















Enhanced Push-to-Talk Application for iPhone

Land Mobile Radio (LMR) Version Release 9.0

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^{*}Ambient and discreet listening are currently not available.

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 described the LMR version.

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

Instant Personal Alert (IPA) Allows you to send a message to another person asking for a callback

· Broadcast Talkgroup Calling

Allows certain group members to make high-priority one-way calls typically used for making important announcements to large groups.

For more details, please refer to the "Broadcast Talkgroup Calls" section.

Contact and Talkgroup Management

PTT contacts and talkgroups are centrally managed by an administrator ("administrator-managed").

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

Emergency Calling and Alert

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

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

Favorites

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

For more details, please see the "Favorites" section.

Integrated Secure Messaging

Allows an PTT user to send and receive secure text messages, multimedia content, and location information to and from other PTT users.

For more details, please see the "Integrated Secure Messaging" section.

Location Tracking

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

For more details, please see the "Supervisor with Location Capability" section.

Real-Time Presence

See whether your contacts are available and ready to receive calls before making a call.

For more details, please refer to the "Real-Time Presence" section.

Scan Talkback

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

For more details, please refer to the "Scan Talkback" section.

Supervisory Override

Allows a supervisor to take the floor and speak at any time during a group call, even if someone else is speaking. For more details, please refer to the "Supervisory Override" section.

Talkgroup Scanning with Priority

Allows a subscriber's phone to scan through a list of corporate groups for calls. The higher priority group calls take precedence over lower priority group calls. For more details, please refer to the "Talkgroup Scanning" section.

User Check and Monitoring

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

For more details, please refer to the "User Check and Monitoring (Optional)" section.

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

Zones and Channels

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

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

Wi-Fi Support

In addition to the wide coverage of EPTT service provided by the cellular data network, you can use EPTT over a home, office or public Wi-Fi connection. For more details, please refer to the "Using EPTT over Wi-Fi" section

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

Application Installation & Getting Started

This section describes the steps you must take to install the EPTT application and how to get started.

This section is organized as follows:

- Prerequisites
- Download
- First-time Activation
- Activation on an iPhone
- Activation of Tablet Devices
- Activation Using only Wi-Fi Network
- Tutorial
- Login
- **Application Updates**

Prerequisites

- 1. Subscription to Push-to-Talk service.
- 2. A supported iOS smartphone. For more details, please check the website of your service provider.
- 3. Wi-Fi Assist mode should be turned Off otherwise it could interfere with PTT operation. The setting can be 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 button 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 Enhanced Push-to-Talk, and download the application directly from your phone or from iTunes

TIP: It is recommended that you turn on your Notifications and make sure at least 10 notifications can be viewed in the Notification Center.

First-time Activation

Activation on an iPhone

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

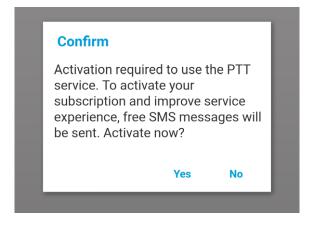
- 1 On successful download and installation of the FPTT application, an Enhanced Push-to-Talk icon will be present in the Apps menu.
- 2. Tap on the Enhanced Push-to-Talk icon under Apps to launch the EPTT application.

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" 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.

- 3. The End User License Agreement (EULA) page is displayed. You must read and accept the EULA to activate the PTT service on your phone.
- 4. If you agree to the EULA, tap **Accept** to activate the PTT services on the phone. A confirmation page is displayed.



- 5. Tap **Yes** to activate the EPTT application.
- 6. The EPTT application will contact the server and will also retrieve contacts and talkgroups (if any) from the server before logging in.
- 7. On successful activation of the EPTT application, you will have the option to view the tutorial. Press the "View Tutorial" on-screen button if you want to learn how to start using the EPTT application.

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 a PTT server, and you are a valid PTT service user, using a supported device.

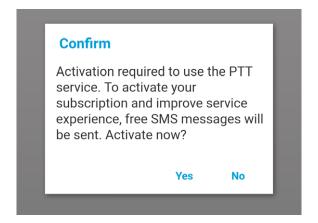
- On successful download and installation of the EPTT application, the Enhanced Push-to-Talk icon will be present in the Apps menu.
- 2. Tap the Enhanced Push-to-Talk icon under Apps to launch the EPTT application.

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" or "Don't Allow") are selected.

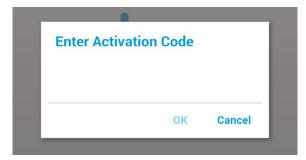
Note: When prompted, you must **ALLOW** the application to access the **microphone**.

When prompted, you must ALLOW the application to send you notifications.

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



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



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

Activation Using only Wi-Fi Network

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

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

To activate EPTT application using Wi-Fi network:

- 1. Tap on the Enhanced Push-to-Talk icon under Apps to launch the EPTT application. The End User License Agreement page is displayed.
- 2. You must read and accept the EULA to activate the PTT service on your phone.

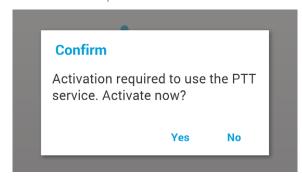
Note: When prompted, you must Always Allow the application to access your location. The application will not login if the other options ("Only While Using the App" or "Don't Allow") are selected

Note: When prompted, you must **Allow** the application to access the **microphone**.

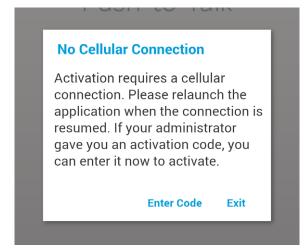
When prompted, you must **Allow** the application to send you **notifications**.

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

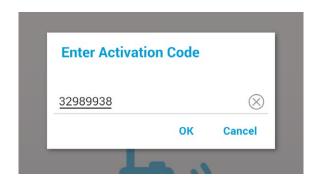
4. An activation message appears. Tap Yes to continue the activation process.



5. A "No Cellular Connection" dialog is displayed. Tap Enter Code.



6. An "Enter Activation Key" dialog is displayed.



7. Enter the activation key received from your corporate administrator and tap **OK** to activate.

Tutorial

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

Login

In order to use the PTT service, the EPTT application must connect to the PTT 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 "logout" of the PTT service. While you are logged out, you will be shown as "Offline" to others and you cannot receive PTT calls or alerts. See the section "Logout" for more details.

To Manually Login to the EPTT Application

- 1. Tap on the **Enhanced 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 Auto-update apps setting so that you will always have the latest updates to the EPTT application.

In Application Update Notification

The EPTT application may indicate that there is an update available. You need to update the application otherwise it may not function properly. See the "Important Message" section for more information. After updating, your PTT contacts and talkgroups are always retained. When the EPTT application is updated, your settings are generally retained. In some rare cases of a major update to the application, your settings may reset to their default values

Navigate the LMR Version of the **EPTT Application**

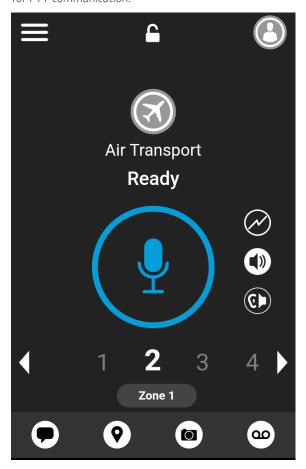
Navigating the Enhanced Push-to-Talk (EPTT) Radio application is easy using your phone's touchscreen. The main screen consists of a menu, app lock, and contact list used for making private call (1:1 EPTT calls) followed by the talkgroup avatar, talkgroup indicator (broadcast or supervisor), talkgroup name, and call status. The center area consists of an on-screen EPTT button, scanning indicator, earpiece button, group location pin (for supervisors with group location capability), talkgroup selection buttons, talkgroup number and up to 96 talkgroups across six zones and each zone containing up to 16 channels. The lower area consists of integrated secure messaging buttons.

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

- Main Screen
- Menu
- History
- Favorites
- Contacts
- Talkgroups
- Map
- Actions
- Context Menus
- PTT button
- Navigating to the previous screen
- Scrolling
- Searching
- Icons
- Tones

Main Screen

The main screen provides easy selection of talkgroups for PTT communication.



Main Screen

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

Menu

■ Displayed in the upper left-hand corner of the main screen. Displays Self-Presence Status (Available or Offline) and includes the following options: History, Contacts, Map, Favorites, Channels/Zones, Talkgroup Scan, Tones, Settings, Tutorial, and About.

See the "Menu" section below for more information.

App Lock



Off



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

Contact List





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

Tap to access the contact list and select a contact to make a 1:1 PTT call, send a message or select the first member of a Quick Group call.

When an incoming 1:1 or quick group PTT call is received, the Contact List button will be selected.

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

Call Status

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

Earpiece/Speaker



Earpiece is On

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

Speaker is Off

Tap the button to switch between speaker and earpiece. When the speaker is off, PTT calls are heard through the phone's earpiece. For more information, see "Turning the Speaker On/Off".

On-Screen PTT Button



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

Aquired

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

Floor Taken

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

Integrated Secure Messaging

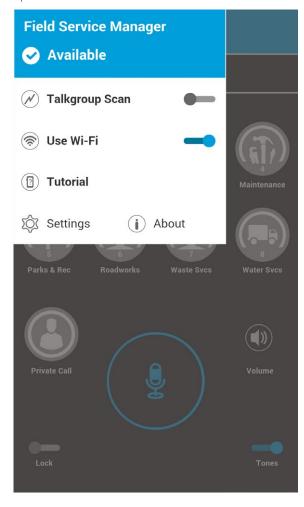
Tap or touch to send a Text Message, Location, Photo, or Record a message, See "Integrated Secure Messaging Icons" section for more details.

Emergency (Available, if enabled)

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

Menu

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



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

Display Name

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

Presence Status

- Displays your "Available" presence status. Either "Available" or "No Connection". The "Offline" presence status is not shown in the Main Menu. To change your presence, see "Real-Time Presence" section.
- Displays your "No Connection" presence status.

History

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

Contacts

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

Мар

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

Favorites

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

Channel/Zones

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

Talkgroup Scan

→ On ← Off

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

Tones

→ On ← Off

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

Loudness

→ On ← Off

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

Ambient Listening

→ On ← Off

Tap to toggle Ambient Listening from Off (default) to On. A list of contacts displays as configured by your corporate administrator. Select the desired contact to listen. For more details, see "User Check and Monitoring (Optional)" section.

Tutorial

(1) Tap to access the application tutorial.

Settings

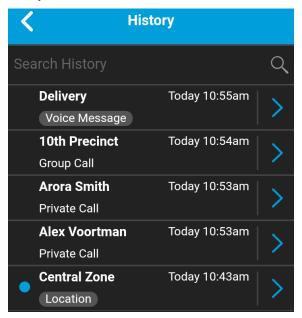
Tap to access the application settings.

About

i Tap to access more information on the application.

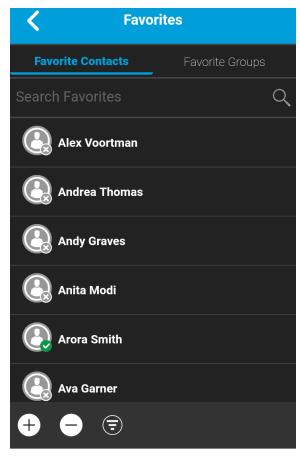
History

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



Favorites

The Favorites screen displays your favorite EPTT contacts and talkgroups. You can guickly start an EPTT call to your favorites. For more information on how to view, add, and remove your favorite contacts, see the "Favorites" section. For information on the favorites icons, see the "Icons" section.



Contacts

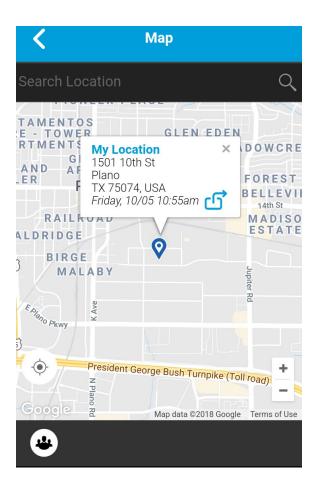
Your corporate PTT contacts are accessible when you tap the PTT Contact List button. Tapping the PTT Contact List button allows you to search for contacts, select a contact, and displays the presence for each contact, quick group, and messaging For more information on how to view, your corporate contacts, see "Contacts" section.

Talkgroups

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

Map

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



Actions

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

Channels

Channel Details

Channel History

Send Text

My Location

Send IPA

Send Document

Camera

Take Photo

Record Video

Image Gallery

Video Gallery

Record Voice

Contacts

Contact Details

Contact History

Send Text

My Location

Send IPA

Send Document

Camera

Take Photo

Record Video

Image Gallery

Video Gallery

Record Voice

User Check (Authorized user)

Emergency (Authorized user)

Favorite Contacts

Remove Favorite (All entries)

Send Text

My Location

Send IPA

Send Document

Camera

Take Photo

Record Video

Image Gallery

Video Gallery

Record Voice

User Check (Authorized user)

Emergency (Authorized user)

Favorite Groups

Remove Favorite

Send Text

My Location

Send IPA

Send Document

Camera

Take Photo

Record Video

Image Gallery

Video Gallery

Record Voice

Emergency (Authorized user)

History

Delete History Clear All

History Details

Forward to Contact

Forward to Quick Group

Forward to Group (All group messages)

Reply to Sender

Delete Message

Copy Message (All text messages)

Groups

Group Details

Scan List

Set Priority 1 (Administrator-managed group)

Set Priority 2 (Administrator-managed group)

Set Priority 3 (Administrator-managed group)

No Priority (Administrator-managed group)

PTT Button

External PTT Button

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.

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

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

On-Screen Soft PTT Button

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

Navigating to the Previous Screen

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

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

To search:

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

Search

Icons

Q

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

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

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

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

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

- **a** Group Location button. Tap to access the map for the group. Requires Geofencing and Geolocation.
- In-Call Add Participant button. Tap to add participants to make a temporary group before making a PTT call.
- Instant Personal Alert button. Tap to send IPA to the contact.

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

- PTT button. Indicates idle state
- PTT button. Indicates floor taken state.
- PTT button-acquired. Indicates acquired state.
- Cancel Call button. Tap to cancel a private call.
- Speaker is On button. Tap to toggle the Speaker from On (default) to Off. When the speaker is off, PTT calls are heard through the phone's earpiece. For more information, see "Turning the Speaker On/Off".
- Speaker is Off button. Tap to toggle the Speaker from Off to On. For more information, see "Turning the Speaker On/Off".

The following table lists the contact icons you will see.



Interop user indicator.

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

The following table lists the emergency icons you will see.

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



Cancel Emergency State. Displayed while in emergency state to cancel the emergency. Slide to confirm cancellation of emergency state. Requires "Emergency Services" feature enabled

Declare Emergency State, Displayed while in emergency state to declare the emergency. Slide to confirm initiation of emergency state. Requires "Emergency Services" feature enabled

The following table lists the history icons you will see.

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

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

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

The following table lists the talkgroup icons you will see.

- Broadcast Group indicator.
- Boundary Active. Indicates that location sharing for group members is turned on and the boundary is active. Requires supervisor location capabilities to be turned on by administrator.
- Location sharing group. Indicates that group member locations can be viewed and no boundary is active for the group. Requires supervisor location capabilities to be enabled by administrator.
- Interop talkgroup indicator.
- Scan List No Priority indicator.
- ① Scan List Priority 1 indicator.
- 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 pin indicating the location of a group member whose presence is unknown.
- Map Recenter button. Tap to recenter the map to where you are. Tap on the Set Boundary Settings to recenter the map to the active boundary.
- Map Boundary Enable button. Tap to turn on the boundary and open.
- Map pin indicating the location of a group member whose presence is offline.
- Map pin indicating the location of a group member whose presence is available.
- Map pin indicating an arbitrary location or the intended center location of a boundary.
- Map pin indicating the location of a group member whose presence is DND.
- Map pin indicating the location of selected members of a quick group.
- Map Refresh button. Tap to refresh the locations of group members on the map.
- My Location Mark pin indicating your location on the
- **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.
- A Map Boundary Enable button. Tap to turn on the boundary and open.
- Quick Group Selector button. Tap to create a quick

group.

The following table lists the miscellaneous icons you will see.

- Check box Off.
- Check box On.
- ☆ Favorite button, not selected. Tap to toggle favorite ON. Indicates contact or group is not a favorite.
- ★ Favorite button, selected. Tap to toggle favorite Off. Indicates contact or group is a favorite.
- O 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.
- Q Search icon. For more details, see the "Searching" section.

The following table lists the presence icons you will see.

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

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

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

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

- User Check button. Tap to initiate user check mode on remote device for authorized users. For more details. see "User Check and Monitoring (Optional)" section. Requires User Check to be turned on by administrator.
- User Check Call Screen button. Tap to access the call screen to begin your conversation.
- Battery 100% charged on remote device.
- Battery 75% charged on remote device.
- Battery 50% charged on remote device.
- Battery 25% charged on remote device.
- Battery less than 25% charged on remote device.
- Battery charging on remote device.
- Unknown or unavailable state of battery on remote device.
- (1) Excellent cellular network signal strength on remote device.
- Good cellular network signal strength on remote device.
- Poor cellular network signal strength on remote device.
- No cellular network signal on remote device.
- Unknown or unavailable cellular network signal on remote device.
- Excellent Wi-Fi signal strength on remote device.
- Good Wi-Fi signal strength on remote device.
- Average Wi-Fi signal strength on remote device.
- Poor Wi-Fi signal strength on remote device.
- No Wi-Fi signal on remote device.
- Tunknown or unavailable Wi-Fi signal on remote device

Tones

The EPTT application plays tones to indicate various conditions:

Activation

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

Alert

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

Attention

Played whenever there is an error message displayed.

Call Suspend

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

Floor Acquired

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

Floor Busy (Error)

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

Floor Free

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

Incoming Call

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

Broadcast calls will also have a unique tone.

Network Connectivity

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

- Using PTT over 3G and 4G/LTE cellular data networks
- Using PTT over Wi-Fi
 - Switching between cellular data networks and Wi-Fi networks during a call
 - Authenticated Wi-Fi Connections (e.g., hotel access)

Using PTT over 3G and 4G/LTE Cellular **Data Networks**

Using PTT over 3G and 4G/LTE cellular data networks ensure the fastest speed, least delay, best voice quality, and best performance during PTT calls and when using PTT services.

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

Using PTT over Wi-Fi

Using PTT 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.

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

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

Making and Receiving PTT Calls

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

- Making Calls
 - Talkgroup Calls
 - Broadcast Talkgroup Calls
 - Call from History
 - One-to-One (1:1) Calls
 - Calling a Contact that is Offline or has a Do Not Disturb (DND) Status
 - PTT Call Behavior When Contact or Group is Unavailable
 - Call from Instant Personal Alert
 - PTT Call Behavior in Background
- Receiving Calls
 - Talkgroup Calls
 - Broadcast Talkgroup Calls
 - Broadcast Call History
 - One-to-One (1:1) or Quick Group Call
- Turning the Speaker On/Off
- 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 Talkgroup Call

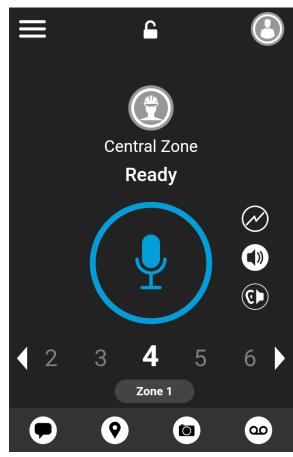
Making Calls

Talkgroup Calls

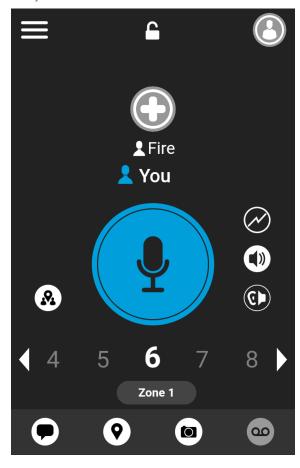
To place a PTT Talkgroup Call:

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

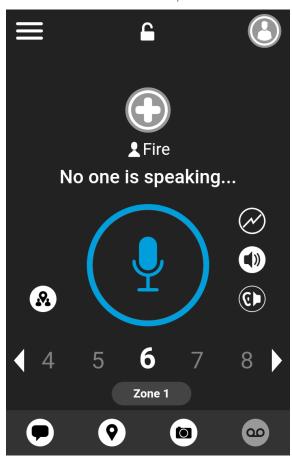
Tip: If you try to select another talkgroup, your selection will change to the newly selected talkgroup. You can only select one talkgroup at a time.



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



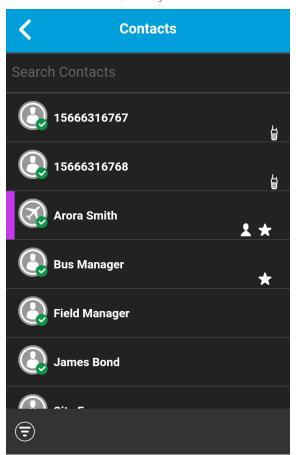
3. Release the PTT button to allow other members of the call to take the floor and speak.



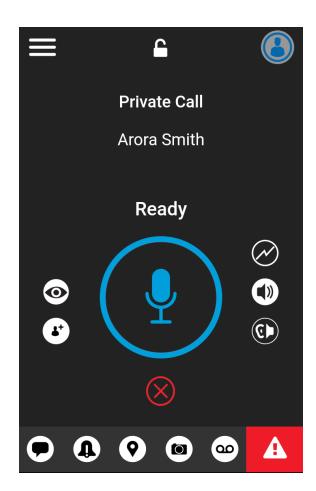
4. The talkgroup will show it is no longer active after a period of no call activity.

Quick Group Calls

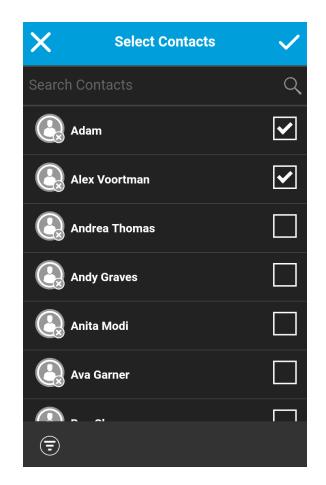
1. From the **Contacts**, select your first contact to call.



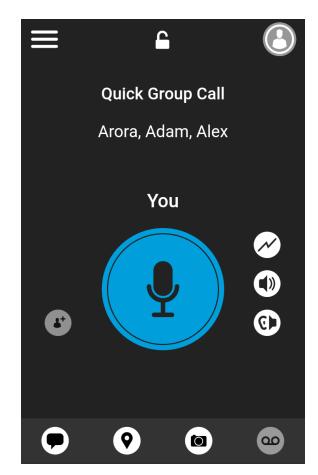
2. Call screen displays.



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



- 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. The call will end after a period of no call activity.

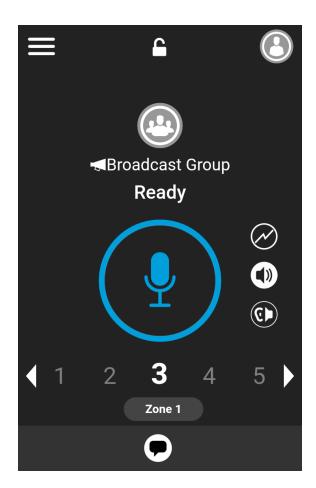
Broadcast Talkgroup Calls

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

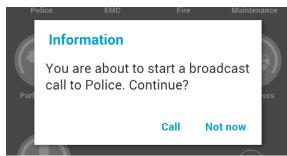
Note: Broadcast talkgroup calls will interrupt ongoing PTT calls for the talkgroup members and they will hear the call even if they have "Do Not Disturb" turned on. These calls also override the "Do Not Disturb (DND)" status if the corporate administrator has set the talkgroup to do so.

To place a Broadcast Talkgroup Call:

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



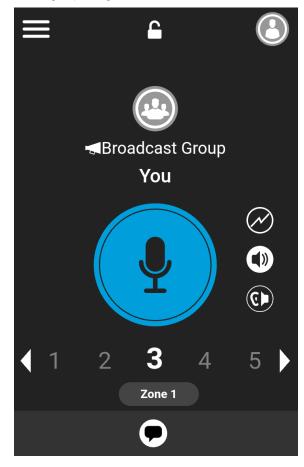
A confirmation dialog is displayed.



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



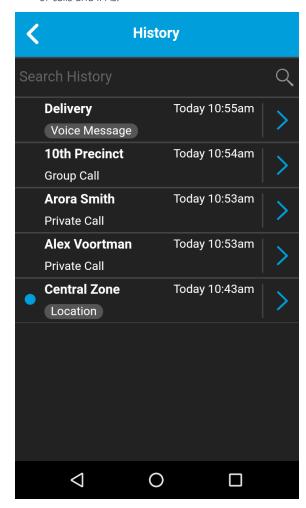
2. Press and hold the PTT button. A "Broadcast Call" is started, a chirp tone is heard and the PTT button changes color indicating you have taken the floor. Begin speaking.



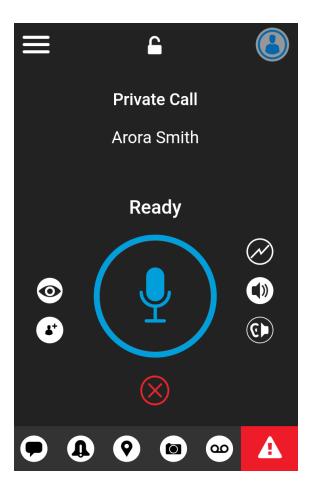
3. The call will end after some time if there is no activity.

Call from History

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



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



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

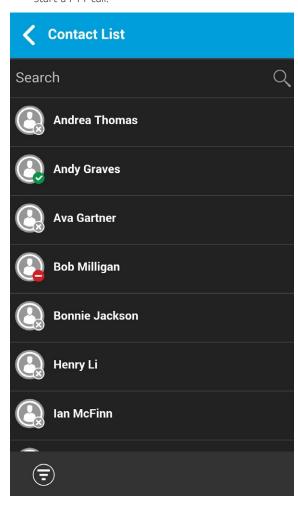
One-to-One (1:1) Calls

To place an PTT call to an individual:

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

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

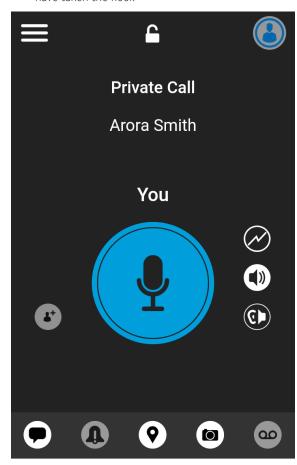
2. Tap on the **Contact** to select the one you want to start a PTT call.



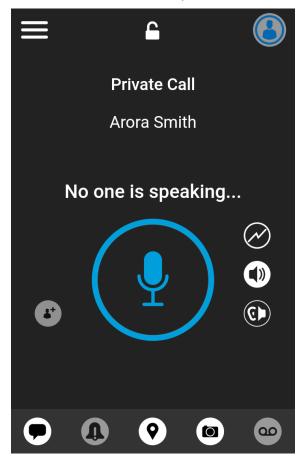
3. The Call screen will be displayed including the name of the contact that you are calling in the call status and the Contact List button is selected and active.



4. 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.



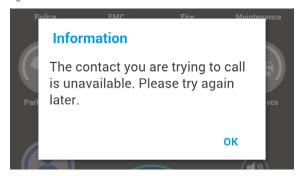
5. Release the PTT button to allow the other person on the call to take the floor and speak.



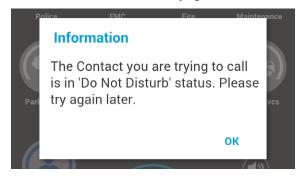
6. The call will end at some time if there is no activity.

Calling a Contact That is Offline or has a Do Not Disturb (DND) Status

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



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



PTT Call Behavior When Contact or Group is Unavailable

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

Note: Requires Integrated Secure Messaging feature.

One-to-One (1:1) Calls

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

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

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

Group Calls

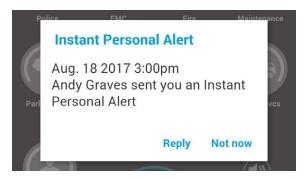
When the group you are trying to call has all members unavailable, you can record and send a voice message to the entire group.

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

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

Call from Instant Personal Alert

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



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

PTT Call Behavior in Background

Originating PTT Calls - Background Mode

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

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

Note: If the backlight is Off, it will remain Off when making a PTT call. IPAs are not visible until you access the EPTT application; however, you will still receive audible alerts, if turned On.

Receiving Calls

Talkgroup Calls

To receive a PTT Talkgroup Call:

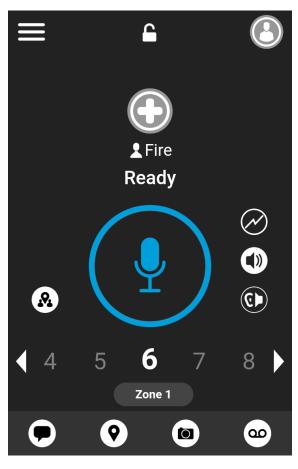
1. Select the desired talkgroup on which you want to receive calls.

Note: If you want to receive calls on more than talkgroup, see the "Talkgroup Scanning" section.

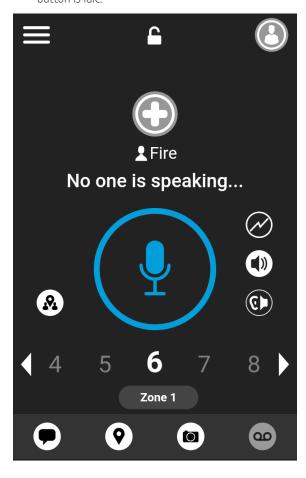
Note: This behavior assumes that Background Calling is turned Off. For more details on Background Calling, see "PTT Call Behavior While the Application is in the Background" section.

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

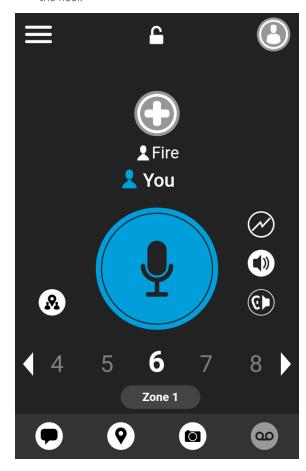
2. The call status will display "Ready" if the talkgroup is not active.



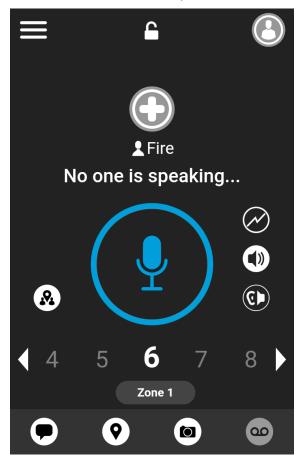
3. When the floor becomes available, the on-screen PTT button is idle.



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



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



6. The talkgroup will show it is no longer active after a period of no call activity.

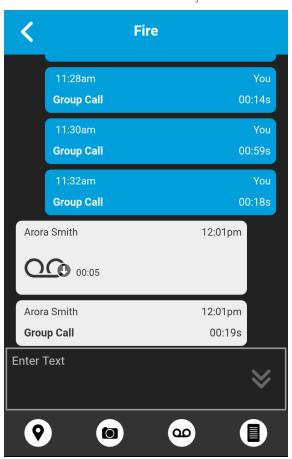
Broadcast Talkgroup Calls

An incoming broadcast talkgroup call looks like any other talkgroup call but will preempt other PTT calls in progress. You can recognize a broadcast talkgroup call because there will be a special tone played followed by an announcement. During the call, only the caller can speak and you will not be able to take the floor

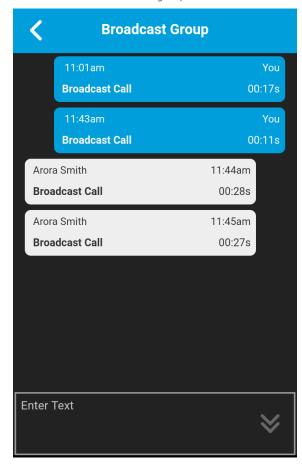
Only certain talkgroup members are allowed to make broadcast talkgroup calls. If you are a not allowed to make calls to a talkgroup, you will not see it listed in the talkgroups. If you try to call a broadcast talkgroup from history, you will see a message indicating that the call cannot be completed.

Broadcast Call History

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



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

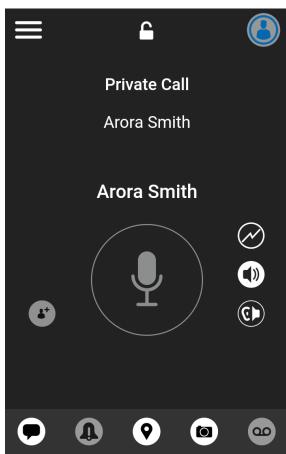


Calls might not be delivered to everyone because a talkgroup member may be "Offline", engaged in a cellular call, have a "Do Not Disturb status", or listening to another broadcast talkgroup call. Calls are delivered in a way such that talkgroup members may receive the call at slightly different times.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

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

To receive an incoming call:

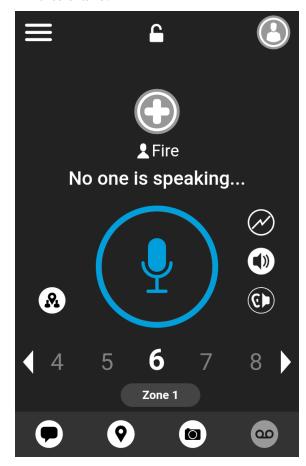
1. When you receive an incoming PTT call, the application will be brought to the foreground and the Contact List button will show selected and the PTT button changes color.



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

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

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



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

Turning the Speaker On/Off

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





The 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 will be 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 a PTT call, you should hold the phone to your ear as during a cellular phone call. You can temporarily switch to the loudspeaker using the on-screen speaker On/Off button for the current call. The next PTT call will again use the phone's earpiece while the phone is in silent mode.

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

Interaction Between PTT and Cellular Calls

Answering a Regular Phone Call While on a PTT Call

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

Receiving a PTT Call When on a Regular Phone

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

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.

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 Talkgroup Call

Rejoining a Talkgroup Call

If you leave during a PTT talkgroup call, you can rejoin it by initiating a call to that talkgroup. If the call ended before you tried to rejoin, you will start a new call to that talkgroup.

Emergency Calling and Alert (Optional)

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

To cancel 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.

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

Emergency Icons

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

Declaring

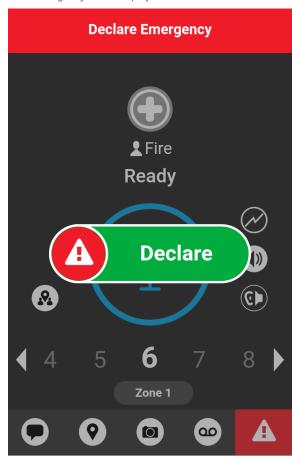
An emergency can be declared from any screen where there is any Emergency button.

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

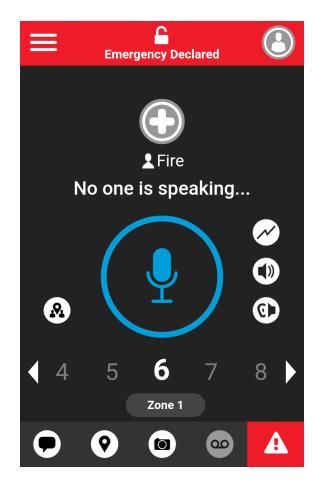
Note: The corporate administrator configures the emergency destination. The destination can be: (1) current channel/talkgroup, (2) preassigned talkgroup, or (3) an individual.

To declare an emergency:

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

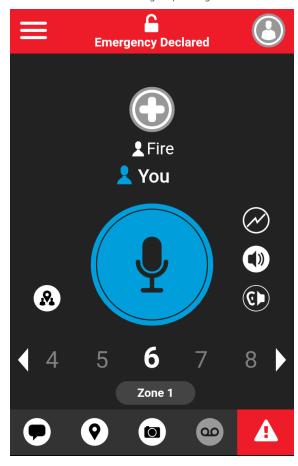


- 2. Swipe the slider to the right to declare an emergency. The messages "Declaring Emergency" displays.
- 3. The PTT call screen is displayed. An emergency activation tone is heard.



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

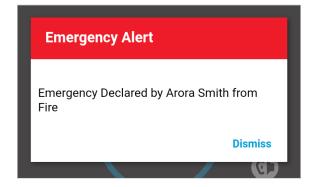
5. Press and hold the PTT button, a chirp tone is heard, and the PTT button changes color indicating you have taken the floor. Begin speaking.



6. To cancel an emergency, see "Canceling" section.

Receiving an Emergency

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



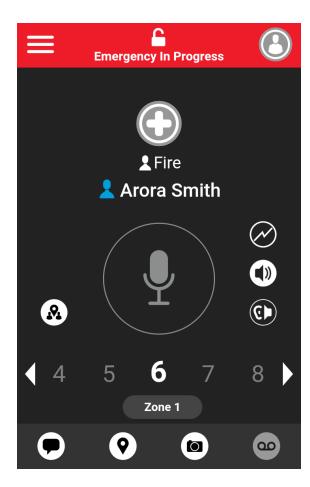
An emergency alert indicates which user is in emergency and the talkgroup they are using. If the emergency call goes only to a single user, no talkgroup is shown in the alert.

Recipient of the Emergency

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

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

- 1. Tap or touch **Dismiss**.
- 2. When the emergency originator starts a call or takes the floor during an ongoing call after declaring an emergency, you see an emergency 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.

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

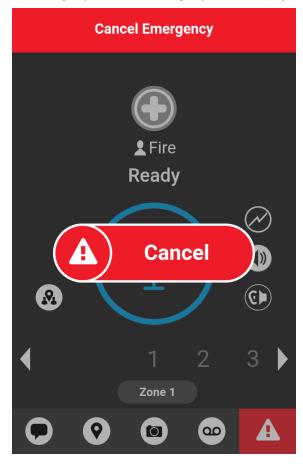
Note: An incoming emergency call interrupts an ongoing PTT call, except another ongoing emergency call.

Canceling

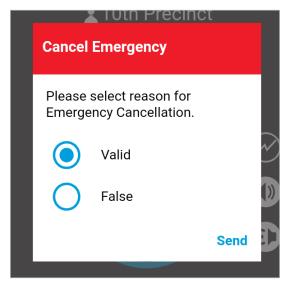
To end the emergency, you as the emergency originator must cancel the emergency state. An authorized user, typically a supervisor or dispatcher, may cancel the emergency on your behalf. Your administrator may disable permission for you to cancel the emergency. In this case, an authorized user, must cancel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

Cancel an Emergency

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



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



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

Authorized User

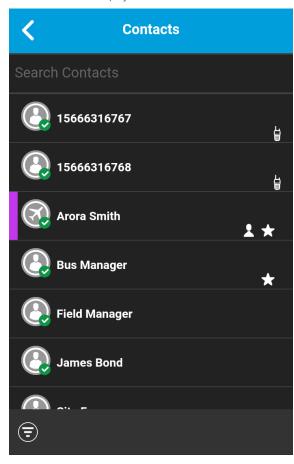
Declaring an Emergency on behalf of Another User

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

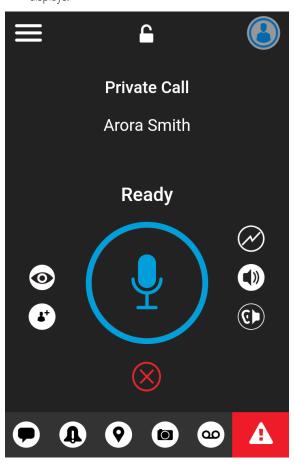
Note: If you have the ability to remotely start emergency for one or more users, you are called an Authorized User.

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

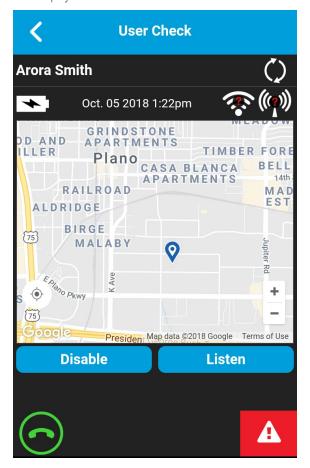
1. From the main screen, tap or touch the **Contacts** icon located in the upper-right of the screen. The Contacts list displays.



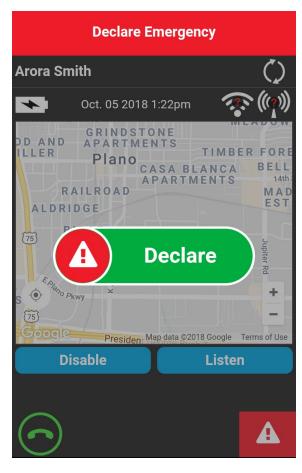
2. Tap or touch the **Contact**. The Private Call screen displays.



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



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



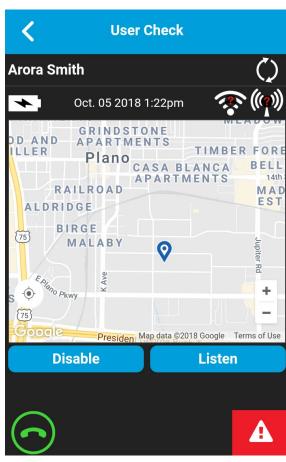
- 5. Swipe the Declare slider to the right to declare emergency. The message, "Remote emergency declared" displays.
- 6. To cancel an emergency, see "Canceling" section. The emergency can be canceled by the user or remotely.

Enable or Disable EPTT Service for Another User

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

To disable FPTT service:

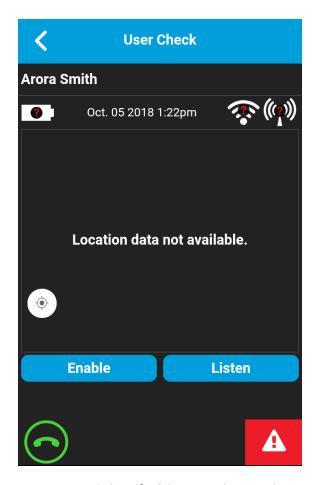
1. Initiate User Check. See "Enable User Check" section for more details.



- 2. Tap or touch the **Disable** button. A "Confirmation" window displays stating that the remote device will not be able to use FPTT services while disabled Continue?
- 3. Tap or touch Yes to continue or No to cancel. If Yes, the remote device EPTT application is terminated. If the remote device attempts to run the EPTT application, a Service Suspended message is displayed, "EPTT Service is currently suspended. Please contact your Corporate Administrator."

To enable EPTT service:

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



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

User Check and Monitoring (Optional)

User check allows an authorized user to view the device status for a remote device. User check is typically used as a welfare check for a user. An authorized user is typically a supervisor or dispatcher. When invoked, the following information is available to the authorized user:

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

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

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

User Check Icons

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

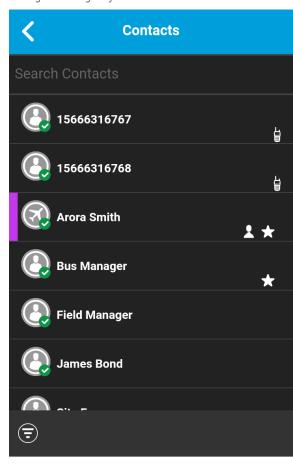
Enable User Check

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

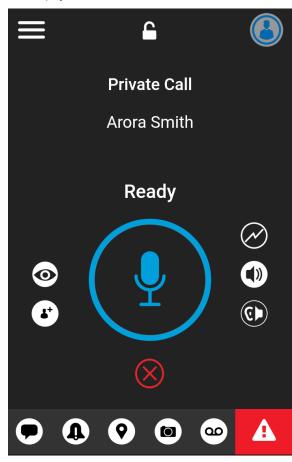
To enable user check from the main screen:

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

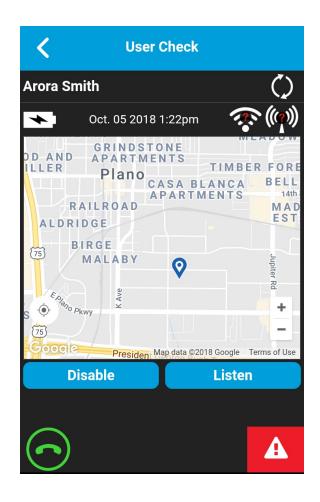
Note: User Check can be enabled from the main screen during an emergency.



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

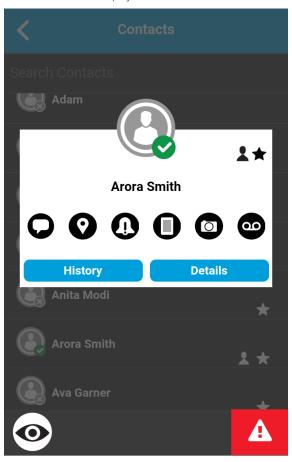


- 3. Tap or touch the User Check icon located to the right of the PTT button. The message, "Loading User Check" displays.
- 4. The User Check screen displays.

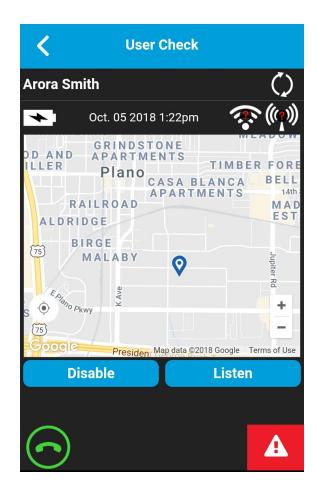


To enable user check from contacts:

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



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



Monitor Device Location

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

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

Monitor Device Cellular Network Signal Strength

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

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

Monitor Device Wi-Fi Signal Strength

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

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

Monitor Device Battery Level

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

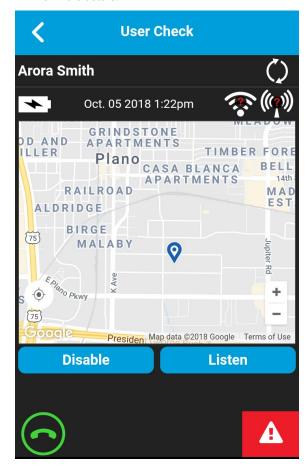
Authorized User

Enable or Disable EPTT Service for a Another User

If you are an authorized user, you can disable EPTT service for the user(s) you are authorized. Once service is disabled, the user can no longer use EPTT service. Authorized users are configured by the administrator and can be dispatchers or other mobile users. The remote device can also be enabled to access to EPTT and other services

To disable EPTT service:

1 Initiate User Check See "Fnable User Check" section for more details.

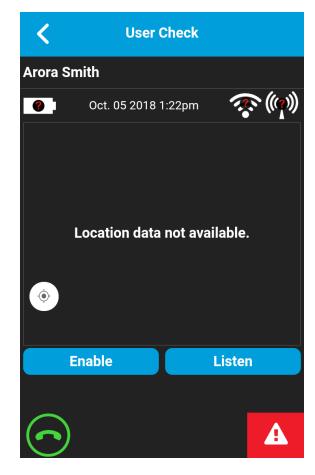


2. Tap or touch the **Disable** button. A "Confirmation" window displays stating that the remote device will not be able to use EPTT services while disabled.

3. Tap or touch **Yes** to confirm that you want to disable EPTT service for the user or **No** to cancel. While the user's EPTT service is disabled, they see a message indicating that EPTT service is suspended. If the remote device attempts to run the EPTT application, a Service Suspended message is displayed, "EPTT Service is currently suspended. Please contact your Corporate Administrator."

To enable EPTT service:

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



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

Declaring an Emergency on Behalf of Another User

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

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

Enable or Disable Ambient Listening of Another User

An authorized user or device user can remotely activate the Ambient Listening feature to open the microphone of a device to listen to the remote user's surroundings. Ambient Listening is configured by the corporate administrators.

The device user does not receive any indication for ambient listening call (OS restrictions apply). This feature is available in the EPTT Radio mode only in the mobile application.

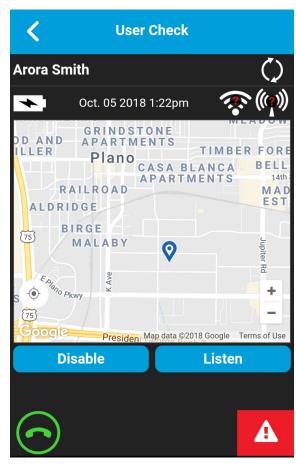
Remote users receive and make calls normally, however, they have no indication that they are being listened.

Note: All PTT calls override ambient listening call on the remote device.

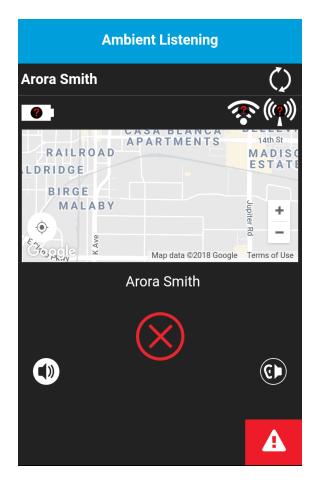
You will remain in Ambient Listening mode until you disable it. If you try to leave this screen using the Cancel button, the following status message displays, "Ambient Listening session has ended."

To enable ambient listening:

1 Initiate User Check See "Fnable User Check" section for more details.



- 2. Tap or touch the Listen button. The "Choose" window displays a selection of types of listening.
- 3. Tap or touch the **Ambient Listening** button. The message, "Ambient Listening session activated." and the "Ambient Listening" window displays.



To disable ambient listening:

1. From the "Ambient Listening" window, tap or touch the Cancel icon. The message, "Ambient Listening session ended" displays.

Enable or Disable Discreet Listening of Another User

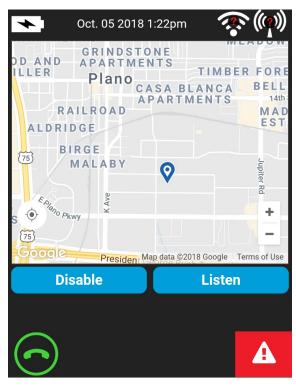
An authorized user can remotely activate Discreet Listening to listen to any call, to and from the selected user. Once activated, the Discreet Listening remains active until it is canceled. An authorized user will not receive calls in this mode except emergency and broadcast calls. Discreet Listening is configured by your corporate administrator.

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

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

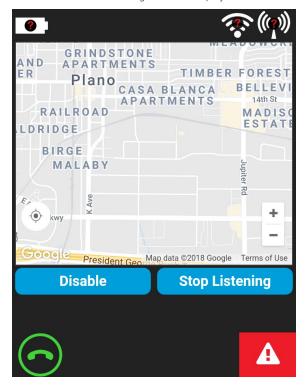
To enable discreet listening:

1. Initiate User Check. See "Enable User Check" section for more details.



2. Tap or touch the Listen button. The "Choose" window displays a selection of types of listening.

3. Tap or touch the **Discreet Listening** button. The message, "Discreet Listening session activated." and the "Discreet Listening" window displays.



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

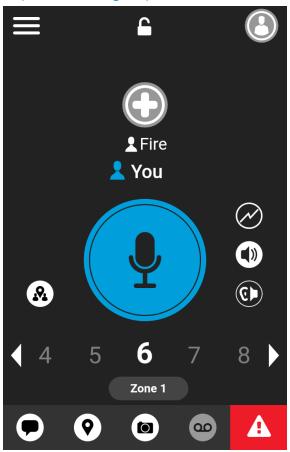
To disable discreet listening:

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

Supervisory Override

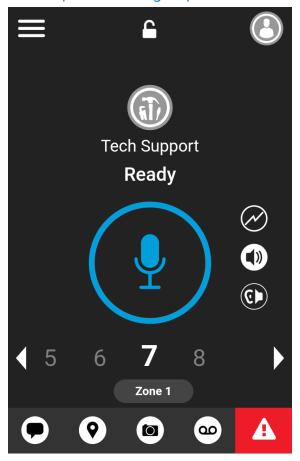
Supervisory override allows a talkgroup member to be designated by an administrator as a supervisor and be able to take the floor and speak at any time during a call, even if someone else has the floor. One or more members of a talkgroup can be designated as supervisor. If there are two or more supervisors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

Supervisor Talkgroup



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

Non-Supervisor Talkgroup Members



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

Alerts

This section describes the alerts used in the EPTT application and is organized as follows:

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

Instant Personal Alert (IPA)

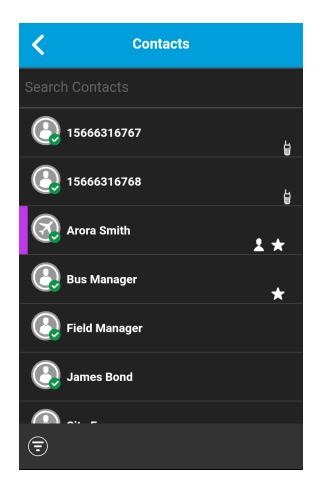
An Instant Personal Alert (IPA) is a notification that you can send to another PTT contact to request a callback or receive from a PTT contact. Instant Personal Alerts can only be sent or received by individual contacts.

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

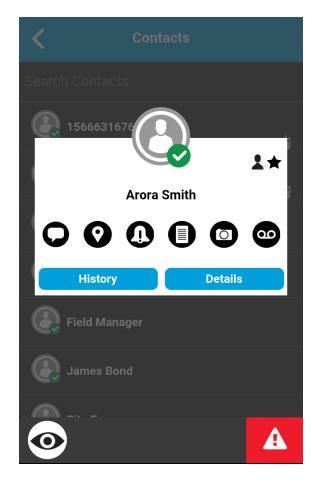
Sending an Alert

1. Find a contact from the contact list.

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



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



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

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

Receiving an Alert

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



IPA Behavior

The IPA behavior is based on the following settings:

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

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

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

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

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

Multiple Instant Personal Alerts per Caller

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

How to Set the 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" or "Offline". Offline contacts do not receive PTT calls. The presence indicator is displayed next to the name of the contact. When you turn off your phone, you are automatically marked as "Offline" to others.

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

My Presence

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



Meaning of Presence

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

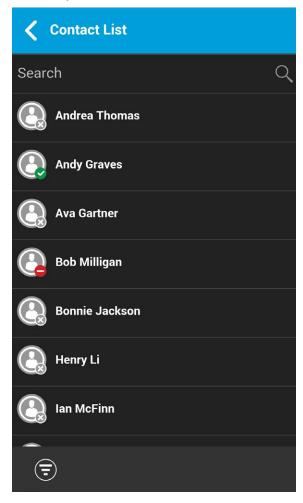
Offline: You are logged out from the EPTT application and will not be able to receive PTT calls and alerts.

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



PTT Contact Presence

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



Meaning of Available, DND and Offline

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

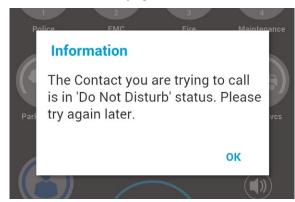
Offline: The PTT contact is logged out from the EPTT application and will not be able to receive PTT calls and alerts.

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

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

Calling Restrictions

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



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

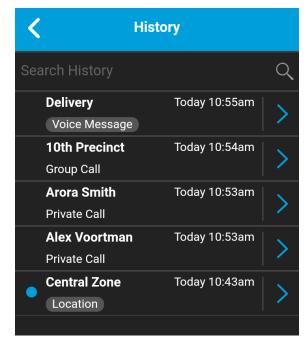
History

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

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

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

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



Access the History Screen

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

Search History

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

History Icons

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

Access Conversation Details

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

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

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

Make a PTT call

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

See the "Call from History" section for more information.

Delete History

You can delete any history entry.

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

Clear All History

You can clear all history entries.

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

Delete Message

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

- 1. Tap the History Details button.
- 2. Tap and hold the **History Entry**. A context menu displays.
- 3. Tap the Delete **Message** option. A delete confirmation message displays.
- 4. Tap Yes to delete or No to cancel.

Forward a Message

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

Send a Photo or a Video

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

Favorites

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

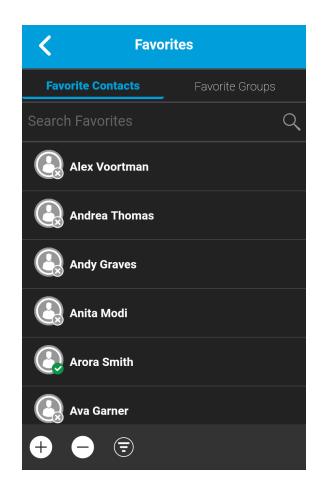
This section is organized as follows:

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

Maximum Number of Favorites

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

Favorites	
Contacts (total)	300
Groups (total)	50



Favorite Icon

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

Search Favorites

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

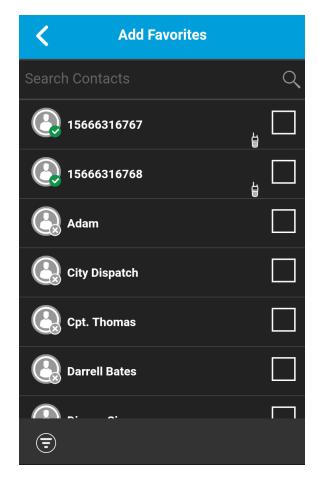
View or Edit Favorite Contacts

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

Add Favorite Contacts

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

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

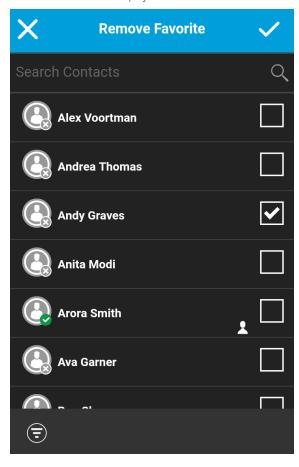


- 3. Scroll and select one or more contacts to add as a favorite.
- 4. Tap the **Save** button on the Title bar to save your favorite. The Favorite Contacts screen displays.

Remove Favorite Contacts

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

1. From the Menu, tap the **Favorites** option. The Favorites screen displays.



- 2. Tap the "Favorites Contacts" tab, tap the Remove button on the Action bar. The Remove Favorites screen displays.
- 3. Scroll and select one or more contacts to remove.
- 4. Tap the **Save** button in the title bar. A confirmation message displays, "You are about to remove n contact from favorites. Are you sure?"
- 5. Tap **Yes** to continue or **No** to cancel. If **Yes**, then the contact is removed from the favorites.

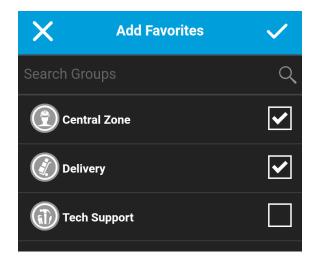
View or Edit Favorite Groups

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

Add Favorite Group

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

1. From the Menu, tap the Favorites option. The Favorites screen displays.

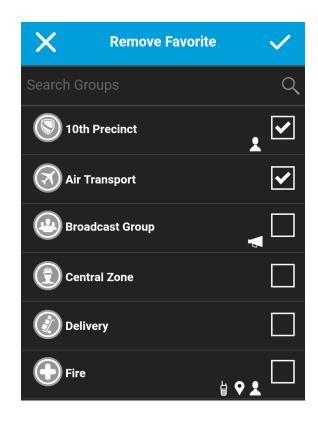


- 2. Tap the "Favorite Groups" tab, tap the Add button on the Action bar, and select one or more groups. The Add Favorites screen displays.
- 3. Tap the **Save** button on the title bar to save the group. The group is shown in the Favorites screen under Groups.

Remove Favorite Groups

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

1. From the Menu, tap the **Favorites** option. The Favorites screen displays.



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

Contacts

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

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

Administrator Contacts

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

Maximum Number of Allowed Contacts

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

Contact Icon

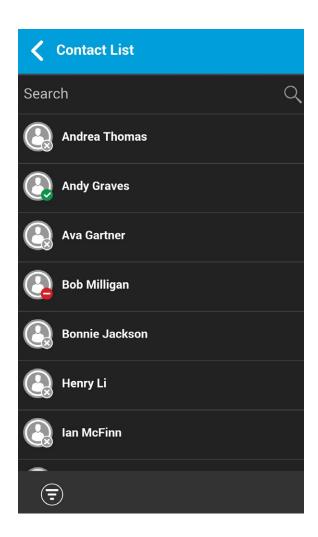
For more information on the Contacts icon, see the "Contacts Icons" section.

Search Contacts

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

View Contacts

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



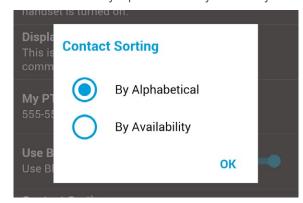
Contact List Sorting

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

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

Contact Sorting Sort the contact list by availability or alphabetically.

4. Select either By Alphabetical or By Availability.



5. Tap the Back button located on the top of the screen. You will be able to see the contact list sorted according to your selection.

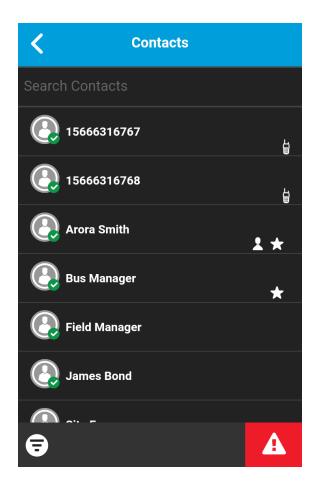
Show or Hide "Offline" Contacts

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

Tip: If all your contacts are currently "Offline", you will see the message "No Online Contacts" displayed. If you wish to see all your contacts, follow the steps later in this section that describes how to show all contacts.

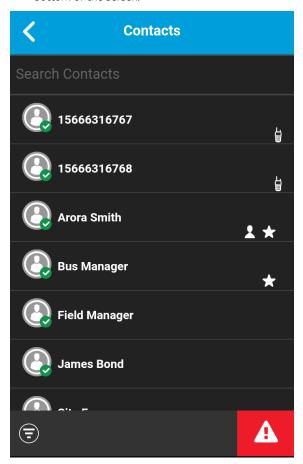
To show only online contacts:

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



To show all contacts:

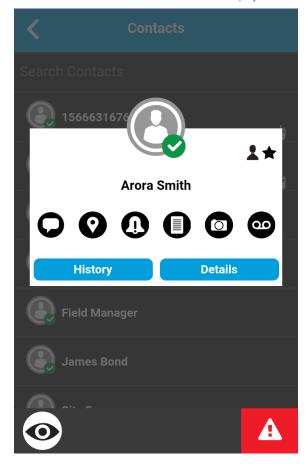
1. While showing only the online contacts in the contacts list, click the "Show Offline" button at the bottom of the screen.



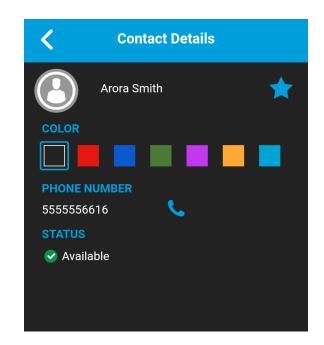
2. The contact list will now show all the contacts, including those that are "Available", or "Do Not Disturb".

View Contact Details

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



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



Note: To edit the contact details, see the "Edit Contact Details" section.

Edit Contact Details

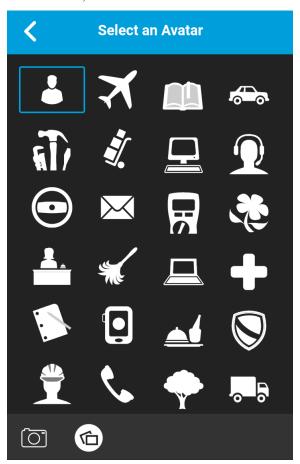
An administrator-managed contact name cannot be edited. However, you can add or change an avatar, add or change a color, and add a contact to favorites.

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

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

Add or change a contact avatar

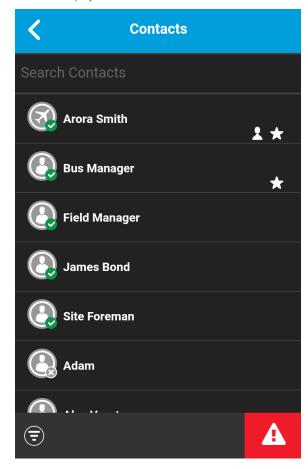
1. Tap the Avatar option. The Select Avatar screen displays. For list of all avatars available and their definitions, see the "Avatar Icons" section.



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

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

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

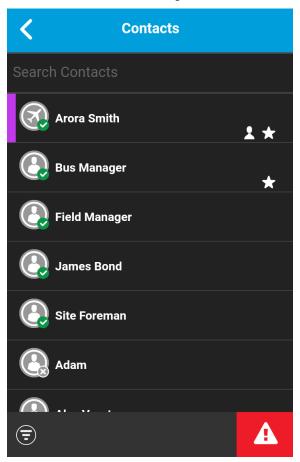


Change contact color

1. Select a color from the list.



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



Make contact a favorite or remove as a favorite

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

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

Talkgroups

This section describes the PTT talkgroups using the EPTT application and is organized as follows:

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

The talkgroups and position assignments are managed by an administrator.

Maximum Number of Allowed Talkgroups

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

Administrator-managed	
Talkgroups	96
Members per talkgroup	250

Talkgroup Icons

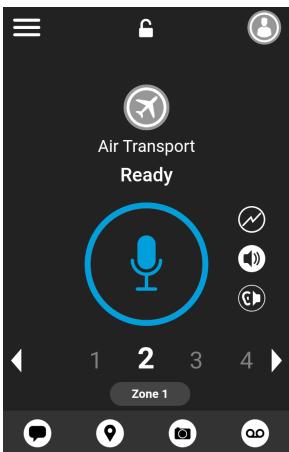
For more information on the Talkgroup icons, see the "Talkgroup Icons" section.

Search Talkgroups

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

View Talkgroups

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



Call Permissions

Call Permissions

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

In Call

Listen and Talk

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

Listen Only

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

Call Initiation

Allow

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

Do not Allow

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

Call Receiving

Allow

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

Do not Allow

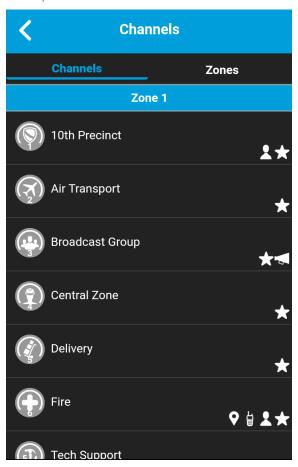
When set to **Do not Allow**, PTT user is NOT allowed to receive any incoming PTT call. PTT user is not paged for any calls that are initiated on that talkgroup by other members.

Channels and Zones

A zone is used to categorize channels into logical groupings. A zone includes talkgroups assigned to channel numbers. Each talkgroup is assigned to one channel and zone by the corporate administrator.

View Channels

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



View Zones

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

Zones	
Channels	Zones
Zone 1	8 Channels
Zone 2: Unassigned	0 Channels
Zone 3: Unassigned	0 Channels
Zone 4: Unassigned	0 Channels
Zone 5: Unassigned	0 Channels
Zone 6: Unassigned	0 Channels

Area-Based Talkgroups

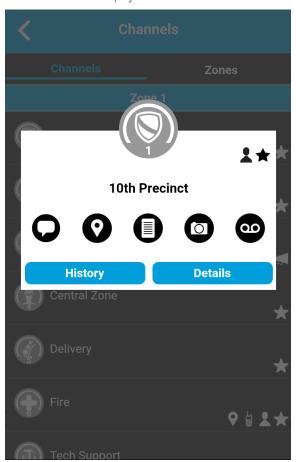
Area-based groups are generally dynamically available while in a geographical area. As talkgroup members enter a geographic area, the talkgroup is shared and shown in the top of the channel list. There is no member list for members. Members are allowed PTT call origination and messaging within the talkgroup. Members receive notifications upon entering and exiting the talkgroup.

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

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

View Group Details

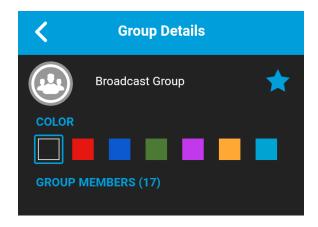
1. Find a **Group** from the group list and tap and hold. A context menu displays.



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

Broadcast Talkgroup details (broadcasters only)

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



Edit Group Details

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

To view the Group Details, see the "View Group Details" section.

- 1. From the Group Details screen, you perform any of the following tasks listed within this section as follows:
 - · Change group color
 - Make group a favorite or remove as a favorite

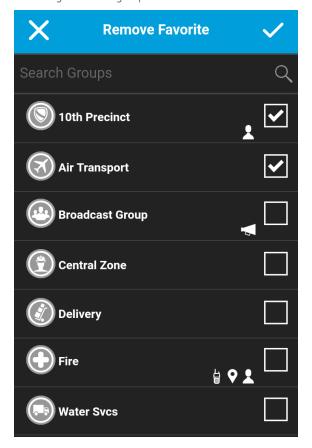
Change group color

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

1. Select a color from the list.



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



Make group a favorite or remove as a favorite

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

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

Talkgroup Scanning

This section describes Talkgroup Scanning using the EPTT application.

Talkgroup Scanning allows a subscriber's phone to scan through the scan list. Up to three talkgroups can be assigned as priority (1–3) talkgroups. The higher priority talkgroup calls take precedence over lower priority talkgroup calls.

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

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

Turn Talkgroup Scan On or Off

From the Menu

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



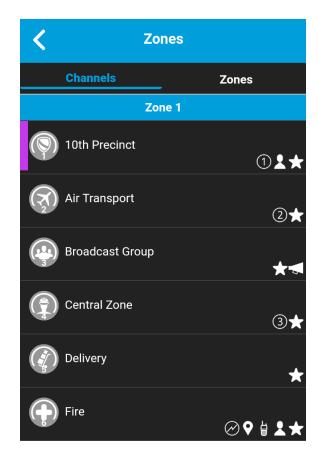
Note: When Talkgroup Scan is Off, talkgroup calls are only received on the selected talkgroup. However, private calls can also be received

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



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

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



Talkback While Scanning

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

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

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

Map

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

This section is organized as follows:

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

Individuals

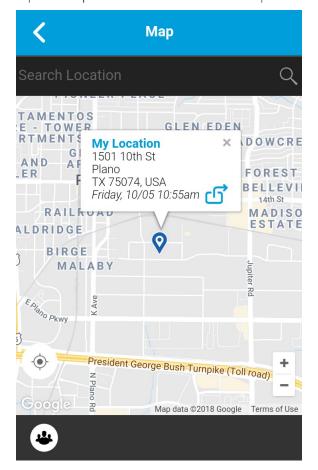
The Map display allows an individual to check their current location on the map and share their location or send an arbitrary location.

Supervisor with Location Capability

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

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

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



Map Icons

For more information on the Map icons, see the "Map lcons" section.

Search Map

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

Recenter the Map

You can recenter the map to your current location. The 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.

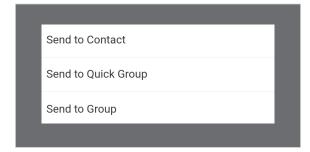
Tip: You can also share your location from the Call *screen* by tapping the **Map Pin** located at the bottom of the screen. The My Location screen displays. Tap the **Share Location** button to share your location.

Send My Location or an Arbitrary Location to a Contact

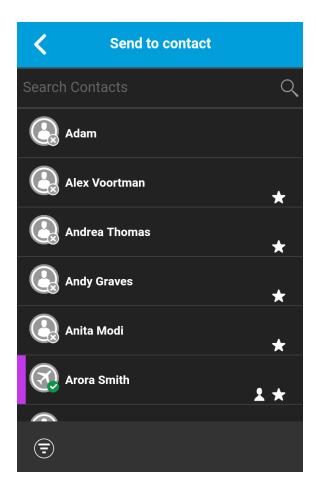
1. Tap the **My Location Pin** (Blue). My Location displays. Move the map or use location search to find an arbitrary location.



- 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.



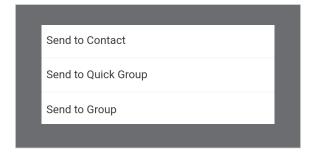
5. Tap the **Contact** to select the one you want to share your location. The message "*Location Sent*" is displayed.

Send My Location or an Arbitrary Location to a Quick Group

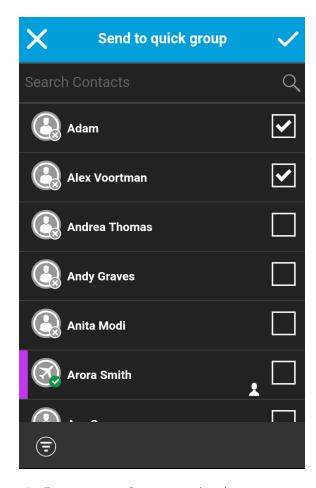
1. Tap the **My Location Pin** (Blue). My Location displays.



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



4. The Send to Quick Group displays.



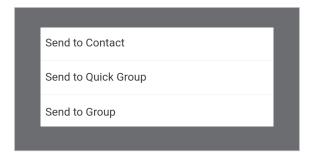
5. Tap two or more **Contacts** to select the one you want to share your location. The message "Location Sent" is displayed.

Send My Location or an Arbitrary Location to a Group

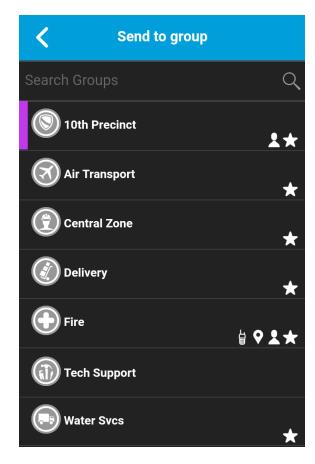
1. Tap the **My Location Pin** (Blue). My Location displays.



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



4. The Send Location to Group displays.



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

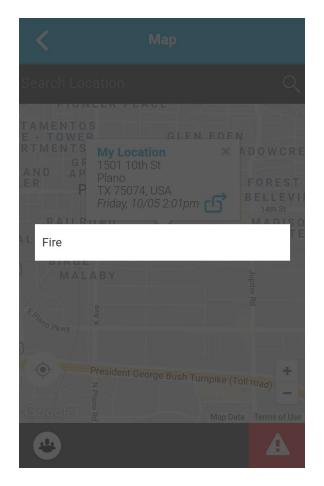
Supervisor with Location Capability

Group Member Location

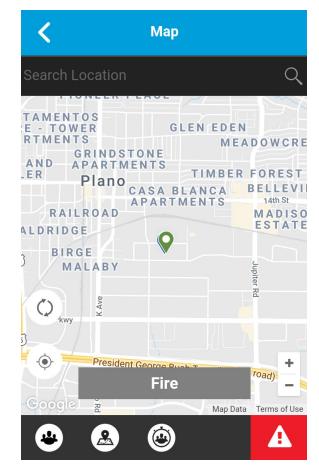
A supervisor can view the current group member location on the map and refresh the location. Location Capability must be turn on by your administrator at the group level. Multiple supervisors per group are allowed to have Location Capability.

View group member locations:

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

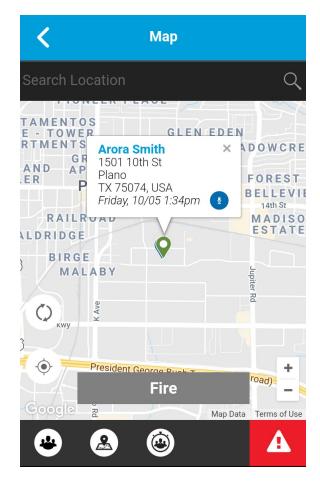


2. Tap the **Group** to locate the group member location. The map displays with all members of the selected group and their location.



View group member location details:

- Complete the "View group member locations" section.
- 2. Tap any Pin. The member's name and location displays.

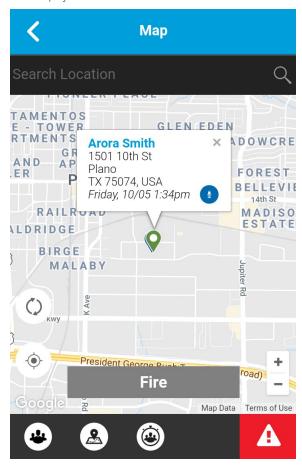


Tip: Tap the Pin again or X or anywhere on the map to dismiss

Call a group member

Tip: You can also access the map from the Groups screen 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.

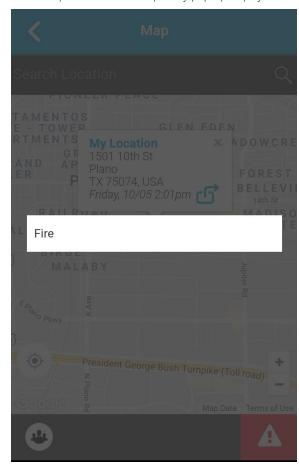


3. Tap the Call button. The Call screen displays.

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 shows "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 of leave. You can also refresh the location and modify an existing boundary set for a group. The Active Boundary Time setting controls how long a boundary is active.

How to create a boundary:

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

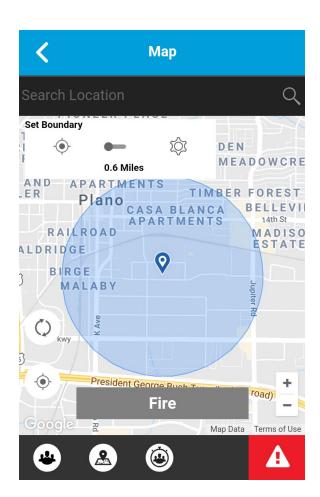
Set Boundary





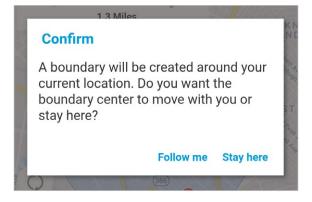


1.0 Miles

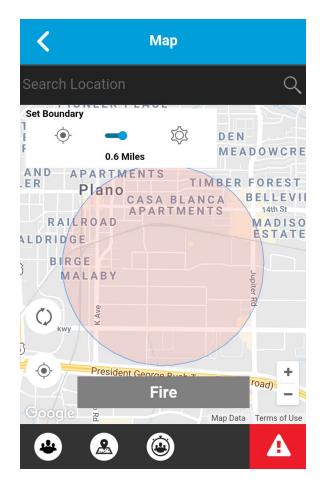


- 4. Set the boundary size by zooming in/out. You can see the boundary radius in the popover.
- 5. Set the boundary center by moving the map or searching.

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



- 7. 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.
- 8. The "Fence boundary on" status message displays and the map is updated with the boundary On.



Recenter boundary on the map

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

Recenter the map to your location

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

Boundary settings

All Boundary settings are shown in the default state.

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

Change boundary settings

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

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

Set Boundary



- 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

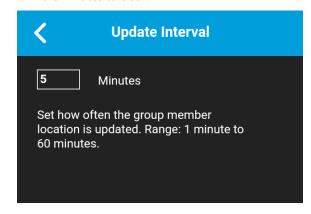
This setting allows you to set how often each group member location reports their location. Range: 1 to 60 minutes.

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 hox

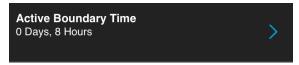


- 3. Type a number in the range from 1 to 60 minutes using the on-screen keyboard to set how often the group member location is updated.
- 4. Tap the **Back** button located in the upper left screen to return to the map.

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.

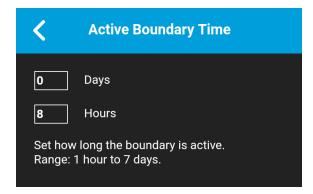
1. From the Boundary Settings screen, scroll to the **Active Boundary Time** settings and tap.



- 2. The Active Boundary Time Settings Options displays.
- 3. Tap the **Days** text box to set how long the boundary is active. The time must be up to 7 days.
- 4. Tap the **Hours** text box to set how long the boundary is active. The time must be up to 168 hours.

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

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.

Notify Member

Send member a notification when entering or leaving the boundary.



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.

Initial Member Notification Send first notification to member outside the boundary or inside the boundary

2. The Initial Member Notification Setting options displays.

Notify Member



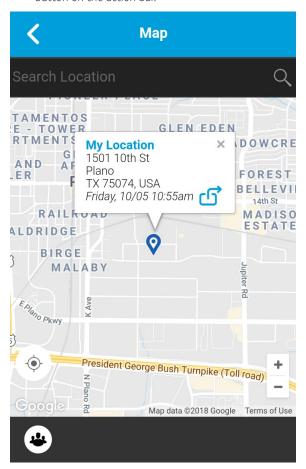
OK

- 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.

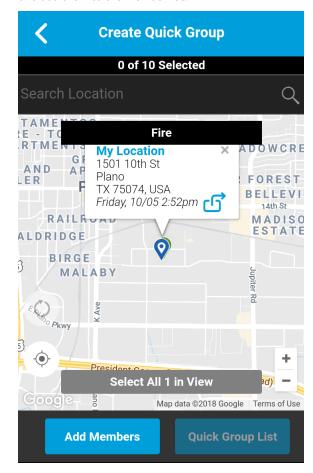
1. From the Map, tap the Tracked Group Selector button on the action bar



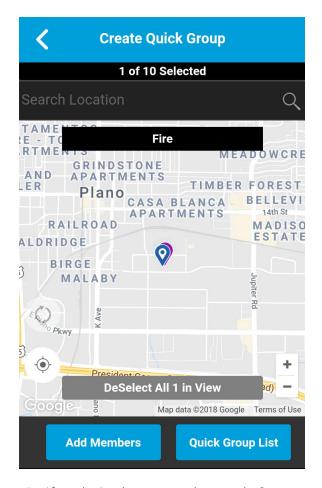
- 2. Tap the Quick Group button on the action bar.
- 3. Zoom in until you view the all the contacts that you want to select.

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

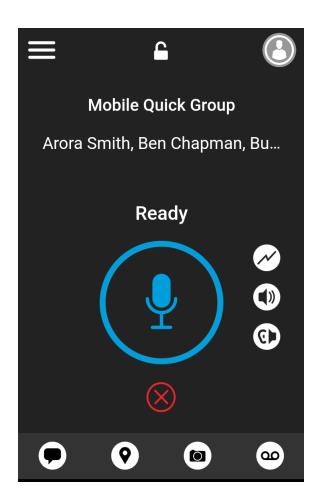
Tip: You can also tap any **Group Member** to select them and add them to the member list.



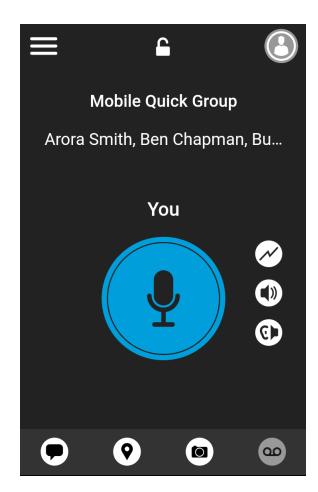
4. Tap the **Select All in View** for a Mobile Quick Group. All selected contact pins turn Purple.



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



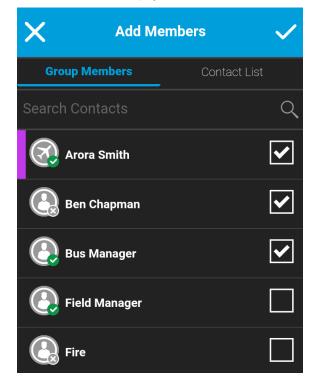
6. Press and hold the on-screen PTT button, a Quick Group Call is started, a chirp tone is heard and the PTT button changes color indicating you have taken the floor.



7. 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:

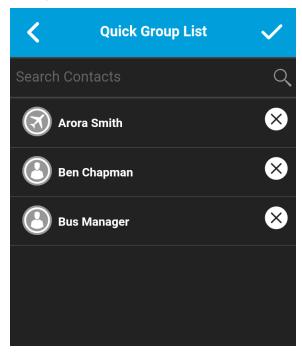
1. Tap or touch the Add Members button. The Add Members screen displays.



- 2. Select the additional members to add from the "Group Members" tab or "Contact List" tab.
- 3. 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 Enhanced Push-to-Talk (EPTT) Integrated Secure Messages.

This section is organized as follows:

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

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

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

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

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

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

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

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

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

No delivery status for group messages.

Integrated Secure Messaging Icons

For more information on the Integrated Secure Messaging icons, see the "Integrated Secure Messaging **Icons**" section

Multimedia Content

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

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

Text Messages

Text messages let you send text to other PTT users, even if they are "Offline". You can reply to the sender and reply all (for group messages). Messages can be forwarded to other PTT users and delivery receipts allow the sender to see that a message was delivered.

Broadcasters can send a one-way text message to other broadcast group members. Broadcast group members cannot reply or send text messages to the group.

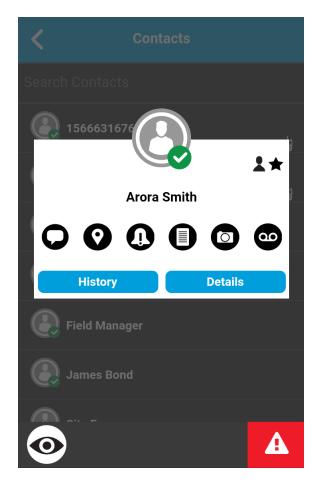
Text messages will also be shown in threaded history along with call history and are sent by selecting a contact or a group.

Send a Text Message

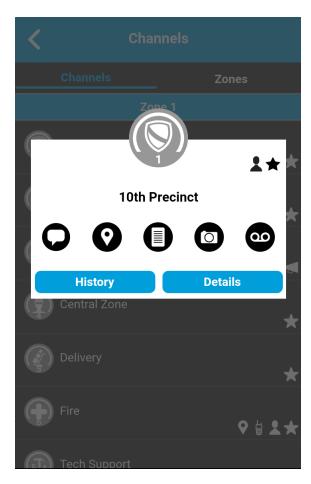
Text messages can be sent using the call screen for a selected contact, a selected talkgroup, or a contact context menu.

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

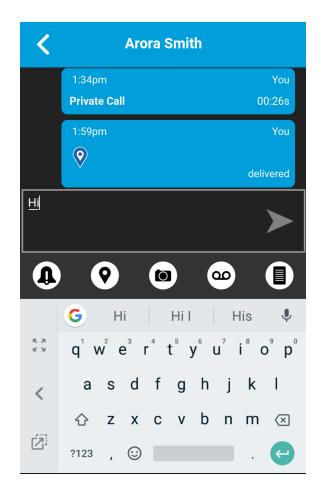
1. Select a contact from the contact list, touch and hold. A context menu displays.



Or Select a **Group** from the channel list and tap and hold. A context menu displays.



- 1. Select the Message button located on the context menu to initiate a text message.
- 2. Type your message using the on-screen keyboard, tap the Send button located to the right of the message box. You can also use Quick Text, see the "Use Quick Text" section for more information.



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

Use Quick Text

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

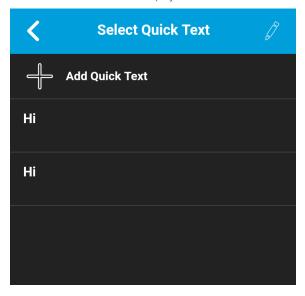
1. Tap the Message button. The text box displays.

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

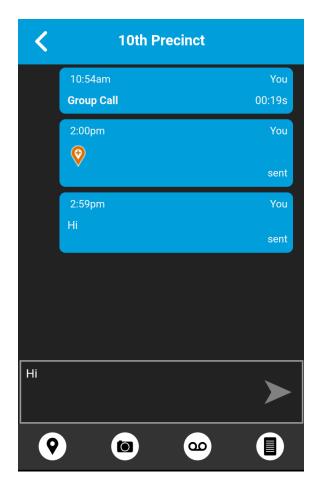
2. Tap the Quick Text Access button located in the text box.



3. The Select Quick Text displays.



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



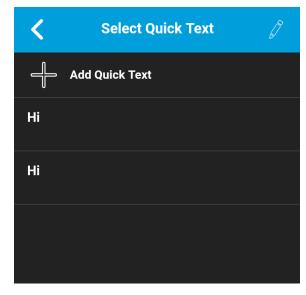
5. Tap the **Send Text Message** button to send the text.

Add Quick Text

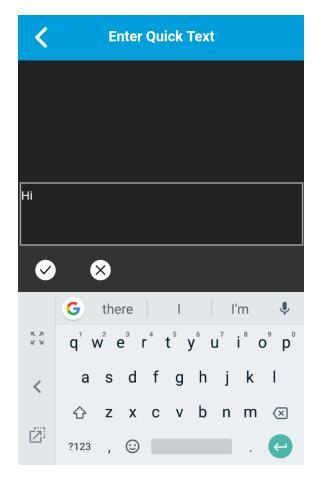
- 1. Tap the Message button. The text box displays.
- 2. Tap the Quick Text Access button located in the text box.



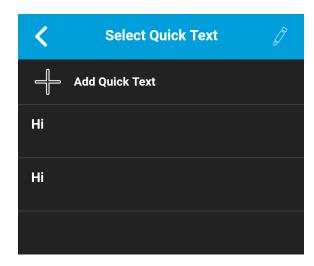
3. The Select Quick Text displays.



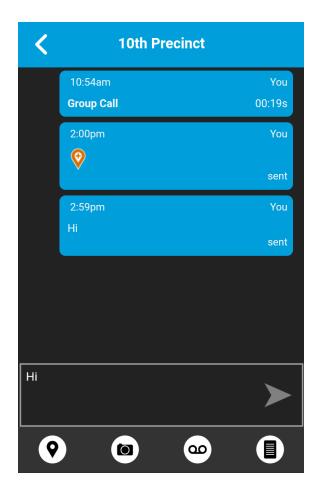
4. Tap the Add Quick Text button. The Enter Quick Text displays.



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



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



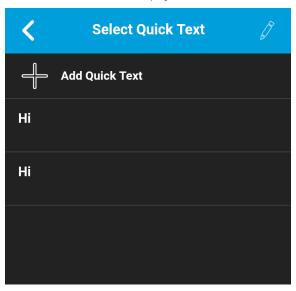
9. Tap the Send Text Message button to send the text.

Delete Quick Text

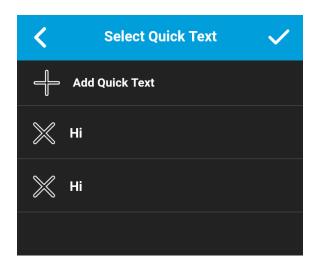
- 1. Tap the Message button. The text box displays.
- 2. Tap the Quick Text Access button located in the text box.



3. The Select Quick Text displays.



4. Tap the Edit button located in the upper right or the screen.



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

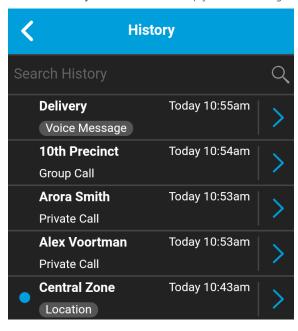


- 6. Tap **Yes** to delete guick text or tap No to cancel.
- 7. Tap Save.

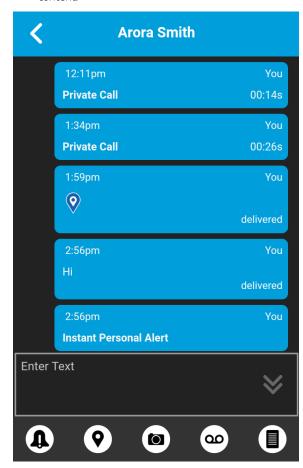
Receive a Text Message

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

1. Tap the **System Notification** for the message or from the History screen, scroll down and locate any unread messages to read. Unread messages are indicated by an unread message indicator (dot). The unread message indicator disappears when you tap the History Details button to reply to the message.



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



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

You can also perform any of the following message actions:

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

Image Messaging

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

Send an Image Message

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

To send an image message, see the "Send a Photo or a Video" section

Receive an Image Message

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

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

You can also perform any of the following message actions:

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

Save an Image Message

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

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

Video Messaging

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

Send a Video Message

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

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

Receive a Video Message

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

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

You can also perform any of the following message actions:

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

Save a Video Message

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

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

Voice Messaging

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

Send a Voice Message

A voice message is sent by recording and sending from within the PTT 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 PTT application.

To send a file message, see the "Send a File" section.

Receive a File Message

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

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

You can also perform any of the following message actions:

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

Save a File Message

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

- 1. From the History screen, find the conversation that contains the file you want to save and tap the History Details button.
- 2. Tap the File. The File Preview screen displays.
- 3. Tap the 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

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 screen.

- 1. From the History screen, find the conversation that contains the message you want to forward and tap the History Details button.
- 2. Tap and hold the message entry you want to forward. A Context menu displays.
- 3. Tap the desired option as follows:
 - Tap the Forward to Contact option. The Select Contact to Message screen displays.
 - Tap the Forward to Group option. The Select Group to Message screen displays
- 4. Tap the Contact or Group to select. The message is copied into the text field.
- 5. Tap **Send Message** button. The message is sent to the contact or group.

Forward a Message to a Quick Group

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

- 1. From the History screen, find the conversation that contains the message you want to forward and tap the History Details button.
- 2. Tap and hold the **History Entry**. A Context menu displays.
- 3. Tap the Forward to Quick Group option. The Select Contacts to Message screen displays.
- 4. Tap one or more Contacts.
- 5. Tap the Save button located in the upper right. The message is copied into the text field.
- 6. Tap **Send Message** button. The message is sent to the Quick Group.

Reply to a Sender

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

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

Reply to Group (Group Messages)

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

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

Share my Location

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

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

Send a Photo or a Video

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

- 1. From the History screen, find the conversation that contains the message you want to forward and tap the History Details button.
- 2. Tap the Camera button located in the actions. A Context menu displays.

- 3. Tap the desired option as follows:
 - Take a photo. The Camera displays and allows you to take a photo.
 - Tap Gallery. The Gallery displays and allows you to select any photo in the gallery.
 - Tap Record a Video. The Video displays and allows you to record a video.
- 4. Tap **OK**. A Send confirmation message displays.
- 5. Tap **Yes** to send or **No** to cancel.

Send a Voice Message

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

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

Send a Text Message

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

- 1. From the History screen, find the conversation and tap the History Details button.
- 2. Tap in the Enter Text field. An on-screen keyboard displays.

- 3. Enter the message using the on-screen keyboard.
- 4. Tap Send Message button. The message is sent to the group.

Send a File

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

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

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

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

Note: You can access files from your device storage or other installed applications such as 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 screen.

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

Airplane Mode

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

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

Using Accessories and Bluetooth

This section describes using accessories and Bluetooth associated with the 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 Pushto-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 PTT 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 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 EPTT application and is organized as follows:

- Important Message
- Alert Repeat
- Alert Tone
- · 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
- My PTT Number
- Network Loss Tone Repeat
- Network Up/Down Tones
- Restore Defaults
- Scan Talkback
- Use Bluetooth
- Vibrate Alert
- Vibrate Call
- Volume Boost

To Change the Settings

All settings can be changed in the EPTT application settings:

- From within the EPTT application Main screen, tap the menu in the upper left-hand corner of the screen.
- 2. Choose the **Settings** option.
- 3. Find the settings you want to change and follow the instructions.

Note: All settings are shown in the default state.

Important Message

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

To update the EPTT application:

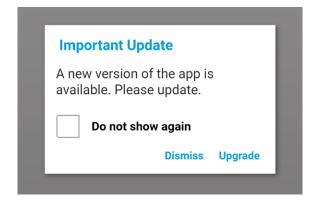
1. From the Settings screen, scroll to and tap the Important Message setting.

Important 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.



Alert Repeat

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

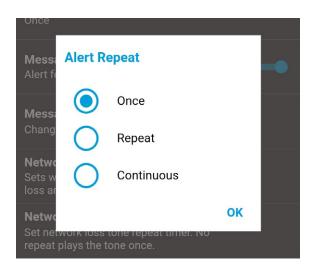
- Once The alert will be played once when the alert is received.
- Repeat The alert will be played every 20 seconds for 10 minutes.
- Continuous The alert will be played every 20 seconds until you clear the alert. This option will drain the battery faster than the other options.

To change the alert repeat setting:

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

Alert Repeat Once

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



Alert Tone

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

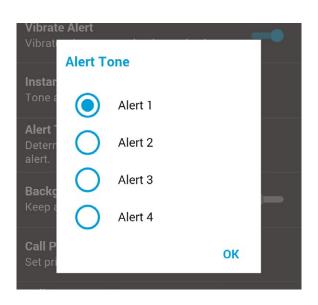
To change the Alert Tone setting:

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

Alert ToneDetermine which tone to be played for alert.

2. Select the desired alert tone.

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



Auto Download

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

To change the auto download behavior:

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



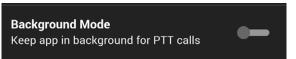
2. Tap the **On/Off** switch to toggle the state of the setting.

Background Mode

The Background Mode setting allows you to choose if an incoming call shows a notification. 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.



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 have 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 button 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.

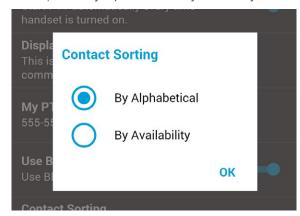
When contacts are sorted by availability, online contacts are shown first alphabetically, followed by offline contacts alphabetically. Online contacts include contacts who are "Available" and "Do Not Disturb".

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. Tap either By Alphabetical or By Availability.



Display Name

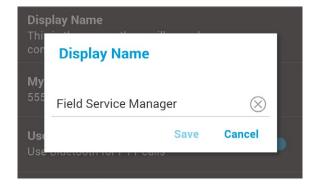
The Display Name setting that others, including the corporate administrator, see in their contact list. The administrator may change your name at any time. The administrator may also restrict the ability for you to set your name. The display name can be changed if it has an underline.

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.

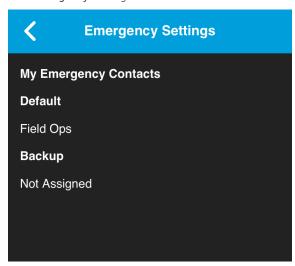
Emergency

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 controlled by the corporate administrator and not by the user.

Note: You cannot change your emergency contacts set by the Corporate Administrator.

To view your emergency contacts:

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



Enhanced Loudness

The Enhanced Loudness setting when ON (checked) increases the perceived audio volume of PTT calls using the speakerphone. This feature is only available on supported devices.

To change enhanced loudness:

- 1. From the Settings screen, scroll to the Enhanced Loudness setting.
- 2. Press the **OK** key to toggle the state of the setting.

History Sorting

Sort history from newest to oldest or oldest to newest.

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

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

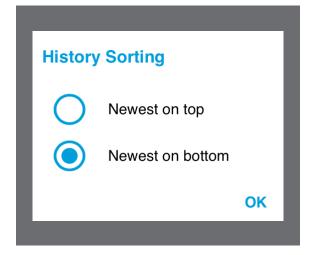
To change the history sorting:

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

History Sorting

Sort history from newest to oldest or oldest to newest.

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



In Call Tones

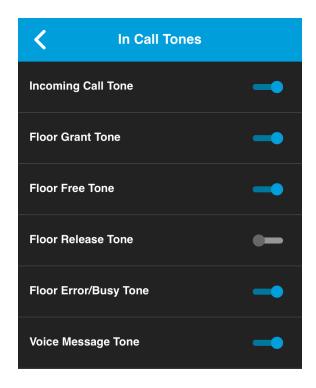
The In Call Tones setting is ON, the tone plays during a PTT call. When the setting is Off, the tone is not played during a PTT call.

To change in call tones:

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

In Call Tones Set In-Call tones

2. From the In Call Tones Setting Options, select the desired In Call Tones.



The In Call Tones setting options have the following behavior:

- Incoming Call Tone (default = ON) When you receive a PTT call, a tone is played.
- Floor Grant Tone (default = ON) When the floor has been granted or acquired, a specific tone is heard. This tone indicates you can speak.
- Floor Free Tone (default = ON) When the floor is free, a specific tone is heard.
- Floor Release Tone (default = Off)* After you finish speaking and release the floor, a tone is played.
- Floor Error/Busy Tone (default = On) When the floor is busy, a specific tone is heard.

• Voice Message Tone (default = On) – When a voice message is received, a specific tone is heard.

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

Instant Personal Alert

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

To change the Instant Personal Alert:

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

Instant Personal Alert Tone and display

2. Select the desired instant personal alert option.

Tone and Display (default)

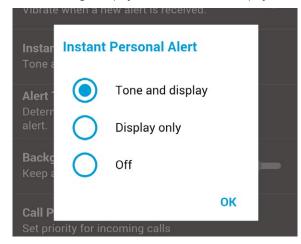
Persistent alert dialog is displayed and an audible tone is played (subject to Silent Mode behavior).

Display Only

Persistent alert dialog is displayed but no alert tone is played.

Off

No alert dialog is displayed and no alert tone is played.



3 Click 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.

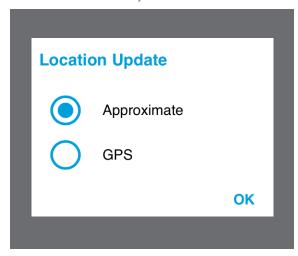
To the location change accuracy:

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

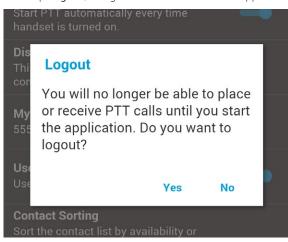
While you are logged out, you will be shown as "Offline" to others and you cannot receive PTT calls or alerts. If you log out before powering off your phone, you will remain logged out after your phone is powered on again. To send or receive PTT calls, you will need to log-in. See the "Login" section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

To log out:

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



2. Tap Logout, a Logout confirmation box will appear.



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

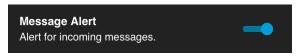
Message Alert

This setting allows you to control new message alert notifications.

To turn On/turn Off Message Alert for PTT messages, switch On the setting to turn on Message Alert or switch to Off mode to switch off the Message Alert at the Message Alert setting. Requires Integrated Secure Messaging.

To change the Message Alert:

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



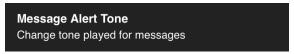
2. Tap the **On/Off** switch to toggle the state of the setting.

Message Alert Tone

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

To change the message alert tone setting:

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



2. Select the desired Alert Tone.

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



3. Tap **OK**.

My PTT Number

The PTT number displays your registered PTT number.

To view your PTT Number:

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

My PTT Number: 555-555-6603

Network Loss Tone Repeat

The Network Loss Tone Repeat setting determines whether the phone plays the call reconnect tone when turned On or turned Off during a call. When selected, a tone is played when an application transitions from one network to other.

To change the network loss tone repeat:

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

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

Network Up/Down Tones

The Network Up/Down Tones setting allows you to set whether a tone is played for network loss, both network loss and network reconnect, network loss during a call only or none (default is network loss during call only).

To change the network up/down tones:

- 1. From the Settings screen, scroll to the Network Up/ Down Tones setting and press the **OK** key.
- 2. Select the desired Network Up/Down Tones setting option.
- 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.

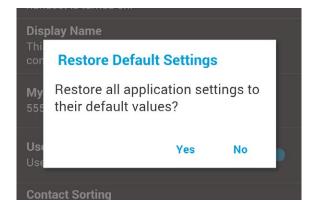
To restore the Defaults Settings:

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

Restore Defaults

Restore application settings to their factory defaults.

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



The Scan Talkback setting allows you to control whether you can take the floor on the active talkgroup or selected talkgroup while scan mode is On. If scan talkback is on, then while you are scanning and a PTT call is active, pressing the PTT button will take the floor and allow you to talk on the current call. If talkback is Off, then pressing the PTT button during an active call will end the current call and originate a call on the selected talkgroup.

To change the scan talkback settings:

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

Restore Defaults

Restore application settings to their factory defaults.

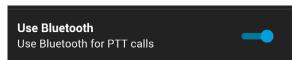
2. Tap the On/Off button to toggle the state of the setting.

Use Bluetooth

When the **Use Bluetooth** setting is On, the phone can use a Bluetooth device for PTT calls. When the **Use Bluetooth** setting is Off, the phone cannot use a Bluetooth device for PTT calls

To change the Bluetooth Behavior:

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



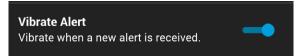
2. Tap the On/Off button to toggle the state of the setting.

Vibrate Alert

When the Vibrate Alert setting is On, the phone will vibrate for alerts. When the Vibrate Alert setting is Off, the phone will not vibrate for alerts. This setting applies to Instant Personal Alerts

To change the Vibrate Alert:

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



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

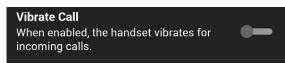
Vibrate Call

When the incoming Call Vibrate setting is On, the phone will vibrate for incoming PTT calls.

Note: When the phone ringer is set to Silent it will override this setting unless Privacy Mode is Off.

To change Vibrate Call:

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



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

Troubleshooting

This section describes the steps you must take to troubleshoot the EPTT application and is organized as follows:

- General
- Activation Failures
- Application Becomes Unresponsive
- Application is Asking Me to Enter an Activation Code
- Call Failures
- Cannot Hear Incoming Call
- · Changing My SIM Card
- Explanation of Error Messages
 - Loss of Data Network Connection
 - User Busy
 - User Unreachable
- Login Failures
- 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 an EPTT 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 message may be observed:

"Data connection is unavailable"

Ensure that your phone is not in Airplane Mode and you are connected to the cellular data network. See the owner's manual for your phone to understand the icons shown in the status bar at the top of the screen that indicates data connection is available.

You must have an EPTT subscription before you can successfully begin using EPTT service.

Application Becomes Unresponsive

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

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

WARNING: Selecting Clear Data will clear your settings within the EPTT application. You will also have to reactivate the EPTT application using the instructions in the section "First-time Activation". Your contacts and talkgroups will automatically be restored during activation.

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

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 an EPTT subscriber and that you are using a supported phone. During activation, you must be located in an area with good cellular coverage. Some corporations allow activation of the application over a Wi-Fi network using an activation code. The activation code is typically provided by a corporate administrator. If you do not have an activation code, please move to an area with good cellular coverage and try activating again.

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

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 "How to Set the PTT Call Volume" section to set the PTT call volume. See the "Interaction with Silent or Sound Mode" section for more information about interaction with your phone's silent mode.

Changing My SIM Card

Your phone may contain a SIM card that lets you move your phone number from one phone to another phone compatible with your mobile phone service and SIM card. If you replace the SIM card in your phone with another that has a different phone number, the EPTT application will automatically restore the contacts and talkgroups associated with the new number (if any exist). After changing the SIM card, the next time you start the EPTT application, it will ask you to "activate" or re-register your phone with the EPTT server to ensure that you subscribe to PTT 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 PTT server, it will display "Offline" in the Status bar or System Notification and your availability will show "No Connection". For more information, refer to the "My Presence" section. You will not receive PTT calls or alerts and you will appear as "Offline" to others after a period of time. You should ensure that you have a good signal on your phone. If you perform any action that requires connection to the EPTT server (e.g., outgoing call, change talkgroups, contact, etc.) a "Connection is unavailable" message is displayed for a few seconds. When the connection is restored, you will receive the "Connection is restored" message.

To see if you have access to the data network, you should try to access a website using your mobile browser. You may also switch on Wi-Fi if a Wi-Fi network is in range.

If you want to reconnect only to the cellular data network, then turn Off Wi-Fi in the settings. See "Menu" section for more information.

User Busy

When you make a one-to-one PTT call to another person and they are either engaged in another PTT call or a regular cellular call, you will see a message indicating that the person is busy.

User Unreachable

In rare cases, a contact might be shown as "Available" in your contact list, but might be temporarily outside the range of service coverage. In this case, your PTT call will not go through. The called person's status will be updated to "Offline" until they reconnect to EPTT service. If this happens, you should wait for their status to be shown as "Available" and try your call again.

Login Failures

Login to the EPTT service may fail if the phone is in Airplane Mode or if you do not have a data connection. Please check the data connection and try to log-in again later.

Wi-Fi Connection Problems

Using the EPTT application over Wi-Fi requires that the phone can access the Internet through the Wi-Fi connection. While your phone is connected to Wi-Fi, if the EPTT application gives you the message "Data connection is unable" make sure that the Wi-Fi service provider does not require a user name and password and that the Wi-Fi application setting is turned On.

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

Please refer to the "Using PTT over Wi-Fi" section.

Glossary

This section provides a list of terms used with the Enhanced Push-to-Talk (EPTT) application and is organized as follows:

- Call Types
 - Broadcast Talkgroup Call
 - Emergency Call (Contact or Talkgroup)
 - Private Call (One-to-One Call)
 - Talkgroup Call (Group Call)
- Display Name
- Floor Control
- Instant Personal Alert (IPA)
- Talkgroup

Call Types

Broadcast Talkgroup Call

A high-priority call where only certain talkgroup members, called broadcasters may initiate Broadcast Talkgroup calls. See the "Broadcast Talkgroup Calls" section for more details on how to make a broadcast talkgroup call.

Emergency Call (Contact or Talkgroup)

A highest-priority call that preempts other PTT calls. See the "Emergency Calling and Alert (Optional)" section for more details on how to make an emergency call to a contact or talkgroup.

Private Call (One-to-One Call)

A private call (also known as a one-to-one call) is a call between you and one other person. See the "One-to-One (1:1) Calls" section for more details on how to make a private call.

Talkgroup Call (Group Call)

A talkgroup call is a call to a group of people. See the "Talkgroup Calls" section for more details on how to make a talkgroup call.

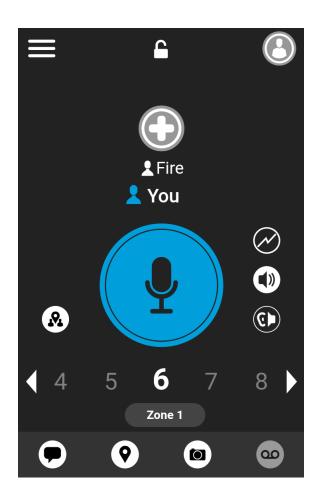
Display Name

Your display name is shown to others during a PTT call and is shown in their PTT call history. You can change your display name from within the EPTT application settings unless restricted by your administrator. See the "Display Name" section for more details on how to change your name.

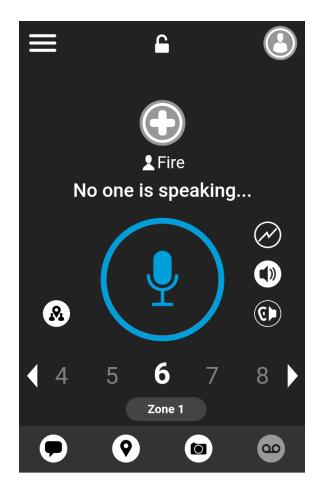
Floor Control

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

Floor Acquired: When you acquire the floor by pressing the PTT button, the on-screen microphone button changes and you will hear a "chirp." This indicates that you have the floor and can speak while you press the PTT button. When you stop talking, you should release the PTT button.

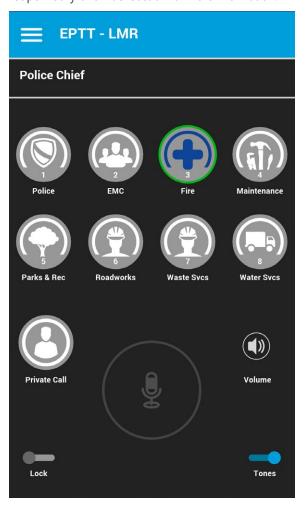


Idle: While no one is speaking, the floor is "idle" and available for anyone to take. The screen changes color and shows the message "No one is speaking..." If you want to speak, you must wait until the floor is idle, then you can press the PTT button to acquire the floor.



Floor Unavailable: Whenever someone else is speaking, you will see the speaker's name and the on-screen PTT button will change. You cannot take the floor while someone else is speaking; you will get an error or floor deny. If you are speaking and a supervisor takes the floor, you will hear a tone and the on-screen PTT button will change.

Note: If the call is a talkgroup call and you are a supervisor for the talkgroup, whenever you press the PTT button, the floor will be revoked from the person speaking including another supervisor and you will be able to speak after acquiring the floor. Please refer to the "Supervisory Override" section for more information.



Instant Personal Alert (IPA)

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

Talkgroup

A talkgroup is a type of PTT contact that connects you to multiple people at once. For more details on talkgroups, see the "Talkgroups" section.

Avatars

This section provides a complete list of all avatars available.

Avatar Icons

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

Airplane



Book



Car



Construction



Contact (Default)



Delivery



Desktop PC



Dispatcher



Driver



Envelope



Field Services



Flower



Front Desk



Group (Default)



Housekeeping



Laptop



Medical



Notepad



PTT Phone



Room Service



Security



Supervisor



Telephone



Tree



Truck



Warehouse



Worker



To change a contact avatar, see the "Add or Change an Avatar" section within this document.

