



# Enhanced Push-to-Talk Application for Android

## Land Mobile Radio (LMR) Mobile application User Interface Release 9.1

### Table of Contents

Introduction and Key Features . . . . .	2	Contacts . . . . .	48
Application Installation & Getting Started . . . . .	3	Talkgroups . . . . .	52
Navigate the EPTT Radio Application . . .	9	Talkgroup Scanning . . . . .	55
Network Connectivity . . . . .	19	Map . . . . .	56
Making and Receiving PTT Calls . . . . .	19	Integrated Secure Messaging . . . . .	66
Emergency Calling and Alert (Optional) .	31	Airplane Mode . . . . .	74
User Check and Monitoring (Optional) . .	37	Using Accessories and Bluetooth . . . . .	74
Alerts . . . . .	42	Settings . . . . .	75
Real-Time Presence . . . . .	43	Troubleshooting . . . . .	87
History . . . . .	45	Glossary . . . . .	89
		Avatars . . . . .	91

## Introduction and Key Features

The Enhanced Push-to-Talk (EPTT) application supports two versions: Standard and Land Mobile Radio (LMR). One of these versions will be assigned by your corporate administrator. This document describes the LMR version.

The LMR version of the EPTT application has been optimized for talkgroup communication and provides a user experience similar to a two-way radio. Up to 96, administrator-assigned talkgroups can be monitored, scanned or used to communicate. The LMR version also supports private 1:1 calls to corporate contacts. Here is a brief description of key features of the LMR version.

- **Instant Personal Alert (IPA)**  
Allows you to send a message to another person asking for a callback.
- **Area-Based Talkgroups**  
Makes talkgroups dynamically available while in a geographical area. For more details, refer to the “**Area-Based Talkgroups (Optional)**” section.
- **Broadcast Talkgroup Calling**  
Allows certain group members to make high-priority one-way calls typically used for making important announcements to large groups.  
  
For more details, please refer to the “**Broadcast Talkgroup Calls**” section.
- **Contact and Talkgroup Management**  
PTT contacts and talkgroups are centrally managed by an administrator (“administrator-managed”).

For more details, please refer to the “**Contacts**” section and “**Talkgroups**” section.

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

- **Device ID Management**  
Allows login to the service with a username and password. Also allows multiple users to share a device.  
  
For more details, see the “**First Time Login**” section.
- **Emergency Calling and Alert**  
Allows you to originate or receive an emergency call and receive an emergency alert.  
  
For more details, please see the “**Emergency Calling and Alert (Optional)**” section.
- **Favorites**  
You can manage your own list of favorites for quick access to contacts and talkgroups.  
  
For more details, please see the “**Favorites**” section.
- **Integrated Secure Messaging**  
Allows a PTT user to send and receive secure text messages, multimedia content, and location information to and from other PTT users.  
  
For more details, please see the “**Integrated Secure Messaging**” section.
- **Location Tracking**  
A supervisor with Location Capability turned on by your administrator at the group level can track talkgroup member’s location.  
  
For more details, please see the “**Supervisor with Location Capability**” section.
- **Status Messaging**  
Allows you to report your status to another user, typically a dispatcher.  
  
For more details, see the “**Status Messaging (Optional)**” section.
- **PTT Calling to Individuals and Talkgroups**  
Instant communication to one or more people at the push of a button.  
  
For more details, please refer to the “**Making and Receiving PTT Calls**” section.
- **Real-Time Presence**  
See whether your contacts are “Available” and ready to receive calls before making a call.  
  
For more details, please refer to the “**Real-Time Presence**” section.
- **Scan Talkback**  
Allows you to control whether you can take the floor on the active talkgroup or selected talkgroup while scan mode is ON.  
  
For more details, please refer to the “**Scan Talkback**” section.
- **Supervisory Override**  
Allows a supervisor to take the floor and speak at any time during a group call, even if someone else is speaking.  
  
For more details, please refer to the “**Supervisory Override**” section.
- **Talkgroup Scanning with Priority**  
Allows a subscriber’s phone to scan through a list of corporate groups for calls. The higher priority group calls take precedence over lower priority group calls.  
  
For more details, please refer to the “**Talkgroup Scanning**” section.
- **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. In addition, you can enable discreet listening, enable or disable remote EPTT service, and initiate an emergency on behalf of the remote user.  
  
For more details, please refer to the “**User Check and Monitoring (Optional)**” section.

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

- **Zones and Channels**

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

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

- **Wi-Fi Support**

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

For more details, please refer to the “Using EPTT over Wi-Fi” section.

**Note:** If your corporate administrator changes your version of the EPTT application, you will see the following message, “*Information Message: Application version changed*”.

## Application Installation & Getting Started

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

This section is organized as follows:

- Prerequisites
- Download
- Programmable Key Assignment
- First-time Activation
  - Activation on an Android Phone
  - Activation of Tablet Devices
  - Activation Using only Wi-Fi Network
- User ID and Password User Login

- First Time Login
- Set Your Password
- Confirm Remember Your Password (Private Device)
- Subsequent Login
- Forget Your Password
- Switch User for Users with User ID and Password

- Tutorial
- Login
- Application Updates

### Prerequisites

1. Subscription to Enhanced Push-to-Talk service.
2. A supported Android smartphone. For more details, please check the website of your service provider.
3. Battery Saver mode should be turned off otherwise it could interfere with EPTT operation.
4. A Google account to download the application from Google Play store. A Google account can be set up by you or assigned by your employer if it has a corporate account with Google.

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

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

### Download

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

2. Download the application by touching the “Install” button. The application will download and install automatically.

3. Once the download is complete, select “Open”.

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

### Programmable Key Assignment

#### Samsung Galaxy S6 Active, Samsung Galaxy S7 Active

If you are using a Samsung Galaxy S6 Active or Samsung Galaxy S7 Active, two functions are assignable to the “Active key”. On this phone, for the optimum user experience for EPTT, set the EPTT application to both the Short press and Long press actions for the Active key. To set the PTT function for the Active key, follow these steps:

1. Navigate to the phone Settings.
2. Under the section titled “Personal”, tap the Active key setting. Information about the current key settings will be shown.
3. Tap the “Short press” menu item. A list of applications will be shown.
4. Scroll to find the “Enhanced Push-to-Talk” application and tap on it.
5. Next, tap the “Long press” menu item. Again, a list of applications will be shown.
6. Scroll to find the “Enhanced Push-to-Talk” application and tap on it. The active key selections will be updated.

#### Kyocera DuraForce Pro

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

set the PTT function for the programmable key, follow these steps:

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

### Sonim XP8

If you are using a Sonim XP8 phone, you can assign the programmable key to the EPTT application for declaring an emergency. To set the PTT function for the programmable key, follow these steps:

1. Navigate to the phone Settings.

Under the section titled “Personal”, tap the “Programmable keys” option. The current function assigned to the keys will be shown.

2. Tap the **Select Alarm key** app menu item. A list of behaviors assignable to the key is shown.

**Note:** E911App is currently assigned and must be reassigned.

3. Tap **EPTT operation**. The key is now assigned to the PTT operation.

### First-time Activation

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

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

### Activation on an Android Phone

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

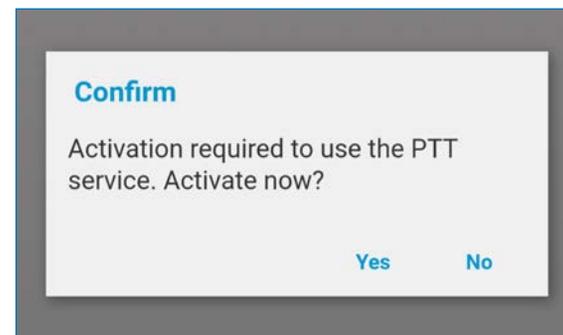
1. Tap on the Push-to-Talk WAVE icon under Apps to launch the EPTT application.

**Note:** If prompted, make EPTT the default app for your programmable key.

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

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

2. The Activation Confirmation dialog displays.



3. Tap Yes to activate or No to cancel. The Authentication Required Screen displays.

### Authentication Required

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

OK

4. Tap **OK** to authenticate your subscription, an SMS must be sent. Please do not modify the message contents. Press the “Back” button to return to the app after sending the text. Message and data rates may apply.
5. If activation fails, select **Exit** which closes the application and start over at **Step 1**. If your administrator has provided you with a User ID and Password, tap **Log In with Username** and continue to the “User ID and Password User Login” section.
6. The End User License Agreement page is displayed.
7. You must read and accept the EULA to activate the EPTT service on your phone.
8. If you agree to the EULA, tap **Accept** to activate the EPTT service on the phone.

### Activation of Tablet Devices

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

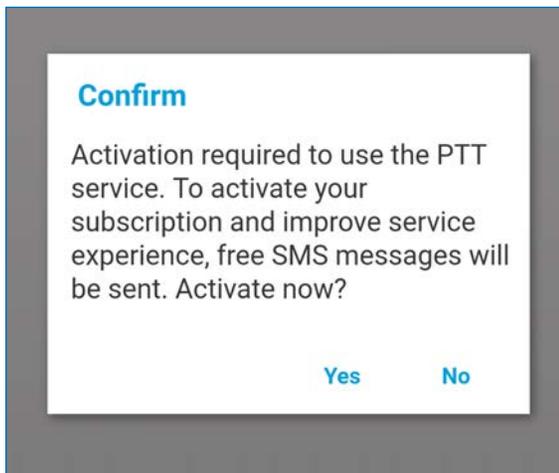
This activation process ensures that your subscription is provisioned on an EPTT server, and you are a valid EPTT service user, using a supported device.

1. On successful download and installation of the EPTT application, the **Push-to-Talk** icon will be present in the Apps menu.
2. Tap the **Push-to-Talk** icon under Apps to launch the EPTT application.

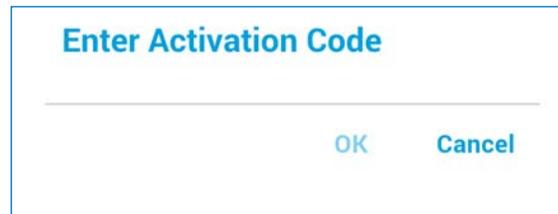
**Note:** When prompted, you must **ALLOW** the application to record audio, access the device's location, access contacts, make and manage phone calls, access photos, media and files, and send and view SMS messages on your device.

**Note:** When prompted, do not optimize battery usage.

3. The End User License Agreement page is displayed. You must read and accept the EULA to activate the EPTT service on your device.
4. If you agree to the EULA, tap **Accept** to activate the EPTT service on your Wi-Fi device. A confirmation message is displayed.



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



6. Enter the activation code given to you by your administrator to activate the EPTT application. The EPTT application will contact the server and retrieve contacts and groups (if any) from the server before logging in.
7. Upon successful activation of the EPTT application, you can view a short tutorial. Tap the on-screen "View Tutorial" button if you want to learn how to start using the EPTT application.

#### Activation Using only Wi-Fi Network

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

When activating over Wi-Fi, your administrator provided you with either an activation code.

To activate EPTT application using Wi-Fi network:

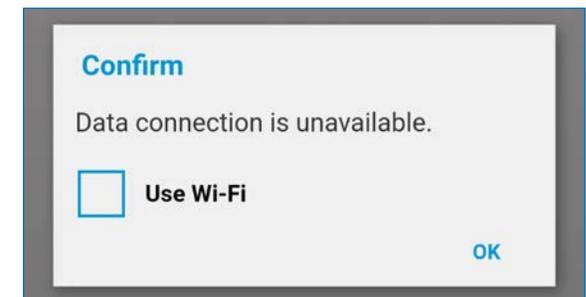
1. Tap the **Push-to-Talk** icon under Apps to launch the EPTT application.

**Note:** If prompted, make EPTT the default app for your programmable key.

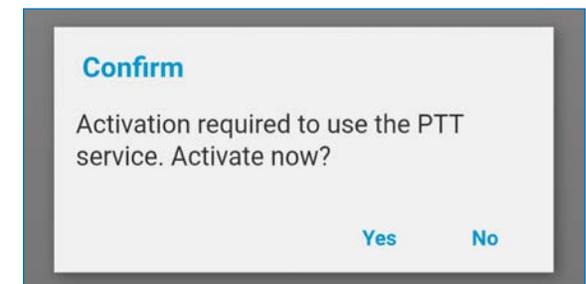
**Note:** When prompted, you must **ALLOW** the application to send and view SMS messages; to record audio, take pictures, record video, access the device's location, make and manage phone calls, access photos, media, access files on your device, and access your contacts.

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

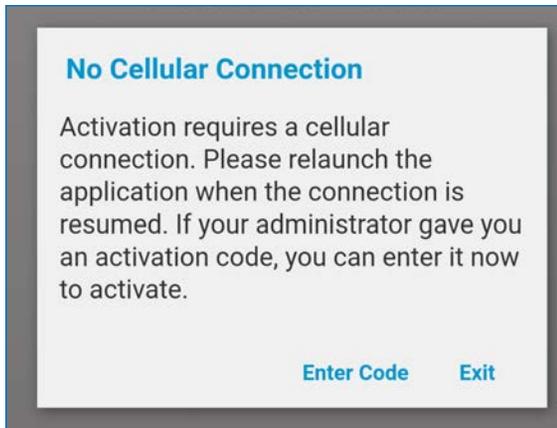
2. You may see the following confirmation dialog about the unavailability of the data network with an option to use an available Wi-Fi network. Select Use Wi-Fi option and tap **OK**. If you see the following confirmation below, turn on the Use Wi-Fi setting.



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



- A No Cellular Connection dialog is displayed.



- Tap **Enter Code** and enter the activation code received from your administrator then tap **OK** to activate or tap **Log-in with username**. A “Login screen” displays.

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

- If activation fails, select **Exit** which closes the application and start over at **Step 1**. If your administrator has provided you with a User ID and Password, tap **Log-in with username** and continue to the “User ID and Password User Login” section.

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

After entering your user ID and password. 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. Each time you login, if you forget your password.

### User ID and Password User Login

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

**Note:** The Device ID Management supports 9.1 EPTT applications and later. It is required for cross-carrier users and tablet users. Other than shift users, Device ID management can also be used to log into multiple devices a user may possess. For example, a tablet and phone owned by the same user. However, the EPTT 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.

### First Time Login

- Tap the Username or email field.

- Type the PTT number or email using your on-screen keyboard.

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

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

**Note:** If you forgot your password, tap **Forgot Password?** link and go to “Forget Your Password” section.

5. On private devices, if you do not want to enter a user ID and password every time, tap the Remember User checkbox.
6. Tap the **Login** button to Login to the EPTT application. The Update password screen is displayed.
7. If the application has been idle on the Login screen for a while, you may see a timeout error.
8. 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.

### Set Your Password

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

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

1. Tap the **New Password** field.

### Password Requirements

Password must meet the following requirements:

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

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

2. Type your password using your on-screen keyboard.
3. Tap the **Confirm password** field and type your password using your on-screen keyboard.

4. Tap the **Submit** button to update your password.

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

### Confirm 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 EPTT 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.

1. Tap the Username or email field.

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

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

### Subsequent Login

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

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 each time you login.

If you forget your password, see **“Forget Your Password”** section. For more details on password requirements, see **“Password Requirements”** section.

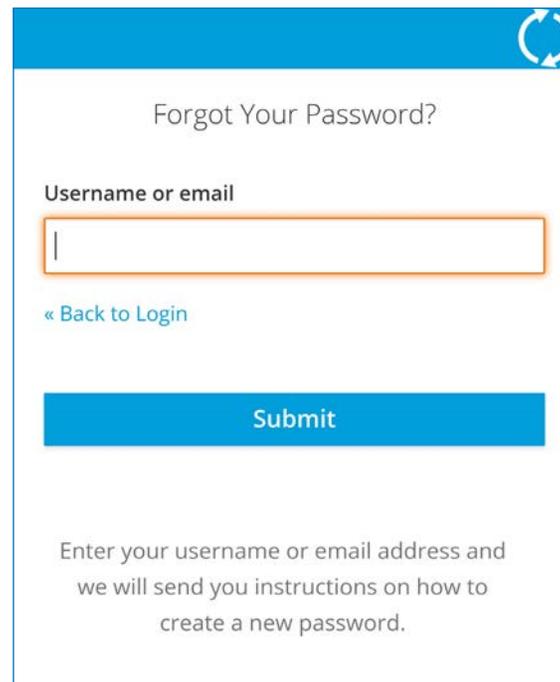
### Forget Your Password

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

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

**Note:** Tap **Back** to login to return to the Login screen.

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



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

### Switch User for Users with User ID and Password

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

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

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

To access the Switch user option

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

### Tutorial

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

### Login

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

It is possible for you to log out of the EPTT service. While you are logged out, you will be shown as **“Offline”** to

others and you cannot receive PTT calls or alerts. See the section “Logout” for more details.

### To Manually Login to the EPTT Application

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

## Application Updates

### Google Play Store Settings

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

### In Application Update Notification

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

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

## Navigate the EPTT Radio Application

Navigating the Enhanced Push-to-Talk (EPTT) Radio application is easy using your phone’s touchscreen. The main screen consists of a menu, app lock, and contact list used for making 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.

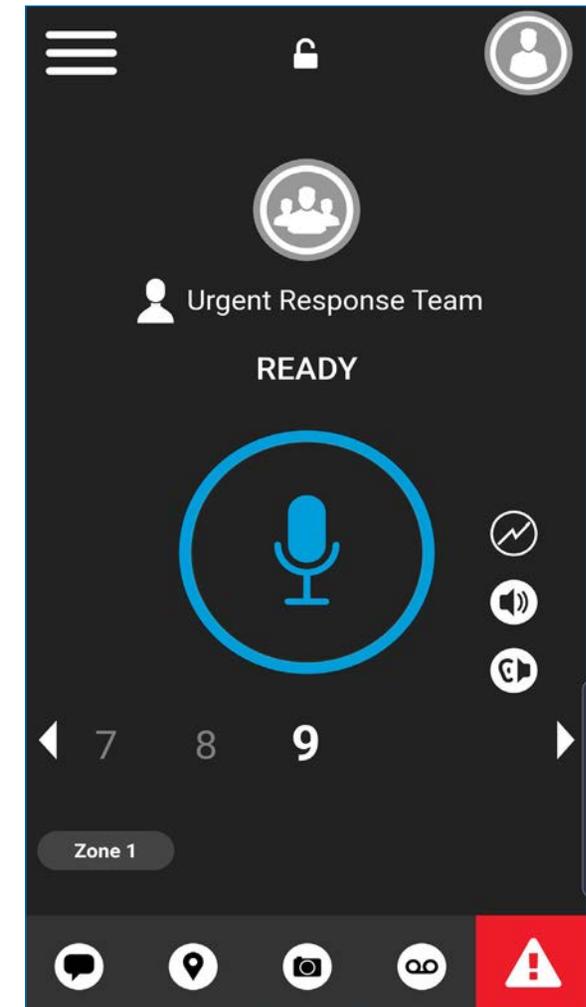
**Note:** Portrait mode is supported for handset and tablet devices. Landscape mode is only supported for tablet devices.

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

- Main Screen
- Menu
- History
- Favorites
- Contacts
- Talkgroups
- Talkgroup Rocker Switch (Motorola LEX L11 only)
- Talkgroup Channel Select Knob (Sonim XP8 only)
- Emergency Key
- Map
- Actions
- Context Menus
- PTT button
- Navigating to the previous screen
- One Touch Calling
- Scrolling
- Searching
- Icons
- Tones

## Main Screen

The “Main Screen” provides an easy selection of talkgroups for EPTT communication.



Main Screen

The following table describes the Main Screen user interface and is listed by name, icon and description:

Menu

 Displayed in the upper left-hand corner of the main screen. Displays Self-Presence Status (“Available” or “Offline”) and includes the following options: History, Contacts, Map, Favorites, Channels/Zones, Talkgroup Scan, Tones, Use Wi-Fi, Settings, Tutorial, and About. See the “Menu” section below for more information.

App Lock

 Off  On

Tap the App Lock from Off (default) to On. The text “Locked” will be displayed. The user interface is not accessible until you tap the Lock toggle to the Unlock state. EPTT App lock will not block the use of an external PTT key or accessory PTT key.

Contact List

Displayed in the upper-right hand corner of the main screen. Displays the Contact List button.

Tap to access the contact 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.

 Not Active  Selected

When you select a contact, the Contact List button will be selected but not active.

Call Status

Displays the Talker ID, Call Status (Ready, Connecting, No Connection), including Broadcaster and Supervisor icons.

Earpiece/Speaker

 Speaker is On

Tap the button to switch between speaker and earpiece. When the speaker is off, PTT calls are heard through the phone’s earpiece.

For more information, see “Turning the Speaker On/Off and Set PTT Call Volume”.

 Speaker is Off

Tap the button to switch between speaker and earpiece. When the speaker is off, PTT calls are heard through the phone’s earpiece.

For more information, see “Turning the Speaker On/Off and Set PTT Call Volume”.

Call Volume

 Volume

Tap to access the “Volume Control” pop-up.

For more information, see “Turning the Speaker On/Off and Set PTT Call Volume”.

On-Screen PTT Button

 Idle

Press and hold the on-screen PTT button to make a PTT call to a single contact or talkgroup.

 Acquired

The button state is idle until you press and hold and it becomes acquired.

 Floor Taken

When someone else has taken the floor, the button state is floor taken.

Integrated Secure Messaging

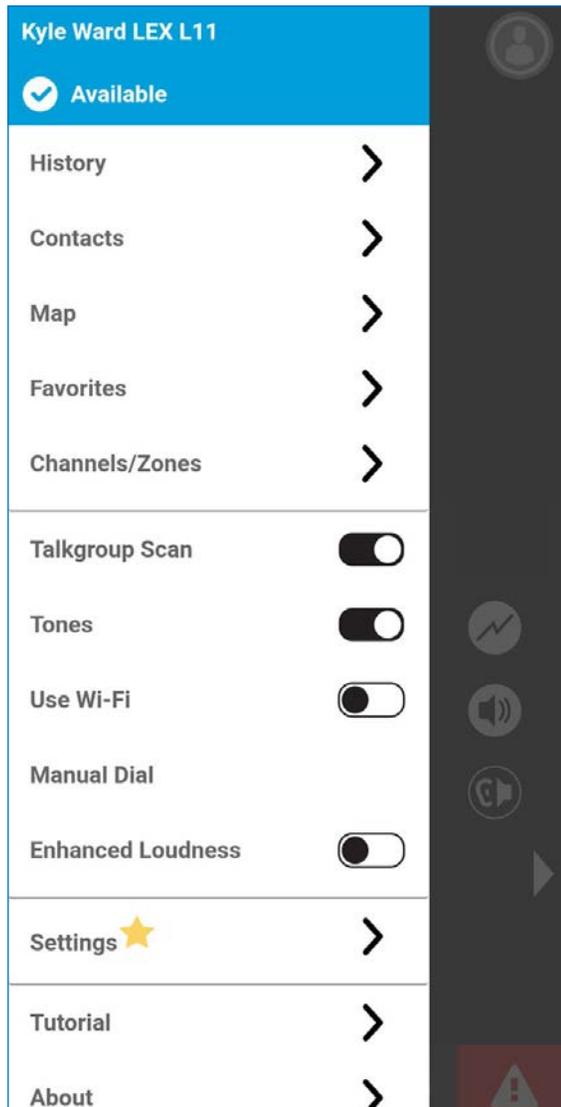
Tap or touch to send a Text Message, Location, Photo, or Record a message, See “Integrated Secure Messaging Icons” section for more details.

Emergency (Available if enabled)

 Touch and hold to declare an emergency. See “Emergency Icons” section for more details.

## Menu

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



## Main Menu Icons

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

### Display Name

Displays the user's identity and is displayed to others.

### Presence Status

- ✓ Displays your "Available" presence status. Either "Available" or "No Connection". The "Offline" presence status is not shown in the Main Menu. For more details on your real-time presence, see "Real-Time Presence" section.
- ✗ Displays your "No Connection" presence status.

### History

- > Tap to access the call history. For more details, see "History" section.

### Contact

- > Tap to access the contacts. For more details, see "Contacts" section.

### Map

- > Tap to access the map. For more details, see "Map" section.

### Favorites

- > Tap to access the favorites. For more details, see "Favorites" section.

### Channel/Zones

- > Tap to access the channels/zones. For more details, see "Channels and Zones" section.

### Talkgroup Scan

- On
  Off
 

Tap to toggle Talkgroup Scan from Off (default) to On, For more details, see "Talkgroup Scanning" section.

### Tones

- On
  Off
 

Tap to toggle Tones from On (default) to Off. When Off all PTT tones are muted with the exception of the broadcast tone. For more information, see "Tones" section.

### Loudness

- On
  Off
 

Tap to toggle Loudness from OFF (default) to ON. For more details, see "Settings" section.

### Manual Dial

Tap to manual dial a contact. For more details, see the "Manual Dial Calls" section.

### Use Wi-Fi

- On
  Off
 

Tap to toggle Use Wi-Fi from ON (default) to OFF.

### Tutorial

- 📖 Tap to access the application tutorial.

### Settings

- ⚙️ Tap to access the application settings. For more details, see "Settings" section.

### About

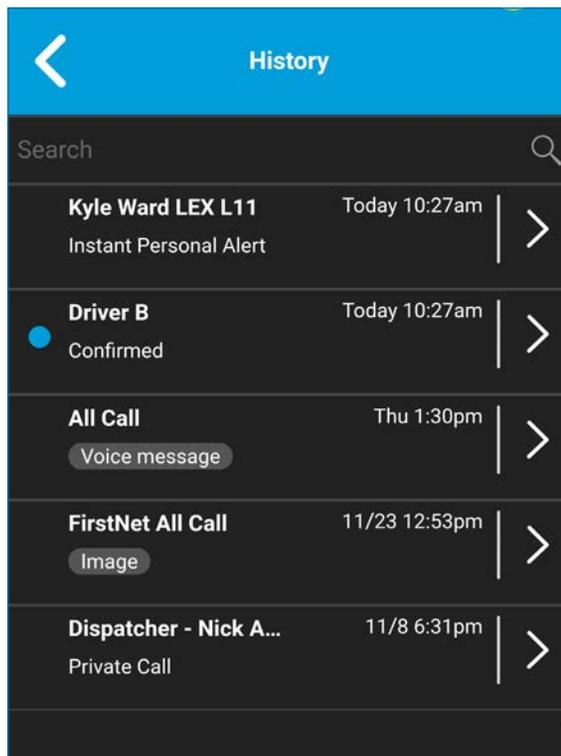
- ℹ️ Tap to access more information on the application.

### Switch User

Tap to switch user dial a contact. For more details, see the "Manual Dial Calls" section.

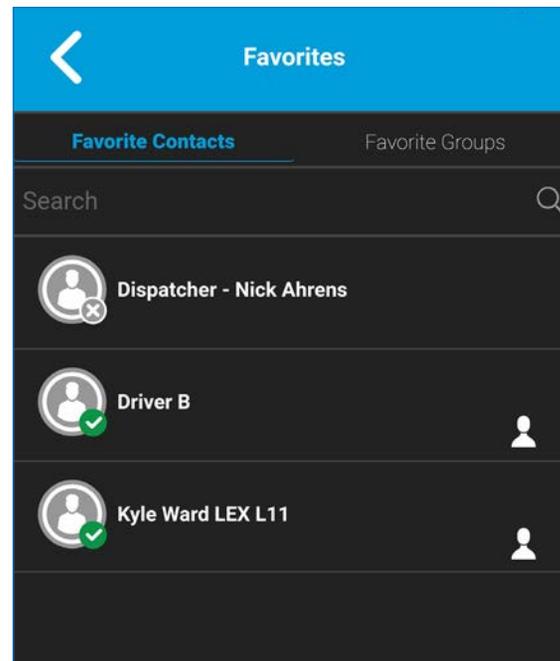
## History

The History screen displays all your conversation history of calls, contacts, groups, 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 group. For more information on how to manage your history, see the “History” section. For information on the history icons, see the “Icons” section.



## Favorites

The Favorites screen displays your favorite PTT contacts and talkgroups. You can quickly start a PTT call to your favorites. For more information on how to view, add, and remove your favorite contacts, see the “Favorites” section. For information on the favorites icons, see the “Icons” section.



## Contacts

Your corporate PTT contacts are accessible when you tap the PTT Contact List button. Tapping the PTT Contact List button allows you to search for contacts, select a contact, displays the presence for each contact, quick

group, and messaging. For more information on how to view, your corporate contacts, see “Contacts” section.

## Talkgroups

The main screen displays your assigned talkgroups and allows you to start a talkgroup call or monitor a talkgroup. Shows currently selected talkgroup and zone and allows you to change. For more information on how to view your talkgroups, see “Talkgroups” section.

### 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 will receive an error message and tone. Likewise, you cannot move backward from talkgroup channel one otherwise you will receive an error message and tone. To access other channels, you can change zones. See the “Channels and Zones” section for more details on changing zones.

### Talkgroup Channel Select Knob (Sonim XP8 only)

The talkgroup channel select knob allows you to select talkgroup channels 1-10 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.

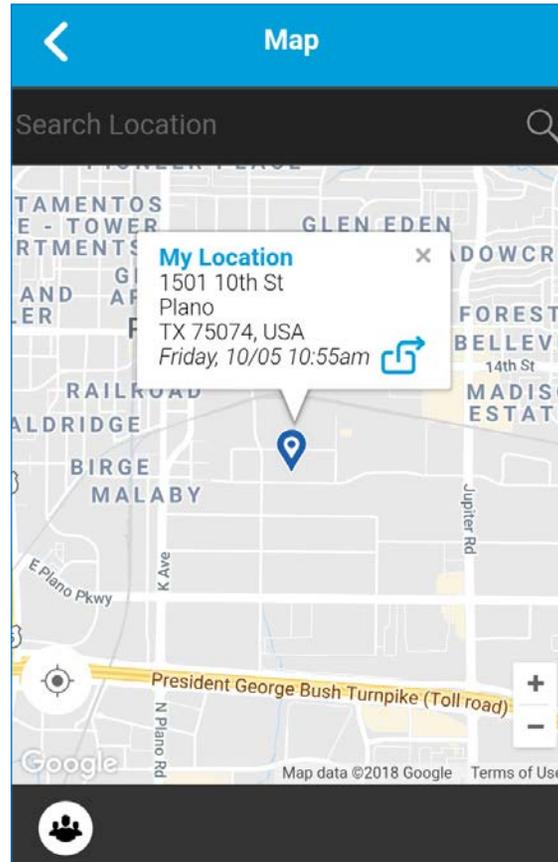
## Emergency Key

The Motorola LEX L11 and Sonim XP8 allow you to declare an emergency by pressing and holding the “Emergency key” (up to 3-seconds).

To cancel an emergency, press and hold the “Emergency key” (up to 3-seconds) to cancel bypassing the on-screen “Cancel emergency reason” Screen. See the “Emergency Calling and alert (optional)” section for more details on emergency.

## 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 EPTT talkgroup call. For more information on how to search the map, recenter the map, send your location to a contact, quick group, or talkgroup, track talkgroup members, and set the boundary of the tracked group, see the “Map” section. For information on the Map icons, see the “Icons” section.



## Actions

The actions soft buttons located at the top and the bottom of the screen let you call, alert, and more. For more information on Actions, see the “Actions Icons”

## Context Menus

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

### Context Menus

#### Call Screen/History Details Camera Option

- Take Photo
- Record Video
- Image Gallery
- Video Gallery

#### Channels

- Channel Details
- Channel History
- Send Text
- My Location
- Send IPA
- Send Document
- Camera
  - Take Photo
  - Record Video
  - Image Gallery
  - Video Gallery
- Record Voice

#### Contacts

- Contact Details
- Contact History
- Send Text
- My Location
- Send IPA
- Send Document
- Camera
  - Take Photo
  - Record Video
  - Image Gallery
  - Video Gallery
- Record Voice
- User Check (Authorized user)
- Emergency (Authorized user)

#### Favorite Contacts

- Remove Favorite (All entries)
- Send Text
- My Location
- Send IPA
- Send Document
- Camera
  - Take Photo
  - Record Video
  - Image Gallery
  - Video Gallery
- Record Voice
- User Check (Authorized user)
- Emergency (Authorized user)

#### Favorite Groups

- Remove Favorite
- Send Text
- My Location
- Send IPA
- Send Document
- Camera
  - Take Photo
  - Record Video
  - Image Gallery
  - Video Gallery
- Record Voice
- Emergency (Authorized user)

#### History

- Delete History
- Clear All

### Context Menus

#### History Details

- Forward to Contact
- Forward to Quick Group
- Forward to Group (All group messages)
- Reply to Sender
- Delete Message
- Copy Message (All text messages)

#### Groups

- Group Details
- Scan List
  - Set Priority 1 (Administrator-managed group)
  - Set Priority 2 (Administrator-managed group)
  - Set Priority 3 (Administrator-managed group)
  - No Priority (Administrator-managed group)

## PTT Button

### External PTT Button

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

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

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

## On-Screen Soft PTT Button

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

## Navigating to the Previous Screen

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

## 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.

### Device using a Wired Accessory without One Touch Calling

If your device does not have a PTT hard button, “Call from locked screen” setting is hidden. When a wired accessory is connected, “Call from locked screen” setting is available. When your device is locked (on the Lock Screen) and “Call from locked screen” is **ON** or unlocked, then:

1. The first press of the PTT button on wired accessory shows Call Screen for the selected talkgroup.
2. A second press of the PTT button on wired accessory originates a call.

### Device using a Bluetooth Accessory without One Touch Calling

If your device does not have a PTT hard button, “Call from locked screen” setting is hidden. When a Bluetooth

accessory is connected, “Call from locked screen” setting is available.

**Note:** If the Call From Locked Screen setting is hidden, pair, connect, and press of PTT button on the BT accessory.

When your device is locked (on the Lock Screen) and “Call from locked screen” is **ON**, then:

1. A single press of the PTT button on Bluetooth accessory originates a call for selected talkgroup and brings the “Call screen” to the foreground.

When your device is not locked (on the Lock Screen) “Call from locked screen” is **ON**, and the application is in the background, then:

1. The first press of the PTT button on the BT accessory brings the application to the foreground.
2. A second press of the PTT button on the BT accessory originates a call to the selected talkgroup.

For devices that support **One Touch Calling**, see the “One touch calling behavior” section.

## Scrolling

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

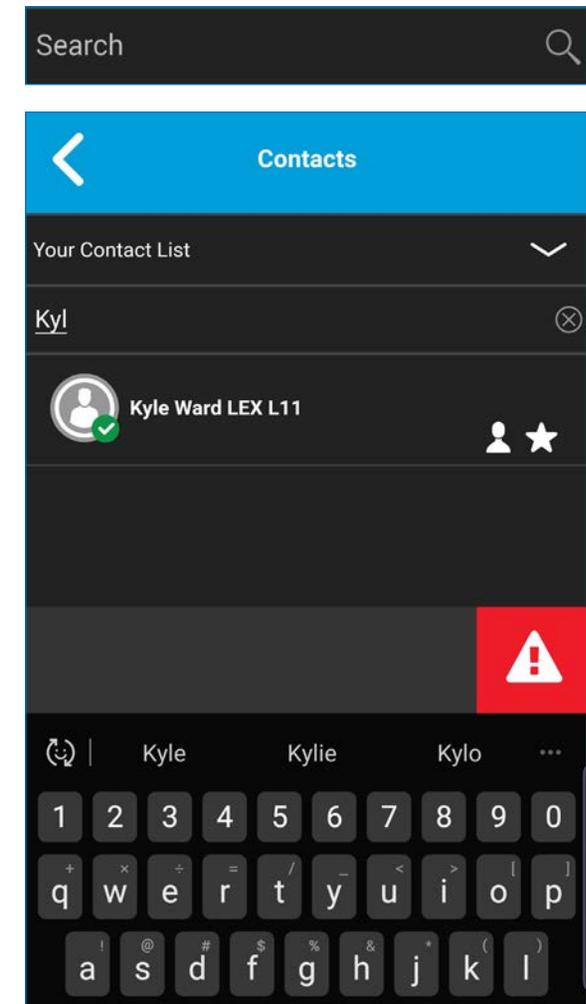
## Searching

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

1. Touch within the search bar to bring up the on-screen keyboard. As you type, contacts names

containing the letters or numbers entered will be automatically displayed.

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



## Icons

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

### Action Icons

The following table lists the common actions icons you will see:

-  Add button. Displayed on the Contacts, Favorites, Groups, and Quick Text. Tap to add contacts, favorites, groups, or quick text.
-  Alert button. Tap to send Instant Personal Alert to a contact.
-  Attach File button. Tap to attach a file to send as an attachment. Requires Integrated Secure Messaging.
-  Camera button. Tap to choose from taking photo, video or select a file in gallery. Requires Integrated Secure Messaging.
-  Cancel button. Tap to cancel current action and go back to previous screen.
-  Delete button. Tap to delete the contact, group, etc.
-  Filter ON button. Tap to toggle filter ON.
-  Filter OFF button. Tap to toggle filter OFF.
-  Gallery button. Tap to save to your device. Requires Integrated Secure Messaging.
-  Location button. Tap to share your location. Requires Integrated Secure Messaging.
-  Send Message button. Tap to send a text message. Requires Integrated Secure Messaging.
-  Forward button. Tap to forward an image or video. Requires Integrated Secure Messaging.
-  Save button. Tap to save current contact or group.
-  Voice Message button. Tap to send a recorded voice message. Requires Integrated Secure Messaging.

### Avatar Icons

The following table lists the common avatar icons you will see.

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

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

### Call Screen Icons

The following table lists the call screen icons you will see.

-  Group Location button. Tap to access the map for the group. Requires Geofencing and Geolocation.
-  In-Call Add Participant button. Tap to add participants to make a temporary group before making a PTT call.
-  Instant Personal Alert button. Tap to send IPA to the contact.
-  Status Messaging button (Optional). Tap to send a status message to an authorized dispatcher or other authorized user in a talkgroup. Optional features may not be included in your EPTT service plan. For more details, see the “Status Messaging (Optional)” section.
-  PTT button. Indicates idle state.
-  PTT button. Indicates floor taken state.
-  PTT button-acquired. Indicates acquired state.
-  Listen-only call indicator.
-  Cancel Call button. Tap to cancel a private call.
-  End Call button. Tap to end the current PTT call.
-  Speaker is On button. Tap to toggle the Speaker from On (default) to Off. When the speaker is off, PTT calls are heard through the phone’s earpiece. For more information, see “Turning the Speaker On/Off and Set PTT Call Volume”.

-  Speaker is Off button. Tap to toggle the Speaker from Off to On. For more information, see “Turning the Speaker On/Off and Set PTT Call Volume”.
-  Tap to access the “Volume Control” pop-up. For more information, see “Turning the Speaker On/Off and Set PTT Call Volume”.

### Contact Icons

The following table lists the contact icons you will see.

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

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

### Emergency Icons

The following table lists the emergency icons you will see.

-  Emergency Button. Touch and hold to initiate an emergency. Located at the bottom of most screens. For more details, see the “Emergency Calling and Alert (Optional)” section. Requires “Emergency Services.”



Cancel Emergency State. Displayed while in emergency state to cancel the emergency. Swipe the slider to the right to confirm cancellation of emergency state. Requires Emergency Services feature enabled.



Declare Emergency State. Displayed while in emergency state to declare the emergency. Swipe the slider to the right to confirm initiation of emergency state. Requires Emergency Services feature enabled.

### History Icons

The following table lists the history icons you will see.

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

### Integrated Secure Messaging Icons

The following table lists the Integrated Secure Messaging icons you will see.

- 📷 Camera button. Tap to choose from take photo, shoot video or select from gallery.
- 📎 File Message button. Tap to choose a file from your device to send to a contact. For more information on File Messaging, see the “File Messaging” section.
- 🔔 Instant Personal Alert button. Tap to send IPA to the contact.
- 💬 Message button. Tap to send text message to the contact/group.
- ▶️ Play button. Tap to start playback of a voice message.
- ⏏️ Quick text access button. Tap to access quick text list.
- 🗣️ Voice Message button. Tap to record an voice message.
- 🗣️ Record button. Press and hold to start recording voice message.
- Send text message button. Tap to send text message.
- 📍 Share Location button. Tap to share location to the contact/group.
- ⏹️ Stop button. Tap to stop playback of voice message.
- 🗣️ Recording Voice button. Release to stop recording voice message.

### Talk Group Icons

The following table lists the talkgroup icons you will see.

- 📢 Broadcast Group indicator.
- 📍 Boundary Active. Indicates that location sharing for group members is turned on and the boundary is active. Requires supervisor location capabilities to be turned on by administrator.
- 📍 Location sharing group. Indicates that group member locations can be viewed and no boundary is active for the group. Requires supervisor location capabilities to be enabled by administrator.
- 📱 Interop talkgroup indicator.
- 🔄 Scan List No Priority indicator.
- ① Scan List Priority 1 indicator.
- ② Scan List Priority 2 indicator.
- ③ Scan List Priority 3 indicator.
- 👤 Supervisor group indicator.

### Map Icons

The following table lists the map icons you will see.

- 📞 Call button. Tap to initiate a PTT call to the group member.
- 📍 Map pin indicating the location of a group member whose presence is unknown.
- 🗺️ Map Recenter button. Tap to recenter the map to where you are. Tap on the **Set Boundary** settings to recenter the map to the active boundary.
- 📍 Map Boundary Enable button. Tap to turn on the boundary and open.
- 📍 Map pin indicating the location of a group member whose presence is “Offline”.
- 📍 Map pin indicating the location of a group member whose presence is “Available”.
- 📍 Map pin indicating an arbitrary location or the intended center location of a boundary.

- 📍 Map pin indicating the location of a group member whose presence is “DND”.
- 📍 Map pin indicating the location of selected members of a quick group.
- 🔄 Map Refresh button. Tap to refresh the locations of group members on the map.
- 📍 My Location Mark pin indicating your location on the map.
- 📍 Share button. Tap to share location.
- ⚙️ Boundary Settings. Tap to access the boundary settings. For more details, see the “Boundary settings” section.
- 👤 Tracked Group Selector button. Tap to choose a group to view location or turn on or off the boundary alerts.
- 📍 Map Boundary Enable button. Tap to turn on the boundary and open.
- 👤 Quick Group Selector button. Tap to create a quick group.

### Miscellaneous Icons

The following table lists the miscellaneous icons you will see.

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

### Presence Icons

The following table lists the presence icons you will see.

-  A PTT contact's presence status is "Available" or my presence status.
-  A PTT contact's presence status is "Do Not Disturb."
-  A PTT contact's presence status is "Offline" or my presence status when the phone is not connected to the server.
-  Your presence status is "Available" (notification bar).
-  Your presence status if "Offline" (notification bar).
-  You have alerts waiting to be displayed within the application (notification bar).

### Title Bar Icons

The following table lists the title bar icons you will see.

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

### User Check Icons

The following table lists the user check icons you will see.

-  User Check button. Tap to initiate user check mode on remote device for authorized users. For more details, see "User Check and Monitoring (Optional)" section. Requires User Check to be turned on by administrator.
-  User Check Call Screen button. Tap to access the call screen to begin your conversation.

-  Battery 100% charged on remote device.
-  Battery 75% charged on remote device.
-  Battery 50% charged on remote device.
-  Battery 25% charged on remote device.
-  Battery less than 25% charged on remote device.
-  Battery charging on remote device.
-  Unknown or unavailable state of battery on remote device.
-  Excellent cellular network signal strength on remote device.
-  Good cellular network signal strength on remote device.
-  Poor cellular network signal strength on remote device.
-  No cellular network signal on remote device.
-  Unknown or unavailable cellular network signal on remote device.
-  Excellent Wi-Fi signal strength on remote device.
-  Good Wi-Fi signal strength on remote device.
-  Average Wi-Fi signal strength on remote device.
-  Poor Wi-Fi signal strength on remote device.
-  No Wi-Fi signal on remote device.
-  Unknown or unavailable Wi-Fi signal on remote device.

### Tones

The EPTT application plays tones to indicate various conditions:

#### Activation

Played at the end of the first-time activation of the application.

#### Alert

Played each time you receive an Instant Personal Alert.

Depending on your notification setting, it may provide a persistent notification dialog and audible tone, an audible tone, a persistent notification dialog, or no notification dialog and tone. When you receive an IPA during a PTT call, the IPA notification will be hidden in the background and will be brought to the foreground after the call ends.

#### Attention

Played whenever there is an error message displayed.

#### Call Suspend

Played during a call whenever the call is momentarily suspended while the phone switches from cellular data to Wi-Fi connection (or vice versa) or due to a loss of connection with the EPTT server.

#### Floor Acquired

Played after you press the PTT button to indicate that you can speak.

#### Floor Busy (Error)

Played when you press the PTT button and you are unable to take the floor.

#### Floor Free

Played to listeners on the call to indicate someone has stopped talking and the floor is available for everyone else to talk.

#### Incoming Call

Played once at the beginning of the call to alert you to an incoming PTT call. When Talkgroup Scan is ON, Priority 1 calls will have a unique tone.

Broadcast calls will also have a unique tone.

## Network Connectivity

This section describes the network connectivity associated with the Enhanced Push-to-Talk (EPTT) service. This section is organized as follows:

- Using EPTT over 4G/LTE cellular data networks
- Using EPTT over Wi-Fi
  - Switching between cellular data networks and Wi-Fi networks during a call
  - Authenticated Wi-Fi Connections (e.g., hotel access)

### Using PTT over 4G/LTE cellular data networks

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

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

### Using EPTT over Wi-Fi

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

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

### Switching Between Cellular Data Networks and Wi-Fi Networks During a Call

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

### Authenticated Wi-Fi Connections (e.g., Hotel Access)

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

## Making and Receiving PTT Calls

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

- Making Calls

- Talkgroup Calls
- Quick Group Calls
- Broadcast Talkgroup Calls
- Call from History
- One-to-One (1:1) Calls
- Calling a Contact that is “Offline” or has a “Do Not Disturb” (“DND”) Status
- Call Behavior When Contact or Talkgroup is Unavailable
- Call from Instant Personal Alert
- One Touch Calling Behavior
- PTT Call Behavior While the Screen is Locked
- PTT Call Behavior in Background
- Manual Dial Calls
- Receiving Calls
  - Talkgroup Calls
  - Broadcast Talkgroup Calls
  - Broadcast Call History
  - One-to-One (1:1) or Quick Group Call
- Turning the Speaker On/Off and Set PTT Call Volume
- Interaction with Silent or Sound Mode
- Interaction between EPTT and Cellular Calls
- PTT Call Behavior in the Background
- Rejoining a PTT Talkgroup Call

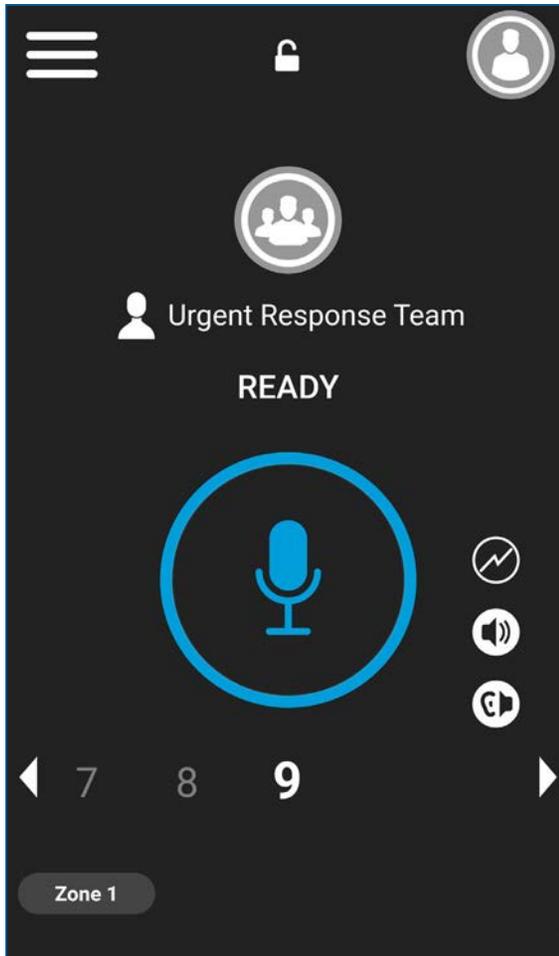
### Making Calls

#### Talkgroup Calls

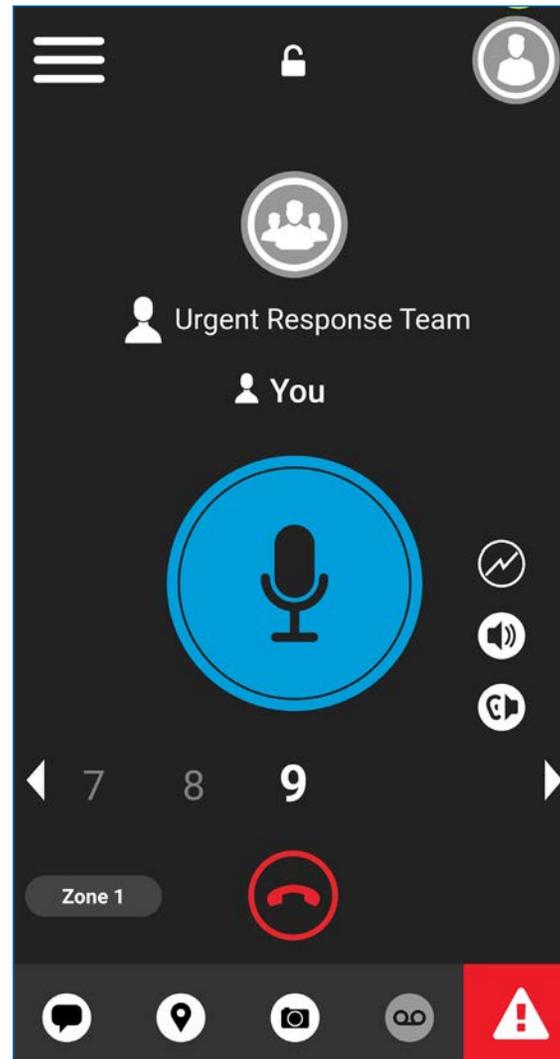
To place a PTT Talkgroup Call:

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

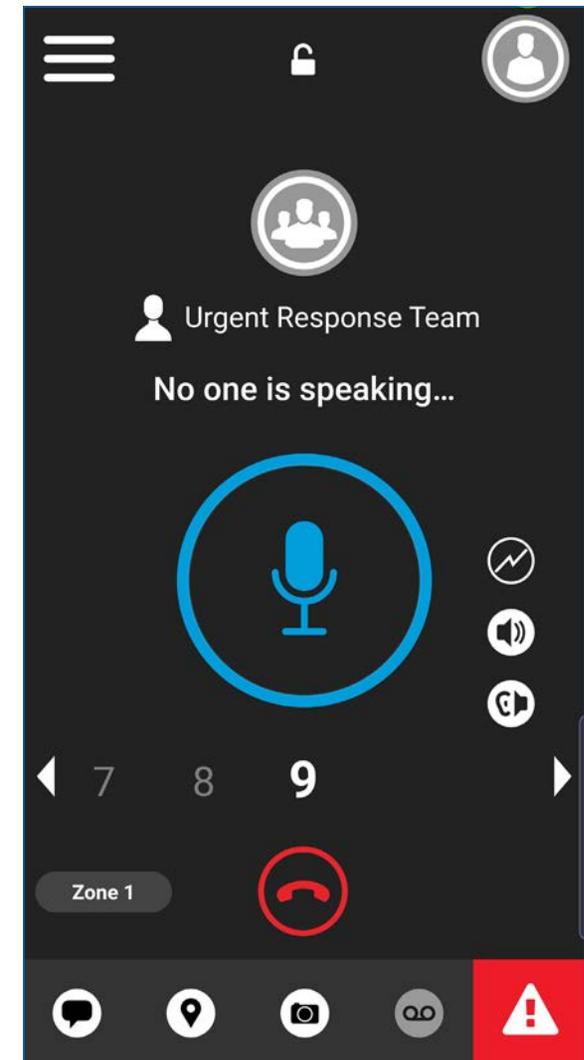
Tip: If you try to select another talkgroup, your selection will change to the newly selected talkgroup. You can only select one talkgroup at a time.



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



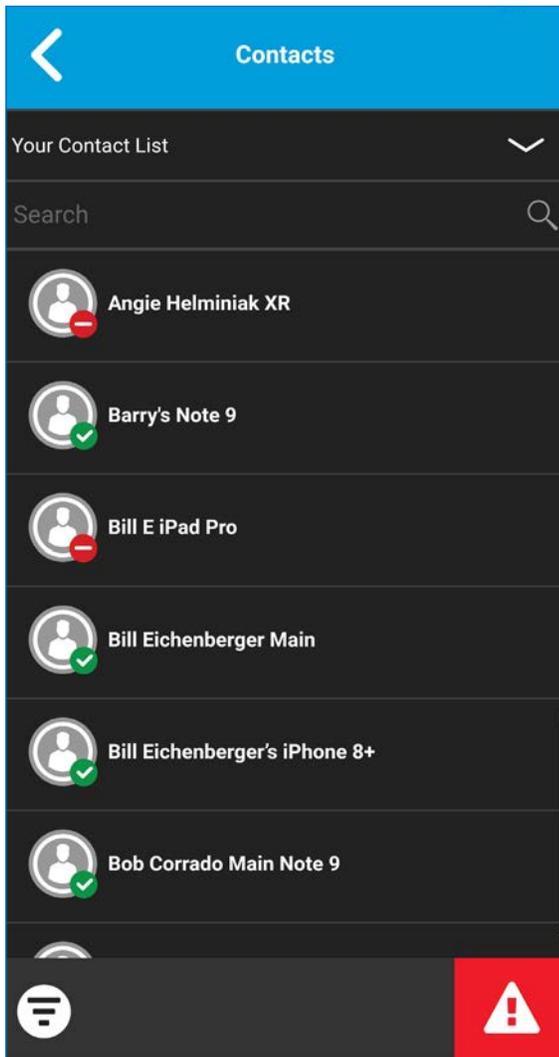
3. Release the PTT button to allow other members of the call to take the floor and speak.



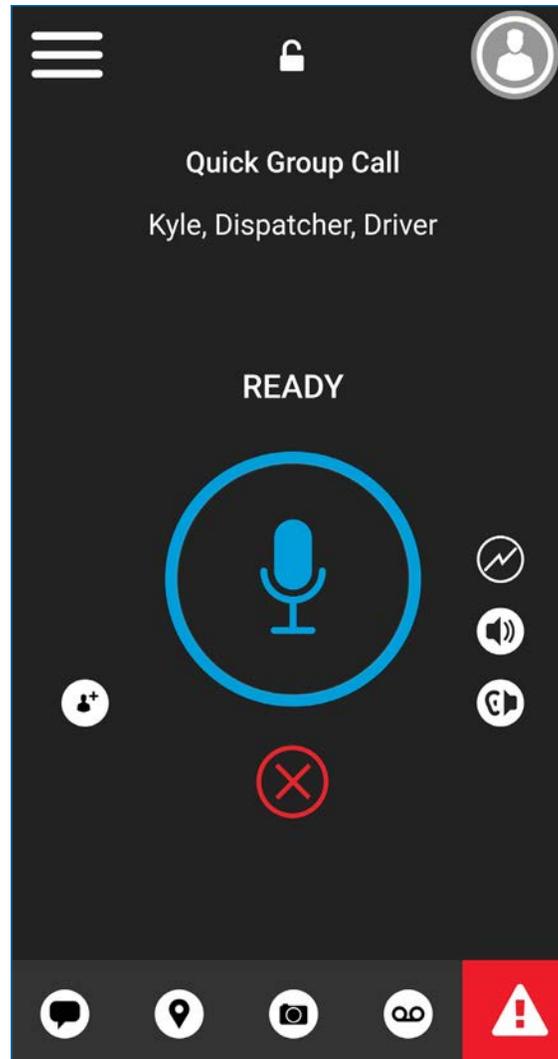
4. Tap the End Call button to end the call.

## Quick Group Calls

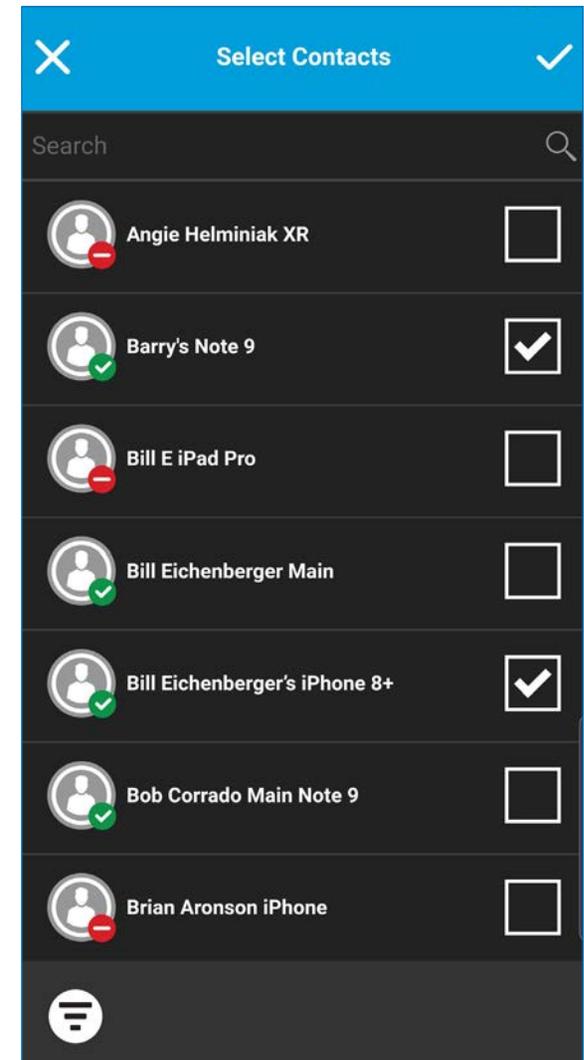
1. From the Contacts, select your first contact to call.



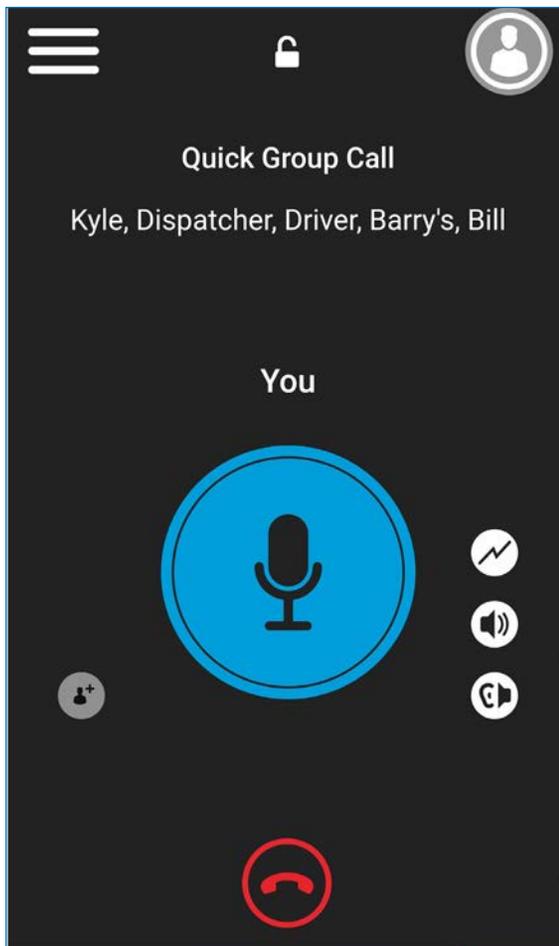
2. Call screen displays.



3. Tap the Add Participants button. The Select Contacts screen displays.



- Select up to 9 contacts to add to the quick group call. When completed, tap the Save button located in the upper right.
- Press and hold the on-screen PTT button, a Quick Group Call is started, a chirp tone is heard and the PTT button changes color indicating you have taken the floor.



- Release the PTT button to allow the other members of the group to take the floor and speak. The call will end after a period of no call activity.
- Tap the End Call button to end the call.

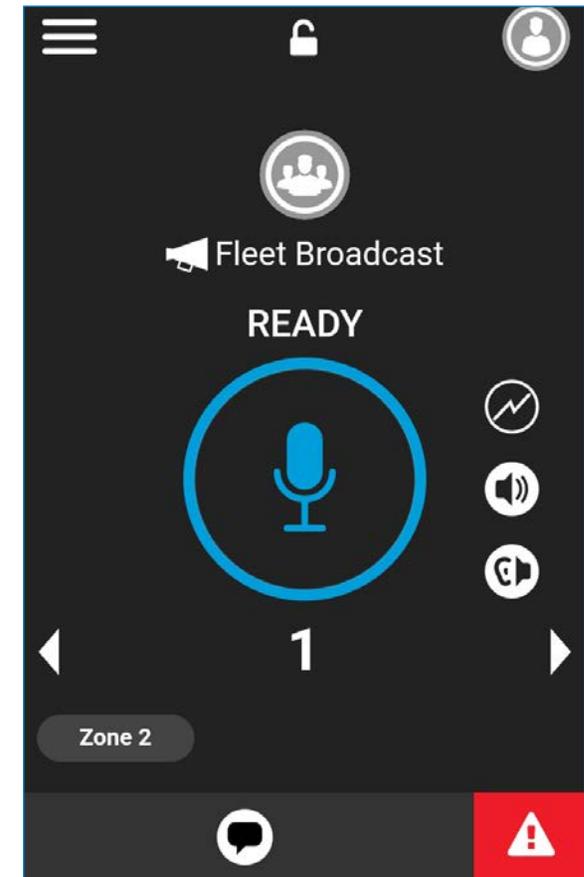
### Broadcast Talkgroup Calls

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

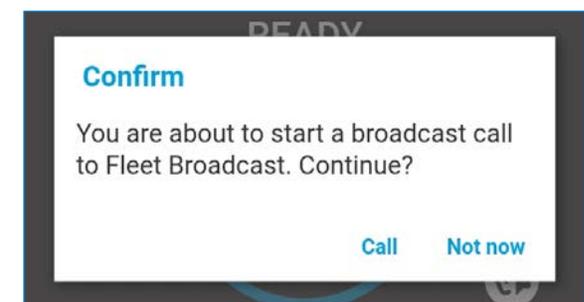
**Note:** Broadcast talkgroup calls will interrupt ongoing PTT calls for the talkgroup members and they will hear the call even if they have “Do Not Disturb” turned on. These calls also override the “Do Not Disturb” (“DND”) status if the corporate administrator has set the talkgroup to do so.

To place a Broadcast Talkgroup Call:

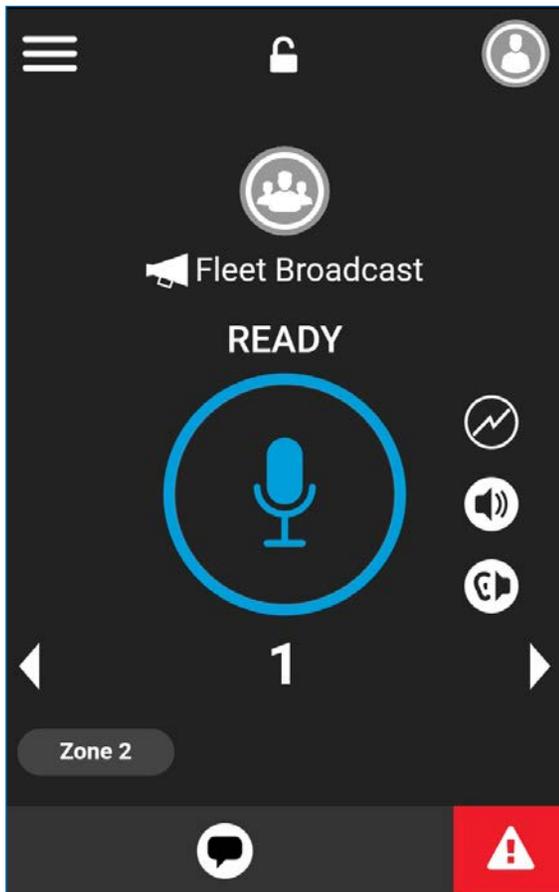
- Tap the broadcast talkgroup you want to call. The broadcast talkgroup is identified in the talkgroup list by the broadcast talkgroup icon.



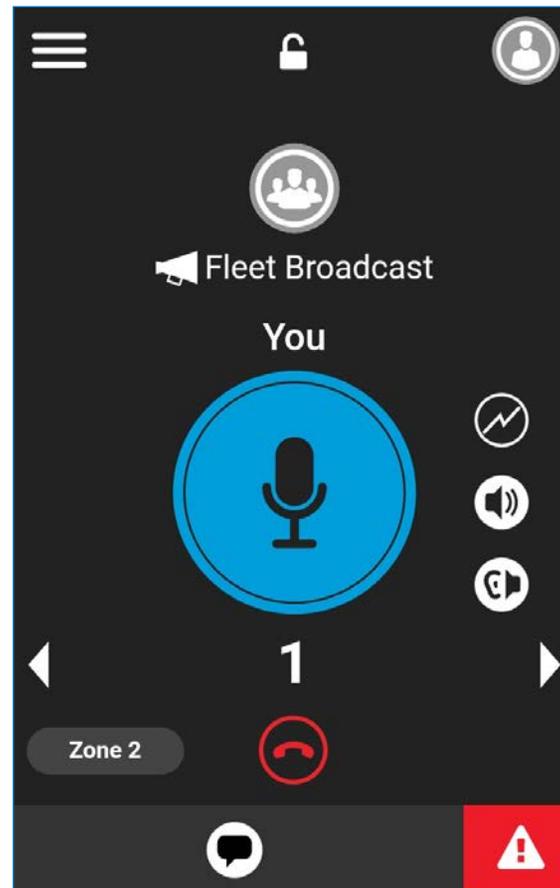
- A confirmation dialog is displayed.



3. Tap Call to confirm you want to make a call. The PTT call screen is displayed.



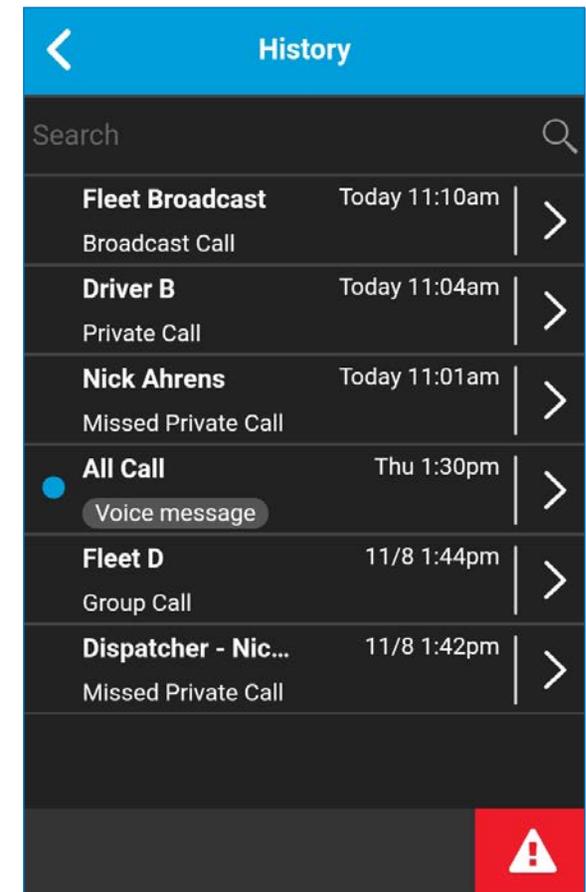
4. Press and hold the PTT button. A Broadcast Call is started, a chirp tone is heard and the PTT button changes color indicating you have taken the floor. Begin speaking.



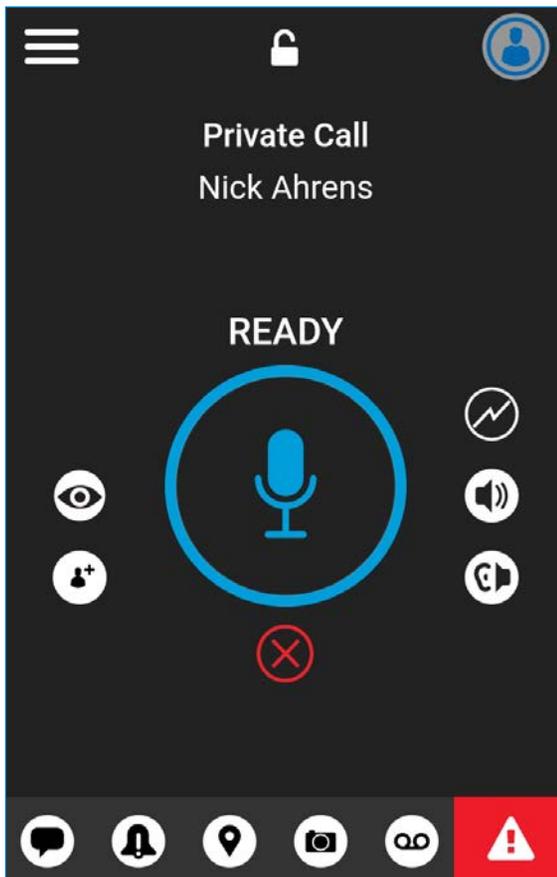
5. Tap the End Call button to end the call.

### Call from History

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



2. Touch on the conversation you want to call, a call screen will be displayed.



3. Press and hold the on-screen PTT button displayed on the screen, a PTT call is started, a chirp tone is heard and the PTT button changes color indicating you have taken the floor. The call will end after a period of no call activity.
4. Tap the End Call button to end the call.

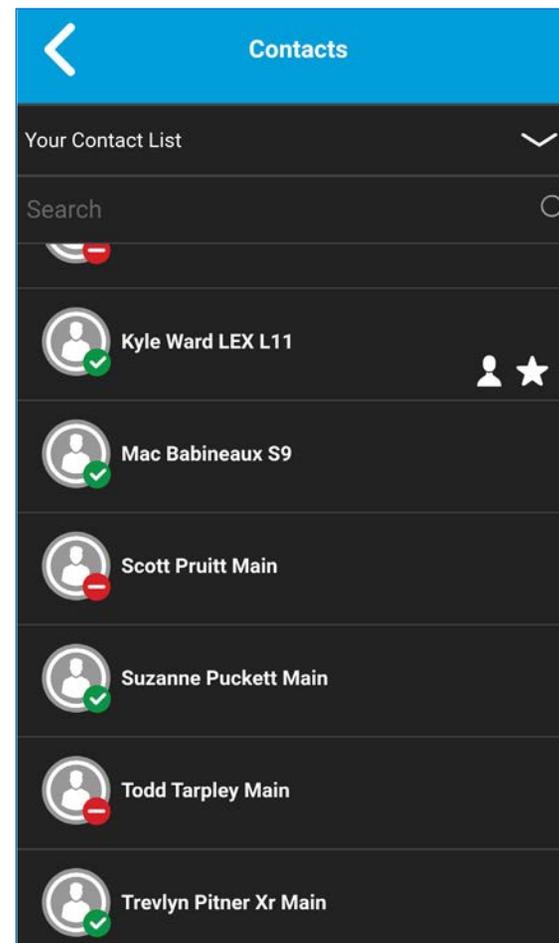
### One-to-One (1:1) Calls

To place a PTT call to an individual:

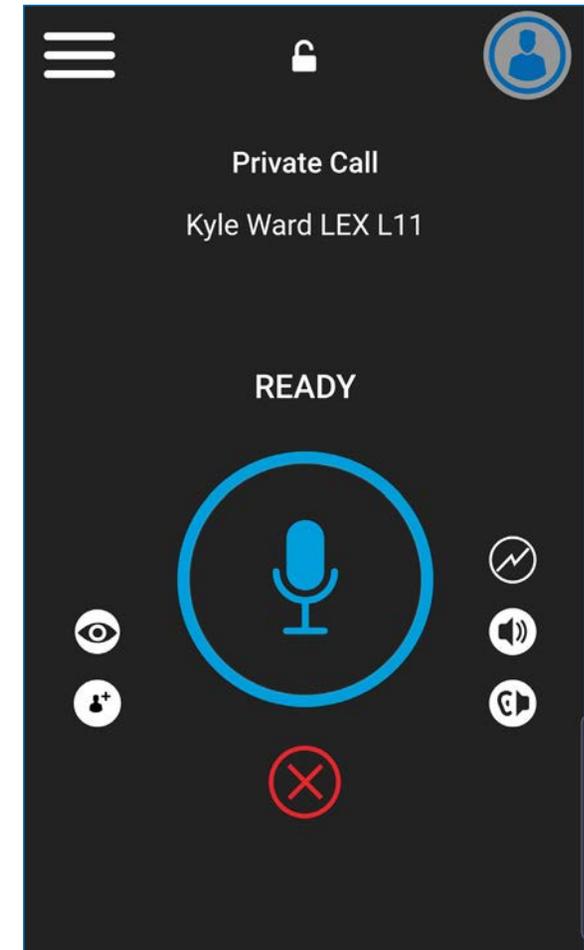
1. Tap the Contact List button to display the PTT Contacts list.

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

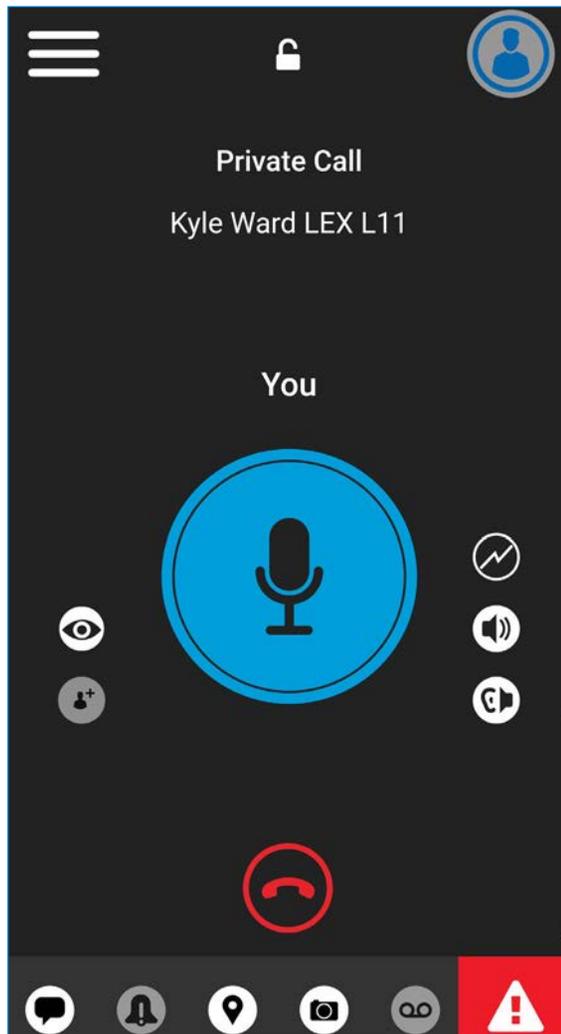
2. Tap on the contact to select the one you want to start a PTT call.



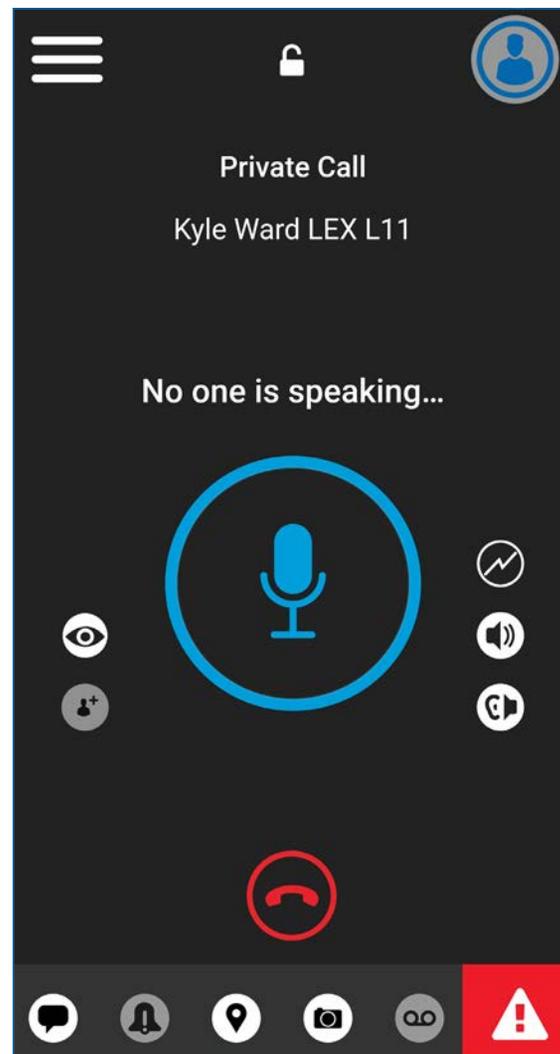
3. The Call screen will be displayed including the name of the contact that you are calling in the call status and the Contact List button is selected and active.



- Press and hold the on-screen PTT button. A private one-to-one PTT call is started, a chirp tone is heard and the PTT button changes color indicating you have taken the floor.



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



- Tap the End Call button to end the call.

### PTT Call Behavior When Contact or Group is Unavailable

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

**Note:** Requires Integrated Secure Messaging feature.

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

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

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

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

#### Group Calls

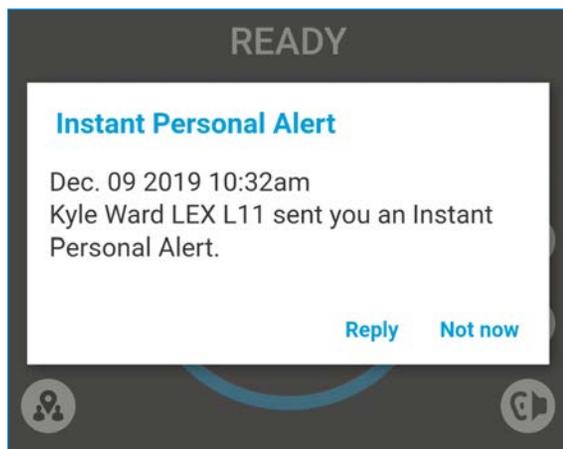
When the group you are trying to call has all members unavailable, you can record and send a voice message to the entire group.

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

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

### Call from Instant Personal Alert

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



2. Tap the Reply button to place the call or tap the Not Now button to dismiss the message.

### One Touch Calling Behavior

You can originate a PTT call to a user-selected PTT talkgroup (corporate or public).

**Note:** The “One touch calling” is available on supported devices.

### PTT Call Behavior While the Screen is Locked

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

### PTT Call Behavior in Background

#### Originating PTT Calls — Background Mode

When Background Mode is turned On, and you make a PTT call to the selected talkgroup, the EPTT application remains in the background and the display will not turn ON if it is OFF during PTT call origination. For more information on Background Mode, see the “Settings” section.

**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.

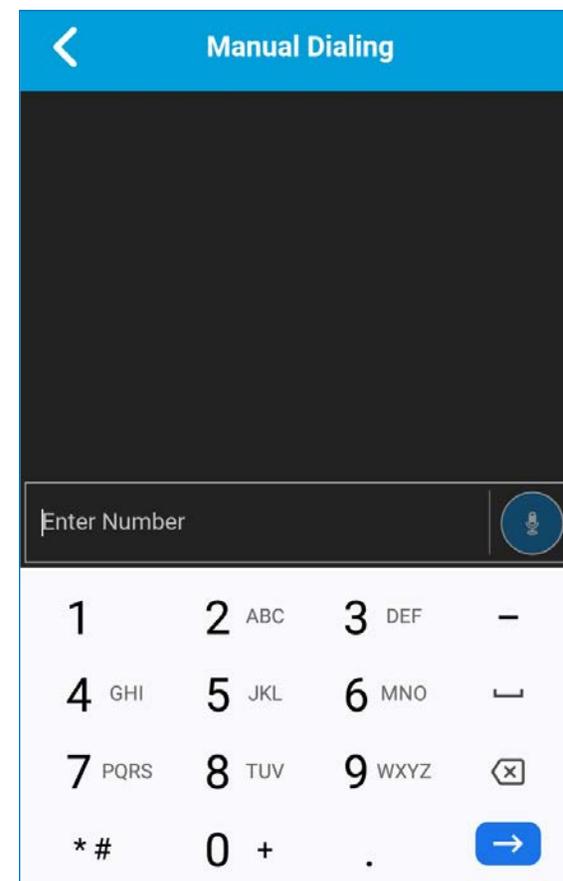
**Note:** If the backlight is Off, it will remain Off when making a PTT call.

IPAs are not visible until you access the EPTT application; however, you will still receive audible alerts, if turned On.

### Manual Dial Calls

The “Manual dial” screen allows you to call a PTT contact manually.

1. From the Menu, tap the “Manual dial” option. The “Manual dialing” screen displays.



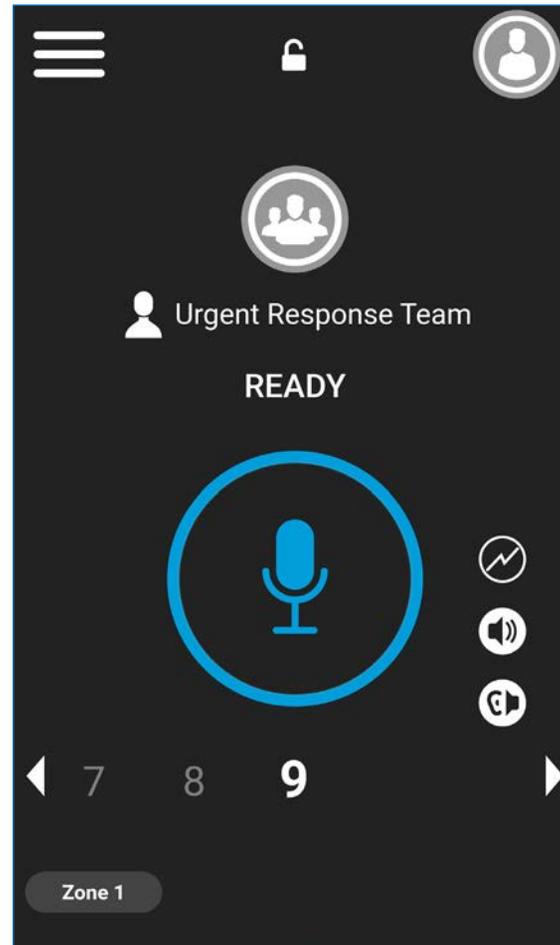
2. Begin entering the contact number using the on-screen keyboard. If the number matches contacts, they display. If you want to call one of those contacts, touch the contact, and the number fills the numeric text field.
3. Tap the on-screen PTT button located at the right of the phone number. The “Call screen” displays.

## Receiving Calls

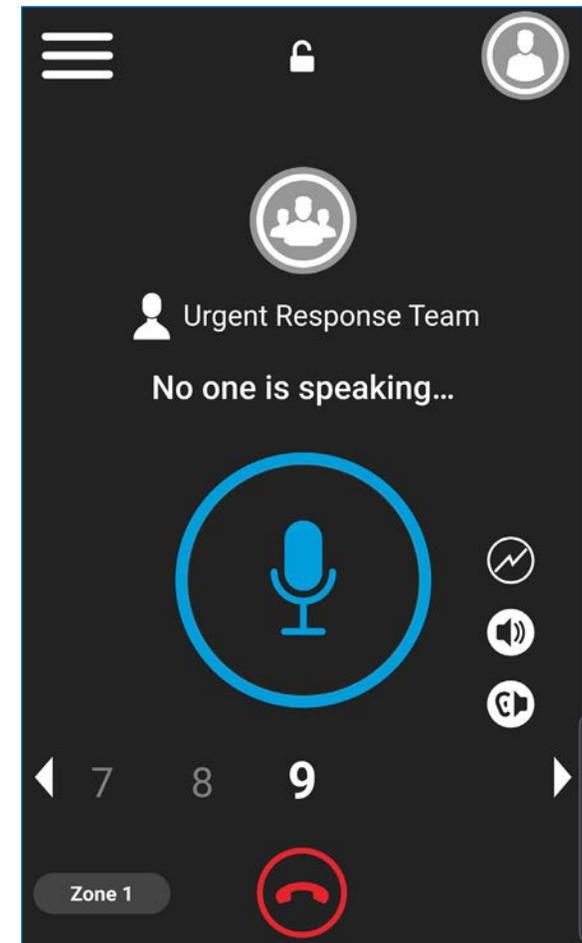
### Talkgroup Calls

To receive a EPTT Talkgroup Call:

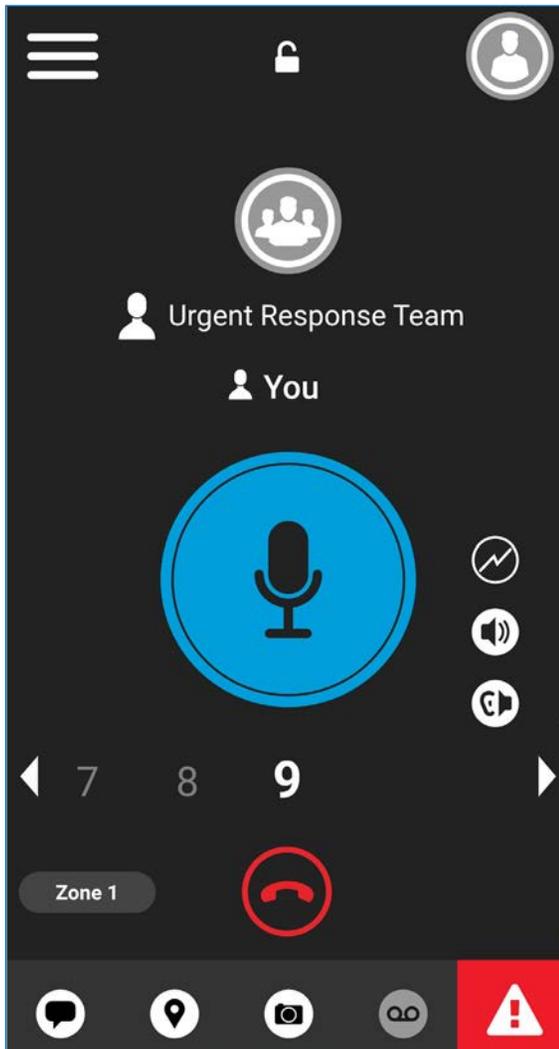
1. Select the desired talkgroup on which you want to receive calls.
  - Note:** If you want to receive calls on more than talkgroup, see the “Talkgroup Scanning” section.
  - Note:** This behavior assumes that Background Calling is turned Off. For more details on Background Calling, see “PTT Call Behavior While the Application is in the Background” section.
  - Note:** Incoming PTT calls will respond differently based on the combination of the phone settings and the EPTT application settings. For more information, refer to the “Interaction with Silent or Sound Mode” section.
2. The call status will display “Ready” if the talkgroup is not active.



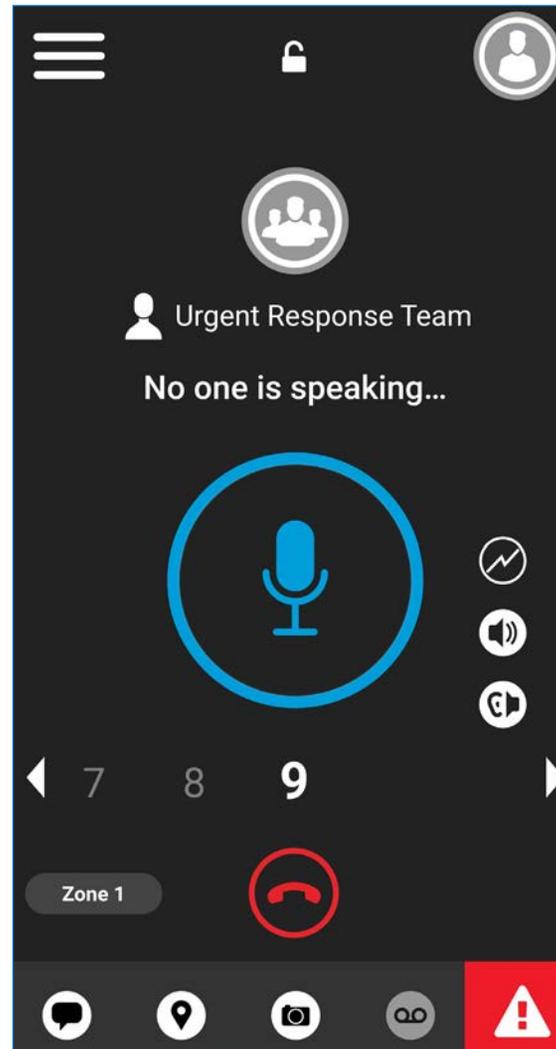
3. When the floor becomes “Available”, the on-screen PTT button is “Idle.”



- Press and hold the on-screen PTT button, a Talkgroup call is started, a chirp tone is heard and the PTT button changes color indicating you have taken the floor.



- Release the PTT button to allow other members on the call to take the floor and speak.



- Tap the End Call button to end the call.

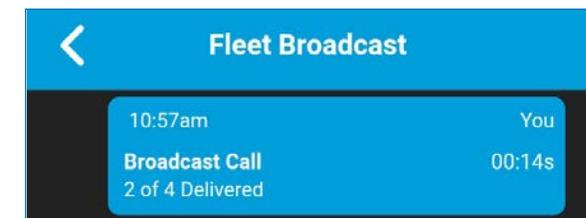
### Broadcast Talkgroup Calls

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 of a distinct tone played followed by an announcement. During the call, only the caller can speak, and you cannot take the floor. These calls may also override your Do Not Disturb (DND) status if your administrator has set the talkgroup to do so.

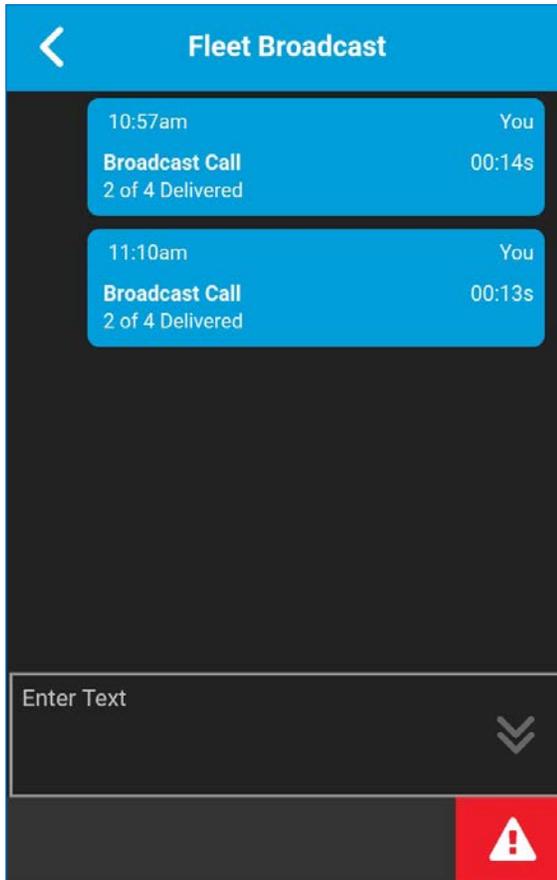
Only certain talkgroup members are allowed to make broadcast talkgroup calls. If you are not allowed to make calls to a talkgroup, you will not see it listed in the talkgroups. If you try to call a broadcast talkgroup from history, you will see a message indicating that the call cannot be completed.

### Broadcast Call History

Incoming broadcast calls are shown in call history like other calls. Non-broadcaster call history is shown.



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



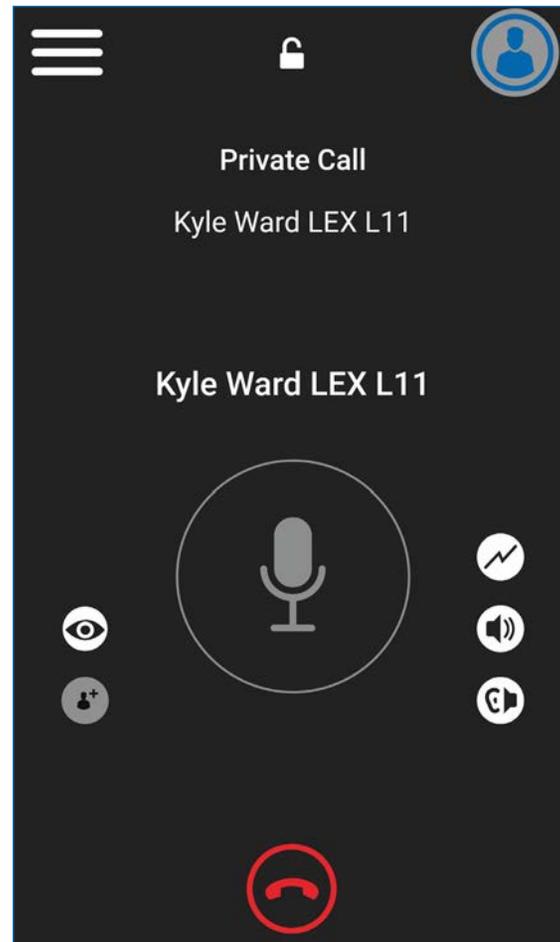
Calls might not be delivered to everyone because a talkgroup member may be "Offline", engaged in a cellular call, have a "Do Not Disturb status", or listening to another broadcast talkgroup call. Calls are delivered in a way such that talkgroup members may receive the call at slightly different times.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

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

To receive an incoming call:

1. When you receive an incoming PTT call, the application will be brought to the foreground and the

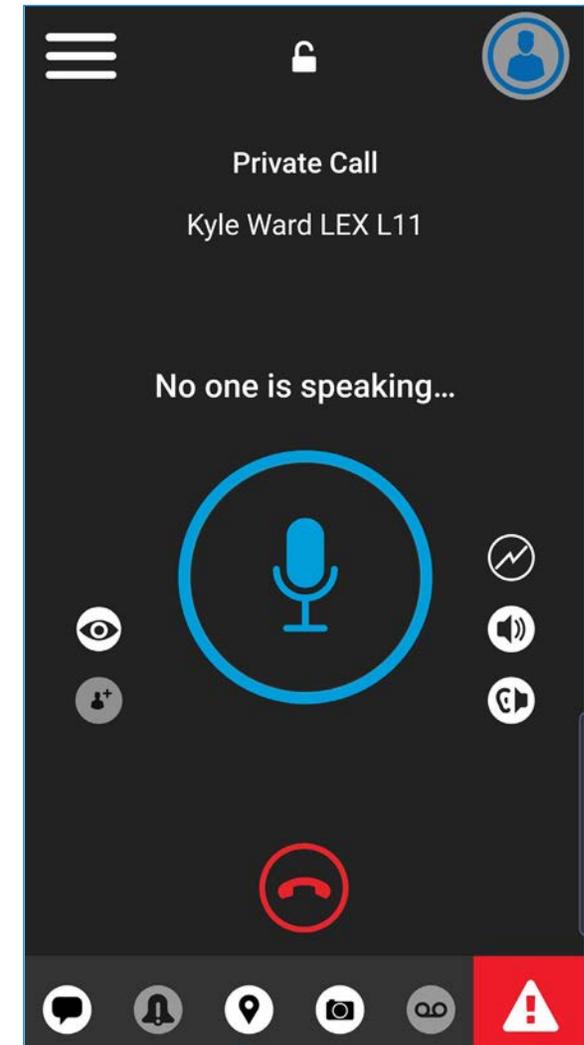
Contact List button will show selected and the PTT button changes color.



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

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

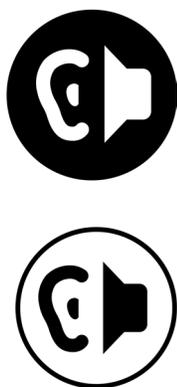
2. Whenever the talker releases the floor, the PTT button changes color, and the floor is "Available" for another talker.



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

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

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

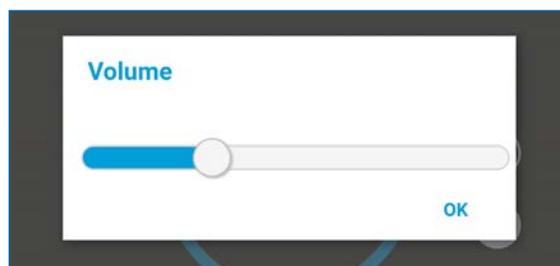


During a PTT call, the speakerphone or earpiece volume can be increased or decreased using the volume up and down keys. The volume adjusted during a PTT call will be used for subsequent calls including cellular calls.

**Tip:** The PTT call volume can be adjusted using the device volume keys, when the “PTT Key” setting is set to

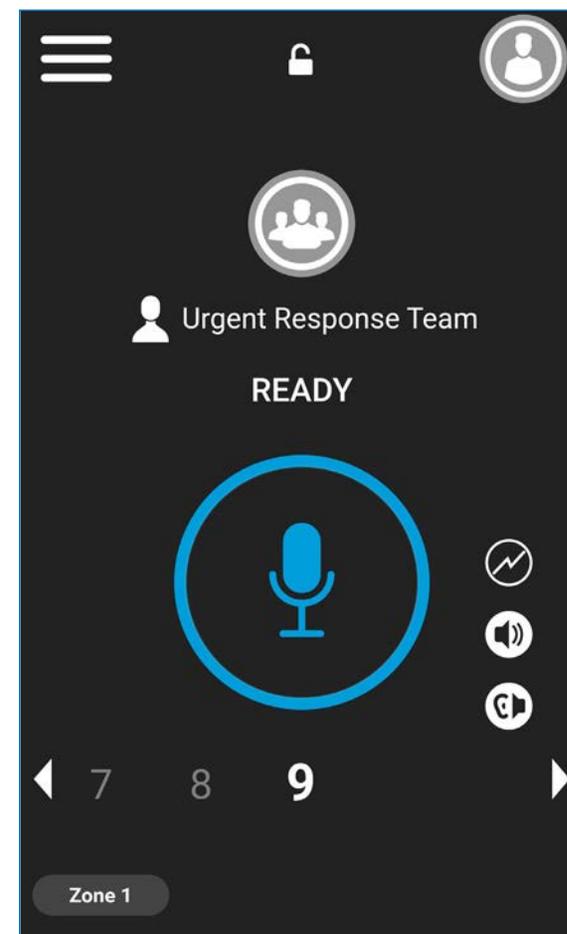
any option other than “Volume Up/Down”. For more on how to set the “PTT Key” setting, see “PTT Key” section.

On the Call screen, press the Call Volume button. A Volume Control pop-up displays.



Adjust the Volume Control slider to the desired position. Press **OK** when you are finished changing the volume.

The following figure shows an example of the location of the earpiece and speaker buttons:



## Interaction with Silent or Sound Mode

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

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

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

## Interaction Between PTT and Cellular Calls

### Answering a Regular Phone Call While on a PTT Call

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

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

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

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

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

## PTT Call Behavior in the Background

### Incoming PTT Calls with Background Mode Turned OFF

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

### Incoming PTT Calls with Background Mode Turned ON

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

**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.

**Note:** If the screen is locked, PTT Calls are restricted by default. To enable PTT Calls while screen is locked. See the "Background Mode."

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

### Ongoing PTT Calls

During a PTT call, if you navigate away to another application, you will continue to hear the PTT Call, but

you will not be able to take the floor and speak until you return to the EPTT 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.

## Rejoining a PTT Talkgroup Call

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

## Emergency Calling and Alert (Optional)

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

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

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

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

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

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

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

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

This section is organized as follows:

- Emergency Icons
- Declaring an Emergency
- Receiving an Emergency
- Canceling an Emergency
- Authorized User
  - Declaring an Emergency on behalf of Another User
  - Enable or Disable EPTT Service for Another User

### Emergency Icons

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

### Declaring an Emergency

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

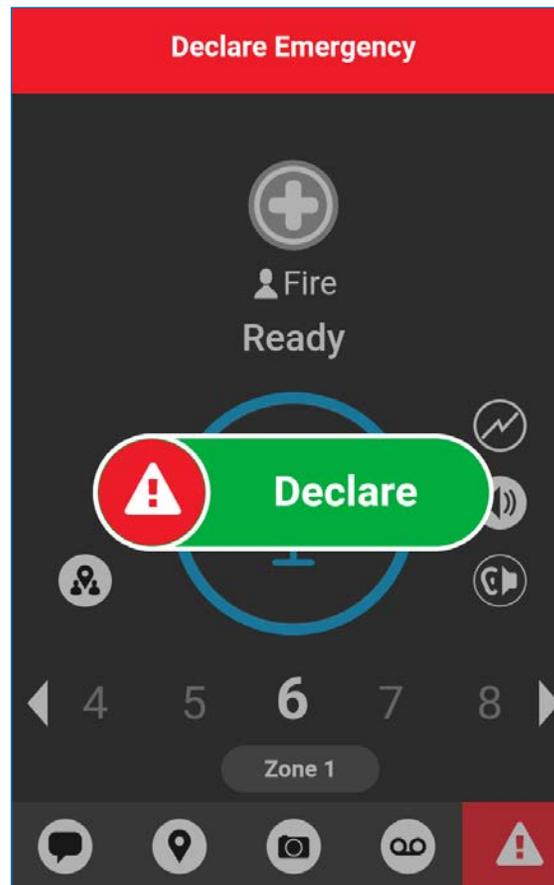
**Note:** This feature is available if enabled by your corporate administrator.

**Note:** The corporate administrator configures the emergency destination. The destination can be: (1) current channel/talkgroup, (2) preassigned talkgroup, or (3) an individual.

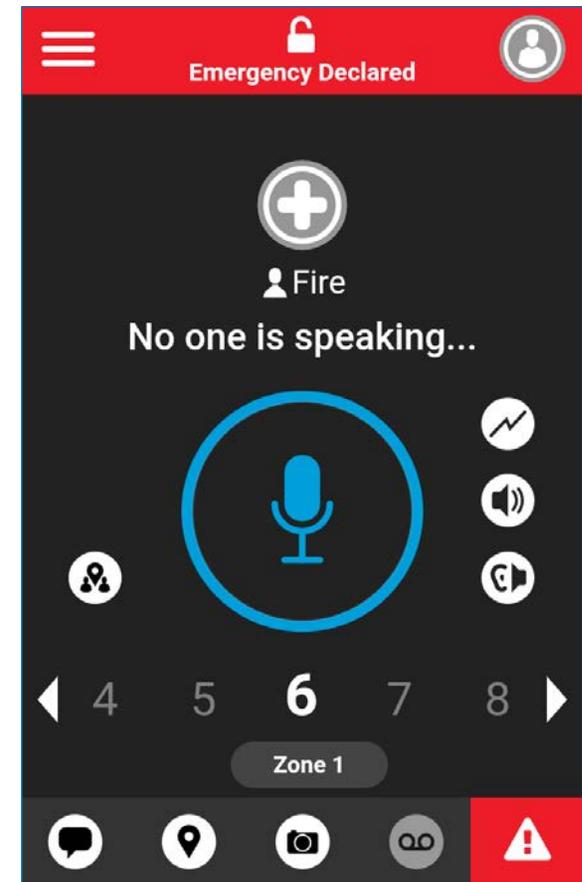
To declare an emergency:

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

**Note:** You can also declare an emergency by pressing the Emergency key on the Motorola LEX L11 or Sonim XP8.

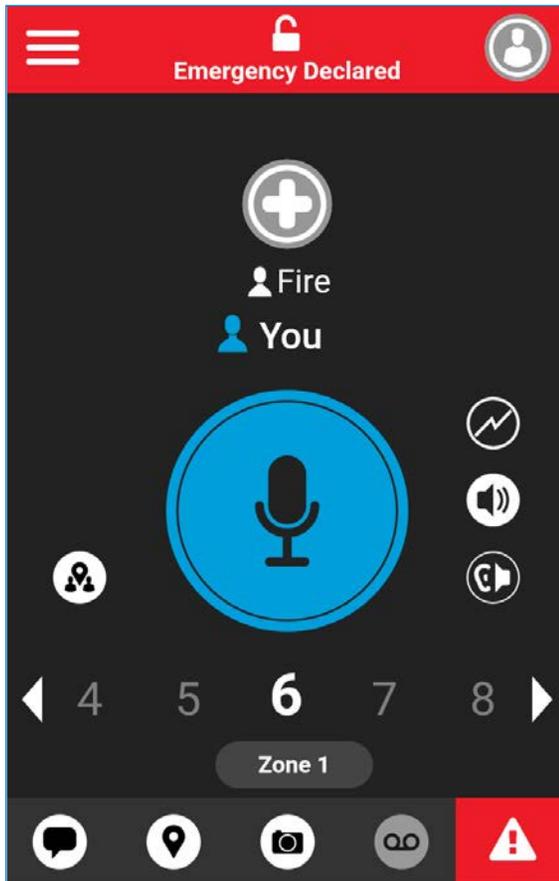


2. Swipe the slider to the right to declare an emergency. The messages “Declaring Emergency” displays. A message is shown and a distinctive emergency alert tone is played to indicate that an emergency has been initiated.
3. The PTT call screen is displayed.



4. After declaring emergency, an emergency alert is sent. You will now be locked in to the emergency call until the emergency is canceled.

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



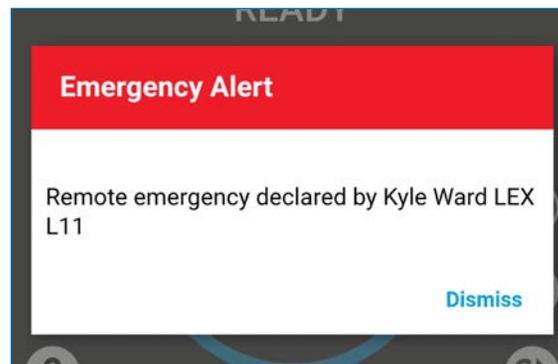
- To cancel an emergency, see “Canceling an Emergency” section.

## Authorized User Remotely Declaring an Emergency on Your behalf

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

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

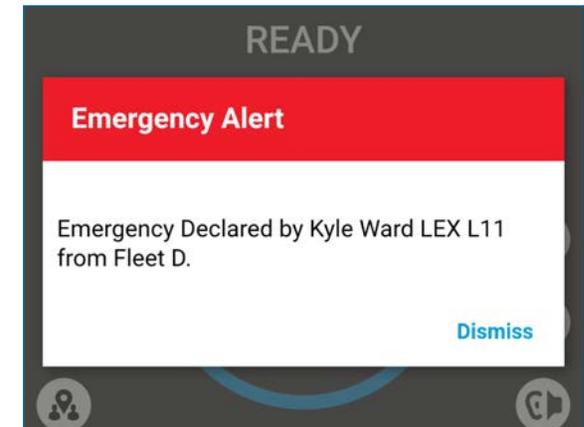
For more details on an authorized user, see “Authorized User” section.



## Receiving 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. The corporate administrator configures the talkgroup or single PTT contact that will receive emergency calls. An emergency

alert notifies you that another user has declared an emergency state. Generally, an emergency call follows an emergency alert on the talkgroup indicated, unless the emergency is canceled. The following figure shows an example of an emergency alert.



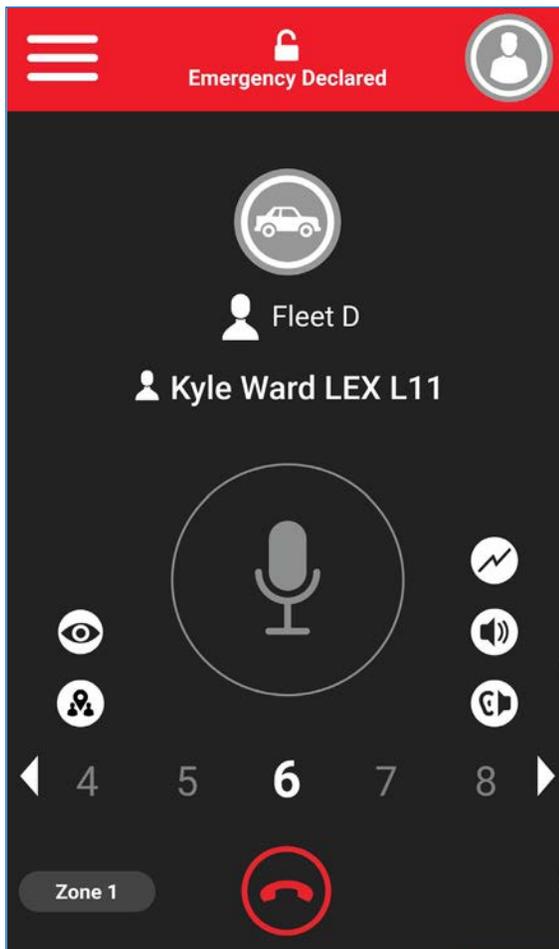
An emergency alert indicates which user is in emergency and the talkgroup they are using. If the emergency call goes only to a single user, no talkgroup is shown in the alert.

## Recipient of the Emergency

You receive the 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.

1. Tap or touch Dismiss.
2. When the emergency originator starts a call or takes the floor during an ongoing call after declaring an emergency, you see an “Emergency Declared” screen. There is a special emergency call tone played.



3. During an emergency call, you can take the floor by pressing the PTT button.

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

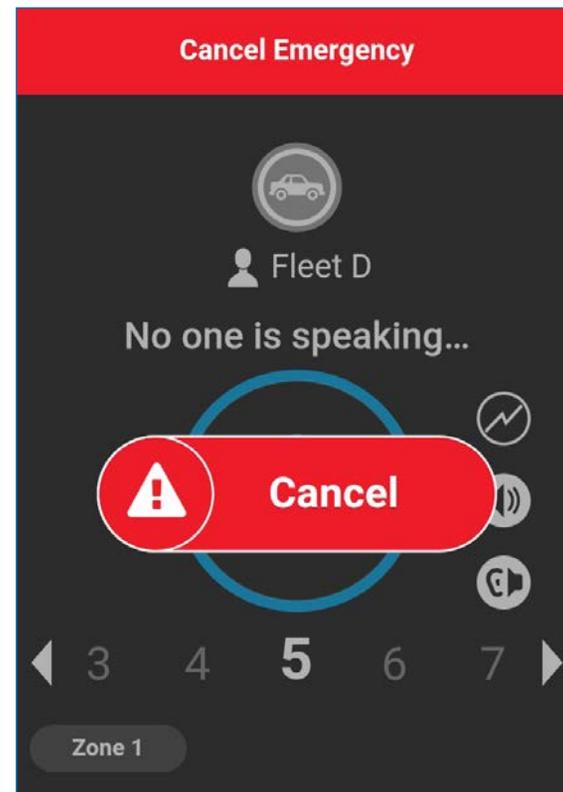
**Note:** An incoming emergency call interrupts an ongoing PTT call, except another ongoing emergency call

## Canceling an Emergency

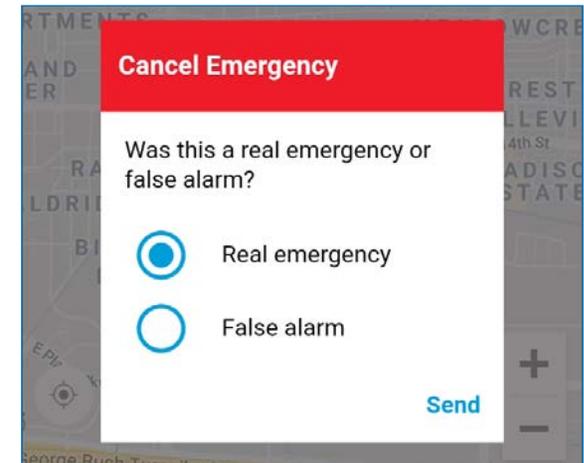
To end the emergency, you as the emergency originator must cancel the emergency state. An authorized user, typically a supervisor or dispatcher, may cancel the emergency on your behalf. Your administrator may disable permission for you to cancel the emergency. In this case, an authorized user, must cancel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

### Cancel an Emergency

1. Touch and hold the Emergency button while in an emergency. The “Cancel Emergency” window displays.



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



3. Touch or tap the desired response for canceling the emergency.
4. Touch or tap Send. The emergency is canceled and a message indicating that the emergency is canceled is displayed.

## Authorized User

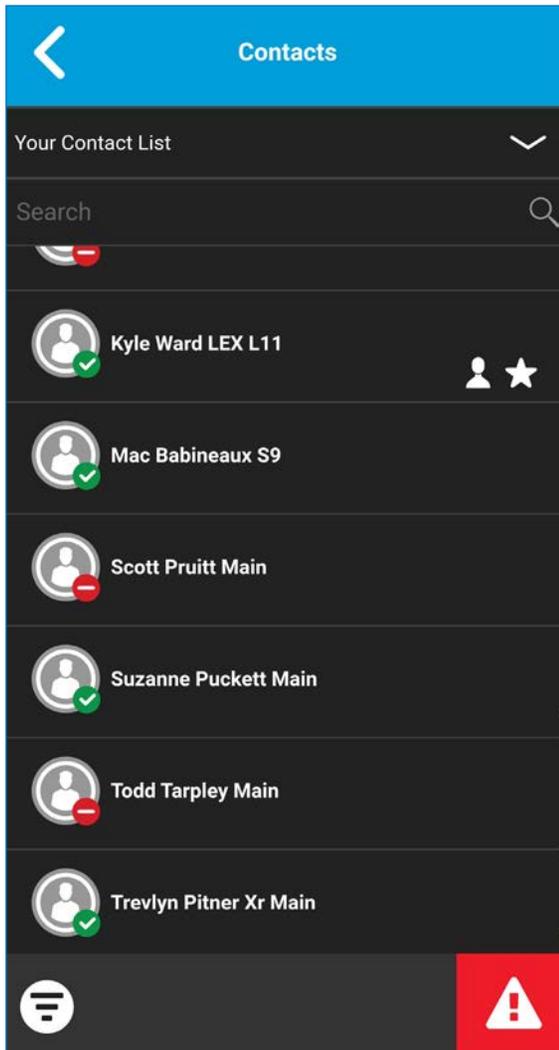
### Declaring an Emergency on behalf of Another User

Your corporate administrator may give you the ability to remotely declare emergency for another user. The Authorized User touches the Emergency start.

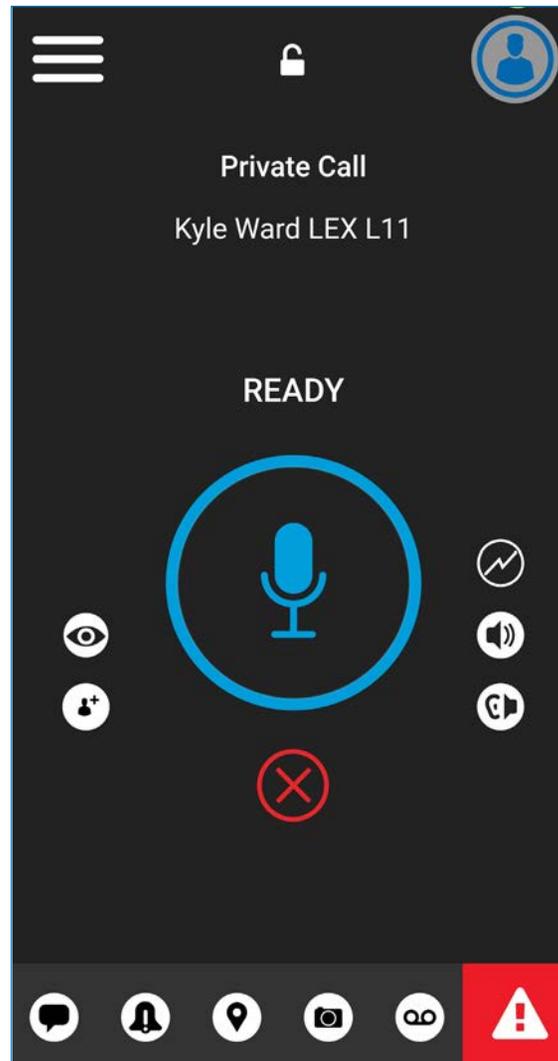
**Note:** If you have the ability to remotely start emergency for one or more users, you are called an Authorized User.

While a user is in emergency, you can view information about the user such as location, battery level, and signal strength that is sent at the beginning of the emergency call. For more details, see “User Check and Monitoring (Optional)” section.

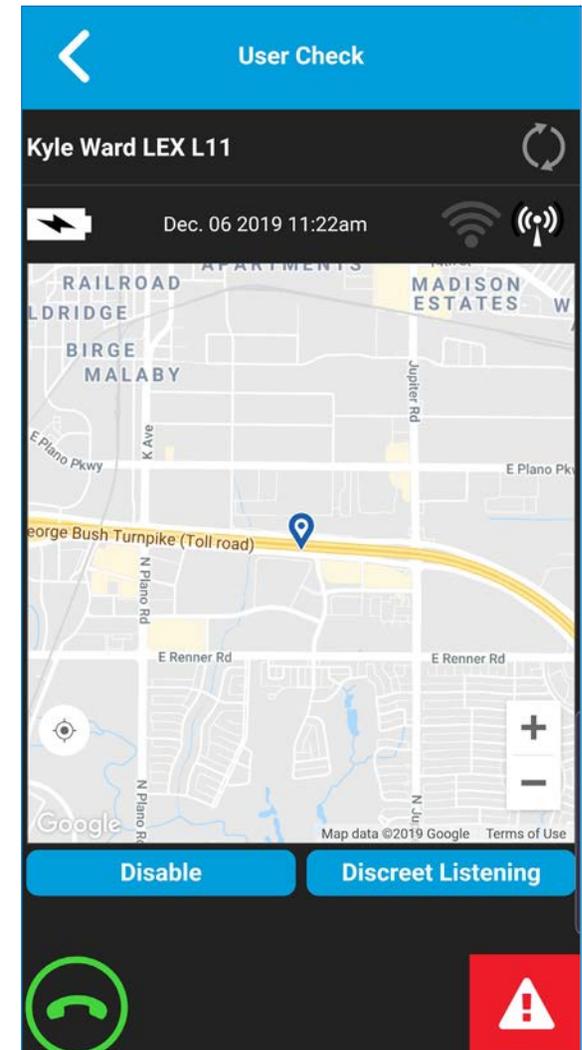
1. From the main screen, tap or touch the **Contacts** icon located in the upper-right of the screen. The “Contacts list” displays.



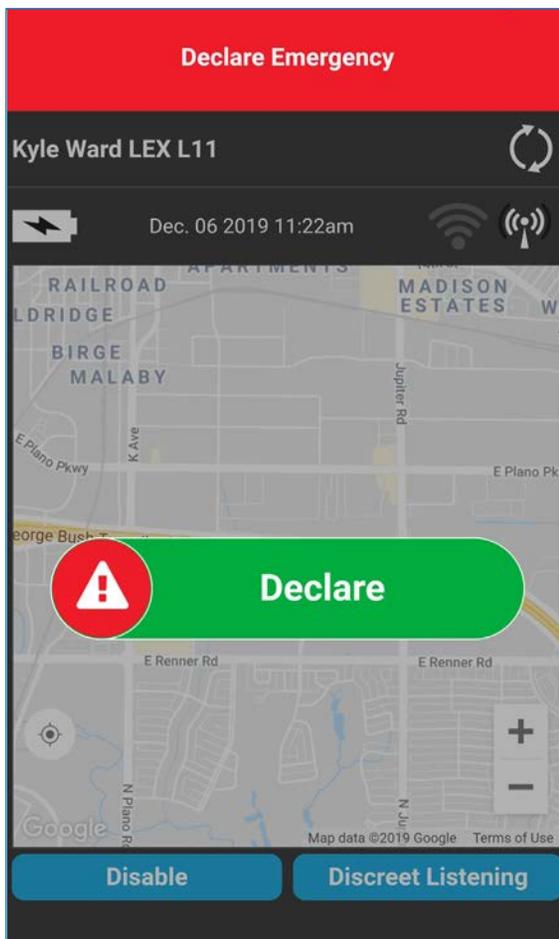
2. Tap or touch the **Contact**. The “Private Call” screen displays.



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



- Touch and hold the Emergency Button. The “Declare emergency” slider displays.



- Swipe the Declare slider to the right to declare emergency. The message, “Remote emergency declared” displays.

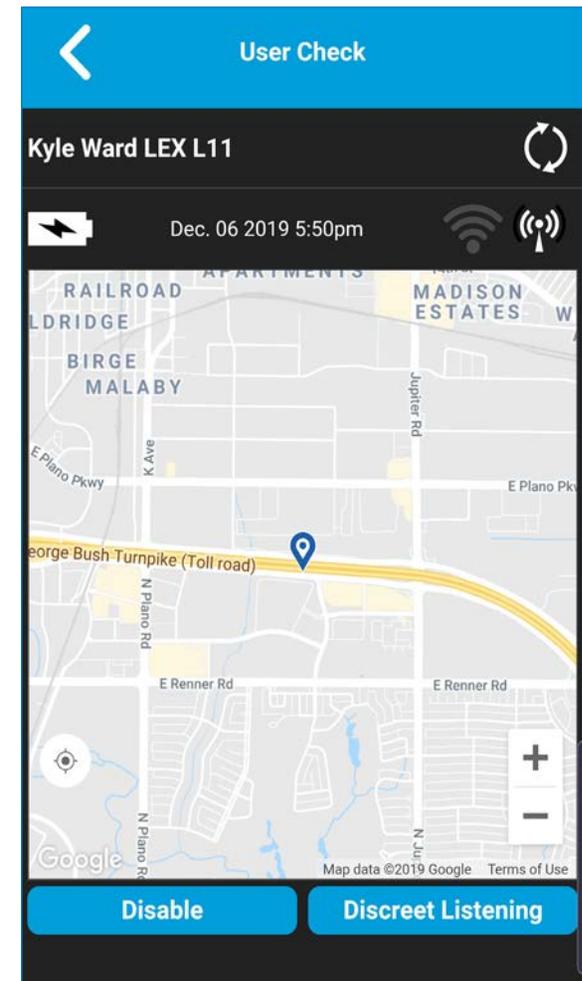
- To cancel an emergency, see “Canceling an Emergency” section. The emergency can be canceled by the user or remotely.

#### Enable or Disable EPTT Service for Another User

An authorized user can disable EPTT service on a remote device. Once disabled, the user’s device no longer has access to EPTT and other services. Authorized users can be dispatchers or other mobile users. The remote device can also be enabled to access to EPTT and other services.

To disable EPTT service:

- Initiate User Check. See “Enable User Check” section for more details.

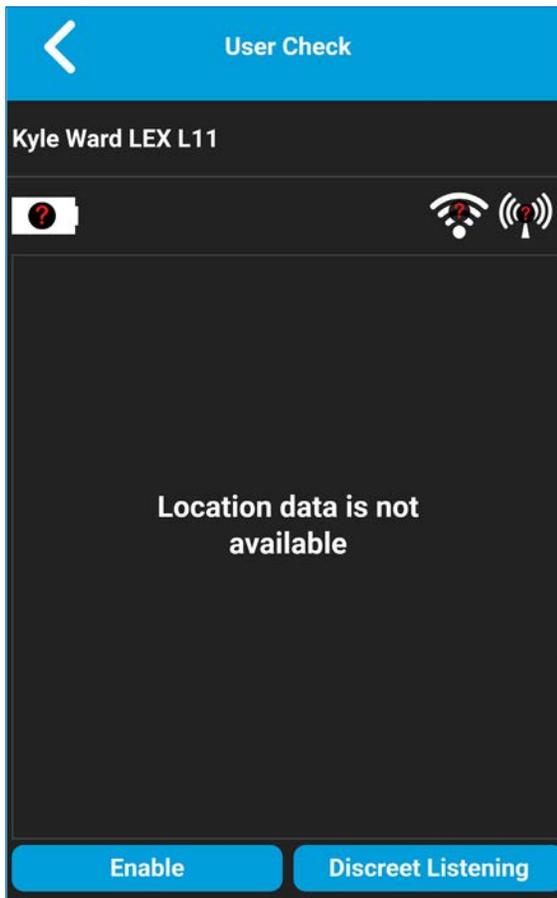


- Tap or touch the **Disable** button. A “Confirmation” window displays stating that the remote device will not be able to use EPTT services while disabled. Continue?

3. Tap or touch **Yes** to continue or **No** to cancel. If Yes, the remote device EPTT application is terminated. If the remote device attempts to run the EPTT application, a Service Suspended message is displayed, *“EPTT Service is currently suspended. Please contact your Corporate Administrator.”*

To enable EPTT service:

1. Initiate User Check. See “Enable User Check” section for more details.
2. Tap or touch the **Enable** button. The remote device must run the EPTT application to communicate.



3. Tap or touch the **Refresh** button until you see the location data.

## User Check and Monitoring (Optional)

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. When invoked, the following information is available to the authorized user:

**Note:** Your corporate administrator configures authorized users for Remote Supervision.

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

- User Check Icons
- Enable User Check
- Monitor Device Location
- Monitor Device Cellular Network Signal Strength
- Monitor Device Wi-Fi Signal Strength
- Monitor Device Battery Level
- Authorized User
  - Enable or Disable EPTT Service for a Another User
  - Enable or Disable Discreet Listening of Another User

### User Check Icons

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

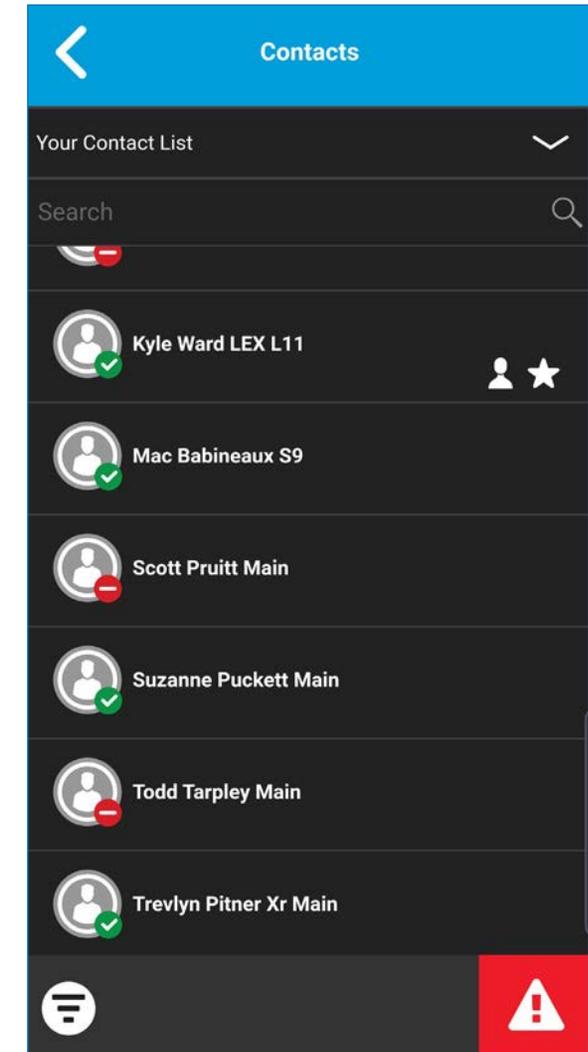
### Enable User Check

On your device, user check can be enabled by one of two methods: through the context menus or the main screen user check icon.

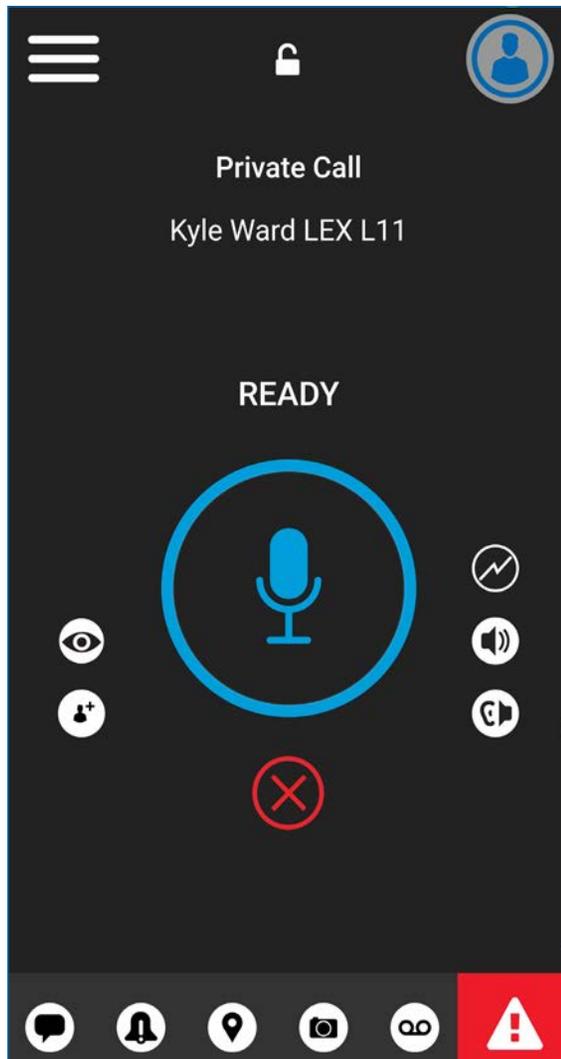
To enable user check from the main screen:

1. From the main screen, tap or touch the **Contacts** icon located in the upper-right of the screen. The Contacts list displays.

**Note:** User Check can be enabled from the main screen during an emergency.

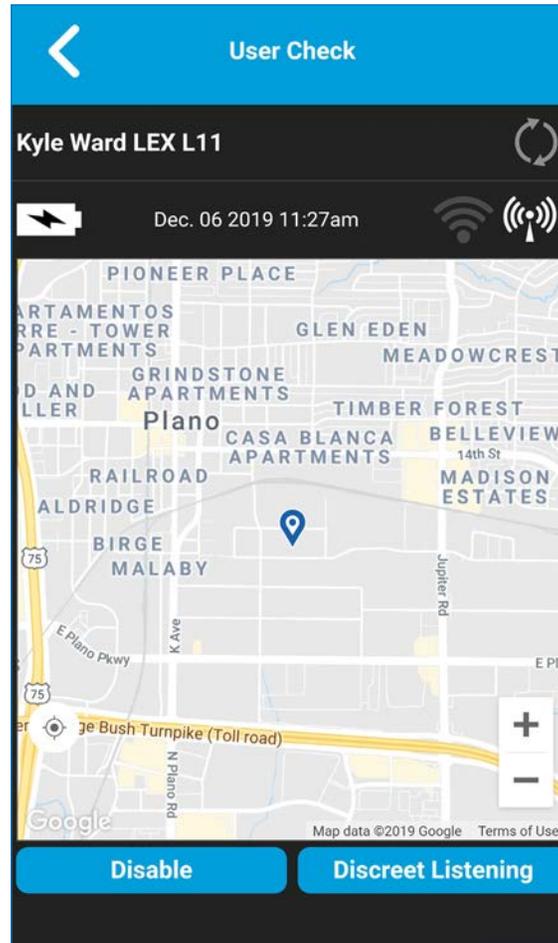


2. Tap or touch the contact. The “Private Call” screen displays.



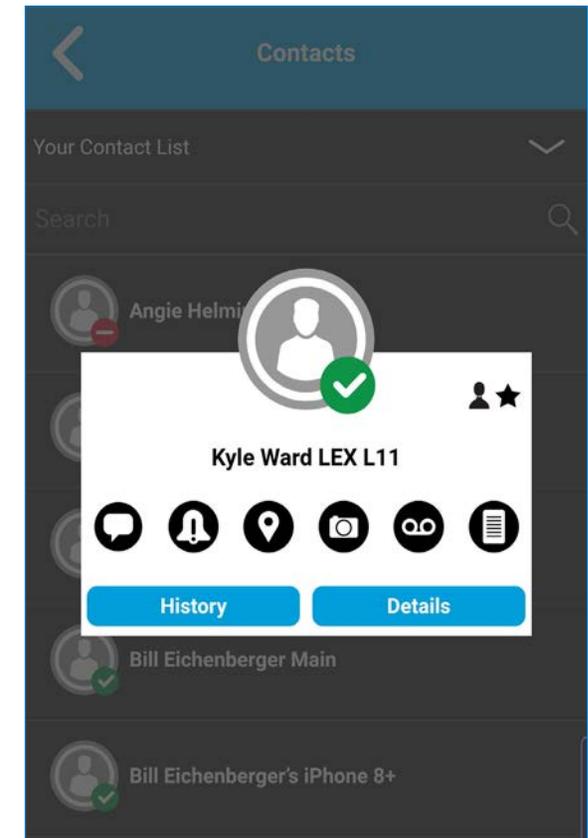
3. Tap or touch the User Check icon located to the right of the PTT button. The message, “Loading User Check” displays.

4. The “User Check” screen displays.

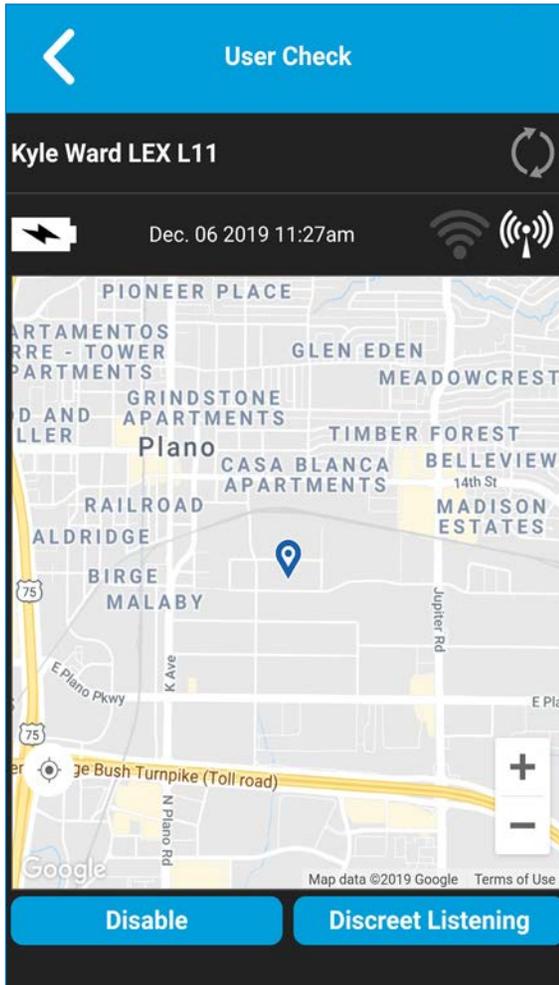


To enable user check from contacts:

1. From the contacts, touch and hold the contact. The context menu displays.



2. Tap or touch the User Check icon on the action bar. The message, “Loading User Check” displays.
3. The “User Check” screen displays.



## Monitor Device Location

The “User Check” screen displays the user’s location on a map if the location is available. The information is not updated in realtime. The time is shown next to the battery level indicator when the user sent the location.

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

## Monitor Device Cellular Network Signal Strength

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

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

## Monitor Device Wi-Fi Signal Strength

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

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

## Monitor Device Battery Level

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

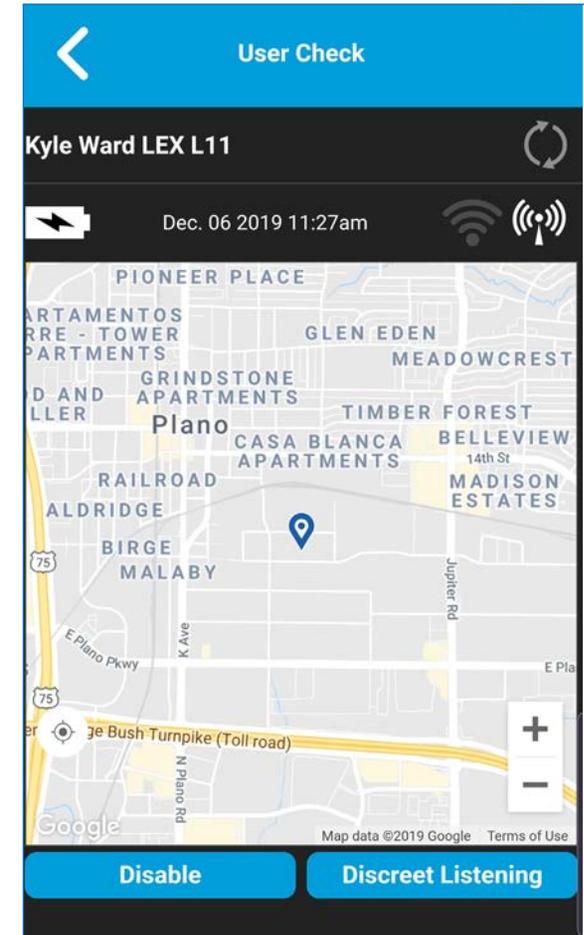
## Authorized User

Enable or Disable EPTT Service for a Another User

If you are an authorized user, you can disable EPTT service for the user(s) you are authorized. Once service is disabled, the user can no longer use EPTT 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 EPTT and other services.

To disable EPTT service:

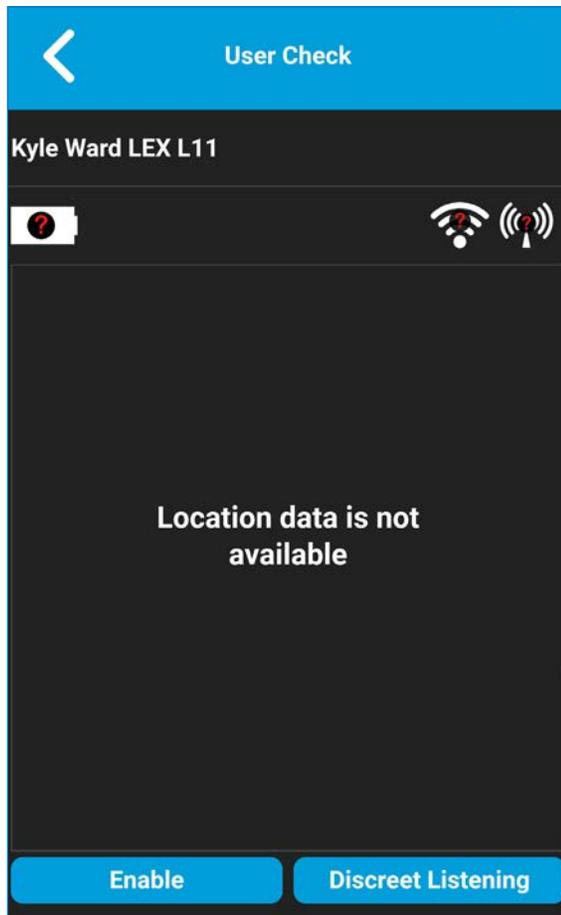
1. Initiate User Check. See “Enable User Check” section for more details.



2. Tap or touch the **Disable** button. A “Confirmation” window displays stating that the remote device will not be able to use EPTT services while disabled.
3. Tap or touch **Yes** to confirm that you want to disable EPTT service for the user or **No** to cancel. While the user’s EPTT service is disabled, they see a message indicating that EPTT service is suspended. If the remote device attempts to run the EPTT application, a Service Suspended message is displayed, “*EPTT Service is currently suspended. Please contact your Corporate Administrator.*”

To enable EPTT service:

1. Initiate User Check. See “Enable User Check” section for more details.
2. Tap or touch the **Enable** button. The remote device must run the EPTT application to communicate.



3. Tap or touch the Refresh button to see the user's location data.

### Declaring an Emergency on Behalf of Another User

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

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

### Enable or Disable Discreet Listening of Another User

An authorized user can remotely activate Discreet listening to listen to any call, to and from the selected user. Once activated, the Discreet listening remains active until it is canceled. Once discreet listening is turned on, it will apply to the next call made or received by the target user. It does not apply to a call already in progress. An authorized user cannot receive calls in this mode except emergency and broadcast calls. Your administrator configures Discreet listening.

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

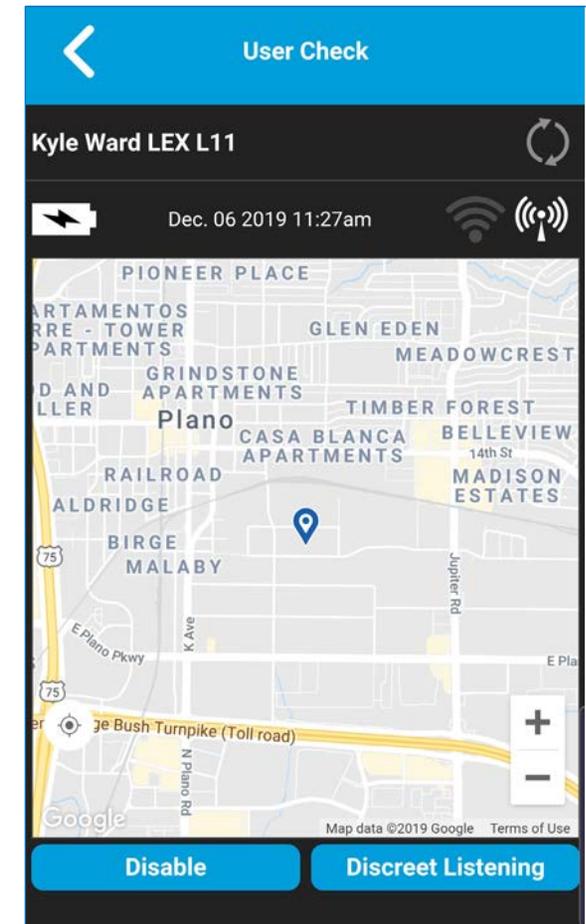
While discreet listening call is in progress, the authorized user will not be pre-empted except for broadcast or emergency calls. While the target user is idle, any incoming calls received by the authorized user will disable discreet listening.

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

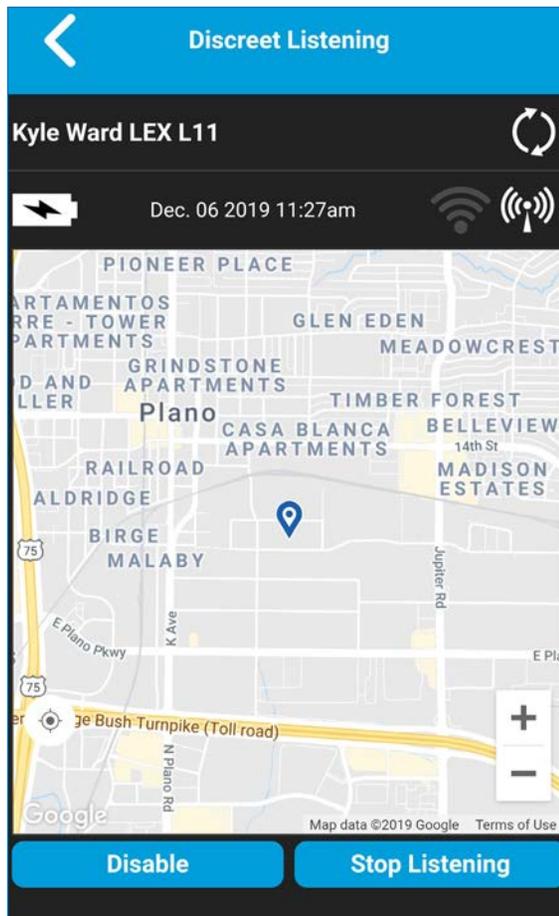
You remain in Discreet Listening mode until you disable it or you receive any other PTT calls when the target user is idle. If you try to leave this screen using the Stop Listening button, the following status message displays, “Discreet Listening session has ended.”

To enable discreet listening:

1. Initiate User Check. See “Enable User Check” section for more details.



- Tap or touch the Discreet Listening button. The message, “*Discreet Listening session activated*” and the “Discreet Listening” window displays.



You will 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.*”

To disable discreet listening:

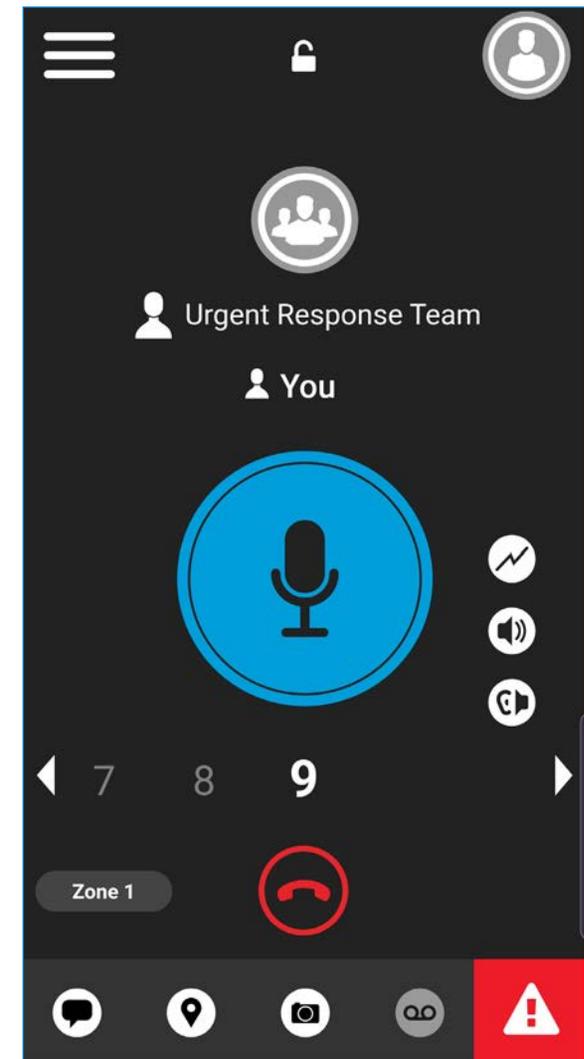
From the “Discreet Listening” window, tap or touch the Stop Listening button. The message, “*Discreet Listening session ended*” displays.

### Supervisory Override

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

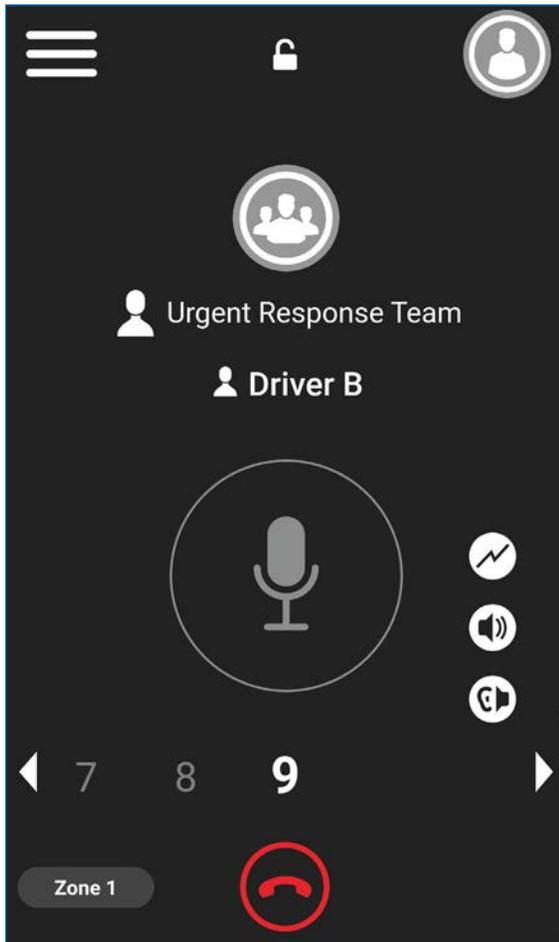
### Supervisor Talkgroup

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



## Non-Supervisor Talkgroup Members

A non-supervisor talkgroup member will be able to identify supervisors by an icon next to the supervisor's name in the status bar when the supervisor has taken the floor.



## Alerts

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

- Instant Personal Alert (IPA)
  - Sending an Alert
  - Receiving an Alert
- Multiple Instant Personal Alerts per Caller
- How to Set the EPTT Alert Volume

### Instant Personal Alert (IPA)

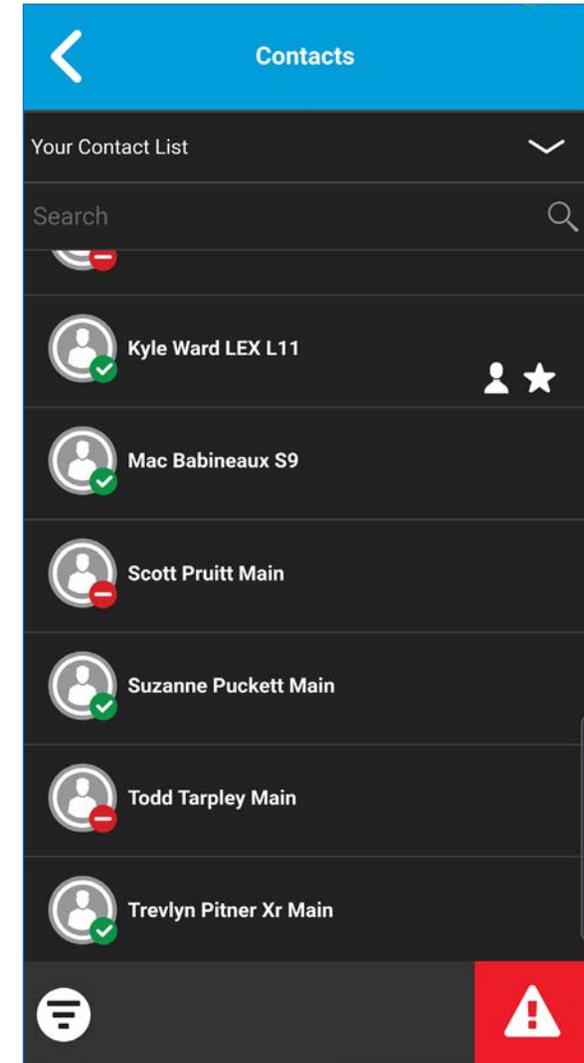
An Instant Personal Alert (IPA) is a notification that you can send to another PTT contact to request a callback or receive from a PTT contact. Instant Personal Alerts can only be sent or received by individual contacts.

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

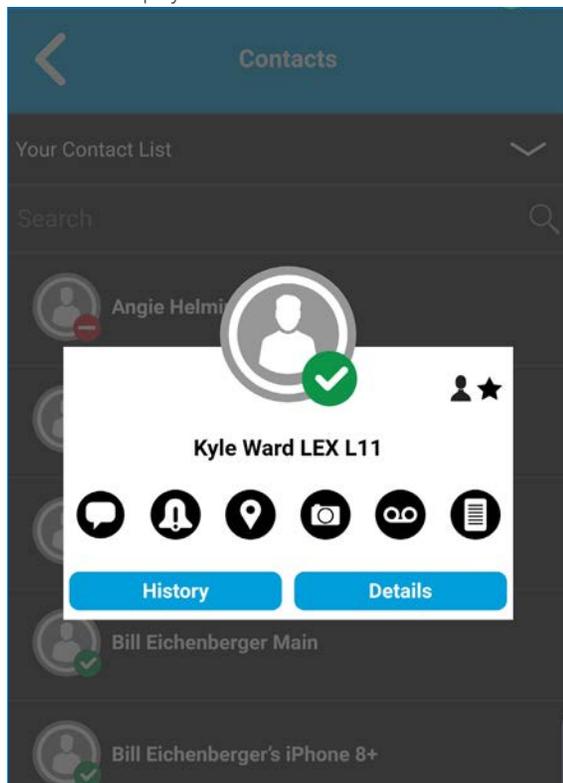
#### Sending an Alert

1. Find a contact from the contact list.

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



2. Touch and hold on the contact name. The context menu displays.

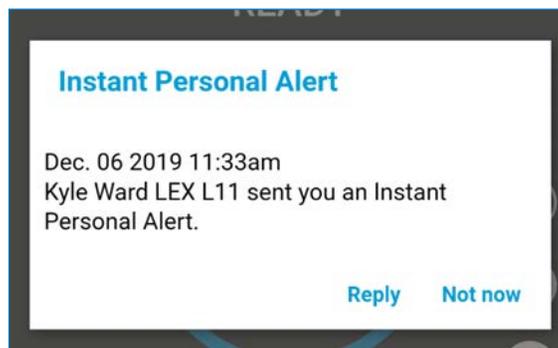


3. Tap the Alert button to send the alert to the selected person. An Alert Sent information message is displayed.

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

### Receiving an Alert

1. Whenever someone sends you an alert, the EPTT application will notify you with a persistent alert dialog displayed and an audible tone is played (subject to Silent Mode behavior).



### IPA Behavior

The IPA behavior is based on the following settings:

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

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

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

2. You can call the person back by tapping the Reply button. If your phone has a PTT button, you can also press it to call the person back while the alert is displayed.

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

### Multiple Instant Personal Alerts per Caller

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

### How to Set the EPTT Alert Volume

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

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

## Real-Time Presence

This section describes real-time presence using the Enhanced Push-to-Talk (EPTT) application. This section is organized as follows:

- My Presence
- PTT Contact Presence

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

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

## My Presence

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



### Meaning of Presence

“Available” – You are logged into the EPTT application, ready to receive PTT calls and Instant Personal Alerts (IPA).

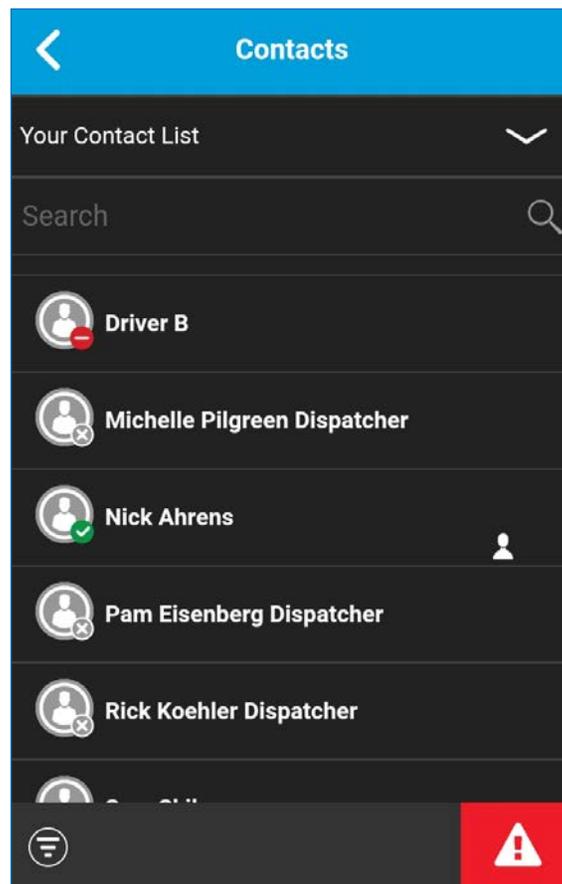
“Offline” – You are logged out from the EPTT application and will not be able to receive PTT calls and alerts.

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



## PTT Contact Presence

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



### Meaning of “Available”, DND and “Offline”

“Available” – The PTT contact is logged into the EPTT application, ready to receive PTT Calls and Instant Personal Alerts.

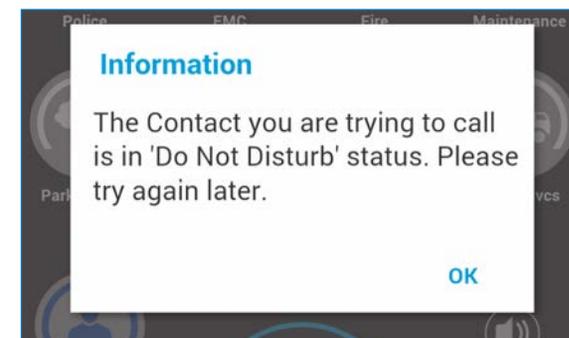
“Offline” – The PTT contact is logged out from the EPTT application and will not be able to receive PTT Calls and alerts.

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

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

### Calling Restrictions

When a contact is in the “DND” state, you cannot place a PTT call to that contact. If you try to make a call to a contact with the “DND” status, you will see the following message, “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 actually be in a “Do Not Disturb” or “Offline” state. In this case, you may try to call any contact. If the called subscriber is not available, you will receive an error message. For more

details, see “Calling a Contact That is ‘Offline’ or has a ‘Do Not Disturb’ (‘DND’) Status”.

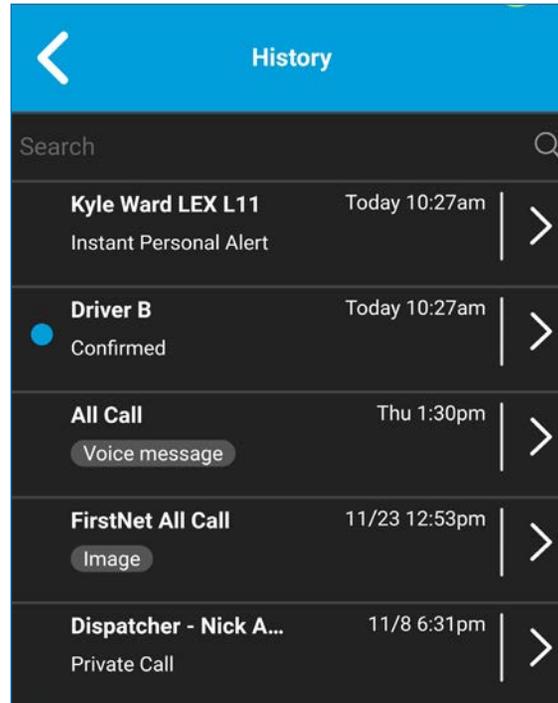
## History

This section describes the History screen using the Enhanced Push-to-Talk (EPTT) application. The history holds all the conversation history of contacts, groups as well as quick group calls and is organized as follows:

- Access the History Screen
- Search History
- History Icons
- Access Conversation Details
- Make a PTT call
- Delete History
- Clear All History
- Delete Message
- Forward a Message
- Send a Photo or a Video

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

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



### Access the History Screen

From the Menu, tap the History option located at the upper left of the screen.

### Search History

You can use the search box to search for history. To search History, see the “Searching” section for more information.

### History Icons

For more information on the History icons, see the “History Icons” section.

### Access Conversation Details

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

From the conversation details screen, you can view history, send alerts, read and send messages.

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

### Make a PTT call

1. To make a PTT call, tap the history entry. The Call screen displays.
2. Press and hold the PTT button or the on-screen PTT button to talk.

See the “Call from History” section for more information.

### Delete History

You can delete any history entry.

1. From the top-level screen, tap and hold the history entry. A context menu displays.
2. Tap the Delete History option. “*The History for this contact or group will be removed. Continue?*” displays.
3. Tap Yes to delete or No to cancel.

### Clear All History

You can clear all history entries.

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. Tap Yes to delete or No to cancel.

## Delete Message

You can delete a message to a contact on the details screen.

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. Tap **Yes** to delete or **No** to cancel.

## Forward a Message

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

## Send a Photo or a Video

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

## Favorites

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

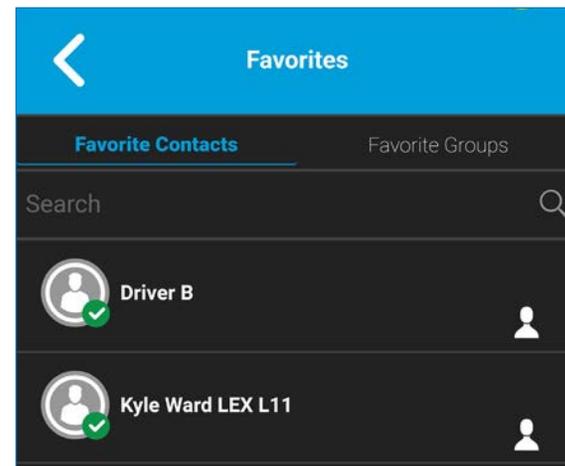
This section is organized as follows:

- Favorite Icon
- Search Favorites
- View or Edit Favorite Contacts
- Add Favorite Contacts
- Remove Favorite Contacts
- View or Edit Favorite Groups
- Add Favorite Groups
- Remove Favorite Groups

### Maximum Number of Favorites

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

Favorites	
Contacts (total)	300
Groups (total)	50



### Favorite Icon

For more information on the Favorites icon, see the “Miscellaneous Icons” section.

### Search Favorites

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

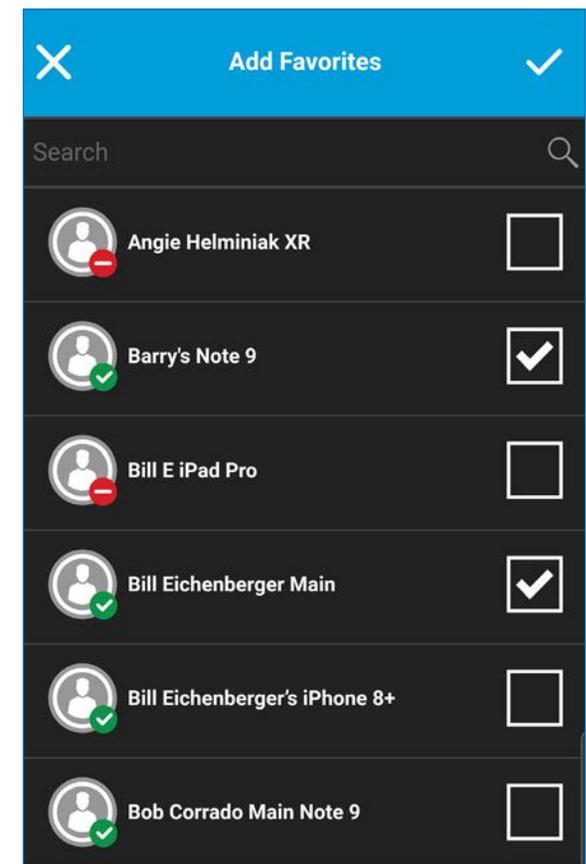
### View or Edit Favorite Contacts

The Favorite Contacts screen shows a list of all your favorite PTT contacts. You can view or edit favorite contacts using the Menu or Contact Details screen.

## Add Favorite Contacts

The list of personal favorite contacts is shown on the Favorite Contacts screen. To add a contact as a favorite, use the following steps:

1. From the Menu, tap the Favorites option. The Favorites screen displays.
2. Tap the “Favorite Contacts” tab, tap the Add button on the Action bar. The Add Favorites screen displays.



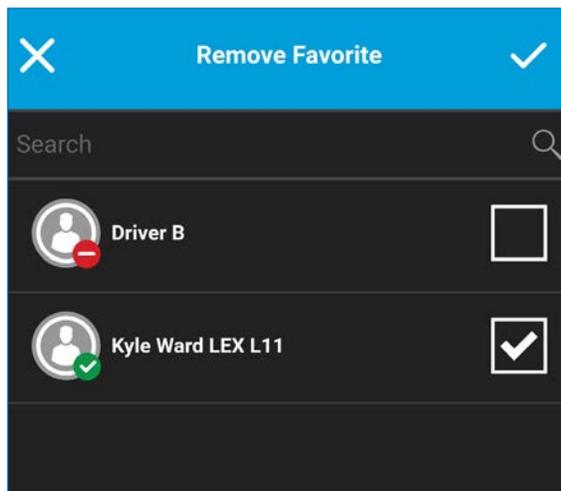
3. Scroll and select one or more contacts to add as a favorite.

4. Tap the **Save** button on the title bar to save your favorite. The Favorite Contacts screen displays.
5. Tap the **Save** button on the Title bar to save your favorite. The Favorite Contacts screen displays.

## Remove Favorite Contacts

The list of personal favorite contacts is shown on the “Favorite Contacts” screen. To remove a contact as a favorite, use the following steps:

1. From the Menu, tap the **Favorites** option. The “Favorites” screen displays.
2. Tap the “Favorites Contacts” tab, tap the **Remove** button on the Action bar. The “Remove Favorites” screen displays.



3. Scroll and select one or more contacts to remove.
4. Tap the **Save** button in the title bar. A confirmation message displays, “*You are about to remove n contact from favorites. Are you sure?*”
5. Tap **Yes** to continue or **No** to cancel. If **Yes**, then the contact is removed from the favorites.

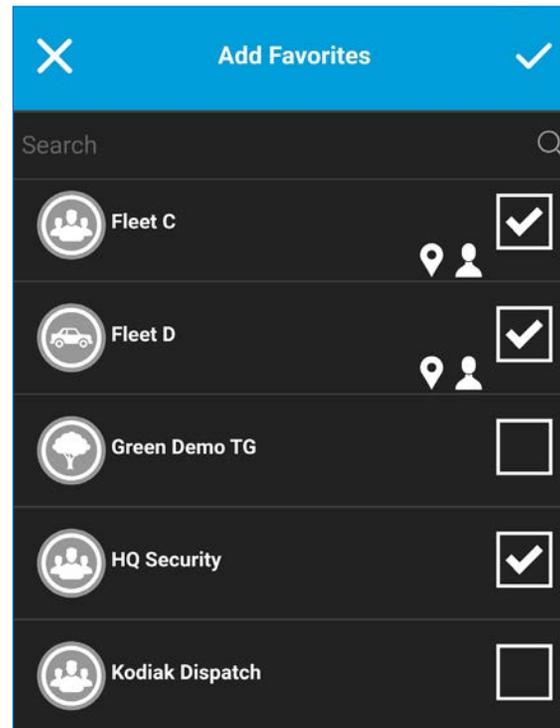
## View or Edit Favorite Groups

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

## Add Favorite Group

The list of personal favorite groups is shown on the “Favorite Groups” screen. To add a group as a favorite, use the following steps:

1. From the Menu, tap the **Favorites** option. The “Favorites” screen displays.
2. Tap the “Favorite Groups” tab, tap the **Add** button on the Action bar, and select one or more groups. The Add Favorites screen displays.

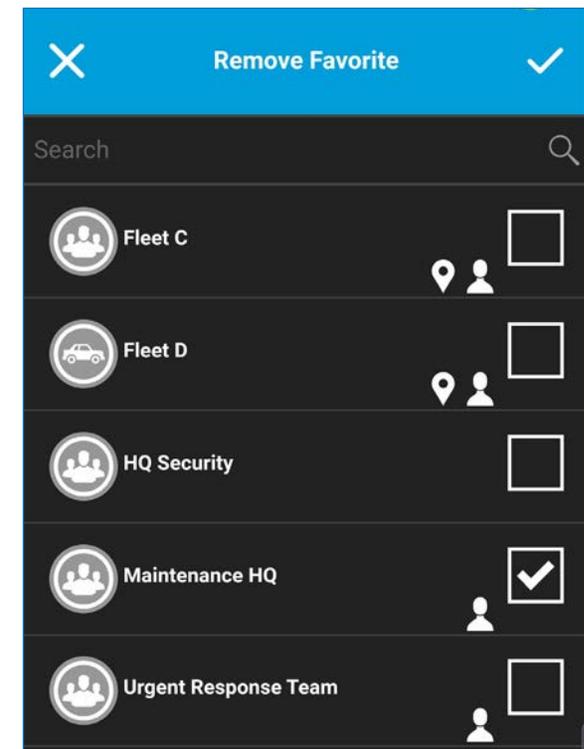


3. Tap the **Save** button on the title bar to save the group. The group is shown in the “Favorites” screen under Groups.

## Remove Favorite Groups

The list of personal favorite groups is shown on the Favorite Groups screen. To remove a group as a favorite, use the following steps:

1. From the Menu, tap the **Favorites** option. The “Favorites” screen displays.
2. Tap “Favorites Groups” tab, tap the **Remove** button on the action bar. The “Remove Favorites” screen displays.



3. Select one or more favorite to remove.
4. Tap the **Save** button on the title bar to remove the group as a favorite. A confirmation message displays, *“You are about to remove n group from favorites. Are you sure?”*
5. Tap **Yes** to continue or **No** to cancel. If Yes, then the group is now removed from the “Favorites Groups” screen.

## Contacts

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

- Contact Icon
  - Search Contacts
    - Your Contact List
- View Contacts
  - Contact List Sorting
  - Show or hide “Offline” contacts
- View Contact Details
- Edit Contact Details
  - Add or change a contact avatar
  - Change contact color
  - Make contact a favorite or remove as a favorite

### Administrator Contacts

PTT contacts are managed by an administrator. Administrator-managed contacts cannot be deleted or changed from within the EPTT application.

### Maximum Number of Allowed Contacts

The maximum number of contacts allowed on your phone is 1,000.

## Contact Icon

For more information on the Contacts icon, see the “Contacts Icons” section.

## Search Contacts

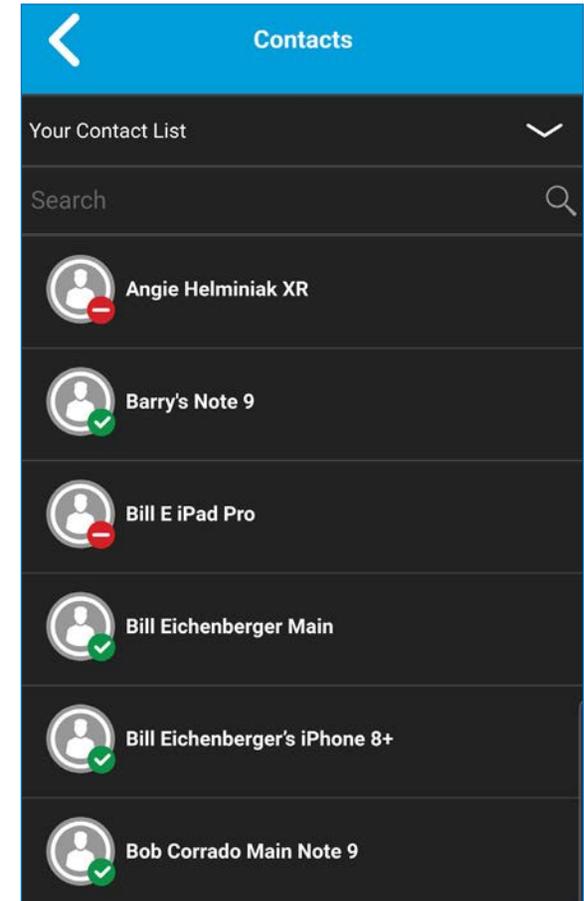
You can use the search box to search for your contacts as described below.

### Your Contact List

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

## View Contacts

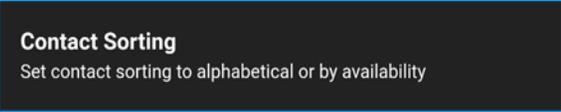
The Contact List shows your PTT contacts added by an administrator. You can sort the contacts based on alphabetical order or based on the availability of the contacts from the application settings.



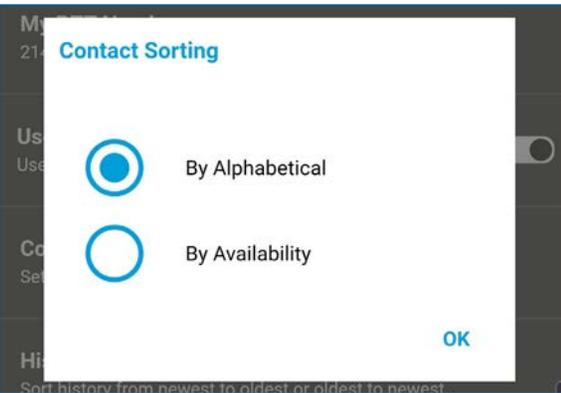
### Contact List Sorting

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

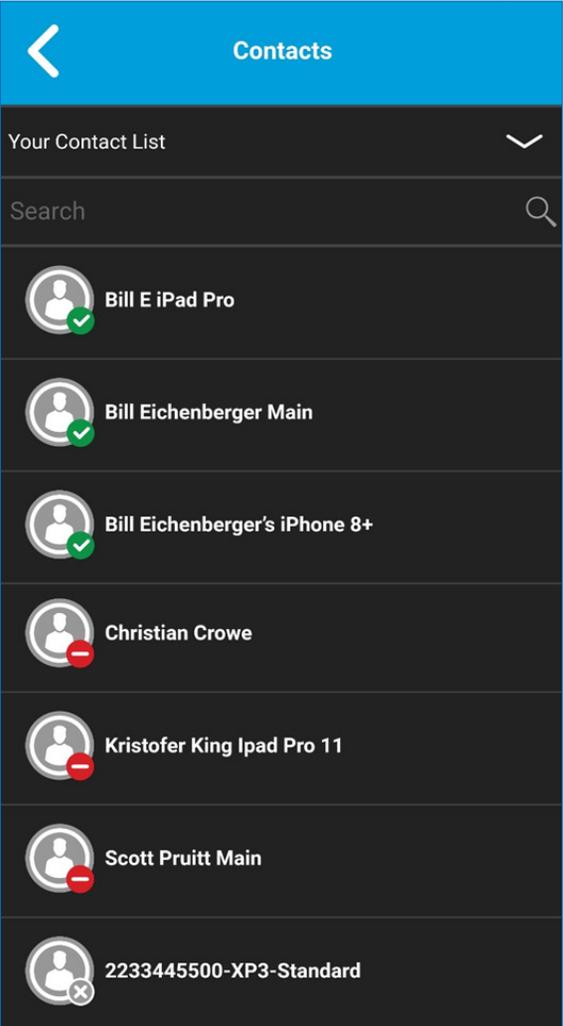
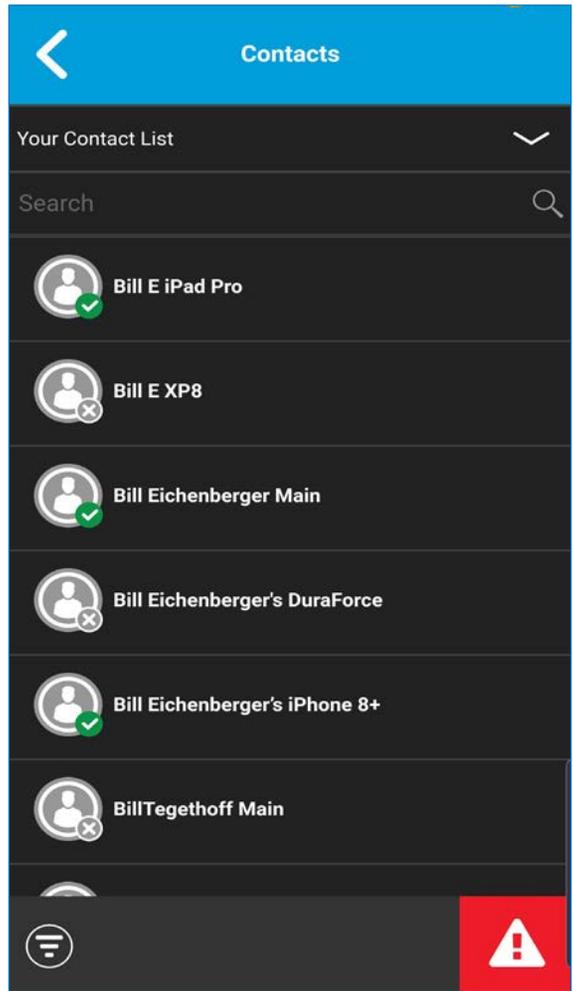
1. From within the EPTT application Main screen, tap the Menu.
2. Choose the "Settings" option.
3. Tap on Contact Sorting setting. A pop-up displays.



4. Select either By Alphabetical or By Availability.



5. Tap the Back button located on the top of the screen. You will be able to see the contact list sorted according to your selection, either alphabetically or by availability..



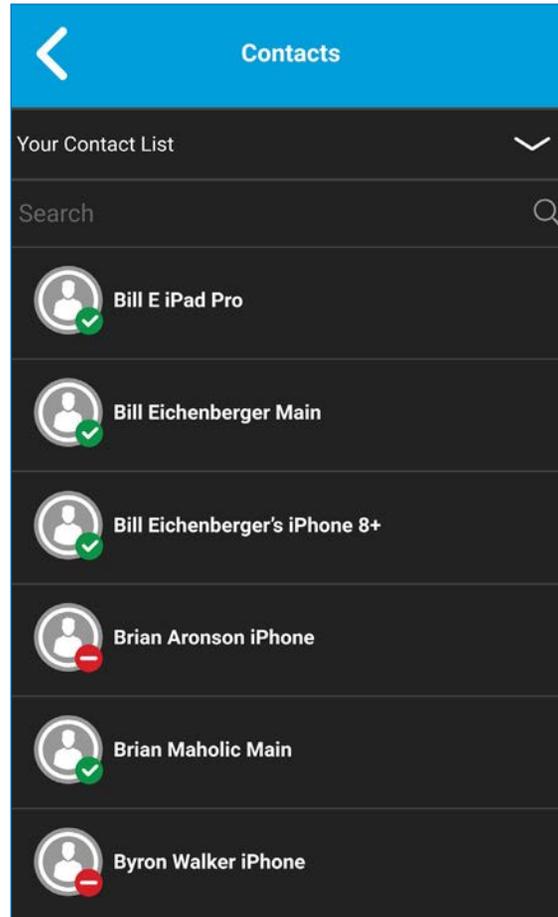
## Show or Hide “Offline” Contacts

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 contact list will update each time a contact changes from online to “Offline” or vice versa.

**Tip:** If all your contacts are currently “Offline”, you will 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.

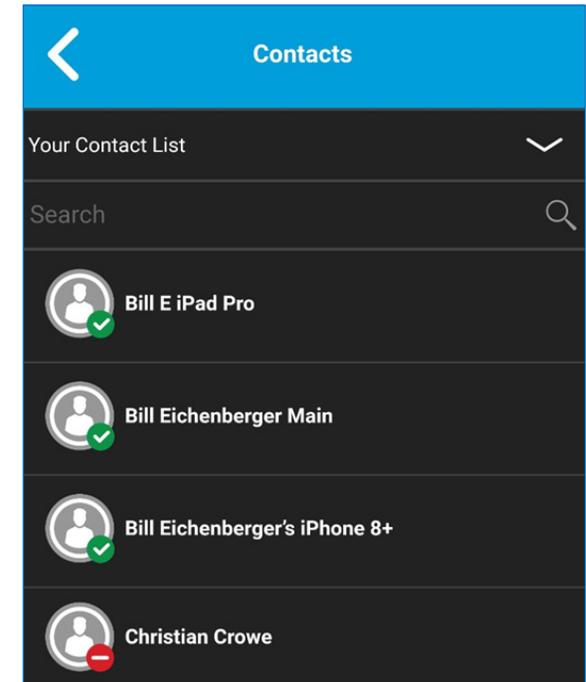
To show only online contacts:

1. While viewing the contacts list, click the Hide “Offline” button located on the bottom of the screen.
2. The contact list will now show only the contacts that are either “Available” or “Do Not Disturb”.



To show all contacts:

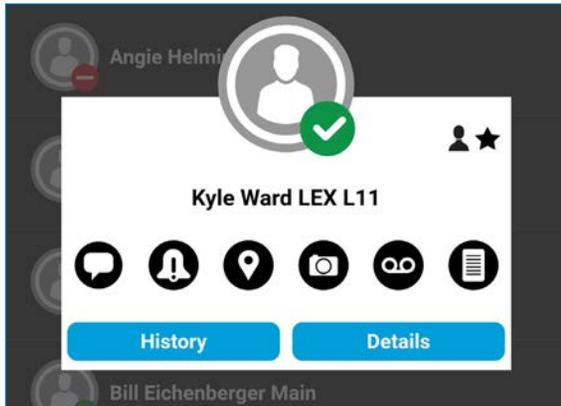
1. While showing only the online contacts in the contacts list, click the Show “Offline” button at the bottom of the screen.



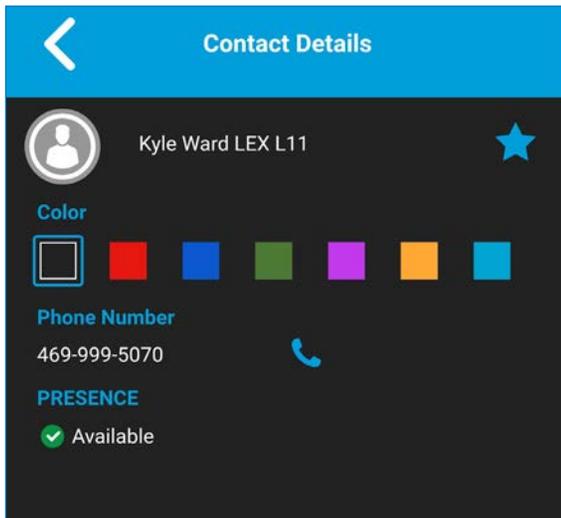
2. The contact list will now show all the contacts, including those that are “Available”, or “Do Not Disturb”.

## View Contact Details

1. Find a contact from the contact list, touch and hold on the contact name. A context menu displays.



2. Tap the Contact Details option in the context menu. The Contact Details screen will be displayed.



**Note:** To edit the contact details, see the “Edit Contact Details” section.

## 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. The contact needs to be deleted and then added back with a new number. To view the Contact Details, see the “View Contacts” section.

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

- Add or change a contact avatar
- Change contact color
- Make contact a favorite or remove as a favorite

### Add or change a contact avatar

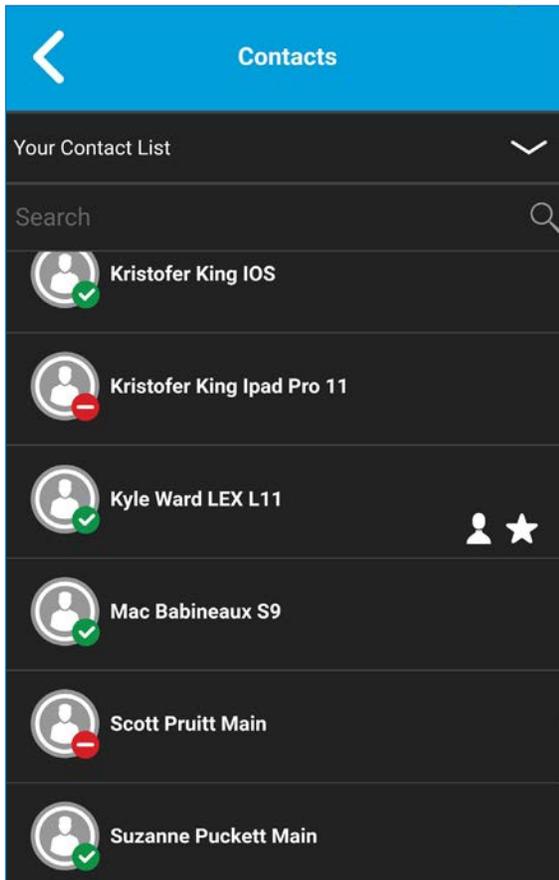
1. Tap the Avatar option. The Select Avatar screen displays. For list of all avatars available and their definitions, see the “Avatar Icons” section.



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

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

3. Tap the Save button on the Contact Details screen. The selected avatar will be assigned to the contact and displayed next to the contact name.

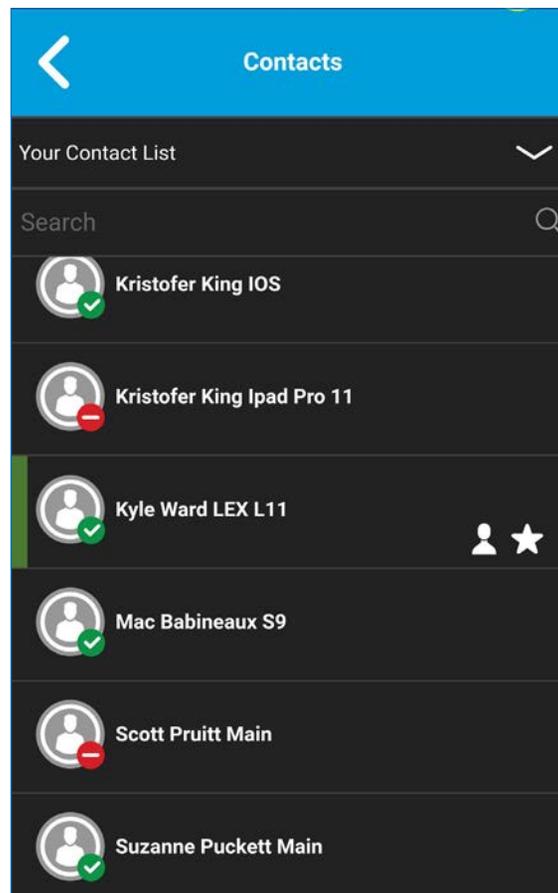


#### Change contact color

1. Select a color from the list.



2. Tap the Save button on the Contact Details screen. The selected color will be assigned to the contact.



#### Make contact a favorite or remove as a favorite

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

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

## Talkgroups

This section describes the Push-to-Talk (PTT) talkgroups using the Enhanced Push-to-Talk (EPTT) application and is organized as follows:

- Talkgroup Icons
- Search Talkgroups
- View Talkgroups
- Call Permissions
- Channels and Zones
  - View Channels
  - View Zones
- Area-Based Talkgroups (optional)
- View Group Details
  - Broadcast Talkgroup details (broadcasters only)
- Edit Group Details
  - Change group color
  - Make group a favorite or remove as a favorite

The talkgroups and position assignments are managed by an administrator.

#### Maximum Number of Allowed Talkgroups

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

Administrator-managed	
Talkgroups	96
Members per talkgroup	250

#### Talkgroup Icons

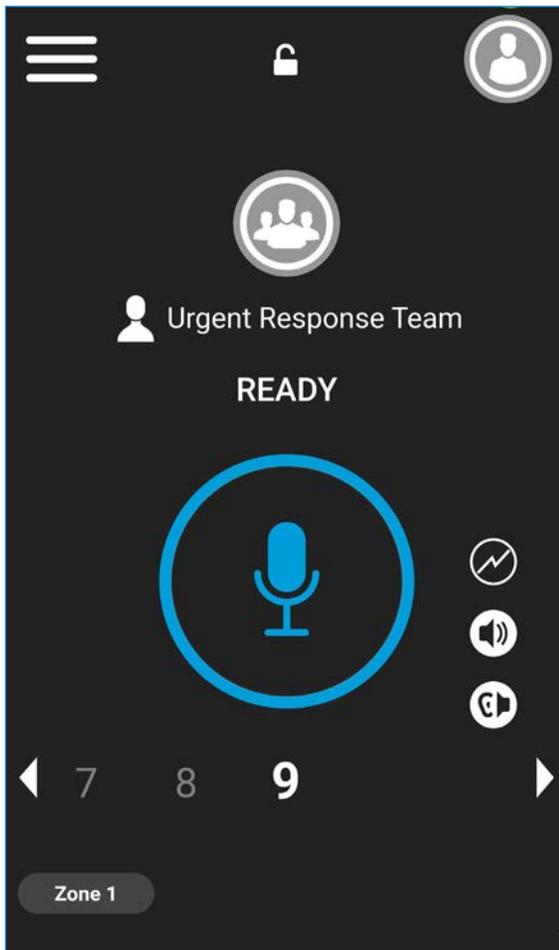
For more information on the Talkgroup icons, see the "Talkgroup Icons" section.

## Search Talkgroups

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

## View Talkgroups

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



## Call Permissions

### Call Permissions

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

#### In Call

##### Listen and Talk

While **In Call** permission is set to **Listen and Talk**, PTT user is allowed to listen to the PTT call as well as allowed to transmit/talk to the active PTT call. This is the default permission to all the talkgroup members.

##### Listen Only

While **In Call** permission is set to **Listen only**, PTT user is only allowed to listen to the PTT call but NOT allowed to transmit/talk to the active PTT call.

#### Call Initiation

##### Allow

When set to **Allow**, PTT user is allowed to initiate new PTT call to the predefined talkgroup. PTT user is also allowed to rejoin to the call that is missed due to network issues, busy in other call etc., reasons. This is the default permission for all talkgroup members.

##### Do not Allow

When set to **Do not Allow**, PTT user is NOT allowed to initiate new PTT call or rejoin existing active PTT call.

#### Call Receiving

##### Allow

When set to **Allow**, PTT user is configured to receive all the calls on the predefined talkgroup that user is part of. PTT user is paged for all the calls that are initiated on the talkgroup by other members. There is no retry for paging if user missed the call for any reason. This is the default permission to all the talkgroup members.

## Do not Allow

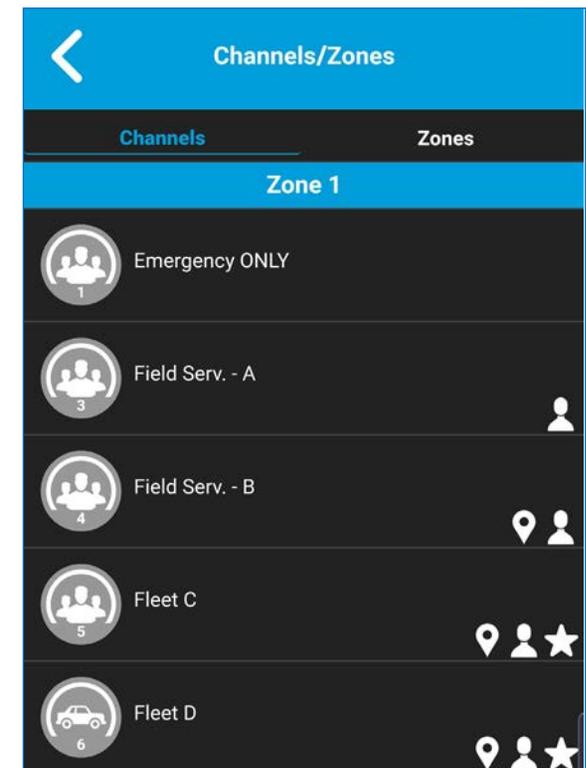
When set to **Do not Allow**, PTT user is NOT allowed to receive any incoming PTT call. PTT user is not paged for any calls that are initiated on that talkgroup by other members.

## 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 the corporate administrator.

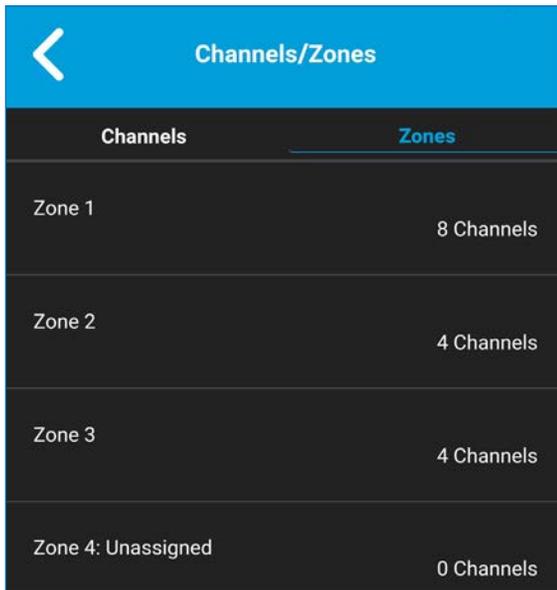
### View Channels

1. To view your assigned channels, tap or touch the Zone button from the main screen.
2. Tap or touch the “Channels” tab.



## View Zones

1. To view your assigned zones, tap or touch the **Zone** button from the main screen.
2. Tap or touch the “Zones” tab.



Channels	Zones
Zone 1	8 Channels
Zone 2	4 Channels
Zone 3	4 Channels
Zone 4: Unassigned	0 Channels

## Area-Based Talkgroups

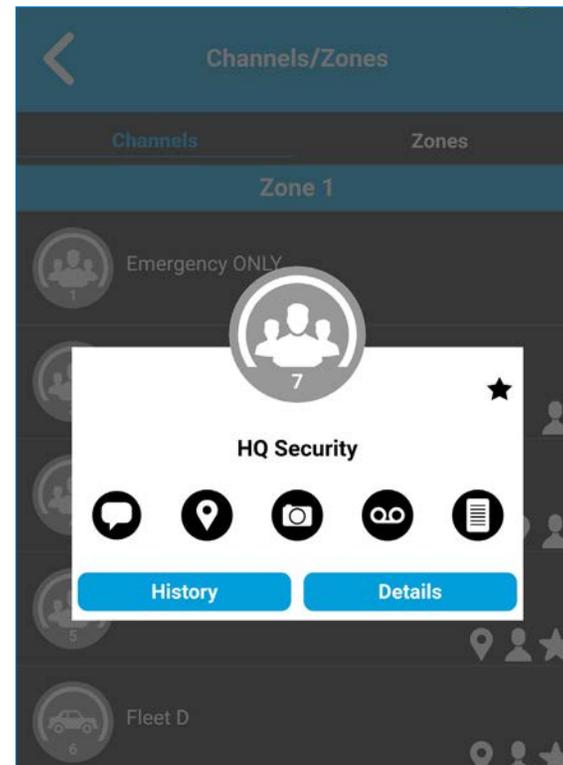
Area-based groups are setup and managed by dispatch user. It is available to members dynamically while the user is in a geographical area (as defined by a dispatch user). As talkgroup members enter a geographic area, the talkgroup is shared and shown in the top of the channel list. The member list cannot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

You will receive calls for area-based talkgroups when talkgroup scanning is turned off or on. Area-based group 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 existing call, PTT users are not added to the call but start receiving new calls after entering the area.

## View Group Details

1. Find a group from the group list and tap and hold. A context menu displays.



2. Tap the **Details** option in the menu. The group details screen will be displayed.



## Broadcast Talkgroup details (broadcasters only)

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



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

## Edit Group Details

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

To view the Group Details, see the “View Group Details” section.

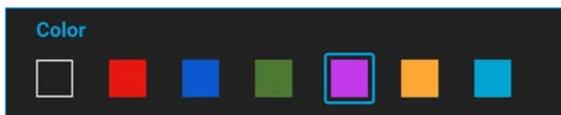
From the “Group Details” screen, you perform any of the following tasks listed within this section as follows:

- Change group color
- Make group a favorite or remove as a favorite

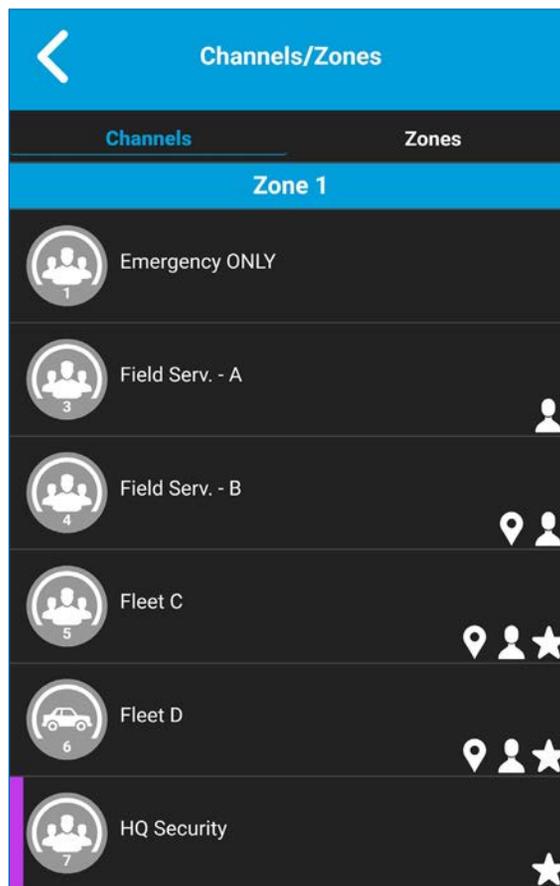
### Change group color

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

1. Select a color from the list.



2. Tap the **Save** button on the “Group Details” screen, otherwise, continue. The selected color will be assigned to the group.



### Make group a favorite or remove as a favorite

You can add groups to the favorites list for the groups that you created yourself and groups that are administrator-managed. Groups can be added using the “Group Details” screen.

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

## Talkgroup Scanning

This section describes Talkgroup Scanning using the Enhanced Push-to-Talk (EPTT) application.

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

While you have Talkgroup Scanning turned “On”, you will see this behavior:

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

## Turn Talkgroup Scan On or Off

### From the Menu

To turn on Talkgroup Scan, tap the Talkgroup Scan toggle from the “Off” state to the “On” state.



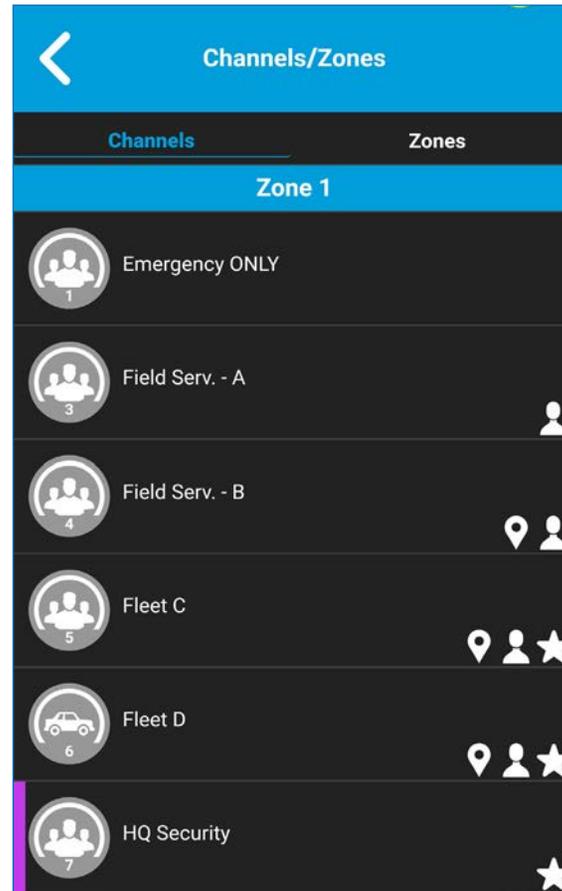
**Note:** When Talkgroup Scan is “Off”, talkgroup calls are only received on the selected talkgroup. However, private calls can also be received.

To turn off Talkgroup Scan, tap the Talkgroup Scan toggle from the “On” state to the “Off” state.



When Talkgroup Scan is turned “On”, a scan list icon will appear in the call status. In addition, if any talkgroups have priorities assigned by your administrator, the priority (1-3) will be displayed on the talkgroup button. When Talkgroup Scan is turned “Off”, the scan list icon will disappear from the call status on the main screen and all assigned priorities will disappear.

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



## Talkback While Scanning

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

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

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

## Map

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

This section is organized as follows:

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

### Individuals

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

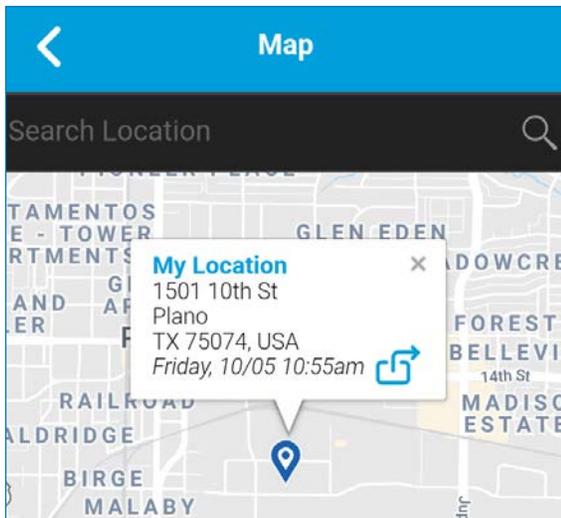
### Supervisor with Location Capability

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

A supervisor can also create a boundary for a talkgroup, receive notifications when members enter or leave the boundary, view talkgroup member’s presence, and call a

talkgroup member. Multiple supervisors in a talkgroup can have Location Capability.

**Tip:** As a supervisor, you can also access the map from the channel list or favorite groups list by tapping the talkgroup which has a Map Pin. The Call screen displays. Tap the Group Location button to access the map.



## Map Icons

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

## Search Map

You can use the search box to search for addresses or places. To search map, see the “Searching” section for more information.

## Recenter the Map

You can recenter the map to your current location. The My Location button is shown whenever the map is not centered on your current location at the default zoom.

When recentering the map, the zoom level is set to the default zoom.

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

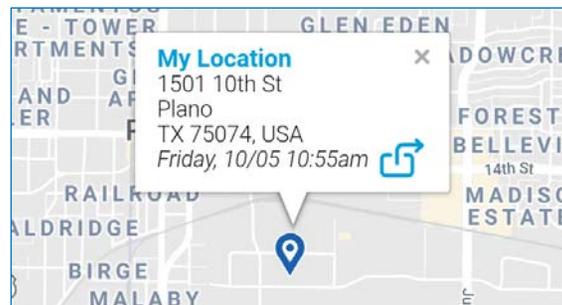
## Individuals

You can share your location with a contact, quick group, or group. You can only share your location or some other location.

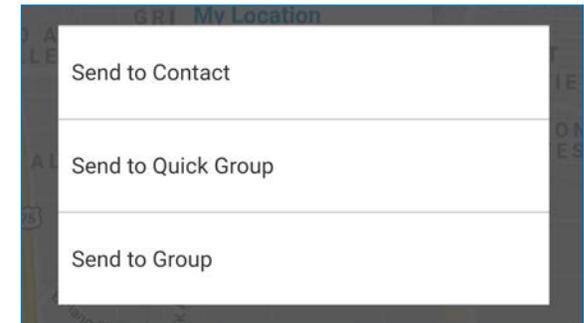
**Tip:** You can also share your location from the *Call screen* by tapping the Map Pin located at the bottom of the screen. The My Location screen displays. Tap the Share Location button to share your location.

Send My Location or an Arbitrary Location to a Contact

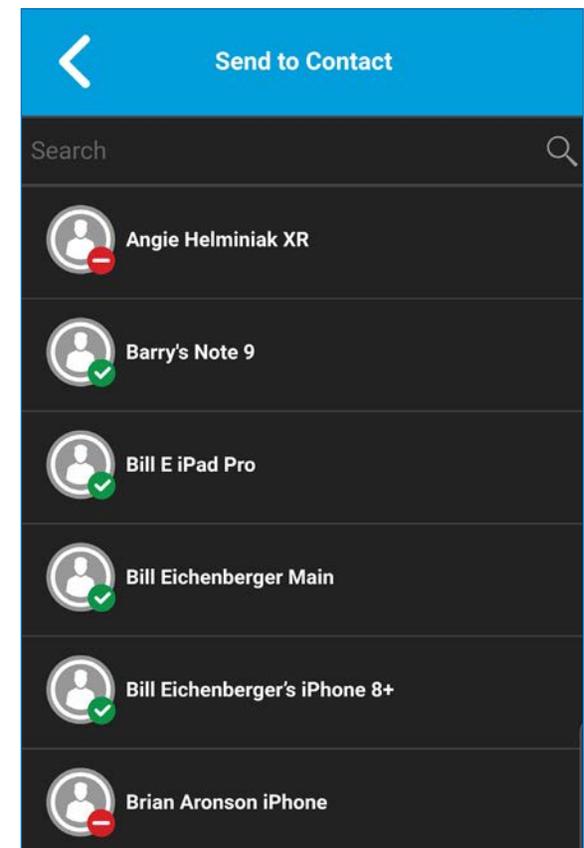
1. Tap the My Location Pin (Blue). *My Location* displays. Move the map or use location search to find an arbitrary location.



2. Tap the Share button to share my location.
3. Choose the Send to Contact option from the menu.



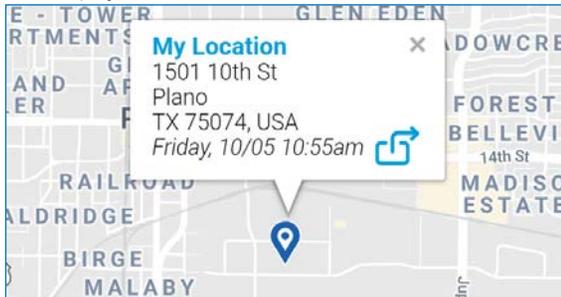
4. The Send to Contact displays.



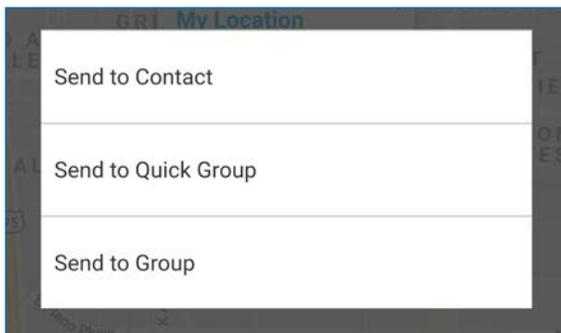
5. Tap the Contact to select the one you want to share your location. The message “Location Sent” is displayed.

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

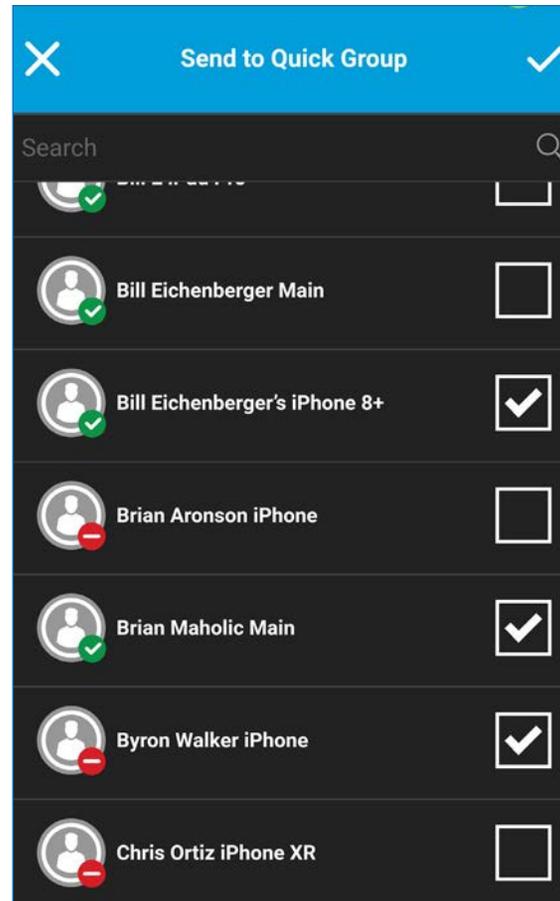
1. Tap the My Location Pin (Blue). My Location displays.



2. Tap the Share button to share my location.
3. Choose the Send to Quick Group option from the menu.



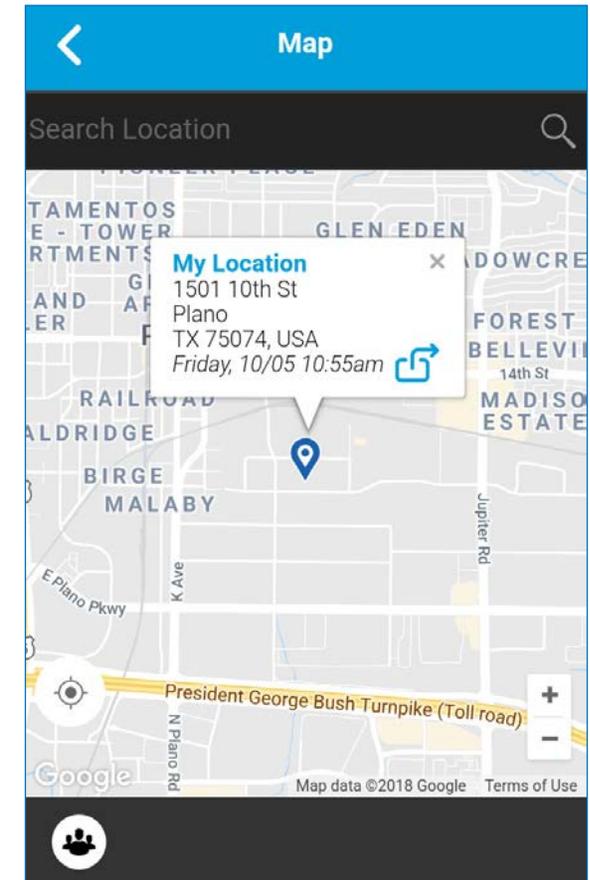
4. The Send to Quick Group displays.



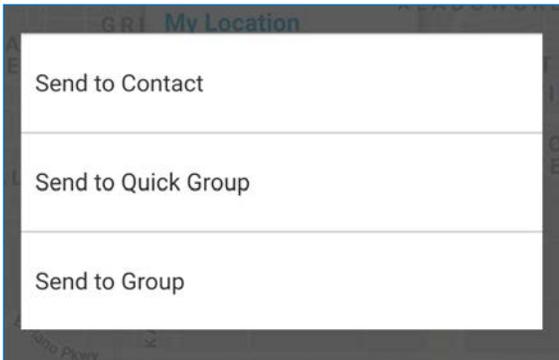
5. Tap two or more contacts to select the one you want to share your location. The message “Location Sent” is displayed.

#### Send My Location or an Arbitrary Location to a Group

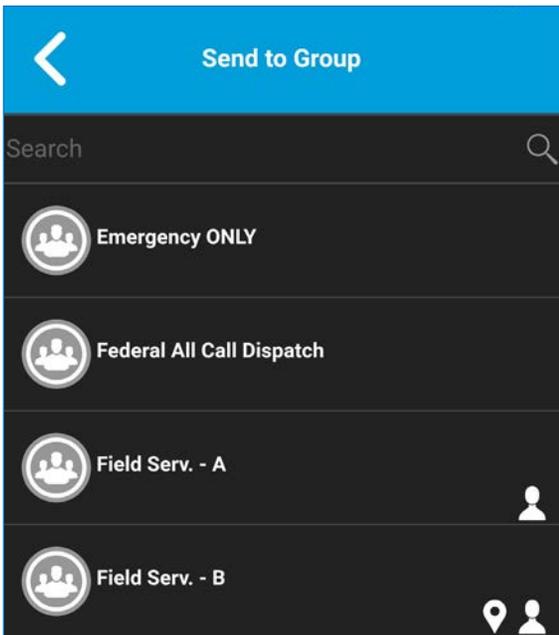
1. Tap the My Location Pin (Blue). “My Location” displays.



2. Tap the **Share** button to share my location.
3. Choose the **Send to Group** option from the menu.



4. The **Send Location to Group** displays.



5. Tap the group to select the one you want to share your location. The message "*Location Sent*" is displayed.

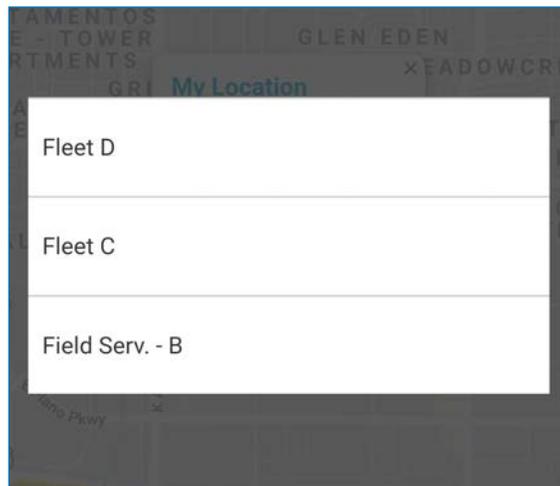
### Supervisor with Location Capability

#### Group Member Location

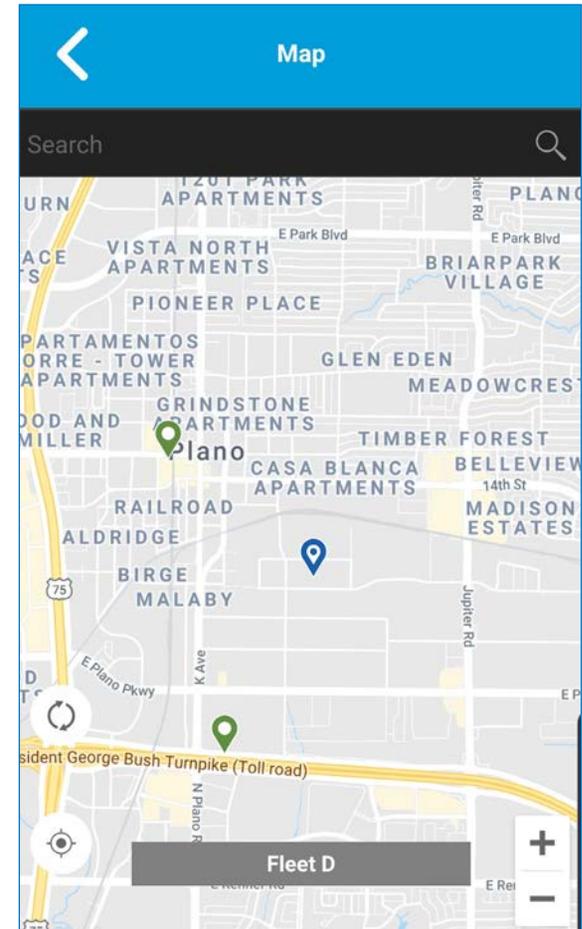
A supervisor can view the current group member location on the map and refresh the location. *Location Capability* must be turn on by your administrator at the group level. Multiple supervisors per group are allowed to have Location Capability.

View group member locations:

1. From within the **Map** screen, tap the **Tracked Group Selector** button. The **Tracked Group Selector** button is turned off for anyone who is not a supervisor with Location Capability privilege. A pop-up menu listing all groups you have permission to locate is displayed.



2. Tap the group to locate the group member location. The map displays with all members of the selected group and their location.



View group member location details:

1. Complete the "View group member locations" section.

- Tap any pin. The member's name and location displays.

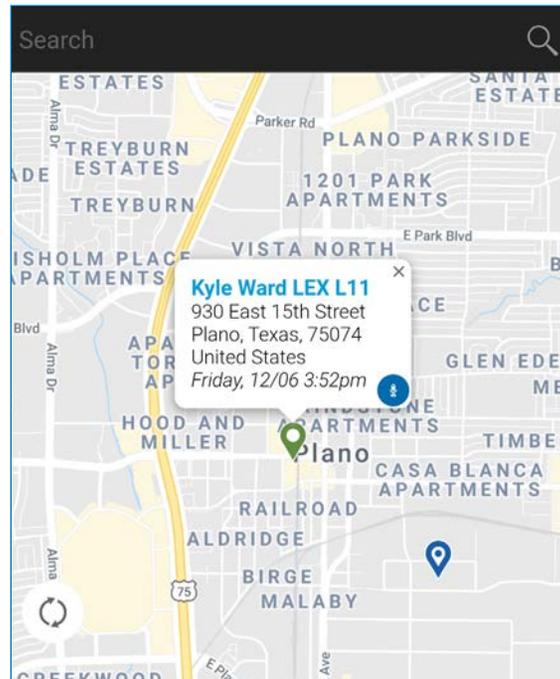


Tip: Tap the pin again or 'x' or anywhere on the map to dismiss.

### Call a group member

Tip: You can also access the map from the *Groups* screen by tapping the group which has a Map Pin. The *Call screen* displays. Tap the Group Location button to access the map.

- Complete the "View group member location details" section.
- Tap any pin. The member's name and location displays.

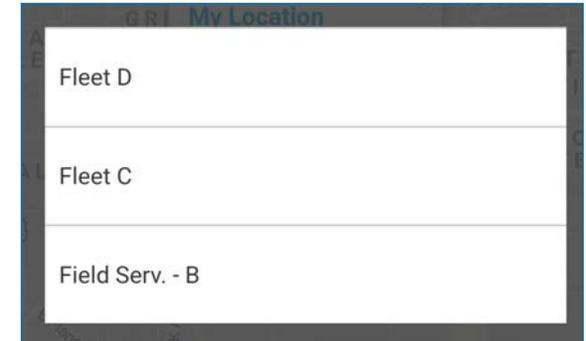


- Tap the Call button. The Call screen displays.

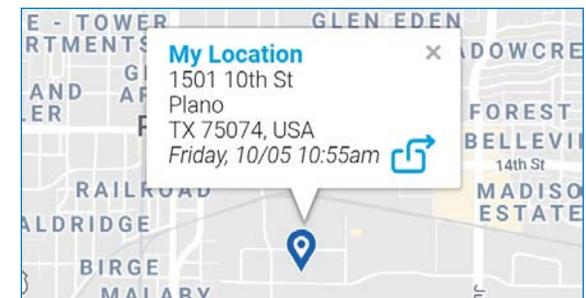
Share your location or an arbitrary location to a group with Location Capability

Move the map or search the map for a location. The pin turns orange and details shows "Pin Location". Tap share.

- Tap the Tracked Group Selector button. The "List of Groups with Location Capability" pop-up displays.



- Choose a group to view group member locations from the list.
- Tap the My Location Pin (Blue). *My Location* displays. To send an arbitrary location, move the map or search for a location.



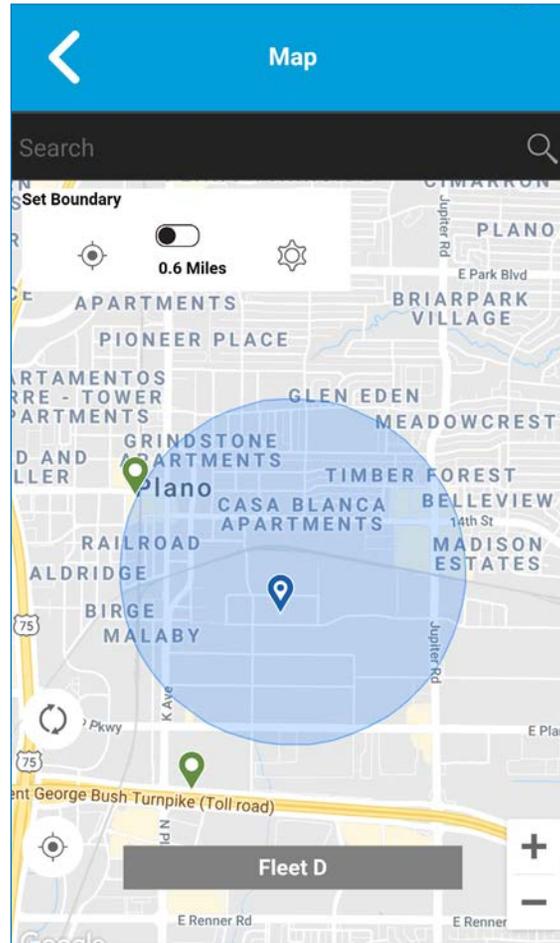
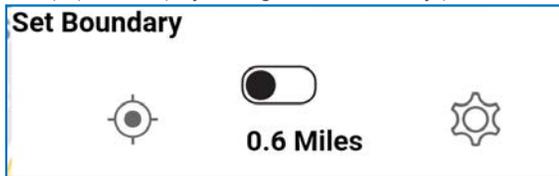
- Tap the Share button to share your location. The "Pin location" is sent to the group.

## Boundary

Allows a PTT supervisor to create a boundary for a group 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 group. The Active Boundary Time setting controls how long a boundary is active.

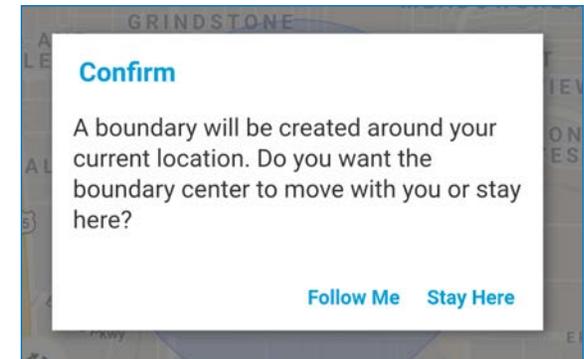
How to create a boundary:

1. From within the Map screen, tap the Tracked Group Selector button. The list of groups displays.
2. Choose a group to view group member locations from the list.
3. Tap the Set Boundary button. The *Set Boundary* popover displays along with a boundary preview.



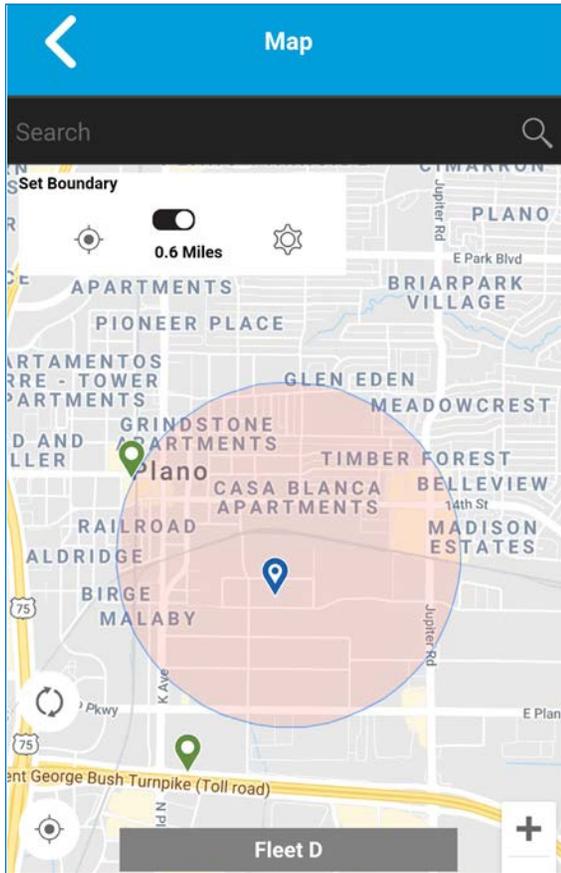
4. Set the boundary size by zooming in/out. You can see the boundary radius in the popover.
5. Set the boundary center by moving the map or searching.

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



Select the boundary type:

- **Stay here** – The Stay here boundary type will be 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.
7. The “*Fence boundary on*” status message displays and the map is updated with the boundary On.



### Recenter boundary on the map

When the boundary is ON (active), you can recenter the map with the boundary visible. Use the Recenter button in the Set Boundary popover.

### Recenter the map to your location

Tap the Recenter button located on the lower left side of the map. The map recenters to my location while boundary is off and the map recenters to boundary center while boundary is on.

### Boundary settings

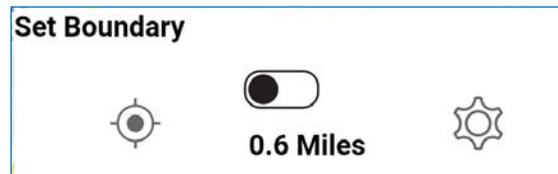
All Boundary settings are shown in the default state.

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

### Change boundary settings

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

1. From within the Map screen, tap the Map Boundary Enable button. The Set Boundary popover displays.



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

This section contains the following boundary settings:

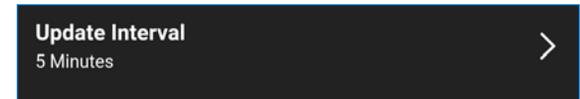
- Change update interval
- Change active boundary time
- Change notify me
- Change notify member
- Change initial member notification

### Change update interval

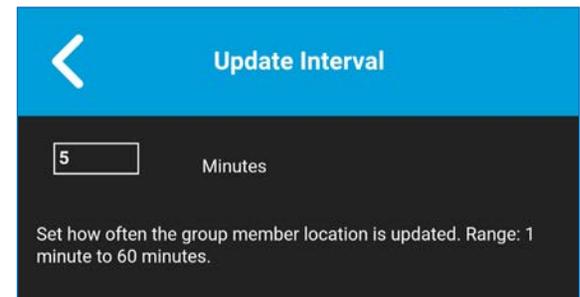
This setting allows you to set how often each group member location reports their location. Range: 1 to 60 minutes.

**Note:** Smaller intervals will shorten the battery life for group members.

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



2. The Update Interval Settings options displays. Tap the Minutes text box.

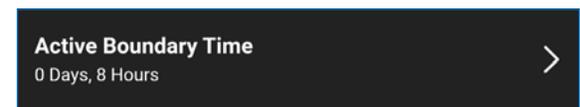


3. Type a number in the range from 1 to 60 minutes using the on-screen keyboard to set how often the group member location is updated.
4. Tap the Back button located in the upper left screen to return to the map.

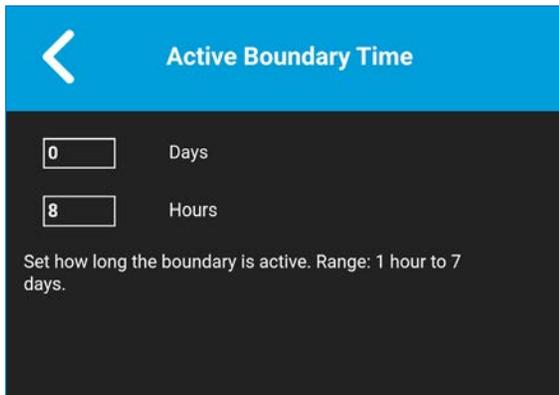
### Change active boundary time

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.

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



- The Active Boundary Time Settings Options displays.



- Tap the **Days** text box to set how long the boundary is active. The time must be up to 7 days.
- Tap the **Hours** text box to set how long the boundary is active. The time must be up to 168 hours.

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

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

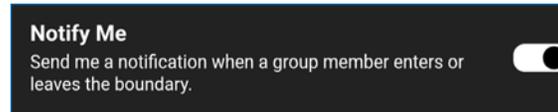
### Change notify me

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

**Note:** Boundary alerts are simple notifications and are not included in history.

To change the notify me

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

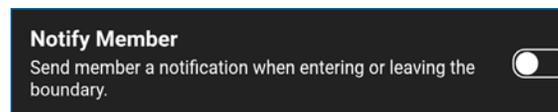


- Tap the **On/Off** button to toggle the state of the setting.

### Change notify member

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

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



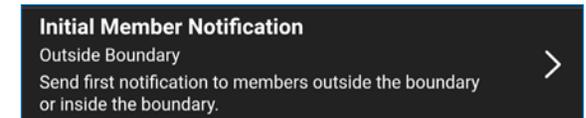
- Tap the **On/Off** button to toggle the state of the setting. Continue with the “Change Initial Member Notification” section.

### Change initial member notification

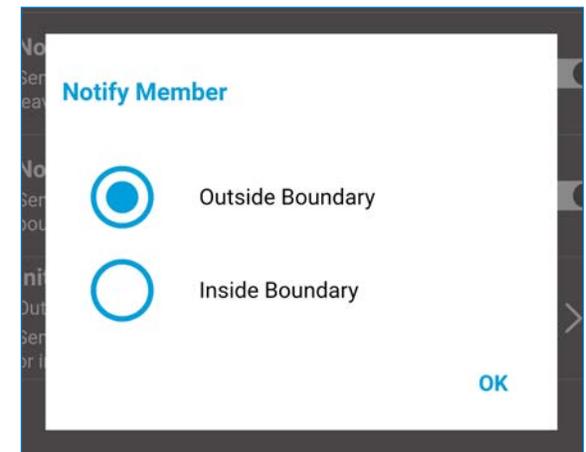
This setting allows you to set if group members automatically receive an initial notification when a boundary is created: those inside the boundary or those outside the boundary.

**Note:** The Notify Member setting must be turned on to use this setting.

- Scroll to the Initial Member Notification settings and tap.



- The Initial Member Notification Setting options displays.

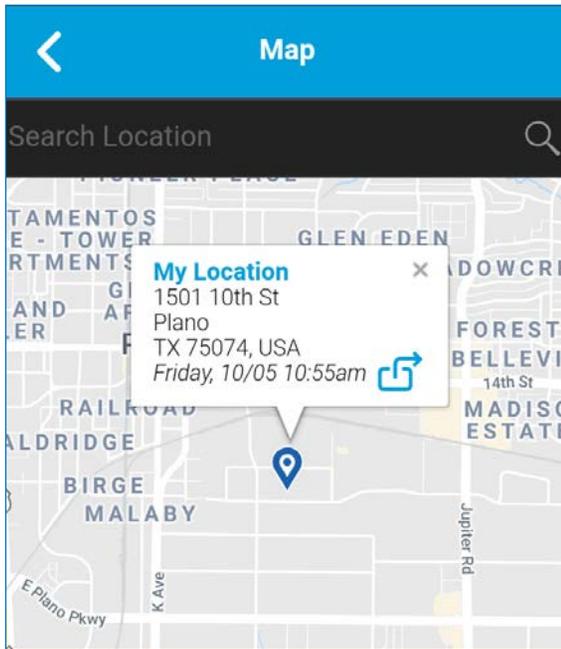


- Tap either **Outside Boundary** to send the first notification to members outside the boundary or **Inside Boundary** to send the first notification to members inside the boundary.
- Tap **OK**.

## Quick Group

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

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

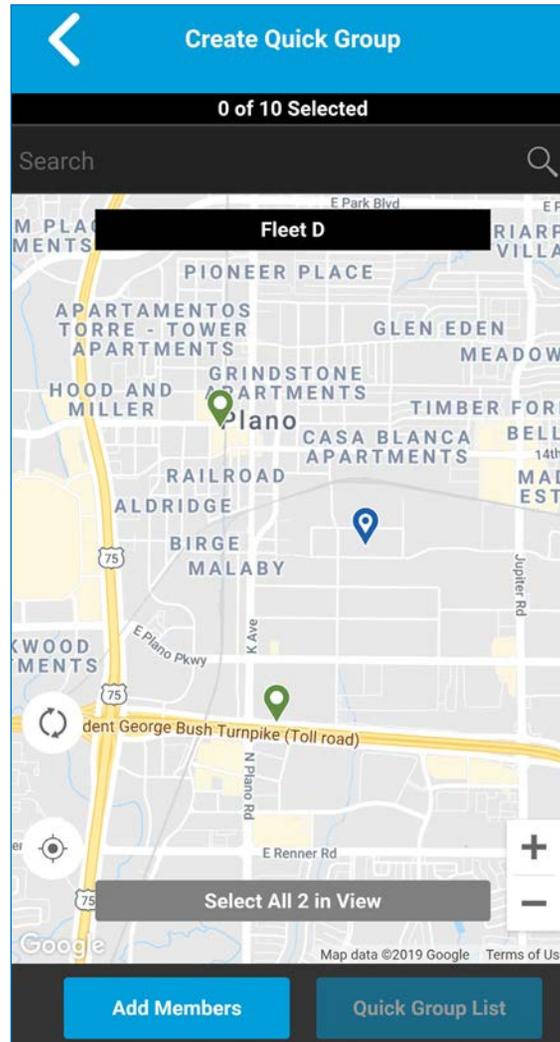


2. Tap the Quick Group button on the action bar.
3. Zoom in until you view the all the contacts that you want to select.

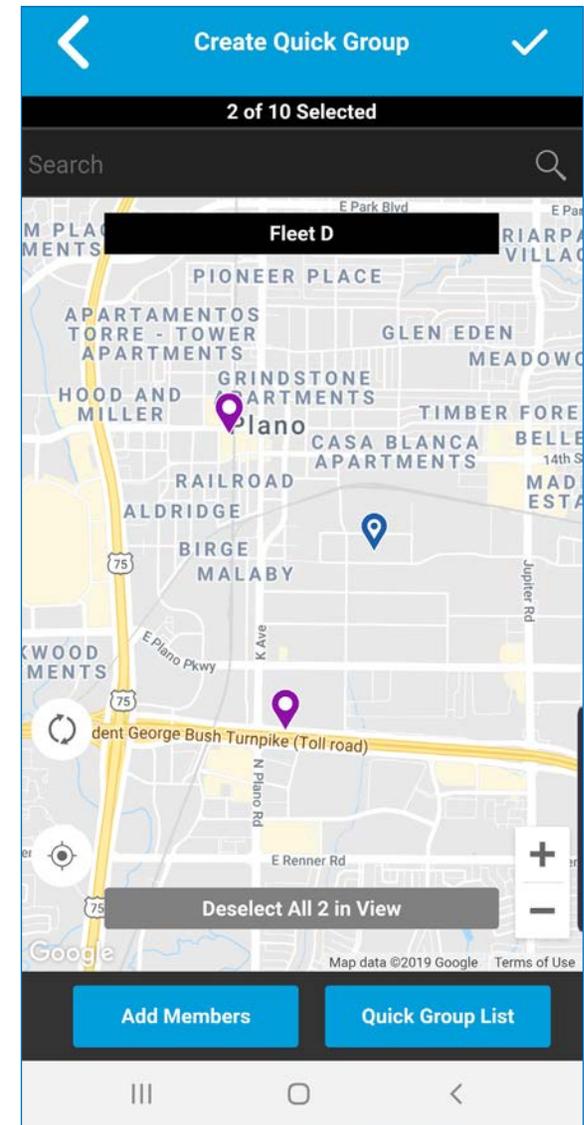
**Note:** A Quick Group can have up to 10 members. If you have more than 10 members in view you will not be able to select all at once. Zoom in so that there are less than

10 members in view to select all or select the members individually.

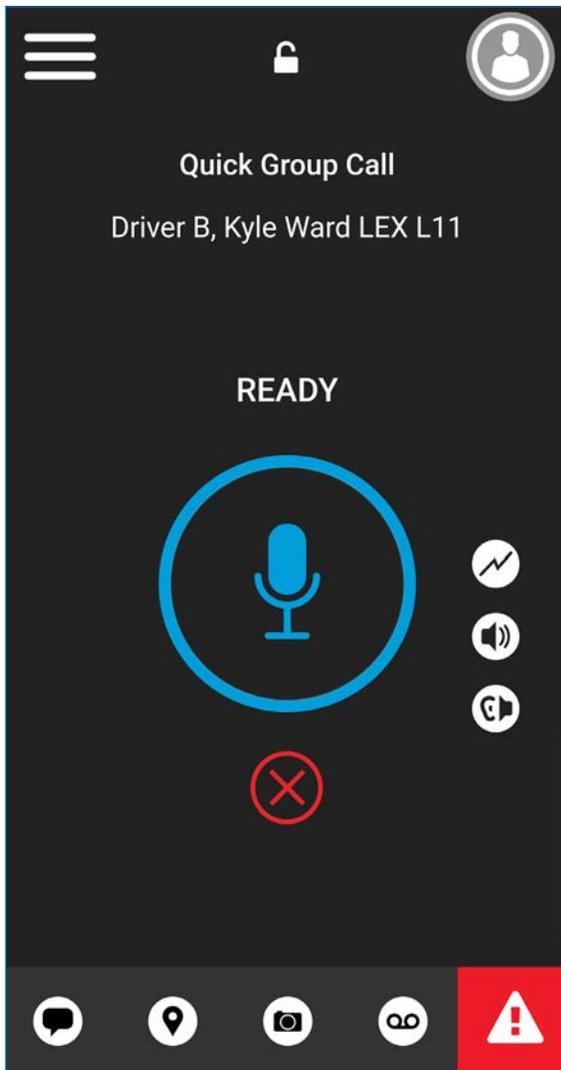
**Tip:** You can also tap any group member to select them and add them to the member list.



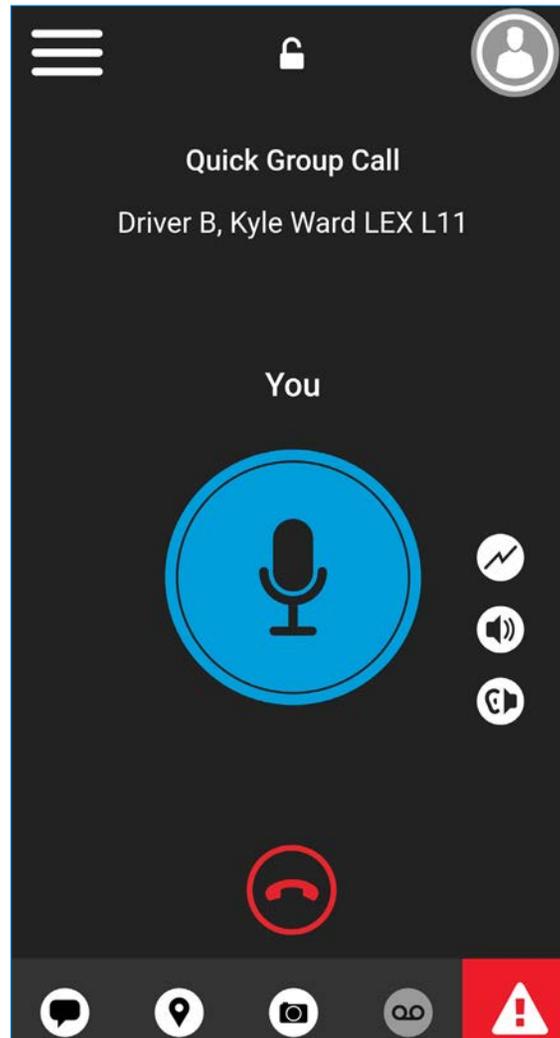
4. Tap the Select All in View for a Mobile Quick Group. All selected contact pins turn Purple.



- After selecting the group members, tap the Save button in the title bar. The Call screen displays.



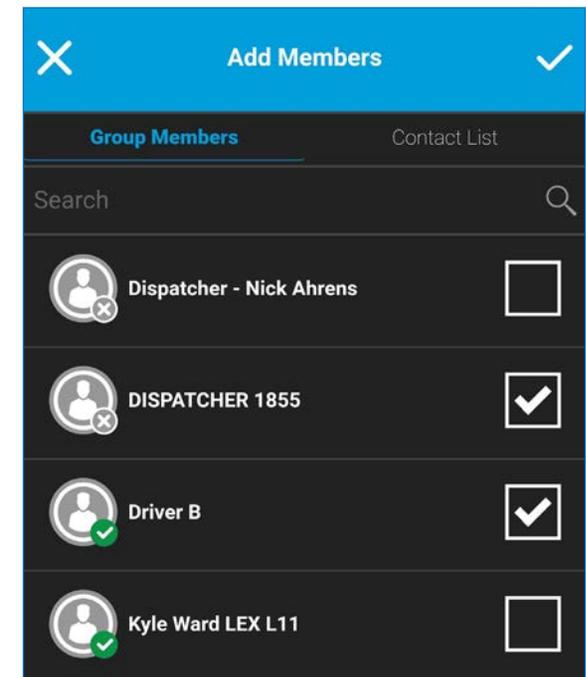
- Press and hold the on-screen PTT button, a Quick Group Call is started, a chirp tone is heard and the PTT button changes color indicating you have taken the floor.



- Release the PTT button to allow the other members of the group to take the floor and speak. The call will end after a period of no call activity.
- Tap the End Call button to end the call.

To add members:

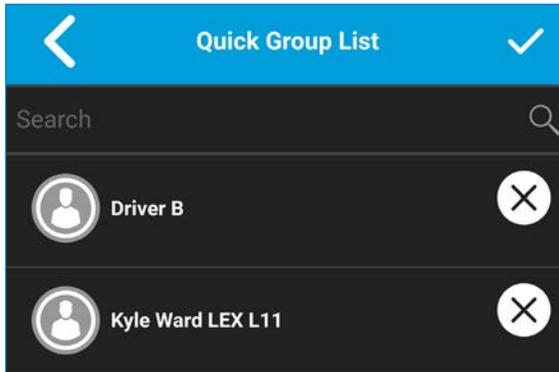
- Tap or touch the Add Members button. The "Add Members" screen displays.



- Select the additional members to add from the "Group Members" tab or "Contact List" tab.
- Tap or touch the Save button.

Remove quick group members:

1. Tap or touch the Quick Group List button. The “Quick Group List” displays.
2. Tap or touch the members to remove.



3. Tap or touch the Save button. The “Quick Group Call” screen displays.

## Integrated Secure Messaging

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

This section is organized as follows:

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

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

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

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

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

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

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

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

While drafting a message if EPTT 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 EPTT application or when the PTT call ends.

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

1. **Pending** – indicates that the message is waiting to be sent.
2. **Sent** – indicates that the message was sent from your device.
3. **Delivered (for 1:1 messages only)** – indicates that the message was delivered to the recipient. This status does not mean that the user downloaded any multimedia.
4. **Failed** – indicates that the message could not be sent. This can happen if the recipient is not allowed to receive messages or if there was a problem sending the message from your device.

No delivery status for group messages.

## Integrated Secure Messaging Icons

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

## Multimedia Content

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

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

## Text Messages

Text messages let you send text to other PTT users, even if they are “Offline”. You can reply to the sender and reply all (for group 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 group members. Broadcast group members cannot reply or send text messages to the group.

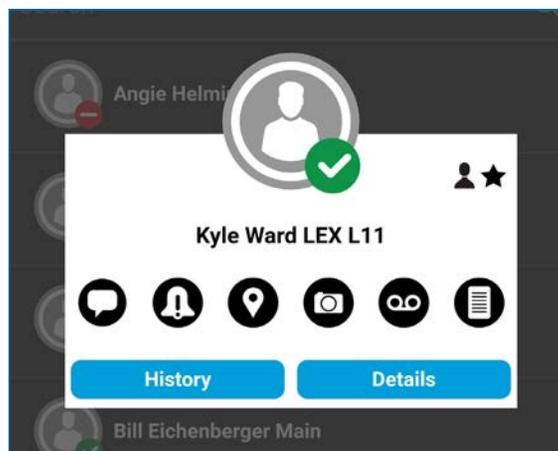
Text messages will also be shown in threaded history along with call history and are sent by selecting a contact or a group.

### Send a Text Message

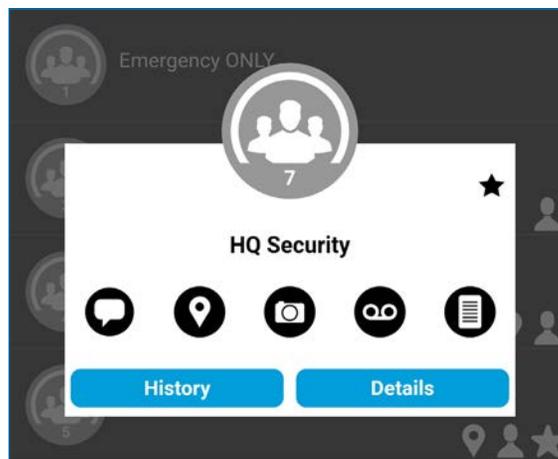
Text messages can be sent using the call screen for a selected contact, a selected talkgroup, or a contact context menu.

Tip: Alternately, you can send messages from the History.

1. Select a contact from the contact list, touch and hold. A context menu displays.

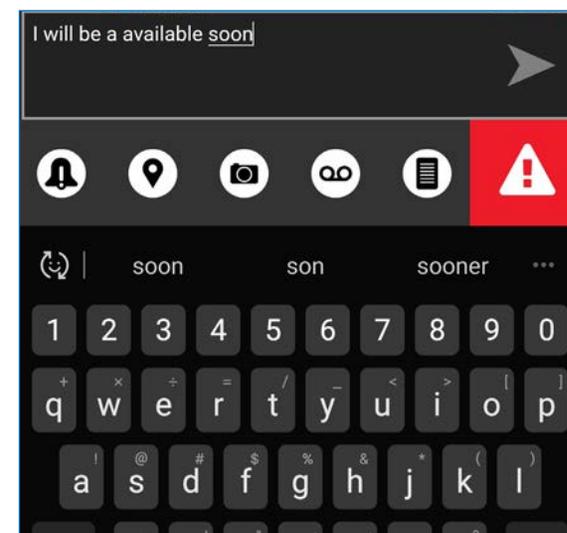


2. Alternately, select a group from the channel list and tap and hold. A context menu displays.



3. Select the Message button located on the context menu to initiate a text message.

4. Type your message using the on-screen keyboard, tap the Send button located to the right of the message box. You can also use Quick Text, see the “Use Quick Text” section for more information.



5. Your text message is displayed in the history details.

### Use Quick Text

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

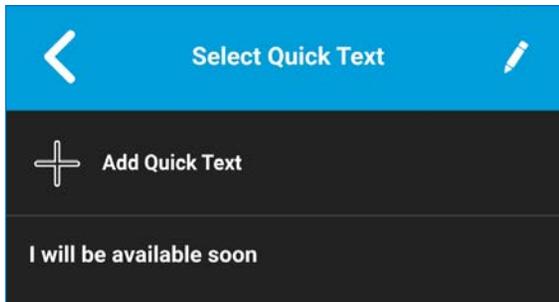
1. Tap the Message button. The text box displays.

Tip: To add Quick Text, see the “Add Quick Text” section.

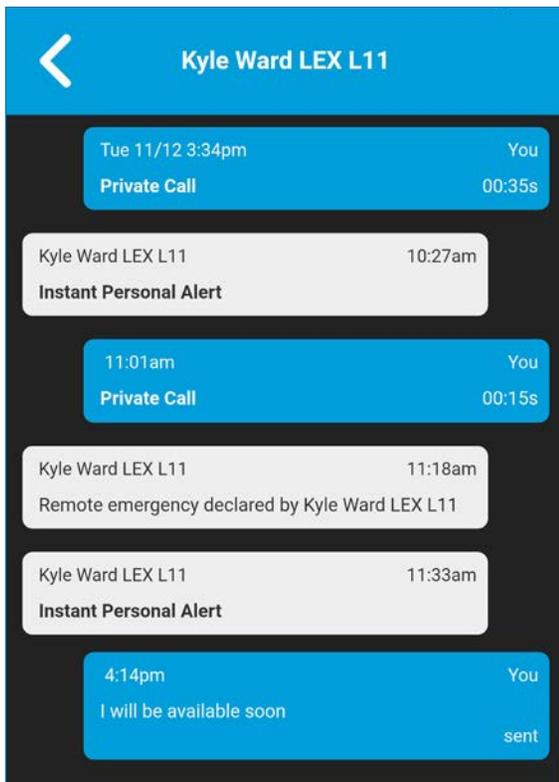
2. Tap the Quick Text Access button located in the text box.



3. The Select Quick Text displays.



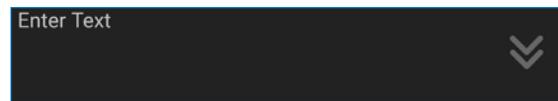
4. Tap the Desired Quick text. The selected quick text will be added to your message and the message entry box will be displayed again.



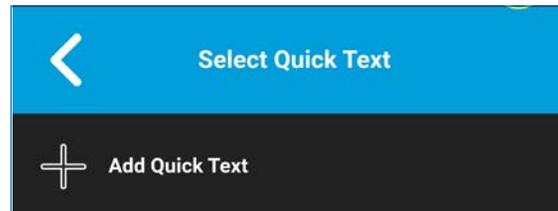
5. Tap the Send Text Message button to send the text.

#### Add Quick Text

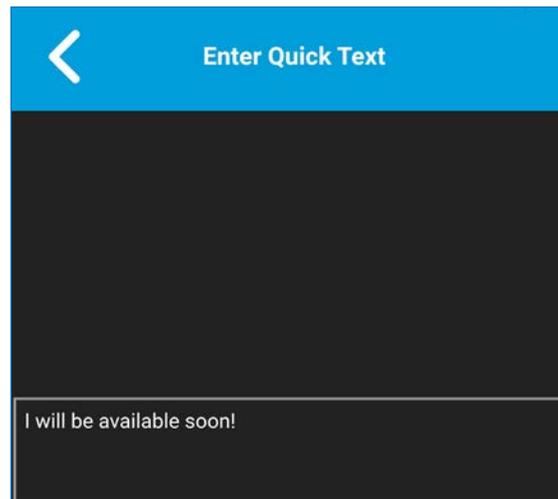
1. Tap the Message button. The text box displays.
2. Tap the Quick Text Access button located in the text box.



3. The Select Quick Text displays.

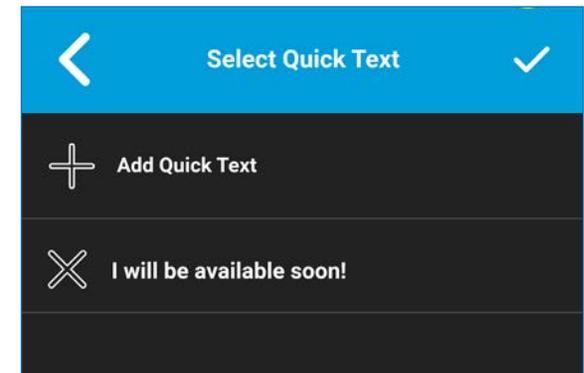


4. Tap the Add Quick Text button. The Enter Quick Text displays.



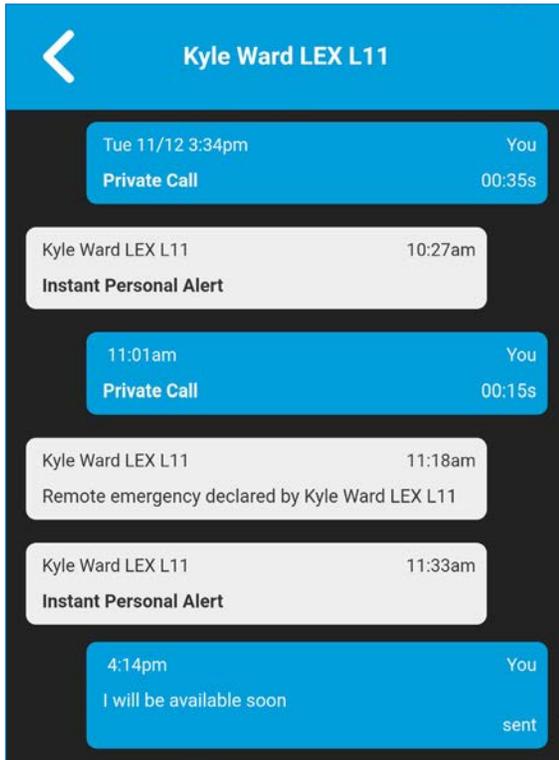
5. Type the quick text to use.

6. Tap the Save button to save or the Cancel button to cancel the operation. If you selected cancel, the following message displays, "Your entered quick text will be cleared. Do you wish to continue?" Yes or No.



7. Tap Save if finished.

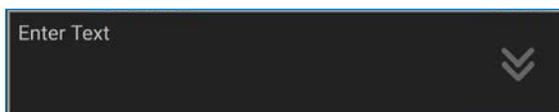
8. Tap the newly created Quick Text. The selected quick text will be added to your message and the message entry box will be displayed again.



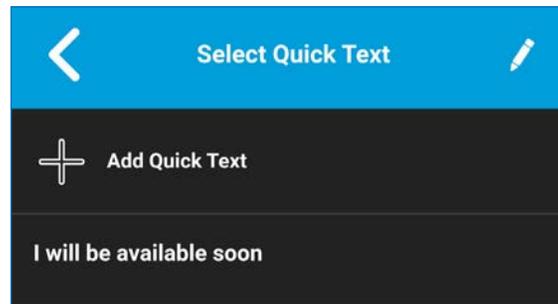
9. Tap the Send Text Message button to send the text.

#### Delete Quick Text

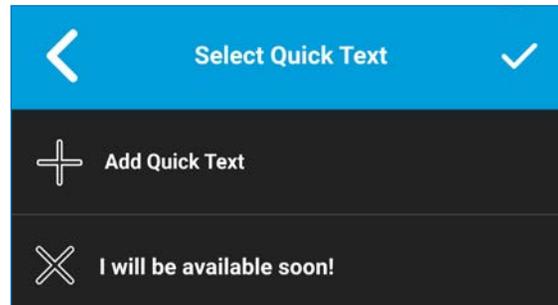
1. Tap the Message button. The text box displays.
2. Tap the Quick Text Access button located in the text box.



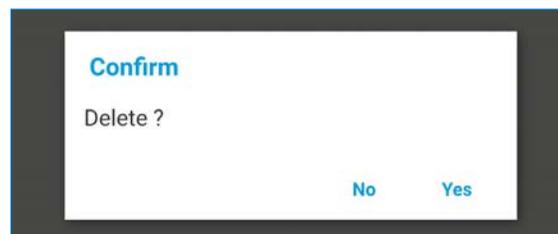
3. The Select Quick Text displays.
4. Tap the Edit button located in the upper right of the screen.



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



6. Tap Yes to delete quick text or tap No to cancel.

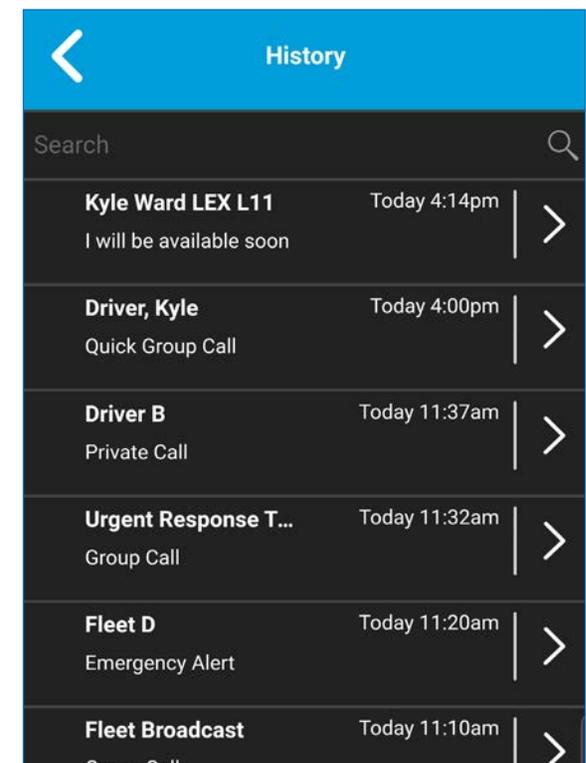


7. Tap Save.

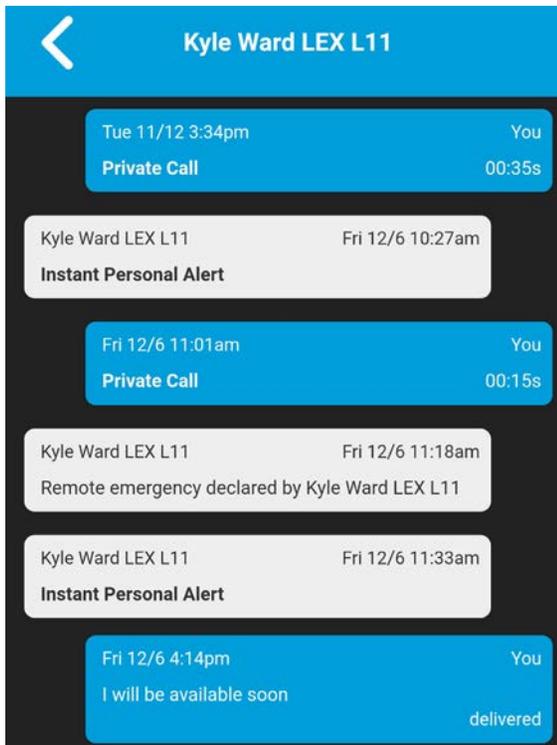
#### Receive a Text Message

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

1. Tap the system notification for the message Or 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.



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



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

You can also perform any of the following message actions:

- Forward a Message to a Contact or Group
- Forward a Message to a Quick Group
- Reply to a Sender
- Reply to Group (Group Messages)
- Delete Message
- Copy a Text Message

## Image Messaging

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

### Send an Image Message

An image is sent from the picture gallery or from a picture taken from the camera and is converted to JPEG.

To send an image message, see the “Send a Photo or a Video” section.

### Receive an Image Message

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

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

You can also perform any of the following message actions:

- Forward a Message to a Contact or Group
- Forward a Message to a Quick Group
- Reply to a Sender
- Reply to Group (Group Messages)
- Delete Message

### Save an Image Message

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

1. From the History screen, find the conversation that contains the image you want to save and tap the History Details button.

2. Tap the Image. The Photo Preview screen displays.
3. Tap the Gallery button to save to the device EPTT application album in the Gallery.
4. Additional functions are as follows:
  - Tap the Forward button to forward the image to a contact, quick group, or group
  - Tap the Details button to view the name, sender, date, size, and resolution.
  - Tap the Delete button to delete the image.

## Video Messaging

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

### Send a Video Message

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

A video message is sent in a similar manner as an image. See the “Send a Photo or a Video” section.

### Receive a Video Message

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

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

You can also perform any of the following message actions:

- Forward a Message to a Contact or Group
- Forward a Message to a Quick Group
- Reply to a Sender
- Reply to Group (Group Messages)
- Delete Message

### Save a Video Message

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

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

### Voice Messaging

When a user receives a voice message, a notification will be displayed. Automatic download of attachments is based on the user settings. You can reply to the sender and reply all (for group messages). Messages can be forwarded to other PTT users and delivery receipts allow the sender to see that a message was delivered.

### Send a Voice Message

A voice message is sent by recording and sending from within the EPTT application. When you decide to send a voice message, you can record, preview, rerecord, erase, and send the voice message.

To send a voice message, see the “**Send a Voice Message**” section.

### Receive a Voice Message

A received voice message can be played by tapping the message. The Audio preview screen displays. Tap the **Play** button to play the voice message.

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

You can also perform any of the following message actions:

- Forward a Message to a Contact or Group
- Forward a Message to a Quick Group
- Reply to a Sender
- Reply to Group (Group Messages)
- Delete Message

### Save a Voice Message

You can save a received voice message from any history entry on the details screen from the History screen.

1. From the History screen, 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. Tap the **Gallery** button to save to the device EPTT application album to the Gallery. This is the same location as the Photos.

**Tip:** Use the File Manager application to access the saved files.

Additional functions are as follows:

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

### File Messaging

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

### Send a File Message

A file message is sent from within EPTT application.

File messages support Microsoft Office files and PDF.

To send a file message, see the “**Send a File**” section.

### Receive a File Message

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

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

You can also perform any of the following message actions:

- Forward a Message to a Contact or Group
- Forward a Message to a Quick Group
- Reply to a Sender
- Reply to Group (Group Messages)
- Delete Message

### Save a File Message

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

1. From the History screen, find the conversation that contains the file you want to save and tap the **History Details** button.
2. Tap the **File**. The File Preview screen displays.
3. Tap the **Gallery** button to save to the device EPTT application album to the Gallery. This is the same location as the Photos.

**Tip:** Use the File Manager application to access the saved files.

**Note:** Please see the device user manual for more information.

4. Additional functions are as follows:

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

### Location Message

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

Location messages will also be shown in threaded history along with call history.

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

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

The location is provided by your device.

### Send Location Message

To share your location, see the “Share my Location” section.

### Receive a Location Message

A received location message can be viewed by tapping the message. The Map screen displays.

You can also perform any of the following message actions:

- Forward a Message to a Contact or Group
- Forward a Message to a Quick Group
- Delete Message

### Message Actions

You can send messages to “Offline” users. They will receive the messages the next time they become online.

You can also perform any of the following message actions:

- Forward a Message to a Contact or Group
- Forward a Message to a Quick Group
- Reply to a Sender
- Reply to Group (Group Messages)
- Delete Message

### Forward a Message to a Contact or Group

You can forward a message to a contact on the details screen from the History screen.

1. From the History screen, 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. Tap the desired option as follows:
  - Tap the **Forward to Contact** option. The Select Contact to Message screen displays.
  - Tap the **Forward to Group** option. The Select Group to Message screen displays.
4. Tap the **Contact** or **Group** to select. The message is copied into the text field.
5. Tap **Send Message** button. The message is sent to the contact or group.

### Forward a Message to a Quick Group

You can forward a message to a Quick Group on the details screen from the History screen.

1. From the History screen, find the conversation that contains the message you want to forward and tap the **History Details** button.
2. Tap and hold the **History Entry**. A Context menu displays.
3. Tap the **Forward to Quick Group** option. The Select Contacts to Message screen displays.
4. Tap one or more **Contacts**.

5. Tap the **Save** button located in the upper right. The message is copied into the text field.
6. Tap **Send Message** button. The message is sent to the Quick Group.

### Reply to a Sender

You can reply to sender for a group on the details screen from the History screen.

1. From the History screen, find the conversation that contains the message you want to reply and tap the **History Details** button.
2. Tap and hold the **History Entry**. A Context menu displays.
3. Tap the **Reply to Sender** option. The Group screen displays.
4. Enter the text using the on-screen keyboard.
5. Tap **Send Message** button. The message is sent to the group.

### Reply to Group (Group Messages)

You can reply to a group on the details screen from the History screen.

1. From the History screen, find the conversation that contains the message you want to reply and tap the **History Details** button.
2. Tap and hold the **History Entry**. A Context menu displays.
3. Tap the **Reply to Group** option. The Group screen displays.
4. Enter the text using the on-screen keyboard.

5. Tap **Send Message** button. The message is sent to the group.

### Share my Location

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

1. From the History screen, find the conversation that contains the message you want to forward and tap the **History Details** button.
2. Tap the **Location** button located in the actions. The My Location screen displays.
3. Tap the **Share** button on the My Location display. The location is sent.

### Send a Photo or a Video

You can send a photo or a video from any history entry on the details screen from the History screen.

1. From the History screen, find the conversation that contains the message you want to forward and tap the **History Details** button.
2. Tap the **Camera** button located in the actions. A Context menu displays.
3. Tap the desired option as follows:
  - **Take a photo**. The Camera displays and allows you to take a photo.
  - **Tap Gallery**. The Gallery displays and allows you to select any photo in the gallery.
  - **Tap Record a Video**. The Video displays and allows you to record a video.
4. Tap **OK**. A Send confirmation message displays.
5. Tap **Yes** to send or **No** to cancel.

### Send a Voice Message

You can record a voice message from any history entry on the details screen from the History screen.

1. From the History screen, find the conversation that contains the message you want to forward and tap the **History Details** button.
2. Tap the **Voice Message** button located in the actions. A Ready Record screen displays.
3. Press and hold **Record** button and begin speaking your voice message.
4. When complete, release the Record button. You can tap the **Playback** button to review your message.
5. Tap **Save** button located in the upper right. The message is sent.

### Send a Text Message

You can send a text message from the history details screen.

1. From the History screen, find the conversation and tap the **History Details** button.
2. Tap in the Enter Text field. An on-screen keyboard displays.
3. Enter the message using the on-screen keyboard.
4. Tap **Send Message** button. The message is sent to the group.

### Send a File

You can send a file from any history entry on the details screen from the History screen.

1. From the History screen, find the conversation for a contact or group to which you want to send a file and tap the **History Details** button.

**Tip:** You can also send a file from the Call screen by tapping the Send Text button. On the text message history screen, you will find the Attach File button.

2. Tap **Attach File** button located in the Action bar.

**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. The file is sent.

### Copy a Text Message

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

1. From the History screen, 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.

## Airplane Mode

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

- You cannot receive PTT calls
- You cannot receive alerts from others
- Others will see you as “Offline” in their PTT contact list and will not be able to call you or send you an alert

## Using Accessories and Bluetooth

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

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

### Using a Wired Audio Headset

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

### Using Bluetooth

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

## Car Kit

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

## External PTT Button

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

## How to Turn Off Bluetooth for EPTT

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

## Using a Remote Speaker Microphone

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

## Wired

A wired RSM connects to the phone's headset connector, just like a headset. The RSM will have a loudspeaker and microphone, along with a PTT button. The PTT button allows you to take the floor during a PTT call and speak. The PTT button on the RSM works just like the PTT

button on the phone. Depending on the RSM, there may also be a connection for you to use a headset with the RSM. Check the RSM owner's manual for information specific to the accessory. With a wired RSM, you control the loudspeaker volume using the volume keys on the phone and using the volume buttons on the RSM.

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

## Bluetooth

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

## Settings

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

- Important Message
- Advanced
- Alert Repeat
- Alert Tone
- Auto Download
- Auto Start
- Background Mode
- Call From Lock Screen
- Call Priority

- Call Reconnect Tone
- Capacity
- Channel Announcement
- Contact Sorting
- Display Name
- Emergency
- Enhanced Loudness
- History Sorting
- In Call Tones
- Instant Personal Alert
- Logout
- Message Alert
- Message Alert Tone
- My PTT Number
- Network Loss Tone Repeat
- Network Up/Down Tones
- Privacy Mode
- PTT Key
- Restore Defaults
- Scan Talkback
- Use Bluetooth
- Vibrate Alert
- Vibrate Call
- Volume Boost User Guide: EPTT Radio Application

## To Change the Settings

All settings can be changed in the EPTT application settings:

1. From within the EPTT application Main screen, tap the menu in the upper left-hand corner of the screen.

2. Choose the **Settings** option.
3. Find the settings you want to change and follow the instructions.

**Note:** All settings are shown in the default state.

## Important Message

Notifications are sent periodically to ensure that the application is up to date with the most current software. When an update is available, you receive a message when you login to the EPTT application. Important Message notifications are also shown with a yellow star on the Important Message settings. See the “**Application updates**” section for more information.

To update the EPTT application:

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

**Important Message** ★  
Show more information

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

**Note:** Important Message notifications may vary in content.

## Important Update

A new version of the app is available. Please update.



**Do not show again**

**Dismiss Upgrade**

## Advanced

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

**Note:** These settings are preset and not available on phones for which the EPTT application is optimized.

To access the advanced setting:

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

### Advanced Settings

Additional settings for advanced setup.

### Audio Profile

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

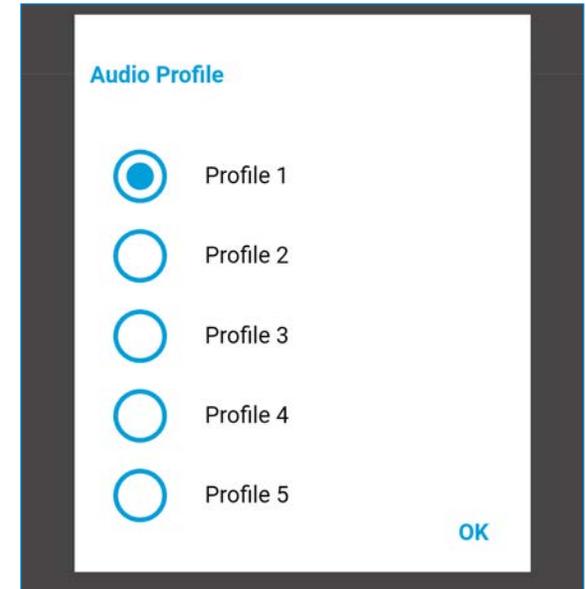
To change the Audio Profile setting:

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

### Audio Profile

Adjust only if you are having audio problems

2. Tap the desired profile.



3. Tap **OK**.

### Audio Rate

The Audio Rate setting allows you to select from two microphone sample rates. Change this setting if the person you are speaking to receives low volume audio from you. The low rate option may reduce PTT voice quality but increase transmit volume on some devices.

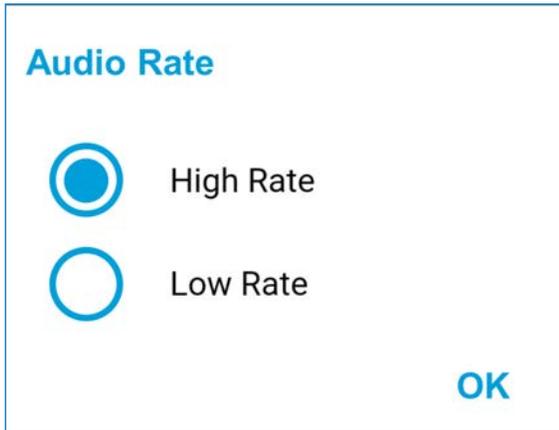
To change the Audio Rate setting:

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

### Audio Rate

Low rate setting may reduce PTT voice quality but increases volume on some devices.

2. Tap the desired option.



3. Tap OK.

### 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.

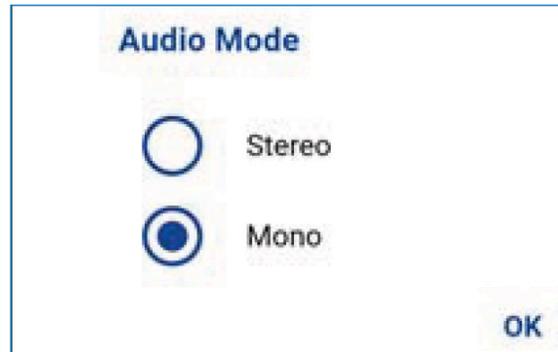
To change the Audio Mode setting:

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

#### Audio Mode

Set stereo or mono. Changing this setting may fix audio problems on some devices.

2. Tap the desired option.



3. Tap OK.

### Accessory Compatibility

You can set the compatibility mode for PTT wired accessories.

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

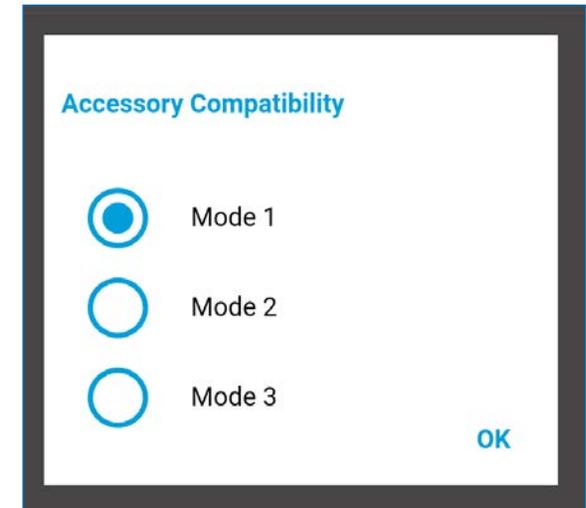
To change the Accessory Compatibility:

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

#### Accessory Compatibility

Set the wired PTT accessory compatibility mode

2. Tap the desired mode option for the best audio quality.



3. Tap OK.

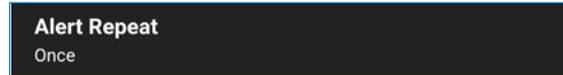
### Alert Repeat

The alert repeat setting affects how often you are reminded that you have Instant Personal Alerts waiting. The options have the following behavior:

- **Once** – The alert will be played once when the alert is received.
- **Repeat** – The alert will be played every 20 seconds for 10 minutes.
- **Continuous** – The alert will be played every 20 seconds until you clear the alert. This option will drain the battery faster than the other options.

To change the alert repeat setting:

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



2. Select how often you want your alerts to repeat.



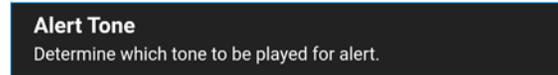
3. Tap OK.

## Alert Tone

This setting allows you to select the Instant Personal Alert tone from a list of choices. The tone is played when you select it.

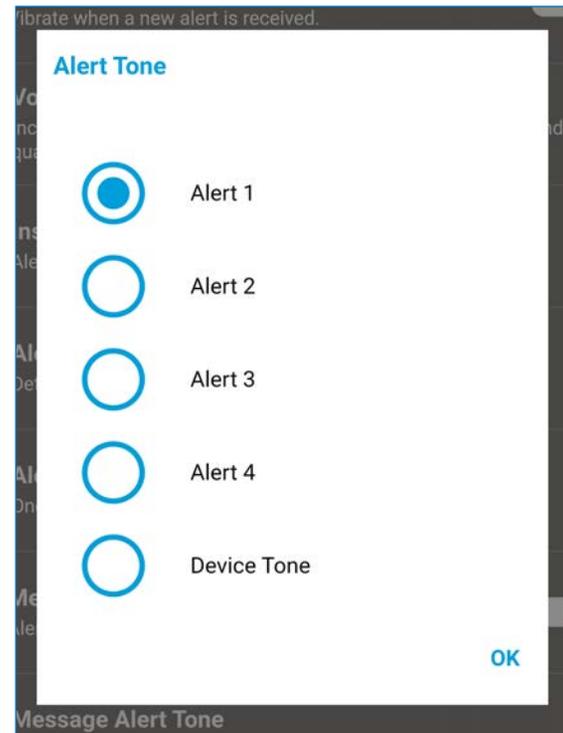
To change the Alert Tone setting:

1. From the “Settings” screen, scroll to and tap the Alert Tone setting.



2. Select the desired alert tone.

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

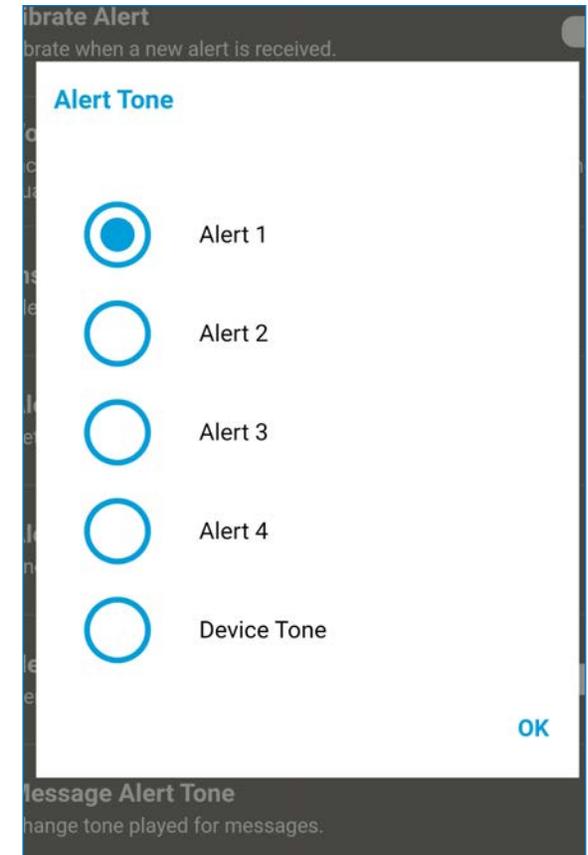


3. Tap OK.

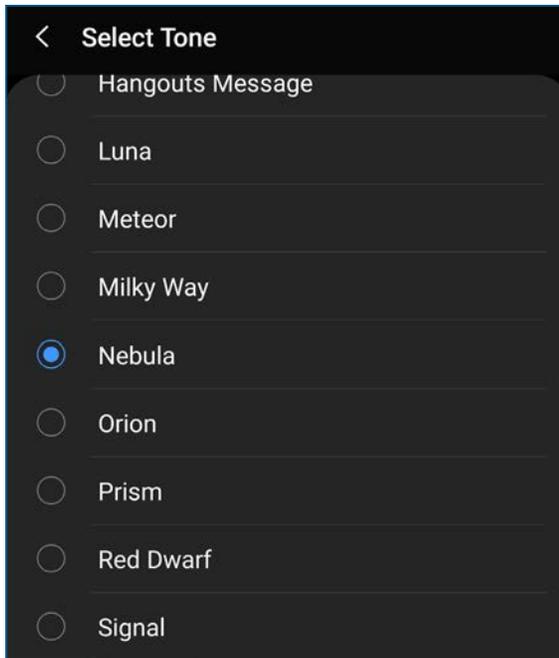
## Use Device Tones

When the application shows the Use Device Tones option, additional tones are available from your device.

1. Select the desired device tone.



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



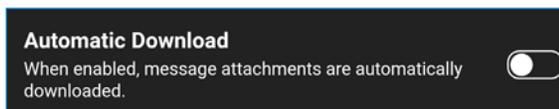
3. Tap **Save**.

## Auto Download

When turned on, message attachments are automatically downloaded to the History screen or when turned off you must manual download by tapping the message attachment. Requires Integrated Secure Messaging.

To change the auto download behavior:

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



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

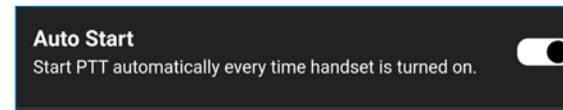
## Auto Start

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

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

To change Auto Start:

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



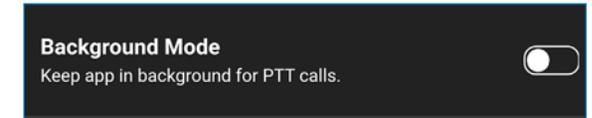
2. Tap the **On/Off** button to toggle the state of the setting.

## Background Mode

The “**Background Mode**” setting allows you to choose whether the EPTT application remains in the background when receiving or originating a PTT Call. Pressing a PTT key or supported Bluetooth PTT accessory takes the floor while the application is in the background. You must bring the EPTT application to the foreground to use the on-screen PTT button. For originating PTT calls, see the “**PTT Call Behavior in Background**” section for more information. For receiving PTT calls, see the “**PTT Call Behavior in Background**” section for more information.

To change the Background Mode setting:

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



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

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

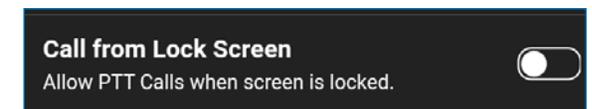
## Call From Lock Screen

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

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

To change the Call From Lock screen:

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



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

## Call Priority

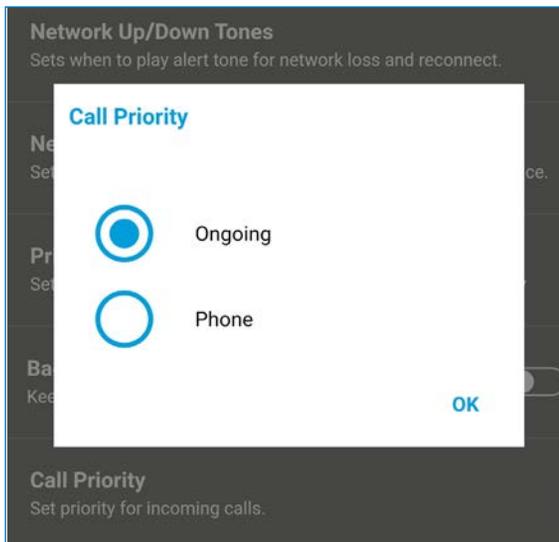
With Call Priority, you can allow or reject another incoming call based on the Call Priority setting (Ongoing or Cellular). Default is Ongoing.

To change Call Priority:

- From the Settings screen, scroll to and tap the Call Priority setting.

**Call Priority**  
Set priority for incoming calls.

- Tap either **Ongoing** or **Phone**.
  - Ongoing** – An ongoing cellular call continues and an incoming PTT call is rejected with user busy indication. A PTT missed call alert is not provided to the user when the PTT call is rejected.
    - An ongoing PTT call continues and an incoming cellular call is rejected.
  - Phone** – An incoming PTT call is rejected during a cellular call.
    - An ongoing PTT call will end if a cellular call is answered.



- Tap OK.

## Capacity

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

To view the phone capacity:

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

**Capacity**  
Show available capacity to store Contacts and Groups.

- Tap the **Capacity** setting. The Capacity screen displays.

## Channel Announcement

The Channel Announcement setting provides one-handed operation for selecting the desired talkgroup channel. This setting controls the channel announcement of the selected channel from a list of choices to offer either Off (default), Channel Number, Talkgroup Name, or Number and Name.

**Note:** The Channel Announcement setting is only available on Motorola LEX L11 devices.

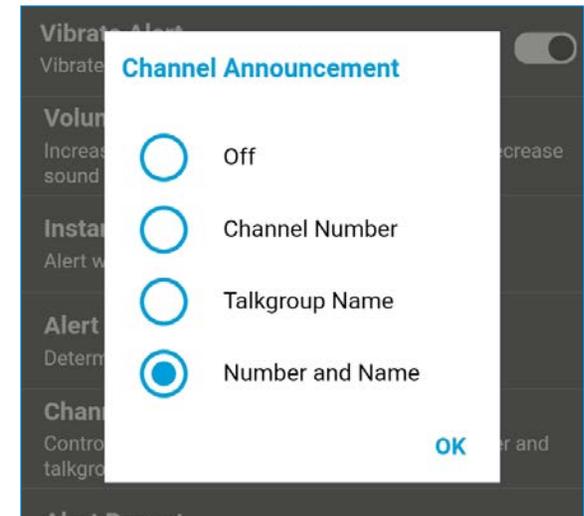
To change the channel announcement:

- From the Settings screen, scroll to and tap the Channel Announcement setting.

**Channel Announcement**  
Control the voice announcement of channel number and talkgroup name.

- Select the **Desired Channel Announcement** option that is played when the channel is changed as follows:

- Off (default)** – No channel announcement is played.
- Channel Number** – Channel number announcement is played.
- Talkgroup Name** – Talkgroup name announcement is played.
- Number and Name** – Channel number and name announcement is played.



- Tap OK.

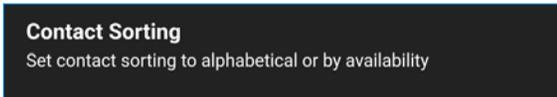
## Contact Sorting

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

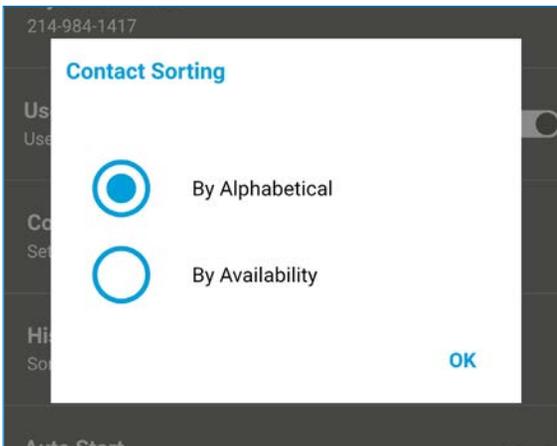
When contacts are sorted by availability, “Online” contacts are shown first alphabetically, followed by “Offline” contacts alphabetically. “Online” contacts include contacts who are “Available” and “Do Not Disturb”.

To change the Contact Sorting:

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



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



3. Tap **OK**.

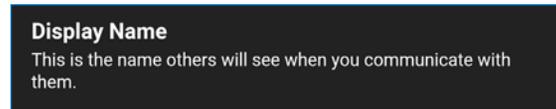
## Display Name

The Display Name setting allows you to view and change the name that others, including the corporate administrator, see in their contact list. The administrator may change your name at any time. The administrator may also restrict the ability for you to set your name.

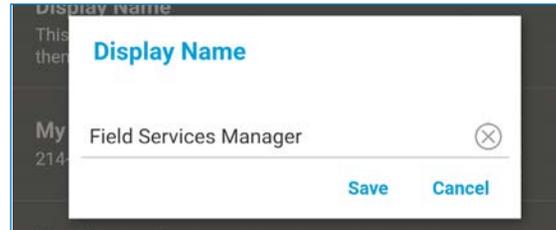
The display name can be changed if it has an underline.

To view or set your Display Name:

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



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



3. Tap the **Clear Text** button to clear the display name.
4. Type your display name using the on-screen keyboard.
5. Tap the **Save** button to save the display name.

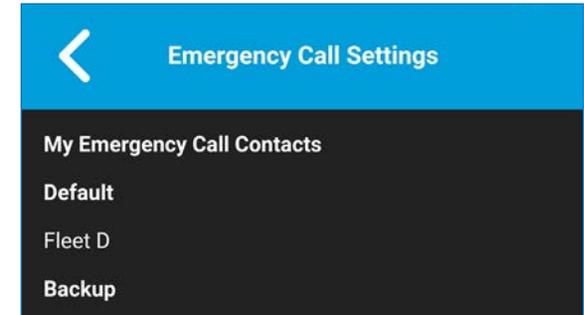
## Emergency

The emergency settings allows you view a preset list of your primary and secondary emergency contact and talkgroup. This setting is displayed when your emergency destination is controlled by the corporate administrator and not by the user.

**Note:** You cannot change your emergency contacts set by the Corporate Administrator.

To view your emergency contacts:

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



## Enhanced Loudness

The Enhanced Loudness setting when ON (checked) increases the perceived audio volume of PTT calls using the speakerphone. This feature is only available on supported devices.

To change enhanced loudness:

1. From the Settings screen, scroll to the **Enhanced Loudness** setting.
2. Press the **OK** key to toggle the state of the setting.

## History Sorting

Sort history from newest to oldest or oldest to newest.

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

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

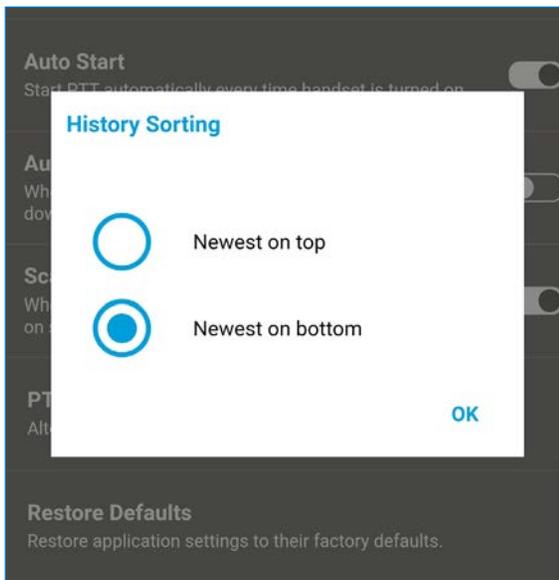
To change the history sorting:

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

### History Sorting

Sort history from newest to oldest or oldest to newest.

2. From the History Sorting screen, tap either **Newest to oldest** or **Oldest to newest**.



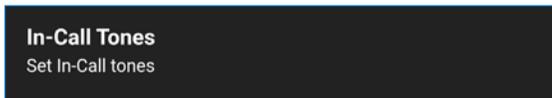
3. Tap OK.

## In Call Tones

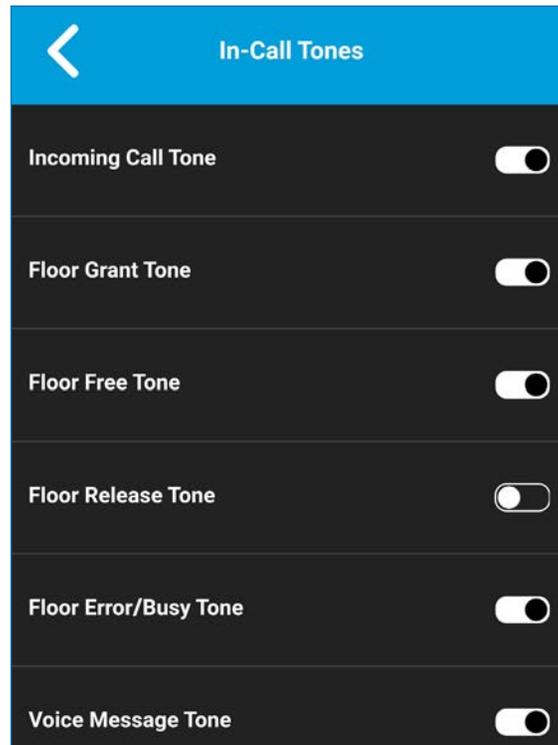
The In Call Tones setting is ON, the tone plays during a PTT call. When the setting is OFF, the tone is not played during a PTT call.

To change in call tones:

1. From the *Settings*, scroll to and tap the In Call Tones setting.



2. From the In Call Tones Setting Options, select the desired In Call Tones.



The In Call Tones setting options have the following behavior:

- **Incoming Call Tone (default = On)** – When you receive a PTT call, a tone is played.

- **Floor Grant Tone (default = On)** – When the floor has been granted or acquired, a specific tone is heard. This tone indicates you can speak.
- **Floor Free Tone (default = On)** – When the floor is free, a specific tone is heard.
- **Floor Release Tone (default = Off)\*** – After you finish speaking and release the floor, a tone is played.
- **Floor Error/Busy Tone (default = On)** – When the floor is busy, a specific tone is heard.
- **Voice Message Tone (default = On)** – When a voice message is received, a specific tone is heard.

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

## Instant Personal Alert

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

To change the Instant Personal Alert:

1. From the “Settings” screen, scroll to and tap the Instant Personal Alert setting.

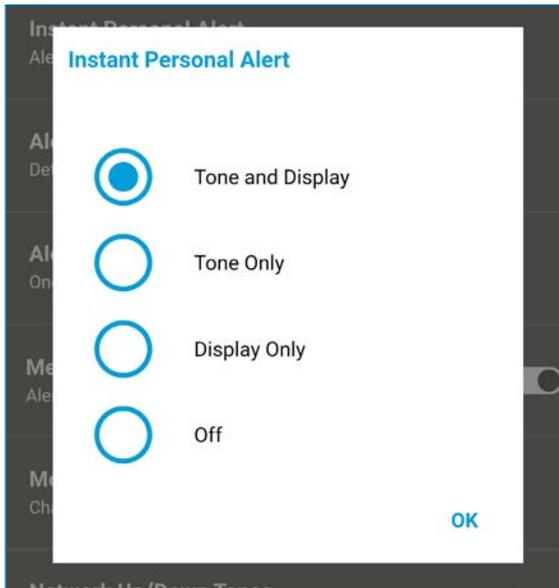
### Instant Personal Alert

Alert when an Instant Personal Alert is received.

2. Select the desired Instant Personal Alert option.

- **Tone and Display (default)** – Persistent alert dialog is displayed and an audible tone is played (subject to Silent Mode behavior).

- **Display Only** – Persistent alert dialog is displayed but no alert tone is played.
- **Off** – No alert dialog is displayed and no alert tone is played.



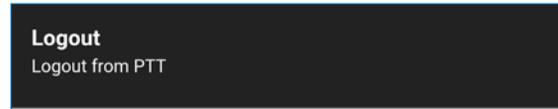
3. Tap OK.

## Logout

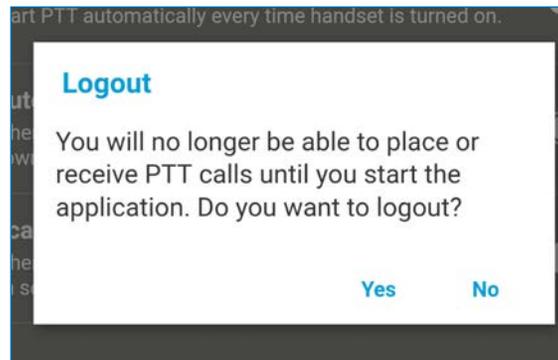
While you are logged out, you will be shown as “Offline” to others and you cannot receive PTT calls or alerts. If you log out before powering off your phone, you will remain logged out after your phone is powered on again even if the Auto Start setting is turned on. To send or receive PTT calls, you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

To log out:

1. From the “Settings” screen, scroll to and tap the Logout setting.



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



3. Tap Yes to turn On or No turn Off.

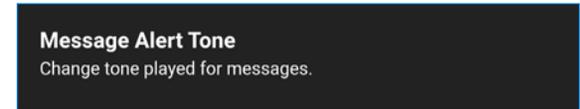
## Message Alert

This setting allows you to control new message alert notifications.

To turn on/turn off Message Alert for PTT messages, switch On the setting to turn on Message Alert or switch to Off mode to switch off the Message Alert at the Message Alert setting. Requires Integrated Secure Messaging.

To change the Message Alert:

1. From the Settings screen, scroll to the Message Alert setting.



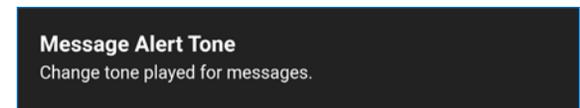
2. Tap the On/Off switch to toggle the state of the setting.

## Message Alert Tone

This setting allows you to select Instant Personal Alert tone from a list of choices. The tone is played when you select it. Requires Integrated Secure Messaging.

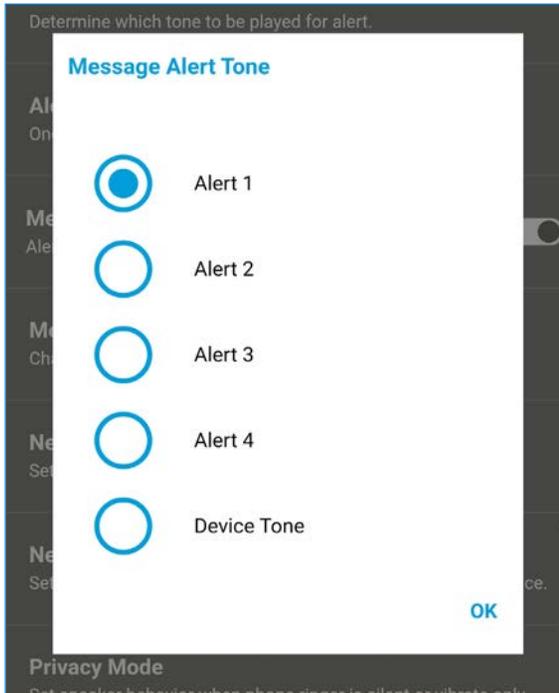
To change the message alert tone setting:

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



2. Select the desired Alert Tone.

**Tip:** When you preview an message alert tone, it will play on the speaker even if the phone ringer is silent.



3. Tap OK.

## My PTT Number

The PTT number displays your registered PTT number.

To view your PTT Number:

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

### My PTT Number

214-9:

## Network Loss Tone Repeat

The *Network Loss Tone Repeat* setting determines whether the phone plays the network loss tone continuously at a periodic interval or plays once the EPTT application observes network loss. When selected, a

tone is played when an application transitions from one network to other.

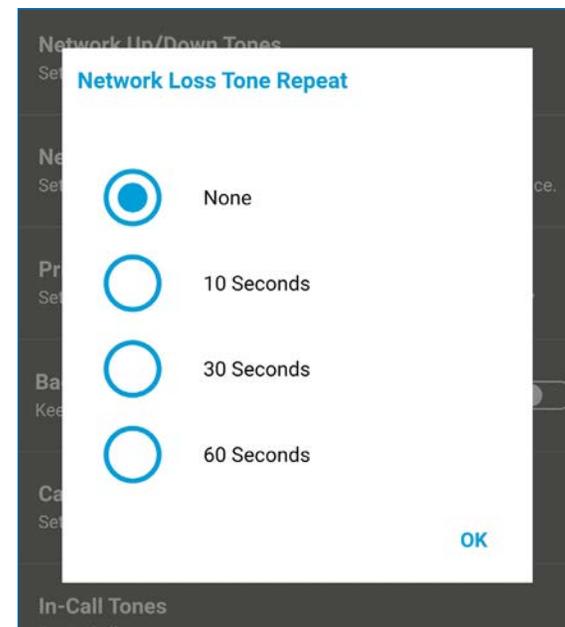
To change the network loss tone repeat:

1. From the Settings screen, scroll to the Network Loss Tone Repeat setting.

### Network Up/Down Tones

Sets when to play alert tone for network loss and reconnect.

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.

## Network Up/Down Tones

The Network Up/Down Tones setting allows you to set whether a tone is played for network loss, both network loss and network reconnect, network loss during a call only or none (default is network loss during call only).

To change the network up/down tones:

1. From the Settings screen, scroll to the Network Up/Down Tones setting and press the OK key.

### Network Up/Down Tones

Sets when to play alert tone for network loss and reconnect.

2. Select the desired Network Up/Down Tones setting option.

### Network Up/Down Tones

- Network loss
- Network loss and reconnect
- Network loss during call only
- None

OK

3. The Network Up/Down Tones setting options have the following behavior:

- **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 is played when the network is lost or reconnected.

4. Tap OK.

## Privacy Mode

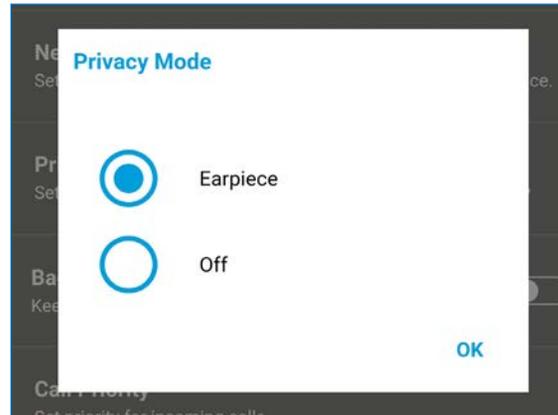
The Privacy Mode setting lets you control how incoming PTT calls are handled whenever your phone ringer setting is set to “silent” or “vibrate-only”. With Privacy Mode, you can control whether an incoming PTT call is heard normally or if the PTT call uses the phone earpiece. You can choose the behavior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

### Privacy Mode

Set speaker behavior when phone ringer is silent or vibrate only

### Earpiece

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



### Off

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

## PTT Key

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

To change the PTT Key:

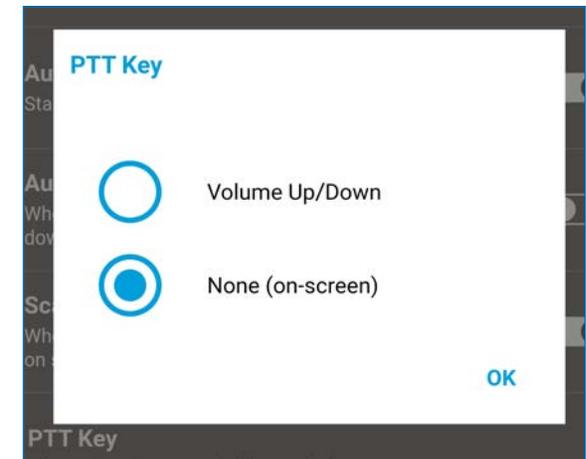
1. From the “Settings” screen, scroll to and tap the “PTT Key” setting.

### PTT Key

Alternate PTT Key available inside the app.

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

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



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

4. Tap OK.

## Restore Defaults

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

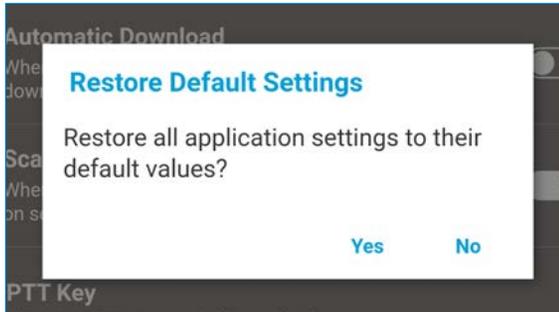
To restore the Defaults Settings:

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

**Restore Defaults**

Restore application settings to their factory defaults.

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

**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 will take the floor and allow you to talk on the current call. If talkback is off, then pressing the PTT button during an active call will end the current call and originate a call on the selected talkgroup.

To change the scan talkback settings:

1. From the Settings screen, scroll to and tap the Scan Talkback setting.

**Scan Talkback**

When enabled, talk on active scan call. Otherwise, talk on selected talkgroup.



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

**Use Bluetooth**

When the **Use Bluetooth** setting is On, the phone can use a Bluetooth device for PTT calls. When the **Use Bluetooth** setting is Off, the phone cannot use a Bluetooth device for PTT calls.

To change the Bluetooth Behavior:

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

**Use Bluetooth**

Use Bluetooth for PTT calls



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

**Vibrate Alert**

When the Vibrate Alert setting is On, the phone will vibrate for alerts. When the Vibrate Alert setting is Off, the phone will not vibrate for alerts. This setting applies to Instant Personal Alerts.

To change the Vibrate Alert:

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

**Vibrate Alert**

Vibrate when a new alert is received.



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

**Vibrate Call**

When the incoming Call Vibrate setting is On, the phone will vibrate for incoming PTT calls.

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

To change Vibrate Call:

1. From the “Settings” screen, scroll to the Vibrate Call setting.

**Vibrate Call**

When enabled, the handset vibrates for incoming calls.



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

**Volume Boost**

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

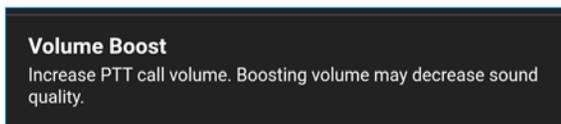
Volume Boost does not affect application tones, PTT call volume in accessories, including headsets or RSMS. The volume is not boosted when the speakerphone is turned off.

**Note:** Boosting volume may decrease sound quality.

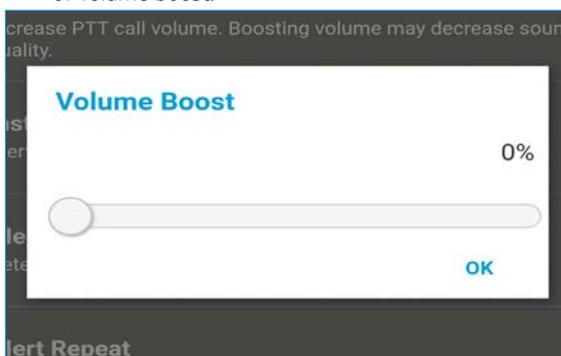
**Note:** Volume Boost setting is available on supported devices.

To change volume boost:

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



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



3. Tap OK.

## Troubleshooting

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

- General
- Activation Failures
- Application Becomes Unresponsive
- Application is Asking Me to Enter an Activation Code
- Application is not Visible during an Incoming Call
- Call Failures
- Call Unexpectedly Ends

- Incoming Call is Rejected
- Cannot Hear Incoming Call
- Changing My SIM Card
- Explanation of Error Messages
  - Loss of Data Network Connection
  - User Busy
  - User Unreachable
- Login Failures
- PTT Button Is Not Working or Accesses a Different Application
- Wi-Fi Connection Problems

### General

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

### Activation Failures

The first time you start the application after download, the application must “activate” with the EPTT server. This activation process ensures that you are a EPTT subscriber and that you are using a supported Android phone. If a problem occurs during the activation process, you will receive an error message. The following error message may be observed:

“Data connection is unavailable”

Ensure that your phone is not in Airplane Mode and you are connected to the cellular data network. See the owner’s manual for your phone to understand the icons shown in the status bar at the top of the screen that indicates data connection is available.

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

### Application Becomes Unresponsive

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

1. Go to phone settings on your Android phone.
2. Tap on **Application manager** under Device.
3. Choose **Push-to-Talk** from the list.
4. Select only **Force Stop** option and not any other option.

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

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

### Application is Asking Me to Enter an Activation Code

When you start the application for the first time, you are asked to activate the application. This activation process ensures that you are a EPTT subscriber and that you are using a supported phone. During activation, you must be located in an area with good cellular coverage. Some corporations allow activation of the application over a Wi-Fi network using an activation code. The activation code is typically provided by a corporate administrator. If you do not have an activation code, please move to an area with good cellular coverage and try activating again.

## Application is Not Visible during an Incoming Call

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

## Call Failures

A PTT call may not be completed for several reasons:

- The person you are calling has an “Offline” or “Do Not Disturb” status. The EPTT application will not allow you to make a call to someone with either status.
- The person you are calling is busy, either on another PTT call or a cellular call. Please see the “User Busy” section for more information.
- Your phone loses connection with the data network or EPTT server. Please see the “Loss of Data Network Connection” section for more information.
- The person you are trying to call is temporarily not reachable. Please see the “User Unreachable” section for more information.

## Call Unexpectedly Ends

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

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

## Incoming Call is Rejected

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

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

## Cannot Hear Incoming Call

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

## Changing My SIM Card

Your phone may contain a SIM card that lets you move your phone number from one phone to another phone compatible with your mobile phone service and SIM card. If you replace the SIM card in your phone with another that has a different phone number, the EPTT application will automatically restore the contacts and talkgroups associated with the new number (if any exist). After changing the SIM card, the next time you start the EPTT application, it will ask you to “activate” or re-register your phone with the EPTT server to ensure that you subscribe to EPTT service. Please see the “First-time Activation” section for information about registering your phone with the EPTT service.

## Explanation of Error Messages

### Loss of Data Network Connection

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

message is displayed for a few seconds. When the connection is restored, you will receive the “Connection is restored” message.

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

If you want to reconnect only to the cellular data network, then turn Off Wi-Fi in the settings. See “Menu” section for more information.

### User Busy

When you make a one-to-one PTT call to another person and they are either engaged in another PTT call or a regular cellular call, you will see a message indicating that the person is busy.

### User Unreachable

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

## Login Failures

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

## PTT Button Is Not Working or Accesses a Different Application

If your phone has a PTT button on the side and it is not working for PTT, it may not be properly configured for

use by the EPTT application. Please see the “PTT Key Assignment” section for details on how to configure the PTT button.

The following information is applicable to PTT certified phones:

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

If your phone has Google Now or S Voice applications running, you must turn them off otherwise they take precedence over the EPTT application and will interfere with the operation.

## Wi-Fi Connection Problems

Using the EPTT 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 EPTT application gives you the message “Data connection is unable” make sure that the Wi-Fi service provider does not require a user name and password and that the Wi-Fi application setting is turned On.

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

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

## Glossary

This section provides a list of terms used with the Enhanced Push-to-Talk (EPTT) application and is organized as follows:

### 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 EPTT service
- Activate discreet listening for the remote user

See “Emergency Calling and Alert (Optional)” and “User Check and Monitoring (Optional)” section for more details on an authorized user.

### Call Types

#### Broadcast Talkgroup Call

- Call Types
  - Broadcast Talkgroup Call
  - Emergency Call (Contact or Talkgroup)
  - Private Call (One-to-One Call)
  - Talkgroup Call (Group Call)
- Display Name
- Floor Control
- Instant Personal Alert (IPA)
- Talkgroup

A high-priority call where only certain talkgroup members, called broadcasters may initiate Broadcast

Talkgroup calls. See the “Broadcast Talkgroup Calls” section for more details on how to make a broadcast talkgroup call.

#### Emergency Call (Contact or Talkgroup)

A highest-priority call that preempts other PTT calls. See the “Emergency Calling and Alert (Optional)” section for more details on how to make an emergency call to a contact or talkgroup.

#### Private Call (One-to-One Call)

A private call (also known as a one-to-one call) is a call between you and one other person. See the “One-to-One (1:1) Calls” section for more details on how to make a private call.

#### Talkgroup Call (Group Call)

A talkgroup call is a call to a group of people. See the “Talkgroup Calls” section for more details on how to make a talkgroup call.

### Display Name

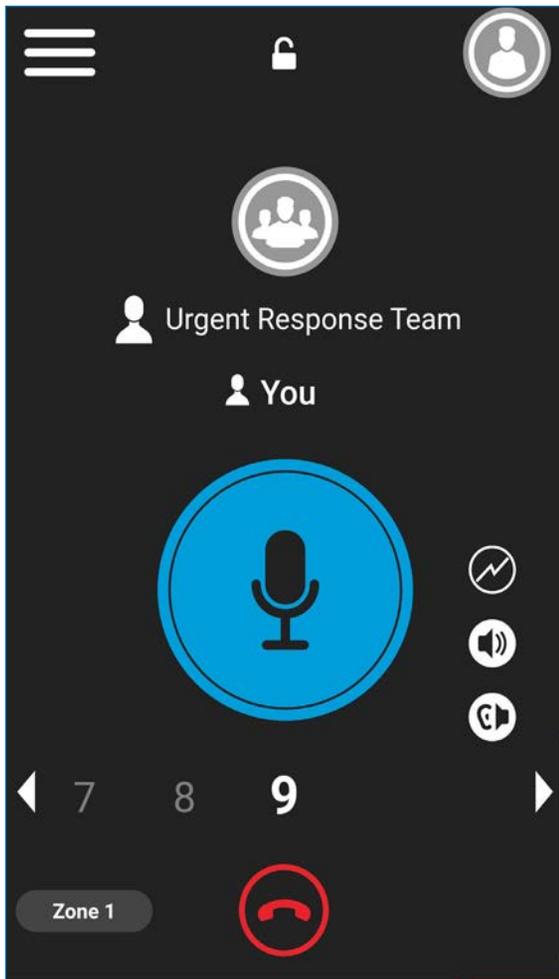
Your display name is shown to others during a PTT call and is shown in their PTT call history. You can change your display name from within the EPTT application settings unless restricted by your administrator. See the “Display Name” section for more details on how to change your name.

### Floor Control

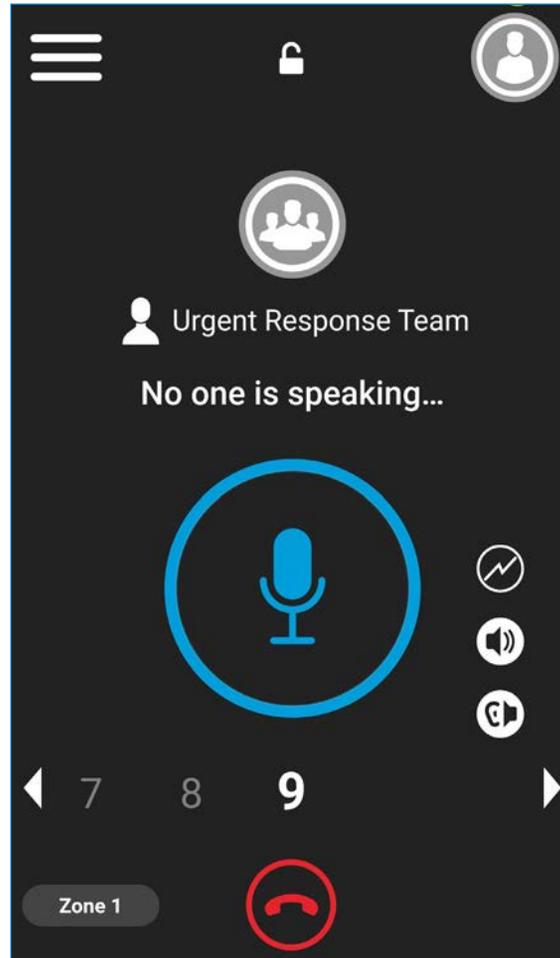
While in a PTT call, only one person can speak at a time. The person speaking is said to “have the floor”. The following terms are used throughout this guide:

**Floor Acquired:** When you acquire the floor by pressing the PTT button, the on-screen microphone button changes and you will hear a “chirp.” This indicates that you have the floor and can speak while you press the

PTT button. When you stop talking, you should release the PTT button.



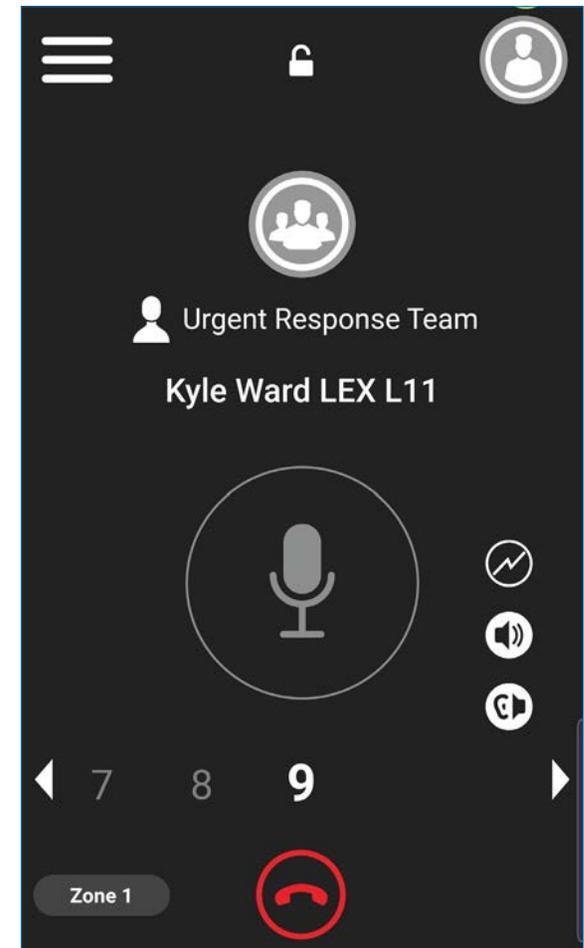
**Idle:** While no one is speaking, the floor is “Idle” and “Available” for anyone to take. The screen changes color and shows the message “No one is speaking...” If you want to speak, you must wait until the floor is “idle,” then you can press the PTT button to acquire the floor.



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

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

able to speak after acquiring the floor. Please refer to the “Supervisory Override” section for more information



### Instant Personal Alert (IPA)

An Instant Personal Alert allows you to request a callback from another user. For more details, see the “Call from Instant Personal Alert” section.

### Talkgroup

A talkgroup is a type of PTT contact that connects you to multiple people at once. For more details on talkgroups, see the “Talkgroups” section.

## Avatars

This section provides a complete list of all avatars available.

### Avatar Icons

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

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

To change a contact avatar, see the “Add or Change an Avatar” section within this document.

