



User Guide

PTT Radio
Feature Phone

Release 8.3

Bell

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1. Introduction and Key Features

The Bell Push-to-talk (PTT) solution supports two modes: Standard PTT and PTT Radio. Your Corporate Administrator will assign one of these modes to each user. This document describes the PTT Radio Mode.

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

Broadcast Talkgroup Calling – allows certain talkgroup members to make high-priority calls typically used for making important announcements to large groups. For more details, please refer to the "[Broadcast Talkgroup Calls](#)" section.

Contact and Talkgroup Management – PTT contacts and talkgroups can be centrally managed by an administrator ("administrator-managed") or by you ("personal"). For more details, please refer to the "[Contacts](#)" section and the "[Talkgroups](#)" section.

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

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. 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. 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 groups for calls. The higher priority talkgroup calls take precedence over lower priority talkgroup calls. Includes Scan Talkback which allows you to control whether you can take the floor on the active talkgroup or selected talkgroup while scan mode is ON. For more details, please refer to the "[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 with the PTT application.

- [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.

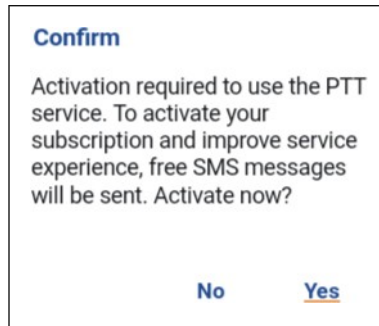
Tip: You can press and hold the PTT key located on the side of the phone to bypass Step 1.

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.

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.

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

To activate the PTT application using Wi-Fi network

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

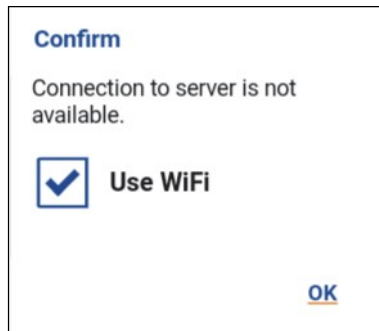
1. From the phone main screen, press the **Menu** key to access the phone Menu, navigate to the **PTT** icon to launch the application, and press the **OK** key.

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.

Note: When prompted, do not optimize battery usage.

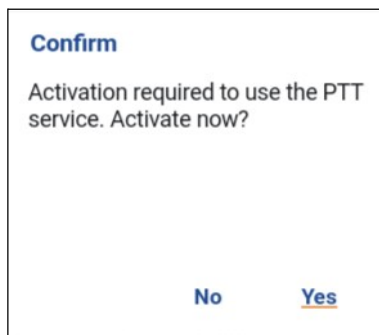
2. The *End User License Agreement* page is displayed.

3. You must read and accept the EULA to activate the PTT 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.



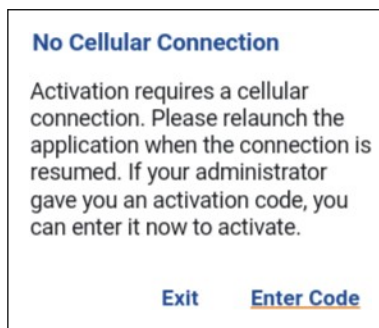
Connection to Server is not Available

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.

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 PTT application is easy using your phone's Navigation and Options key. There are the two functions: Talkgroups and Contacts.

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

- Using device keys
- Phone is Closed
- Talkgroups
- Contacts
- PTT Key
 - External PTT Key
- 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.






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







Talkgroups

This screen displays the selected talkgroup (1-8) and starts a PTT talkgroup call. Use the Navigation key to scroll through the talkgroups. While in the talkgroup, the following options are available: Call, View, Settings, Hide Offline/Show Online, Turn Loudness On/Off, Turn Speaker On/Off, Turn Scanning On/Off.

For more information on talkgroups, see "[Talkgroups](#)" section.

The following table describes the talkgroup screen user interface and is listed by name, icon and description.

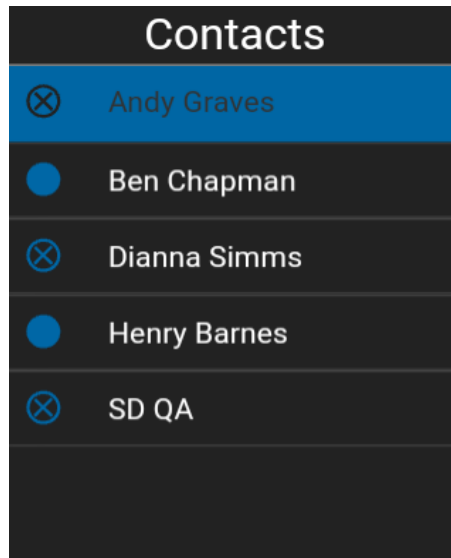
Name	Icon	Description
Talkgroup Avatar	Multiple	Displayed in the upper-center of the talkgroup screen. Your corporate administrator assigns the avatar.
Call Status	<i>No Icon</i>	Displays the Talker ID, Call Status (Ready, Connecting, No Connection), Talkgroup Scan ON icon, including Broadcaster and Supervisor icons.
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.
Talkgroup Channel	1-8	Displays the talkgroup channel number (1-8) assigned by your corporate administrator.
Broadcaster		Displays the Broadcaster when assigned as a broadcaster for a talkgroup.
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 " Turn Scanning ON or OFF " 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 " Turn Scanning ON or OFF " 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 " Turning the Speaker On/Off ".
Talkgroup Name	<i>No Icon</i>	Displays the talkgroup name assigned by the corporate administrator in the call screen.

Contacts

This screen displays your PTT contacts and allows you to search for contacts or start a PTT call. While the contact is highlighted the following options are available: Call, View, Settings, Hide Offline/Show Online, Turn Loudness On/Off, Turn Speaker On/Off, Turn Scanning On/Off, and Search.

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



Contacts

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. Pressing the PTT key while the application is not visible makes a PTT call to the selected channel. If the phone is locked, the call from lock screen must be enabled to make a call. 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.

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.

Scrolling

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

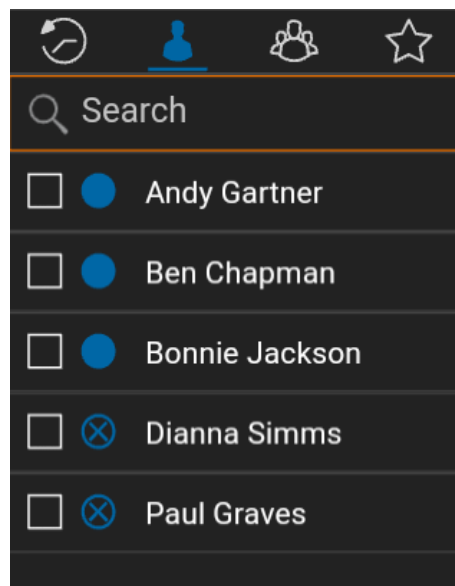
Searching

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
	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). Depending on your notification setting, it may provide a persistent notification dialogue and an audible tone, a persistent notification dialogue, or no notification dialogue and tone. When you receive an IPA during a PTT call, the IPA notification is hidden in the background and is brought to the foreground after the call ends.
Attention	Played whenever there is an error message displayed.
Call Suspend	Played during a call whenever the call is 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.
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 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. 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 have a unique tone. Broadcast calls 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 PTT service.

- 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.

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

Using PTT over Wi-Fi

Using PTT over Wi-Fi 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

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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 1:1 and talkgroup calls.

- Making Calls
 - Talkgroup Calls
 - Broadcast Talkgroup Calls
 - One-to-One (1:1) Calls
 - Calling a contact that is offline or has a Do Not Disturb (DND) status
 - Call from Instant Personal Alert
 - Call Behaviour While the Screen is Locked
 - Manual Dial Calls
 - Speed Dial Calls
- Receiving Calls
 - Talkgroup Calls
 - Broadcast Talkgroup Calls
 - One-to-One (1:1) Call
- 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 Behaviour While the Application is in the Background
- PTT Call Behaviour While the Screen is Locked
- Rejoining a PTT Talkgroup Call

Making Calls

Talkgroup Calls

To select a talkgroup

Select a talkgroup by pressing the Navigation left or right key, if required.

To place a PTT talkgroup call

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

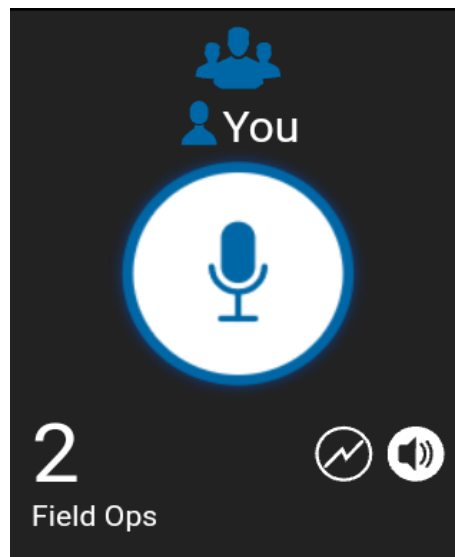
Tip: If you try to select another talkgroup, your selection changes to the newly selected talkgroup. You can only select one talkgroup at a time.



Place a PTT Talkgroup Call

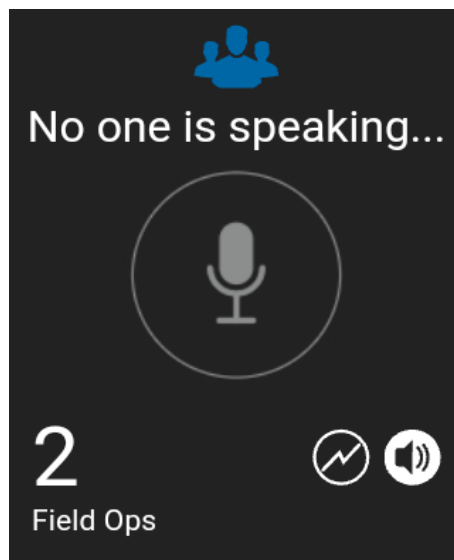
2. Press and hold the PTT key, a talkgroup PTT call is started, a chirp tone is heard and the PTT status changes color indicating you have taken the floor. Begin speaking.

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



You Are Speaking in a Talkgroup Call

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



Idle Talkgroup

4. Press the **End** key to end the call. The talkgroup will show it is no longer active after a period of no call activity.

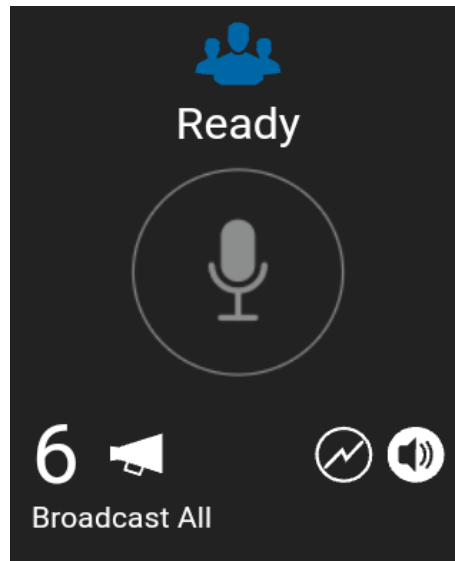
Broadcast Talkgroup Calls

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

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

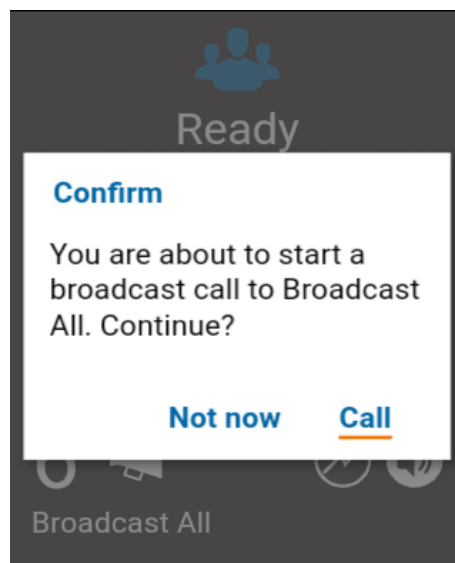
To place a broadcast talkgroup call

1. Select the corresponding broadcast talkgroup you want to call. The broadcast talkgroup is identified by the broadcast talkgroup icon displayed above the talkgroup name.



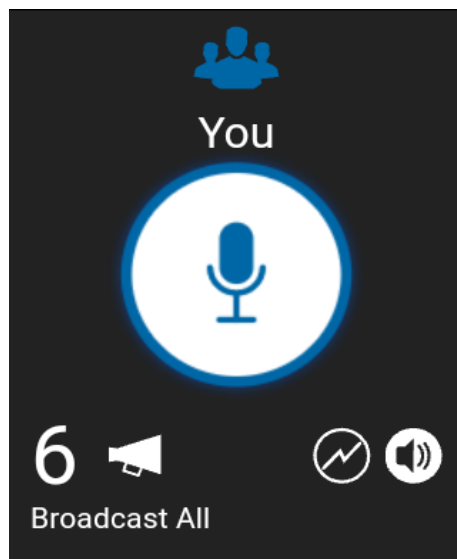
Broadcast Talkgroup

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



Broadcast Confirmation Dialogue

3. Select the **Call** option to place the call. The PTT call screen is displayed as shown below.
OR:
Select the **Not now** option to dismiss the message.
4. Press and hold the PTT key, a Broadcast Call is started, a chirp tone is heard and the PTT status changes colour indicating you have taken the floor. Begin speaking.



Broadcast Call in Progress

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

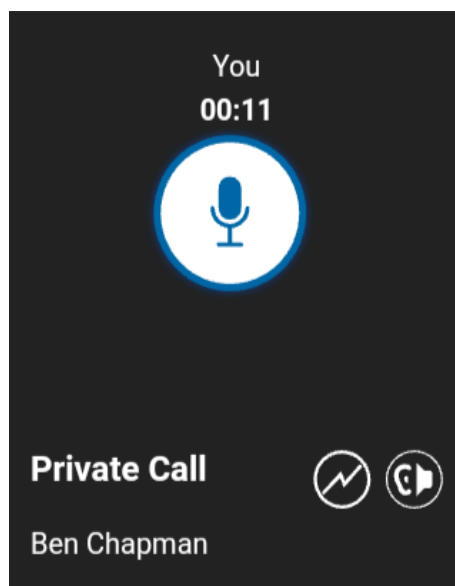
One-to-One (1-1) Calls

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.

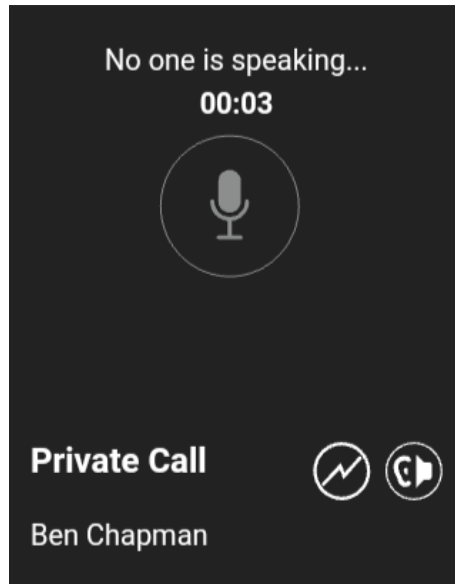
Note: Alternatively, you can enter the PTT number from the keypad and press and hold the PTT key when the phone is on the idle screen (application is in the background).

2. Press and hold the PTT key. A private, one-to-one PTT call is started, a chirp tone is heard and the PTT status changes colour indicating you have taken the floor. The *Private Call In Progress* screen is displayed.



Private Call In Progress

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

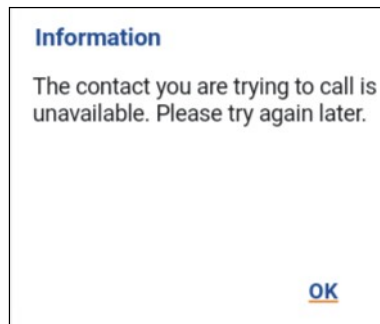


No One Is Speaking

4. Press the End key to end the call.

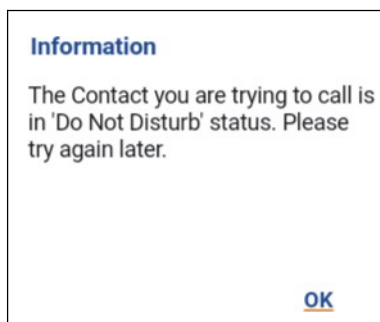
Calling a contact that is offline or has a Do Not Disturb (DND) status

If the contact you are trying to call has an Offline or Do Not Disturb (DND) 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

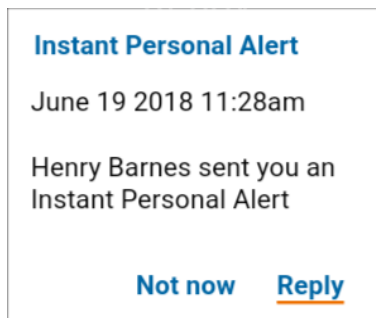
Similarly, if the person you are trying to call as a DND status, you will see the following message:



Contact is in Do Not Disturb Status

Call from Instant Personal Alert

1. Upon receiving an Instant Personal Alert, a pop-up message will be displayed. For more details, see "[Instant Personal Alerts \(IPA\)](#)" section.



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 Behaviour 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 "[Call From Lock Screen](#)" section.

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

Manual Dial Calls

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

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

Speed Dial Calls

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

Tip: The Speed Dial function is used with the PTT application in the background or foreground.

1. Press and hold the number 0-19 assigned to a speed dial entry using the key pad until you see the call screen.

2. Press the PTT key to originate a call to the contact 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

Talkgroup Calls

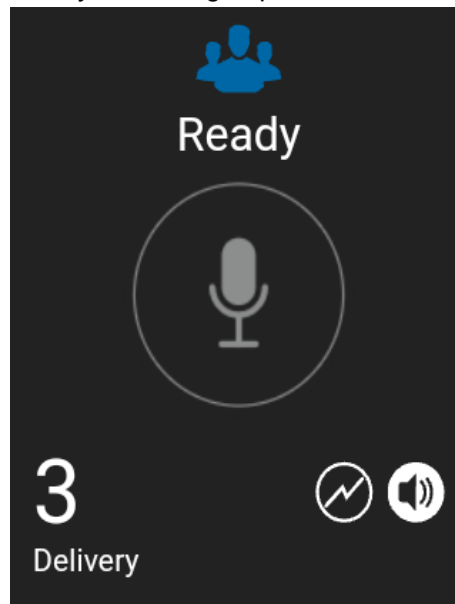
1. Select the desired talkgroup on which you want to receive calls.

Note: To listen and talk on more than one talkgroup, see the "[Talkgroup Scanning](#)" section.

Note: This behaviour assumes that Background Calling is turned OFF. For more details, see the "[PTT Call Behaviour While the Application is in the Background](#)" section.

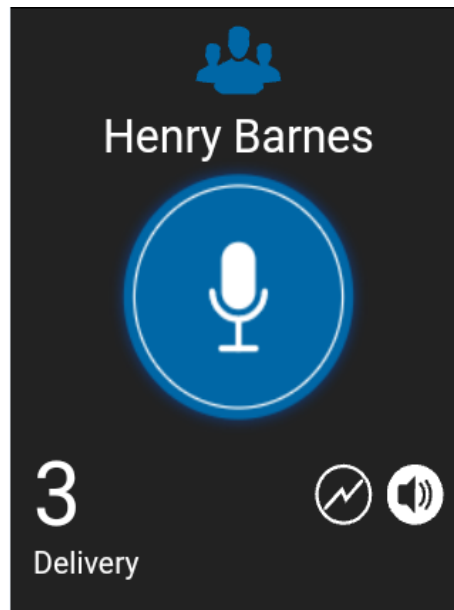
Note: Incoming PTT calls respond differently based on the combination of the phone settings and the PTT application settings. For more details, see the "[Interaction with Silent or Sound Mode](#)" section.

2. The call status displays *Ready* if the talkgroup is not active.



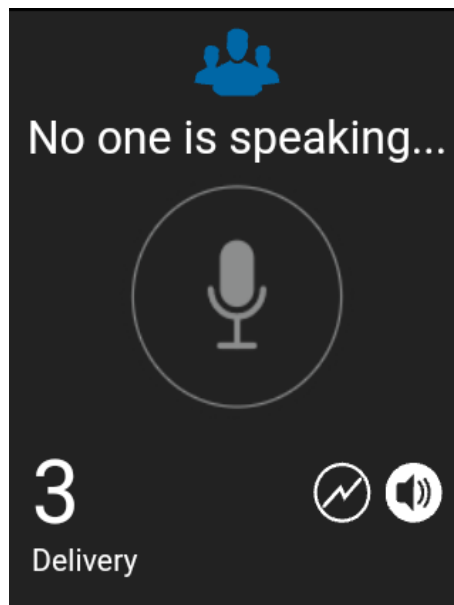
Monitor a PTT Talkgroup Call

3. When a talkgroup member takes the floor, a chirp tone is heard and the PTT status changes colour, the caller name is displayed indicating that the floor is taken.



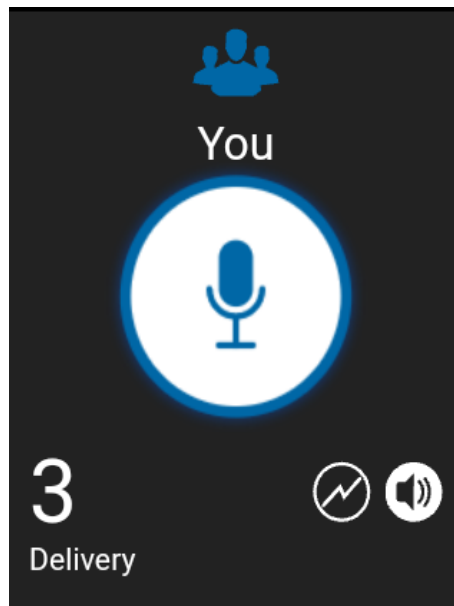
Active Talkgroup

4. When the floor becomes available, the PTT status is idle as shown below.



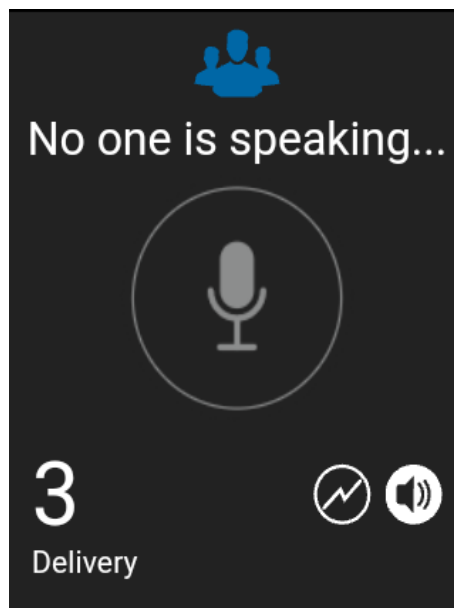
Idle Talkgroup

5. Press and hold the PTT key, a Talkgroup call is started, a chirp tone is heard and the PTT status changes colour indicating you have taken the floor.



You Are Speaking in a Talkgroup Call

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



Idle Talkgroup

7. Press the **End** key to end the call or the talkgroup will show it is no longer active after a period of no call activity.

Broadcast Talkgroup Calls

An incoming broadcast talkgroup call looks like any other talkgroup call but 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 are not be able to 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.

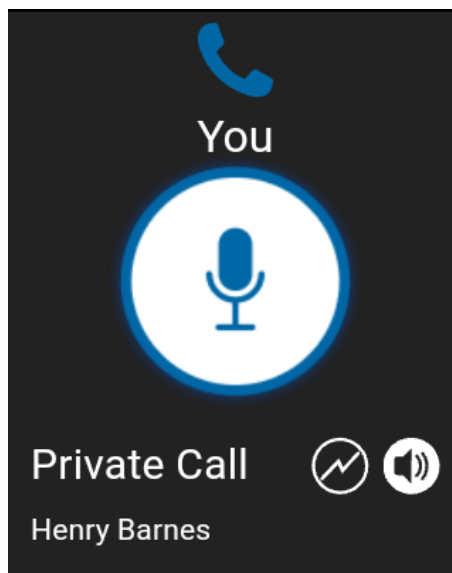
Only certain talkgroup members are allowed to make broadcast talkgroup calls. If you try to call a broadcast talkgroup from history, you see a message indicating that the call cannot be completed.

One-to-One (1:1) Call

1. When you receive an incoming PTT call, you hear an incoming call alert; the application is brought to the foreground, you see the name of the caller and a Private Call label displays on the call screen and the PTT status changes colour.

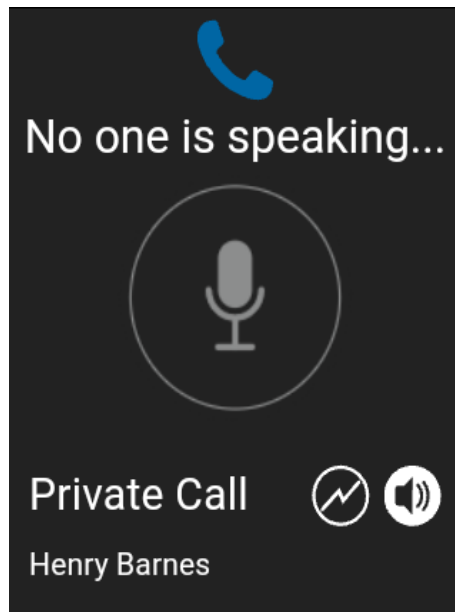
Note: This behaviour assumes that Background Calling is turned OFF. For more information, see the "[PTT Call Behaviour While the Application is in the Background](#)" section.

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.



Receive an Incoming PTT Call

2. Whenever the talker releases the floor, "*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 key.
4. Press the **End** key to end the call.

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 normally played over the phone's earpiece. To hear a PTT call, you should hold the phone to your ear as during a cellular phone call. You can temporarily switch to the speaker using the speaker on/off button for the current call. The next PTT call uses the phone's earpiece while the phone is in silent mode.

Privacy Mode allows you to 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 normally heard 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 calls to 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 on 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 ends if a cellular call is answered. For more information on Call Priority, see the "[Settings](#)" section.

Receiving a PTT call when on a regular phone call

If you receive a PTT call while you are on a regular call, the ongoing cellular call continues, and an incoming PTT call is rejected with user busy indication. You receive no indication that a PTT call occurred during the cellular call.

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

PTT Call Behaviour 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 will go to background at the end of the call and displays the previously viewed application in 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 will be able to take the floor by pressing the PTT button.

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

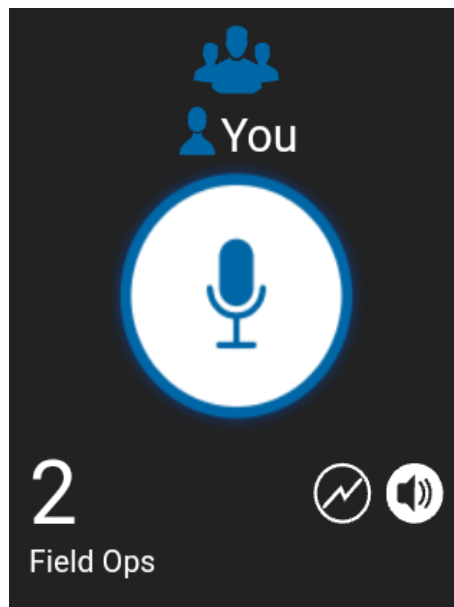
If you leave during a PTT talkgroup call, you can rejoin the call by initiating a call to that talkgroup again, either from the call history or from the talkgroup list. If the call ended before you try to rejoin, you will start a new call to that talkgroup.

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

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



Talkgroup Supervisor

Non-Supervisor Talkgroup Members

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

7. Alerts

This section describes the alerts used in the PTT application.

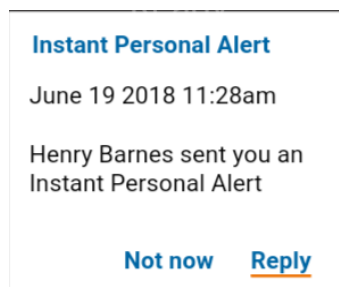
- [Instant Personal Alerts \(IPA\)](#)
 - [Receiving an Alert](#)
- [Multiple Instant Personal Alerts per Caller](#)
- [How to Set the PTT Alert Volume](#)

Instant Personal Alerts (IPA)

An Instant Personal Alert (IPA) is a notification that a non-PTT Radio user can send to other PTT or PTT Radio users to request a callback. PTT Radio users can only receive IPAs.

Receiving an Alert

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



Instant Personal Alert Message

IPA behaviour

The IPA behaviour is based on the following settings:

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

For more information on the Instant Personal Alert, see the "[Settings](#)" section.

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

2. Press the PTT key to call the person back while the alert is displayed or select the **Reply** option.
OR:
You can also select the **Not now** option to dismiss the alert without calling back.

Multiple Instant Personal Alerts per Caller

When you receive multiple Instant Personal Alerts (IPAs), only the latest alert is shown on the display after the call ends.

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 PTT application.

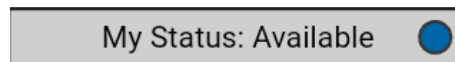
- [My Presence](#)
- [PTT Contact Presence](#)

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. When you turn off your phone, you are automatically marked as "Offline" to others.

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

My Presence

My Presence or self-presence are seen on the status bar.



Available Icon

For more information on the icons, refer to the "[Icons](#)" section.

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 you are not be able to receive PTT calls and alerts.

No Connection: When the PTT application cannot communicate with the PTT server, it displays "Offline" in the Status bar or System Notification and your availability shows "No Connection". For more information, refer to the "[Loss of Data Network Connection](#)" section.

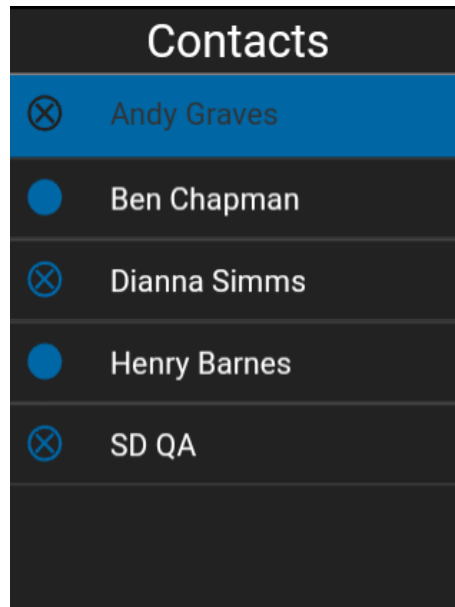
A screenshot of a status bar showing the text "No Connection" inside a rectangular box.

No Connection

No Connection Presence Status

PTT Contact Presence

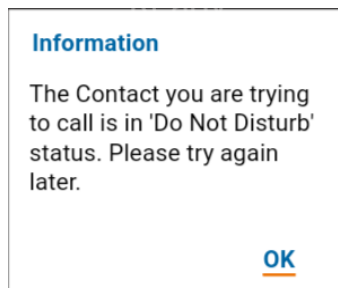
Contact presence is seen in the contact list indicated by an icon next to the contact's name.



PTT Contact Presence

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 are restricted. If you try to make a call to a contact with the DND status, you 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 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 receive an error message. For more details, see ["Calling a contact that is offline or has a Do Not Disturb \(DND\) status"](#).

9. Contacts

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

- [View Contacts](#)
 - [Contact List Sorting](#)
 - [View/Hide Offline Contacts](#)

Administrator-Managed Contacts

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

Maximum Number of Allowed Contacts

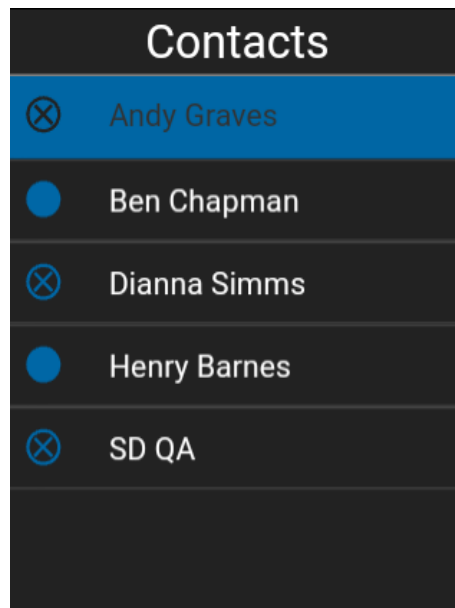
The maximum number of contacts allowed on your phone is 1000.

View Contacts

The Contacts shows a list of all your contacts added by an administrator. You can sort the contacts based on alphabetical order or based on the availability of the contacts from the application settings.

Contact List Sorting

Normally you see all your PTT contacts listed in alphabetical order when you view the contact list.

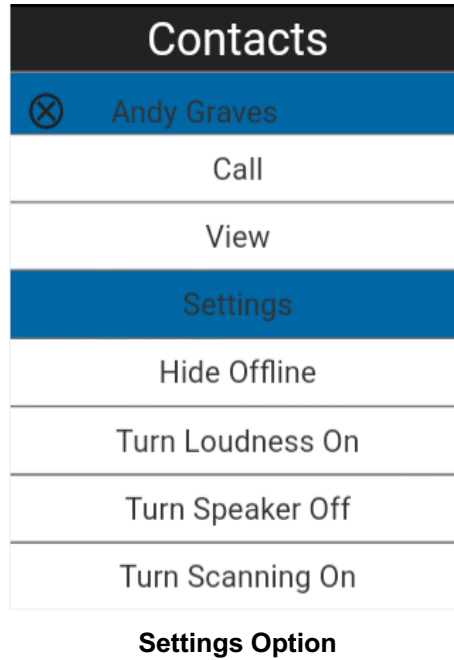


Contacts

When the *Contact Sorting* setting option is changed to *By Availability*, Available and DND are sorted alphabetically first followed by Offline alphabetically. The contact list updates each time contacts change from online to offline or vice versa.

To view the contact list sorted based on alphabetical order or based on availability follow these instructions.

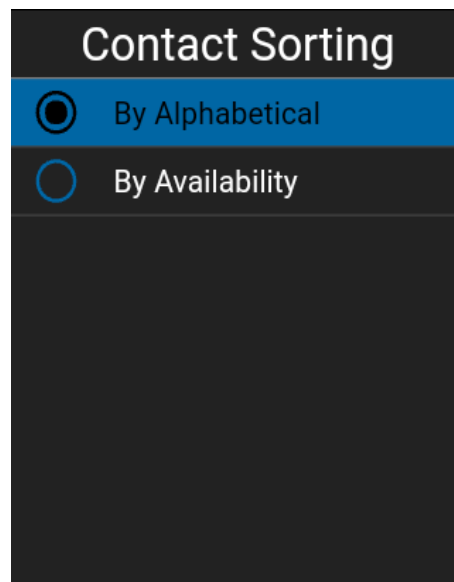
1. From within the PTT application **Contact** screen, press the **Options** key.
2. Choose the **Settings** option.



3. Navigate to and select the **Contact Sorting** setting.

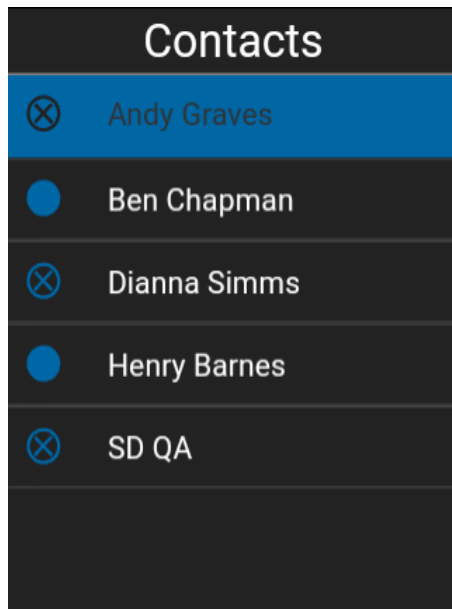


4. Select either **By Alphabetical** or **By Availability**.

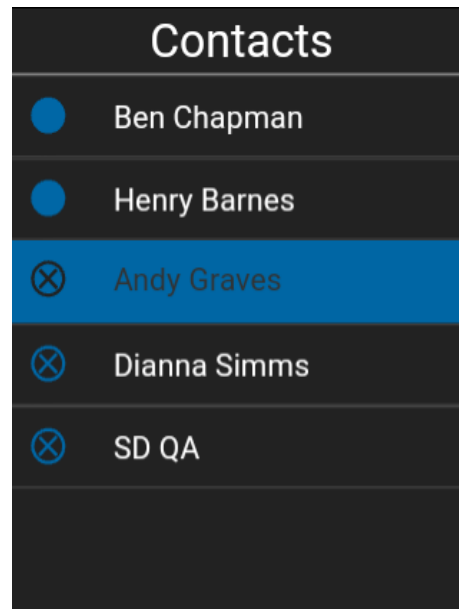


Contact Sorting Setting Options

5. Press the **Back** key until you see the Contacts. You are able to see the contact list sorted according to your selection.



Contacts Sorted Alphabetically



Contacts Sorted by Availability

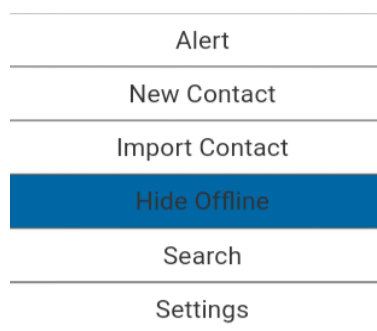
View/Hide Offline Contacts

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.

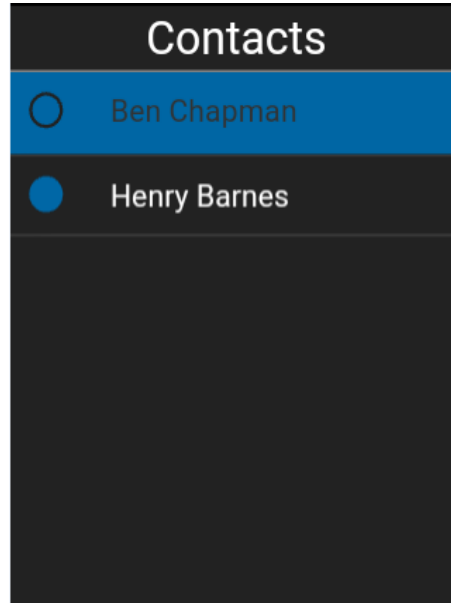
To view only online contacts

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



Hide Offline Option

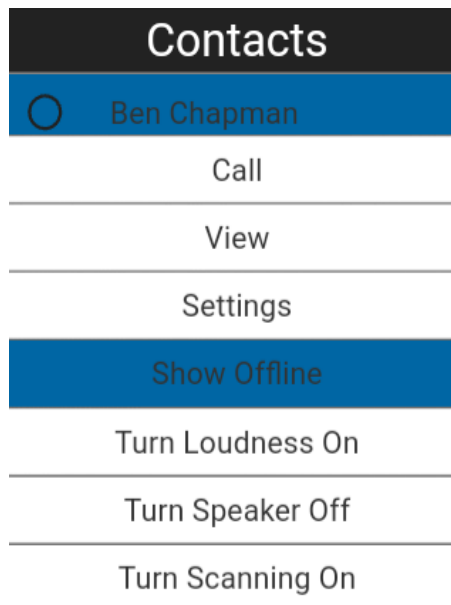
2. The contact list now shows only the contacts that are either 'Available' or 'Do Not Disturb'.



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.

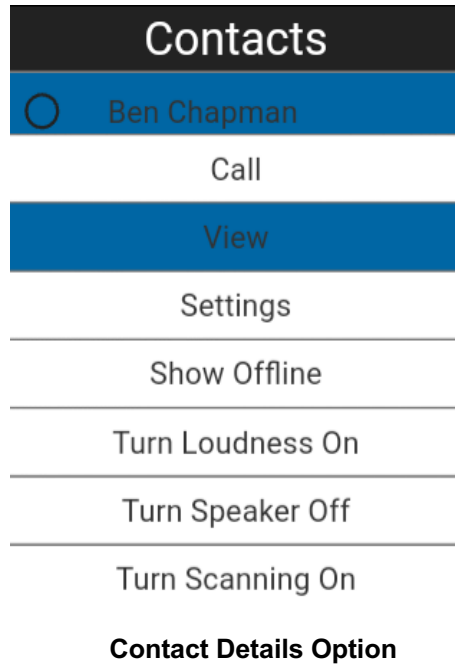


Show Offline Option

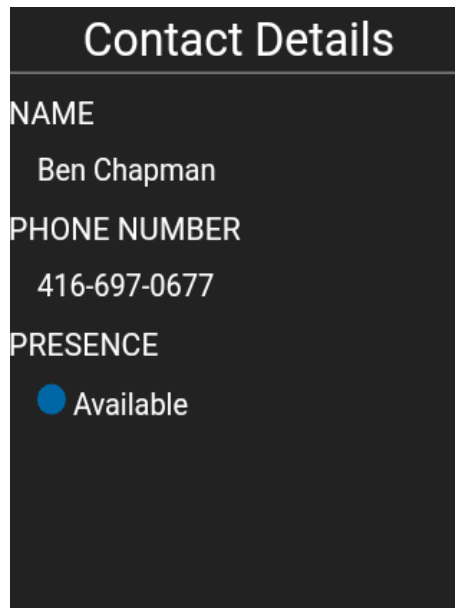
2. The contact list shows all the contacts, including those that are 'Available', 'Do Not Disturb', and 'Offline'.

To view the contact details

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



4. The *Contact Details* screen displays, as shown below:



Contact Details

10. Talkgroups

This section describes the PTT talkgroups using the PTT application.

- [View All Talkgroups](#)
- [Select a Talkgroup](#)
- [Call Permissions](#)

An administrator manages the talkgroups and position assignments.

Maximum Number of Allowed Talkgroups

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

Administrator-managed	
Talkgroups	8
Members per Talkgroup	250

Maximum Talkgroups

View All Talkgroups

A list of administrator-managed talkgroups assigned to positions 1-8 is shown on the Group Channel List. For more details, see "[Group Channel List](#)".

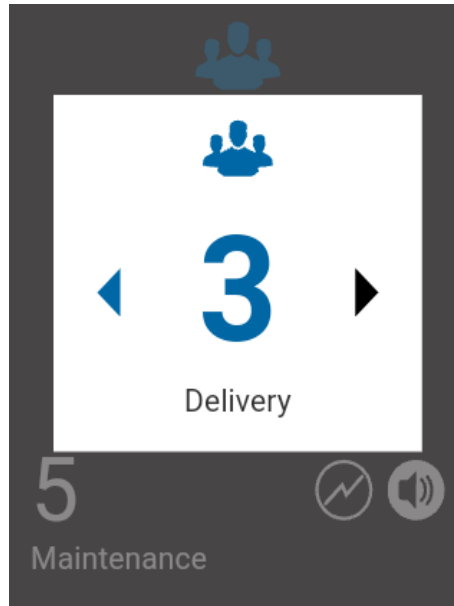
Group Channel List	
1.	Public Safety
2.	Field Ops
3.	Delivery
4.	Not Assigned
5.	Maintenance
6.	Broadcast All
7.	Not Assigned

Group Channel List

Select a Talkgroup

To select a talkgroup

1. Select a talkgroup by pressing the Navigation left or right key. When you see the desired talkgroup, release the navigation key.



Select a Talkgroup

Call Permissions

Three types of call permissions can be assigned by an administrator to a talkgroup member.

Function	Permission	Description
In Call	Listen and Talk	User is allowed to listen to the PTT call as well as transmit/talk to the active PTT call. Listen and Talk is the default permission to all the talkgroup members.
	Listen Only	User is only allowed to listen to the PTT call but NOT allowed to transmit/talk to the active PTT call.
Call Initiation	Allow	User is allowed to initiate new PTT call to the predefined talkgroup. PTT user is also allowed to rejoin to the call that is missed due to network issues, busy in another call etc., reasons. Allow is the default permission for all talkgroup members.
	Do Not Allow	User is NOT allowed to initiate new PTT call or rejoin existing active PTT call.
Call Receiving	Allow	User is configured to receive all the calls on the predefined talkgroup that user is part of. PTT user is paged for all the calls initiated on the talkgroup by other members. There would be no retry for paging if the user missed the call for any reason. Allow is the default permission to all the talkgroup members.
	Do Not Allow	User is NOT allowed to receive any incoming PTT call and is not paged for any calls that are initiated on that talkgroup.

11. Talkgroup Scanning

This section describes Talkgroup Scanning using the PTT application.

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

While you have Scanning turned ON, you see the following behaviour:

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

Turn Scanning ON or OFF

From the talkgroup

1. The *Turning Scanning Off* option shows that the current scanning status is OFF. Press the **Options** key to toggle scanning status to ON. The icon changes to Scanning ON.

Note: When Scanning is OFF, talkgroup calls are received on the selected talkgroup. However, private calls can also be received.

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

When Scanning is turned ON, a scan list icon appears in the call status. Also, if any talkgroups have priorities assigned by your administrator, the priority (1-3) is displayed on the talkgroup. When Scanning is turned OFF, the scan list icon changes states on the talkgroup screen and all assigned priorities disappear.

When Scanning is ON, pressing a hard PTT key or PTT key accessory ends the current call if active and allows you to originate a call on the selected talkgroup.

Talkback While Scanning

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

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

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

12. 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 see you as offline in their PTT contact list and are not be able to call you or send you an alert

13. Using Accessories and Bluetooth

This section describes using accessories and Bluetooth associated with the PTT application.

- [Using a Wired Audio Headset](#)
- [Using Bluetooth](#)
 - [Car Kit](#)
 - [External PTT Key](#)
 - [How to Turn Off Bluetooth for PTT](#)
- [Using a Remote Speaker Microphone](#)
 - [Wired](#)
 - [Bluetooth](#)

Using a Wired Audio Headset

You can use a headset plugged into your phone for PTT calls. Whenever you connect the headset, PTT calls are 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.

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 use the Bluetooth audio. You must use the PTT key on the phone to take the floor.

External PTT Key

You can use a compatible Bluetooth Smart (Low Energy Bluetooth) PTT key with your PTT service.

How to Turn Off Bluetooth for PTT

If your phone can connect to your car audio system and you receive regular cellular calls, PTT calls will 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 has 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 and using the volume buttons on the RSM.

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

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 volume control. You do not use the volume buttons on your phone to control the volume, but rather the volume control on the RSM itself. A Bluetooth RSM must be "paired" with 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.

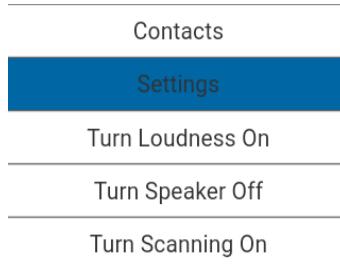
14. Settings

This section describes the settings within the PTT application.

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

To change the settings

1. From the PTT application *Contacts and Groups* 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 behaviour 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.



About Setting

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 checkmark 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 plays on the speaker. The tone may not be heard if your phone is set to silent or vibrate.

Auto Start

When the phone is powered up and the *Auto Start* option is set to ON, the PTT application starts in the 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 the background. You have to launch the PTT application manually.

To change the Auto Start settings

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



Auto Start Setting

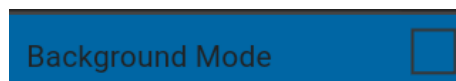
2. Press the **OK** key to toggle the state of the setting.

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 Behaviour 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.

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. Press the **OK** key 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). The default is Ongoing.

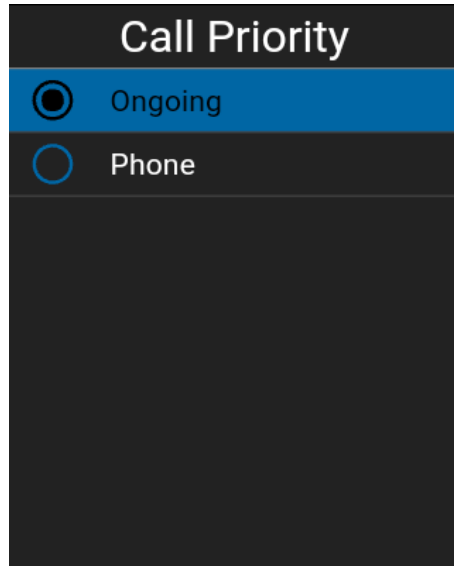
To change call priority

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 behaviour:

- **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 ends if a cellular call is answered.

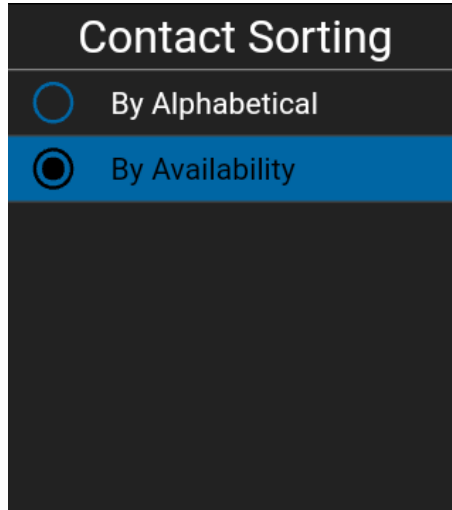
Contact Sorting

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

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



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.

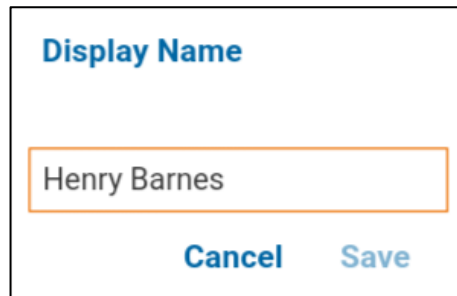
To set your display name

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



Display Name Setting

2. Your current name displays, and you are allowed to change it.



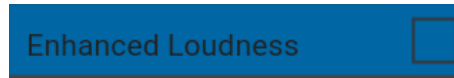
Display Name Setting Option

Enhanced Loudness

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

To change enhanced loudness

1. From the *Settings* screen, scroll to the *Enhanced Loudness* setting.



Enhanced Loudness Setting

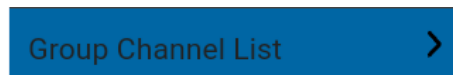
2. Press the **OK** key to toggle the state of the setting.

Group Channel List

The *Group Channel List* setting displays all groups (1-8) assigned to each channel.

To change in call tones

1. From the *Settings* screen, scroll to the *Group Channel List* setting and press the **OK** key.



Group Channel List Setting

2. From the **Group Channel List Setting Options**, the Group Channel List lists all groups assigned.

Group Channel List	
1.	Public Safety
2.	Field Ops
3.	Delivery
4.	Not Assigned
5.	Maintenance
6.	Broadcast All
7.	Not Assigned

Group Channel List Setting Options

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.

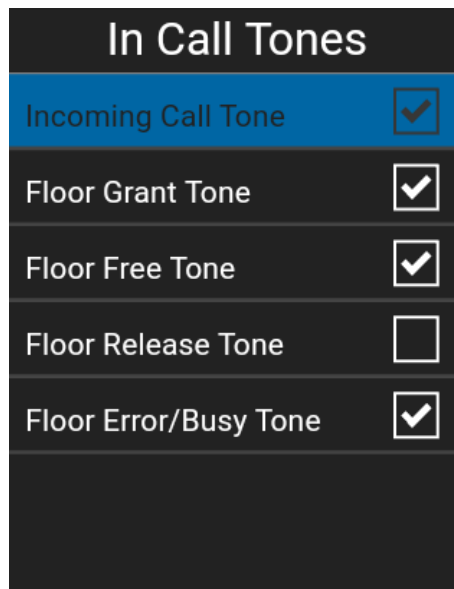
To change in call tones

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.

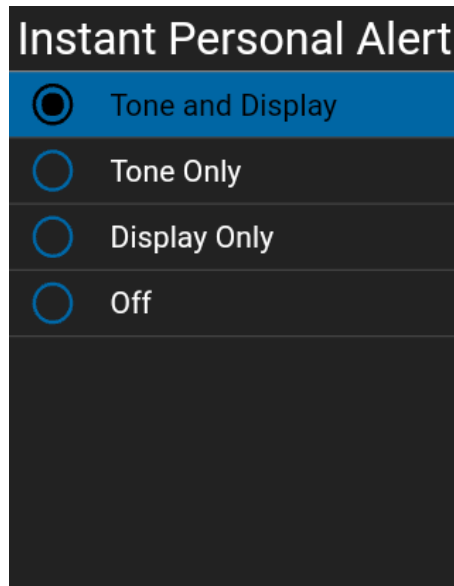
To change the instant personal alert

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 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**.

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

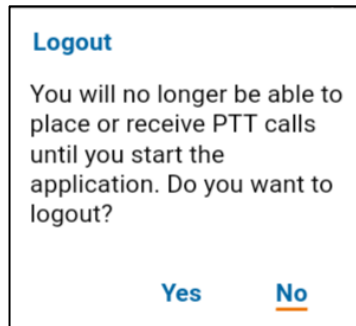
While you are logged out, you will be shown as "Offline" to others and you cannot receive PTT calls or alerts. If you logout before powering off your phone, you will remain logged out after your phone is powered on again even if the **Auto Start** option is turned ON. To send or receive PTT calls, you 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

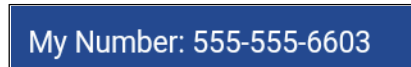
2. Select **Yes** to logout or **No** to cancel operation.



Logout Confirmation

My PTT Number

The PTT number displays your registered PTT number.



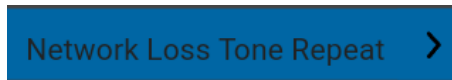
My PTT Number Setting

Network Loss Tone Repeat

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

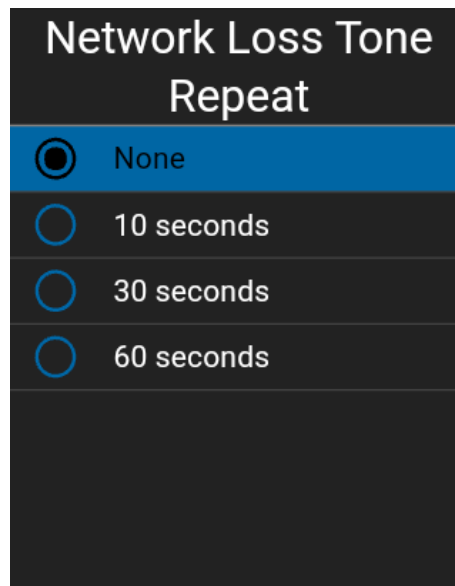
To change the network loss tone repeat

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



Network Loss Tone Repeat Setting

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



Network Loss Tone Repeat Setting Options

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

Network Up/Down Tones

The *Network Up/Down Tones* setting allows you to set whether tones are played for network loss, both network loss and network reconnect, network loss during 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.

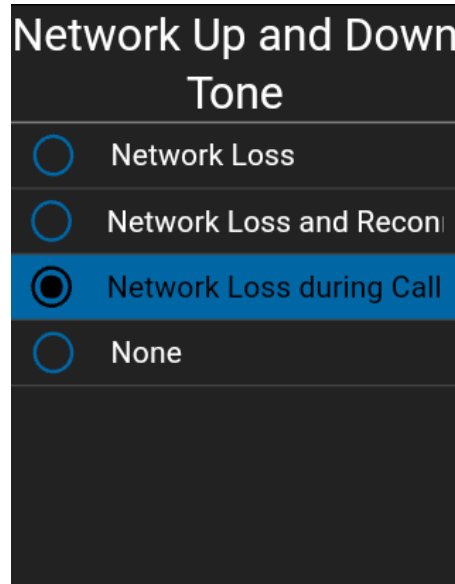
To change the network up/down tones

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.

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.

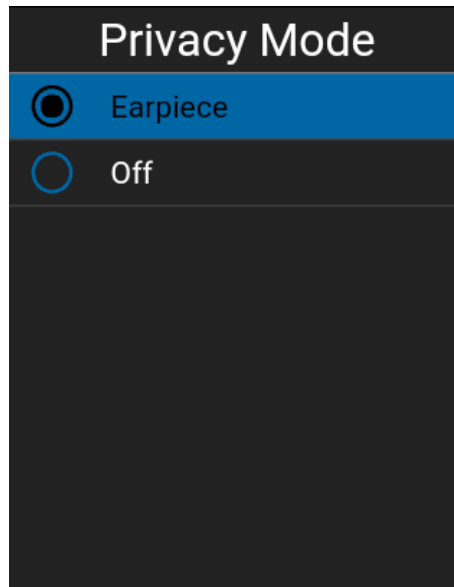
To change privacy mode

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

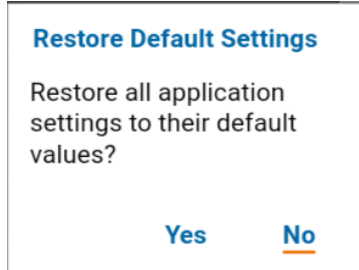
You can restore all the PTT application settings to their defaults using the Restore Default Settings option. When you choose this option, you will be reminded that the restore cannot be undone and asked to confirm the action.

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

Scan Talkback

The *Scan Talkback* setting allows you to control whether you can take the floor on the active talkgroup or selected talkgroup while scan mode is ON.

To change the scan talkback settings

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



Scan Talkback Setting

2. Press the **OK** key to toggle the state of the setting.

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).

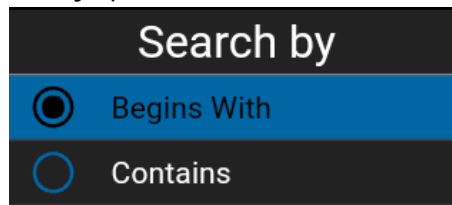
To change search by

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) can have one of the following states: unassigned or assigned to a contact from the contact list. You can have 20 total entries. A contact can be assigned to only one speed dial entry. Power user speed dialing is assigned to the first 10 speed dial entries, 0-9.

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	
0	Ben Chapman
1	Henry Barnes
2	Andy Graves
3	Dianna Simms
4	(unassigned)
5	(unassigned)
6	(unassigned)
7	(unassigned)

Speed Dial Setting Options

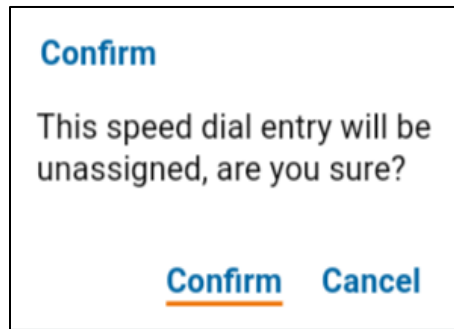
3. Navigate to the Speed Dial entries to change.
4. Select the **Unassign** option.

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.

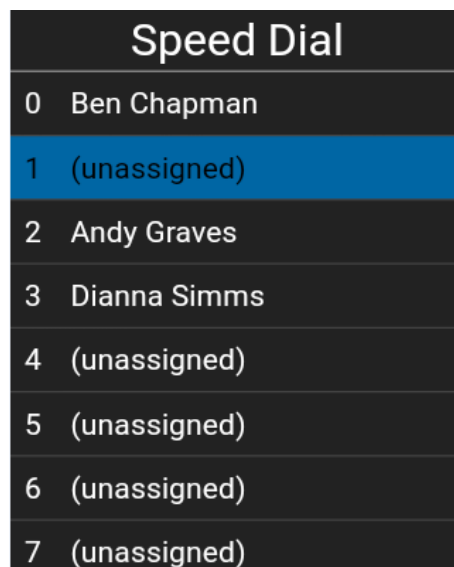


Speed Dial Confirmation Message

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

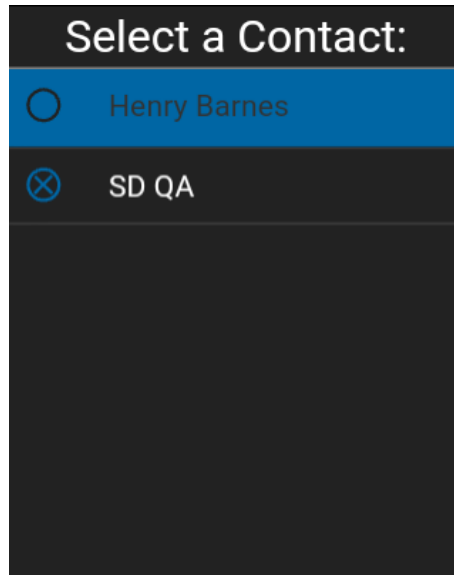
Assign a speed dial entry

1. From the *Settings* screen, scroll to the **Speed Dial** setting and press the **OK** key.
2. Navigate to an unassigned speed dial entry (0-19).



Select an Unassigned Speed Dial Entry

3. Select the **Assign** option located at the bottom of the screen. The contact is assigned to the speed dial entry.



Select a Contact

Use Bluetooth

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

To change the bluetooth settings

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



Use Bluetooth Setting

2. Press the **OK** key to toggle the state of the 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 always prefers the Wi-Fi connection, even if cellular data is available. Whenever the phone loses Wi-Fi connectivity, the PTT application falls back to cellular data.

To change the Wi-Fi settings

1. From the *Settings* screen, scroll to the **Wi-Fi** setting.



Use Wi-Fi Setting

2. Press the **OK** key to toggle the state of the setting.

Vibrate Alert

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

To change the vibrate alert settings

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



Vibrate Alert Setting

2. Press the **OK** key to toggle the state of the setting.

Vibrate Call

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

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

To change the vibrate call settings

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



Vibrate Call Setting

2. Press the **OK** key to toggle the state of the setting.

15. Troubleshooting

This section describes the steps you must take to troubleshoot the PTT application.

- 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
- Call Unexpectedly Ends
- Incoming Call is Rejected
- Cannot Hear Incoming Call
- Changing My SIM Card
- Explanation of Error Messages
 - Loss of Data Network Connection
 - User Busy
 - User Unreachable
- Login Failures
- Not All Contacts are Shown in the PTT Contact List
- Wi-Fi Connection Problems

General

Whenever you are having issues, it is recommended to update your PTT application.

Activation Failures

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

“Data connection is unavailable”

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

You must have a PTT subscription 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 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 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 is temporarily not reachable. Please see the ["User Unreachable"](#) section for more information.

Calls are Always Heard in the Earpiece

If you are hearing PTT calls through the earpiece instead of the loudspeaker, the speakerphone on/off setting may be set to OFF. You can change this setting 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"](#).

Call Unexpectedly Ends

A cellular or PTT call may unexpectedly end because of the option selected in the Call Priority setting. Please see the ["Call Priority"](#) setting in the Settings section for more information.

Incoming Call is Rejected

An incoming cellular or PTT call may be rejected because of the option selected in the Call Priority setting. Please see the ["Call Priority"](#) setting in the Settings section for more information.

Cannot Hear Incoming Call

If you cannot hear an incoming PTT call, your loudspeaker volume may be turned down, or your phone may be in silent mode. Please see the ["How to Set the PTT Call Volume"](#) section to set the PTT call volume.

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 restores 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 asks 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 displays "Offline" in the Status bar or System Notification and your availability shows "No Connection". For more information, refer to the ["My Presence"](#) section. You will not receive PTT calls or alerts and you appear as "Offline" to others after a period of time. You should ensure that you have a good signal on your phone. If you perform any action that requires connection to the PTT server (e.g., outgoing call, change talkgroups, contact, etc.) a "Connection is unavailable" message is displayed for a few seconds. When the connection is restored, you will receive the "Connection is restored" message.

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

If you want to reconnect only to the cellular data network, then turn OFF Wi-Fi in the settings. See ["Use Wi-Fi"](#) section for more information.

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 see a message indicating that the person is busy.

User Unreachable

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

Wi-Fi Connection Problems

Using the PTT application over Wi-Fi requires that the phone can access the Internet through the Wi-Fi connection. While your phone is connected to Wi-Fi if the PTT application gives you the message “Data connection is unavailable” then make sure that the Wi-Fi service provider does not require a username and password and that the Wi-Fi application setting is turned ON.

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

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

16. Glossary

This section provides a list of terms used with the PTT application.

- [Call Types](#)
 - [Private Call \(One-to-One Call\)](#)
 - [Broadcast Talkgroup Call](#)
 - [Talkgroup Call](#)
- [Display Name](#)
- [Floor Control](#)
- [Talkgroup](#)
- [Supervisory Override](#)
- [Talkgroup Scanning](#)

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 Talkgroup Call

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

Talkgroup Call

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

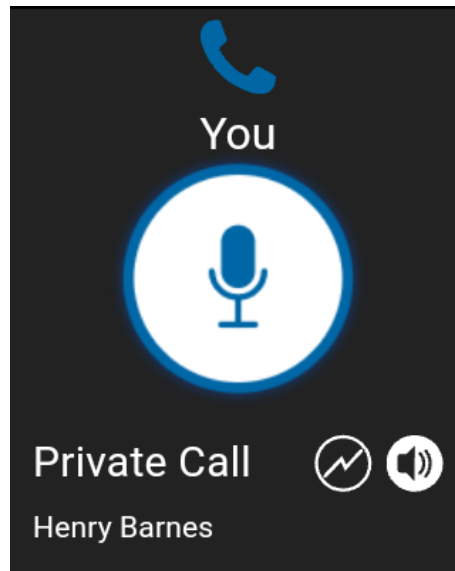
Display Name

Your display name is shown to others during a PTT call and is shown in their PTT call history 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

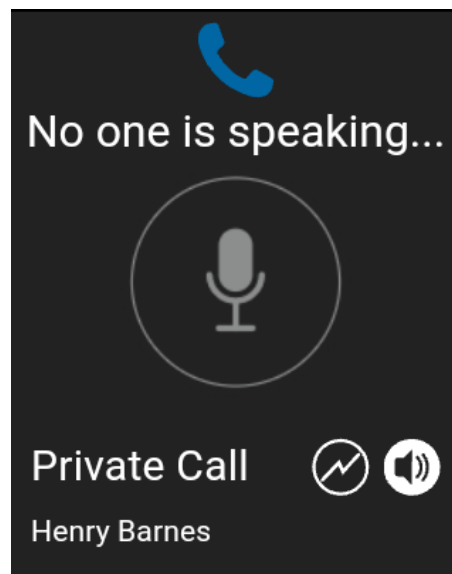
While in a PTT call, only one person can speak at a time. The person speaking is said to "have the floor". The following terms are used throughout this guide:

Floor Acquired: When you acquire the floor by pressing the PTT key and you hear a "chirp." The chirp 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 shows the message "No one is speaking..." If you want to speak, you must wait until the floor is idle, then you can press the PTT key to acquire the floor.



No One is Speaking

Floor Unavailable: Whenever someone else is speaking, you see the speaker's name and the PTT status changes colour. 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 hear a tone.

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

Talkgroup

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

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). 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 a priority (1-3) groups. The higher priority talkgroup calls take precedence over lower priority talkgroup calls. Talkgroups that are not in the scan lists do not barge in when Scanning is ON.