PTT Pro for Android

Version 3.3.10314

Workcloud Communication

User Guide

ZEBRA

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Contents

Contents

About this Guide

This guide describes the installation, activation, and configuration of Workcloud Communication PTT Pro for Android. The features and operation of each application are described separately in corresponding guides. Go to Related Documents for a list of guides.

📝 **NOTE:** The screens and windows pictured in this guide are samples and can differ from actual screens.

📝 **NOTE:** Email and text activation is only supported in the United States and Canada.

⚠️ **WARNING:**

The Workcloud Communication PTT Pro supports using secure protocols, such as HTTPS, and cleartext network traffic, such as cleartext HTTP. Zebra strongly recommends customers use secure protocols such as HTTPS to access their data. Zebra always uses the secure protocol HTTPS to communicate with a PTT Pro Server or Provisioning Manager. If customers elect to use cleartext network traffic, the customer assumes the risk of exposing data on the network.

Chapter Descriptions

Topics covered in this guide are as follows:

- Getting Started describes this document.
- User Interface describes the user interface, which includes tabs for Map, Recent calls and messages, Favorites, Contacts, and Groups.
- PTT Calling provides information on placing and managing barge, ad hoc, alert, and group calls.
- Sending Messages provides information on text and image messaging.
- Task Tracker provides information about creating and accepting tasks.
- PTT Pro provides information for using PTT Pro on a Zebra WS50 Wearable Computer.
- Options and Management provides information on voice commands, various operating options, and contact and group management.
- Location Based Services provides information on the multiple options available for location tracking and mapping services.
- Voice Commands provides information about using voice commands.
- Worker Duress provides information regarding the configuration and use of the Worker Duress feature.

- Device Settings provides information on device settings such as application, sound settings, and account information.

- FAQ & Troubleshooting provides answers to frequently asked questions and solutions for troubleshooting issues.

Notational Conventions

The following notational conventions make the content of this document easy to navigate.

- **Bold** text is used to highlight the following:

  - Dialog box, window, and screen names

  - Dropdown list and list box names

  - Checkbox and radio button names

  - Icons on a screen

  - Key names on a keypad

  - Button names on a screen

- Bullets (•) indicate:

  - Action items

  - List of alternatives

  - Lists of required steps that are not necessarily sequential

- Sequential lists (for example, those that describe step-by-step procedures) appear as numbered lists.

Related Documents

- Workcloud Communication PTT Pro Installation Guide—Describes the installation and activation of all Workcloud Communication PTT Pro applications.

- Workcloud Communication PTT Pro Management Portal Customer Administrator Guide—Describes the portal, which provides an interface for customer administrators or technical representatives to manage an organization's Workcloud Communication PTT Pro accounts.

- Workcloud Communication PTT Pro for Android Programmer Guide—Describes the intents and actions for the configuration and programming of PTT Pro for Android.

- Workcloud Communication PTT Pro Task Tracker Customer Administrator Guide—Describes the configuration and use of Task Tracker.

- Workcloud Communication PTT Pro for Android Configuration Guide—Describes the JSON configuration parameters for PTT Pro for Android.

- Zebra Enterprise Messaging Service Client User Guide—Describes the use of Workcloud Communication PTT Pro clients with the Zebra Enterprise Messaging Service.

- Zebra Enterprise Messaging Service Customer Administrator Guide—Describes the configuration of Workcloud Communication PTT Pro clients and enterprise hierarchy for the Zebra Enterprise Messaging Service.

For the latest version of this guide and all guides, go to: zebra.com/support.

Icon Conventions

The documentation set is designed to give the reader more visual clues. The following visual indicators are used throughout the documentation set.

NOTE: The text here indicates information that is supplemental for the user to know and that is not required to complete a task.

IMPORTANT: The text here indicates information that is important for the user to know.

CAUTION: If the precaution is not heeded, the user could receive a minor or moderate injury.

WARNING: If danger is not avoided, the user CAN be seriously injured or killed.

DANGER: If danger is not avoided, the user WILL be seriously injured or killed.

Service Information

If you have a problem with your equipment, contact Zebra Global Customer Support for your region. Contact information is available at: zebra.com/support.

When contacting support, please have the following information available:

- Serial number of the unit
- Model number or product name
- Software/firmware type and version number

Zebra responds to calls by email, telephone, or fax within the time limits set forth in support agreements.

If your problem cannot be solved by Zebra Customer Support, you may need to return your equipment for servicing and will be given specific directions. Zebra is not responsible for any damages incurred during shipment if the approved shipping container is not used. Shipping the units improperly can possibly void the warranty.

If you purchased your Zebra business product from a Zebra business partner, contact that business partner for support.

Revision History

Changes to the original guide are listed below:

Change	Date	Description
MN-003555-01	May 2019	Initial Release.
MN-003555-02	October 2019	Add screenshots for EC30.
MN-003555-03	December 2019	Updated screenshots to reflect revised navigation drawer icons. In the "Talk to a Contact or Group" section, revised text from <username> to <username or FirstName LastName>. (<FirstName LastName> is also known as the Friendly Name.)

Change	Date	Description
MN-003555-04	March 2020	Updated to reflect new icons and a list of supported languages.
MN-003555-05	May 2020	Added Friendly Access Point and voice command information.
MN-003555-06	September 2020	User interface enhancements, voice command features, and notification bar enhancements.
MN-003555-07	November 2020	Landscape mode for tablets, voice command updates, and new behavior for the PTT button.
MN-003555-08	March 2021	Voice command updates and supporting accessories.
MN-003555-09	June 2021	New Worker Duress feature. New headset support.
MN-003555-10	November 2021	Added description for Drop Detect and Emergency Call features. New language support for Voice Commands.
MN-003555-11	March 2022	Added description of Zebra Workstation Connect.
MN-003555-12	June 2022	Added Task Tracker client features and PTT Pro client features.
MN-003555-13	June 2022	Added security notice.
MN-003555-14	September 2022	Updated screenshots for interface changes, updates to PTT Pro, and Settings.
MN-003555-15	October 2022	Added maximum number of contacts, updated data usage, and updated group descriptions.
MN-003555-16	January 2023	Added information regarding Zebra WFC Central for Bluetooth headsets.
MN-003555-17	March 2023	User interface updates, group size corrections, and new headset support.
MN-003555-18	June 2023	Updated with new version number.
MN-003555-19	July 2023	Updated with screenshots for OAuth 2.0 Device Authorization.
MN-003555-20	November 2023	Updated supported headsets.
MN-003555-21	January 2024	Updated emergency calling and PTT Pro.
MN-003555-22	March 2024	Rebranded to Workcloud Communication and added information about PTT messages for missed calls.
MN-003555-23	July 2024	Added troubleshooting information about when the device OS is upgraded but the client is not supported on the new OS.
MN-003555-24	August 2024	• Added information about support for MOTD (Message of The Day) and message Expiry. • Added information about ZEMS disabling texting for PTT Pro Android.
MN-003555-25	September 2024	Updated for ad-hoc PTT groups, voice command enhancements, new headset support, and updated About screen.

Change	Date	Description
MN-003555-26	March 2025	Updated Locate voice command, added Locate Tab and new supported headset device.

Getting Started

The Workcloud Communication PTT Pro solution provides a reliable, full-featured, instant communication service leveraging 3G, 4G, 5G, and Wi-Fi networks that include three core areas of operation.

- Push To Talk (PTT) Voice
- Secure group messaging (text and images)
- Location tracking and mapping

PTT Pro for Android includes support for the following device types:

- Consumer smartphone devices
- Enterprise mobile devices.

NOTE: PTT Express cannot be activated on a device where PTT Pro for Android is used. Contact your system administrator for assistance.

Data Usage (Cellular Networks)

Workcloud Communication PTT Pro is a VoIP application that, for cellular network connections, requires a data plan. Compared with other video and image communication applications, Workcloud Communication PTT Pro requires minimal data. It uses a variable rate Voice CODEC technology to deliver improved voice quality to users with better data service.

Workcloud Communication PTT Pro data usage can be estimated as follows; however, the results may vary.

Data usage depends on the device and network service types (3G, 4G, 5G, Wi-Fi).

- While idle, and not making calls, PTT Pro for Android usage is approximately 20 Megabytes/month regardless of device and network type.

Data Usage (without in-call location):

- 4G/5G/Wi-Fi: approximately 22 MB per hour
- 3G: approximately 8MB per hour

Real-time location will consume additional bandwidth depending on the network type and the number of participants in the call.

- 4G/5G/Wi-Fi: approximately 800 KB (.81 MB) per hour
- 3G: approximately 160 KB (.162 MB) per hour

For example, if you typically make calls that use 10 hours of talk time during a month:

- on a 4G/5G/Wi-Fi network, expect to use 220 MB/month (without location) or 228 MB/month (with location).

- on a 3G network, expect to use 80 MB/month (without location) or 81.6 MB /month (with location).

Group Types and Maximum List Sizes

Groups organize contacts into categories or units and are created in the Workcloud Communication PTT Pro Management Portal or on the device. In addition to the method of group creation, groups are customizable based on visibility, access, and call behavior. Depending on the type of group, members may be created with the ability to initiate calls, receive calls, or listen only for call monitoring. Except for Broadcast and Personal groups, groups have a size limit of 254 contacts.

Table 1   Group and List Types

Group or List Type	Where Created	Description
Contact List	Portal	A contact list is created on the Portal, but the user can add or remove contacts from the device. The maximum number of contacts listed in Workcloud Communication PTT Pro is 895.
Personal Groups	Device	Personal groups are created on the device and are controlled and edited by that user, the group owner. Only the owner can call the group. Users may not remove themselves from a personal group. Users long press on a contact and select **Create Group**. Personal Group PTT calls are ineligible for late join. The maximum number of contacts is 127.
Member Groups	Device	Member groups are created on the device, and all members see the group on their device. Any member can make a call to the group. Members can late join a call after it has begun.
Enterprise Open Groups	Portal	Enterprise Open Groups are visible to all users. Users with appropriate priority access may join an Enterprise Open Group.
Enterprise Closed Groups	Portal	Enterprise Closed Groups are created on the portal and show on the device as an enterprise group. The administrator can make this group hidden, searchable, or available for late join.
Enterprise Dispatch Groups	Portal	Enterprise Dispatch Groups permit two types of members: call initiators and call receivers.
Surveillance Goups	Portal	The Surveillance Channel Group type mimics an LMR Radio, with a dedicated channel users can join and leave over time. When started, the call will stay open until a configurable time period or until the last member has left the call. Based on the group configuration, the call can be idle for up to 2 hours before the call will be dropped.

NOTE: When an administrator uses Profile Manager, the device can display friendly group names. When this occurs, underscores in the group name are replaced with spaces, and the first letter of each word in the name is capitalized.

User Interface

Navigate the PTT Pro for Android user interface using the Tab Bar or the Navigation Drawer.

The user interface includes the following tabs or drawer options, which can be accessed on most screens:

- **Map**: Displays the location of all active users if they have enabled location reporting.

- **Recent**: Displays call and message history, both made and received.

- **Contacts**: Displays a list of all contacts with a presence indicator for each. Contacts include Favorites and Groups when using the tab bar.

  - **Favorites**: Displays a user-defined list of contacts and groups to speed access.

  - **Groups**: Displays a list of all groups with a presence indicator for each.

- **Voice** opens the Workcloud Communication Enterprise Voice application if installed.

The **Contacts**, **Groups**, **Messages**, and **Recent** tabs include context-sensitive menus invoked by pressing and holding items within the tab.

For Android Open Source Project (AOSP) devices:

- The **Map** icon does not display (regardless of the **Show Map on Client** feature key setting in the Management Portal).

For Google Mobile Services (GMS) devices:

- The **Map** icon displays as long as it is enabled through the **Show Map on Client** feature key setting in the Management Portal with the up-to-date Google Play Service.

> **NOTE:**
> - After completing any activity, the user is returned to the default screen as specified in the **Default Tab View** field on the **Modify Feature Keys** window in the Workcloud Communication PTT Pro Management Portal. The default can be changed to **Contacts**, **Groups**, **Messages**, **Map**, or **Recent Calls**.
> - PTT Pro for Android does not support the Android split-screen functionality.

Navigate Using the Tab Bar

The Tab Bar is enabled by default. Tap an icon in the Tab Bar to display the corresponding screen.

Table 2 Tab Bar Interface Elements

Icons	Description
📍	Map is only available on devices with Google Mobile Services.
🕐	Recent call and message history.
📇	Contacts include Favorites and Groups. Place your finger on the Contacts list and swipe down to refresh.
⋮	Tap to show icons for additional PTT Pro for Android modules such as Task Tracker and Broadcast Messaging.
☰	Navigation Drawer to access settings.
🎤	Push To Talk soft button.
💬	Text, audio, or video message.
📞	Opens Voice if installed and configured.
🔍	Search for contacts, groups, or favorites.
🏠	Indicates that the contact or group is the default callee.

Figure 1   Contacts with Tab Bar Enabled
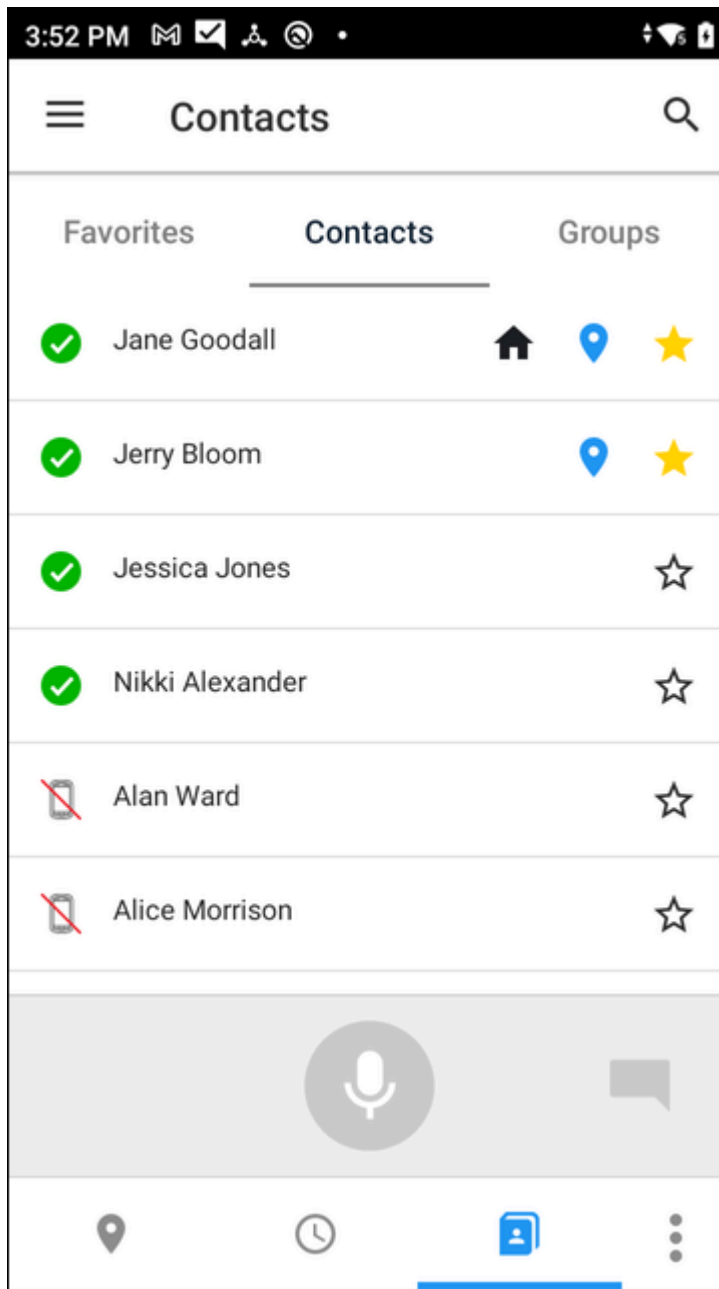
Hide the Tab Bar

Users who wish to use the Navigation Drawer can hide the Tab Bar from the **Settings** menu

1. Tap the **Navigation Drawer** ≡.
2. Select **Settings** > **General**.

3. Locate the **Hide Tabs** setting and tap to enable.

   Figure 2   Hide Tabs Setting
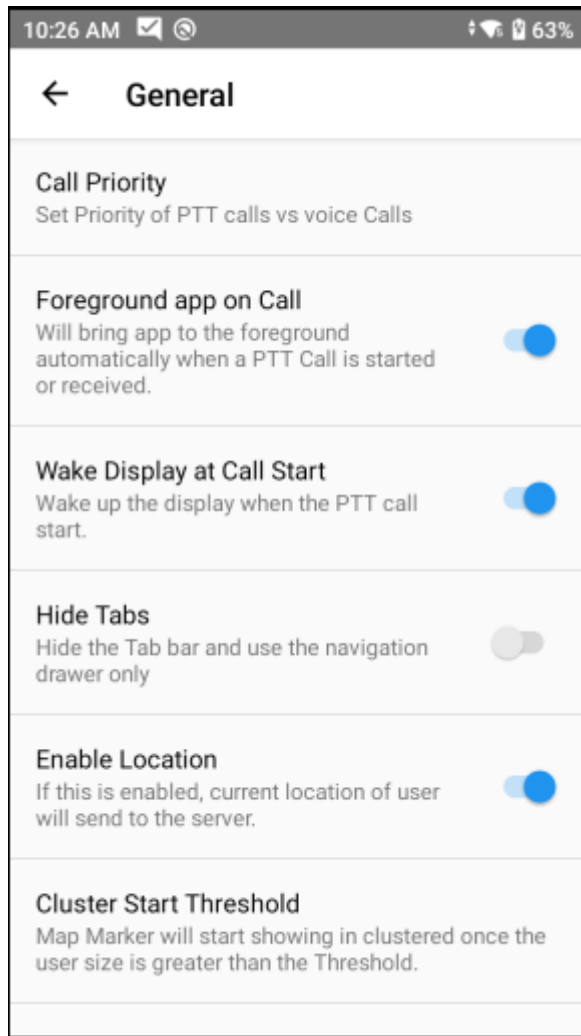
Navigate Using the Navigation Drawer

The Navigation Drawer provides an alternative method for navigating the PTT Pro for Android user interface.

Switch to the Navigation Drawer by tapping ☰ and selecting **Settings** > **General** > **Hide Tabs**.

- Tap the ☰ and select an available option to display the corresponding screen.

Figure 3   Navigation Drawer Options
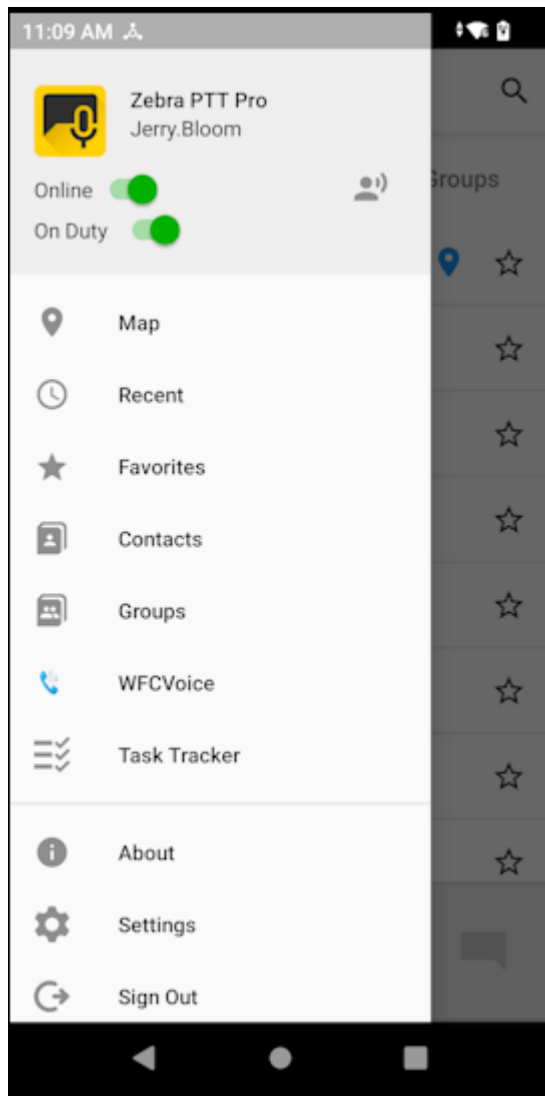
Indicators

Presence is supported for individual contacts and groups. Group Presence indicates whether a group call is available for Late Join. Contact Presence is used for individual contacts.

Contact Presence Indicators

Table 3   Contact Presence Indicators

Icon	Description
	Contact is available.
	Contact is on a call.
	Contact is in Do Not Disturb (DnD) mode.
	Contact is in silent/vibrate mode.
	The contact's device is off or out of coverage area.
	Contact's device is signed out of PTT Pro for Android.
	Contact is blocked.
	Contact is not responding to Workcloud Communication PTT Pro communication.
	Contact has location functionality enabled - touch to view the contact's location on the map.

Group Presence Indicators

Table 4   Group Presence Indicators

Icon	Description
	Group is available.
	Group member is speaking.

Table 4   Group Presence Indicators (Continued)

Icon	Description
🚫	Group is blocked.

Notification Bar Indicators

Table 5   Notification Bar Indicators

Icon	Description
✓	Client is online.
—	Client is in DnD mode.
✗	Client is offline.
≡	New message is available.
!🎤	Missed call.

In Call Viewing Options

Once a PTT call is established, the user can view a list of all call participants. The Sound Wave icon indicates which call member is speaking. In order to access the map view, the user must have a GMS device. In map view, the location data is updated in real-time.

List View

- All call participants appear in the list.

- 📶 indicates the speaking participant.

Map View

- All call participants sharing their location display on the map.

- A blue dot indicates the owner (self).

- Green pins indicated call participants.

- In-call locations are updated every two seconds.

Go to Location Services for information regarding the Map view.

Landscape Mode

PTT Pro for Android supports landscape mode. Landscape mode provides a larger view when using Zebra tablets for PTT.

The user must set the **Allowed Screen Orientation** setting to **Landscape** to enable the Landscape orientation.

Figure 4   Contact Screen
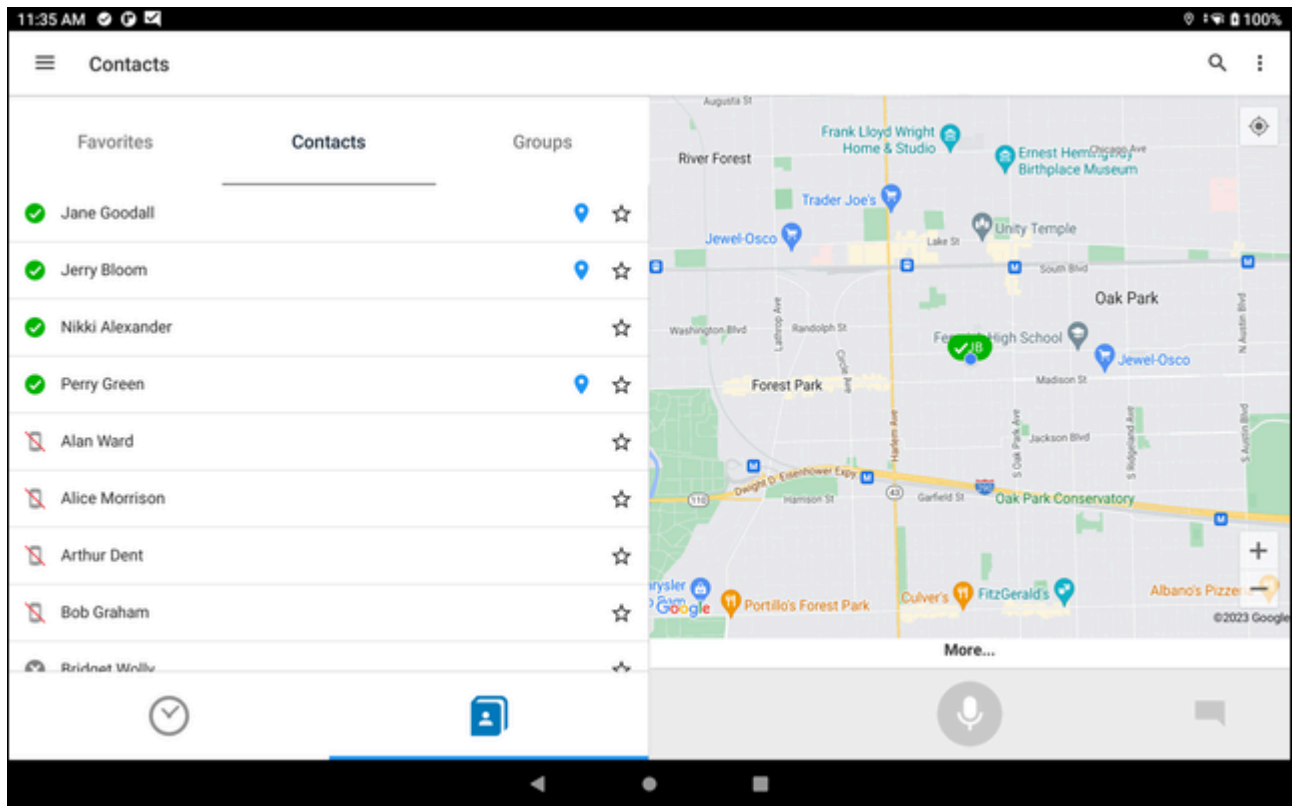
Figure 5 Settings Screen in Landscape Mode
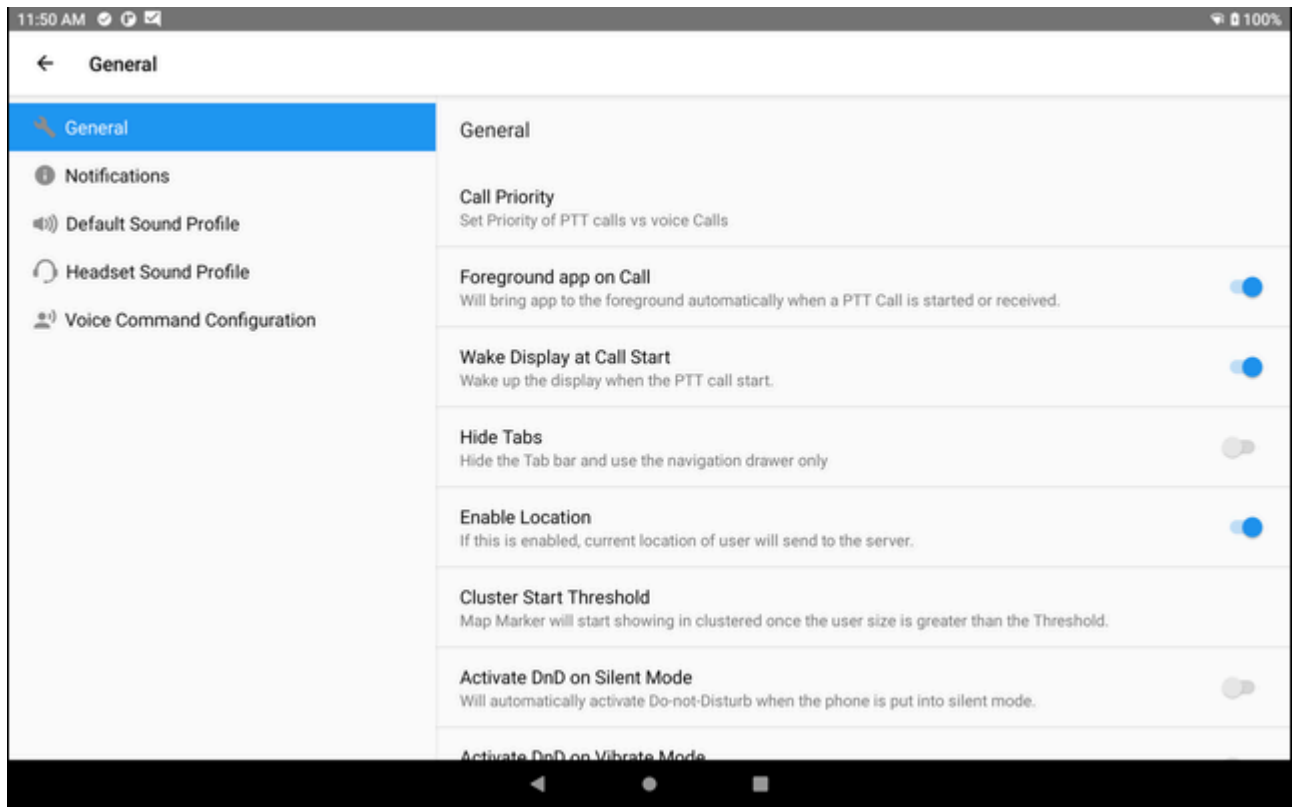
PTT Calling

Use PTT Pro for Android to place and manage PTT calls, alert calls, and group calls.

You can also use the physical device PTT button to reject an incoming call. During a call with two or more participants, double-click the physical device PTT button to reject a call or end your participation. Refer to the What Headsets Do PTT Pro for Android and Zebra Voice Support? for supported devices.

> **NOTE:** Calls and alerts have a default timeout that is configured in the Workcloud Communication PTT Pro Management Portal. For instructions, refer to Workcloud Communication PTT Pro Management Portal Customer Administrator Guide.

One-to-One PTT Calls

A one-to-one PTT call begins after you select a contact, press and hold **Push To Talk**, and begin speaking. The recipient is not notified of the incoming call. To make a one-to-one PTT call, select a recipient from the **Contacts** list.

1. Tap the **Contacts** tab.
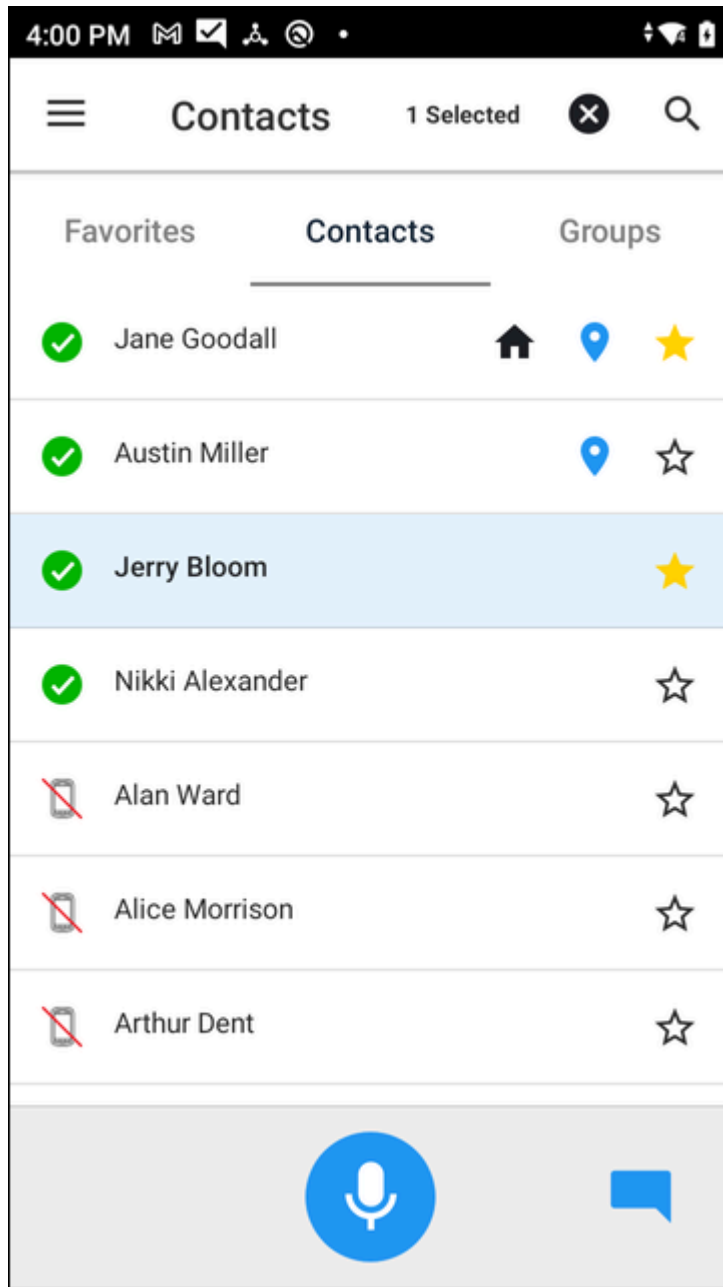
2. Locate the contact:

    • Scroll through the list of contacts.

    • Search for a contact.

3. Select the desired contact by tapping the contact name.

4. Press and hold **Push To Talk**.

5. Upon hearing the grant tone, begin speaking.

6. Release **Push To Talk** when finished.

Ad Hoc PTT Calls

An ad hoc call is made to multiple contacts or a temporary group for a specific purpose. Use the ad hoc calling feature when a group containing the contacts needed for the call is not available.

1. Tap the **Contacts** tab.

2. Select two or more (up to 250) recipients from the **Contacts** list.
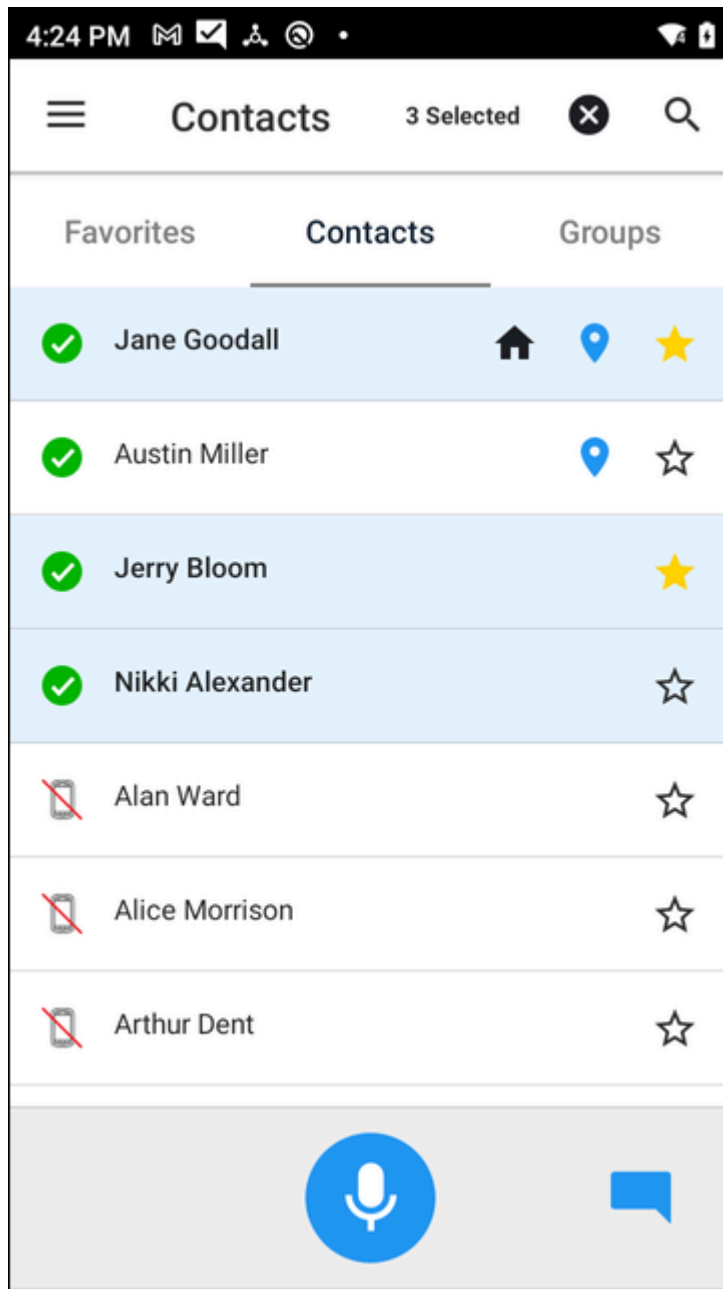
3. Press and hold **Push To Talk**.

4. Upon hearing the grant tone, begin speaking.

5. Release **Push To Talk** when finished.

Alert Calls

PTT Pro for Android supports one-to-one alert calls, used for non-critical communication by alerting the recipient rather than barging in on a call. This allows the user to respond when they are available. Initiate alert calls from the **Contact** list or the **Map** tab.

Alert Call from the Contacts Tab

You can initiate an Alert Call with PTT Pro for Android from the Contacts list by pressing and holding on a contact and selecting Alert Call from the context menu.

1. Tap the **Contacts** tab.

2. Select or search for the desired contact.

3. Press and hold the contact to open the secondary menu.
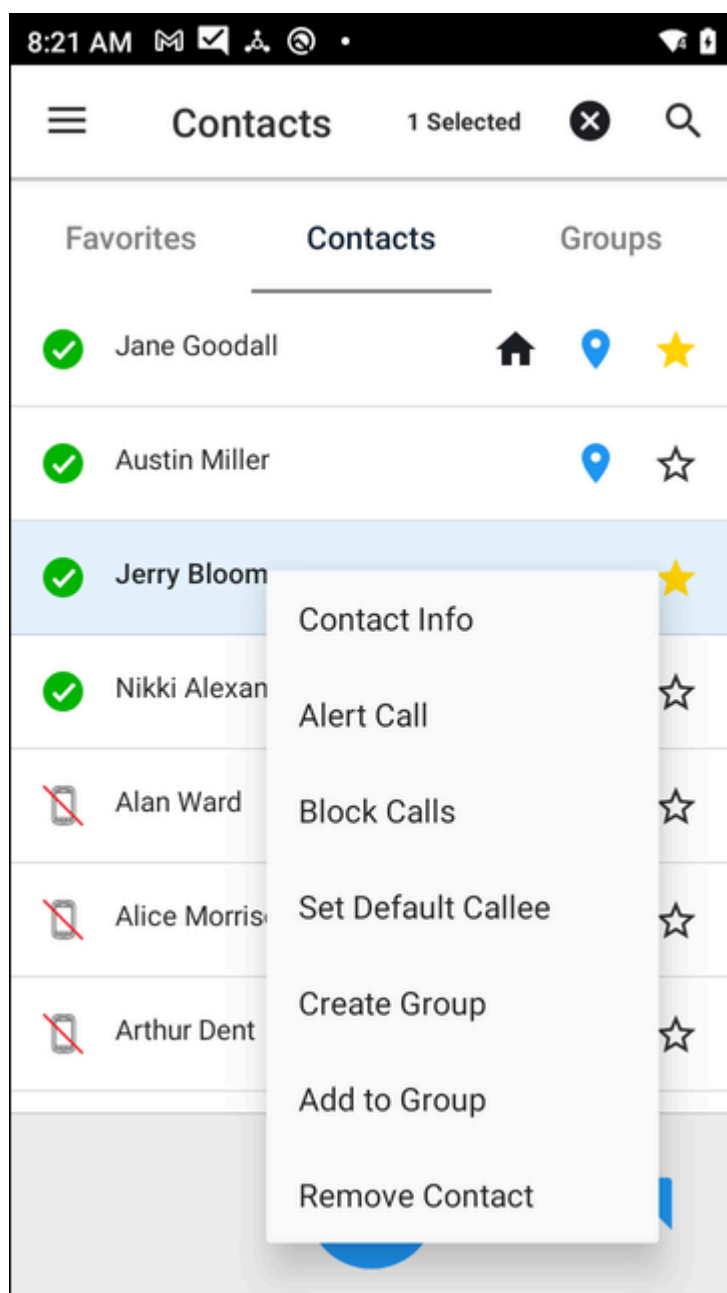
4. Select **Alert Call**.
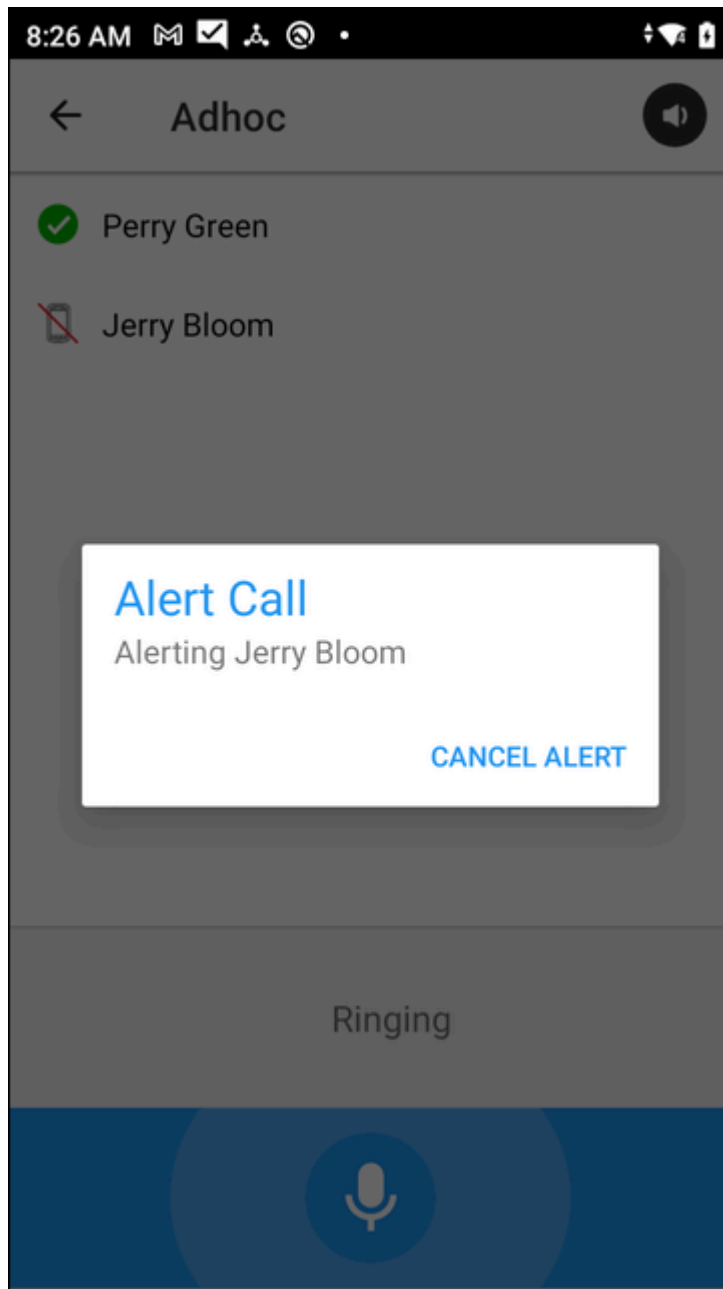
When the contact accepts, the user is placed on the call. To cancel the call while waiting for a response, select **Cancel Alert**.

Alert Call from the Map Tab

You can select a contact from the map to make an alert call. You can also select the location indicator in the **Contacts** view to focus the map on the contact.

1. Tap the **Map** tab.

2. Tap the desired contact to display the contact's name.
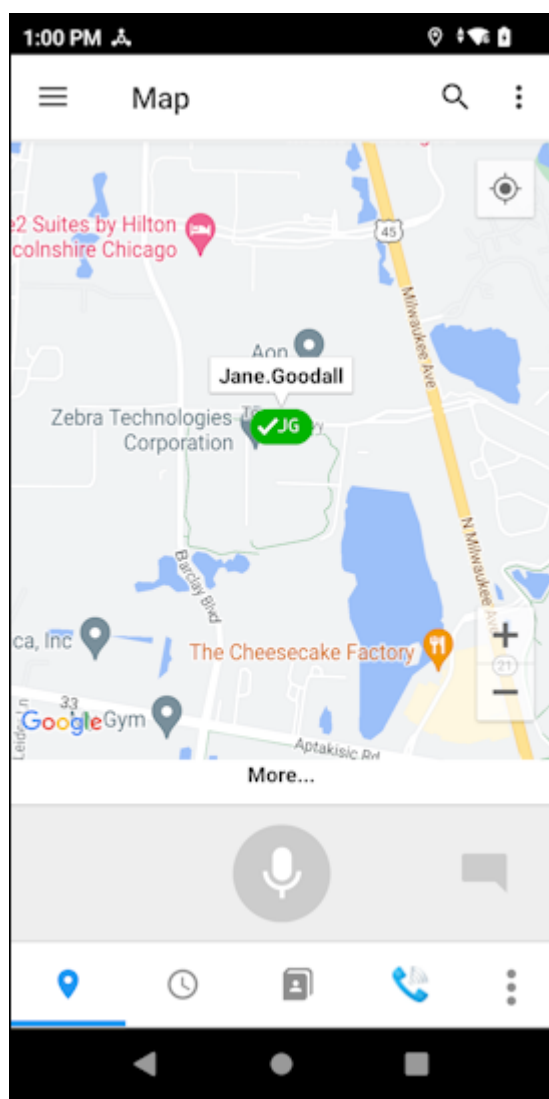
3. Tap the contact's name to display the contact data.
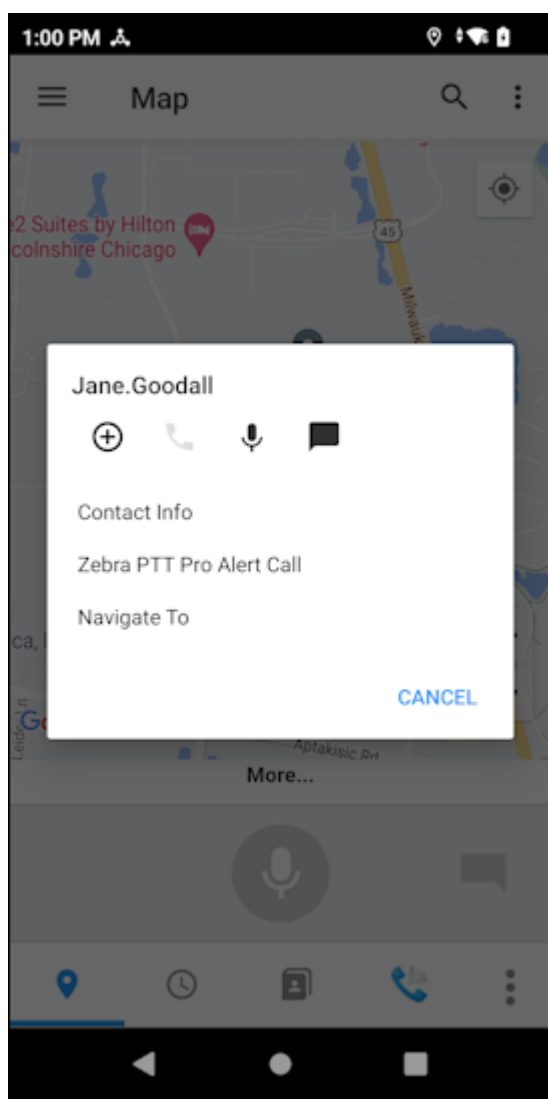
4. Tap **Zebra PTT Pro Alert Call** to initiate the call.

When the contact accepts, the user is placed in the call. To cancel the call while waiting for a response, select **Cancel Alert**.

Responding to an Alert Call

PTT Pro for Android enables you to answer or ignore an incoming Alert call.

1. When an incoming call alert is received, select **Answer** to accept the call or **Ignore** to reject the call.
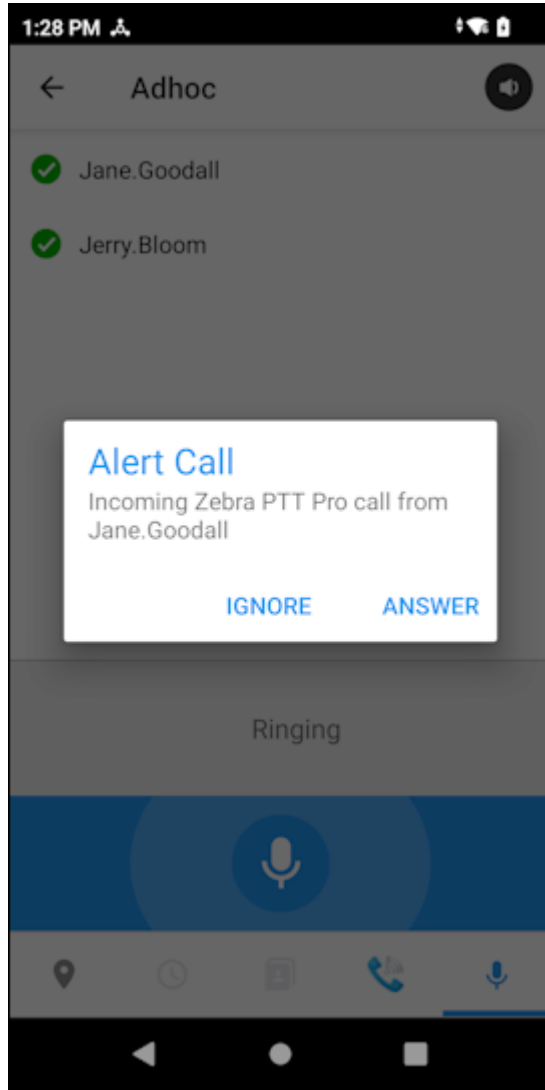
2. After accepting the alert call, press the **Push To Talk** button to begin speaking and release when finished.

No Answer to an Alert Call

The user is notified when the contact is unavailable or cannot accept the call. The time the alert call lasts before displaying this message is variable and depends on user settings.
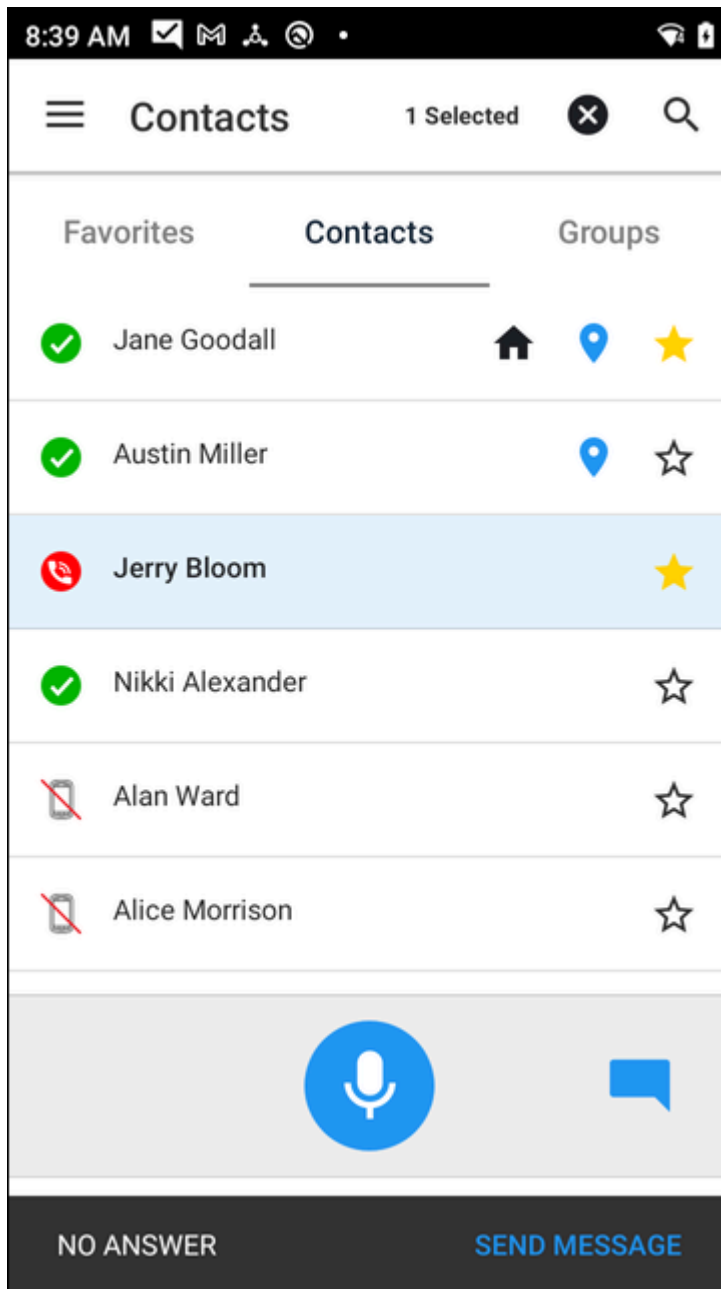
If the contact does not answer the call, select **Send Message** to send a message to the contact.

Group PTT Calls

To place a group PTT call, tap the **Groups** tab and then select a group from the **Group** list.

1. Tap the **Groups** tab.
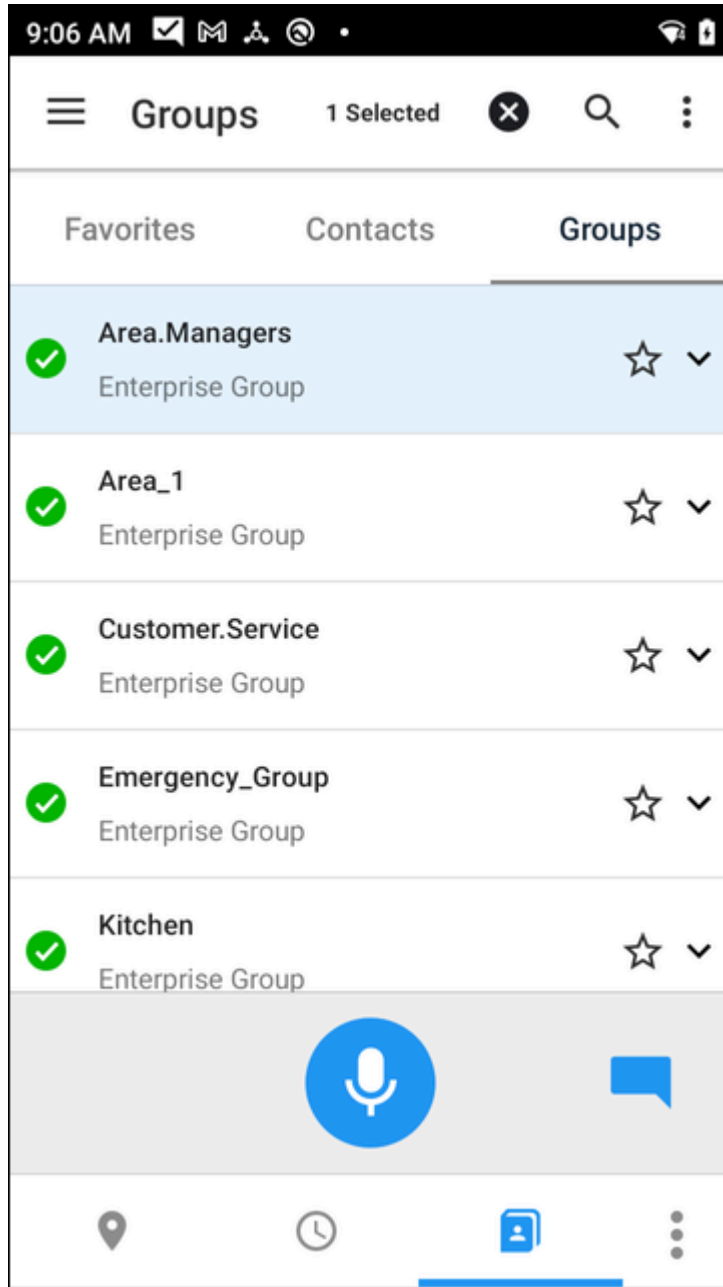
2. Select the desired group.

3. Press and hold **Push To Talk**.

4. Upon hearing the grant tone, begin speaking.

5. Release **Push To Talk** when finished.

Emergency Calls

PTT Pro for Android supports emergency calls, which are routed to a specific PTT group designated as the emergency group.

Emergency calls can be initiated through an onscreen button or a physical button depending on the application and device configuration.

A PTT emergency call may also be originated by sending the Emergency Call intent from another Android application. Refer to the Workcloud Communication PTT Pro for Android Configuration Guide for the intent format and operation of the client. The intent can be generated using StageNow as described at https://techdocs.zebra.com/mx/intent/. The intent can be sent immediately, scheduled, or triggered by pressing a button or sensor.

NOTE:
- The emergency call will be started or ended immediately upon receipt of the intent by PTT Pro for Android.
- If a PTT call is active when this intent is sent, Workcloud Communication PTT Pro will end the active PTT call before initiating the emergency call.
- When ending the emergency call through this intent, the emergency call will end, but the PTT call will not. The user will need to manually end the PTT call to exit from the current PTT call session.

Configuring PTT Group and Users for Emergency Calls

Create a PTT group for emergency calls. Add users to the group who can initiate and receive emergency calls.

1. Log in to the PTT Pro Management Portal.

2. Select the **Groups** tab and create a group used for emergency calls.

NOTE: Personal groups created on a device cannot be used for emergency calls.
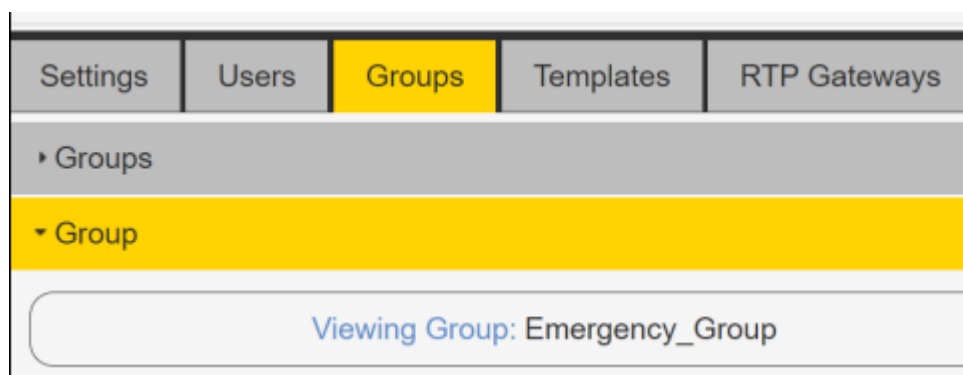
3. Click the **Members** tab to select the emergency group.

4. Click **Add** to choose and add contacts to the group.

5. Select the **Users** tab in the PTT Pro Management Portal.

6. Click a user you want to configure for emergency calls and select **Edit Client Settings**.

7. Select the **Emergency** tab.

8. Use the **Emergency Group** drop-down menu to select the emergency group.

NOTE: The **Emergency Group** drop-down menu only lists groups to which the user was previously added.

9. Set the **Start Hold Time** and **Cancel Hold Time** to configure how long a user needs to press and hold the emergency button to initiate an emergency call or cancel an emergency call.

   The default value is 3,000 milliseconds (3 seconds). The hold time and the cancel hold time are displayed in PTT Pro for Android.

10. Click **Submit** to finish the emergency group configuration.

Each user added to the emergency group will see an EMERGENCY call soft button on their device screen.

Initiating an Emergency Call

Emergency calls can be initiated by an onscreen button or a physical button, depending on the application and device configuration.

1. Press and hold **EMERGENCY CALL** to initiate an emergency call.

    EMERGENCY CALL specifies how long to press and hold to initiate an emergency call.
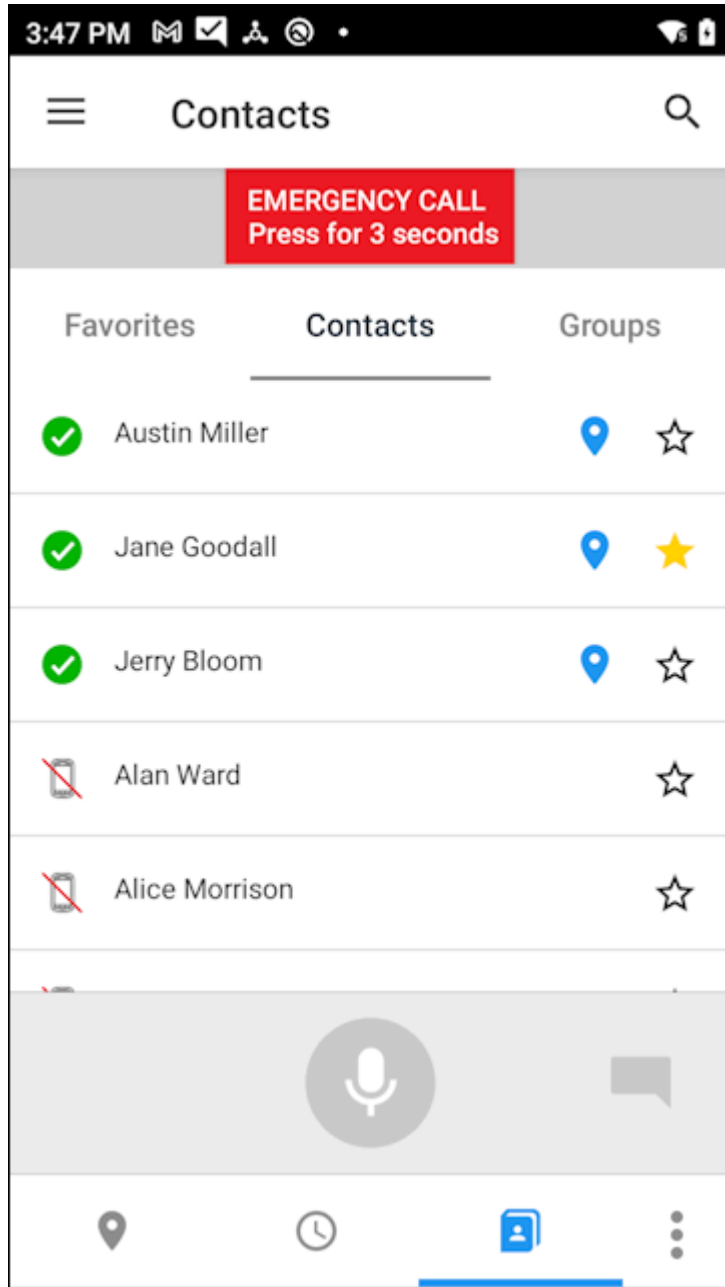
The emergency call is routed to all members of the emergency group.

2. Press and hold **Push To Talk** to speak to the group.

The **Emergency Call Active** notification specifies how long to press and hold **CANCEL** to cancel or end the emergency call.
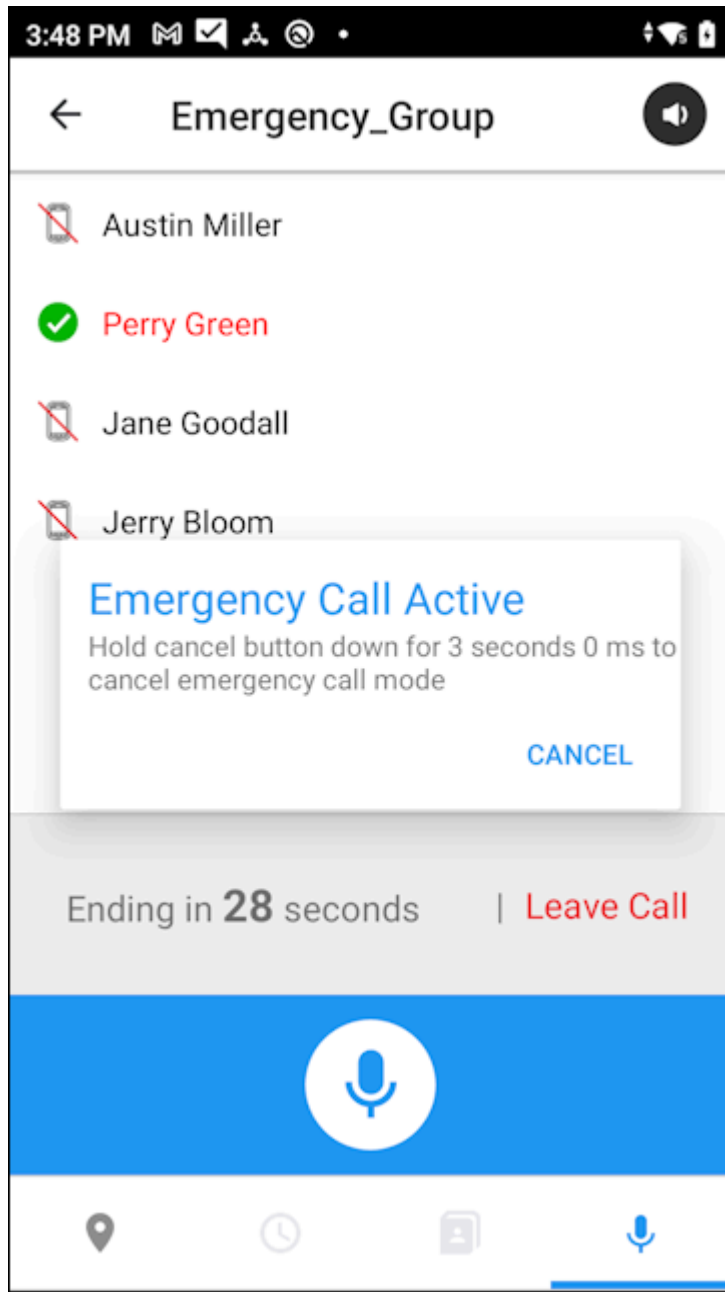
3. Call recipients can press and hold **Push To Talk** to respond to the emergency call.
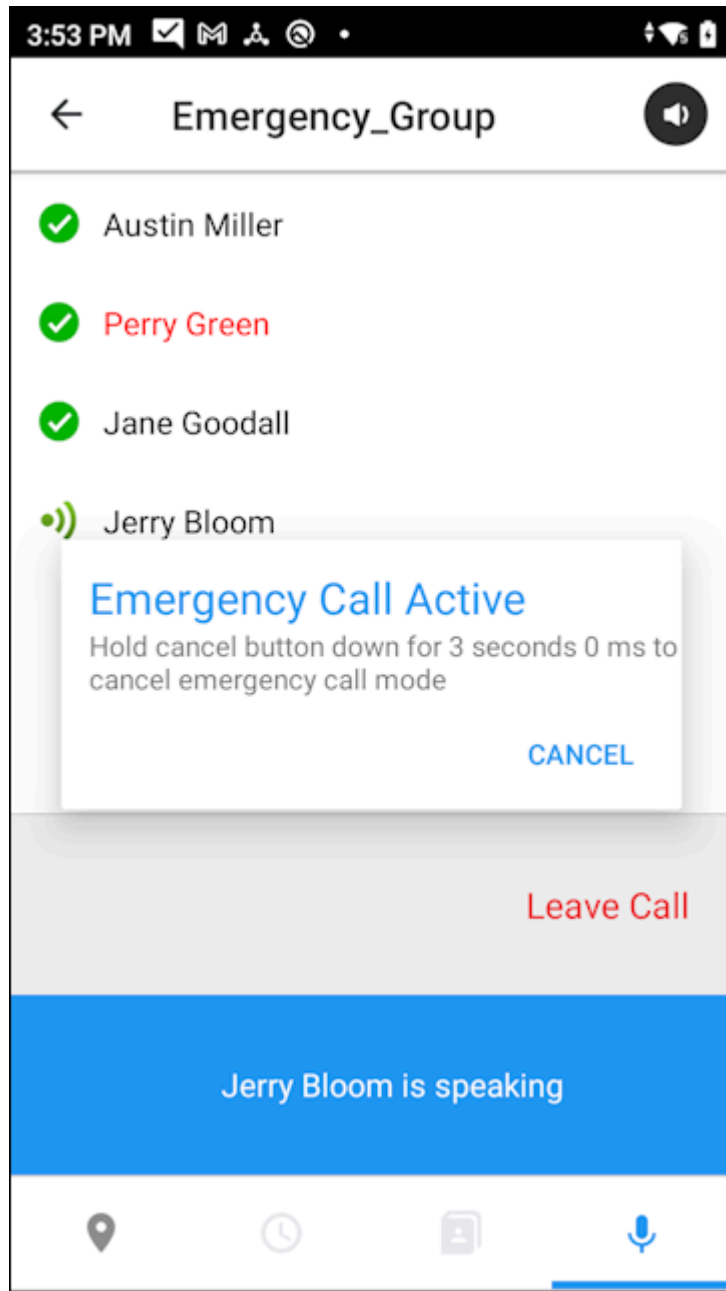
4. To end the call, press and hold **Cancel** on the **Emergency Call Active** notification and then touch **Leave Call**.

Recipients of an emergency call cannot leave until the initiator cancels the call.

In Call Operation

During a PTT call:

- All participants on the call appear on the **List**.

- The sound wave icon ᐧᐧ)) indicates the speaking participant.

- To request to speak, press and hold **Push To Talk**.

- Upon hearing the grant tone, begin speaking.

- Release **Push To Talk** when finished speaking.

- To change from the speakerphone to the device earpiece when on a call, press the **Speaker/ Earpiece Toggle** ◀)) menu button and then press Earpiece. To change from the earpiece to the speakerphone press the **Speaker/Earpiece Toggle** again.

The default is set by the Application Setting **Start call with Speakerphone**. If enabled, calls start with the speakerphone. Otherwise, the earpiece is used.

To exit the call tap **End Call**.

Responding to a Call

When you receive a PTT call, you can respond to the call by pressing **Push To Talk**.

1. After a voice is heard from an incoming call, press **Push To Talk** to begin speaking.

2. Release **Push To Talk** when finished.

    To ensure the user receives PTT calls during the device's sleep or suspended state, verify that the Android **Keep Wi-Fi on during sleep** setting is set to **Always**. This setting can be found in the Wi-Fi Advanced settings. This is particularly important for devices without wide-area connectivity.

Leave a Message for a Missed Call

If you make a one-to-one PTT, and the user is logged in but does not answer your call, you can leave a message. The message is displayed in the **Recent** view, and the recipient can listen to the message. If the user is not logged in, you cannot leave a message.

Leave a message by making a PTT call as described in One-to-One PTT Calls. When the recipient does not answer, continue to speak and leave the call when you are finished. The call is recorded, and the recipient can listen to the message at a later time.

Figure 6   The Recent View Displays the Recording of a Missed Call
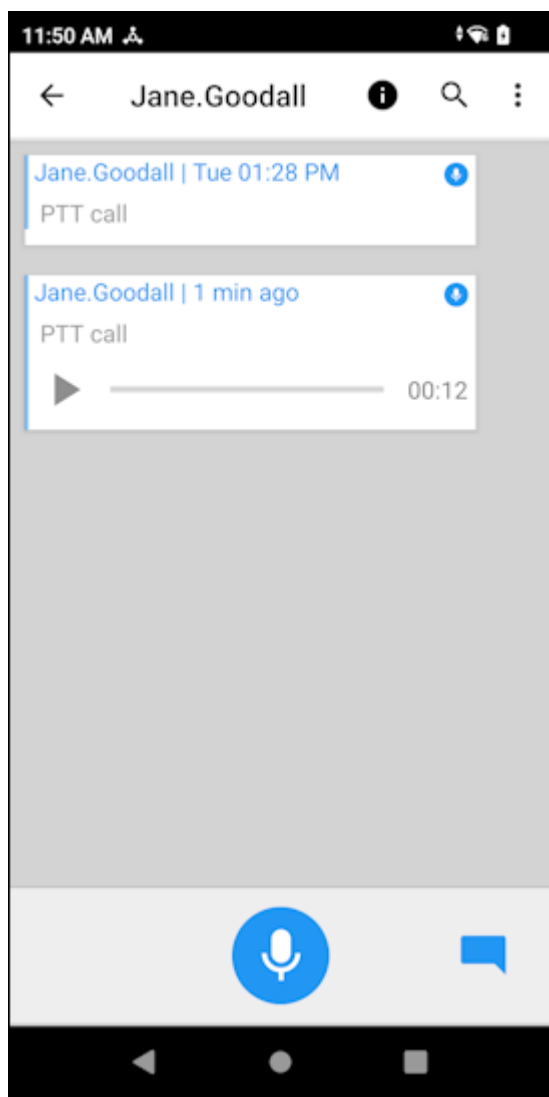
Call Notifications

PTT Pro for Android can display a notification for an incoming call when the application is in the background. The user can tap on the notification to respond to the call, either by speaking or by leaving the call. The setting **Foreground app on Call** must be disabled to display notifications for incoming calls.

Figure 7   Notification for an Incoming Call
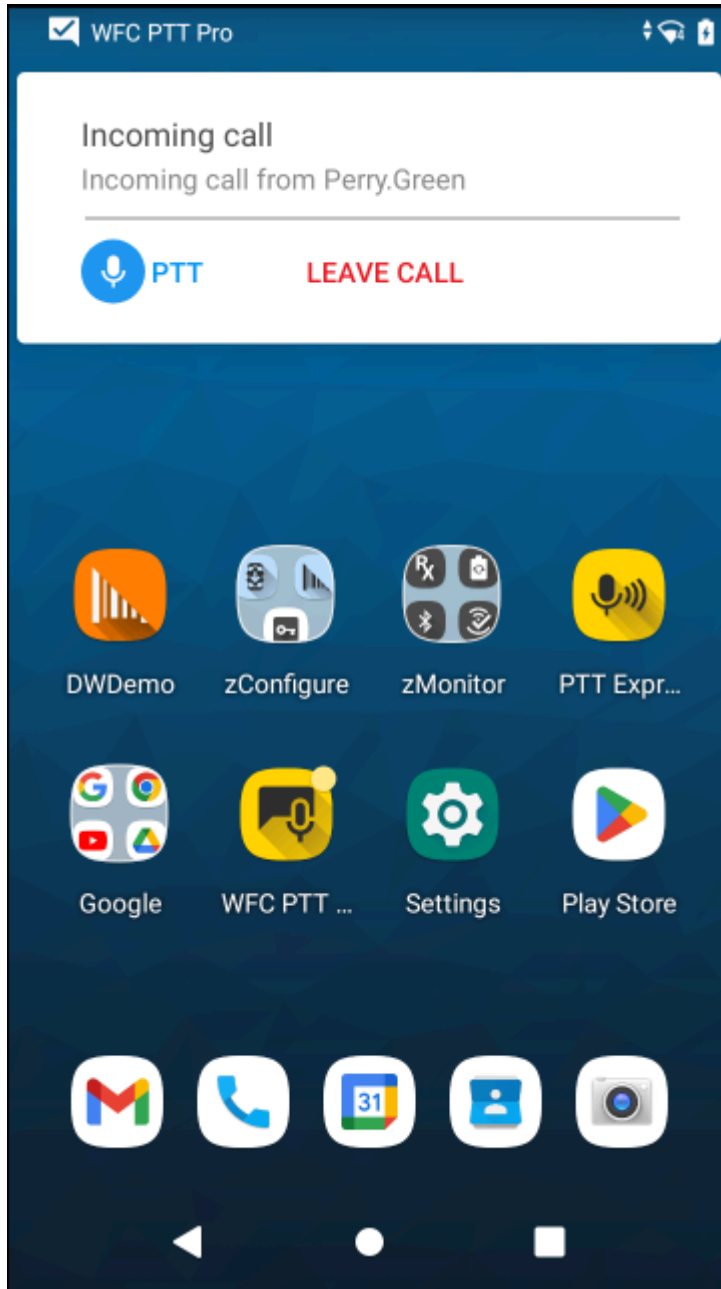
Sending Messages

PTT Pro for Android supports two messaging services. The legacy messaging service is described in this section. The Zebra Enterprise Messaging Service (ZEMS), which provides broadcast messaging, is described in the Zebra Enterprise Messaging Service Client User Guide and the Zebra Enterprise Messaging Service Customer Administrator Guide.

NOTE: Workcloud Communication PTT Pro clients can use either the legacy messaging service or ZEMS but not both simultaneously.

Your administrator controls user messaging through the Workcloud Communication PTT Pro Management Portal. The administrator can disable messaging with the user-based **Enable Message** feature key. When messaging is disabled, the messaging option is not available.

Figure 8   Messaging Disabled in PTT Pro for Android
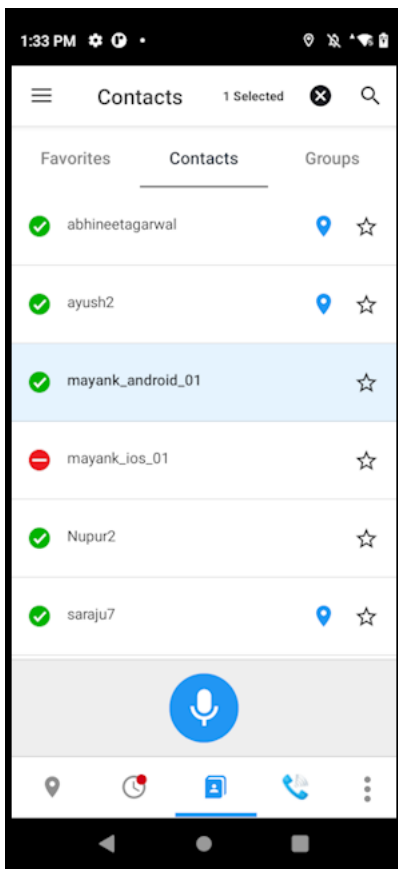
When messaging is disabled:

- You can send and receive broadcast messages if you are a manager using ZEMS.

- You cannot send or receive messages.

- You cannot forward messages.

- You cannot send messages using an intent or a voice command. This results in one of the following error messages:

    - `Invalid feature. Verify that the Messaging feature is enabled.`

    - `This voice command is not allowed as the messaging feature is disabled.`

    - `Invalid feature. Verify that the Messaging feature is enabled.`

Message Encryption

PTT Pro for Android version 3.3.10094 and later do not encrypt messages stored on the following Zebra device models.

- MC40N0

- MC67

- TC55

- TC700H

- TC75

- TC8000

- WT6000

- ET5X

- TC51

- TC56

- TC700K

- TC75X

- VC80X

- MC330M

- TC20

- TC25

Messages are encrypted during transmission and when stored on the PTT Pro Server. Messages stored on a device are only accessible through the PTT Pro for Android application.

Messaging Contacts

You can send text messages to one or more contacts. Messages can include attachments such as pictures, video, and audio files.

NOTE: Audio and video messages require a NAS or Zebra Enterprise Messaging Service. Refer to the Workcloud Communication PTT Pro for Android Configuration Guide for configuring a

NAS or the Zebra Enterprise Messaging Service Customer Administrator Guide for information regarding the Zebra Enterprise Messaging Service.

1. Tap the **Contacts** tab.

2. Select the desired contact.

    Locate the contact by scrolling through the list of contacts, or perform a search by selecting the magnifying glass icon. After selecting the magnifying glass icon, begin entering the contact name. As each letter is entered, the relevant matches are displayed in the contact list. Keep entering until a match is found. The contact search string is a "sticky" search, meaning that the letters entered remain in the

search field until cleared. Entering a string without a match will cause no contacts to be displayed. Clear the search string to review all contacts.
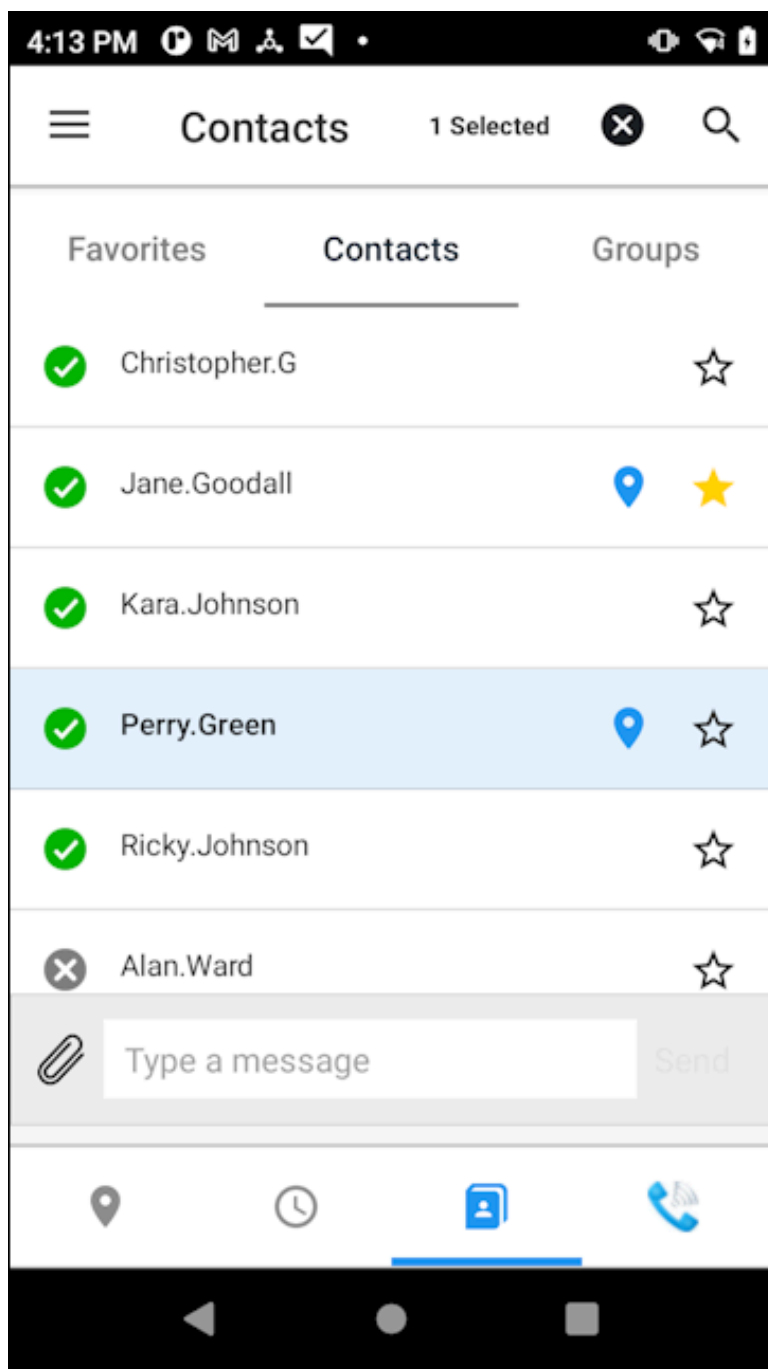
3. Tap ▤ (Message).

4. Enter the message text.
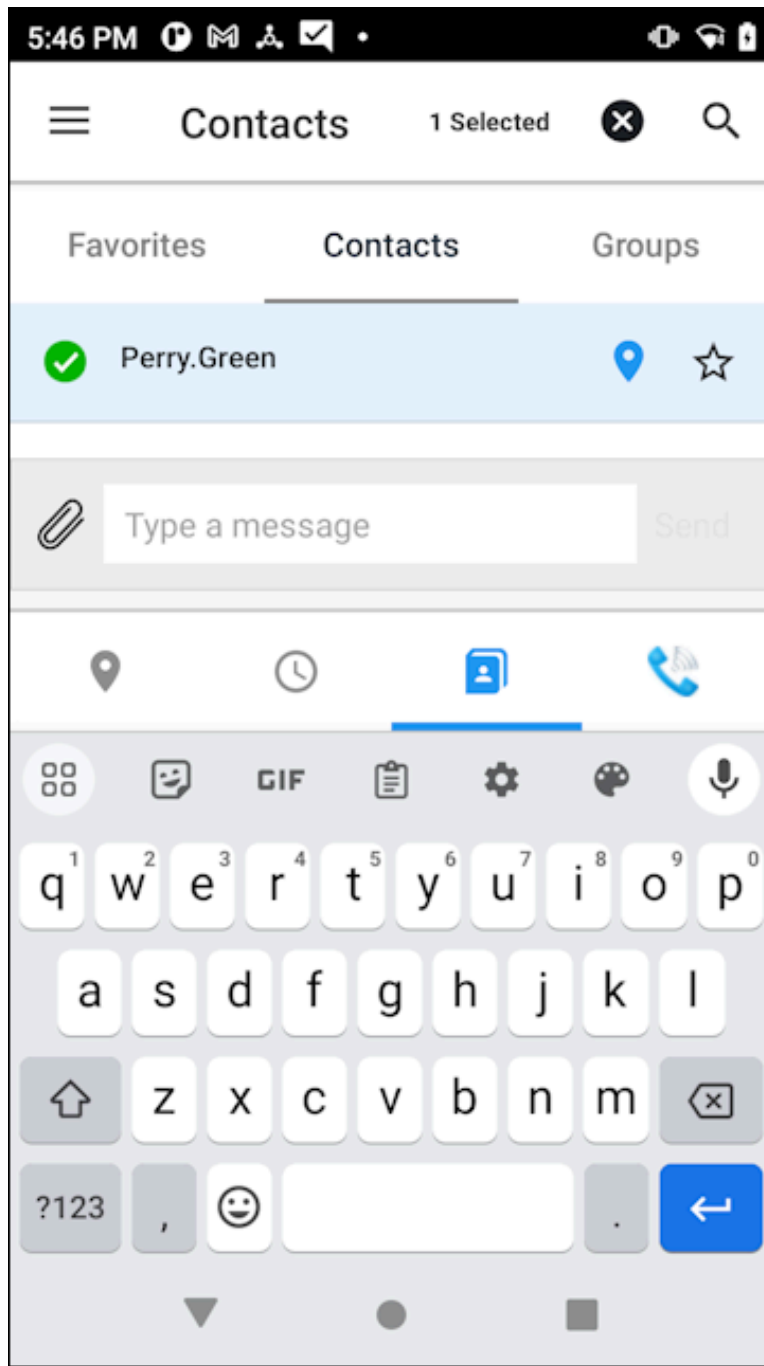
5. (Optional) Select additional message recipients by tapping on the additional name(s) desired.

6. (Optional) Add a photo, image, video, audio, or speech-to-text to the message by selecting 📎 .
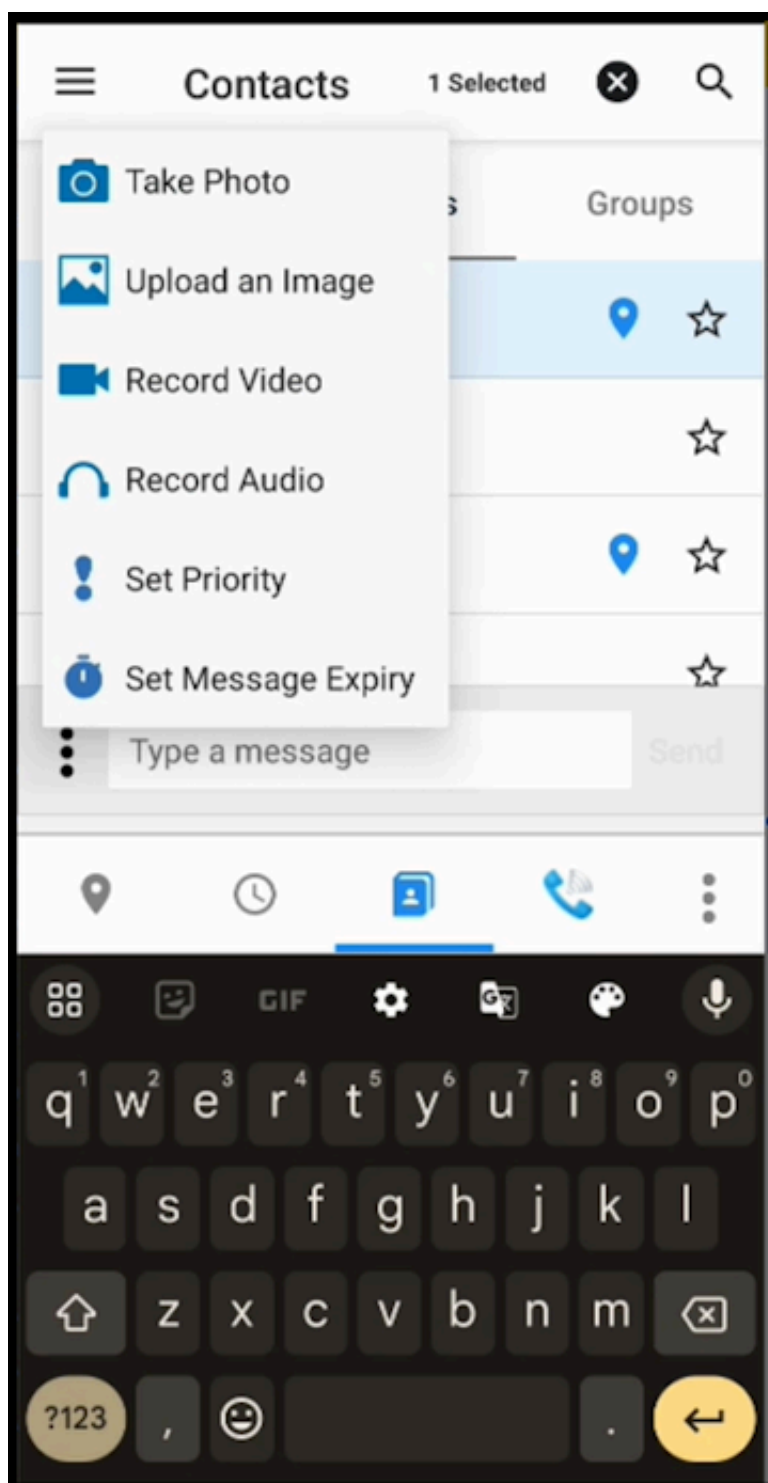
- Select **Take Photo** to take a picture using the device camera.
- Select **Upload an Image** and select an image from the device.
  - Tap ↻ to rotate right or ↺ to rotate left.

- Tap ✕ to remove changes made to the image.

- Tap ✖ to remove the image.

- Select **Record Video** to record video using the device camera.

- Select **Record Audio** to record audio using the device microphone.

- Select **Set Priority** to set the message priority.

- Select **Set Message Expiry** to set expiration dates for messages, such as text, image, audio, and video.

- Select **Speech to Text** to record a message. This option requires that the **Voice Command** setting is enabled.

7. Tap **Send**.

Using Message Expiry

Use the **Set Message Expiry** option to set an expiration date for messages. The message is removed from the system after a refresh or re-login after the message expiration.

- When the toggle is off, the Expiry value is set to 0.

- When the toggle is on, the Expiry value is set to 0 by default and you can increment by day up to 30 days. For example, if the expiry value is set to 5, the message expires in 5 days.

NOTE: When the expiry value is 0, the message is deleted in 30 days.

- After sending the message, you can check **Recent** for the remaining time. For example, 29 day(s) 23 hour(s) will be the remaining time for the message if the expiry is set to 30 days.

Figure 9   Expiry Toggle-off
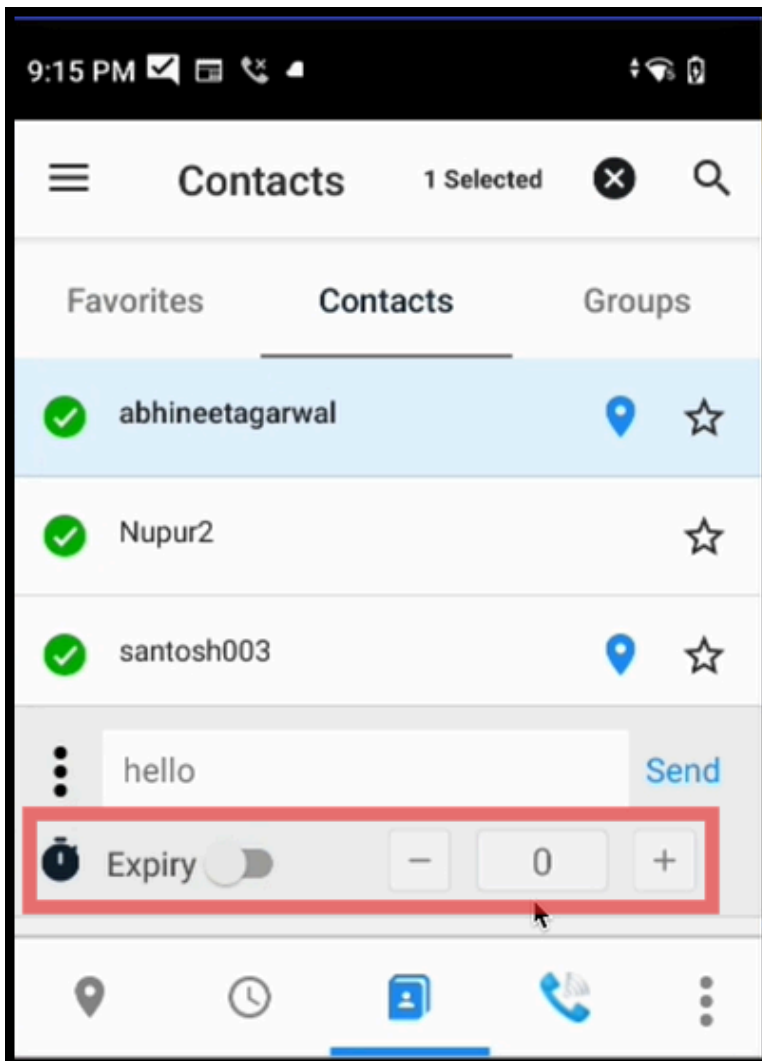
Figure 10   Expiry Toggle-on
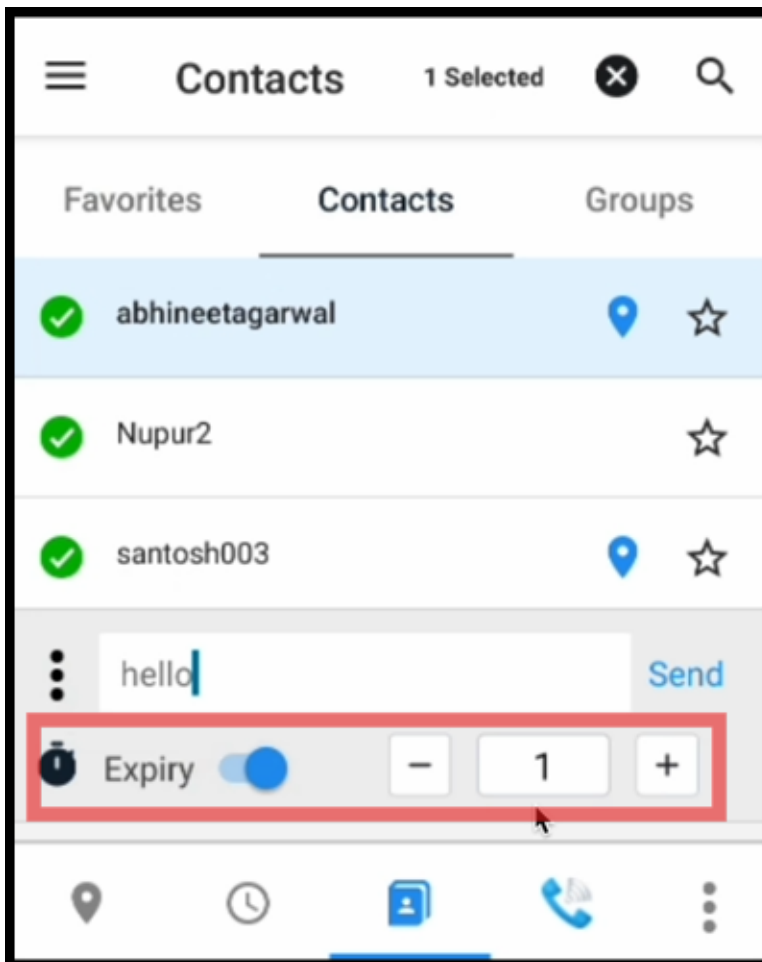
Figure 11   Check expiration time from Recent
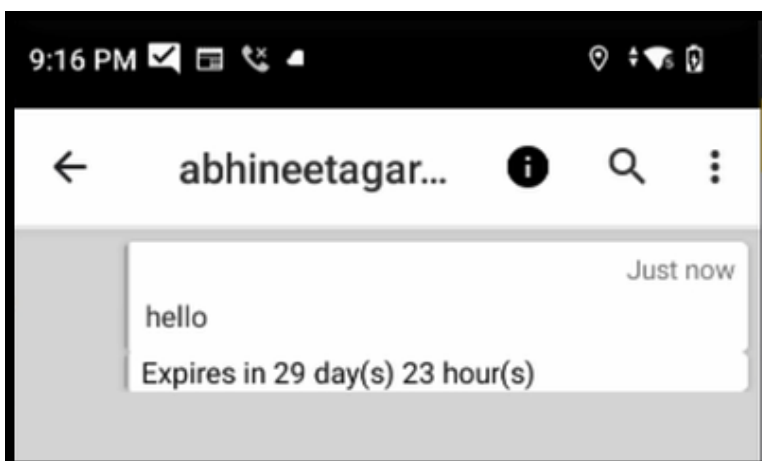
Messaging Groups

Send a text message with an optional attachment to a group.

1. Tap the **Groups** tab.

2. Select the desired group, and then tap the Message ▄ icon.
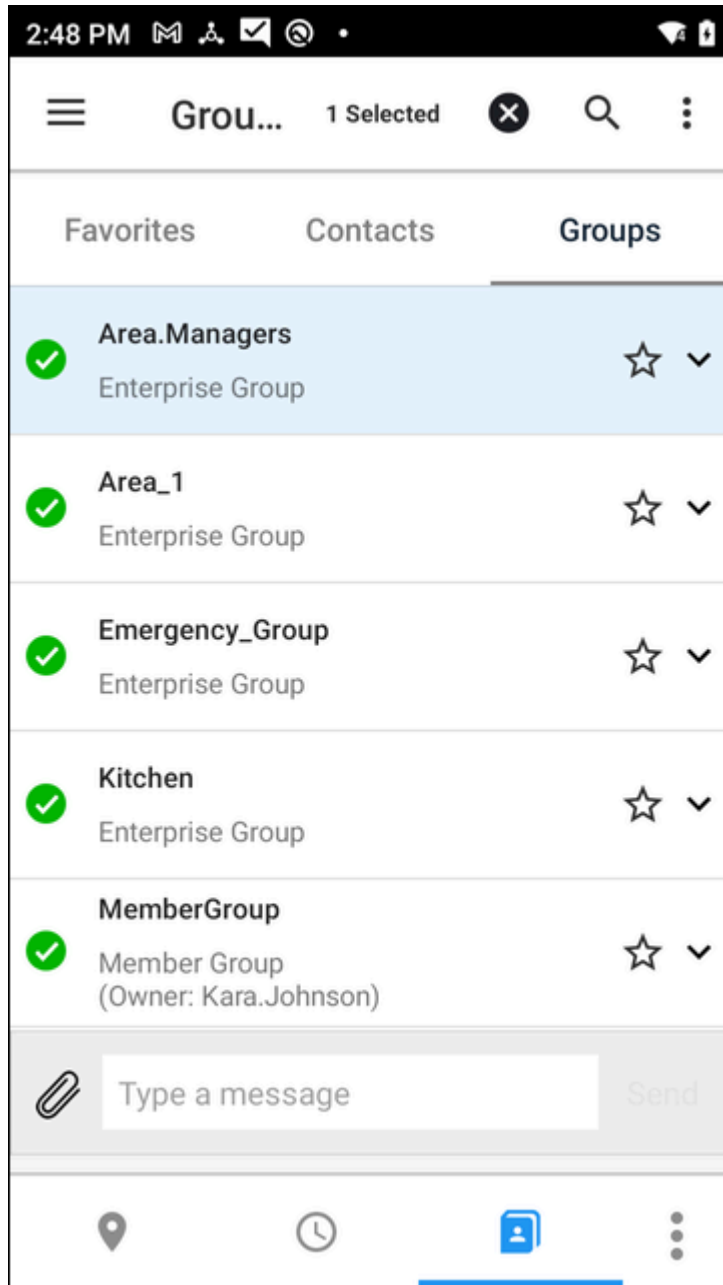
3. Enter the message.

4. (Optional) Add a photo, image, video, audio, or speech-to-text to the message by selecting 📎 .

- Select **Take Photo** to take a picture using the device camera.
- Select **Upload an Image** and select an image from the device.
  - Tap ↻ to rotate right or ↺ to rotate left.
  - Tap ✗ to remove changes made to the image.
  - Tap ✖ to remove the image.
- Select **Record Video** to record video using the device camera.
- Select **Record Audio** to record audio using the device microphone.
- Select **Set Priority** to set the message priority.
- Select **Set Message Expiry** to set expiration dates for messages, such as text, image, audio, and video.
- Select **Speech to Text** to record a message. This option requires that the **Voice Command** setting is enabled.

Viewing and Responding to Messages

To view all messages received or sent, tap the **Recent** tab. The **Recent** tab icon indicates whether all messages received have been seen, or read.

Table 6   Recent Tab Icons

Icon	Description
	All messages received have been seen or read.
	One or more messages received have not been seen or read.

View Messages

1. Select the **Recent** tab. A list of the contacts and groups with which the user has exchanged messages or calls appears. A blue icon on the right edge indicates the number of unread messages.
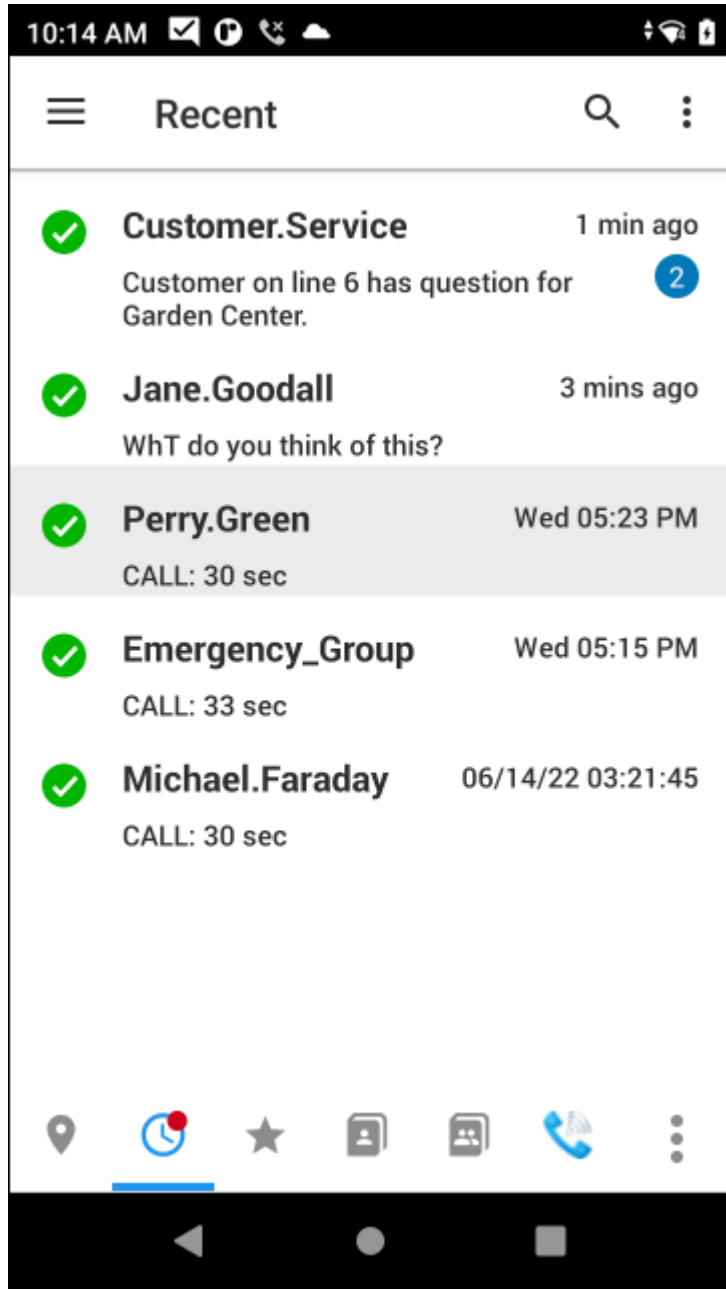
2. To read a message, tap the contact or group name— sent messages are indented from received messages.

- Messages are organized by contact or group, with the most recent message at the top of the screen.

- Messages that have not been read or heard are indicated by the presence of a red bar.

- Messages that the user has read or heard are indicated by the presence of a blue bar.

- An incoming message includes an arrow at the bottom. Tap the arrow to display the full content of the message.
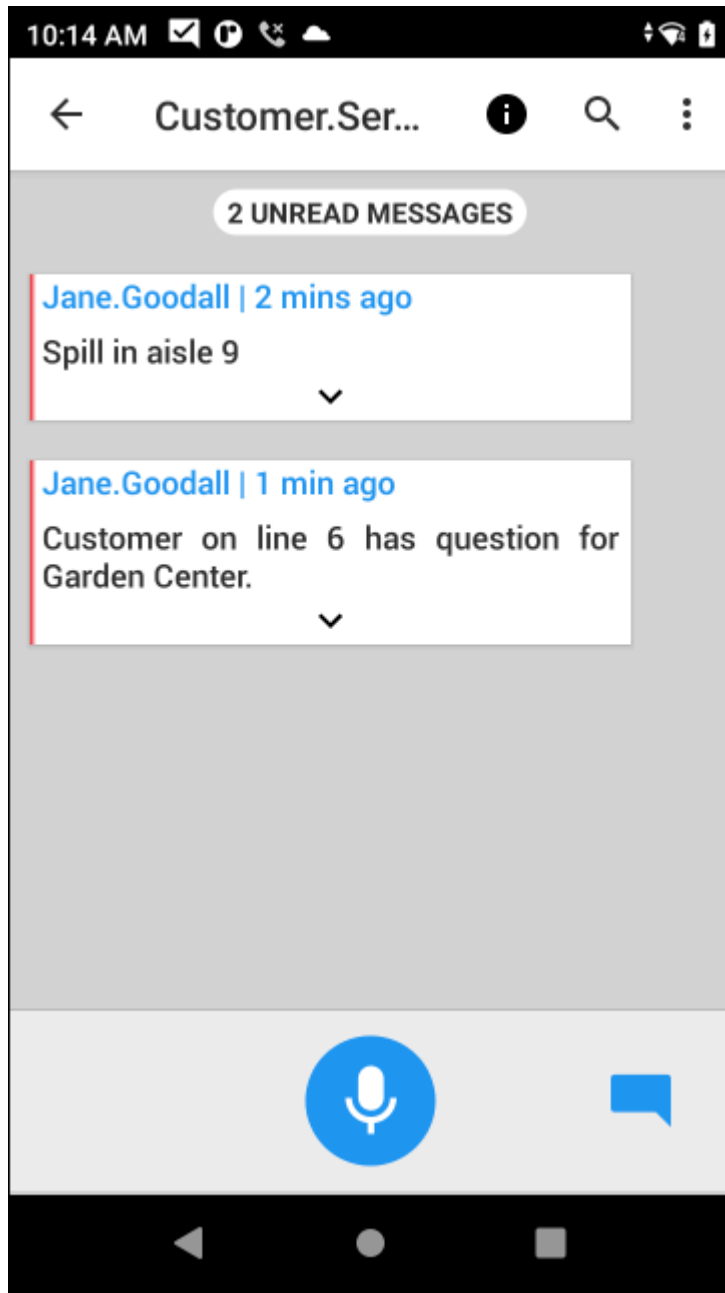
Table 7   Message Status Icons

Icon	Description
✔✔	Message delivered to some or all users and read by some or all users.
✔✔	Message delivered to some or all users and not read by any users.
✔✔	Message not delivered to any users and not read by any users.

Responding to Messages

Messages are organized into conversations, with the most recent conversations at the top of the screen. To read messages, tap the conversation.

1. Tap a message to select.

2. You can reply (↩), forward (↪), or delete the message (🗑).
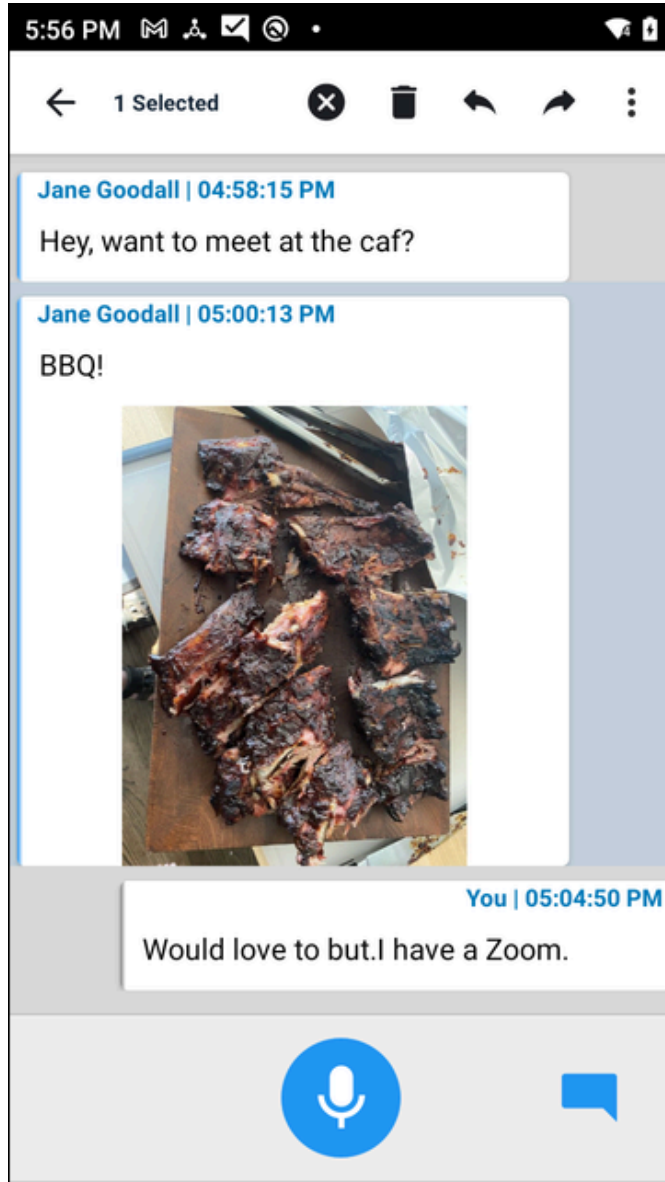
3. Replying to a message behaves differently for one-to-one and one-to-many messages.

- In a one-to-one message, you select a message, tap 💬, and enter a reply.

- In a one-to-many message, select a message and use the icons in the top panel to reply, forward, or delete the message.

Video and Audio Messages

PTT Pro for Android enables a user to create, attach, and send an audio or video file with a text message to a list of recipients. When the recipients log on or receive the message, the attached media file is played on the recipient's device.

📝 **NOTE:** An administrator must enable the video and audio features. Refer to the Workcloud Communication PTT Pro for Android Configuration Guide or the Zebra Enterprise Messaging Service Customer Administrator Guide.

Enable Image and Audio Messaging

1. Tap the **Navigation Drawer** ☰.
2. Select **Settings** > **General**.
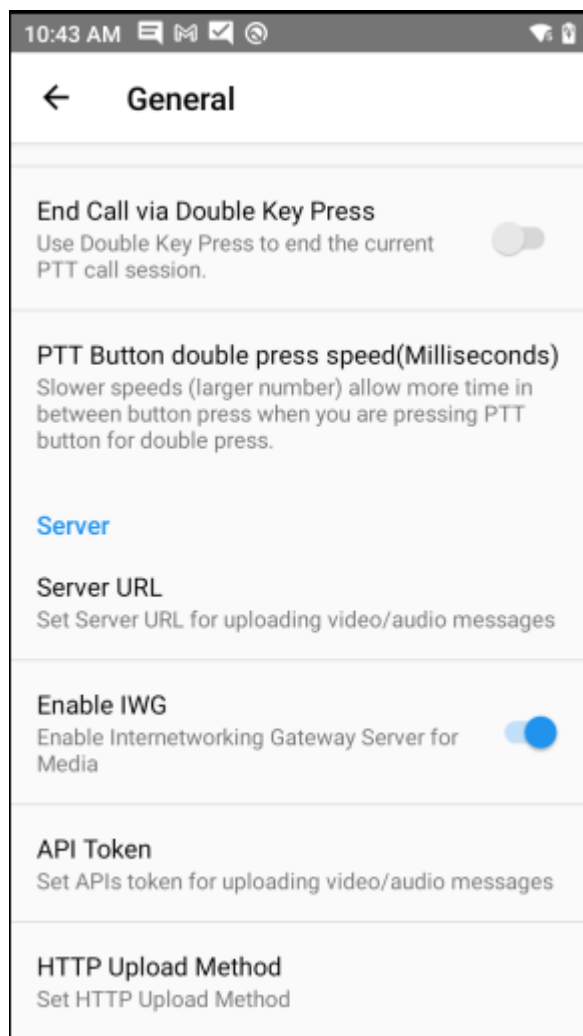
📝 **NOTE:** The Internetworking Gateway (IWG) is not supported for legacy messaging.

3. Under **Server** specify the following information:

    a) Tap **Server URL** and enter the server URL.

    b) Tap **HTTP Upload Method** and select **POST** or **PUT**.

The video and audio options display in the attachment menu.
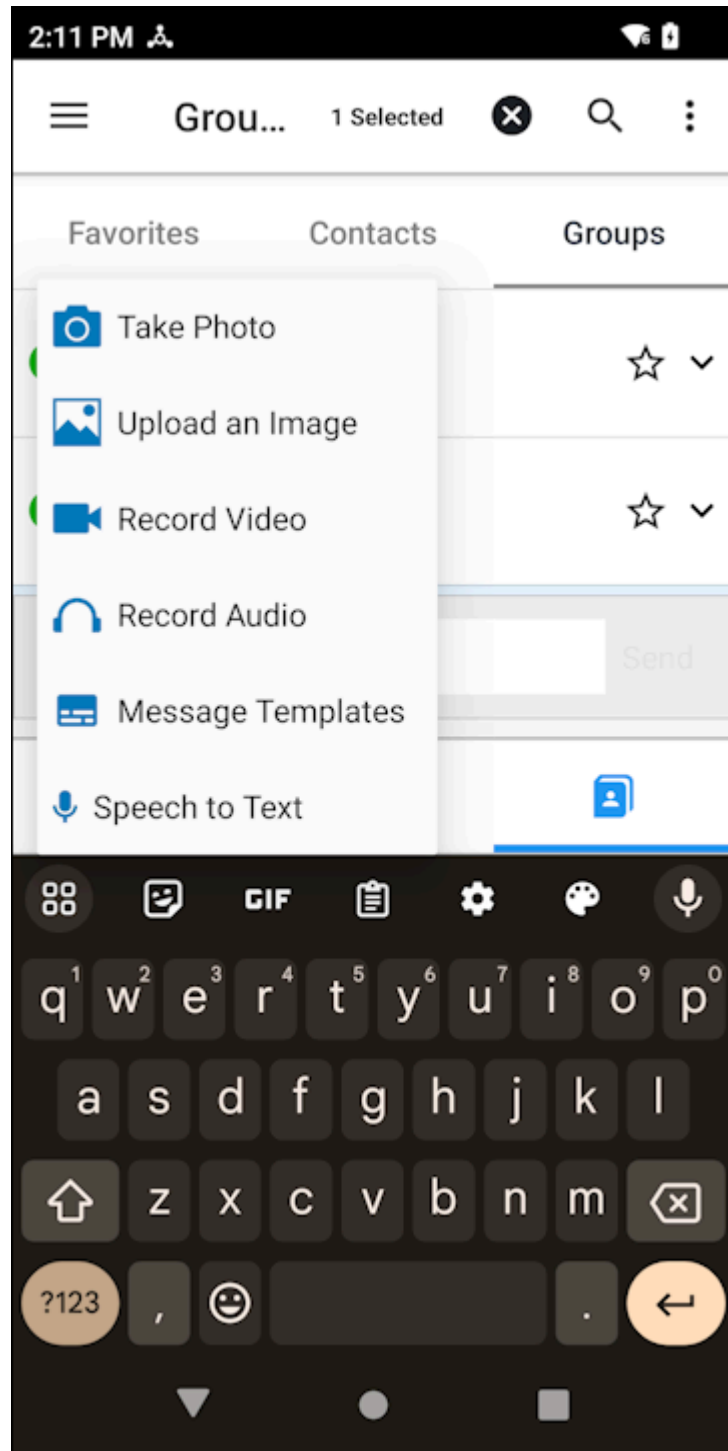
Send a Video or Audio Message

PTT Pro for Android enables users to attach media files to a message. Video and audio require configuration from an administrator.

1. Tap the **Contacts** or **Groups** tab.

2. Select the desired contact or group, and then tap 📎 . The attachment sub menu displays.
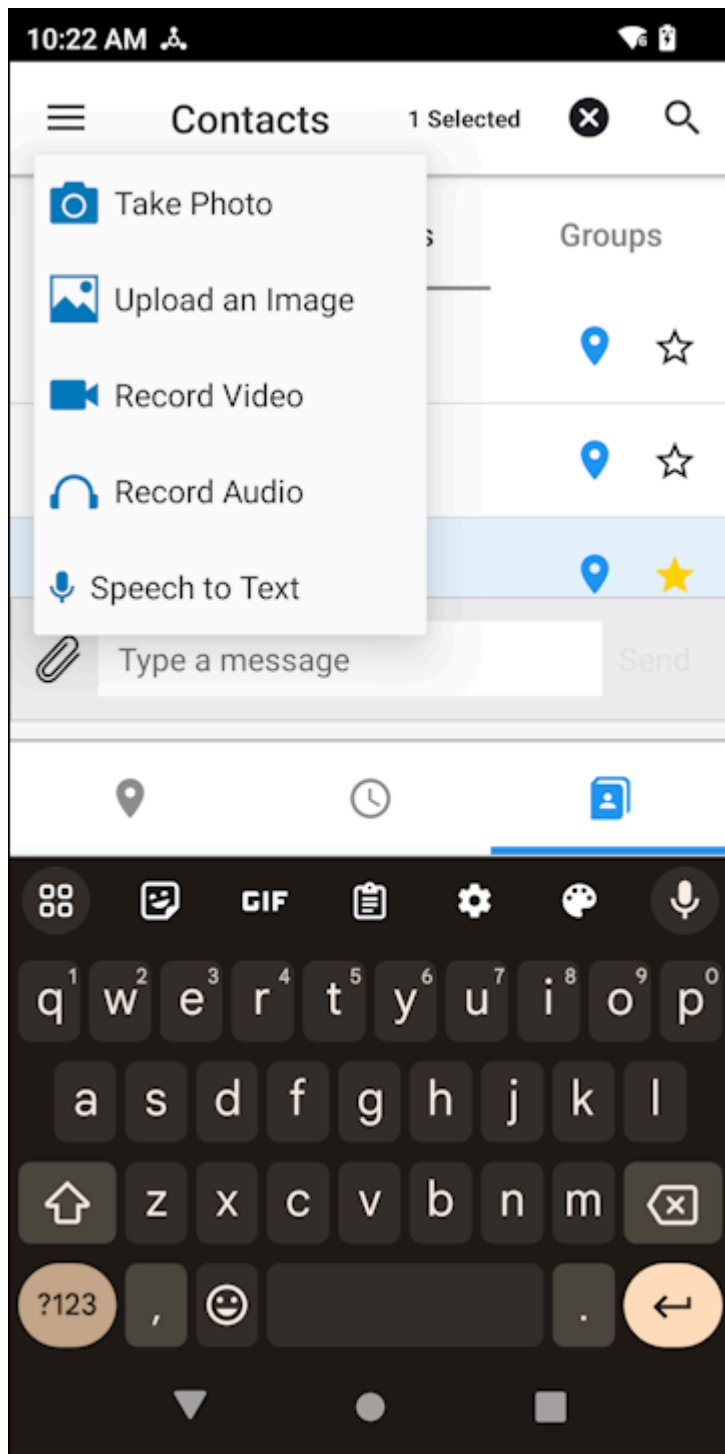
- Select **Take Photo** to take a picture using the device camera.
- Select **Upload an Image** and select an image from the device.
  - Tap ⟳ to rotate right or ⟲ to rotate left.
  - Tap ✕ to remove changes made to the image.

- Tap ✖ to remove the image.

- Select **Record Video** to record video using the device camera.

- Select **Record Audio** to record audio using the device microphone.

- Select **Speech to Text** to record a message. This option requires that the **Voice Command** setting is enabled.

Manage Tasks with Task Tracker

The Task Tracker integrates task management capability into the PTT Pro for Android client. After the deployment and configuration of the Task Tracker web service, supervisors can use PTT Pro for Android to create and prioritize tasks. The supervisor assigns tasks to associate users and groups, who accept tasks and provide task status.

> **NOTE:** An administrator can configure the display of associate user names in the Task Tracker screens. Refer to the Workcloud Communication PTT Pro for Android Configuration Guide for information about the `task_tracker_display_type` parameter.

Access the Task Tracker

The Task Tracker screens are integrated into the PTT Pro for Android app. Supervisors use PTT Pro for Android to create, prioritize, and assign tasks to associates and groups. Associates use the PTT Pro for Android to accept tasks and update the task status.

Supervisors and associates follow the same steps to access the Task Tracker screens. Tap the **Ellipsis** to reveal the **Task Tracker** .

Figure 12   Task Tracker Module
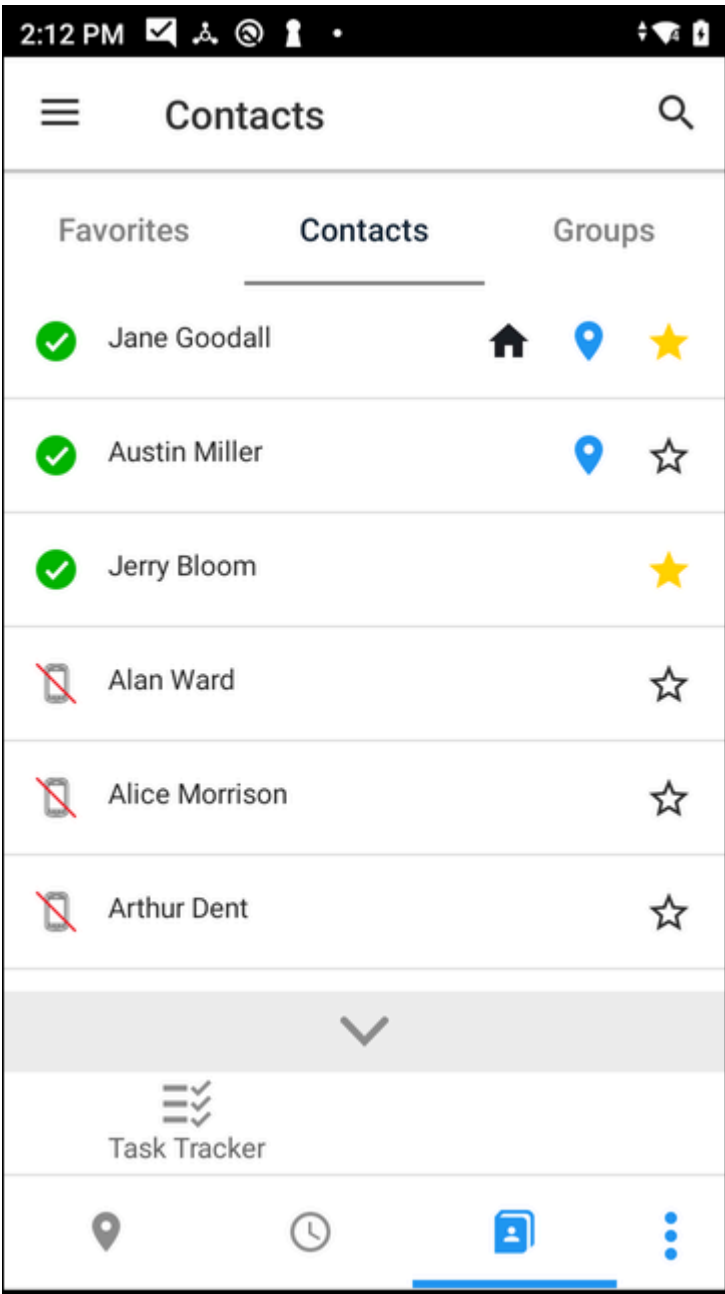
Supervisor Role and Task Status

Supervisors create and assign tasks to associates or a group. Supervisors can edit, set the priority, and provide a description for the task. Supervisors can see tasks assigned by other supervisors and, if necessary, cancel a task.

Each task has a status.

Not Accepted

A supervisor assigned the task to a user or a group and the task is not yet accepted.

In Progress

An associate accepted the task.

Completed

The associate completed the task.

To Reassign

A task in the Not Accepted or In Progress expired. Tasks in this state are not associated with a user or group.

Canceled

A supervisor canceled the task. A supervisor can cancel a task regardless of its status. Associates cannot see canceled tasks.

Creating a Task

Supervisors create tasks by selecting a task template or by creating a custom task. An administrator can create task templates using the External API. Refer to the Workcloud Communication PTT Pro Task Tracker Customer Administrator Guide for more information about the External API.

1. Open Task Tracker. Task Tracker opens to the **All Tasks** screen.

   The All Tasks screen provides a date filter that you can use to filter tasks by creation date.
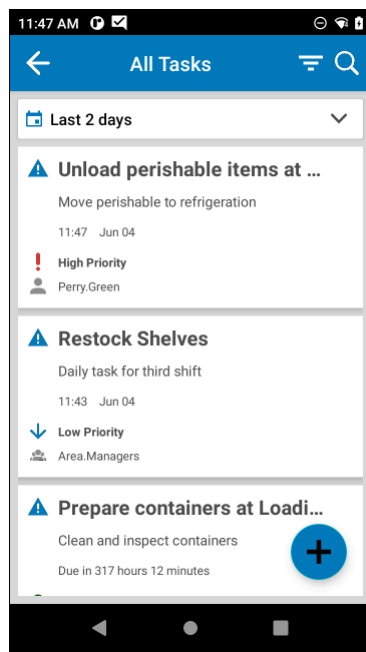
NOTE: Select text from the task title and long-press on it to list the default Android options, such as copy, share, select all, read aloud, translate (if the text is translatable), and web search. Supervisors and associates can use copy/paste to reuse the task title.

2. Tap the + icon to display the **Create a Task** screen.
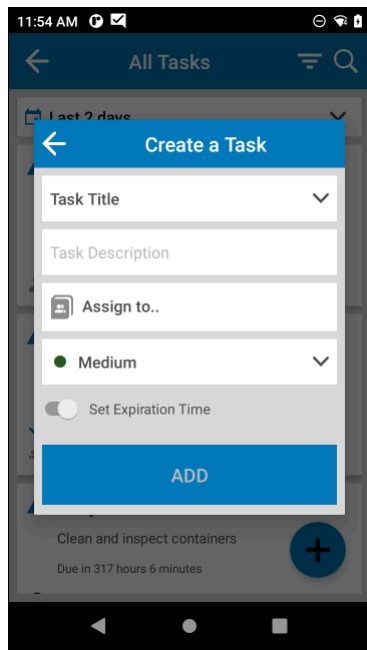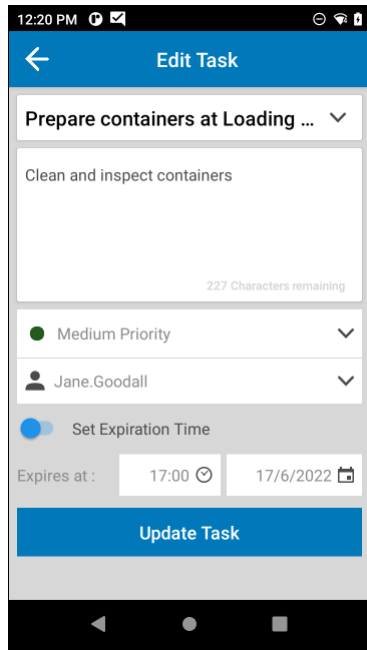
3. Tap **Task Title** to choose a pre-defined task or select **Other** to create a different task.

    a) Enter a task description. The description must be less than 255 characters.

    b) Tap **Assign to...** and select an associate or group.

    c) Specify the task priority. Possible values are **High**, **Medium**, and **Low**.

    d) Optionally, set an expiration time for the task. When **Set Expiration Time** is selected, you can specify a time and date.

4. Tap **Add** to assign the task.

Editing a Task

A supervisor can edit a task with a status of Not Accepted. The task title, description, priority, and assignee can be modified.

All tasks are listed in the **All Tasks** screen.

1. Tap the task to modify and tap **Edit Task** to display the **Edit Task** screen.

2. Modify the task as necessary.

   - Change the task title by selecting a different title from the drop-down menu. Select **Other** to enter a custom title.

   - Modify the description by editing text in the description field.

   - Change the priority by selecting a different priority from the drop-down menu.

   - Select a new assignee by selecting another associate or group.

   - Update or cancel the expiration time for the task.

3. Tap **Update Task**.

Associate Role

Associates are assigned tasks by supervisors. An associate is assigned a task directly by a supervisor or by membership in a group that is assigned a task. Associates accept a task assignment to initiate the task workflow and move the task to the In Progress state.

The **All Tasks** screen for an associate lists all assigned tasks.
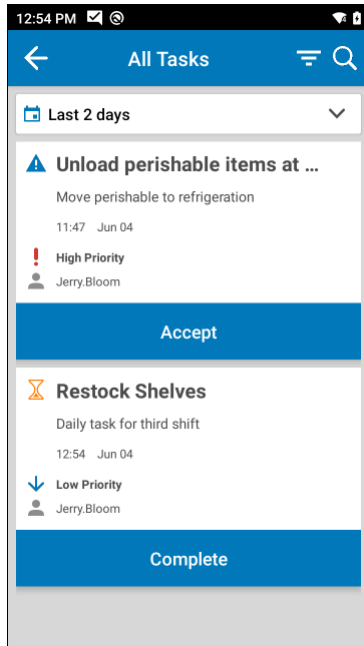
Associates can filter tasks by the date when the tasks were created or by status using the filter icon. An associate updates the status of a task by tapping **Accept** or **Complete**. Tasks with a status of In Progress display **Complete**.

Viewing Task Details

Associates can view the details of a task to learn more information regarding the task. Task details enable the associate to read the full description of the task and read when the task was created, the group name if the task was assigned to a group, the name of the supervisor if the task is not accepted, and the name of the associate working on a task that is In Progress.

1. Tap a task to open the task details.

2. Review the task and tap **Accept Task** to work on the task.

    This changes the status of the task to In Progress and displays **Complete Task**.
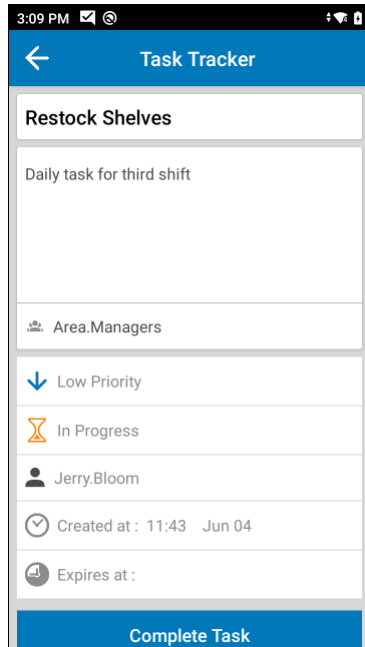
3. Tap **Complete Task** when finished.

    This changes the status of the task to Completed.

Task Notifications

Associates receive task notifications when a supervisor assigns or cancels a task or when a supervisor assigns a task to a group the associate is a member of. Supervisors receive notifications when an associate accepts or completes a task. Supervisors also receive notifications when a task expires. Notifications must be enabled as part of the PTT Pro for Android configuration.

A notification always includes the task title. Notifications sent to associates also include the task status (New Task or Cancelled) and the name of the supervisor. Notifications sent to supervisors also include the task status (Task Accepted or Task Completed) and the name of the associate.

Figure 13   Task Notifications on the Device
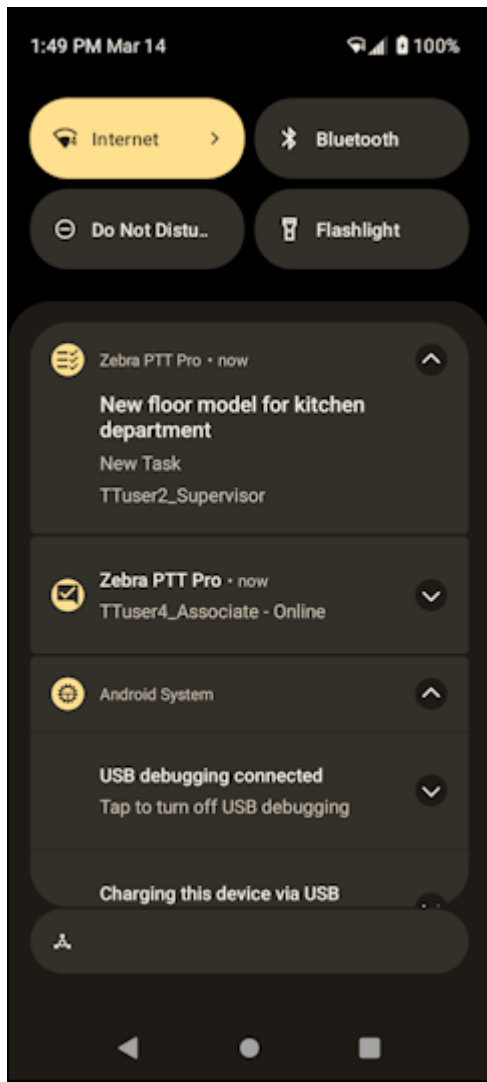
Headless PTT Pro App

The PTT Pro app provides group calling features for the Zebra WS50 Android Wearable Computer. Users can install the PTT Pro for Android app on the WS50 device to enable group calling. PTT Pro users can receive PTT calls but cannot initiate one-to-one or ad hoc calls.

See the Workcloud Communication PTT Pro Installation Guide for information regarding the installation and activation of PTT Pro.

PTT Pro Features

PTT Pro provides features intended for use with the Zebra WS50 device and a supported Bluetooth headset.

- Supports Android dark theme.

- Incoming or outgoing group calls.

- Receive incoming 1:1 or ad hoc calls.

- Accept an emergency call.

- Accept or reject an alert call.

- Search for groups on the PTT Pro Management Server.

- Location sharing and support for Location Area Services.

> **NOTE:** When PTT Pro is configured to use LAS, it does not display the location of other users.

- MOTD (Message of The Day) voice messages with a prerecorded announcement to a user or a group of users.

> **NOTE:** Users can set the MOTD lapse time between 1 to 30 days, with 1 being the default.

See WS50 product page or the WS50 support page for more information about the WS50 Android Wearable Computer.

PTT Button Configuration

PTT Pro does not provide an on-screen Push To Talk button. Users can use the Bluetooth PTT button or configure a button on the device to function as a Push To Talk.

The Zebra WS50 Android Computer provides two configurations:

- The Wrist Mount configuration includes four buttons and the top left button is automatically configured as the PTT button.

- The Converged Scanner configuration is worn on the operator's finger and includes a left button. The left button can be programmed to function as a PTT button.

An administrator can use StageNow to create a configuration that maps the left button of the Converged Scanner to a PTT button. For example:

```
<wap-provisioningdoc>
 <characteristic version="9.2" type="KeyMappingMgr">
   <parm name="Action" value="1" />
   <characteristic type="KeyMapping">
     <parm name="KeyIdentifier" value="LEFT" />
     <characteristic type="BaseTable">
       <parm name="BaseBehavior" value="2" />
       <parm name="BaseKeyCode" value="104" />
     </characteristic>
   </characteristic>
 </characteristic>
</wap-provisioningdoc>
```

The administrator can also use StageNow to create a barcode that can be scanned by the WS50 Converged Scanner to configure the PTT button.

Working with Groups in PTT Pro

You can set a default group in PTT Pro to sort the list of groups with the default group at the top. The default group is listed with an icon indicating it is the default group.

1. Open PTT Pro to view the **Groups** screen.
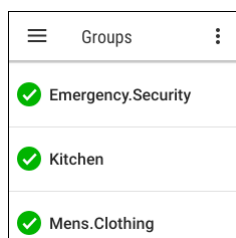
2. Touch and long press on the group you want to set as default.

3. Select **Make default group**.
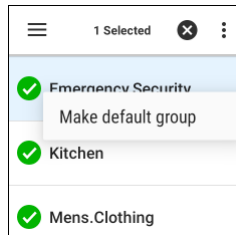
The default group is listed with a 🏠 icon.
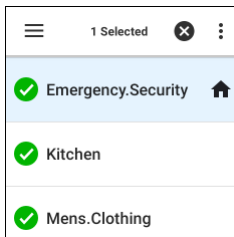
Calling a Group with PTT Pro

PTT Pro users can initiate a PTT call to a group.

1. Select the desired group.

2. Press and hold the **Push To Talk** button.

3. Upon hearing the grant tone, begin speaking.

   A gray circle indicates that you are speaking.
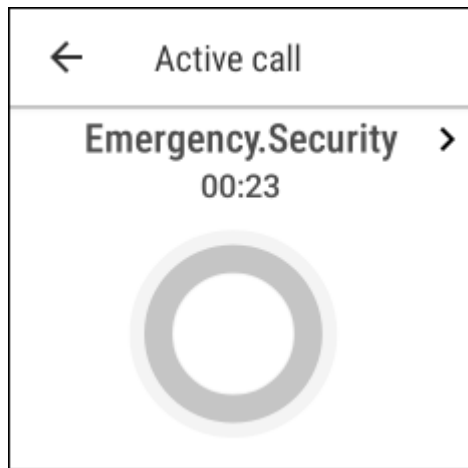
4. Release **Push To Talk** when finished speaking.

In the example below, the user expanded the group call to see the other contacts in the call and identify who is speaking.
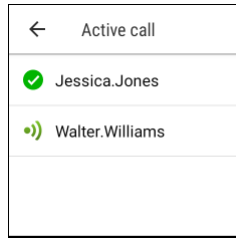
One to One Calls with PTT Pro

A PTT Pro user cannot initiate a one-to-one PTT call. PTT Pro users can receive and participate in one-to-one PTT calls. Refer to the Workcloud Communication PTT Pro for Android Programmer Guide for information about using an intent to initiate a PTT call.

PTT Pro User is Speaking

When a PTT Pro user is speaking in a one-to-one PTT call, PTT Pro displays the **Active call** screen with the name of the other caller.

Figure 14   PTT Pro User Speaking in PTT Call
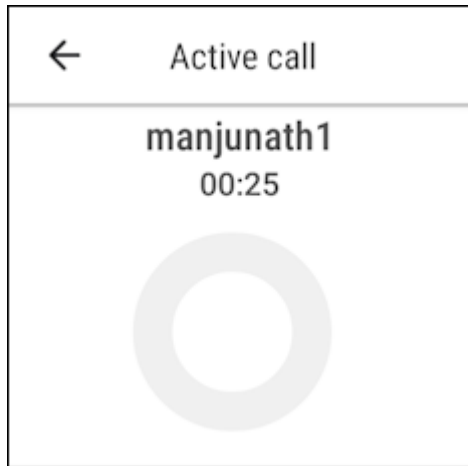
PTT Pro User is Listening

When the PTT Pro user is listening in a PTT call, PTT Pro displays the name of the user who is talking. The user can end the call by tapping .

Figure 15   PTT Pro User Listening in PTT Call

PTT Call is Idle

When no one is speaking, PTT Pro displays Idle on the **Active call** screen.

Figure 16   PTT Pro Idle PTT Call
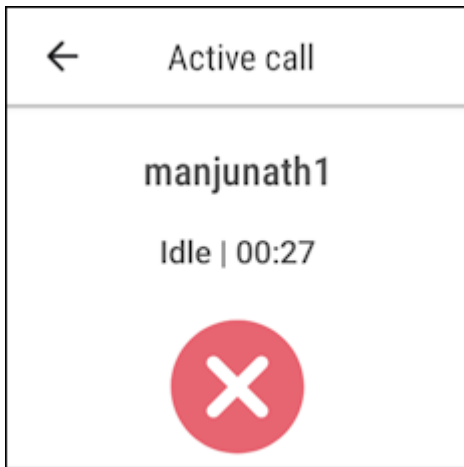
PTT Pro Navigation Bar

Swipe right on the PTT Pro screen to display the navigation bar. The navigation bar provides access to **About**, **Settings**, and **Sign Out**.

Figure 17   PTT Pro Navigation Bar in Dark Mode
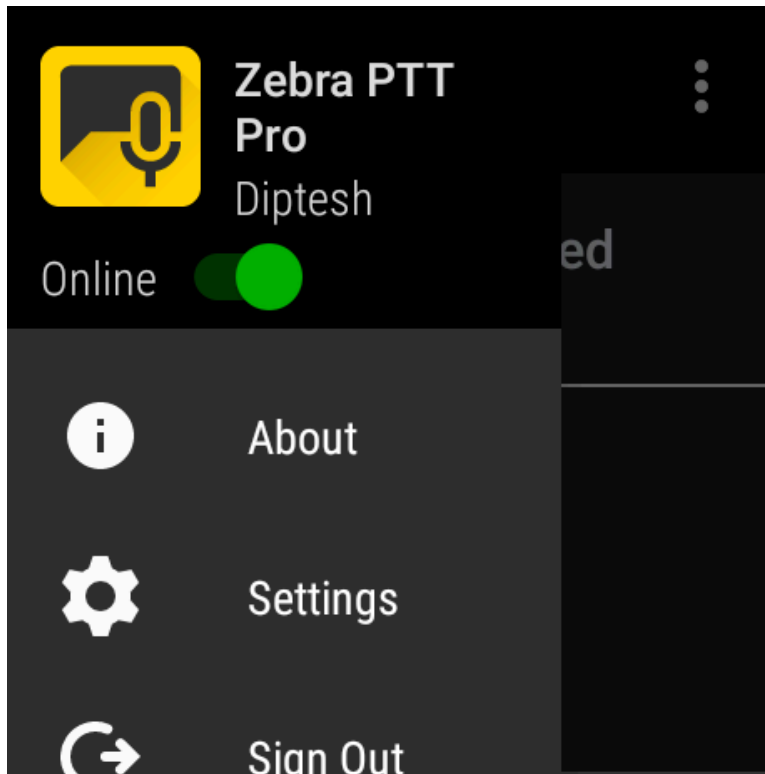
About

The **About** screen provides the PTT License type and the Client Version.

Figure 18   PTT Pro About Screen
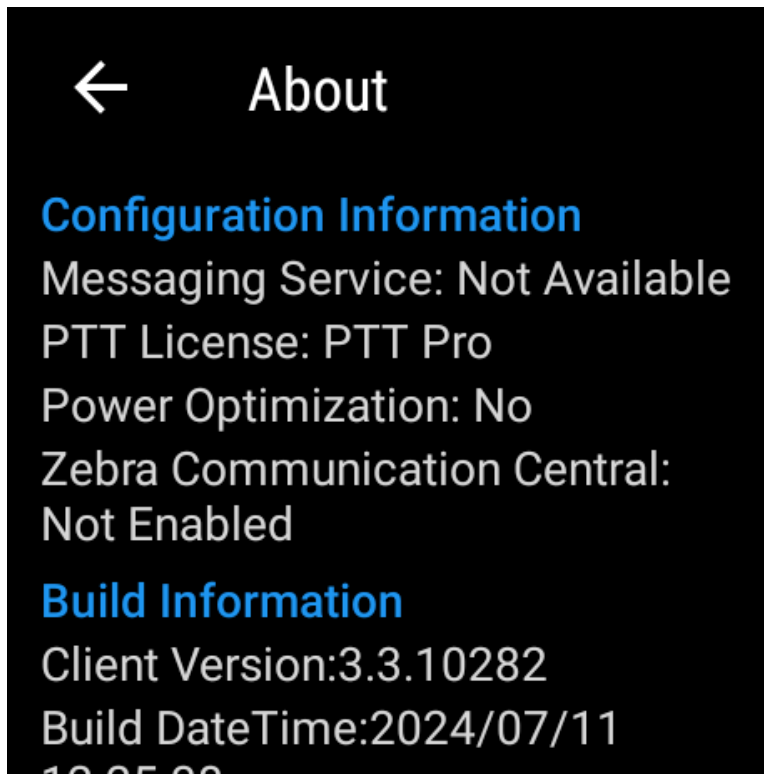
Settings

The Settings screen provides access to configuration parameters for PTT Pro. Refer to Access Application Settings for a description of available settings.

📝 **NOTE:** The **Cluster Start Threshold**, **Allowed Screen Orientation**, and **Hide Tabs** settings are not available to PTT Pro.

Figure 19   Allow Bluetooth Audio Setting
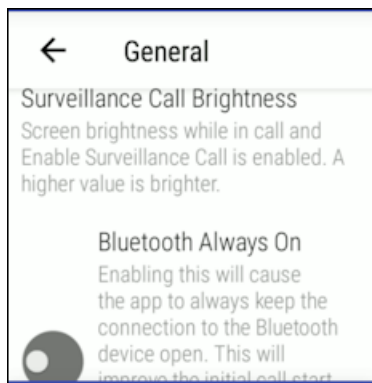
Figure 20   Foreground App on Call Setting
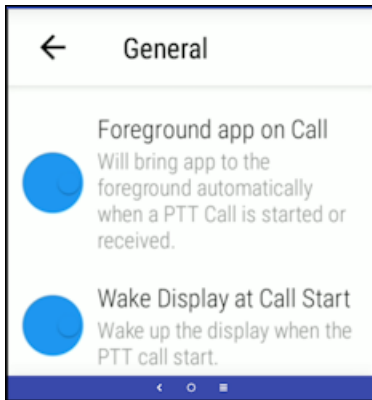
Sign Out

Use **Sign Out** to exit PTT Pro. Select **SIGN OUT** in the confirmation prompt.

Figure 21   Confirmation Prompt for Sign Out
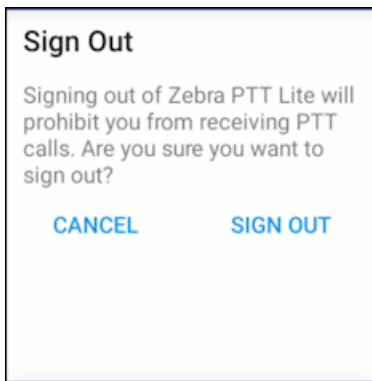
Options and Management

This chapter provides information on call, contact, and group management.

OAuth 2.0 Device Authorization

PTT Pro for Android supports the Device Authorization Grant extension to OAuth 2.0. This enables input-constrained devices to authenticate by asking users to scan a QR code or access a link in a web browser for authorization. Refer to the [Workcloud Communication PTT Pro for Android Configuration Guide](#) for information about enabling OAuth 2.0 Device Authorization Grant support.

When a user starts PTT Pro for Android that has Device Authorization enabled, the ACTIVATE DEVICE CODE AUTH screen displays.

Figure 22 Device Authorization Screen

Tap ACTIVATE DEVICE CODE AUTH to activate the device.

Figure 23   OAuth Authorization Details

To activate PTT Pro for Android, scan the code or navigate to the URL and enter the access code. The code is valid for the amount of time shown on the screen. If the time expires before the activation process completes, tap refresh ↻ to receive a new access code.

Troubleshooting

When the following error displays, remove the ESN or AID of the device from the Workcloud Communication PTT Pro Management Portal and then add the ESN or AID again.

Figure 24   OAuth 2.0 Activation Error
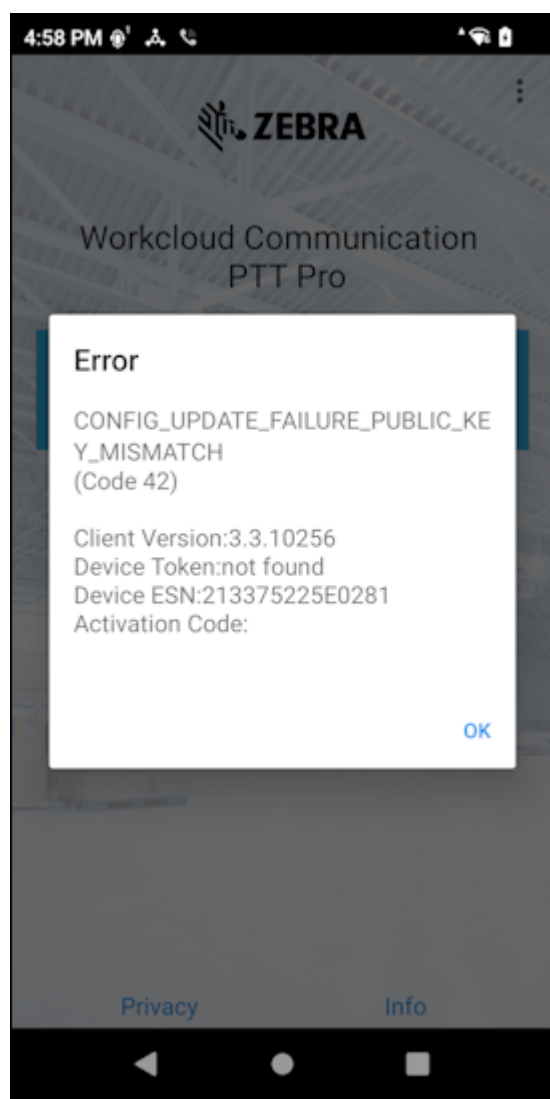
If an `Invalid code, please try again` error displays in the authentication link, verify that the access code was entered correctly. If entering the access code again results in an error, return to the device and generate a new code by tapping refresh ↻.

Figure 25   Access Code in Portal
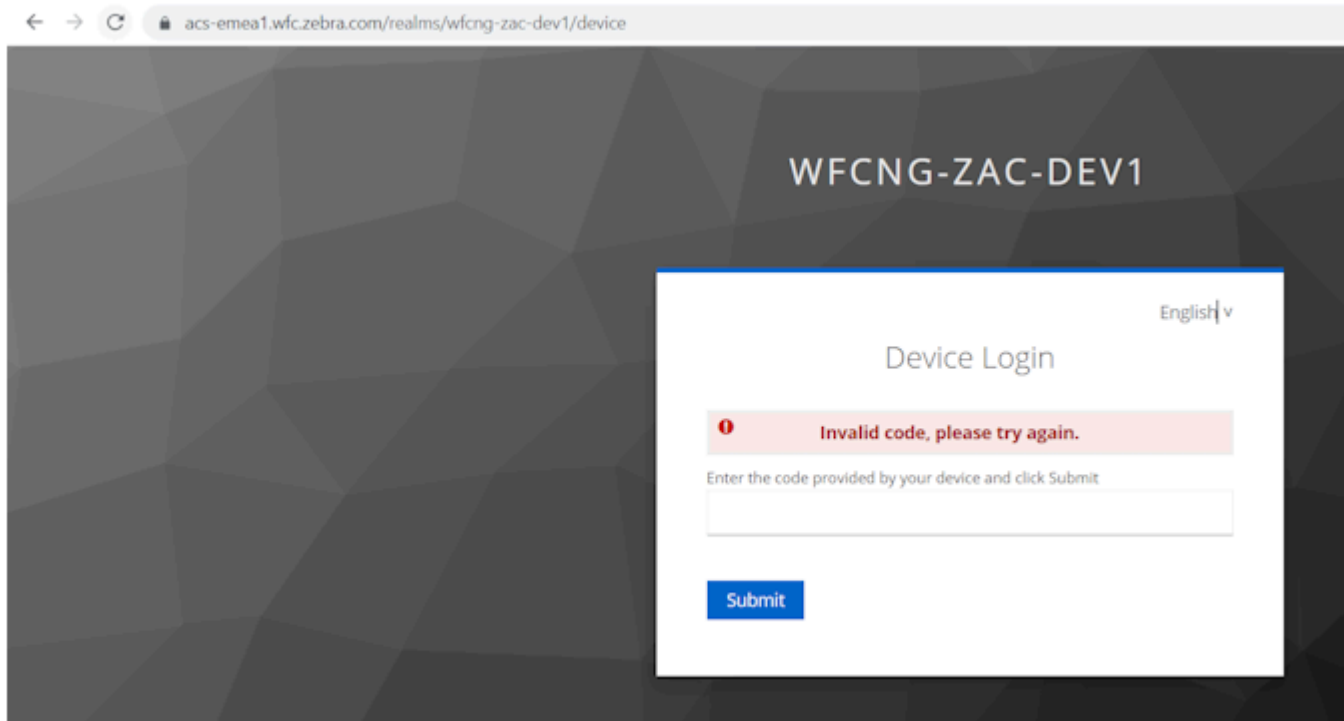
Zebra Workstation Connect

PTT Pro for Android supports Zebra Workstation Connect. Zebra Workstation Connect enables users to use PTT Pro for Android when their Zebra device is in desktop mode and inserted into a cradle connected to a keyboard, monitor, mouse, and headset.

> **NOTE:**
>
> When using PTT Pro for Android with Zebra Workstation Connect:
>
> - The **Allowed Screen Orientation** setting is ignored.
> - Notifications do not work properly in the desktop mode.

More information about supported devices and peripherals for Zebra Workstation Connect is available on Zebra.com.

Do Not Disturb

PTT Pro for Android supports Do Not Disturb (DnD), which prevents the client from receiving PTT calls.

1. Tap the **Navigation Drawer** icon.

2. Tap **Online** to change the status to **Do not Disturb**.
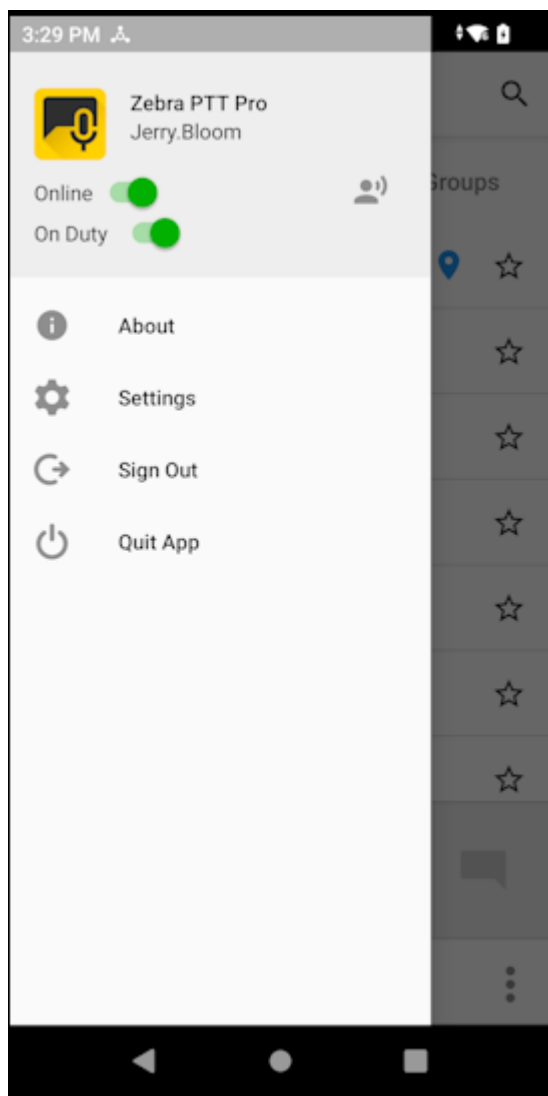
3. Tap **DND** to return online.
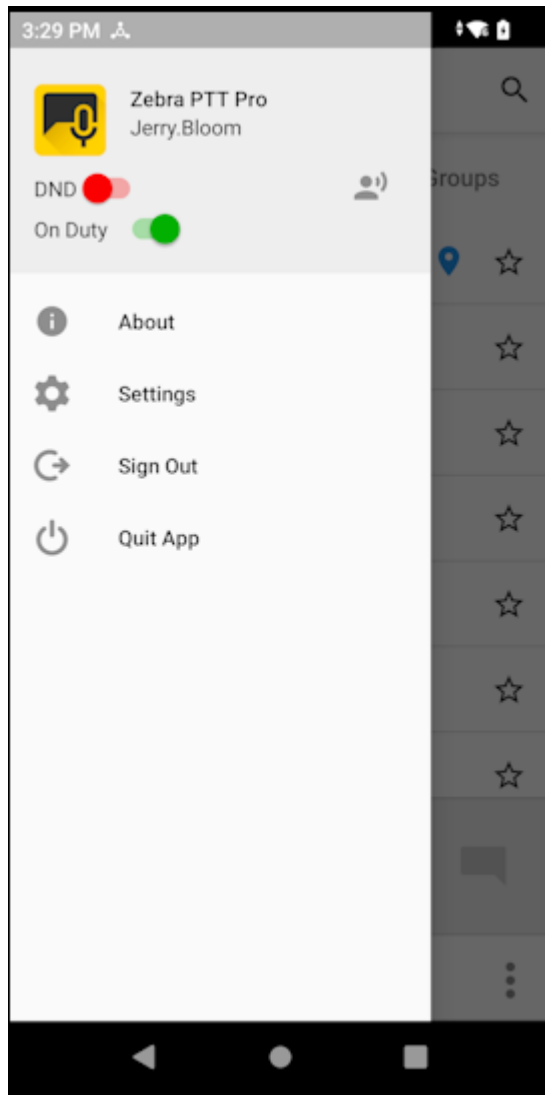
Notification bar icons indicate whether PTT Pro for Android is online or in DnD mode. Refer to Notification Bar Indicators on page 21.

Block Calls from Select Groups

This feature allows you to disable the reception of calls from a group.

1. Select the **Groups** tab.

2. Press and hold a group to display the secondary menu.
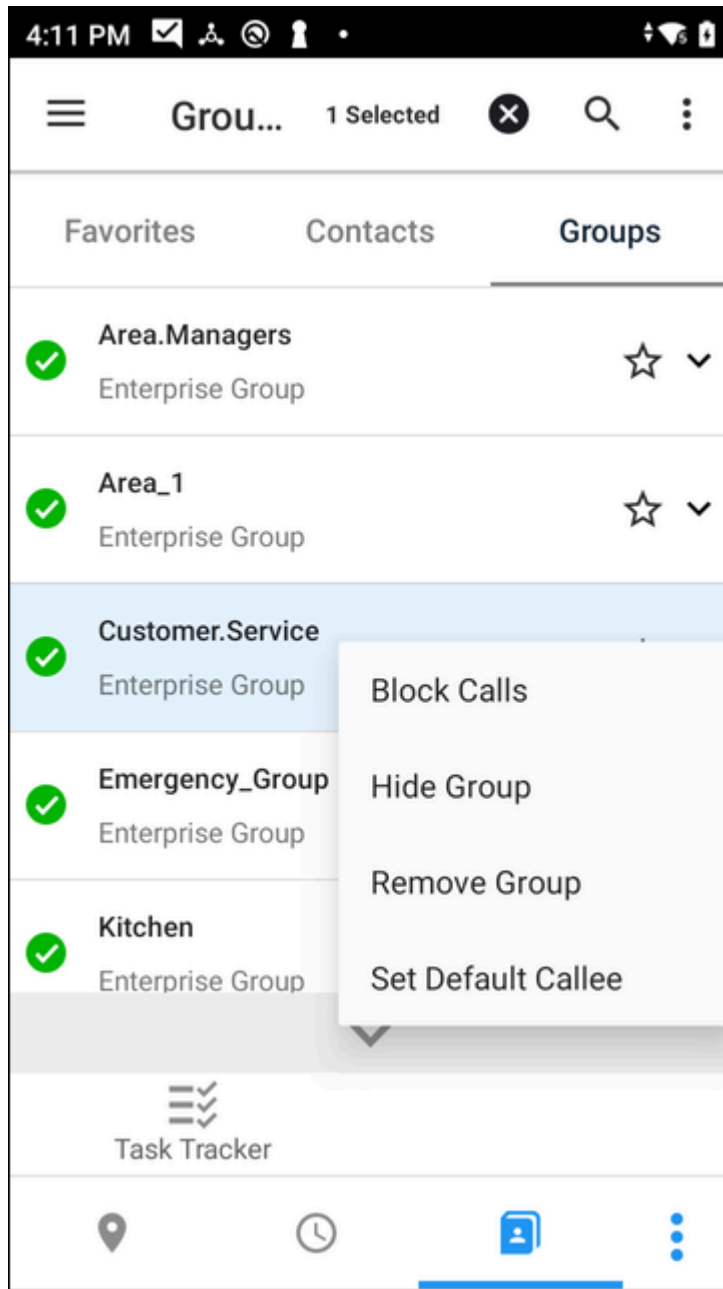
3. Select **Block Calls** from the secondary menu. The group icon changes to indicate that the reception of calls from that group is disabled.
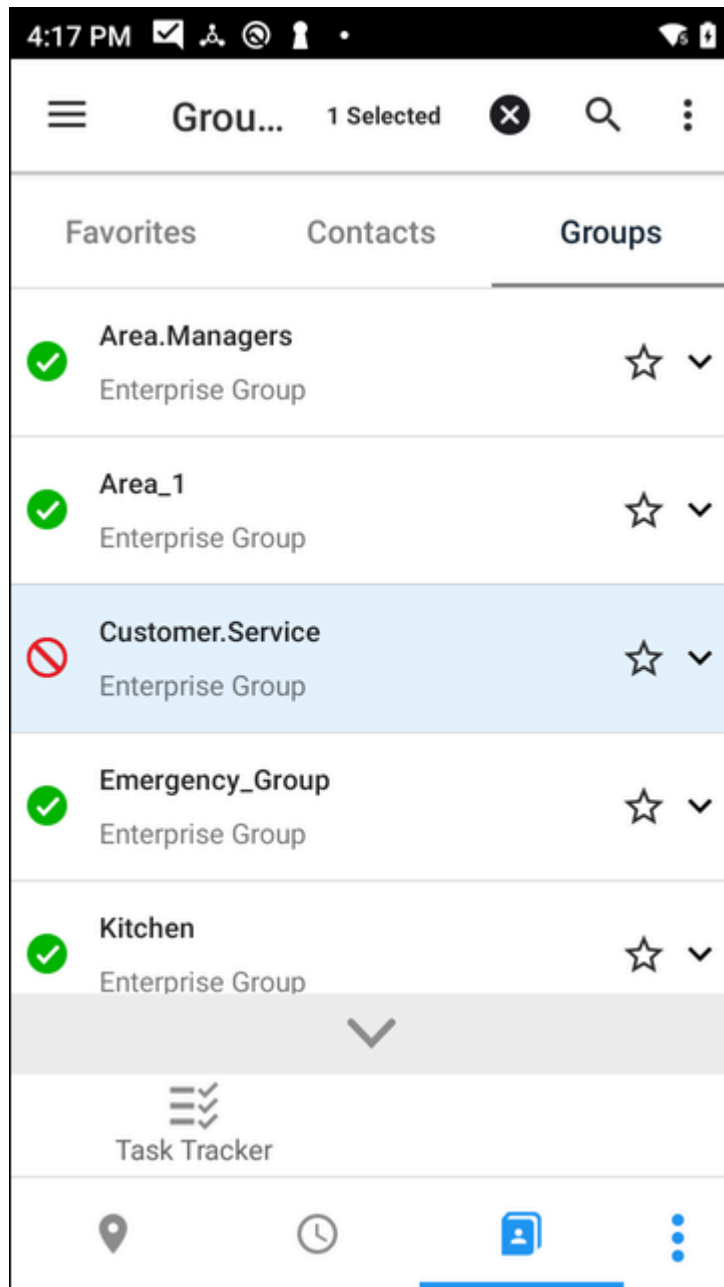
4. To enable the reception of calls from a blocked group, press and hold the group and select **Unblock Calls** from the secondary menu.

Block Calls from Select Contacts

This feature allows you to disable the reception of calls from a contact.

1. Press and hold a contact to display the secondary menu.
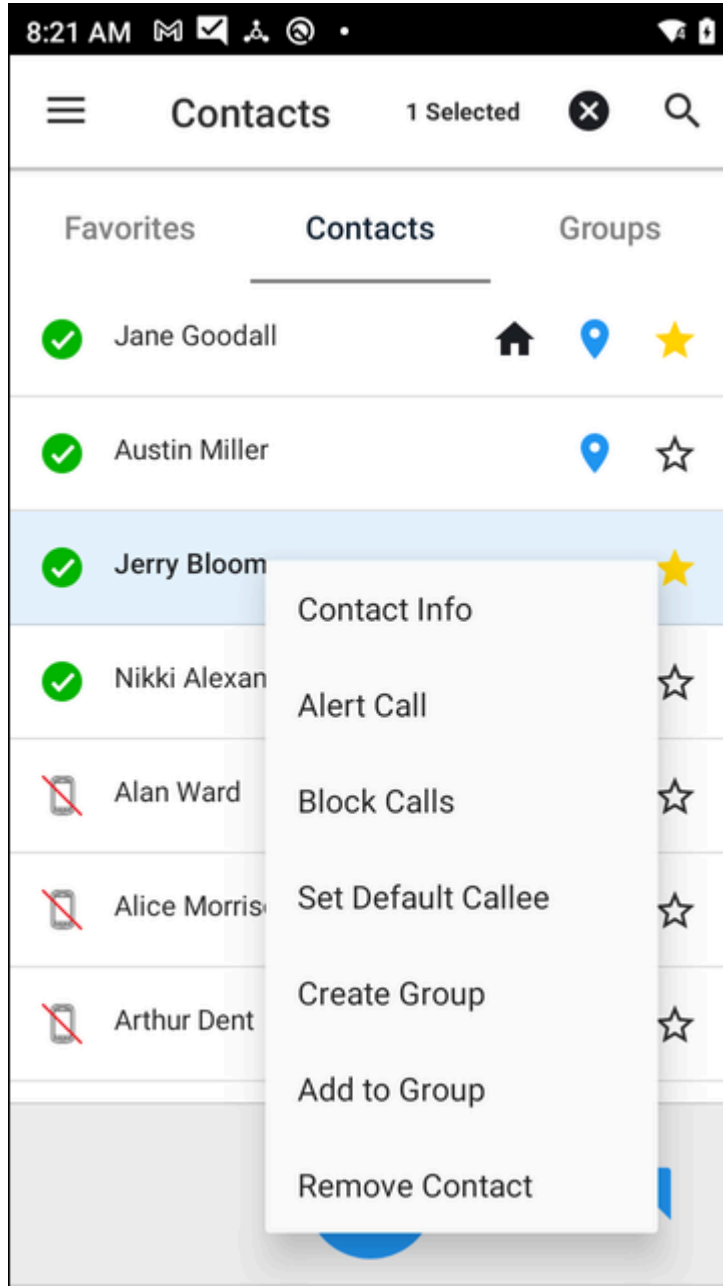
2. Select **Block Calls** from the secondary menu. The contact icon changes to indicate that calls from that contact are blocked.
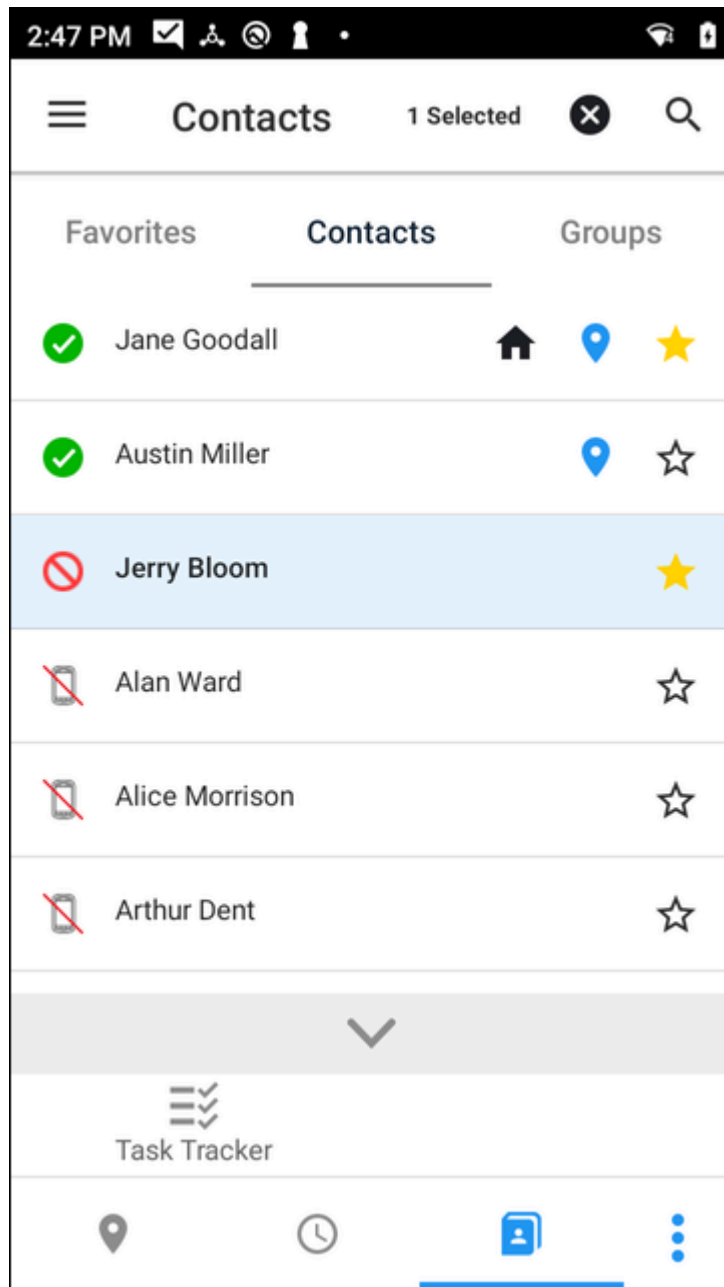
3. To receive calls from this contact again, press and hold the contact and select **Unblock Calls** in the secondary menu.

Group Member List

The members of a group can be viewed by tapping the down arrow ⌄. All members of the group are displayed, along with their presence indicators.

Figure 26　Group Expanded to List Members
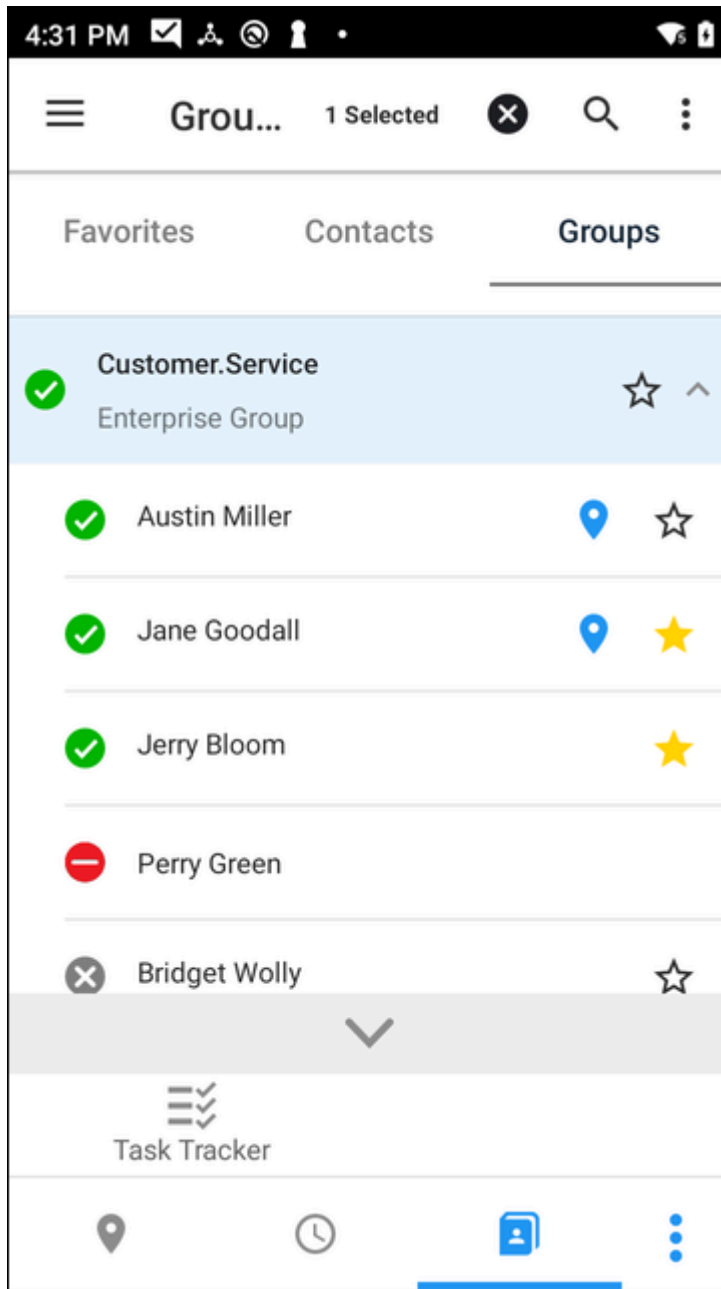
Late Join and Re-Join

PTT Pro for Android supports late join/re-join on group calls. This also provides a group presence indication to specify which group calls are active and available for late join/re-join.

Sometimes, someone cannot join a group call when it begins. The Late Join feature lets a person join the call when the call is already in progress. The Rejoin feature lets a person join a call that previously participated in and exited.

Talker Override and Preemption

PTT Pro for Android Support the Talker Override/Preemption feature with Enterprise Open, Enterprise Closed, and Dispatch group types.

During a call, a user with Talker Override can press the PTT button to speak while a user without Talker Override is speaking, interrupting the speaking user. Multiple Talker Override users requesting to speak are managed on a first-come, first-serve basis.

Users can be assigned Talker Override capability when they are added as members to a group in the PTT Pro Management Portal.

The Broadcast Group supports a preemption feature. Whenever a Broadcast call is made, it will preempt every other call the members of the Broadcast Group are currently participating in. Once the user has heard the broadcast message, the user can make other PTT calls again.

NOTE: Talker Override/Preemption is not related to Call Override. Talker Override relates to interactions during a call, while Call Override relates to interactions between calls

.

Call Override

PTT Pro for Android supports the Call Override feature on 1:1, Ad hoc, and Group Calls.

Call Override allows users to be removed from a lower-priority ongoing call and put in a new higher-priority call. Each user and group has an assigned priority between 1 and 5, which determines the behavior of Call Override as described in the following sections.

NOTE: Call Override is not related to Talker Override/Preemption. Talker Override relates to interactions during a call, while Call Override relates to interactions between calls.

Call Override on 1:1 and Ad hoc Calls

A user or group with a higher priority than the members of a 1:1 or ad hoc call can override that call.

Call Override on Group Calls (by Calling Individual User(s))

A caller with a priority higher than group call members in an ongoing group call can remove members from the group call and put them into a new 1:1 or ad hoc call. The group call continues with the remaining members.

Call Override on Group Calls (by Calling Group)

A group with a priority higher than group call members in an ongoing group call can remove members from the group call and put them into a new group call. The original group call continues with the remaining members.

Contact Management

Use PTT Pro for Android to manage most contact functions on the device. The list of options is controlled by your administrator.

Single Contact

Select a contact and then press and hold the contact for contact management options.

Contact Info
Displays the contact name, phone number, and related information.

Alert Call
Initiates an alert call to the selected contact.

Block Calls
Block calls from the selected contact.

Set Default Callee
Specify contact as default callee.

Create Group
Creates a group with the selected contact.

Add to Group
Adds the contact to an existing group.

Remove Contact
Removes contact from the contact list.

Figure 27   Contact Management Options
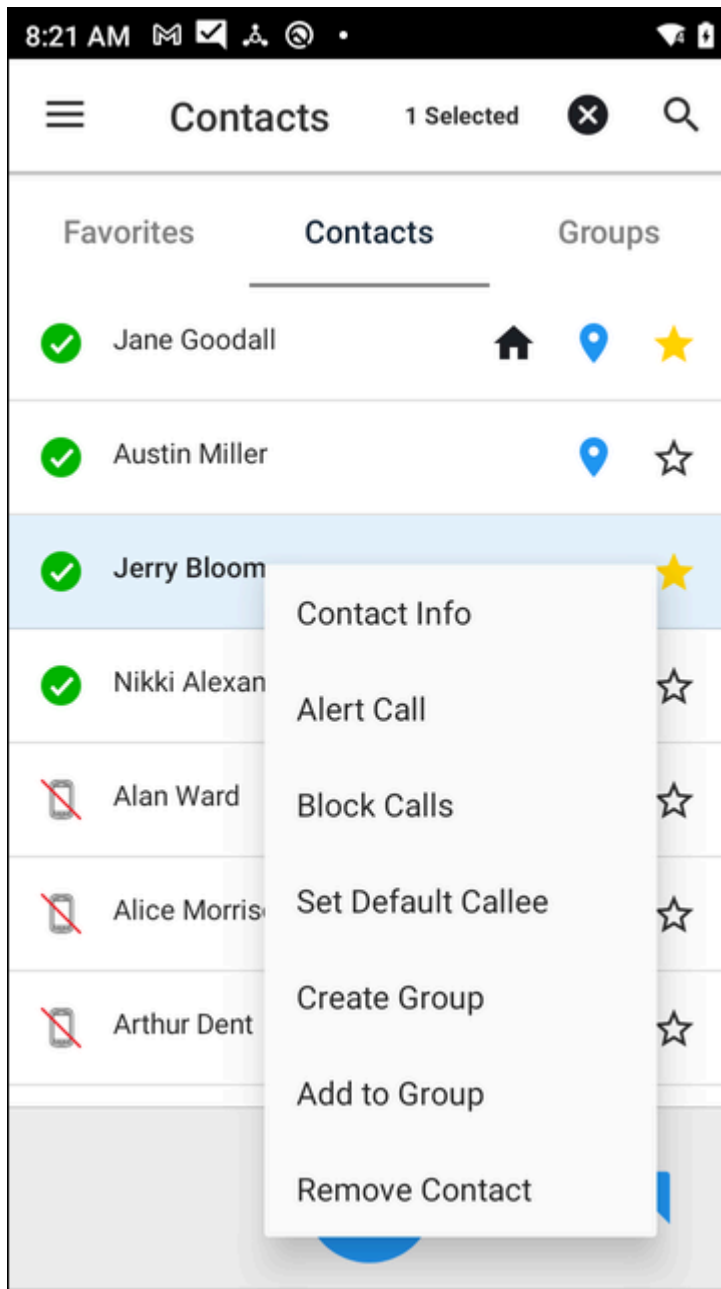
Multiple Contacts

Press and hold multiple contacts for contact management options.

Figure 28 Select Multiple Contacts for Actions
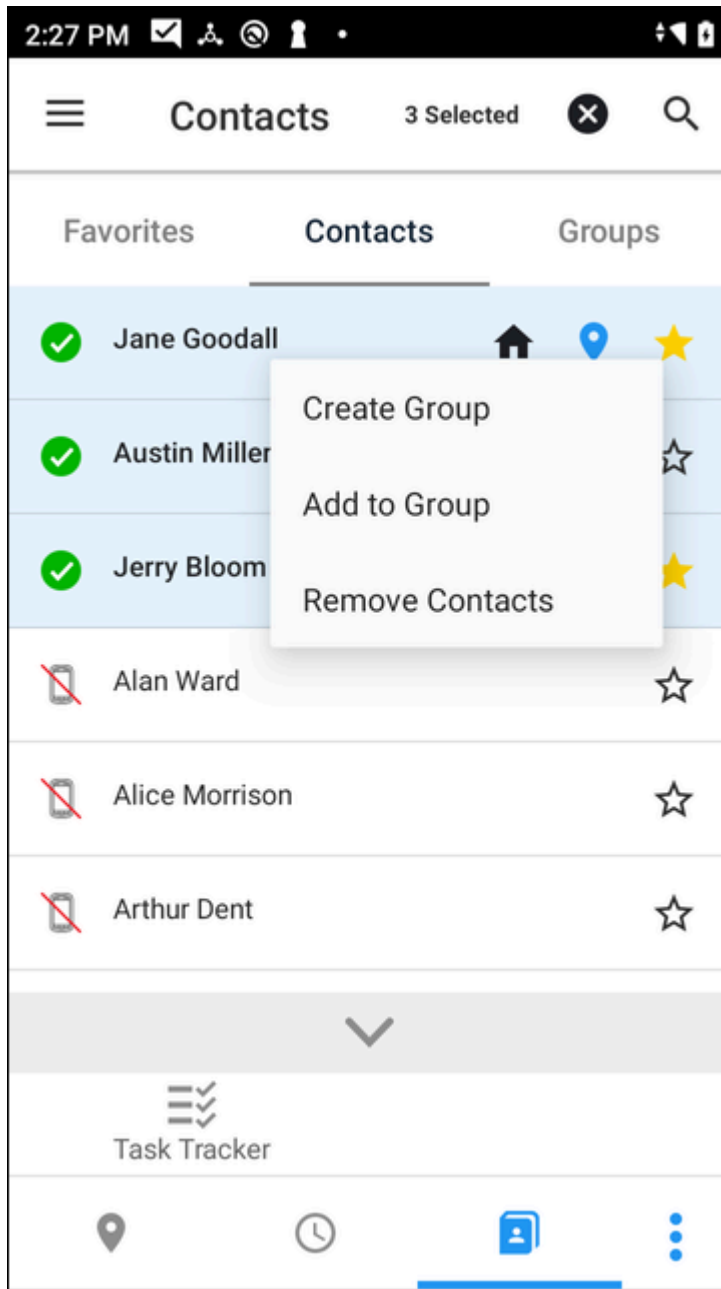
Available actions when multiple contacts are selected include:

Create Group
Creates Personal Group or Member Group of selected contacts.

Add to Group
Adds the contact to an existing group.

Remove Contacts
Removes the selected contacts from the contact list.

Favorites

When you select your favorite contacts, those selections are saved to the PTT Pro Server. If you log in to another device, your favorites are synced to the device.

1. Tap ▣ and select the **Contacts** tab.

2. Select a contact or multiple contacts and tap ☆. The icon changes to ⭐.
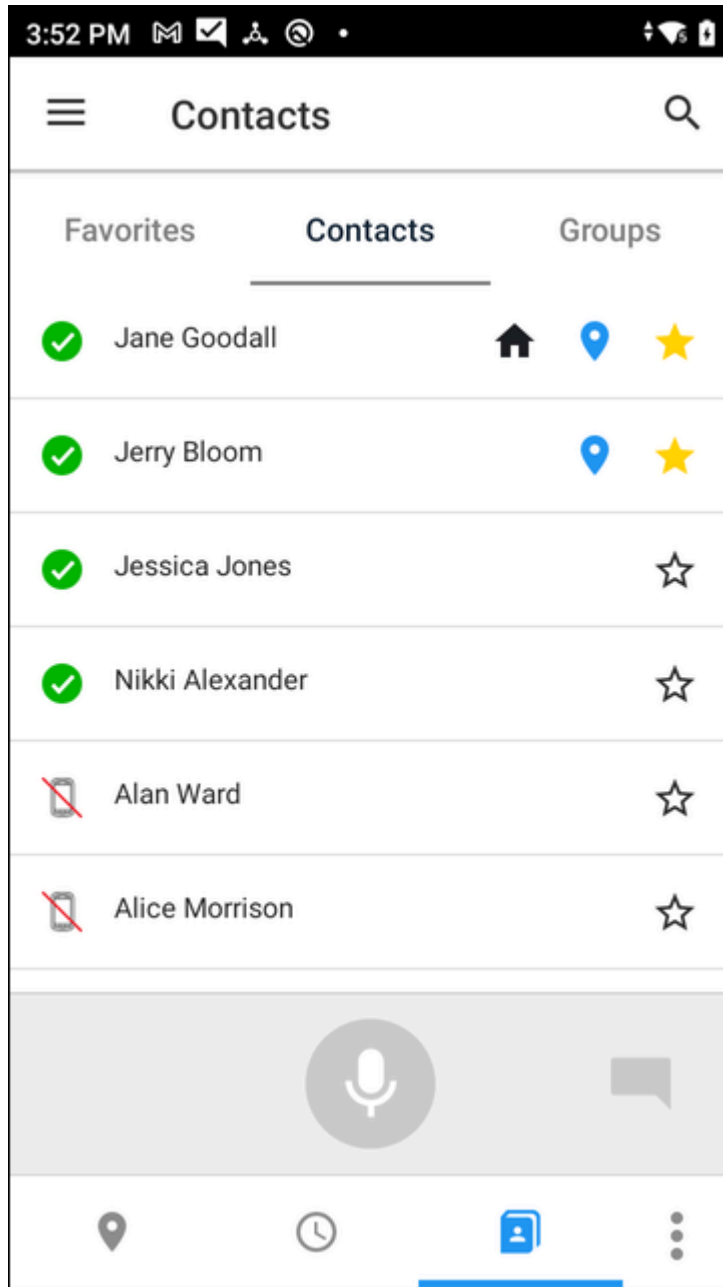
3. Tap the **Favorites** tab to view your favorite contacts and groups.

Group Management

You can use PTT Pro for Android to manage most group functions using the device.

Select a group and then press and hold the group for group management options.

Figure 29   Group Management Options
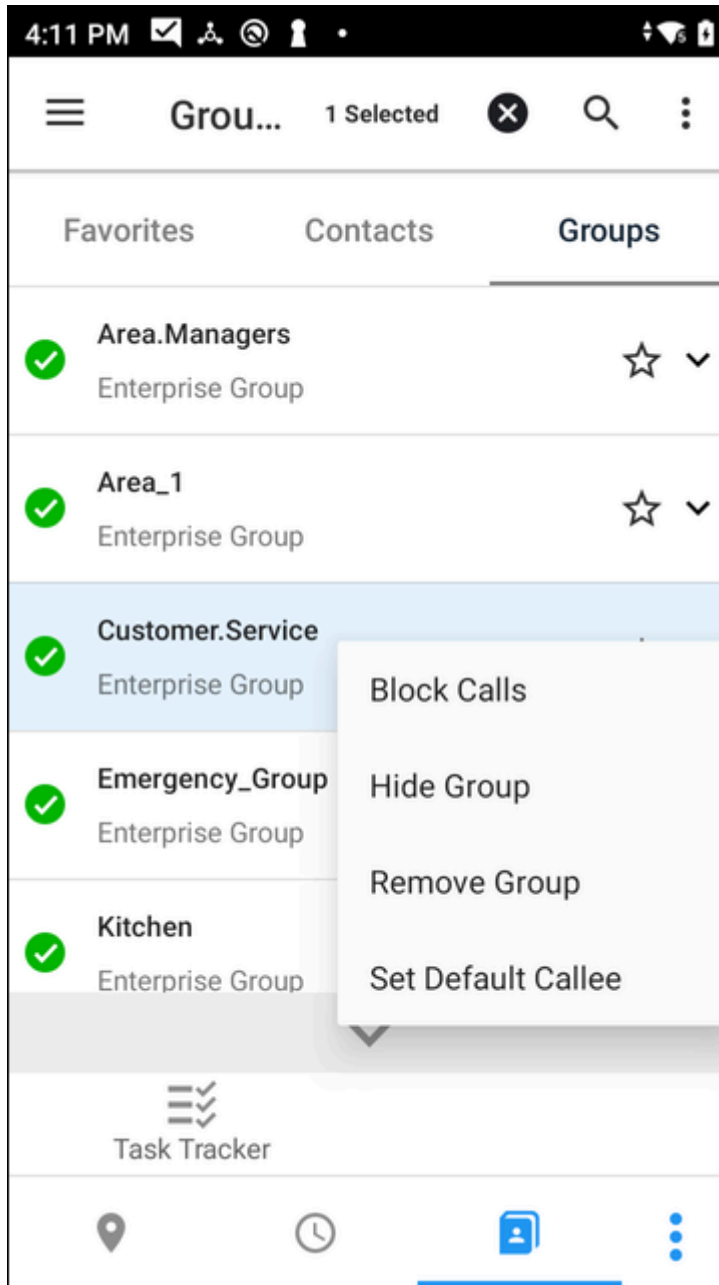
Available actions for group management include:

Block Calls

Blocks incoming calls from the group.

Hide Group

Removes the group from the list of groups displayed on the device.

Remove Group

Delete Personal Groups. This option does not display for other types of groups.

Set Default Calle

The default group to call when PTT Pro for Android is in the background, or in the foreground, and no group is selected. The default callee is indicated by the Home 🏠 icon.

Favorites Groups

When you select favorite groups, those selections are saved to the PTT Pro Server. If you log in to another device, your favorites sync to the device.

1. Tap 📇 and select the **Groups** tab.

2. Select a group or multiple groups and click ☆. The icon changes to ⭐.
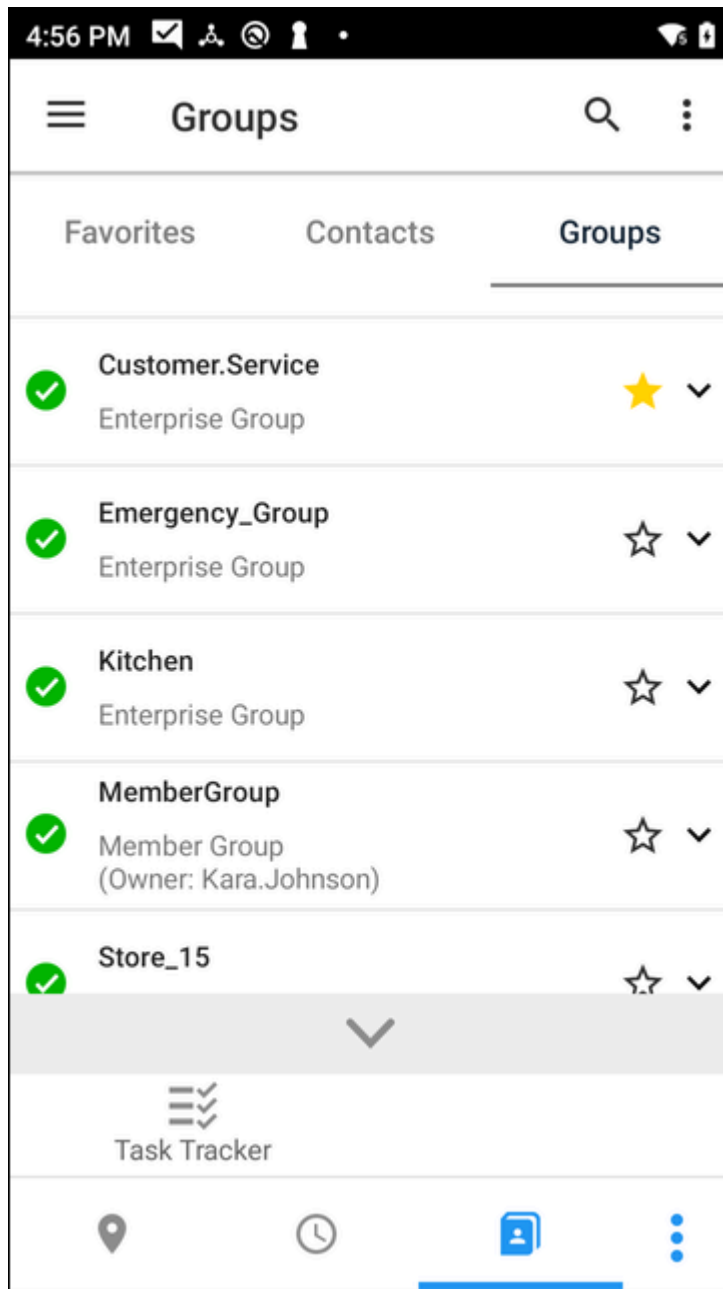
3. Click the **Favorites** tab to view a list of favorite groups and contacts.

Ad Hoc Groups

Your administrator can configure PTT Pro for Android to retrieve the complete list of groups in your department when you log in. This includes groups in which you are not a member, referred to as ad hoc groups. Refer to the Workcloud Communication PTT Pro for Android Configuration Guide for information regarding the Dynamice Ad Hoc Groups parameters.

When you login, PTT Pro retrieves the list of groups and their users belonging to the same PTT Pro department. Your group membership determines whether a PTT call to the group is a group call or an

ad hoc call. If you are a member of the group, PTT Pro sends a group call. If you are not a member of the group, PTT Pro sends an ad hoc call.

Figure 30   Ad Hoc Groups
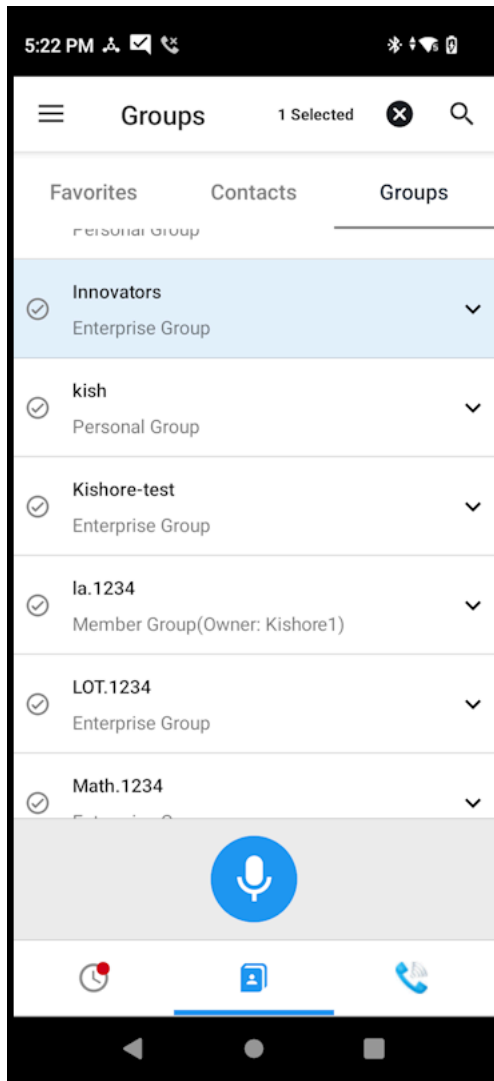
Figure 31   Expanded Ad Hoc Group
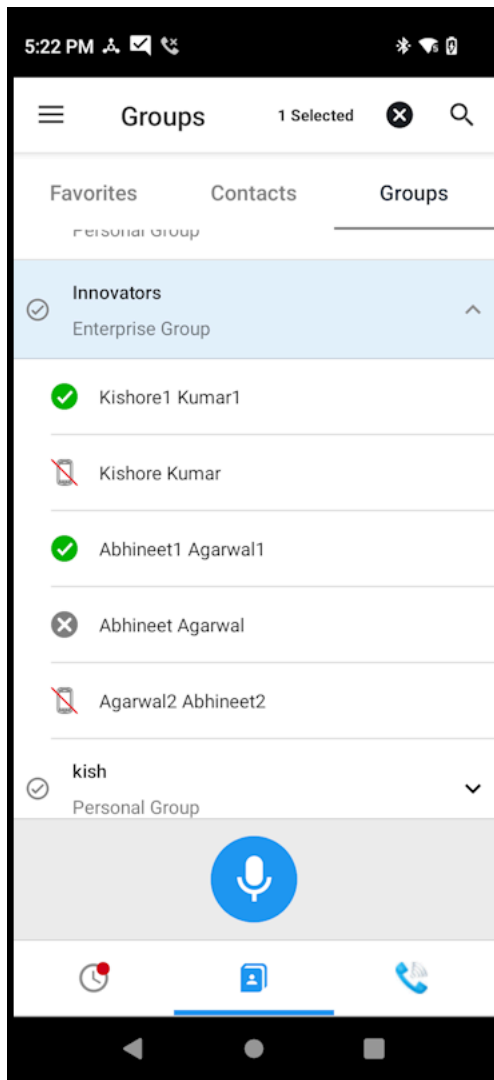
PTT Pro displays the presence status of ad hoc group members.

Ad hoc groups have the following limitations:

- You cannot mark an ad hoc group or an ad hoc group member as a favorite.
- You cannot send messages to an ad hoc group.
- Long press options are not available on an ad hoc group.

Searching for a Contact

You can search the device and the PTT Pro server to locate a contact.

1. Tap the magnifying glass icon (🔍) to search for a contact on the device.
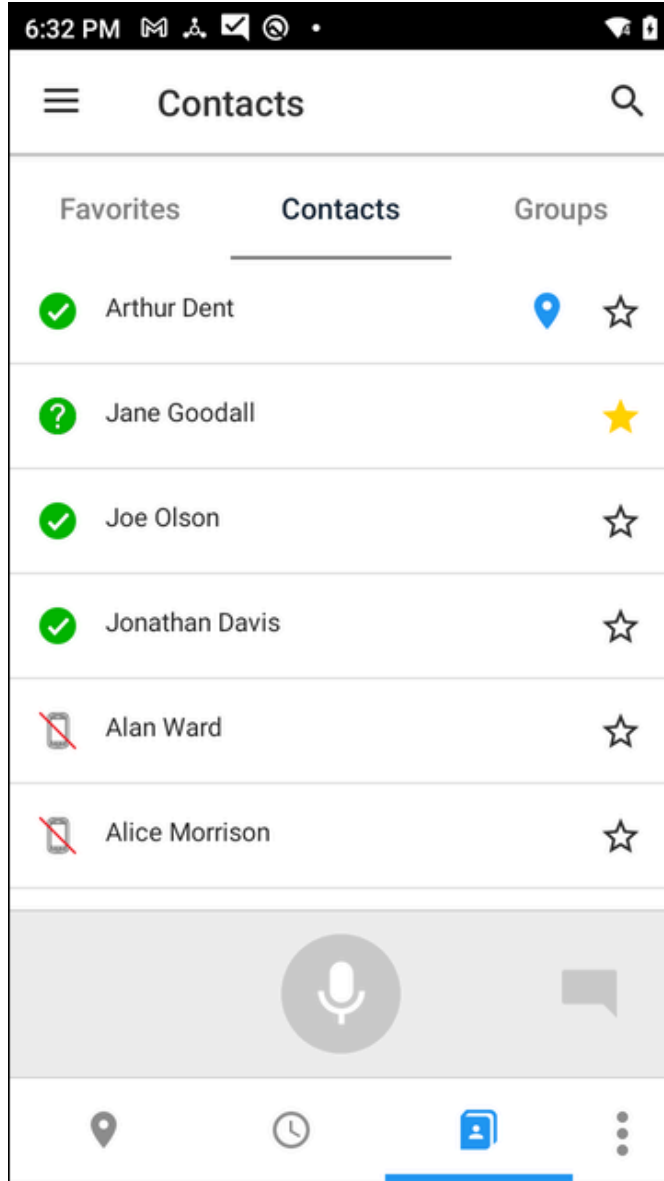
2. Begin entering a contact name.

As each letter is entered, the relevant matches are displayed in the contact list.

3. Keep entering letters until you find a match.

The contact search string is a sticky search, meaning the letters entered remain in the search field until cleared. Entering a string without a match will cause no contacts to be displayed.

4. If the search does not find a contact, you can search the server.

Tap the magnifying glass with an arrow (⭢🔍).
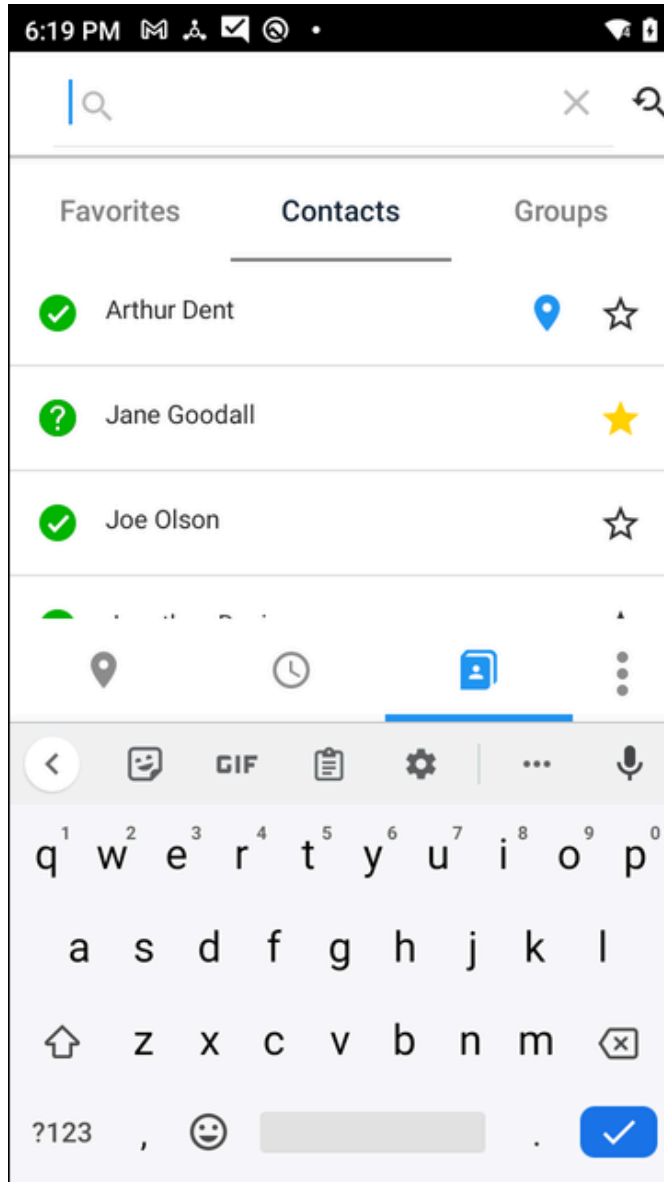
5. Tap ✕ to cancel the search and return to the list of contacts.

Location Based Services

This chapter provides information on the options available for location tracking and mapping services. In order to access the map view, the user must have a device with Google Mobile Services (GMS).

Live Tracking Mode

If a mobile device has GPS services and is enabled, send GPS location information to the server. This is enabled in the server by the administrator.

When location services are enabled, the Android client provides the ability to:

- Enable/disable location services.

- Enable/disable the Duty mode.

If the administrator has not enabled location functionality, the map does not display on the device.

Sending Location Information

Enterprise administrators have the option to configure Workcloud Communication PTT Pro to send location Information from the mobile device back to the Workcloud Communication PTT Pro Management Portal.

Administrators can control the following location services:

Administrator controlled
Administrators can set location information to **ON** or **OFF** without giving individual users the ability to change settings.

User controlled
If the administrator has set Workcloud Communication PTT Pro location setting to **Allow Location Disable** to ON, the user has the ability to enable or disable sending location information to the Workcloud Communication PTT Pro Management Portal.

Duty Mode
Duty mode allows the user to stop and start sending location information. When the user is Off duty, they are available for PTT calls and messages, but location information is not sent to the server. If a user engages in a PTT call while Off duty, the user is reset back to On duty.

If both Duty Mode and Location are turned on in the Workcloud Communication PTT Pro Management Portal, Duty Mode takes priority and will display, the Enable/Disable Location option does not display.

In the following example, the user has permission to change when they are Off Duty.

Figure 32   User is Online but Off Duty
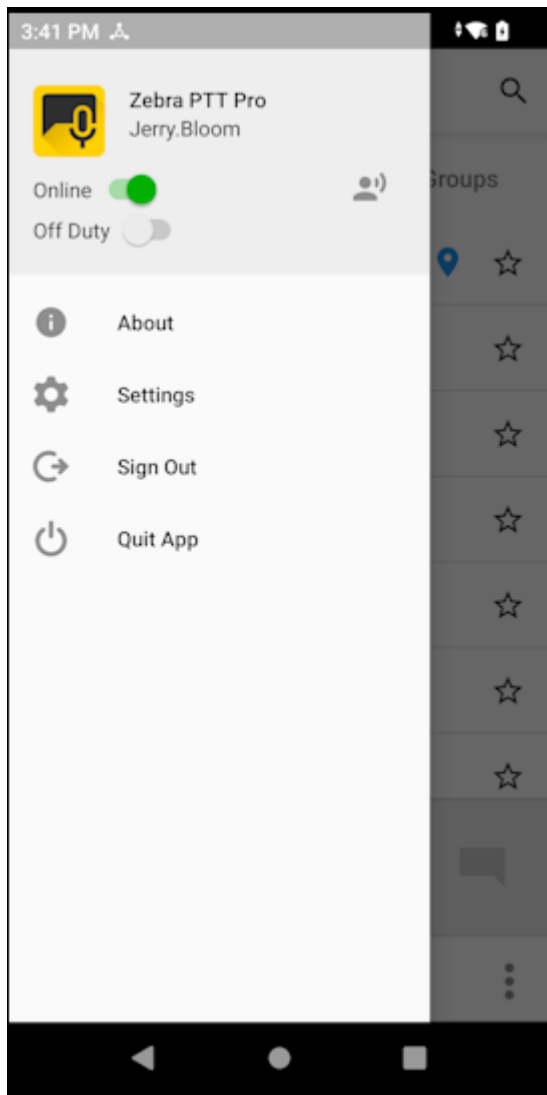
In this example, the user is On Duty and sharing their location.

Figure 33   User is Online and On Duty
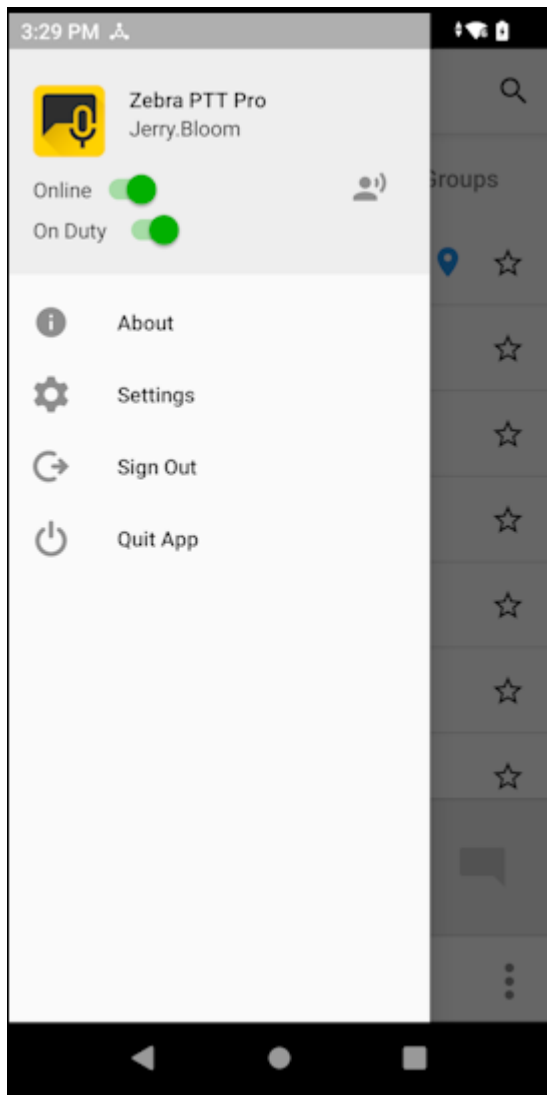
Location Enable and Disable

The administrator can control whether a user can turn off location sharing. When the administrator enables the setting, a user can choose whether to share their location.

1. Tap the **Navigation Drawer** icon, then **Settings**.

2. Toggle the **Enable Location** control to enable or disable location functionality.
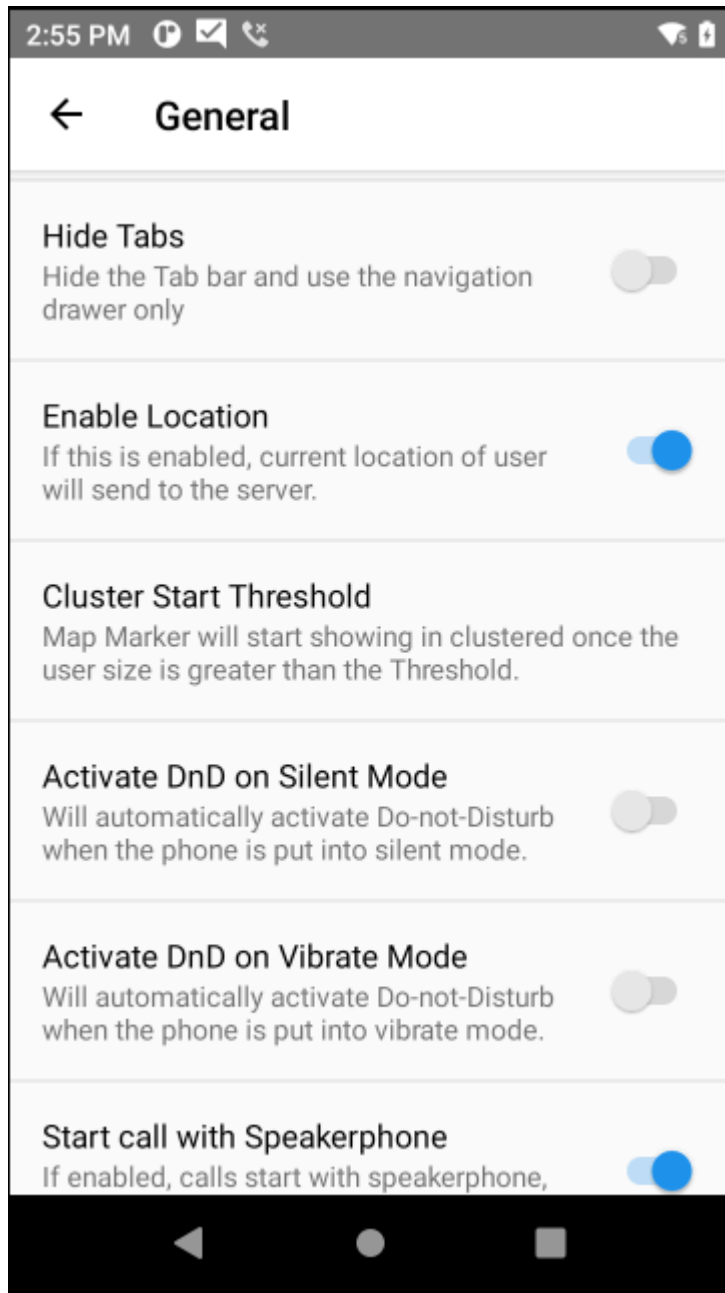
Viewing Location Information

Users with live tracking enabled and map view privileges can view location and presence information for contacts who share their location.

- Contacts with Location enabled appear on the map.

- Contacts appear with the same presence indications as on the Contacts tab.

- A blue dot indicates the owner (self).

- Green pins indicate available contacts.

- Red pins indicate unavailable contacts (already in-call or in DnD mode).

- Use the plus and minus icons to zoom in or out.

- Use Location to center the map on the current location.

Figure 34   Map Displaying the Presence of a Contact
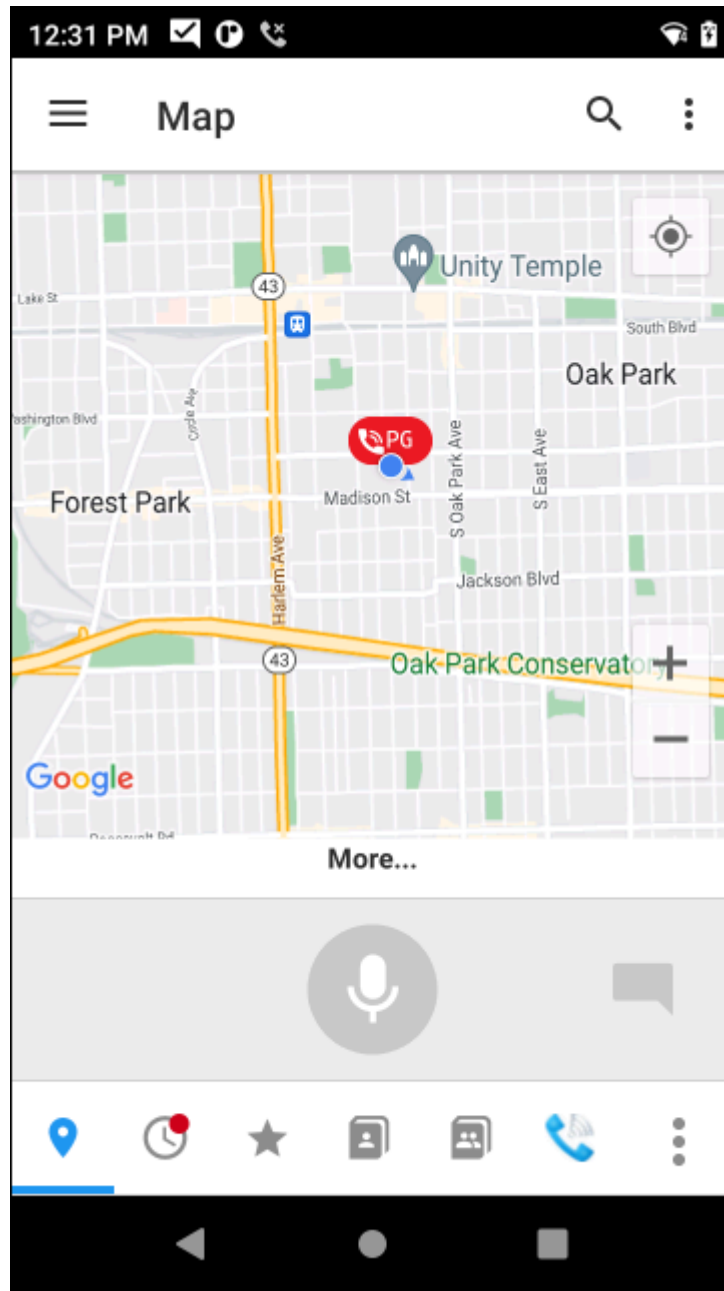
Place a PTT Call from the Map

You can select a contact from the map and initiate a PTT call.

1. Tap the **Map** tab.

2. Tap the desired contact to display the contact's name.
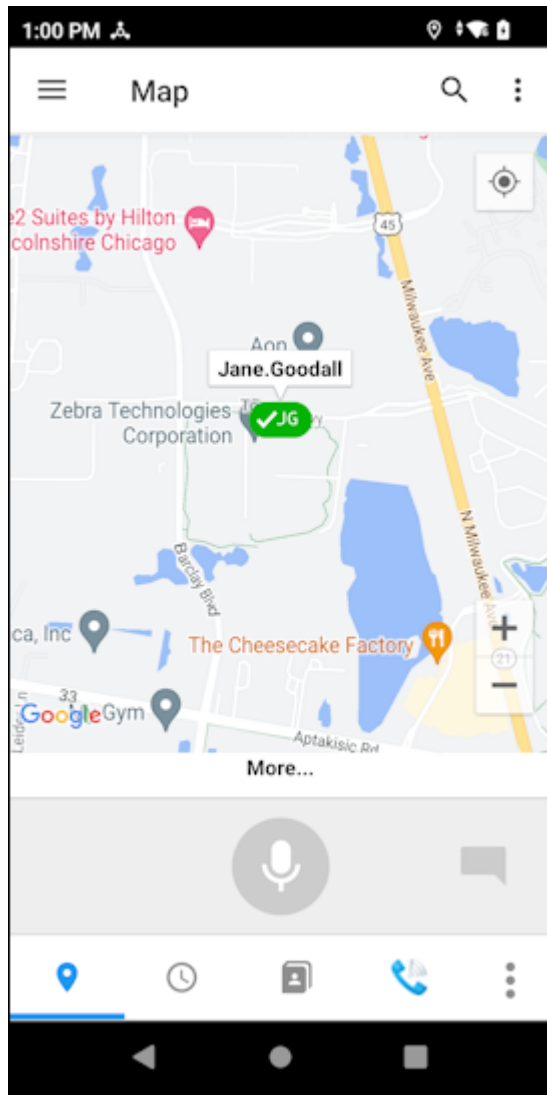
3. Tap **Push To Talk** 🎤 .
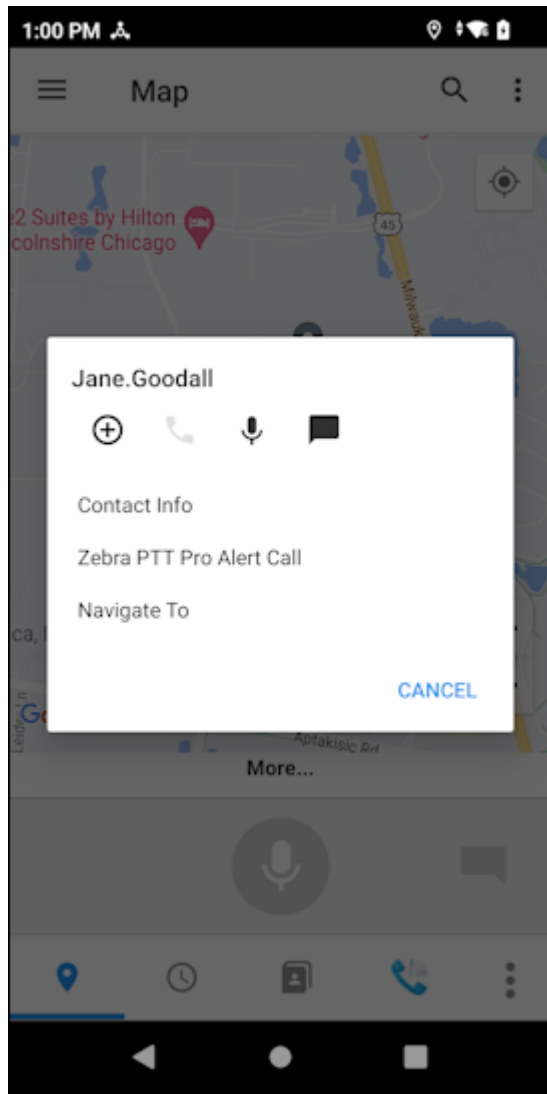
4. Upon hearing the grant tone, begin speaking.

5. Tap **End Call** when finished.

Place an Ad hoc Call to One or More Contacts from the Map

An ad hoc call is one made to multiple contacts or a temporary group, with a specific purpose in mind. Use the ad hoc calling feature when a group is not available containing the particular contacts needed for the call.

1. Tap the **Map** tab.

2. Scroll and zoom to an area that includes the desired contacts.

3. **Select More…** and slide up to display **Add All** and **Remove All**.

4. Tap **Add All** to include contacts in the map view to an Ad hoc call.

5. Press and hold **Push To Talk**.
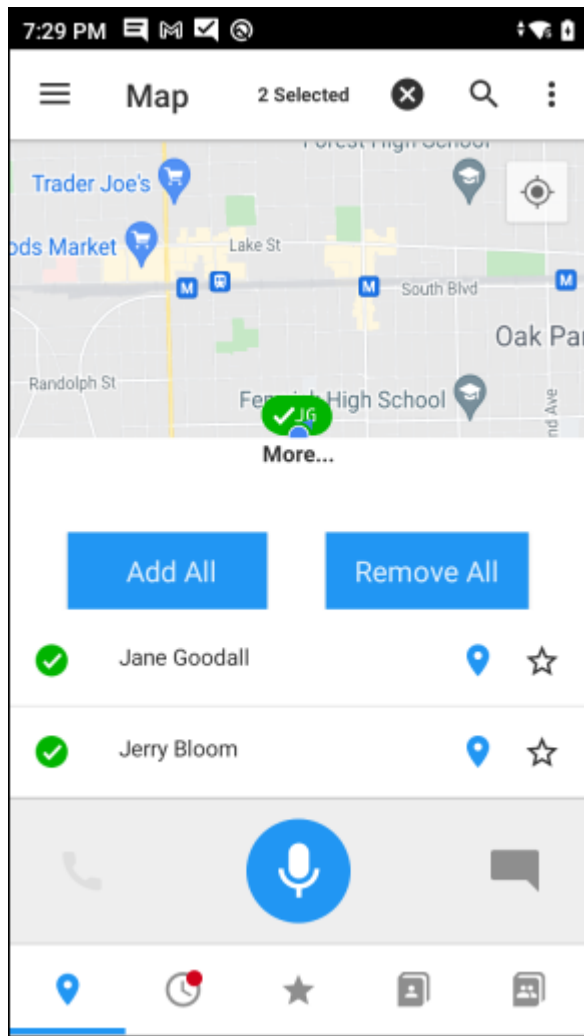
Create a Group from the Map

You can create a Personal Group or a Member Group from contacts visible in the Map view.

1. Tap the **Map** tab.

2. Tap ⋮.

3. Select **Create Group**.
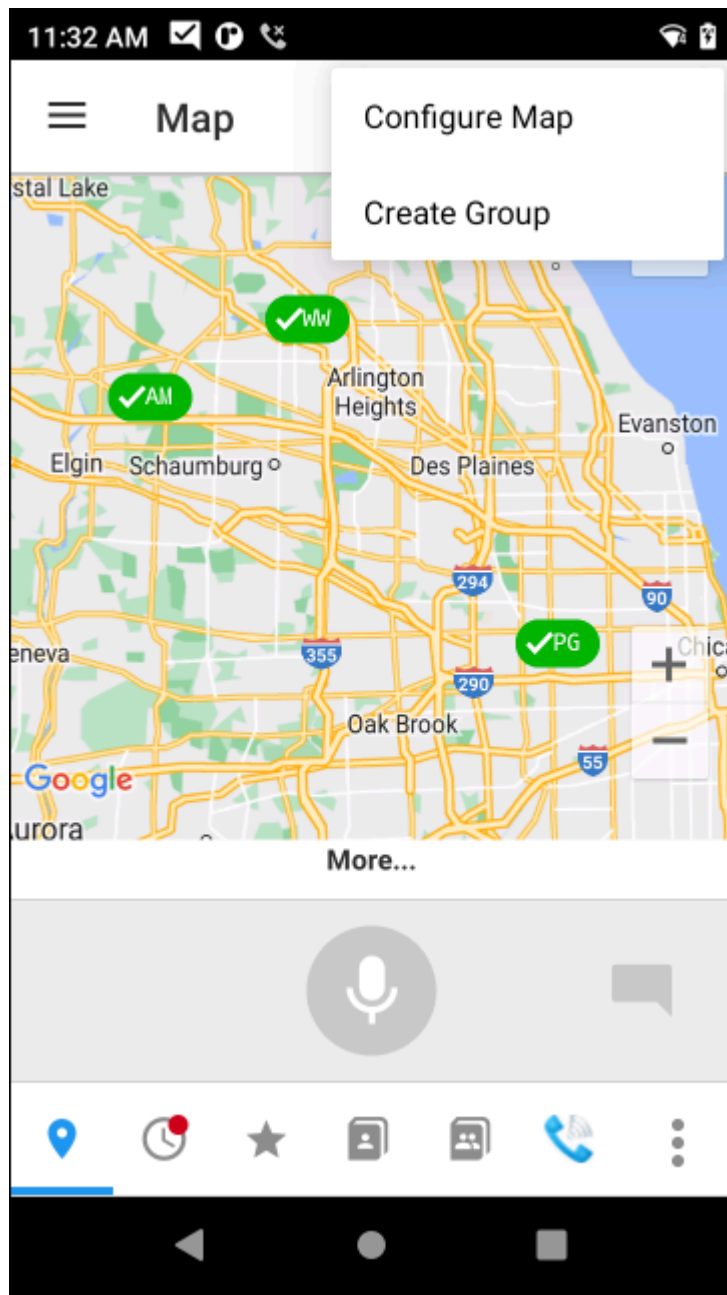
4. Choose either **Personal Group** or **Member Group**.
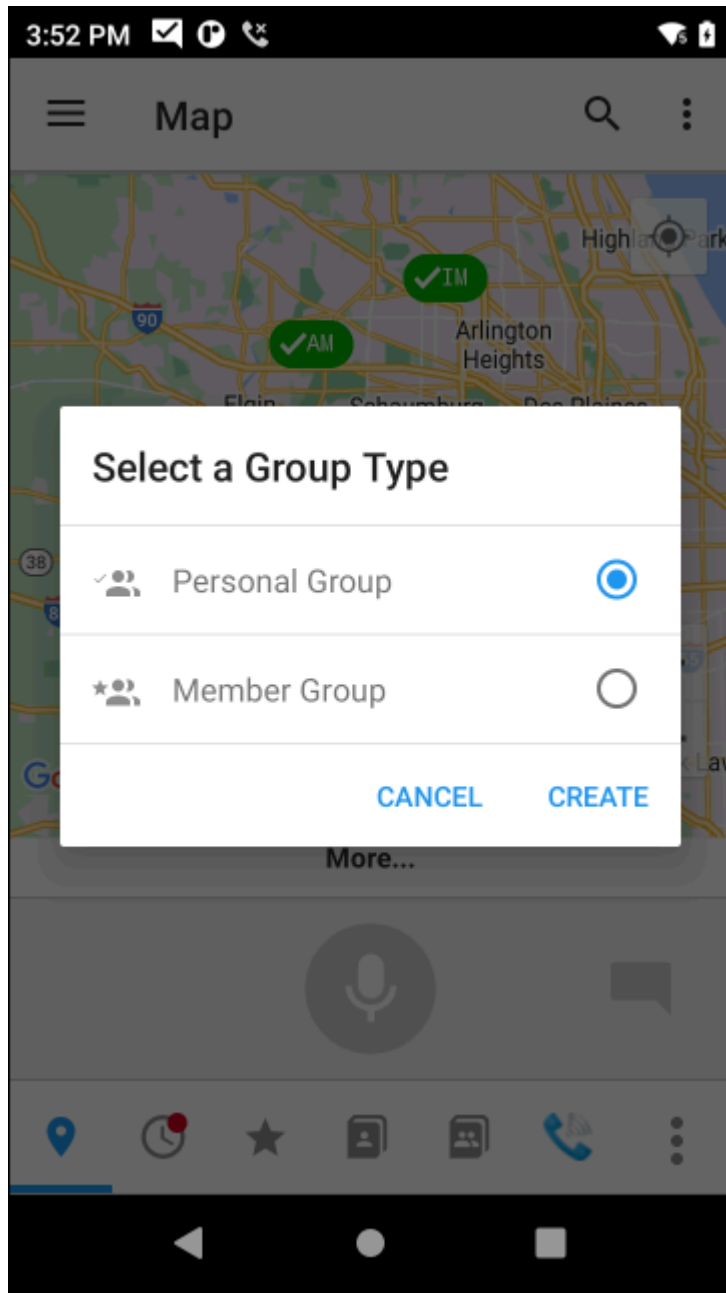
5. Enter a name for the group, and tap **OK**.

6. All contacts on the map are added to the group.

Map Presence Indicators

The presence status of a contact is indicated by an icon.

Table 8   Contact Presence Indicators on Map

Icon	Description
	Contact is available.
	Contact is on a call.
	Contact is Do Not Disturb (DnD) mode.
	Contact is blocked.

Map Gestures

You can navigate the map by using finger gestures.

Table 9   Map Gestures

Gestures	Description
Two Finger Rotate	Using two fingers, twist or rotate the map. Tap on the Compass icon (top left) to return to the North Up orientation.
Double Tap	Using one finger, tap two times to zoom to the location.
Swipe Up	Swipe up on **More...** to add or remove all users on the map to (or from) an Ad hoc call.

Figure 35   Swipe Up to Display the More... Menu
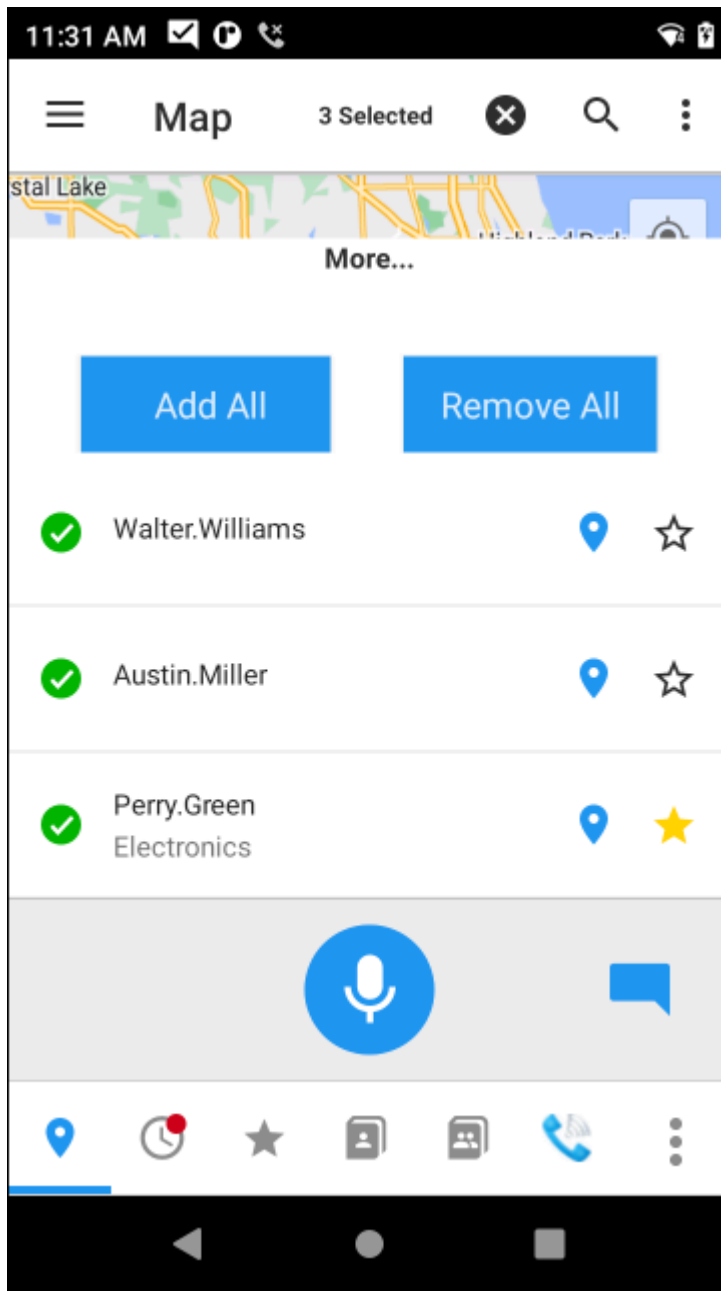
Indoor Location Service

Enterprise administrators can configure PTT Pro for Android to display the indoor location of a device. The location is displayed under each name on the Contacts tab. An administrator can also configure the Location Area Service (LAS) to display a Location tab onPTT Pro for Android.

The Wi-Fi Access Point (AP) to which the device is connected determines the indoor location. Administrators can specify each AP's name, such as a department or location. Indoor location services support voice commands.

The **About** screen in the following figure shows the current location of the device.

Figure 36 WFC-LAS Name Identifies the Location of the Device
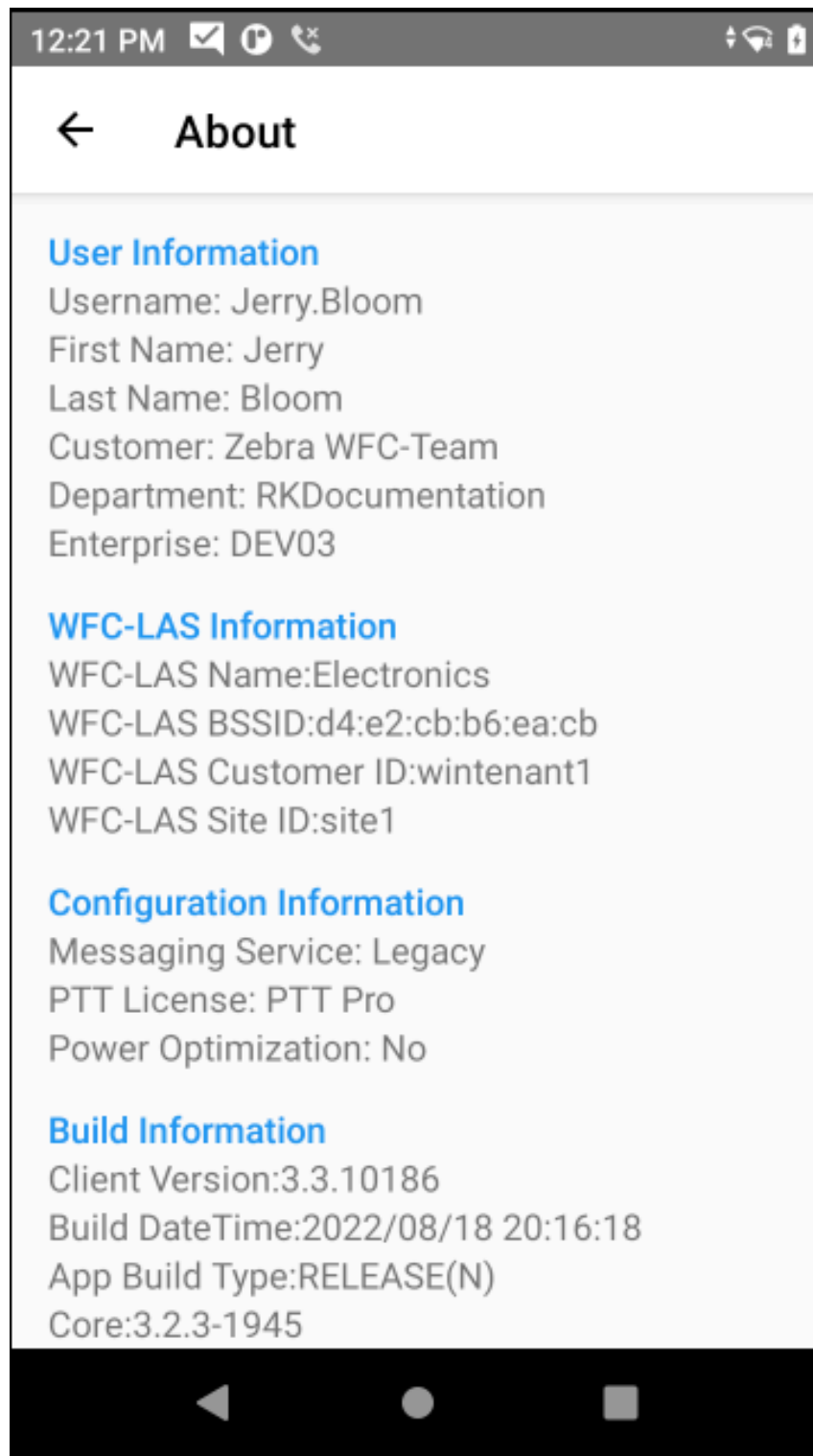
The following figure displays a contact in an indoor location identified as Electronics.

Figure 37   Indoor Location of Contact
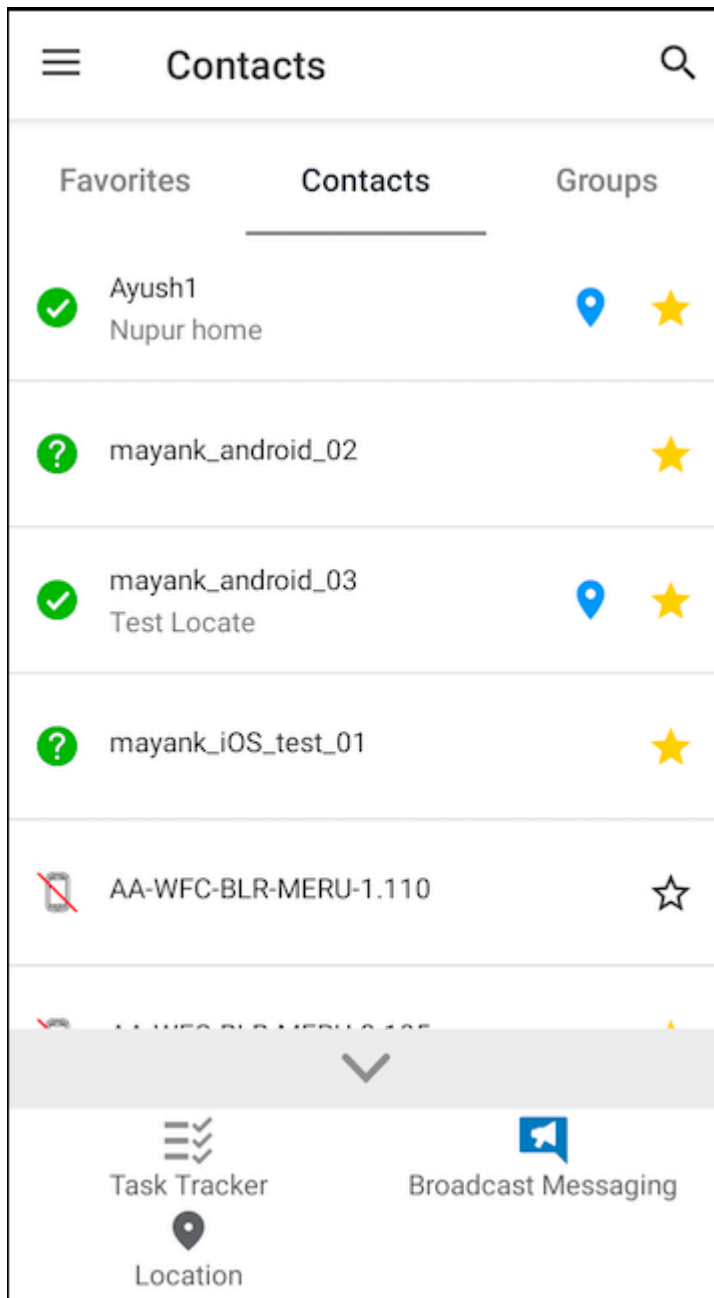
Location Tab

Your administrator can configure the `showLASFriendlyListTab` for the LAS service. When this parameter is enabled, PTT Pro for Android displays a Location tab that lists locations and the users in each location. For more information about this parameter, refer to the Workcloud Communication Location Area Service Customer Administrator Guide.

Figure 38   Location Tab
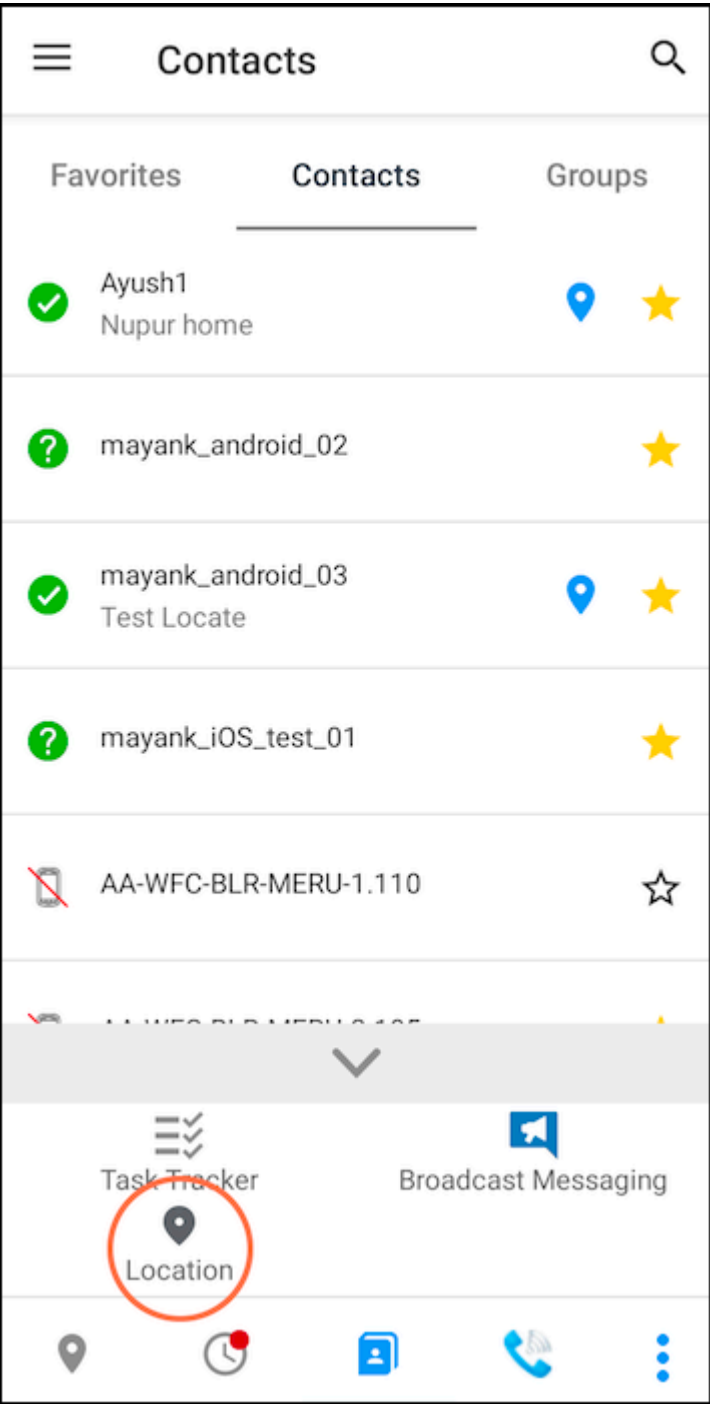
Figure 39 List of Locations
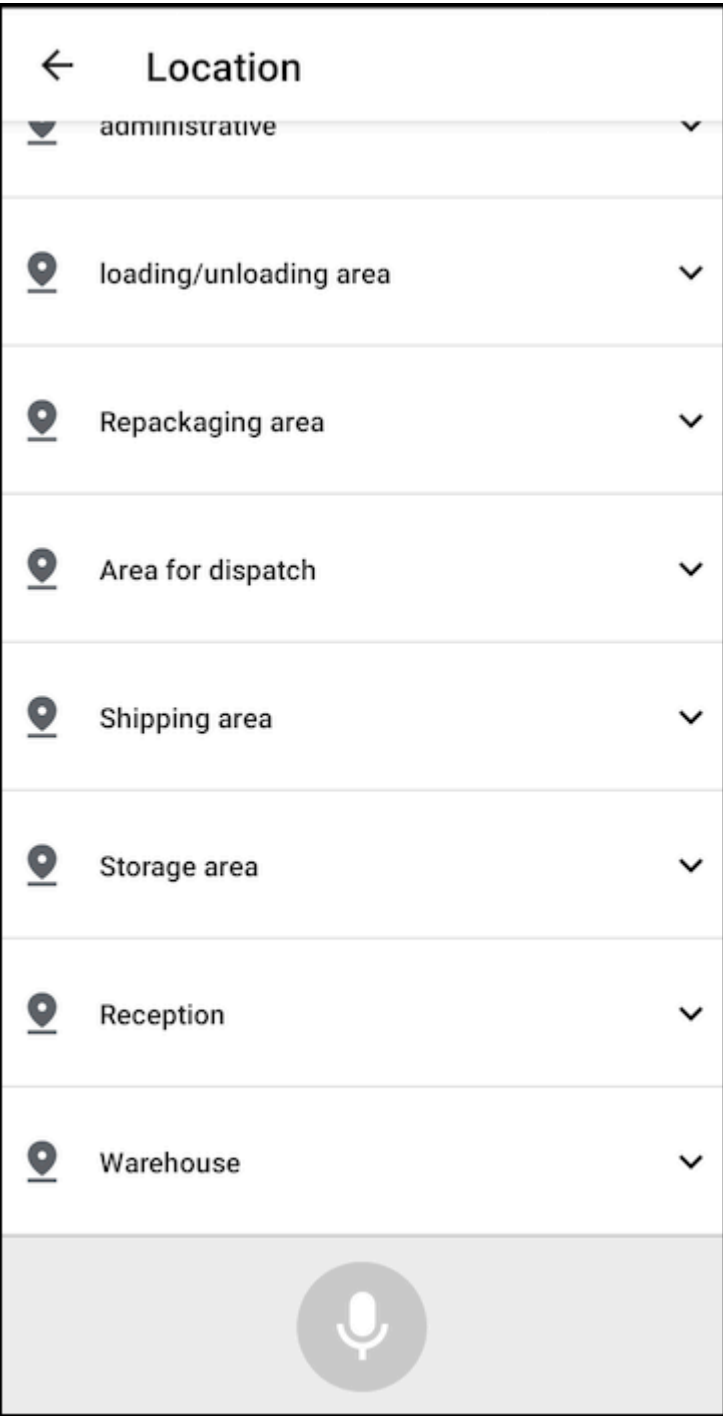
Figure 40   Expand a Location to See Users
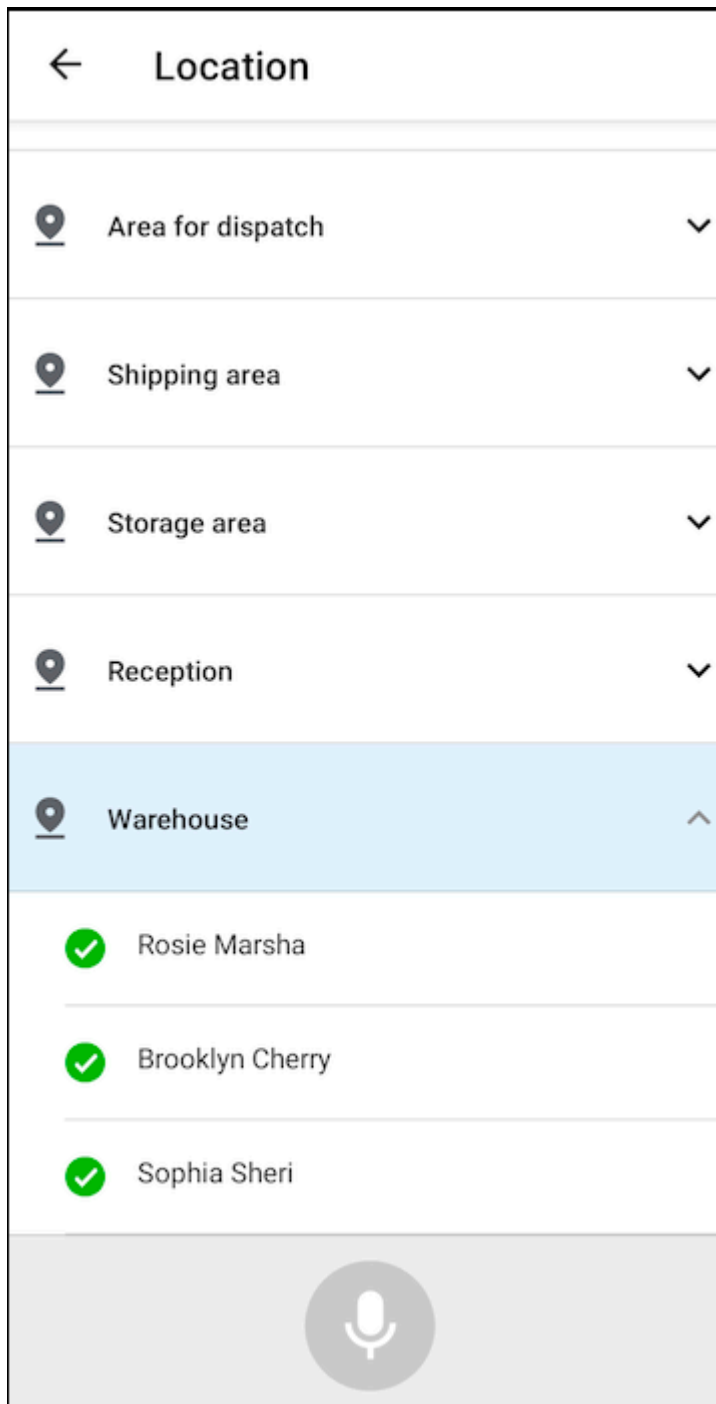
Voice Commands

Voice commands enable the user to perform tasks by speaking into the device or supported accessory.

About Voice Commands

Voice commands do not work on bring your own device (BYOD) or Zebra devices where the Push To Talk (PTT) button is unavailable or is used for other purposes.

If PTT Pro for Android and Workcloud Communication Enterprise Voice are installed on the device, both apps must have voice commands either enabled or disabled. Setting voice commands to on in one app and off in the other app may cause unexpected behavior when using voice commands.

When using a voice command to talk, message, or locate a contact and multiple entries are found, the system prompts you to make a choice. Only the first three entries are made available when using voice commands.

- If no entries are found, the system responds that the entry was not found.

- If an invalid selection is made, the system responds I do not understand.

Two beeps indicate that the system has stopped listening for voice commands. Press and release Push To Talk again to start a new voice command.

PTT Button Configuration and Function

The user can press or tap the physical PTT button on a Zebra device to initiate a PTT call to a contact, group or default callee, exit a PTT call, or invoke a voice command.

Several of these functions require that the administrator to give the user the necessary permissions and that the user configures the device.

- Default callee requires permission from the administrator of the Zebra PTT Pro Management Portal and the user selects a default callee in the **Default Callee** setting.

- Features that enable the user to double press the PTT button require that the **Enable Double Key Press Feature** is enabled.

> **NOTE:** When both voice commands and the default callee options are enabled, voice commands work only when the PTT Pro application is in the background.

See the following table for the interaction between PTT button functions.

Table 10   PTT Button Action and Result

Action	Double Key Enabled	In a Call	User or Group Selected	Result
Double Tap	Yes	Yes	NA	Exit the call.
Single Tap	NA	NA	No	Invoke voice command.
Double Tap				PTT Call to default callee.

Enabling Voice Commands

1. Tap the Navigation Drawer ☰.

2. Select **Settings** > **Voice Command Configuration**.

3. Locate the **Voice Command** setting and tap to enable.
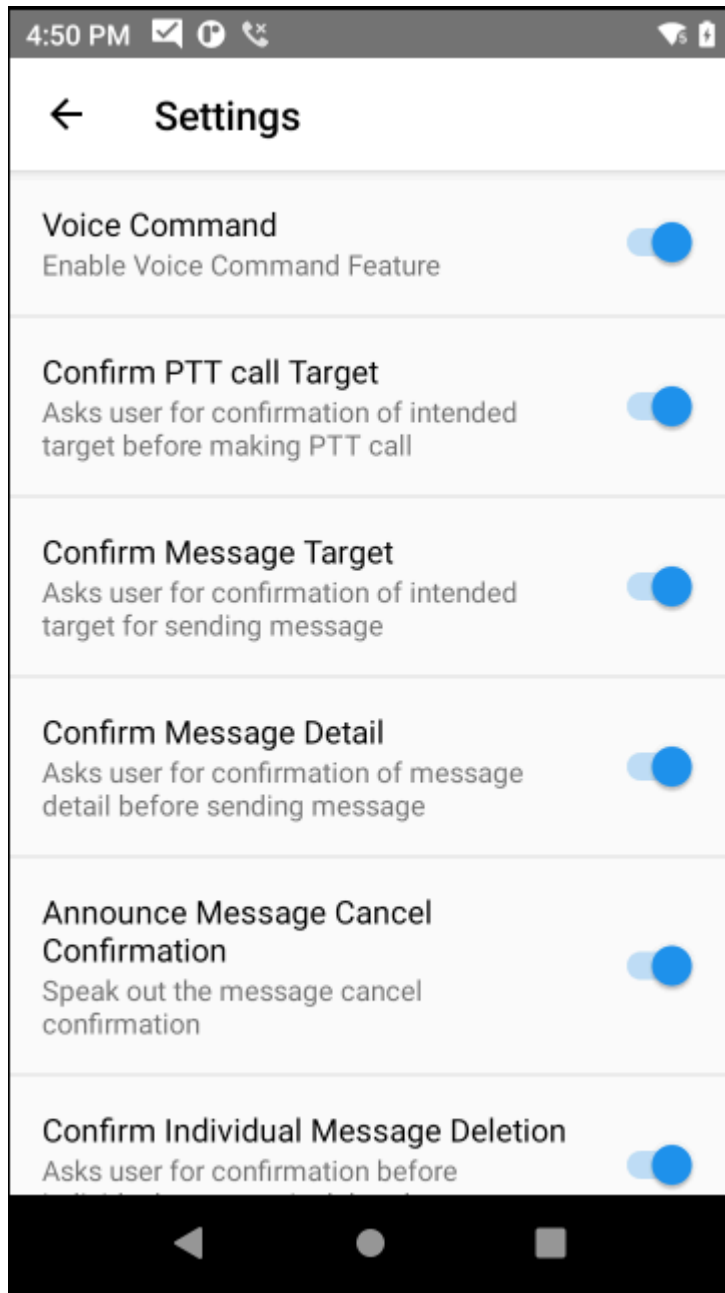
The 👤 icon indicates that Voice Commands are enabled.

Voice Command Activity Screen

PTT Pro for Android can provide visual feedback when you issue a voice command.

You can enable or disable the visual feedback with the **Enable Voice Command Help Screen** setting under **Settings** > **Voice Command Configuration**.

Figure 41   Voice Command Activity Screen
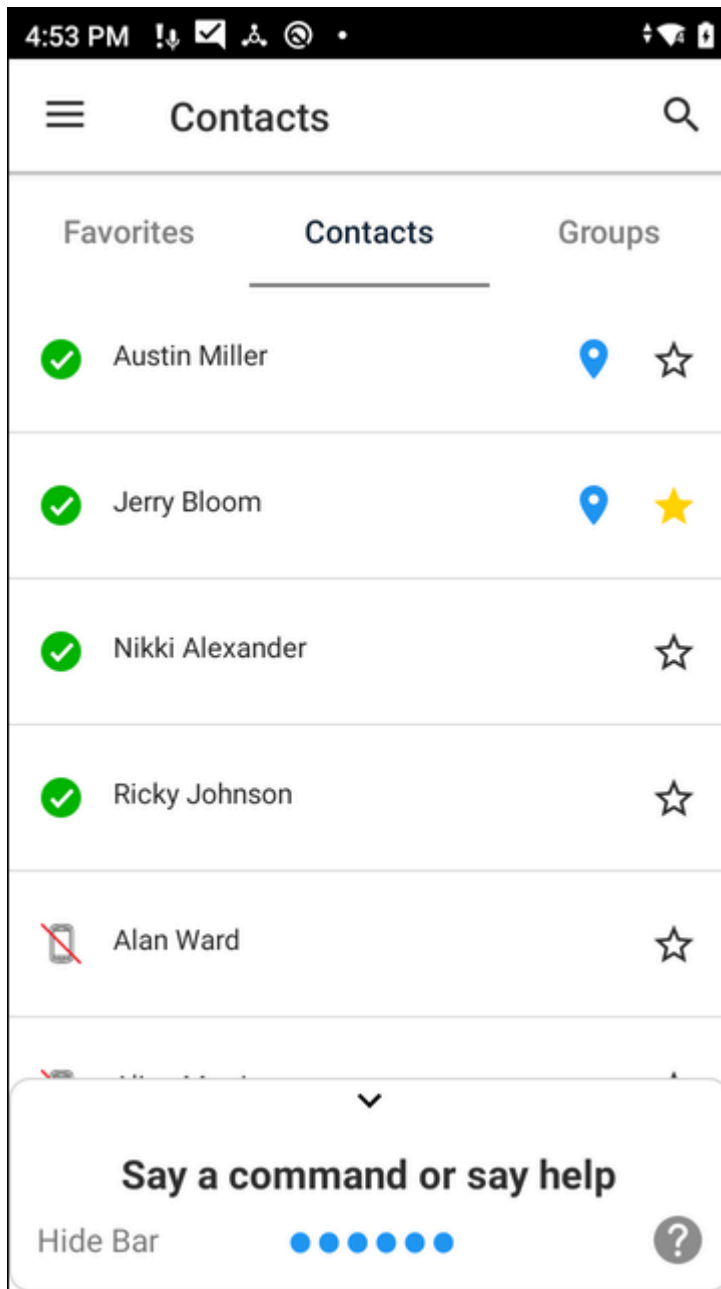
The activity screen appears when the PTT button is pressed to start a voice command.

- The activity screen waits 3 seconds for a command. The user can also say Help to hear a list of voice commands.

- The activity screen can be dismissed by tapping **Hide Bar** or pulling down on the activity screen.

- When the voice command is complete, a double beep plays, and the activity screen disappears after 3 seconds.

Supported Voice Commands

PTT Pro for Android supports voice commands to perform the following tasks:

- Locate a contact.

- Talk to a contact or group.

- Message a contact or group.

- Play and manage messages.

Locating a Contact

The user can locate a contact using the **locate**, **search**, and **where is** commands. This voice command requires the Location Area Service.

An administrator can configure voice commands to announce the name of the contact as it appears in the Contacts screen. Refer to the Workcloud Communication PTT Pro for Android Configuration Guide for more information about the `vaAnnounceBasedOnContactDisplayName` parameter.

1. Press **Push To Talk**.

2. Speak into the device: "Locate <username or FirstName LastName>".

3. The device responds "<username> or FirstName LastName> is located at <location>"

Table 11   Example Voice Command to Locate a Contact

User:	**Locate** Amanada Lopez.
Device:	Amanada Lopez is located at Hardware.
Action: The device reports the location of the contact.	

NOTE: If the user or users are offline, the voice command response is "User is offline" or "All users are offline".

Talking to a Contact, Group, or Default Callee

The user can make a PTT call using the talk to, speak to, and contact commands. If the contact, or all members of the group are offline, PTT Pro provides a voice response that `User is offline` or `All users are offline`.

User must say one of the following voice commands to make a PTT call:

- talk to

- speak to

- contact

1. Press **Push To Talk**.

2. Speak into the device:

- Talk to contact <username> or <FirstName LastName>

- Talk to group <groupname>

- Talk to default callee

- Talk to default target

3. The device responds:

- Do you want to talk to <username> or <FirstName LastName>

- Do you want to talk to group <groupname>?

- Do you want to talk to default callee <username or group name>?

4. Speak into the device: Yes

5. The device says: Talk to <username> or <FirstName LastName> or <groupname>. PTT Pro for Android displays the call idle screen.

Messaging a Contact, Group, or Default Callee

A user can send a message using the **Send message**, **Send a text**, and **chat with** commands.

1. Tap the **Contacts** or **Groups** tab.

2. Select the desired contact or group, and then tap the **Message** icon.

3. Tap 📎 .
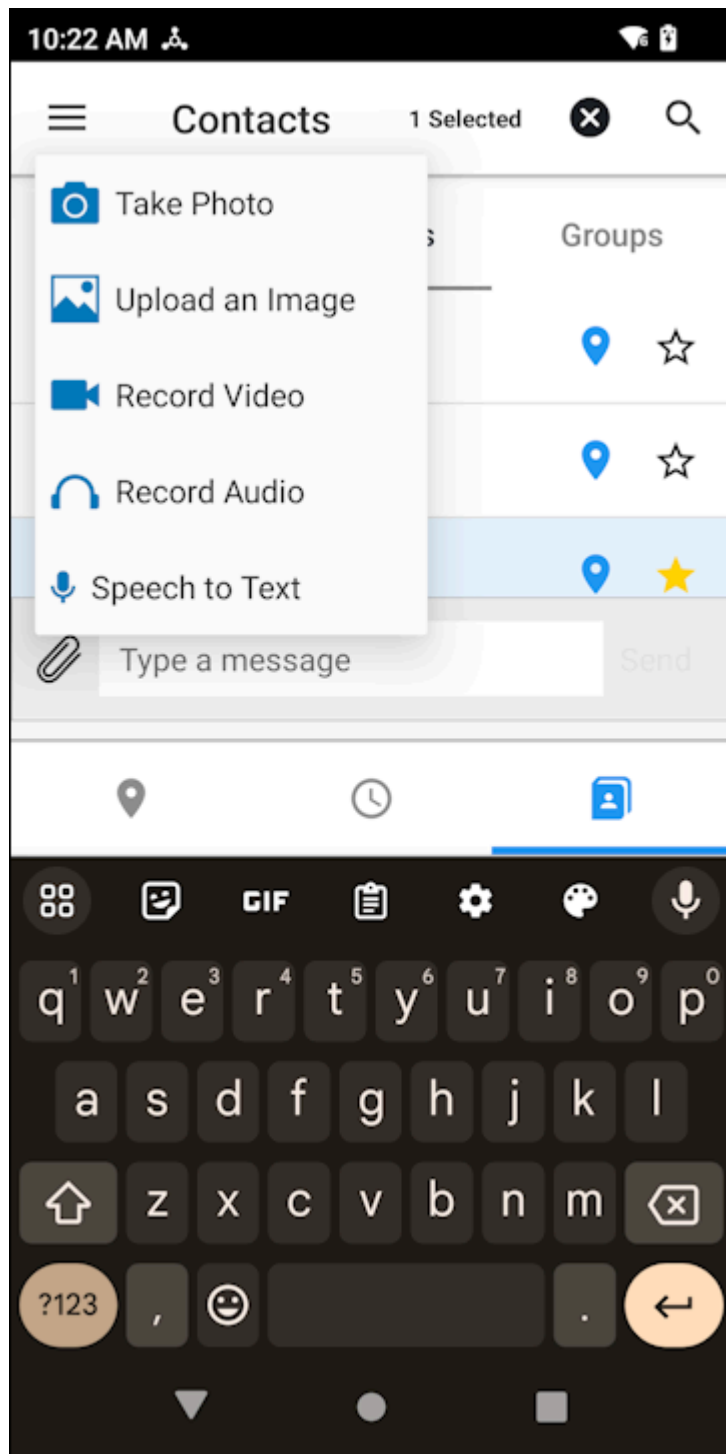
4. Tap **Speech to Text**.
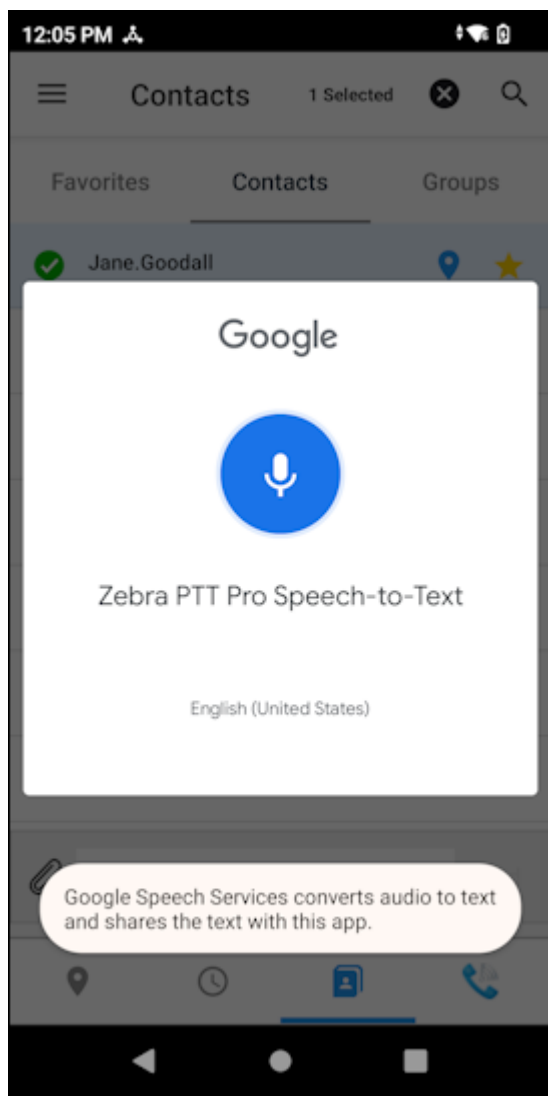
5. Speak your message.
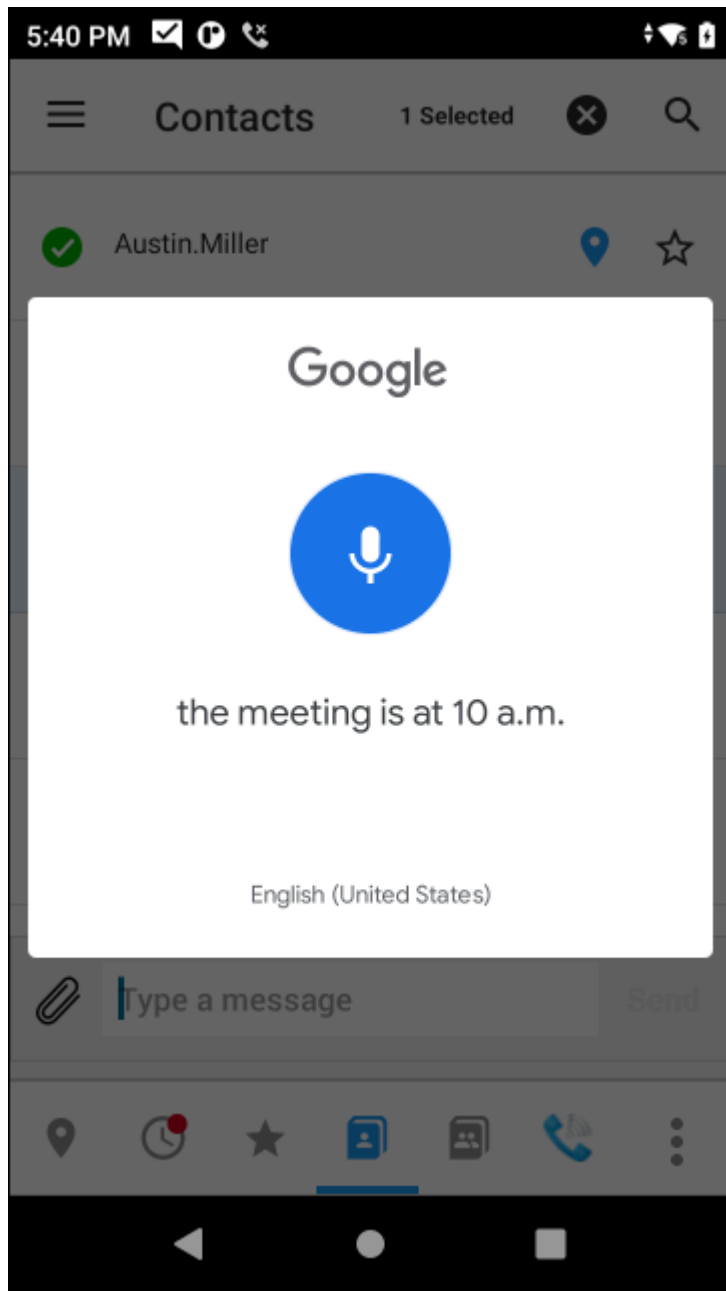
6. The recorded message is displayed in the message text box. Click **Send**.
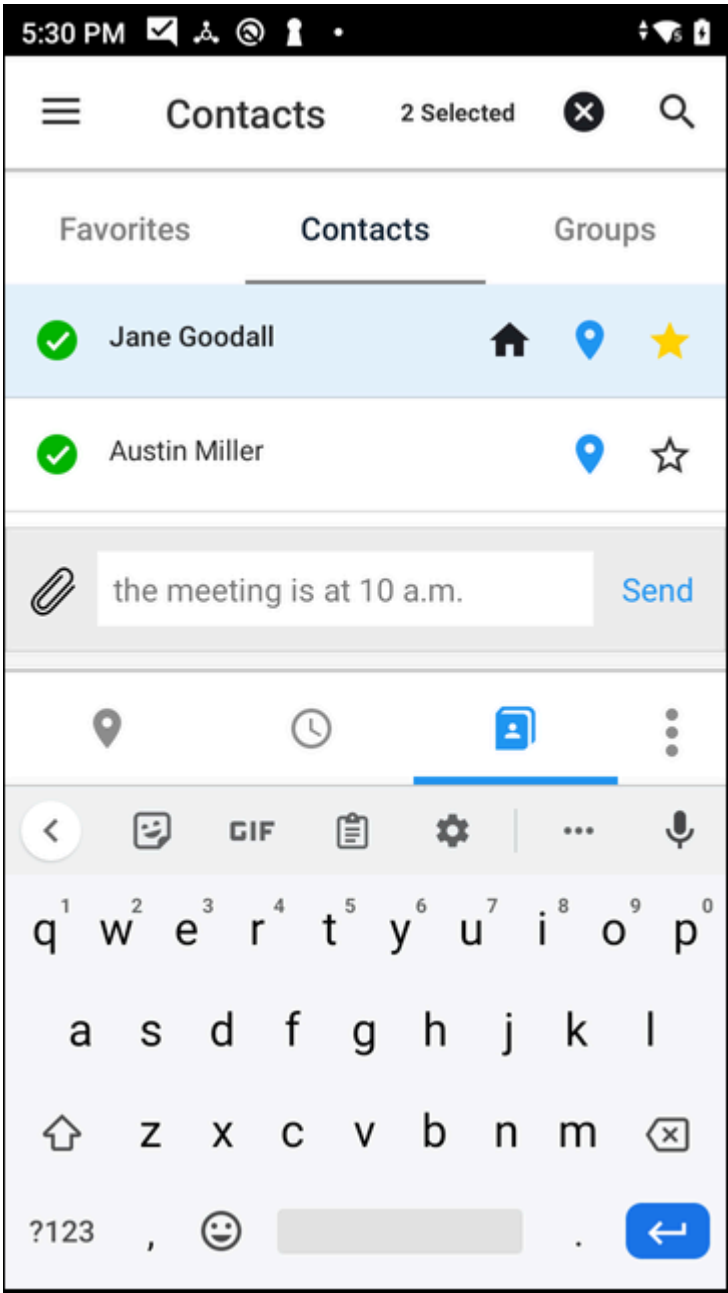
NOTE: The following examples have **Confirm Message Detail** enabled in the **Voice Command Configuration** settings.

Table 12   Example Voice Command to Message a Contact

User:	Send message to Amanda Lopez.
Device:	Do you want to message Amanda Lopez?
User:	Yes
Device:	What do you want to say?

Table 12   Example Voice Command to Message a Contact (Continued)

User:	Please come to the meeting at 10 a.m.
Device:	Do you want to message Amanda Lopez stating, "Please come to the meeting at 10am"? Say Send, Retry, or Cancel.
User:	Send.

Table 13   Example Voice Command to Text with a Group

User:	Send a text to group Area Managers.
Device:	Do you want to message to group Area Managers?
User:	Yes
Device:	What do you want to say?
User:	The meeting is at 10 a.m.
Device:	Say Send, Retry, or Cancel.
User:	Send.

Table 14   Example Voice Command to Chat with the Default Callee

User:	Chat with default callee.
Device:	Do you want to message to default callee group Electronics?
User:	Yes
Device:	What do you want to say?
User:	Customer assistance required in aisle 5.
Device:	Say Send, Retry, or Cancel.
User:	Send.
Device:	Message sent to the default callee group Electronics.

Managing Messages

The user can use voice commands to manage and play messages. Messages can include text, audio, and video. The messages are read from oldest to newest.

- Play messages.
  - Read messages.
  - Read my messages.
- Play my unread messages.
  - Read my unread messages.
  - Read my new messages.
  - Play new messages.
  - Play my new messages.

- Skip

    - Replay an unread message.

    - Delete an unread message.

    - List the number of unread messages.

    - List the number of messages and conversations.

    - Delete all conversations.

NOTE: Voice commands to play and manage messages are not available when the device is locked. When the device is locked and the user invokes a restricted command, the device responds with the message "This feature is not available when the device is locked" and two beeps. Two beeps indicate that the device is no longer listening for voice commands.

After listening to an unread message, the user can replay or delete the message, listen to the next unread message, skip the next message, or quit.

Table 15   Example Voice Command to Play Messages

User:	Play my messages.
Device:	Plays all messages, from oldest to newest. After playing the last message, the device says No more messages to play followed by a double beep.

Table 16   Example Voice Command to Play and Delete Unread Messages

User:	Play my unread messages.
Device:	Message received from Amanda Lopez. Message is customer assistance is required at Electronics.
User:	Next.
Device:	Message received from Robert Brown. Message is curbside pickup at parking number 3.
User:	Skip.
Device	Message received from Robert Brown. Message is curbside pickup at parking number 3.
User:	Delete.
Device:	Are you sure you want to delete the message?
User:	Yes.
Device:	Message deleted. Next Message or Quit?
User:	Quit.

Table 17   Example Voice Command for Listing Number of Messages

User:	How many messages do I have?.
Device:	You have 2 conversations and 5 messages.

Table 18   Example Voice Command for Listing Number of Unread Messages

User:	How many unread messages do I have?.
Device:	You have 2 conversations and 5 unread messages.

Table 19   Example Voice Command for Deleting All Messages

User:	Delete all my messages.
Device:	Are you sure you want to delete all of the messages?
User:	Yes.
Device:	All text messages have been deleted.

Table 20   Example Voice Command for Removing Conversations

User:	Remove all conversations.
Device:	Are you sure you want to remove all conversations?
User:	Yes.
Device:	All the conversations have been removed.

Localized Voice Commands

When the device language is set to a supported language, PTT Pro for Android uses that language to receive and respond to voice commands.

Supported languages for voice commands include:

- Czech
- Dutch
- French
- French Canadian
- German
- Hungarian
- Italian
- Polish
- Russian
- Slovak
- Spanish
- Swedish

Czech Voice Commands

When the device language is set to Czech, PTT Pro for Android uses Czech to receive and respond to voice commands.

Locate Contact

Czech Command	Action
Lokalizovat	Locate contact.
Malézt	Find contact.
Kde	Where is contact?

NOTE: These commands require the Location Area Service

Talk to Contact, Group, or Default Callee

Czech Command	Action
Hovor	Make a PTT call to a contact.
Mluvit s	
Hovořit s výchozím volaným	Make a PTT call to default callee.
Hovořte so skupinou	Make a PTT call to a group.
Hovořit s výchozí volanou skupinou	Make a PTT call to default callee group.

Message a Contact or Group

Czech Command	Action
Zpráva pro	Send message to contact.
Text pro	
Zprávu do skupiny	Send message to group.
Text do skupiny	

Manage Messages

Czech Command	Action
Kolik mám zpráv	Report the total number of messages.
Počet zpráv	
Kolik mám nepřečtených zpráv	Report the number of unread messages.
Počet nepřečtených zpráv	
Přehrát nepřečtené zprávy	Play unread messages.
Přehrát moje nepřečtené zprávy	
Nejprve přehrát nové zprávy	Play newest message first.
Nejdříve přehrajte nejnovější zprávy	
Smazat všechny zprávy	Delete all messages.

Czech Command	Action
Smazat všechny konverzace	Delete all conversations.

Dutch Voice Commands

When the device language is set to Dutch, PTT Pro for Android uses Dutch to receive and respond to voice commands.

Locate Contact

Dutch Command	Action
Bevind zich	Locate contact.
Vind	Find contact.
Waar	Where is contact?

NOTE: These commands require the Location Area Service.

Talk to a Contact, Group, or Default Callee

Dutch Command	Action
Praten met	Make a PTT call to a contact.
Bellen	
Praat met standaard aangeroepen	Make a PTT call to the default callee.
Praat met de groep	Make a PTT call to a group.
Praat met een groep	
Praat met de standaard aangeroepen groep	Make a PTT call to the default callee group.

Message a Contact or Group

Dutch Command	Action
Bericht naar	Send a message to a contact.
Sms naar	
Bericht aan groep	Send a message to a group.
Tekst naar groep	

Manage Messages

Dutch Command	Action
Hoeveel berichten heb ik	Report the total number of messages.
Aantal berichten	
Hoeveel ongelezen berichten heb ik	Report the number of unread messages.
Aantal ongelezen berichten	
Speel mijn ongelezen berichten	Play unread messages.

Dutch Command	Action
Ongelezen berichten afspelen	
Speel nieuwe berichten eerst af	Play newest message first.
Speel de nieuwste berichten eerst af	
Verwijder alle berichten	Delete all messages.
Verwijder alle conversaties	Delete all conversations.

French Voice Commands

When the device language is set to French, PTT Pro for Android uses French to receive and respond to voice commands.

Locate Contact

French Command	Action
Localiser	Locate a contact.
Trouver	Find a contact.
Où	Where is contact?

NOTE: These commands require the Location Area Service.

Talk to Contact, Group, or Default Callee

French Command	Action
Appel	Make a PTT call to a contact.
Parler à	
Parler à l'appelé par défaut	Make a PTT call to default callee.
Parler à un groupe	Make a PTT call to a group.
Parler au groupe	
Parler au groupe d'appels par défaut	Make a PTT call to the default callee group.

Message a Contact or Group

French Command	Action
Message à	Send message to contact.
Envoyer un SMS à	
Message au groupe	Send message to group.
Texte au groupe	

Manage Messages

French Command	Action
Combien de messages ai-je	Report the total number of messages.

French Command	Action
Nombre de messages	
Combien de messages non lus ai-je	Report the total number of unread messages.
Nombre de messages non lus	
Lire mes messages non lus	Play unread messages.
Lire les messages non lus	
Lire d'abord les nouveaux messages	Play newest message first.
Lire les messages les plus récents en premier	
Supprimer tous les messages	Delete all messages.
Supprimer toutes les conversations	Delete all conversations.

French Canadian Voice Commands

When the device language is set to French Canadian, PTT Pro for Android uses French Canadian to receive and respond to voice commands.

Locate Contact

Command	Action
localiser	Locate a contact.
trouver	Find a contact.
où	Where is contact?

NOTE: These commands require the Location Area Service.

Talk to a Contact, Group, or Default Callee

French Canadian Command	Action
Parler à	Make a PTT call to a contact.
Contact	
Parler à la personne identifiée par défaut	Make a PTT call to default callee.
Parler à un groupe	Make a PTT call to a group.
Contacterun groupe	
Parler au groupe d'appels par défaut	Make a PTT call to default callee group.

Message a Contact or Group

French Canadian Command	Action
Envoyer un message	Send a message to a contact.
Envoyer un texto a	
Parler à	
Envoyer un message de groupe	Send a message to a group.

French Canadian Command	Action
Envoyer un message au groupe	

Manage Messages

French Canadian Command	Action
Combien ai-je de messages	Report the total number of messages.
Nombre de messages	
Combien de messages non lus ai-je	Report the number of unread messages.
Combien de messages non lus	
Nombre de messages non lus	Play unread messages.
Lire mes messages non lus	
Lire non lu	
Lire d'abord les nouveaux messages	Play newest message first.
Lire les messages les plus récents en premier	
Supprimer tous les messages	Delete all messages.
Supprimer toutes les conversations	Delete all conversations.

German Voice Commands

When the device language is set to German, PTT Pro for Android uses German to receive and respond to voice commands.

Locate Contact

German Command	Action
Lokalisieren	Locate a contact.
Finden	Find a contact.
Wo	Where is contact?

NOTE: These commands require the Location Area Service.

Talk to a Contact, Group, or Default Callee

German Command	Action
Anruf	Make a PTT call to a contact.
Reden mit	
Sprechen sie mit dem standard-angerufenen	Make a PTT call to default callee.
Sprich mit der gruppe	Make a PTT call to a group
Sprich mit einer gruppe	
Sprechen sie mit der standard-angerufenengruppe	Make a PTT call to default callee group.

Message a Contact or Group

German Command	Action
Nachricht an	Send a message to a contact.
Text an	
Nachricht an die gruppe	Send a message to a group.
Zu gruppierender text	

Manage Messages

German Command	Action
Wie viele nachrichten habe ich?	Report the total number of messages.
Anzahl der ungelesenen nachrichten	
Wie viele ungelesene nachrichten habe ich?	Report the total number of unread messages.
Anzahl der ungelesenen nachrichten	
Spiele meine ungelesenen nachrichten ab	Play unread messages.
Ungelesene nachrichten abspielen	
Spielen sie zuerst neue nachrichten ab	Play newest message first.
Spielen sie zuerst die neuesten nachrichten ab	
Alle nachrichten löschen	Delete all messages.
Löschen sie alle gespräche	Delete all conversations.

Hungarian Voice Commands

When the device language is set to Hungarian, PTT Pro for Android uses Hungarian to receive and respond to voice commands.

Locate Contact

Hungarian Command	Action
Keresd meg	Locate contact.
Megtalál	Find contact.
Hol	Where is contact?

NOTE: These commands require the Location Area Service.

Talk to a Contact, Group, or Default Callee

Hungarian Command	Action
Hívás	Make a PTT call to a contact.
Beszélni valakihez	
Beszéljen alapértelmezettszeméllyel	Make a PTT call to default callee.
Beszélj a csoporttal	Make a PTT call to a group.

Hungarian Command	Action
Beszélj egy csoporttal	
Beszéljen az alapértelmezett csoporttal	Make a PTT call to default callee group.

Message a Contact or Group

Hungarian Command	Action
üzenetet	Send a message to a contact.
Szöveget	
üzenet a csoportnak	Send a message to a group.
szöveges üzenet csoportnak	

Manage Messages

Hungarian Command	Action
hány üzenetem van?	Report the number of messages.
üzenetek száma	
hány olvasatlan üzenetem van?	Report the number of unread messages.
olvasatlan üzenetek száma	
lejátszani az olvasatlan üzeneteimet	Play unread messages.
olvasatlan üzeneteket játszhat le	
törölje az összes üzenetet	Delete all messages.
törölje az összes beszélgetést	Delete all conversations.

Italian Voice Commands

When the device language is set to Italian, PTT Pro for Android uses Italian to receive and respond to voice commands.

Locate Contact

Italian Command	Action
Individuare	Locate contact.
Trova	Find contact.
Dove	Where is contact?

NOTE: These commands require the Location Area Service.

Talk to a Contact, Group, or Default Callee

Italian Command	Action
Chiamata	Make a PTT call to a contact.
Parlare a	

Italian Command	Action
Parlare con il chiamato predefinito	Make a PTT call to default callee.
Parla al gruppo	Make a PTT call to a group.
Parlare a un gruppo	
Parlare con il gruppo chiamato predefinito	Make a PTT call to default callee group.

Message a Contact or Group

Italian Command	Action
Messaggio a	Send a message to a contact.
Testo a	
Messaggio al gruppo	Send a message to a group.
Testo al gruppo	

Manage Messages

Italian Command	Action
Quanti messaggi ho	Report the total number of messages.
Numero di messaggi	
Quanti messaggi non letti ho	Report the number of unread messages.
Numero di messaggi non letti	
Riproduci i miei messaggi non letti	Play unread messages.
Riprodurre messaggi non letti	
Riprodurre prima i nuovi messaggi	Play newest message first.
Riprodurre prima i messaggi più recenti	
Elimina tutti i messaggi	Delete all messages.
Elimina tutte le conversazioni	Delete all conversations.

Polish Voice Commands

When the device language is set to Polish, PTT Pro for Android uses Polish to receive and respond to voice commands.

Locate Contact

Polish Command	Action
Zlokalizować	Locate contact.
Odnaleźć	Find contact.
Gdzie	Where is contact?

NOTE: These commands require the Location Area Service.

Talk to a Contact, Group, or Default Callee

Polish Command	Action
Połączenie	Make a PTT call to a contact.
Rozmawiać z	
Porozmawiaj z domyślnym rozmówcą	Make a PTT call to default callee.
Porozmawiaj z grupą	Make a PTT call to a group.
Naciśnij, aby porozmawiać z grupą	
Porozmawiaj z domyślną grupą	Make a PTT call to default callee group.

Message a Contact or Group

Polish Command	Action
Wiadomość do	Send message to a contact.
Tekst do	
Wiadomość do grupy	Send message to a group.
Tekst do grupy	

Manage Messages

Polish Command	Action
Ile mam wiadomości	Report the total number of messages.
Liczba wiadomoścl	
ile mam nieprzeczytanych wiadomości	Report the number of unread messages.
Počet neprečítaných správ	
Odtwórz moje nieprzeczytane wiadomości	Play unread messages.
Odtwórz nieprzeczytane wiadomości	
Odtwórz najpierw nowe wiadomości	Play newest message first.
Odtwórz najpierw najnowsze wiadomości	
Usuń wszystkie wiadomości	Delete all messages.
Usuń wszystkie rozmowy	Delete all conversations.

Russian Voice Commands

When the device language is set to Russian, PTT Pro for Android uses Russian to receive and respond to voice commands.

Locate Contact

Russian Command	Action
найти	Locate contact.
находить	Find contact.
где	Where is contact?

NOTE: These commands require the Location Area Service.

Talk to a Contact, Group, or Default Callee

Russian Command	Action
вызов	Make a PTT call to a contact.
говорить с	
поговорить с вызываемым по умолчанию	Make a PTT call to default callee.
поговорить с группой	Make a PTT call to a group.
нажмите, чтобы поговорить с группой	
поговорить с группой вызываемых по умолчанию	Make a PTT call to default callee group.

Message a Contact or Group

Russian Command	Action
сообщение	Send a message to a contact.
текст на	
сообщение группе	Send a message to a group.
текст для группы	

Manage Messages

Russian Command	Action
сколько сообщений у меня	Report the total number of messages.
количество сообщений	
сколько у меня непрочитанных сообщений	Report the number of unread messages.
количество непрочитанных сообщений	
воспроизвести мои непрочитанные сообщения	Play unread messages.
воспроизводить непрочитанные сообщения	
сначала воспроизвести новые сообщения	Play the newest message first.
сначала воспроизвести новейшие сообщения	
удалить все сообщения	Delete all messages.
удалить все разговоры	Delete all conversations.

Slovak Voice Commands

When the device language is set to Slovak, PTT Pro for Android uses Slovak to receive and respond to voice commands.

Locate Contact

Slovak Command	Action
Lokalizovať	Locate contact.
Nájsť	Find contact.
Kde	Where is contact?

NOTE: These commands require the Location Area Service.

Talk to a Contact, Group, or Default Callee

Slovak Command	Action
Hovor	Make a PTT call to a contact.
Rozprávať s	
Hovoriť s predvoleným volaným	Make a PTT call to default callee.
Hovorte so skupinou	Make a PTT call to a group.
Push to talk so skupinou	
Hovoriť s predvolenou volanou skupinou	Make a PTT call to default callee group.

Message a Contact or Group

Slovak Command	Action
Správa pre	Send a message to a contact.
Text pre	
Správa pre skupinu	Send a message to a group.
Text pre skupinu	

Manage Messages

Slovak Command	Action
Koľko mám správ	Report the total number of messages.
Počet správ	
Koľko mám neprečítaných správ	Report the number of unread messages.
Počet neprečítaných správ	
Prehrať moje neprečítané správy	Play unread messages.
Prehrať neprečítané správy	
Najskôr prehrať nové správy	Play newest message first.
Najskôr prehrať najnovšie správy	

Slovak Command	Action
Vymazať všetky správy	Delete all messages.
Vymazať všetky konverzácie	Delete all conversations.

Spanish Voice Commands

When the device language is set to Spanish, PTT Pro for Android uses Spanish to receive and respond to voice commands.

Locate Contact

Spanish Command	Action
Localizar	Locate contact.
Encontrar	Find contact.
Dónde	Where is contact?

NOTE: These commands require the Location Area Service.

Talk to a Contact, Group, or Default Callee

Spanish Command	Action
Llamada	Make a PTT call to a contact.
Hablar con	
Hablar con el destinatario predeterminado	Make a PTT call to default callee.
Hablar con el grupo	Make a PTT call to a group.
Hablar con un grupo	
Hablar con el grupo de destinatarios predeterminado	Make a call to default callee group.

Message a Contact or Group

Spanish Command	Action
Mensaje para	Send a message to a contact.
Texto a	
Mensaje al grupo	Send a message to a group.
Texto al grupo	

Manage Messages

Spanish Command	Action
Cuantos mensajes tengo	Report the total number of messages.
Número de mensajes	
Cuántos mensajes no leídos tengo	Report the number of unread messages.
Número de mensajes no leídos	

Spanish Command	Action
Reproducir mis mensajes no leídos	Play unread messages.
Reproducir mensajes no leídos	
Reproducir mensajes nuevos primero	Play newest message first.
Reproducir los mensajes más nuevos primero	
Borrar todos los mensajes	Delete all messages.
Eliminar todas las conversaciones	Delete all conversations.

Swedish Voice Commands

When the device language is set to Swedish, PTT Pro for Android uses Swedish to receive and respond to voice commands.

Locate Contact

Swedish Command	Action
Lokalisera	Locate contact.
Hitta	Find contact.
Var	Where is contact.

NOTE: These commands require the Location Area Service.

Talk to a Contact, Group, or Default Callee

Swedish Command	Action
Ring upp	Make a PTT call to a contact.
Prata med	
Prata med standardcalle	Make a PTT call to default callee.
Prata med gruppen	Make a PTT call to a group.
Prata med en grupp	
Prata med standardgrupp	Make a PTT call to a default callee group.

Message a Contact or Group

Swedish Command	Action
Meddelande till	Send a message to a contact.
Text till	
Meddelande till gruppen	Send a message to a group.
Text till grupp	

Manage Messages

Swedish Command	Action
Hur många meddelanden har jag	Report the total number of messages.
Antal meddelanden	
Hur många olästa meddelanden har jag	Report the total number of unread messages.
Antal olästa meddelanden	
Spela mina olästa meddelanden	Play unread messages.
Spela olästa meddelanden	
Spela upp nya meddelanden först	Play newest message first.
Spela de senaste meddelandena först	
Radera alla meddelanden	Delete all messages.
Ta bort alla konversationer	Delete all conversations.

Voice Command Error Conditions

PTT Pro for Android provides feedback when a voice command is not available or another error condition occurs.

Table 21   Voice Command Error Conditions

Error Condition	PTT Pro for Android Response	Description
The user gives the voice command Call John.	Calling is not available, would you like to talk to John instead?	The user provides a voice command when only PTT Pro for Android is installed on the device.
The user gives an invalid voice command but a valid user name.	Invalid voice command. Would you like to talk to John instead?	When the user provides an invalid command but a correct user name, PTT Pro for Android suggests the talk voice command.
The user does not receive a response from the device when initiating a PTT call.	Voice permissions must be enabled to use this feature. Please check with your administrator.	The user must provide permission for PTT Pro for Android to access the microphone.
The user gives a command that PTT Pro for Android does not understand.	Sorry. I didn't get that.	This issue can occur when the user is in a noisy environment or the audio is too soft for the Android Speech Recognizer to work properly.

Worker Duress and Drop Detect

Staff safety is a priority for mobile workers dealing with the public or handling money. Whether in healthcare, retail, field mobility, or warehouse, staff may find themselves in unpredictable situations, often alone.

Worker Duress enables a site manager to enable their staff to raise an alert through their mobile device when in duress or panic situations. The alert, sent to designated people, shows physical presence information about the affected staff seeking help. Once notified, the designated recipients can arrange for help.

The Worker Duress feature is integrated with PTT Pro for Android, which initiates an alert to members of a PTT Pro group when the designated key is pressed.

The PTT Pro client registers and listens for the intent associated with a specific button and initiates an alert whenever the intent is triggered. When the alert is triggered, recipients of the alert can respond with a PTT call to the initiator to validate duress and obtain additional information.

In addition to generating alerts triggered by a specific button, Worker Duress can also generate alerts triggered by the Drop Detection device feature.

Requirements and Configuration for Worker Duress

Worker Duress and Drop Detect require that this feature is enabled in the PTT Pro for Android client and that the client is configured to initiate an alert.

- PTT Pro for Android version 3.3.10134 or later.

- The Worker Duress feature is enabled using JSON parameters specified in the `WFCPTTProDefault.json` file. Refer to the Workcloud Communication PTT Pro for Android Configuration Guide for information about the JSON configuration.

- This intent to initiate a Worker Duress Alert is described in the Workcloud Communication PTT Pro for Android Programmer Guide.

- PTT Pro for Android running on Android 10 or later prompts the user to provide system-level Do Not Disturb (DnD) access. See System-Level DnD Permissions and Behavior for more information regarding the interaction between the PTT Pro for Android and Android DnD.

Stage Now and MX Deployment

Stage Now is required to map a key or sensor to an intent.

Use a Stage Now Profile to map to the Worker Duress alert. Define the intent and the key to trigger the intent. This can be done in a variety of ways and further definition is beyond the scope of this document.

Shown below is an example of the Rear Button key provisioning document. Other keys on the device can be mapped as needed.

```
<characteristic version="10.2" type="Intent">
<parm name="Mode" value="2" />
<parm name="KeyIdentifier" value="REAR_BUTTON" />
<parm name="KeepDeviceAwake" value="false" />
<parm name="Action3" value="Broadcast" />
<parm name="ActionName" \
value="com.symbol.wfc.pttpro.FREE_FALL_STATE_MANUALLY_TRIGGERED" />
<parm name="Package" value="com.symbol.wfc.pttpro" />
<characteristic type="Extra">
<parm name="ExtraType" value="boolean" />
<parm name="ExtraName" value="FreeFallState" />
<parm name="ExtraValue" value="true" />
</characteristic>
</characteristic>
```

Worker Duress Feature Workflow

The Worker Duress feature is integrated with the PTT Pro for Android client. This feature works only if enabled as defined in the JSON file.

Sending a Duress Alert

When a user sends an alert, the countdown screen shown in the following figure displays on the device. The user can request help before the timer elapses by touching **Get Help** or cancel the alert by touching **I don't need help**. The Duress Alert chime is heard for the duration of the countdown.

Figure 42 Duress Countdown Screen
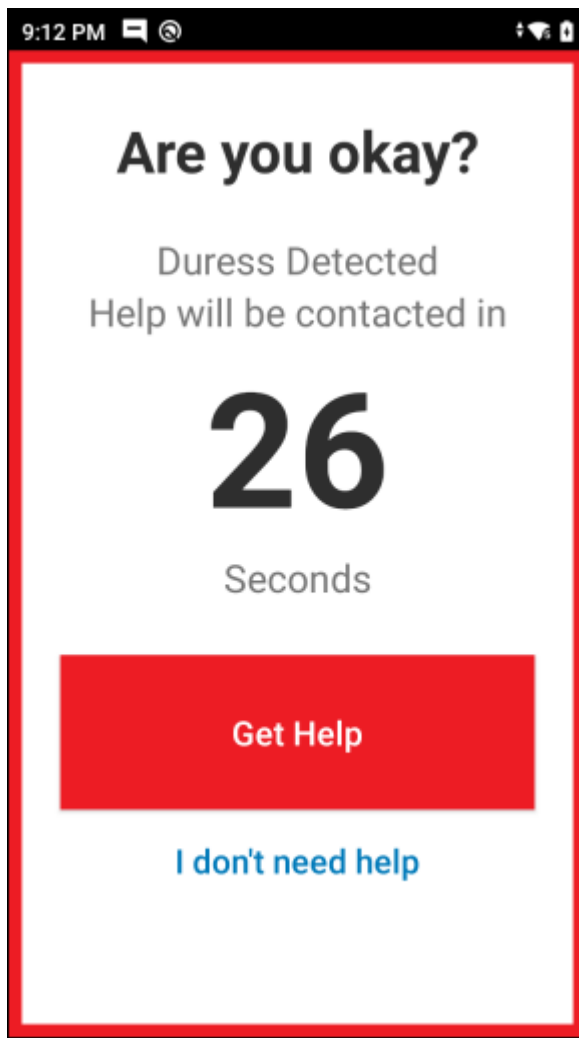
When the countdown expires, the Duress alert is sent to the recipients and the **Request Help** screen, shown in the following figure, displays on the device. The Duress Alert chime stops when the countdown expires.

Figure 43   Request Help Screen
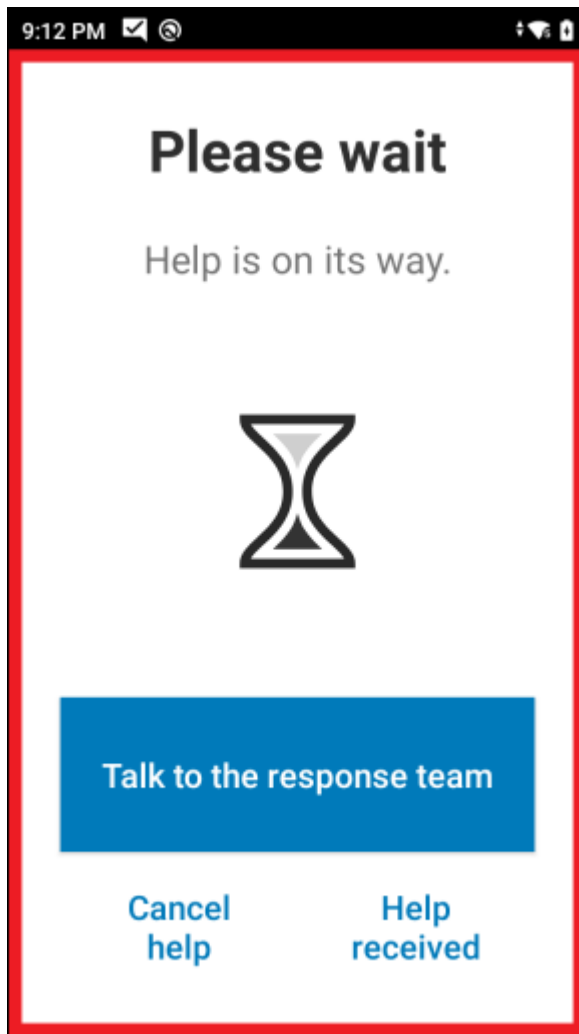
The user can initiate a PTT call to the alert recipient or recipients by touching **Talk to the response team**. After the user leaves the call, the device returns to the **Request Help** screen.

The **Request Help** screen displays on the device until the user touches **Cancel help** or **Help received**. The **Cancel help** button sends a message to the recipients indicating that help is no longer needed, and the device returns to the main PTT Pro screen.

Receiving a Duress Alert

Recipients receive the Duress alert as a new message in the PTT Pro for Android client.

Figure 44   Recent Screen with Duress Message
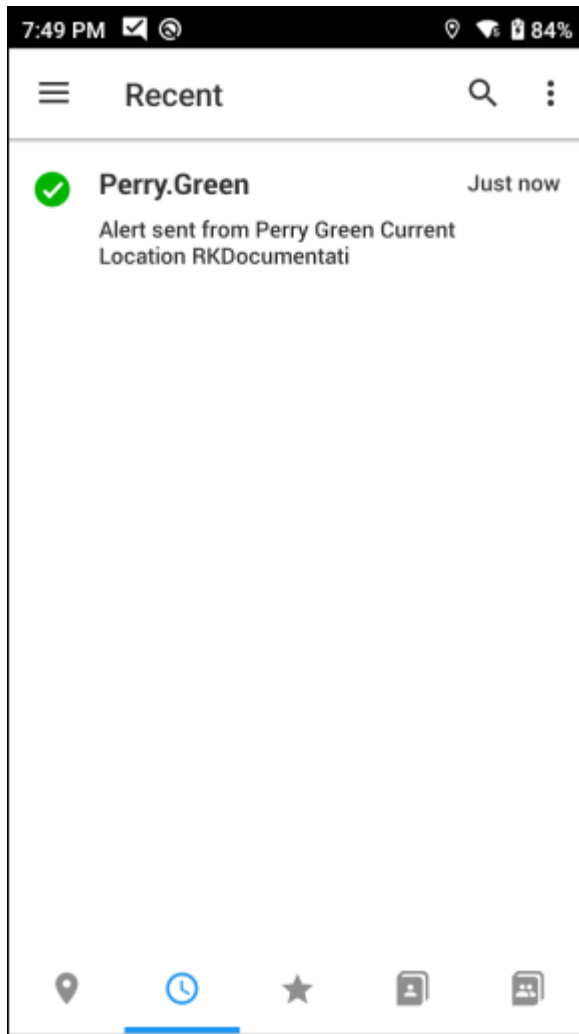
Recipients can open the message to view additional details regarding the alert, as shown in the following figure:

Figure 45   Contents of a Duress Message
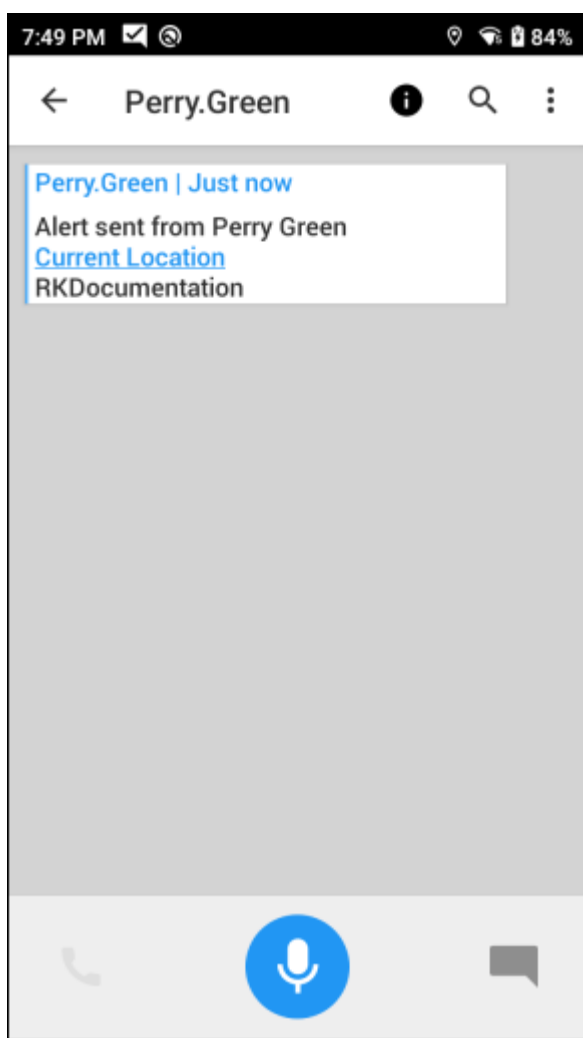
The Duress message can include the following information:

Table 22   Duress Message Contents

Message Field	Description
Default message	Configured through the `drop_detection_default_text_message` parameter. The message is optional.
Alert sent from <user_name>	Name of the user that initiated the alert.
Current Location	A link to the longitude and latitude of the device in Google Maps. This requires that GPS and location services are enabled.
Department Name	Name of the PTT Pro department. Note that departments can be associated to create a larger recipient audience.
Access Point Name	The name of the access point to which the device is connected. This requires Location Area Service.

A recipient can make a PTT call to the alert initiator from the message. The initiator and all active recipients can communicate as many times as necessary. The alert initiator's screen returns to the Request Help screen.

Figure 46 PTT Call from Duress Message
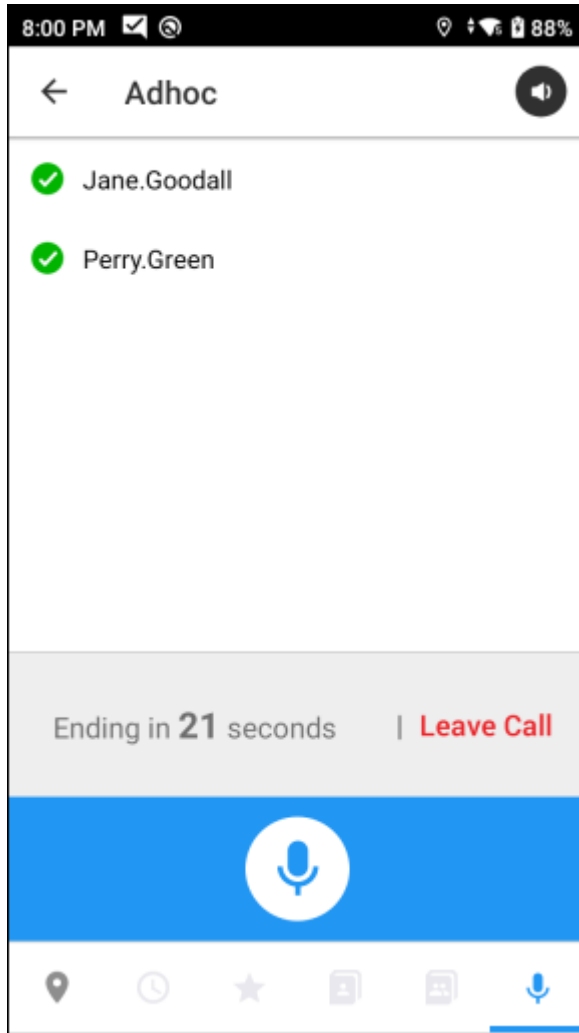
Duress and Do Not Disturb

Worker Duress and Drop Detect override the setting of Do Not Disturb (DnD) in the PTT Pro for Android client.

When a duress or drop-detect alert is initiated, as shown in the Duress Countdown Screen, DnD is enabled in PTT Pro for Android, regardless of the previous DnD state. If the user selects **I don't need help**, DnD returns to its previous state.

Figure 47   Duress Countdown Screen
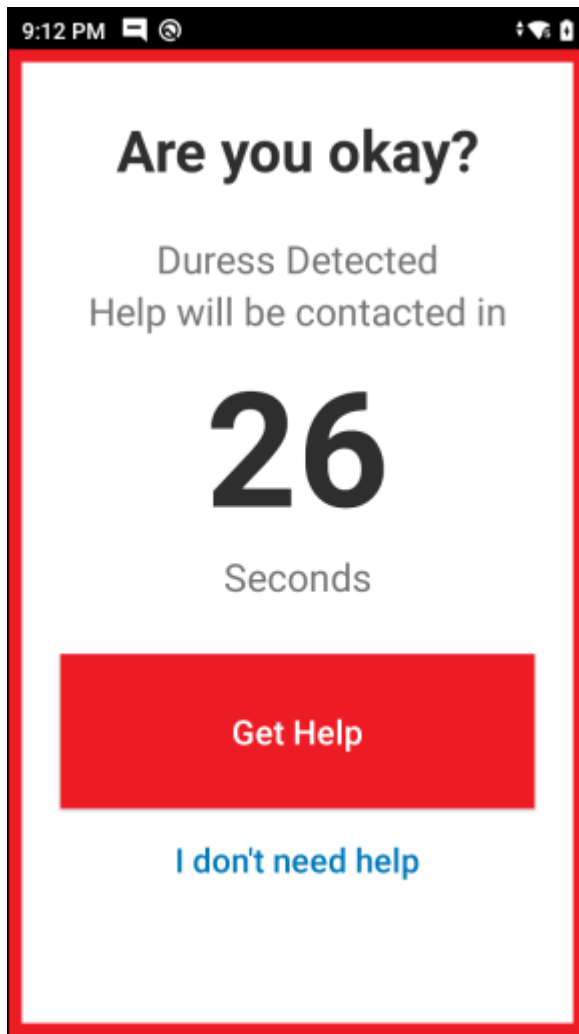
If the user requests help, as shown in the Request Help Screen, DnD is disabled in PTT Pro for Android, regardless of its previous state. After the alert is resolved, DnD remains disabled, and the user must enable DnD if needed.

Figure 48   Request Help Screen
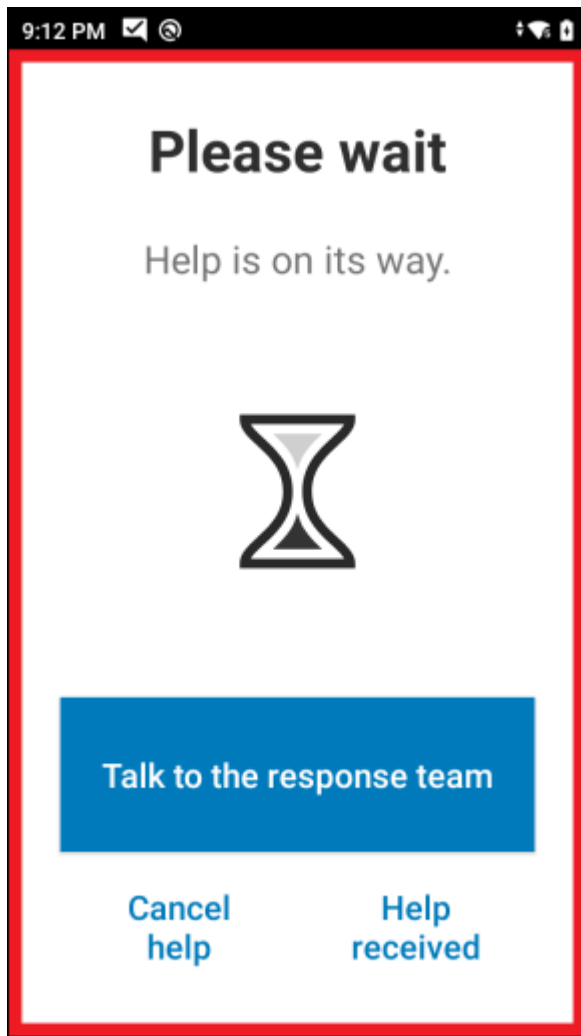
Device Settings

This chapter provides information on device settings such as application, sound settings, and account information. If enabled in the Workcloud Communication PTT Pro Management Portal, certain settings are available on the client device.

User Account Information

The About screen provides user information including the customer and department names, the device type and app version, and the messaging service.

1. Tap ☰ to open the navigation drawer.

2. Select **About** to view information regarding the user, customer, customer ID, department, software version, and messaging service.

10:02 AM

← About

User Information

Username: Jane.Goodall

First Name: Jane

Last Name: Goodall

Customer: Zebra WFC-Team

Customer ID: 1

Department: RKDocumentation

Enterprise: DEV03

ZEMS User Rights: Site , Region , Contacts , Cancel , Schedule , Media , Image

Configuration Information

ZEMS Server Info: wfc-zems-uat

PTT License: PTT Pro

Power Optimization: No

Zebra Communication Central: Not Enabled

Build Information

Client Version:3.3.10293

Build DateTime:2024/11/04 15:16:00

App Build Type:RELEASE(N)

Core:3.5.2-2297

Hardware:TC27

Model: TC27

Device ESN: 230625247D0024

Android: 13 (API:33)

Zebra-Prov: UAT

Access Application Settings

- Tap the **Navigation Drawer** ≡, and then select **Settings**.

  The **Settings** screen provides access to the following settings:

  - General
  - Notification
  - Default Sound Profile
  - Headset Sound Profile
  - Voice Command Configuration

  Figure 49 PTT Pro for Android Setting
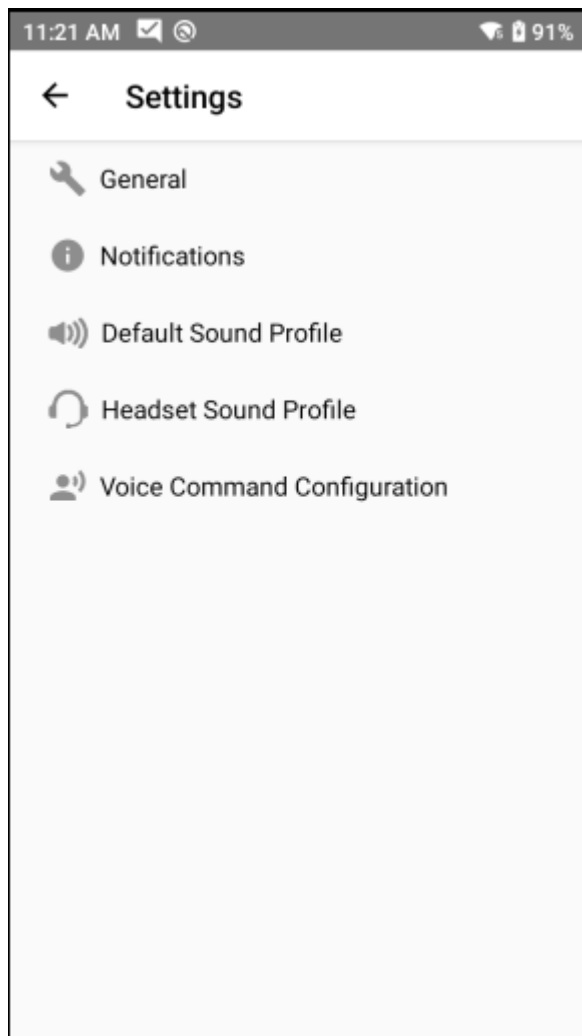
General Settings

Access General Settings from the **Settings** screen.

Call Priority

Select the priority of PTT Pro for Android calls or Zebra Voice calls.

- **No Action** —The user can hear both types of calls at the same time (PTT and Voice). If the user is on a PTT call, the Voice call will still ring through without preempting the PTT call. If the user is on a Voice call, the PTT voice will barge through without preempting the Voice call. So, it allows the user to make the decision at the moment.

- **Current** —The current call has priority. If the user is on a PTT call, the Voice call will go directly to voicemail. If the user is on a Voice call, then it will not be interrupted.

NOTE: Only the Voice setting is supported for interaction between the PTT Pro for Android and Workcloud Communication Enterprise Voice. Using other Call Priority settings is not recommended when the PTT Pro for Android and Workcloud Communication Enterprise Voice applications are both present. Voice is the default setting.

Foreground app on Call

Bring PTT Pro for Android to the foreground when receiving a PTT call.

When this option is disabled and the device is locked, PTT Pro for Android comes to the foreground when an incoming PTT call arrives. The user can respond to the incoming PTT call using the available Push To Talk button.

Wake Display at Call Start

Checking this will unlock and wake up the display when a PTT call starts. Deselecting this option is only applicable if Foreground Zebra PTT Pro on Call is not selected.

Hide Tabs

Hide the Tab Bar and use the Navigation Drawer to change screens.

Enable Location

If enabled, the device location will be sent to the server, and displayed on the map tab of other devices within the organization.

Cluster Start Threshold

The PTT Pro for Android can group or cluster users are shown on the map, allowing the user to place a call to all contacts within that cluster. Use this setting to determine the number of users clustered together.

Figure 50   Map with a Cluster Threshold of Three (3)
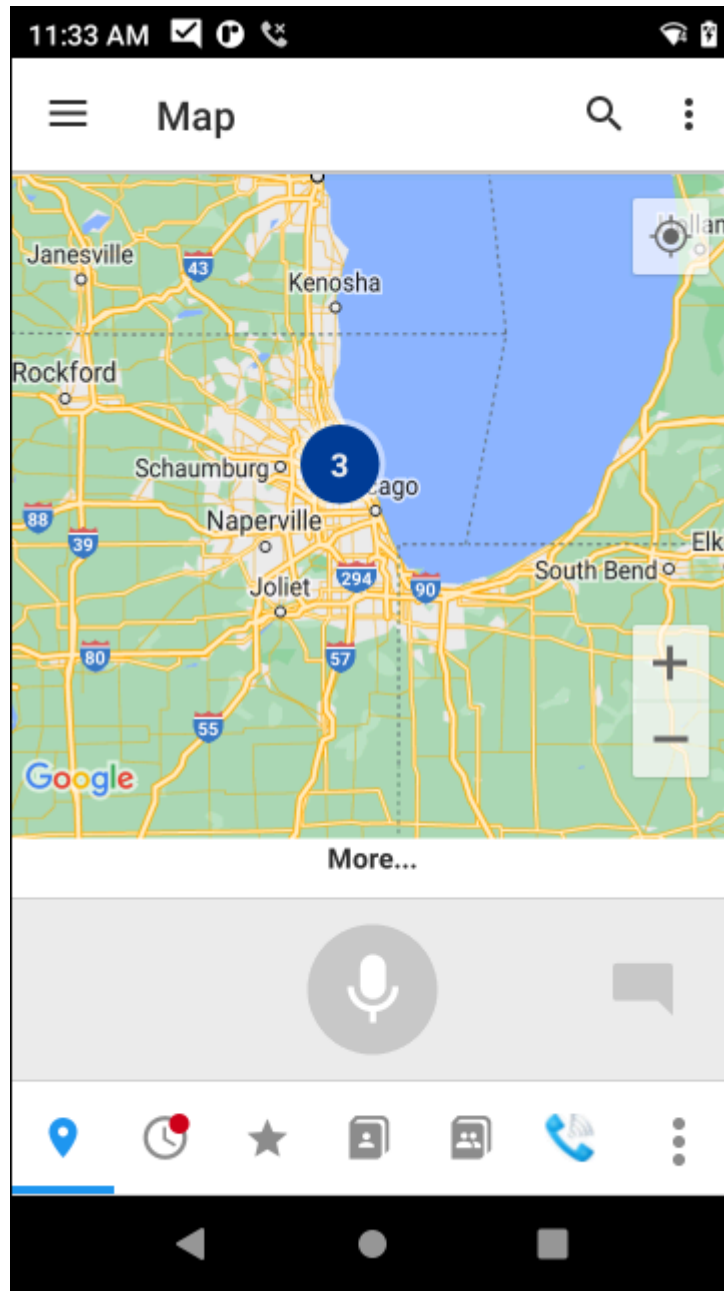
Activate DnD in Silent Mode

Activate Do not Disturb when the device is put in silent mode.

Activate DnD in Vibrate Mode

Activate Do not Disturb when the device is put in vibrate mode.

Start Call with Speakerphone

Start all calls with the speaker enabled.

Allowed Screen Orientation

Configure the screen to display in either portrait or landscape orientation.

Default Callee

The default contact or group to call when PTT Pro for Android is in the background, or in the foreground, and no contact or group is selected.

Enable Surveillance Call

Dim and display the full screen during a call.

Surveillance Call Brightness

Set screen brightness during a call when a Surveillance Call is enabled. Higher values are brighter.

Bluetooth Always On

Enable this option to always keep the connection to a Bluetooth device open. This will improve the initial call start performance at a cost to battery life on both the Bluetooth device and the phone.

Show Adhoc Call Warning

Display a warning message before placing Ad hoc calls to the specified number of users.

Adhoc Call Warning Threshold

Sets the number of users above which a warning is displayed.

End Call via Double Key Press

Enables the user to double press the Push To Talk button to end the current PTT call.

PTT Button double press speed

The number of milliseconds between button presses to trigger the double key press feature. A higher number allows more time between button presses.

Sign out on power connection

When enabled, the user is automatically signed out from PTT Pro for Android when the device is put into a cradle to charge. This prevents the device from receiving PTT calls and notifications while it is charging.

NOTE: When a device is placed into the cradle with Workstation Connect, this setting is ignored.

WFC Location Area Service (WFC-LAS)

- **Server URL** sets the WFC Location Area Service server URL.

- **Server Token** sets the API token to authorize the connection to the WFC-LAS server.

Server (IWG)

- **Server URL** sets the Internetworking Gateway server URL to upload audio and video messages.

- **Enable IWG** enables Internetworking Gateway for media.

- **API Token** sets the API token to upload audio and video messages.

- **HTTP Upload Method** specifies the HTTP upload method, POST or PUT.

NOTE: The Enable IWG setting is not supported.

- Refer to the Zebra Enterprise Messaging Service Customer Administrator Guide for information about messaging that includes media files.

- Refer to the Workcloud Communication PTT Pro for Android Configuration Guide for information about configuring an external server to host media files.

Notification Settings

Notification settings control how PTT Pro for Android alerts the device user.

DND Mode Reminder
This setting provides an Android notification at regular intervals to indicate that the device is in DND mode. Tap the setting to select the notification interval (0 to 60 minutes).

Missed Call Endless Alert
Play a repeating alert on missed calls.

Alert Call Ring Time
The duration in seconds to ring when receiving an alert call.

Verify Notifications on the Device

The Android OS controls what notifications are displayed by PTT Pro for Android. To ensure that the app is receiving all notifications, check the system settings on the device.

The following steps apply to Android 14. The steps for earlier versions of Android are similar.

1. Tap **Settings** on the device.

2. Tap **Notifications** and then **App settings**.

3. Tap Zebra PTT Pro to display the settings for the app.

4. Verify that **All Zebra PTT Pro notifications** is enabled.
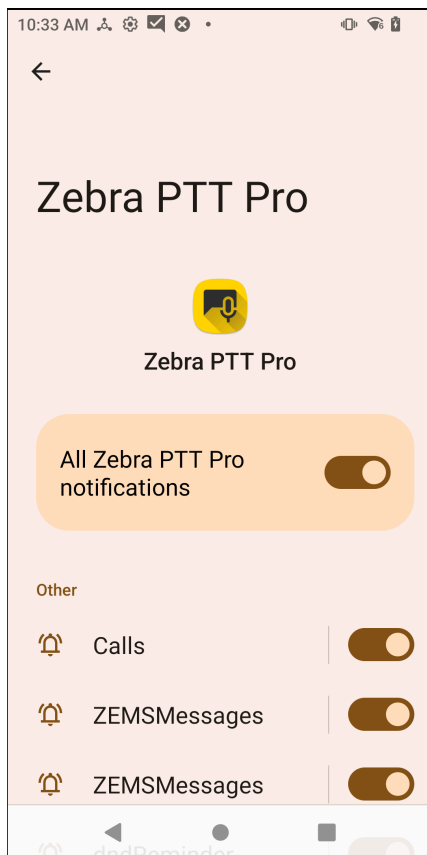
Default Sound Profile

The Default Sound Profile settings change the default speaker sound and the tones played for call actions.

Minimum Call Volume
Set the default minimum in-call volume.

Ring on Incoming Call
Ring when receiving a PTT call.

Vibrate on Incoming Call
Vibrate when receiving a PTT call.

Tone Gain
Set the relative gain to play the tones.

Play Grant Tone
Play a tone when the user is granted permission to speak.

Vibrate on Grant
Vibrate the device when the user is granted permission to speak.

Play Taken Tone
Play a tone when another user is granted permission to speak.

Play Idle Tone
Play a tone when the floor is available for the user to speak.

Play Idle Tone
Play a tone when the floor is available for the user to speak.

Play Revoke Tone
Play a tone when the user is removed from the floor because the user exceeded the speaking time limit.

Play Idle Tone
Play a tone when the floor is available for the user to speak.

Play Call Lost Tone
Play a tone when a call is lost.

Play Busy Bonk Tone
Play a tone when a call fails to connect.

Headset Sound Profile

Settings to set the headset type, specify minimum call volume, and control vibrate and tone options.

Headset Type
Set the headset type:

- Toggle
- Two Pulse
- Event
- Bluetooth SPP
- Bluetooth LE
- None
- Zebra Communication Central

NOTE: The **Headset Type** settings configured using JSON will persist across all users. However, any settings adjusted manually will not persist.

Minimum Call Volume
A PTT call will start with at least this minimum volume.

Ring on Incoming Call
Play PTT Pro for Android Ringer when a PTT call is received.

Vibrate on Incoming Call
Vibrate the phone when a PTT call is received.

Tone Gain
Set the relative gain to play tones.

Play Grant Tone
Play a tone when the user is granted the floor to talk.

Vibrate on Grant
Vibrate the phone when the user is granted the floor to talk.

Play Taken Tone
Play a tone when someone else is granted the floor to talk.

Play Idle Tone
Play a tone when the floor is available for the user to speak.

Play Deny Tone
Play a tone when the user is denied permission to speak because another user is speaking.

Play Revoke Tone
Play a tone when the floor is taken from the user because the user talked too long.

Play Call Lost Tone
Play a tone when a call is lost.

Play Busy Bonk Tone
Play a tone when a call fails to connect.

Voice Command Configuration

Voice command configuration enables the user to control how the device responds to voice commands.

Voice Command
Enables voice commands.

Confirm PTT call Target
Asks the user to confirm the contact, group, or default callee before making a PTT call.

Confirm Message Target
Asks the user to confirm the contact or group before sending the message.

Confirm Message Detail
Asks the user to confirm the message before sending it.

Announce Message Cancel Confirmation
Confirms that the message was canceled.

Confirm Individual Message Deletion
Asks the user to confirm the deletion of a message.

Enable Voice Command Help Screen
Enables the activity screen that provides the user visual feedback of voice command activity.

Support and Troubleshooting

The following section describes supported devices and languages, and answers commonly asked questions.

What Devices does PTT Pro for Android support?

PTT Pro for Android supports Android devices running Android 8, Android 10, Android 11, Android 12, Android 13, and Android 14.

See the PTT Pro Android External Release Notes for the list of supported devices.

What Headsets Do PTT Pro for Android and Zebra Voice Support?

PTT Pro for Android and Zebra Voice support wired and wireless (Bluetooth) headsets.

ⓘ **IMPORTANT:** Bluetooth headsets with a PTT button require that you install Zebra Communication Central. Refer to the Zebra Workcloud Communication Central Installation and Configuration Guide for information about Zebra Communication Central.

Table 23 Headsets Validated with PTT Pro for Android and Zebra Voice.

Model	Wired or Wireless Type	Audio Pass-Through Only	Supports PTT Button	Supports Voice Commands	Headset Type
AINA APTT	Wireless (Bluetooth)	Yes	Yes	No	Bluetooth SPP
AINA APTT2	Wireless (Bluetooth)	Yes	Yes	No	Bluetooth SPP
Blue Ant Q3	Wireless (Bluetooth)	Yes	No	No	
BluSkye Bluetooth RSM	Wireless (Bluetooth)	Yes	Yes	Yes [a]	Zebra Communication Central

Table 23 Headsets Validated with PTT Pro for Android and Zebra Voice. (Continued)

Model	Wired or Wireless Type	Audio Pass-Through Only	Supports PTT Button	Supports Voice Commands	Headset Type
Jabra BlueParrott • Perform 45 • Perform 75 • C300-XT • C400-XT • B350-XT (204260) • B450-XT • B550-XT • B650-XT • S650-XT • M300-XT	Wireless (Bluetooth and Bluetooth Low Energy)	Yes	Yes	Yes	Zebra Communication Central
Jabra BT 2080	Wireless (Bluetooth)	Yes	No	No	
JBL Clip2	Wireless (Bluetooth)	Yes	No	No	
Motorola Elite Silver 2	Wireless (Bluetooth)	Yes	No	No	
Re-Fuel	Wireless (Bluetooth)	Yes	No	No	
Savox BTH-101	Wireless (Bluetooth)	Yes	Yes	No	Bluetooth SPP
Savox BTR-155 (K551051)	Wireless (Bluetooth)	Yes	Yes	No	Bluetooth SPP
Savox RSM-30 Supported on Android 8 and below	Wired	Yes	Yes	No	Two Pulse
VVDN BT Dongle (Model THDC_BTDG_A1)	Wireless (Bluetooth)	Yes	Yes	Yes	Zebra Communication Central
VXi VR11/VR12	Wired	Yes	No	No	None
Zebra ADP-USBC-35MM1-01	Wired USBC to 3.5mm adapter	Yes	Yes	Yes	None
Zebra HDST-USBC-PTT1-01	Wired USB-C	Yes	Yes	Yes	None
Zebra HDST-35MM-PTT1-01	Wired	Yes	Yes	Yes	None
Zebra HDST-25MM-PTVP-01	Wired	Yes	Yes	Yes	None
Zebra HDST-35MM-PTVP-01	Wired	Yes	Yes	Yes	None

Table 23   Headsets Validated with PTT Pro for Android and Zebra Voice. (Continued)

Model	Wired or Wireless Type	Audio Pass-Through Only	Supports PTT Button	Supports Voice Commands	Headset Type
Zebra HS2100	Wired	Yes	No	No	None
Zebra HS3100	Wireless (Bluetooth)	Yes	No	No	None

a   Zebra Communication Central is required to use voice commands and manage calls with the PTT button.

Supported Languages

When the device language is set to a supported language, PTT Pro for Android uses the specified language for text elements within the user interface.

- Czech
- Dutch
- English
- French (Canada)
- French (France)
- German
- Hungarian
- Italian
- Polish
- Russian
- Slovak
- Spanish
- Swedish

Frequent Questions

Frequently asked questions about PTT Pro for Android.

Can Zebra PTT Express be enabled on devices where PTT Pro for Android is installed?
No, Zebra PTT Express should not be enabled on devices where PTT Pro for Android is installed.

When should the date and time on the device be verified?
Verify the correct date and time are set on the device before installing PTT Pro for Android,
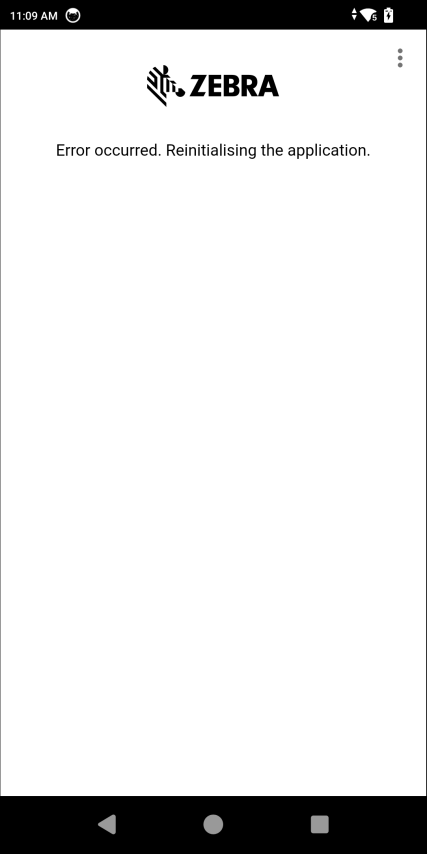
Which Call Priority options are supported?
. Other call priority options are not supported.

Troubleshooting

Table 24   Troubleshooting PTT Pro for Android

Problem	Cause	Solution
Activation is not completed on the client.	To complete the activation of the client, the system administrator must first provision a user in the Workcloud Communication PTT Pro Management Portal.	Contact the system administrator to provision the user.
The Map tab appears black or blue.	The **Location Services** feature on the device is turned off. The **Google Play services** feature on the device is disabled and/or is out-of-date. A firewall is blocking access to Google Maps.	Turn on the device's **Location Services**. Enable and/or update **Google Play services**. For more information about **Location Services** and **Google Play services** for a specific device, refer to the documentation for that device.
The client displays a public key mismatch error.	A new user logs into a device.	Contact the system administrator to clear the public key for the new user in the Workcloud Communication PTT Pro Management Portal.
Zebra PTT Pro does not operate properly after an upgrade to the device operating system.	The Zebra PTT Pro app installed on the device is not supported on the new version of Android.	Update the Zebra PTT Pro app to a version supported on the device operating system.

Table 24 Troubleshooting PTT Pro for Android (Continued)

Problem	Cause	Solution
Zebra PTT Pro displays an error screen and restarts 11:09 AM ZEBRA Error occurred. Reinitialising the application.	If the client encounters a low-level error.	No action is required by the user, the client will automatically restarts.