User Guide

PTT+ BREW Client 7.10

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Introduction and Key Features

The Push To Talk (PTT) service provides instant communication to individuals and groups at the push of a button. Following is a brief description of key features of the Push To Talk application.

PTT Calling to Individuals and Groups – instant walkie-talkie style communication to one or more people at the push of a button

For more details, refer to the **"Making Calls"** section.

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

For more details, refer to the **"Supervisory Override"** section.

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

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

Alerts

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

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

For more details, refer to the **"Alerts"** section.

Contact and Group Management – PTT contacts and groups can be managed by an administrator ("administrator-managed") or by you("personal").

For more details, refer to the **"Contacts and Groups"** section.

Note: In the Push To Talk application, groups (either created by the subscriber or corporate administrator) are also known as Talk Groups.

Application Activation and Getting Started

Prerequisites

1. Subscription to Push-To-Talk+ service.
2. A supported Push-To-Talk+ phone.

First-time Activation

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

In order to progress through the activation screens, you will need to use the left and right soft keys on your device. The soft keys and the directional key on your device enable you to navigate through most of the functions of the PTT+ application. The following image points out some of the soft keys and navigational keys on your device. Refer to **"Navigating the PTT+ Application"** for additional information.

Image 2.1

1. Upon successful download and installation of the PTT+ application, a PTT PLUSicon will be present in the Apps menu on your device.

Image 2.2

2. Select the **PTT PLUS** icon in the Apps folder on your device to launch the PTT+ application. The End User License Agreement (EULA) page is displayed. You must read and accept the EULA to activate the PTT services on your device.

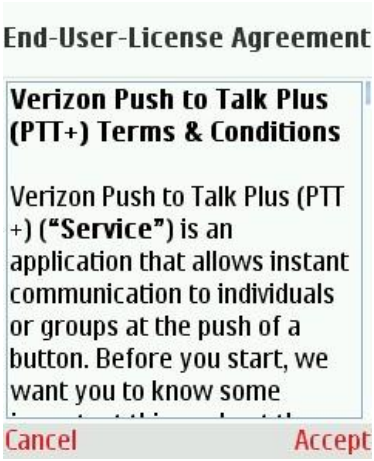

Image 2.3

3. Press the right soft key for **Accept** If you agree to the EULA, otherwise press theleft soft key for Cancel. If you accept the EULA, a PTT Plus screen appears asking you to activate the PTT service.

Image 2.4

4. Press the right soft key for **Yes** to activate the PTT+ application. The PTT+application will contact the server and will also retrieve contacts and groups (if any) from the server before logging in.

5. Upon successful activation of the PTT+ application, you will have the option to view the tutorial. Press the left soft key for View to view the tutorial, otherwise press the right soft key for Skip to skip the tutorial.

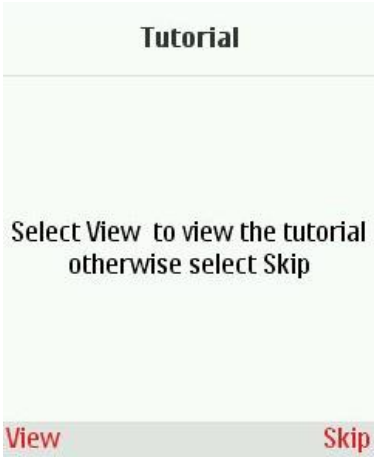

Image 2.5

Login

In order to use the PTT+ service, the application must connect to the server. This processis called "login". After you download and successfully register your connection with the server, the PTT+ application will automatically start and login each time you power on yourphone.

It is possible for you to "logout" of the PTT service. While you are logged out, you will be shown as "Offline" to others and you cannot receive PTT calls or alerts. See the **"Logout"** section for more details. You must login to make or receive PTTcalls.

To Manually Login to the PTT+ Application

1. Navigate to the Apps folder on your device and select the **PTT PLUS** app. Alogin screen appears asking you if you want to login to the PTT+ application.

Image 2.6

2. Press the right soft key for **Yes** to login to the PTT+ service, otherwise press the left soft key for No. If you select Yes, you will be logged in to the PTT+ service and theHome screen will appear.

Image 2.7

Navigating the PTT+ Application

Navigating the PTT+ application is easy using your phone's volume, directional, and softkey buttons. At the top of the screen are the four major functions: Home, Contacts, Groups, and Favorites.

This section will help you get familiar with how to navigate the PTT+ application.

The following screen shows the PTT+ application with the common navigational features on your handset.

Image 3.1

The following image shows you the location of the PTT button, which enables you to initiate the PTT+ application on your device and make and participate in PTT calls.

Note: Depending on the phone model you are using, the PTT button may be on the side as shown in the image or may be located at the top of the phone.

Image 3.2

Home

This screen displays the history of your calls and alerts with your PTT contacts and groups. You can change your presence status here. The following image shows the different elements of the Home screen.

Image 3.3

Pressing the Left Soft Key (LSK) when this screen is selected will send a Instant Personal Alert (IPA) to the highlighted contact. Pressing the Right Soft Key (RSK) while this screen is selected will open the Options menu.

Contacts

This screen displays your PTT contacts and allows you to search for contacts, start a call,or send an alert. You can also add PTT contacts and create personal PTT groups here.The following image shows the Contacts screen.

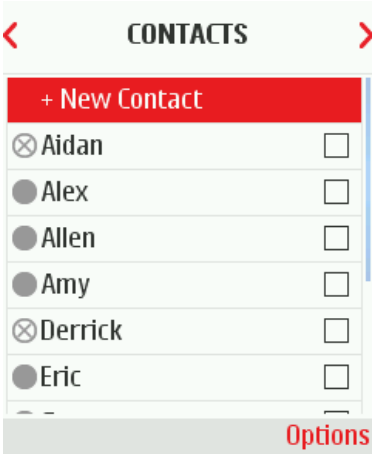

Image 3.4

Groups

This screen displays your groups and allows you to search for groups or start a PTT group call. You can also create, change or delete your personal PTT groups here. The followingimage shows the Groups screen.

Image 3.5

Favorite Contacts

This screen displays your favorite contacts. You can quickly start a PTT call to yourfavorite contacts by selecting a contact and pressing the PTT key. The following image showsthe Favorite Contacts screen.

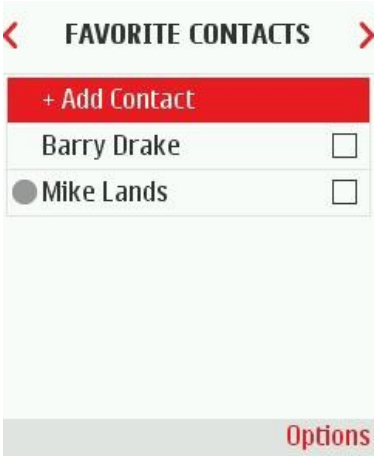

Image 3.6

Favorite Groups

This screen displays your favorite groups. You can quickly start a PTT call to yourfavorite groups by highlighting a group and pressing the PTT key. The following image showsthe Favorite Groups screen.

Image 3.7

Navigating to the previous screen

To navigate to the previous screen, press the left soft key on the handset when the Back option is displayed on the screen as shown below.

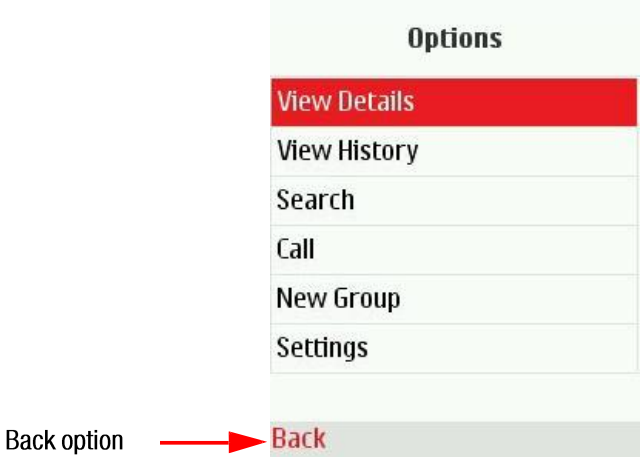

Image 3.8

Multiple Contacts Selection

The PTT contact list allows you to select multiple contacts. Select or unselect the highlighted contact using the **OK** button. A checkbox indicates whether or not a contact is selected. With multiple contacts selected, you can make a group call or create a group.

Scrolling

If you are viewing a list that has more entries than can be displayed on one screen, you can press the up or down buttons on the directional key or the volume keys to scroll up and down the list.

Searching

To easily find contacts or groups, the history list, contact list, group list, and favorites list can be searched. To search, press the right soft key and select the Search option. Use the keypad to type your search string. The PTT+ application will automatically display results as youtype.

The following image shows the search option on the Contactsscreen.

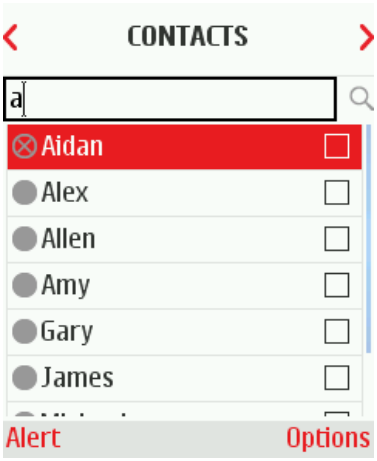

Image 3.9

Icons and Tones

The following table lists the common application icons you will see in the PTT+application.

Icon	Description
	A PTT contact's presence status is "Available"
	A PTT contact's presence status is "Do NotDisturb"
	A PTT contact's presence status is "Offline"
No Icon	A PTT contact's presence status is "Unknown". Presence icon isempty.
	Your presence status is "Available" (in-applicationicon)
	Your presence status is "Do Not Disturb" (in-applicationicon)

	Your presence status is “Available” (status baricon)
	Your presence status is “Do Not Disturb” (status baricon)
	Your presence status is “Offline” (status baricon)
	You have alerts pending within the PTT application (status baricon)
	Indicates that the PTT contact is a supervisor
	Indicates a PTT group
	Incoming one to one or group call or Instant Personal Alert(history)
	Missed one-to-one or group call (history)
	Outgoing one to one or group call or Instant Personal Alert(history)

The PTT+ application plays tones to indicate various conditions.

Tone	Description
Floor Acquired	Played after you press the PTT button to indicate that you can speak.
Floor Free	Played to listeners on the call to indicate someone has stopped talking and the floor is available for everyone else to talk.
Incoming Call	Played once at the beginning of the call to alert you to an incoming PTT call.
Floor Busy (Error)	Played when you press the PTT button and you are unable to take the floor.
Attention	Played whenever there is an error message displayed.
Alert	Played each time you receive an Instant Personal Alert or a Missed Call. Depending on your alert repeat setting, it may play periodically until you dismiss the alert.
Activation	Played at the end of the first-time activation of the application.

Making and Receiving PTT Calls

The PTT service provides fast call setup with superior voice quality. Making a PTT call isas easy as choosing a contact and pressing the PTT key. The call is instantly connected. Each person on the call takes tums talking by pressing the PTT key while they speak and releasing it when they are finished speaking. The person speaking is said to "have the floor." You can also talk instantly to a group of people. You can choose a group from a list or pick a few people from your contact list and initiate a one-time Quick Group call.

Making Calls

One-to-One (1-1) Calls

To place a PTT call to an individual

1. Use the directional key to navigate to the Contacts screen. From the contact list, scroll to the contact you want to call and press the **OK** key to check the checkbox next tothe name of the contact you want to call.

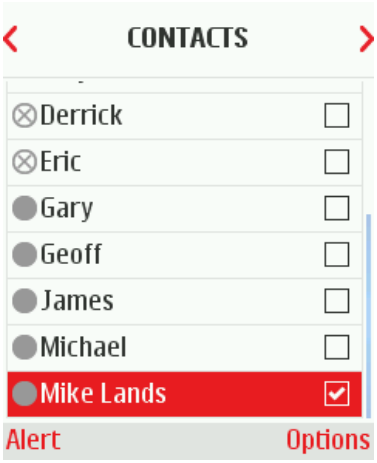

Image 4.1

2. Press and hold the PTT key and wait for the chirp tone. A PTT call is started as the PTT icon turns red. While holding the PTT key, your voice can be heard by the other person on the call.

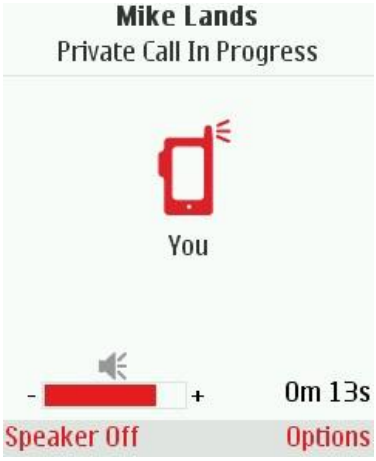

Image 4.2

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

Image 4.3

4. Press the **End** key to end the call. The call will end automatically if no one takes the floor for a period of time.

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

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

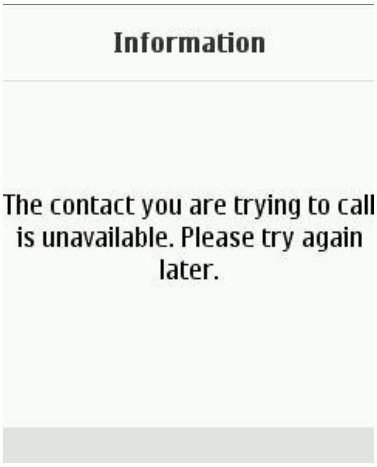

Image 4.4

TIP: If the contact you are trying to call is in a Do Not Disturb status you can send an Instant Personal Alert to let the contact know you are trying to reach them. See the section **"Sending an Alert"**.

Group Calls

To place a PTT group call

1. Use the directional key to navigate to the Groups screen. From the group list, scroll to the name of the group you want to call.

Image 4.5

2. Press and hold the PTT key and wait for the chirp tone. A Group PTT call is started. While holding the button, your voice can be heard by the other participants on the call.

Image 4.6

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

Image 4.7

4. Press the **End** button to end the call. The call will end automatically if no one takes the floor for a period of time.

Quick Group Calls

A Quick Group call is a call to a temporary group of contacts you select individually for the call.

To place a quick group call

1. Use the directional key to navigate to the Contacts screen. Select the participants by highlighting contacts in the contact list and pressing the **OK** key. You can select upto 10 contacts.

TIP: Use the presence indicators to help choose who isavailable.

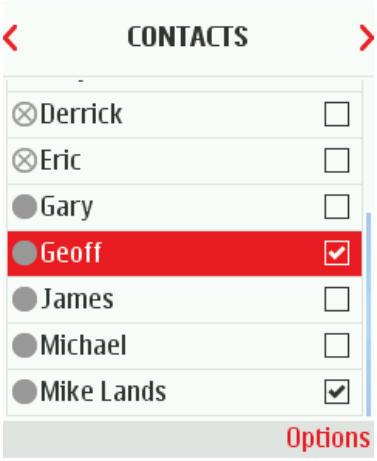

Image 4.8

2. Press and hold the PTT key and wait for the chirp tone to start the call. Whileholding the PTT key, your voice can be heard by the other participants on thecall.

Image 4.9

3. Release the button to allow the other members of the group to take the floor and speak.
4. Press the **End** button to end the call. The call will end automatically if no one takesthe floor for a period of time.

Calls from History

To place a call from history

1. Navigate to the Home screen to view the history of Calls and Instant Personal Alerts (IPAs).

Image 4.10

2. Scroll to and highlight the conversation you want to initiate. Press and hold the PTT key and wait for the chirp tone. A PTT call is started as the PTT icon turns Red. While holding the button, your voice can be heard by the other participants on the call.

Call from Missed Call Alert

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

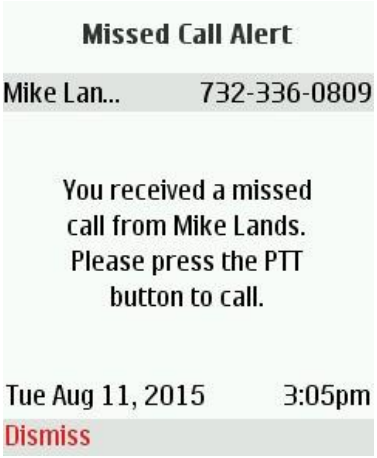

Image 4.11

2. Press the PTT button to place the call.

Call from Instant Personal Alert

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

Image 4.12

2. Press the PTT button to place the call.

Receiving Calls

1. Upon receiving a PTT call, you will hear an incoming call alert, the application will be brought to the foreground and you will hear the caller's voice. The name assigned to the talker is displayed in the call status window. The on-screen PTT icon will also change color to indicate that someone is talking.

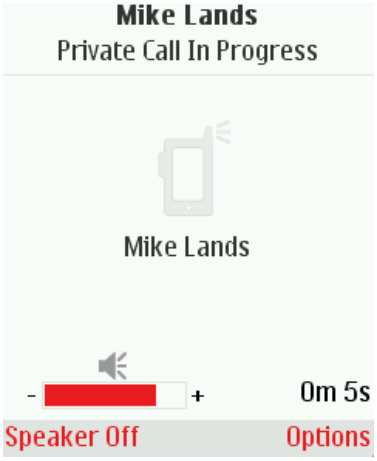

Image 4.13

2. When the talker releases the floor, the floor becomes idle and the call status window will indicate that no one is speaking. Whenever no one has the floor, it is available for another talker.

Image 4.14

3. You can continue the call conversation by pressing and holding the PTT button to take the floor and talk. Remember to release the PTT button when you are finished talking to allow others to speak.

4. Press the **End** key to end the call. The call will end automatically if no one takes the floor for a period of time.

Turning the Speaker On and Off

The speaker can be turned on and off for PTT calls by pressing the left soft key. The label on the soft key indicates what state the speaker will change to when pressed. When the speaker setting is changed, it is remembered and the same setting is used for future calls. Press the left soft key to toggle the speaker between the 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.

Image 4.15

Note: If you turn the speaker off (in other words, the call is heard on the phone's earpiece) while on a PTT call and you close your flip phone, the call will automatically end. You must keep the flip portion of the phone open in order to remain connected to the call when the speakerphone is off.

How to Set the PTT Call Volume

During the PTT call, the volume can be increased or decreased using the volume up and down keys located on the side of the handset. The volume adjusted during a call will be used for subsequent calls.

Silent Mode

When your phone's ringer is set to silent or vibrate-only (see your phone's user guide), PTT calls are not played over the loudspeaker but are played through the phone's earpiece. To hear a PTT call, you should hold the phone to your ear as during a cellular phone call. You can temporarily switch to the loudspeaker using the left soft key for the speaker on/off button for the current call. The next PTT call will again use the phone's earpiece while the phone is in silent mode.

Instant Personal Alerts (IPA) and Missed Call Alerts (MCA) will vibrate or be silent based on the phone ringer setting and the PTT settings. If the phone's ringer is set to vibrate, incoming alerts

will vibrate if either the Vibrate Alert or Audible Alert options are turned on in PTT settings. If the phone's ringer is set to silent, incoming alerts will be silent regardless of the PTT alert settings. Please refer to the settings section **"Alerts and Sounds"**.

Interaction between PTT and cellular calls

During a PTT call, your phone will not receive cellular calls. This allows you to continue your PTT conversation without interruption. Likewise, during a cellular call, you will not receive PTT calls.

PTT Call Behavior While the Application is in the Background

Incoming PTT Calls

While you are using other applications on the phone, an incoming PTT call will bring the PTT+ application to the foreground and you will hear the caller's voice.

Ongoing PTT Calls

During a PTT call, if you navigate away to another application, you will continue to hear the PTT call. Even though the PTT call screen is not visible, you can use the PTT button to take the floor and speak.

Rejoining a PTT Group Call

Re-joining a Group Call

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

Joining a Missed Group Call

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

Supervisory Override

Supervisory override allows a group member to be designated by an administrator to have the privilege to take the floor and speak at any time during a call, even if someone else has the floor. When the supervisor takes the floor while someone else is speaking, their floor will be revoked from the speaker and given to the supervisor. One or more members of a group can be designated as a supervisor. If there are two or more supervisors in the same group, each supervisor can interrupt the other(s).

Alerts

Instant Personal Alerts

The Instant Personal Alert (IPA) feature allows you to send a call alert to a contact. TheIPA feature allows you to request a call back from another PTT subscriber. IPAs can only be sent to individual contacts. A call alert cannot be sent to agroup.

Sending an Alert

To send the alerts

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

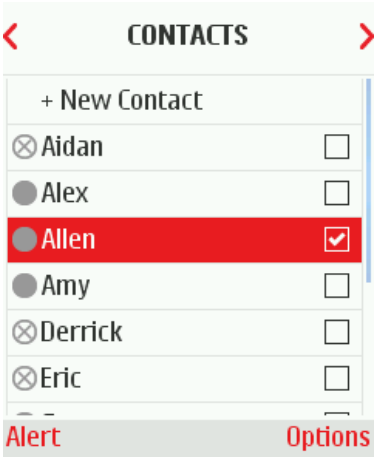

Image 6.1

2. Press the left soft key to send the alert to the selected person. A successfulalert information message is displayed.

Note: The "Alert successfully sent" message indicates that the application successfullysent an alert request. This message does not mean the person successfully receivedthe alert.

Receiving an Alert

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

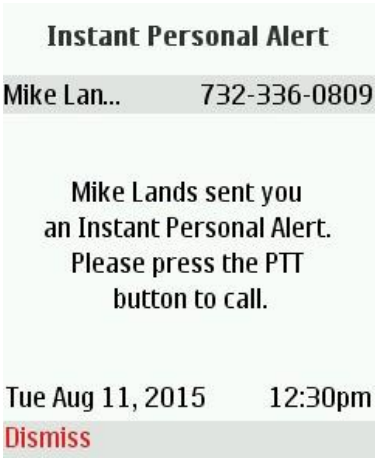

Image 6.2

2. Press the left soft key to dismiss the alert. You can call the person back by pressing the PTT key. Whenever you receive an alert, it is shown in the call history.

Missed Call Alerts (MCA)

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

- You are already on a PTT call and another one-to-one or group PTT call is made that includes you.
- Your phone receives a one-to-one PTT call and you do not reply by taking the floor and speaking back. You will not receive a missed call alert if you do not reply to a group call.

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

To reply to a missed call alert

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

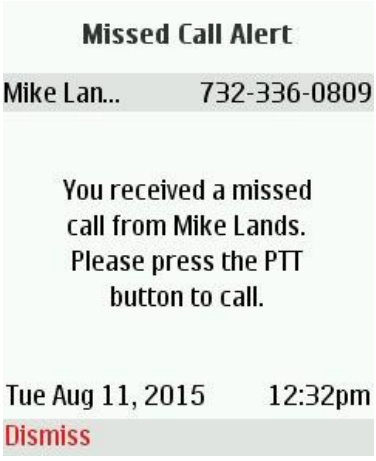

Image 6.3

2. Press the left soft key to dismiss the alert. You can call the person back by pressing the PTT key. Whenever you receive an alert, it is shown in the call history.

Single Missed Call Alert/Instant Personal Alert per Caller

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

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

Real Time 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 PTT calls. The presence indicator is displayed next to the name of the contact.
Likewise, you can tell others of your availability by selecting either "Available" or "Do Not Disturb" within the PTT application. When you turn off your phone, you areautomatically marked as "Offline" to others.

My Presence

My Presence or Self Presence can be seen at the top of the Home screen.

Image 7.1

To Set the Self Presence

1. From the Home screen, press the right soft key to select **Options**. The Optionsscreen displays.

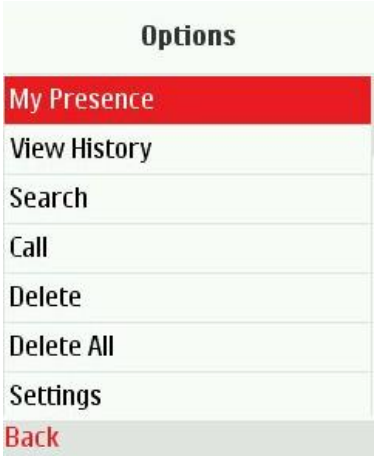

Image 7.2

2. Select the **My Presence** option. The Set My Status screen displays.

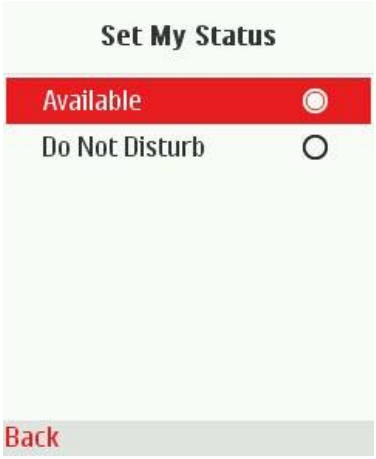

Image 7.3

3. Select either Available or Do Not Disturb. Your presence status will be updated on the Home screen accordingly.

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).

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

Calling Restrictions

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

IPA Origination Restrictions

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

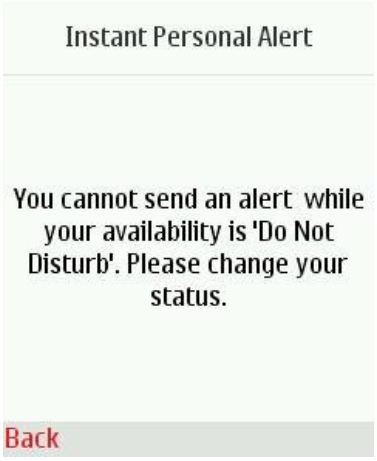

Image 7.4

PTT Contact Presence

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

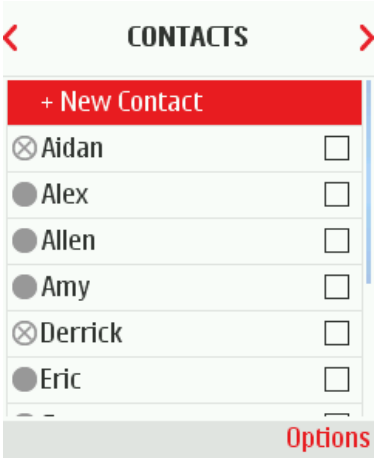

Image 7.5

Meaning of Available, DND and Offline

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

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

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

Unknown: The PTT contact presence state is unknown because the contact is not a PTT+ subscriber.

Note: Please refer to the table of icons in the **"Icons and Tones"** section.

Calling Restrictions

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

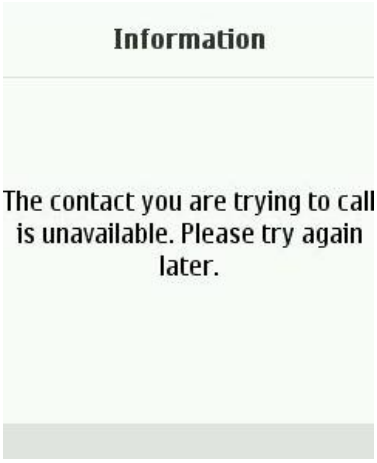

Image 7.6 Using

Instant Personal Alerts for DND contacts

To contact a person with a Do Not Disturb status, you can send an Instant Personal Alertto them to request a call back.

Contacts and Groups

The PTT contacts are separate from the contact list in the phone. There are two types of contacts or groups: those that are personal and managed on the phone, and those that are managed by an administrator.

Personal Contacts and Groups

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

Administrator Contacts and Groups

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

Maximum Number of Allowed Contacts, Groups, and Favorites

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

Administrator-managed	
Contacts	1000
Groups	100
Members per group	250
Personal	
Contacts	300
Groups	30
Members per group	30
Favorites	
Contacts (total)	300
Groups (total)	50

Table 8.1 - Maximum Contacts and Groups

View Contacts

The Contacts screen shows a list of all your personal PTT contacts and contacts added by an administrator as well as their current presence status.

To view the contact details

1. Select a contact from the contact list.
2. Press the right soft key to open the Options screen for the contact you selected.

Image 8.1

3. Select the **View Details** option. The Contact Details screen will be displayed as shown below.

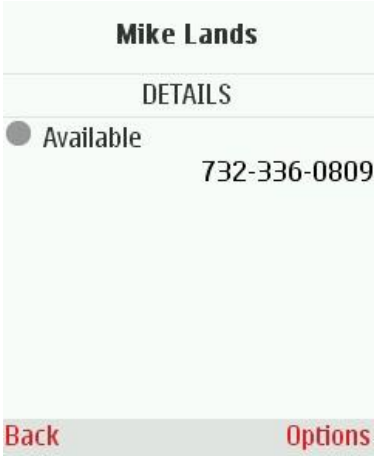

Image 8.2

4. Press the right soft key if you want to call the contact, send them an alert, or addthem as a Favorite. An Options screen appears.

Image 8.3

5. Select the desired option from the menu or press the **OK** key to initiate the actionor press the left soft key to navigate back to the previous screen.

Add Contacts

You can add personal contacts to your PTT contactlist.

To add contacts

1. From the Contacts screen, select the **+New Contact** option.

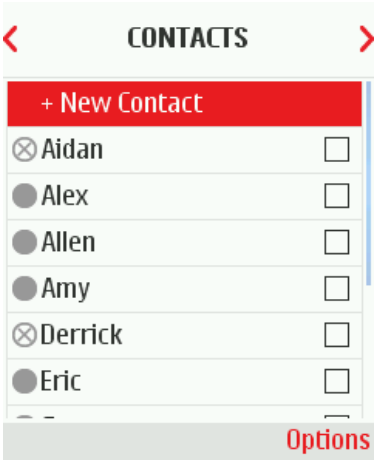

Image 8.4

2. Select "Import Contact" to add a PTT contact from your phone's contact list or **Manual** to manually add the PTT contact details. For this example, we have selected "Manual".

Image 8.5

3. Type the contact's name and phone number. The contact can also be marked asa favorite. Use the **Directional Key** to scroll to the different entry fields.

Image 8.6

4. Press the right soft key to select **Save** once you are finished entering thecontact information.

Edit Contacts

To edit a contact

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

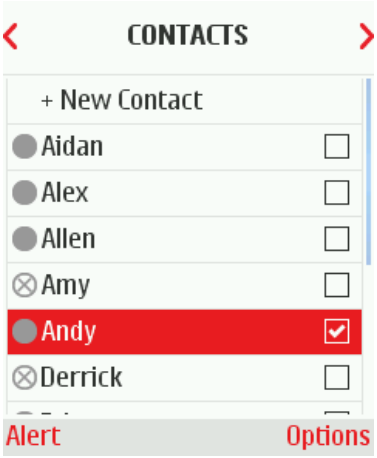

Image 8.7

2. Press the right soft key to select **Options**. The Options screen is displayed.

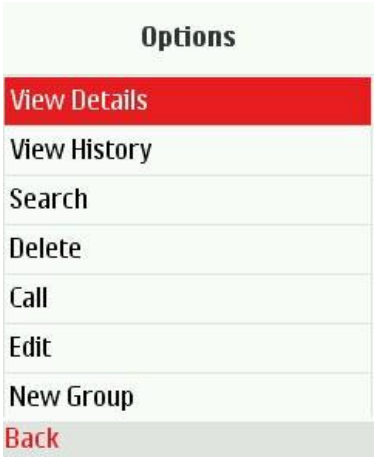

Image 8.8

3. Scroll to and select **Edit**. The Edit Contact screen is displayed.

Image 8.9

4. Edit the contact information and press the right soft key to save your changes. A "Contact successfully modified" Message will be displayed.

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

To add a contact to Favorites

1. Select a contact from the Contacts screen and press the right soft key for **Options**. The Options screen displays.

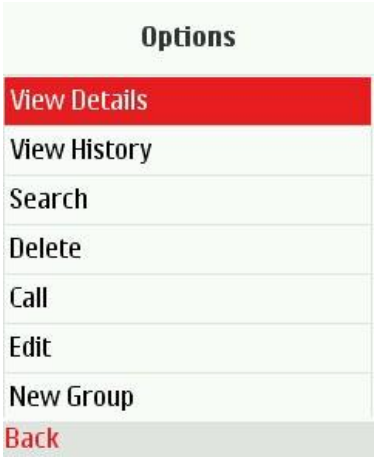

Image 8.10

2. Press the **OK** key for the View Details option to view the contact details.

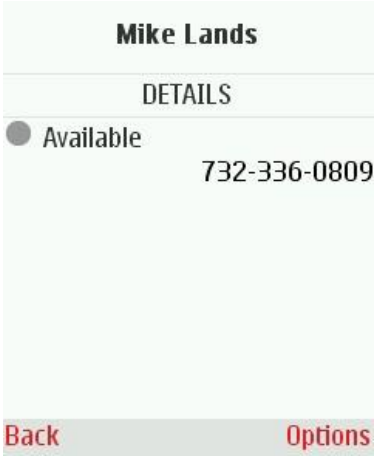

Image 8.11

3. Press the right soft key to display the Options screen for this contact.

Image 8.12

4. Scroll to and select the **Add as Favorite** option. The contact will be shown on the Favorites screen.

Image 8.13

Delete Contacts

To delete a contact

1. Select a contact from the Contacts screen and press the right soft key for **Options**.

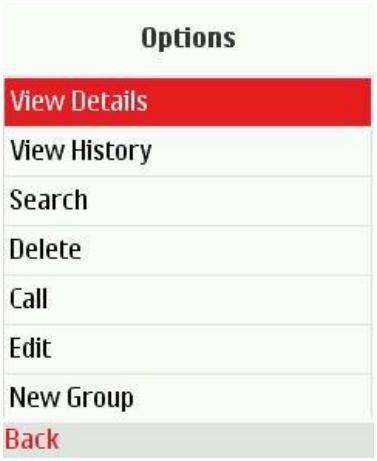

Image 8.14

2. Scroll to and select **Delete** from the Options menu.

3. You will be asked to confirm removing the contact. Press the right soft key for **Yes** to delete the contact.

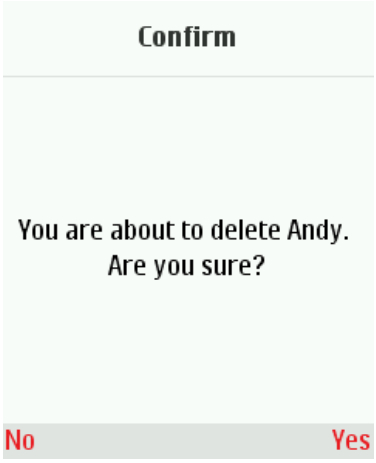

Image 8.15

View Groups

The list of personal groups and administrator-managed groups is shown on the Groups screen.

Image 8.16

To view the group details

1. Highlight a group on the Group screen and press the right soft key for **Options**. The options screen displays.

Image 8.17

2. Select your desired option from the options menu. To view the members of the group, select the **View Details** option. The Group Members screen will be displayed as shown below.

Image 8.18

Add Groups

You can create your own groups unless restricted by anadministrator.

To add a group

1. From the Groups screen, select the **+New Group** option. A New Group screen willbe displayed.

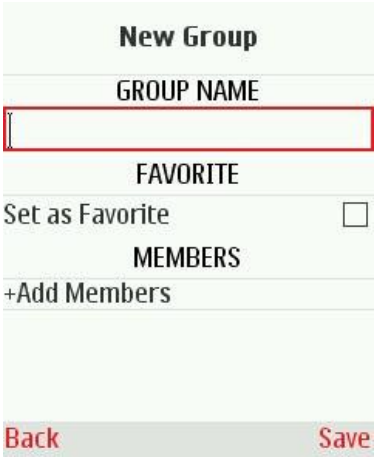

Image 8.19

2. Enter the group name in the Group Name field.
3. If you want to add the group as a Favorite, select the **Set as Favorite** option.
4. Select **Add Members**. The Select Group Members screen appears.

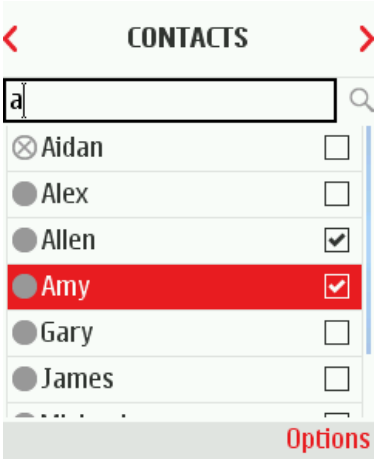

Image 8.20

5. Select members from your contact list and press the right soft key to add them to the group.

Image 8.21

6. Press the right soft key for **Save** to save your changes. Once saved, the group will appear in the group list.

Edit Groups

You can only edit groups that you create yourself. Groups that are administrator assigned cannot be edited.

To edit the group name

1. From the Groups screen, highlight a group and press the right soft key for **Options**. The options screen appears.

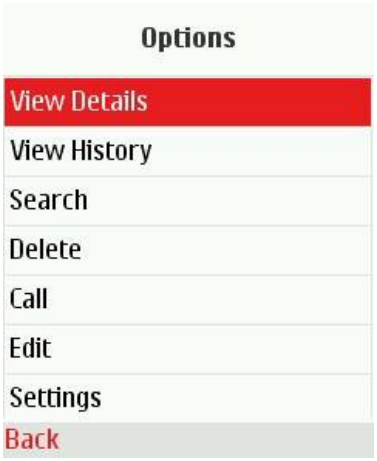

Image 8.22

2. Scroll to and select the **Edit** option. The Edit Group screen will be displayed.

Image 8.23

3. Edit the group name as necessary. To add additional members, select the +Add Members option and add members from your contacts list. To remove members from the group, de-select the checkbox next to the member's name and press the rightsoft key for Yes on the confirmation screen that appears.

4. Press the right soft key for **Save** to save your changes. A 'Group successfully modified!' message will be displayed.

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

To Rename a Group Member

Group member names are set when the group is created. Changing a contact name in the PTT Contacts list will not change the name of a group member. If you want to rename a group member, you must change the contact name in the PTT contacts list, then you must delete and re-add the group member to the group. Follow the instructions in this section to rename a group member.

1. Change the name of the group member by following the instructions in the **"Edit Contacts"** section of this document.
2. Navigate to the Groups screen and highlight the group that you want to update with the changed member name, then press the right soft key for **Options**. The Optionsscreen appears.

Image 8.24

3. Scroll to and select the **Edit** option. The Edit Group screen will be displayed.

Image 8.25

4. Scroll to and de-select the checkbox next to the member whose name you changed.A confirmation window appears.

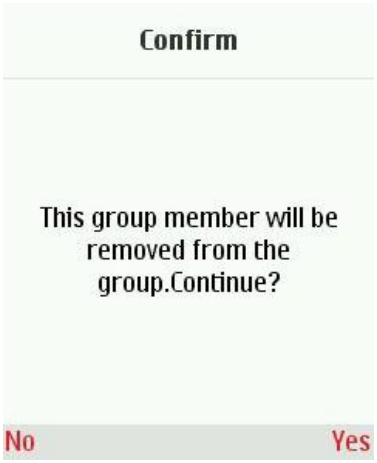

Image 8.26

5. Press the right soft key for **Yes** to continue. The Edit Group screen appears withthe group member de-selected.

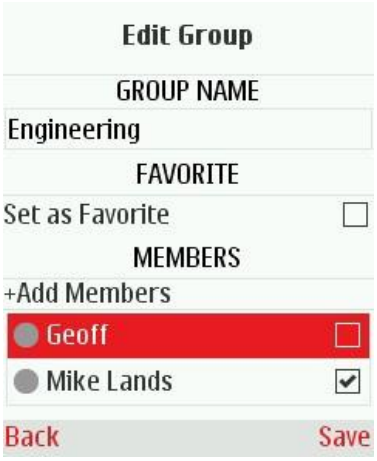

Image 8.27

6. Press the right soft key for **Save** to save your changes.

7. From the Groups screen, highlight the group you want to add the renamed memberto.

Image 8.28

8. Press the right soft key for **Options**. The Options screen appears.

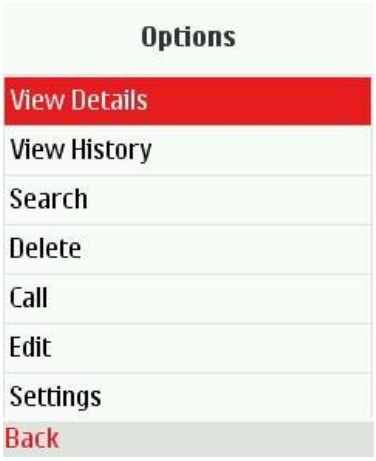

Image 8.29

9. Scroll to and select the **Edit** option. The Edit Group screen appears.

Image 8.30

10. Select the **+Add Members** option. The Select Group Members screen appears.

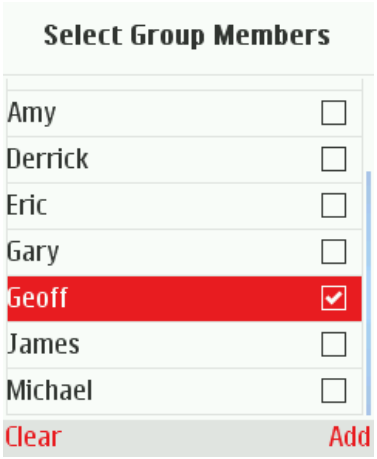

Image 8.31

11. Select the member(s) you want to add to the group and press the right soft key for **Add**. The member(s) you selected are added to the group.

Image 8.32

12. Press the right soft key for **Save** to save your changes.

To add a Group to the Favorites List

TIP: You can also add a group as a favorite from the Favoritestab.

---

1. Select a Group from the Groups screen and press the right soft key for **Options**. The Options screen appears.

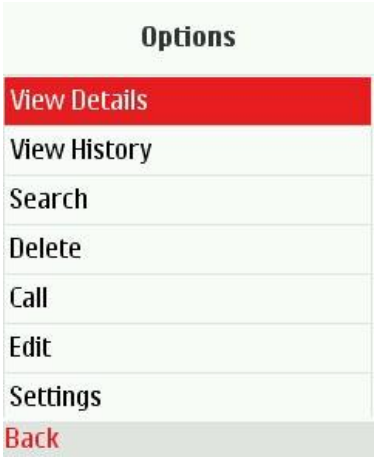

Image 8.33

2. Scroll to and select the **Edit** option. The Edit Group screen appears.

Image 8.34

3. Select the **Set as Favorite** option.
4. Press the right soft key for **Save**. The group will be added to the FavoriteGroups screen.

Image 8.35

Deleting Groups

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

To delete a Group

1. From the Groups screen, highlight the group you want to delete and press the right soft key for **Options**. The Options screen appears.

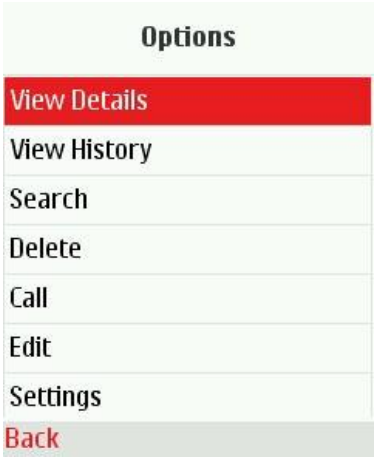

Image 8.36

2. Scroll to and select the **Delete** option. A Confirm screen appears asking you to confirm deleting the group.

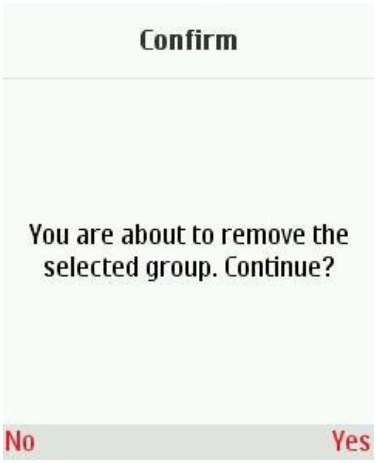

Image 8.37

Note: If the Group is marked as a Favorite, you will also be asked to confirm deleting a Favorite group.

3. Press the right soft key for **Yes** to delete the group. The group will be deleted from the group list.

Airplane Mode

Your handset provides a special mode called "Airplane Mode" which disables yourphone's ability to communicate over cellular and Bluetooth connections. When you turn onairplane mode, you will be disconnected from the PTT service and the following conditions willapply.

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

Using Accessories and Bluetooth

Using a Wired Audio Headset

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

Using Bluetooth

By default, whenever your phone is connected to a compatible Bluetooth device, ThePTT+ application uses that Bluetooth device for calls. The PTT+ application supports thefollowing Bluetooth profiles: Hands free (HFP) and Headset (HSP). When using PTT over Bluetooth, you must use the PTT button on the phone to take the floor andspeak.

Headset

Whenever you connect (or “pair”) a Bluetooth headset to your phone, PTT calls use the Bluetooth headset instead of the loudspeaker. You must continue to use the PTT button on the phone to take the floor. If you turn off or un-pair your headset, the PTT call willautomatically switch to the loudspeaker.

Car Kit

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

Settings

This section describes the settings within the PTT application. To access the settings from inside the PTT application, navigate to the Home screen, then press the right soft keyfor Options and choose Settings from the menu.

Alerts and Sounds

By default, Missed Call Alerts and Instant Personal Alerts (call requests) display the following behavior.

- Audible alert tone plays once.
- Phone vibrates once.
- On-screen notification message appears.
- Alert event shows in History.

Alert behaviors can be changed in the PTT application settings.

1. From the PTT application Home screen, press the right soft key for **Options**. The Options screen appears.

Image 11.1

2. Scroll to and select the Settings option. The Settings screen appears.

Image 11.2

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

Turn Off/On Vibratory Alerts

Select the Vibrate Alert option to turn vibratory alerts on or off. Select OFF at the Vibrate Alert option to stop the phone from vibrating for alerts. Select it to ON to turn on the phone vibration for alerts.

Image 11.3

Turn Off/On Audible Alerts

At the Audible Alert option, select OFF to silence all alert tones. Select ON to turn onthe audible tone for all alerts.

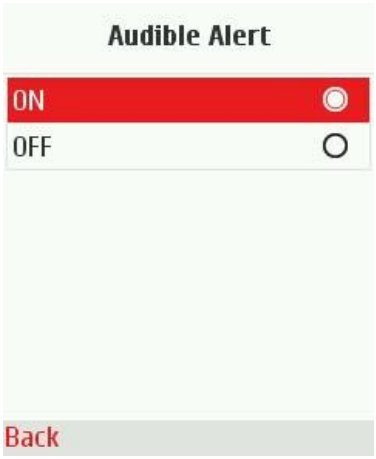

Image 11.4

Alert Tone

This setting allows you to select the Missed Call Alert and Instant Personal Alert tone from a list of choices. The filled circle shows the current alert tone. To set a different tone, scroll to itand press the **OK** key. You can use the right soft key to **Preview** the highlightedtone.

Image 11.5

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

Notification Control

Turn Off/On Instant Personal Alerts

Select OFF at the Instant Personal Alert option to turn off the display of IPA messages and their associated audible tone and/or vibratory alert. Select ON to turn on IPA alerts.

Image 11.6

Turn Off/On Missed Call Alerts

Select OFF at the Missed Call Alert option to turn off the display of MCA messages and their associated audible tone and/or vibratory alert. Select ON to turn on MCA alerts.

Image 11.7

Information

Display Name

The display name setting allows you to see the name that others see for you in their contact list by default. If someone changes your name in their contact list, they will see the name they have set instead of your display name.

To view your display name

1. From the Home screen, press the right soft key for **Options**. The Optionsscreen appears.

Image 11.8

2. Scroll to and select the Settings option. The Settings screen appears.

Image 11.9

3. Scroll to and select the **Display Name** option. The Display Name screen appears.

Image 11.10

My PTT Number

The My PTT Number displays your registered PTT number.

Image 11.11

Capacity

The Capacity setting allows you to view how many PTT contacts, groups, and favoritesare stored in your phone. These numbers include both personal andadministrator-managed. Please refer to the table in the **"Contacts and Groups"** section to see the maximum capacity for your phone.

Image 11.12

About

The About setting allows you to view the version information for the application and theEnd User License Agreement. You can dismiss the pop-up by pressing the left soft key for the Back option.

Image 11.13

Miscellaneous

Show Tutorial

The Show Tutorial option allows you to view the 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.

Image 11.14

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. To send or receive PTT calls, you will need to login. See the **"Login"** section for details on how to login.

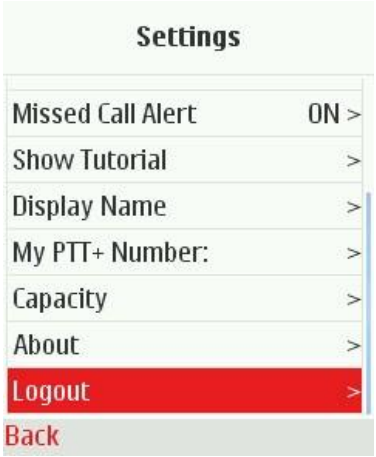

Image 11.15

Press the **OK** key to select Logout. A Logout confirmation screenappears.

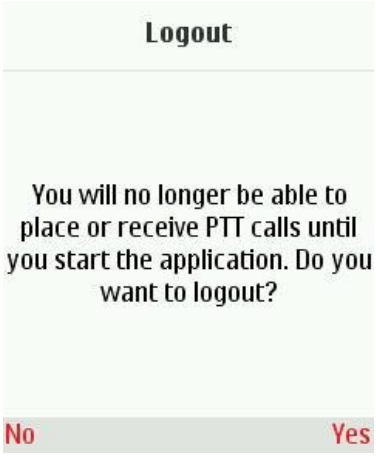

Image 11.16

Troubleshooting

Login failures

Login to the PTT service may fail if the phone is in Airplane Mode or if you do not have adata connection. Check the data connection and try to login againlater.

Cannot Send an Instant Personal Alert

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

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. See the **"How to Set the PTT Call Volume"** section to setthe PTT call volume. See the **"Silent Mode"** section for more information about interactionwith your phone's silent mode.

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. To turn on the speakerphone, press the left soft key during a call to turn it ON. Anotherreason may be because your phone ringer may be set to silent. When your phone is set to silentor vibrate-only, PTT calls are heard through the earpiece. See the **"Silent Mode"** sectionfor more information about interaction with your phone's silentmode.

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

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

Cannot Create/Update/Delete a Contact or Group

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

Administrator-Managed Contacts and Groups

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

Corporate-Only Subscriber

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

Cannot Change the Phone Number of a PTT Contact

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

Presence Status Does Not Update

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

Call Failures

A PTT call may not be completed for several possible 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, either on another PTT call or a cellular call. See the **"User Busy"** section for more information.
- Your phone loses connection with the data network or PTT server. See the **"Loss of Data Network Connection"** section for more information.
- The person you are trying to call has temporarily not reachable. See the **"User Unreachable"** section for more information.

Explanation of Error Messages

Loss of Data Network Connection

If the PTT application cannot communicate with the PTT server, it will display a message stating, "Connection to server is not available" when you access the PTT application. When you see this message, you will not receive PTT calls or alerts and you will appear as "Offline" to others. If you see this message, ensure that you have a good signal on your phone. To see if you have access to the data network, try to access a web site using your mobile browser. This error message will be dismissed once the PTT application has automatically reconnected.

User Busy

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

User Unreachable

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

Glossary

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.

Group Call (Group Call)

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

Quick Group Call (Ad-hoc Call)

A Quick Group call is a temporary group call that is created on-the-fly by selecting call members from your PTT contact list. See the **"Quick Group Calls"** section for more details on how to make a Quick Group call.

Display Name

Your display name is shown to others during a PTT call and is shown in their PTT call history. You can see your display name from within the PTT application settings. See the **"Display Name"** section for more details on how to see 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 take the floor by pressing the PTT button, the onscreen PTT icon turns Red and you will hear a chirp. This indicates that you have the floor and can speak while you press the PTT button. When you stop talking, you should release the PTT button.

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

Floor Unavailable: Whenever someone else is speaking, you will see the speaker's name. You cannot take the floor while someone else is speaking. If you are speaking and a supervisor takes the floor, you will hear a tone and your voice will be interrupted by the supervisor's voice.

Note: If the call is a group call and you are a supervisor for the group, whenever you press the PTT button, the floor will be revoked from the person speaking (even if another supervisor) and you will be able to speak after acquiring the floor. Refer to the **"Supervisory Override"** section for more information about this feature.

Group

A group is a type of PTT contact that connects you to multiple people at once. For more details on groups, see the **"Contacts and Groups"** section.

Instant Personal Alert (IPA)

An Instant Personal Alert allows you to request a call back from another subscriber. For more details, see the **"Instant Personal Alerts"** section.

Missed Call Alert (MCA)

A missed call alert lets you know that you missed a PTT call. For more details on groups, see the **"Missed Call Alerts (MCA)"** section.

Quick Group

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

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