# Table of contents

1. Introduction and Key Features ............................................................................................................. 6

2. Getting Started .................................................................................................................................. 7
   Prerequisites......................................................................................................................................... 7
   PTT Key Assignment............................................................................................................................ 7
   First-time Activation........................................................................................................................... 8
   Activation using only Wi-Fi Network.................................................................................................. 9
   Tutorial.................................................................................................................................................. 10
   Login.................................................................................................................................................. 10
   To Manually Login to the PTT+ Application...................................................................................... 11
   Application updates............................................................................................................................ 11

3. Navigating the PTT+ Application ........................................................................................................ 11
   Phone is Closed................................................................................................................................. 12
   Home.................................................................................................................................................. 12
   Contacts.............................................................................................................................................. 12
   Favorites............................................................................................................................................. 13
   PTT Key................................................................................................................................................ 14
   External PTT Key............................................................................................................................... 14
   Navigating to previous screen............................................................................................................ 15
   Multiple Contacts Selection............................................................................................................... 15
   Scrolling.............................................................................................................................................. 15
   Searching............................................................................................................................................. 15

4. Network Connectivity .......................................................................................................................... 17
   Using Push-to-Talk Plus (PTT+) over 4G LTE networks.................................................................... 17
   4G LTE networks............................................................................................................................... 17
   Using PTT over Wi-Fi........................................................................................................................ 17
   Overview............................................................................................................................................. 17
   Authenticated Wi-Fi Connections (e.g., hotel access)......................................................................... 18

5. Making and Receiving PTT Calls ......................................................................................................... 18
   Making Calls....................................................................................................................................... 18
   One-to-One (1-1) Calls....................................................................................................................... 18
   Calling a contact that is offline or has a Do Not Disturb (DND) status............................................ 19
   Group Calls........................................................................................................................................ 20
   To place a PTT group call.................................................................................................................. 20
   Quick Group Calls............................................................................................................................. 22
   To place quick group call.................................................................................................................... 22
Broadcast Group Calls .......................................................................................................................... 23
   To place a broadcast group call ........................................................................................................ 23
Calls from History .................................................................................................................................. 25
   To place a call from history ................................................................................................................. 25
Call from Missed Call Alert ................................................................................................................... 25
Call from Instant Personal Alert ............................................................................................................ 26
   Receiving Calls ................................................................................................................................ 26
   Receiving Broadcast Group Calls .................................................................................................... 27
Broadcast Call History ............................................................................................................................ 27
Turning the Speaker ON and OFF .......................................................................................................... 28
How to Set the PTT Call Volume ........................................................................................................ 29
Interaction with Silent or Sound Mode .................................................................................................. 29
Interaction between PTT and cellular calls .......................................................................................... 29
PTT Call Behavior While the Application is in the Background .......................................................... 29
Rejoining a PTT Group Call .................................................................................................................. 30
6. Supervisory Override ......................................................................................................................... 30
    Supervisor Group Members ............................................................................................................. 30
7. Alerts .................................................................................................................................................. 31
   Instant Personal Alerts (IPA) ............................................................................................................. 31
      Sending an Alert ............................................................................................................................. 31
   Receiving an Alert ............................................................................................................................. 31
   Missed Call Alerts (MCA) .................................................................................................................. 32
   Single Missed Call Alert/Instant Personal Alert per Caller .......................................................... 32
   How to Set the PTT Alert Volume ..................................................................................................... 33
8. Real-Time Presence ............................................................................................................................ 33
   My Presence ..................................................................................................................................... 33
   PTT Contact Presence ....................................................................................................................... 34
9. Contacts ............................................................................................................................................. 35
   View Contacts .................................................................................................................................... 36
      Contact List Sorting ....................................................................................................................... 36
      View/Hide Offline Contacts .......................................................................................................... 37
   Add Contacts ..................................................................................................................................... 39
   Edit Contacts ...................................................................................................................................... 41
   Delete Contacts .................................................................................................................................. 43
10. Groups ................................................................................................................................................ 43
    View Groups ..................................................................................................................................... 44
       Broadcast Group Details (broadcasters only) .............................................................................. 45
Add Groups ................................................................. 45
Edit Groups ................................................................. 47
Deleting Groups .......................................................... 50
Add Favorite Contacts ............................................... 51
Remove Favorite Contacts .......................................... 52
Add Favorite Groups .................................................. 53

12. Talkgroup Scanning .............................................. 55
To Turn Scanning ON or OFF .................................... 55
To Add a Group to a Scan List .................................... 55
To Remove a Group from a Scan List or Change the Scanning Priority .............................. 57

13. Airplane Mode ..................................................... 58

14. Using Accessories and Bluetooth ...................... 58
Using a Wired Audio Headset ..................................... 58
Using Bluetooth ......................................................... 58
  Headset ..................................................................... 58
  Car Kit ...................................................................... 58
  How to Disable Bluetooth for PTT .......................... 58
Using a Remote Speaker Microphone ...................... 58
  Wired ....................................................................... 59
  Bluetooth ................................................................. 59

15. Settings ............................................................... 59
Alerts and Sounds .................................................... 59
  Vibrate Call ............................................................. 60
  Vibratory Alerts ....................................................... 60
  Audible Alerts ........................................................ 60
  Alert Tone .................................................................. 61
  Use Bluetooth .......................................................... 61
  Call Reconnect Tone ............................................... 62
  Speaker ..................................................................... 62
Notification Control .................................................. 62
  Instant Personal Alerts ........................................... 62
  Missed Call Alert ...................................................... 62
  Display Name .......................................................... 62
  My PTT Number ........................................................ 63
  Capacity .................................................................... 63
  About ........................................................................ 63
16. Troubleshooting ................................................................. 67

General......................................................................................... 67
Activation Failures......................................................................... 67
Application Becomes Unresponsive............................................... 67
Call Failures.................................................................................... 67
Calls are Always Heard in the Earpiece......................................... 67
Calls are Only Received from a Small Number of Groups............ 68
Cannot Change the Phone Number of a PTT Contact.................. 68
Cannot Create/Update/Delete a Contact or Group....................... 68
    Administrator-Managed Contacts and Groups.......................... 68
    Corporate-Only Subscriber....................................................... 68
Cannot Hear Incoming Call............................................................ 68
Cannot Send an Instant Personal Alert.......................................... 68
Changing My SIM Card.................................................................. 68
Explanation of Error Messages.................................................... 68
    Loss of Data Network Connection......................................... 68
    User Busy.................................................................................. 69
    User Unreachable...................................................................... 69
Login Failures................................................................................ 69
Not All Contacts are Shown in the PTT Contact List...................... 69
Presence Status Does Not Update.................................................. 69
PTT Key Is Not Working or Accesses a Different Application........ 69
Quick Group Calls I Receive Are Shown In History as a One-to-OneCall......................................................... 70
Wi-Fi Connection Problems........................................................ 70

17. Glossary................................................................................. 70
1. Introduction and Key Features

The Push-to-Talk Plus (PTT+) service provides instant communication to individuals and groups at the push of a key. Here is a brief description of key features of PTT:

- **PTT Calling to Individuals and Groups**—instant walkie-talkie style communication to one or more people at the push of a key.
  
  For more details, please refer to the Making Calls section.

- **Broadcast Group Calling**—allows a dispatcher to make high-priority calls typically used for making important announcements.
  
  For more details, please refer to the Broadcast Group Calls section.

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

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

- **Real-Time Presence**—see whether your contacts are available and ready to receive calls before making a call. Likewise, indicate whether you want to receive PTT calls to your contacts.
  
  For more details, please refer to the Real-Time Presence section.

- **Alerts**
  - **Instant Personal Alert (IPA)**—allows you to send a message to another person asking for a call back.
  
  For more details, please refer to the Alerts section.

- **Missed Call Alert**—shown whenever you miss an incoming PTT call because you were in either another PTT call or a regular cellular call.
  
  For more details, please refer to the Alerts section.

- **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.

- **Contact and Group Management**—PTT contacts and groups can be centrally managed by an administrator (“administrator-managed”) or by you (“personal”).
  
  For more details, please refer to the Contacts section and the Groups section.

- **Favorites**—PTT favorite contacts and favorite groups are separate from the group list on the phone and are managed by you (“personal”).
  
  For more details, please refer to the Favorites section.

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

Prerequisites
1. Subscription to Push-to-Talk Plus (PTT+) service.
2. A supported Push-To-Talk+ phone.

In order to progress through this section, you will need to use the left (LSK) and right (RSK) soft keys on your phone. The soft keys, Navigation key, CLR key, End 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 for additional information.

PTT Key Assignment
You have the ability to assign your PTT key (located below the volume controls key) to the PTT+ application and use it as the primary PTT key.

Note: The PTT+ application cannot be used without being assigned to a programmable key.

1. From the phone main screen, press the OK key to access the phone Menu, navigate to the Tools & Settings icon, and press the OK key.
2. Navigate to the Tools option and press the OK key.
3. Navigate to the Push To Talk+ option and press the OK key.
4. While the PTT Off is highlighted, press the OK key.

Programmable key / PTT+

1. PTT+
   Off

2. Programmable key
   None

| Select |

Confirm PTT Off

5. Navigate to PTT On option and press the OK key.
6. Press the left soft key to turn on the PTT+ application.

7. Press the **End** key to go back to the phone home screen.

**First-time Activation**
The first time you start the application, the application must **activate** with the PTT+ server. This activation process ensures that you are an PTT+ subscriber and that you are using a supported phone.

In order to progress through the activation screens, you will need to use the left (LSK) and right (RSK) soft keys on your phone. The soft keys, Navigation key, 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 long press and hold the PTT key located on the side of the phone to bypass Steps 1-3 since the PTT key has been assigned in the preceding section.
1. From the phone main screen, press the OK key to access the phone Menu, navigate to the **Tools & Settings** icon, and press the OK key.

2. Navigate to the Tools option and press the OK key.

3. Navigate to the **Push To Talk+** option and press the OK key to launch the application.

4. The End User License Agreement page is displayed.

5. You must read and accept the EULA to activate the PTT+ service on your phone.

6. If you agree to the EULA, press the left soft key to activate the PTT+ services on the phone, a confirmation page is displayed.

```
Activation required to use the PTT+ service. To activate your subscription and improve service experience, free SMS messages will be sent.

Activate now?

Yes  No
```

**Activate PTT+ Subscription Confirmation**

7. Select **Yes** to activate the PTT+ application. The message Contacting server displays.

8. Now the PTT+ application will contact the server and will retrieve contacts and groups (if any) from the server before logging in.

9. On successful activation of the PTT+ application, you will have the option to view the tutorial. Select **View Tutorial** on-screen key 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

1. From the phone main screen, press the OK key to access the phone Menu, navigate to the **Tools & Settings** icon, and press the OK key.

2. Navigate to the **Tools** option and press the OK key.

3. Navigate to the **Push To Talk+** option and press the OK key.

4. The End User License Agreement page is displayed.

5. You must read and accept the EULA to activate the PTT+ services on your phone.

6. If you agree to the EULA, press the left soft key to activate the PTT+ services on the phone.

7. A confirmation dialog is displayed.
Activate PTT Service Confirmation Message using only Wi-Fi Network

8. Select **Yes** to continue the activation process. A No Cellular Connection dialog is displayed.

**No Cellular Connection Message**

9. Select **Enter Code**. An **Enter Activation Code** dialog is displayed.

**Enter Activation Code**

10. Enter the activation code received from your corporate administrator and select **OK** to activate.

**Tutorial**

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

**Login**

In order to use the PTT+ service, the PTT+ application 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 will automatically start and login each time you power on your phone. To make or receive PTT calls, you will need to login.

It is possible for you to “logout” of the PTT+ service. While you are logged out, you will be shown as “Offline” to others and you cannot receive PTT calls or alerts. See the section **Logout** for more details.
To Manually Login to the PTT+ Application

Tip: You can long press and hold the PTT key located on the side of the phone to bypass Steps 1-3 since the PTT key has already been assigned in the preceding section.

1. From the phone main screen, press the **OK** key to access the phone Menu, navigate to the **Tools & Settings** icon, and press the **OK** key.

2. Navigate to the **Tools** option and press the **OK** key.

3. Navigate to the **Push To Talk+** option and press the **OK** key.

4. A pop-up dialog will be displayed to confirm that you want to login to the PTT+ application.

   ![Login](image)

   *Login*

   Do you want to login to PTT+?

   ![Yes](image) ![No](image)

   *Login*

   5. Select Yes to Login to the PTT+ application.

**Application updates**

Application updates are automatically delivered to your phone. After the update occurs, you will see an application update notification. Press the PTT key to launch the application and login. After updating, your PTT contacts and groups are always retained. When the PTT+ application is updated, your history, favorites, and settings are generally retained. In some rare cases of a major update to the application, your history and favorites may be deleted and settings may be reset to their default values.

**3. Navigating the PTT+ Application**

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

![Main Tabs](image)

*Main Tabs*

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

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.

The left (LSK) and right (RSK) soft keys enables you to select the various options displayed on the bottom of the screen.

The Navigation (up, down, right, left) key enables you to navigate through the functions of the PTT+ application.

The OK (select) key on your phone when pressed, enables you to select any highlighted option. The CLR key enables you to go back to the previous screen.
The phone has an external display which reflect 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.

**Phone is Closed**
When the phone flip is closed, you can:
- View recent PTT call history
- Answer incoming PTT calls
- Make outgoing PTT calls from the recent PTT call history
- End a PTT call
- Adjust the PTT call volume
- Turn ON/OFF the external speaker

If you use the keypad lock function, you may have to unlock the keypad before using the PTT+ application.

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

![Home screen elements](image)

Pressing the left soft key when this screen is selected sends a Call Alert to the highlighted contact. Pressing the right soft key while this screen is selected opens the Options menu.

**Contacts**
This screen displays your PTT contacts and allows you to search for contacts, start a PTT call, or send an alert. If enabled by an administrator, you can also add PTT contacts and create personal PTT groups here. Pressing the right soft key while this screen is selected, opens the Options menu. Pressing the left soft key while a contact is selected, sends an Instant Personal Alert. For more information on contacts, see Contacts section.
Groups

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

Pressing the left soft key while this screen is selected, opens the Options menu. Pressing the left soft key while a group is highlighted, allows you to turn on Scan Mode. For more information on groups, see Groups section.

Contacts

Favorites

This screen displays your favorite contacts and groups. You can quickly start a PTT call from your favorites. Pressing the right soft key while this screen is selected, opens the Options menu. For more information on Favorites, see the Favorites section.

Note: Press the left soft key to switch between Favorite Contacts and Favorite Groups.
Depending on the phone, there may be a key on the side that is be used by the PTT+ application. While the PTT+ application is not visible, you can always press this key to bring the application to the foreground of the screen. Within the PTT+ application, you can use this key to start a PTT call or take and release the floor during a PTT call.

Note: If you put the PTT+ application to the background while the Contacts List, Groups List, or Favorites List is showing, pressing the PTT key will return you to the PTT Home screen.
Navigating to previous screen
To navigate to the previous screen, press the CLR key located on the phone.

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

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

2. Select the left soft key to clear all selected contacts.

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 groups, the history list, contact list, group list, and favorites list can be searched. To search:

1. Start typing on the numeric keypad, as you type, contacts or groups names contain the letters or numbers entered will be automatically displayed.
   OR
   Select Options > Search.
## Icons and Tones

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

<table>
<thead>
<tr>
<th>Icons</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>●</td>
<td>A PTT contact's presence status is “Available”</td>
</tr>
<tr>
<td>⏳</td>
<td>A PTT contact's presence status is “Do Not Disturb”</td>
</tr>
<tr>
<td>✗</td>
<td>A PTT contact's presence status is “Offline”</td>
</tr>
<tr>
<td>●</td>
<td>Your presence status is “Available”</td>
</tr>
<tr>
<td>⏳</td>
<td>Your presence status is “Do Not Disturb” (notification bar)</td>
</tr>
<tr>
<td>⏳</td>
<td>Your presence status is “Offline” (notification bar)</td>
</tr>
<tr>
<td>📰</td>
<td>You have alerts waiting to be displayed within the PTT+ application (notification bar)</td>
</tr>
<tr>
<td>⚪</td>
<td>Supervisor group or group member</td>
</tr>
<tr>
<td>📞</td>
<td>Incoming one-to-one call (history) or incoming group call (history)</td>
</tr>
<tr>
<td>🔴</td>
<td>Missed incoming one-to-one call (history) or missed group call (history)</td>
</tr>
<tr>
<td>🔄</td>
<td>Outgoing one-to-one call (history) or outgoing group call (history)</td>
</tr>
<tr>
<td>1</td>
<td>Scan List Priority 1</td>
</tr>
<tr>
<td>2</td>
<td>Scan List Priority 2</td>
</tr>
<tr>
<td>3</td>
<td>Scan List Priority 3</td>
</tr>
<tr>
<td>🔊</td>
<td>Broadcast call group</td>
</tr>
</tbody>
</table>
The PTT+ application plays tones to indicate various conditions:

<table>
<thead>
<tr>
<th>Tone</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activation</td>
<td>Played at the end of the first-time activation of the application.</td>
</tr>
<tr>
<td>Alert</td>
<td>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.</td>
</tr>
<tr>
<td>Attention</td>
<td>Played whenever there is an error message displayed.</td>
</tr>
<tr>
<td>Call Suspend</td>
<td>Played during a call whenever the call is momentarily suspended while the phone switches from cellular data to Wi-Fi connection (or vice versa) or due to a loss of connection with the PTT+ server.</td>
</tr>
<tr>
<td>Floor Acquired</td>
<td>Played after you press the PTT key to indicate that you can speak.</td>
</tr>
<tr>
<td>Floor Busy (Error)</td>
<td>Played when you press the PTT key and you are unable to take the floor.</td>
</tr>
<tr>
<td>Floor Free</td>
<td>Played to listeners on the call to indicate someone has stopped talking and the floor is available for everyone else to talk.</td>
</tr>
<tr>
<td>Incoming Call</td>
<td>Played once at the beginning of the call to alert you to an incoming PTT call.</td>
</tr>
</tbody>
</table>

4. Network Connectivity

In late 2017, Verizon will introduce 4G basic phones. This section applies to those devices.

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

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

Using PTT over Wi-Fi

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

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. 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 sort of authentication such as a password may be required to access the Internet, even though the phone is connected to the Wi-Fi network. In this case, 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
The Push-to-Talk Plus (PTT+) service provides fast call setup with superior voice quality. Making a PTT call is as easy as choosing a contact and pressing the PTT key. The call is instantly connected. Each person on the call takes turns 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. Choose a group from a list or pick a few people from your contact list and have a one-time Quick Group call.

Making Calls

One-to-One (1-1) Calls
To place a PTT call to an individual

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

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

Note: Alternatively, from the device idle screen, enter the PTT number from the keypad and press and hold the PTT key.

2. Press the PTT key to place the PTT call, the Private Call In Progress screen is displayed.

3. Press and hold the PTT key displayed on the screen, a private PTT call is started.
4. Release the PTT key, to allow other people on the call to take the floor and speak.

   Field Service Manager
   Private Call in Progress

   No one is speaking...

   0m 4s

   Turn Spkr Off   Options

   No One Is Speaking

5. Press the End key to terminate the call.

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

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

   Information
   The contact you are trying to call is unavailable. Please try again later.

   OK

**Contact is Unavailable**

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

   Information
   The Contact you are trying to call is in 'Do Not Disturb' status. Please try again later.

   OK

**Contact is in Do Not Disturb Status**
Group Calls

To place a PTT group call

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

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

Note: If group is selected with a check box, an alternative method to pressing the PTT key, is to press the left soft key, select the Call option, and the following screen is displayed.

3. Press and hold the PTT key, a Group PTT call is started.
4. Release the PTT key, to allow other members of the call to take the floor and speak.

5. Press the **End** key to terminate the call.
Quick Group Calls

To place quick group call

1. Select the names by checking the check boxes.

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>2 Selected</td>
<td></td>
</tr>
<tr>
<td>☐ Bonnie Jackson</td>
<td>☑ Field Service Manager</td>
</tr>
<tr>
<td>☑ Security Manager</td>
<td>☐ Site Foreman</td>
</tr>
<tr>
<td>☐ Site Manager</td>
<td></td>
</tr>
</tbody>
</table>

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

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

4. Press the End key to terminate the call.
Broadcast Group Calls
Broadcast Group Calls are high-priority calls typically used for making important announcements. Only certain group members, called broadcasters (designated by the corporate administrator when the broadcast group is created), are allowed to initiate Broadcast Group calls. The broadcaster is the only member allowed to speak during the call. You will only see a Broadcast Group if you are a designated broadcaster.

Note: Broadcast group calls will interrupt ongoing PTT calls for the group members and they will hear the call even if they have Do Not Disturb turned on. Be sure to consider this important information before starting a broadcast call.

To place a broadcast group call

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

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

3. Select the Call option to place the call.

        OR

4. The PTT call screen is displayed as shown below.
5. Press and hold the PTT button to start speaking to the broadcast group.

6. Press the **End** key to end the broadcast call.
Calls from History

To place a call from history

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

   - **Home**
   - **Contacts**
   - **Groups**
   - **Favorites**

   - **Available**
   - **Broadcast All** 9:59am
   - **Field, Security** 9:20am
   - **Central Zone** 9:16am
   - **Field Service Mana...** 9:08am

   **Options**

   Place a Call from History

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

   **Field Service Manager**
   Private Call in Progress

   🔴 You

   0m 4s

   Turn Spkr Off  Options

   You are Speaking in a Private Call

Call from Missed Call Alert

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

   **Field Servi...: Missed Call Alert**
   July 18 2017 10:10am
   You received a Missed Private Call from Field Service Manager

   Call  Not now

   Missed Call Alert Message
4. Press the PTT key to place the call.
   OR
   Select the Call option to place the call.
   OR
   Select the Not now option to dismiss the message.

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

   **Field Service Manager: Call Alert**

   July 18 2017 10:12am
   Field Service Manager sent you an Instant Personal Alert

   ![Call or Not now button]

   *Instant Personal Alert Message*

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

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

   **Field Service Manager**

   Private Call in Progress

   ![Call or Not now button]

   *Receive an Incoming PTT Call*

   **Note**: Incoming PTT calls will respond differently based on the combination of the phone settings and the PTT+ application settings. For more information, refer to the Interaction with Silent or Sound Mode section.
2. Whenever the talker releases the floor, the on-screen “No one is speaking” is displayed and the floor is available for another talker.

2.

3. You can continue the call conversation by pressing and holding the PTT key.

4. Press the End key to end the call.

**Receiving Broadcast Group Calls**

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

Only dispatchers broadcasters (as designated by the corporate administrator when the broadcast group is created) are allowed to make broadcast group calls. If you try to call a broadcast group from history, you will see a message indicating that the call cannot be completed.

**Broadcast Call History**

Outgoing broadcast calls are shown in call history like other calls, but with a different icon and call type indicated.
A summary of call delivery is shown in the history detail. The number of group members who received the call is shown along with the total number of group members.

Summary of Call Delivery

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

Turning the Speaker ON and OFF

The speaker can be turned on and off for PTT calls. On the call screen, indicates whether the speaker is ON or 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.

You can use the left soft key or the Speaker key to the speaker on/off key. The speaker state changed during a call will be retained for next call onwards.

The speaker can also be turned off from the application settings. See the setting Speaker for more details. The following figure shows an example of the location of the speaker on/off button.
How to Set the PTT Call Volume
During a PTT call, the speakerphone or earpiece volume can be increased or decreased using the volume up and down keys located on the side of the phone. The volume adjusted during a PTT call will be used for subsequent calls.

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

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

Interaction with Silent or Sound Mode
When your phone's ringer is set to silent or vibrate-only, PTT calls are played normally over the phone's earpiece. To hear a PTT call, you should hold the phone to your ear as during a cellular phone call. You can temporarily switch to the loudspeaker using the speaker on/off button for the current call. The next PTT call will again use the phone's earpiece while the phone is in silent mode.

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

Interaction between PTT and cellular calls
Answering a regular phone call while on a PTT call
By default, an ongoing PTT call continues and an incoming cellular call is rejected.

If Call Priority setting is set to Cellular, an ongoing PTT call will end if a cellular call is answered. When set to PTT, an incoming cellular call will be rejected during a PTT call. For more information on Call Priority, see the Settings section.

Receiving a PTT call when on a regular phone call
By default, 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.

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

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. At the end of the PTT call, you can go back to the previous application by pressing the CLR key located under the screen. The PTT+ application will go to background at the end of the call and will display the previously viewed application in foreground.
Ongoing PTT Calls
During a PTT call, if you navigate away to another application, you will continue to hear the PTT call. You will be able to take the floor by pressing the PTT key.

Rejoining a PTT Group Call
Rejoining 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 to the ongoing call. Otherwise, you will start a new call.

6. Supervisory Override
The Supervisory override feature 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, the 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).

Field Service
A group supervisor will see a supervisor icon displayed next to the name of the group.

Supervisor Group Members

Group members will be able to identify supervisors by an icon next to the supervisor’s name.
7. Alerts

**Instant Personal Alerts (IPA)**
This feature allows sending a call alert to a contact. The alert feature allows you to request a call back from another Push-to-Talk Plus (PTT+) subscriber. Instant Personal Alerts can only be sent to individual contacts; a call alert cannot be sent to a group.

**Sending an Alert**
To send the alerts

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

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

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

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

**Receiving an Alert**
1. Whenever someone else sends you an alert, the PTT+ application will alert you with a tone and show the following message:
2. Press the PTT key to call the person back while the alert is displayed or select the Call option. Whenever you receive an alert, it is shown in the call history on the Home screen.

OR

You can also select the dismiss Not now option to dismiss the alert without calling back.

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

Missed Call Alerts (MCA)
Your phone will alert you whenever you miss a PTT call for the following reasons:

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

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

To reply to a missed call alert
1. A Missed Call Alert message is displayed as shown below.

![Missed Call Alert Message](image)

2. Press the PTT key to make a PTT call.

   OR

   Select Call to make a PTT call.

   OR

   Select Not now to dismiss the message.

Single Missed Call Alert/Instant Personal Alert per Caller
When you receive multiple Instant Personal Alerts (IPAs) from another PTT+ user, only the latest alert will be shown on the display. All the previously received IPAs are available in the PTT call history on the Home screen.

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 on the Home screen.
How to Set the PTT Alert Volume
The phone-wide notification volume controls the volume of PTT alert tones using the phone ringer volume control. Please refer to the phone user manual for more information.

8. Real-Time Presence
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 Plus (PTT+) calls. The presence indicator is displayed next to the name of the contact.

Likewise, you can tell others of your availability by selecting either “Available” or “Do Not Disturb” within the PTT+ application. When you turn off your phone, you are automatically marked as “Offline” to others.

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

Available Icon

To Set the Self Presence
1. Go to the Home screen and select the self presence tile. A pop-up will appear.

Available Option

2. Choose the availability state you want to set.

Do Not Disturb Option

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

Do Not Disturb Icon
Meaning of Available, DND and Offline

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

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

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

Calling Restrictions

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

IPA Origination Restrictions

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

<table>
<thead>
<tr>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>You cannot send an alert while your availability is 'Do Not Disturb'. Please change your status.</td>
</tr>
</tbody>
</table>

Do Not Disturb Information Message

PTT Contact Presence

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

PTT Contact Presence

Meaning of Available, DND and Offline

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

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

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

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

Information

The Contact you are trying to call is in 'Do Not Disturb' status. Please try again later.

OK

Contact is in Do Not Disturb Status

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

Using Instant Personal Alerts for DND contacts

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

9. Contacts

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

Personal Contacts

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

Administrator Contacts

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

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

<table>
<thead>
<tr>
<th>Administrator-managed</th>
<th>1,000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contacts</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Personal</th>
<th>300</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contacts</td>
<td></td>
</tr>
</tbody>
</table>

Maximum Contacts

Note: Corporate accounts have the additional option to lock down PTT so that users can only call company-defined contacts and groups.
View Contacts
The Contact tab shows a list of all your personal PTT contacts and contacts added by an administrator. You can also view and sort the contacts based on alphabetical order or based on the availability of the contacts from the application settings.

<table>
<thead>
<tr>
<th>Home</th>
<th>Contacts</th>
<th>Groups</th>
<th>Favorites</th>
</tr>
</thead>
<tbody>
<tr>
<td>☑ Bonnie Jackson</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>☑ Field Service Manager</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>● Security Manager</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>☑ Site Foreman</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>☑ Site Manager</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

View Contacts

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

1. From within the PTT+ application Home screen or Contact screen or Group screen or Favorites screen, press the right soft key.

2. Choose the Settings option.

3. Select the Contact Sorting setting.
4. A pop-up will be displayed, select either By Alphabetical or By Availability.

Contact Sorting Options

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

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 right soft key. Select **Hide Offline** option.

<table>
<thead>
<tr>
<th>New Contact</th>
<th>Import Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Hide Offline</strong></td>
<td>Search</td>
</tr>
<tr>
<td></td>
<td>Settings</td>
</tr>
</tbody>
</table>

*Hide Offline Option*

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

<table>
<thead>
<tr>
<th>Home</th>
<th>Contacts</th>
<th>Groups</th>
<th>Favorites</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>☑</td>
<td>Field Service Manager</td>
<td></td>
<td>Security Manager</td>
</tr>
</tbody>
</table>

*Show only Available or Do Not Disturb Contacts*

To view all contacts

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

<table>
<thead>
<tr>
<th>New Contact</th>
<th>Import Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Show Offline</strong></td>
<td>Search</td>
</tr>
<tr>
<td></td>
<td>Settings</td>
</tr>
</tbody>
</table>

*Show Offline Option*

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


To view the contact details

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

<table>
<thead>
<tr>
<th>Call</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alert</td>
</tr>
<tr>
<td><strong>Details</strong></td>
</tr>
<tr>
<td>New Group</td>
</tr>
<tr>
<td>View History</td>
</tr>
<tr>
<td>Search</td>
</tr>
</tbody>
</table>

*Contact Details Option*

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

<table>
<thead>
<tr>
<th><strong>Contact Details</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>NAME</strong></td>
</tr>
<tr>
<td>Field Service Manager</td>
</tr>
<tr>
<td><strong>PHONE NUMBER</strong></td>
</tr>
<tr>
<td>214-555-1003</td>
</tr>
<tr>
<td><strong>PRESENCE</strong></td>
</tr>
<tr>
<td>☑ Do Not Disturb</td>
</tr>
<tr>
<td><strong>FAVORITE</strong></td>
</tr>
<tr>
<td>Set as Favorite</td>
</tr>
</tbody>
</table>

*View Contact Details*

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

**To add new contact**

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

<table>
<thead>
<tr>
<th><strong>New Contact</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Import Contact</td>
</tr>
<tr>
<td>Hide Offline</td>
</tr>
<tr>
<td>Search</td>
</tr>
<tr>
<td>Settings</td>
</tr>
</tbody>
</table>

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

![New Contact]

3. Navigate down to the Phone Number, type the phone number, and press the OK key.

4. Navigate down to Set as Favorite and press the OK key to enable the check box.

5. Press the right soft key to save the contact.

**To import a new contact**

1. From the Contacts tab, press the right soft key.

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

![Import Contact Option]

3. On selecting Import Contact, contact list of the phone will be displayed.

4. Select a contact from the Contact List, and then select **Save**.
Edit Contacts
To edit a contact

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

<table>
<thead>
<tr>
<th>Alert</th>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bob</td>
<td></td>
</tr>
</tbody>
</table>

   1 Selected

   Select Contact

2. Press the right soft key to select the Details option.

   | Call |
   | Alert|

   Details

   New Group
   View History
   Search

   Contact Details Option

3. Press the right soft key and select the Edit option.

   | Call |
   | Alert|

   Edit
   Phone

   Contact Details Edit Option
4. An Edit Contact screen will be displayed.

**Edit Contact**

<table>
<thead>
<tr>
<th>NAME</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bob</td>
</tr>
</tbody>
</table>

**PHONE NUMBER**
214-666-1111

**FAVORITE**
Set as Favorite

Note: You can also add a contact as a favorite using the Favorites tab. For more information, see Favorites section.

Edit the Contact’s Name and select **Save**.

**Edit Contact**

<table>
<thead>
<tr>
<th>NAME</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bob Smith</td>
</tr>
</tbody>
</table>

**PHONE NUMBER**
214-666-1111

**FAVORITE**
Set as Favorite

**Save Edited Contact**

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

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

<table>
<thead>
<tr>
<th>Call</th>
<th>Alert</th>
<th>Details</th>
<th>New Group</th>
<th>Delete</th>
<th>View History</th>
<th>Search</th>
</tr>
</thead>
</table>

Delete Contact Option

2. Select **Delete** from the options.

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

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

10. Groups

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

**Personal Groups**

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

**Administrator Groups**

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

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

<table>
<thead>
<tr>
<th>Administrator-managed</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Contacts</td>
<td>100</td>
<td></td>
</tr>
<tr>
<td>Members per group</td>
<td>250</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Personal</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Contacts</td>
<td>30</td>
<td></td>
</tr>
<tr>
<td>Members per group</td>
<td>30</td>
<td></td>
</tr>
</tbody>
</table>

Maximum Groups
View Groups

The list of personal groups and administrator-managed groups is shown in the Group tab.

Groups

To view the group details

1. Select a group from the group list.
2. Press the right soft key and select the Details option.
3. The group details screen will be displayed, as shown below.
Broadcast Group Details (broadcasters only)

Broadcast groups are managed by the corporate administrator and can have as many as 500 members. Group members cannot be viewed but a count of group members is provided while viewing group details:

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

To add a group

1. From the Groups tab, press the right soft key.

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

2. Select the New Group option.
3. Enter the group name and press the OK key.
4. Navigate to highlight the Add & Remove Members option and press the OK key.
5. Select members from the contact list and press the right soft key.
6. The group can also be added as a favorite. Press the right soft key to save.

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

7. Once saved, the group will appear in the group list.
Edit Groups

To edit the group name

1. From the Groups tab, select a group and select the Details option.

2. Select the Edit option. The Edit group screen will be displayed.

3. Edit the group name and press the right soft key to save.
   A Group successfully modified message will be displayed.

To add a member to a group

1. From the Groups Tab, select a group, press the right soft key, select the Details option.

2. Select Edit option. The Edit Group screen will be displayed.

3. Press OK key, navigate to Add & Remove Members to add contacts to the group, and press the OK key.

4. Press the right soft key and select Add Members option.

5. Select the members to add to the group.
6. Press the right soft key to save. A **Group successfully modified!** message will be displayed.

**To remove a member from a group**

1. From the Groups tab, select a group and press the right soft key.

   ![Select Group]

   **Select Group**

2. Select the **Details** option.

   ![Group Details Option]

   **Group Details**

   **NAME**
   North
   **GROUP MEMBERS (3)**

   **View Members**

   **FAVORITE**
   Set as Favorite [✓]

   **Back** Options

   **Group Details**
3. Press the right soft key and select the **Edit** option. The Edit group screen will be displayed.

   ![Edit Group Option](image)

   **Edit Group Option**

4. Edit the group name as necessary and press the **OK** key.

5. Navigate to **Add & Remove Members** and press the **OK** key. The group members list will be displayed.

   ![Group Members](image)

   **Group Members**

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

   ![Remove Group Member Confirmation](image)

   **Remove Group Member Confirmation**

7. Select **Yes** if you want to remove the member, otherwise select **No**.

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

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

9. Press the right soft key to save. A ‘Updating Group!’ toast message will be displayed.
Deleting Groups
You can delete personal groups you have created. Administrator-managed groups cannot be removed.

To delete a group
1. From the Groups tab, select the group you want to delete.

2. Select group.

3. Press the right soft key and select the **Delete** option.

4. You will be asked to confirm deleting the group.

5. Select **Yes** to delete the group. The group will be deleted from the group list.
11. Favorites
The Push-to-Talk (PTT) favorite contacts and favorite groups are separate from the contacts and group list on the phone. From the Favorite Contacts screen, you can switch between Favorite Contacts to Favorite Groups using the left soft key. Note a title is displayed to indicate which Favorite (Favorite Contacts or Favorite Groups) that you selected.

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

<table>
<thead>
<tr>
<th>Favorites</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Contacts</td>
<td>300</td>
</tr>
<tr>
<td>Groups</td>
<td>50</td>
</tr>
</tbody>
</table>

 Johnston Favorite Contacts and Favorite Groups

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

**To add a contact to Favorites**

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

![](image)

*Select Favorite Contacts*
2. Press the right soft key to save your favorite. The Favorite Contacts screen displays.

<table>
<thead>
<tr>
<th>1 Selected</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Favorite Contacts</strong></td>
</tr>
<tr>
<td>✅ Bonnie Jackson</td>
</tr>
<tr>
<td>Field Service Manager</td>
</tr>
<tr>
<td>Security Manager</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Groups</th>
<th>Options</th>
</tr>
</thead>
</table>

**Favorite Contacts**

**Remove Favorite Contacts**
**To remove a contact from the Favorites List**

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

<table>
<thead>
<tr>
<th>1 Selected</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Favorite Contacts</strong></td>
</tr>
<tr>
<td>✅ Bonnie Jackson</td>
</tr>
<tr>
<td>Field Service Manager</td>
</tr>
<tr>
<td>Security Manager</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Groups</th>
<th>Options</th>
</tr>
</thead>
</table>

**Select Favorite Contacts to be Removed**

2. Press the right soft key for **Options**.

3. Select the **Remove Favorite** option. The contact(s) are removed from the Favorite tab under Contacts.

---

Note: You will a confirmation message when selecting more than one contact to remove from your Favorites. Select **Yes** to remove the contacts or **No** to cancel.
Add Favorite Groups
The list of personal favorite groups is shown on the Favorite Groups screen.

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

Note: Groups can be added to Favorites from the Group tab or history entry for that group.
2. Press the right soft key to save the group. The group is shown in the Favorites tab under **Groups**.

![Favorite Groups](Image)

**Remove Favorite Groups**

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

**To remove a Group from the Favorites List**

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

![Select Favorite Group to Remove](Image)

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

Note: You will a confirmation message when selecting more than one group to remove from your Favorites. Select Yes to remove the groups or No to cancel.
12. Talkgroup Scanning
Talkgroup Scanning allows a subscriber’s phone to scan through a list of corporate groups for calls. The higher priority group calls take precedence over lower priority group calls. Groups that are not in the scan lists cannot barge in when Scan option is ON.

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

- Calls from the **scanned group** are **received normally**. When the current scanned group call ends, you will automatically hear the next active scanned group call in progress. You will not get missed call alerts for group calls while scanning is enabled.

- **Quick Group** calls are **received normally**. A missed call alert is provided if you are busy on another PTT call or a cellular call.

- **One-to-one calls** are **received normally**. A missed call alert is provided if you are busy on another PTT call or a cellular call.

- **All call types can be originated**: one-to-one, Quick Group and group calls.

- **Normal call rejoin will occur** for originated group calls. Note: you will not receive Missed Call Alerts for group calls while scanning, so calling a group may result in a call rejoin.

To Turn Scanning ON or OFF
From the groups list tab

1. The ‘Scan: OFF’ key shows that the current scanning status is ‘OFF’. Press the left soft key to turn ‘Scan: OFF’ to toggle scanning status to ‘ON’. The key text changes to Scan: ON.

2. Press the left soft key again to turn Scan: ON to toggle scanning back off. When scanning is turned on, the text (Scanning) will appear on the group tab.

To Add a Group to a Scan List
From the groups list tab

1. Select a corporate group by navigating to the desired group and pressing the OK key to select the group.
2. Press the left soft key to select the Scan List option. A pop-up appears, allowing you to select a priority option for the group.

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

<table>
<thead>
<tr>
<th>Set Priority 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Set Priority 2</td>
</tr>
<tr>
<td>Set Priority 3</td>
</tr>
<tr>
<td>No Priority</td>
</tr>
</tbody>
</table>

*Scan List Options*

3. Navigate to the desired the priority option you want to assign to the group and press the OK key to select or navigate to **No Priority** if you do not want to assign a priority to the group and press the OK key to select. If you choose a priority that is already being used by another group, a message appears as shown below.

*Information Message*

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

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

*Scan Group List*
To Remove a Group from a Scan List or Change the Scanning Priority
From the groups list tab

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

   ![Select Corporate Group Assigned to a Scan List]

   **Select Corporate Group Assigned to a Scan List**

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

   ![Previously Assigned Group Scan List Options]

   **Previously Assigned Group Scan List Options**

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

   ![Information Message]

   **Information Message**

4. Select Yes to assign the existing priority to the current group or select No to assign the group a new priority. The previously Priority 1 assigned group will now be moved to No priority group.
13. 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 Plus (PTT+) service.

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

14. Using Accessories and Bluetooth

**Using a Wired Audio Headset**
You can use a headset plugged into your phone for Push-to-Talk Plus (PTT+) calls. Whenever you connect the headset, PTT calls are automatically heard over the headset instead of the loudspeaker. You must still use the PTT key on the phone to take the floor to speak, even if your headset has a multimedia control key on it. When you disconnect the headset, the loudspeaker will again be used for PTT calls.

**Using Bluetooth**
By default, whenever your phone is connected to a compatible Bluetooth device, The PTT+ application uses that Bluetooth device for calls. The PTT+ application supports the following Bluetooth profiles: Hands free (HFP), Headset (HSP), or Advanced Audio Distribution Profile (A2DP). When using PTT over Bluetooth, you must use the PTT key on the phone to take the floor and speak.

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

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

**How to Disable Bluetooth for PTT**
If your phone can connect to your car audio system and you receive regular cellular calls, PTT calls will also work. In the rare circumstance that there is a compatibility problem using PTT with your car audio but you still want to use Bluetooth for regular cellular calls, you can disable PTT over Bluetooth from within PTT+ application settings. For details on how to disable Bluetooth, refer to the section Use Bluetooth.

**Using a Remote Speaker Microphone**
A Remote Speaker Microphone (RSM) is an accessory made especially for handling PTT calls. The RSM has a loudspeaker and PTT key built in which lets you remotely control your phone's PTT+ application. There are two types of RSMs: those that connect by wire to the phone's headset connector, and those that use Bluetooth.
Wired
A wired RSM connects to the phone’s headset connector, just like a headset. The RSM will have a loudspeaker and microphone, along with a PTT key. The PTT key allows you to take the floor during a PTT call and speak. The PTT key on the RSM works just like the PTT key on the phone.

Depending on the RSM, there may also be a connection for you to use a headset with the RSM. Check the RSM owner’s manual for information specific to the accessory. With a wired RSM, you control the loudspeaker volume using the volume keys on the phone.

Bluetooth
A Bluetooth-connected RSM gives you all the features of a wired RSM without being tethered by a cord. In addition to having a loudspeaker and PTT key, a Bluetooth RSM also has its own volume control. You do not use the volume keys on your phone to control the volume, but rather the volume control on the RSM itself. A Bluetooth RSM must be “paired” to your phone before it can be used. For instructions on how to pair the RSM with your phone, please refer to the documentation that comes with the RSM.

15. Settings
This section describes the settings within the Push-to-Talk Plus (PTT+) application. To access the settings from inside the PTT+ application, navigate to the Home tab, Contacts tab, Groups tab, or Favorites tab of the phone, then press the right soft key for Options and choose Settings. This section is organized as follows:

- Alerts and Sounds
- Notification Control
- Miscellaneous

Alerts and Sounds
By default, Missed Call Alerts and Instant Personal Alerts (call requests) have the following behaviors:

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

All the alert behaviors can be changed in the PTT+ application settings:

1. From the PTT+ application Home screen, press the right soft key for Options displayed on the bottom of the screen.
2. Navigate to and select the Settings option. The Settings screen appears.

<table>
<thead>
<tr>
<th>Settings Option</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call</td>
</tr>
<tr>
<td>Delete</td>
</tr>
<tr>
<td>Delete All</td>
</tr>
<tr>
<td>Search</td>
</tr>
<tr>
<td>Settings</td>
</tr>
</tbody>
</table>
3. Find the alert behavior you want to change from the options below and follow the instructions.

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

To enable/disable the **Vibrate Call** setting, switch ON (checked) the option to enable Call Vibrate or switch to OFF (unchecked) mode to switch off the Call Vibrate setting.

![Vibrate Call](image)

**Vibrate Call Setting**

**Vibratory Alerts**
Select OFF at 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. This setting applies to Instant Personal Alerts and Missed Call Alerts.

![Vibrate Alert](image)

**Vibrate Alert Setting**

**Audible Alerts**
At **Audible Alert** option, select OFF to silence all alert tones. Select ON to turn on the audible tone for all alerts. This setting applies to Instant Personal Alerts and Missed Call Alerts.

![Audible Alert](image)

**Audible Alert Setting**

**Change How Often Alerts Repeat**
The alert repeat setting affects how often you are reminded that you have Instant Personal Alerts and Missed Call Alerts waiting. The options have the following behavior:

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

**To change the alert repeat settings:**
1. From the Settings screen, navigate to and select the Alert Repeat setting.

![Alert Repeat](image)

**Alert Repeat Setting**
2. Select how often you want your alerts to repeat.

<table>
<thead>
<tr>
<th>Alert Repeat Setting Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Once</td>
</tr>
<tr>
<td>Repeat</td>
</tr>
<tr>
<td>Continuous</td>
</tr>
</tbody>
</table>

**Alert Tone**

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

1. From the Settings screen, navigate to and select the Alert Tone setting.

**Alert Tone Setting**

2. Select the desired alert tone.

<table>
<thead>
<tr>
<th>Alert Tone Setting Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alert Tone</td>
</tr>
</tbody>
</table>

**Use Bluetooth**

To enable/disable Bluetooth usage for PTT calls, switch ON (checked) the option to enable Bluetooth or switch to OFF (unchecked) mode to switch off the Bluetooth at the Bluetooth option.

**Use Bluetooth Setting**
Call Reconnect Tone
This determines whether the phone will play the call reconnect tone when enabled or disabled during a call. When selected, a tone is played when a application transitions from one network to other.

Call Reconnect Tone Setting

Speaker
This feature when enabled uses the loud speaker for PTT calls, or when disabled it uses the earpiece.

Speaker Setting

Notification Control

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

Instant Personal Alert Setting

Missed Call Alert
Select OFF at the Missed Call Alert (MCA) 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.

Missed Call Alert Setting

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.

To set your display name
1. Navigate to and select the Display Name setting.

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

Display Name

| Andy Graves | Cancel |

Display Name Option

My PTT Number
The PTT number displays your registered PTT number.

My PTT+ Number: 469-502-9030

My PTT Number Setting

Capacity
The Capacity setting allows you to view how many PTT contacts, groups, and favorites are stored in your phone. These numbers include both personal and administrator-managed. Please refer to the table in the section Contacts to see the maximum capacity for your phone. Dismiss the pop-up displayed by pressing the CLR key.

Capacity Setting

About
The About setting allows you to view the version information for the PTT+ application. Dismiss the pop-up displayed by pressing the CLR key. The End User Legal Agreement (EULA) can be viewed by pressing the right soft key “Legal”.

About Setting
Miscellaneous

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

1. From the Settings screen, navigate to and select the **Contacts Sorting** setting.

![Contact Sorting](image)

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

![Contact Sorting Options](image)

Call Priority
With Call Priority you can allow or reject another incoming call based on the Call Priority setting (Ongoing or Cellular). Default is Cellular.

**To change call priority**

1. From the Settings screen, navigate to and select the **Call Priority** setting.

![Call Priority](image)

2. From the **Call Priority** screen drop-down, select either **Ongoing** or **Cellular**.

![Call Priority Setting Options](image)

**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.
Cellular
An incoming PTT call is rejected during a cellular call.
An ongoing PTT call will end if a cellular call is answered.

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

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

Show Tutorial
The Show Tutorial option 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.

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.

2. Select Yes to restore default settings or No to cancel operation.
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 enabled. 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 and select the Logout setting. A Logout confirmation message appears.

   ![Logout Setting](image)

   Logout Setting

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

   ![Logout Confirmation](image)

   Logout Confirmation

Use Wi-Fi

Enable this option to allow the PTT+ application to use available Wi-Fi connectivity automatically and perform a handover from cellular data to Wi-Fi. When this option is enabled, the PTT+ application will always prefer the Wi-Fi connection, even if cellular data is available. When ever the phone loses Wi-Fi connectivity, the PTT+ application will fall back to cellular data.

   ![Use Wi-Fi Setting](image)

   Use Wi-Fi Setting
16. Troubleshooting

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

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

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

2. “You are currently not subscribed to the PTT+ service.”
   You must have a PTT+ subscription before you can successfully begin using PTT+ service. Visit the service provider’s website or contact your administrator to make sure you have PTT+ service enabled for your phone.

3. “This service requires a PTT+ subscription and supported phone. Please contact your corporate administrator or customer care.”
   You must have a PTT+ subscription and supported phone before you can successfully begin using PTT+ service.

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

Call Failures
A PTT call may not be completed for several reasons:

• The person you are calling has an “Offline” or “Do Not Disturb” status. The PTT+ application will not allow you to make a call to someone with either status.

• The person you are calling is busy, on either on another PTT call or a cellular call. Please see the User Busy section for more information.

• Your phone loses connection with the data network or PTT+ server. Please see the Loss of Data Network Connection section for more information.

• The person you are trying to call has temporarily not reachable. Please see the User Unreachable section for more information.

Calls are Always Heard in the Earpiece
If you are hearing PTT calls through the earpiece instead of the loudspeaker, the speakerphone on/ off setting may be set to OFF. You can change this setting in the application settings, or during a call, press the left soft key to turn the speaker on. Ensure that your phone profile is not in Silent. More details are found in Speaker.
Calls are Only Received from a Small Number of Groups
If you are receiving calls from only a couple of groups, you may have turned the ‘Talkgroup Scanning’ feature on and are listening to only the groups in the scan list. More details about this feature can be found in Talkgroup Scanning.

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

Cannot Create/Update/Delete a Contact or Group
There are two reasons why you might not be able to create, modify, or delete a contact or group:

Administrator-Managed Contacts and Groups
You cannot change or delete contacts or groups that are managed by an administrator. Please refer to the Contacts section and the 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 Hear Incoming Call
If you cannot hear an incoming PTT call, your loudspeaker volume may be turned down, or your phone may be in silent mode. Please see the How to Set the PTT Call Volume section to set the PTT call volume.

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

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

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

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

**User Busy**

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

<table>
<thead>
<tr>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>The contact you are calling is busy. Please try again later.</td>
</tr>
<tr>
<td>[OK]</td>
</tr>
</tbody>
</table>

*Contact is Busy Information*

**User Unreachable**

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

**Login Failures**

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

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

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

**Presence Status Does Not Update**

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

**PTT Key Is Not Working or Accesses a Different Application**

If your phone has a PTT key on the side and it is not working for PTT, it may not be properly configured for use by the PTT+ application.

---

Note: The PTT+ application cannot be used without being assigned to a programmable key. Please see the [PTT Key Assignment](#) section for details on how to configure the PTT key.
Quick Group Calls I Receive Are Shown In History as a One-to-One Call
When you receive a Quick Group call, you will notice that the call history on the Home screen shows a call received from the originator of the call. This is normal. You cannot call Quick Group that was created by someone else. Any Quick Group call you make will be shown in the call history with the names of the participants. You can call that group again from your history. For more details on Quick Groups, please refer to the Quick Group Calls section.

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

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

Please refer to the Using PTT over Wi-Fi section and the application Settings section for more details.

17. 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
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
A Quick Group call is a group call that is created on the fly by selecting call members from your PTT contact list. See the Quick Group Calls section for more details on how to make a Quick Group call.

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

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

Floor Acquired: When you the floor by pressing the PTT key and you will hear a “chirp.” This indicates that you have the floor and can speak while you press the PTT key. When you stop talking, you should release the PTT key.
Private Call in Progress

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

No One is Speaking

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

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

Group

A group is a type of PTT contact that connects you to multiple people at once. For more details on groups, see the 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 Call from Instant Personal Alert section.

Quick Group

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

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