Workforce Connect
Zebra WFC PTT Pro Desktop Client

User Guide
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<table>
<thead>
<tr>
<th>Maps and Location</th>
<th>25</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>25</td>
</tr>
<tr>
<td>Setting Location</td>
<td>26</td>
</tr>
<tr>
<td>Map Controls</td>
<td>27</td>
</tr>
<tr>
<td>Presence Markers</td>
<td>28</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Call Management</th>
<th>30</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>30</td>
</tr>
<tr>
<td>Contact Presence</td>
<td>32</td>
</tr>
<tr>
<td>Group Presence</td>
<td>33</td>
</tr>
<tr>
<td>Favorites</td>
<td>35</td>
</tr>
<tr>
<td>Adding/Removing Favorites</td>
<td>35</td>
</tr>
<tr>
<td>Groups</td>
<td>36</td>
</tr>
<tr>
<td>Group Types and Maximum List Sizes</td>
<td>36</td>
</tr>
<tr>
<td>Creating Groups</td>
<td>37</td>
</tr>
<tr>
<td>Add Members to Groups</td>
<td>38</td>
</tr>
<tr>
<td>Remove Group Members</td>
<td>39</td>
</tr>
<tr>
<td>1:1 PTT Calls</td>
<td>40</td>
</tr>
<tr>
<td>Ad Hoc PTT Calls</td>
<td>41</td>
</tr>
<tr>
<td>1:1 Alert Calls</td>
<td>42</td>
</tr>
<tr>
<td>Group PTT Calls</td>
<td>43</td>
</tr>
<tr>
<td>Initiate PTT Calls from the Map</td>
<td>46</td>
</tr>
<tr>
<td>Making PTT Calls from Favorites</td>
<td>48</td>
</tr>
<tr>
<td>Viewing and Responding to Calls</td>
<td>49</td>
</tr>
<tr>
<td>1:1 PTT Text and Image Messaging</td>
<td>49</td>
</tr>
<tr>
<td>Ad Hoc Text and Image Messaging</td>
<td>51</td>
</tr>
<tr>
<td>Group Text and Image Messaging</td>
<td>52</td>
</tr>
<tr>
<td>Managing Conversations</td>
<td>53</td>
</tr>
<tr>
<td>Conversations</td>
<td>53</td>
</tr>
<tr>
<td>Individual Text Messages</td>
<td>54</td>
</tr>
<tr>
<td>Audio Recordings</td>
<td>55</td>
</tr>
<tr>
<td>Delete Complete Conversation</td>
<td>55</td>
</tr>
<tr>
<td>Default Caller</td>
<td>56</td>
</tr>
<tr>
<td>Emergency Call</td>
<td>56</td>
</tr>
<tr>
<td>Do Not Disturb</td>
<td>57</td>
</tr>
<tr>
<td>Call Blocking</td>
<td>58</td>
</tr>
<tr>
<td>Blocking Calls</td>
<td>58</td>
</tr>
<tr>
<td>UnBlocking Calls</td>
<td>58</td>
</tr>
</tbody>
</table>
Zebra WFC PTT Pro Desktop Client Settings

Introduction

Settings Button

Audio

PTT Pro Settings

Location

Message of the Day (MOTD)

About Menu

Show Email Support
About This Guide

Introduction

This guide discusses Zebra Workforce Connect Push To Talk Pro Client for Windows features and operation. It assumes that Zebra WFC PTT Pro Desktop Client is already installed on your Windows machine. If you need assistance in installing and activating the software, see the Zebra WFC PTT Pro Desktop Client Installation Guide.

IMPORTANT: Screens and windows pictured in this guide are samples and can differ from actual screens.

Chapter Descriptions

Topics covered in this guide are as follows:

- **Getting Started on page 8** describes Zebra Connect PTT Pro.
- **User Interface on page 16** describes the user interface, which includes tabs for Main Menu, Call Management, and the Map.
- **Call Management on page 30** provides information on 1:1 PTT Calls, Ad Hoc PTT Calls, 1:1 Alert Calls, Group PTT Calls, In-Call Operation, 1:1 Text and Image Messaging, Ad Hoc Text and Image Messaging, Group Text and Image Messaging, Default Caller and Emergency Calls, Viewing and Responding to Calls, Managing Messages, and Message of the Day (MOTD).
- **Activation Menu on page 21** provides information on adding and removing profiles.
- **Maps and Location on page 25** provides information on the multiple options available for location tracking and mapping services.
- **Zebra WFC PTT Pro Desktop Client Settings on page 59** provides information on the settings and configuring Zebra WFC PTT Pro Desktop Client.
Related Documents

- Zebra WFC PTT Pro Desktop Client Installation Guide - Discusses the installation and activation of all Zebra WFC PTT Pro Desktop Client applications.

- Zebra WFC PTT Pro Desktop Client Management Portal Administrator Guide - Discusses the portal, which provides an interface for administrators or technical representatives to manage an organization’s Zebra PTT Pro accounts.

- Zebra PTT Pro for Android Quick Start Guide - Discusses procedures for the most common tasks, in a two-sided single page format.

- Zebra PTT Pro for Android User Guide - Discusses Zebra PTT Pro for Android features and operation.

- Zebra PTT Pro for iOS Quick Start Guide - Discusses procedures for the most common tasks, in a two-sided single page printable format.

- Zebra PTT Pro for iOS User Guide - Discusses Zebra PTT Pro for iOS features and operation.

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

Feedback

If you have comments, questions, or suggestions about this guide, send an email to EVM-techdocs@zebra.com.
Getting Started

Overview

This chapter describes Zebra WFC PTT Pro Desktop Client.

The Zebra PTT Pro solution provides a reliable full-featured, instant communication service leveraging 3G, LTE, and Wi-Fi networks that includes three core areas of operation:

- Push to Talk (PTT) Voice
- Secure Group Messaging (text and Images)
- Location Tracking and Mapping

The Zebra PTT Pro platform includes support for the following device types and peripherals:

- Consumer Smartphone devices
- Enterprise Mobile devices
- PC-based dispatch clients

Zebra PTT Pro offers a dispatch client, which can be installed on a Windows PC. Zebra WFC PTT Pro Desktop Client allows dispatchers, supervisors, and office personnel to communicate with their mobile workforce and see where individual enterprise users are located. It also supports Live Location Tracking, and includes all modes of Zebra PTT Pro communications.

Zebra PTT Pro communications include:

- Both one-to-one (1:1) and one-to-many (group) dispatch voice calls
- Both one-to-one (1:1) and one-to-many (group) messaging
- Alert calls

In addition, Zebra WFC PTT Pro includes a map where the dispatcher can track their mobile workforce.
Zebra WFC PTT Pro Desktop Client Configuration

Before using Zebra WFC PTT Pro Desktop Client, you must do the following:

- add a profile
- set the map location
- set the audio options.

Add New Profile

<table>
<thead>
<tr>
<th>How are you adding the new profile?</th>
<th>Then do the following...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Using an Activation Code</td>
<td>Go to Add New Profile with Activation Code on page 10.</td>
</tr>
<tr>
<td>Using Profile Manger</td>
<td>Go to Add New Profile with Profile Manger on page 11.</td>
</tr>
</tbody>
</table>
Add New Profile with Activation Code

1. Open Zebra WFC PTT Pro Desktop Client.
2. Select Activation Code tab.
3. If desired, enter a specific profile name. If you choose not to, system will generate one for you.
4. Enter the activation code provided by the system administrator into the Activation Code field.
5. Click Add.
6. Click the Play button to open the profile.
7. Go to Configure Location on page 13.
Add New Profile with Profile Manager

1. Open Zebra WFC PTT Pro Desktop Client.
2. Select Profile Manager.

3. Enter the Profile Manager code, Customer ID, and Site ID provided by the system administrator into the matching fields.
4. Click Activate.

You are prompted for your login information.

5. Enter your user name and password for your organizational account.
6. Click **Sign-In**.

   You are prompted to select a role.

![Select Role Screen]

7. Select a role.

8. Click **Set Role**.


10. Click **Reload** to log out and return to the initial **Profile Manager** screen.
Configure Location

1. From the Main Menu, click Settings.

2. Click the Location tab.

3. Enter the desired location using GPS coordinates.

4. Click Close.
Getting Started

Configure Audio

NOTE: After the initial opening of Zebra WFC PTT Pro Desktop Client, if an input device is not found and a call is attempted, a Voice Recorder Error may display.

1. From the Main Menu, click Settings.

2. From the Microphone drop-down list, select the appropriate device.

NOTE: Zebra WFC PTT Pro Desktop Client defaults to Primary Sound for Sound Capture and Sound Driver, but it allows any audio device recognized by Windows.
3. From the **Speaker** drop-down list, select the appropriate device.

4. Click **Close** to save changes and close the Zebra WFC PTT Pro Desktop Client Configuration window.
User Interface

Introduction

This chapter describes the user interface.

The Zebra WFC PTT Pro Desktop Client user interface is divided into sections.

You can move the divider between some parts of the user interface to provide more room on one side or the other. Hover the cursor over a dividing line until a double-sided arrow appears. Click and drag the divider toward either side.
# User Interface

## Main Menu

The Zebra WFC PTT Pro Desktop Client Main menu consists of the following options:

1. **Create New PTT Group**
   - Starts creation of a new PTT Group. See [Creating Groups on page 37](#).

2. **Sort All Lists by First Name**
   - Sorts contacts by first name.

3. **Sort All Lists by Last Name**
   - Sorts contacts by last name.

4. **Settings**
   - Opens the **Settings** menu screen. See [Zebra WFC PTT Pro Desktop Client Settings on page 59](#).

5. **Sign Out**
   - Signs out the current profile.

6. **Emergency Call**
   - Call administrator set emergency group.* See [Emergency Call on page 56](#).

7. **Refresh Screen**
   - Refreshes Zebra WFC PTT Pro Desktop Client screen.

8. **Toggle Do Not Disturb (DnD) mode**
   - Click to toggle between active and DnD modes. See [Blocking Calls on page 58](#).

9. **Profiles**
   - Displays the current logged in profile.

10. **Status**
    - Displays current status of Zebra WFC PTT Pro Desktop Client.

11. **Default Caller**
    - Calls administrator set default caller.* See [Default Caller on page 56](#).

12. **About**
    - Opens the **About** menu screen. See [About Menu on page 68](#).

13. **Sort List by Presence**
    - Sorts contacts by presence.

---

*Menu options may not display. Menu options are controllable from the Client Settings in Zebra WFC PTT Pro Desktop Client Management Portal.*
Zebra WFC PTT Pro Desktop Client Settings

1. From the Main Menu, click **Settings**.

2. Click the **Audio** tab.

   From **Settings** changes can be made in **Audio, PTT Pro, Location**, and **MOTD** (Message of the Day) settings.
1. From the Main Menu, click **About**.

   The **About** menu consists of the following options:

   - **Show Email Support** - Opens the Zebra WFC PTT Pro Desktop Client Support window. Complete the form and click **Send Email Support** to submit the log files to Zebra PTT Pro Support.
   - **Cancel** - Closes the **About** Menu.
The **Map** section allows you to view the location of your contacts. Your location appears as a red pin, while the location of your contacts appears as colored **Contact Location Markers** on the map.
Activation Menu

Introduction

This section discusses using the Activation Menu after logging into WFT PTT Pro Desktop Client. From the Activation Menu you can add a new profile, delete a profile, and switch between profiles.

To access the Activation Menu:

1. Open Zebra WFC PTT Pro Desktop Client.
2. Click Sign Out.

The Activation Menu is displayed.
Add New Profile

1. From the Activation Menu select the Activation Code tab.

2. Click Plus to add a new profile.

3. If desired, enter a specific profile name. If you choose not to, system will generate one for you.

4. Enter the activation code provided by the system administrator into the Activation Code field.

5. Click Add.

6. Click Play to open the profile.
Delete Profile

If you no longer need to use the active profile, the profile can be deleted.

**NOTE:** When a profile is deleted, a new activation code is necessary to reinstall it.

1. From the **Activation Menu** select the **Activation Code** tab.

2. Click **Delete** to remove a profile.

3. Click **Yes** to confirm deletion of the profile.
Switch Profile

1. From the Activation Menu select the Activation Code tab.

2. Select a profile.

3. Click Play to open the profile.
Maps and Location

Introduction

This chapter provides information on the options available for location tracking of the mobile workforce. Zebra WFC PTT Pro Desktop Client includes a map that can center on a location. Because dispatchers may not be physically located in the same area as the rest of the workforce, Zebra WFC PTT Pro Desktop Client does not center the map based on a dispatcher’s physical location. Instead, you manually specify the location desired as the map’s center.
Setting Location

The Location menu consists of the following options:

- **Set location** - Assign or modify the location for the map center.
- **Set minimum cluster size** - Set the minimum number of contacts in a map location to create a cluster.

1. From the Main Menu, click **Settings**.
2. Click on the **Locations** tab.
3. Enter the desired location using GPS coordinates.
4. Click **Close**.
The map centers on the specified location, and a pin representing the dispatcher’s location appears on the map.

Map Controls

The map controls allow you to modify what area the map covers and how it displays.

- Toggle Map Views
- Set Location
- Zoom In / Zoom Out
- Contact Location Markers
Maps and Location

Click and drag the map to move the map in the desired direction. Use the mouse roller or the +/- icons to zoom in and out on the map. Use the **Toggle Map View** to change the viewing option of the map. The available map views are:

- Street Map (default view)
- Satellite view
- Satellite label view
- Terrain view
- Satellite + Street map

**Presence Markers**

Zebra PTT Pro users are represented on the map with colored dots called presence markers. The color of a presence marker matches that of the contact’s presence indicator in the Contact List, and the location of the presence marker represents the contact’s location on the map. Clicking on a presence marker in the map brings up an information window on the associated contact.

Location information updates approximately every four seconds. You can use Refresh button to update the information more frequently, if necessary.
Locate Specific Contact on Map

1. Click **Contacts**.

2. Click the blue location icon next to the contact name.

3. Click on the location icon to zoom the map to the immediate area of the contact.
Introduction

This chapter describes how to do the following:

• use Favorites to store frequently used contacts
• manage and make calls to groups
• view and respond to text messages or images
• manage conversations
• block calls
Call Management

- **Conversations** - contains a log of recent calls made and received. Right-click a call to see the available actions. The icons associated with each call are described below.

- **Favorites** - contains all favorited contacts and groups.

- **Contact List** - contains all of your individual contacts. Right-click a contact to see the available actions. The presence icons associated with each contact are described below.

- **Group List** - contains all of the groups with which you are able to communicate. Right-click a group to see the available actions. It also provides other options during an active call. The presence icons associated with each group are described in Contact Presence on page 32.

- **Messages** - contains a list of the text messages sent and received. Right-click a message to see the available actions. The icons associated with each message are described below.

- **Search Contacts** - text search field for contacts and groups.

- Additional options are available in the Main Screen when there is an Active Call.

  - **Push to Talk** - allows you to initiate a group or individual call. This option is grayed out when not available.

  - **End Call** - allows you to terminate a current call. This option is grayed out when not available.
Contact Presence

The Call Management section displays the currently selected tab and the status of each contact or group.

NOTE: 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. It also provides other options during an active call.

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Contact Presence Indicators</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓</td>
<td>Contact is available.</td>
</tr>
<tr>
<td>☢</td>
<td>Contact is on a call.</td>
</tr>
<tr>
<td>📣</td>
<td>Contact is in silent/vibrate mode.</td>
</tr>
<tr>
<td>📱</td>
<td>Contact's device is off or out of coverage area.</td>
</tr>
<tr>
<td>🕳</td>
<td>Contact is in Do Not Disturb (DND).</td>
</tr>
<tr>
<td>☣</td>
<td>Contact is blocked.</td>
</tr>
<tr>
<td>✗</td>
<td>Contact's device is signed out of Zebra PTT Pro.</td>
</tr>
<tr>
<td>🎈</td>
<td>Contact is not responding to Zebra PTT Pro communication.</td>
</tr>
<tr>
<td>🌍</td>
<td>Contact has location functionality enabled - press to see the contact’s location on the map.</td>
</tr>
</tbody>
</table>
Group Presence

Use Group Presence to query a group prior to making a group call to see the availability of each member of a group.

1. Click **Groups**.
2. Click the drop-down arrow next to the group to display the group members and their status.

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Group Presence Indicators</th>
</tr>
</thead>
<tbody>
<tr>
<td>📡</td>
<td>Group is blocked.</td>
</tr>
<tr>
<td>📞</td>
<td>Group is active in call.</td>
</tr>
<tr>
<td>⬇️</td>
<td>Group is not active.</td>
</tr>
</tbody>
</table>
3. To start an ad-hoc call with a group member from the list, click on that member and then click **Push to Talk**.

4. Click the drop-down arrow again to hide the members.
Favorites

User-selected contacts or groups are stored in a Favorites tab. Groups and contacts stored as favorites function the same as those that appear in the standard Groups or Contacts tabs.

- When the star is yellow, the contact or group appears in the Favorites tab.
- If a star is gray, the contact or group will be removed from the Favorites tab.

Adding/Removing Favorites

1. Click Contacts or Groups .

2. Click a gray star next to a contact or group to make it a favorite.

3. Click Favorites .

   All contacts and groups that were marked as favorites are displayed.

4. Click a yellow star next to a contact or group to gray it out and remove it from the favorites.
Groups

Group Types and Maximum List Sizes

Multiple types of groups exist, and each type has different characteristics related to members, call originator, and so on.

- **Personal Groups** (size limit 250): Created by a user and only visible from the creator's Group List. Only the creator can initiate a call to a Personal Group.

- **Member Groups** (size limit 250): Visible to all members of the Group. Any member of the group can initiate a call to the group.

- **Enterprise Open Groups** (size limit 250): Available for any user to join. The owner/manager of the group may or may not be a participant in the group and there may be more than one Group Manager.

- **Enterprise Closed Groups** (size limit 250): Created by any user. Only the owner/manager can add Members. The owner/manager of the group may or may not be a participant in the group and there can be more than one Group Manager.

- **Enterprise Dispatch Groups** (size limit 250): These groups have definable time of day/day of week shifts associated with them. The members of the group can change for each shift. The owner/manager of the Group may or may not be a participant in the Group and there can be more than one Group Manager. Users with a Dispatch Group in their Group List can call the group and to route it to members of the group that are on shift at the time.

- **Broadcast Groups** (size limit 60,000): Broadcast Groups are used to deliver high priority messages. Broadcast Group calls are high priority unicast voice messages. Broadcast messages re-try until all messages have been delivered. This group can only be created by Primary or Secondary Administrators.

- **Ad Hoc Groups** (size limit 250): Not pre-configured groups, but a selection of multiple contacts from the Contact List. Highlight the Contacts and press PTT to establish a call.
Creating Groups

In Zebra WFC PTT Pro Desktop Client, groups can be personally created or created by the system administrator. A group created in the PTT Pro Management Portal automatically appears under the Groups tab.

1. Click Create New PTT Group.

2. Click either a **Personal Group** or a **Member Group**.

3. Enter a name for the new group.

4. Click **OK** to accept the group name and save the group.
   
   The Success screen appears to confirm the group creation.
Add Members to Groups

1. Click Contacts.

2. Click on one or more contacts to add to the group.

3. Right-click one of the selected contact(s).

4. Click Add to Group.
5. Select a group and Click **OK** to add the contacts to the selected group.

![Adding Contacts to a Group]

### Remove Group Members

1. Click **Groups**.
2. Double-click the group to reveal the group members.
3. Click on a group member to select it.
4. Right-click to open the option menu and then click **Remove Member**.

![Removing Group Members]

The **Success** message confirms the member removal.
1:1 PTT Calls

A 1:1 PTT call is a call between two people.

1. Click Contacts.
2. Click on a contact.
3. Click Push to Talk.
4. Begin speaking after the grant tone.

While In-Call, the green sound wave icon identifies the currently transmitting user.

5. Release Push to Talk when finished speaking.
6. Click End Call to complete the PTT call.

After ending the call a Call Ended confirmation appears.
Ad Hoc PTT Calls

Ad hoc PTT calls are calls to multiple contacts selected from the Contact List tab. Up to 255 recipients may be selected for an ad hoc PTT call.

To place an ad hoc PTT call:

1. Click **Contacts**.
2. Click on the first contact to select it.
3. Click on additional contacts, to include them in the call.
4. Click **Push to Talk**.
5. Begin speaking after the grant tone.
6. Release **Push to Talk** when finished speaking.
1:1 Alert Calls

An Alert Call is a 1:1 call, but it is used for non-critical communication by alerting the recipient rather than barging in on a call. The recipient can choose to accept the call or not.

To place an ad hoc Alert Call call:

1. Click **Contacts**. The **Contacts** tab will open.
2. Left-click to select the contact to call
3. Right-click the selected contact to open the secondary menu.
4. Click **Alert Call**.

A notification appears, which includes the option to cancel the call while waiting for a response. When the contact accepts the alert call, you are placed in the call with the contact.

If the contact is not available, the following message is received.
Group PTT Calls

A group call is a PTT Pro call to a group of contacts configured in the Zebra PTT Pro Management Portal or a user created group. This provides an easy way to call related contacts without requiring individual selection of contacts as is required for Ad Hoc calls.

1. Click **Groups**.
   The groups tab will open.

2. Select the desired Group(s).
   - Double-click the group to see the group members and their availability status.
   - From the expanded group member view, an ad-hoc call can be started with a single group member by highlighting the recipient and clicking PTT.
   - Double click the group again to hide the members.

3. Click **Push to Talk**.
4. Begin speaking after the grant tone.

5. Release **Push to Talk** when finished speaking.
Late Join/Rejoin

Zebra WFC PTT Pro Desktop Client supports late join/rejoin on group calls. This also provides a group presence indicator to specify which group calls are active and available for late join/rejoin.

There may be times when 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 previously participated in and exited.

Talker Override/Preemption

Zebra WFC PTT Pro Desktop Client supports the Talker Override/Preemption feature with group types Enterprise Open, Enterprise Closed, and Dispatch.

- During a call, a user with Talker Override can press PTT 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 Zebra PTT Pro Management Portal.

- The Broadcast Group supports a preemption feature. Whenever a Broadcast call is made, it preempts every other call the members of the Broadcast Group are currently participating in. Once you have heard the broadcast message, you 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

Zebra WFC PTT Pro Desktop Client 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 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.

<table>
<thead>
<tr>
<th>Type of Call</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Override on 1:1 and Ad Hoc Calls</td>
<td>A user or group with a higher priority than the members of a 1:1 or ad hoc call can override that call.</td>
</tr>
<tr>
<td>Call Override on Group Calls (by Calling Individual Users)</td>
<td>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.</td>
</tr>
<tr>
<td>Call Override on Group Calls (by Calling a Group)</td>
<td>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.</td>
</tr>
</tbody>
</table>
Initiate PTT Calls from the Map

You may want to initiate a call to all contacts in a specific area.

1. Zoom in or out to show the contacts in a specific location.

2. Click the Circle Tool at the top of the map.
3. Draw a circle around the desired contacts.

4. Click **Select Users** to select the contacts in the circle.

5. Click **Push to Talk** to create a PTT call with the selected users.

6. Click **End Call** to complete the call.
Making PTT Calls from Favorites

1. Click Favorites ⭐.

2. Select a contact or group to message.

   ![Image showing favorites list]

   **NOTE:** Individual contacts cannot be mixed with Groups to create PTT Calls.

   2. Click and hold Push to Talk ⌑.

   3. Begin speaking after the grant tone.

   4. Release Push to Talk ⌑ when finished speaking.
Viewing and Responding to Calls

You are notified when a call is received and Zebra WFC PTT Pro Desktop Client becomes the top screen.

1. Click **Push to Talk** to reply.

2. Click **End Call** when the call is complete.

**NOTE:** If you reply to a call, a message box appears where you can enter text and optionally add an image.

1:1 PTT Text and Image Messaging

A 1:1 PTT text message is a message between two people. To create a 1:1 PTT image message:

1. Click **Contacts**.

2. Select a contact from the Contact List by clicking on the contact.
3. Compose a message in the text box.

3. Click Attachment 📄 to attach a file.

4. Choose the image file to send from the selection Windows selection screen.

5. Click Send when you are finished composing the message.

6. Delete message text if you no longer wish to send your message.
Ad Hoc Text and Image Messaging

Ad Hoc Text and Image Messaging allows you to send a message to a set of contacts dynamically selected. It functions in a similar manner to 1:1 Ad Hoc Text and Image Message.

1. Click **Contacts**.
2. Select a contact on from the contacts list. Additional contacts may be selected if needed.
3. Compose a message in the text box.
4. Optionally, click **Attachment**; this brings up a file explorer to allow you to select a single image to attach to the message.
5. Click **Send** when finished composing the message.
Group Text and Image Messaging

Group Text and Image Messaging allows you to send a message to a group. It functions in a similar manner to 1:1 Ad Hoc Text and Image Message.

To send a message to a group:

1. Click **Contacts**.
2. Click a group or groups to select.
3. Compose a message in the text box.

4. Optionally, you may click **Attachment**; this brings up a file explorer to allow you to select a single image to attach to the message.

5. Click **Send** when the message is composed.
Managing Conversations

Messages can be managed on a message by message basis or by conversation. In the chat panel, messages can be copied and deleted.

Conversations

The Conversations tab shows all incoming and outgoing calls completed. Detailed information about each call is available by clicking on the call.

1. Click Conversations.
2. To initiate another call to a recent caller, highlight the record and then click the PTT.
3. Right-click to bring up a secondary menu to take other actions, such as deleting the selected entry or deleting all entries in the Conversations tab.
Individual Text Messages

1. Click **Copy** to copy the message.

   ![Message]

   The following message appears to confirm the message is copied.

   **NOTE:** The copied text can be pasted into another message or any document.

2. Click **Delete** on a text to delete the message.

   ![Text Message]

3. Click **Yes** to confirm the deletion or **No** to cancel the deletion.
Audio Recordings

1. Click Conversations.

2. Click Delete on a PTT message to delete the message.

3. Click Yes to confirm the deletion or No to cancel the deletion.

Delete Complete Conversation

1. Click Conversations.

2. Right-click the conversation and choose Delete Conversation.

NOTE: There is no confirmation for Delete Conversation. Once Delete Conversation is selected, the conversation is gone and unable to be restored.
Default Caller

The default caller appears as the contacts name in the top bar of Zebra WFC PTT Pro Desktop Client.

1. Click the Default Caller icon to initiate the PTT Call.

2. To end the call, click **End Call**.

Emergency Call

The system default time for the Emergency Call is 30 seconds. To start an emergency call **Emergency** must be held for 30 seconds. The default time can be changed to a different value by the system administrator.

The emergency call creates a PTT call with an administrator set group.

1. Click and hold the **Emergency** until the call is created.

2. To cancel an **Emergency** call, first click and hold **Cancel Emergency**.

3. After the **Emergency Call** is cleared, click **End Call** to end the emergency call.
Do Not Disturb

The Do Not Disturb (DnD) feature allows you to disable all incoming PTT calls, while still allowing messages. The ability to enable DnD on the device is controllable from the Client Settings in Zebra PTT Pro Management Portal.

1. Click the DnD Status Indicator to activate DnD.

![DnD Status Indicator](image1)

The DnD Status Indicator changes to red indicating that DnD is enabled.

2. Click the DnD Status Indicator a second time to disable DnD.

![DnD Status Indicator](image2)
Call Blocking

The Block Calls feature allows a user to selectively disable incoming calls from specific contacts or groups.

You may block calls from three tabs – **Contact List** (block individuals), **Group List** (block groups), and **Favorites List** (block individuals or groups).

**NOTE:** There is no concept of Ad Hoc blocking (for example, selecting multiple contacts to block). Each Contact or Group must be blocked individually.

### Blocking Calls

1. Click **Contacts** or **Groups**.
2. Right-click a contact or group to open an option menu.
3. Click **Block Calls**.

### UnBlocking Calls

1. Click **Contacts** or **Groups**.
2. Right-click a contact or group to open an option menu.
3. Click **UnBlock Calls**.
Introduction

This chapter provides information on the various settings and configuration for Zebra WFC PTT Pro Desktop Client.

Settings Button

Audio

You can change the audio setting to use different sound input or audio output sources.

1. From the Main Menu, click Setting.

   NOTE: Zebra WFC PTT Pro Desktop Client defaults to Primary Sound for Sound Capture and Sound Driver, but it allows any audio device recognized by Windows.

2. From the Microphone drop-down list, select the appropriate device.
3. From the **Speaker** drop-down list, select the appropriate device.

4. Click **Close** to save changes and close the Zebra WFC PTT Pro Desktop Client Configuration window.
# PTT Pro Settings

The PTT Pro menu consists of the following options:

![Zebra WFC PTT Pro Settings](image)

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ring on Incoming Call</td>
<td>PTT Pro will ring on an incoming call.</td>
</tr>
<tr>
<td>Alert Call Ring Time</td>
<td>The time in seconds to ring when receiving an alert call.</td>
</tr>
<tr>
<td>Play Grant Tone</td>
<td>Play a tone when you are granted permission to speak.</td>
</tr>
<tr>
<td>Play Call Lost Tone</td>
<td>Play a tone when a call is lost.</td>
</tr>
<tr>
<td>Play Taken Tone</td>
<td>Play a tone when another user is granted permission to speak.</td>
</tr>
<tr>
<td>Play Idle Tone</td>
<td>Play a tone when the floor is available for you to speak.</td>
</tr>
<tr>
<td>Play Deny Tone</td>
<td>Play a tone when you are denied permission to speak because another user is speaking.</td>
</tr>
<tr>
<td>Play Revoke Tone</td>
<td>Play a tone when you are removed from the floor because you have exceeded the speaking time limit.</td>
</tr>
<tr>
<td>Play Busy Bonk Tone</td>
<td>Play a tone when contact is on a call.</td>
</tr>
<tr>
<td>Foreground App on Call Start</td>
<td>Bring Zebra WFC PTT Pro Desktop Client to the foreground automatically when receiving a PTT call.</td>
</tr>
<tr>
<td>Toggle PTT Button/Key</td>
<td>Configure PTT Shortcut Key Option</td>
</tr>
<tr>
<td>Use External Inputs</td>
<td>Allows PTT Pro Dispatch to use external input devices.</td>
</tr>
<tr>
<td>Set External Shortcut key</td>
<td>Set shortcut key to trigger PTT externally from Zebra WFC PTT Pro Desktop Client.</td>
</tr>
<tr>
<td>Set External Modifier key</td>
<td>Set modifier key to trigger PTT externally from Zebra WFC PTT Pro Desktop Client.</td>
</tr>
</tbody>
</table>
1. From the Main Menu, click **Settings**.
2. Click the **PTT Pro** tab.
3. Activate an option by clicking the check box to select.
4. Deactivate an option by clicking the check box to de-select.
Toggle PTT

1. From the Main Menu, click Settings.

2. Click the Toggle PTT Button/Key check box to enable.

3. Click Close.

When Toggle PTT is enabled, Push to Talk button turns yellow.
External Shortcut Key

The Toggle PTT Button/Key allows for the programmability of a custom PTT button(s) - a combination of keyboard keys to act as the **Push to Talk** button. This allows the dispatcher to participate in a PTT call even if the Zebra WFC PTT Pro Desktop Client application is not the active application.

**NOTE:** Not all keys can function as an external PTT. Some keys have specific functions tied to them (such as the Windows key).

1. From the Main Menu, click **Settings**.
2. Click the **PTT Pro** tab.
3. Select Set External shortcut key drop-down box, select an external modifier.
   - Options:
     - Space
     - Back Space
     - Page Up
     - Page Down
4. Select Set External Modifier key drop-down box, select an external modifier.
   - Options:
     - Shift
     - Control
5. Click **Close**.

**NOTE:** The spacebar also acts as **Push to Talk** button when the Zebra WFC PTT Pro Desktop Client application is the active application.
Location

The Location menu consists of the following options:

NOTE: The Location Menu is only viewable after clicking the Settings Menu option.

1. From the Main Menu, click Settings.
2. Click the Location tab.
   - Set New Location - Assign or modify the location for the center of the map.
   - Set minimum cluster size - Set the minimum number of overlapping contacts on the map that create a cluster.
Message of the Day (MOTD)

Message of the Day allows for an MP3 audio file or an MP4 video file to be sent as a message. The maximum supported file size for MOTD is 10 MB.

Configure the MOTD

1. From the Main Menu, click Settings.
2. Click the MOTD tab.
3. Enter the administrator supplied URL in the Server URL box.
4. Enter the administrator supplied API Token in the API Token box.
5. Click Close.
Send a MOTD Message

1. Select a contact(s) or a group(s) to receive the MOTD.

2. Click **Attach** to attach an MP3 or MP4 file.

3. Choose the image file to send from the Windows selection screen.

4. Click **Send** when the message is composed.
   
   A confirmation appears confirming that the file is uploading to the server.

5. Wait for the file upload to complete.

6. Click **OK**.

**NOTE:** If the upload is unsuccessful, a failure notification appears.
1. From the Main Menu, click **About**.

   The **About Menu** consists of the following options:

   - **Sign Out** - Signs out the current profile.
   - **Show Email Support** - Opens the Zebra WFC PTT Pro Desktop Client Support window. See **Show Email Support on page 69**.
   - **Cancel** - Closes the **About** Menu.
Show Email Support

1. From the Main Menu, click **About**.

Use the Show Email Support screen to send an email support request.

- **Back** - Returns you to the **About** Menu.
- **Send Email Support** - Sends an email to the support team.
- **Cancel** - Cancels any email support in process and returns you to the **About** Menu.