



Enhanced Push-to-Talk Application for iOS

Standard Version Release 9.1

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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 Standard version.

The Standard version of the EPTT application provides instant communication to individuals and groups at the push of a button. Here is a brief description of key features of the Standard version.

- **Alerts**
 - **Instant Personal Alert (IPA)**
Allows you to send a message to another person asking for a callback.
 - **Missed Call Alert (MCA)**
Shown whenever you miss an incoming PTT call because you were either in another PTT call or a regular cellular call.

For more details, please refer to the “Alerts” section.
- **Broadcast Talkgroup Calling**
Allows certain talkgroup 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 can be centrally managed by an administrator (“administrator-managed”) or by you (“personal”).

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

Note: In the EPTT application, groups (either created by the subscriber or corporate administrator) are also known as talkgroups.
- **Device ID Management**
Allows login to the service with a username and password. Also allows multiple users to share a device.

For more details, please see the “User ID and Password User Login” section.
- **Emergency Calling and Alert**
Allows you to originate or receive an emergency call and receive an emergency alert.

For more details, please see the “Emergency Calling and Alert (Optional)” section.
- **Favorites**
You can manage your own list of favorites for quick access to contacts and talkgroups.

For more details, please refer to 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.
- **Location Tracking**
A supervisor with Location Capability turned on by your administrator at the group level can track talkgroup member’s location.
- **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 Calls” section.
- **Real-Time Presence**
See whether your contacts are “Available” and ready to receive calls before making a call. Likewise, indicate whether you want to receive PTT calls to your contacts.

For more details, please refer to the “Real-Time Presence” section.
- **Supervisory Override**
Allows a supervisor to take the floor and speak at any time during a talkgroup call, even if someone else is speaking.

For more details, please refer to the “Supervisory Override” section.
- **Talkgroup Scanning with Priority**
Allows a subscriber’s phone to scan through a list of corporate talkgroups for calls. The higher priority talkgroup calls take precedence over lower priority talkgroup calls.

For more details, please refer to the “Talkgroup Scanning” 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
- First-time Activation
 - Activation on an iOS
 - Activation on an iOS 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 iOS smartphone. For more details, please check the website of your service provider.
3. Wi-Fi Assist mode should be turned off otherwise it could interfere with EPTT operation. The setting is found in Settings > Cellular > Wi-Fi Assist.
4. An Apple ID and iTunes to download the application from the Apple iTunes store.
5. The following link provides information about creating an Apple ID using iTunes.
<http://support.apple.com/kb/ht2731>

Download

1. Search for the Enhanced Push-to-Talk application in the Apple App Store.
2. Download the application by touching the “Get” and then the “INSTALL” button. The application will download and install automatically.
3. Once the download is complete, select “Open”.

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

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

First-time Activation

There are two ways to activate the 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 iPhone

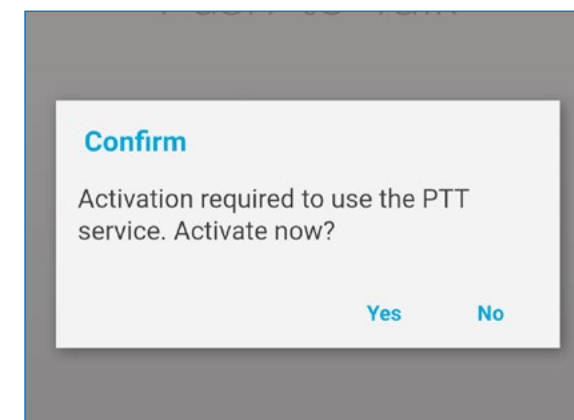
The first time you start the application after download, the application must “activate” with the EPTT server. This activation process ensures that you are a EPTT subscriber and that you are using a supported iPhone.

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

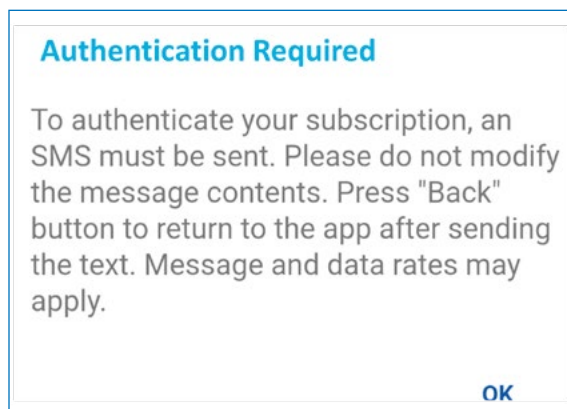
Note: When prompted, you must ALWAYS ALLOW the application to access your location. The application will not login if the other options (Only While Using the App, Use Once, or Don’t Allow) are selected.

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

2. The *Activation Confirmation* dialog displays.



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



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.

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.

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.

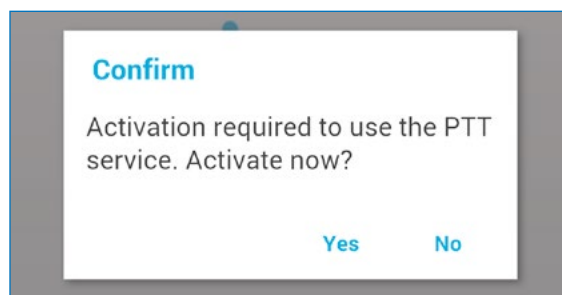
This activation process ensures that your subscription is provisioned on an EPTT server, and you are a valid EPTT service user, using a supported device.

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.

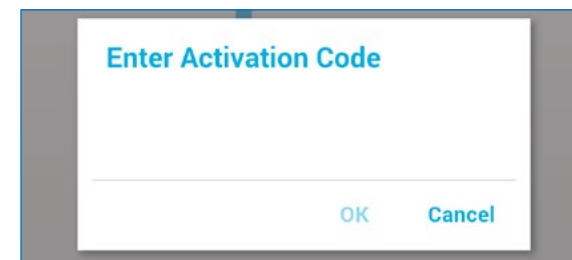
Note: When prompted, you must **ALLOW** the application to record audio, access the device’s location, access contacts, make and manage phone calls, access photos, media, files, and send and view SMS messages on your device.

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 on an iPhone using only Wi-Fi Network

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

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

To activate EPTT application using Wi-Fi network:

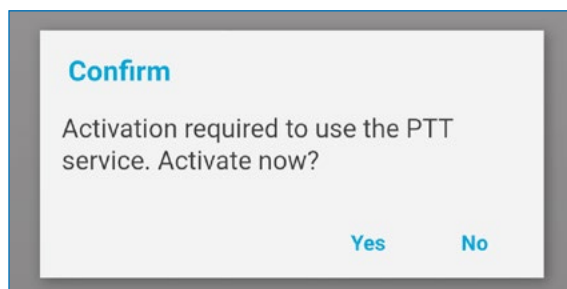
1. Tap on the **Push-to-Talk** icon under **Apps** to launch the EPTT application.

Note: When prompted, you must **ALWAYS ALLOW** the application to access your location. The application will not login if the other options (Only While Using the App,

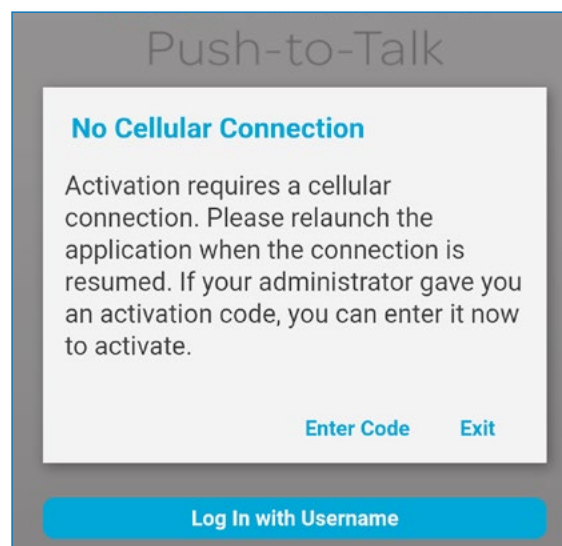
Use Once, or Don't Allow) are selected.

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

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



3. A No Cellular Connection dialog is displayed.



4. Tap **Enter Code** and enter the activation code received from your administrator then tap **OK** to activate or tap **Log In with Username**. A Log In screen displays.

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

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.

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 PTT users to share a device with another PTT 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 PTT user can have only one active session at any point in time. Once logged in to one device, a session from another previously logged in device is deactivated.

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

First Time Login

1. Tap the Username or email field.

2. 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.

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

Note: If you forgot your password, tap **Forgot Password?** link and go to “**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 **Log In** button to log in to the EPTT application. The Update Password screen is displayed.
7. If the application has been idle on the Log In screen for a while, you may see a timeout error. Enter your user ID and password again. This security feature is intended to prevent unauthorized access.

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

Set Your Password

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

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 PTT number using your on-screen keyboard.
3. Tap the **Password** field.
4. Type your password using your on-screen keyboard.
5. Tap the **Save** button in the upper-right. You are logged into the 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 each time you log in.

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

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

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

Forget Your Password

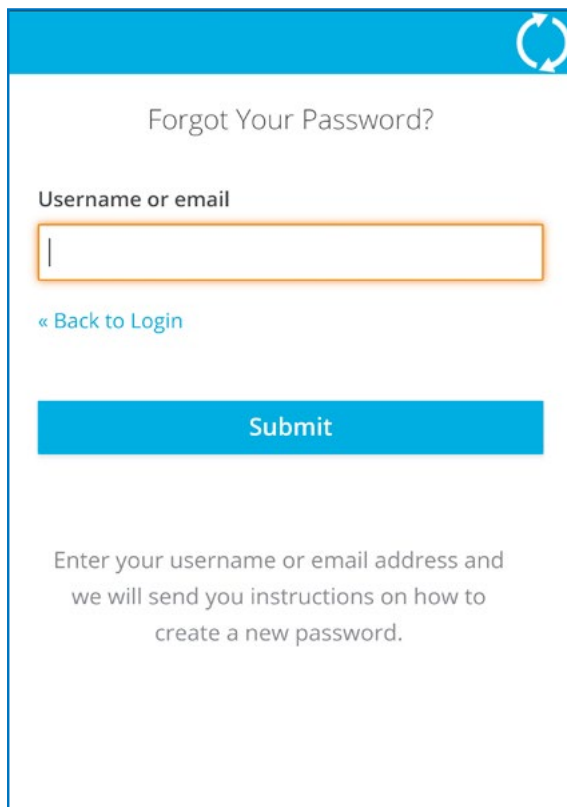
Use the following steps when you forget your password. A temporary password is automatically sent to your email address.

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

Note: Tap **Back to Login** to return to the Log In screen.

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

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



3. Tap **Submit** button. An email is sent to you with a temporary password. Follow the steps for “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 log in 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?” displays.
2. Tap **Yes** to log out or tap **No** to cancel.

Tutorial

This 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 log in 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 log in to the EPTT application.
2. Tap **Yes** to log in to the EPTT application.

Application Updates

iTunes & App Store Settings

When an update for the EPTT application becomes available, your iPhone will notify you that there is an update available. When installing an update, it is recommended that you enable the **Auto-Update Apps** setting so that you 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 groups are always retained. When the EPTT application is updated, your history, favorites, and settings are generally retained. In some rare cases of a major update to the application, your history and favorites may be deleted and settings may be reset to their default values.

Navigating the Enhanced Push-to-Talk Application

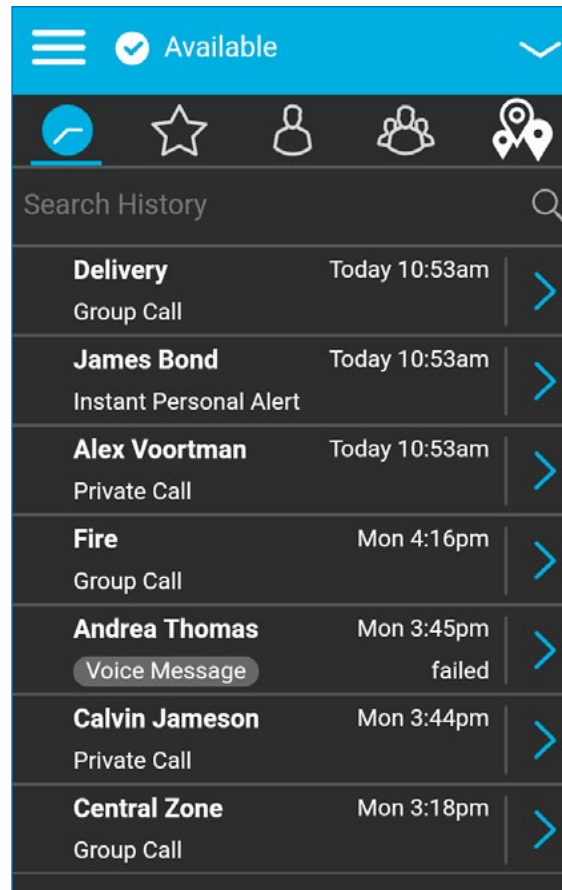
Navigating the Enhanced Push-to-Talk (EPTT) application is easy using your phone's touchscreen. The screen consists of four major tabs: "History", "Favorites", "Contacts", "Groups", and "Map".

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

- History
- Favorites
- Contacts
- Talkgroups
- Map
- Call Screen
- Menu
- Actions
- Context Menus
- PTT button
- Navigating to the Previous Screen
- One Touch Calling and Landing Page
- Scrolling
- Searching
- Icons
- Tones

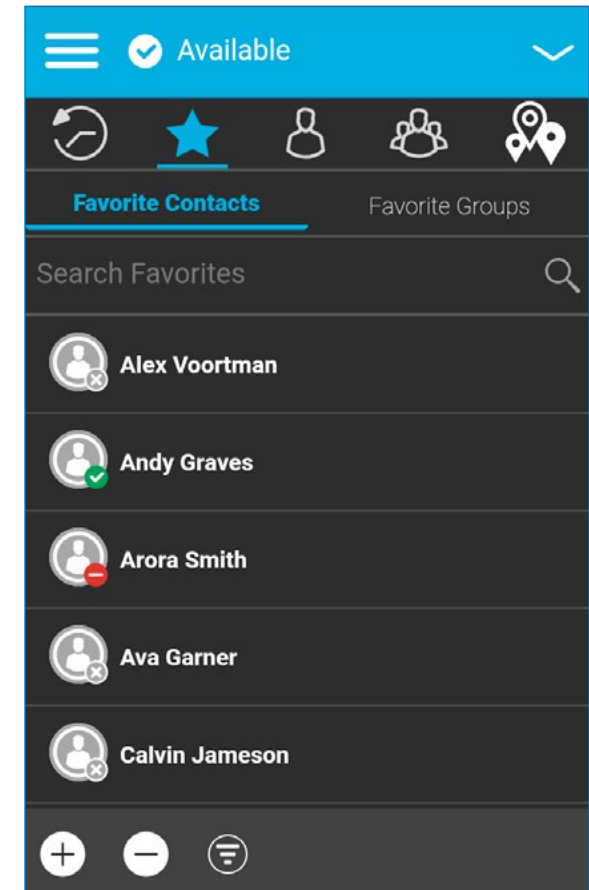
History

The "History" tab 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.



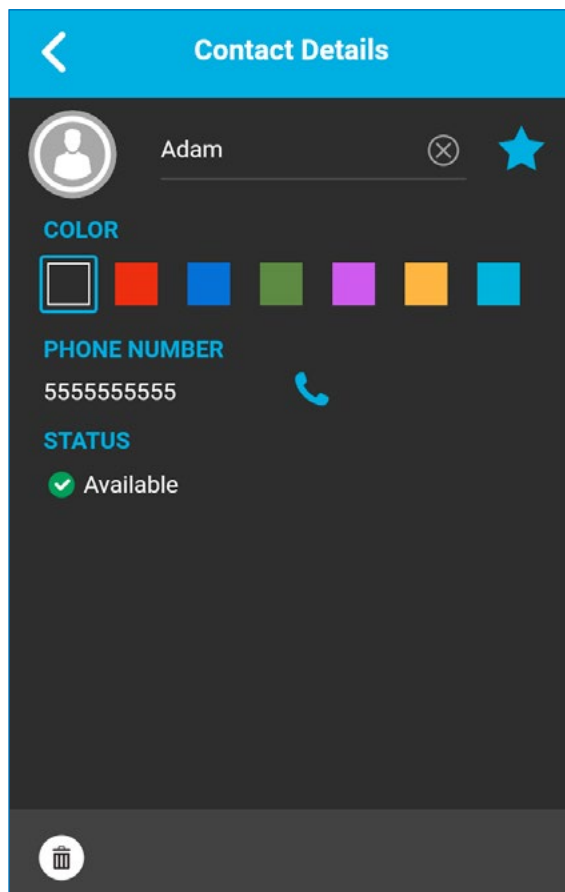
Favorites

The "Favorites" tab displays your favorite PTT contacts and talkgroups. You can quickly initiate an 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.



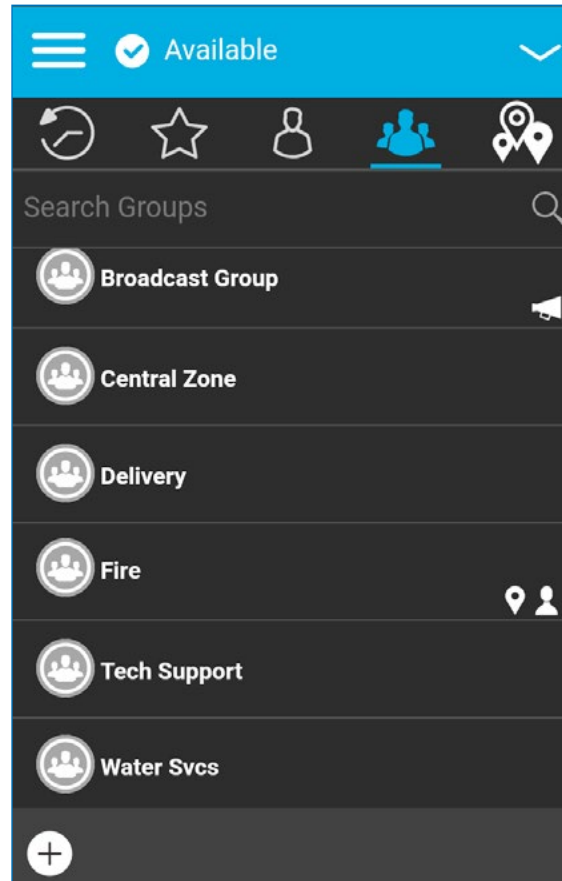
Contacts

The “Contacts” tab displays your PTT contacts and allows you to search for contacts, start an PTT call, or send an alert. If turned on by an administrator, you can also add PTT contacts and create personal PTT groups here. An icon is shown next to a contact which is an interop user. For more information on how to view, add, edit, and delete your personal contacts, see the “Contacts” section. For information on the contacts icons, see the “Icons” section.



Groups

The “Groups” tab displays your talkgroups and allows you to search for talkgroups or start a PTT talkgroup call. If turned on by an administrator, you can also create, change or delete your personal PTT talkgroups here. Icons are shown next to the talkgroups where you are a broadcaster or supervisor. Icons also indicate interop talkgroups, location tracking, and talkgroup scan priority. For more information on how to view, add, edit, and delete your personal groups, see the “Talkgroups” section. For information on the Talkgroups icons, see the “Icons” section.

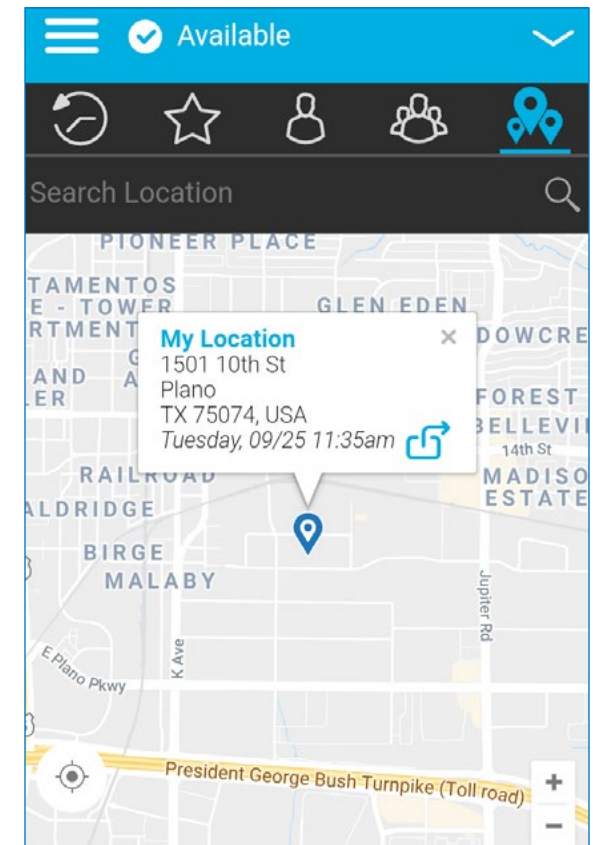


Map

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

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

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

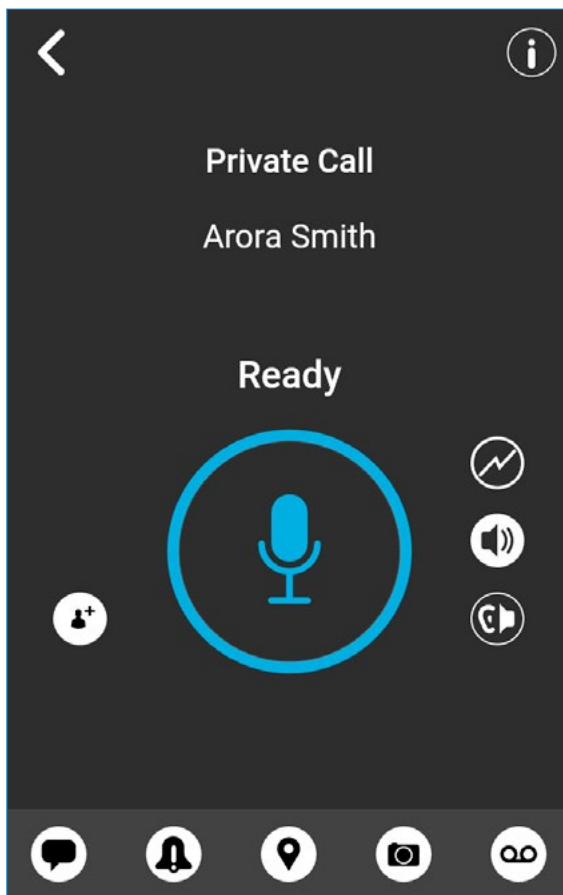


Call Screen

The Call screen is the main screen for communication. You make a call, make a quick group call, turn on/turn off the speaker, send a text message, send your location, send an alert, send a photo, and record and send a voice message.

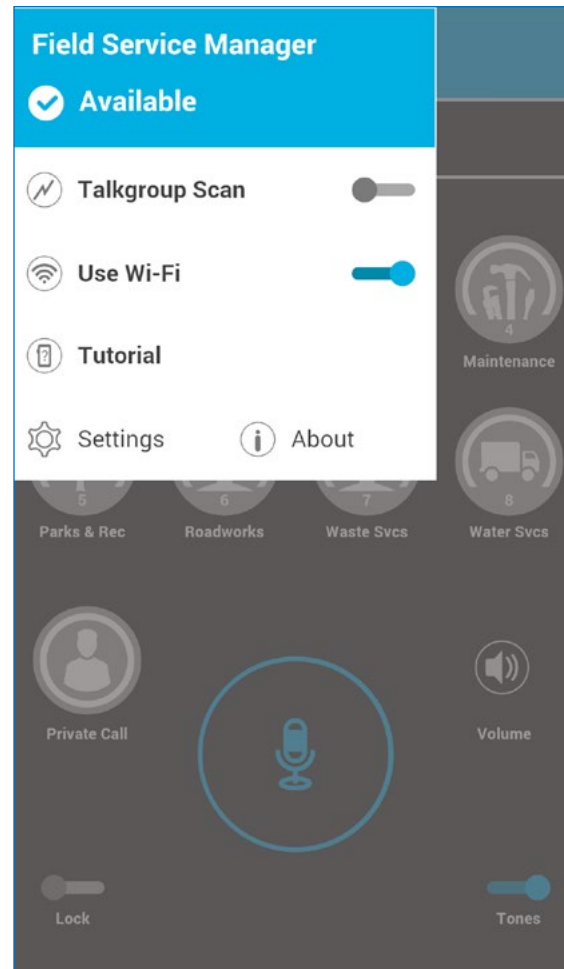
For more information on how to make and receive calls, see the “Making and Receiving PTT calls” section.

For information on the call screen icons, see the “Icons” section.



Menu

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



The following table lists the menu icons you will see:

Display Name

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

Presence Status

Displays your presence status:

- ✓ “Available”,
- “Do Not Disturb”,
- ✗ “Offline”. This icon also displays your “No Connection” presence status. To change your presence, see the “Real-Time Presence” section.

Talkgroup Scan

On Off

Tap the Talkgroup Scan toggle from Off to On, For more details, see the “Talkgroup Scanning” section.

Manual Dial

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

Settings

Tap to access the Application settings. For more details, see the “Settings” section.

Tutorial

Tap to access the application tutorial.

About

Tap to access more information on the application.

Actions

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

Context Menus

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

Call Screen/ History Details Camera Option

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

Contacts

- Contact Details
- Delete Contact (User-managed contacts)
- Send Text
- My Location
- Send IPA
- Send Document
- Camera
 - Take Photo
 - Record Video
 - Image Gallery
 - Video Gallery
- Record Voice
- History
- Details

Contact Details

- Delete Contact (User-managed contacts)

Favorite Contacts

- Remove Favorite
- Send Text
- My Location
- Send IPA
- Send Document
- Camera
 - Take Photo

- Record Video
- Image Gallery
- Video Gallery
- Record Voice
- History
- Details

Favorite Groups

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

History

- Add Contact (Manual dial call or received call from a PTT user not in your contact list)
- Clear All
- Delete History

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

- Show Details (All entries)
- Delete Group (User-managed group)
- Send Text
- My Location (All groups except broadcast)
- Send IPA (All groups except broadcast)
- Send Document (All groups except broadcast)
- Camera (All groups except broadcast)
 - Take Photo
 - Record Video
 - Image Gallery
 - Video Gallery
- Record Voice (All groups except broadcast)
- Scan List (Administrator-managed group)
 - Set Priority 1
 - Set Priority 2
 - Set Priority 3
 - Normal Priority
 - Remove

Group Details

- Rename Member (User-managed group)
- Remove Member (User-managed group)
- Delete Contact (User-managed group)
- Delete Group (User-managed group)

PTT Button

External PTT Button

A PTT accessory 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.

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

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

Note: This behavior assumes that Background Calling is turned off. For more details on Background Calling, see the “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 PTT** 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 have an on-screen button to return to the previous screen.

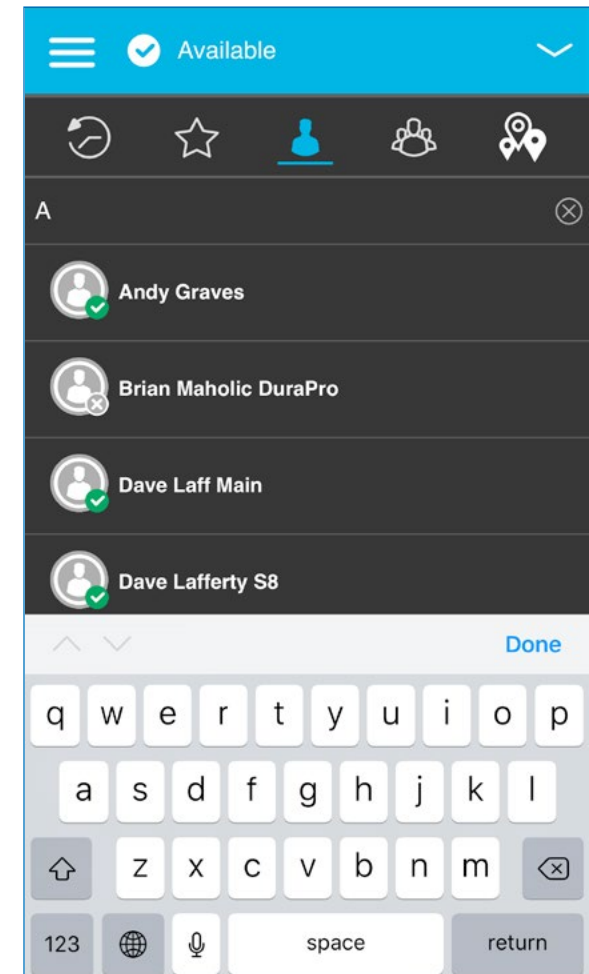
Scrolling

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

Searching

Searching allows you to easily 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 easily scroll and choose the desired result. To search:

1. Touch within the Search bar to bring up the on-screen keyboard. As you type, contacts or groups, and names containing the letters or numbers entered will automatically be displayed.


















2. When you find the desired results, tap the Returned Result.

Note: You must be in the respective screen (History, Favorites, Contacts, Groups, 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.

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.	Filter On Button  Tap to toggle filter On.
Alert Button  Tap to send an Instant Personal Alert to a contact.	Filter Off Button  Tap to toggle filter Off.
Attach File Button  Tap to attach a PDF file to send as an attachment. Requires Integrated Secure Messaging.	Gallery Button  Tap to save to your device. Requires Integrated Secure Messaging.
Camera Button  Tap to choose between taking photo, video or select a file in the gallery. Requires Integrated Secure Messaging.	Location Button  Tap to share your location. Requires Integrated Secure Messaging.
Cancel Button  Tap to cancel the current action and go back to the previous screen.	Send Message Button  Tap to send a text message. Requires Integrated Secure Messaging.
Delete Button  Tap to delete the contact, group, etc.	Forward Button  Tap to forward an image or video. Requires Integrated Secure Messaging.
Details Button  Tap to access the contact details.	Save Button  Tap to save current contact or group.
	Voice Message Button  Tap to send a recorded audio message. Requires Integrated Secure Messaging.

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

Default Contact Icon  Used in the contact list screen when there is no avatar assigned.
Default Group Icon  Used in the group list screen when there is no avatar assigned.

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

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


End Call Button

 Tap to end the current PTT call.


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 an PTT call.

Contact/Group Details Button

 Tap to access the details information of the group or contact.

Instant Personal Alert Button

 Tap to send IPA to the contact.

Integrated Secure Messaging

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

Listen-only Call Indicator



PTT Button – “Idle” State

 Indicates “Idle” state.


PTT Button – “Floor Taken” State

 Indicates “Floor Taken” state.


PTT Button – “Acquired” State

 Indicates “Acquired” state.

Earpiece ON toggle button


 Tap the button to switch between speaker and earpiece. For more information, see the “Turning the Speaker On/Off”.

Speaker OFF toggle button

 Tap the button to toggle from OFF to ON. When the speaker is off, PTT calls are heard through the phone’s earpiece. For more information, see the “Turning the Speaker On/Off”.

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.

Cancel Emergency State



Displays when you cancel an emergency. Slide to confirm cancellation of emergency state. Requires Emergency Services feature enabled.

Declare Emergency State



Displays when you declare an emergency. Slide to confirm initiation of emergency state. Requires Emergency Services feature enabled.

The following table lists the contact list icons you will see:

Cellular Call Button

 Located in the contact details. Tap to make a cellular call.


Interop User Icon

 Interop user indicator.


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

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 Indicator


 Indicates the attachment is a voice message. Tap to play the message. Requires Integrated Secure Messaging.

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 a text message to the contact/group.

Play Button

 Tap to start playback of an audio message.

Quick Text Access Button

 Tap to access the quick text list.

Voice Message Button

 Tap to record a voice message.

Record Button

 Press and hold to start recording a voice message.

Send Text Message Button

 Tap to send text message.

Share Location Button

 Tap to share location to the contact/group.

Stop Button

 Tap to stop playback of the voice message.

Recording Voice Button

 Release to stop recording the voice message.

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



Scan List Priority 1 Indicator



Scan List Priority 2 Indicator



Scan List Priority 3 Indicator



Supervisor Group Indicator



The following table lists the map icons you will see:

Call Button



Tap to initiate a PTT call to the group member.

Map Black Pin



Indicates that the group member 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 Gray Pin



Indicates that the group member is "Offline".

Map Green Pin



Indicates that the group member is "Available".

Map Orange Pin



Indicates the intended center location of a boundary. User selected location.

Map Purple Pin



Indicates the location of selected members of a quick group.

Map Red Pin



Indicates that the group member is "DND".

Map Refresh Button



Tap to refresh the locations of group members on the map.

My Location Mark (Blue Pin)



Indicates user's own location on 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.

Quick Group Selector Button



Tap to create a quick group.

The following table lists the miscellaneous icons you will see:

Checkbox Off



Checkbox 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.

The following table lists the presence icons you will see:

“Available” Icon

✔ A PTT contact’s presence status is “Available” or my presence status.

“Do Not Disturb” Icon

⊖ A PTT contact’s presence status is “Do Not Disturb”.

“Offline” Icon

✕ A PTT contact’s presence status is “Offline” or my presence status when the phone is not connected to the server.

The following table lists the tab icons you will see:

“Contact” Tab



“Favorite” Tab



“Group” Tab with Talkgroup Scan On



“Group” Tab with Talkgroup Scan Off



“History” Tab



“Map” Tab



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.

Details Button

 Tap to go to details.

Edit Button

 Tap to edit.

Drop-Down Button

 Tap to change self-presence.

Save Button

 Tap to save the current operation.

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

Depending on your Alert Repeat setting, the alert may play until you dismiss the alert.

Attention

Played whenever there is an error message displayed.

Call Suspend

Played during a call whenever the call is momentarily suspended while the phone switches from cellular data to Wi-Fi connection (or vice versa) or due to a loss of connection with the 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 3G and 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 EPTT over 3G and 4G/LTE Cellular Data Networks

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

Note: Use of EPTT 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.

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 momentarily 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. If this happens, you can call back from PTT history.

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 Enhanced Push-to-Talk (PTT) calls. This section is organized as follows:

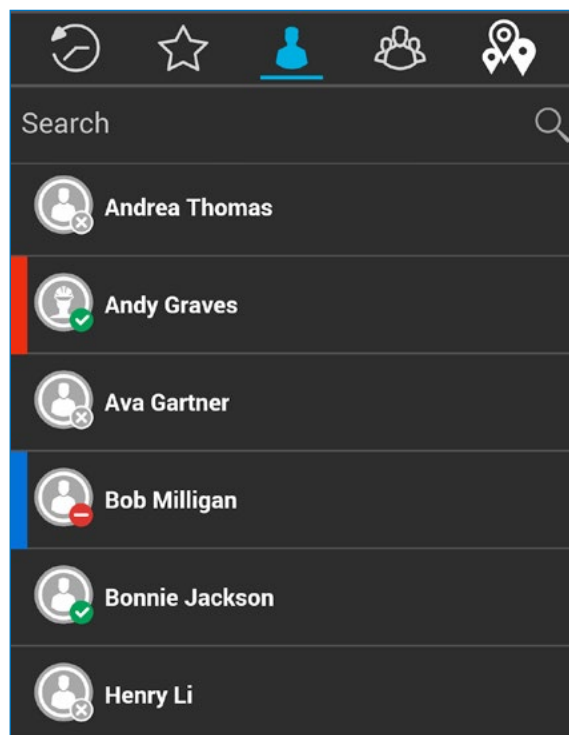
Note: On iOS 12.4 or higher devices, a call can be initiated only while the application is open (visible). To start a call using a PTT accessory button, open the application first. To receive an incoming call, you must bring the application to the foreground.

- Making Calls
 - One-to-One (1:1) Calls
 - Group Calls
 - Quick Group Calls
 - Broadcast Talkgroup Calls
 - Call from Device Contacts
 - Call from History
 - Call from Missed Call Alert
 - Call from Instant Personal Alert
 - Call Behavior While the Screen is Locked
 - PTT Call Behavior When Contact or Group is Unavailable
 - PTT Call Behavior in Background
 - Manual Dial Calls
- Receiving Calls
 - Receiving Broadcast Talkgroup Calls
 - Broadcast Call History
- Turning the Speaker On/Off and Set PTT Call Volume
- How to Set the PTT Call Volume
- Interaction with Silent or Sound Mode
- Interaction between PTT and cellular calls
- PTT Call Behavior While the Application is in the Background
- Rejoining a PTT Group Call

Making Calls

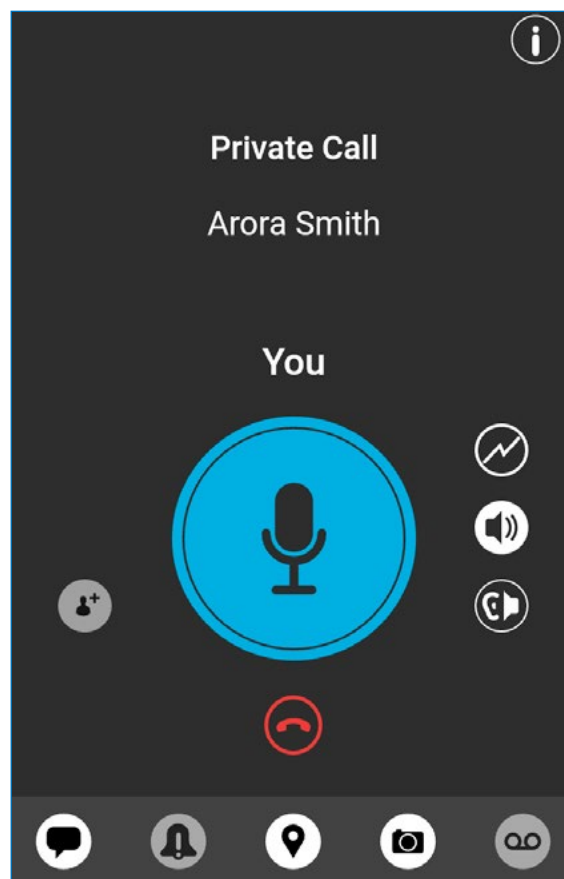
One-to-One (1:1) Calls

1. From the contact list, tap the **Contact** you want to start a PTT call.

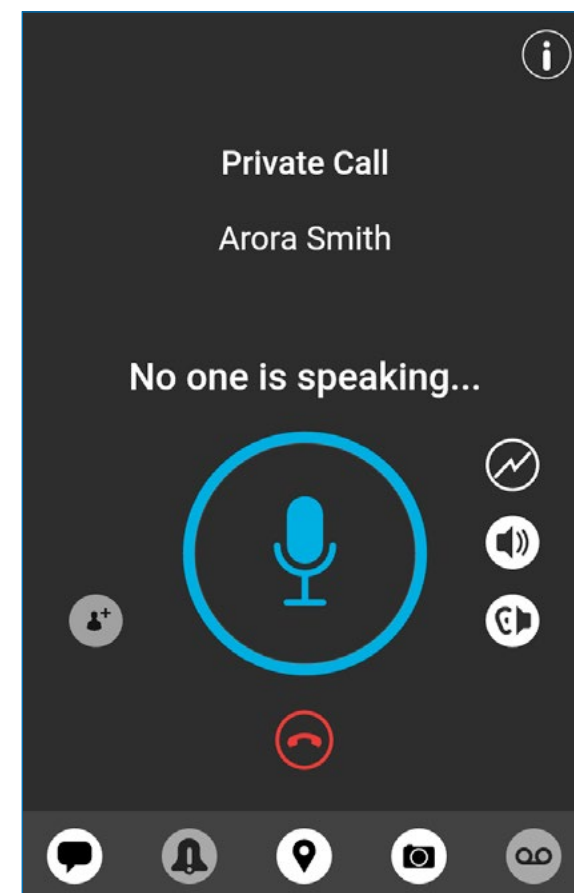


2. The Call screen is displayed including the name of the contact that you are calling in the call status.

3. Press and hold the 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.



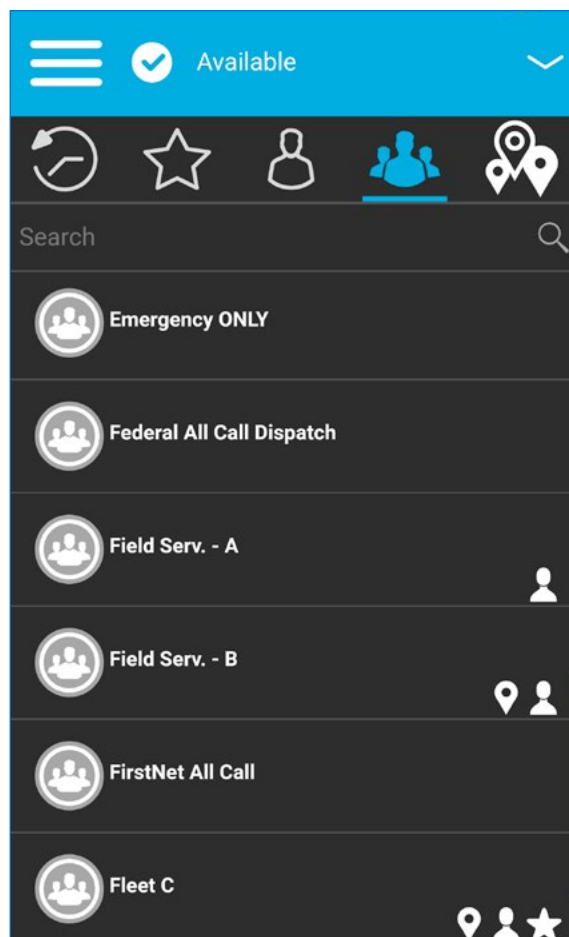
4. Release the PTT button to allow the other person on the call to take the floor and speak.



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

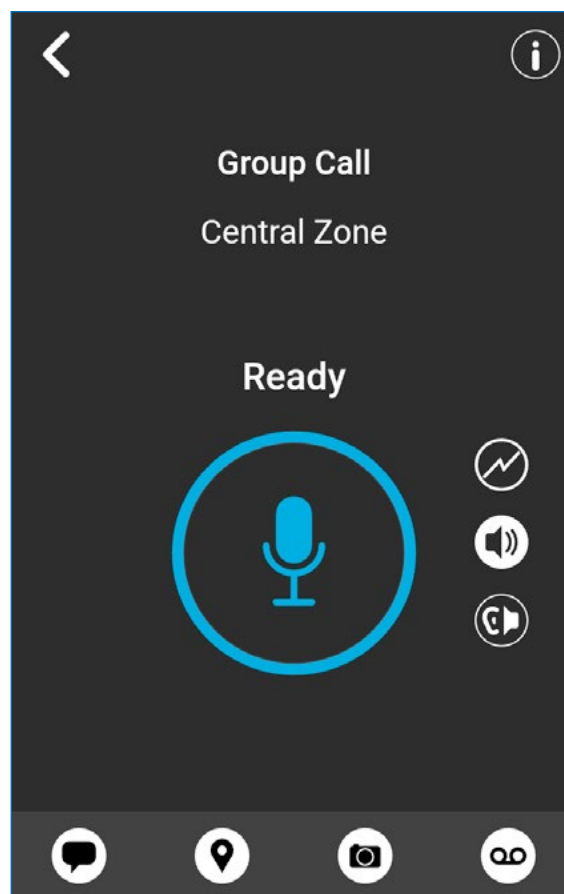
Group Calls

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

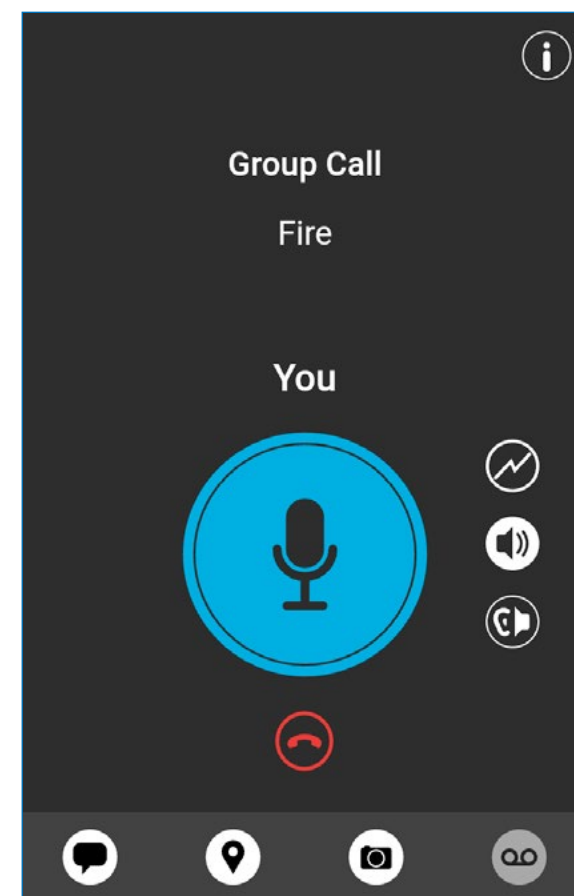


Note: Some corporations may automatically assign a group called “all_subscribers_group”. This group has all the PTT subscribers from your corporation.

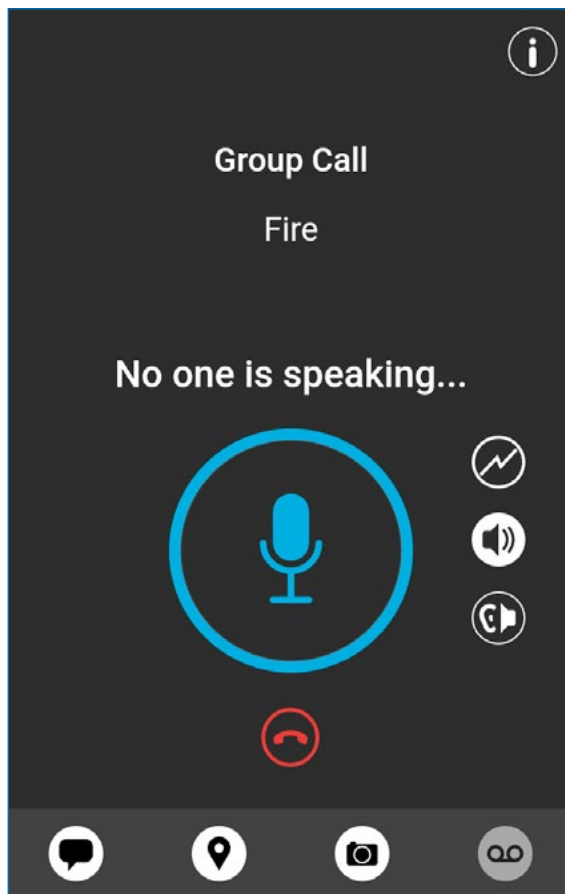
2. The Call screen displays including the name of the talkgroup that you are calling in the call status..



3. Press and hold the PTT button displayed on the screen. A group PTT call is started. A chirp tone is heard and the PTT button changes color indicating you have taken the floor.



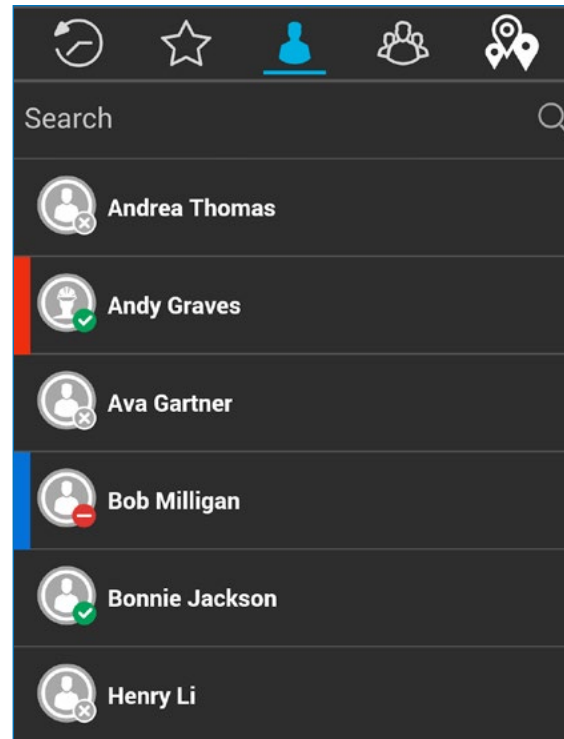
4. Release the PTT button to allow other members of the call to take the floor and speak.



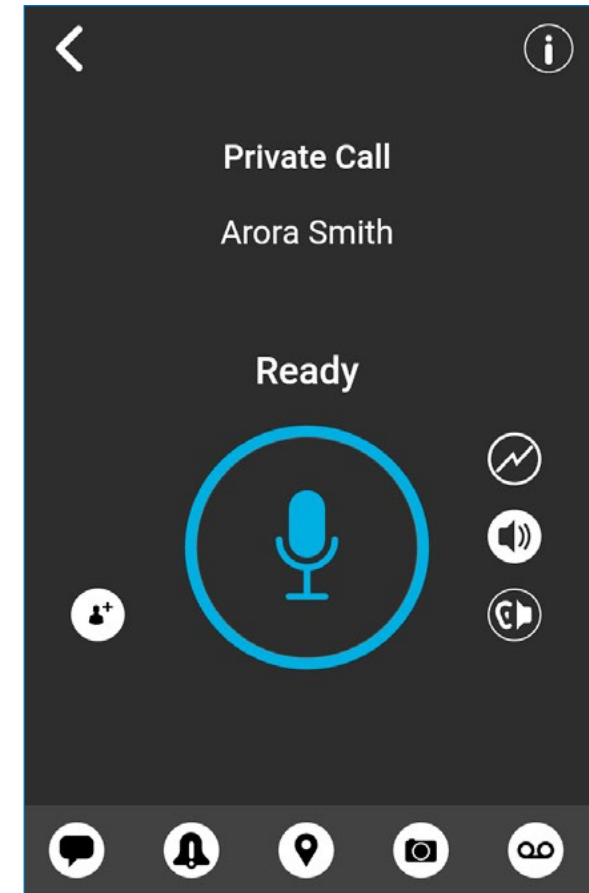
5. Tap the End Call button to end the call.

Quick Group Calls

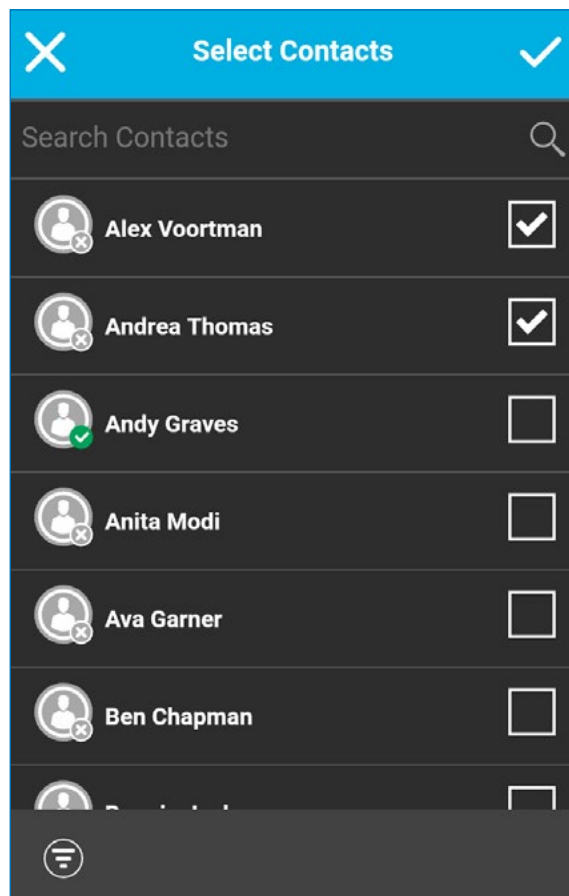
1. From the "Contacts" tab, select your first Contact to call.



2. Call screen displays.

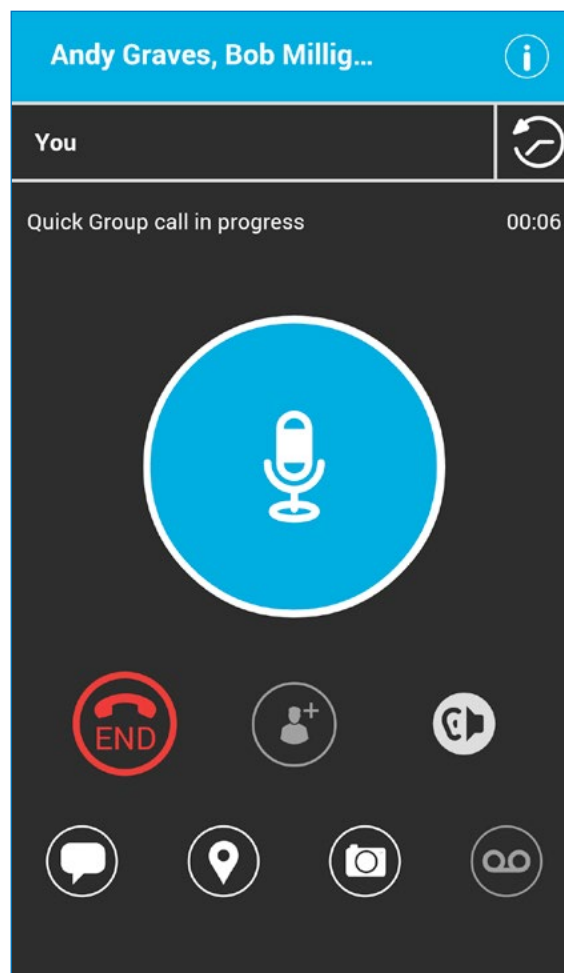


3. Tap the Add Participants button. The Select Contacts screen displays.



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

5. 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.



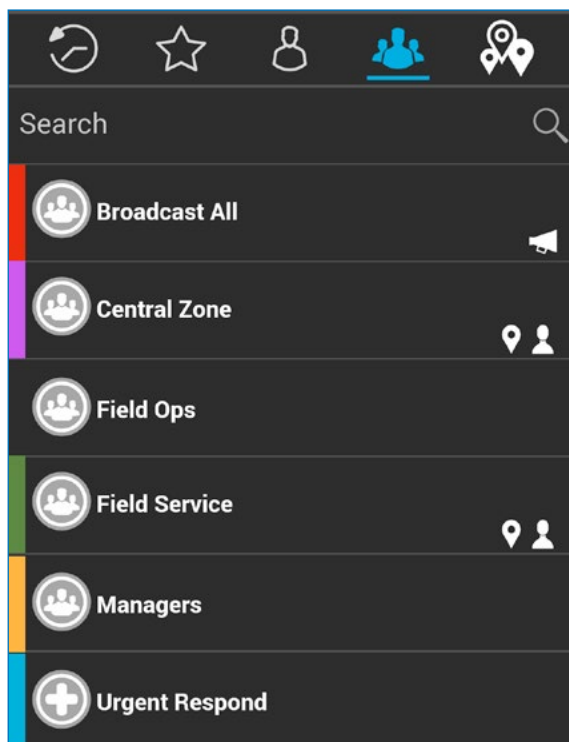
6. Release the PTT button to allow the other members of the group to take the floor and speak.
7. Tap the End Call button to end the call.

Broadcast Talkgroup Calls

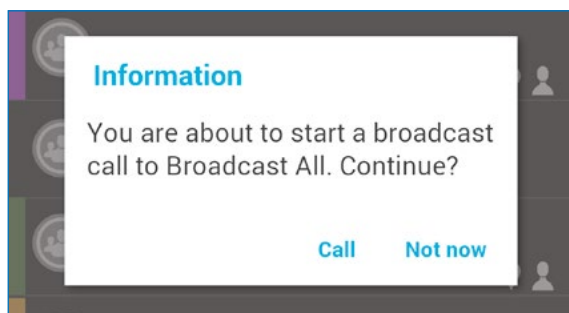
Broadcast talkgroup calls make it possible to deliver important information quickly to a large group. Only certain group members, called broadcasters, may initiate a one-way call to a talkgroup with up to 500 members. A broadcast talkgroup call preempts any ongoing PTT call and receiving talkgroup members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

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.

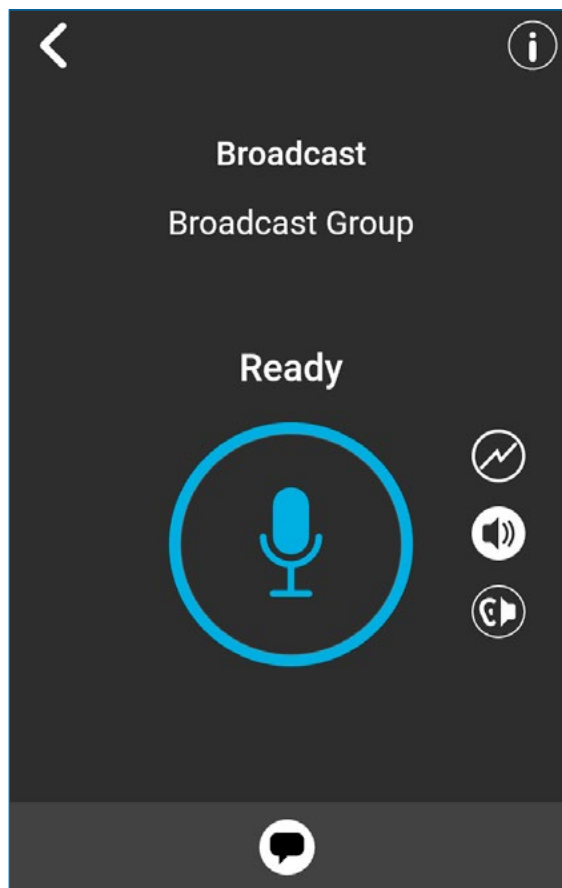
1. Tap the Broadcast Talkgroup you want to call. The broadcast talkgroup is identified in the group list by the broadcast talkgroup icon.



2. A Confirmation dialog is displayed.

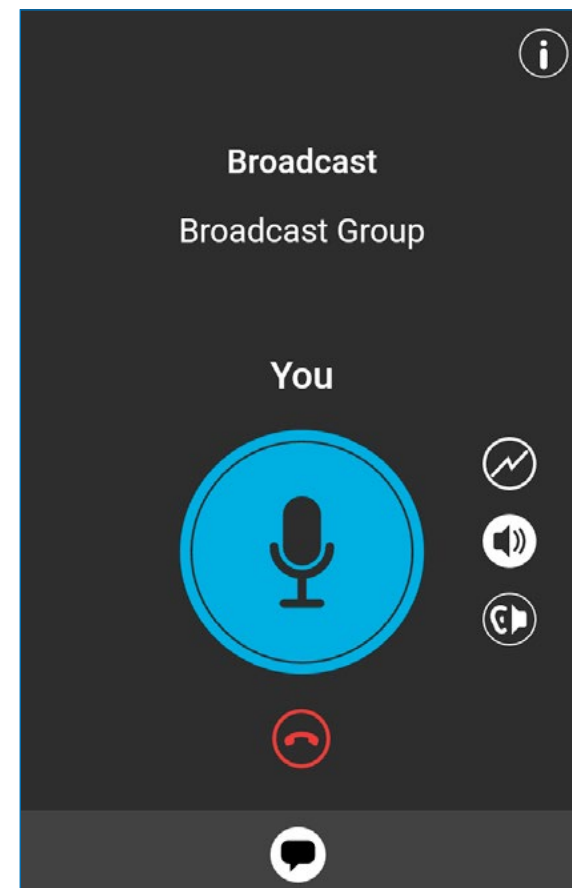


3. Tap Call to initiate the call. The PTT call screen is displayed.



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. Release the PTT button when you have finished speaking.



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

Call from Device Contacts

To place a call from the device contacts

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

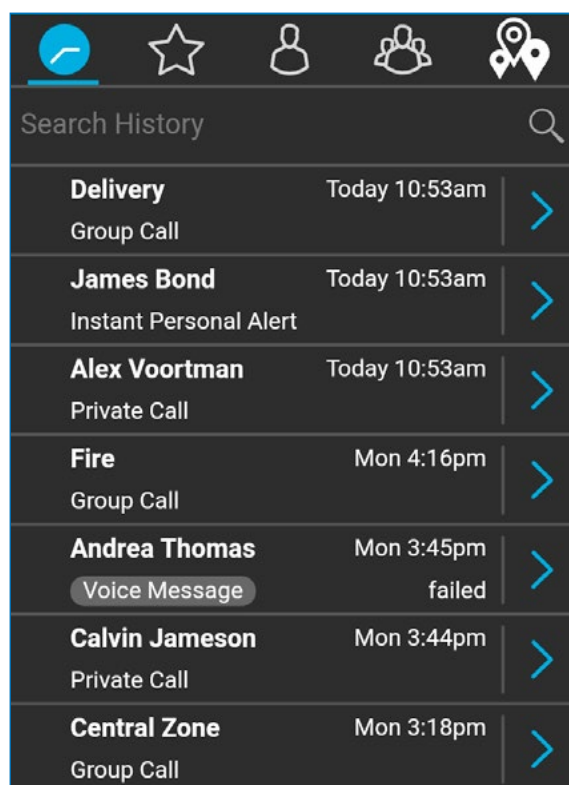
1. Navigate to the device contacts, select the PTT contact to call, and press the PTT key.

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

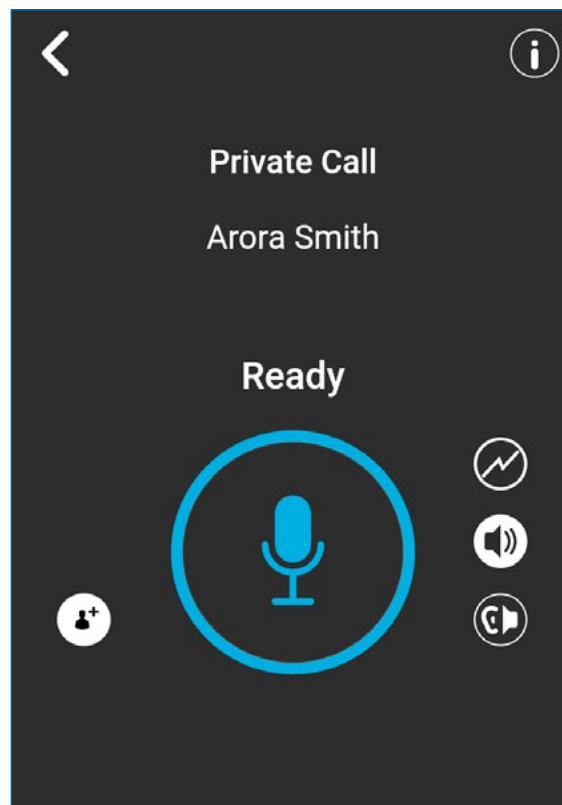
2. You can also navigate to Push-to-Talk and press the PTT key to call the contact.

Call from History

1. Tap on the “History” tab to view the history of Calls and IPAs.



2. Touch on the Conversation you want to call. A Call screen will be displayed.

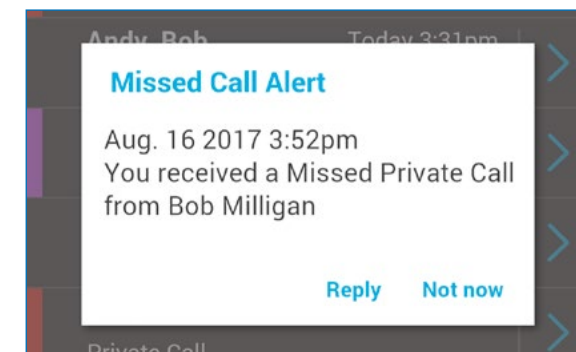


3. Press and hold the PTT button displayed on the screen. A PTT call is started. A chirp tone is heard and the PTT button changes color indicating you have taken the floor.

Call from Missed Call Alert

On receiving a Missed Call Alert, you will receive an alert tone and a pop-up message will be displayed.

For more details, see the “Missed Call Alert” section.

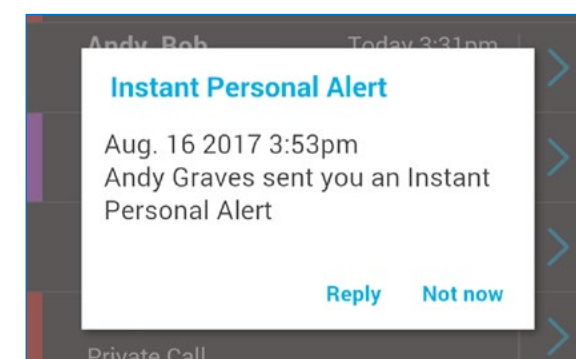


1. Tap the Reply button to place the call or
2. Tap the Not Now button to dismiss the message.

Call from Instant Personal Alert

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.



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

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.

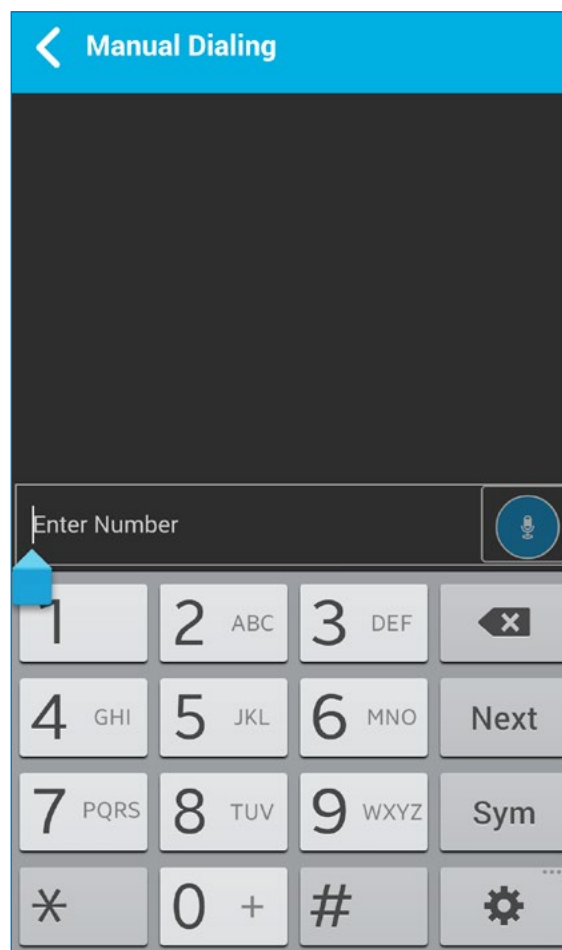
A voice message must be 3 seconds or longer otherwise the message will not be sent and you will receive an information message.

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.

Manual Dial Calls

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

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

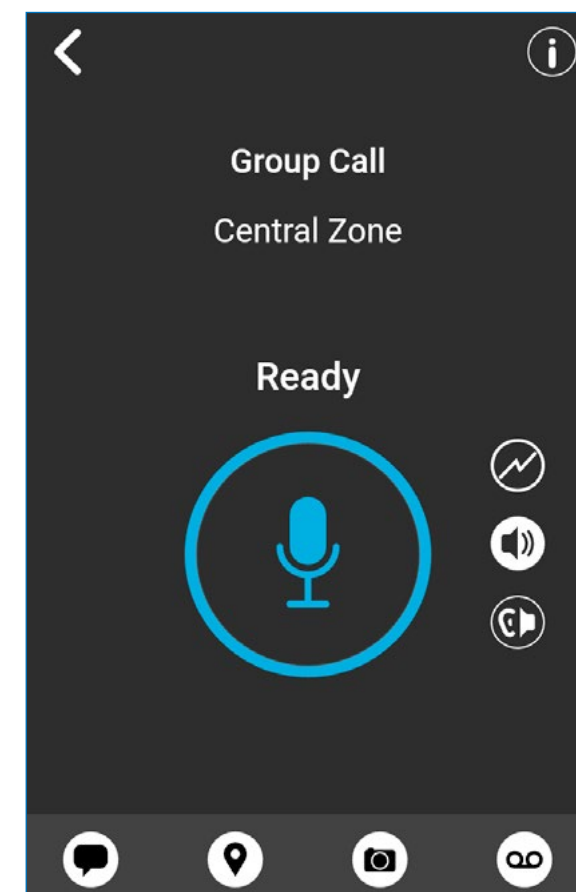


2. Begin entering the **Contact Number** using the on-screen keyboard. If the number matches PTT contacts, they will be displayed. If you want to call one of those contacts, touch the **Contact**, and the number fills the Numeric Text field.
3. Tap the on-screen PTT button located at the right of the phone number. The Call screen displays.

Receiving Calls

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

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



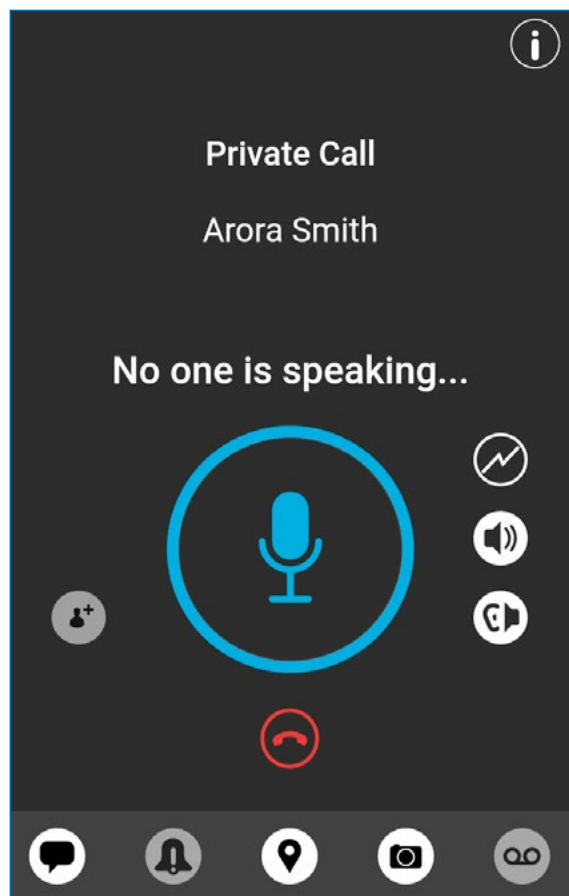
Note: This behavior assumes that Background Calling is turned off.

For more details on Background Calling, see the “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 and the PTT button changes color and the floor is “Available” for another talker.



3. You can continue the conversation by touching and holding the PTT button on the screen.
4. Tap the End Call button to end the call.

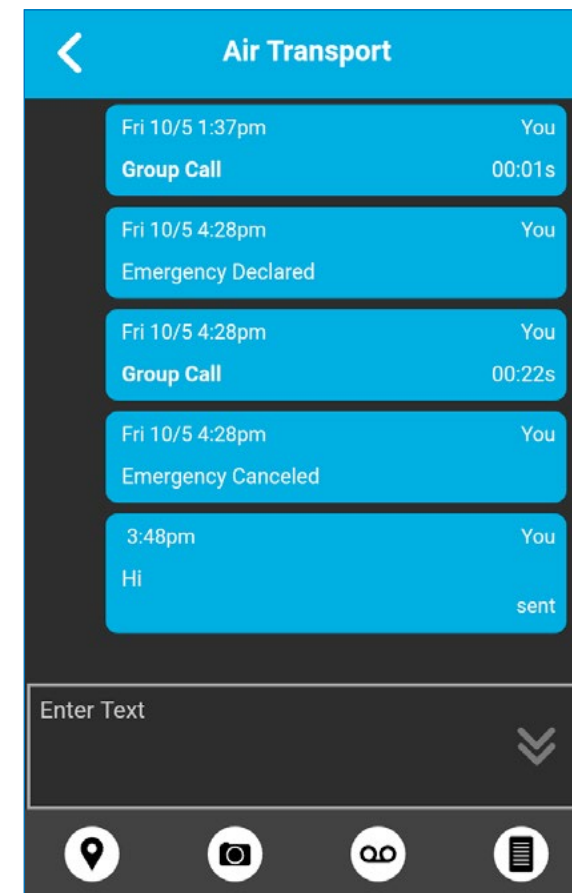
Receiving Broadcast Talkgroup Calls

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

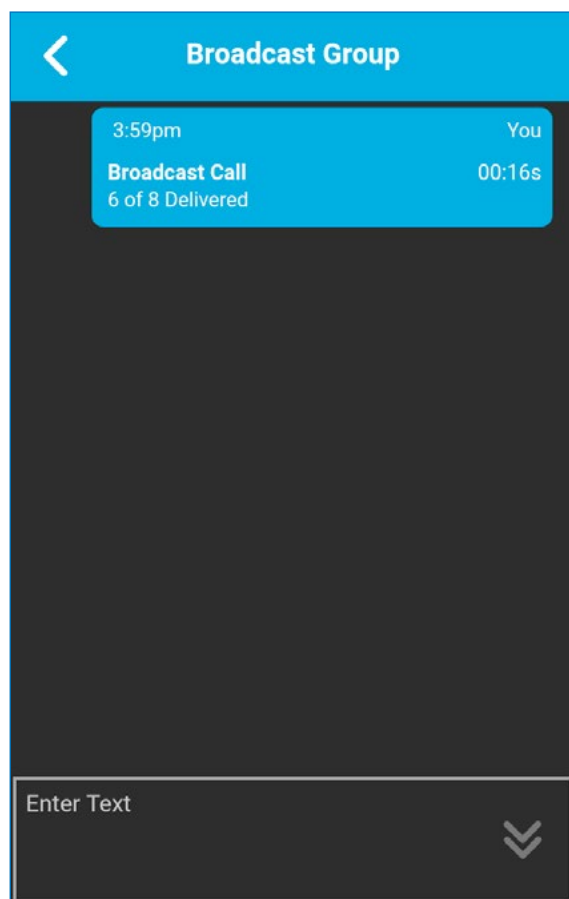
Only designated talkgroup members may make broadcast talkgroup calls. If you are not allowed to make calls to a talkgroup, you do not see it listed in the “Talkgroups” tab. If you try to call a broadcast talkgroup from history, you see a message indicating that the call cannot be completed.

Broadcast Call History

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



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



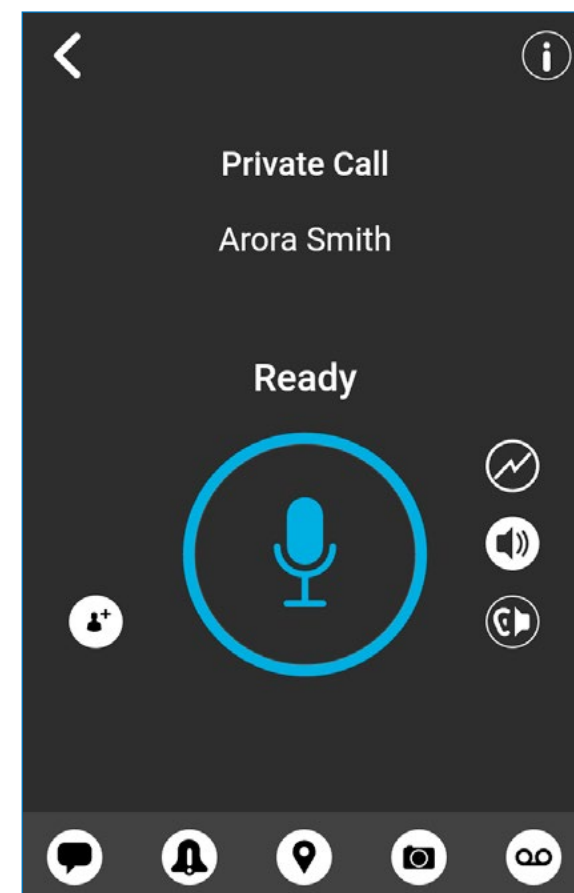
Calls might not be delivered to everyone because a talkgroup member may be “Offline”, engaged in a cellular call, have a “Do Not Disturb” status, or listening to another broadcast talkgroup call. Calls are delivered in a way such that talkgroup members may receive the call at slightly different times.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

Turning the Speaker On/Off

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



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



How to Set the PTT Call Volume

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

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

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

Interaction with Silent or Sound Mode

When your phone's ringer is set to silent or vibrate-only, PTT calls are played over the phone's earpiece. To hear an 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.

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

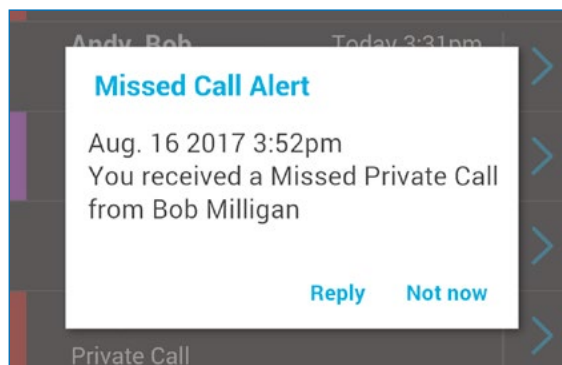
Answering a Regular Phone Call while on an PTT Call

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.

Receiving a PTT Call when on a Regular Phone Call

If you receive an 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. After the call ends, you will hear a Missed Call Alert tone.

After the current regular call ends, you can make a PTT callback to the caller from the Missed Call Alert displayed in the EPTT application.



PTT Call Behavior while the Application is 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 – Background Mode

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 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 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 supported Bluetooth PTT accessory, you can press the button to take the floor while the application is in the background.

Rejoining a PTT Group Call

Rejoining a Group Call

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

Joining a Missed Group Call

If you miss a group call, you have the option on the "Missed Call Alert" to directly call the group. If the group call is still in progress, you will be automatically connected to the ongoing call. Otherwise, you will start a new call.

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 corporate administrator.

Press and hold the **Emergency** button on the EPTT application and swipe the slider 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 talkgroup or the contact configured by your administrator.

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

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

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

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

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

This section is organized as follows:

- Emergency Icons
- Declaring an Emergency
- Authorized User Remotely Declaring an Emergency on Your behalf
- Receiving an Emergency
- Canceling an Emergency
- Authorized User
 - Declaring an Emergency on behalf of Another User
 - Canceling an Emergency on behalf of Another User
 - Enable Emergency User Check

Emergency Icons

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

Declaring an Emergency

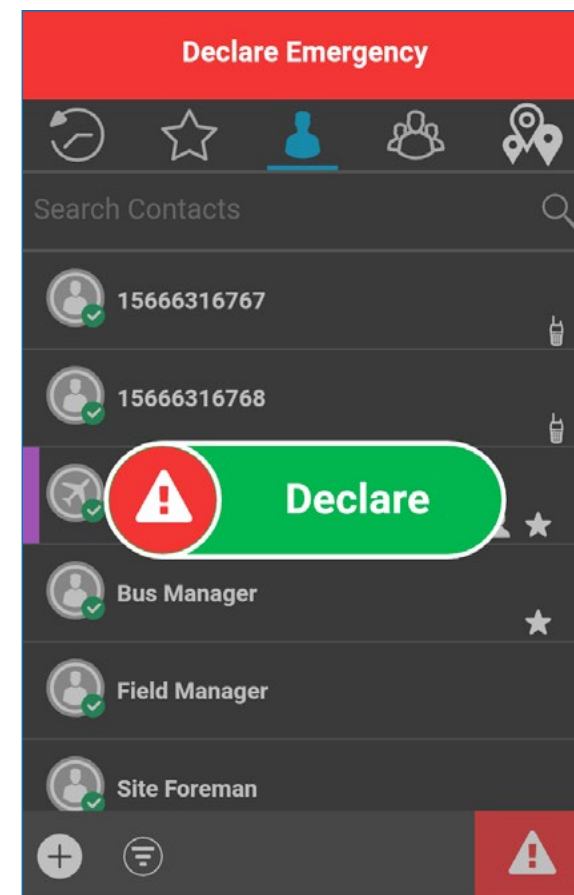
An emergency can be declared from any screen where there is an Emergency button.

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

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

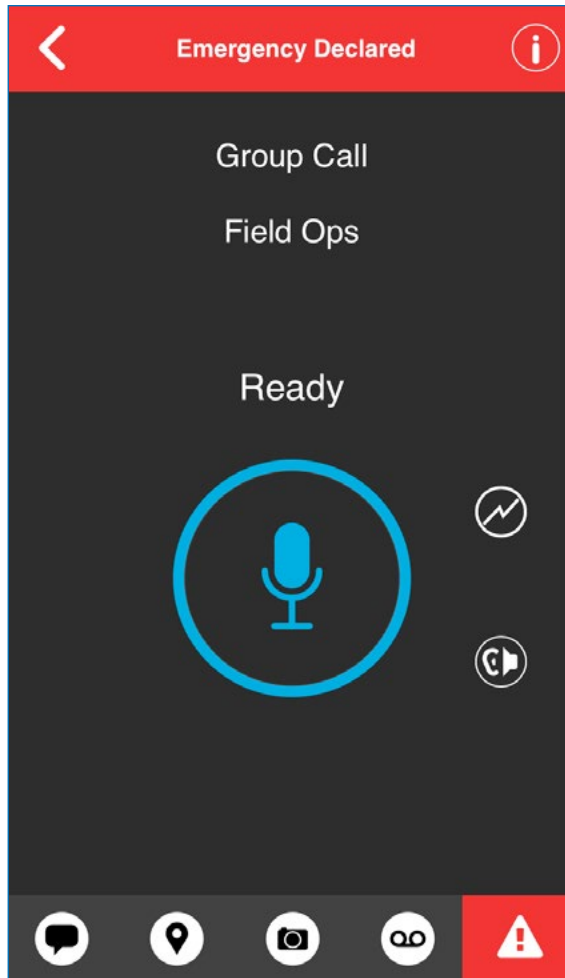
To declare an emergency

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



2. Swipe the slider to the right to declare an emergency. A message is shown and a special emergency alert tone is played to indicate that an emergency has been initiated.

3. The PTT call screen is displayed.

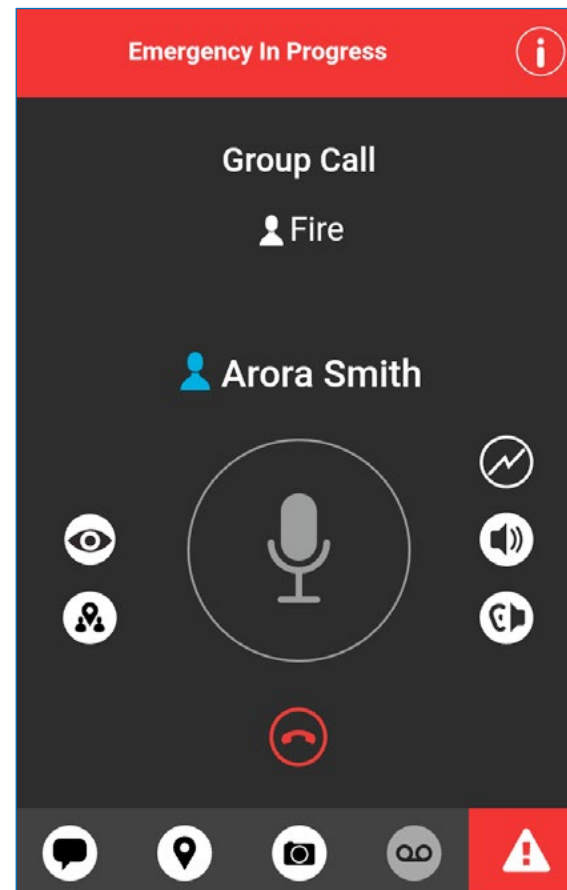


4. After declaring emergency, an emergency alert is sent. You will now be locked in to the emergency call until the emergency is canceled.

Note: On iOS 12.4 or above, when an emergency call is originated with automatic call initiation enabled by your administrator, locally with PTT accessory button, the

handset will initiate an emergency call, give the talk permit chirp and hold the floor for 10 seconds without sending audio. Subsequent attempts for the user in an emergency to take the floor will also be unsuccessful if using a PTT accessory button. The user must open the app to the foreground before taking the floor.

5. 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.



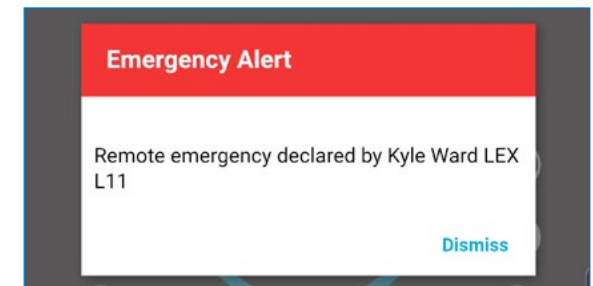
6. To cancel an emergency, see “Canceling an Emergency” section.

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.

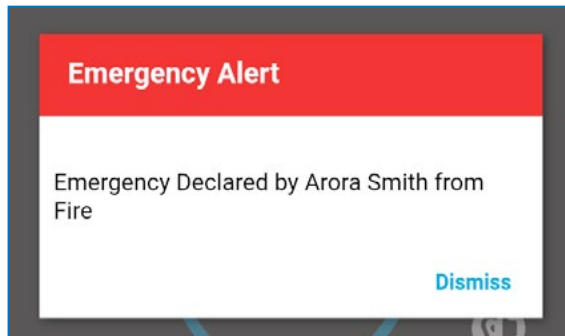
For more details on an authorized user, see “Authorized User” section.



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

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

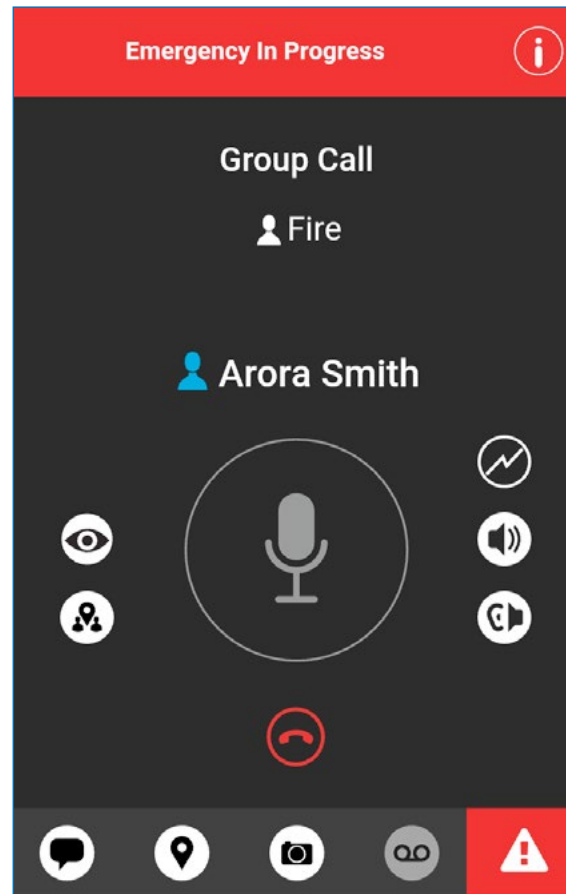
You will receive an emergency call unless scanning is turned on and the emergency occurs on a non-scan list talkgroup.

Your administrator may also configure your application to receive the call when an emergency call starts on another talkgroup.

The recipient can leave an emergency call, make a private call, or call on another talkgroup.

Incoming emergency calls, preempt other ongoing calls (except an emergency call).

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



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

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

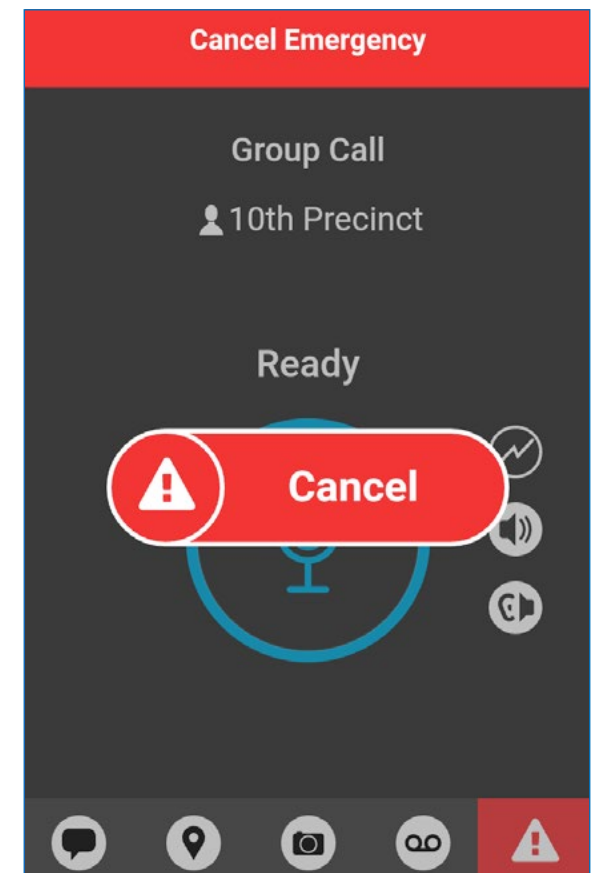
Note: An incoming emergency call interrupts an ongoing PTT call, except another ongoing emergency call.

Canceling an Emergency

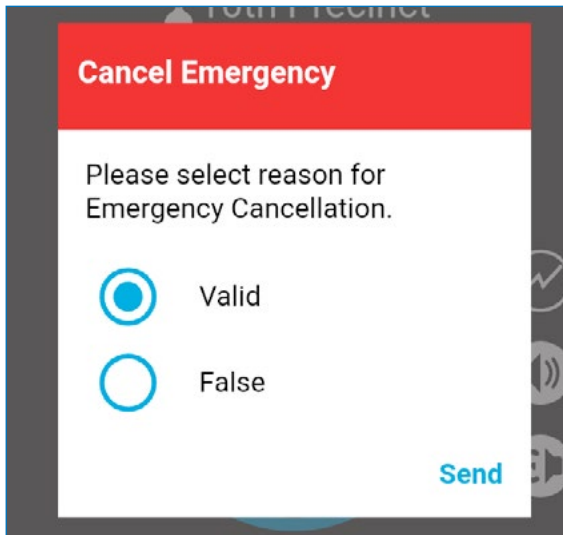
To end the emergency, you as the emergency originator must cancel the emergency state. An authorized user, typically a supervisor or dispatcher, may cancel the emergency on your behalf. Your administrator may disable permission for you to cancel the emergency. In this case, an authorized user, must cancel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

To 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 option for canceling the emergency.
4. Touch or tap Send. The emergency is canceled and a message, indicating that the emergency is canceled is displayed.

Authorized User

Declaring an Emergency on behalf of Another User

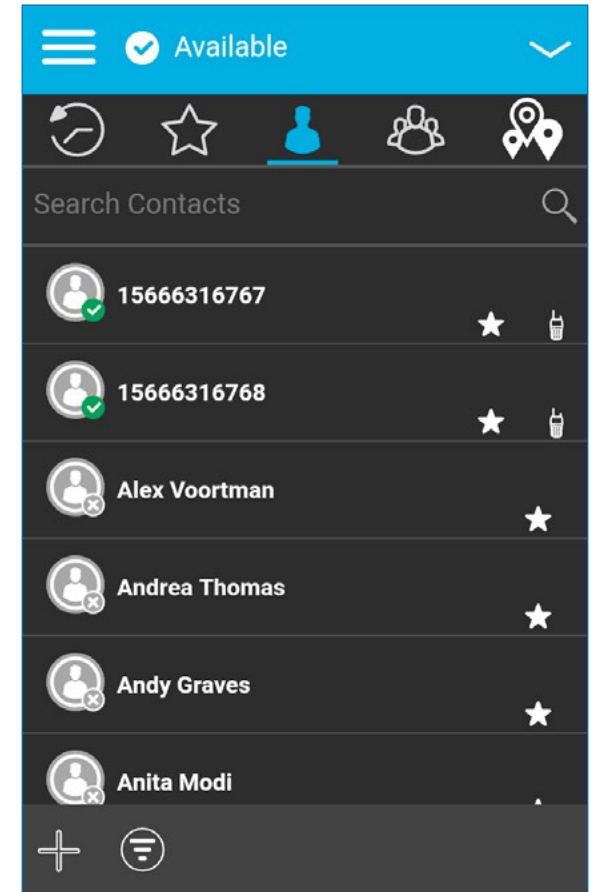
Your corporate administrator may give you the ability to remotely declare emergency for another user. The Authorized User touches the Emergency start.

Note: On iOS 12.4 devices and above, to initiate an emergency call using a PTT accessory button, the call cannot initiate until the user brings the app to the foreground.

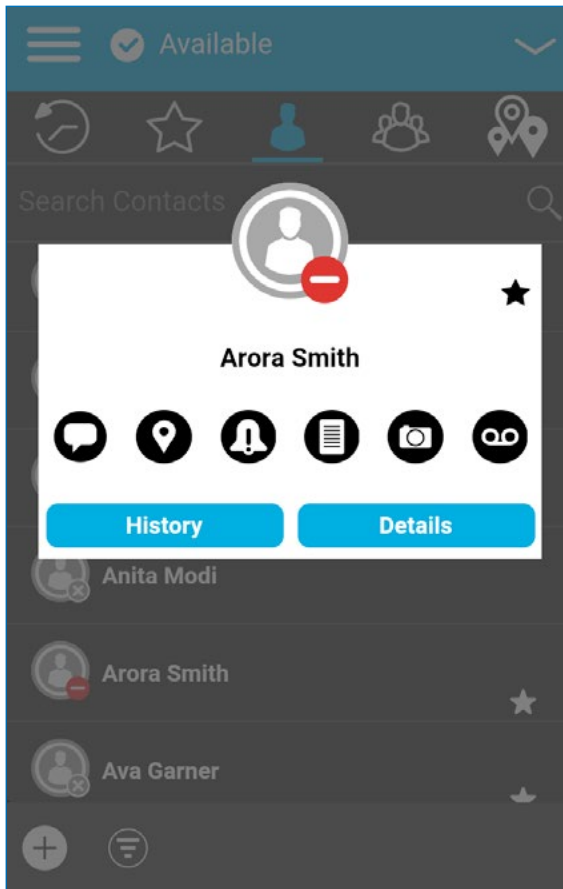
Note: If you have the ability to remotely start emergency for one or more users, you are called an Authorized User.

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.

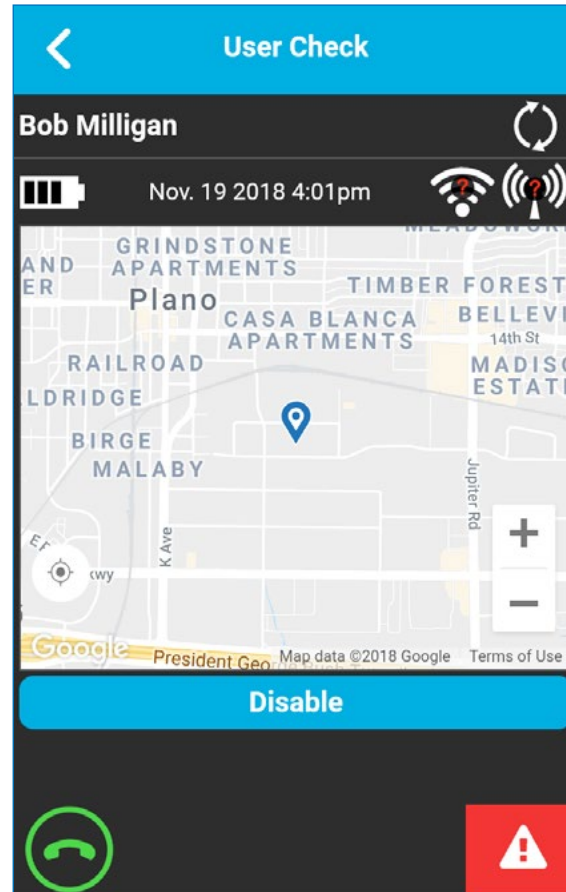
1. From the main screen, tap or touch the “Contacts” tab. The Contacts list displays.



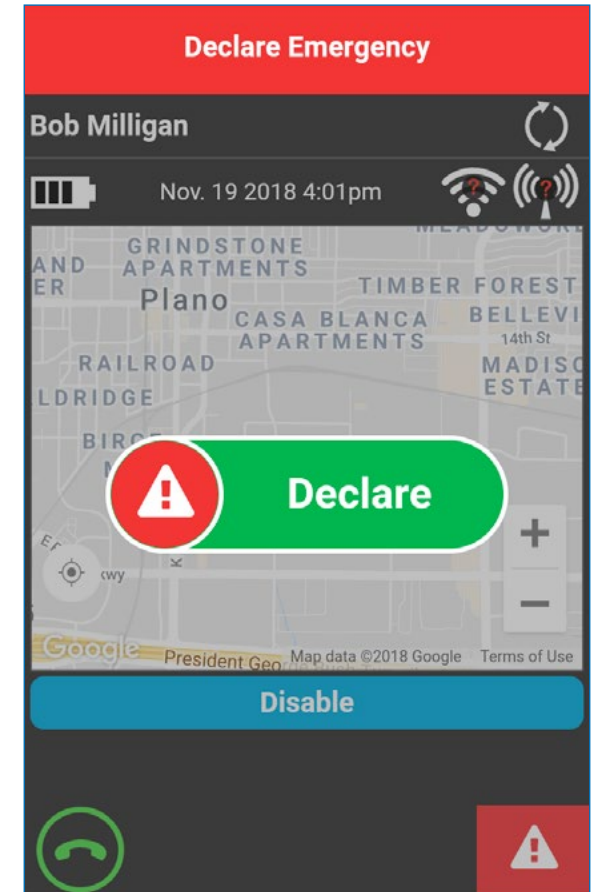
2. Touch and hold the contact name to display the Context Menu. You can declare an emergency for users your administrator has given permission. The Context Menu displays.



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



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



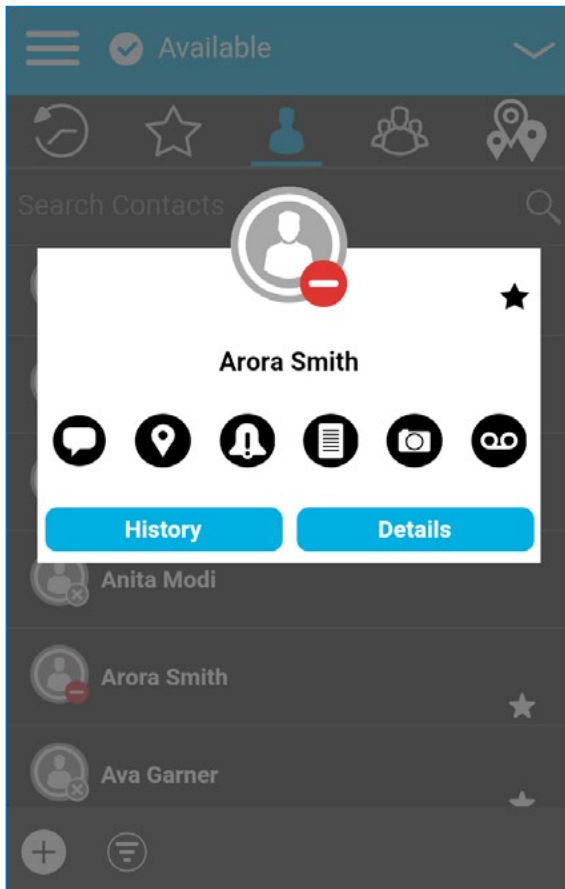
5. Swipe the Declare slider to the right to declare emergency. The message, "Remote emergency declared" displays.
6. To cancel an emergency, see "Canceling an Emergency" section. The emergency can be canceled by the user or remotely.

Canceling an Emergency on behalf of Another User

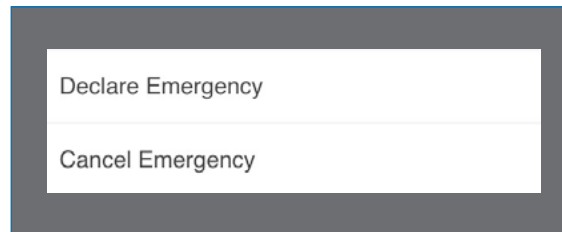
You can cancel an emergency on behalf of another user from a contact context menu or from the call screen.

Canceling an emergency from context menu

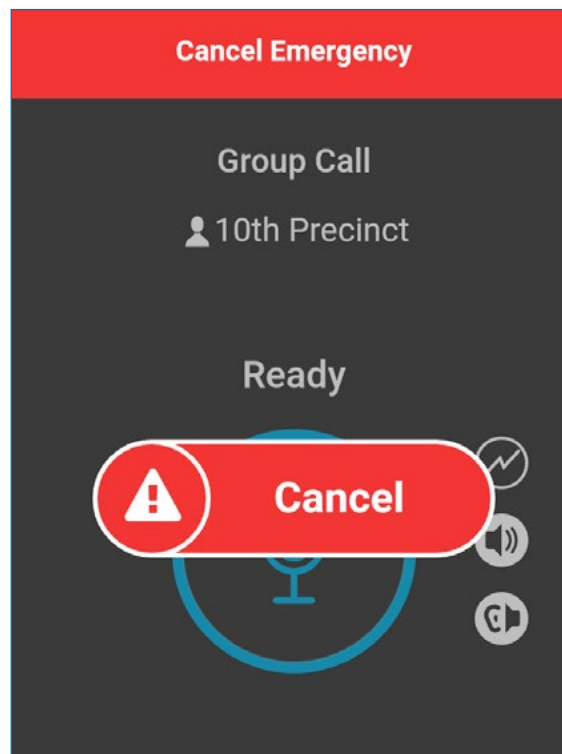
1. Select a contact from the contact list, touch and hold. A context menu displays.



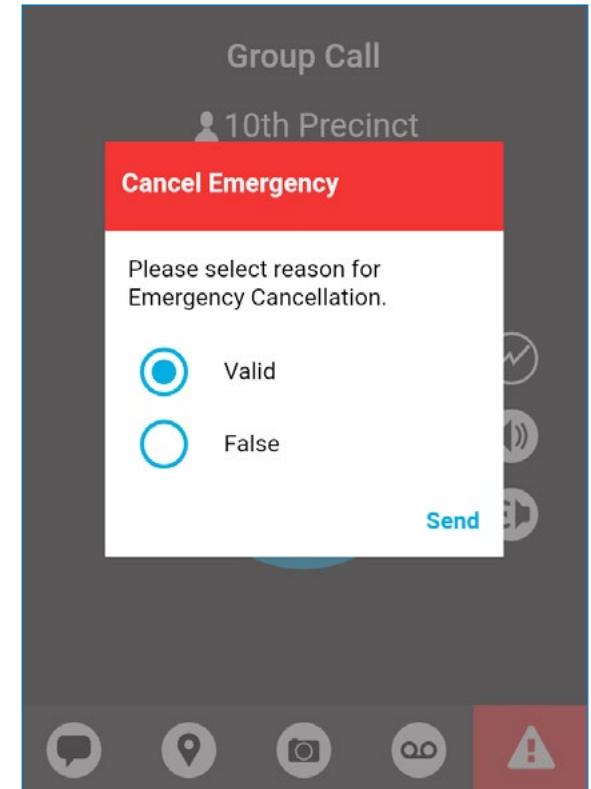
2. Tap the Emergency Button. The emergency context menu displays.



3. Tap the Cancel Emergency option. The "Cancel Emergency" window displays.



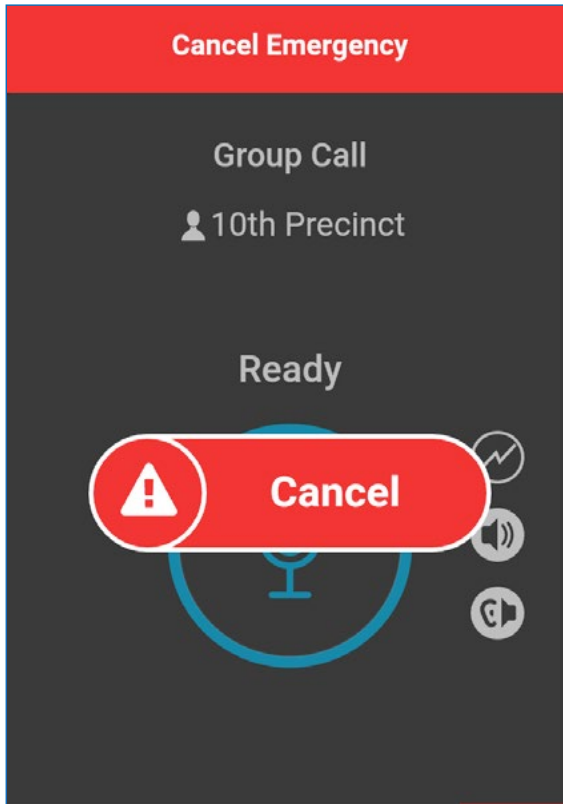
4. Swipe the **Cancel** slider to the right to cancel emergency. Before canceling the emergency, you will be asked if the emergency was a real emergency or false alarm.



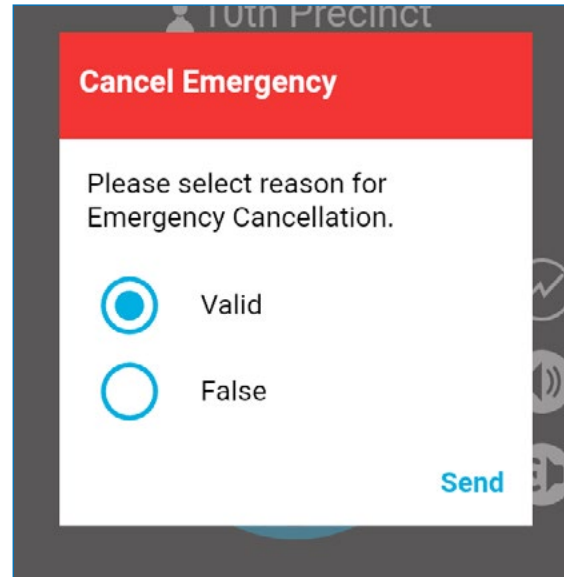
5. Touch or tap the desired option for canceling the emergency.
6. Touch or tap **Send**. The emergency is canceled and a message, indicating that the emergency is canceled is displayed.

Canceling an emergency from call screen

1. Enable Emergency User Check.
2. Tap the Emergency Button. The "Cancel Emergency" window displays.



3. 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.



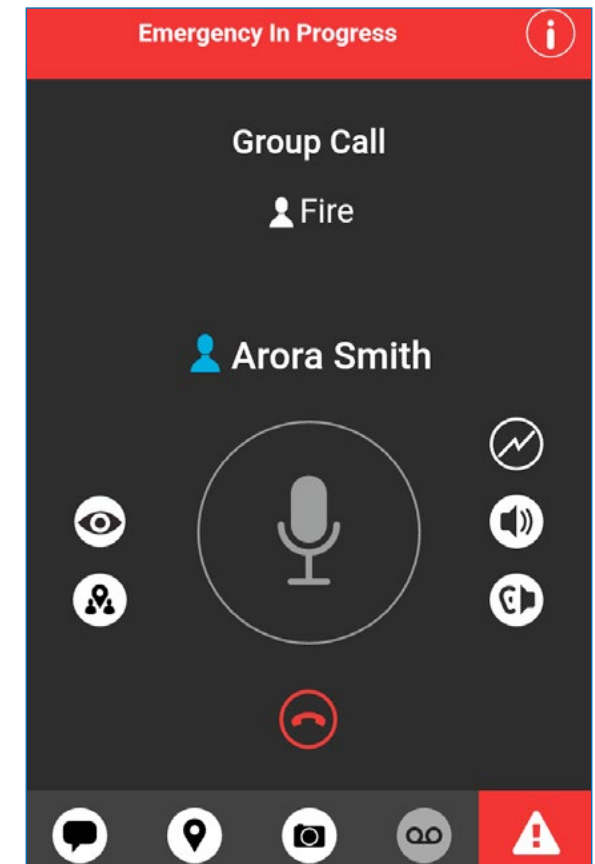
4. Touch or tap the desired option for canceling the emergency.
5. Touch or tap Send. The emergency is canceled and a message, indicating that the emergency is canceled is displayed.

Enable Emergency User Check

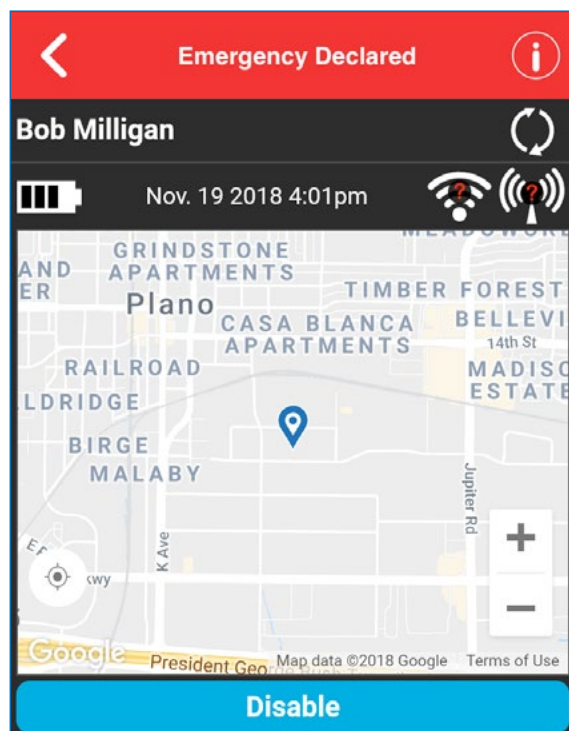
On your device, emergency user check can be enabled only when an emergency has been declared, the floor has been taken at least once, and you tap the Emergency User Check icon on the call screen.

To enable emergency user check from the call screen

1. When an emergency has been declared and is in progress, The Call screen displays.



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



Monitor Device Location

The Emergency 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.

Monitor Device Cellular Network Signal Strength

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

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

Monitor Device Wi-Fi Signal Strength

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

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

Monitor Device Battery Level

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

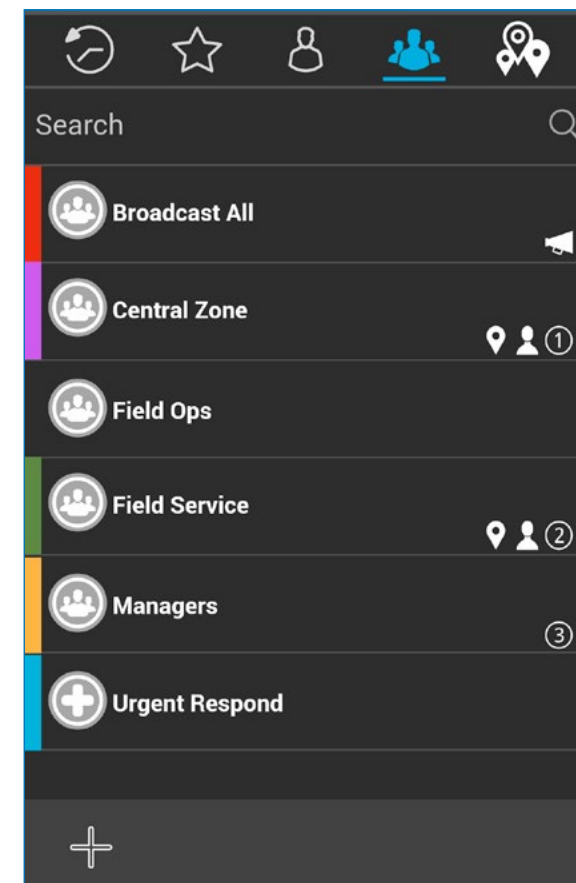
Supervisory Override

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 group can be designated as supervisor. If there are two or more supervisors in the same talkgroup, each supervisor can interrupt the other(s).

This section describes supervisory override and is organized as follows:

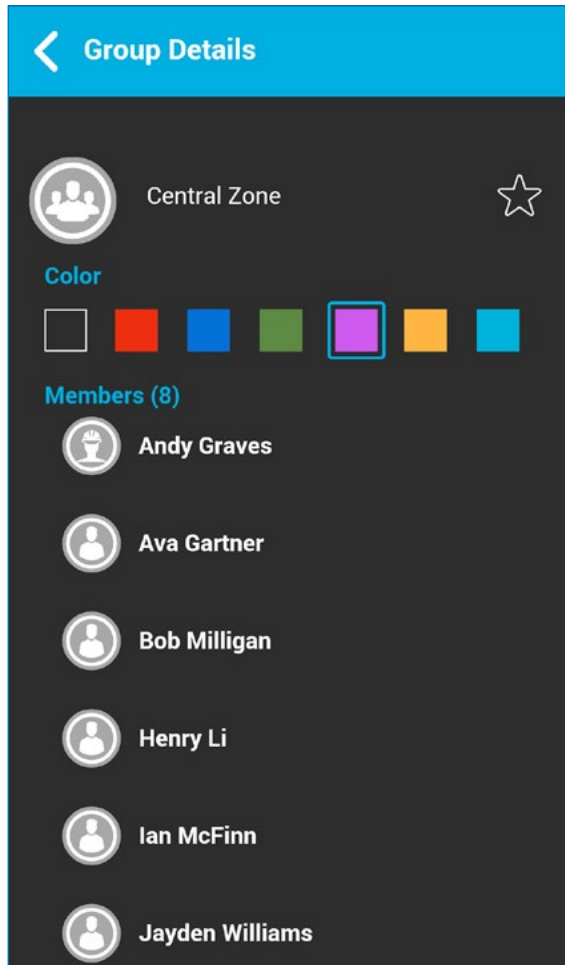
- Supervisor Talkgroup
- Non-Supervisor Talkgroup Members

Supervisor Talkgroup



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

Non-Supervisor Talkgroup Members



A non-supervisor talkgroup member will be able to identify supervisors by an icon next to the supervisor's name.

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
- Missed Call Alert (MCA)
- Multiple Missed Call Alerts/Instant Personal Alerts per Caller
- How to Set the PTT Alert Volume

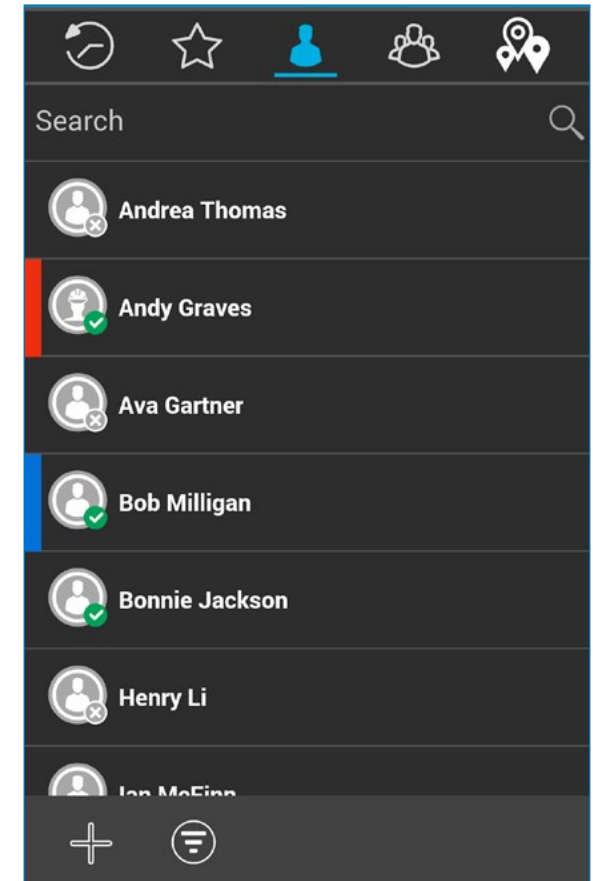
Instant Personal Alert (IPA)

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

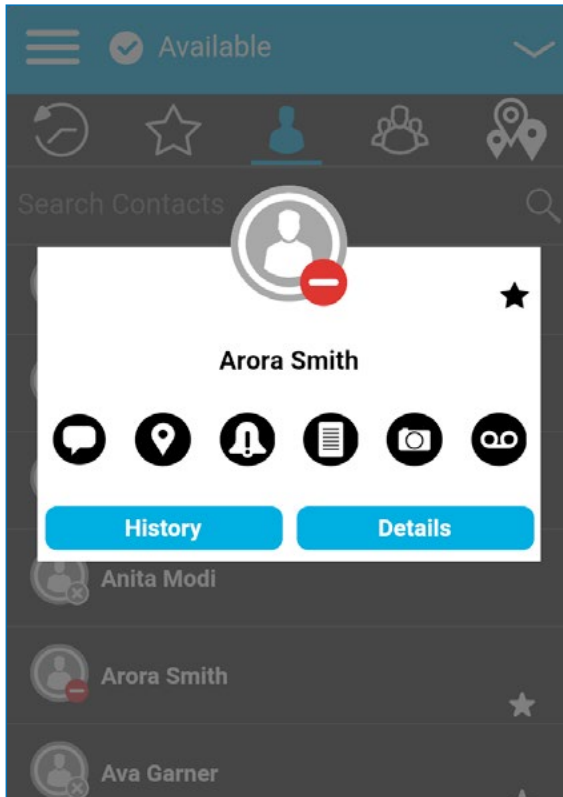
Sending an Alert

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

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



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

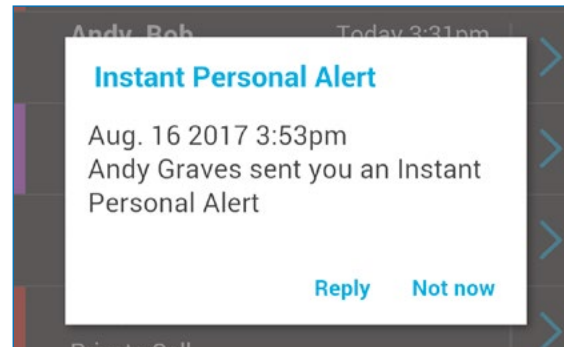


3. Tap the **Alert** button to send the alert to the selected person. An “Alert Sent” information message is displayed.

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 else 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 one of the following based on the setting:

- Persistent alert dialog is displayed and an audible tone is played (default).
- Persistent alert tone is played but no alert dialog is displayed.
- 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 be displayed when PTT is “Idle” (not in a call). Only the 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. Whenever you receive an alert, it is shown in the call history or

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

Tip: Whenever you receive an alert, it is shown in the call history.

Missed Call Alert (MCA)

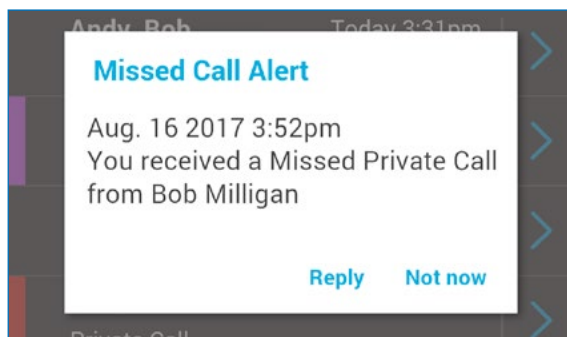
Your phone will alert you whenever you miss a PTT call for the following reasons:

- You are on a regular cellular call when a one-to-one or group PTT call is made that includes you.
- You are already on a PTT call and another one-to-one or group PTT call is made that includes you.
- Your phone receives a one-to-one PTT call and you do not reply by taking the floor and speaking back. You will not receive a Missed Call Alert if you do not reply to a group call.
- Your self-presence is “DND”. In this case, the history will be updated silently. You will not receive a pop-up notification.

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

Note: You will not receive a Missed Call Alert for a one-to-one PTT call if you end the PTT call before answering back.

1. A Missed Call Alert is displayed.



2. Tap **Reply** to make a PTT call or
Tap **Not Now** to dismiss the message.

Multiple Missed Call Alerts/Instant Personal Alerts per Caller

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

Similarly, when you receive multiple Missed Call Alerts from a single caller or group, only the latest alert will be shown on the display. All the previously received Missed Call Alerts are available in the PTT call history.

How to Set the PTT Alert Volume

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

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

Real-Time Presence

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

- My Presence
- PTT Contact Presence

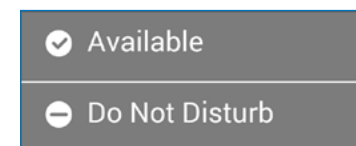
With real-time presence, you can tell at a glance if the person you want to call is “Available”, “Do Not Disturb” (DND), or “Offline”. “DND” and “Offline” contacts do not receive PTT calls. The presence indicator is displayed next to the name of the contact. Likewise, you can advise others of your availability by selecting either “Available” or “Do Not Disturb” within the EPTT application. When you turn off your phone, you are automatically marked as “Offline” to others.

My Presence

My Presence or self-presence can be seen just above the top-Level tabs and in the Notification bar.

For more information on the icons, refer to the “Presence Icons” section.

1. Tap on the Self-Presence tile. A pop-up menu will appear.



2. Choose the **Presence State** you want to set.
3. The Self-Presence icon and text will be updated on the Self-Presence bar and the icon on the Screen Status bar.



Meaning of Presence

- **“Available”** – You are logged into the EPTT application, ready to receive PTT calls and Instant Personal Alerts (IPA).
- **“Do Not Disturb” (DND)** – You are logged into the EPTT application, not willing to receive an PTT call but can receive an Instant Personal Alert (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.

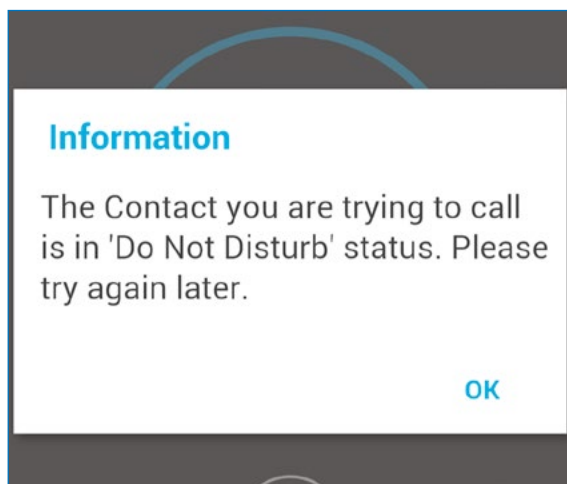


Calling Restrictions

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

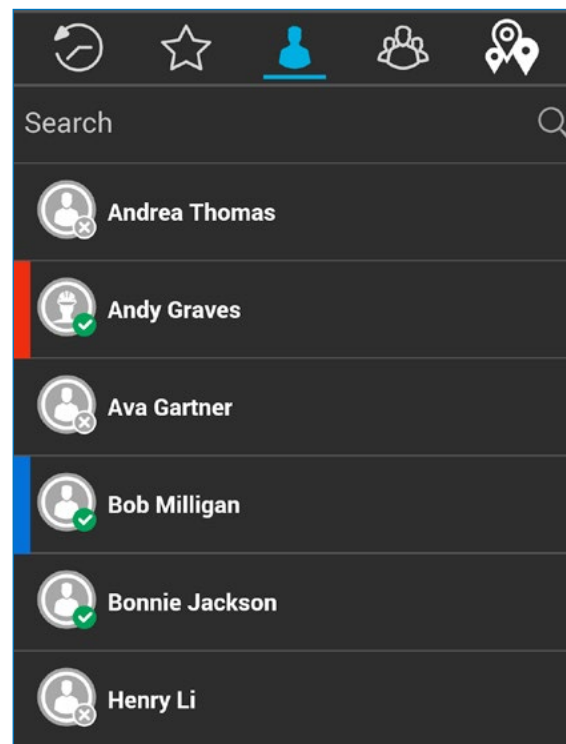
IPA Origination Restrictions

When you are in the “DND” state, you will not be able to send an IPA to other contacts since you cannot receive calls from others. If you try to send an alert, you will see an Information message.



PTT Contact Presence

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



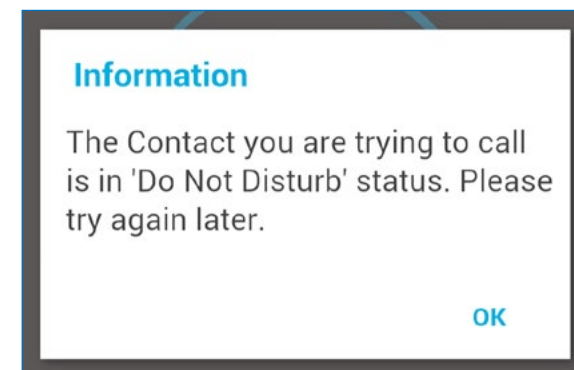
Meaning of “Available”, “DND” and “Offline”

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

- “Do Not Disturb” (DND) – The PTT contact is logged into the EPTT application, not willing to receive PTT calls but will be able to receive 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” section.

Calling Restrictions

When a contact is in the “DND” state, you cannot place a PTT call to that contact. If you try to make a call to a contact with the “DND” status, you will see an Information message.



Using Instant Personal Alerts for “DND” Contacts

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

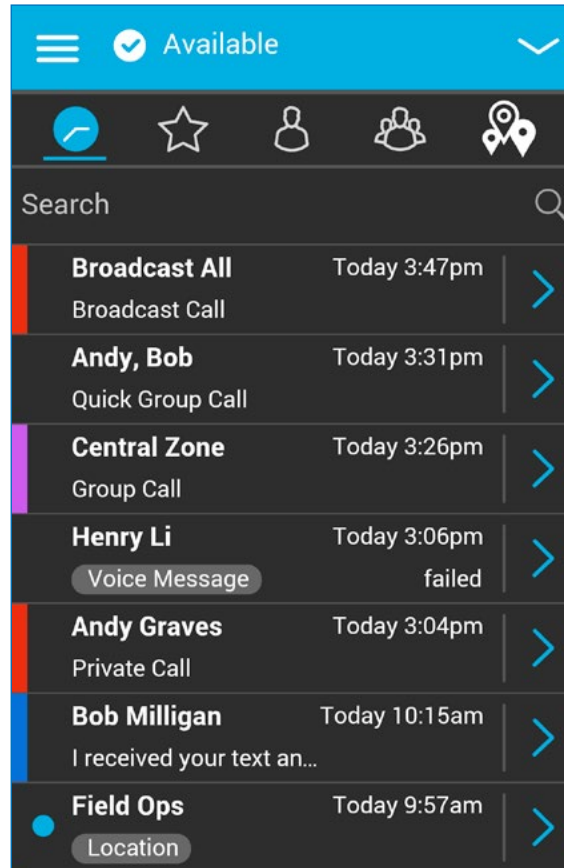
History

This section describes the “History” tab 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” Tab
- Search History
- History Icons
- Access Conversation Details
- Make a PTT call
- Add Contact
- Delete History
- Delete Message
- Forward a Message
- Send a Photo or a Video

The “History” tab 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” tab 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” Tab

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

Search History

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

History Icons

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

Access Conversation Details

To access the conversation details, tap the History Details button located to the right of the entry. From the conversation details screen, you can view history, send alerts, read and send messages. For more details, see the “Integrated Secure Messaging” section.

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

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 “Call from History” for more information.

Add Contact

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

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

See “Add a Contact” 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.

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.

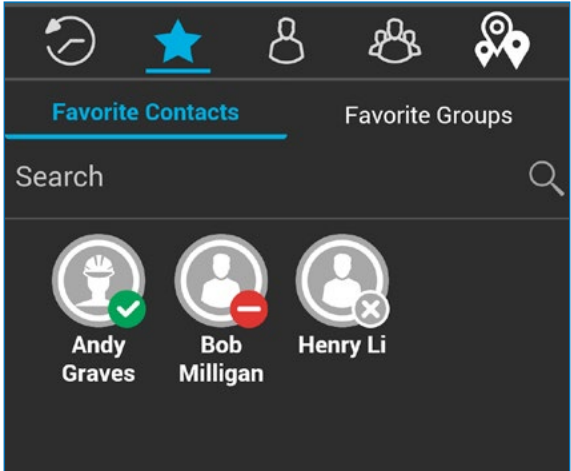
This section is organized as follows:

- Favorite Icons
- 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.

Maximum Favorites	
Contacts	300
Groups	50



Favorite Icons

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

Search Favorites

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

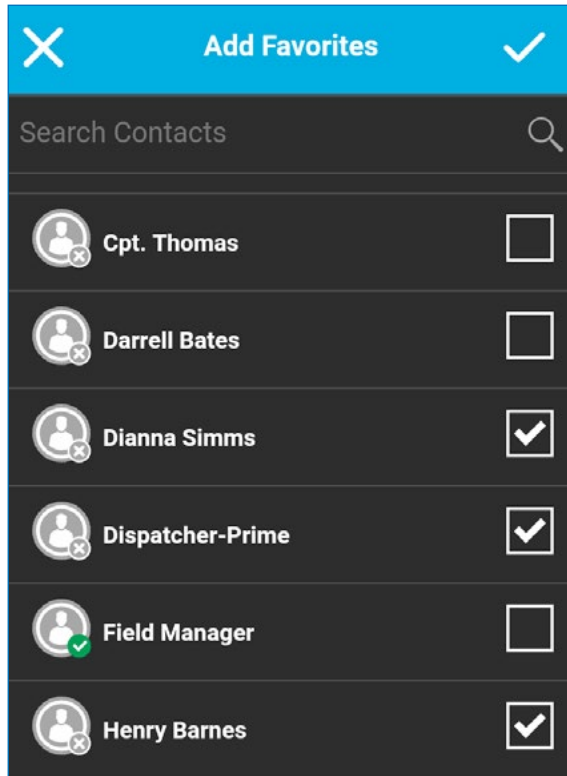
View or Edit Favorite Contacts

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

Add Favorite Contacts

1. From the Favorite Contacts screen, tap the **Add** button on the Action bar. The Add Favorite Contacts screen displays.

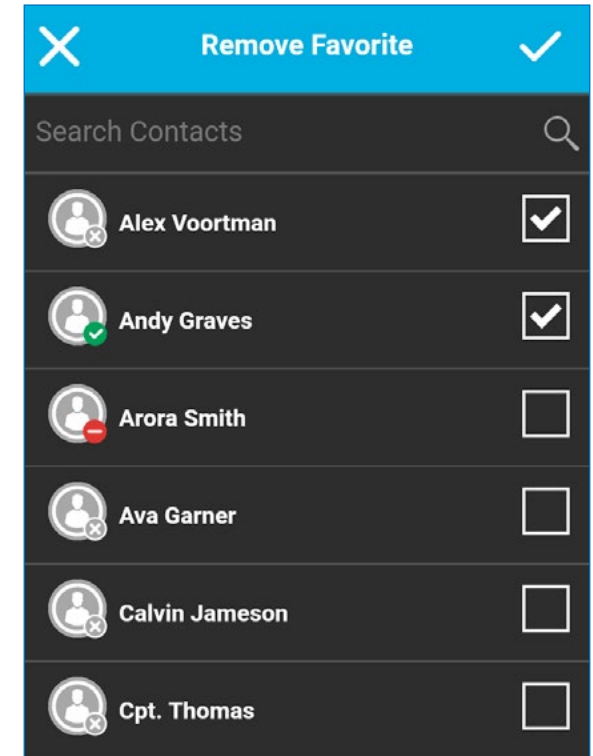
Note: Groups can be added to Favorites from the “Group” tab or history entry for that group.



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

Remove Favorite Contacts

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



2. Select the contacts to remove.

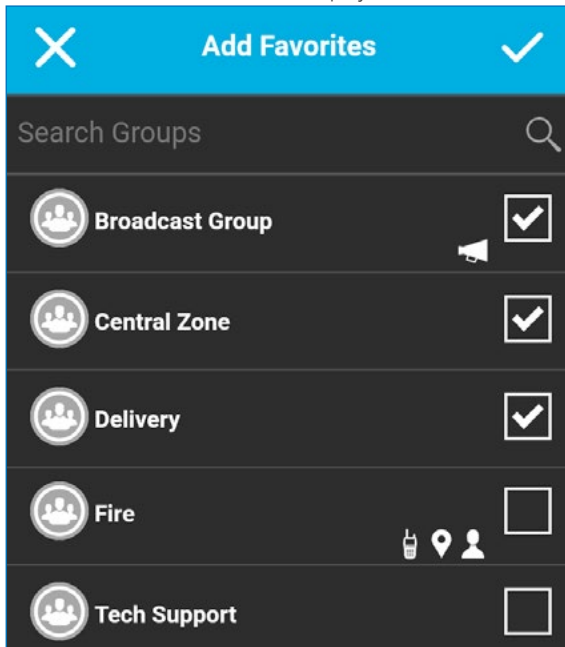
3. Tap the **Save** button on the action bar. A Confirmation message displays *"You are about to remove a contact from favorites. Are you sure?"*
4. Tap **Yes** to continue or **No** to cancel. If Yes, then the contact is removed from the favorites.

View or Edit Favorite Groups

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

Add Favorite Groups

1. From the Favorite Groups screen, tap the **Add** button on the Action bar, and select one or more **Groups**. The Add Favorites screen displays.

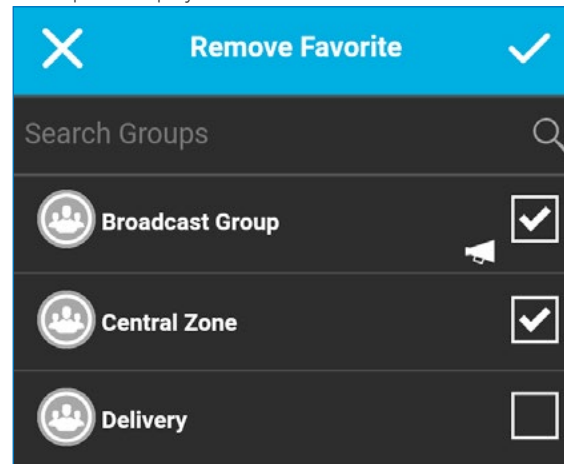


2. Tap the **Save** button on the Action bar to save the group. The group is shown in the "Favorites" tab under Groups.

Remove Favorite Groups

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

1. From the Favorites Groups screen, tap the **Remove** button on the action bar. The Remove Favorite option displays.



2. Select one or more favorite to remove.
3. Tap the **Save** button on the action bar to remove the group as a favorite. A Confirmation message displays, *"You are about to remove a group from favorites. Are you sure?"*
4. 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
- Add a Contact
 - Add a New Contact by Entering Manually
 - Import a New Contact From the Device's Contact List
- Edit Contact Details
 - Edit a Contact Name
 - Add or Change an Avatar
 - Change Contact Color
 - Make Contact a Favorite or Remove as a Favorite
- Delete a Contact

The Push-to-Talk (PTT) contacts are separate from the contact list on the phone. There are two types of contacts: those that are managed by an administrator and those that are managed on the phone by the user

Administrator-Managed Contacts

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

Personal Contacts

Personal contacts are imported from the contact list in the phone or entered manually. Personal contacts are managed by you within the EPTT application. You will not have the ability to create contacts if the corporate administrator has restricted this feature.

Maximum Number of Allowed Contacts

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

Contacts	
Administrator-managed	1000
Personal	300

Contact Icon

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

Search Contacts

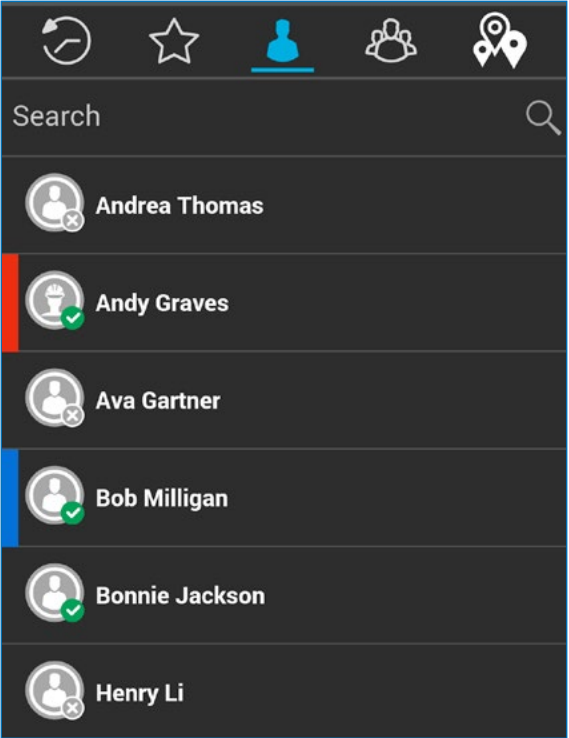
You can use the search box to search for contacts. To search contacts, see the “Searching” section for more information.

Your Contact List

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

View Contacts

The “Contacts” tab shows your personal PTT contacts and contacts added by an administrator. You can view and sort the contacts based on alphabetical order or based on the availability of the contacts from the Application settings. An icon is shown next to a contact which is an interop user.



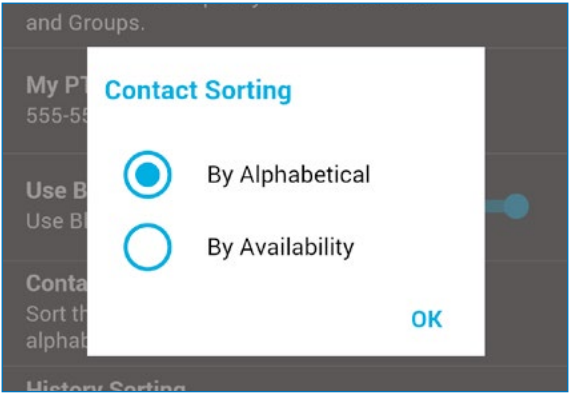
Contact List Sorting

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.

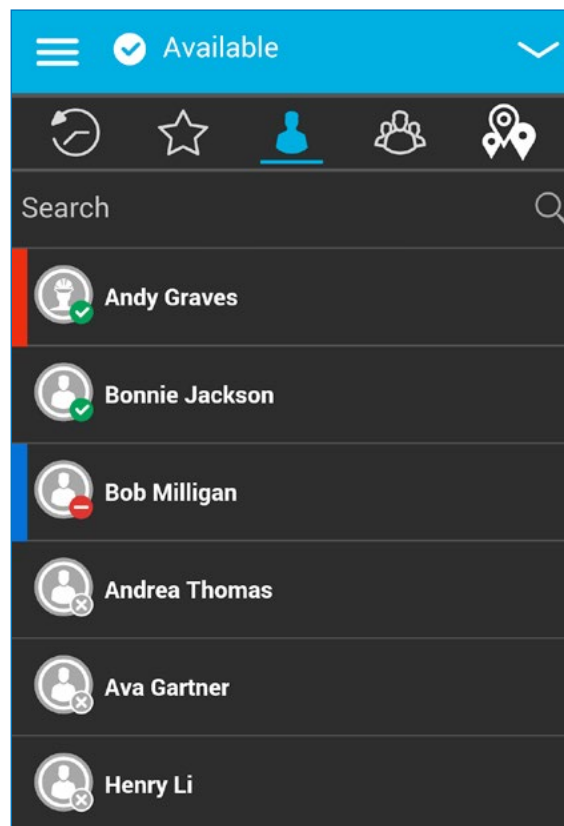
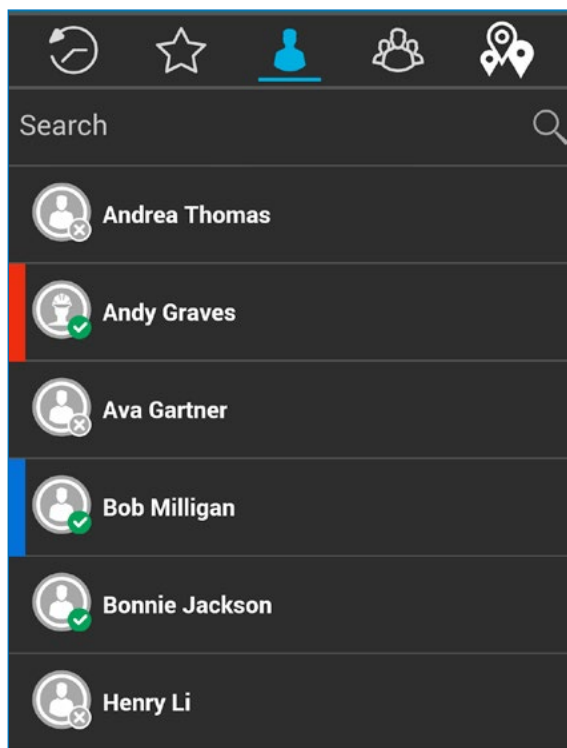
1. From within the Menu, tap the **Settings** option.
2. Scroll down and tap the **Contacts Sorting** setting. A pop-up displays.

Contact Sorting
Sort the contact list by availability or alphabetically.

3. Select either **By Alphabetical** or **By Availability**.



4. 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.



Show or Hide “Offline” Contacts

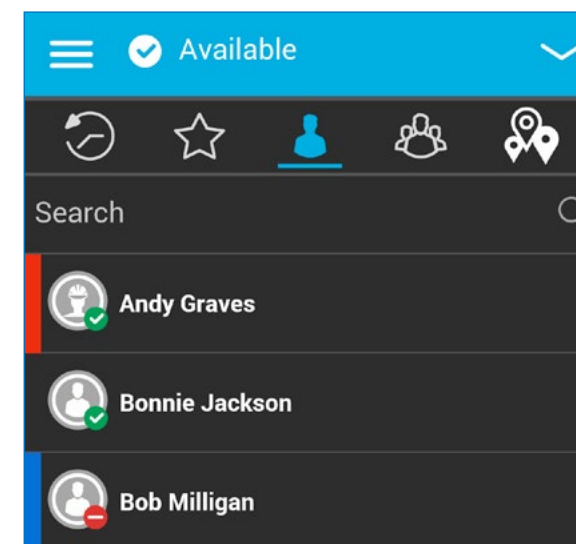
Normally you can see all your PTT contacts when you view the contact list. You have the option to hide “Offline” contacts and show only contacts whose presence status is “Available” or “Do Not Disturb”. While showing only “Online” contacts, the contact list will

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 describe how to show all contacts.

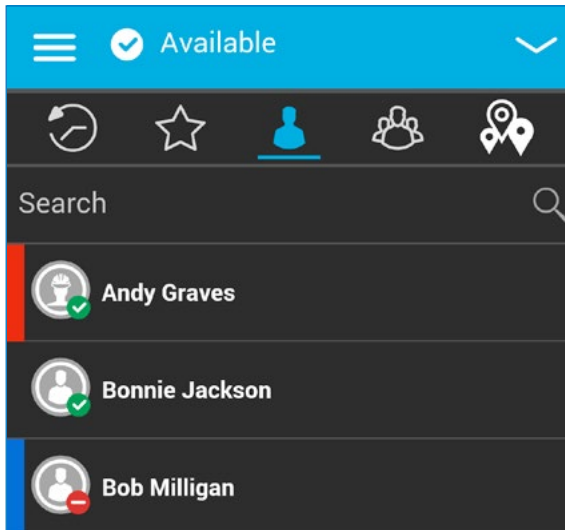
To Show Only “Online” Contacts

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.

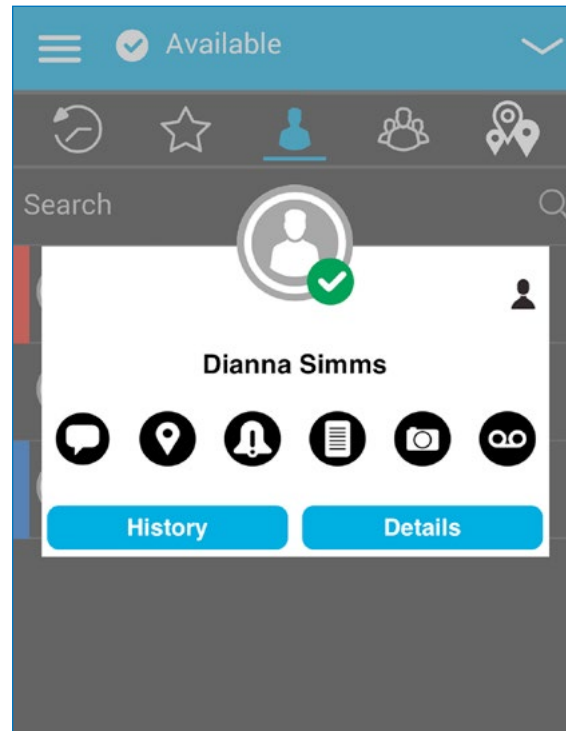


2. The contact list will now show all the contacts, including those that are “Available” or “Do Not Disturb”.

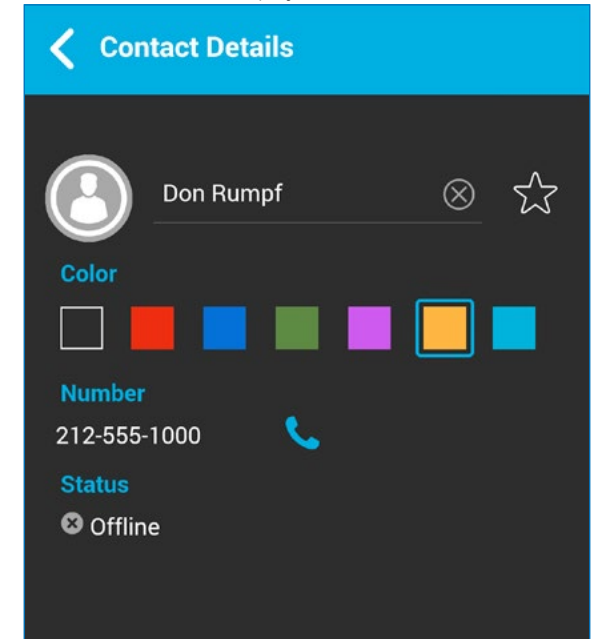
View Contact Details

1. Select a **Contact** from the contact list, touch and hold. A **Context** menu displays.

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



Tap the **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.

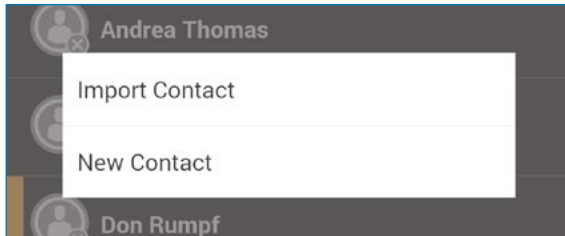
Add a Contact

You can add personal contacts to your contact list unless restricted by the administrator.

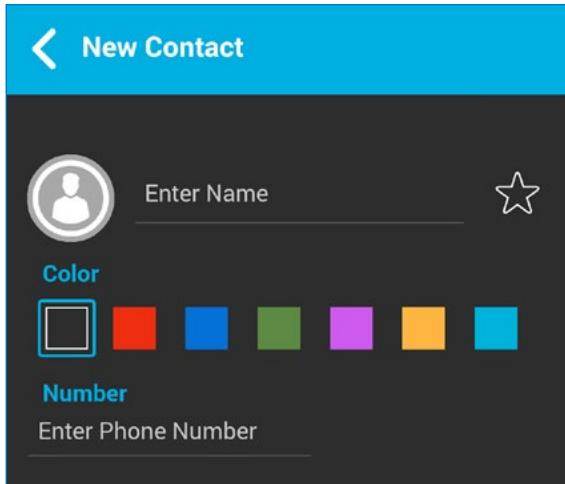
To view contacts, see the “**View Contacts**” section.

Add a New Contact by Entering Manually

1. Tap the **Add** button located at the bottom of the screen. A **Context** menu displays.



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



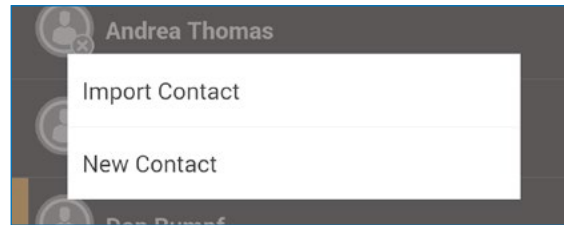
3. Type the **Contact's Name** and **PTT Phone Number**, and then tap the **Save** button. The contact can also be assigned with an avatar, a unique color, and the contact can be marked as a favorite.

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

4. After saving, the contact will appear in the contact list.

Import a New Contact from the Device's Contact List

1. Tap the **Add** button at the bottom of the screen. A **Context** menu displays.



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

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

3. Select a **Contact** from the contact list. The **New Contact** screen displays. The contact can also be assigned with an avatar, a unique color, and the contact can be marked as favorite.
4. Tap the **Save** button when finished to save the new contact. The contact will appear in the PTT contact list.

Edit Contact Details

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

A user-managed PTT contact number cannot be edited. To change an existing contact's phone number, the

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

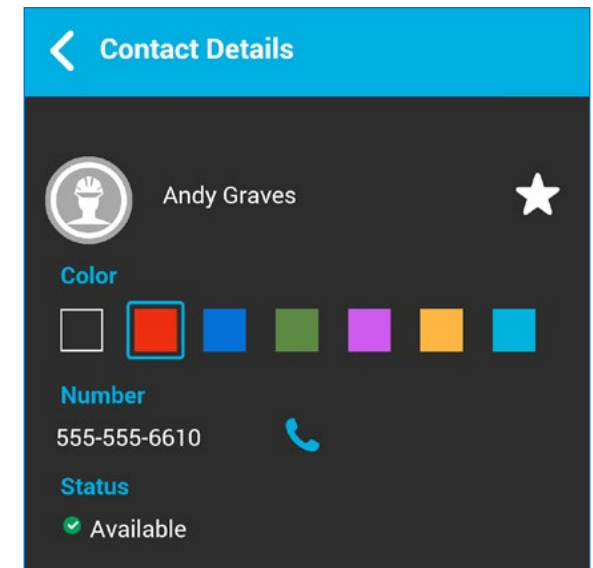
From the Contact Details screen, you can perform any of the following tasks listed within this section as follows:

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

Edit a Contact Name

1. Tap the **Contact Name** field.

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

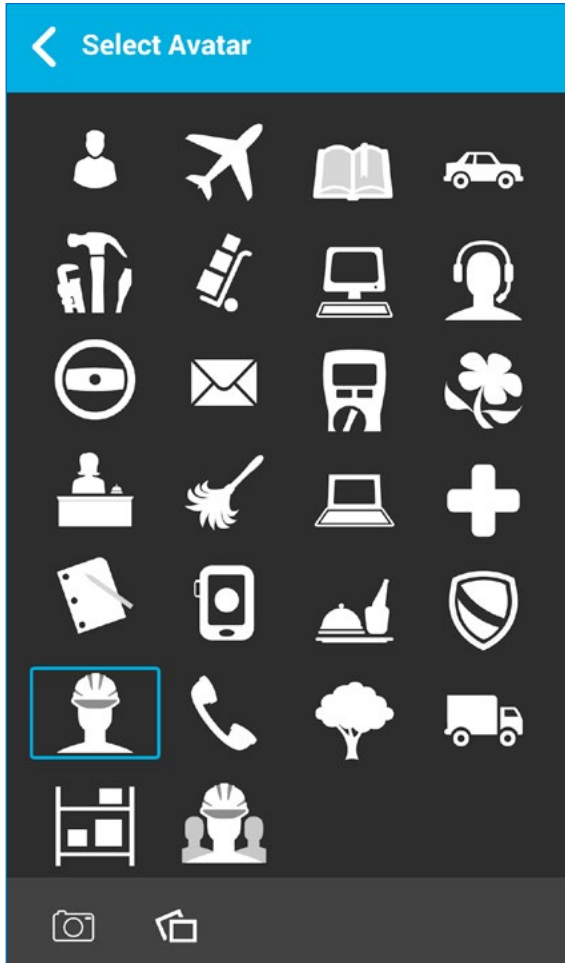


2. Type the **Contact Name** using the on-screen keyboard.

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

Add or Change an Avatar

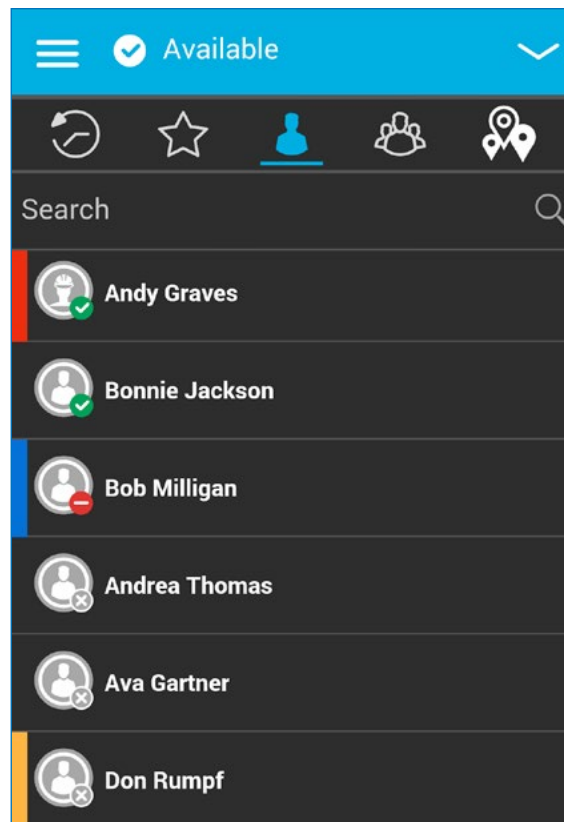
- Tap the **Avatar** option. The Select Avatar screen displays. For list of all avatars available and their definitions, see the “Avatar Icons” section.



- 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.

- 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.

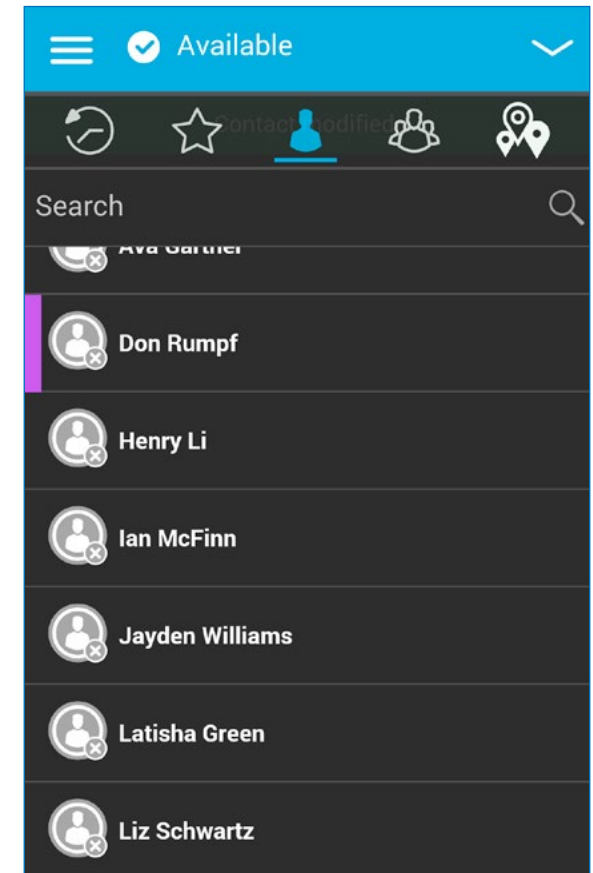


Change Contact Color

- Select a **Color** from the list.



- 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

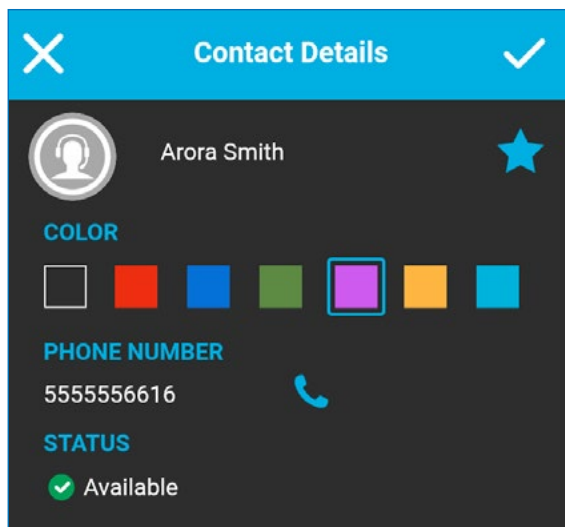
You can add contacts to the favorites list for the contacts that you created and contacts that are administrator-managed. Contacts can be added using the Contact Details screen. You can make the contact a favorite or remove from the favorites list.

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

Delete a Contact

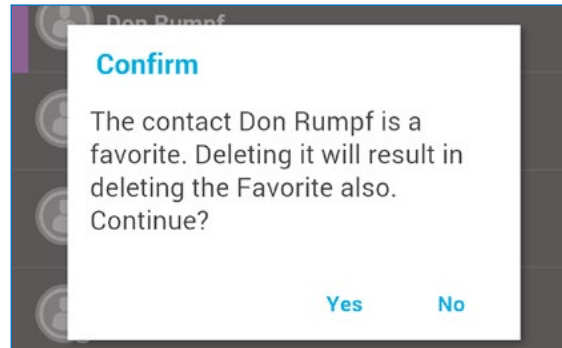
You can only delete contacts that you create yourself. An administrator-managed contact cannot be deleted.

1. From the **Contact Details**, tap the **Delete** option located at the bottom of the screen.



2. You will be asked to confirm removing the contact. To delete, tap **Yes**. To cancel without deleting the contact, tap **No**. The contact is removed from the contacts list.

Note: If you are removing a contact which is also a favorite, you will see a Confirmation message.



3. Tap **Yes** to delete the contact. The contact will be deleted from the contact list.

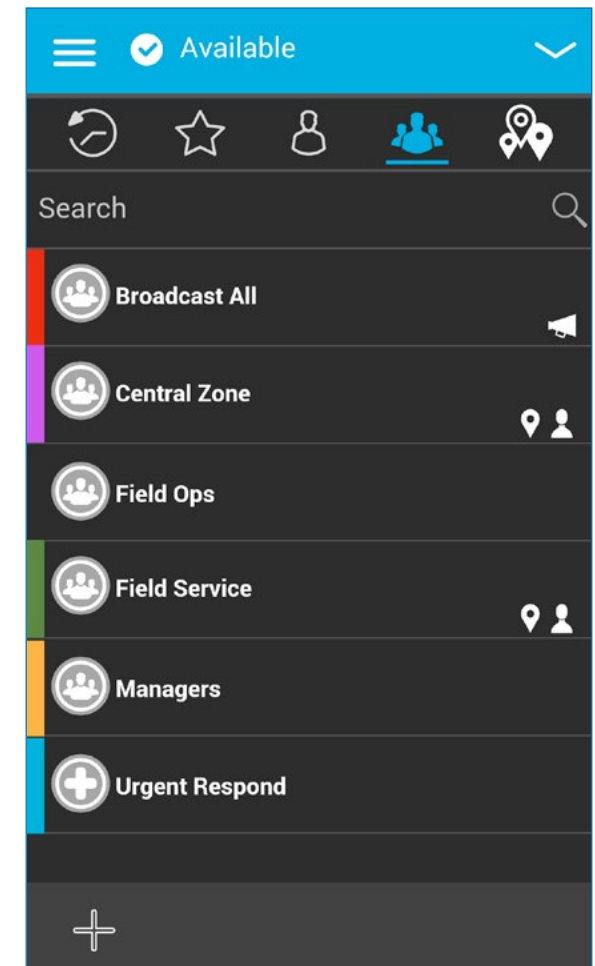
Talkgroups

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

- Talkgroup Icons
- Search Talkgroups
- View Talkgroups
- Area-Based Talkgroups
- View Talkgroup Details
 - Broadcast Talkgroup Details (Broadcasters Only)
- Edit Talkgroup Details
 - Edit a Group Name
 - Add One or More Members to a Group
 - Remove a Member From a Group
 - Rename a Group Member
 - Add or Change a Group Avatar
 - Change Group Color
 - Make Group a Favorite or Remove as a Favorite
- Delete a Group

View Talkgroups

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



Area-based Talkgroups (Optional)

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

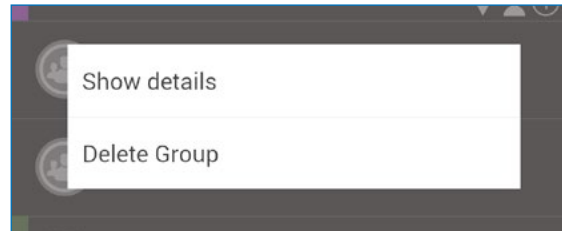
Area-based talkgroups are set up and managed by dispatch user. It is available to members dynamically while the user is in a geographical area (as defined by a dispatch user). As talkgroup members enter a geographic area, the talkgroup is shared and shown in the top of the channel list. The member list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

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

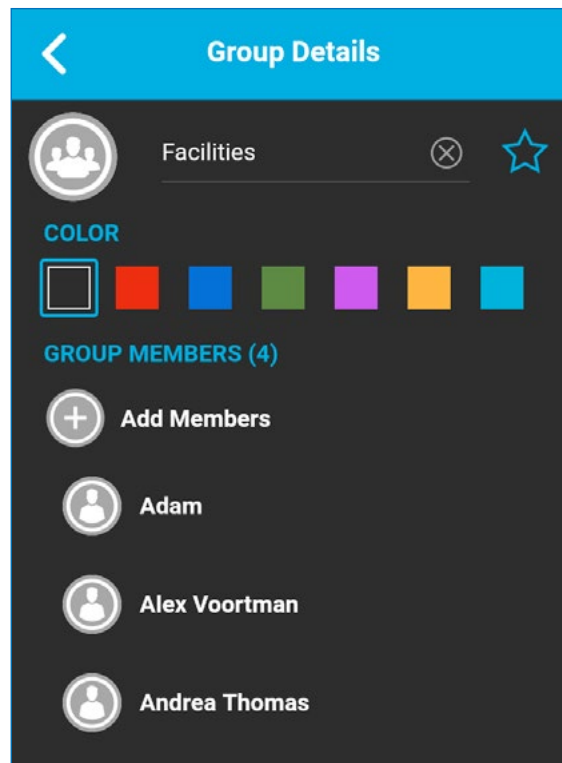
Note: PTT users leaving the area while on a call, do not automatically drop. Similarly, when entering the area, if there is existing call, PTT users are not added to the call but start receiving new calls after entering the area.

View Talkgroup Details

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

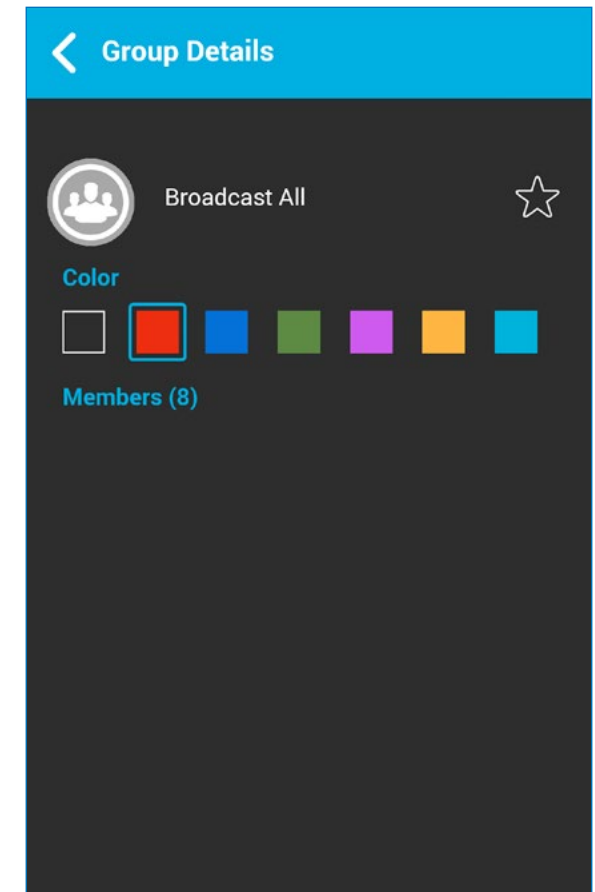


2. Tap the **Details** option in the menu. The Talkgroup Details screen will be displayed.



Broadcast Talkgroup Details (Broadcasters Only)

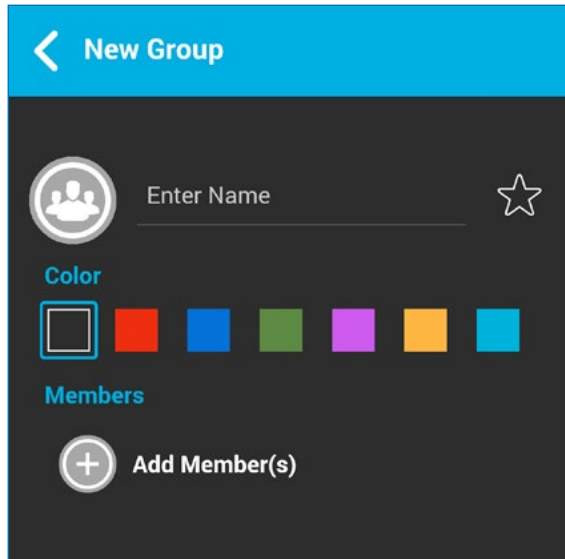
Broadcast talkgroups are managed by the corporate administrator and can have a large number of members. Talkgroup members cannot be viewed but a count of talkgroup members is provided while viewing group details.



Add a Group

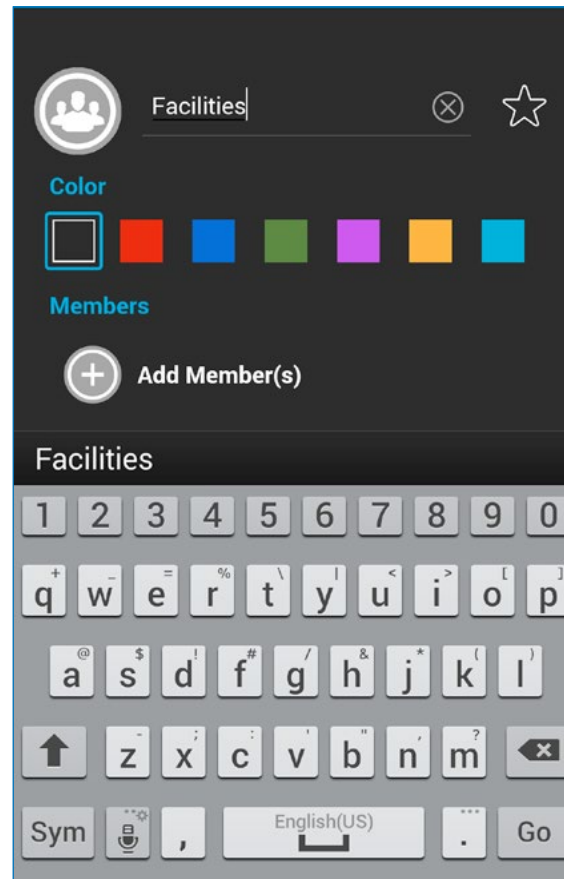
You can create your own personal groups unless restricted by an administrator.

1. From the “Groups” tab, tap the **Add** button located at the bottom of the screen to manually add the group details. The New Group screen displays.

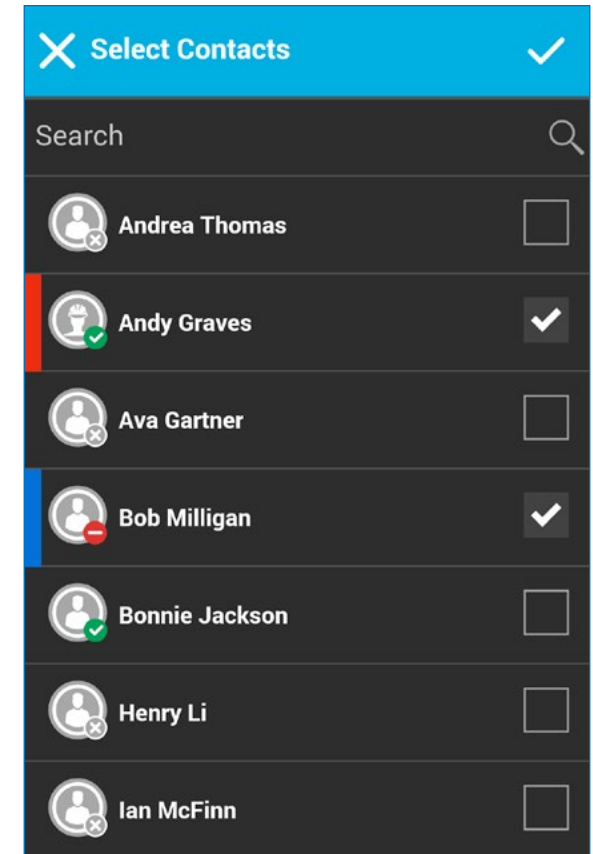


Note: A talkgroup can also be created from the history entry for a quick group call by go to the history list, find the quick group and tap and hold on the **quick group** history entry and selecting the **Add Group** option.

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

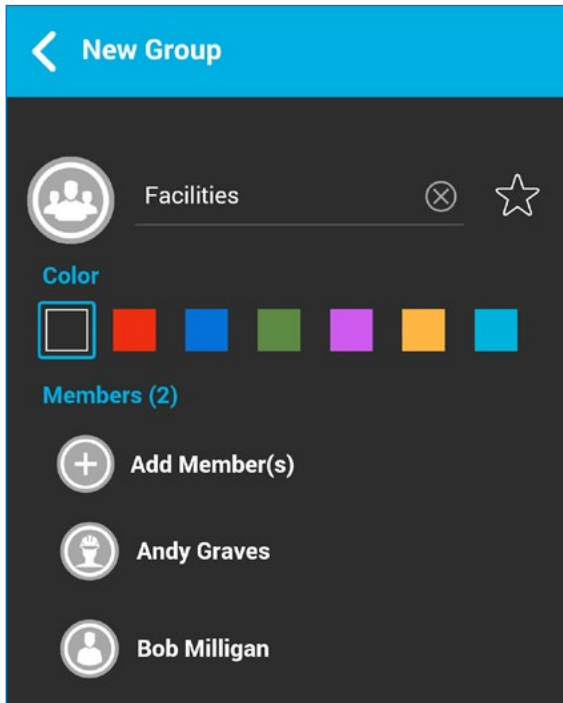


3. Tap on **Add Members**. The **Select Contacts** displays.



4. Select **Members** from the **Select Contacts** screen and tap the **Save** button located at the top of the screen.

Tip: You can only add contacts already in your contacts list as group members. If you do not find the name of the group member you want to add, you may need to create a contact first. See the “Add a Contact” section for more information on adding contacts.



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

Tip: You can also add a group as a favorite from the “Favorites” tab. For more information on Favorites, see the “Favorites” section.

6. Tap the **Save** button when finished to save the new group. The group will appear in the group list.

Edit Group Details

You can only edit groups that you create yourself. 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.

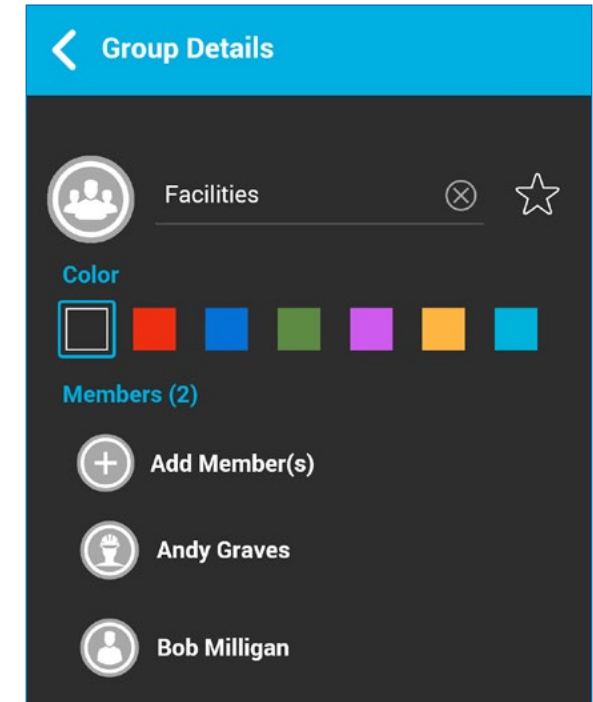
From the Group Details screen, you perform any of the following tasks listed within this section as follows:

- Edit a Group Name
- Add One or More Members to a Group
- Remove a Member From a Group
- Rename a Group Member
- Add or Change a Group Avatar
- Change Group Color
- Make Group a Favorite or Remove as a Favorite

Edit a Group Name

You can edit your own groups but not administrator-managed groups.

1. Tap on the Group Name field.



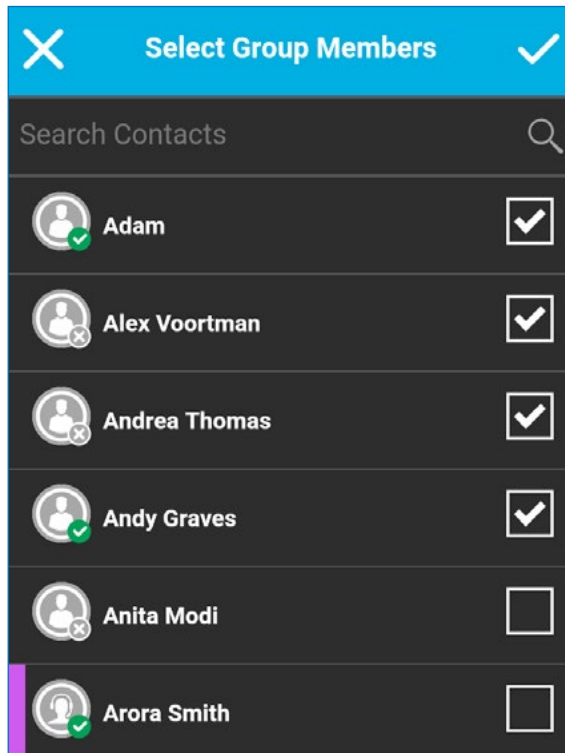
Tip: A group name with an underline indicates that the field can be edited. Administrator-managed groups cannot be edited.

2. Type the **Group Name** using the on-screen keyboard.
3. Tap the **Save** button, otherwise continue.

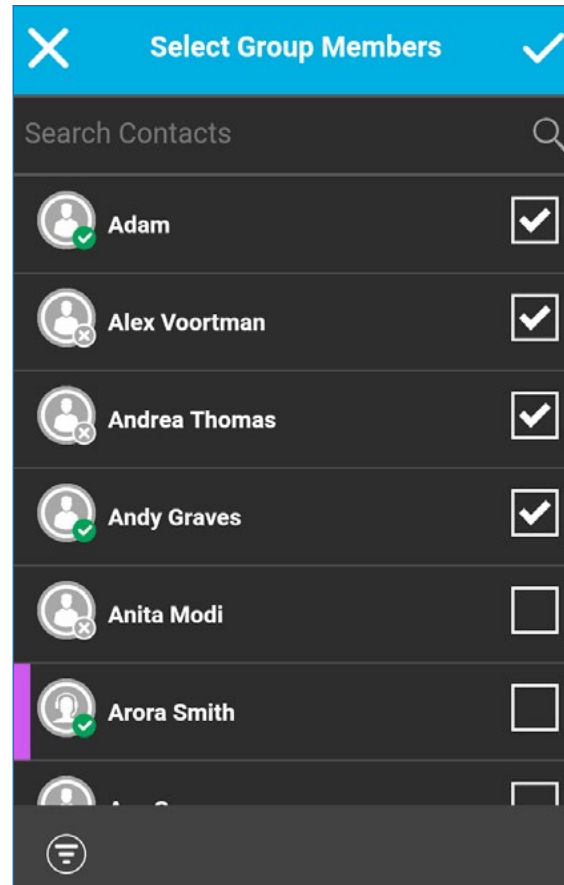
Add One or More Members to a Group

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

1. Tap on the **Add Members** button to add contacts to the group. The **Select Group Members** screen displays.



2. Select one or more **Contacts** to add to the group.



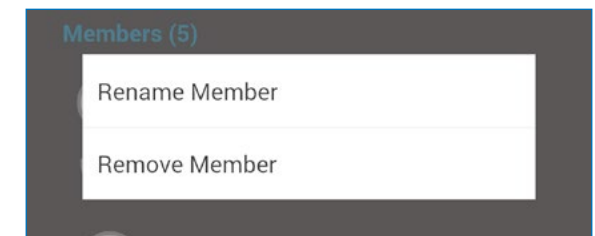
3. Tap the **Save** button located on the top of the screen.
4. If finished, tap the **Save** button on the **Group Details** screen and a **Group updated** message will be displayed, otherwise continue.

Remove a Member From a Group

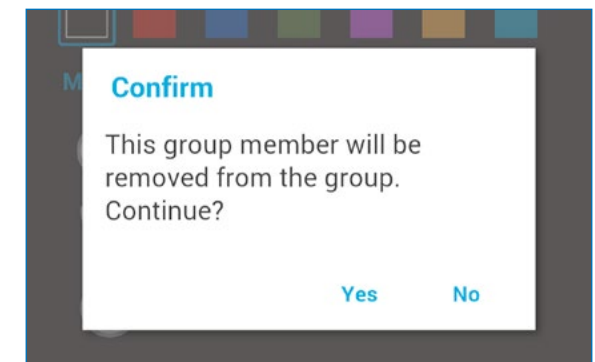
You can only remove a member from a group that you created. Groups that are administrator assigned cannot be edited.

1. Touch and hold the **Member** to remove. A **Context** menu displays.

Tip: A group name with an underline indicates a personal group and therefore can be edited. Administrator-managed groups cannot be edited.



2. Tap the **Remove Member** option. A **Confirmation** dialog is displayed.



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

- Repeat Steps 1 through Step 3 for other group members you want to remove. After removing the group member(s), tap the **Back** button located on the top of the screen or phone **Back** button to return to the Group Details screen.

Note: When you remove the last member of a group, the group is deleted upon saving the changes. A Confirmation dialog will be shown when you remove the last member to let you know this will happen.

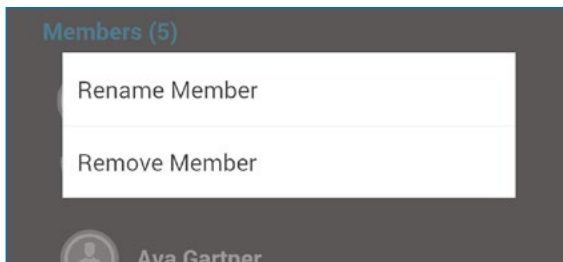
- If finished, tap the **Save** button located on the top of the screen and a Group updated message will be displayed, otherwise continue.

Rename a Group Member

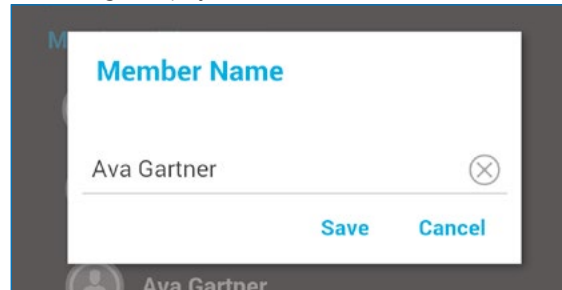
Group member names are set when the group is created. Changing a contact name in the PTT Contacts list will not change the name of a group member. Follow the instructions in this section to rename a group member.

- Touch and hold the **Member** to rename. A **Context** menu displays.

Tip: A group name with an underline indicates a personal group and therefore can be edited. Administrator-managed groups cannot be edited.



- Tap the **Rename Member** option. A Confirmation dialog is displayed.



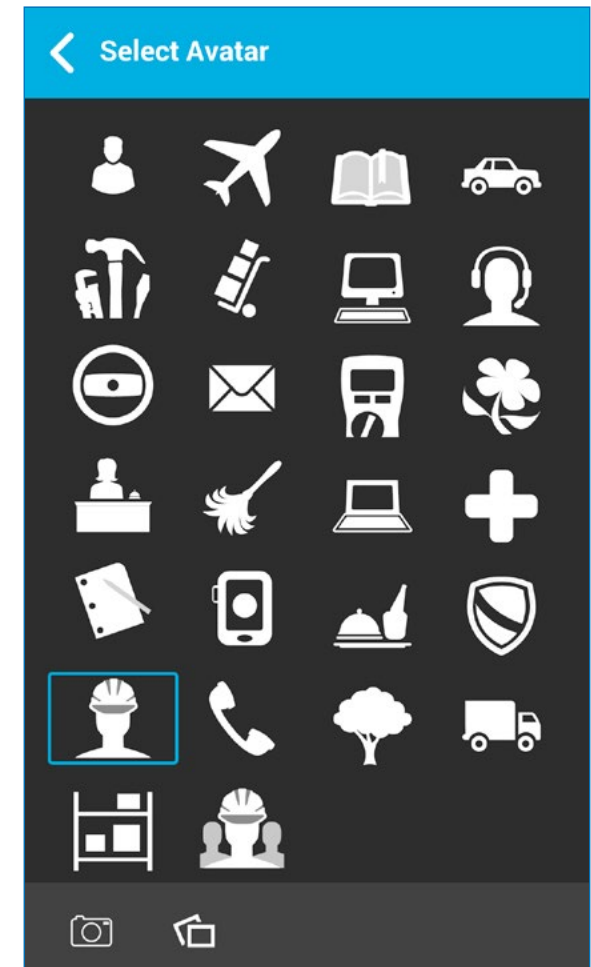
- Edit the name and tap the **Save** button.
- Tap the **Back** button located on the top of the screen to return to the Group Details screen.
- If finished, tap the **Save** button on the top of the screen to save and a Group updated message will be displayed, otherwise continue.

Add or Change a Group Avatar

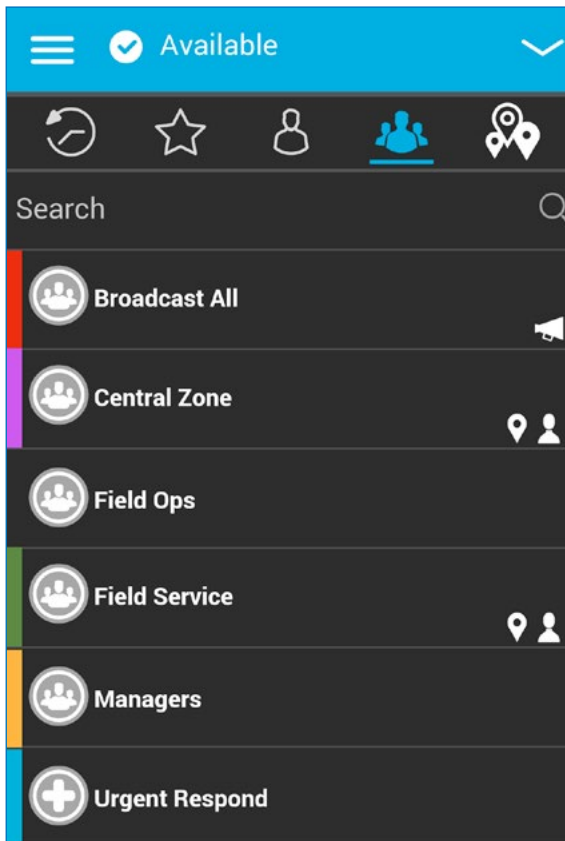
You can edit the group avatar for the groups that you created yourself and groups that are administrator-managed.

- Tap the **Avatar** option. The Select Avatar screen displays. For a list of all avatars available and their definitions, see the "Avatar Icons" section.
- 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.



- If finished, tap the **Save** button on the Group Details screen and the selected avatar will be assigned to the group, otherwise continue.



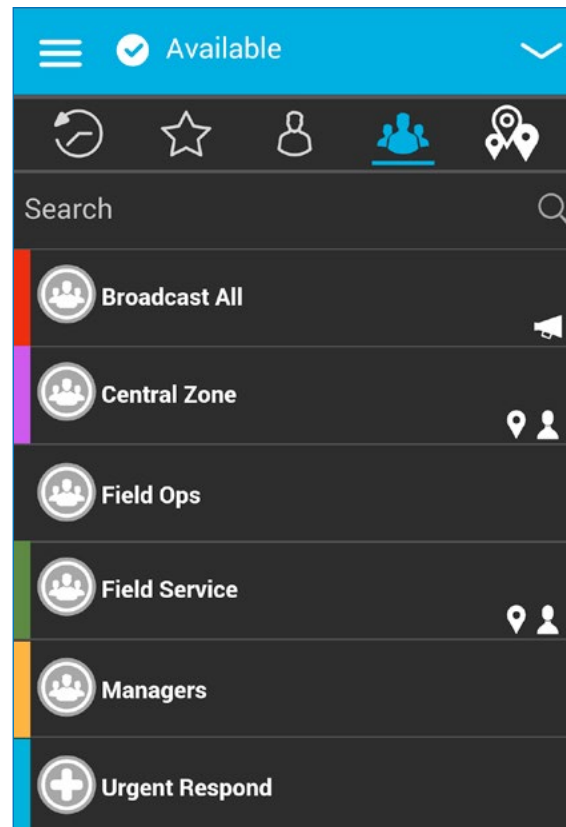
Change Group Color

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

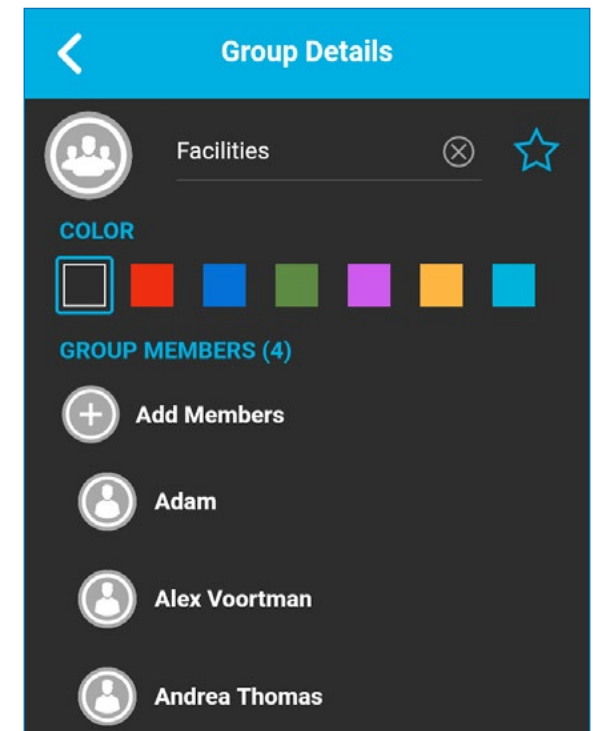
You can add groups to the favorites list for the groups that you created yourself and groups that are administrator-managed. Groups can be added using the Group Details screen.

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

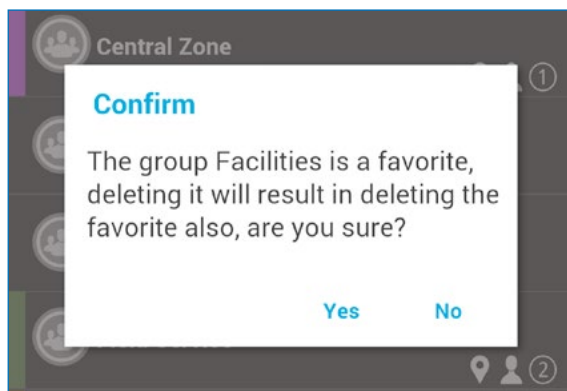
Delete a Group

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

1. From the “Group Details” tab, tap the Delete button, located at the bottom of the screen.



2. You will be asked to confirm removing the group. To delete, tap Yes. To cancel without deleting the group, tap No. The group is removed from the group list.



Note: If you are removing a group which is also a favorite, you will see a Confirmation message.

3. Tap **Yes** to delete the group. The group will be deleted from the group list.

Talkgroup Scanning

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

- Turn Scanning On or Off
- Add a Group to a Scan List
- Remove a Group from a Scan List or Change the Scanning Priority

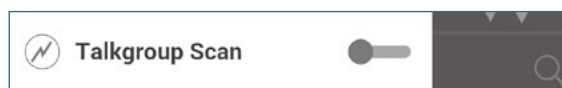
Talkgroup Scanning allows a subscriber's phone to scan through the scan list. Scan list consists of up to 16 talkgroups with up to three talkgroups that can be assigned as priority (1-3) groups. The higher priority talkgroup calls take precedence over lower priority talkgroup calls. Talkgroups that are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

While you have talkgroup scanning turned on, you will see the following behavior:

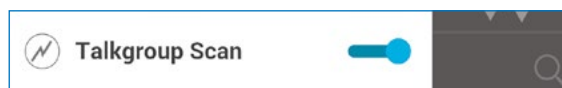
- Calls from the scanned group are received normally. When the current scanned group call ends, you will automatically hear the next active scanned group call in progress. You will not get Missed Call Alerts for group calls while scanning is turned on.
- Quick Group calls are received normally. A Missed Call Alert is provided if you are busy on another Push-to-Talk (PTT) call or a cellular call.
- One-to-One calls are received normally. A Missed Call Alert is provided if you are busy on another PTT call or a cellular call.
- All call types can be originated one-to-one, Quick Group, and group calls.
- Normal call rejoin will occur for originated group calls. Note: you will not receive Missed Call Alerts for group calls while scanning, so calling a group may result in a call rejoin.

Turn Scanning On or Off

To turn on talkgroup scan, tap the **Talkgroup Scan** toggle on the menu from the Off state to the On state.



To turn off talkgroup scan, tap the **Talkgroup Scan** toggle on the menu from the On state to the Off state.

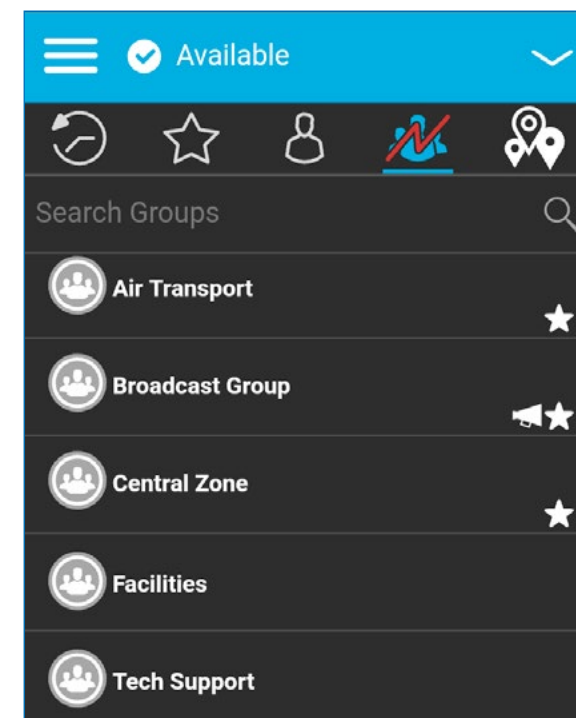


When talkgroup scan is turned On, a scan list icon will be shown on the "Group" tab row and during a call, the Title bar will show the priority of the talkgroup. In addition, if any talkgroups have priorities that you have assigned, the priority (1-3) will be displayed on the talkgroup button. When talkgroup scan is turned off, the scan

list icon will disappear from the call status on the main screen and all assigned priorities will disappear.

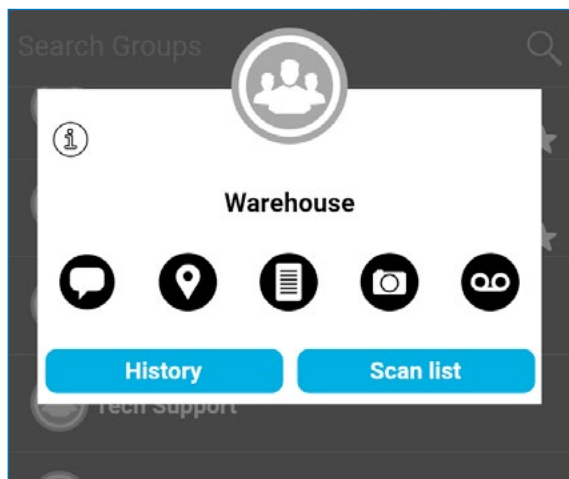
The talkgroup list will show in priority order at the top followed by the rest of the talkgroups in alphabetical order.

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



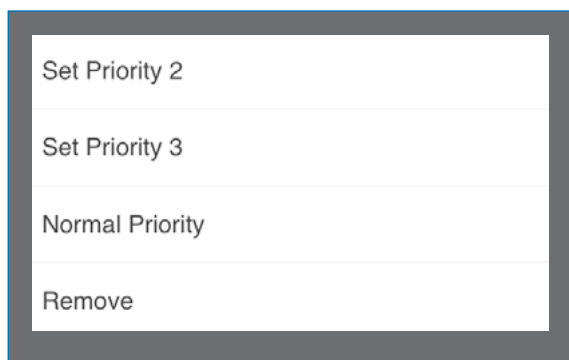
Add a Group to a Scan List

1. Touch and hold on the **Talkgroup** that you want to add to the scan list. A **Context** menu is shown.

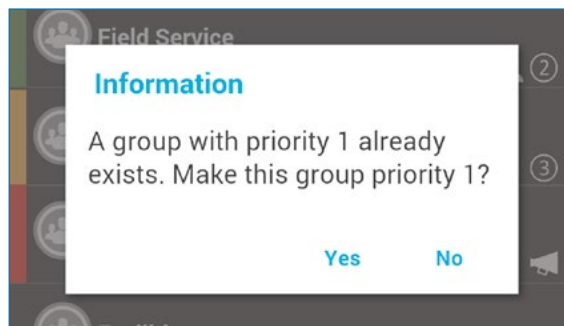


2. Tap the **Scan List** option.

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

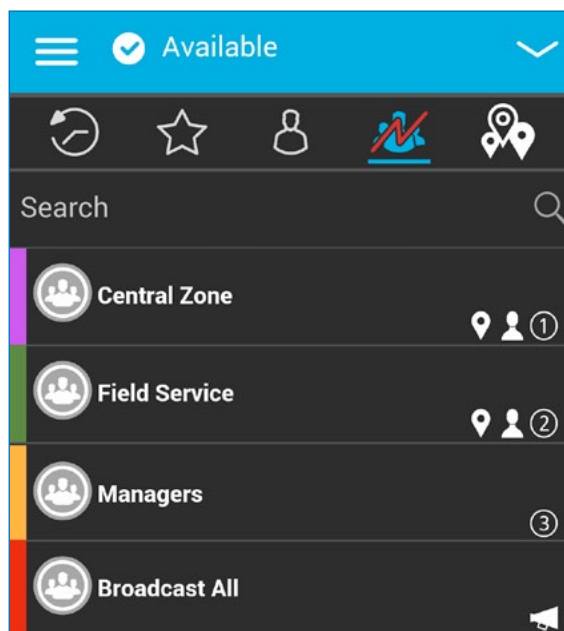


3. Tap the **Priority** option you want to assign to the group or select **Normal Priority** if you want the group to be of normal priority (in other words not a priority scan talkgroup). If you choose a priority that is already being used by another group, a message appears.



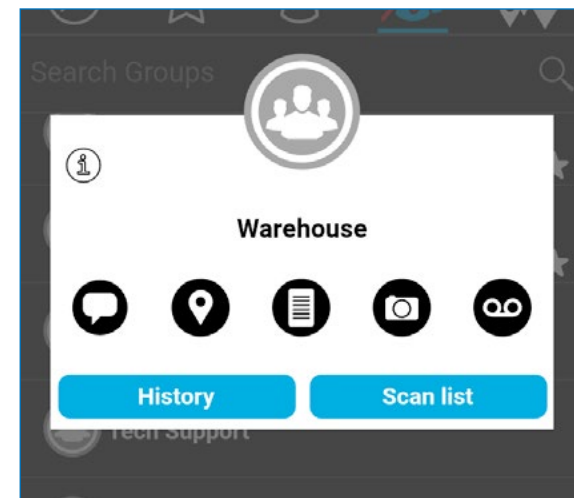
4. Select **Yes** to assign the existing priority to the current group or select **No** to assign the group a new priority. Once you assign a priority to a group, a priority icon will appear next to the scanned group.

Note: Choosing a priority used by another group will make the previous priority group remain in the scan list with normal priority.

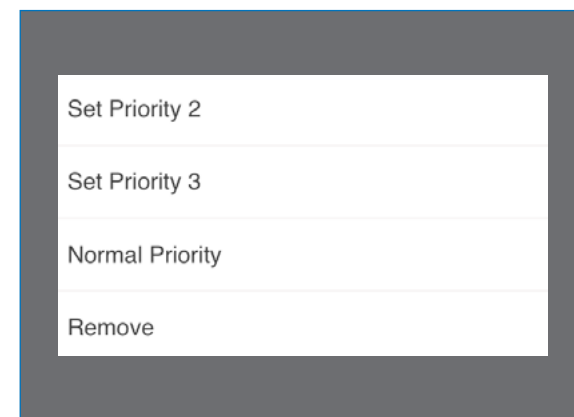


Remove a Group from a Scan List or Change the Scanning Priority

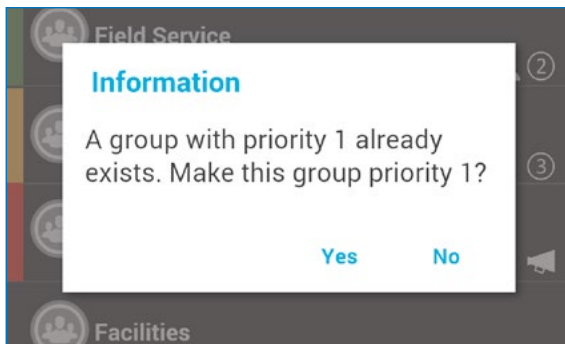
1. From the "Groups" tab, touch and hold on the **Talkgroup** that you want to remove or change the scanning priority.



2. Tap the **Scan List** option. A pop-up menu appears.



- You can reassign the priority by touching a **Priority** option. To make the group normal priority, tap **Normal Priority**. To remove the group from the scan list, tap **Remove**. If you choose a priority that is already being used by another group, a message appears.



Note: Choosing a priority used by another group will make the previous priority group remain in the scan list with normal priority.

- Select **Yes** to assign the existing priority to the current group or select **No** to assign the group a new priority. The previously Priority 1 assigned group will now be moved to No priority group.

Map

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

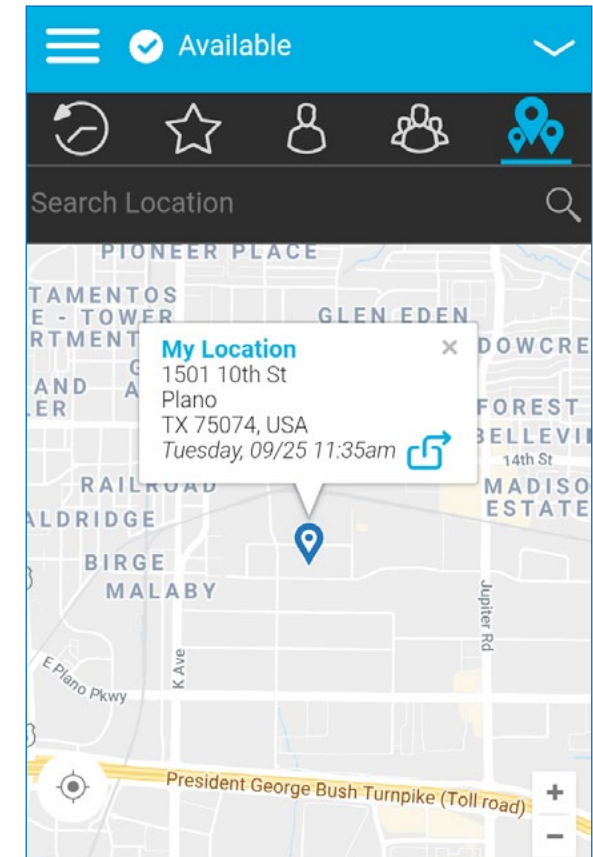
Supervisor with Location Capability

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. Only one supervisor in a talkgroup can have Location Capability.

Tip: As a supervisor, you can also access the map from the "Groups" tab by tapping the **Talkgroup** which has a Map Pin. The Call screen displays. Tap the **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. To search map, see the “**Searching**” section for more information.

Recenter the Map

You can recenter the map to your current location. The Recenter 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 **Recenter** button located on the map. The map returns to the center.

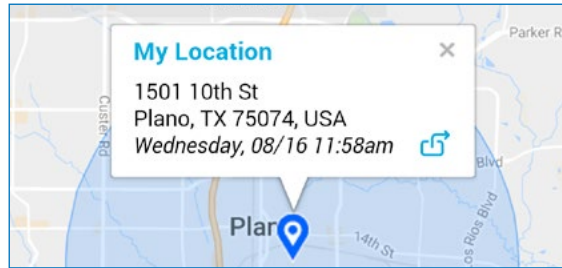
Individuals

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

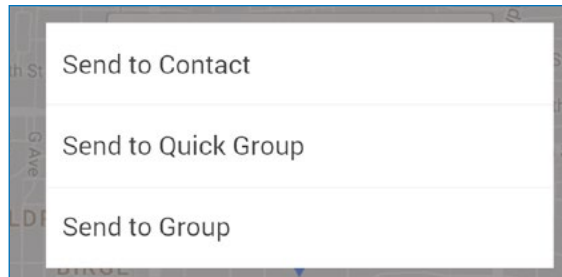
Tip: You can also share your location from the Call screen by tapping the **Map Pin** located at the bottom of the screen. The My Location screen displays. Tap the **Share Location** button to share your location.

Send My Location or an Arbitrary Location to a Contact

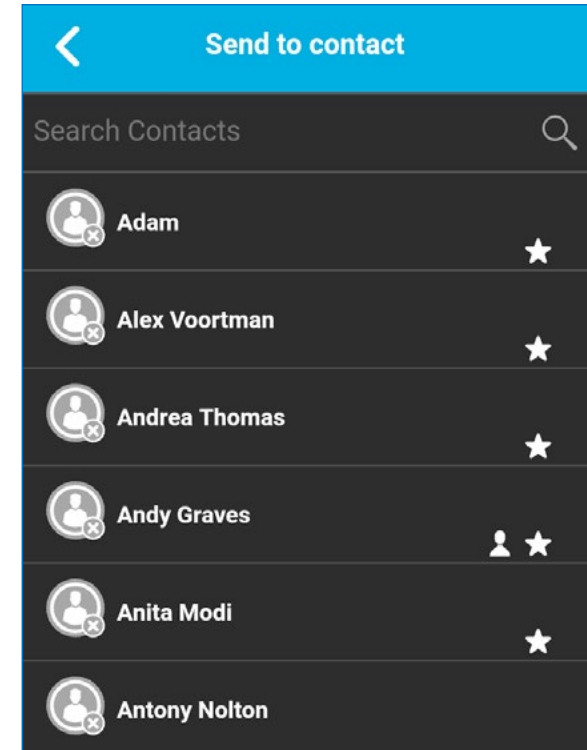
1. Tap the **My Location** Pin (blue). My Location displays. Move the map or use location search to find an arbitrary location.



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



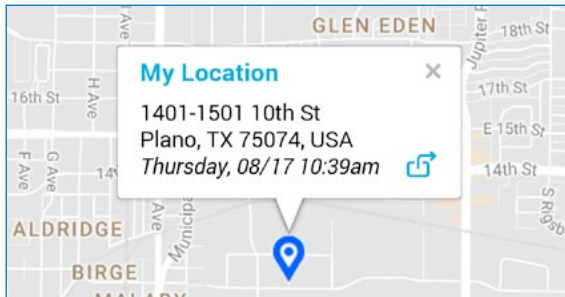
4. The **Send to Contact** displays.



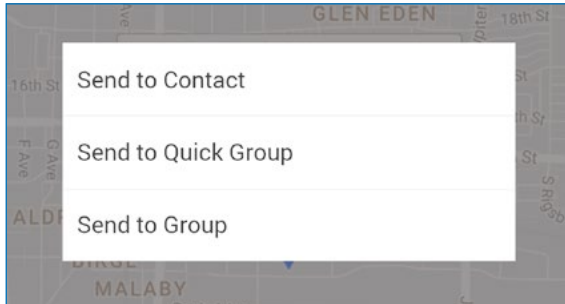
5. Tap the **Contact** to select the one you want to share your location. The message “*Location Sent*” is displayed.

Send My Location or an Arbitrary Location to a Quick Group

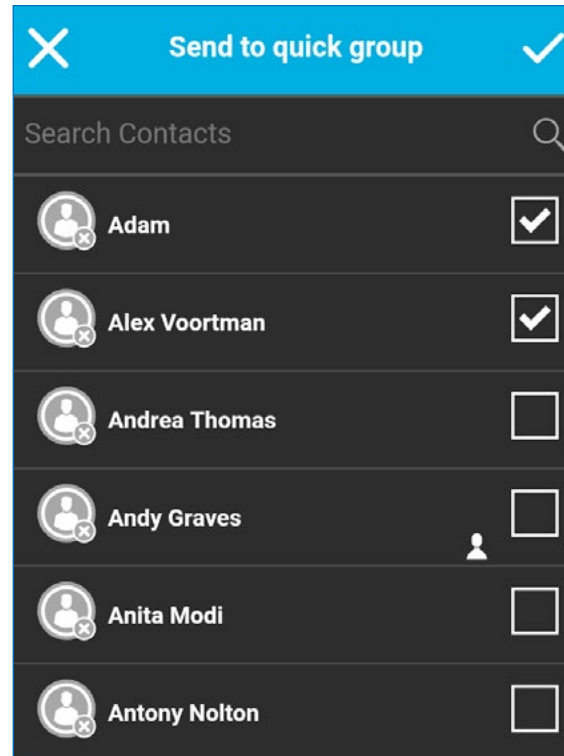
1. Tap the My Location Pin (blue). My Location displays. Move the map or use location search to find an arbitrary location.



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



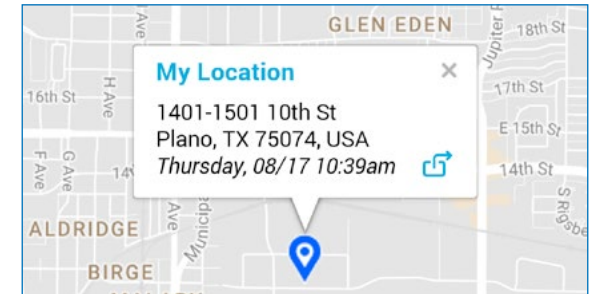
4. The Send to Quick Group displays.



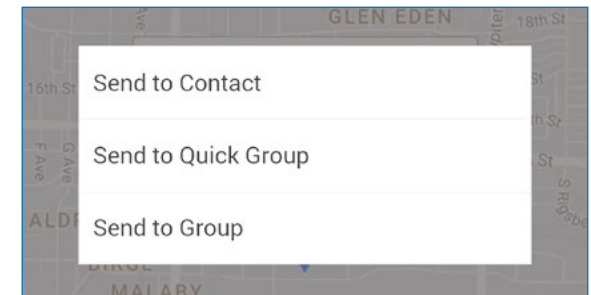
5. Tap two or more contacts to select the one you want to share your location. The message "Location Sent" is displayed.

Send My Location or an Arbitrary Location to a Group

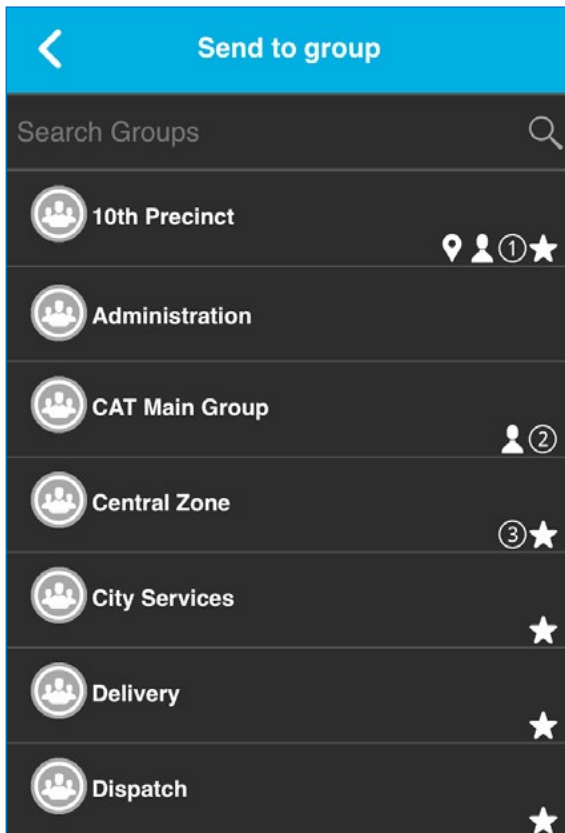
1. Tap the My Location Pin (blue). My Location displays.



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.

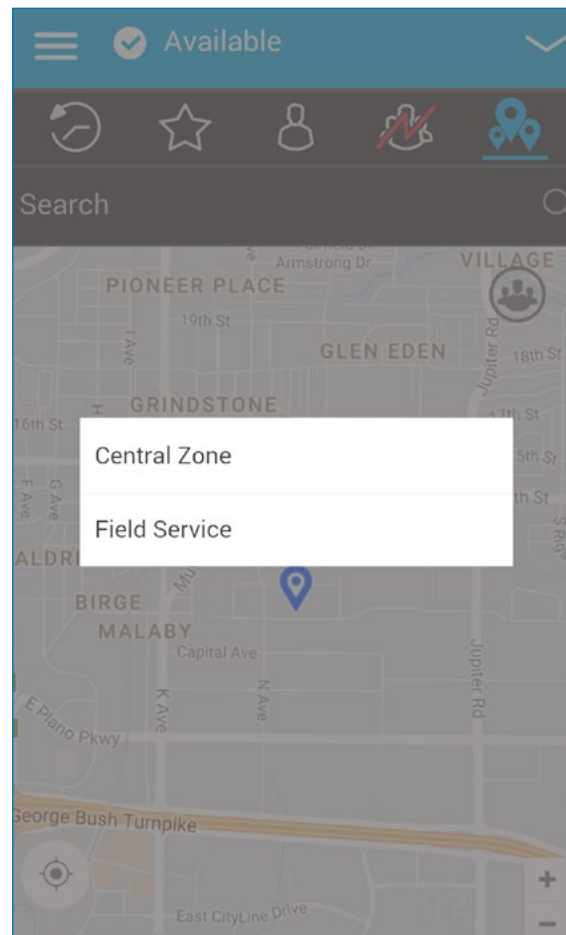
Supervisor with Location Capability

Group Member Location

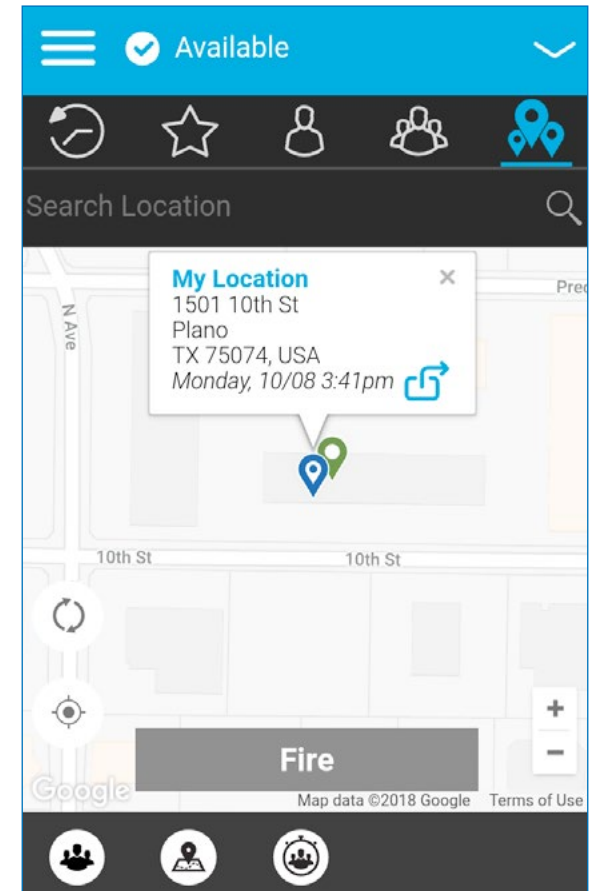
A supervisor can view the current group member location on the map and refresh the location. Location Capability must be turned on by your administrator at the group level. One supervisor per group is allowed to have Location Capability.

View Group Member Locations

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

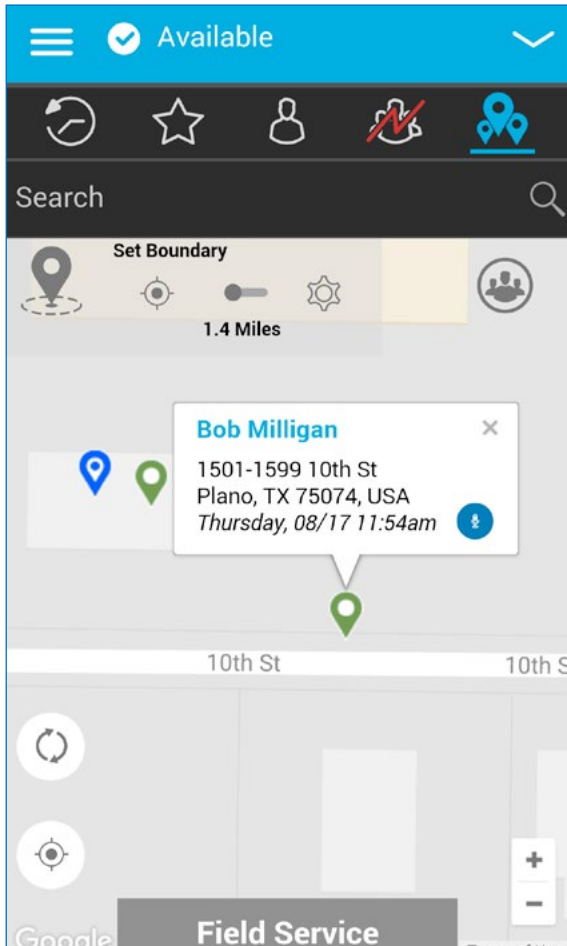


2. Tap the Group to locate the group member location. The map displays all members of the selected group and their location.



View Group Member Location Details

1. Complete the View Group Member Locations section.
2. Tap any Pin. The member’s name and location displays.



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

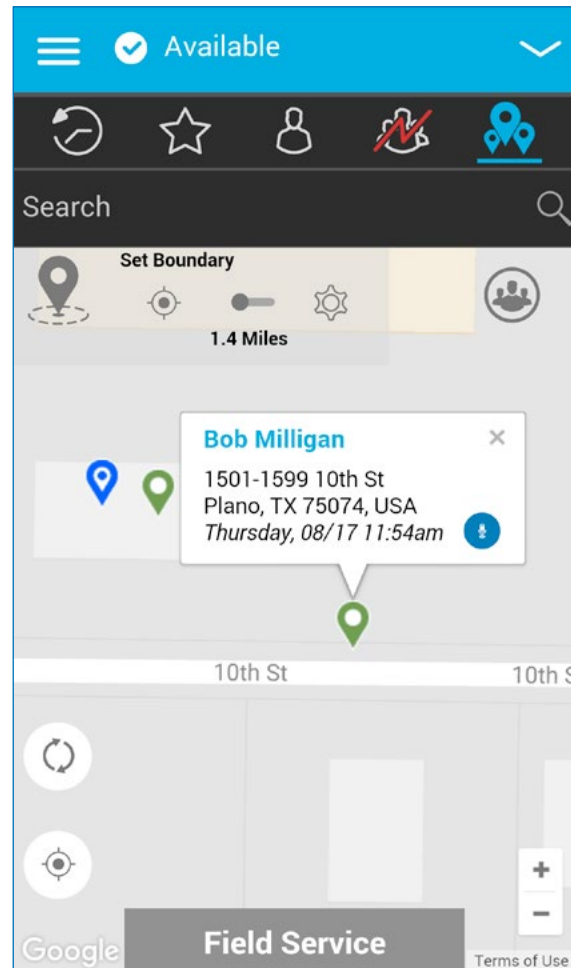
Call a Group Member

Tip: You can also access the map from the "Groups" tab by tapping the **Group** which has a Map Pin.

The Call screen displays. Tap the **Group Location** button to access the map.

1. Complete the View Group Member Location Details section.

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

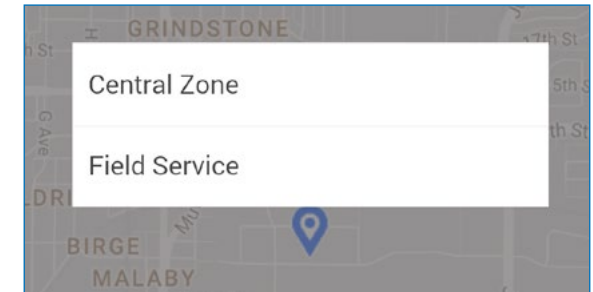


3. Tap the Call button. The Call screen displays.

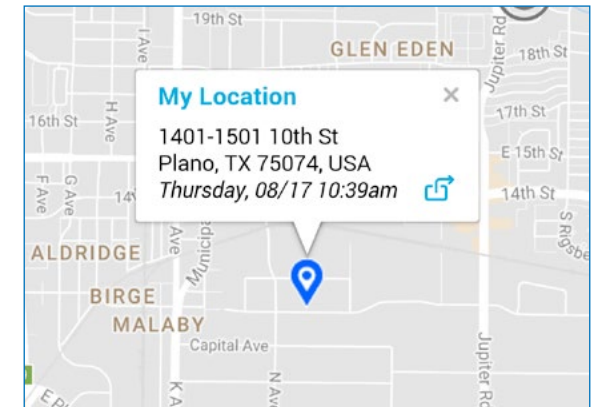
Share Your Location or an Arbitrary Location to a Group with Location Capability

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

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



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



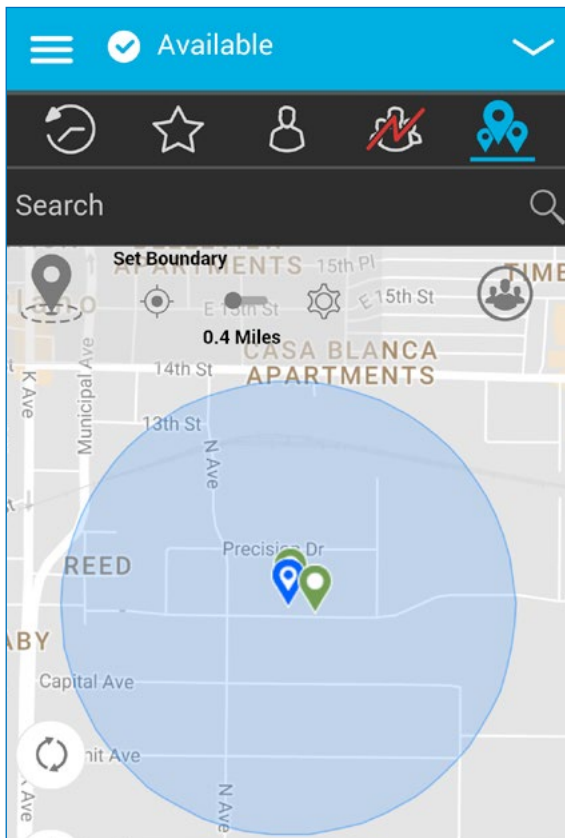
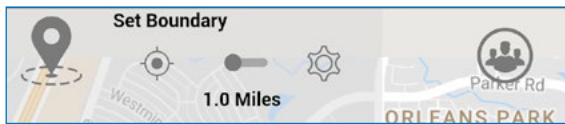
4. Tap the **Share** button to share your location. The Pin location is sent to the group.

Boundary

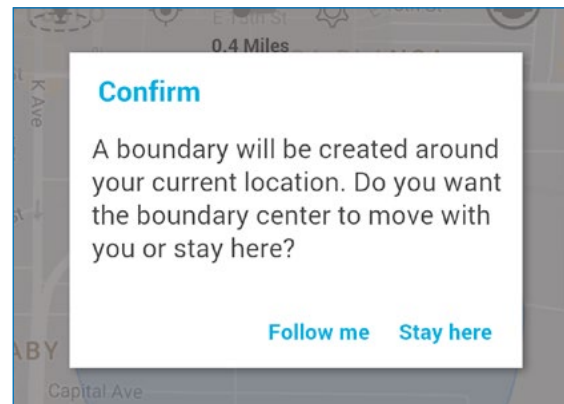
Allows a PTT supervisor to create a boundary for a group and receive notifications when members enter or leave the boundary. Members can optionally receive notifications when they enter or leave. You can also refresh the location and modify an existing boundary set for a group. The Active Boundary Time setting controls how long a boundary is active.

How to Create a Boundary:

1. From within the “Map” tab, 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 pop-over displays along with a boundary preview (blue circle).

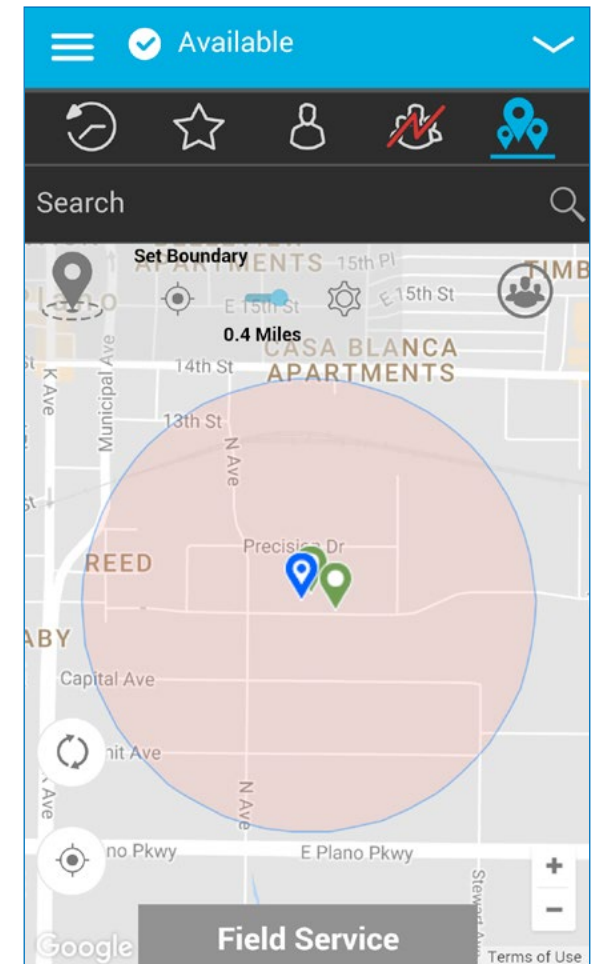


4. Set the boundary size by zooming in/out. You can see the boundary radius in the pop-over.
5. Set the boundary center by moving the map or searching.
6. Tap the **Set Boundary** toggle to turn On the boundary. If you are setting a boundary at your current location as shown by the My Location Pin (blue), you can set the boundary type. If you set a boundary at some other location, then the 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 will be created at your current location and the boundary will move 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 pop-over.

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

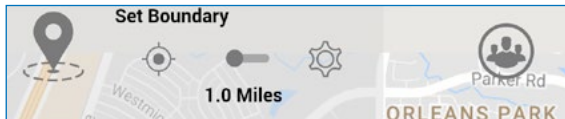
All Boundary settings are shown in the default state.

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” tab, 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

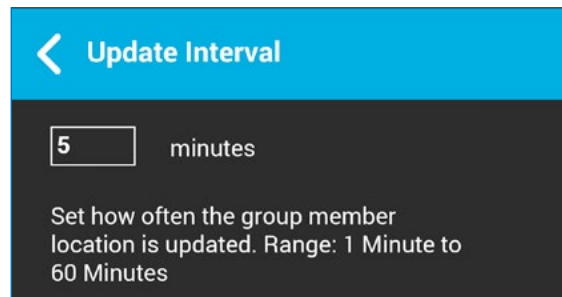
This setting allows you to set how often each group member location reports their location. Range: 1 to 60 minutes.

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.

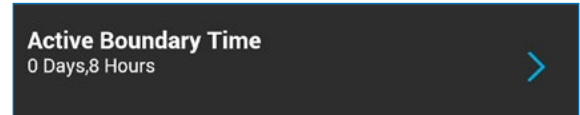


3. Type a **Number** in the range from 1 to 60 minutes using the on-screen keyboard to set how often the group member location is updated.
4. Tap the **Back** button located in the upper left screen to return to the map.

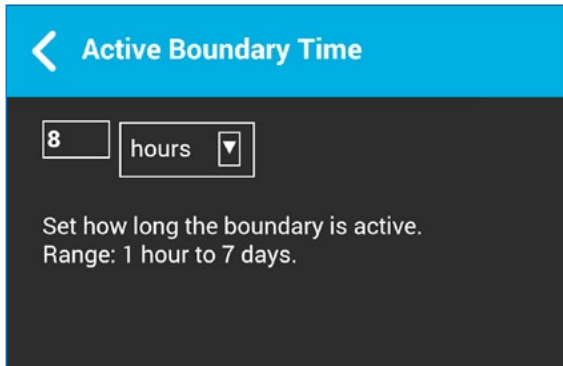
Change Active Boundary Time

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.



2. The Active Boundary Time Settings Options displays. Tap the **Range** text box.
3. Use the **Number** entry box and drop-down menu to set how long the boundary is active. The time must be between 1 hour and 7 days.
4. Tap the **Drop-Down** list to select the hours or days period.
5. Tap the **Back** button located in the upper left screen to return to the map.



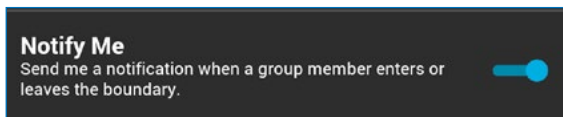
Change Notify Me

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:

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

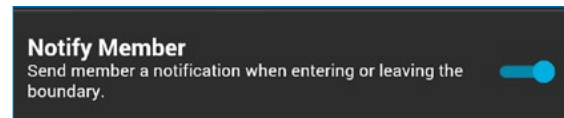


2. Tap the **On/Off** button to toggle the state of the setting.

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.

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



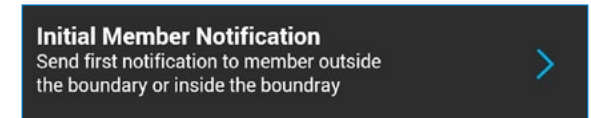
2. Tap the **On/Off** button to toggle the state of the setting. Continue with the Change Initial Member Notification section.

Change Initial Member Notification

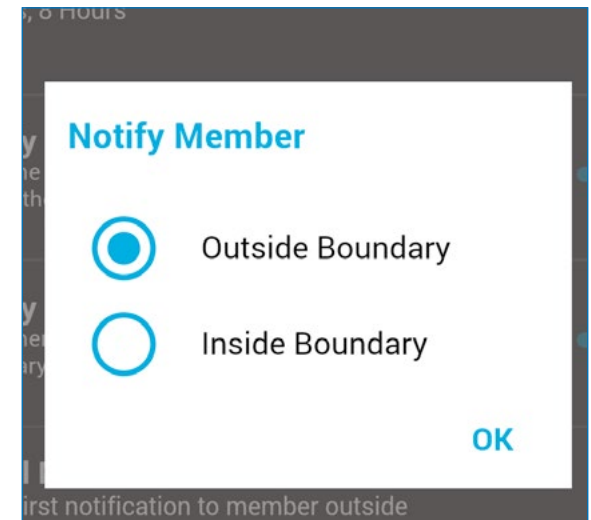
This setting allows you to set if group members automatically receive an initial notification when a boundary is created, those inside the boundary or those outside the boundary.

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

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



2. The Initial Member Notification Setting Options displays.

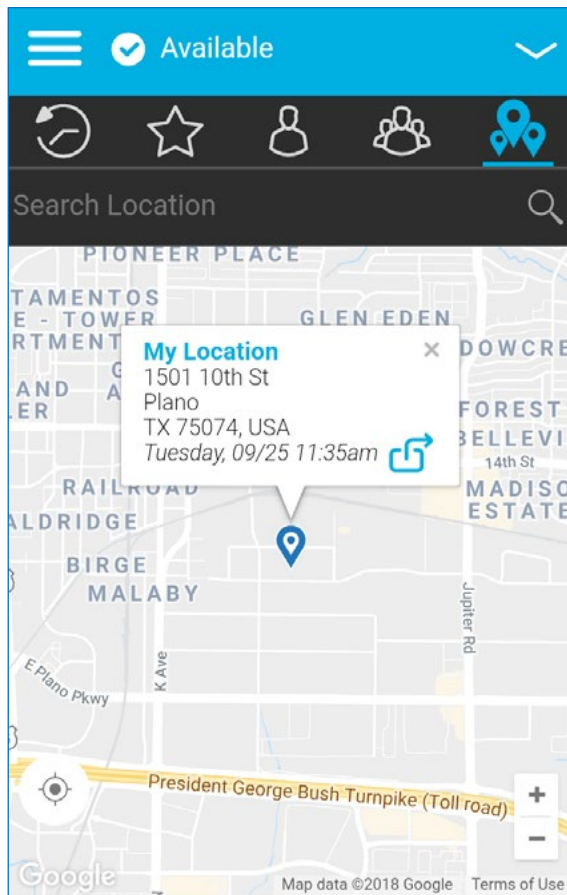


3. Tap either **Outside Boundary** to send the first notification to members outside the boundary or **Inside Boundary** to send the first notification to members inside the boundary.
4. Tap **OK**.

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.

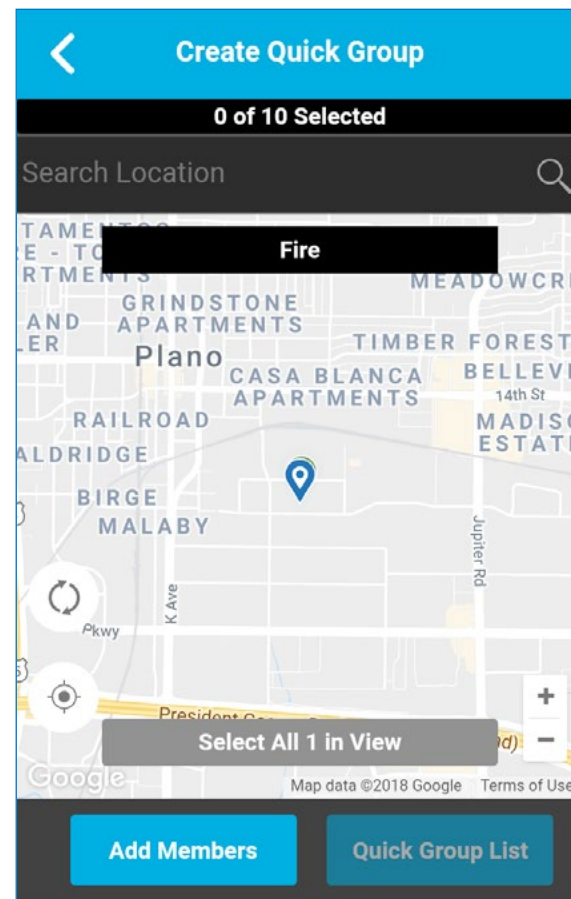


2. Tap the Quick Group button on the action bar.

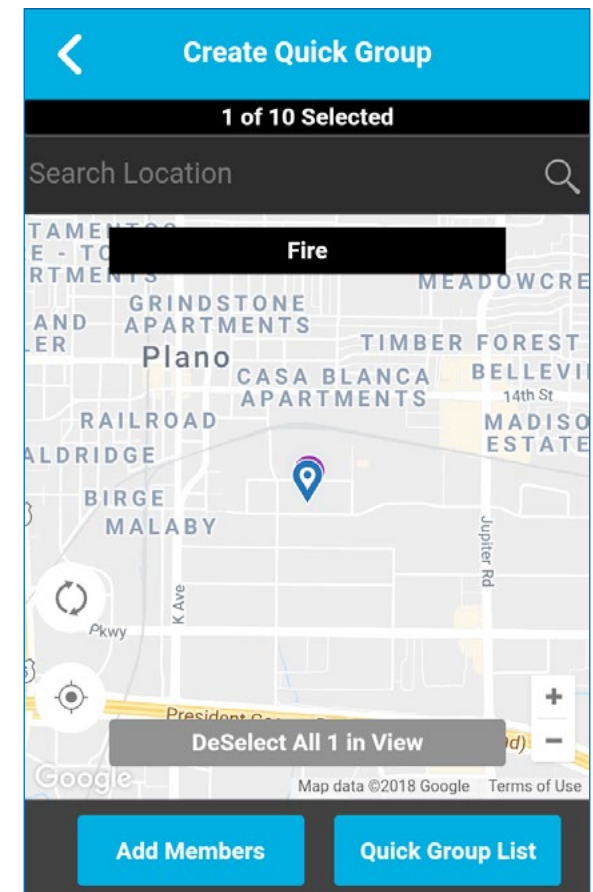
3. Zoom in until you view all the contacts that you want to select.

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

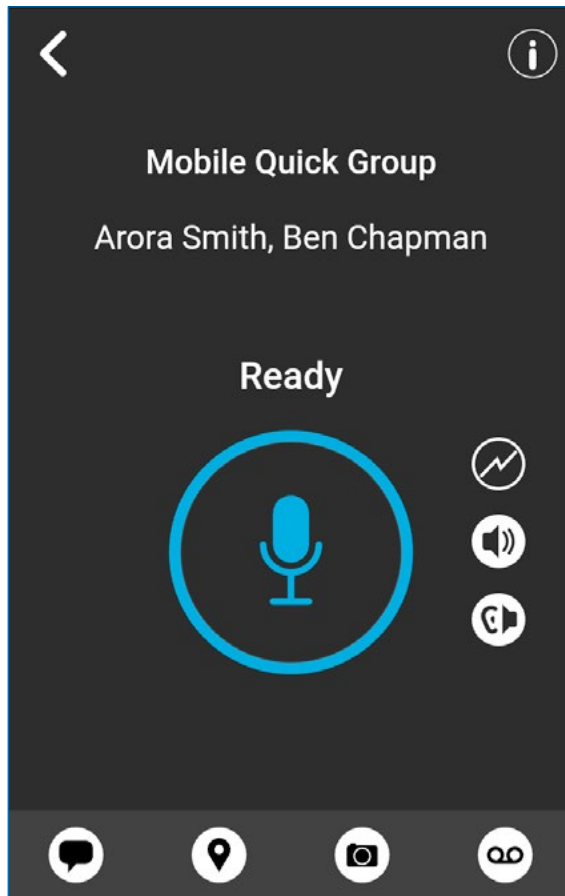
Note: A Quick Group can have up to 10 members. If you have more than 10 members in view, you will not be able to select all at once. Zoom in so that there are less than 10 members in view, select all or select the members individually.



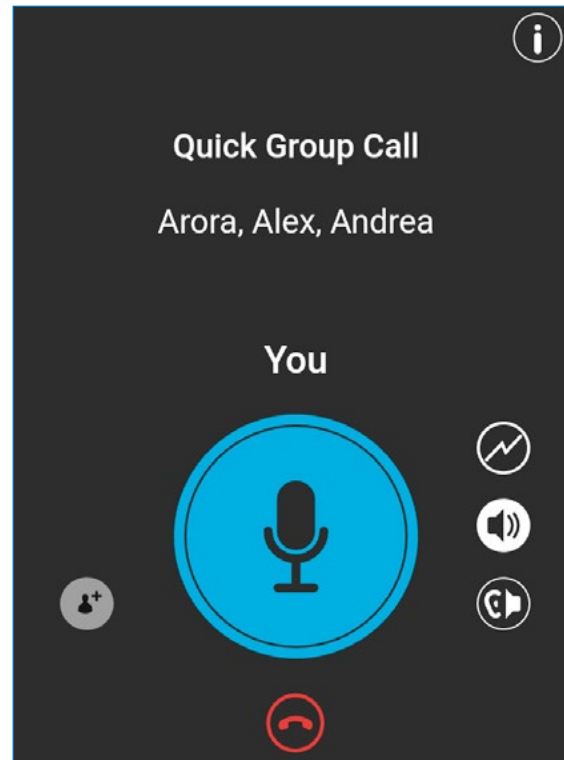
4. Tap the Select All in View for a Mobile Quick Group. All selected contact pins turn purple.



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



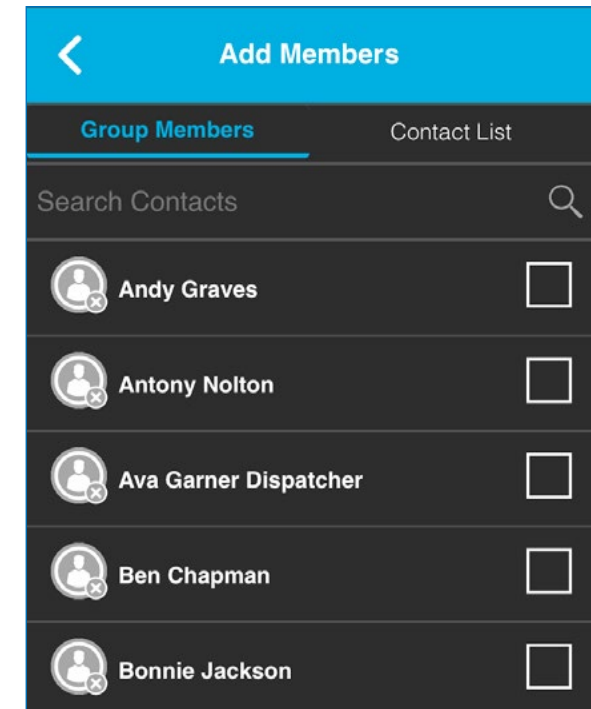
- Press and hold the on-screen PTT button, a Quick Group Call is started, a chirp tone is heard and the PTT button changes color indicating you have taken the floor.



- 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.

To add members

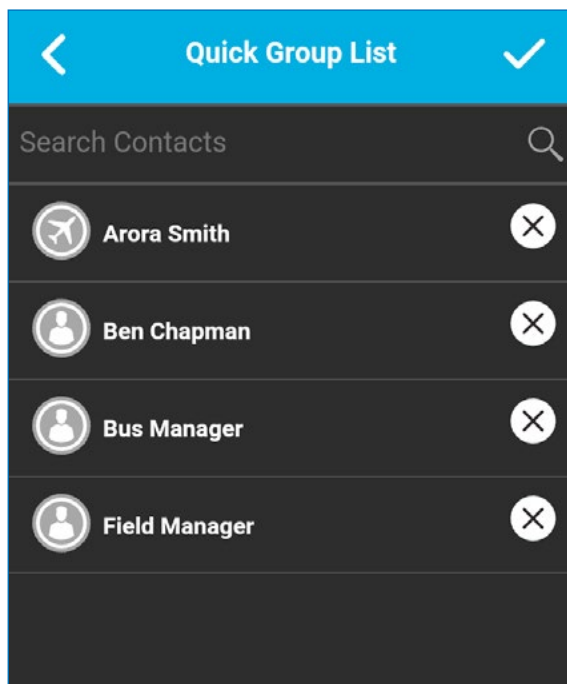
- Tap or touch the **Add Members** button. The Add Members screen displays.



- 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.

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

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 are supported.

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 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.

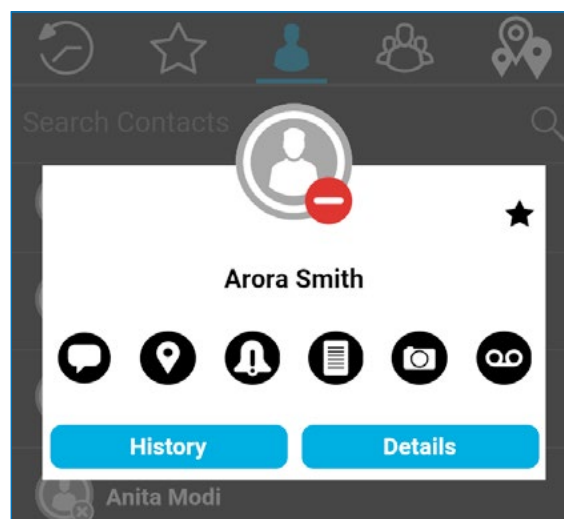
Text messages will also be shown in threaded history along with call history and are sent by selecting a contact or a group.

Send a Text Message

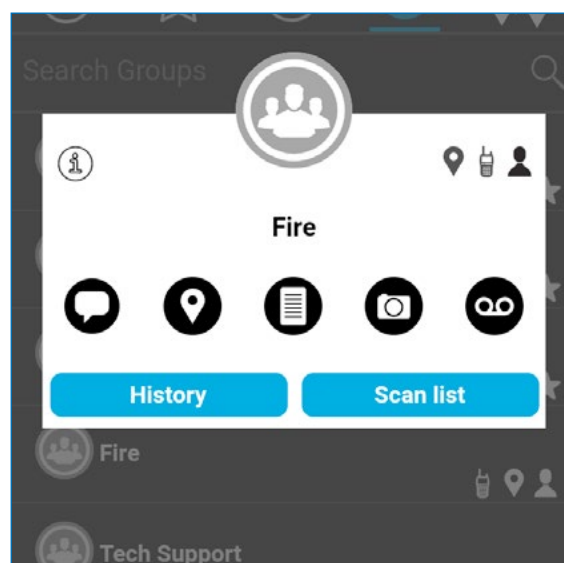
Text messages can be sent using the call screen for a selected contact, a selected talkgroup, or a contact or group context menu.

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

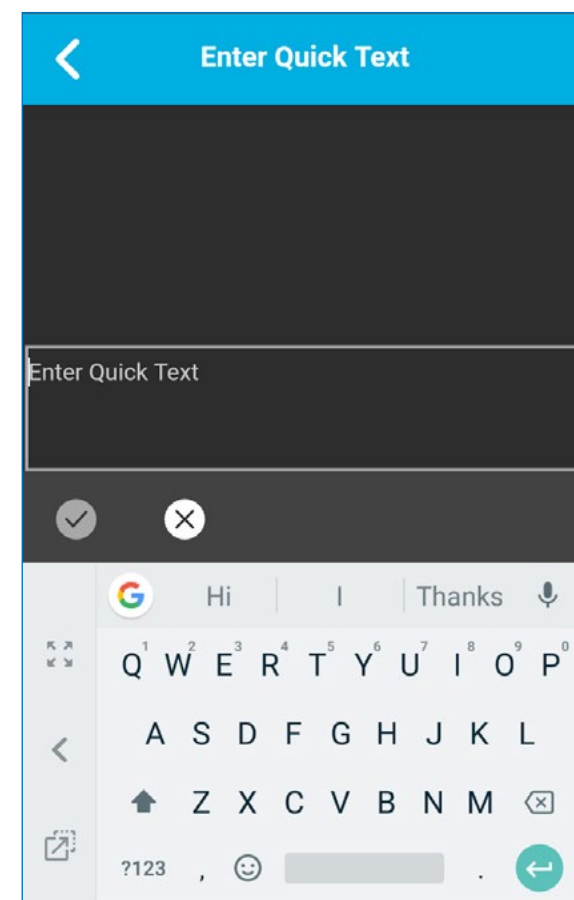
1. Select a contact from the contact list, touch and hold. A context menu displays.



- Or select a Group from the channel list and tap and hold. A context menu displays.



2. Select the Message button located on the context menu to initiate a text message.
3. Type your message using the on-screen keyboard. Tap the Send button located to the right of the message box. You can also use Quick Text. See “Use Quick Text”.



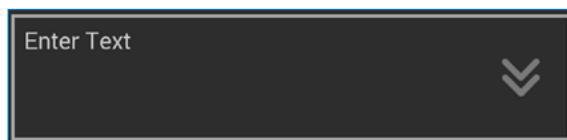
4. Your text message is displayed in the history details.

Use Quick Text

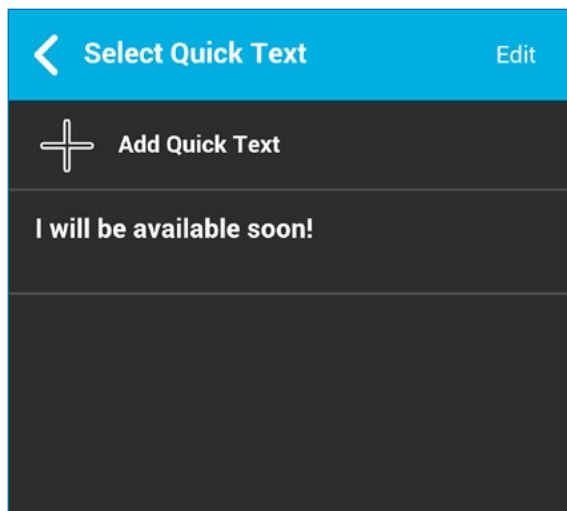
1. Tap the **Message** button.

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

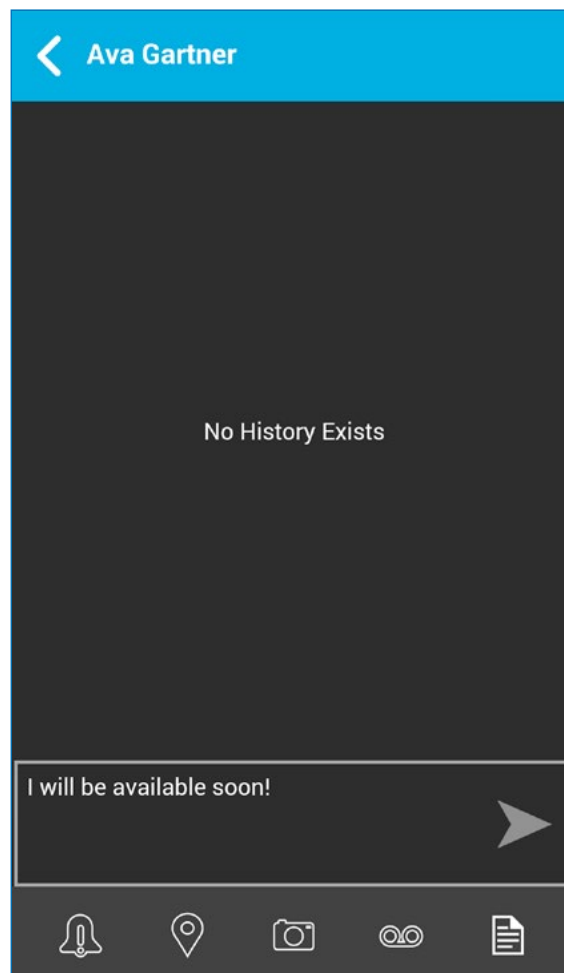
2. Tap the **Quick Text Access** button located in the text box.



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.

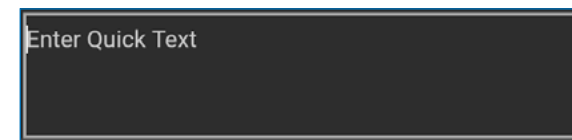


5. Tap the **Send Text Message** button to send the text.

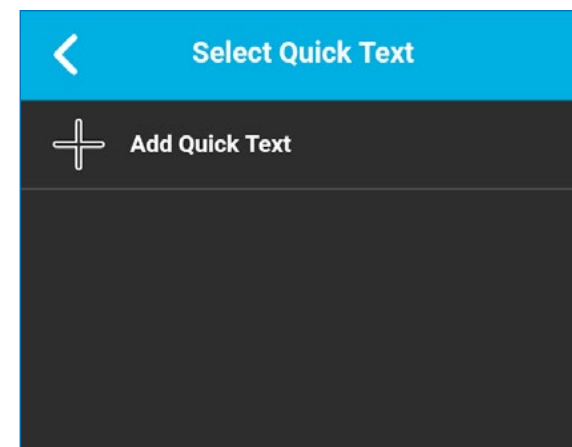
Add Quick Text

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.

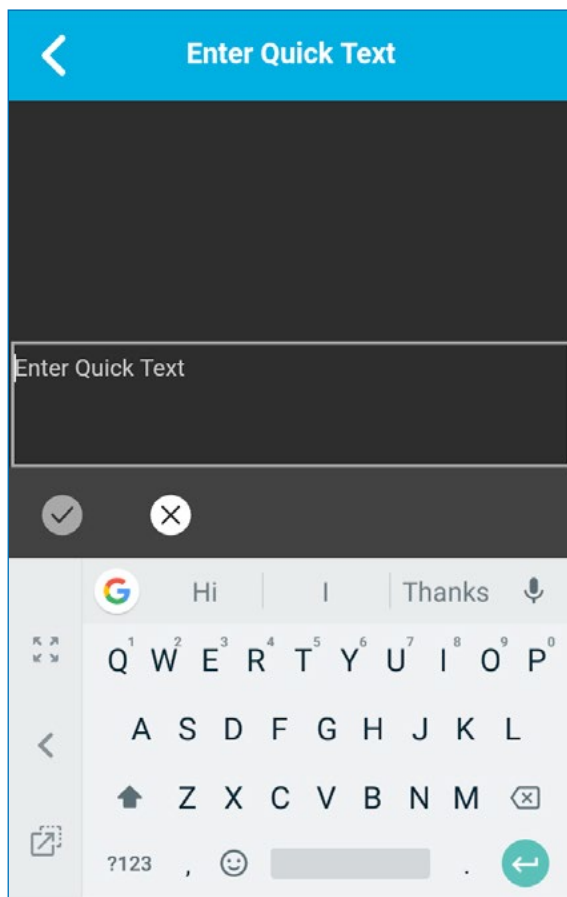
1. Tap the **Message** button. The text box displays.
2. Tap the **Quick Text Access** button located in the text box.



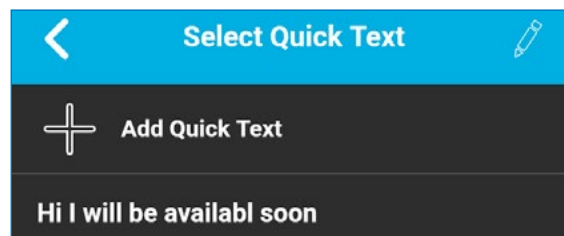
3. The Select Quick Text displays.



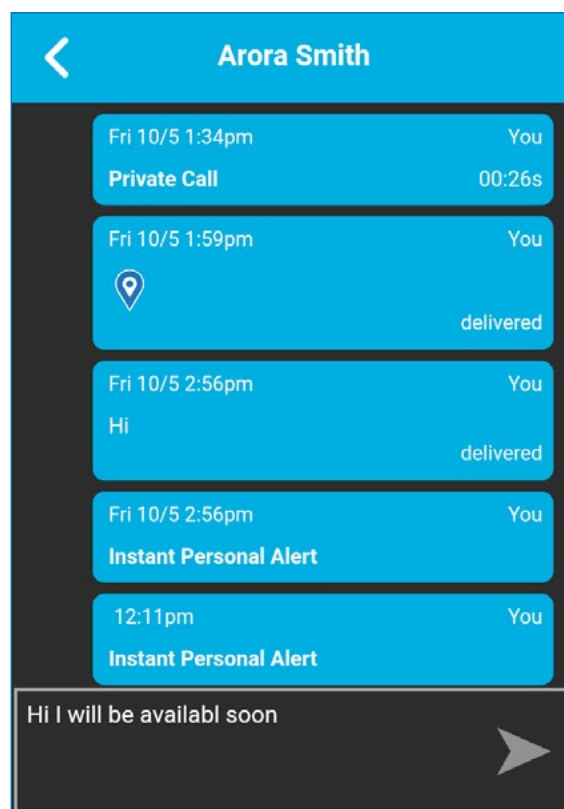
4. Tap the **Add Quick Text** button. The Enter Quick Text displays.



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?”.



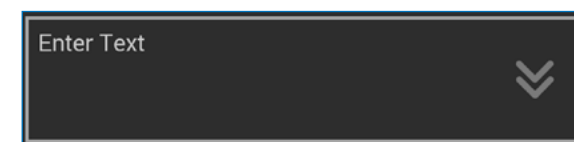
7. Tap **Save** if finished.
8. Tap the newly created **Quick Text**. The selected quick text will be added to your message and the message entry box will be displayed again.



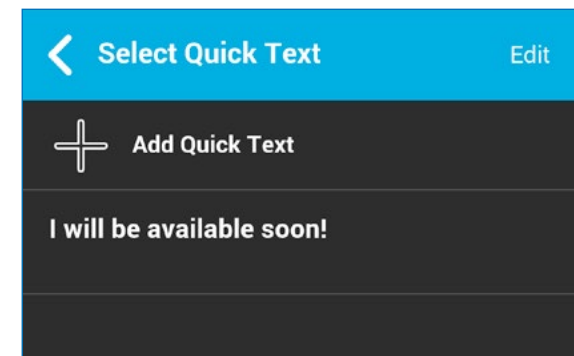
9. Tap the **Send Text Message** button to send the text.

Delete Quick Text

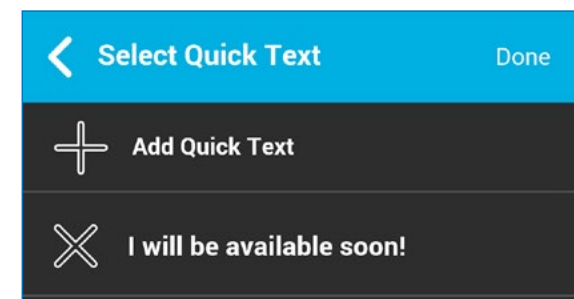
1. Tap the **Message** button.
2. Tap the **Quick Text Access** button located in the text box.



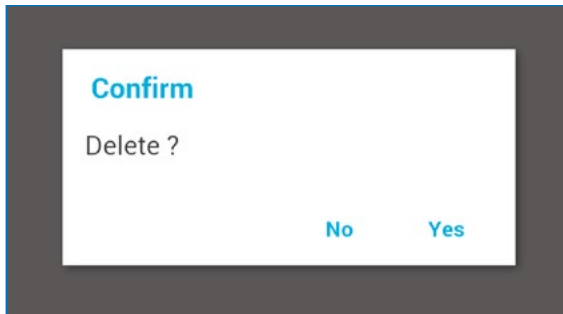
3. The **Select Quick Text** displays.



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



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



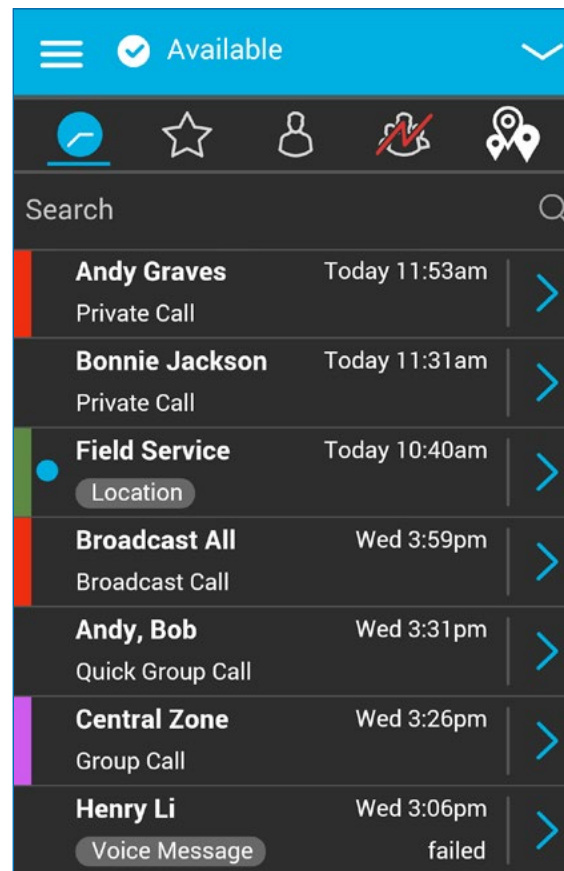
6. Tap Yes to delete quick text or tap No to cancel.
7. Tap Save.

Receive a Text Message

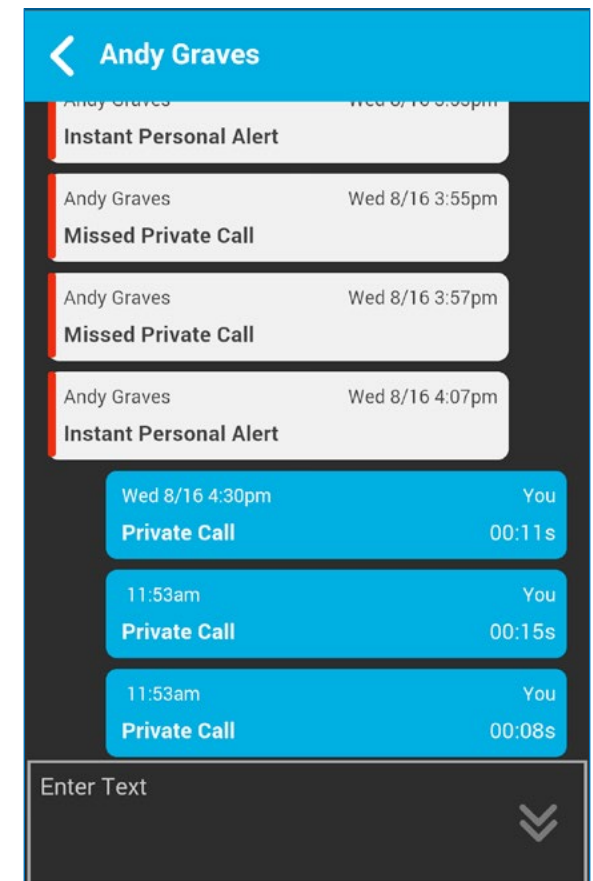
When you receive a text message, you will receive a “System” notification showing the sender’s name and a preview of the text message. You can tap the **notification** and the EPTT application will open to the history for that sender or group. Text messages will be shown in the threaded history along 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” tab, 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” tab.

1. From the “History” tab, find the conversation that contains the image you want to save and tap the **History Details** button.
2. Tap the **Image**. The Photo Preview screen displays.
3. Tap the **Gallery** button to save to the device 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” tab.

1. From the “History” tab, find the conversation that contains the video you want to save and tap the **History Details** button.
2. Tap the **Video**. The Video Preview screen displays.
3. Tap the **Gallery** button to save to the device to the Gallery.

4. Additional functions are as follows:

- Tap the **Play** button to play the video.
- Tap the **Forward** button to forward the video to a contact, quick group, or 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

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

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” tab.

1. From the “History” tab, find the conversation that contains the file you want to save and tap the **History Details** button.
2. Tap the **File**. The File preview screen displays.
3. Tap the **File** icon located in the center of the screen to view. The native file viewer opens.
4. Tap the **Share** icon, choose an option for sending the document (for example, any installed application).
5. Tap **Save to Files** or browse a location on where to save the file.

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

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

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

6. Additional functions are as follows:
 - Tap the **File** icon located in the center of the screen to view. The native file viewer opens.
 - Tap the **Forward** button to forward the voice message to a contact, quick group, or 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” tab.

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

1. From the “History” tab, find the conversation that contains the message you want to forward and tap the **History Details** button.
2. Tap and hold the **History Entry**. A **Context** menu displays.
3. Tap the **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 the **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” tab.

1. From the “History” tab, find the conversation that contains the message you want to reply and tap the **History Details** button.
2. Tap and hold the **History Entry**. 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 the **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” tab.

1. From the “History” tab, find the conversation that contains the message you want to reply and tap the **History Details** button.
2. Tap and hold the **History Entry**. 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 the **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” tab.

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

1. From the “History” tab, find the conversation that contains the message you want to forward and tap the **History Details** button.
2. Tap the **Camera** button located in the actions. 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 Image Confirmation message displays.
5. Tap **Yes** to send or **No** to cancel.

Send an Audio Message

You can record an audio message from any history entry on the Details screen from the “History” tab.

1. From the “History” tab, find the conversation that contains the message you want to forward and tap the **History Details** button.
2. Tap the **Audio Message** button located in the actions. A Ready Record screen displays.
3. Press and hold the **Record** button and begin speaking your audio message.
4. When complete, release the **Record** button. You can tap the **Playback** button to review your message.
5. Tap the **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” tab, find the conversation and tap the **History Details** button.
2. Tap in the **Enter Text** field. An on-screen keyboard displays.
3. Enter the **Message** using the on-screen keyboard.
4. Tap the **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” tab.

1. From the “History” tab, find the conversation for a contact or group to which you want to send a file and tap the **History Details** button.
2. Tap the **Attach File** button located in the Action bar.

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

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

3. Navigate to the location of the file to attach and tap. 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” tab.

1. From the “History” tab, find the conversation that contains the message you want to forward and tap the **History Details** button.
2. Tap and hold the **History Entry**. A **Context** menu displays.
3. Tap the **Copy Message** option. The message is copied to the clipboard.
4. Paste the message into any message and send.

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 or messages
- 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 Enhanced 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 PTT over Bluetooth, you must use the PTT button on the phone to take the floor and speak.

Car Kit

Many cars allow you to connect your phone to the car audio system using Bluetooth. Check the owner’s manual for your car to see if your phone is compatible with your car. Once you connect your phone to the car’s audio system, PTT calls 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 PTT

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 PTT with your car audio but you still want to use Bluetooth for regular cellular calls, you can turn off PTT over Bluetooth from within the 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:

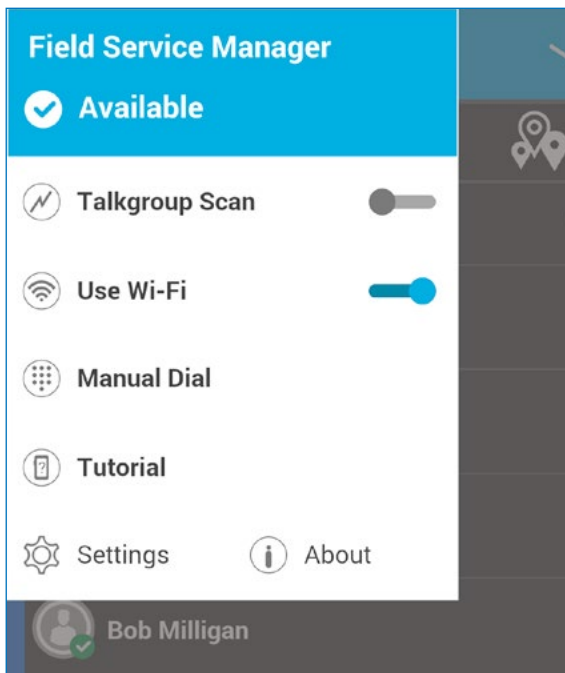
- Important Message
- Alert Repeat
- Alert Tone
- Allow Unconfirmed Video Transmission
- Audio Interaction
- Auto Answer Video Call
- Auto Download
- Background Mode
- Call Reconnect Tone
- Capacity
- Contact Sorting
- Display Name
- Emergency
- Enhanced Loudness
- History Sorting
- In Call Tones
- Instant Personal Alert
- Location Change Accuracy
- Logout
- Message Alert
- Message Alert Tone
- Missed Call Alert
- My PTT Number
- Network Loss Tone Repeat
- Network Up/Down Tones
- Restore Defaults
- Use Bluetooth
- Vibrate Alert
- Vibrate Call
- Volume Boost

To Change the Settings

All settings except for the “Boundary” settings can be changed in the EPTT application settings:

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

Note: For more information on how to change the “Boundary” settings, see the “Boundary Settings” section.



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

Note: All settings 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 log in to the EPTT application. Important Message notifications are also shown with a yellow star on the Menu Settings option, and the Important Message settings. If there are no Important Message notifications available, you will not receive a message or see the setting. See the “Application Updates” section for more information.

To update the EPTT application:

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

Important Update ★
Show more information

2. From the Important Message notification, tap the Upgrade button to be directed to the Apple App 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

Dismiss Upgrade

Alert Repeat

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

Alert Repeat
Once

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

Alert Repeat

- ☒ Once
- ☐ Repeat
- ☐ Continuous

OK

Alert Tone

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

To change the Alert Tone setting:

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

Alert Tone

Determine which tone to be played for alert.

2. Select the desired alert tone.

Alert Tone

- ☒ Alert 1
- ☐ Alert 2
- ☐ Alert 3
- ☐ Alert 4

OK

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.

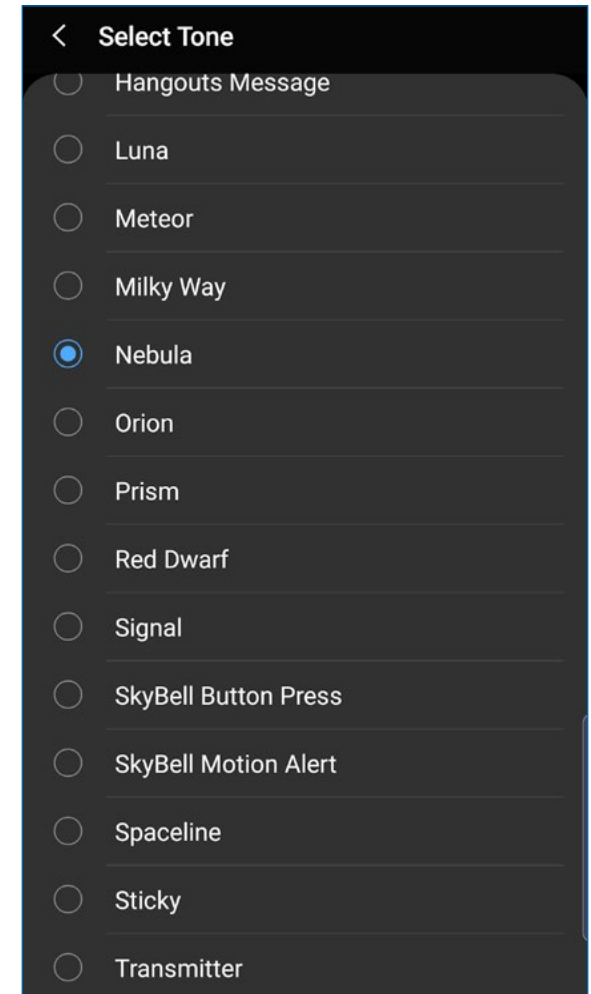
1. Select the desired device tone.

Alert Tone

- ☒ Alert 1
- ☐ Alert 2
- ☐ Alert 3
- ☐ Alert 4
- ☐ Device Tone

OK

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” tab or when turned off you must manually download by tapping the **Message Attachment**.

To change the Auto Download behavior:

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

Auto Download

When enabled, message attachments are automatically downloaded.



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

Background Mode

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

To change the Background Mode setting:

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

Background Mode

Keep app in background for PTT calls



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 Reconnect Tone

The **Call Reconnect Tone** setting determines whether the phone will play the call reconnect tone when turned On or turned Off during a call. The call reconnect tone is played when you’ve lost connection with the network during a PTT call.

To change the Call Reconnect tone:

1. From the Settings screen, scroll to the **Call Reconnect Tone** setting.

Call Reconnect Tone

Determine whether the handset will play the Call Reconnect Tone.



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

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:

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

Capacity

Show available capacity to store Contacts and Groups.

2. Tap the **Capacity** setting. The Capacity screen displays.

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

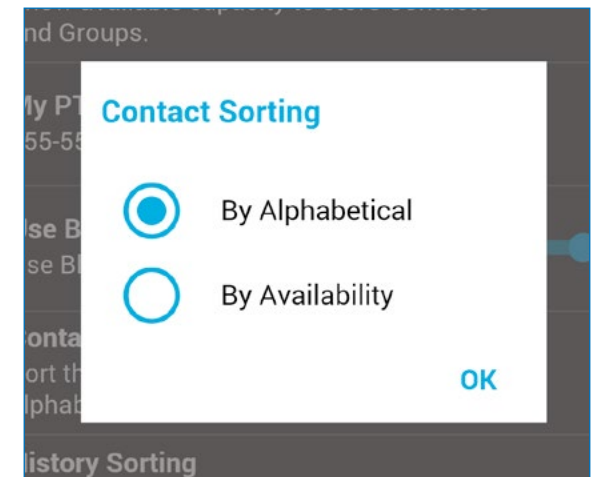
To change the Contact Sorting:

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

Contact Sorting

Sort the contact list by availability or alphabetically.

2. From the Contacts Sorting screen, tap either **By Alphabetical** or **By Availability**.



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.

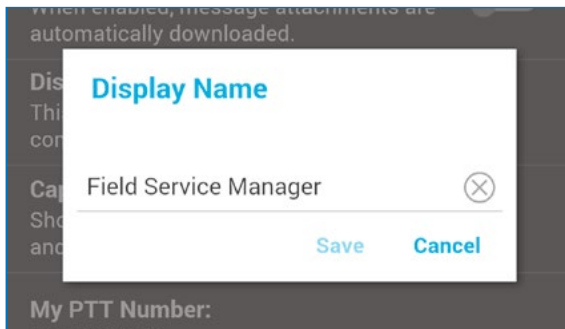
To view or set your Display Name:

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

Display Name

This is the name others will see when you communicate with them.

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.

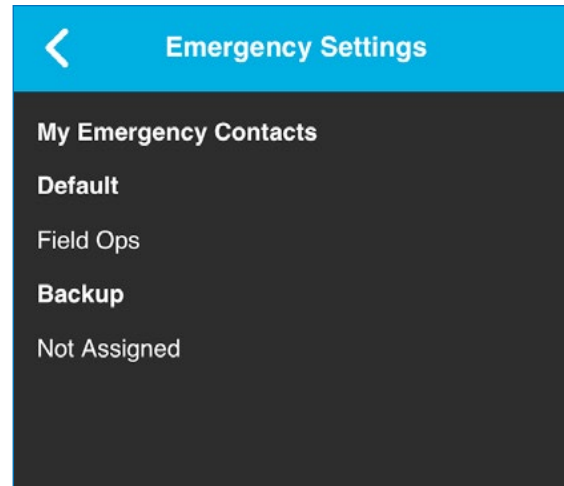
Emergency

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 configured to be controlled by the corporate administrator.

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.

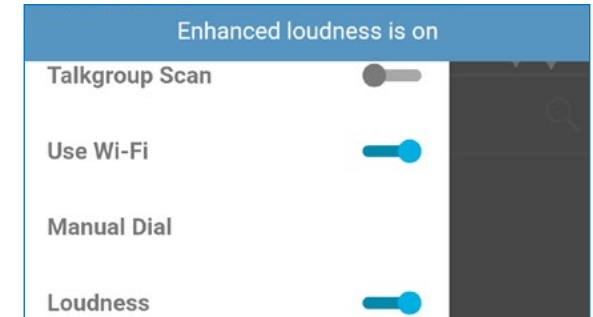


Enhanced Loudness

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 at the top of the history list.

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

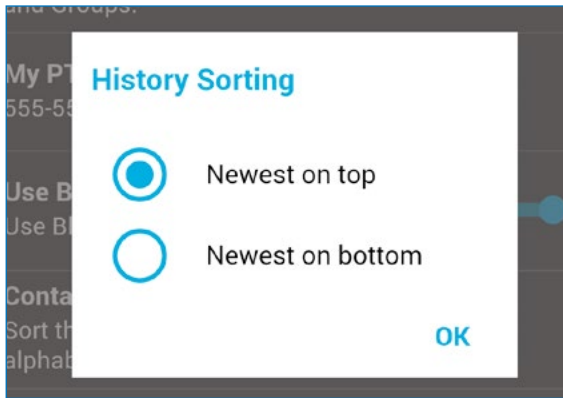
To change the history sorting:

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.

- From the History Sorting screen, tap either **Newest to oldest** or **Oldest to newest**.



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

- From the Settings screen, scroll to the In Call Tones setting and press the OK key.

In Call Tones
Set In-Call tones

- 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)* – When the user who has the floor releases the floor.
- **Floor Error/Floor Busy Tone** (default = ON)
- **Floor Error/Busy Tone** (default = ON) – When the floor is busy, a specific tone is heard.
- **Voice Message Tone** (default = ON) – When a voice message is received, a specific tone is heard.

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

Instant Personal Alert

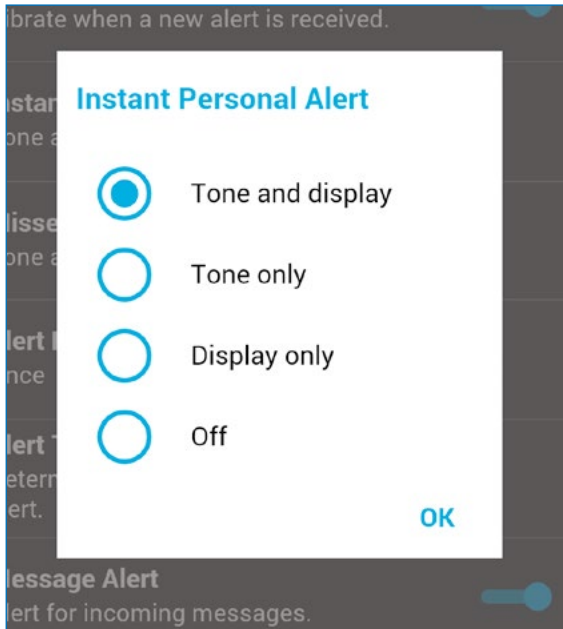
This setting allows you to select the Instant Personal Alert from a list of choices to provide either a Tone and Display (default), Tone Only, Display Only, or Off which provides no alert dialog and no alert tone.

To change the Instant Personal Alert:

- From the Settings screen, scroll to and tap the Instant Personal Alert setting.

Instant Personal Alert
Tone and display

- Select the desired instant personal alert option as follows:
 - **Tone and Display (default)** – Persistent alert dialog is displayed and an audible tone is played (subject to Silent Mode behavior). Alert is added to history.
 - **Tone Only** – Audible alert tone is played (subject to Silent Mode behavior). Alert is added to history.
 - **Display Only** – Persistent alert dialog is displayed but no alert tone is played. Alert is added to history.
 - **Off** – No alert dialog is displayed and no alert tone is played. Alert is silently added to history.



3. Tap OK.

Location Change Accuracy

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

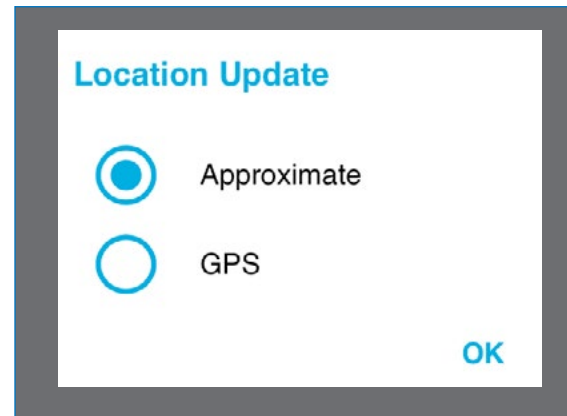
To the location change accuracy:

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

Location Update

Update Location Profile

2. Select the desired location change accuracy option as follows:
 - **Approximate (default)** – Provides less accurate location reporting and drains the battery less.
 - **GPS** – Location changes are detected using GPS. Use this setting when location changes should be reported on a more timely and accurate basis.



Note: Setting location change accuracy mode to GPS will result in decreased battery life.

3. Tap OK.

Logout

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

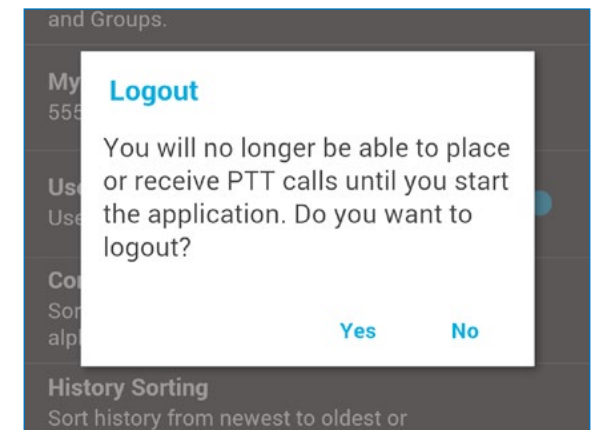
To log out:

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

Logout

Logout from PTT

2. Tap Logout. A Logout confirmation box will appear.



3. Tap **Yes** to turn On or **No** turn Off.

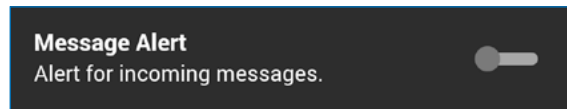
Message Alert

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.

To change the message alert:

1. From the Settings screen, scroll to the Message Alert setting.



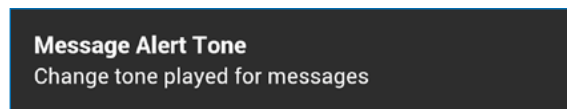
2. Tap the **On/Off** switch to toggle the state of the setting.

Message Alert Tone

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

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.

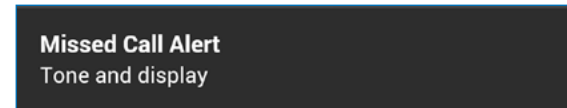
3. Click **OK**.

Missed Call Alert

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

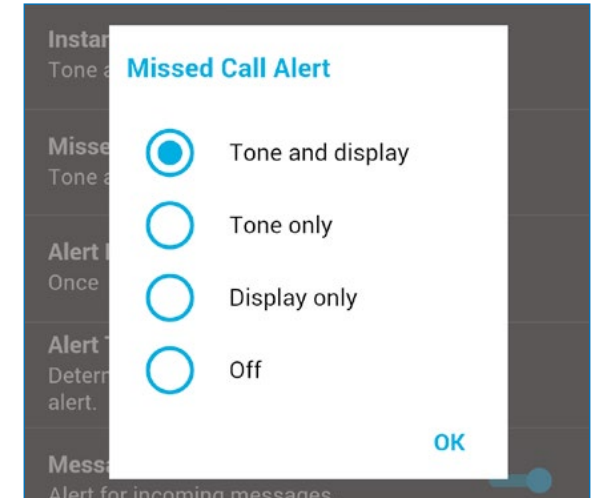
To change the Missed Call Alert:

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



2. Select the desired Instant Personal Alert option as follows:

- **Tone and Display (default)** – Persistent alert dialog is displayed and an audible tone is played (subject to Silent Mode behavior). Alert is added to history.
- **Tone Only** – Audible alert tone is played (subject to Silent Mode behavior). Alert is added to history.
- **Display Only** – Persistent alert dialog is displayed but no alert tone is played. Alert is added to history.
- **Off** – No alert dialog is displayed and no alert tone is played. Alert is silently added to history.



3. Click **OK**.

My PTT Number

The PTT Number displays your registered PTT Number.

To view your PTT Number:

1. From the Settings screen, scroll to and tap the **My PTT Number** setting.



Network Loss Tone Repeat

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

To change the network loss tone repeat

1. From the Settings screen, scroll to the Network Loss Tone Repeat setting and press the OK key.
2. Select the desired Network Loss Tone Repeat setting option as follows:

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.

Network Up/Down Tones

The Network Up/Down Tones setting allows you to set whether tones are played for network loss, both network loss and network reconnect, network loss during a call only or none (default is network loss during 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.
2. Select the desired Network Up/Down Tones setting option as follows:
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.

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.

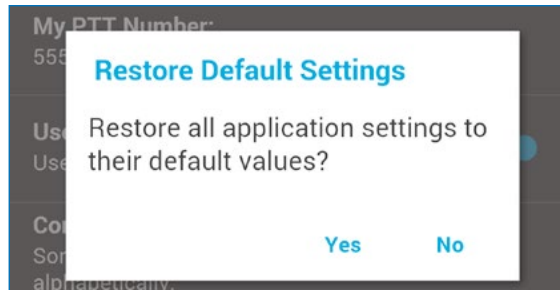
To restore the defaults settings:

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.



Use Bluetooth

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

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** switch to toggle the state of the setting.

Vibrate Alert

When the Vibrate Alert setting is On, the phone will vibrate for new alerts. This setting applies to Instant Personal Alerts and Missed Call 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** switch 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 only 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** switch to toggle the state of the setting.

Volume Boost

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

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

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

Note: Boosting volume may decrease sound quality.

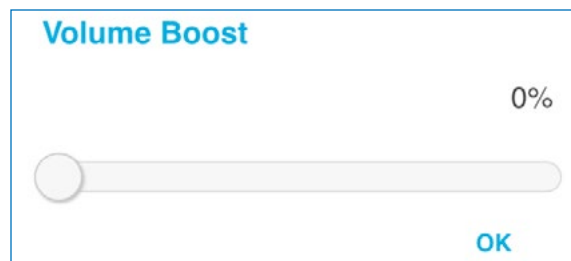
To change volume boost:

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

Volume Boost

Increase PTT call volume. Boosting volume may decrease sound quality.

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



3. Click **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
- Call Failures
- Calls are Always Heard in the Earpiece
- Calls are Only Received from a Small Number of Groups
- Cannot Change the Phone Number of a PTT Contact
- Cannot Create/Update/Delete a Contact or Group
- Cannot Hear Incoming Call
- Cannot Send an Instant Personal Alert
- Changing My SIM Card
- Explanation of Error Messages
 - Loss of Data Network Connection
 - User Busy
 - User Unreachable
- Login failures
- Presence Status Does Not Update
- Quick Group Calls I Receive Are Shown in History as a One-to-One Call
- 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 PTT subscriber and that you are using a supported iPhone. If a problem occurs during the activation process, you will receive an Error message. The following Error messages 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.

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

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

WARNING: Selecting the Uninstall option will uninstall the complete EPTT application from your phone. If this happens, see the section “**Download**” for how to reinstall the application and reactivate with the server.

WARNING: Selecting Clear Data will clear your history, favorites list, and 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, but your avatars and colors customizations will not be restored.

Application is Asking Me to Enter an Activation Code

When you start the application for the first time, you are asked to activate the application. This activation process ensures that you are a PTT subscriber and that you are using a supported iPhone. 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.

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.

Calls are Always Heard in the Earpiece

If you are hearing PTT calls through the earpiece instead of the loudspeaker, the speakerphone On/Off setting may be set to Off. You can change this setting in the Application settings, or during a call. To turn on the speakerphone, tap the on-screen **Speakerphone** button to ensure it is On (shown by the green indicator on the button). More details are found in “**Call Screen Icons**”.

Another reason may be because your phone ringer may be set to silent. Ensure that your phone is not in Silent and check that Privacy Mode is not set to Earpiece. See the “**Interaction with Silent or Sound Mode**” section for more information about interaction with your phone’s silent mode.

Calls are Only Received from a Small Number of Groups

If you are receiving calls from only a couple of groups, you may have turned the talkgroup scanning on and are listening to only the groups in the scan list. More details can be found in “**Talkgroup Scanning**”.

Cannot Change the Phone Number of a PTT Contact

While the name, avatar, color, and favorite status of a contact can be changed, phone numbers cannot be changed. If you need to change a contact’s phone number, you will need to delete the contact and add it again with the new phone number. Please see the “**Contacts**” section for details on deleting and adding PTT contacts. Contacts that are managed by an administrator cannot be renamed or deleted.

Cannot Create/Update/Delete a Contact or Group

There are two reasons why you might not be able to create, modify, or delete a contact or group:

Administrator-Managed Contacts and Groups

You cannot change or delete contacts or groups that are managed by an administrator. Please refer to the “**Contacts**” section and the “**Talkgroups**” section for more details on administrator-managed contacts and groups. You will need to contact your PTT administrator to make any changes.

Corporate-Only Subscriber

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

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**” sections to set the PTT call volume. See the “**Interaction with Silent or Sound Mode**” section for more information about interaction with your phone’s silent mode.

Cannot Send an Instant Personal Alert

If your phone is currently in “Do Not Disturb” (DND) status, you will not be able to send an Instant Personal Alert (IPA). You are not able to receive a callback while in “DND”, so the EPTT application will not allow you to send an alert. Please change your presence status to “Available”. See the “**My Presence**” section for details on how to set your presence status.

Changing My SIM Card

Your phone may contain a SIM card that lets you move your phone number from one phone to another phone compatible with your mobile phone service and SIM card. If you replace the SIM card in your phone with another that has a different phone number, the EPTT application will automatically erase your PTT history and favorites and will restore the contacts and groups 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 self-availability, contact/group add/modify/delete, 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 the “**Menu Settings**” section for more information.

User Busy

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

User Unreachable

In rare cases, a contact might be shown as “Available” in your contact list, but might be temporarily outside the range of service coverage. In this case, your PTT call 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.

Presence Status Does Not Update

If you attempt to change your presence status from “Available” to “Do Not Disturb” or vice versa, and

you do not see your status updated, there may be a communication problem between your phone and the EPTT server. Logging out and logging in again should solve the problem. To log out, see the setting “Logout”.

Quick Group Calls I Receive Are Shown in History as a One-to-One Call

When you receive a Quick Group call, you will notice that the call history shows a call received from the originator of the call. This is normal. You cannot call a Quick Group that was created by someone else. Any Quick Group calls that you make will be shown in the call history with the names of the participants. You can call that group again from your history. For more details on Quick Groups, please refer to the “**Quick Group Calls**” section.

Wi-Fi Connection Problems

Using the EPTT application over Wi-Fi requires that the phone can access the Internet through the Wi-Fi connection. If the EPTT application gives you the message “*Data connection is unable*” while your phone is connected, 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 PTT. Please refer to the “**Using PTT over Wi-Fi**” section 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:

- Alerts
 - Instant Personal Alert (IPA)
 - Missed Call Alert (MCA)
- Authorized User
- Call Types
 - Broadcast Group Call
 - Emergency Call (Contact or Talkgroup)
 - Group Call
 - Private Call (One-to-One Call)
 - Quick Group Call
- Display Name
- Floor Control
- Group
- Integrated Secure Messaging
- Supervisory Override
- Talkgroup Scanning

Alerts

Instant Personal Alert (IPA)

An Instant Personal Alert allows you to request a callback from another subscriber. For more details, see the “Call from Instant Personal Alert” section.

Missed Call Alert (MCA)

An Missed Call Alert (MCA) will alert you whenever you miss a PTT call. For more details, see the “Missed Call Alert (MCA)” section.

Authorized User

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

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

Call Types

Broadcast Group Call

A high-priority call is where only certain group members, called broadcasters, may initiate broadcast group calls. For more details, see the “Broadcast Talkgroup Calls” section.

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.

Group Call

A group call is a call to a group of people. For more details, see the “Group Calls” section.

Private Call (One-to-One Call)

A private call (also known as a one-to-one call) is a call between you and one other person. For more details, see the “One-to-One (1:1) Calls” section.

Quick Group Call

A quick group call allows you to make a PTT call to up to 10 people without first creating a group. This is handy if you want to call a small group of people quickly that are not already in a group. For more details, see the “Quick Group Calls” section.

You can create a group from a quick group call in your call history unless your administrator has restricted your phone from adding new groups.

Display Name

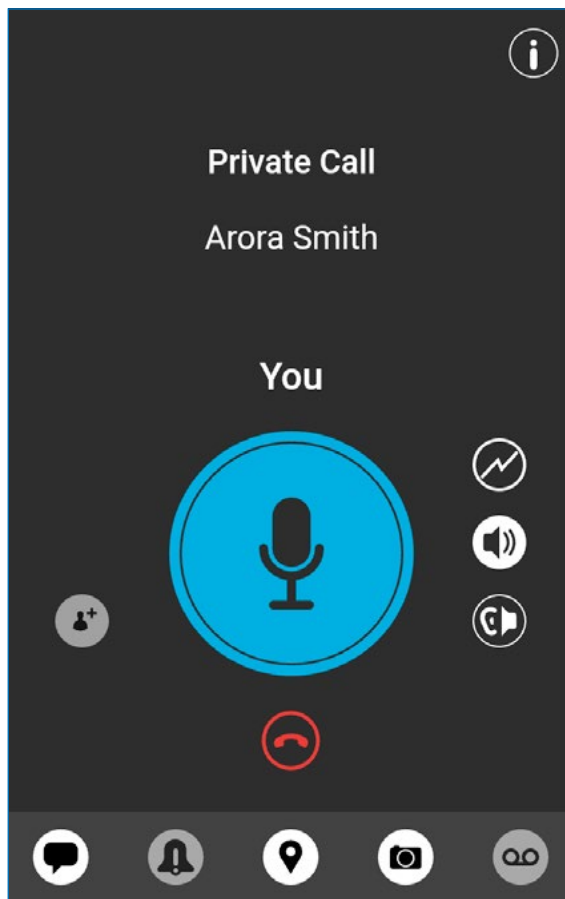
Your display name is shown to others during a PTT call and is shown in their PTT call history. You can change your display name from within the EPTT application settings unless restricted by your administrator. For more details, see the “Restore Defaults” section.

Floor Control

While in a PTT call, only one person can speak at a time. The person speaking is said to “have the floor”. The following terms are used throughout this guide.

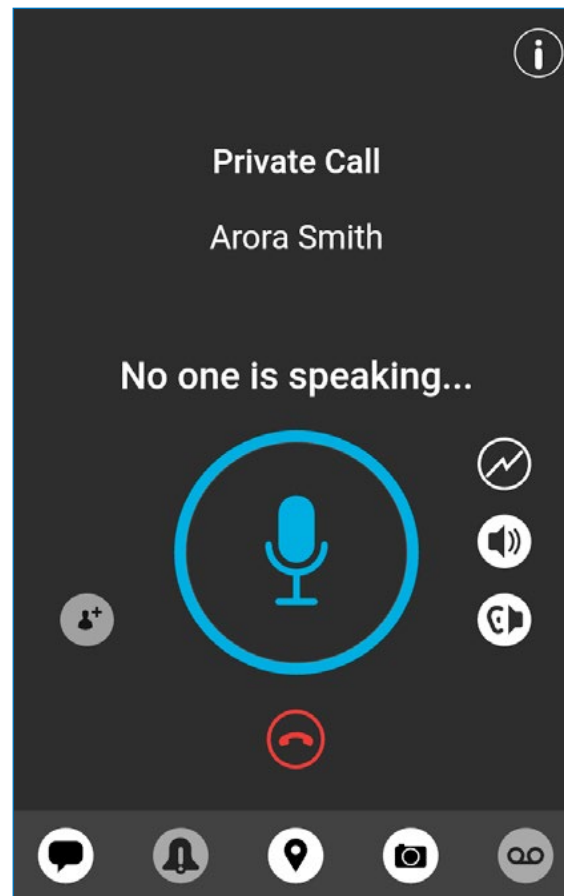
Floor Acquired

When you acquire the floor by pressing the PTT button, the on-screen PTT 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”

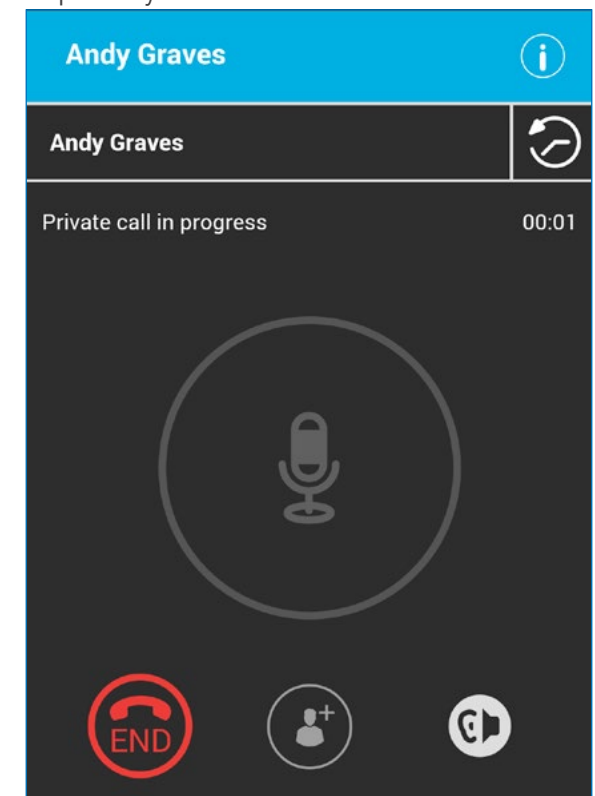
While no one is speaking, the floor is “Idle” and “Available” for anyone to take. The screen will change color and show the message “No one is speaking...” If you want to speak, you must wait until the floor is “Idle”, then you can press the PTT button to acquire the floor.



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 a bong tone 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 group call and you are a supervisor for the group, 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. For more details, see the “Supervisory Override” section.



Group

A group is a type of PTT contact that connects you to multiple people at once. For more details, see the “Talkgroups” section.

Integrated Secure Messaging

Integrated Secure Messaging allows a PTT subscriber to send and receive secure text messages, multimedia content, and location information to and from other PTT subscribers. For more details, see the “Integrated Secure Messaging” section.

Supervisory Override

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




























Talkgroup Scanning

Talkgroup scanning allows a users phone to scan through a list of corporate groups for calls and up to three groups can be assigned as priority (1–3) groups. The higher priority group calls take precedence over lower priority group calls. Groups that are not in the scan lists do not barge in when Scanning is On. For more details, see the “Talkgroup Scanning” section.

Avatars

This section provides a complete list of all avatars available.

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.

