brought to the foreground, and the PTT button changes color.  
Whenever the talker releases the floor, the **PTT** button changes and the PTT button changes color and the floor is available for another talker.
3. On the screen, to continue the conversation, touch and hold the PTT button.
4. To end the call, tap the **End Call** button.

### 6.2.1

## 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.

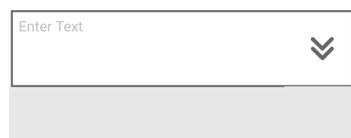
You can recognize a broadcast talkgroup call because there is a distinct tone played followed by an announcement. During the call, only the broadcaster can speak, and you cannot take the floor. These calls also override your `Do Not Disturb (DND)` status if your administrator has set the talkgroup to 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.

## 6.2.2 Broadcast Call History

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

**Figure 15: 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 16: 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 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.

### 6.2.3

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

### 6.2.3.1

## Receiving an Incoming Call (Automatic Answer)

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



**NOTE:** This behavior assumes that Background Calling is turned **OFF**. For more details on Background Calling, see [Call Behavior in Background on page 89](#).

Incoming PTT calls respond differently based on the combination of the phone settings and the PTT application settings. For more information, see [Interaction with Silent or Sound Mode on page 89](#).

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

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

#### Procedure:

To end the call, tap the **End Call** button.

### 6.2.3.2

## Receiving an Incoming Call (Manual Answer)

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

When you receive an incoming PTT call, the application is brought to the foreground or you receive an incoming call while the application is in the background, an Call Alert message displays.



**NOTE:** Incoming PTT calls respond differently based on the combination of the phone settings and the PTT application settings. For more information, see [Interaction with Silent or Sound Mode on page 89](#).

#### Procedure:

1. Perform one of the following actions:
  - To accept the call, tap the **Accept** button.
  - To dismiss the call, tap the **Dismiss** button.
2. Perform one of the following actions:
  - If your device has one or a PTT accessory, press the PTT key.
  - To accept the call, tap the **Call Accept** (green icon).

On the screen, you can continue the conversation by touching and holding the PTT button.

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

### 6.3

## External Telephony User to PTT User Calls (Optional)

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

When receiving an incoming telephony call, you will hear a ringing tone and see an incoming telephony **Call** screen. You accept the call by pressing the **Call Answer** button, you accept the call by pressing the **CALL ANSWER** button.

6.4

## Manual Answer Calls (Optional)

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

When receiving an incoming call while the application is in the foreground, you can accept the call by pressing the PTT key or CALL ACCEPT (green icon) on the PTT application.

6.5

## Talkgroup Affiliation (Optional)

Talkgroup Affiliation is available on PTT Radio mode only and may not be included in your PTT service plan.

When you affiliate to a talkgroup, you receive communication only on that group and not other regular talkgroups. Communication includes PTT calls, Integrated Secure Messages, and live streaming video sessions. Video call automatic late join is not supported for newly affiliating group members.



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

### Notifications

Notifications, such as Integrated Secure Messaging, Emergency, Operational Status Messaging, Missed Call Alerts, Geofence Alerts, and more, are shown only for affiliated talkgroups and scanned talkgroups. Notifications are not shown for non-affiliated talkgroups.

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

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

**Table 20: Services on Affiliated Talkgroup**

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

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

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

## 6.6

# Remote Talkgroup Select (Optional)

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

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

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


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

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

## Talkgroup Scanning Turned ON

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

- Current active PTT ends if the last selected group was not in the scanning list.
- Current active PTT call continues if the last selected talkgroup is in the scanning list.
- Newly selected talkgroup has no ongoing call and if you press the PTT key then:
  - You transmit on the last selected talkgroup that had an ongoing call.
  - An ongoing call on last selected talkgroup ends and new PTT call is initiated on the newly changed talkgroup (with Scan Talkback turned ON)
- You start receiving a PTT or video call if it is already ongoing on the new talkgroup.
- You observe the newly selected talkgroup and a pop-up message displays.
- You can also initiate a PTT or video call to the new talkgroup.
- You start receiving messages on the new talkgroup.

 **NOTE:** When the user's currently selected talkgroup is changed remotely by an authorized user, you receive a channel announcement to let you know which channel it has been changed. This behavior is based on the [Channel Announcement on page 197](#) setting.

## 6.7

# Turning the Speaker On/Off and Set PTT Call Volume

On the Call screen, there is a toggle that indicates whether the speaker is on or off for PTT calls. When the speaker is off, you can hear the PTT call audio in the earpiece of the phone. When it is on, the audio is heard through the speaker.

**Figure 17: Earpiece is On**



**Figure 18: Speaker is On**



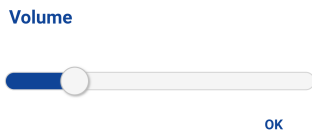
During a PTT call, the speakerphone or earpiece volume can be increased or decreased using the volume up and down keys. The volume adjusted during a PTT call is used for subsequent calls, including cellular calls. The volume adjusted while not on a PTT call is used for the phone ringer volume.

**TIP:** The PTT call volume can be adjusted using the device volume keys or the external accessory volume keys if connected. Device native volume bar does not display while the PTT app is in the foreground, and if the user changes the call volume using the device volume up or down keys. If call volume is changed using the externally connected Bluetooth device, then the device native volume bar displays. The device volume keys can be set to use as a PTT key, when the PTT Kkey setting is set to **Volume Up/Down**.

For more information on how to set the PTT key setting, see [PTT Key on page 207](#).

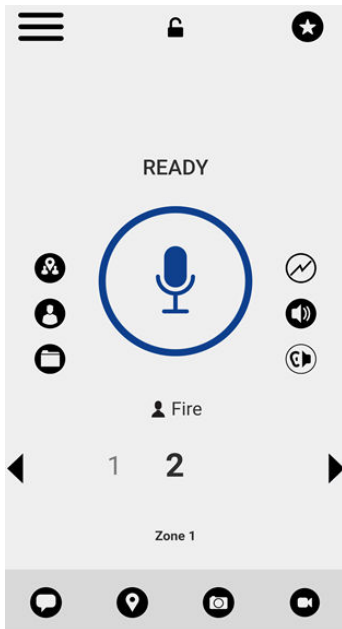
On the **Call** screen, you can press the CALL VOLUME ON/OFF toggle switch, in which a **Volume Control** pop-up is displayed.

**Figure 19: Volume Control**



You can adjust the **Volume Control** slider to the desired position and tap **OK** when you are finished changing the volume.

**Figure 20: Call Screen - Speaker ON/OFF Button**



You can turn off the speaker from the application settings. For more information, see [Call Screen Icons on page 57](#).



## 6.8

## Interaction with Silent or Sound Mode

When the ringer of your phone is set to silent or vibrate-only, PTT calls are played over the earpiece of the phone. 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 earpiece of the phone while the phone is in silent mode.

Privacy Mode allows you control how incoming PTT calls are handled whenever your phone ringer setting is set to `silent` or `vibrate-only`. With Privacy Mode, you can control whether an incoming PTT call is heard normally or if the PTT call uses the phone earpiece. For more information on how to set Privacy Mode, see [Settings on page 189](#).

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, see [Vibrate Call on page 210](#).

## 6.9

## 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, an incoming phone call is rejected if device restrictions apply, and PTT call continues.

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

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

If Call Priority setting is set to **Phone**, an ongoing PTT call ends if a cellular call is answered. For more information on Call Priority, see the [Settings on page 189](#) section.

### Receiving a PTT Call When on a Regular Phone Call

If you receive a PTT call while you are on a regular call, the ongoing cellular call continues, and an incoming PTT call is rejected with user busy indication. You 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.

If Call Priority setting is set to **Phone**, an incoming PTT call is rejected. For more information on Call Priority, see [Settings on page 189](#).

## 6.10


## 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 voice of the caller. 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; the display does not turn on if it is off, and you hear the voice of the caller. You can bring the PTT application to the foreground to use the on-screen PTT button. For more information on Background Mode, see [Settings on page 189](#).


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

 **NOTE:** If the screen is locked, PTT calls are restricted by default. To enable PTT calls while screen is locked, see the [Background Mode on page 195](#) setting.

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 can continue to hear the PTT call, but you cannot take the floor and speak until you return to the PTT application.

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


### 6.11

## Call Behavior while the Screen is Locked

You can originate a PTT call to the selected contact or talkgroup based on the One Touch Action setting when the device is locked by pressing a PTT button, wired accessory, or Bluetooth RSM.

You must turn on the **Call From Lock** screen setting. For more information on the **Call From Lock** screen setting, see [Call From Lock Screen on page 196](#).

For more information on how to setup One Touch Action, see [One Touch Action on page 205](#).

 **NOTE:** The **Call From Lock** screen setting is available on supported devices.

For devices without a PTT hard button using a wired accessory, see [One Touch Calling on page 52](#).

### 6.12

## 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 can start a new call to that talkgroup. Any late join to a PTT talkgroup by selecting a talkgroup automatically rejoins 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 can start a new call.

## Chapter 7

# Emergency Calling and Alert (Optional)

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

For more information on Emergency icons, see [Emergency Icons on page 59](#).

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

You can press and hold the **Emergency** button on the PTT application and swipe the slider to declare an emergency. The PTT application automatically queries the device OS for the last known location of the user and goes to the **Call** screen. You can 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.

On the selected device or supported accessory, you can also declare an emergency by using the **Emergency** button.

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 emergency initiation, an emergency alert is sent, and the emergency call is started automatically. There is no need to press and hold the PTT button. The floor is taken for 10 seconds. During the 10 second automatic floor hold time, pressing and releasing the PTT button has the following behavior: When you release the **PTT** button, the floor releases; if you press and continue to hold the PTT button after the 10 seconds expires, the floor will continue to be held. Your network operator may have configured this service to ignore the PTT button press and release during the automatic floor hold time. When set to manual, an emergency alert is sent. However, to initiate the emergency call, you must press and hold the PTT button.

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

Depending on how your network operator has configured the service, you may be able to use the emergency button for initiating and canceling the emergency toggle or send a repeated emergency alert after you have declared an emergency to get automatic PTT floor. A repeated emergency alert by the same user is only sent to dispatchers. If your administrator has configured automatic call initiation, each time you declare emergency your microphone will unmute for a period of 10 seconds without having to press and hold the PTT button.

For more information on who is your configured primary and secondary emergency contacts, see [Settings on page 189](#).

### 7.1

## Emergency Icons

For more information on Emergency icons, see [Emergency Icons on page 59](#).

## 7.2

## Declare an Emergency

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

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

You can perform an emergency initiation while in two-way call. When an emergency is declared the two-way call ends immediately.

## 7.2.1

### Declaring an Emergency

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

#### Procedure:

1. Touch and hold the EMERGENCY button.


**NOTE:**

You can also declare an emergency by pressing and holding the **Emergency** key up to three seconds on the Motorola LEX L11 or Sonim XP8.

The **Declare emergency** slider displays.

2. To declare an emergency, swipe the slider to the right.

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.



**NOTE:** If the emergency cannot be declared, the emergency fail tone is played, and a toast message is displayed.

3. After declaring an emergency, an emergency alert is sent.

You are now locked into the emergency call until the emergency is canceled.

4. Press and hold the PTT button.

A chirp tone is heard, and the **PTT** button changes color indicating you have taken the floor.

5. Begin speaking.

6. To cancel an emergency, see [Emergency Cancellation on page 94](#).

## 7.3

## Authorized User Remotely Declaring an Emergency on your Behalf

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

You see that an authorized user has declared an emergency, an emergency alert is received similar to the following: Remote emergency declared by x.

You are now locked into the emergency call until the emergency is canceled.

For more information on authorized users, see [Authorized User on page 101](#) section.

## 7.4

# 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. When the application is in the background, use the notification bar to access emergency alert and emergency cancellation alert.

An emergency alert, similar to the following, indicates which user is in emergency and the talkgroup they are using: `Emergency Declared by x from x talkgroup`.

If the emergency call goes only to a single user, no talkgroup is shown in the alert.

### 7.4.1

## Receiving an Emergency Call

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

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

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

### Procedure:

1. To remove the alert from appearing on the **Emergency Alert** screen, tap or touch **Dismiss**.

You can continue to use the application normally.

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`.

2. During an emergency call, take the floor by pressing the PTT button.



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

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

## 7.4.2

# Receiving an Emergency Cancel Notification

If the application is in the background, select the notification to access the emergency cancel notification. Follow this procedure when you receive an emergency cancel notification.

### Procedure:

- To remove the alert from appearing on the screen, tap the **Dismiss** button.
- You can continue to use the application normally.

## 7.5

# Emergency Cancellation

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.

### 7.5.1

## Canceling Emergencies

### Procedure:

1. While in an emergency, touch and hold the **EMERGENCY** button.  
The **Cancel Emergency** window displays.
2. To cancel emergency, swipe the **Cancel** slider to the right.  
Before canceling the emergency, you are asked if the emergency was a real emergency or a false alarm.  
A dialog, similar to the following, displays: Please select reason for Emergency Cancellation.
3. Touch or tap the desired option for canceling the emergency as follows:
  - If the emergency was a real emergency, tap **Valid**.
  - If the emergency was a false, tap **False**.
4. Touch or tap **Send**.

**Result:** The emergency is canceled, a message indicating that the emergency is canceled is displayed, and an **Emergency Cancel** tone is played.

## 7.6

# 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.

### 7.6.1

## Declaring an Emergency on Behalf of Another User

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

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

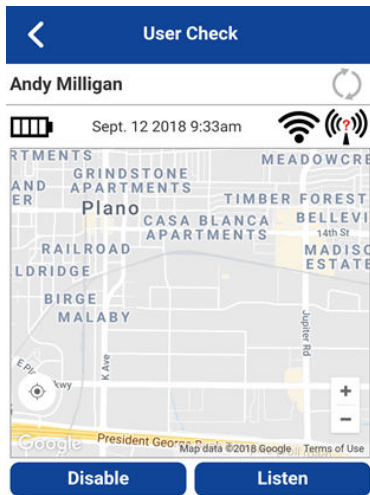
While a user is in an emergency, you can view information about the user such as location, battery level, and signal strength that is sent at the beginning of the emergency call.

For more information, see [User Check and Monitoring \(Optional\) on page 97](#).

#### Procedure:

1. From the **Main** screen, tap or touch the **Contacts** icon located in the upper-right of the screen.  
The **Contacts** displays.
2. Tap or touch the contact.  
The **Private Call Screen** displays.
3. On the **Call** screen, tap or touch the **User Check** icon.  
The **User Check** screen displays.

**Figure 21: User Check**



4. Touch and hold the EMERGENCY button.  
The **Declare** emergency slider displays.

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

A message similar to the following displays: Remote emergency declared by authorized user X.

6. To cancel an emergency, see [Emergency Cancellation on page 94](#) section.

You can cancel the emergency locally or an authorized user can cancel on your behalf remotely.

## 7.6.2

# Cancel an Emergency on Behalf of Another User

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

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

### 7.6.2.1

## Canceling an Emergency from the Context Menu

### Procedure:

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

A **Context Menu** displays.

2. Tap the **Emergency** button.

The emergency **Context Menu** displays.

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

The **Cancel Emergency** window displays.

4. To cancel emergency, swipe the **Cancel** slider to the right.

Before canceling the emergency, you are asked if the emergency was a real emergency or a false alarm.

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

6. Touch or tap **Send**.

The emergency is canceled, and a message is displayed that indicates that the emergency is canceled.



## Chapter 8

# User Check and Monitoring (Optional)

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

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



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

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

- [User Check Icons on page 98](#)
- [Enabling User Check from the Main Screen on page 98](#)
- [Enabling User Check from the Contacts on page 99](#)
- [Monitor Device Location on page 100](#)
- [Monitor Device Cellular Network Signal Strength on page 101](#)
- [Monitor Device Wi-Fi Signal Strength on page 101](#)
- [Monitor Device Battery Level on page 101](#)
- [Authorized User on page 101](#)
  - [Enabling PTT Service for Another User on page 101](#)
  - [Disabling PTT Service for Another User on page 102](#)
  - [Declare an Emergency on behalf of Another User on page 103](#)
  - [Enable or Disable Ambient Listening of Another User on page 103](#)
    - [Enabling Ambient Listening of Another User on page 104](#)
    - [Disabling Ambient Listening of Another User on page 105](#)
  - [Enable or Disable Discreet Listening of Another User on page 105](#)
    - [Disabling Discreet Listening of Another User on page 107](#)
    - [Enabling Discreet Listening of Another User on page 106](#)

## 8.1

# User Check Icons

For more information on User Check icons, see [User Check Icons on page 65](#).

## 8.2

# Enabling User Check from the Main Screen

On your device, you can enable the user check through the **Context Menus** or **Main** screen **User Check** icon.

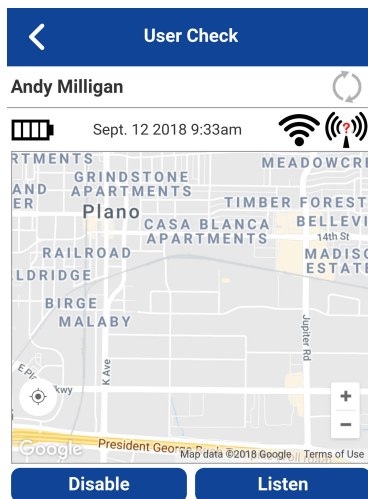


**NOTE:** User Check can be enabled from the **Main** screen during an emergency.

### Procedure:

1. From the **Main** screen, located in the upper-right of the screen, tap or touch the **Contacts** icon.  
The **Contacts** displays.
2. Tap or touch the contact.  
The **Private Call** screen displays.
3. Located to the right of the **PTT** button, tap or touch the **User Check** icon.  
The following message displays: Loading User Check  
The **User Check** screen displays.

**Figure 22: User Check**



### 8.3

## Enabling User Check from the Contacts

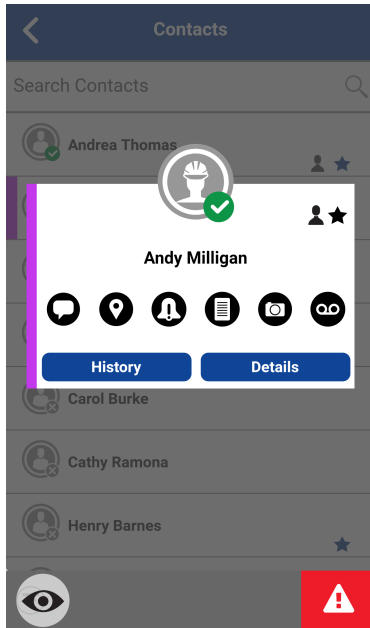
On your device, you can enable user check through the **Context Menus** or **Main** screen **User Check** icon.

#### Procedure:

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

The **Context Menu** displays.

**Figure 23: Contacts**



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

The following message displays: Loading User Check

The **User Check** screen displays.

**Figure 24: User Check**




## 8.4

# Monitor Device Location

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


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

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

## 8.5

# Monitor Device Cellular Network Signal Strength


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

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

## 8.6

# Monitor Device Wi-Fi Signal Strength

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

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

## 8.7

# Monitor Device Battery Level

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

## 8.8

# 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.

### 8.8.1

## Enabling PTT Service for Another User

If you are an authorized user, you can enable or disable PTT service for the user(s) you are authorized. Once service is disabled, the user can no longer use PTT service. Authorized users are configured by the

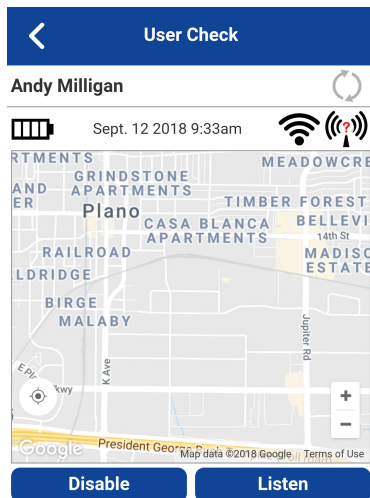
administrator and can be dispatchers or other mobile users. The remote device can also be enabled to access to PTT and other services.

**Procedure:**

1. Initiate User Check. See [Enabling User Check from the Main Screen on page 98](#) or [Enabling User Check from the Contacts on page 99](#) section for more details.

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

**Figure 25: User Check**



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

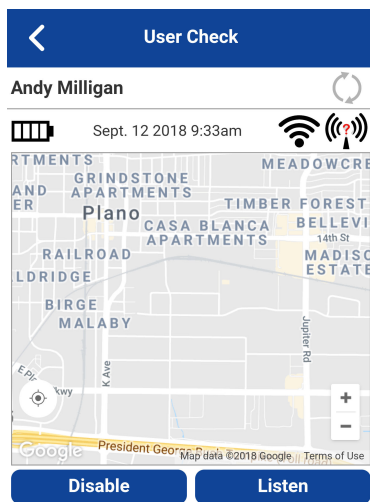
8.8.2

## Disabling PTT Service for Another User

**Procedure:**

1. Initiate User Check. See [Enabling User Check from the Main Screen on page 98](#) or [Enabling User Check from the Contacts on page 99](#) section for more details.

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

**Figure 26: User Check**

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

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

3. Perform one of the actions:

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

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

### 8.8.3

## Declare an Emergency on behalf of Another User

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

For more details, see [Emergency Calling and Alert \(Optional\)](#) on page 91 section.

### 8.8.4

## Enable or Disable Ambient Listening of Another User


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



**NOTE:** A call end message displays when an ambient listening call is ended on the authorized user PTT application and receives the following indication: Normal call end - displays with a green banner or Call end with error - displays with a Red banner.

This feature is not supported for iOS 12.4 and above.

The device user does not receive any indication for ambient listening call (OS restrictions apply).

 **NOTE:** This feature is available in the PTT Radio mode only in the mobile application. Remote users receive and make calls normally; however, they have no indication that they are being listened. All PTT calls override ambient listening call on the remote device.

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

### 8.8.4.1

## Enabling Ambient Listening of Another User

### Procedure:

1. Initiate User Check. See [Enabling User Check from the Main Screen on page 98](#) or [Enabling User Check from the Contacts on page 99](#) section for more details.

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

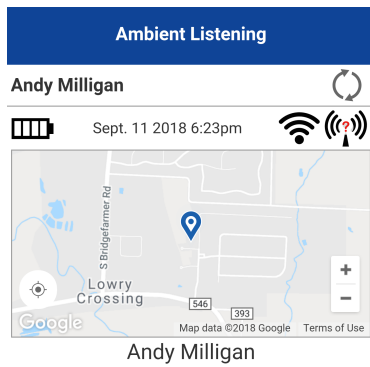
**Figure 27: User Check**



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

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



**Figure 28: Ambient Listening**

#### 8.8.4.2

### Disabling Ambient Listening of Another User

#### Procedure:

From the **Ambient Listening** screen, tap or touch the **Cancel** button.

The message, Ambient Listening session ended displays.

#### 8.8.5

### Enable or Disable Discreet Listening of Another User

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

While discreet listening call is in progress, the authorized user will not be preempted except for broadcast or emergency calls. When you receive an emergency or broadcast call, discreet listening is disabled. You have to reenable discreet listening to listen to the target user.

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

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

### 8.8.5.1

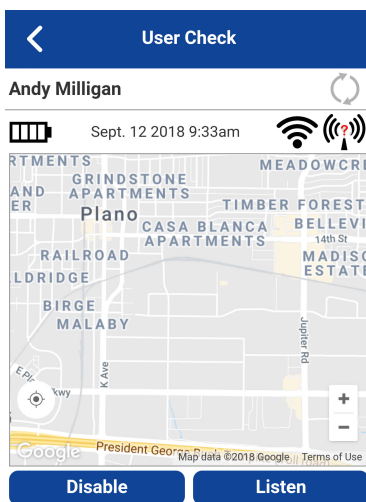
## Enabling Discreet Listening of Another User

### Procedure:

1. Initiate User Check. See [Enabling User Check from the Main Screen on page 98](#) or [Enabling User Check from the Contacts on page 99](#) section for more details.

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

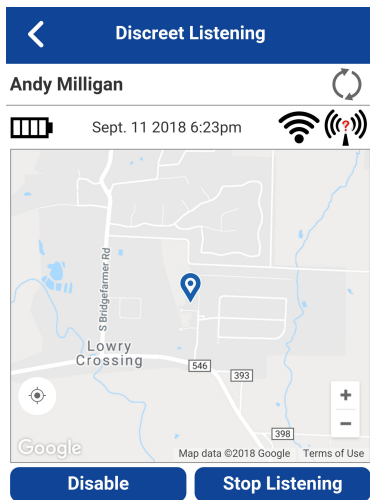
**Figure 29: User Check**



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

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

**Figure 30: Discreet Listening**



When the authorized user activates Discreet Listening for the target user, any new PTT call to or from the target user is monitored. When a target user makes or receives a new call, the authorized user receives the regular 1:1 (private) listen-only call. While a Discreet Listening call is in progress, the authorized user can listen to any emergency calls initiated or received by the target user.

Discreet listening calls to an authorized user are preempted by any incoming broadcast and emergency call to the authorized user. Discreet listening calls are not preempted for any other call types. Discreet Listening to broadcast calls and full-duplex calls is not supported.

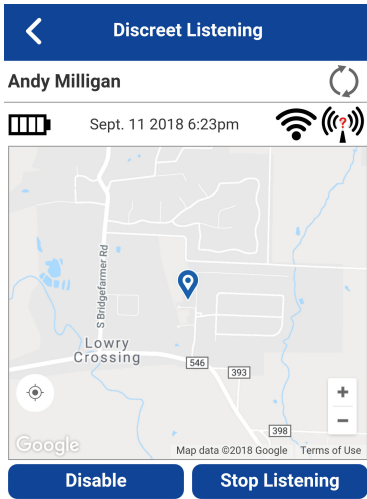
You remain in Discreet Listening Mode until you disable it. If you try to leave this screen using the **Back** button, the following confirmation message displays, *Listening mode is active. Please stop to move back.* or using the **Stop Listening** button, the following status message displays, *Discreet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

#### 8.8.5.2

### Disabling Discreet Listening of Another User

**Prerequisites:** Initiate Discreet Listening of another user. See [Enabling Discreet Listening of Another User on page 106](#) section.

**Figure 31: Ambient Listening**



**Procedure:**

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

The message, Discreet Listening session ended displays.

## Chapter 9

# Self-Initiated Ambient Listening (Optional)

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

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



**NOTE:** Ambient listening turns off when pressing the **PTT** button.

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

### 9.1

## Turning on Ambient Listening

### Procedure:

1. In the PTT application, from the **Menu**, tap **Ambient Listening** option.  
The **Authorized User List** screen displays.
2. Select an authorized user to receive your ambient audio.  
The **Call** screen displays and your audio is sent to the authorized user.

### 9.2

## Turning off Ambient Listening


### Procedure:

1. From the **Menu**, tap **Ambient Listening** option in the PTT application.  
A confirmation message displays the following: Are you sure you want to disable Ambient Listening?
2. Perform one of the following actions:
  - To disable ambient listening, tap **Disable**.  
The following message displays: Ambient Listening session ended.
  - To cancel, navigate to **Cancel** and press the OK key.

## Chapter 10

# Area-Based Warning Tones

The Area-Based Warning Tones feature allows a dispatcher to configure a continuously playing warning tone on your device when you are within a particular area, also known as Geofence. For example, a mining company needs to inform workers of a situation where a blast is happening, an emergency exists, or evacuation is necessary.


 **NOTE:** If you have subscribed to the MCPTT feature set, Blast Tones are delivered only when affiliated with the Talkgroup. The tone may not play even when you are inside the Geofence for an unaffiliated talkgroup.

The Area-Based Warning Tones are listed in the following table:

**Table 21: Area-Based Warning Tones**

Name	Description
Area Warning Tone - Blast Tone	Played to indicate when you are within a blast area.
Area Warning Tone - Emergency Tone	Played to indicate to when the user to follow emergency procedures. This tone is played to escalate the priority from the blast notification to a mining emergency notification.
Area Warning Tone - Evacuation Tone	Played to indicate when you are notified to immediately evacuate the mining site for an impending blast.

The dispatcher manages area-based tones. The dispatcher can change the tone type while the tone is active, in which case you will hear the tone change. The highest priority tone will play if you are in an area in which more than one area-based tone is active.

 **NOTE:** The area-based tone will pause during Emergency or Broadcast calls and will resume once call ends.  
You are able to initiate and receive PTT or Video calls and perform any PTT operation.

## 10.1

# Enter a Geofence

When you enter a geographical fence area based on the location of your device, you can receive a tone and you see a banner that displays the type of tone that is active and the name of the fence that the dispatcher gave it. For example, `Blast Tone Active - Blast Site 1`.

## 10.2

# Exit a Geofence

When you exit a geographical fence area based on your location, the area-based tone stops playing and you can see a message displayed on the **Call** screen. For example, `You have exited the 'Blast Site 1'`.

## 10.3

# Viewing Active Geofences

**Prerequisites:** Ensure to enable location services. If not, you may receive the `Unknown Location` message.

### Procedure:

From the **Menu**, tap **Active Fences**.

You can see the currently active fences, the type (fixed as `Geofence` in this release), the dispatcher maintaining the fence, the fence owner, the talkgroup for which the fence is active. You also see all the created fences.

You can see whether the user is inside or outside the fence. If the you are not part of any active geofences, a `No record found` toast message is displayed. You can see an indication that the fence tone (Bell icon) is active.



### NOTE:

- Fences created by a user (dispatcher or mobile user) with an app version before R12.3 is not displayed.
- Area-based talkgroups are not included in the list of active geofences.
- “Follow me” dynamic fences created by a mobile supervisor are not listed in the active geofences list.

## Chapter 11

# 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).

### 11.1

## 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.

### 11.2

## Non-supervisor Talkgroup Members

A non-supervisor talkgroup member can identify supervisors by an icon next to the name of the supervisor.



## Chapter 12


# Alerts

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

### 12.1

## 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. You can only send or receive IPAs by individual contacts.


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

### 12.1.1

## Sending an Alert

### Procedure:


1. From the **Contacts** list, select the contact.

 **NOTE:** You can send alerts from **History** and **Call** screens by using the **Alert** button.

2. Touch and hold on the contact name.

The **Context Menu** displays.


3. To send the alert to the selected person, tap the **Alert** button.

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

### 12.1.2

## 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).

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

### Procedure:

Perform one of the follow actions when you receive an alert:

- To call the person back, tap the **Reply** button.  
While the IPA is displayed, pressing the PTT key on the device calls the selected group or contact, not the originator of the IPA.
- To dismiss the alert without calling back, tap the **Not Now** button.

**Result:** 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 [Settings on page 189](#).



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

## 12.2

# 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 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 [Settings on page 189](#).



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

### 12.2.1

## Replying to a Missed Call Alert

### Procedure:

When a Missed Call Alert is displayed, perform one of the following actions:

- To make a PTT call, tap **Reply**.
- To dismiss the message, tap **Not now**.

## 12.3

# Multiple Missed Call Alerts or 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.

## 12.4

# Set the PTT Alert Volume

The phone-wide notification volume controls the volume of PTT alert tones. You can adjust the volume to the desired level for notifications.


For more information on your phone volume controls, refer to the manual of your phone.

## Chapter 13

# Real-Time Presence

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

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

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

### 13.1

## My Presence

You can see the My Presence or self-presence status on the **Menu** just below the name and in the notification bar.

For more information on the icons, see [Presence Icons on page 63](#).

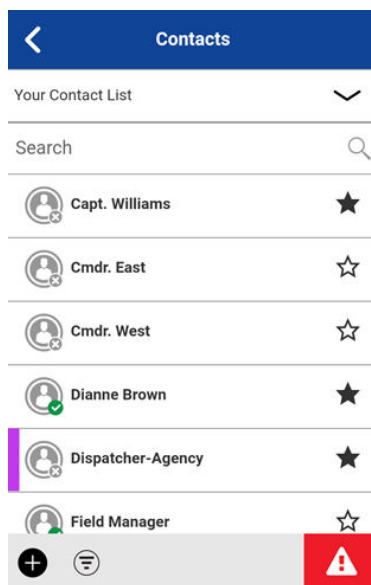
### 13.2

## PTT Contact Presence

You can see the contact presence in the **Contact** list indicated by an icon next to the name of the contact.

The following image shows an example:

**Figure 32: Contacts**



### Available

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

### **Do Not Disturb (DND)**

The PTT contact is logged into the PTT application in Standard mode, not willing to receive PTT calls but receives Instant Personal Alerts and Integrated Secure Messages.

### **Offline**

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

For a description and list of all icons, see [Icons on page 53](#).

### **Calling Restrictions**

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



**NOTE:** Depending on how your service provider has configured the service, you may see all or most of your contacts as `Online` even though some may be in a `Do Not Disturb` or `Offline` state. In this case, you may try to call any contact. If the called subscriber is unavailable, you may receive an error message. For more information, see [Call a Contact that is Offline or has a Do Not Disturb \(DND\) Status on page 79](#).

### **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 14

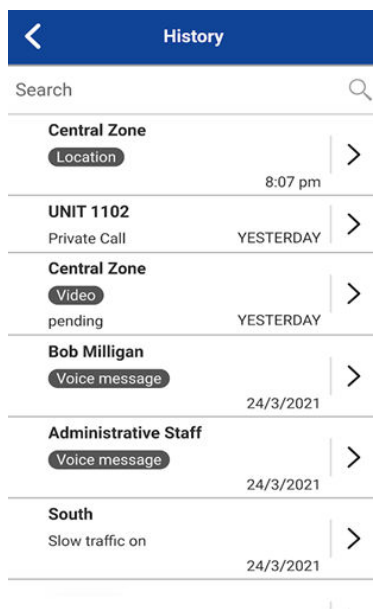
# History

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

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

**Figure 33: History**



### 14.1

## Access History

You can access **History** screen by tapping the **History** tab located at the upper left of the screen.

### 14.2

## Search History

You can use the search box to search for history.

For more information on searching on the **History** screen, see [Searching on page 53](#).

### 14.3

## History Icons

Understanding the history icons can help you access the information you need. For more information on the history icons, see [History Icons on page 60](#).

### 14.4

## 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 information, see [Integrated Secure Messaging on page 165](#).

For additional information on sending and receiving multimedia content, see [Integrated Secure Messaging on page 165](#).

### 14.5

## Making a PTT Call

### Procedure:

To make a PTT call, tap the **History Entry** and perform one of the following actions:

- To talk, press and hold the PTT button.
- To talk, press and hold the on-screen PTT button.

### Result:

The **Call** screen displays.

For more information, see [Calling from History on page 76](#).

### 14.6

## Adding a PTT Contact (Optional)

If enabled by your administrator, you can add a contact from your **History** list if the contact is not already in your **Contact** list.

For more information, see [Contact Additions on page 127](#).

### 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.

## 14.7

# Adding a Phone Contact (Optional)

If enabled by your administrator, you can add a outgoing VoIP contact from your **History** list if the contact is not already in your **Contact** list.

### Procedure:

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

## 14.8

# 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 following confirmation message displays: The History for this contact or group will be removed. Continue?
3. Perform one of the following actions:
  - To delete, tap **Yes**.
  - To cancel, tap **No**.

## 14.9

# 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:
  - To delete, tap **Yes**.

- To cancel, tap **No**.

#### 14.10

## 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:
  - To delete, tap **Yes**.
  - To cancel, tap **No**.

#### 14.11

## Forward a Message

You can forward messages. For more information, see [Integrated Secure Messaging on page 165](#).

#### 14.12

## Photo and Video Sending

You can send photos and videos. For more information, see [Integrated Secure Messaging on page 165](#).



## Chapter 15

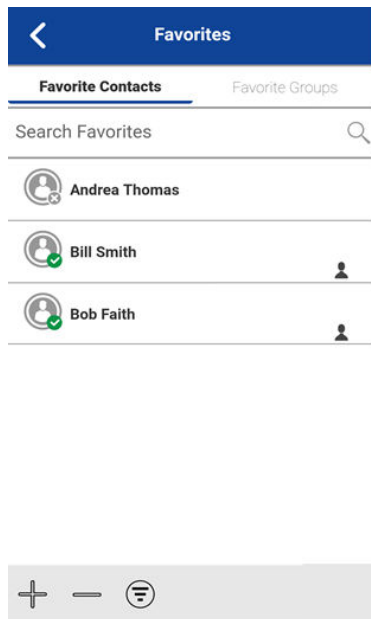
# Favorites

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

The maximum number of favorite contacts allowed on your device is **300**.

The maximum number of favorite groups allowed on your device is **50**.

**Figure 34: Favorite Contacts**



## 15.1

# Favorite Icons

The favorite icons can help you locate information you need. For more information on the Favorites icons, see [Icons on page 53](#).

## 15.2

# Search Favorites

You can use the search box to search for favorites.

For more information on searching favorites, see [Searching on page 53](#).

## 15.3

# 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 by using the **Menu** or **Contact Details** screen.



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

## 15.4

# Adding Favorite Contacts

### Procedure:

1. To open the **Add Favorites Contacts** screen, from the **Favorite Contacts** screen, tap **Add** on the action bar.



**NOTE:** You can add contacts to **Favorites** from the **Contacts List**.

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

## 15.5

# Removing Favorite Contacts

### Procedure:

1. From the **Favorites Contacts** screen, on the action bar, tap the **Remove**.  
The **Remove Favorites** screen displays.
2. Select the contacts to remove.
3. On the action bar, tap **Save**.

A confirmation message displays the following:

You are about to remove n contact from favorites. Are you sure?

4. Perform one of the actions:

- To remove the contact from favorites, tap **Yes**.
- To cancel to the action, tap **No**.

## 15.6

# 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 by using the **Group Details** screen.

## 15.7

# Adding Favorite Groups

### Procedure:

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

The **Add Favorites** screen displays.



**NOTE:** You can also add talkgroups from the **Talkgroups List**.

2. To save the group, on the action bar, tap **Save**.

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

## 15.8

# Removing Favorite Groups

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

### Procedure:

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

The **Remove Favorite** option displays.

2. Select one or more favorite to remove.

3. To remove the group as a favorite, on the action bar, tap **Save**.

A confirmation message displays the following: You are about to remove n group from favorites. Are you sure?

4. Perform one of the following actions:

- To continue, tap **Yes**.  
The group is removed from the **Favorites Groups** screen.
- To cancel, tap **No**.  
The action is canceled.

## Chapter 16

# Contacts

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

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

## Administrator-Managed Contacts

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

## Maximum Number of Allowed Contacts

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

### 16.1

## Contact Icon

The contacts icon can help you locate the information you need.

For more information on the Contacts icon, see [Contacts Icon on page 59](#).

### 16.2

## Search Contacts

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

#### 16.2.1

### 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, you can 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.

#### 16.2.2


### 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. Within the **Contacts** list, touch the **Your Contact List** drop-down menu.
2. From the pop-up, select the **Global Directory** option.
3. Touch within the search bar to bring up the on-screen keyboard. Type a minimum of three characters of the contact you are searching for into the search field.

4. Tap the **Search** icon.

 **NOTE:** If enabled by your administrator, you can also add a contact by touching and holding the CONTACT.

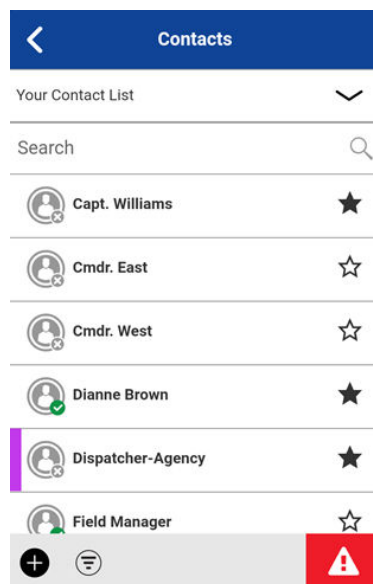
The contacts names containing the letters or numbers entered display.

### 16.3

## View Contacts

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

**Figure 35: Contacts**



### 16.3.1

## Sorting the Contact List

Normally you can 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 *Do Not Disturb*, they are sorted alphabetically first followed by *Offline*. The **Contacts** list updates each time a contact changes from online to offline or vice versa.

#### Procedure:

1. From within the **Menu**, tap the **Settings** option.
2. Scroll down and tap the **Contacts Sorting** setting.  
The **Contact Sorting Settings Options** displays.
3. Perform one of the following actions:
  - Select **By Alphabetical**.  
Contacts are sorted by alphabetically.
  - Select **By Availability**.  
Contacts are sorted by availability.

4. Located on the top of the screen, tap **Back**.

The **Contacts** list is sorted according to your selection.

### 16.3.2

## 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.



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

### 16.3.2.1

## Showing only Online Contacts

If you want, you can show 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`.

### 16.3.2.2

## Showing all Contacts

If you want, you can show 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`.

## 16.4

# Viewing Contact Details

### Procedure:

1. Select a contact from the **Contacts**, touch and hold.



**TIP:** You can also access the **Contact Details** from the **Call** screen by tapping the **Details** button located at the top of the screen.

A **Context Menu** displays.

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

The **Contact Details** screen displays.



**NOTE:** To edit the contact details, see [Edit Contact Details on page 129](#).

## 16.5

# Contact Additions

You can add PTT contacts and add phone contacts in the following ways:

- Adding a personal PTT contact manually.  
For more information, see [Adding a New PTT Contact Manually on page 127](#).
- Adding a personal PTT contact by importing.  
For more information, see [Importing a PTT Contact from the Device's Contact List on page 128](#).
- Adding an administrator-managed contact from corporate global directory.  
For more information, see [Searching Corporate Global Directory Contacts on page 124](#).
- Adding a PTT contact from history.  
For more information, see [Adding a PTT Contact \(Optional\) on page 118](#).
- Adding a phone contact from history.  
For more information, see [Adding a Phone Contact \(Optional\) on page 119](#).
- Adding a new phone contact manually.  
For more information, see [Adding a New Phone Contact Manually \(Optional\) on page 128](#).
- Adding an outgoing phone contact by importing.  
For more information, see [Importing a New Phone Contact from Device's Contact List \(Optional\) on page 129](#).

### 16.5.1

## Adding a New PTT Contact Manually

If enabled by your administrator, you can add personal PTT contacts by manually entering the contact information.

To view contacts, see [View Contacts on page 125](#).

#### Procedure:

1. Located at the bottom of the screen, tap **Add**.  
A **Context Menu** displays.
2. To add the contact details manually, select the **New PTT Contact** option.  
The **New Contact** screen displays.
3. Type a PTT number and tap **Save**.  
You can also assign the contact with an avatar, a unique color, and can mark it as a favorite.  
After saving, the contact appears in the contact list.


### 16.5.2

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

If enabled by your administrator, you can add a personal PTT contact by importing from your device contact list.

To view contacts, see [View Contacts on page 125](#).

#### Procedure:

1. At the bottom of the screen, tap **Add**.  
A **Context Menu** displays.
2. To add a PTT contact from your phone contact list, select the **Import PTT Contact** option.  
 **NOTE:** The first time you try to import a contact, you may be asked to allow the application permission to access the contact list.  
The **Select Contact** screen displays.
3. Select a contact from **Contacts**.  
You can also assign the contact with an avatar, a unique color, and can mark it as favorite.  
The **New Contact** screen displays.
4. To save the new contact, tap **Save**.  
The contact appears in the **PTT Contacts** list.

### 16.5.3

## Adding a New Phone Contact Manually (Optional)

If enabled by your administrator, you can add personal contacts by manually entering the contact information.

#### Procedure:

1. At the bottom of the screen, tap **Add**.  
A **Context Menu** displays.
2. Tap the **New Phone Contact** option.
3. Type the new contact name.
4. Navigate down to the **Phone Number**.
5. Type a phone number.
6. To save the contact, tap the **Save** option.  
You can also assign the contact with an avatar, a unique color, and can mark it as a favorite.



#### 16.5.4

## Importing a New Phone Contact from Device's Contact List (Optional)

If enabled by your administrator, you can add an outgoing VoIP contact from your device contact list that you can use to make an outgoing VoIP call from within the application. This feature is optional and may not be available from your service provider.

### Procedure:

1. At the bottom of the screen, tap the **Add**.

A **Context Menu** displays.

2. To add a contact from your phone contact list, select the **Import Phone Contact** option.



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

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

The **New Contact** screen displays.



**NOTE:** You can also assign the contact with an avatar, a unique color, and can mark it as a favorite.

4. To save the new contact, tap **Save**.

The contact appears in the **PTT Contacts** list.

#### 16.6

## 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 phone number of a contact, the contact needs to be deleted and added back with a new number.

To view the **Contact Details**, see [View Contacts on page 125](#).

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

- [Editing a Contact Name on page 129](#)
- [Adding or Changing a Contact Avatar on page 130](#)
- [Changing Contact Color on page 130](#)
- [Make Contact a Favorite or Remove as a Favorite on page 130](#)

#### 16.6.1

## Editing a Contact Name

### Procedure:

1. Tap the contact name field.



**TIP:** A contact name with an underline indicates that you can edit the field. Administrator-managed contacts cannot be edited.

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

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

### 16.6.2

## Adding or Changing a Contact Avatar

### Procedure:

1. Tap the **Avatar** option.

For a list of all avatars available and their definitions, see [Avatar Icons on page 218](#).

The **Select Avatar** screen displays.

2. Select an avatar from the list.

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



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

3. On the **Contact Details** screen, tap the **Save**.

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

### 16.6.3

## Changing Contact Color

### Procedure:

1. Select a color from the list.
2. In the **Contact Details** screen, tap the **Save**.

**Result:** The selected color is assigned to the contact.

### 16.6.4

## Make Contact a Favorite or Remove as a Favorite

You can add contacts to the favorites list. You can add contacts by using the **Contact Details** screen. Additionally, you can make the contact a favorite or remove it from the **Favorites**.

Favorites can also be added using the **Favorites**. For information, see [Favorites on page 121](#).

## Chapter 17

# Talkgroups

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

## Maximum Number of Allowed Talkgroups

The maximum number of talkgroups allowed on your phone is **96**.

The maximum number of is **250** or more depending on group type configuration by Administrator.

### 17.1

## Talkgroup Icons

Talkgroup icons can help you locate the information you need.

For more information on the Talkgroup icons, see [Talkgroup Icons on page 64](#).

### 17.2

## Search Talkgroups

You can use the search box to search for talkgroups.

For more information on searching for talkgroups, see [Searching on page 53](#).

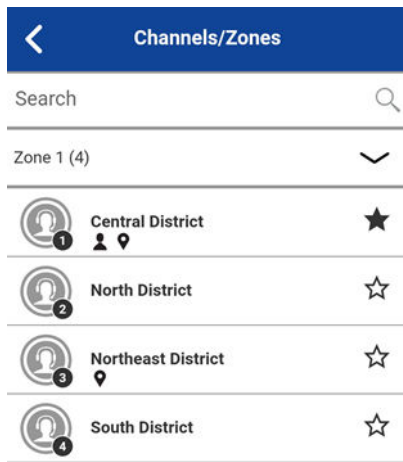
### 17.3

## 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. You can toggle the favorite state of the talkgroup from the **Channel List**.

**Figure 36: Talkgroups**



## 17.4

# Call Permissions

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

**Table 22: Call Permissions**

Function	Permission	Description
In Call	Listen and Talk	The PTT user is allowed to listen to the PTT call, as well as to transmit or talk to the active PTT call. <i>Listen and Talk</i> is the default permission to all the talkgroup members.
	Listen Only	The PTT user is only allowed to listen to the PTT call but not allowed to transmit or talk to the active PTT call.
Call Initiation	Allow	The PTT user is allowed to initiate a new PTT call to the predefined talkgroup. The PTT user is also allowed to rejoin to the call that is missed due to network issues, busy in another call, and other reasons. <i>Allow</i> is the default permission for all talkgroup members.
	Do not Allow	The PTT user is not allowed to initiate new PTT call or rejoin existing active PTT call.

Function	Permission	Description
Call Receiving	Allow	The PTT user is configured to receive all the calls on the predefined talkgroup that user is a member. The PTT user is paged for all the calls that are initiated on the talkgroup by other members. There is no retry for paging if the user missed the call for any reason. <code>Allow</code> is the default permission to all the talkgroup members.
	Do not Allow	The PTT user is not allowed to receive any incoming PTT calls. The PTT user is not paged for any calls that are initiated on that talkgroup by other members.

## 17.5

# Channels and Zones

A zone is used to categorize channels into logical groupings. A zone includes talkgroups assigned to channel numbers. Each talkgroup is assigned to one channel and zone by your administrator. A single zone can be configuration system-wide with up to 96 channels.

### 17.5.1

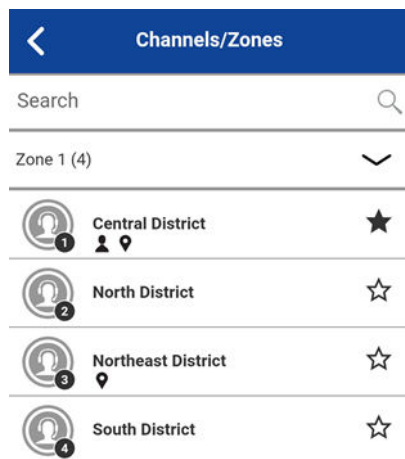
## Viewing Channels

#### Procedure:

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

**Result:** The list of channels in the currently selected zone are shown. Favorite talkgroups can be assigned or unassigned by toggling the **Favorites** status. The current status of favorites is also shown. Indicators showing supervisor status, location watching, Interop groups, and more are shown on the channel list.

**Figure 37: View Channels**



### 17.5.2

## Viewing Zones

#### Procedure:

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

The list of available zones are displayed. The number of configured channels within each zone is also shown.

### 17.6

## Dynamic Area-Based Talkgroups (Optional)

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

Dynamic area-based talkgroups are setup and managed by a dispatch user. It is available to members dynamically while the user is in a geographical area, as defined by a dispatch user. As talkgroup members enter a geographic area, the talkgroup is shared and shown 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. Dynamic area-based talkgroup calls are received while they are active and your selected talkgroup is not in an active call.



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

## 17.7

# Talkgroup Regroup (Optional)

Talkgroup Regroup is a feature that enables Push-to-talk, messaging, and video across two or more talkgroups by regrouping them into a new group called a “super group.” Talkgroup Regroup is only applicable to MCPTT SafeGuard Multi-Role users.

Talkgroup regroup applies to PTT calls, messaging, and live stream video calls. When a talkgroup is included in a super group, the call screen shows an icon to indicate that this group is linked to other groups. The conversation history for each super group is placed under a new history thread. The conversation history for the super group thread is also accessible from the call screen while regroup is active for that selected group for messaging service. The history thread for a group included in the super group is updated with a history event when regrouped and ungrouped.

## 17.8

# Viewing Talkgroup Details

You can view talkgroup details from the **Talkgroups** screen.

### Procedure:

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

## 17.8.1

# 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.

## 17.9

# Editing Talkgroup Details

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

To view the **Group Details**, see [Viewing Talkgroup Details on page 135](#).

### Procedure:

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

- [Changing Talkgroup Color on page 136](#)
- [Make Talkgroup a Favorite or Remove as a Favorite on page 136](#)

### 17.9.1

## Changing Talkgroup Color

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

#### Procedure:

1. Select a color from the list.
2. On the **Group Details** screen, tap **Save**, otherwise, continue.  
The selected color is assigned to the talkgroup.

### 17.9.2

## 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. For more information, see [Favorites on page 121](#).

### 17.10

## Deleting a Talkgroup

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

#### Procedure:

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



#### **NOTE:**

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

The group x is a favorite, deleting it will result in deleting the favorite also, are you sure?

- To cancel without deleting the talkgroup, tap **No**.
3. To delete the talkgroup, tap **Yes**.  
The talkgroup is deleted from the **Talkgroups** list.



**Chapter 18**

# Talkgroup Scanning

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

- [Turning Scanning On or Off on page 138](#)
- [Talkback While Scanning on page 139](#)

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

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

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

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

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

## 18.1

# Turning Scanning On or Off

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

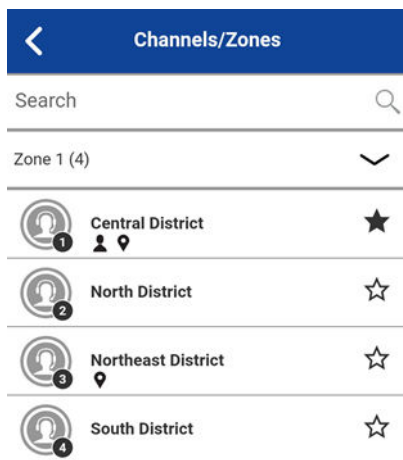
### Procedure:


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


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.


**Figure 38: Talkgroup Scanning**



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

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

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

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

## 18.2

# Talkback While Scanning

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

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

For more information on Scan Talkback, see [Settings on page 189](#).

## Chapter 19

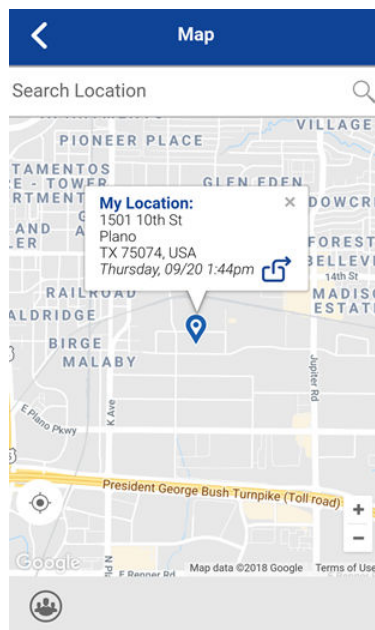
# Map

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

This section is organized as follows:

- [Map Icons on page 140](#)
- [Search Map on page 141](#)
- [Recenter the Map on page 141](#)
- [Individuals on page 141](#)
  - [Sending My Location or an Arbitrary Location to a Contact on page 141](#)
  - [Sending My Location or an Arbitrary Location to a Quick Group on page 142](#)
  - [Sending My Location or an Arbitrary Location to a Talkgroup on page 142](#)
- [Supervisor with Location Capability on page 143](#)
  - [Talkgroup Member Location on page 143](#)
  - [Boundary on page 147](#)
  - [Creating a Quick Group from the Map on page 152](#)

**Figure 39: Map**



## 19.1

# Map Icons

Map icons can help you locate information you need.

For more information on the map icons, see [Map Icons on page 61](#).

## 19.2

# Search Map

You can use the search box to search for addresses or places.

For more information on searching in the map, see [Map Icons on page 61](#).

## 19.3

# 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.

You can tap the **My Location** button located on the map. The map returns to the center.

## 19.4

# Individuals

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

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

### 19.4.1

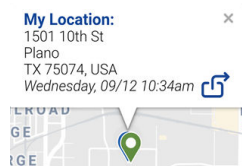
# Sending My Location or an Arbitrary Location to a Contact

## Procedure:

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

The **My Location** displays.

**Figure 40: 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.
4. Choose the **Send to Contact** option.  
The **Send to Contact** displays.
5. Tap the contact to select the one you want to share your location.  
The following message displays: `Location Sent`

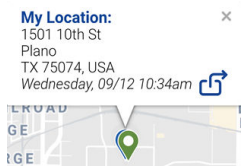
#### 19.4.2

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

### Procedure:

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

**Figure 41: 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.
4. Choose the **Send to Quick Group** option.  
The **Send to Quick Group** displays
5. Tap the two or more contacts to select the one you want to share your location.  
The following message displays: `Location Sent`

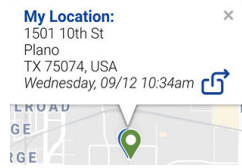
#### 19.4.3

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

### Procedure:

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

**Figure 42: My Location**



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

## 19.5

# 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 presence of members, and call a talkgroup member. Multiple supervisors in a talkgroup can have Location Capability.



**TIP:** As a supervisor, you can also access the map from the **Channel List** or **Favorite Groups** by tapping the talkgroup, which has a map pin. The **Call** screen displays. To access the map, you can tap **Talkgroup Location**.

### 19.5.1

## Talkgroup Member Location

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

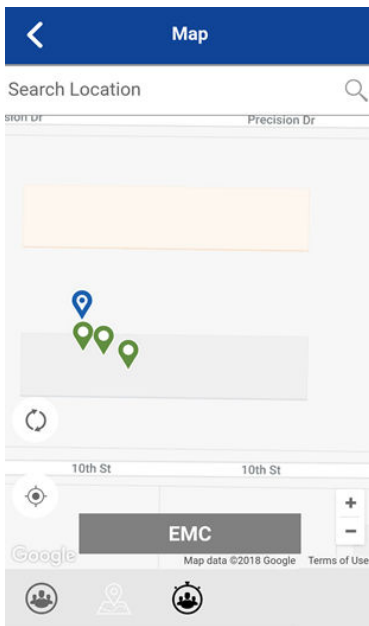
#### 19.5.1.1

### Viewing Talkgroup Member Locations

**Procedure:**

1. From within the **Map** tab, tap **Tracked Group Selector**.  
The **Tracked Group Selector** button is turned off for anyone who is not a supervisor with Location Capability privilege.  
A pop-up menu listing all groups you have permission to locate is displayed.
2. Tap the talkgroup to locate the talkgroup member location.  
The map displays with all members of the selected talkgroup and their location.

**Figure 43: Talkgroup Member Location**



### 19.5.1.2

## Viewing Talkgroup Member Location Details

**Prerequisites:** You must complete the procedure in [Viewing Talkgroup Member Locations on page 143](#).

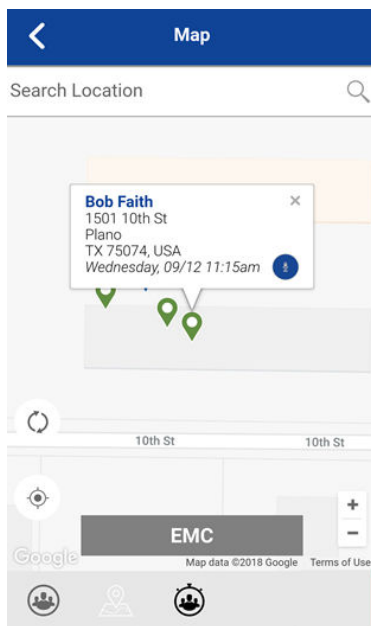
**Procedure:**


Tap any **Pin**.

The name of the member and location displays.



**Figure 44: View a Talkgroup Members Location Details**



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

### 19.5.1.3

## Calling a Talkgroup Member

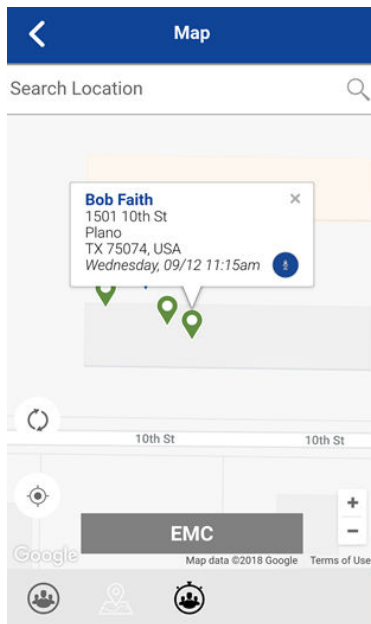
 **TIP:** You can also access the map from the **Groups** tab by tapping the talkgroup, which has a map pin. The **Call** screen displays.

### Procedure:

1. To access the map, tap the **Talkgroup Location**.
2. Follow the procedure in [Viewing Talkgroup Member Location Details on page 144](#).
3. Tap any **Pin**.

The talkgroup members **Location Details** screen displays with the name of the member and location.

**Figure 45: View a Talkgroup Members Location Details**



**4. Tap Call.**

The **Call** screen displays.

**19.5.1.4**

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

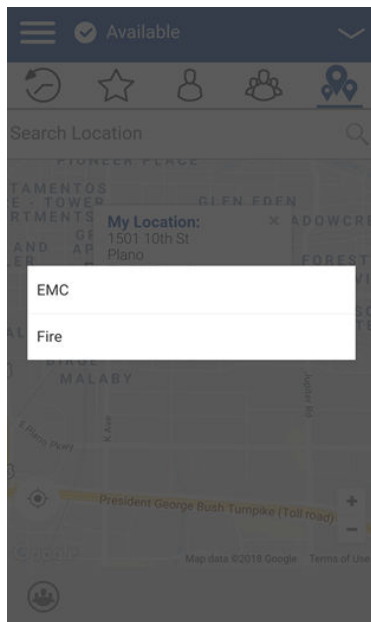
Move the map or search the map for a location. The pin turns orange and details show `Pin Location`. You can tap **Share**.

**Procedure:**

**1. Tap Tracked Group Selector.**

The list of talkgroups with **Location Capability** pop-up displays.

**Figure 46: Groups with Location Capability**

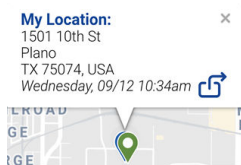


2. Choose a talkgroup to view talkgroup member locations from the list.
3. Tap the **My Location Pin** (Blue).

To send an arbitrary location, move the map or search for a location.

The **My Location** displays.

**Figure 47: My Location**



4. To share your location, tap **Share**.  
The pin location is sent to the talkgroup.

## 19.5.2

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

This section is organized as follows:

- [Creating a Boundary on page 148](#)
- [Recentering Boundary on the Map on page 149](#)
- [Recentering the Map to your Location on page 150](#)

- [Boundary Settings on page 150](#)
  - [Changing Boundary Settings on page 150](#)
  - [Changing Update Interval on page 151](#)
  - [Changing Active Boundary Time on page 151](#)
  - [Changing Notify Me Setting on page 151](#)
  - [Changing Notify Me Setting on page 151](#)
  - [Changing Notify Member Setting on page 152](#)
  - [Changing Initial Member Notification Setting on page 152](#)

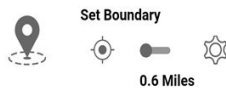
### 19.5.2.1

## Creating a Boundary

### Procedure:

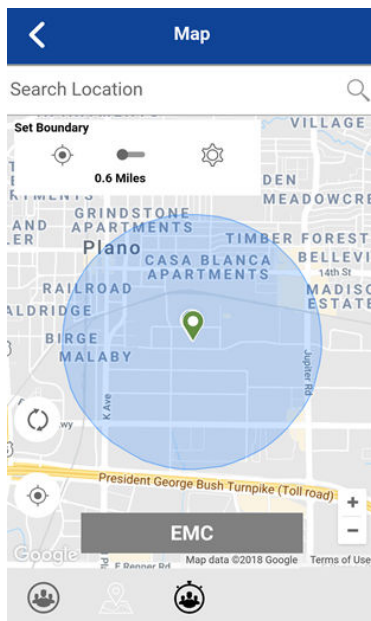
1. From within the **Map** tab, tap **Tracked Group Selector**.  
The list of talkgroups displays.
2. Choose a talkgroup to view talkgroup member locations from the list.  
The **Set Boundary** pop-over displays.

**Figure 48: Set Boundary Popover**



3. Tap **Set Boundary**.  
The **Set Boundary** pop-over displays along with a boundary preview (blue circle).

**Figure 49: Boundary Preview**



4. Set the boundary size by zooming in or out.  
You can see the boundary radius in the pop-over.
5. Set the boundary center by moving the map or searching.
6. Tap the **Set Boundary** toggle to turn **ON** the boundary.

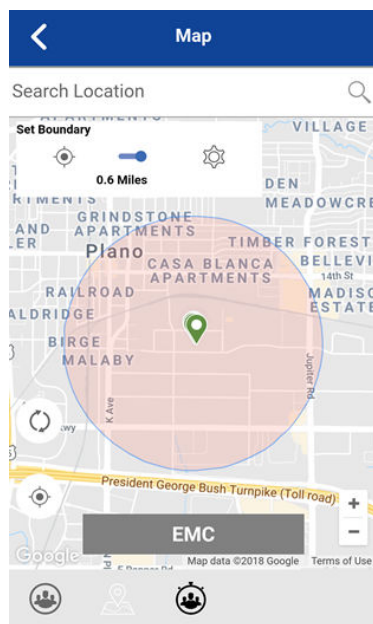
If you are setting a boundary at your current location as shown by the My Location Pin (Blue), you can set the boundary type. If you set a boundary at some other location, then boundary stays at that location.

The following confirmation message displays: A boundary will be created around your current location. Do you want the boundary center to move with you or stay here?

7. Select one of the following boundary types:
  - **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.

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

**Figure 50: Boundary ON**



### 19.5.2.2

## Recentering Boundary on the Map

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

### Procedure:

In the **Set Boundary** pop-over, to recenter the boundary on the map, tap **My Location**.

### 19.5.2.3

## Recentering the Map to your Location

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

### Procedure:

On the lower left side of the map, tap the **My Location** button located.

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

### 19.5.2.4

## Boundary Settings

All **Boundary** settings are shown in the default state. You can change the **Boundary** settings while the boundary is inactive.



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

This section contains the following boundary settings:

- [Changing Boundary Settings on page 150](#)
- [Changing Update Interval on page 151](#)
- [Changing Active Boundary Time on page 151](#)
- [Changing Notify Me Setting on page 151](#)
- [Changing Notify Member Setting on page 152](#)
- [Changing Initial Member Notification Setting on page 152](#)

### 19.5.2.4.1

## Changing Boundary Settings

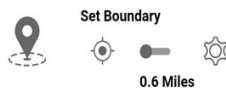
All **Boundary** settings can be changed in the map set boundary settings.

### Procedure:

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

The **Set Boundary** pop-over displays.

**Figure 51: Set Boundary Popover**



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

#### 19.5.2.4.2

### Changing Update Interval

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



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

#### Procedure:

1. From the **Boundary Settings** screen, scroll to and tap the **Update Interval** settings.  
The **Update Interval Settings Options** displays.
2. Tap the **minutes** text box.
3. To set how often the talkgroup member location is updated, type a number in the range from 1 to 60 minutes using the on-screen keyboard.
4. Located in the upper-left screen to return to the map, tap **Back**.

#### 19.5.2.4.3

### 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.  
The **Active Boundary Time Settings Options** displays.
2. To set how long the boundary is active, tap the **Days** text box.  
The time must be up to seven days.
3. To set how long the boundary is active, tap the **Hours** text box.  
The time must be up to 168 hours.



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

4. To return to the map, located in the upper-left screen, tap **Back**.

#### 19.5.2.4.4

### Changing Notify Me Setting

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



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

#### Procedure:

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

#### 19.5.2.4.5

### Changing Notify Member Setting

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

**Procedure:**

1. From the **Boundary Settings** screen, scroll to the **Notify Member** settings.
2. To toggle the state of the setting, tap **On/Off**.
3. Continue with [Changing Initial Member Notification Setting on page 152](#).

#### 19.5.2.4.6

### Changing Initial Member Notification Setting

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

**Prerequisites:** The **Notify Member** setting must be turned on to use this setting. For more information, see [Changing Notify Member Setting on page 152](#)

**Procedure:**

1. Scroll to and tap the **Initial Member Notification** settings.  
The **Initial Member Notification Setting Options** displays.
2. Perform one of the following actions:
  - To send the first notification to members outside the boundary, tap **Outside Boundary**.
  - To send the first notification to members inside the boundary, tap **Inside Boundary**.
3. Tap **OK**.

#### 19.5.3

### Creating a Quick Group from the Map

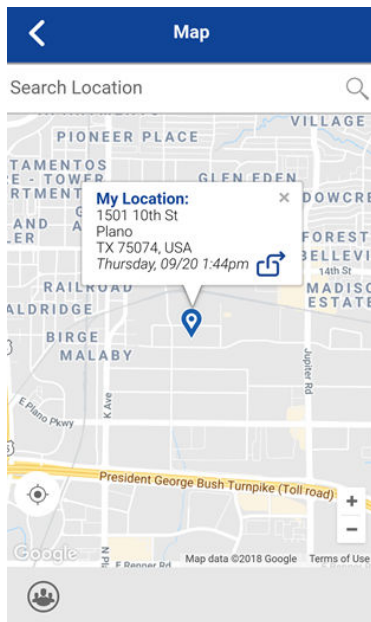
You can create a Quick Group by selecting members from the map. This action allows you to choose members based on their location. You can also add other members from your contacts.

**Procedure:**

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



**Figure 52: Map**



2. On the action bar, tap **Quick Group**.
3. Zoom in until you view all the contacts that you want to select.

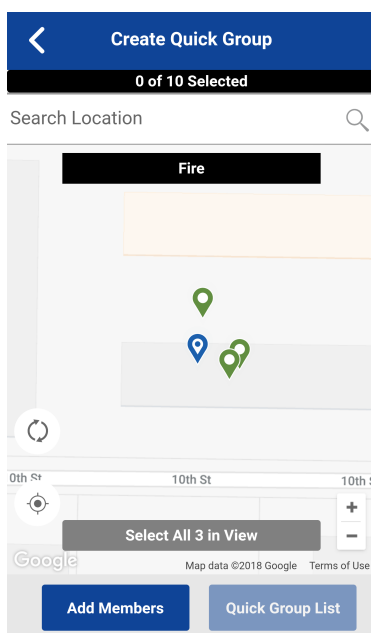


**TIP:** You can also tap any group member to select them and add them to the member list.



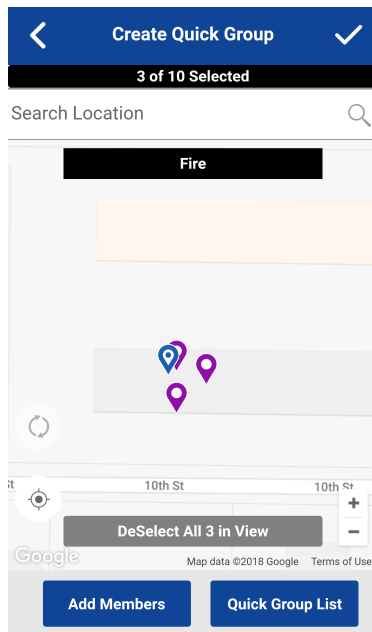
**NOTE:** A Quick Group can have up to 10 members. If you have more than 10 members in view, you cannot select all at once. You can zoom in so that there are less than 10 members in view, select all or select the members individually,

**Figure 53: Create Quick Group from Map**



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

**Figure 54: Create Quick Group from Map**



5. After selecting the group members, in the title bar, tap the **Save**.  
The **Call** screen displays.
6. Press and hold the PTT button.  
A Quick Group Call is started, a chirp tone is heard and the **PTT** button changes color, indicating you have taken the floor.
7. To allow the other members of the group to take the floor and speak, release the **PTT** button.
8. To end the call, tap the **End Call**.

### 19.5.3.1

## Adding Members to a Quick Group

**Prerequisites:** You must follow the procedure in [Creating a Quick Group from the Map on page 152](#).

**Procedure:**

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

### 19.5.3.2

## Removing Quick Group Members

### Procedure:

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

## Chapter 20

# Video Streaming (Optional)

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

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

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



**NOTE:** Depending on the PTT service plan, some users can receive streaming video from a group only while affiliated to the talkgroup. For more information, see [Talkgroup Affiliation \(Optional\) on page 86](#).

You can stream video from the device integrated camera(s) and choose which camera to broadcast. Each video session allows you to stream, and each participant can have a single active video call at a time.

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

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

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



**NOTE:** Incoming video calls are not delivered to users in Do Not Disturb. 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.



**TIP:** 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 [Settings on page 189](#).

This section is organized as follows:

- [Video Streaming Icons on page 156](#)
- [Minimizing a Video Call on page 157](#)
- [Making a Video Call to a Contact on page 157](#)
- [Making a Video Call to a Quick Group on page 158](#)
- [Making a Video Call to a Talkgroup on page 159](#)
- [Receive an Incoming Video Call on page 160](#)

## 20.1

### Video Streaming Icons

For more information on Video Streaming icons, see [Video Streaming Icons on page 67](#).

## 20.2

# Minimizing a Video Call

A user can minimize ongoing streaming video calls to participate in other activities, such as PTT, messaging, location, and more. The minimized video thumbnail on the PTT application can be dragged to any corner of the PTT application to allow users to perform other actions within the PTT application.


### Procedure:

1. To drag the thumbnail, first touch and hold the thumbnail before dragging.  
The **Video Call** screen is minimized.
2. Tap the **Video Call screen** again to return to full size.

## 20.3

# Making a Video Call to a Contact

### Procedure:

1. Tap **Contacts** to display the PTT Contacts list.  
 **NOTE:** Your administrator assigns PTT contacts.  
You can mix PTT call audio and video audio, or PTT call audio can have priority. For information on PTT audio, see [Changing the Audio Interaction Setting on page 194](#).
2. Tap on the contact to select the one you want to start a video call.  
The **Call** screen displays the name of the contact that you are calling in the Call Status, and the **Contacts** button is selected, and active.
3. Located at the bottom of the screen, tap the **Video** icon.

**Figure 55: Transmitting a Live Video Stream to a Contact**



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.

4. Optional: To mute or unmute the microphone audio sent with the live video stream, tap the **Microphone** icon.
5. Optional: To switch your camera from the rear camera (default) to front camera, at the top of the screen, tap **Change Camera**.
6. When it cannot be displayed completely, a video with a long Contact name and Streamer ID displays with ... and is underlined. To see the full name, tap the **Contact** name or **Streamer ID**.  
A pop-up message on the screen disappears after three seconds.
7. To end the video call transmission, tap **End Call**.

## 20.4

# Making a Video Call to a Quick Group

### Procedure:

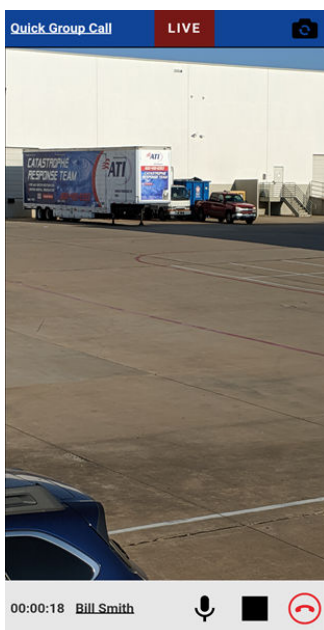
1. From the **Contacts**, select your first contact to call.

 **NOTE:** You can mix PTT call audio and video audio, or PTT call audio can have priority. For information on PTT audio, see [Changing the Audio Interaction Setting on page 194](#).

The **Call** screen displays.

2. Tap the **Add Participants** button.  
The **Select Contacts** screen displays.
3. Select up to nine contacts to add to the quick group call.
4. When completed, located in the upper right, tap **Save**.
5. Located at the bottom of the screen, tap the **Video** icon.

**Figure 56: Transmitting a Live Video Stream to a Quick Group**



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.

6. To mute or unmute the microphone audio sent with the live video stream, tap the **Microphone** icon.
7. To switch your camera from the rear camera (default) to front camera, at the top of the screen, tap **Change Camera**.
8. When it cannot be displayed completely, a video with a long Quick Group Call and Streamer ID displays with ... and is underlined. To see the full name, tap the **Contact** name or **Streamer ID**.  
A pop-up message on the screen disappears after three seconds.
9. To end the video call transmission, tap **End Call**.

## 20.5

# Making a Video Call to a Talkgroup

### Procedure:

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

The talkgroup that you select is the talkgroup you call.



**NOTE:** Corporate talkgroup size is limited to talkgroup members receiving the call. You can mix PTT call audio and video audio, or PTT call audio can have priority. For information on PTT audio, see [Changing the Audio Interaction Setting on page 194](#).



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

2. Located at the bottom of the screen, tap the **Video** icon.



**NOTE:** Some corporations may automatically assign a talkgroup called `all_subscribers_group`; this talkgroup has all the PTT subscribers from your corporation.

**Figure 57: Transmitting a Live Video Stream to a Talkgroup**



A talkgroup video call is started, dialing, then ringing the talkgroup. When the first member accepts the incoming video call, the video call begins.

3. To mute or unmute the microphone audio sent with the live video stream, tap the **Microphone** icon.

4. To switch your camera from the rear camera (default) to front camera, tap the **Change Camera** button at the top of the screen.
5. When it cannot be displayed completely, a video with a long Talkgroup name and Streamer ID displays with ... and is underlined. To see the full name, tap the **Contact** name or **Streamer ID**.  
A pop-up message on the screen disappears after three seconds.
6. To end the video call transmission, tap **End Call**.

## 20.6

# Receive an Incoming Video Call

You can receive incoming video calls 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. As long as you have the video streaming feature enabled, you can receive private 1:1 and Quick Group video calls. You can manually accept or decline calls that you receive based on the **Auto Answer Video Call** setting.

For more information on the **Auto Answer Video Call** settings, see [Settings on page 189](#).

You can receive an incoming video call from any talkgroup you are assigned. Unlike talkgroup PTT voice calls, video calls are received regardless of your selected talkgroup or talkgroup scanning mode.




**NOTE:** You can mix PTT call audio and video audio, or PTT call audio can have priority. For information on PTT audio, see [Changing the Audio Interaction Setting on page 194](#).

### 20.6.1

## Receiving an Incoming Video Call

When you receive a video call, your device begins to alert.

### Procedure:

1. Perform one of the following actions:
    - To accept the call, from the Incoming Video Call Request, select **Accept**.
    - To reject the call, from the Incoming Video Call Request, select **Decline**.  
When declined, a missed video call entry is added to your conversation history.
-  **NOTE:** Incoming video calls respond differently based on the combination of the phone settings and the PTT application settings. For more information, see [Interaction with Silent or Sound Mode on page 89](#).  
If you receive a video call while transmitting on a PTT call (holding the floor), you will receive a system notification to indicate the incoming video call.
2. To mute or unmute the microphone audio sent with the live video stream, tap the **Microphone** icon.
  3. 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.
  4. When it cannot be displayed completely, a video with a long Contact name and Streamer ID displays with ... and is underlined. To see the full name, tap the **Contact** name or **Streamer ID**.  
A pop-up message on the screen disappears after three seconds.
  5. To end the video call transmission, tap **End Call**.



## 20.6.2

# Receiving a Video Stream Request

A dispatcher may request that you live stream video. If you accept the request, the video is 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 the **Auto Answer Video Call** settings, see [Changing the Audio Interaction Setting on page 194](#).

### Procedure:

1. When you receive a video stream request, perform one of the actions:
  - To answer the call, select **Accept**.  
Accepting the request immediately starts a video session to the dispatcher.
  - To reject the call, select **Decline**.
2. To mute or unmute the microphone audio sent with the live video stream, tap the **Microphone** icon.
3. To switch your camera from the rear cam (default) to front cam, at the top right-hand of the screen, tap **Change Camera**.
4. When it cannot be displayed completely, a video with a long Contact name and Streamer ID displays with ... and is underlined. To see the full name, tap the **Contact** name or **Streamer ID**.  
A pop-up message on the screen disappears after three seconds.
5. To end the video call transmission, tap **End Call**.

## 20.6.3

# Receive an Unconfirmed Video Stream Request

There may be a situation where a dispatcher wants to initiate a video automatically. Before this function can be used, your administrator must enable it for the dispatcher.

When you receive an unconfirmed video stream request, the call is automatically accepted. For more information on the **Allow Unconfirmed Video Transmission** settings, see [Settings on page 189](#).



**NOTE:** Unconfirmed video pull is not supported with Android 10 and later.

## 20.6.4

# Interaction between Video Calls and Cellular Calls

## Answering a Regular Phone Call While on a Video Call

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

When the regular call ends, if the 1-1 video call is still on, it comes to the foreground. When the regular call ends, if the video group call is rejoined, it comes to the foreground. The video group call can also end silently in the background.

If you receive an incoming regular phone call while you are in video call, an incoming phone call is rejected (device restrictions apply), and the video call continues if the **Call Priority** setting is set to phone.


## **Receiving a Video Call When on a Regular Phone Call**

If you receive a video call while you are on a regular call, the ongoing cellular call continues, and an incoming video call is rejected with user busy indication. You do not receive a missed call alert for that video call that occurred during the cellular call. However, a missed video call event is added to the conversation history.

## Chapter 21

# Status Messaging (Optional)

The Status Messaging feature allows you to report your status to authorized dispatchers or other authorized users in a selected talkgroup.

 **NOTE:** Optional features may not be included in your PTT service plan. You can send status messages on broadcast talkgroups, location-based dynamic talkgroups, or quick group talkgroups.

Status messages can indicate that you have started a job, arrived on site, completed a task, and more. There are up to 100 status messages available that are configured by your administrator. Status messages consist of short and long message descriptions. You can choose how status messages are displayed in the application settings.


Status messages can be sent as follows:

- From programmable hard key on the device, if supported and configured, in the following ways:
  - During a PTT call
  - While composing an integrated secure message
  - While the application is in the background
- To selected talkgroups

Additionally, received status messages display the following information:

- Sender name and talkgroup name
- Time message was originated (UTC)
- A short description
- A long description
- Additional notes, if any in the form of a message

Incoming messages are logged in to talkgroup history and no reply or user acknowledgment is allowed. Some messages allow you to add more information before sending the message. If your administrator allows, you can add up to 15 characters (10 default).

 **NOTE:** In this release, this feature is only available on the Motorola LEX L11 device using the programmable keys. See [Programmable Key Assignment on page 31](#) section for information on how to assign the programmable keys.

## 21.1

# Sending an Instant Status Message

An instant status message are status messages that are sent by using the assigned programmable keys.

For more information on assigning the programmable keys, see [Programmable Key Assignment on page 31](#).

### Procedure:

Press the assigned programmable key to send an instant status message.

**Result:** The status message is sent and a notification is displayed if the message allows additional information to be added.

## 21.2

# Sending a Short or Long Status Message

A form status message can be edited before sending and are indicated in the **Status Messages** list.

### Procedure:

1. From the talkgroup **Call** screen, tap **Status Message**.  
The **Status Message** list displays for the selected talkgroup.
2. Tap the desired status message to send.  
The status message is sent and a notification is displayed.

## 21.3

# Appending a Short or Long Status Message

You can edit a form status message before sending.

### Procedure:

1. From the talkgroup **Call** screen, tap the **Status Message** icon.  
The **Status Message** list displays for the selected talkgroup.
2. Ensure that you select a status message that is a form message.  
The **Append Status Message** displays.
3. Enter the appended note text in the text field by using the on-screen keyboard.
4. To send, tap **Send**.  
The status message is sent and a notification is displayed.



**NOTE:** The default text does not change.

## 21.4

# Receive a Status Message

Status messages received from a dispatcher or other authorized users are displayed using notifications. Status messages are also located in history. The information you see can be customized in the application settings.

For more information, see [Status Messages on page 208](#).

## Chapter 22

# Integrated Secure Messaging

This section describes Push-to-Talk (PTT) Integrated Secure Messaging.

This section is organized as follows:

- [Integrated Secure Messaging Icons on page 166](#)
- [Multimedia Content on page 166](#)
  - [Text Messages on page 166](#)
  - [Image Messaging on page 176](#)
  - [Video Messaging on page 176](#)
  - [Voice Messaging on page 177](#)
  - [File Messaging on page 179](#)
  - [Receiving a Location Message on page 180](#)
- [Message Actions on page 180](#)

3GPP MCDATA compliant 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 for up to a week until the recipient logs in and becomes online. After a message notification is received for multimedia messages, you have up to 30 days to download the image, video, voice message, or file.

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



**NOTE:** Release 12.3 introduces the 3GPP MCDATA compliant messaging solution. Users upgrading from previous release versions go under migration – one-time, one-way migration – when logged in for the first time to the 12.3 version of the application. All existing messages that are downloaded to the device up to 20,000 within two years and all messages stored in the cloud for shared device users are migrated. Previously unread messages are marked read during the migration.

## Users with Talkgroup Affiliation

Users with group affiliation receive secure text messages from a group only while affiliated to the group. Delivery of messages while offline does not apply for talkgroup messages for those users. See [Talkgroup Affiliation \(Optional\) on page 86](#) for more details.



**NOTE:** The notification time for messages to be delivered may vary depending on the service provider. The time a multimedia message is available for download is set by the service provider.

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



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

Your network operator may not allow a user to save any incoming message attachments to the local device memory; therefore, the SAVE button would not be visible.

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

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

**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.

**Sent**

Indicates that the message was sent from your device.

**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, however 3GPP MCDATA messaging marks messages as delivered when multimedia attachment is downloaded.

**Failed**

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



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

## 22.1

# Integrated Secure Messaging Icons

You can use the integrated secure messaging icons to locate the information you need.

For more information on the Integrated Secure Messaging icons, see [Integrated Secure Messaging Icons on page 60](#).

## 22.2

# 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.



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

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



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

### 22.2.1

# 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 167](#)
- [Selecting Quick Text on page 169](#)
- [Adding Quick Text on page 170](#)
- [Deleting Quick Text on page 173](#)
- [Deleting a Message on page 120](#)
- [Receiving a Text Message on page 174](#)

### 22.2.1.1

## Sending a Text Message

You can send text messages by using the **Call** screen for a selected contact, a selected talkgroup, or a contact or talkgroup context menu.

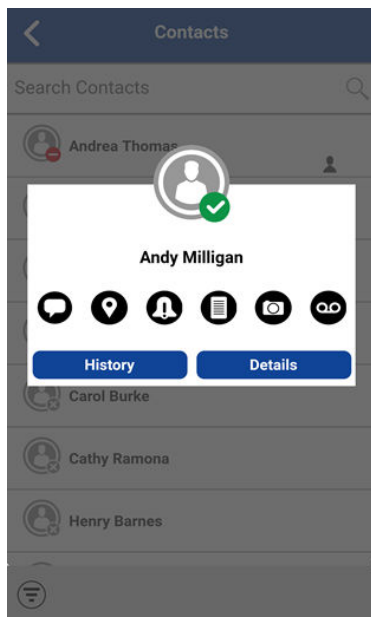
 **TIP:** Alternatively, you can send messages from the **History**.

### Procedure:

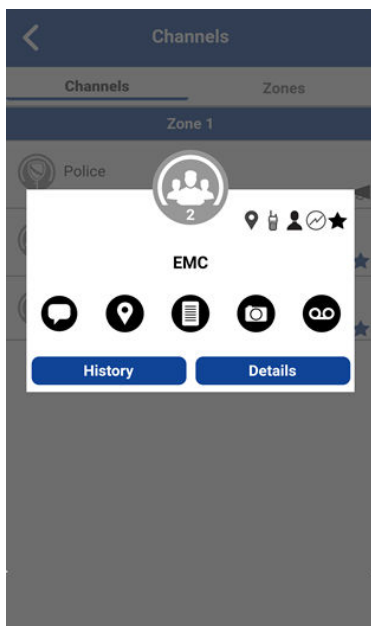
1. Perform one of the following actions:
  - Select a contact from the **Contacts List** and touch and hold.
  - Select a talkgroup from the **Channel List** and tap and hold.

A **Context Menu** displays.

**Figure 58: Contact Context Menu**



**Figure 59: Talkgroup Context Menu**




2. To initiate a text message, on the **Context Menu**, select the **Message** button.
3. Type your message using the on-screen keyboard.
4. Located to the right of the message box, tap **Send**.

You can also add **Quick Text**. For more information, see [Adding Quick Text on page 170](#).

**Figure 60: Text Message Box**



 **NOTE:** While drafting a text message and tapping the **Back** button, a confirmation message display the following: Message has not been sent. You can either tap **Yes** to discard or **No** to cancel.

5. Your text message displays in the history details.



### 22.2.1.2

## 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.



**TIP:** To create a quick text, see [Adding Quick Text on page 170](#).

The text box displays.

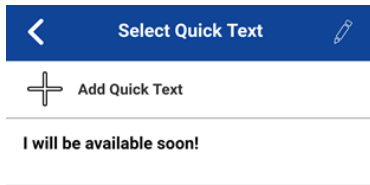
2. Located in the text box, tap the **Quick Text Access** button.

**Figure 61: Text Box**



The **Select Quick Text** displays.

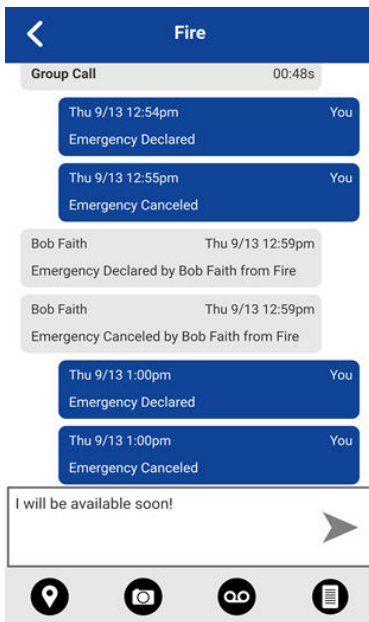
**Figure 62: Edit Quick Text**



3. Tap the desired quick text.

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

**Figure 63: Send Quick Text**



4. To send the text, tap the **Send Text Message** button.

### 22.2.1.3

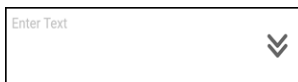
## Adding Quick Text

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:

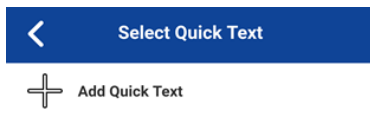
1. Tap the **Message** button.  
The text box displays.

**Figure 64: Text Box**



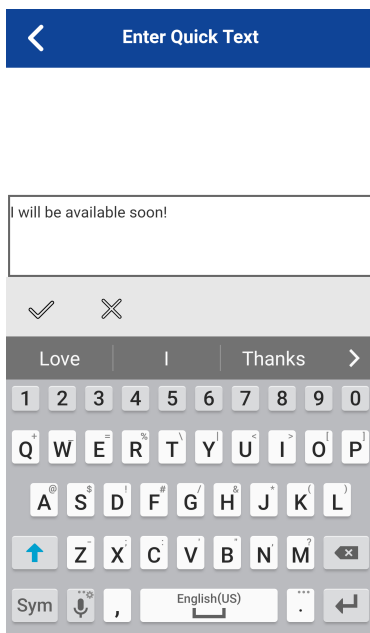
2. Located in the text box, tap the **Quick Text Access** button.  
The **Select Quick Text** screen displays.

**Figure 65: Select Quick Text**



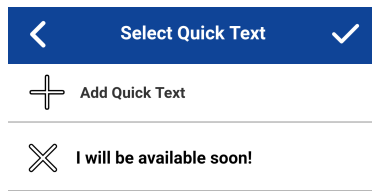
3. Tap the **Add Quick Text** button.  
The **Enter Quick Text** screen displays.

**Figure 66: Enter Quick Text**



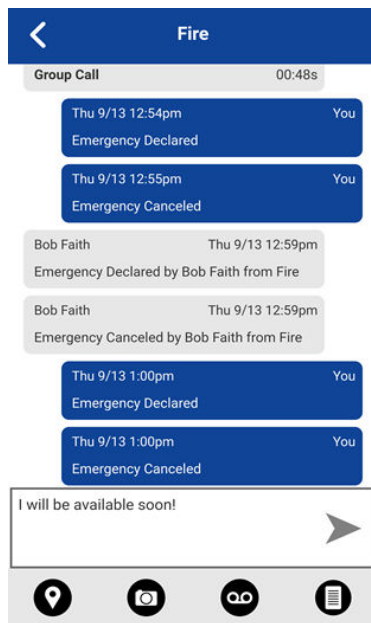
4. Type the quick text to use.
5. Perform one of the following actions:
  - To save the quick text, tap the **Save** button.

**Figure 67: Created Quick Text**



- To cancel the operation, tap the **Cancel** button.  
The following message displays: *Your entered quick text will be cleared. Do you wish to continue?*
6. If finished, tap **Save**.
  7. Tap the newly created quick text.  
The selected quick text is added to your message, and the message entry box displays again.

**Figure 68: Send Quick Text**



8. To send the text, tap the **Send Text Message** button.

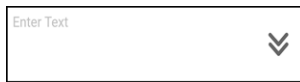
#### 22.2.1.4

## Deleting Quick Text

### Procedure:

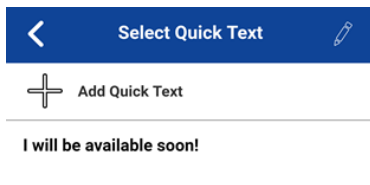
1. Tap the **Message** button.  
The text box displays.

**Figure 69: Text Box**



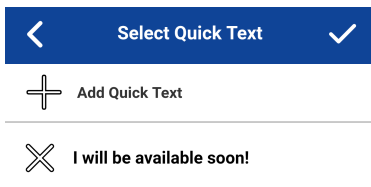
2. Located in the text box, tap the **Quick Text Access** button.  
The **Select Quick Text** screen displays.

**Figure 70: Edit Quick Text**



3. Located in the upper right of the screen, tap the **Edit** button.  
The **Select Quick Text** screen displays.

**Figure 71: Delete Quick Text**



4. To delete, next to the quick text, tap the **X**.  
A confirmation dialog displays.

**Figure 72: Delete Quick Text Confirmation**



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

### 22.2.1.5

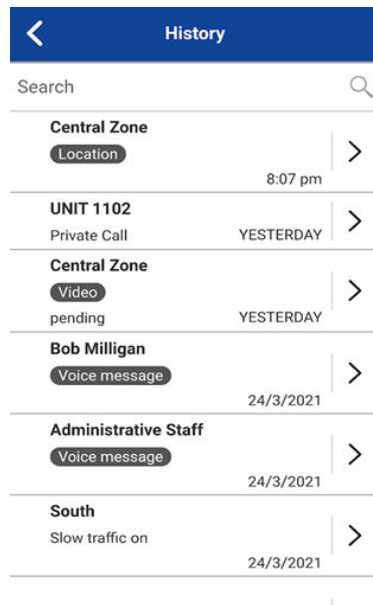
## Receiving a Text Message

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

### Procedure:

1. Perform one of the following actions:
  - Tap the system notification for the message.
  - From the **History** screen, scroll down and locate any unread messages to read. Unread messages are indicated by an unread message indicator (dot). The unread message indicator disappears when you tap the **History Details** button to reply to the message.

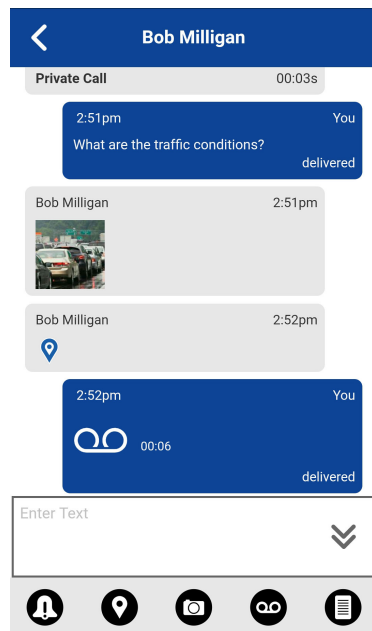
Figure 73: History




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

**Result:** The **History Details** displays.

Figure 74: History Details



 **TIP:** 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 181](#)
- [Forwarding a Message to a Quick Group on page 181](#)
- [Replying to a Sender on page 182](#)
- [Replying to Talkgroup \(Talkgroup Messages\) on page 182](#)

- [Sharing my Location from History on page 185](#)
- [Sending a Photo or a Video from History on page 184](#)
- [Sending a Voice Message from History on page 184](#)
- [Sending a Text Message from History on page 183](#)
- [Sending a File from History on page 185](#)
- [Deleting a Message on page 120](#)
- [Copying a Text Message from History on page 183](#)

### 22.2.2

## Image Messaging

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

You can also perform any of the following message actions:

- [Saving an Image Message on page 176](#)
- [Forwarding a Message to a Contact or Talkgroup on page 181](#)
- [Forwarding a Message to a Quick Group on page 181](#)
- [Replying to a Sender on page 182](#)
- [Replying to Talkgroup \(Talkgroup Messages\) on page 182](#)
- [Deleting a Message on page 120](#)

### 22.2.2.1

## 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. To save to the device PTT application album in the **Gallery**, tap the **Gallery** button.
4. Perform any of the following actions:
  - To forward the image to a contact, quick group, or talkgroup, tap the **Forward** button.
  - To view the name, sender, date, size, and resolution, tap the **Details** button.
  - To delete the image, tap the **Delete** button.

### 22.2.3

## Video Messaging

When you receive a video message, a notification displays. Thumbnails are shown for videos, and the automatic download of attachments is based on the application settings. The recipient can reply to the sender



and reply to all for talkgroup messages. You can forward messages to other PTT users, and delivery receipts allow you to see if the message was delivered.

You can also perform any of the following message actions:

- [Saving a Video Message on page 177](#)
- [Forwarding a Message to a Contact or Talkgroup on page 181](#)
- [Forwarding a Message to a Quick Group on page 181](#)
- [Replying to a Sender on page 182](#)
- [Replying to Talkgroup \(Talkgroup Messages\) on page 182](#)
- [Deleting a Message on page 120](#)

#### 22.2.3.1

### Saving a Video Message

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

#### Procedure:

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

#### 22.2.4

### Voice Messaging

A notification displays when a user receives a voice message. You can reply to the sender and reply to all for talkgroup messages. You can forward messages to other PTT users, and delivery receipts allow you to see if the message was delivered. Automatic download of attachments is based on the user settings.

#### 22.2.4.1

### Saving a Voice Message

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



**NOTE:** To send a voice message, see [Sending a Voice Message from History on page 184](#).

#### Procedure:

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

2. Tap the **Voice Message**.

The **Audio Preview** screen displays.

3. To save to the device PTT application album to the Gallery, tap the **Gallery** button .



**NOTE:** The voice message is the same location as the photos.



**TIP:** To access the saved files, use the **File Manager** application.

4. Perform any of the following actions:

- To play the voice message, tap the **Play** button.
- To forward the voice message to a contact, quick group, or talkgroup, tap the **Forward** button.
- To view the name, sender, date, size, and duration, tap the **Details** button.
- To delete the voice message, tap the **Delete** button.

#### 22.2.4.2

### Receiving a Voice Message

You can play a received voice message by tapping the message. The **Audio preview** screen displays. Tap the **Play** option to play the voice message.

**Procedure:**

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



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

The **Audio Preview** screen displays.

2. Optional: Perform any of the following message actions:

- [Forwarding a Message to a Contact or Talkgroup on page 181](#)
- [Forwarding a Message to a Quick Group on page 181](#)
- [Replying to a Sender on page 182](#)
- [Replying to Talkgroup \(Talkgroup Messages\) on page 182](#)
- [Deleting a Message on page 120](#)

#### 22.2.4.3

### Sending a Voice Message from History

You can send a voice message 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. Also, you can record a voice message from any history entry on the **History 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. Located in the actions, tap the **Voice Message** button.  
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.
5. To review your message, tap the **Playback** button.
6. Perform one of the following actions:
  - Located in the upper-right, tap the **Save** button.
  - To open a **Discard Confirmation** message, in upper-left, tap **Cancel** button.
7. Perform one of the following actions:
8. Perform one of the follow actions:
  - To discard voice message, tap **Yes**.
  - To return to the recorded message and the message is sent, tap **No**.

### 22.2.5

## File Messaging

A notification displays when a user receives a file message. The recipient can reply to the sender and reply to all for talkgroup messages. You can forward messages to other PTT users, and delivery receipts allow you to see if the message was delivered. The automatic download of attachments is based on the application settings.

### 22.2.5.1

## Send a File Message

You can send a file message from within the PTT application. File messages support Microsoft Office files and PDF.

To send a file message, see [Sending a File from History on page 185](#).

### 22.2.5.2

## Receive a File Message

You can view a received file message by tapping the message. The **File Preview** screen displays. You can tap the **File** icon, located in the center of the screen to view, and the built-in file viewer opens.



**TIP:** If the message is not downloaded, tap the message and wait for the download and 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 181](#)
- [Forwarding a Message to a Quick Group on page 181](#)
- [Replying to a Sender on page 182](#)
- [Replying to Talkgroup \(Talkgroup Messages\) on page 182](#)
- [Deleting a Message on page 120](#)

### 22.2.5.3

## 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**.

The **File Preview** screen displays.

3. To save to the device PTT application album to the **Gallery**, tap the **Gallery** button .

The file is the same location as the photos.



**TIP:** Use the **File Manager** application to access the saved files. For more information, see the device user manual.

4. Perform any of the following actions:

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

### 22.2.6

## Receiving a Location Message

When a user receives a location message, a notification displays. The recipient can reply to the sender and reply to all for talkgroup messages. You can forward messages to other PTT users, and delivery receipts allow you to see if the message was delivered. Location messages can also show in threaded history, along with the call history.

If you want to share your location on the map within the PTT application, you can select the location **Pin** icon. Your device provides the location.



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

### Location Message Delivery

If you want to share your location, see [Sharing my Location from History on page 185](#).

### Receive a Location Message

You can view a received location message 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 181](#)
- [Forwarding a Message to a Quick Group on page 181](#)
- [Deleting a Message on page 120](#)

### 22.3

## Message Actions

You can send messages to offline users, who receives the messages the next time they become online. You can also send messages to any history entry.

Additionally, you can perform any of the following message actions:

- [Forwarding a Message to a Contact or Talkgroup on page 181](#)
- [Forwarding a Message to a Quick Group on page 181](#)
- [Replying to a Sender on page 182](#)

- [Replying to Talkgroup \(Talkgroup Messages\) on page 182](#)
- [Sharing my Location from History on page 185](#)
- [Sending a Photo or a Video from History on page 184](#)
- [Sending a Voice Message from History on page 184](#)
- [Sending a Text Message from History on page 183](#)
- [Sending a File from History on page 185](#)
- [Deleting a Message on page 120](#)
- [Copying a Text Message from History on page 183](#)

### 22.3.1

## Forwarding a Message to a Contact or Talkgroup

You can forward a message to a contact on the **History Details** from the **History** tab.

#### 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:
  - To open the **Select Contact to Message** screen, tap the **Forward to Contact** option.
  - To open the **Select Group to Message** screen, tap the **Forward to Group** option.
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.

### 22.3.2

## Forwarding a Message to a Quick Group

You can forward a message to a Quick Group on the **History Details** from the **History** 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 and hold the history entry.  
A **Context Menu** displays.
3. To open the **Select Contacts to Message** screen, tap the **Forward to Quick Group** option.
4. Tap one or more contacts.
5. Located in the upper right, tap the **Save** button.  
The message is copied into the text field.

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

### 22.3.3

## Replying to a Sender

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

### Procedure:

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

### 22.3.4

## 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. To open the **Group** screen, tap the **Reply to Group** option.
4. Enter the text using the on-screen keyboard.
5. Tap **Send Message** button.  
The message is sent to the talkgroup.

### 22.3.5

## Deleting a Message

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

### Procedure:

1. Navigate to the history details, and tap the message.  
The following confirmation message: Delete message?
2. Perform one of the following actions:

- To delete, select **Yes**.
- To cancel, select **No**.

### 22.3.6

## History Message Actions

You can send messages to any history entry.

You can also perform any of the following message actions:

- [Sending a Text Message from History on page 183](#)
- [Copying a Text Message from History on page 183](#)
- [Sending a Photo or a Video from History on page 184](#)
- [Sending a Voice Message from History on page 184](#)
- [Sending a File from History on page 185](#)
- [Sharing my Location from History on page 185](#)

### 22.3.6.1

## Sending a Text Message from History

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

### Procedure:

1. From the **History** tab, 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.

### 22.3.6.2

## Copying a Text Message from History

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

### 22.3.6.3

## Sending a Photo or a Video from History

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. Select any of the following options:
  - Tap the **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:
  - To send, tap **Yes**.
  - To cancel, tap **No**.

### 22.3.6.4

## Sending a Voice Message from History

You can send a voice message 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. Also, you can record a voice message from any history entry on the **History 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. Located in the actions, tap the **Voice Message** button.  
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.
5. To review your message, tap the **Playback** button.
6. Perform one of the following actions:
  - Located in the upper-right, tap the **Save** button.
  - To open a **Discard Confirmation** message, in upper-left, tap **Cancel** button.
7. Perform one of the following actions:
8. Perform one of the follow actions:
  - To discard voice message, tap **Yes**.
  - To return to the recorded message and the message is sent, tap **No**.



### 22.3.6.5

## Sending a File from History

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

### Procedure:

1. From the **History** tab, 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**.



**TIP:** You can also send a file from the **Call** screen by tapping the **Send Text** button. On the text **Message History** screen, you find the **Attach File** button.



### **NOTE:**

You can access files from your device storage or other installed applications such as 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:
  - To send, tap **OK**.
  - To cancel, tap **Cancel**.

### 22.3.6.6

## Sharing my Location from History

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. To open the **My Location** screen, tap the **Location** button located in the actions.
3. Tap the **Share** button on the **My Locations** screen.  
The location is sent.

## Chapter 23

# Airplane Mode

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

When you have Airplane Mode enabled on your phone:

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

## Chapter 24

# Accessories and Bluetooth Use

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 187](#)
- [Using Bluetooth on page 187](#)
- [Using a Remote Speaker Microphone on page 188](#)

## 24.1

### 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.

## 24.2

### 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)
- 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.

#### 24.2.1

### Car Kit

Many cars allow you to connect your phone to the car audio system using Bluetooth.

You should check the owner manual for your car to see if your phone is compatible. Once you connect your phone to the audio system of your car, PTT calls also use the Bluetooth audio.

You must use the **PTT** button on the phone to take the floor.

### 24.2.2

## 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.

### 24.2.3

## 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 more information on how to turn off Bluetooth, see [Use Bluetooth on page 209](#).

### 24.3

## 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 the PTT application on your phone.

There are two types of RSMs:

- Those that connect by wire to the headset connector of the phone.
- Those that use Bluetooth.

### 24.3.1

## Wired

A wired RSM connects to the USB-C connector of the phone. 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.

You should check the RSM owner manual for information specific to the accessory. With a wired RSM, you control the loudspeaker volume using the volume keys on the phone and using the volume buttons on the RSM.



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

### 24.3.2

## 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, see the documentation that comes with the RSM.

## Chapter 25

# 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 190](#)
- [Important Message on page 190](#)
- [Advanced on page 191](#)
- [Alert Repeat on page 192](#)
- [Alert Tone on page 193](#)
- [Allow Unconfirmed Video Transmission on page 193](#)
- [Audio Interaction on page 194](#)
- [Auto Answer Video Call on page 194](#)
- [Auto Download on page 194](#)
- [Auto Start on page 195](#)
- [Broadcast Call Confirmation on page 196](#)
- [Background Mode on page 195](#)
- [Call From Lock Screen on page 196](#)
- [Call Priority on page 197](#)
- [Capacity on page 198](#)
- [Channel Announcement on page 197](#)
- [Contact Sorting on page 198](#)
- [Display Name on page 198](#)
- [Emergency on page 199](#)
- [Enhanced Loudness on page 200](#)
- [History Sorting on page 200](#)
- [In Call Tones on page 201](#)
- [Instant Personal Alert on page 202](#)
- [Logout on page 202](#)
- [Message Alert on page 203](#)
- [My PTT Number on page 204](#)
- [Network Loss Tone Repeat on page 205](#)
- [Network Up/Down Tones on page 205](#)
- [One Touch Action on page 205](#)
- [Privacy Mode on page 206](#)
- [PTT Key on page 207](#)
- [Restore Defaults on page 208](#)
- [Scan Talkback on page 209](#)

- [Status Messaging \(Optional\) on page 163](#)
- [Use Bluetooth on page 209](#)
- [Voice Message Fallback on page 210](#)
- [Vibrate Alert on page 210](#)
- [Volume Boost on page 211](#)

## 25.1

# Accessing the PTT Application Settings

You can change all settings, except for the **Boundary** settings in the PTT application settings.

### Procedure:

1. From within the [Menu on page 42](#), tap the **Settings** option.



**NOTE:**

For more information on how to change the **Boundary** settings, see the [Boundary Settings on page 150](#) section.

The **Menu** icon is in the upper-left-hand corner of the **Main** screen.

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



**NOTE:** All settings show in the default state.

## 25.2

# 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 available, you do not receive a message nor see the setting.

For more information, see [Application Updates on page 39](#).

### 25.2.1

# Upgrading the PTT Application

### Procedure:

1. From the **Settings** screen, scroll to and tap the **Important Message** setting.
2. From the **Important Message Notification**, perform one of the following actions:



**NOTE:** The **Important Message Notifications** may vary in content.

- To download the latest application, tap the **Upgrade** button to be directed to the Google Play Store.
- To dismiss the notification, tap the **Dismiss** button.

## 25.3

# Advanced

The **Advanced** settings provide additional settings, which include Audio Profile and Accessory Compatibility, Audio Rate, and Audio Mode.



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

### 25.3.1

## Changing Advanced Settings

You can change your Advanced settings as needed.

### Procedure:

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

### 25.3.2

## Audio Profile

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

#### 25.3.2.1

### Changing the Audio Profile Setting

You can change your **Audio Profile** setting as needed.

### Procedure:

1. From the **Advanced Settings**, scroll to and tap the **Audio Profile** setting.
2. Tap the desired profile.
3. Tap **OK**.

### 25.3.3

## Audio Rate

The **Audio Rate** setting allows you to select from two microphone sample rates.

You can change the **Audio Rate** setting if the person you are speaking to receives low volume audio from you. The low rate option may reduce PTT voice quality, but increases transmit volume on some devices.

#### 25.3.3.1

### Changing the Audio Rate Setting

You can change your **Audio Rate** setting as needed.

### Procedure:

1. From the **Advanced Settings**, scroll to and tap the **Audio Rate** setting.
2. Tap the desired option.
3. Tap **OK**.

#### 25.3.4

## Audio Mode

The **Audio Mode** setting allows you to select from two options for microphone audio mode. Changing this setting may fix transmit audio issues.

#### 25.3.4.1

### Changing the Audio Mode Setting

You can change your **Audio Mode** setting as needed.

**Procedure:**

1. From the **Advanced Settings**, scroll to and tap the **Audio Mode** setting.
2. Tap the desired option.
3. Tap **OK**.

#### 25.3.5

## Accessory Compatibility

You can set the compatibility mode for PTT wired accessories.



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

#### 25.3.5.1

### Changing the Accessory Compatibility Setting

You can change your **Accessory Compatibility** setting as needed.

**Procedure:**

1. From the **Advanced Settings**, scroll to and tap the **Accessory Compatibility** setting.
2. Tap the desired mode option for the best audio quality.
3. Tap **OK**.

#### 25.4

## Alert Repeat

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

#### 25.4.1

### Changing the Alert Repeat Setting

You can change your **Alert Repeat** setting as needed.

**Procedure:**

1. From the **Settings**, scroll to and tap on the **Alert Repeat** setting.
2. To select how often you want your alerts to repeat, perform one of the following actions:
  - To have alerts play once when you receive the alert, select **Once (default)**.



- To have alerts play every 20 seconds for 10 minutes, select **Repeat**.
- To have alerts play every 20 seconds until you clear the alert, select **Continuous**.



**NOTE:** This option drains the battery faster than the other options.

3. Tap **OK**.

## 25.5

# Alert Tone

The **Alert Tone** 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.

### 25.5.1

## Changing the Alert Tone Setting

You can change your **Alert Tone** setting as needed.

### Procedure:

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



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

2. Select the desired alert tone.



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

3. Perform one of the following actions:
  - To select the tone, tap **Select**.
  - To go back to the previous screen, tap **Cancel**.
4. Tap **OK**.

## 25.6

# Allow Unconfirmed Video Transmission

When turned on, the **Allow Unconfirmed Video Transmission** setting allows an authorized dispatcher to start sending video from this device without your confirmation automatically. When turned off, an authorized user cannot send video from your device automatically without you accepting or declining the video session. This setting requires the Streaming Video feature to be turned on. It is an optional feature and may not be included in your PTT service plan.

### 25.6.1

## Changing the Allow Unconfirmed Video Transmission Setting

You can change your **Allow Unconfirmed Video Transmission** setting as needed.

### Procedure:

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

## 25.7

# Audio Interaction

The **Audio Interaction** setting sets the audio interaction for PTT and video calls. You can mix both PTT call audio and video audio, or PTT call audio can have priority. When PTT Preemption is set, the PTT audio preempts the video audio. Audio interaction is set to **Mix** by default. This setting requires the Streaming Video feature to be turned on. It is an optional feature and may not be included in your PTT service plan.

### 25.7.1

## Changing the Audio Interaction Setting

You can change your **Audio Interaction** setting as needed.

### Procedure:

1. From the **Settings**, scroll to and tap the **Audio Interaction** setting.
2. Select one of the following desired audio interaction setting options:
  - To preempt the video audio while a PTT call member has the floor, select the **PTT Preemption** option.
  - To mix both the PTT audio and video audio, select the **Mix** option.
3. Tap **OK**.

## 25.8

# Auto Answer Video Call

When you turn on the **Auto Answer Video Call** setting, video calls are automatically accepted and played. When you turn off this setting, an incoming video session alert provides you the option to accept or decline the video session. This setting requires the Streaming Video feature to be turned on. It is an optional feature and may not be included in your PTT service plan.

### 25.8.1

## Changing the Auto Answer Video Call Setting

You can change your **Auto Answer Video Call** setting as needed.

### Procedure:

1. From the **Settings**, scroll to the **Auto Answer Video Call** setting.
2. To toggle the state of the setting, tap the **On/Off** switch.

## 25.9

# Auto Download

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

### 25.9.1

## Changing the Auto Download Setting

You can change your **Auto Download** setting as needed.

### Procedure:

1. From the **Settings**, scroll to the **Auto Download** setting.
2. To toggle the state of the setting, tap the **On/Off** switch.

### 25.10

## Auto Start

When the phone is powered up and the **Auto Start** setting is turned on, the PTT application starts in the background. If you have previously logged out manually, the PTT application cannot start, and you have to launch the PTT application manually.

When the phone is powered up, and the **Auto Start** setting is turned off, the PTT application cannot start in the background. You have to launch the PTT application manually. This feature is turned on by default.

### 25.10.1

## Changing the Auto Start Setting

You can change your **Auto Start** setting as needed.

### Procedure:

1. From the **Settings**, scroll to the **Auto Start** setting.
2. To toggle the state of the setting, tap the **On/Off** switch.

### 25.11

## Background Mode

The **Background Mode** setting allows you to choose whether the PTT application remains in the background when receiving or originating a PTT call. By pressing a PTT key or supported Bluetooth PTT accessory takes the floor while the application is in the background. You must bring the PTT application to the foreground to use the on-screen **PTT** button. This feature is turned off by default.

For more information, see [Call Behavior in Background on page 89](#).

### 25.11.1

## Changing the Background Mode Setting

You can change your **Background Mode** setting as needed.

### Procedure:

1. From the **Settings**, scroll to the **Background Mode** setting.
2. To toggle the state of the setting, tap the **On/Off** switch.



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

## 25.12

# Broadcast Call Confirmation

The **Broadcast Call Confirmation** setting allows you to enable or disable a broadcast call confirmation dialog before initiation of broadcast call.

### 25.12.1

## Changing the Broadcast Call Confirmation Setting

You can change your **Broadcast Call Confirmation** setting as needed.

### Procedure:

1. From the **Settings**, scroll to and tap the **Broadcast Call Confirmation** setting.
2. Perform one of the following actions:
  - To have a confirmation dialog (pop-up) displayed before the initiation of a broadcast call, tap **ON**.
  - To have a confirmation dialog (pop-up) not displayed and have the initiation of a broadcast call be instantaneous, tap **OFF**.

## 25.13

# Call From Lock Screen

The **Call From Lock Screen** setting allows you to make a PTT call while the phone screen is locked. This feature is turned off by default.

For more information on configuring the contact or talkgroup to call, see [One Touch Action on page 205](#).



**NOTE:** This setting is available on devices that support One Touch calling feature.

If your device does not have a PTT hard key, the **Call From Locked Screen** setting is hidden. For more information, see [Using a Bluetooth Accessory without One Touch Calling on page 52](#) section.

The **Call From Lock Screen** setting is available when a wired PTT accessory is connected. For more information, see [Using a Wired Accessory without One Touch Calling on page 52](#) section.

### 25.13.1

## Changing Calls from Lock Screen Setting

You can change your calls from the **Lock Screen** setting as needed.

### Procedure:

1. From the **Settings**, scroll to the **Call From Lock screen** setting.
2. To toggle the state of the setting, tap the **On/Off** switch.

## 25.14

# Call Priority

With call priority, you can allow or reject another incoming call based on the **Call Priority** setting (**Ongoing** or **Phone**). The default is *Ongoing*.

### 25.14.1

## Changing the Call Priority Setting

You can change your **Call Priority** setting as needed.

### Procedure:

1. From the **Settings**, scroll to and tap the **Call Priority** setting.
2. Perform one of the following actions:
  - To have an ongoing cellular call continue and incoming PTT call be rejected by the user busy indication, select the **Ongoing** option.  
During a cellular call, a PTT missed call alert is not provided. A missed call alert is shown after the cellular call ends. An ongoing PTT call continues, and an incoming cellular call is rejected.
  - To have an incoming PTT call be rejected during a cellular call, select **Phone** option.  
An ongoing PTT call ends if a cellular call is answered.
3. Tap **OK**.

## 25.15

# Channel Announcement

The **Channel Announcement** setting provides one-handed operation for selecting the desired talkgroup channel. This setting controls the channel announcement of the selected channel from a list of choices to offer, such as **Off** (default), **Channel Number**, **Talkgroup Name**, or **Number and Name**.



**NOTE:** The **Channel Announcement** setting is only available on Motorola LEX L11 devices.

### 25.15.1

## Changing Channel Announcement Setting

### Procedure:

1. From the **Settings**, scroll to and tap the **Channel Announcement** setting.
2. To select the desired channel announcement option that is played when the channel is changed , perform one of the following actions:
  - To have no channel announcement play, select **Off** (default).
  - To have the channel number announcement play, select **Channel Number** .
  - To have the talkgroup name announcement play, select **Talkgroup Name**.
  - To have both the channel number and name announcement play, select **Number and Name**.
3. Tap **OK**.

## 25.16

# 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.

To see the maximum capacity for your phone, you can refer to the table in [Contacts on page 124](#), [Talkgroups on page 131](#), and [Favorites on page 121](#).

Also, you can dismiss the pop-up displayed by pressing the BACK button on the title bar.

### 25.16.1

## Viewing the Phone Capacity Setting

You can view your **Phone Capacity** setting as needed.

### Procedure:

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

**Result:** The **Capacity** screen displays.

## 25.17

# Contact Sorting

With the **Contact Sorting** setting, you can choose to view your contacts in a sorted manner.

There are two contact sorting options: sorting according to the alphabetical order of your contacts (default) or sorting according to the availability of your contacts. When contacts are sorted by availability, online contacts show first alphabetical, followed by offline contacts alphabetical. Online contacts include contacts who are **Available** and **Do Not Disturb**. The contact list updates each time a contact changes from online to offline or vice versa.

### 25.17.1

## Changing the Contact Sorting Setting

You can change the **Contact Sorting** setting as needed.

### Procedure:

1. From the **Settings**, scroll to and tap the **Contacts Sorting** setting.
2. Perform one of the following actions:
  - To sort the contacts alphabetically, tap the **By Alphabetical** option.
  - To sort the contacts by availability, tap the **By Availability** option.
3. Tap **OK**.

## 25.18

# Display Name

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

administrator may also restrict the ability for you to set your name. The display name can be changed if it has an underline.

### 25.18.1

## Viewing or Changing Your Display Name Setting

You can view or change your display name as needed.

### Procedure:

1. From the **Settings**, scroll to and tap the **Display Name** setting.  
Your current name displays.
2. To dismiss the display name window or continue to set your display name, tap the **Cancel** button.
3. To clear the display name, tap the **Clear Text** button.
4. Type your display name using the on-screen keyboard.
5. To save the display name, tap the **Save** button.

### 25.19

## Emergency

The **Emergency** setting is an optional feature and may not be included in your PTT service plan.

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



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

### 25.19.1

## Viewing Your Emergency Contacts Setting

You can view your **Emergency Contacts** setting as needed.

### Procedure:

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

### 25.20

## Emergency Alert

The **Emergency Alert** setting allows you to control new emergency alert notifications and to select the behavior of incoming emergency alerts.

Emergency alerts are received when another user declares emergency. **Emergency Alert** setting options include, **Tone and Display** (default), **Tone Only**, **Display Only**, or **Off** that provides no alert dialog and no alert tone.

This feature requires that the Emergency Services feature is turned on by your administrator.

### 25.20.1

## Changing the Emergency Alert Setting

You can change the **Emergency Alert** setting as needed.

### Procedure:

1. From the **Settings**, scroll to the **Emergency Alert** setting.
2. Select one of the following desired emergency alert options:
  - To have a persistent alert dialog display, an audible tone play, and the alert added to history, select **Tone and Display** (default).
  - To have an audible alert tone play, and the alert added to history, select **Tone Only**.
  - To have a persistent alert dialog display, no alert tone play, and the alert added to history, select **Display Only**.
  - To have no alert dialog display, no alert tone play, and the alert added to history, select **Off**.
3. Tap **OK**.

### 25.21

## Enhanced Loudness

When you turn on the **Enhanced Loudness** setting, the perceived audio volume of PTT calls increases using the speakerphone. This feature is only available on supported devices.

### 25.21.1

## Changing the Enhanced Loudness Setting

You can change the **Enhanced Loudness** setting as needed.

### Procedure:

1. From the **Settings**, scroll to the **Enhanced Loudness** setting.
2. To toggle the state of the setting, tap the **On/Off** switch.

### 25.22

## History Sorting

With the **History Sorting** setting, you can view your history in a sorted manner.

The following are the two **History Sorting** setting options that you can select from:

- Sorting from oldest to newest (default), which displays your history with the newest entries at the bottom of the history list.
- Sorting from newest to oldest, which displays the newest entries in the top of the history list.



**NOTE:** This feature applies to conversation details. The first-level history always shows the newest conversations at the top of the list.



### 25.22.1

## Changing the History Sorting Setting

You can change the **History Sorting** setting as needed.

### Procedure:

1. From the **Settings**, scroll to and tap the **History Sorting** setting.  
The **History Sorting** screen displays.
2. Perform one of the following actions:
  - To sort the history from newest to oldest entries, tap **Newest to oldest**.
  - To sort the history from oldest to newest entries, tap **Oldest to newest**.
3. Tap **OK**.

### 25.23

## In Call Tones

When you turn on the **In Call Tones** setting, tones play during a PTT call. However, when you turn off the **In Call Tones** setting, the tones do not play during a PTT call.

### 25.23.1

## Changing the In Call Tones Setting

You can change the **In Call Tones** setting as needed.

### Procedure:

1. From the **Settings**, scroll to and tap the **In Call Tones** setting.
2. Select any of the following **In Call Tones** setting behavior options:
  - To have a tone play when you receive a PTT call, select **Incoming Call Tone**.  
The default selection is set to **ON**.
  - To hear a specific tone when the floor is granted or acquired, select **Floor Grant Tone**.  
This tone also indicates you can speak. The default selection is set to **ON**.
  - To hear a specific tone when the floor is free, select **Floor Free Tone**.  
The default selection is set to **ON**.
  - To hear a specific tone when the user who has the floor releases the floor, select **Floor Release Tone**.  
The default selection is set to **OFF**.



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

- To hear a specific tone when the floor is busy, select **Floor Error/Busy Tone**.  
The default selection is set to **ON**.
- To hear a specific tone when you receive a voice message, select **Voice Message Tone**.  
The default selection is set to **ON**.

## 25.24

# Instant Personal Alert

The **Instant Personal Alert** setting allows you to select the instant personal alert from a list of choices, such as **Tone and Display** (default), **Tone Only**, **Display Only**, or **Off** that provides no alert dialog and no alert tone.

### 25.24.1

## Changing the Instant Personal Alert Setting

You can change the **Instant Personal Alert** setting as needed.

### Procedure:

1. From the **Settings**, scroll to and tap the **Instant Personal Alert** setting.
2. Select any of the following **Instant Personal Alert** setting options:
  - To have a persistent alert dialog display, an audible tone play (subject to Silent Mode behavior), and the alert added to history, select **Tone and Display** (default).
  - To have an audible alert tone play (subject to Silent Mode behavior), and the alert added to history, select **Tone Only**.
  - To have a persistent alert dialog display, no alert tone play, and the alert added to history, select **Display Only**.
  - To have no alert dialog display, no alert tone play, and the alert added to history, select **Off**.
3. Tap **OK**.

## 25.25

# 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 even if the **Auto Start** setting is turned on. To send or receive PTT calls, you need to login. See the [Login on page 38](#) section for details on how to login.

### 25.25.1

## Changing the Logout Setting

You can change the **Logout** setting as needed.

### Procedure:

1. From the **Settings**, scroll to and tap the **Logout** setting.
2. Tap **Logout**, a Logout confirmation appears.
3. Perform one of the following actions:
  - Tap **Yes** to turn on.
  - Tap **No** to turn off.

## 25.26

# 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.

### 25.26.1

## Changing the Message Alert Setting

You can change the **Message Alert** setting as needed.

### Procedure:

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

## 25.27

# 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.

### 25.27.1

## Changing the Message Alert Tone Setting

You can change the **Message Alert Tone** setting as needed.

### Procedure:

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



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

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

## 25.28

# 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.

### 25.28.1

## Changing the Missed Call Alert Setting

You can change the **Missed Call Alert** setting as needed.

### Procedure:

1. From the Settings, scroll to and tap the **Missed Call Alert** setting.
2. Select the desired missed call alert option as follows:
  - **Tone and Display** (default)—A persistent alert dialog displays, an audible tone plays (subject to Silent Mode behavior), and the alert is added to history.
  - **Tone Only**—An audible alert tone plays (subject to Silent Mode behavior), and the alert is added to history.
  - **Display Only**—A persistent alert dialog displays, no alert tone plays, and the alert is added to history.
  - **Off**—No alert dialog displays, no alert tone plays, and the alert is added to history.
3. Tap **OK**.

## 25.29

# My PTT Number

This number displays your registered PTT number to other contacts.

### 25.29.1

## Viewing My PTT Number Setting

### Procedure:

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

## 25.30

# 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 the user's PTT application detects network loss. When selected, a tone plays when the application transitions from one network to another.

## 25.30.1

# Changing Network Loss Tone Repeat Setting

You can change the **Network Loss Tone Repeat** setting as needed.

### Procedure:

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

If the network loss tone is 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**.

## 25.31

# 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).

## 25.31.1

# Changing Network Up/Down Tones Setting

You can change the **Network Up/Down Tones** setting as needed.

### Procedure:

1. From the Settings, scroll to and tap the **Network Up/Down Tones** setting.
2. Select the desired **Network Up/Down Tones** setting.
3. Perform one of the following actions:
  - **Network Loss**—The phone plays a tone during a network loss.
  - **Network Loss and Reconnect**—The phone plays a tone during a network loss and reconnect.
  - **Network Loss during Call Only** (default)—The phone plays a tone during a call when a network loss happens.
  - **None**—No tone plays when the network is lost or reconnected.
4. Tap **OK**.

## 25.32

# One Touch Action

When One Touch Action is set to call, PTT users can call a particular contact or talkgroup or most recent history entry when the PTT button is pressed once. Alternatively, a user can assign the PTT button to open

the application to the preferred landing page (History, Contacts, Groups, Favorite Contacts, Favorite Groups). One Touch Action provides a simplified calling experience for PTT users who primarily communicate with a single contact or talkgroup.



**NOTE:**

The **Landing Page** option has no effect when the phone is locked.

The **Landing Page** option is not supported with Android 10 and later.

If your device does not have a PTT hard button, **One Touch Action** setting is hidden. For more information, see [One Touch Calling Behavior on page 80](#) section.

When a wired accessory is connected, One Touch Action is shown with Landing Page option only.



**NOTE:** One Touch calling to contacts and groups is available on devices that support One Touch Action calling. If your device does not support One Touch Action, you can still set the Landing Page.

The One Touch Calling actions (Call Most Recent, Call Contact, Call Group) can be used while the phone is locked if the [Call From Lock Screen on page 196](#) setting is enabled.

### 25.32.1

## Changing the One Touch Action Setting

You can change the **One Touch Action Setting** as needed.

### Procedure:

1. From the Settings, scroll to and tap the **One Touch Action** setting.
2. Select the desired One Touch Action.
  - **Call Most Recent**- Originate a PTT call to the most recent history event.
  - **Call Contact**- Originate a PTT call to a user-selected PTT contact.
  - **Call Group**- Originate a PTT call to a user-selected PTT talkgroup (corporate or public).
  - **Landing Page**- Bring the application to the foreground and go to the user-selected landing page:
    - a. History
    - b. Favorite Contacts
    - c. Favorite Groups
    - d. Contacts (default)
    - e. Groups
    - f. Map
  - **None**- Turn off PTT key action when PTT application is in the background.

### 25.33

## Privacy Mode

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

### 25.33.1

## Changing the Privacy Mode Setting

You can change the privacy mode through this setting.

### Procedure:

From the Settings, scroll to and tap the **Privacy Mode** setting.

- **Earpiece** Incoming PTT calls are sent to the phone's earpiece instead of the loudspeaker. You can carry on your PTT call by holding the phone up to your ear, just as a normal phone call. You must still use the PTT button to take and release the floor.
- **Off** Incoming PTT calls barge on the phone's loudspeaker or earpiece, depending on the Speaker setting, even if the phone's ringer setting is set to "silent" or "vibrate-only." This option allows you to hear PTT calls even if your phone's ringer is silent.

### 25.34

## PTT Key


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

### 25.34.1

## Changing PTT Key Setting

You can change the **PTT Key** setting as needed.

### Procedure:

1. From the Settings, scroll to and tap the **PTT Key** setting.
  - **Volume Up/Down** - When the **PTT Key** setting is set to Volume Up/Down, you can use either the volume up or down button to activate the PTT key. The PTT call volume can be changed by pressing the **Speaker** button on the call screen and using the slider to adjust the volume.
  - **Camera**  
 **NOTE:** If your phone does not have a camera button, the Camera option does not show.
  - **None**(on-screen) default
2. Tap **OK**.

## 25.35

# 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.

## 25.35.1

# Restoring the Defaults Settings

You can change the **Default** settings as needed.

### Procedure:

1. From the Settings, scroll to and tap the **Restore Defaults** setting.
2. Tap **Yes** to restore all application settings to their default values or **No** to cancel.

## 25.36

# Status Messages

You can change the status messages format options, and change the alert options using the Status Messages setting or from the Menu Options. This is an optional feature and may not be included in your PTT service plan. Requires the Status Messaging feature to be turned on by your administrator.

## 25.36.1

# Changing Status Message Setting

### Procedure:

1. From the Settings screen, scroll to and tap the **Status Messages** setting.  
The Status Messages Setting Options displays.
2. Select the desired option as follows:
  - [Changing the Status Message Format Options on page 208](#)
  - [Alert Options on page 209](#)

## 25.36.2

# Changing the Status Message Format Options

This setting is applicable while viewing the status message list and does not apply to incoming status messages.

### Procedure:

1. Select the desired status message display format options as follows:
  - **Show Short Text**—Displays the short text of the status message.
  - **Show Long Text**—Displays the long text of the status message.
  - **Show Both (default)**—Displays both short and long text of the status message.
2. Tap **OK**



### 25.36.3

## Alert Options

Use the Alert Options to set the alert tone for a when an authorized user receives a status message.

### Procedure:

1. From the Settings, scroll to the **Alert Options** setting.
2. Select the desired emergency alert option as follows:
  - **Tone and Display** (default)—A persistent alert dialog displays, an audible tone plays, and the alert is added to history.
  - **Tone Only**—An audible alert tone plays, and the alert is added to history.
  - **Display Only**—A persistent alert dialog displays, no alert tone plays, and the alert is added to history.
  - **Off**—No alert dialog displays, no alert tone plays, and the alert is added to history.
3. Tap **OK**.

### 25.37

## Scan Talkback

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

### 25.37.1

## Changing Scan Talkback Setting

### Procedure:

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

### 25.38

## Use Bluetooth

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

### 25.38.1

## Changing Bluetooth Setting

You can change the **Bluetooth** setting as needed.

### Procedure:

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

## 25.39

# Vibrate Alert

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

## 25.39.1

# Changing Vibrate Alert Setting

You can change the **Vibrate Alert** setting as needed.

### Procedure:

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

## 25.40

# Vibrate Call

When the incoming Call Vibrate setting is ON, the phone vibrates for incoming PTT calls. This setting is turned off by default.



**NOTE:** When the phone ringer is set to Silent only it overrides this setting unless Privacy Mode is OFF.

## 25.40.1

# Changing Vibrate Call Setting

You can change the **Virate Call** setting as needed.

### Procedure:

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

## 25.41

# Voice Message Fallback

This setting is for the Voice Message Fallback feature that allows the Voice message to be turned off when needed.

## 25.41.1

# Changing the Voice Message Fallback Setting

You can change the **Voice Message Fallback** setting as needed.

### Procedure:

1. From the Settings, scroll to and tap the **Broadcast Call Confirmation** setting.
2. Select the following options:
  - Tap **ON** (Default) Private and Group PTT call will automatically initiate the Voice message screen if the destination is unavailable.

- Tap **OFF** Private and Talkgroup PTT calls show an error message if the destination is unavailable.

## 25.42

# Volume Boost

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

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



**NOTE:**

Boosting volume may decrease sound quality.

Volume Boost setting is available on supported devices.

### 25.42.1

## Changing Volume Boost Setting

You can change the **Volume Boost** setting as needed.

**Procedure:**

1. From the Settings, scroll to and tap the **Volume Boost** setting.
2. Adjust the control to indicate the desired percentage of volume boost.
3. Tap **OK**.

## Chapter 26

# Troubleshooting

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

## 26.1

### General

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

## 26.2

### 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 Android phone. 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.

## 26.3

### Restarting an Unresponsive PTT Application

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

#### Procedure:

1. Go to phone settings on your Android phone.
2. Tap on **Application manager** under Device.
3. Choose **Push-to-Talk** from the list.
4. Select only **Force stop** option and not any other option.



**WARNING:** Selecting the Uninstall option, uninstalls the complete PTT application from your phone. If this happens, see the sections [Downloading the PTT Application on page 30](#) for how to reinstall the application and reactivate with the server.

Selecting Clear data clears your history, favorites list, and settings within the PTT application. You also have to reactivate the PTT application using the instructions in the section [First-Time Activation on page 32](#). Your contacts and talkgroups are automatically restored during activation, but your avatars and colors customizations cannot be restored.

## 26.4

# Application Asks Your 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.

## 26.5

# 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 the Background Mode Setting on page 195](#) section.

## 26.6

# 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 216](#) 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 215](#) section for more information.
- The person you are trying to call has temporarily not reachable. Please see the [User Unreachable on page 216](#) section for more information.

## 26.7

# Unexpected Call Endings

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

- During a PTT call, an ongoing PTT call ends when a cellular call answers.
- During a cellular call, an incoming PTT call causes the cellular call to end, and the PTT call to be received.

Please see the [Call Priority on page 197](#) setting in the Settings section for more information.

## 26.8

# Incoming Call Rejection

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

Please see the [Call Priority on page 197](#) setting in the Settings section for more information.

## 26.9

# 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 57](#).

Another reason may be because your phone ringer is 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 89](#) section for more information about interaction with your phone's silent mode.

## 26.10

# 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](#).

## 26.11

# Unable to 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 124](#) section for details on deleting and adding PTT contacts. Contacts that are managed by an administrator cannot be renamed or deleted.

## 26.12

# Unable to 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 124](#) section and the [Talkgroups on page 131](#) 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.

## 26.13

# Unable to Hear Incoming Call

If you cannot hear an incoming PTT call, your loudspeaker volume may be turned down, or your phone may be in silent mode.

Please see the [Turning the Speaker On/Off and Set PTT Call Volume on page 87](#) section to set the PTT call volume. See the [Interaction with Silent or Sound Mode on page 89](#) section for more information about interaction with your phone's silent mode.

## 26.14

# Unable to 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 115](#) section for details on how to set your presence status.

## 26.15

# Changing Your 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 32](#) section for information about registering your phone with the PTT service.

## 26.16

# Explanation of Error Messages

### 26.16.1

## 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 115](#) 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.

### 26.16.2

## 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 113](#) section for details.

### 26.16.3

## 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.

### 26.17

## 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.

### 26.18

## 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 202](#).

### 26.19

## PTT Button Is Not Working or Accesses a Different Application

If your phone has a PTT button on the side and it is not working for PTT, it may not be properly configured for use by the PTT application.

Please see the [Programmable Key Assignment on page 31](#) section for details on how to configure the PTT button.

The following information applies to PTT certified devices.

If you are using PTT wired accessories and PTT is not working, verify the PTT wired accessories are setup properly using the device user guide. Ensure that the *Advanced > Accessory Compatibility* setting is set correctly using each option until the accessory is working correctly. For more information, see the [Accessory Compatibility on page 192](#) section on how to set the *Advanced > Accessory Compatibility* setting.

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



## 26.20

# 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 74](#) section.

## 26.21

# 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 70](#) section and the application [Settings on page 189](#) setting for more details.

## Chapter 27

# Avatars



This section provides a complete list of all avatars available.

### 27.1







## Avatar Icons















You can use the Avatar icons to understand when avatars are assigned.






**Table 23: Unassigned Avatar Icons**

Icon	Title	Description
	Contact	The default contact icon that is used on the <b>Contact List</b> screen when there is no avatar assigned.
	Group	The default group icon used on the <b>Group List</b> screen when there is no avatar assigned.

**Table 24: Assigned Avatar Icons**

Icons	Name
	Airplane
	Book
	Car
	Construction
	Delivery
	Desktop PC

Icons	Name
	Dispatcher
	Driver
	Envelope
	Field Service
	Flower
	Front Desk
	Housekeeping
	Laptop
	Medical
	Notepad
	PTT Phone
	Room Service
	Security
	Supervisor

Icons	Name
	Telephone
	Tree
	Truck
	Warehouse
	Worker

## Chapter 28

# Glossary

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

### 28.1

## 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 80](#) 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 204](#) section.

### Authorized User

An authorized user is typically a dispatcher or supervisor which may have permissions 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

### 28.3

## Call Types

There are various call types.

**Broadcast Call** A high-priority call where only designated talkgroup members, called broadcasters, may initiate broadcast talkgroup calls. For more details, see the [Making Broadcast Calls on page 75](#) section.

**Emergency Call (Contact or Talkgroup)** The highest-priority call that preempts other PTT calls. See the [Emergency Calling and Alert \(Optional\) on page 91](#) section for more details on how to make an emergency call to a contact or talkgroup.

**Private Call (One-to-One Call)** A private call (also known as a one-to-one call) is a call between you and one other person. For more details, see the [Making One-to-One \(1:1\) Calls with Automatic Call Answer on page 78](#) section.

**Self-Initiated Ambient Listening Call** A call initiated by the user to activate Ambient Listening feature to open the microphone of your phone and send the audio to a specific authorized user typically a

supervisor or dispatcher. See the "Self-Initiated Ambient Listening (Optional)" section for more details on how to turn on and cancel Ambient Listening.

**Talkgroup Call** A talkgroup call is a call to a group of people. For more details, see the [Talkgroups on page 131](#) 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 74](#) section.

You can create a group from a quick group call in your call history unless your administrator has restricted your phone from adding new groups.

### Display Name

Your display name is shown to others during a PTT call and in their PTT call history. You can change your display name from within the PTT application settings unless restricted by your administrator. For more details, see the [Restore Defaults on page 208](#) 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](#)
- [Idle Floor](#)
- [Floor Unavailable](#)

### 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 131](#) section.

### Integrated Secure Messaging

Integrated Secure Messaging allows a PTT subscriber to send and receive secure text messages, multimedia content, and location information to and from other PTT subscribers. For more details, see the [Integrated Secure Messaging](#) section.

### Operational Status Messaging

Allows you to report your status to another user, typically a dispatcher. For more details, see the [Status Messaging \(Optional\) on page 163](#) 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 112](#) 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 156](#) section.