



# User Guide

**PTT Application**  
*Feature Phone*

Release 8.3

**Bell**

## Table of Contents

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<b>1. Introduction and Key Features</b> .....	<b>6</b>
<b>2. Getting Started</b> .....	<b>8</b>
Prerequisites .....	8
First-time Activation.....	8
Activation on a Feature Phone.....	8
Activation using only Wi-Fi Network.....	9
Tutorial .....	11
Login .....	11
Application updates.....	12
<b>3. Navigating the PTT Application</b> .....	<b>12</b>
Using device keys .....	12
Phone is Closed .....	13
History .....	13
Contacts .....	14
Talkgroups .....	14
Favorites .....	15
Call Screen.....	16
Call Screen Icons .....	16
PTT Key .....	18
External PTT Key.....	18
One Touch Action .....	18
Multiple Contacts Selection.....	18
Scrolling .....	19
Searching .....	19
Icons.....	20
Tones .....	21
<b>4. Network Connectivity</b> .....	<b>23</b>
Using Push-to-Talk (PTT) over 4G LTE networks.....	23
Using PTT over Wi-Fi.....	23
Switching between cellular data networks and Wi-Fi networks during a call .....	23
Authenticated Wi-Fi Connections (e.g., hotel access) .....	24
<b>5. Making and Receiving PTT Calls</b> .....	<b>25</b>
Making Calls.....	26
One-to-One (1-1) Calls .....	26
Calling a contact that is offline or has a Do Not Disturb (DND) status.....	27
Talkgroup Calls .....	28
Quick Group Calls.....	29
Broadcast Talkgroup Calls.....	31
Call from Device Contacts .....	33
Call from History .....	33
Call from Instant Personal Alert .....	34

User Guide: PTT Application - Feature Phone

Call from Missed Call Alert.....	34
One Touch Calling Behavior .....	35
Call Behavior While the Screen is Locked .....	35
Manual Dial Calls .....	35
Speed Dial Calls .....	36
Receiving Calls .....	36
Receiving Broadcast talkgroup Calls .....	37
Broadcast Call History .....	37
Turning the Speaker ON and OFF .....	39
How to Set the PTT Call Volume .....	39
Interaction with Silent or Sound Mode .....	40
Interaction between PTT and cellular calls .....	40
PTT Call Behavior While the Application is in the Background.....	41
PTT Call Behavior While the Screen is Locked .....	41
Rejoining a PTT talkgroup Call .....	42
<b>6. Supervisory Override.....</b>	<b>43</b>
Supervisor talkgroup .....	43
Non-Supervisor Talkgroup Members .....	43
<b>7. Alerts .....</b>	<b>44</b>
Instant Personal Alerts (IPA).....	44
Sending an Alert .....	44
Receiving an Alert.....	45
Missed Call Alerts (MCA) .....	45
Single Missed Call Alert/Instant Personal Alert per Caller .....	46
How to Set the PTT Alert Volume .....	46
<b>8. Real-Time Presence .....</b>	<b>47</b>
My Presence .....	47
PTT Contact Presence.....	49
<b>9. History .....</b>	<b>51</b>
Access the History Tab .....	52
Search History.....	52
History Icons .....	52
Access Conversation Details .....	52
Make a PTT call .....	52
Add Contact .....	52
Delete History.....	53
<b>10. Contacts .....</b>	<b>54</b>
View Contacts .....	54
Contact List Sorting.....	55
View/Hide Offline Contacts .....	57
Add Contacts.....	59
Import a new contact from the device's contact list .....	60
Edit Contacts.....	61

Delete Contacts.....	63
<b>11. Favorites .....</b>	<b>64</b>
Add Favorite Contacts.....	64
Remove Favorite Contacts.....	66
Add Favorite Groups .....	67
Remove Favorite Groups .....	68
<b>12. Talkgroups .....</b>	<b>69</b>
View Talkgroups.....	70
Broadcast Talkgroup Details (broadcasters only).....	71
Add a talkgroup .....	72
Edit Talkgroup Details .....	74
Delete a Talkgroup.....	77
<b>13. Talkgroup Scanning.....</b>	<b>79</b>
Turn Scanning ON or OFF .....	79
Add a Group to a Scan List .....	80
Remove a Group from a Scan List or Change the Scanning Priority .....	81
<b>14. Airplane Mode.....</b>	<b>83</b>
<b>15. Using Accessories and Bluetooth .....</b>	<b>84</b>
Using a Wired Audio Headset.....	84
Using Bluetooth.....	84
Headset.....	84
Car Kit.....	84
How to Disable Bluetooth for PTT.....	84
Using a Remote Speaker Microphone .....	85
Wired.....	85
Bluetooth.....	85
<b>16. Settings .....</b>	<b>86</b>
Important Message .....	87
About.....	88
Alert Repeat .....	88
Alert Tone.....	89
Auto Start .....	89
Background Mode .....	90
Call From Lock Screen.....	90
Call Priority.....	90
Capacity .....	91
Contact Sorting .....	91
Display Name.....	92
Enhanced Loudness .....	93
In Call Tones .....	93
Instant Personal Alert.....	94
Language .....	95
Legal .....	95

## User Guide: PTT Application - Feature Phone

Logout .....	95
Missed Call Alert .....	96
My PTT Number .....	97
Network Loss Tone Repeat.....	97
Network Up/Down Tones .....	97
One Touch Action .....	99
Privacy Mode .....	100
Restore Defaults .....	101
Search By.....	102
Show Tutorial .....	102
Speed Dial.....	103
Use Bluetooth.....	106
Use Wi-Fi .....	106
Vibrate Alert .....	106
Vibrate Call.....	106
<b>17. Troubleshooting .....</b>	<b>107</b>
General .....	108
Activation Failures.....	108
Application Becomes Unresponsive.....	108
Application is Asking Me to Enter an Activation Code .....	108
Application is not Visible during an Incoming Call.....	109
Call Failures .....	109
Calls are Always Heard in the Earpiece.....	109
Calls are Only Received from a Small Number of Groups.....	109
Cannot Change the Phone Number of a PTT Contact.....	109
Cannot Create/Update/Delete a Contact or Group .....	110
Administrator-Managed Contacts and Groups.....	110
Corporate-Only Subscriber .....	110
Cannot Hear Incoming Call .....	110
Cannot Send an Instant Personal Alert.....	110
Changing My SIM Card.....	110
Explanation of Error Messages .....	111
Loss of Data Network Connection .....	111
User Busy .....	111
User Unreachable .....	111
Login Failures.....	111
Not All Contacts are Shown in the PTT Contact List.....	112
Presence Status Does Not Update .....	112
Quick Group Calls I Receive Are Shown In History as a One-to-One Call .....	112
Wi-Fi Connection Problems .....	112
<b>18. Glossary .....</b>	<b>113</b>

# 1. Introduction and Key Features

The Push-to-Talk (PTT) service supports two modes: Standard PTT and PTT Radio. Your Corporate Administrator assigns one of these modes. This document describes the Standard PTT Mode.

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

## Alerts

**Instant Personal Alert (IPA)** – allows you to send a message to another person asking for a call back.

**Missed Call Alert** – shown whenever you miss an incoming PTT call because you were in either another PTT call or a regular cellular call.

For more details, please refer to the ["Alerts"](#) section.

**Broadcast Talkgroup Calling** – allows certain talkgroup members to make high-priority calls typically used for making important announcements.

For more details, please refer to the ["Broadcast Talkgroup Calls"](#) section.

**Contact and Talkgroup Management** – PTT contacts and talkgroups can be centrally managed by an administrator ("administrator-managed") or by you ("personal").

For more details, please refer to the ["Contacts"](#) section and the ["Talkgroups"](#) section.

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

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**Favorites** – PTT favorite contacts and favorite talkgroups are separate from the talkgroup list on the phone and are managed by you ("personal").

For more details, please refer to the ["Favorites"](#) section.

**PTT Calling to Individuals and Talkgroups** – instant communication to one or more people at the push of a key.

For more details, please refer to the ["Making Calls"](#) section.

**Real-Time Presence** – see whether your contacts are available and ready to receive calls before making a call. Likewise, indicate whether you want to receive PTT calls to your contacts.

For more details, please refer to the ["Real-Time Presence"](#) section.

**Speed Dial** – allows you to place a call by pressing a reduced number of keys. This function is useful for phone users who dial frequent numbers on a regular basis.

User Guide: PTT Application - Feature Phone

For more details, please refer to the "[Speed Dial](#)" section.

**Supervisory Override** – allows a supervisor to take the floor and speak at any time during a talkgroup call, even if someone else is speaking.

For more details, please refer to the "[Supervisory Override](#)" section.

**Talkgroup Scanning with Priority** – allows a subscriber's phone to scan through a list of corporate talkgroups for calls. The higher priority talkgroup calls take precedence over lower priority talkgroup calls.

For more details, please refer to the "[Talkgroup Scanning](#)" section.

**Wi-Fi support** – in addition to the wide coverage of PTT service provided by the cellular data network, you could use PTT over a home, office, or public Wi-Fi connection.

For more details, please refer to the "[Using PTT over Wi-Fi](#)" section.

---

**Note:** If your Corporate Administrator changes your mode of operation, you see the following message: Information Message: Application mode changed.

---

## 2. Getting Started

This section describes how to get started and is organized as follows:

- [Prerequisites](#)
- [First-time Activation](#)
  - [Activation on a Feature Phone](#)
  - [Activation using only Wi-Fi Network](#)
- [Tutorial](#)
- [Login](#)
- [Application updates](#)

### Prerequisites

1. A subscription to Push-to-Talk (PTT) service.
2. A supported Push-To-Talk phone. For more details, please check the website of your service provider.

### First-time Activation

#### Activation on a Feature Phone

The first time you start the application, 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 phone.

To progress through the activation screens, use the Options key on your phone. The Options key, Navigation key, Back/CLR key, and OK (select) key on your phone enable you to navigate through most of the functions of the PTT application. Please refer to the phone user manual for specific key functions. Refer to "[Navigating the PTT Application](#)" section for additional information.

---

**Tip:** You can press and hold the PTT key located on the side of the phone to bypass Step 1.

---

1. From the phone main screen, press the **Menu** key to access the phone Menu, navigate to the **PTT** icon to launch the application, and press the **OK** key.

---

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

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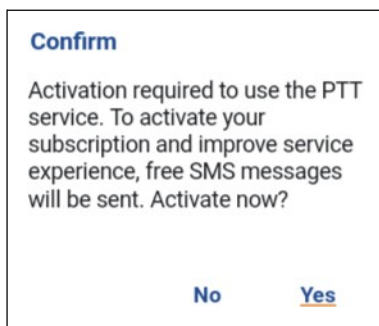
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**Note:** When prompted, do not optimize battery usage.

---



2. The *End User License Agreement* page is displayed.
3. You must read and accept the EULA to activate the PTT service on your phone.
4. If you agree to the EULA, press the **Options** key to activate the PTT services on the phone, a confirmation page is displayed.



#### Activate PTT Subscription Confirmation

5. Select **Yes** to activate the PTT application. The message *Contacting server* displays.
6. Now the PTT application contacts the server and retrieves contacts and groups (if any) from the server before logging in.
7. On successful activation of the PTT application, you have the option to view the tutorial. Select "**View Tutorial**" if you want to learn how to start using the PTT application.

### Activation using only Wi-Fi Network

In scenarios where the cellular network is not available, you can activate the application over a Wi-Fi network.

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

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#### To activate the PTT application using Wi-Fi network

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**Tip:** You can press and hold the PTT key located on the side of the phone to bypass Step 1.

---

1. From the phone main screen, press the **Menu** key to access the phone Menu, navigate to the **PTT** icon to launch the application, and press the **OK** key.

---

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

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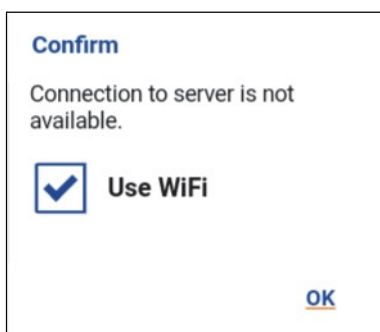
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**Note:** When prompted, do not optimize battery usage.

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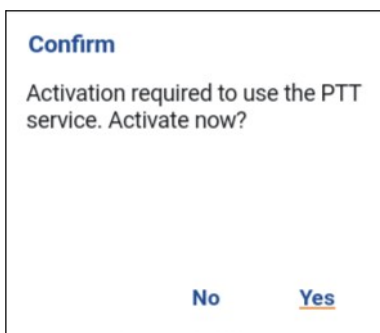
2. The *End User License Agreement* page is displayed.

3. You must read and accept the EULA to activate the PTT services on your phone.
4. If you agree to the EULA, press the **Options** key to activate the PTT services on the phone. A confirmation dialog is displayed about the unavailability of the data network with an option to use an available Wi-Fi network.
5. Press the **Navigation** key to highlight the check box, press the **OK** key to **Use Wi-Fi** option, press the **Navigation** key to highlight **OK**, and press the **OK** key. If you see the following confirmation, turn on the **Use Wi-Fi** setting.



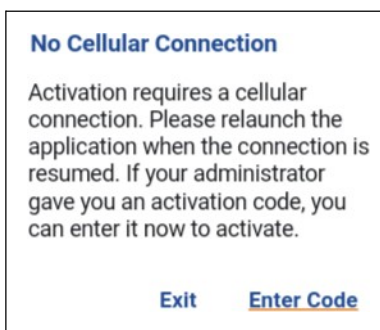
**Connection to Server is not Available**

6. A confirmation dialog is displayed.



**Activate PTT Service Confirmation Message using only Wi-Fi Network**

7. Navigate to **Yes** and press **OK** to continue the activation process. A *No Cellular Connection* dialog is displayed.



**No Cellular Connection Message**

8. Navigate to **Enter Code** and press **OK** to continue the activation process. An *Enter Activation Code* dialog is displayed.

### Enter Activation Code

9. Enter the activation code received from your corporate administrator and navigate to **OK** to activate.

## Tutorial

The tutorial provides helpful information about how to get started with the PTT application. The application automatically launches the mobile browser and load the tutorial.

## Login

To use the PTT application you must connect to the PTT server. This process is called "login". After you download and successfully register your connection with the server, the PTT application automatically starts and logs in each time you power on your phone. To make or receive PTT calls, you need to login.

It is possible for you to "logout" of the PTT service. While you are logged out, you are 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 PTT Application

---

**Tip:** You can press and hold the PTT key located on the side of the phone to bypass Step 1.

---

1. From the phone main screen, press the **Menu** key to access the phone Menu, navigate to the **PTT** icon to launch the application, and press the **OK** key.
2. A pop-up dialog is displayed to confirm that you want to login to the PTT application.
3. Navigate to **Yes** and press the **OK** to login to the PTT application.

## Application updates

If there is an update available, your phone updates automatically. See your device user manual for more information.

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

### 3. Navigating the PTT Application

Navigating the Push-to-Talk (PTT) application is easy using your phone's Navigation key. At the top of the screen are the four major functions: History, Contacts, Groups, and Favorites.



**Main Tabs**

This section helps you get familiar with how to navigate the PTT application.

- [Using Device Keys](#)
- [Phone is Closed](#)
- [History](#)
- [Contacts](#)
- [Talkgroups](#)
- [Favorites](#)
- [Call Screen](#)
- [Call Screen Icons](#)
- [PTT Key](#)
  - [External PTT Key](#)
- [One Touch Action](#)
- [Multiple Contacts Selection](#)
- [Scrolling](#)
- [Searching](#)
- [Icons](#)
- [Tones](#)

The PTT key is located on the side of the phone, which enables you to initiate the PTT application on your phone, and make and participate in PTT calls.

#### Using Device Keys

The following table lists the device keys associated with the PTT application.

Key	Description
Back/CLR	Press to go back to the previous screen. The key label is device-dependent.
C (Clear)	Press to clear the entered text one character at a time (For selected devices only).
Left Soft	Press to select the left option displayed on the bottom of the screen (For selected devices only).
Menu	Press to select the main menu when the application is in the background (For selected devices only).
Right Soft	Press to select the right option displayed on the bottom of the screen (For selected devices only).

Navigation	Press to navigate up, down, left and right directions within the current screen.
OK (Select)	Press to select the currently highlighted option.
Options	Press to display the options for the current screen (For selected devices only).
Speaker	Press and hold to select the various profiles (Standard, Outdoor, Silence).

---

**Note:** Generally, devices have either one *Options* key or a Left and Right Soft keys to select the options.

---

## Phone is Closed

The phone may have an external display which reflects the real-time presence status as the same as the main display. This display is OFF when the phone is opened. You can still receive calls when the phone is closed.

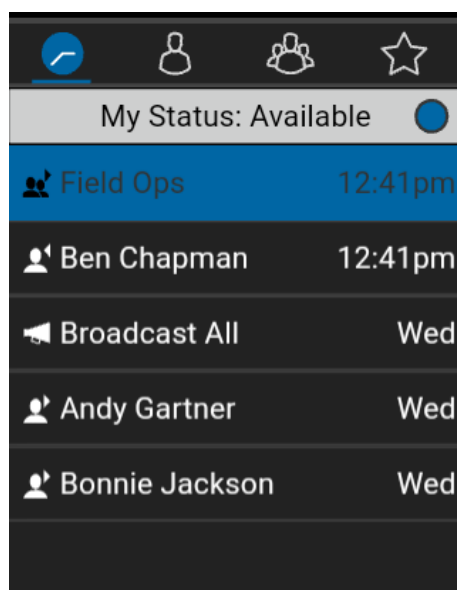
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**Note:** Please refer to the user manual provided with your phone for the location and key functions.

---

## History

This screen displays the history of your calls and alerts with your PTT contacts and talkgroups. Also, you can change your presence status here and access all the major features of the application. The following image shows the different elements of the *History* screen.



**History**

While a first-level history entry is highlighted the following options are available: Alert, View History, Call, Delete, Delete All, Search, and Settings. While a second-level history entry (Conversation) is highlighted the following options are available: Call, Alert, Delete, Delete All, Remove Favorite.

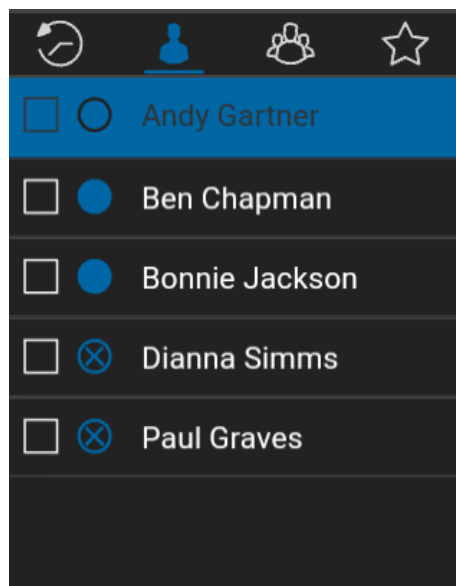
For more information on contacts, see "[History](#)" section.

## Contacts

This screen displays your PTT contacts and allows you to search for contacts, start a PTT call, or send an alert. If enabled by an administrator, you can also add PTT contacts and create personal PTT groups here.

While the contact is highlighted the following options are available: Call, Alert, Details, New Group, View History, and Search. While the contact is selected the following options are available: Alert, New Contact, Import Contact, Hide Offline/Show Offline, Search, and Settings.

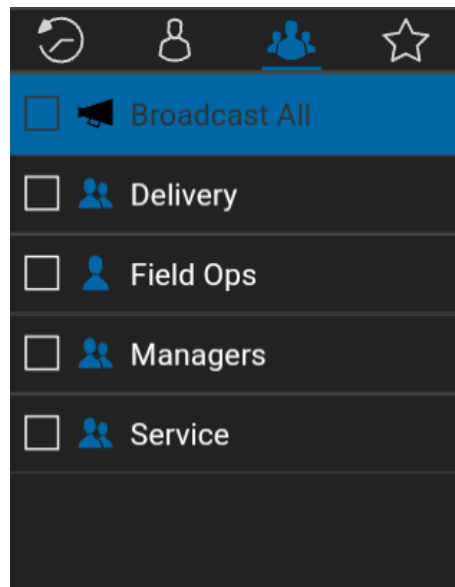
For more information on contacts, see "[Contacts](#)" section.



**Contacts**

## Talkgroups

This screen displays your groups and allows you to search for groups or start a PTT talkgroup call. If enabled by an administrator, you can also create, change, or delete your personal PTT talkgroups here. While the Talkgroup is highlighted the following options are available: New Group, Scan ON/OFF, Search, and Settings. While the Talkgroup is selected, the following options are available: Call, Details, and Settings. For more information on groups, see "[Talkgroups](#)" section.



**Talkgroups**

This screen displays your favorite contacts and talkgroups. You can quickly start a PTT call from your favorites. While the favorite contact is highlighted the following options are available: Favorite Groups, Add Favorite, Search, and Settings. While the favorite contact is selected the following options are available: Favorite Groups, Call, Alert, Delete, View History, Remove Favorite, and Search.

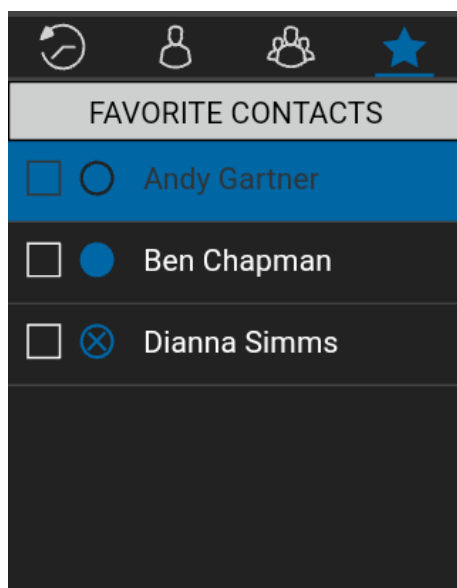
While the favorite talkgroup is highlighted the following options are available: Favorite Contacts, Add Favorite, Search, and Settings. While the favorite groups is selected the following options are available: Favorite Contacts, Call, Alert, Delete, View History, Remove Favorite, and Search.

For more information on Favorites, see the "[Favorites](#)" section.

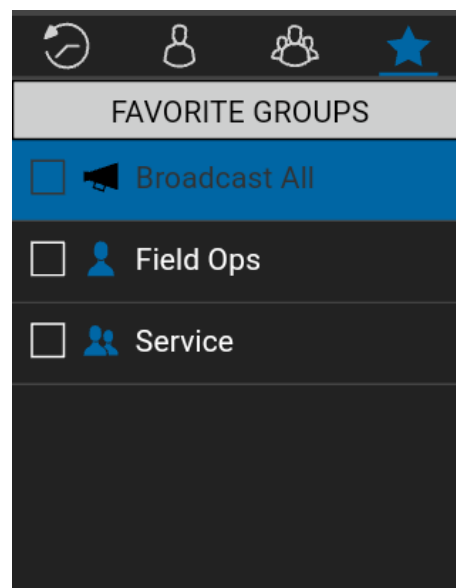
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**Note:** Press the **Options** key to switch between *Favorite Contacts* and *Favorite Groups*.

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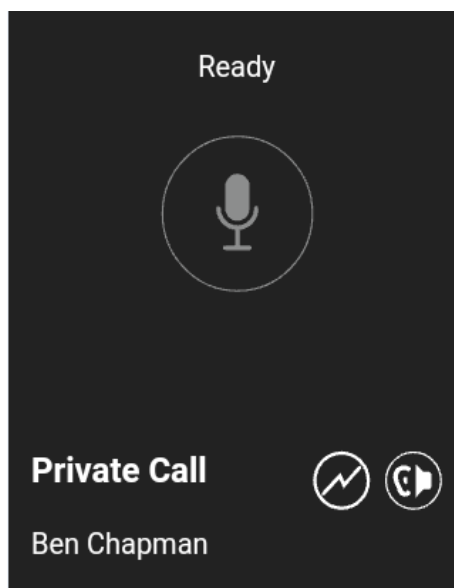
**Favorite Contacts**



**Favorite Groups**

## Call Screen

The Call screen is the main screen for communication. You make or receive a call from a contact or talkgroup, see if the speaker is on/off, and the name of the caller. For more information on how to make and receive calls, see "[Making and Receiving PTT Calls](#)" section. For information on the call screen icons, see "[Call Screen Icons](#)" section.






Call Screen









## Call Screen Icons

The following table describes the call screen icons and is listed by name, icon and description.

Call Screen Icons

Name	Icon	Description
Call Status	<i>No Icon</i>	Displays the Talker ID, Call Status (Ready, Connecting, No Connection).
PTT Status	 Idle	Press and hold the PTT key to make a PTT call to a single contact or talkgroup.
	 Acquired	The PTT status is idle until you press and hold and it becomes acquired.
	 Floor taken	When someone else has taken the floor, the PTT status is floor taken.
Call Type	Private Call or Group Call	Displays Private Call when you make or receive a PTT call from your contacts.  Displays Group Call when you make or receive a PTT call from you talkgroups.



Broadcaster		Displays the Broadcaster when assigned as a broadcaster for a talkgroup.
Contact or Talkgroup Name	<i>No Icon</i>	Displays the contact or talkgroup name in the call screen.
Talkgroup Scan Priority	No Priority <i>(No Icon)</i>	Displays the talkgroup scanning priority (if assigned). A priority of No Priority is not displayed. A broadcaster cannot be assigned a scanning priority. To toggle Talkgroup Scanning from OFF to ON, use the <i>Options</i> key. For more details, see " <a href="#">Turn Scanning ON or OFF</a> " section.
		Scan List Priority 1 assigned by the corporate administrator.
		Scan List Priority 2 assigned by the corporate administrator.
		Scan List Priority 3 assigned by the corporate administrator.
Scanning On/Off	 Scanning ON  Scanning OFF	Displays when talkgroup scanning is ON/OFF. To toggle Scanning from OFF to ON, use the <i>Options</i> key. For more details, see " <a href="#">Turn Scanning ON or OFF</a> " section.
Speaker	 Speaker ON  Speaker OFF	Select to manually toggle the Speaker from ON (default) to OFF. To toggle Speaker from OFF to ON, use the <i>Options</i> key. For more information, see " <a href="#">Turning the Speaker On/Off</a> ".

## PTT Key

### External PTT Key

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

---

**Note:** If you put the PTT application in the background while the Contacts List, Talkgroups List, or Favorites List is showing, pressing the PTT key returns you to the PTT History screen.

---

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.

---

## One Touch Action

When One Touch Action is turned on, PTT users can call a particular contact, talkgroup or most recent history entry when the PTT key is pressed once, or assign the PTT key to open the application to the preferred landing page (History, Contacts, Groups, Favorite Contacts, and Favorite Groups). One Touch Action provides a simplified calling experience for PTT users who primarily communicate with a single contact or talkgroup.

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

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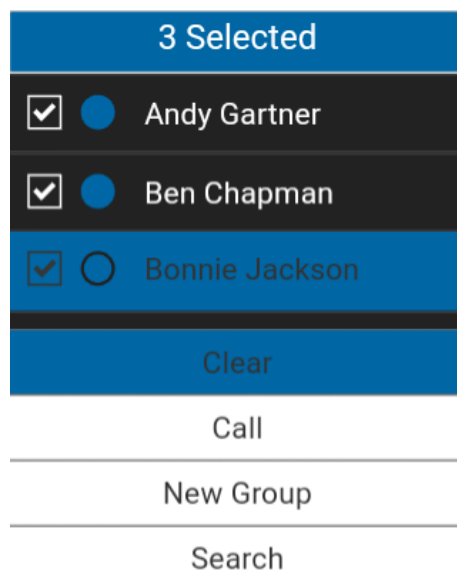
For devices that support One Touch Calling, see ["One Touch Calling Behavior"](#) section.

For more information on how to setup or change your landing page, see the ["One Touch Action"](#) setting section.

## Multiple Contacts Selection

The PTT contact list allows you to select individual contacts one at one time. With multiple contacts selected, you can make a talkgroup call or create a talkgroup. If you want to clear all selections, you can:

1. Select the check box next to each contact by pressing the **OK** key.



### Clear Multiple Contacts Selection

2. While the contacts are selected the choose the **Clear** option to clear all selected contacts.

## Scrolling

If you are viewing a list that has more entries that displays on one screen, you can press the Navigation (up or down) key to view the rest of the list.

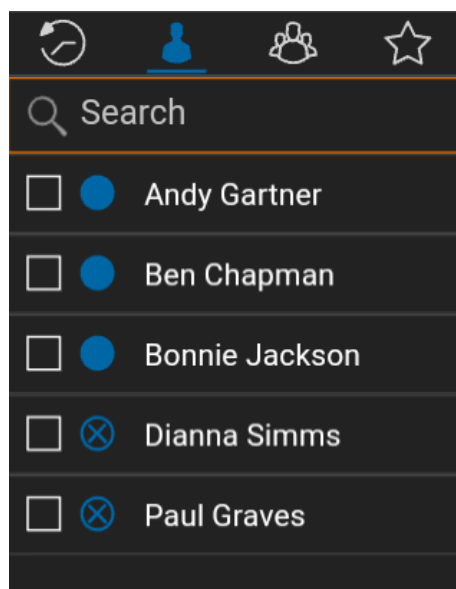
## Searching

To easily find contacts or talkgroups, the history list, contact list, talkgroup list, and favorites list can be searched. To search:

1. Start typing on the numeric keypad, as you type, contacts or talkgroups names contain the letters or numbers entered are automatically displayed.

OR











Select **Options** > **Search**.














**Search Contacts**

## Icons

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

Icon	Description
	A PTT contact's presence status is "Available"
	A PTT contact's presence status is "Do Not Disturb"
	A PTT contact's presence status is "Offline"
	Your presence status is "Available"
	Your presence status is "Do Not Disturb"
	Your presence status if "Offline"
	You have alerts waiting to be displayed within the PTT application
	Supervisor talkgroup or talkgroup member
	Incoming talkgroup call (history)
	Missed talkgroup call (history)

	Outgoing talkgroup call (history)
	Incoming Instant Personal Alert (history)
	Sent Instant Personal Alert (history)
	Incoming one-to-one call (history)
	Missed incoming one-to-one call (history)
	Outgoing one-to-one call (history)
	Scan List Icon (displayed on talkgroup tab and talkgroup tile)
	Scan List Priority 1
	Scan List Priority 2
	Scan List Priority 3
	Broadcast call talkgroup

## Tones

The PTT application plays tones to indicate various conditions:

Tone	Description
Activation	Played at the end of the first-time activation of the application.
Alert	Played each time you receive an Instant Personal Alert (IPA) or a Missed Call (MCA). Depending on your notification setting, it may provide a persistent notification dialog and an audible tone, an audible tone, a persistent notification dialog, or no notification dialog and tone. When you receive an IPA or MCA during a PTT call, the IPA notification will be in the hidden in the background and will be brought to the foreground after the call ends. Depending on your alert repeat setting, it may play until you dismiss the alert.
Attention	Played whenever there is an error message displayed.
Call Suspend	Played during a call whenever the call is momentarily suspended while the phone switches from cellular data to the Wi-Fi connection (or vice versa) or due to a loss of connection with the PTT server.
Floor Acquired	Played after you press the PTT key to indicate that you can speak. Depending on your <i>In Call Tones</i> setting, it may play during a PTT call.

User Guide: PTT Application - Feature Phone

Floor Busy	Played when you press the PTT key and you are unable to take the floor. Depending on your <i>In Call Tones</i> setting, it may play during a PTT call.
Floor Free	Played to listeners on the call to indicate someone has stopped talking and the floor is available for everyone else to talk. Depending on your <i>In Call Tones</i> setting, it may play during a PTT call.
Floor Release	Played when you who has the floor releases the floor. Depending on your <i>In Call Tones</i> setting, it may play during a PTT call. The tone is the same as the Floor Free tone.
Incoming Call	Played once at the beginning of the call to alert you to an incoming PTT call. When Talkgroup Scan is ON, Priority 1 calls will have a unique tone. Broadcast calls will also have a unique tone. Depending on your <i>In Call Tones</i> setting, it may play during a PTT call.
Network Up/Down	Played for network loss, both network loss and network reconnect, network loss during a call only (default) or none. Dependent on your <i>Network Up/Down Tones</i> setting.

## 4. Network Connectivity

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

- Using Push-to-Talk (PTT) over 4G LTE 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 Push-to-Talk (PTT) over 4G LTE networks

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

### Using PTT over Wi-Fi

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

---

**Note:** By default, the PTT application will use Wi-Fi when it is available. To use Wi-Fi for PTT, enable the Wi-Fi setting in the application. For more details, please refer to the ["Settings"](#) section.

---

### Switching between cellular data networks and Wi-Fi networks during a call

Your phone may automatically switch between the cellular data network and a Wi-Fi network depending on the availability of a Wi-Fi connection. This is known as a "**handover**" between networks. If you are on a PTT call when your phone switches between the cellular data network and a Wi-Fi connection (or vice versa), your PTT call may automatically get reconnected after the handover. During a handover, the PTT application momentarily loses connection with the servers. When this occurs, you may experience a short loss of call audio. You are notified of this condition by two short tones. The tones are dependent on the *Network Up/Down Tones* setting and the *Network Loss Tone Repeat* Setting. Once the handover is complete and the PTT application reconnects to the data network, your call may automatically continue.

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

The PTT 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 authentication such as a password may be required to access the Internet, even though the phone is connected to the Wi-Fi network. In this case, PTT service 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.



## 5. Making and Receiving PTT Calls

This section describes the steps to make and receive Push-to-Talk (PTT) calls and is organized as follows:

- Making Calls
  - One-to-One (1-1) Calls
  - Calling a contact that is offline or has a Do Not Disturb (DND) status
  - Talkgroup Calls
  - Quick Group Calls
  - Broadcast Talkgroup Calls
  - Call from Device Contacts
  - Call from History
  - Call from Instant Personal Alert
  - Call from Missed Call Alert
  - One Touch Calling Behavior
  - Call Behavior While the Screen is Locked
  - Manual Dial Calls
  - Speed Dial Calls
- Receiving Calls
  - Receiving Broadcast talkgroup Calls
  - Broadcast Call History
- Turning the Speaker ON and 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
- PTT Call Behavior While the Screen is Locked
- Rejoining a PTT talkgroup Call

## Making Calls

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

#### To place a PTT call to an individual

1. From the contact list, highlight the name by pressing the Navigation key to whom you want to start a PTT call.

---

**Tip:** Optional: Select the name by pressing the **OK** key to whom you want to start a PTT call.

---

---

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

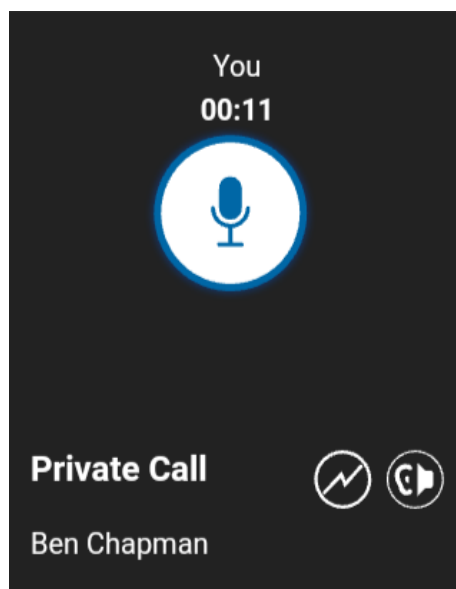
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**Note:** Alternatively, you can enter the PTT number from the keypad and press and hold the PTT key when the phone is on the idle screen (application is in the background).

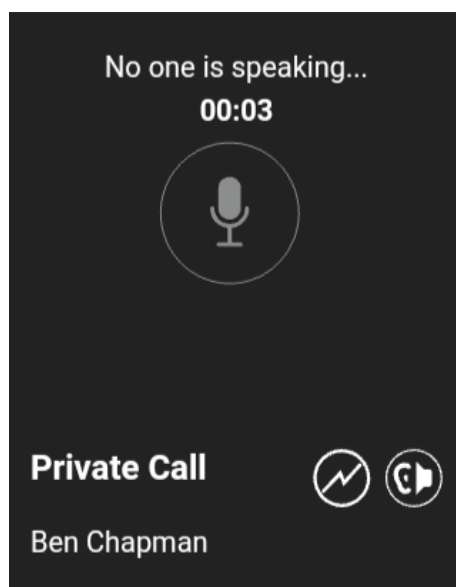
---

2. Press the PTT key to place the PTT call, the *Private Call In Progress* screen is displayed.
3. Press and hold the PTT key displayed on the screen; a private PTT call is started.



**Private Call In Progress**

4. Release the PTT key, to allow other people on the call to take the floor and speak.

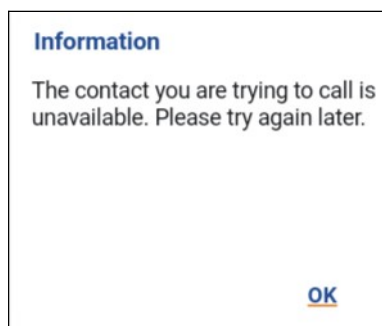


**No One Is Speaking**

5. Press the **End** key to end the call.

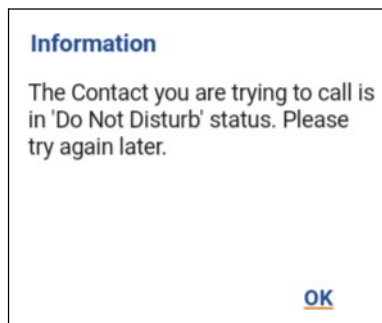
### **Calling a contact that is offline or has a Do Not Disturb (DND) status**

If the contact you are trying to call has an Offline or Do Not Disturb presence status, you will get an error message when you attempt to place the call. If the person you are trying to call is offline, you will see the following message:



**Contact is Unavailable**

Similarly, if the person you are trying to call as a Do Not Disturb status, you will see the following message:



**Contact is in Do Not Disturb Status**

## Talkgroup Calls

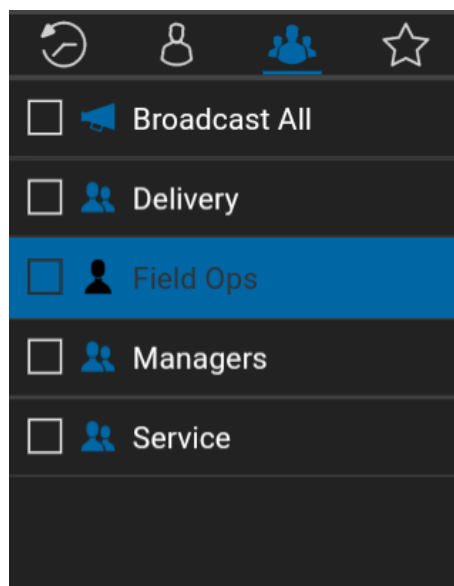
### To place a PTT talkgroup call

1. From the talkgroup list, highlight the talkgroup name.

---

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

---



### Place a PTT Talkgroup Call

2. Press the PTT key to display the *Call in Progress* screen

---

**Note:** If a talkgroup is selected with a check box, an alternative method to pressing the PTT key, is to use the Options key and select the *Call* option.

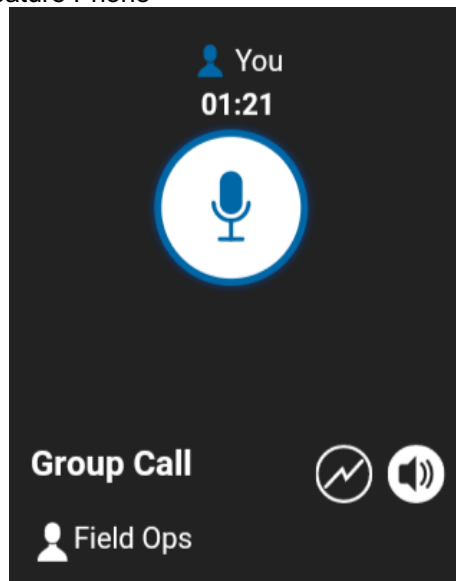
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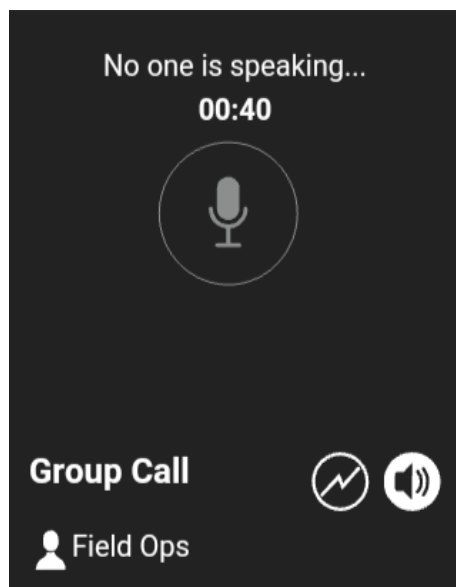
**Note:** Some corporations may automatically assign a talkgroup called "all\_subscribers\_group". This talkgroup has all the PTT subscribers from your corporation.

---

3. Press and hold the PTT key; a Talkgroup PTT call is started



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



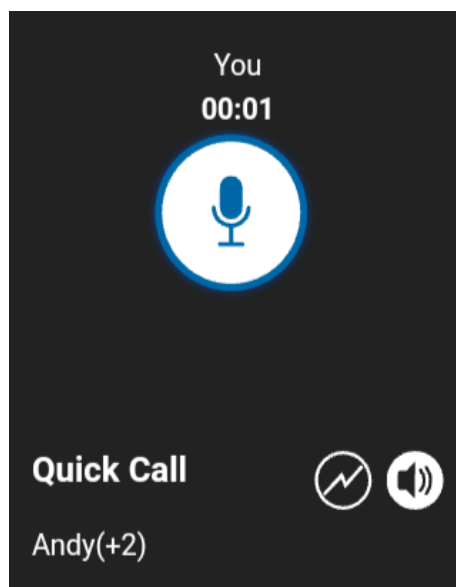
### No One Is Speaking in a Talkgroup Call

5. Press the **End** key to end the call.

## Quick Group Calls

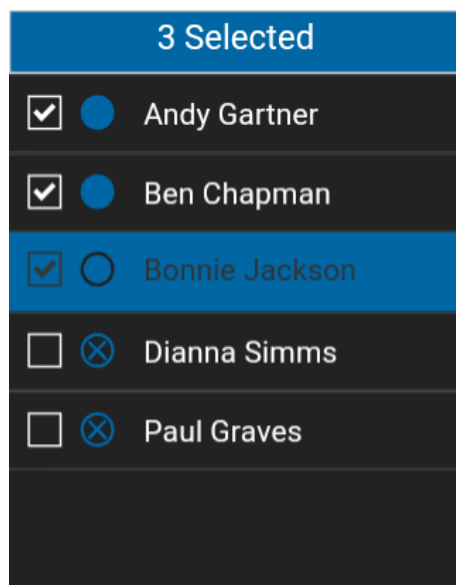
### To place quick group call

1. From the contacts list, select the names by checking the check boxes.



### Place a Quick Group Call

2. Press the PTT key to start the Quick Group Call.



### You Are Speaking in a Quick Group Call

3. Release the PTT key to allow the other members of the group to take the floor and speak.
4. Press the **End** key to end the call.

## Broadcast Talkgroup Calls

Broadcast Talkgroup Calls are high-priority calls typically used for making important announcements. Only certain talkgroup members, called broadcasters, are allowed to initiate Broadcast Talkgroup calls. The broadcaster is the only member allowed to speak during the call. You will only see a Broadcast Talkgroup if you are a designated broadcaster.

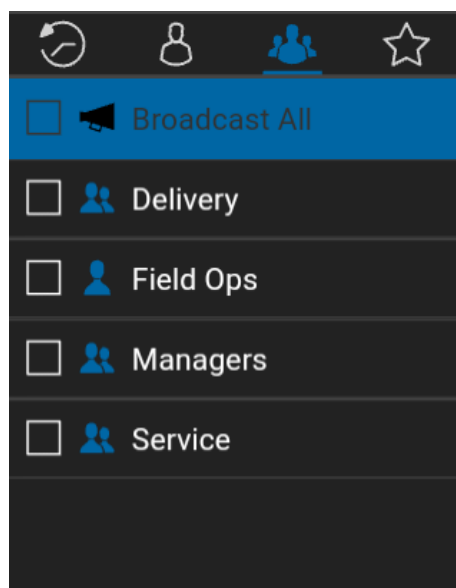
---

**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. Be sure to consider this important information before starting a broadcast call.

---

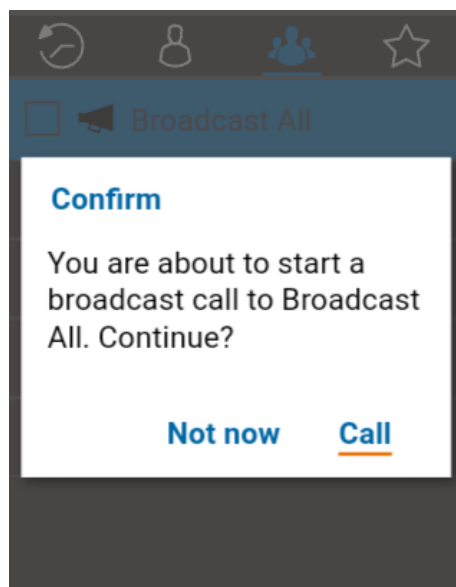
### To place a broadcast talkgroup call

1. Select the corresponding check box next to the broadcast talkgroup you want to call. The broadcast talkgroup can be identified in the talkgroup list by the broadcast talkgroup icon displayed preceding the talkgroup name.



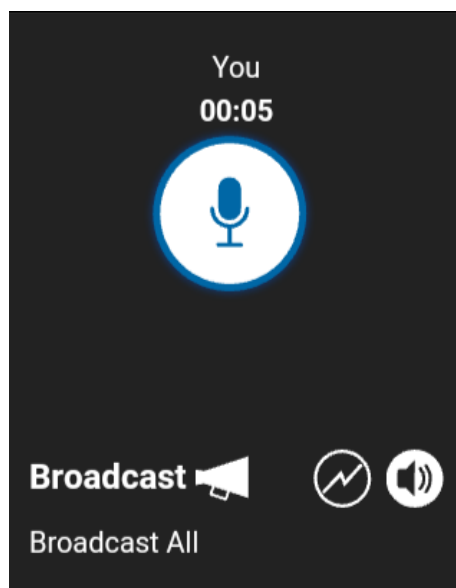
**Broadcast Talkgroup Selected**

2. Press the PTT key. A confirmation dialog is displayed as shown below.



**Broadcast Confirmation Dialog**

3. Select the **Call** option to place the call.  
OR  
Select the **Not now** option to dismiss the message.
4. Press and hold the PTT key to start speaking to the broadcast talkgroup.



**Broadcast Call in Progress**

5. Press the **End** key to end the broadcast call.



## Call from Device Contacts

### To place a call from the device contacts

---

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

---

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

---

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

---

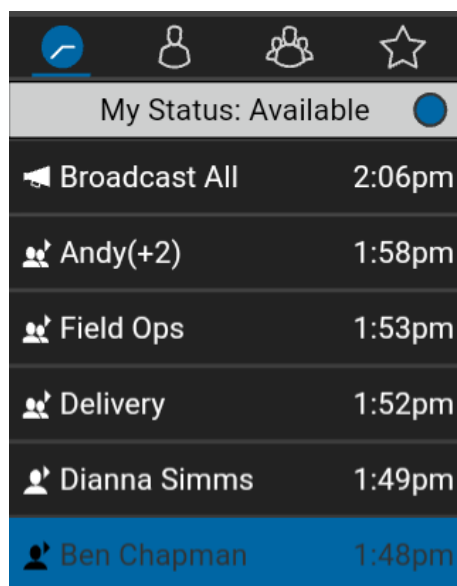
OR

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

## Call from History

### To place a call from history

1. Navigate to the **History** tab to view the history of Calls and IPAs.



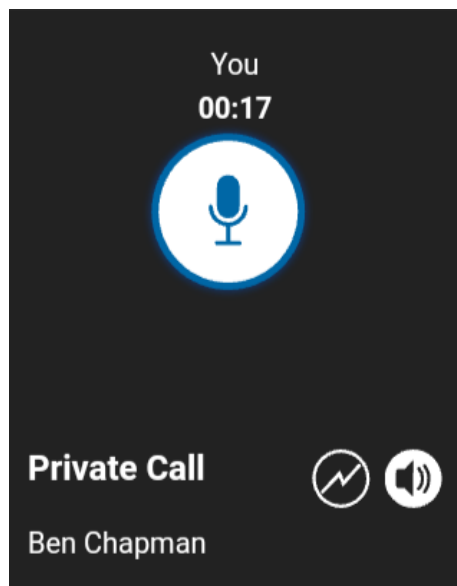
### Place a Call from History

2. Highlight the conversation you want to dial. Press and hold the PTT key; a call screen will be displayed as shown below.

---

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

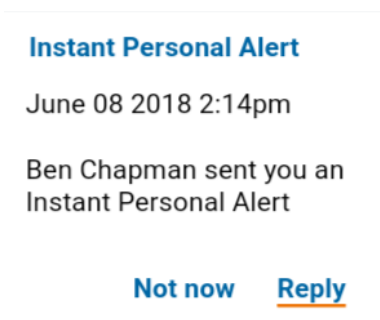
---



You are Speaking in a Private Call

### Call from Instant Personal Alert

1. Upon receiving an Instant Personal Alert, a pop-up message will be displayed.



Instant Personal Alert Message

2. Press the PTT key to place the call.

OR

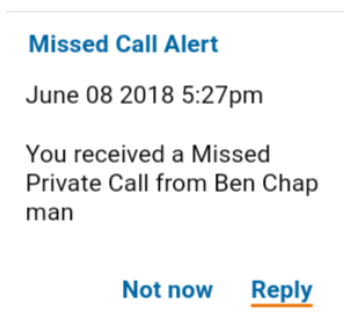
Select the **Reply** option to place the call.

OR

Select the **Not now** option to dismiss the message.

### Call from Missed Call Alert

1. On receiving a Missed Call Alert, a pop-up message will be displayed.



### Missed Call Alert Message

2. Press the PTT key to place the call.  
OR:  
Select the **Reply** option to place the call.  
OR:  
Select the **Not now** option to dismiss the message.

## One Touch Calling Behavior

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

- The most recent history event
- A user-selected (not highlighted) PTT contact
- A user-selected (not highlighted) PTT talkgroup (corporate or public)

---

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

---

The One Touch Calling behavior must be preconfigured for these actions. For more information on One Touch Calling, see the "[One Touch Action](#)" setting.

## Call Behavior While the Screen is Locked

You can originate a PTT call to the selected talkgroup when the device is locked by pressing a PTT key. The Call From Lock Screen setting must be turned on. For more information on the Call From Lock Screen, see the "[Settings](#)" section.

---

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

---

## Manual Dial Calls

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

1. With the PTT application in the background and the phone is in idle, begin entering the contact number using the keyboard. If the number matches, contacts display. If you want to call one of the contacts, select the contact. The *Manual Dialing* screen displays.
2. Press the PTT key. The Call screen displays.

## Speed Dial Calls

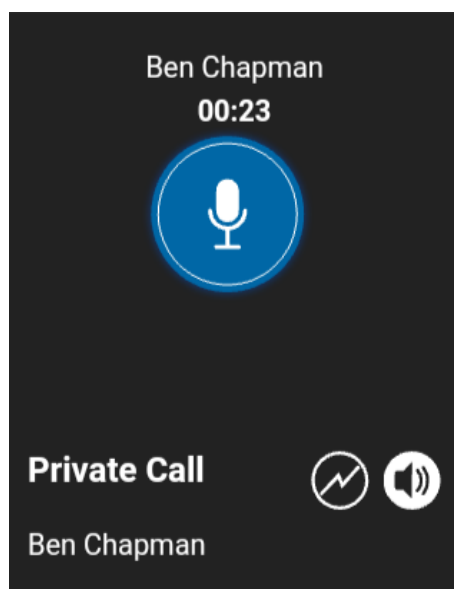
Speed dial allows you to place a call to corporate contacts, public contacts, corporate groups, and public groups by pressing a reduced number of keys. This function is useful for users who dial frequent numbers on a regular basis.

1. Press the number 0-19 assigned to a speed dial entry using the key pad.
2. Press the PTT key to originate a call to a contact or talkgroup assigned to that entry.

You can access a power user function which is assigned to the first 10 speed dial entries, 0-9. Press and hold the number 0-9 assigned to a speed dial entry using the key pad to call the entry. To assign/unassign a speed dial entry, see the "[Speed Dial](#)" settings for more information.

## Receiving Calls

1. On receiving a PTT call, you will hear an incoming call alert, the application will be brought to the foreground.



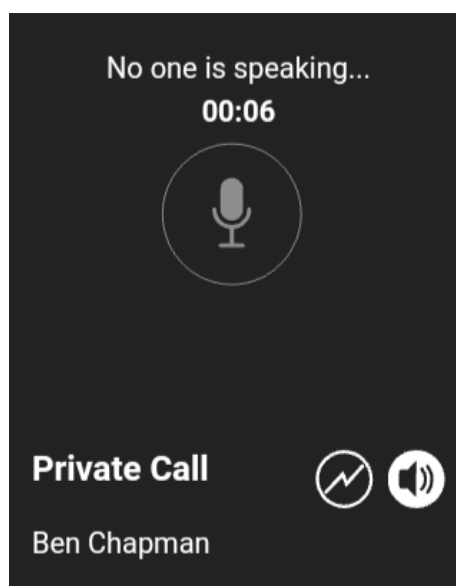
**Receive an Incoming PTT Call**

---

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

---

2. Whenever the talker releases the floor, the on-screen "*No one is speaking*" is displayed and the floor is available for another talker.



### **No One is Speaking in an Incoming PTT Call**

3. You can continue the call conversation by pressing and holding the PTT button.
4. Press the **End** key to end the call.

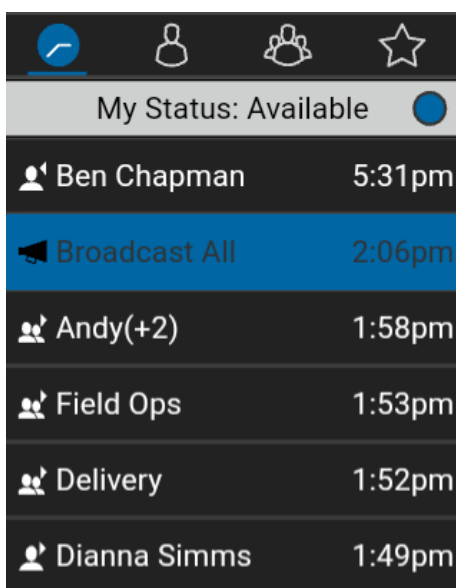
### **Receiving Broadcast talkgroup Calls**

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

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

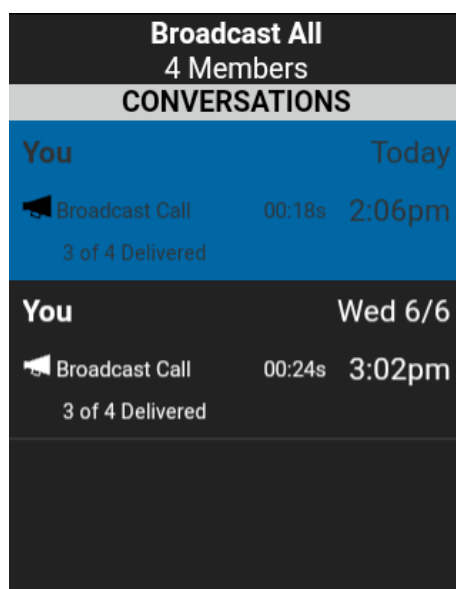
### **Broadcast Call History**

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



**Broadcast Call History**

A summary of call delivery is shown in the historical detail. The number of talkgroup members who received the call is shown along with the total number of talkgroup members.

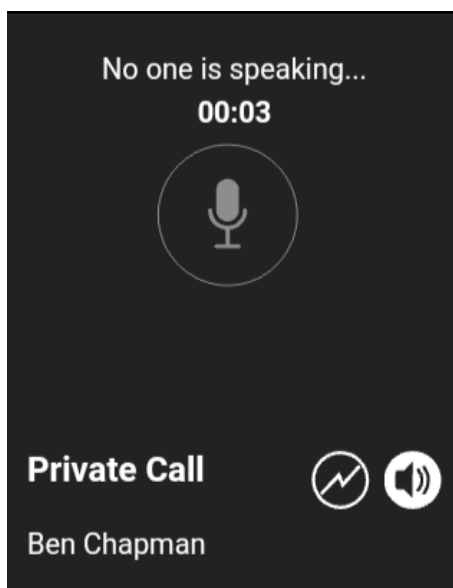


**Summary of Call Delivery**

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

## Turning the Speaker ON and OFF

When the speaker is off, you will hear the PTT call audio in the phone's earpiece. Hold the phone to your ear just as for a cellular call to listen. When the speaker is ON, you hear the PTT call audio through the speaker. The speaker can be turned on and off for PTT calls. The call screen indicates whether the speaker is ON or OFF.



### Speaker Location



Speaker is ON



Speaker is OFF

You can use the **Options** key to turn the speaker on/off. The speaker state changed during a call will be retained for next call onwards. Speaker settings are dependent on the application settings. For more information, see the "[Settings](#)" section.

## How to Set the PTT Call Volume

During a PTT call you can increase or decrease the call volume using the **Volume Up** and **Volume Down** keys located on the side of your phone. The volume adjusted during a PTT call is used for subsequent calls including cellular calls.

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

The PTT call volume enhanced loudness can be toggled using the **Options** key when using speakerphone on supported devices. For more information, see the "[Settings](#)" section.

## Interaction with Silent or Sound Mode

When your phone's ringer is set to silent or vibrate-only, PTT calls are played normally 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 speaker on/off button for the current call. The next PTT call will again use the phone's earpiece while the phone is in silent mode.

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

You can set the phone to vibrate for incoming PTT calls if the incoming *Call Vibrate* setting is ON. For more information on how to set incoming Call Vibrate, refer to the ["Vibrate Call"](#) section.

## Interaction between PTT and cellular calls

### Answering a regular phone call while on a PTT call

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

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

### Receiving a PTT call when on a regular phone call

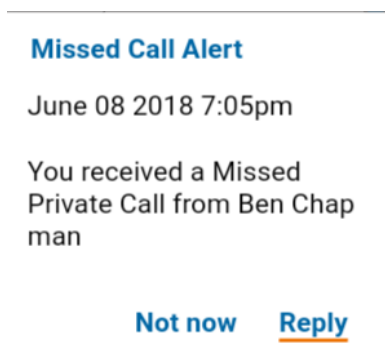
If you receive a PTT call while you are on a regular call, the ongoing cellular call continues and an incoming PTT call is rejected with user busy indication. A PTT missed call alert is provided to the user when the PTT call is rejected.

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



### Missed Call Alert Notification

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



### Missed Call Alert Message



## 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 brings the PTT application to the foreground and you hear the caller's voice. At the end of the PTT call, you can go back to the previous application by pressing the Back/CLR key. The PTT application goes to the background at the end of the call and displays the previously viewed application in the foreground.

### Incoming PTT Calls — Background Mode

When Background Mode is turned on and you receive an incoming PTT call, the PTT application remains in the background and you hear the caller's voice. For more information on Background Mode, see the "[Settings](#)" section.

---

**Tip:** You can press the PTT key to take the floor while the application is in the background.

---

---

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

---

### Ongoing PTT Calls

During a PTT call, if you navigate away to another application, you continue to hear the PTT call. You are able to take the floor by pressing the PTT button.

The PTT application remains in the background during PTT call origination if the *Background Mode* setting is turned ON and the user has assigned a one-touch call origination option (Call Most Recent, Call Contact, or Call Group).

If the device does not support one-touch call origination, then the PTT application comes to foreground according to *One Touch Action* setting for default tab.

---

**Tip:** You can press the PTT key to take the floor while the application is in the background.

---

## PTT Call Behavior While the Screen is Locked

You can originate a PTT call to the selected talkgroup when the device is locked by pressing a PTT hard button, wired accessory, or Bluetooth RSM. The *Call From Lock Screen* setting must be turned on. For more information on the *Call From Lock Screen*, see the "[Settings](#)" section.

---

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

---

## **Rejoining a PTT talkgroup Call**

### **Rejoining a talkgroup Call**

If you leave during a PTT talkgroup call, you can rejoin the call by initiating a call to that talkgroup again, either from the call history or from the talkgroup list. If the call ended before you try to rejoin, you would start a new call to that talkgroup.

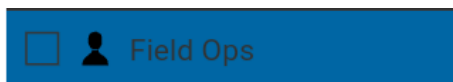
### **Joining a Missed talkgroup Call**

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

## 6. 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 a supervisor. If there are two or more supervisors in the same talkgroup, each supervisor can interrupt the other(s).

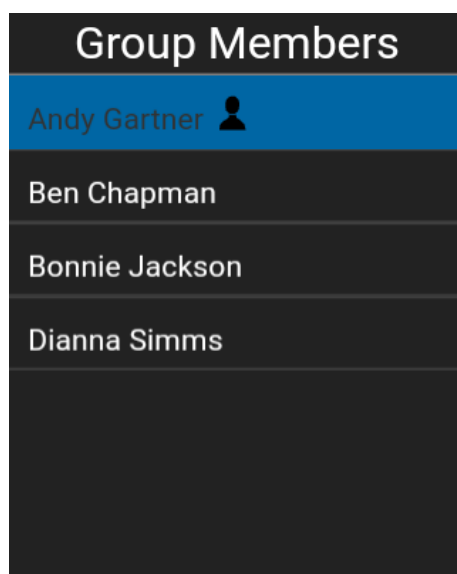
### Supervisor talkgroup



**Supervisor talkgroup**

A talkgroup supervisor will see a supervisor icon displayed next to the name of the talkgroup.

### Non-Supervisor Talkgroup Members



**Non-Supervisor Talkgroup Members**

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

## 7. Alerts

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

- Instant Personal Alerts (IPA)
  - Sending an Alert
  - Receiving an Alert
- Missed Call Alerts (MCA)
- Single Missed Call Alert/Instant Personal Alert per Caller
- How to Set the PTT Alert Volume

### Instant Personal Alerts (IPA)

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

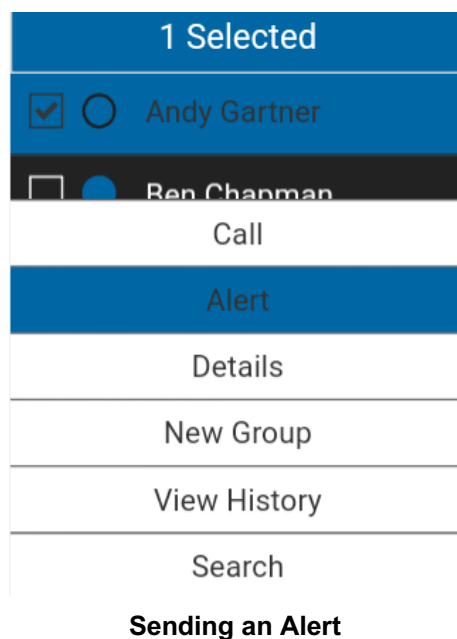
#### Sending an Alert

1. Highlight or select the contact from the contact list.

---

**Note:** Alerts can also be sent from History tab, Contacts, Contact Details screen, and Favorites tab using the *Alert* option.

---



---

**Tip:** Optional: Press the **OK** key to select a contact.

---

2. Use the Options key, navigate to the **Alert** option, and press the **OK** key to send the alert to the selected person. An *'Alert successfully sent!'* message is displayed.

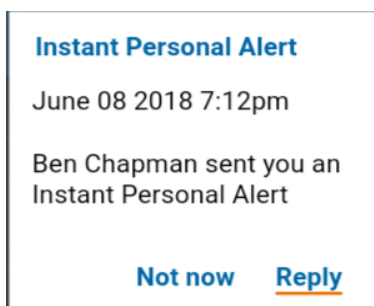
---

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

---

## Receiving an Alert

1. Whenever someone else sends you an alert, the PTT application alerts you with a tone and show the following message:



### Instant Personal Alert Message

2. Press the PTT key to call the person back while the alert is displayed or select the **Reply** option. Whenever you receive an alert, it is shown in the call history on the History screen.  
OR  
You can also select the dismiss **Not now** option to dismiss the alert without calling back.

---

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

---

## Missed Call Alerts (MCA)

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

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

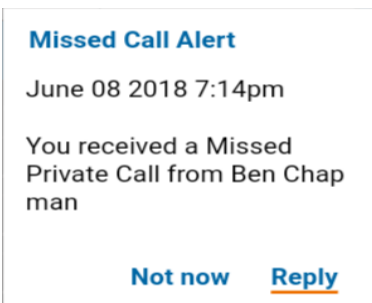
---

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

---

### To reply to a missed call alert

1. A Missed Call Alert message is displayed as shown below.



#### Missed Call Alert Message

2. Press the PTT key to make a PTT call.  
OR:  
Select **Reply** to make a PTT call.  
OR:  
Select **Not now** to dismiss the message.

## Single Missed Call Alert/Instant Personal Alert per Caller

When you receive multiple Instant Personal Alerts (IPAs) from another PTT user, only the latest alert is displayed. All the previously received IPAs are available in the PTT call history on the History screen.

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

## How to Set the PTT Alert Volume

The phone-wide notification volume controls the volume of PTT alert tones using the phone ringer volume control. Please refer to the phone user manual for more information.

## 8. Real-Time Presence

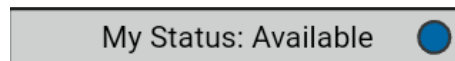
This section describes real-time presence using the Push-to-Talk (PTT) application and is organized as follows:

- [My Presence](#)
- [PTT Contact Presence](#)

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

### My Presence

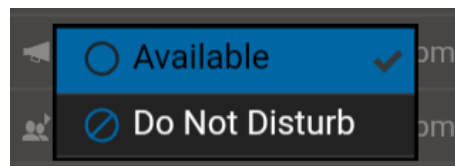
My Presence or Self Presence can be seen in the History screen just below the Top-Level tabs and on the right corner of the phone status bar, as displayed in the screen shot below.



**Available Icon**

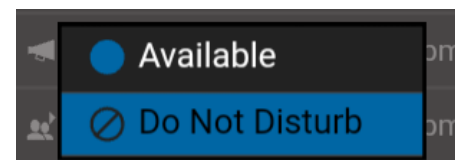
#### To Set the Self Presence

1. Go to the History screen, navigate up from the history list, and highlight the availability tile. A pop-up will appear.



**Available Option**

2. Choose the availability state you want to set.



**Do Not Disturb Option**

3. Self Presence icon and text will be updated on the History screen's Self Presence Bar and the icon on the screen status bar.



**Do Not Disturb Icon**

### Meaning of Available, DND and Offline

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

**Do Not Disturb (DND):** You are logged into the PTT application, not willing to receive a PTT call but can receive an Instant Personal Alert (IPA). While in DND, incoming calls are not received, but the history is updated with missed call alerts.

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

**No Connection:** When the PTT 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 "[Loss of Data Network Connection](#)" section.



No Connection

#### No Connection Presence Status

### Calling Restrictions

When you are in the DND state, the incoming calls are restricted. While not able to receive PTT calls, you can make PTT calls to other available PTT subscribers.

### IPA Origination Restrictions

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



**Information**

You cannot send an alert while your availability is 'Do Not Disturb'. Please change your status.

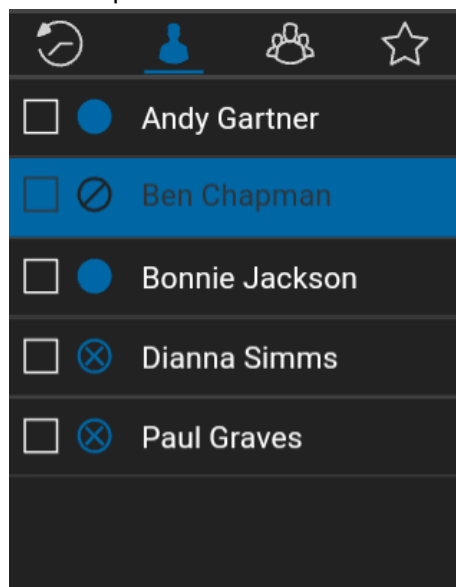
**OK**

#### Do Not Disturb Information Message



## PTT Contact Presence

Contact presence can be seen in the contact list indicated by an icon next to the contact's name. The following image shows an example:



PTT Contact Presence

### Meaning of Available, DND and Offline

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

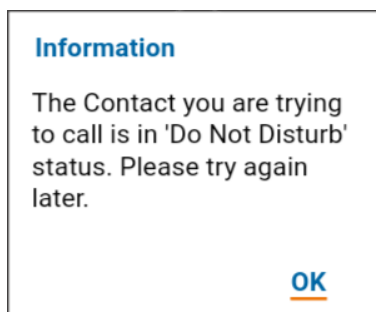
**Do Not Disturb (DND):** The PTT contact is logged into the PTT application, not willing to receive PTT calls but will be able to receive Instant Personal Alerts.

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

For a description and list of all icons, see the ["Icons"](#) Section.

### Calling Restrictions

When a contact is in the DND state, you cannot place a PTT call to that contact. The incoming calls for that contact will be restricted. If you try to make a call to a contact with the DND status, you will see the following message:



Contact is in Do Not Disturb Status

**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 are allowed to 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](#)".

---

### **Using Instant Personal Alerts for DND contacts**

To contact a person with a DND status, you can send an Instant Personal Alert to request a call back.

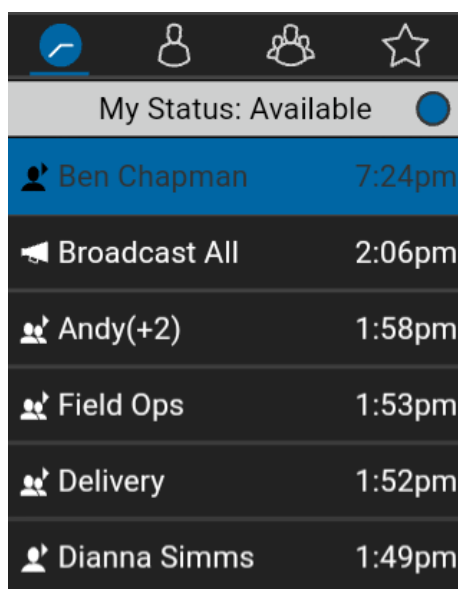
## 9. History

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

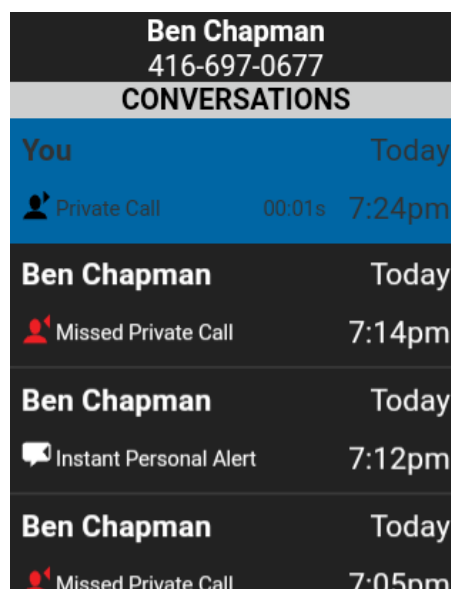
The *History* tab displays all your conversation history of calls, contacts, groups, alerts. You can view and search your history, return a call, add contacts, delete history and messages. The *History* tab contains two-level screens: main screen and details screen. The main screen contains the high-level view. The second-level screen contains the conversation details.

- [Access the History Tab](#)
- [Search History](#)
- [History Icons](#)
- [Access Conversation Details](#)
- [Make a PTT call](#)
- [Add Contact](#)
- [Delete History](#)

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 and a time stamp.



**History**



**Second-Level History**

## Access the History Tab

To access the History, press the navigation key until you see the **History** tab located at the upper left of the screen.

## Search History

You can use the search box to search for history. To search History, see ["Searching"](#) section for more information.

## History Icons

For more information on the History icons, see ["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.

## Make a PTT call

1. To make a PTT call, select the history entry. The second-level history screen displays.
2. Press and hold the PTT key.

See ["Call from History"](#) for more information.

## Add Contact

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

1. From the top-level screen, highlight the history entry. A context menu displays.
2. Press the **Options** key and select the **Add Contact** option. The *New Contact* screen displays.

See ["Add Contacts"](#) for more information.

## Delete History

You can delete any history entry.

1. From the top-level screen, highlight the history entry.
2. Press the **Options** key and select the **Delete** option. The *History for this contact or group will be removed. Continue?* displays.
3. Select **Yes** to delete or **No** to cancel.

## 10. Contacts

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

- [View Contacts](#)
  - [Contact List Sorting](#)
  - [View/Hide Offline Contacts](#)
- [Add Contacts](#)
  - [Import a new contact from the device's contact list](#)
- [Edit Contacts](#)
- [Delete Contacts](#)

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

### Personal Contacts

Personal contacts are imported from the contact list in the phone or entered manually. You manage personal contacts within the PTT application. You may not have the ability to create personal contacts if the corporate administrator has restricted this feature.

### Administrator-Managed Contacts

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

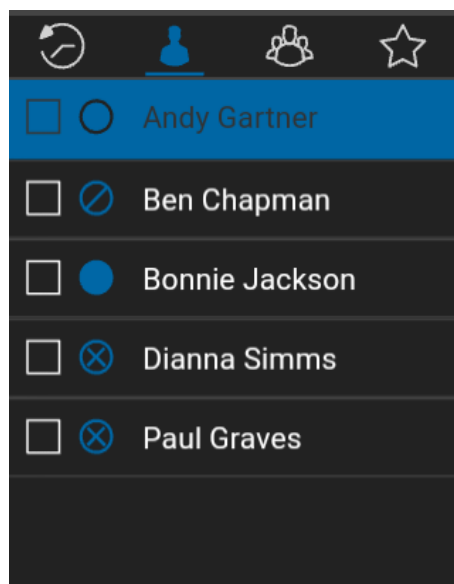
The following table lists the maximum number of contacts allowed on your phone:

Administrator-managed	
Contacts	1,000
Personal	
Contacts	300

**Maximum Contacts**

### View Contacts

The Contact tab shows a list of all your personal PTT contacts and contacts added by an administrator. You can also view and sort the contacts based on alphabetical order or based on the availability of the contacts from the application settings.

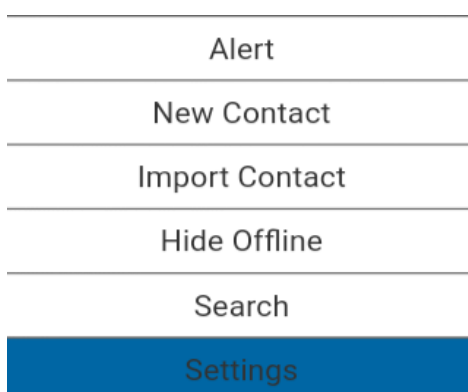


**Contacts**

## Contact List Sorting

To view the contact list sorted based on alphabetical order or based on availability follow these instructions. When sorted by availability, Available and DND are sorted alphabetically first followed by Offline alphabetically.

1. From within the PTT application **History** screen or **Contact** screen or **Group** screen or **Favorites** screen, press the **Options** key.
2. Choose the **Settings** option.



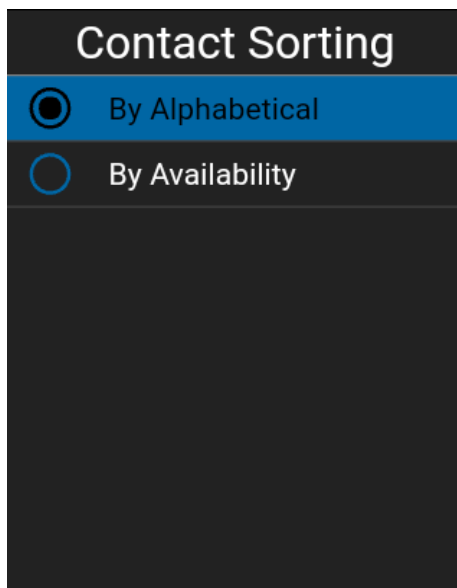
**Settings Option**

3. Select the **Contact Sorting** setting.



**Contact Sorting Setting**

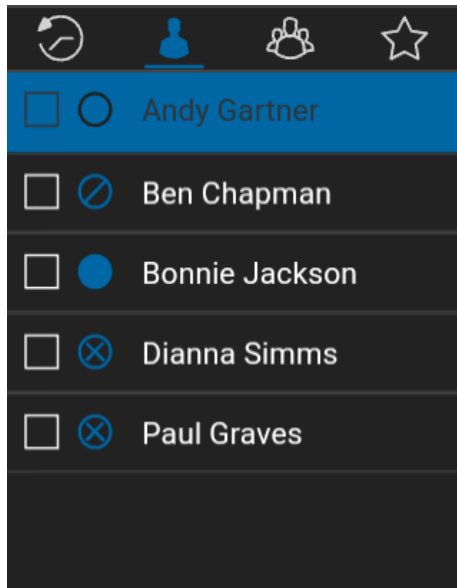
4. A pop-up will be displayed, select either **By Alphabetical** or **By Availability**.



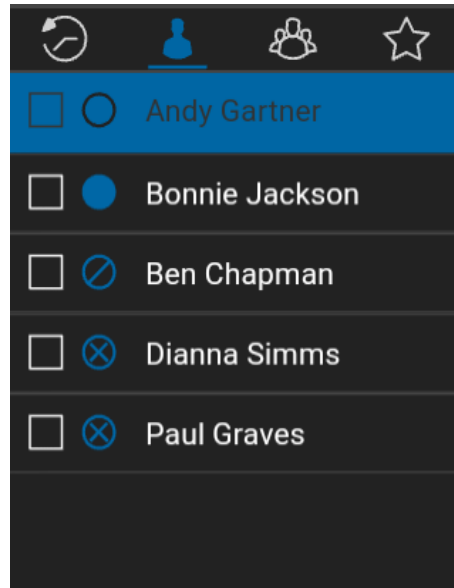
**Contact Sorting Setting Options**



5. You will be able to see the contact list sorted according to your selection.



**Contacts Sorted Alphabetically**



**Contacts Sorted By Availability**

## View/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 view only contacts whose presence status is 'Available' or 'Do Not Disturb'. While viewing only online contacts, the contact list will update each time a contact changes from online to offline or vice versa.

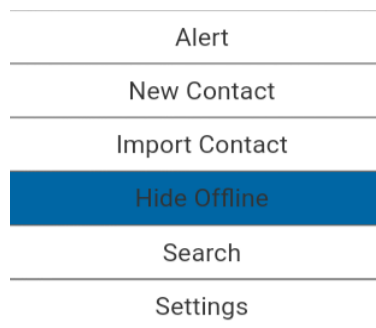
---

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

---

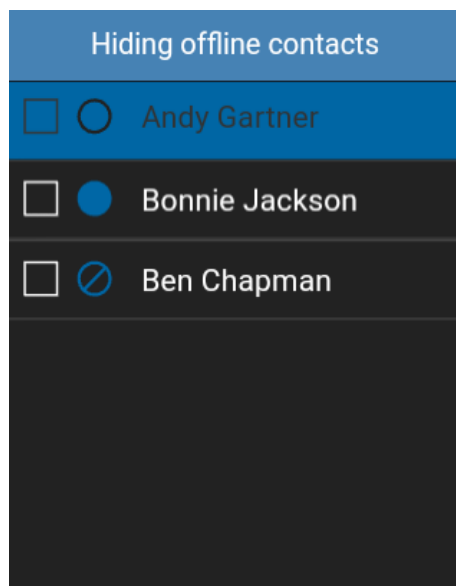
### To view only online contacts

1. While viewing the contacts list, press the **Options** key. Select **Hide Offline** option.



**Hide Offline Option**

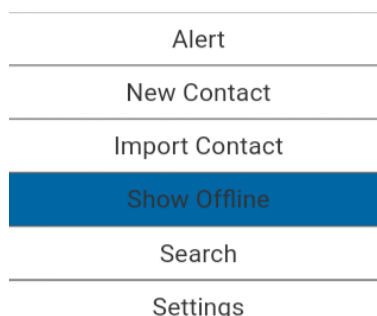
2. The contact list will now show only the contacts that are either 'Available' or 'Do Not Disturb'.



**Show only Available or Do Not Disturb Contacts**

**To view all contacts**

1. While viewing only the online contacts in contacts list, press the **Options** key. Select **Show Offline** option.

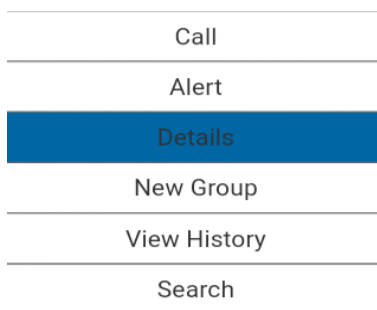


**Show Offline Option**

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

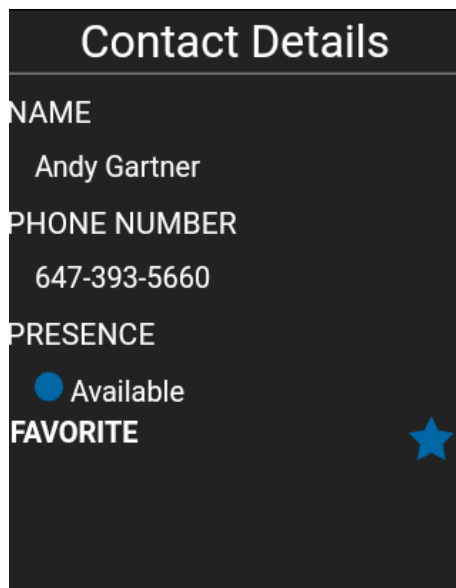
**To view the contact details**

1. Select a contact from the contact list.
2. Press the **Options** key.
3. Highlight or select **Details** in the *Options* list.



**Contact Details Option**

4. The *Contact Details* screen will be displayed, as shown below.



**Contact Details**

## Add Contacts

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

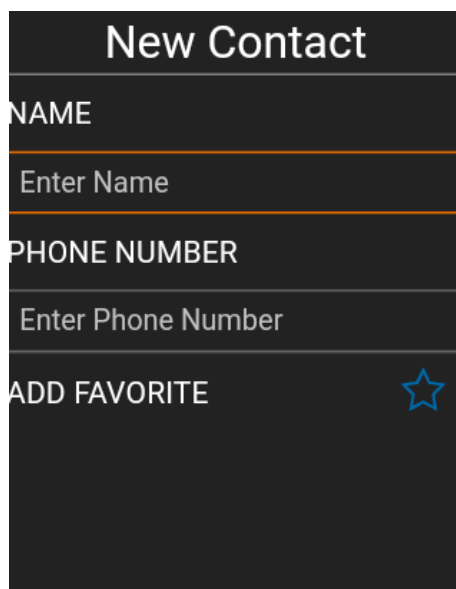
### To add new contact

1. From the *Contacts* tab, press the **Options** key and select the **New Contact** option.



**New Contact Option**

2. Type the new contact name and press the **OK** key.

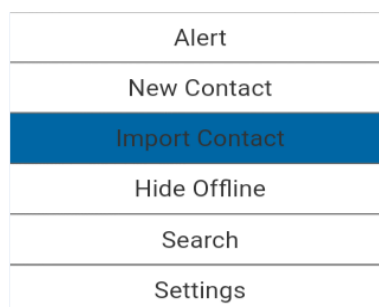


**New Contact**

3. Navigate down to the Phone Number, type the phone number, and press the **OK** key.
4. Navigate down to *Set as Favorite* and press the **OK** key to enable the check box.
5. Press the **Options** key and select the **Save** option to save the contact.

### **Import a new contact from the device's contact list**

1. From the Contacts tab, press the **Options** key.
2. Select **Import Contact** option to add a PTT contact from your phone contact list.



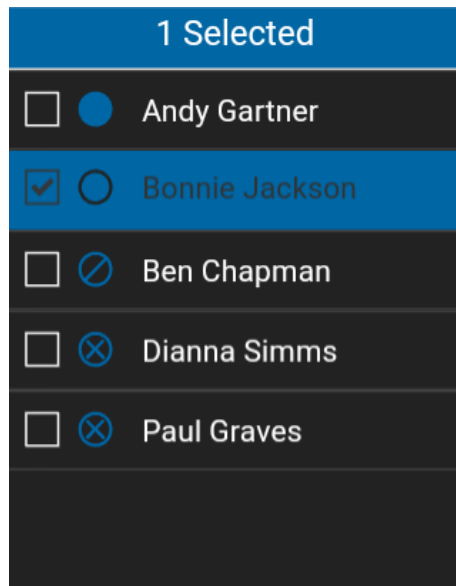
**Import Contact Option**

3. On selecting **Import Contact**, contact list of the phone will be displayed.
4. Select a contact from the Contact List, and then select **Save**.

## Edit Contacts

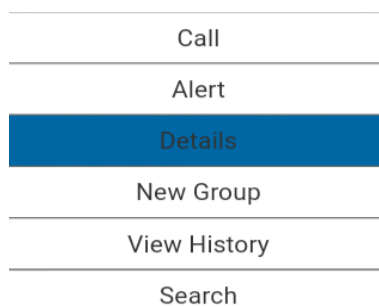
### To edit a contact

1. From the *Contacts* screen, scroll to and select a contact that you want to edit.



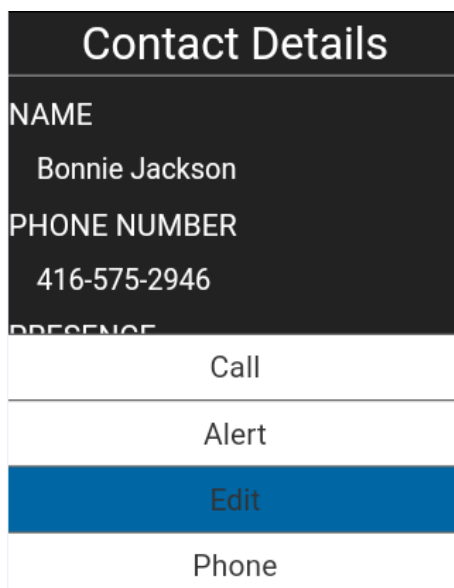
### Select Contact to Edit

2. Press the **Options** key to select the **Details** option.



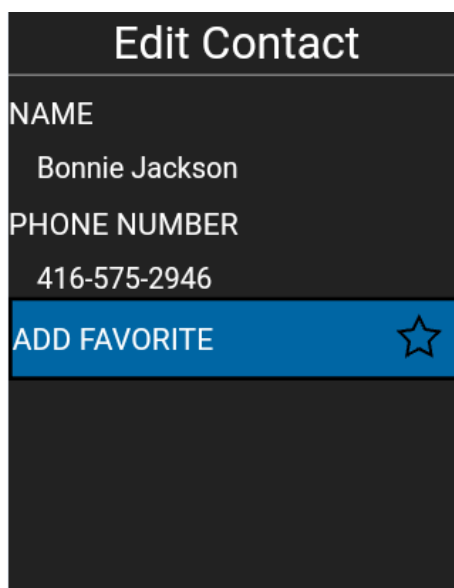
### Contact Details Option

3. Press the **Options** key and select the **Edit** option.



**Contact Details Edit Option**

4. An **Edit Contact** screen will be displayed.



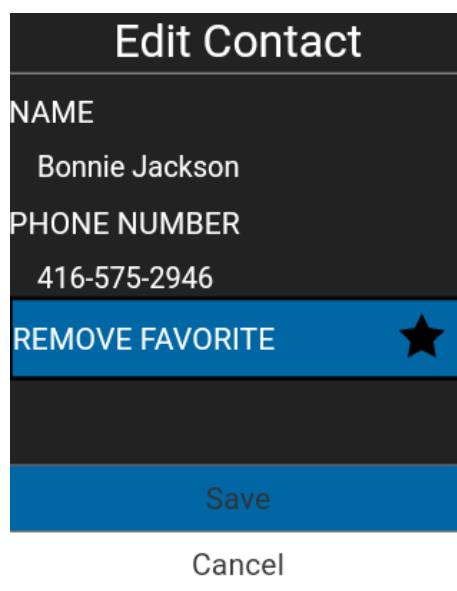
**Edit Contact**

---

**Note:** You can also add a contact as a favorite using the *Favorites* tab. For more information, see "[Favorites](#)" section.

---

5. Edit the Contact's Name and select **Save**.



**Save Edited Contact**

---

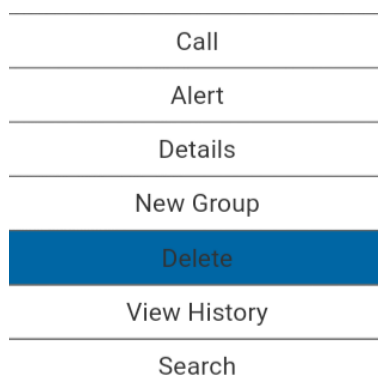
**Note:** An existing contact's number cannot be edited. You can only edit the name and favorite status. To change an existing contact's phone number, the contact needs to be deleted and then added back with a new number.

---

## Delete Contacts

### To delete a contact

1. From the *Contacts* list, select a contact you want to delete and press the **Options** key.



**Delete Contact Option**

2. Select **Delete** from the options.
3. You will be asked to confirm about removing the contact. To delete, select **Yes**. To cancel without deleting the contact, select **No**.

---

**Tip:** An alternative method to remove a contact is to go to contact details and select **Delete** option. A confirmation message is displayed. Select **Yes** to delete or select **No** to cancel.

---

## 11. Favorite

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

- [Add Favorite Contacts](#)
- [Remove Favorite Contacts](#)
- [Add Favorite Groups](#)
- [Remove Favorite Groups](#)

The Push-to-Talk (PTT) favorite contacts and favorite talkgroups are separate from the contacts and talkgroup list on the phone. From the Favorite Contacts screen, you can switch between Favorite Contacts to Favorite Groups using the **Options** key. Note a title is displayed to indicate which Favorite (Favorite Contacts or Favorite Groups) that you selected.

### Maximum Number of Favorites

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

Favorites	
Contacts	300
Groups	50

**Maximum Favorite Contacts and Favorite Groups**

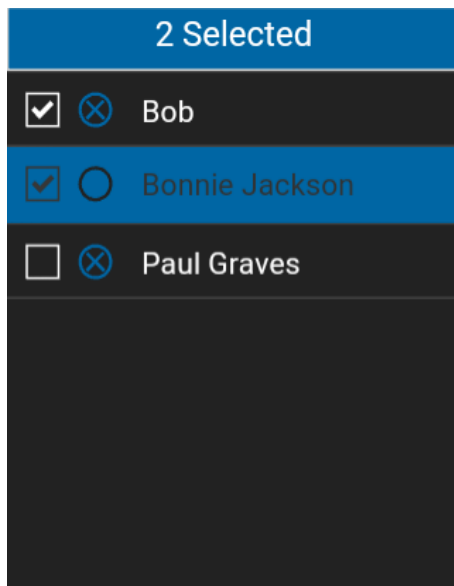
### Add Favorite Contacts

The Favorite Contacts screen shows a list of all your favorite PTT contacts as well as their current presence status.

#### To add a contact to Favorites

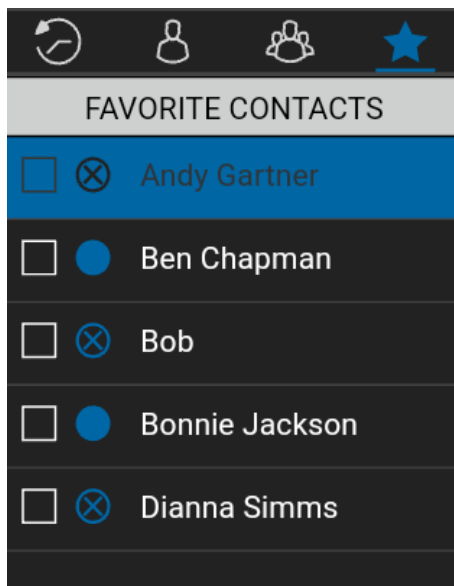
1. From the Favorite Contacts screen, press the **Options** key for **Options**, select the **Add Favorite** option, and select one or more contacts to be added as a favorite. The *Select Favorite Contacts* screen displays.





Select Favorite Contacts

2. Press the **Options** key and select the **Save** option to save your favorite. The Favorite Contacts screen displays.

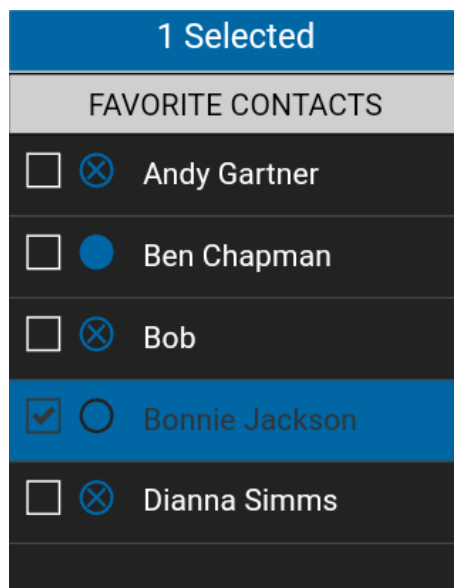


Favorite Contacts

## Remove Favorite Contacts

### To remove a contact from the Favorites List

1. Select one or more contacts from the ***Favorites Contacts*** screen.



### Select Favorite Contacts to be Removed

2. Press the **Options** key for **Options**.
3. Select the **Remove Favorite** option. The contact(s) are removed from the Favorite tab under Contacts.

---

**Note:** You will a confirmation message when selecting more than one contact to remove from your Favorites. Select **Yes** to remove the contacts or **No** to cancel.

---

## Add Favorite Groups

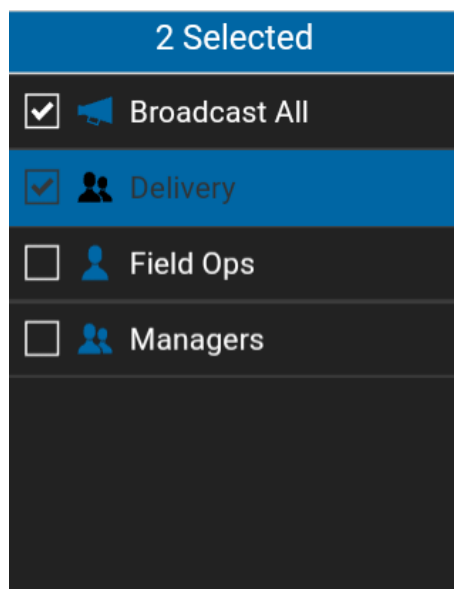
The list of personal favorite groups is shown on the Favorite Groups screen.

1. From the Favorite Groups screen, press the **Options** key for **Options**, select the **Add Favorite** option, and select one or more groups. The Select Favorite Groups screen displays.

---

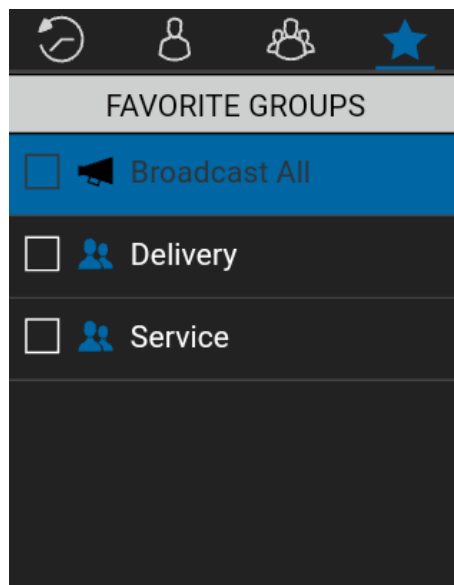
**Note:** Groups can be added to Favorites from the Group tab or history entry for that group.

---



Select Favorite Groups

2. Press the **Options** key and select the **Save** option to save the group. The group is shown in the Favorites tab under **Groups**.



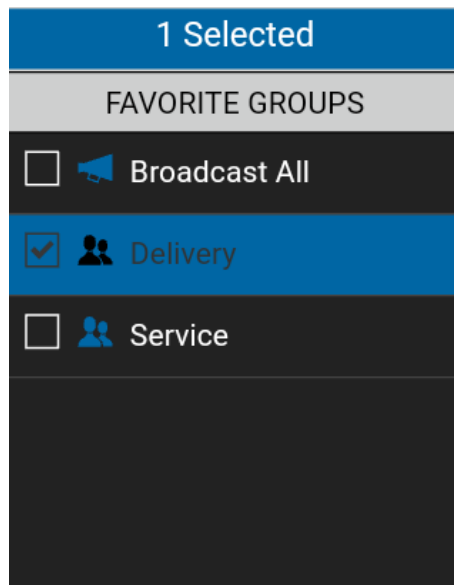
Favorite Groups

## Remove Favorite Groups

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

### To remove a Group from the Favorites List

1. From the *Favorite Groups* screen, scroll to and select one or more groups to remove.



### Select Favorite Group to Remove

2. Press the **Options** key for **Options** and select **Remove Favorite** option to remove the group as a favorite. The group is now removed from the Favorites Groups screen.

---

**Note:** You will a confirmation message when selecting more than one group to remove from your Favorites. Select **Yes** to remove the groups or **No** to cancel.

---

## 12. Talkgroups

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

- [View Talkgroups](#)
- [Broadcast Talkgroup Details \(broadcasters only\)](#)
- [Add a talkgroup](#)
- [Edit Talkgroup Details](#)
- [Delete a Talkgroup](#)

There are two types of talkgroups: those that are personal and managed on the phone, and those that are managed by an administrator.

### Personal Talkgroups

Personal talkgroups are created from the Push-to-Talk (PTT) contact list. You manage personal talkgroups within the PTT application. You may not have the ability to create personal talkgroups if the corporate administrator has restricted this feature.

### Administrator-Managed Talkgroups

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

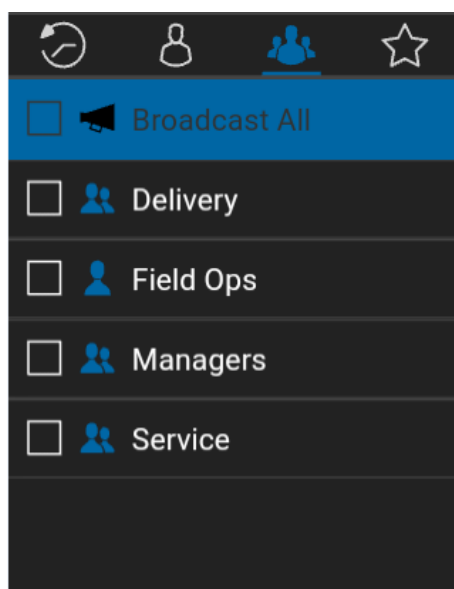
The following table lists the maximum number of talkgroups allowed on your phone:

Administrator-managed	
Talkgroups	100
Members per Talkgroup	250
Personal	
Talkgroups	30
Members per Talkgroup	30

### Maximum Talkgroups

## View Talkgroups

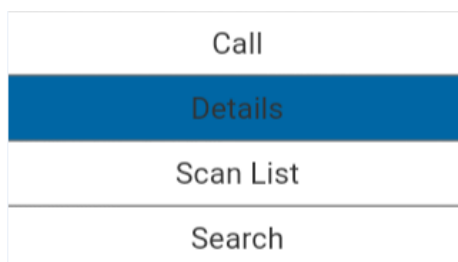
The list of personal talkgroups and administrator-managed talkgroups is shown in the *talkgroup* tab.



**Talkgroups**

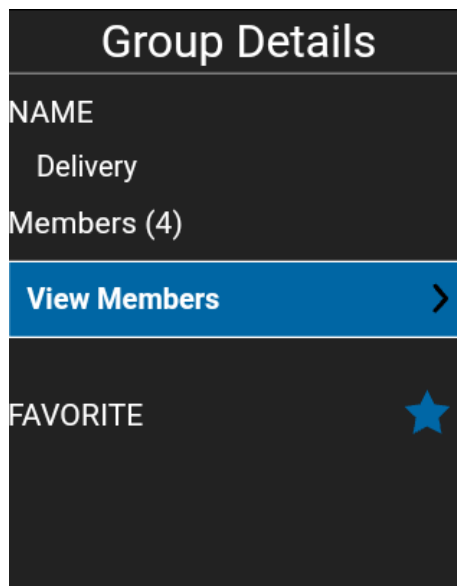
### To view the talkgroup details

1. Select a talkgroup from the talkgroup list.
2. Press the **Options** key and select the **Details** option.



**Talkgroup Details Option**

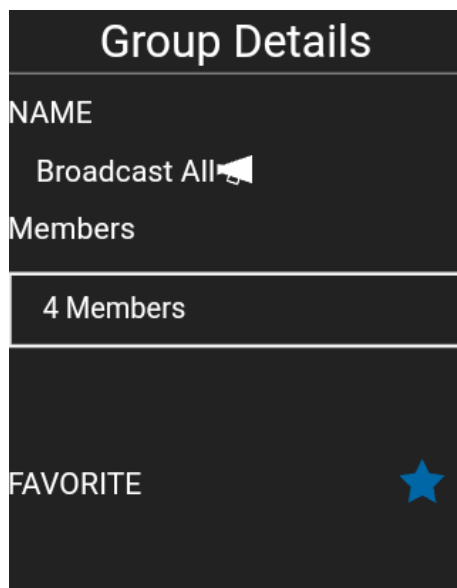
3. The talkgroup details screen will be displayed, as shown below.



Talkgroup Details

### 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 talkgroup details:



Broadcast Talkgroup Details

## Add a talkgroup

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

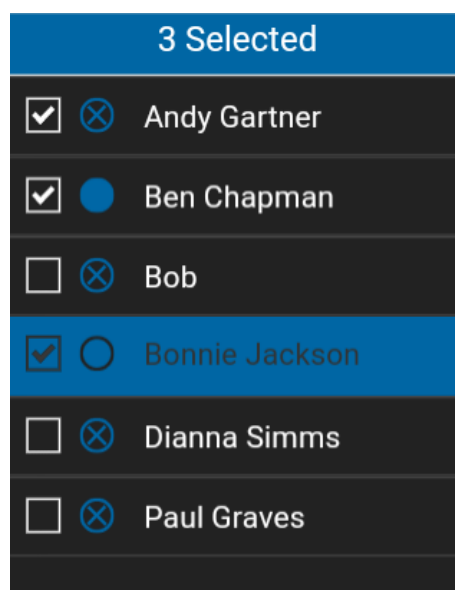
1. From the *talkgroups* tab, press the **Options** key.

---

**Note:** A talkgroup can also be created from Contact tab by selecting one or more contacts and then selecting the **New Group** option or from history entry for a quick group call by going to View History of that talkgroup call and selecting the **New Group** option.

---

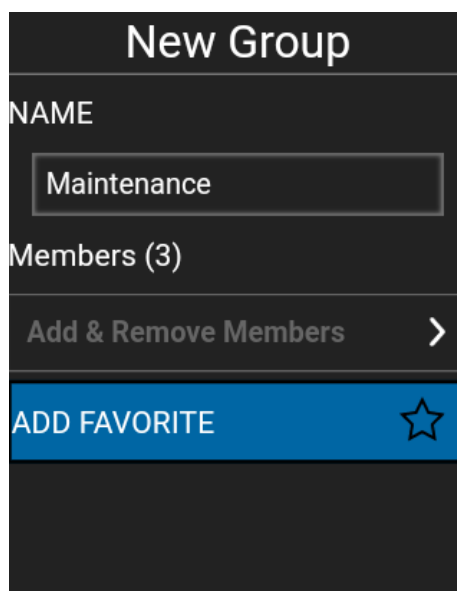
2. Select the **New Group** option.
3. Enter the talkgroup name and press the **OK** key.
4. Navigate to highlight the **Add & Remove Members** option and press the **OK** key.
5. Select members from the contact list and press the **Options** key.



**Select Talkgroup Members**

6. The talkgroup can also be added as a favorite. Press the **Options** key to save.





**Set Talkgroup as Favorite**

---

**Note:** You can also add a talkgroup as a favorite from the *Favorites* tab. For more information, see ["Favorites"](#) section.

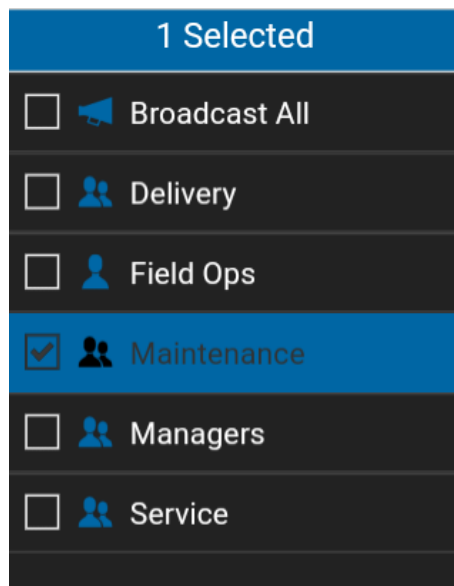
---

7. Once saved, the talkgroup will appear in the talkgroup list.

## Edit Talkgroup Details

### To edit the talkgroup name

1. From the *talkgroups* tab, select a talkgroup and select the **Details** option.

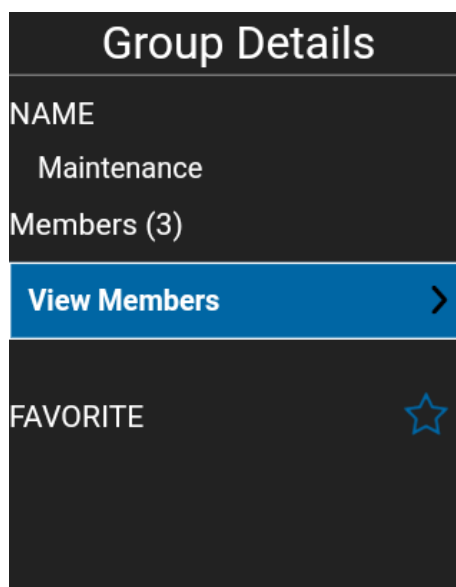


Select Talkgroup

2. Select the **Edit** option. The Edit talkgroup screen will be displayed.
3. Edit the talkgroup name and press the **Options** key to save. A '*Group successfully modified*' message will be displayed.

### To add a member to a talkgroup

1. From the *talkgroups* Tab, select a talkgroup, press the **Options** key, select the **Details** option.

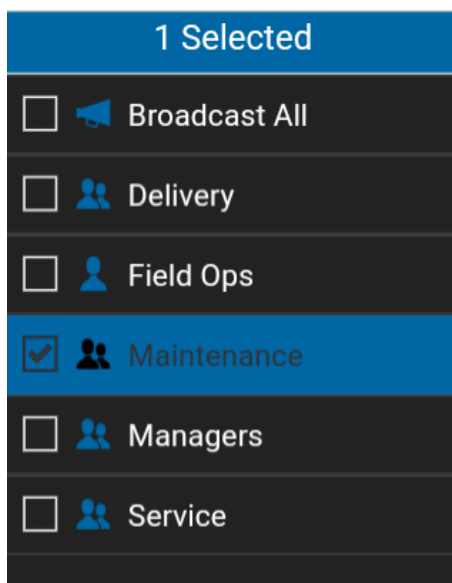


**Group Details to Add a Member**

2. Select **Edit** option. The Edit Group screen will be displayed.
3. Press **OK** key, navigate to **Add & Remove Members** to add contacts to the talkgroup, and press the **OK** key.
4. Press the **Options** key and select **Add Members** option.
5. Select the members to add to the talkgroup.
6. Press the **Options** key to save. A '**Group successfully modified!**' message will be displayed.

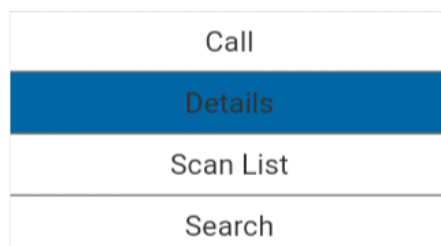
#### To remove a member from a talkgroup

1. From the *Groups* tab, select a talkgroup and press the **Options** key.



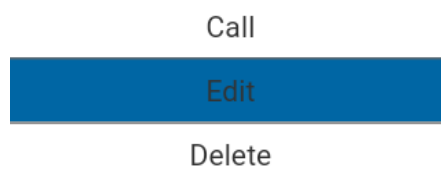
**Select Talkgroup to Remove a Member**

2. Select the **Details** option.



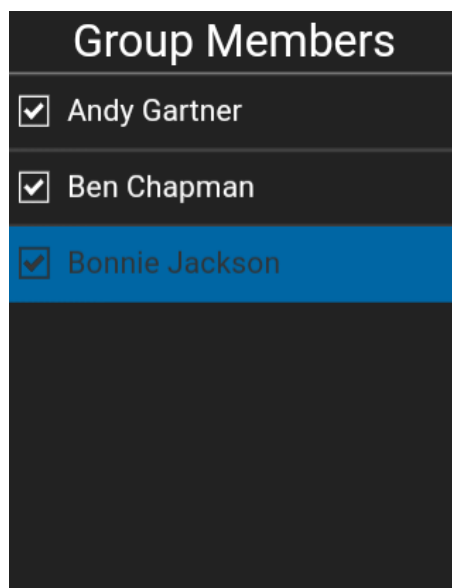
#### Talkgroup Details Option

3. Press the **Options** key and select the **Edit** option. The edit talkgroup screen will be displayed.



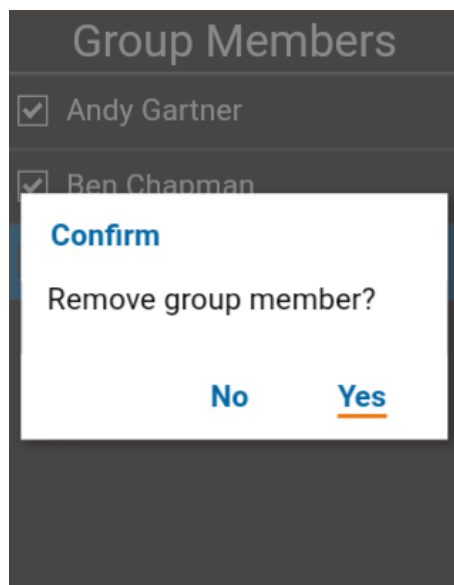
#### Edit Talkgroup Option

4. Edit the talkgroup name as necessary and press the **OK** key.
5. Navigate to **Add & Remove Members** and press the **OK** key. The talkgroup members list will be displayed.



#### Remove Talkgroup Members

6. Unselect the check box of the members you want to remove from the talkgroup, a confirmation dialog is displayed.



### Remove Talkgroup Member Confirmation

7. Select **Yes** if you want to remove the member, otherwise select **No**.
8. Repeat Steps 6 & 7 to remove the members from the talkgroup, a confirmation dialog is displayed. Select **Yes** if you want to remove the member, otherwise select **No** for other talkgroup members you want to remove. After removing the talkgroup member(s), press the Back/CLR key to return to the *Edit Group* screen.

---

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

---

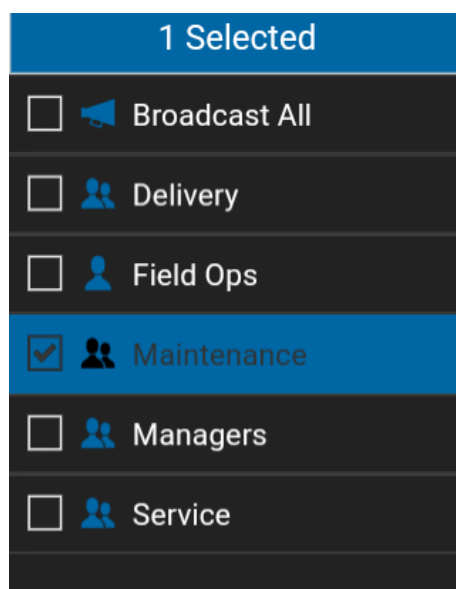
9. Press the **Options** key and select the **Save** option to save. A '*Updating Group!*' message will be displayed.

## Delete a Talkgroup

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

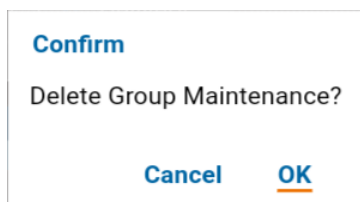
### To delete a talkgroup

1. From the *Talkgroups* tab, select the talkgroup you want to delete.



**Select Talkgroup**

2. Select talkgroup.
3. Press the **Options** key and select the **Delete** option.
4. You will be asked to confirm deleting the talkgroup.



**Delete Selected Talkgroup Confirmation Message**

5. Select **Yes** to delete the talkgroup. The talkgroup will be deleted from the talkgroup list.

## 12. Talkgroup Scanning

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

- [Turn Scanning ON or OFF](#)
- [Add a Group to a Scan List](#)
- [Remove a Group from a Scan List or Change the Scanning Priority](#)

Talkgroup Scanning allows a subscriber's phone to scan through a list of corporate groups for calls. The higher priority group calls take precedence over lower priority group calls. Groups that are not in the scan lists cannot barge in when Scan option is ON.

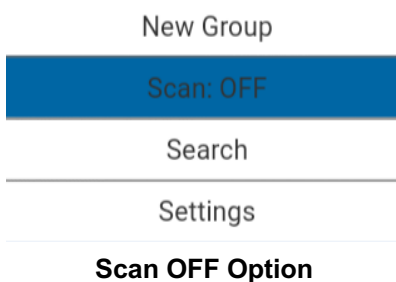
While you have Talkgroup Scanning turned on for a group, you will see the following behavior:

- Calls from groups that are not in the scan list are not received.
- Calls from user-managed groups are not received.
- Calls from **scanned groups** are **received normally**. When the current scanned group call ends, you will automatically hear the next active scanned group call in progress. You will not get missed call alerts for group calls while scanning is enabled.
- **Quick Group** calls are **received normally**. A missed call alert is provided if you are busy on another PTT call or a cellular call.
- **One-to-one calls** are **received normally**. A missed call alert is provided if you are busy on another PTT call or a cellular call.
- **All call types can be originated**: one-to-one, Quick Group and group calls.
- **Normal call rejoin will occur** for originated group calls. Note: you will not receive Missed Call Alerts for group calls while scanning, so calling a group may result in a call rejoin.

### Turn Scanning ON or OFF

#### From the groups list tab

1. The 'Scan: OFF' option shows that the current scanning status is 'OFF'. Press the **Options** key to toggle scanning status to 'ON'. The key text changes to Scan: ON.



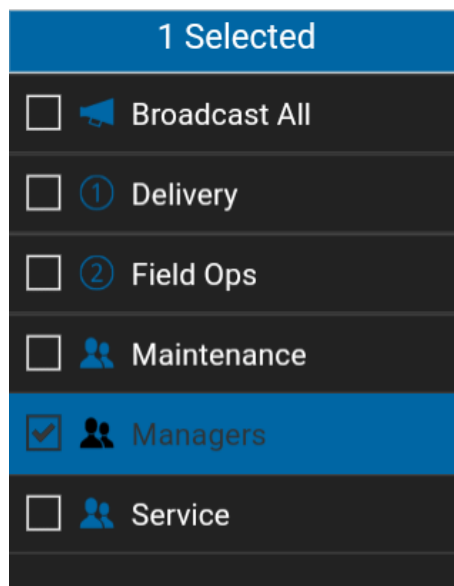
2. Press the **Options** key again to toggle scanning back off.

When scanning is turned on, the *Scanning On* icon will appear on the call screen.

## Add a Group to a Scan List

### From the groups list tab

1. Select a corporate group by navigating to the desired group and pressing the **OK** key to select the group.



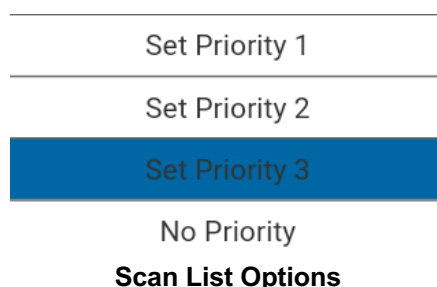
**Select Corporate Group**

2. Press the **Options** key to select the **Scan List** option. A pop-up appears, allowing you to select a priority option for the group.

---

**Note:** Only Corporate talkgroups given by your corporate administrator can be scanned.

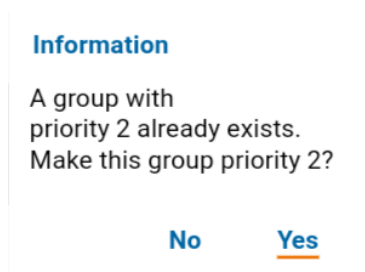
---



3. Navigate to the desired the priority option you want to assign to the talkgroup and press the **OK** key to select or navigate to **No Priority** to assign the group as a normal priority talkgroup and press the **OK** key to select. If you choose a priority that is already being used by another talkgroup, a message appears as shown below.

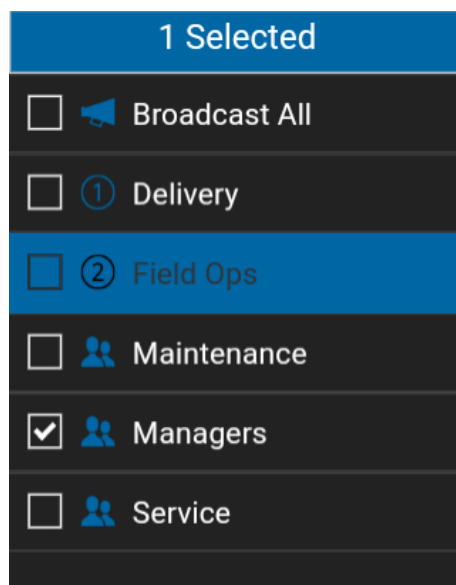


Select **Yes** to assign the existing priority to the current talkgroup or select **No** to assign the talkgroup a new priority.



**Information Message**

4. Once you assign a priority to a talkgroup, a priority icon will appear next to the scanned group as shown below.

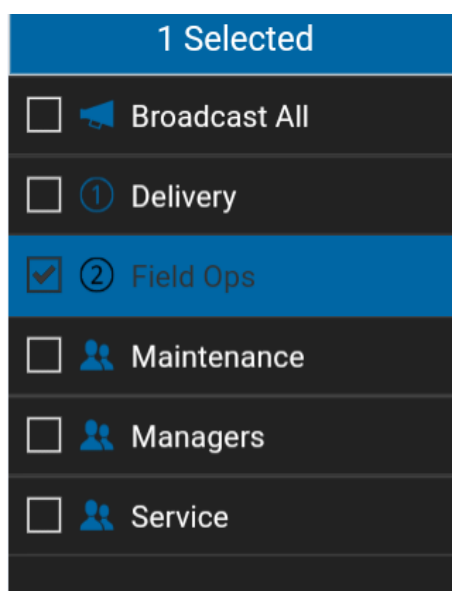


**Scan Group List**

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

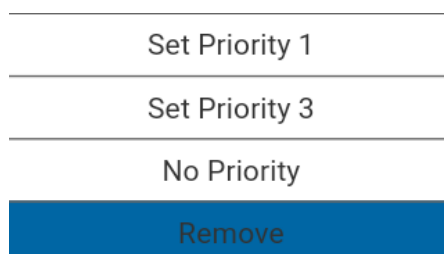
### **From the groups list tab**

1. Select a corporate group by navigating to the desired group and pressing the **OK** key.



### Select Corporate Group Assigned to a Scan List

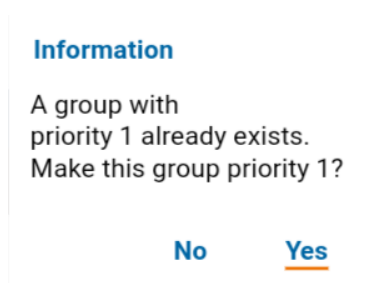
2. Press the **Options** key to select **Scan List**. A pop-up appears as shown below.



### Previously Assigned Group Scan List Options

3. You can reassign the priority by navigating to a priority option. To remove the priority, navigate to **No Priority** and press the **OK** key. To remove the group from the scan list, navigate to **Remove** and press the **OK** key. If you choose a priority that is already being used by another group, a message appears as shown below.

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



### Information Message

## 14. 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 Push-to-Talk (PTT) 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

## 15. Using Accessories and Bluetooth

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

- [Using a Wired Audio Headset](#)
- [Using Bluetooth](#)
  - [Headset](#)
  - [Car Kit](#)
- [How to Disable 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 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 key on the phone to take the floor to speak, even if your headset has a multimedia control key 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 PTT application uses that Bluetooth device for calls. The PTT application supports the following Bluetooth profiles: Hands free (HFP), Headset (HSP), or Advanced Audio Distribution Profile (A2DP). When using PTT over Bluetooth, you must use the PTT key on the phone to take the floor and speak.

#### Headset

Whenever you connect (or "pair") a Bluetooth headset to your phone, PTT calls use the Bluetooth headset instead of the loudspeaker. You must continue to use the PTT key on the phone to take the floor. If you turn off or unpair your headset, the PTT call will automatically switch to the loudspeaker.

#### 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 key on the phone to take the floor.

#### How to Disable 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 disable PTT over Bluetooth from within PTT application settings. For details on how to disable Bluetooth, refer to the section ["Use Bluetooth"](#).

## 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 key built in which lets you remotely control your phone's PTT application. There are two types of RSMs: those that connect by wire to the phone's headset connector, and those that use Bluetooth.

### 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 key. The PTT key allows you to take the floor during a PTT call and speak. The PTT key on the RSM works just like the PTT key 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.

### 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 key, a Bluetooth RSM also has its own volume control. You do not use the volume keys 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.

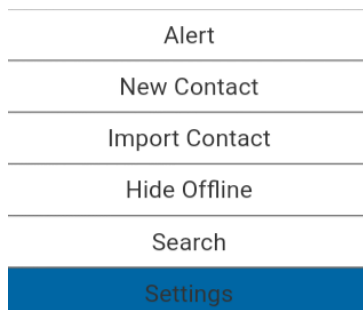
## 16. Settings

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

- [About](#)
- [Alert Repeat](#)
- [Alert Tone](#)
- [Auto Start](#)
- [Background Mode](#)
- [Call From Lock Screen](#)
- [Call Priority](#)
- [Capacity](#)
- [Contact Sorting](#)
- [Display Name](#)
- [Enhanced Loudness](#)
- [In Call Tones](#)
- [Instant Personal Alert](#)
- [Legal](#)
- [Logout](#)
- [Missed Call Alert](#)
- [My PTT Number](#)
- [Network Loss Tone Repeat](#)
- [Network Up/Down Tones](#)
- [One Touch Action](#)
- [Privacy Mode](#)
- [Restore Defaults](#)
- [Search By](#)
- [Show Tutorial](#)
- [Speed Dial](#)
- [Use Bluetooth](#)
- [Use Wi-Fi](#)
- [Vibrate Alert](#)
- [Vibrate Call](#)

### To change the settings

1. From the PTT application *History*, *Contacts*, *Groups*, or *Favorites* screen, press the **Options** key for the *Options* menu.
2. Navigate to and select the **Settings** option. The Settings screen appears.



#### Settings Option

3. Find the alert behavior you want to change from the options below and follow the instructions.

---

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

---

## About

The *About* setting allows you to view the version information for the PTT application. Dismiss the pop-up displayed by pressing the Back/CLR key. The End User Legal Agreement (EULA) can be viewed by pressing the **Options** key "Legal".



**About Setting**

## Alert Repeat

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

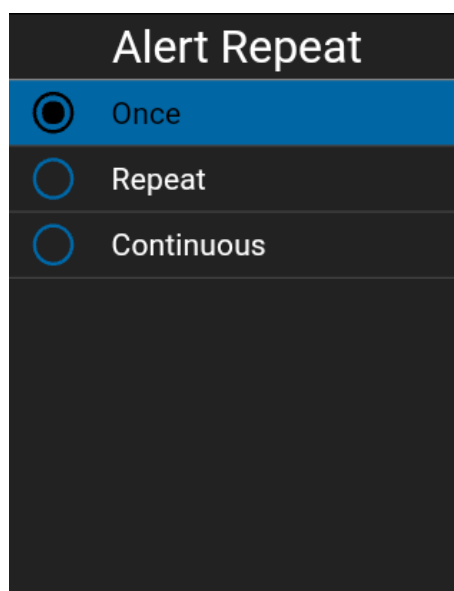
### To change alert repeat

1. From the *Settings* screen, navigate to the **Alert Repeat** setting and press the **OK** key.



**Alert Repeat Setting**

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



**Alert Repeat Setting Options**

The *Alert Repeat* setting 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 setting will drain the battery faster than the other settings.



## Alert Tone

The *Alert Tone* setting is used to select the Missed Call Alert and Instant Personal Alert tone from a list of choices. A check mark indicates the selected Alert Tone. The tone is played when it is selected.

1. From the *Settings* screen, navigate to the **Alert Tone** setting and press the **OK** key.



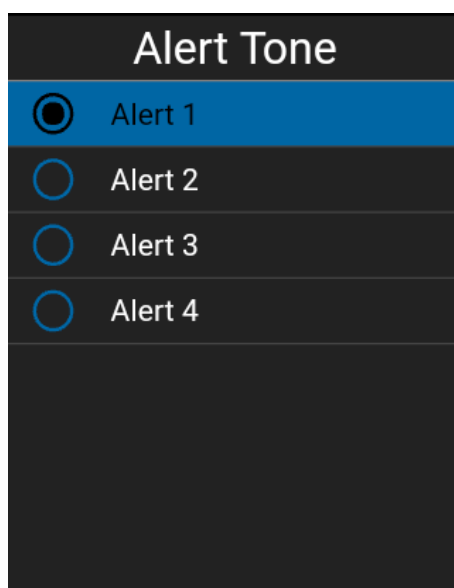
**Alert Tone Setting**

2. Select the desired alert tone option.

---

**Tip:** When you preview an alert tone, it will play on the speaker. The tone may not be heard if your phone is set to silent or vibrate.

---



**Alert Tone Setting Options**

## Auto Start

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

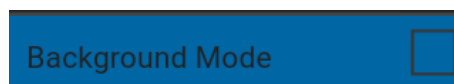
When the phone is powered up and the *Auto Start* option is set to OFF, the PTT application will not start in background. You have to launch the PTT application manually.

## Background Mode

The *Background Mode* setting allows you to choose whether the PTT application comes to the foreground or remains in the background when you receive a PTT call. See the "[PTT Call Behavior While the Application is in the Background](#)" section for more information.

### To change the background mode setting

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



**Background Mode Setting**

2. Select the check box to toggle the state of the setting.

---

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

---

## Call From Lock Screen

The *Call From Lock Screen* setting allows you to make a PTT call while the phone screen is locked. See the "[One Touch Action](#)" setting for more information on how to configure the contact or group to call.

---

**Note:** This setting is available on devices that support One Touch calling feature.

---

### To change the call from lock screen

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



**Call From Lock Screen Setting**

2. Select the check box to toggle the state of the setting.

## Call Priority

The *Call Priority* setting allows or rejects another incoming call based on the *Call Priority* setting (Ongoing or Phone). Default is Ongoing.

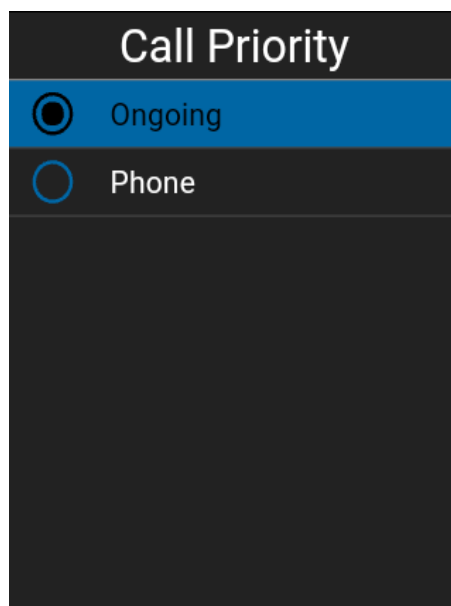
### To change call priority

1. From the *Settings* screen, navigate to the **Call Priority** setting and press the **OK** key.



**Call Priority Setting**

2. From the **Call Priority** screen, select either **Ongoing** (Default) or **Phone**.



### Call Priority Setting Options

The *Call Priority* setting options have the following behavior:

- **Ongoing**—An ongoing cellular call continues and an incoming PTT call is rejected with user busy indication. A PTT missed call alert is provided to the user when the PTT call is rejected. An ongoing PTT call continues and an incoming cellular call is rejected.
- **Phone**—An incoming PTT call is rejected during a cellular call. An ongoing PTT call will end if a cellular call is answered.

## Capacity

The *Capacity* setting allows you to view how many PTT contacts, groups, and favorites are stored in 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 device. Dismiss the pop-up displayed by pressing the Back/CLR key.



### Capacity Setting

## Contact Sorting

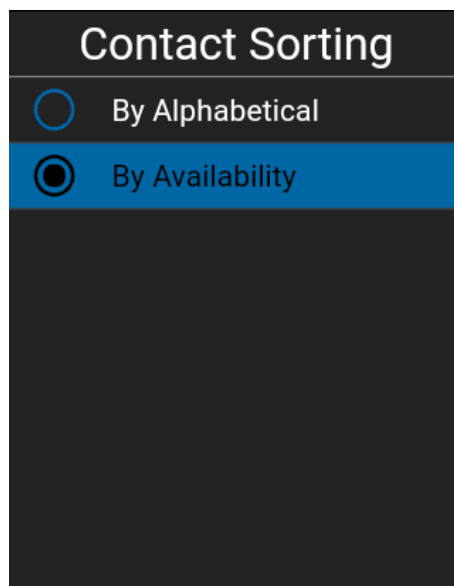
You can choose to view your contacts in a sorted manner. There are two options, sorting according to the alphabetical order of your contacts or sorting according to availability of your contacts. When contacts are sorted by availability, online contacts are shown first alphabetical, followed by offline contacts alphabetical. Online contacts include contacts who are 'Available' and 'Do Not Disturb'.

1. From the *Settings* screen, navigate to the **Contacts Sorting** setting and press the **OK** key.



### Contact Sorting Setting

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



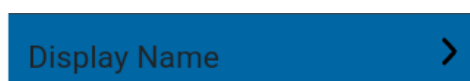
**Contact Sorting Setting Options**

## Display Name

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

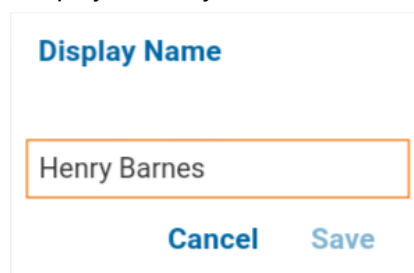
### To set your display name

1. Navigate to the **Display Name** setting and press the **OK** key.



**Display Name Setting**

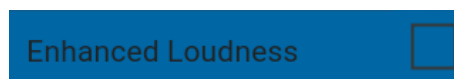
2. Your current name will be displayed, and you will be allowed to change it.



**Display Name Setting Option**

## Enhanced Loudness

The *Enhanced Loudness* setting when ON (checked) increases the perceived audio volume of PTT calls using the speakerphone.



**Enhanced Loudness Setting**

## In Call Tones

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

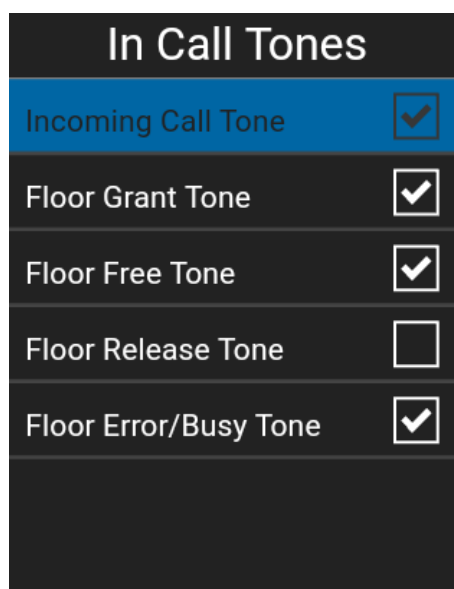
### To change in call tones

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



**In Call Tones Setting**

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



**In Call Tones Setting Options**

The *In Call Tones* setting options have the following behavior:

- **Incoming Call Tone (default = ON)**—When you receive and PTT call, a specific tone will be heard.
- **Floor Grant/Floor Acquired Tone (default = ON)**—When the floor has been granted or acquired, a specific tone will be heard.
- **Floor Free Tone (default = ON)**—When the floor is free, a specific tone will be heard.

- **Floor Release Tone (default = OFF)\***—When the user who has the floor releases the floor. Floor Error/Floor Busy/Bong tone (default = ON)\*\*

\*Note 1: 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 feature phone clients prior to release 8.3.

\*\*Note 2: Floor Error/Floor Busy/Bong tone control is for in call error tone played if the user cannot take the floor.

## Instant Personal Alert

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

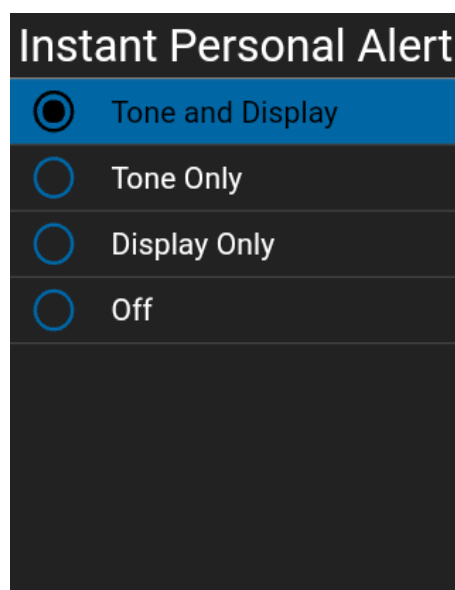
### To change the instant personal alert

1. From the *Settings* screen, navigate to the **Instant Personal Alert** setting and press the **OK** key.



### Instant Personal Alert Setting

2. Select the desired instant personal alert option.



### Instant Personal Alert Setting Options

3. The *Instant Personal Alert* setting options have the following behavior:
  - **Tone and Display (default)**—Persistent alert dialog is displayed and an audible tone is played (subject to Silent Mode behavior). Alert is added to history.
  - **Tone Only**—Audible alert tone is played (subject to Silent Mode behavior). Alert is added

- **Display Only**—Persistent alert dialog is displayed but no alert tone is played. Alert is added to history.
- **Off**—No alert dialog is displayed and no alert tone is played. Alert is silently added to history.

4. Click **OK**.

## Legal

The *Legal* setting allows you to view the End User License Agreement (EULA).

1. From the *Settings* screen, scroll to the **Legal** setting and press the **OK** key.



### Legal Setting

2. The EULA displays.

## Logout

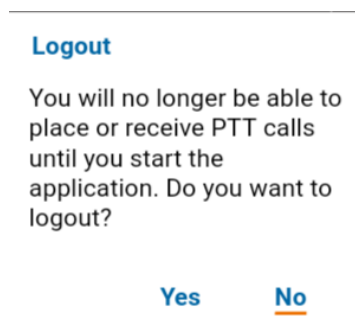
While you are logged out, you will be shown as "Offline" to others and you cannot receive PTT calls or alerts. If you logout before powering off your phone, you will remain logged out after your phone is powered on again even if the **Auto Start** option is turned ON. To send or receive PTT calls, you will need to login. See the section "[Login](#)" for details on how to login.

1. From the *Settings* screen, navigate to the **Logout** setting and press the **OK** key. A Logout confirmation message appears.



### Logout Setting

2. Select **Yes** to logout or **No** to cancel operation.



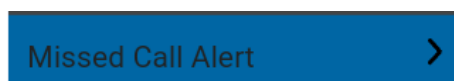
### Logout Confirmation

## Missed Call Alert

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

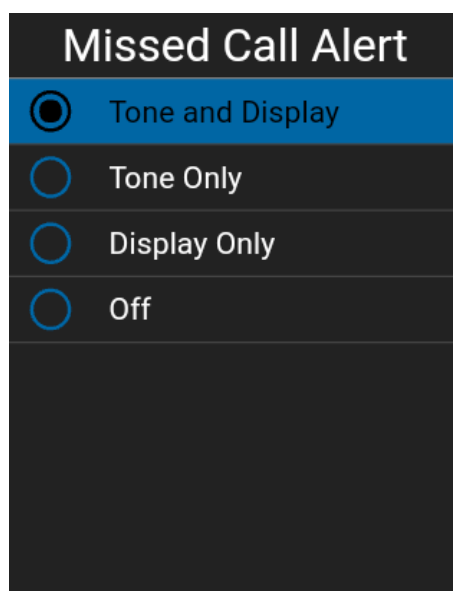
### To change the missed call alert

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



### Missed Call Alert Setting

2. Select the desired instant personal alert option as follows:



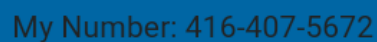
### Missed Call Alert Setting Options

3. The *Missed Call Alert* setting options have the following behavior:
  - **Tone and Display (default)**—Persistent alert dialog is displayed and an audible tone is played (subject to Silent Mode behavior). Alert is added to history.
  - **Tone Only**—Audible alert tone is played (subject to Silent Mode behavior). Alert is added to history.
  - **Display Only**—Persistent alert dialog is displayed but no alert tone is played. Alert is added to history.
  - **Off**—No alert dialog is displayed and no alert tone is played. Alert is silently added to history.
4. Click **OK**.



## My PTT Number

The PTT number displays your registered PTT number.

A blue rectangular box containing the text "My Number: 416-407-5672".

My Number: 416-407-5672

### My PTT Number Setting

## Network Loss Tone Repeat

This determines whether the phone will play 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

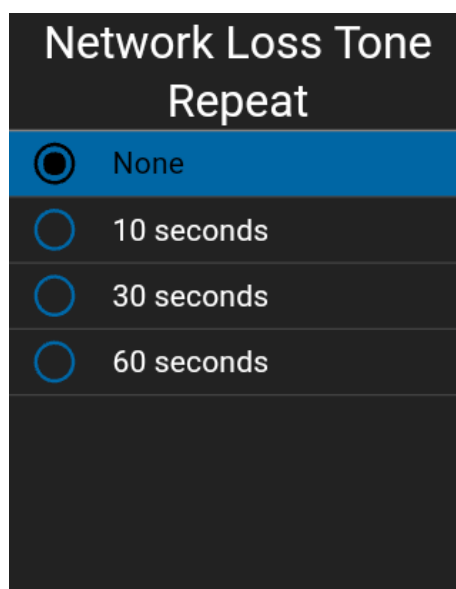
1. From the *Settings* screen, scroll to the **Network Loss Tone Repeat** setting and press the **OK** key.

A blue rectangular box containing the text "Network Loss Tone Repeat" followed by a right-pointing chevron arrow.

Network Loss Tone Repeat >

### Network Loss Tone Repeat Setting

2. Select the desired *Network Loss Tone Repeat* setting option as follows:



### Network Loss Tone Repeat Setting Options

## Network Up/Down Tones

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

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 = None.

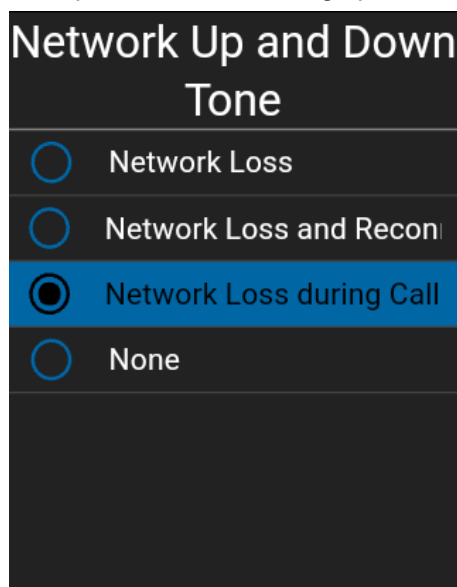
### To change the network up/down tones

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



### Network Up/Down Tones Setting

2. Select the desired *Network Up/Down Tones* setting option as follows:



### Network Up and Down Tones Setting Options

The *Network Up/Down Tones* setting options have the following behavior:

- **Network Loss**—You can set a repeat period for the network loss tone. Supported values are: None (no repeat), 10 seconds, 30 seconds, 60 seconds. Default = None.
- **Network Loss and Reconnect**—The tones for loss and reconnect may be the same or different, depending on the customer.
- **Network Loss during Call Only (default)**—The phone plays a tone during a call when a network loss happens.
- **None**—No repeat.

## One Touch Action

When One Touch Action is turned on, PTT users can call a particular contact or talkgroup or most recent history entry when the PTT key is pressed once, or assign the PTT key to open the application to the preferred landing page (History, Contacts, Groups, Favorite Contacts, Favorite Groups). One Touch Action provides a simplified calling experience for PTT users who primarily communicate with a single contact or talkgroup.

---

**Note:** One Touch calling to contacts and groups is available on devices that support One Touch Calling. If your device does not support One Touch Calling, you can still set the Landing Page.

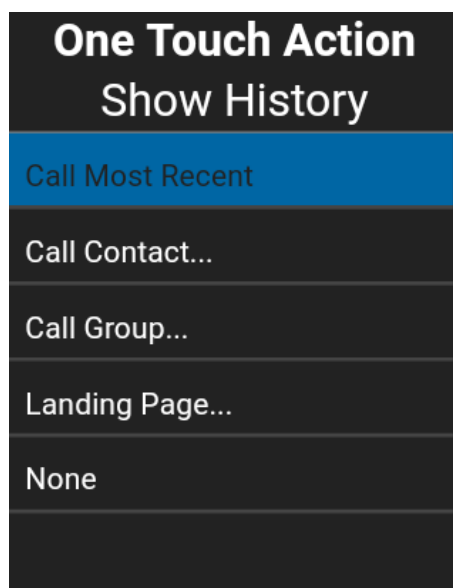
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### To change one touch action

1. From the *Settings* screen, scroll to the **One Touch Action** setting and press the **OK** key.



2. From the **One Touch Action Setting Options**, select the desired One Touch Action.



**One Touch Action Setting Options**

3. The *One Touch Action* setting options have the following behavior:
  - **Call Most Recent**—Originate a PTT call to the most recent history event.
  - **Call Contact**—Originate a PTT call to a user-selected PTT contact.
  - **Call Group**—Originate a PTT call to a user-selected PTT talkgroup (corporate or public).
  - **Landing Page**—Bring application to the foreground and go to the user-selected landing page:
    1. History
    2. Favorite Contacts

3.Favorite Groups

4.Contacts (default)

5.Groups

6.Map

- **None**—Turn off PTT key action when PTT application is in the background.

## Privacy Mode

The *Privacy Mode* setting lets you control how incoming PTT calls are handled whenever your phone ringer setting is set to "silent" or "vibrate-only". With *Privacy Mode*, you can control whether an incoming PTT call is heard normally or if the PTT call uses the phone earpiece. You can choose the behavior using the *Privacy Mode* setting within the PTT application.

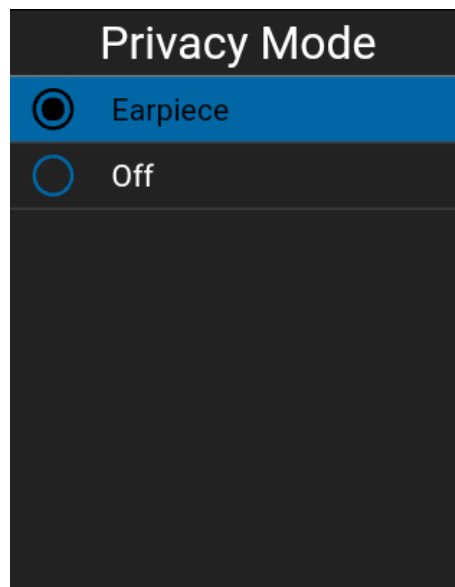
### To change privacy mode

1. From the *Settings* screen, navigate to the **Privacy Mode** setting and press the **OK** key.



**Privacy Mode Setting**

2. Select the desired **Privacy Mode** option.



**Privacy Mode Setting Options**

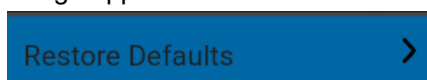
The *Privacy Mode* setting options have the following behavior:

- **Earpiece**—Incoming PTT calls will be sent to the phone's earpiece instead of the loudspeaker. You can carry on your PTT call by holding the phone up to your ear, just as a normal phone call. You must still use the PTT key to take and release the floor.
- **Off**—Incoming PTT calls will barge on the phone's loudspeaker or earpiece, depending on the Speaker setting, even if the phone's ringer setting is set to "silent" or "vibrate-only". This setting allows you to hear PTT calls even if your phone's ringer is silent.

## Restore Defaults

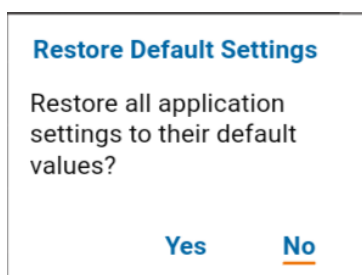
You can restore all the PTT application settings to their defaults using the Restore Default Settings option. When you choose this option, you will be reminded that the restore cannot be undone and asked to confirm the action.

1. From the Settings screen, navigate to and select the Restore Defaults setting. A Restore Defaults confirmation message appears.



**Restore Defaults Settings**

2. Select **Yes** to restore default settings or **No** to cancel operation.



**Restore Defaults Settings Confirmation**

## Search By

The *Search By* setting allows you to change the change the search filter behavior as follows:

1. **Begins With (Default)** – filters results based on the entered search string being found at the beginning of each word in the name. Word delimiters are one or more spaces.
2. **Contains** – filters results as currently supported (anywhere within the name).

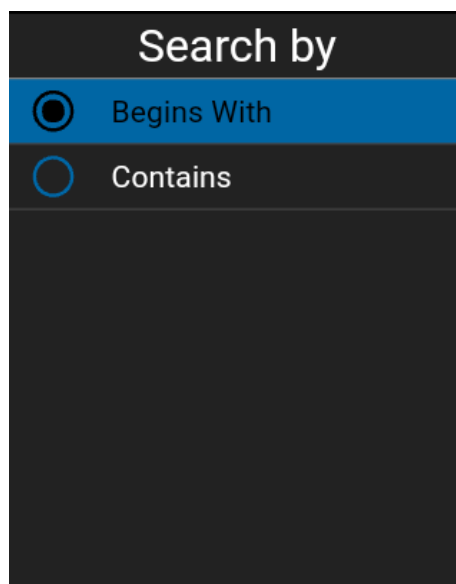
### To change search by

1. From the *Settings* screen, navigate to the **Search By** setting and press the **OK** key.



**Search By Setting**

2. Select the desired **Search By** option.



**Search By Setting Options**

## Show Tutorial

The *Show Tutorial* setting allows you to view the PTT application tutorial. When you select this option, your mobile browser will be opened to a website showing the tutorial. You can return to the PTT application settings screen from the tutorial by closing the browser. For additional details on the tutorial, see the section "[Tutorial](#)".



**Show Tutorial Setting**

## Speed Dial

The *Speed Dial* setting allows you to place a call by pressing a reduced number of keys. This function is useful for phone users who dial frequent numbers on a regular basis.

Each speed dial entry (corporate contacts, public contacts, corporate groups, and public groups) can have one of the following states: unassigned, assigned to a contact from the contact list, or assigned to a group from the group's list. You can have 20 total entries. A contact or group can be assigned to only one-speed dial entry. Power user speed dialing is assigned to the first 10 speed dial entries, 0-9.

---

**Note:** Multiple contacts (e.g., Quick Group) or multiple groups are not assignable to a single speed dial entry.

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**Note:** This setting is available only on PTT certified devices.

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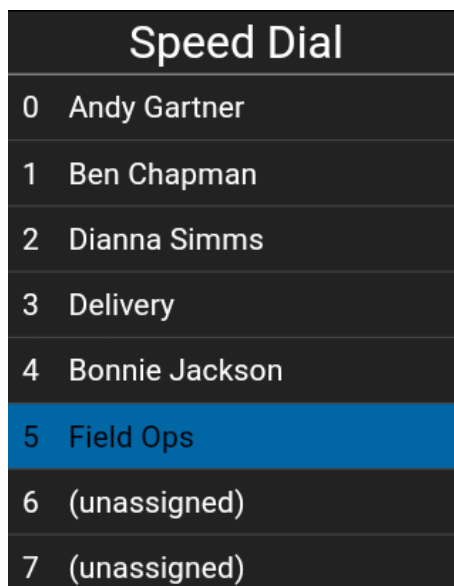
### Change a speed dial entry

1. From the *Settings* screen, scroll to the **Speed Dial** setting and press the **OK** key.



#### Speed Dial Setting

2. A list of Speed Dial entries is displayed.



#### Speed Dial Setting Options

3. Navigate to the Speed Dial entries to change.
4. Select the **Unassign** option.

### Unassign a speed dial entry

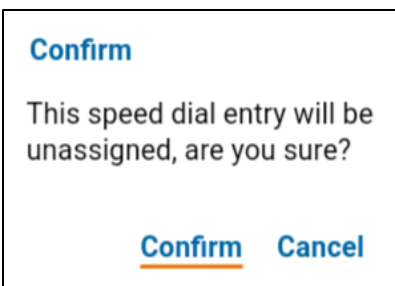
1. From the *Settings* screen, scroll to the **Speed Dial** setting and press the **OK** key.

---

**Note:** When all Speed Dial entries have been assigned you will not see the *Unassigned* option.

---

2. Select a Speed Dial entry to unassign.
3. Select the **Unassign** option. A confirmation message displays.

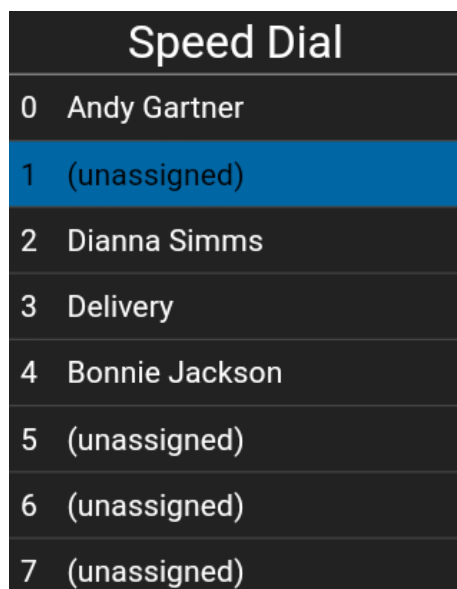


**Speed Dial Confirmation Message**

4. Select the **Confirm** option. The Speed Dial entry is now unassigned.

### Assign a speed dial entry

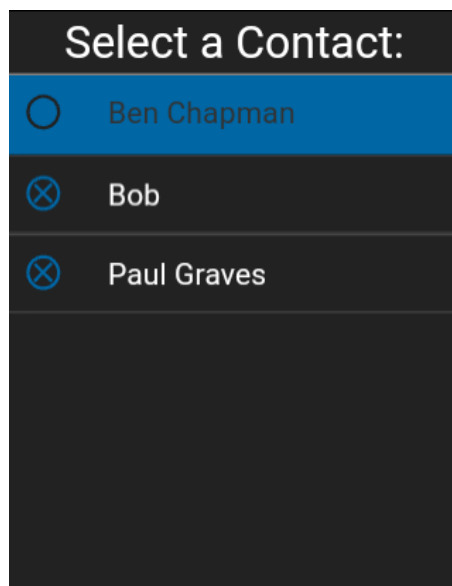
1. From the *Settings* screen, scroll to the **Speed Dial** setting and press the **OK** key.
2. Navigate to an unassigned speed dial entry.



**Select an Unassigned Speed Dial Entry**

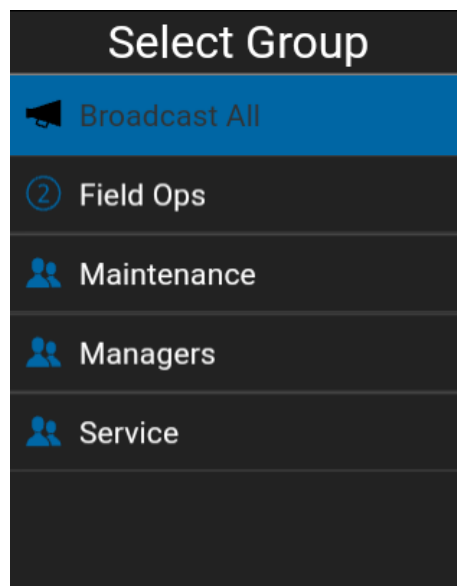


3. Select the **Assign** option located at the bottom of the screen.
4. If you want to assign a contact then, navigate to the desired contact otherwise select the **Group List** option and go to Step 6.
5. Select the **Select** option. The contact is assigned to the speed dial entry.



Select a Contact

6. If you want to assign a group then, select the **Group List** option, and navigate to the desired group.



Select a Group

7. Select the **Select** option. The group is assigned to the speed dial entry.

## Use Bluetooth

The *Use Bluetooth* setting when ON will allow device usage for PTT calls.



**Use Bluetooth Setting**

## Use Wi-Fi

The *Use Wi-Fi* setting when ON allows the PTT application to use available Wi-Fi connectivity automatically and perform a handover from cellular data to Wi-Fi. When this option is turned ON, the PTT application will always prefer the Wi-Fi connection, even if cellular data is available. When ever the phone loses Wi-Fi connectivity, the PTT application will fall back to cellular data.



**Use Wi-Fi Setting**

## Vibrate Alert

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



**Vibrate Alert Setting**

Select the check box to toggle the state of the setting.

## Vibrate Call

When the incoming Call Vibrate setting is ON (checked), the phone will vibrate for incoming PTT calls.

---

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

---



**Vibrate Call Setting**

## 17. Troubleshooting

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

- [General](#)
- [Activation Failures](#)
- [Application Becomes Unresponsive](#)
- [Application is Asking Me to Enter an Activation Code](#)
- [Application is not Visible during an Incoming Call](#)
- [Call Failures](#)
- [Calls are Always Heard in the Earpiece](#)
- [Calls are Only Received from a Small Number of Groups](#)
- [Cannot Change the Phone Number of a PTT Contact](#)
- [Cannot Create/Update/Delete a Contact or Group](#)
  - [Administrator-Managed Contacts and Groups](#)
  - [Corporate-Only Subscriber](#)
- [Cannot Hear Incoming Call](#)
- [Cannot Send an Instant Personal Alert](#)
- [Changing My SIM Card](#)
- [Explanation of Error Messages](#)
  - [Loss of Data Network Connection](#)
  - [User Busy](#)
  - [User Unreachable](#)
- [Login Failures](#)
- [Not All Contacts are Shown in the PTT Contact List](#)
- [Presence Status Does Not Update](#)
- [Quick Group Calls I Receive Are Shown In History as a One-to-One Call](#)
- [Wi-Fi Connection Problems](#)

## General

Whenever you are having issues, it is recommended to update your Push-to-Talk (PTT) application.

## Activation Failures

The first time you start the application after download, the application must "activate" with the Push-to-Talk (PTT) server. This activation process ensures that you are a PTT subscriber and that you are using a supported phone. If a problem occurs during the activation process, you will receive an error message. The following error messages may be observed:

*"Data connection is unavailable."*

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

*"You are currently not subscribed to the PTT service."*

You must have a PTT subscription before you can successfully begin using PTT service. Visit the service provider's website or contact your administrator to make sure you have PTT service enabled for your phone.

*"This service requires a PTT subscription and supported phone. Please contact your corporate administrator or customer care."*

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

## Application Becomes Unresponsive

In rare cases, the PTT application may suddenly stop working (application freeze). If this happens, please turn the phone OFF and then ON.

## Application is Asking Me to Enter an Activation Code

When you start the application for the first time, you are asked to activate the application. This activation process ensures that you are a PTT subscriber and that you are using a supported Android 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. A corporate administrator typically provides the activation code. If you do not have an activation code, please move to an area with good cellular coverage and try activating again.

## Application is not Visible during an Incoming Call

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

## Call Failures

A PTT call may not be completed for several reasons:

- The person you are calling has an "Offline" or "Do Not Disturb" status. The PTT application will not allow you to make a call to someone with either status.
- The person you are calling is busy, on 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 PTT server. Please see the "[Loss of Data Network Connection](#)" section for more information.
- The person you are trying to call has temporarily not reachable. Please see the "[User Unreachable](#)" section for more information.

## Calls are Always Heard in the Earpiece

If you are hearing PTT calls through the earpiece instead of the loudspeaker, the speakerphone on/off setting may be set to OFF. You can change this setting during a call, press the **Options** key to turn the speaker on. Ensure that your phone profile is not in Silent and check that Privacy Mode is not set to Earpiece. More details are found in "[Privacy Mode](#)".

## Calls are Only Received from a Small Number of Groups

If you are receiving calls from only a couple of groups, you may have turned the 'Talkgroup Scanning' feature on and are listening to only the groups in the scan list. More details about this feature can be found in "[Talkgroup Scanning](#)".

## Cannot Change the Phone Number of a PTT Contact

While the name and favorite status of a contact can be changed, phone numbers cannot be changed. If you need to change a contact's phone number, you will need to delete the contact and add it again with the new phone number. Please see the "[Contacts](#)" section for details on deleting and adding PTT contacts. Contacts that are managed by an administrator cannot be renamed or deleted.

## Cannot Create/Update/Delete a Contact or Group

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

### Administrator-Managed Contacts and Groups

You cannot change or delete contacts or groups that are managed by an administrator. Please refer to the ["Contacts"](#) section and the ["Talkgroups"](#) section for more details on administrator-managed contacts and groups. You will need to contact your PTT administrator to make any changes.

### Corporate-Only Subscriber

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

## 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.

## Cannot Send an Instant Personal Alert

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

## Changing My SIM Card

Your phone may contain a SIM card that lets you move your phone number from one phone to another phone compatible with your mobile phone service and SIM card. If you replace the SIM card in your phone with another that has a different phone number, the PTT application will automatically erase your PTT history and favorites and will restore the contacts and groups associated with the new number (if any exist). After changing the SIM card, the next time you start the PTT application, it will ask you to "activate" or re-register your phone with the PTT server to ensure that you subscribe to PTT service. Please see the ["First-time Activation"](#) section for information about registering your phone with the PTT service.

## Explanation of Error Messages

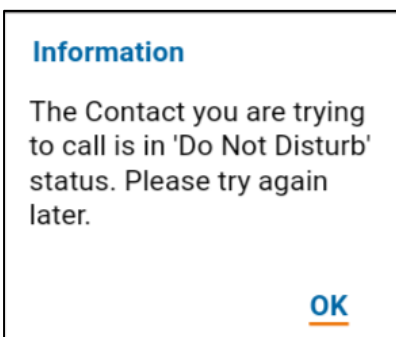
### Loss of Data Network Connection

If the PTT application cannot communicate with the PTT server, it will display the message "No Connection" when you access the PTT application. While you see this message, you will not receive PTT calls or alerts and you will appear as "Offline" to others. If you see this message, you should ensure that you have a good signal on your phone. To see if you have access to the data network, you should try to access a web site using your mobile browser. You may also switch on Wi-Fi if one is in range. This error message will be dismissed once the PTT application has automatically reconnected.

If you want to reconnect only to the cellular data network then select the **Retry** option without checking the "**Use Wi-Fi**" check box. If your phone is connected to Wi-Fi and you want the PTT application to use the Wi-Fi connection, check the "**Use Wi-Fi**" check box and then select the Retry option.

### User Busy

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



**Contact is Busy Information**

### 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 PTT 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 PTT service may fail if the phone is in Airplane Mode or if you do not have a data connection. Please check the data connection and try to login again later.

## Not All Contacts are Shown in the PTT Contact List

If you do not see all of your contacts in the contact list or if you see the message "All contacts are unavailable", you may have offline contacts hidden. For more details see the ["View/Hide Offline Contacts"](#) section.

## Presence Status Does Not Update

If you attempt to change your presence status from "Available" to "Do Not Disturb" or *vice versa*, and you do not see your status updated, there may be a communication problem between your phone and the PTT server. Logging out and logging in again should solve the problem. To logout, see the ["Logout"](#) setting section.

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

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

## Wi-Fi Connection Problems

Using the PTT application over Wi-Fi requires that the phone can access the Internet through the Wi-Fi connection. While your phone is connected to Wi-Fi if the PTT application gives you the error "Data connection is unavailable" then make sure that the Wi-Fi service provider does not require a user name and password and that the Wi-Fi application setting is enabled.

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

Please refer to the ["Using PTT over Wi-Fi"](#) section and the application ["Settings"](#) section for more details.



## 18. Glossary

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

- Alerts
  - Instant Personal Alert (IPA)
  - Missed Call Alert (MCA)
- Call Types
  - Private Call (One-to-One Call)
  - Broadcast Group Call
  - Group Call
  - Quick Group Call
- Display Name
- Floor Control
- Group
- Quick Group
- Supervisory Override
- Talkgroup Scanning

### Alerts

#### Instant Personal Alert (IPA)

An Instant Personal Alert allows you to request a call back from another subscriber. For more details, see the ["Call from Instant Personal Alert"](#) section.

#### Missed Call Alert (MCA)

A Missed Call Alert (MCA) will alert you whenever you miss a PTT call. For more details, see the ["Missed Call Alerts \(MCA\)"](#) section.

### Call Types

#### 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.

## Broadcast Group Call

A high-priority call where only certain group members, called broadcasters may initiate Broadcast Group calls. For more details, see the "[Broadcast Talkgroup Calls](#)" section.

## Group Call

A group call is a call to a group of people. See the "[Talkgroup Calls](#)" section for more details on how to make a group call.

## Quick Group Call

A Quick Group call is a group call that is created on the fly by selecting call members from your PTT contact list. See the "[Quick Group Calls](#)" section for more details on how to make a Quick Group call.

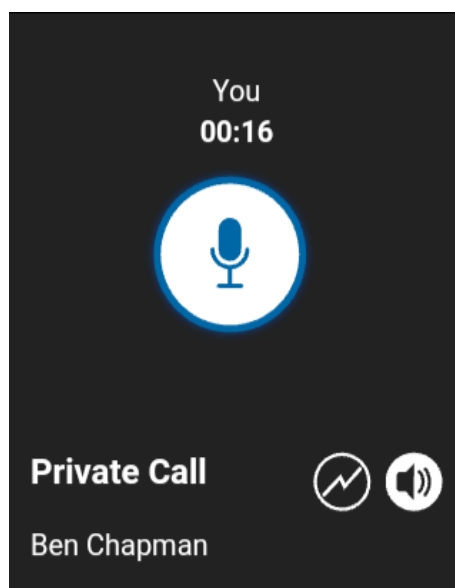
## Display Name

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

## Floor Control

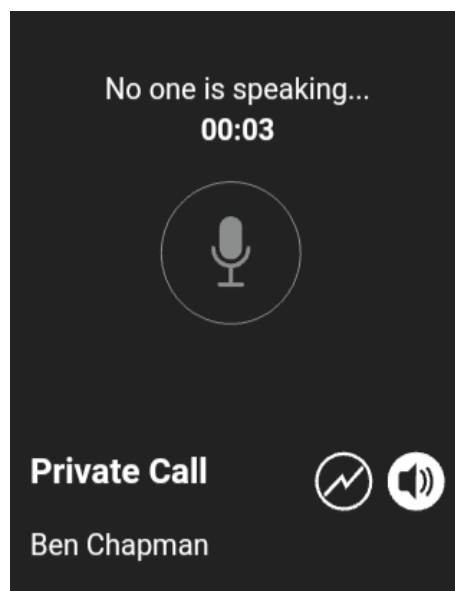
While in a PTT call, only one person can speak at a time. The person speaking is said to "have the floor". The following terms are used throughout this guide:

**Floor Acquired:** When you the floor by pressing the PTT key and you will hear a "chirp." This indicates that you have the floor and can speak while you press the PTT key. When you stop talking, you should release the PTT key.



Private Call in Progress

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



**No One is Speaking**

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

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**Note:** If the call is a group call and you are a supervisor for the group, whenever you press the PTT key, the floor will be revoked from the person speaking (even if another supervisor) and you will be able to speak after acquiring the floor. Please refer to the "[Supervisory Override](#)" section for more information.

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## Group

A group is a type of PTT contact that connects you to multiple people at once. For more details on groups, see the "[Talkgroups](#)" section.

## Quick Group

Quick Group allows you to make a PTT call to up to 10 people without first creating a group. This is handy if you want to call a small group of people quickly that are not already in a group. See the "Quick Group Calls" section for more details.

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**Note:** You can create a group from Quick Group in your call history on the History screen unless your administrator has restricted your phone from adding new groups.

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## **Supervisory Override**

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

## **Talkgroup Scanning**

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