

PTT Pro for iOS

Version 1.0.11117

Workcloud Communication



ZEBRA

User Guide

2025/03/10

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About This Guide

This guide discusses Workcloud Communication PTT Pro for iOS features and operation. It assumes that PTT Pro for iOS is already installed on your device. If you need assistance in installing and activating the software, refer to the Workcloud Communication PTT Pro Installation Guide.



NOTE: Screens, icons, and options may differ on each device. Those in this guide are samples and can differ from actual screens.



WARNING:

Workcloud Communication PTT Pro supports the use of both 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 the PTT Pro Server or Workcloud Communication Provisioning Manager. If customers elect to use cleartext network traffic, the customer assumes the risk of exposing data on the network.

Chapter Descriptions

The Workcloud Communication PTT Pro for iOS includes the following sections:

- [About This Guide](#) provides information about this document and revision history.
- [Getting Started](#) describes Workcloud Communication PTT Pro for iOS communication features.
- [User Interface](#) describes the user interface, which includes screens for Recent, Contacts, Map, and Settings.
- [Working with Profile Manager](#) describes signing in to Profile Manager, switching roles, and changing the Site ID.
- [PTT Call Management](#) provides information on placing and managing PTT calls, ad hoc calls, alert calls, and group calls.
- [Message Management](#) provides information on text and image messaging.
- [Contact and Group Management](#) provides information on managing contacts and groups.
- [Location Services](#) provides information on the multiple options available for location tracking and mapping services.
- [Device Settings](#) provides information on device settings such as application and sound settings and account information.

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

For the latest version of this document and all related documents, or to contact the Customer Support Center, go to: www.zebra.com/support.

- Workcloud Communication PTT Pro Installation Guide describes the installation and activation of all Workcloud Communication PTT Pro applications.
- Workcloud Communication PTT Pro Management Portal 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 Profile Manager Administrator Guide describes the configuration and management of enterprise Workcloud Communication solutions.

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

Change	Date	Description
MN-003845-01	August 2020	First version.
MN-003845-02	September 2021	Integration with Profile Manager, table of supported headsets.
MN-003845-03	March 2022	Updated with support for iOS 15 and site change for Profile Manager.
MN-003845-04	June 2022	Added security notice.
MN-003845-05	October 2022	Added maximum number of contacts, updated data usage, and updated group descriptions.
MN-003845-06	February 2023	Support for iOS 16, support for ZEMS OAuth2 authentication.
MN-003845-07	July 2023	Support for background PTT calling.
MN-003845-08	January 2024	Rebranding to Workcloud Communication.
MN-003845-09	March 2025	Added information about ZEMS disabling texting for PTT Pro iOS and support for IDPs.

Getting Started

The Workcloud Communication 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.

PTT Pro for iOS supports the following:

- iOS 14.0 and later
- iPhone, iPad, and iPod Touch.

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 Groups	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

You navigate the PTT Pro for iOS user interface using a Tab Bar located at the bottom of the screen.

Recent

Displays call and message history, both made and received.

Contacts

Displays a list of all contacts and groups with a presence indicator for each and a user-defined list of contacts and groups.

Maps

Displays the location of active users that enabled location reporting.

Settings

Displays device settings such as application and sound settings and account information.

The **Contacts** and **Recent** tabs include context-sensitive menus that you invoke by pressing and holding an item within the tab.

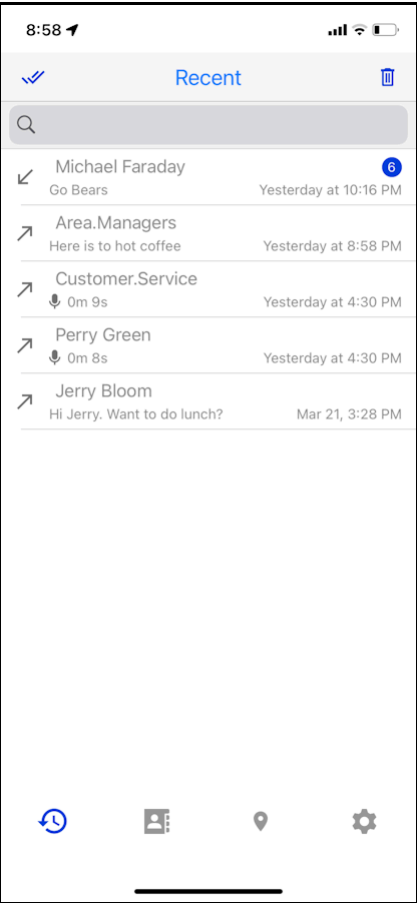








NOTE: After completing any activity, the user is returned to the screen specified in the **Default Tab View** in the Management section of Settings. The default can be changed to Recent, Contacts, Map, or Server Driven.

Recent Screen

The **Recent** screen lists messages and calls history organized into conversations by the recipient or the sender. The most recent conversations are listed at the top of the screen. To read a message or view the call history, expand the conversation by tapping it.

Figure 1 Recent Screen

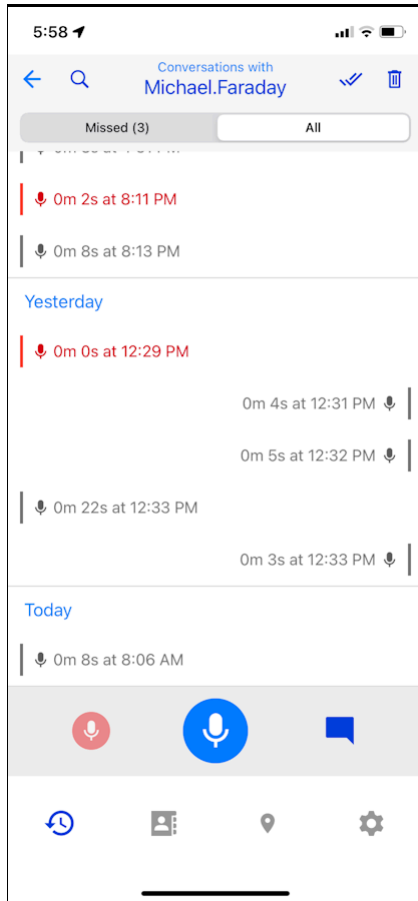


	Indicates an outgoing message or call.
	Indicates an incoming message or call.
	Indicates an incoming or outgoing PTT call.
	Indicates the number of unread messages or missed calls in this conversation.
	Mark a conversation or message as read.
	Delete a conversation, message, or all history.

Example of a Conversation

In the conversation example below, incoming messages and calls are on the left while outgoing messages and calls are on the right. Missed incoming calls or messages are red.

Figure 2 Example of a Conversation



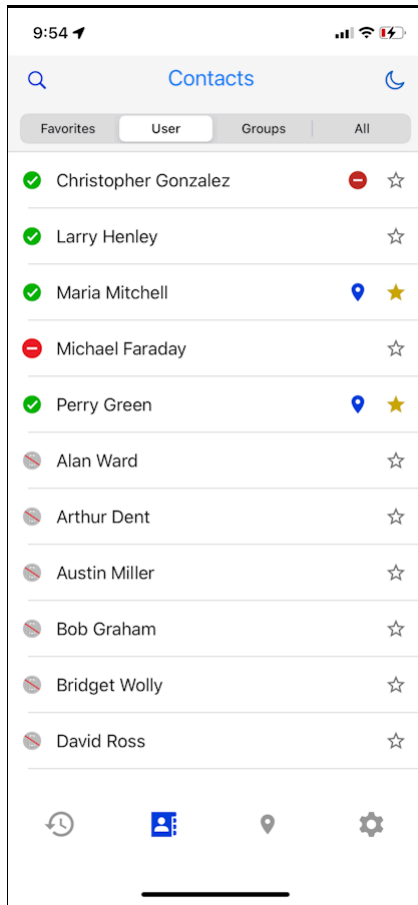
Contacts Screen










The **Contacts** screen provides access to **Favorites**, **User**, and **Groups** tabs. Use the **Contacts** screen to initiate messages or calls, view a contact's presence, or locate the contact on the map.

You can modify how contacts are sorted by tapping **Contacts** at the top of the screen.

Refer to [Presence Icons](#) for a description of the presence indicators.

Figure 3 Contacts Screen



	Search for contacts.
	Enable DnD for this device.
	Send an alert to a contact.
	On-screen soft PTT button. Use to make a PTT call to one or more contacts or a group.
	Send a message to one or more contacts or a group. Messages can include photos or a picture.
	Recent lists all incoming or outgoing PTT calls and messages.
	Contacts screen with Favorites , Users , Groups , and All tabs.
	Location opens the Map screen. When next to a contact name, indicates that the contact is sharing their location.
	Indicates that the contact or group is the default callee.

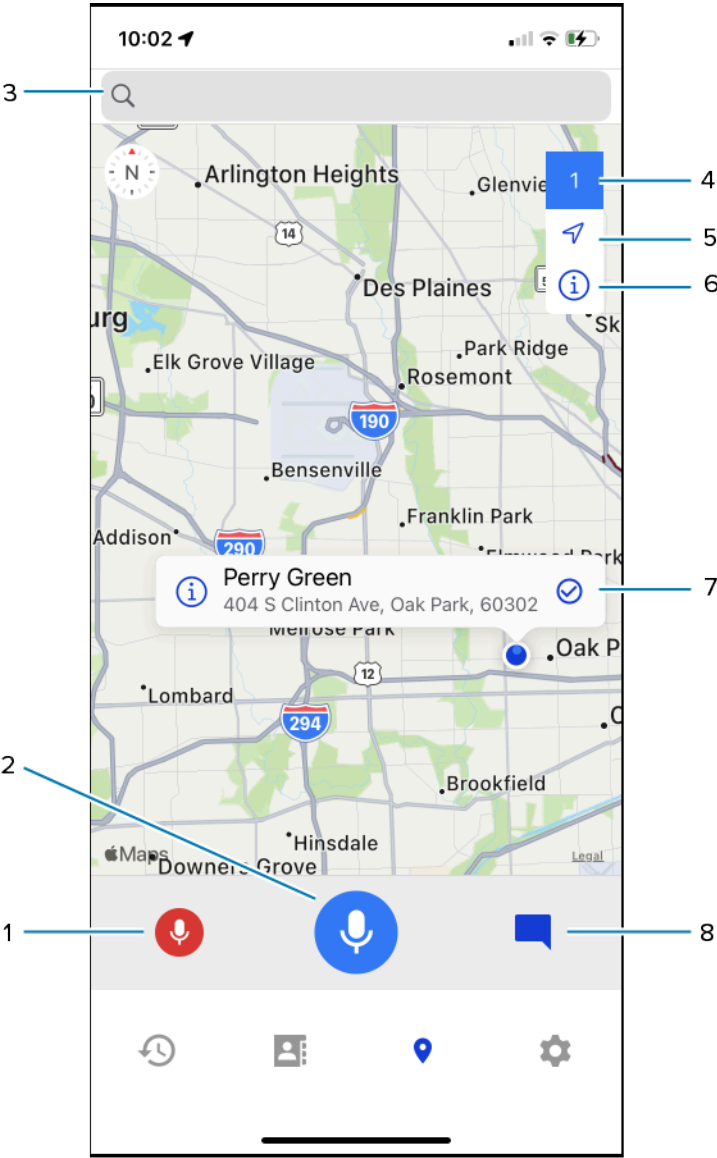


Indicates that the contact or group is a favorite. Favorites are listed under the **Favorites** tab.

Map Screen

The **Map** screen shows the location of contacts who share their location through Workcloud Communication PTT Pro. The **Map** screen also displays traffic conditions when in Standard or Hybrid modes.

Figure 4 Map with Contact Selected

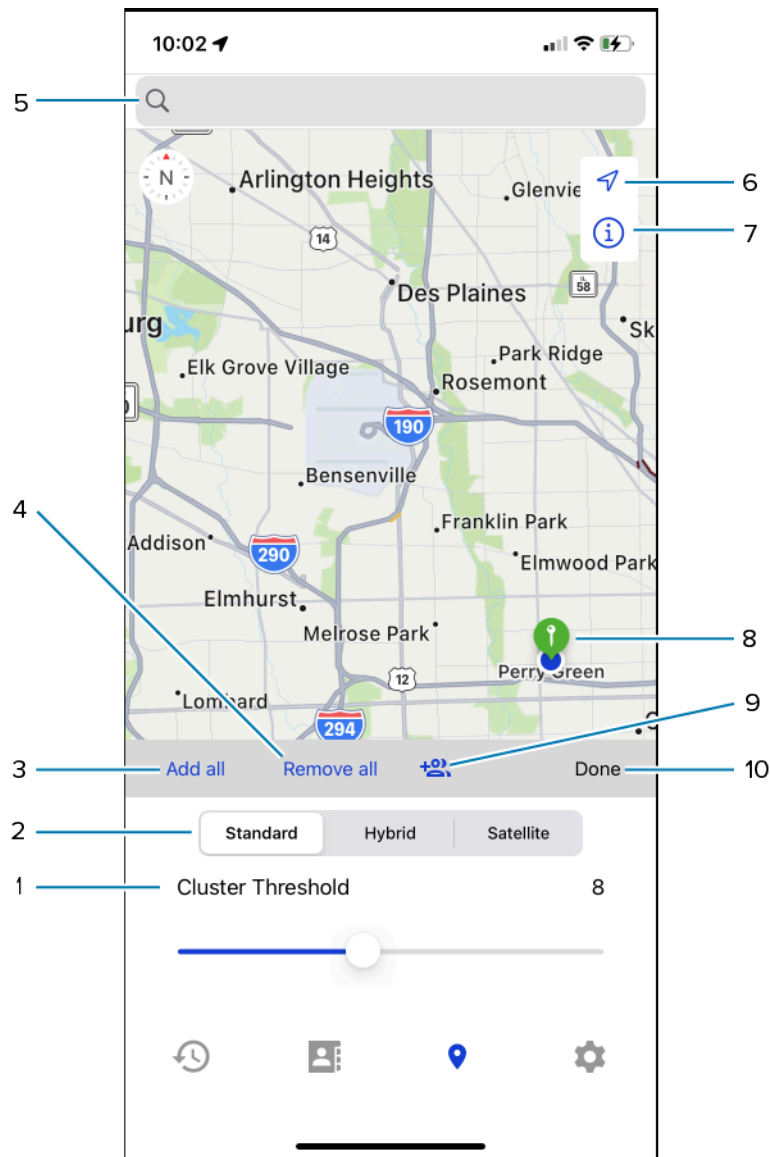


1	Tap to place an alert call to the selected contact.
2	Tap to place a PTT call to the selected contact.

3	Search the map for contacts.
4	Number of users selected on the map.
5	Map orientation.
6	Map information (see below).
7	Selected contact.
8	Tap to send a message to the selected contact.

Map Information

Figure 5 Map Information

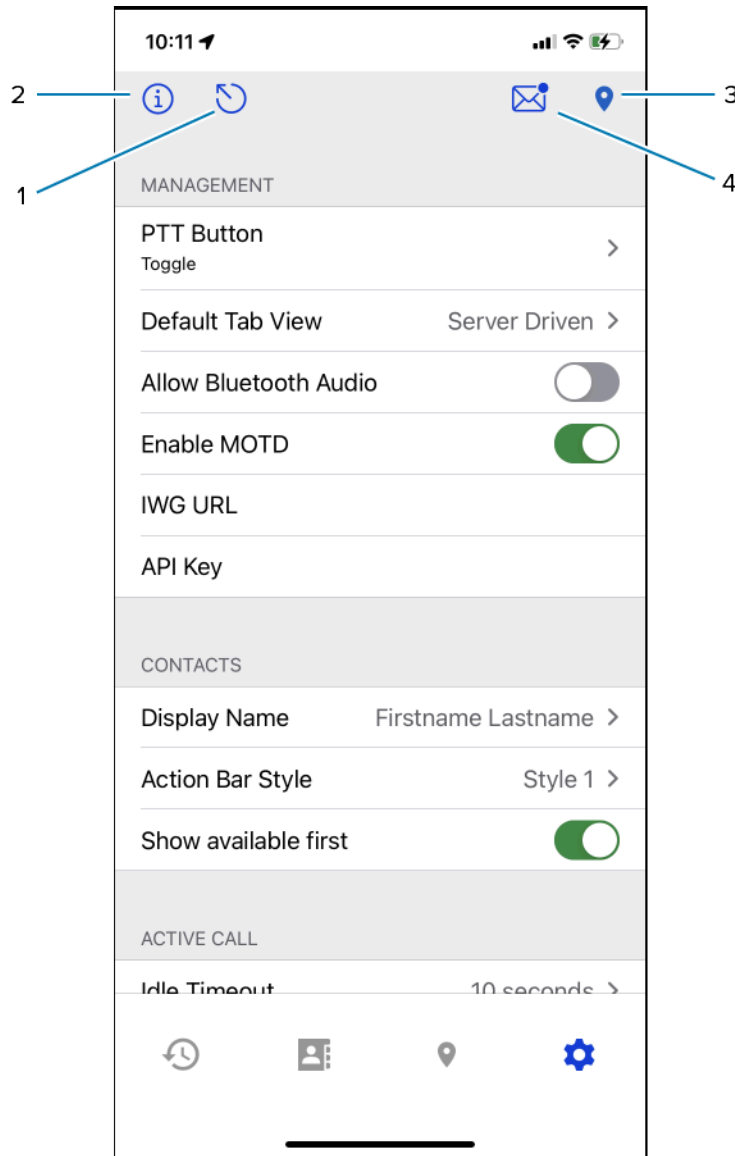


1	Cluster Threshold sets the zoom level on the map so that pins are clustered at the current zoom of the map. Use the slider to choose between 0 and 18.
2	Map type. The map shows traffic conditions for Standard and Hybrid.
3	Selects all of the contacts on the map.
4	Unselects all of the contacts on the map.
5	Search the map for contacts.
6	Map orientation.
7	Map information.
8	Contact whose presence is available.
9	Create a Personal or Member group from the contacts on the map.
10	Tap to close the map options and return to the full map.

Settings Screen

The **Settings** screen provides options for configuring PTT Pro for iOS, signing out, and contacting support. You can also view user and department information from the **Settings** screen.

Figure 6 Settings Screen

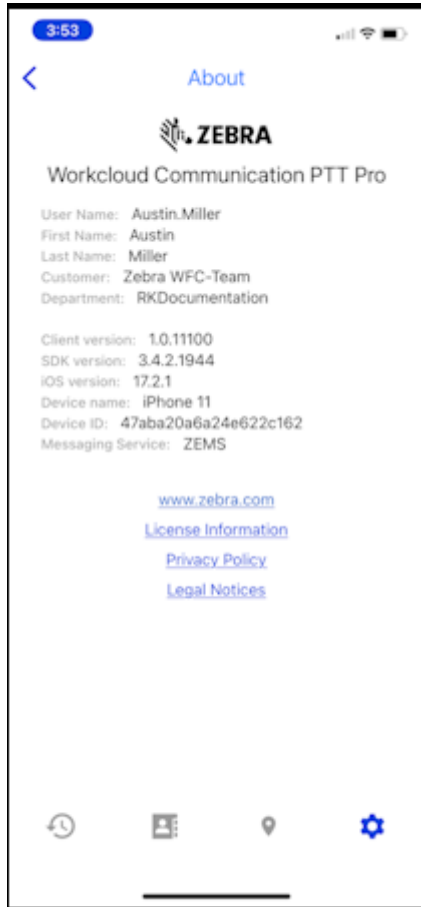


1	Sign out of PTT Pro for iOS.
2	View user and app information.
3	Shared location pin. When Duty Mode is enabled, you can disable location sharing.
4	Send an email to Zebra support.

About Screen

The About screen provides user information, including the customer name and the PTT Pro department. In addition, it provides the client version, the device ID, and the type of messaging service.

Figure 7 About Screen



Icons




PTT Pro for iOS uses icons to indicate a user's presence and to perform actions such as initiating a PTT call or sending a message.

Icons are used to indicate:





- Contact or group presence.
- Actions on a selected contact or group.
- Incoming, outgoing, or missed calls and messages.
- Navigate to a different screen.

Presence Icons

	Contact is available.
---	-----------------------

	Contact is on a call.
	Contact is blocked or in DnD.
	Contact is offline.

Recent Icons

	Outgoing message or call.
	Incoming message or call.
	Missed message or call.
	All messages are read.

Working with Workcloud Communication Profile Manager

Workcloud Communication Profile Manager is a licensed software-as-a-service product. Contact your Zebra or Zebra partner account representative to discuss software licensing.

Logging in to PTT Pro for iOS with Profile Manager requires a connection to the Profile Manager server. The connection information can be entered by the user, or it can be pushed to the device using an MDM.

Entering Profile Manager Communication Parameters

If the administrator requires you to enter the Profile Manager connection parameters, complete the following steps. If your administrator configures these parameters through an MDM, you enter your credentials to access PTT Pro for iOS.

Entering the Profile Manager connection parameters requires the following information:

- Tenant ID (Customer ID)
- Profile Manager URL
- Site ID (PTT Pro department)

1. Select **Use Profile Manager**.

6:57 1 LTE

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PTT Pro

Tenant ID

Server URI

Site ID

Use Profile Manager ☒

Use ZEMS ☐

ACTIVATE

Version: 1.0.11100
47aba20a6a24e622c162

2. Enter the Tenant ID, Server URL, and Site ID into the appropriate fields.
3. Tap **ACTIVATE**.

Logging In and Selecting a Role

Enter your Profile Manager user name and password to open PTT Pro for iOS.

1. Open PTT Pro for iOS.
2. Enter your user name and password.

Figure 8 Profile Manager Credentials

11:23

Done

PTTPRO ZEBRA

Sign in with your organizational account

someone@example.com

Password

☐ Keep me signed in

Sign in

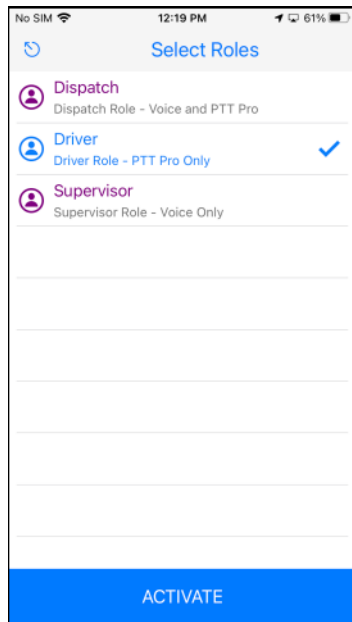
[Sign in using an X.509 certificate](#)

This is for the English users

© 2016 Microsoft

3. Tap **Sign In** and the **Select Roles** screen displays.

Figure 9 Select Roles Screen



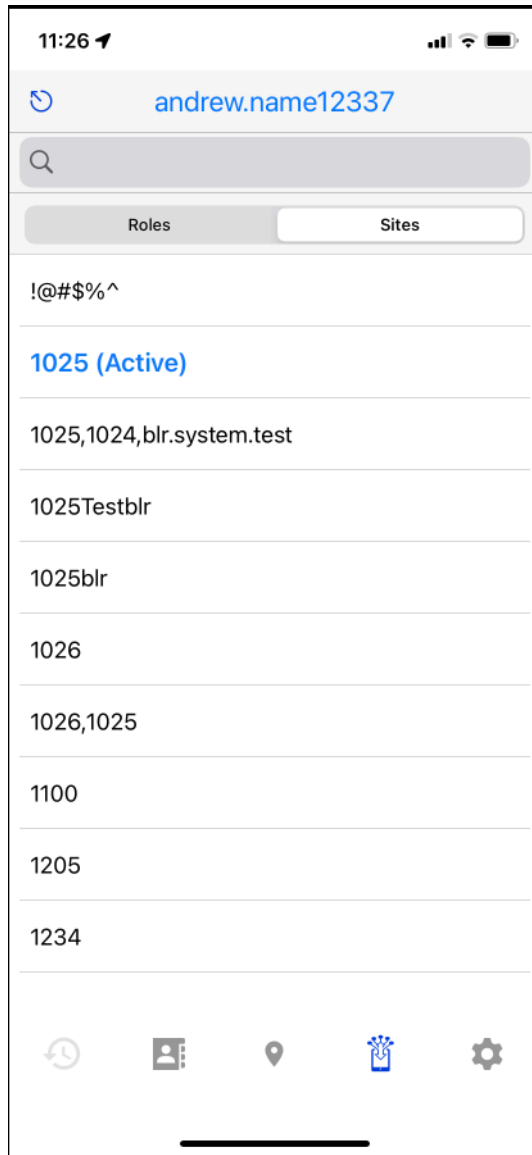
4. Select up to four roles and tap **ACTIVATE**.

Switching Roles

You can switch your Profile Manager role within the PTT Pro for iOS.

1. Tap **Profile Manager** in the tab bar. The Roles and Sites screen displays.

Figure 10 Select to Switch Roles



2. Select one or more roles.

The current roles have (Active) after the role name. You can select up to four roles.

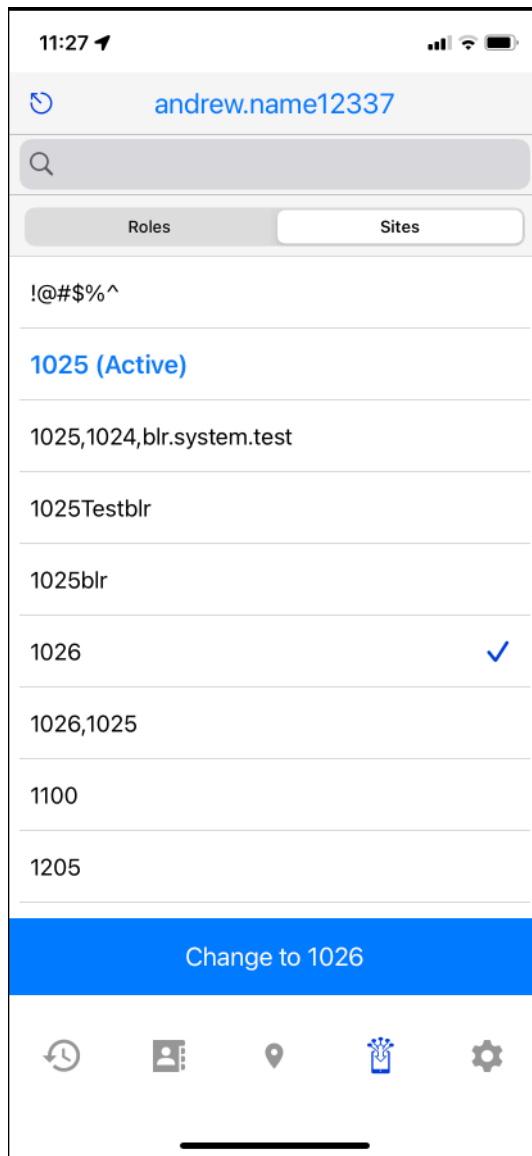
3. Tap **ACTIVATE**.

Changing Sites

You can change to a different site (PTT Pro department) without logging out of Profile Manager. This enables you to change to a new department without logging out and then logging in.

1. Tap the **Profile Manager** icon in the tab bar. The Roles and Sites screen displays.
2. Tap the **Sites** tab.

Figure 11 Sites Tab



3. Select a site. The blue activate bar shows the selected site.
The current site has (Active) after the site name.
4. Tap the blue activate bar to switch to the selected site.

Default Callee Group

A Profile Manager administrator can configure a default callee group for Workcloud Communication PTT Pro users. The assigned default callee group must match an existing PTT Pro group. The Workcloud Communication PTT Pro app checks for the default callee group when the user changes roles or switches to a new site.

Setting the default callee group from Profile Manager overrides the default callee specified in the Workcloud Communication PTT Pro Management Portal and prevents the user from selecting a default callee in the Workcloud Communication PTT Pro app.

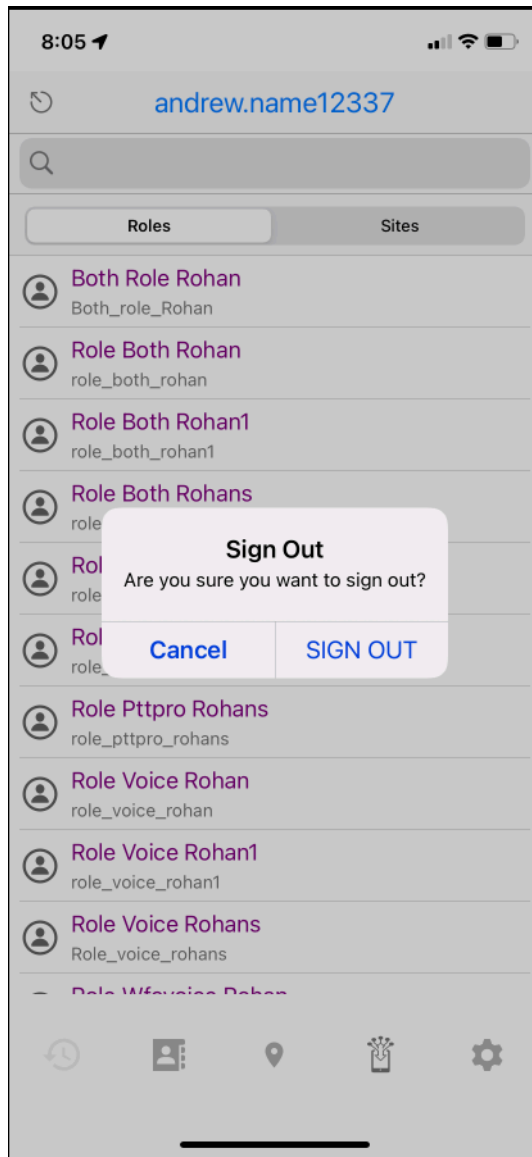
Signing Out of Profile Manager

You can sign out of Profile Manager and continue to use PTT Pro for iOS.

1. Tap **Profile Manager** in the tab bar. The Roles and Sites screen displays.
2. Tap **Sign Out** in the upper right corner of the app.

3. Tag **SIGN OUT** to confirm.

Figure 12 Sign Out Confirmation for Profile Manager



Support for Identity Providers

PTT Pro for iOS supports OAuth authentication with Identity Providers (IDPs) to provide a more secure authentication experience for iOS devices. Configuration for the iOS devices requires a Provisioning Manager token that can be scanned by the device.

Use the [OAuth Configuration Parameters](#) to create a token.

Table 2 OAuth Configuration Parameters

Parameter	Type	Default Value	Configurable in UI	Description
oAuthClientID	String	NA	No	The device ID specified in the Workcloud Communication PTT Pro Management Portal
oAuthClientSecret	String	NA	No	This parameter allows the user to set the OAuth client secret.
oauth_scope	String	NA	No	This parameter allows the user to define the permissions or access scope required during authentication.



NOTE: The OAuth configuration must be applied before the user logs in. If the configuration is applied after the user logs in, the parameters will not take effect until the next log-in.

JSON

```
{
  "oAuthClientID" : "",
  "oAuthClientSecret" : "",
  "oauth_scope" : ""
}
```

PTT Call Management

PTT Pro for iOS provides users the ability to send and receive PTT calls to and from one or more contacts or groups. Additional features include the ability to send Alert calls, ad hoc calls, and block calls.

1:1 PTT Calls

A 1:1 PTT call is a call between two people. You can make a PTT call from the **Contacts** screen or the **Map** screen.

Place a 1:1 PTT Call from the Contact List

Select a contact from the Contacts or Favorites list to make a 1:1 PTT call.

1. Locate the contact by tapping **Contacts** and select the **User** tab or the **Favorites** tab.
2. Select the contact:
 - In the **User** or **Favorites** tab, select the contact from the list.
 - Search for a contact.
3. Press and hold **Push To Talk**.
4. Begin speaking after you hear the grant tone.
5. Release **Push To Talk** when you finish speaking.
6. Tap **End Call**.



NOTE: **End Call** displays the idle time and counts down, in seconds, to indicate when an inactive call ends. The default idle time is seven (7) seconds but you can change the interval in the Idle Timeout setting.

Place a 1:1 PTT Call from the Map

Locate a contact on the Map screen to place a 1:1 PTT call.

1. Locate the contact by tapping **Map**.
2. Select the contact by zooming in so only that contact appears on the map.
3. Press and hold **Push To Talk**.
4. Begin speaking after you hear the grant tone.

5. Release **Push To Talk** when you finish speaking.
6. Tap **End Call**.



NOTE: End Call displays the idle time and counts down, in seconds, to indicate when an inactive call ends. The default idle time is seven (7) seconds but you can change the interval in the Idle Timeout setting.

Place a PTT Call to a Group

Placing a group PTT call is similar to placing a 1:1 PTT call.

1. Tap **Contacts** and then select the **Groups** tab.
2. Select the desired group.

You can expand the group to see the list of members and their presence.

3. Tap **Push To Talk**.
4. Upon hearing the grant tone, begin speaking.
5. Release **Push To Talk** when finished.
6. Tap **End Call**.



NOTE: End Call displays the idle time and counts down, in seconds, to indicate when an inactive call ends. The default idle time is seven (7) seconds but you can change the interval in the Idle Timeout setting.

Background Personal and Group PTT Calls

PTT Pro for iOS enables users to make PTT calls from the device lock screen or when the app is in the background. Users can call a contact, a group, or the default callee. When PTT Pro for iOS is in the background, making a PTT call requires a contact or group to be selected, or a default callee is specified.

The background PTT call requires iOS version 16.1 or later and PTT Pro for iOS 1.0.11094 or later.

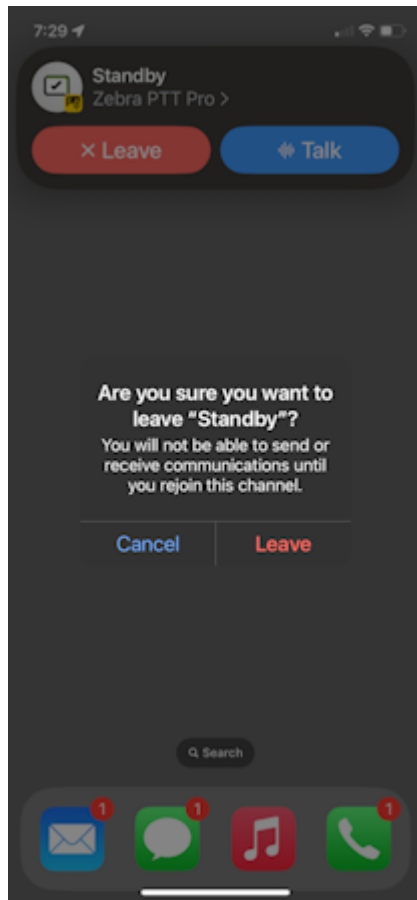
Place a Background PTT Call

The steps for placing a PTT call from the device lock screen or when PTT Pro for iOS is in the background are similar. You can also answer PTT calls from the device lock screen or when PTT Pro for iOS is in the background.

1. Initiate a PTT call by tapping the blue pill button in the upper left corner of the screen.



2. The PTT button displays **Leave** and **Talk**.



3. Tap **Leave** or **Talk**.

- **Leave** displays a pop-up message to confirm. Tapping **Leave** exits the Background PTT feature. To enable, bring PTT Pro for iOS to the foreground.
- **Talk** initiates a PTT call to the selected contact, group, or default callee. **Talk** can also be used to answer an incoming PTT call.

The background PTT button displays information related to the call state. For information about the PTT button states, go to [Background PTT States](#).

Background PTT States

The background PTT button includes a title and a label when active. The title and label provide additional information, such as the status of the background PTT feature, the recipient, and who is talking.

Standby

In standby mode, the title displays Standby, and the label displays Zebra PTT Pro.

Figure 13 Background PTT in Standby Mode

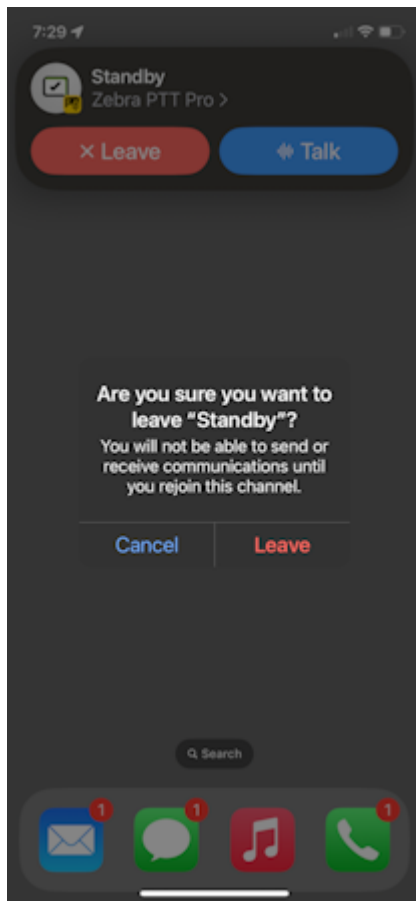
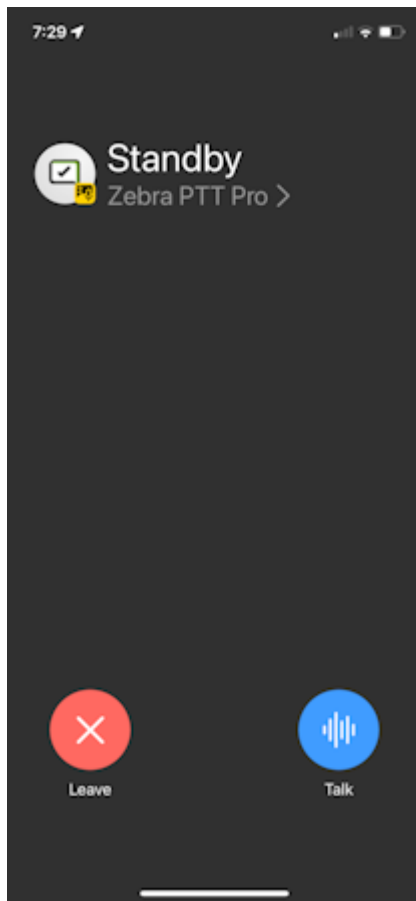


Figure 14 Standby Mode in the Lock Screen



Speaking

When you are speaking, the title displays You are speaking and the label displays You are speaking.

Figure 15 Background PTT when Speaking

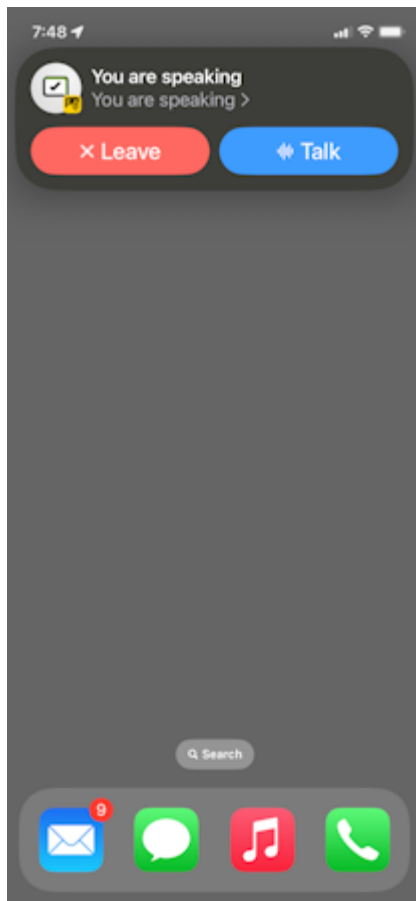
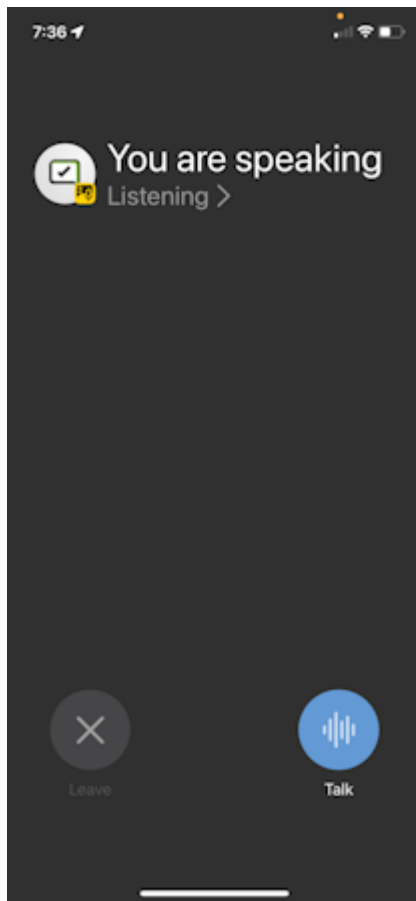


Figure 16 Speaking Mode on the Lock Screen



Idle

Idle mode occurs when a call is active, but no one is speaking. The title displays Idle, and the label displays Zebra PTT Pro.

Figure 17 Background PTT in Idle Mode

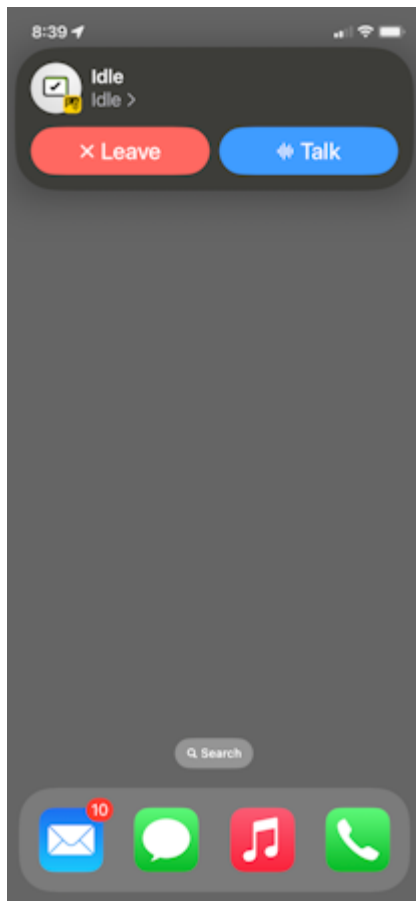
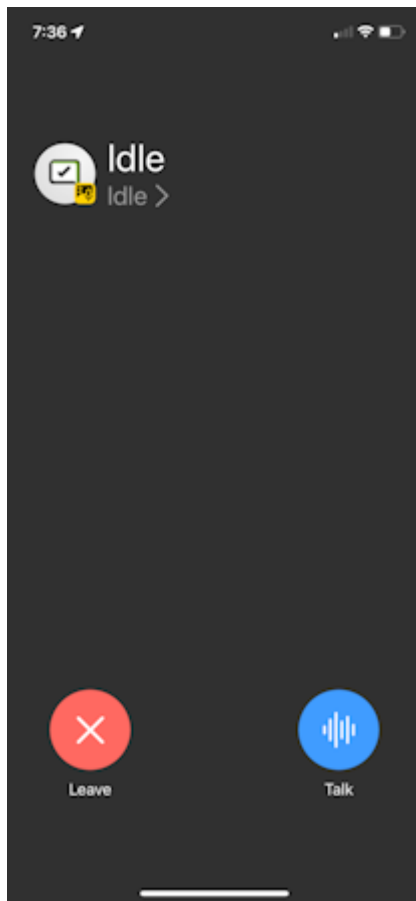


Figure 18 Lock Screen in Idle Mode**Listening**

When the other caller is speaking, the title displays the caller's user name followed by is speaking, and the label displays Idle.

Figure 19 Background PTT in Listening Mode

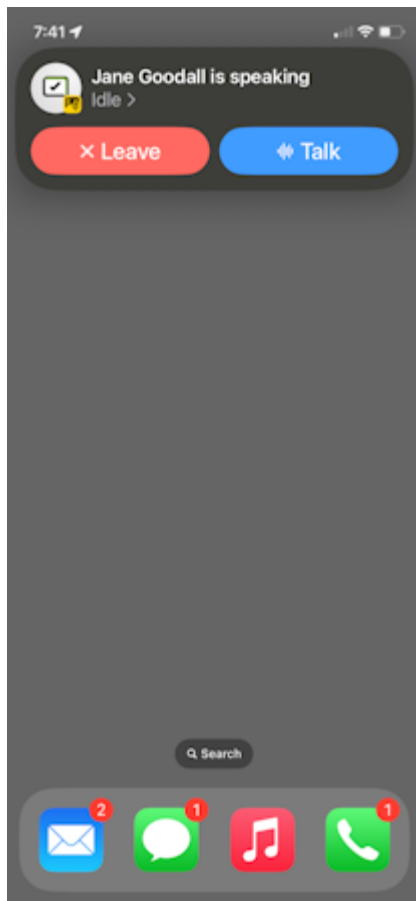
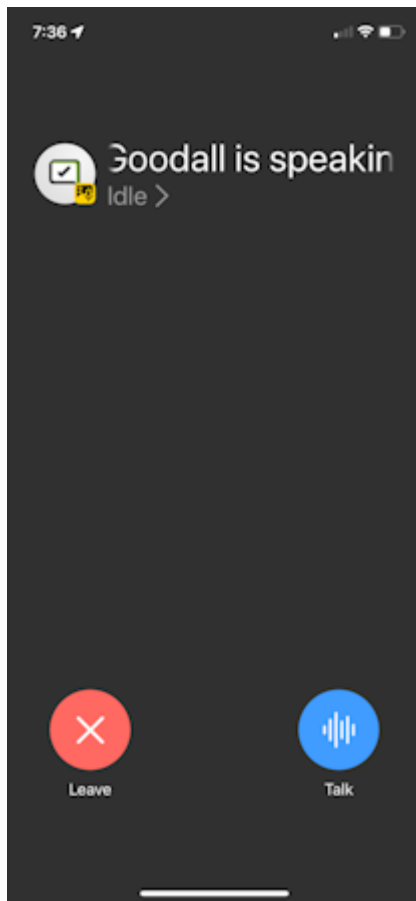


Figure 20 Lock Screen in Listening Mode



DnD

When the device is in DnD mode, the title displays DnD, and the label displays Zebra PTT Pro.

Figure 21 Background PTT in DnD Mode

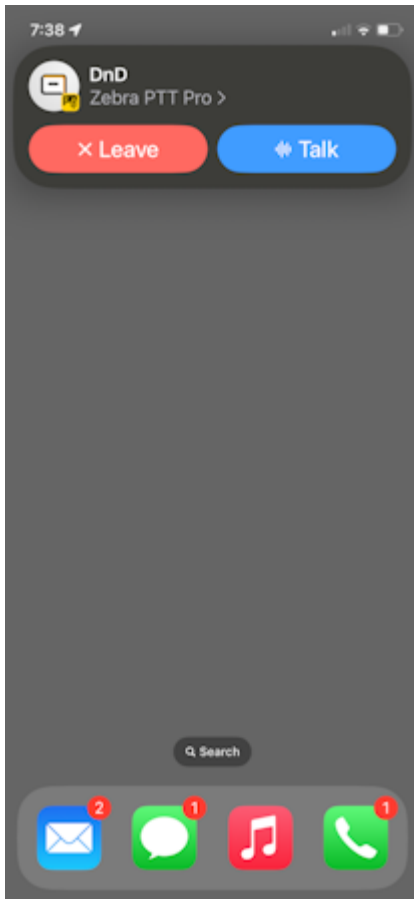
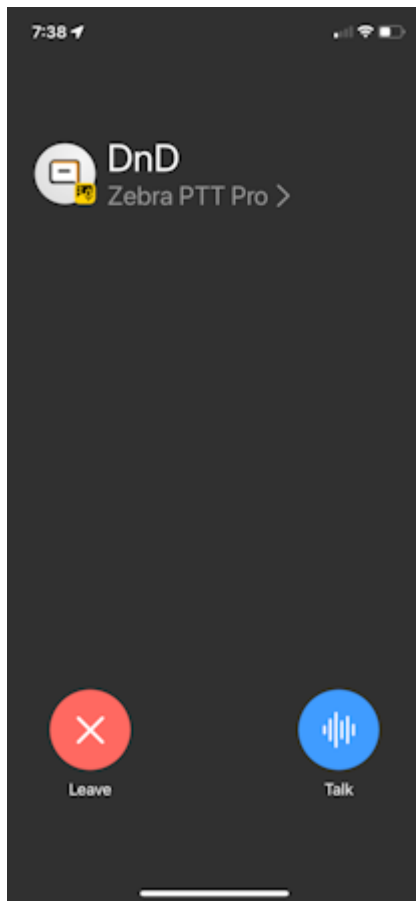


Figure 22 Lock Screen in DnD Mode

Background PTT Error Notifications

Error notifications may be displayed on the device screen. To resolve these errors, bring PTT Pro for iOS to the foreground.

Example error notifications include:

- Unable to connect to server, bring the PTT Pro app to the foreground.
- Audio recording error, bring the PTT Pro app to the foreground.
- Unknown error, bring the PTT Pro app to the foreground.

Ad Hoc PTT Calls

Ad hoc PTT calls are calls made to multiple contacts or a temporary group for a specific purpose. Use the ad hoc calling feature when the contacts needed for the call are not members of a single group.

Place an Ad Hoc PTT Call from the Contact List

Select one or more contacts to place an ad hoc PTT call.

1. Tap **Contacts** and then the **User** tab.

2. Select one or more (up to 250) recipients.
3. Press and hold **Push To Talk**.
4. Upon hearing the grant tone, begin speaking.
5. Release **Push To Talk** when finished.
6. Tap **End Call**.



NOTE: End Call displays the idle time and counts down, in seconds, to indicate when an inactive call ends. The default idle time is seven (7) seconds but you can change the interval in the Idle Timeout setting.

Place an Ad Hoc PTT Call from the Map

Select one or more contacts from the **Map** to place an ad hoc PTT call.

1. Tap **Map**.
2. Scroll and zoom to an area that includes the desired recipients.
3. Select the recipient and tap the circle in the contact.
4. Repeat for each recipient.

The total number of recipients is indicated in the map orientation icon.

5. Press and hold **Push To Talk**.
6. Begin speaking after you hear the grant tone.
7. Release **Push To Talk** when you finish speaking.
8. Tap **End Call**.



NOTE: End Call displays the idle time and counts down, in seconds, to indicate when an inactive call ends. The default idle time is seven (7) seconds but you can change the interval in the Idle Timeout setting.

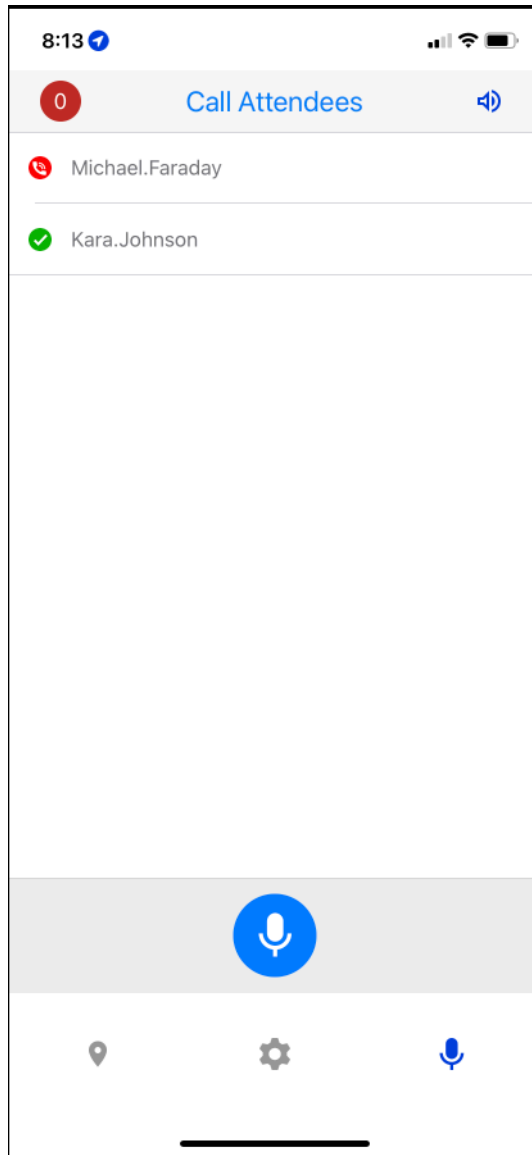
Responding to a Call

When your device is locked, you can open PTT Pro for iOS from the lock screen and answer the call.

1. If the device is locked, tap the PTT Pro for iOS call notification to open the app and respond to the call.

The Call Attendees screen identifies the caller.

Figure 23 Call Attendees Screen



2. Tap **Push To Talk** to begin speaking.
3. Release **Push To Talk** when finished.
4. After accepting the alert call, press the **Push To Talk** button to begin speaking and release when finished.

5. Tap **End Call**.



NOTE: End Call displays the idle time and counts down, in seconds, to indicate when an inactive call ends. The default idle time is seven (7) seconds but you can change the interval in the Idle Timeout setting.

1:1 Alert Calls

PTT Pro for iOS supports 1:1 alert calls, used for non-critical communication by alerting the recipient rather than interrupting a call. The recipient can choose to respond when they are available. Initiate alert calls from the **Contact** screen or the **Map** screen.

Place an Alert Call from the Contact List

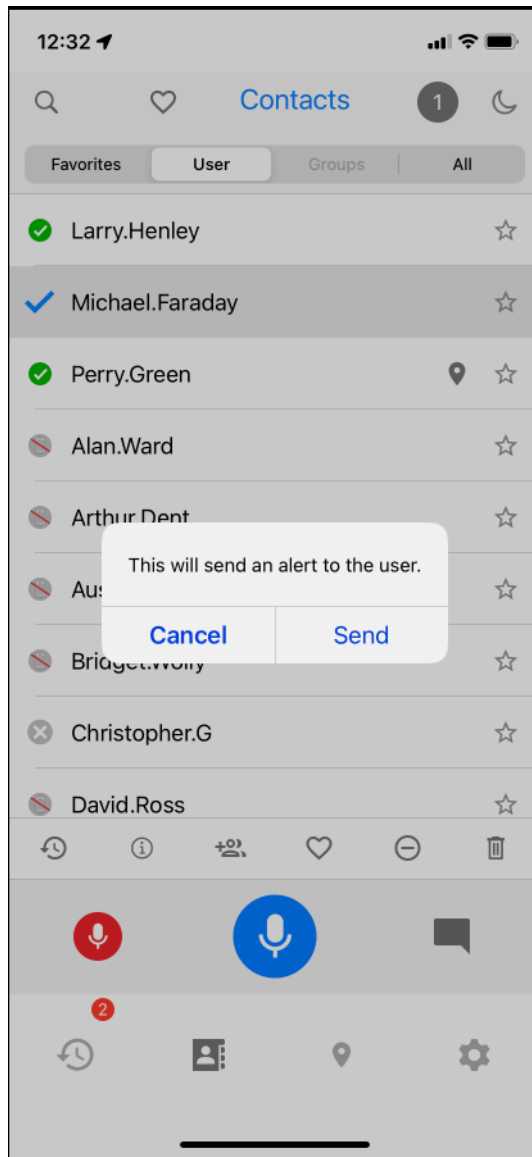
An Alert Call notifies the recipient of an incoming call. The recipient can choose to accept or dismiss the call.

1. Tap **Contacts** and select the **Users** tab to locate the contact.

Locate the contact by scrolling through the list of contacts or performing a search.

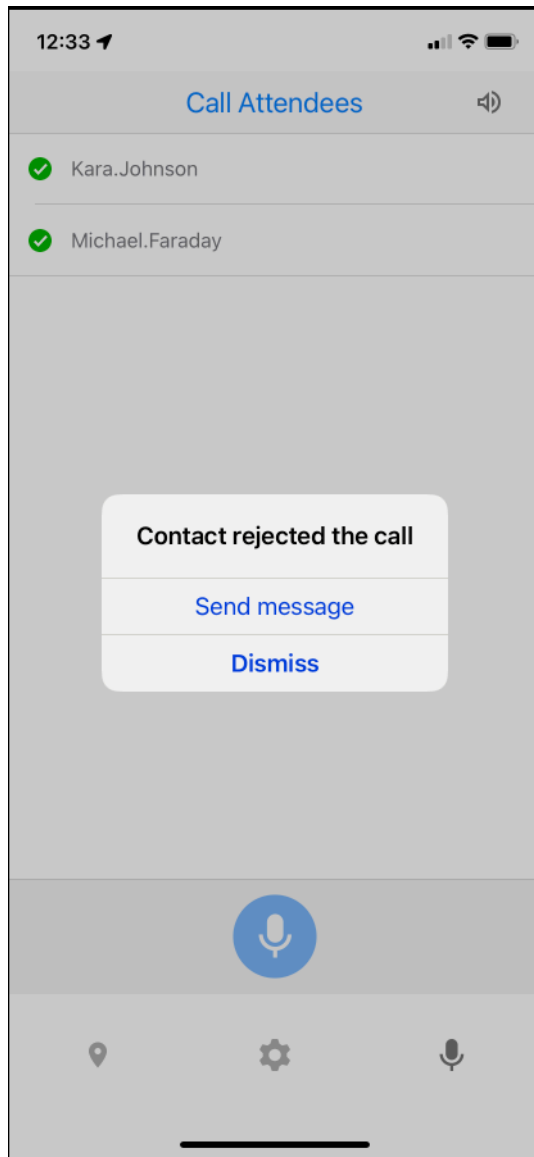
2. Tap **Alert** call.

PTT Pro for iOS displays a notification to confirm the alert call.



3. Tap **Send**.

- If the contact accepts the call, press and hold **Push To Talk** and you are placed on the call.
- If the contact rejects the call, you can **Send message** or **Dismiss**.



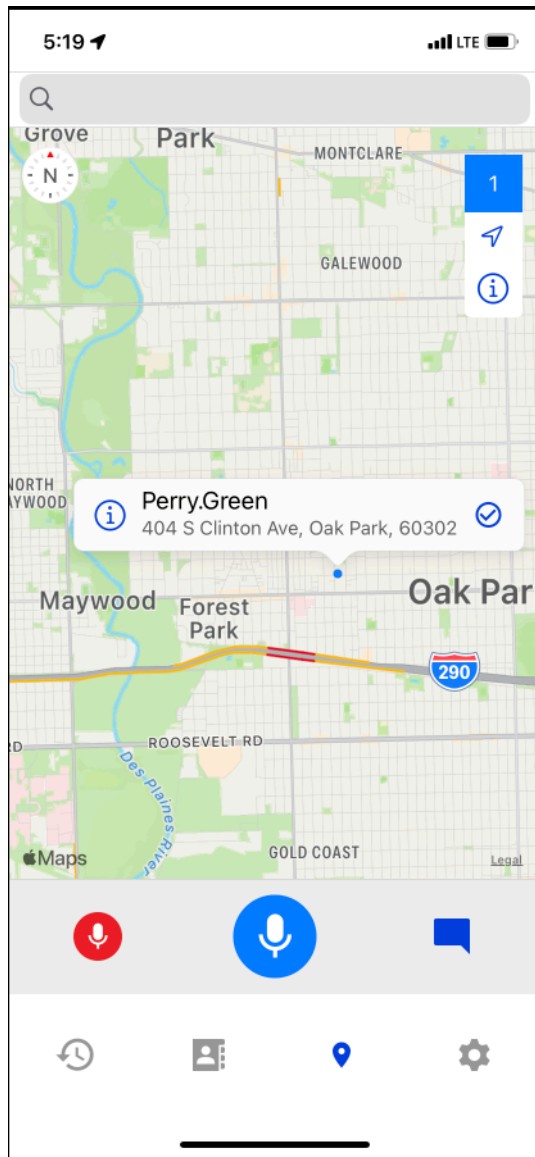
Place an Alert Call from the Map

You can locate a contact on the map and place an Alert Call.

1. Tap **Map**.

2. Select the recipient and tap the circle in the contact.

Figure 24 Select Contact from Map

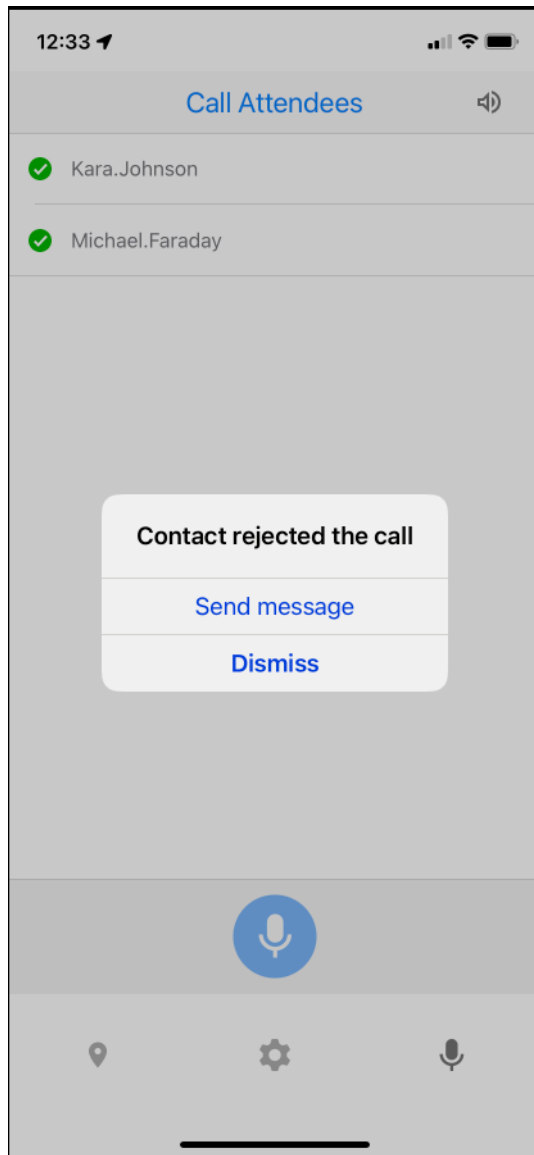


3. Tap **Alert** call.

PTT Pro for iOS displays a notification to confirm the alert.

4. Tap **Send**.

- If the contact accepts the call, press and hold **Push To Talk** and you are placed on the call.
- If the contact rejects the call, you can **Send message** or **Dismiss**.

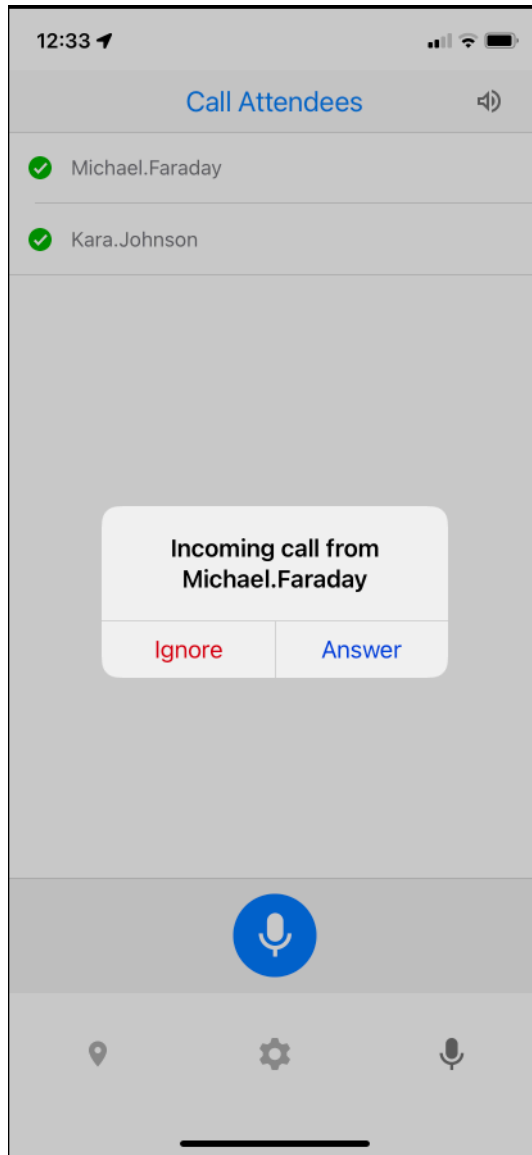


Respond to an Alert Call

When you receive an Alert call, you have the option to answer or ignore the call.

1. Select **Answer** to accept an incoming alert call or **Ignore** to reject the call.

Figure 25 Respond to an Alert Call



2. If the device is locked, tap the PTT Pro for iOS Call notification to open the app and respond to the call.
3. If you answer the call, press **Push To Talk** to begin speaking and release when finished.
4. Tap **End Call**.



NOTE: **End Call** displays the idle time and counts down, in seconds, to indicate when an inactive call ends. The default idle time is seven (7) seconds but you can change the interval in the Idle Timeout setting.

Do Not Disturb

PTT Pro for iOS supports Do not Disturb (DnD) to prevent a user from receiving PTT calls. The PTT Pro administrator controls DnD on the device from the Workcloud Communication PTT Pro Management Portal.

Enable or Disable DnD from the Contact List

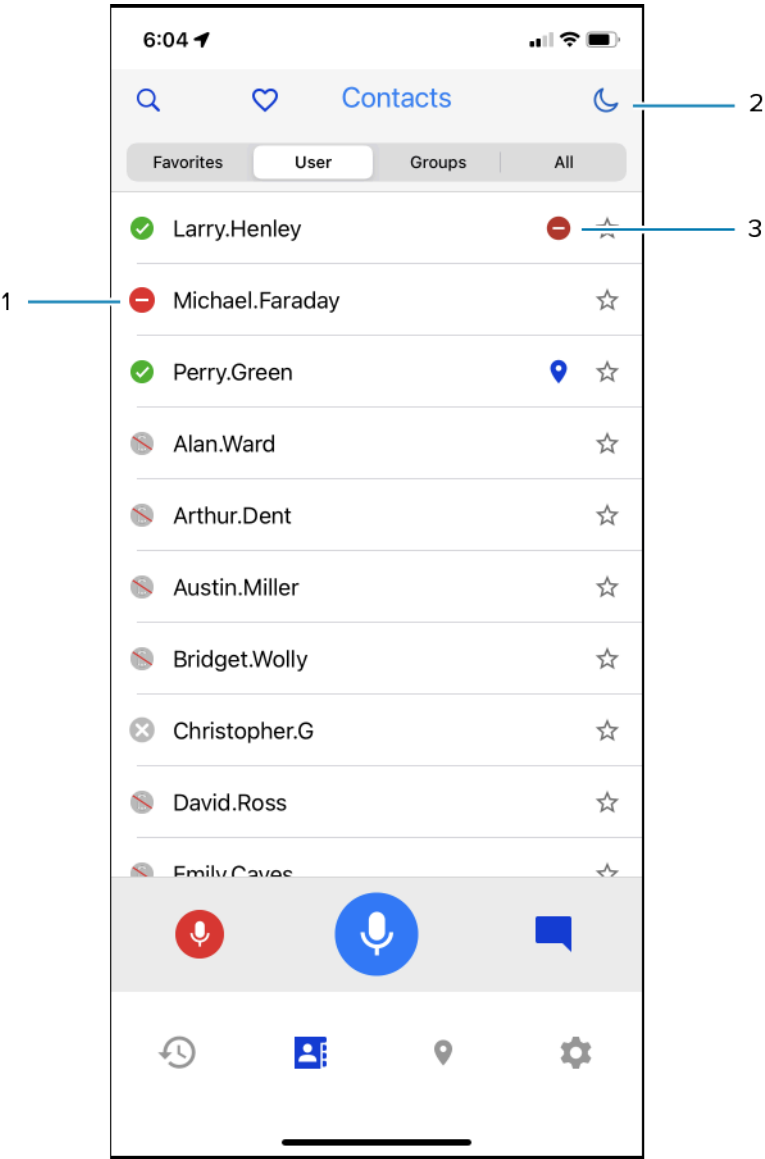
You enable or disable DnD from the **Contacts** screen.

1. Tap **Contacts**.

You can change the DnD status from the **Favorites**, **User**, **Groups**, and **All** tabs.

2. Tap **DnD** to enable or disable.

Figure 26 DnD and Blocked Contact



1	Contact is in DnD mode.
2	Enable or disable DnD.
3	Blocked contact.

Enable DnD Using Silent Mode

You can use the **Activate DnD in Silent Mode** to enable DnD when the device is in silent mode.

1. Tap **Settings**.
2. Locate and activate the **Activate DnD in Silent Mode** setting.

3. Use the Ring/Silent switch to put the device in silent mode.

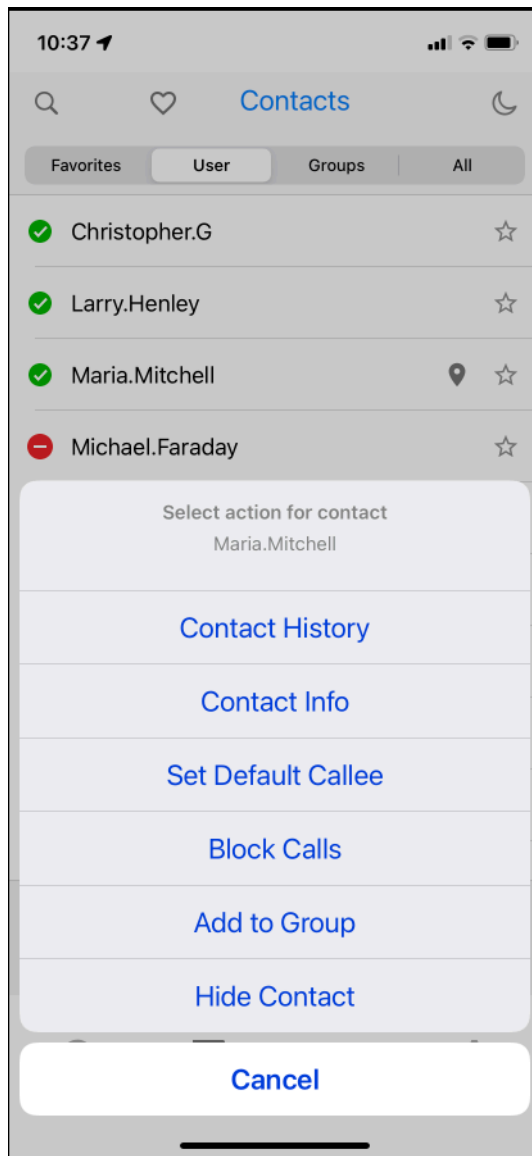
When the device is in DnD mode, a red banner displays across the top of PTT Pro for iOS.

Blocking Calls

You can block calls from the **Contacts** screen of PTT Pro for iOS.

1. Tap **Contacts** and select the **User** tab or **Groups** tab.
2. Touch and hold the contact or group to display the pop-up menu.

Figure 27 Contact Pop-Up Menu



3. Select **Block Calls**.

You can unblock calls by following these same steps and selecting **Unblock Calls**.

Late Join or Rejoin a Group PTT Call

PTT Pro for iOS supports Late Join and Rejoin for PTT calls with a group.

Late join is joining a call that is already in progress and Rejoin is joining a call you previously participated in and exited. The group presence indicates which group calls are active and available for late join or rejoin.

- To join a group call already in progress, tap **Push To Talk** to speak.
- To rejoin a group call that you exited, tap the group name and tap **Push To Talk** to speak.

Talker Override and Preemption for Group PTT Calls

PTT Pro for iOS supports Talker Override and Preemption with Enterprise Open, Enterprise Closed, and Dispatch group types.

During a call, a user with Talker Override can press **Push To Talk** 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 of a group in the Workcloud Communication PTT Pro Management Portal.

The Broadcast group supports preemption. When a Broadcast call is made, it preempts all other call members of the Broadcast Group. After the user has heard the broadcast message, the user can make other PTT calls again.



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

Call Override

Workcloud Communication PTT Pro supports the Call Override feature on 1:1, Ad hoc, and Group PTT calls.

Call Override allows users to be removed from a lower-priority ongoing call and placed into a higher-priority call. Each user and group has an assigned priority between 1 and 5, which determines the behavior of Call Override.



NOTE: Call Override is not related to Talker Override and 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 PTT Calls

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

Call Override on Group Calls

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

Call Override on Group Calls (by Calling Group)

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

Manage Calls and Messages

The **Recent** screen maintains a log of incoming and outgoing calls and messages.

The **Recent** screen includes the following information:

- Missed includes unread messages and missed calls.
- All includes all incoming and outgoing calls and messages.



NOTE: The **Recent** screen is not active when there are no calls or messages.

Respond to Calls and Messages

Use the **Recent** screen to respond to calls and messages.

1. Tap **Recent**.

Calls and messages are organized by group or contact. For example, calls and messages from the same contact are grouped together.

2. Select the group or contact.

3. Tap **Push To Talk** or **Message** to respond.

If the call or message was to two or more contacts or a group:

- For a call, PTT Pro for iOS initiates an ad hoc group call.
- For a message, PTT Pro for iOS sends a response to all recipients.

Delete Calls or Messages

You can delete individual messages and call logs or you can delete all of the records.

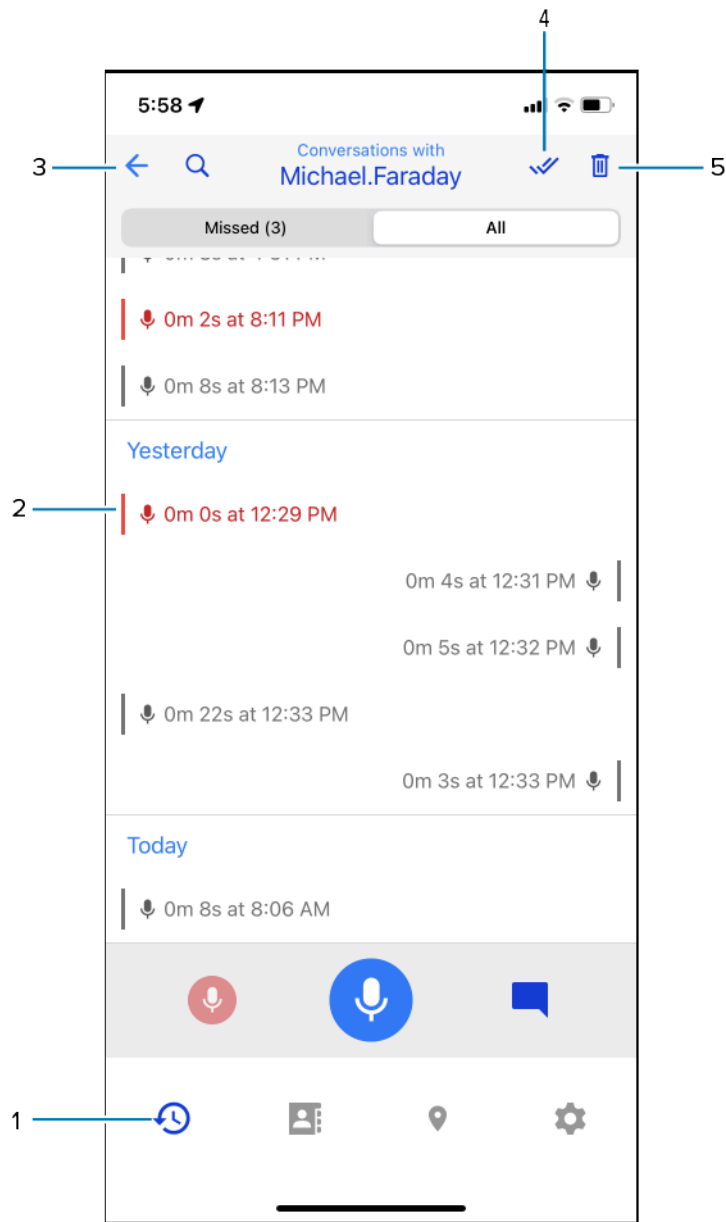
1. Tap **Recent**.

2. Select a contact or group to expand the record of messages and calls.

3. Tap **Missed** or **All**.

4. Tap Trash.

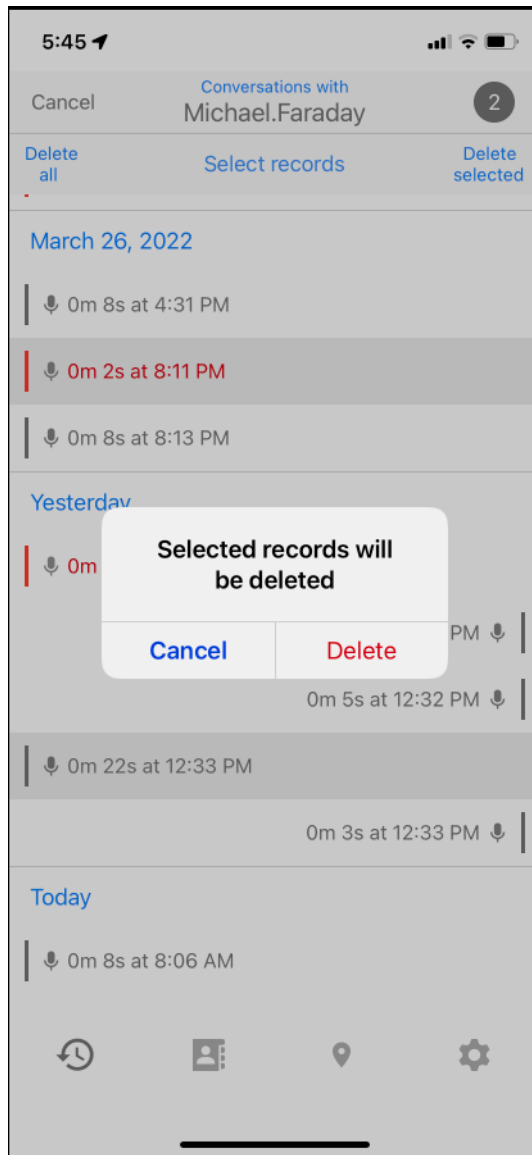
Figure 28 Recent Record Screen Elements



1	Tap to open Recent screen.
2	Missed call.
3	Tap to return to Recent screen.
4	Mark all messages and calls as read.
5	Trash

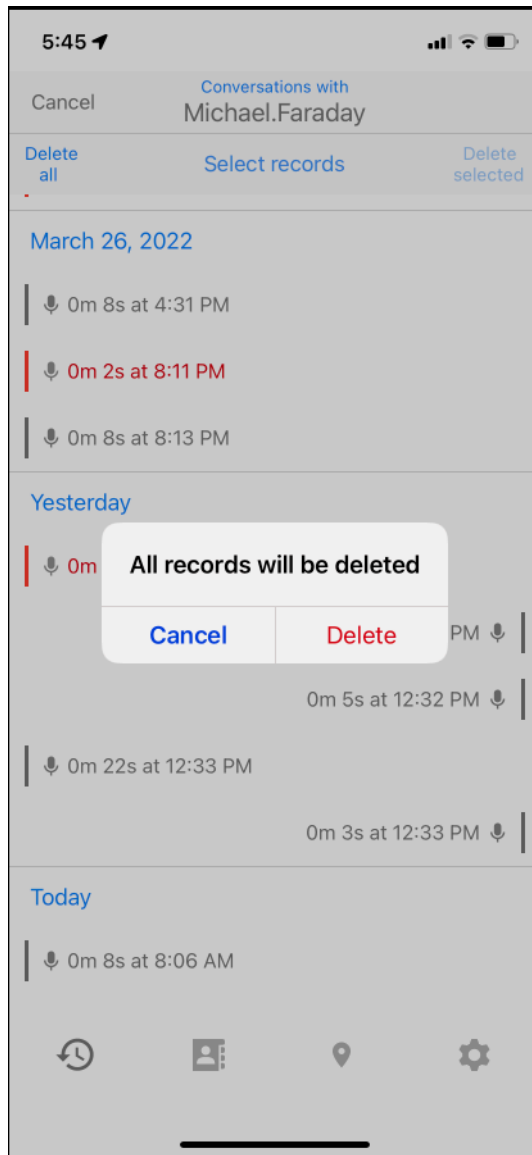
- To delete one or more messages or call logs, select each record and tap **Delete selected**.

Figure 29 Delete Selected Records from Conversation



6. To delete all, tap **Delete all**.

Figure 30 Delete All Records from Conversation

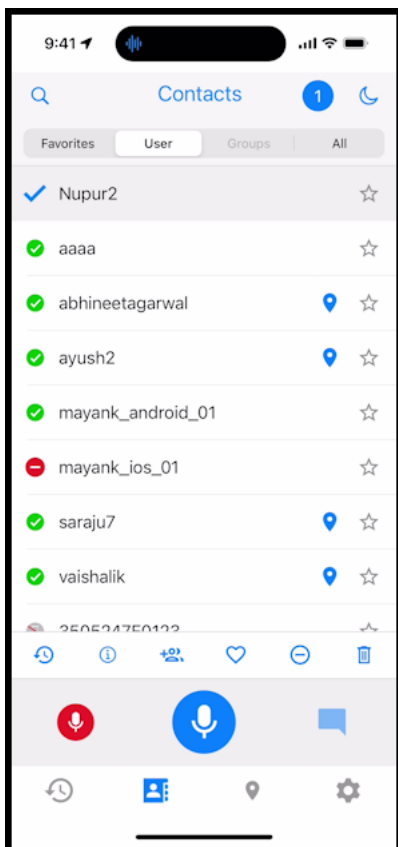


Message Management

PTT Pro for iOS provides messaging between contacts and groups with the ability to include photos and images from the device. Messages are securely stored on the PTT Pro Server.

The **Enable Messaging** option in the Client Settings on the Workcloud Communication PTT Pro Management Portal controls whether the user can send messages. If disabled, the message option is hidden for the user.

For the configuration details, see the [Edit Feature Keys](#) section in the Workcloud Communication PTT Pro Management Portal Customer Administrator Guide.



When **Enable Messaging** is disabled:

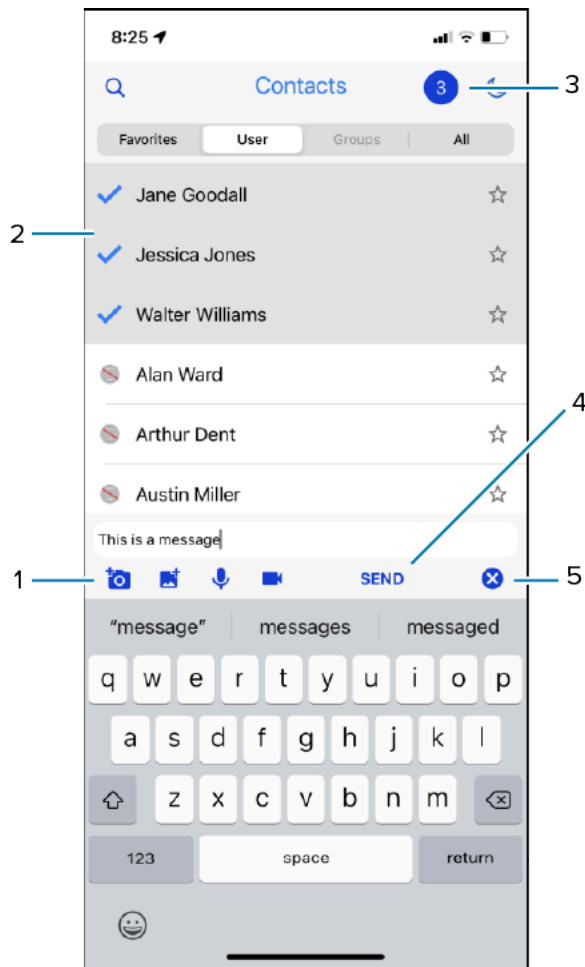
- The incoming ZEMS messages and broadcast messages/notifications are still allowed.
- Sending and receiving broadcast messages are still allowed.

- Forwarding ZEMS/Broadcast messages is not allowed.


Sending a Message to One or More Contacts

You can send a message to one or more contacts. Messages can include photos or images.

1. Tap **Contacts**.
2. Locate and select the recipients.
3. Tap **Message**.
4. Enter the message.
5. (Optional) Add an attachment to your message.
 - Tap **Camera** to take a photo.
 - Tap **Image** to choose an image.
 - Tap **Microphone** to record audio.
 - Tap **Video** to record a video.



- | | |
|---|---|
| 1 | Tap a multimedia icon to take a photo, upload an image, record audio, or record a video and attach it to the message. |
|---|---|

	 NOTE: Image compression is applied during save and share, resulting in a five percent reduction in quality.
2	Selected message recipients.
3	Count of selected recipients.
4	Tap to send the message.
5	Tap to cancel the message.

6. Tap **Send**.

Sending a Message to a Group

You can send a message to a group.

1. Tap **Contacts** and select the **Groups** tab.
2. Select a group.
You can send a message to a single group.
3. Enter the message.
4. (Optional) Add an attachment to your message.
 - Tap **Camera** to take a photo.
 - Tap **Image** to choose an image.
 - Tap **Microphone** to record audio.
 - Tap **Video** to record a video.
5. Tap **Send**.

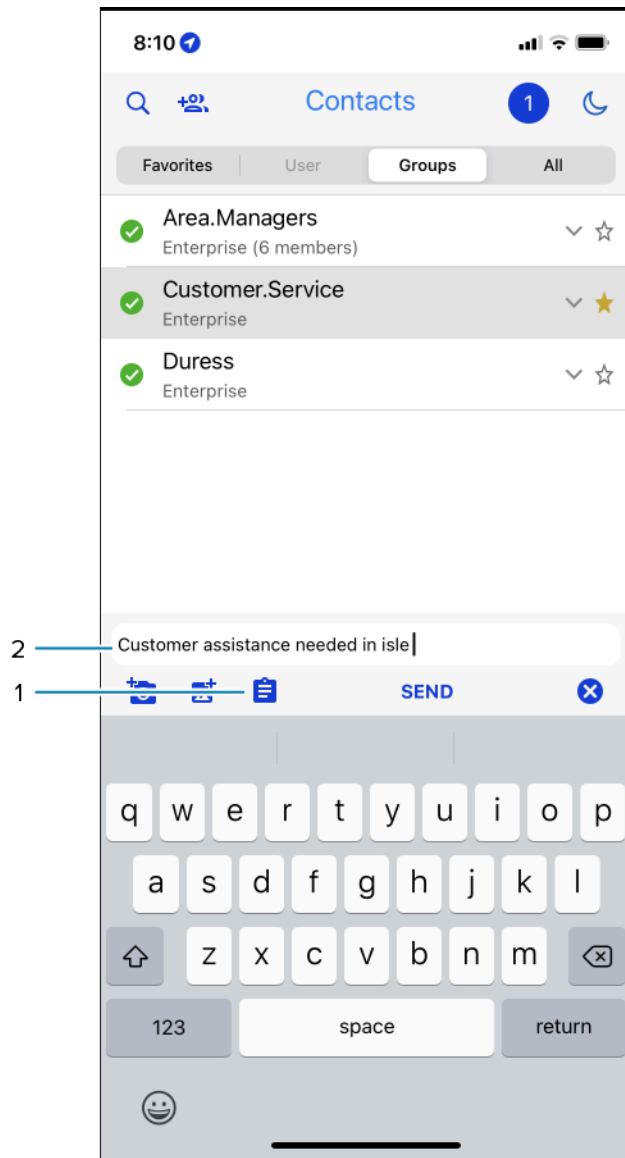
Group Message Template

The PTT Pro administrator can create message templates on the Workcloud Communication PTT Pro Management Portal. This feature is enabled by the administrator, it may not be seen or available to the user.

Group message templates are used to send repetitive, meaningful messages without having to type the message. An additional feature provides the ability to have variable tags in the pre-configured message templates. This provides the user the ability to enter specific variable(s) into the template. When the user selects a template with variables, only the variable is requested to be entered.

The user can then send a text message to all members of a group, using the message text that was created from the template.

Figure 31 Group Message Template Icons and Text

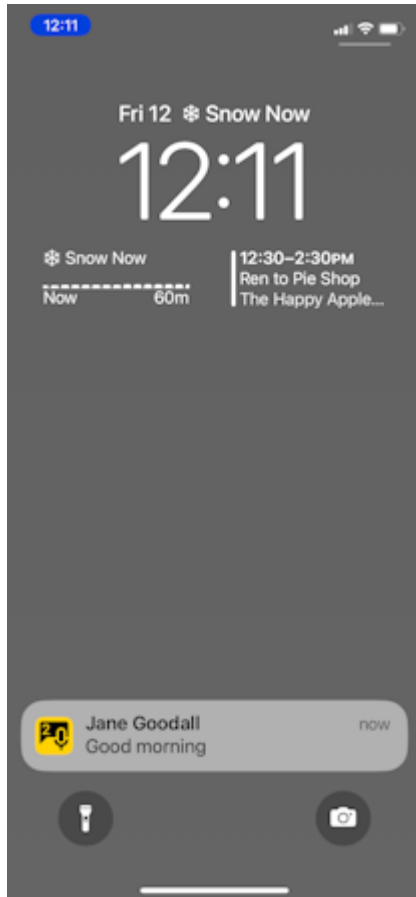


1	Tap to open the Group Message template.
2	Text from the Group Message template

Message Notifications

Message notifications can be viewed from the lock screen. Swipe down to see the message in the Notification Center and tap the message to open the message in the **Recent** screen.

Figure 32 Message Notification on Lock Screen



Responding to Messages

Missed messages are listed under the **Missed** tab of the **Recent** screen. You can also respond to messages under the **All** tab by locating the sender.

1. Tap **Recent** and select **Missed**.

Messages that you have not read are listed under **Missed**.

2. Select the message. PTT Pro for iOS displays all of the previous messages and calls with that contact or group.
 - Tap **Message** to respond to the sender.
 - Tap the arrow under the message to forward the message and any attachment to another contact or group.
 - Tap the paperclip to view an attachment.

3. Enter a response.
4. (Optional) Add an attachment to your message.
 - Tap the **Camera** to take a photo.
 - Tap **Image** to choose an image.
 - Tap the **Microphone** to record audio.
 - Tap **Video** to record a video.
5. Tap **Send**.

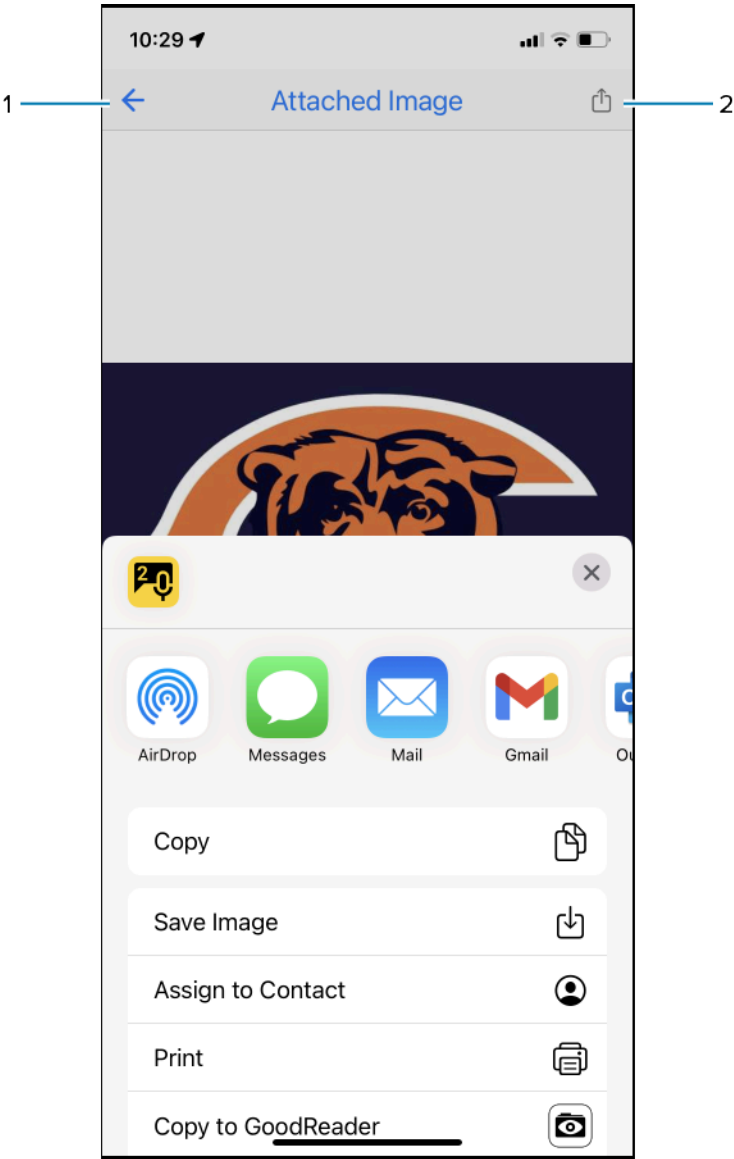
Saving an Attachment

You can save an attachment received in a message to the device.

1. Tap **Recent** and select **All**.
2. Locate the contact or group that sent the conversation or message.
3. Select the conversation or message.
4. Tap the paperclip to view the attachment.

5. Tap **Action** to save the attachment or open in another app.

Figure 33 Save Message Attachment



1	Return to message.
2	Action icon to save attachment or open in another app.

Marking a Message as Read

You can mark a conversation or a message as read. Unread messages appear in dark text and read messages appear in gray text.

1. Tap **Recent** and select **All**.
The **All** tab includes unread messages.

2. Locate the contact or group that sent the conversation or message.

3. Select the conversation or message.

If the message is inside a conversation, expand the conversation and select the message.

4. Tap the checkmarks to mark the message or conversation as read.

See [Delete Calls or Messages](#) on page 57 for information about how to delete a message.

Contact and Group Management

You can manage contacts and groups through the PTT Pro for iOS app. Certain contact and group functions are controlled by the PTT Pro administrator.

You can perform the following actions on contacts and groups:

- Add contact
- Remove contact
- Add contact to Favorites
- Set contact as default callee
- Create new group
- Add contact to a group
- Hide group
- Delete group
- View contact on the Map.

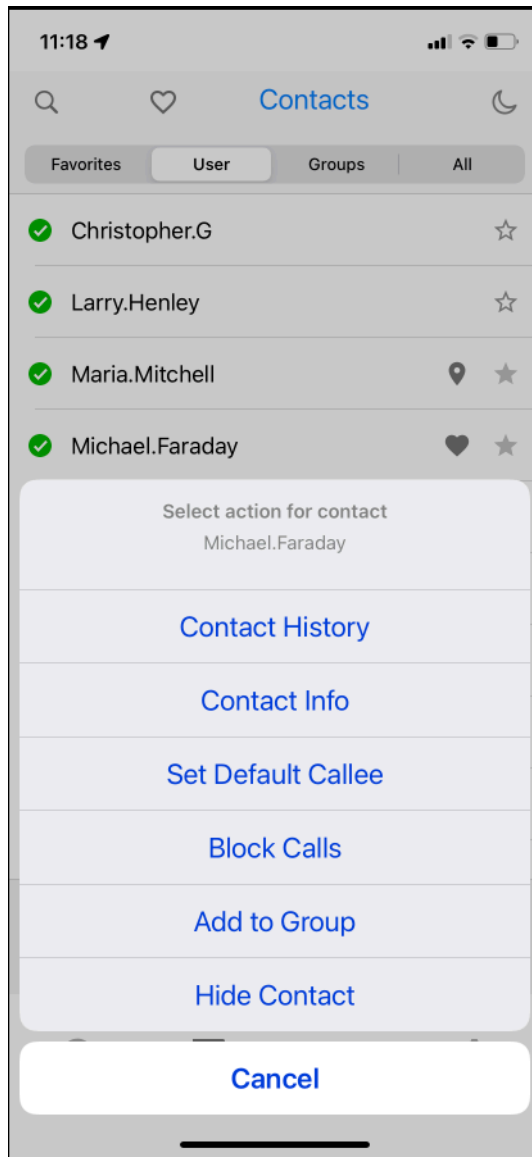
View Contacts and Contact Actions


The **Contacts** screen provides access **Favorites**, **User**, **Group**, and **All**. The contact actions menu and action bar are also available from the contacts screen.

1. Tap **Contacts**.

2. Press and hold on a contact to display the action menu.

Figure 34 Contact Action Menu



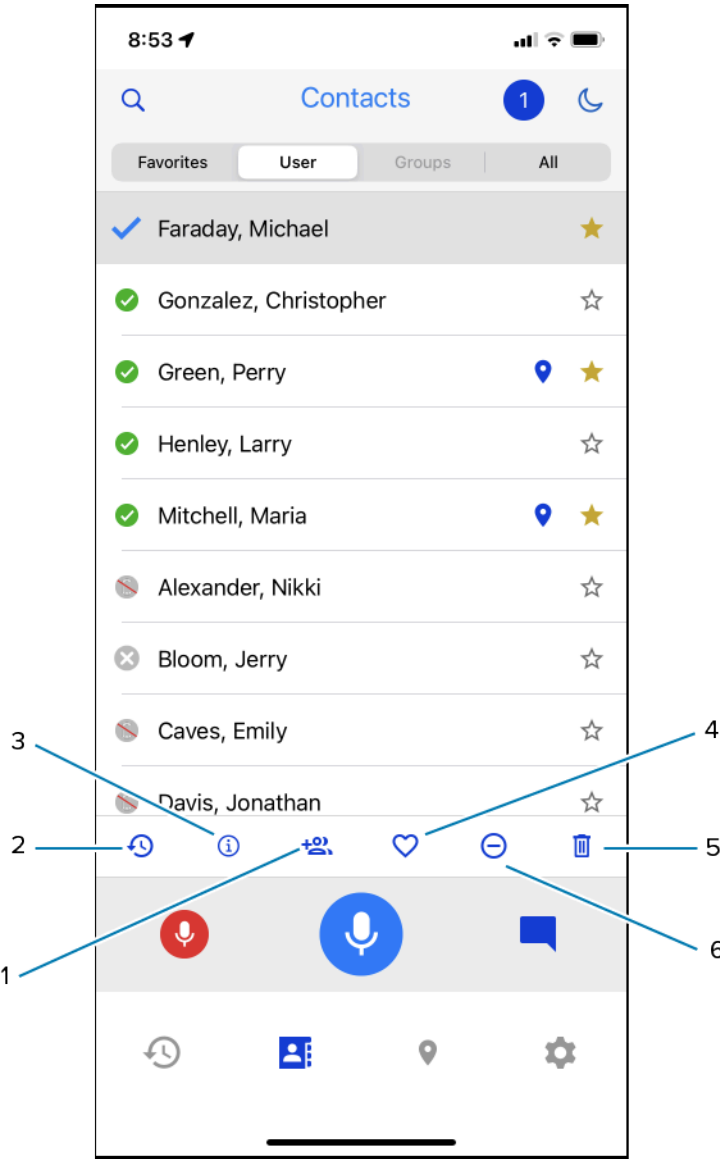
Contact History	Opens the call and message history for the selected contact.
Contact Info	Provides information about the contact, such as customer name, department, and contact capabilities.
Set Default Callee	<p>Sets the contact as the default recipient when you tap Push to Talk and no contact or group is selected.</p> <p> NOTE: This option is not available when the Profile Manager administrator specifies a default callee group.</p>
Block Calls	Blocks calls from the selected contact.


Add to Group	Adds the contact to a Personal or Member group. You must create a Personal or Member group first.
Hide Contact	Removes the contact name from the Contact screen on the device. The contact is not removed from the Workcloud Communication PTT Pro Management Portal.

Contact Action Bar

The Contact action bar appears when you select a contact. The contact bar provides the same set of actions available from the action menu.

Figure 35 Contact Action Bar



1	Adds the contact to a Personal or Member group. You must create a Personal or Member group first.
2	Opens the call and message history for the selected contact.
3	Provides information about the contact such as customer name, department, and contact capabilities.
4	<p>Sets the contact as the default callee when you tap Push to Talk and no contact or group is selected.</p> <p> NOTE: This option is not available when the Profile Manager administrator specifies a default callee group.</p>
5	Removes contact from Contacts list.
6	Blocks calls from the contact.

Add and Search for a Contact

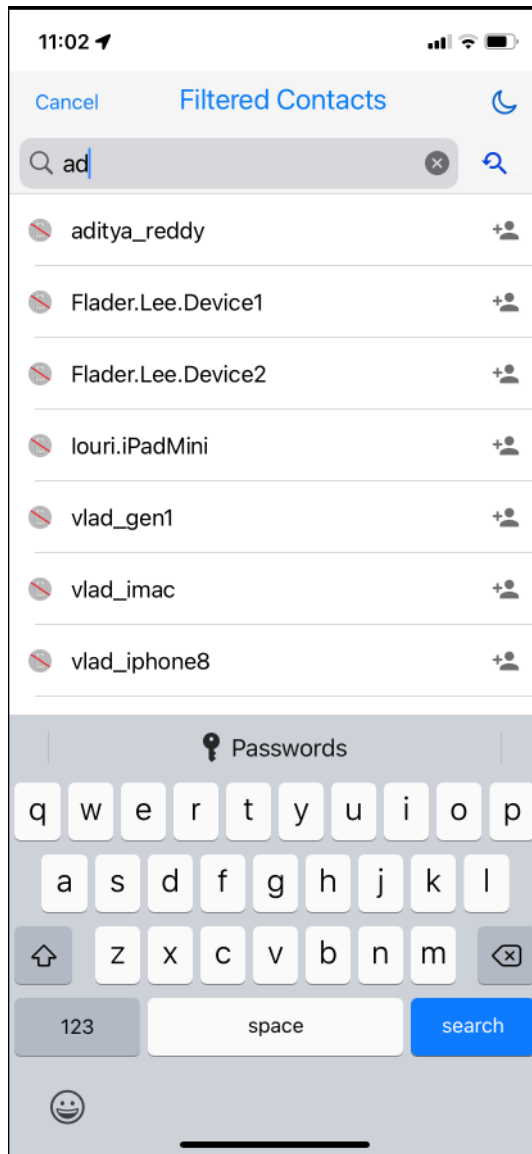
The contacts listed in the Contacts screen are controlled from the Workcloud Communication PTT Pro Management Portal. When you have a long list of contacts, use search to quickly locate a specific contact.


1. Tap **Contacts**.

2. Tap search and enter a user name. Contacts that match the search criteria are listed under **Filtered Contacts**.

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 causes no contacts to appear.

Figure 36 Contact Search



3. Select one or more contacts and tap  for each contact to add them to the contact list.
4. Tap **Cancel** to close **Filtered Contacts**.


Remove a Contact

When you remove a contact, the contact is removed from the list of contacts for your user account in the Workcloud Communication PTT Pro Management Portal. The contact is not removed from the server but an administrator would need to add the contact back to your contact list.

1. Tap **Contacts**.
2. Select the contact:
 - Tap the trash can on the action bar.
 - Press and hold on the contact and select **Hide Contact** from the action menu.
3. Tap **Delete** to confirm.

Add Default Callee

The default callee is a contact or group that is called when no contact or group is selected and you tap **Push to Talk**.

1. Tap **Contacts** and select a contact or group.
2. Tap  from the action bar or choose **Select Default Callee** from the action menu.


The default callee icon displays next to the contact or group name.



NOTE: If the Profile Manager administrator assigns a default callee group, you cannot set the default callee.

Add a Contact or Group as a Favorite

Contacts and groups marked as favorites are listed under the **Favorites** tab on the **Contacts** screen. The **Favorites** tab provides quick access to contacts or groups you frequently call or message.

1. Tap **Contacts**.
2. Tap  to mark the contact or group as a favorite.

Contacts or groups marked as favorites are listed under the Favorites tab and appear with .

Refresh Contacts and Presence

Presence indicates the status of a contact. You can refresh the presence on your device to update the presence status.

1. Tap **Contacts**.
2. Swipe down on the screen until **Refreshing Presence...** displays.

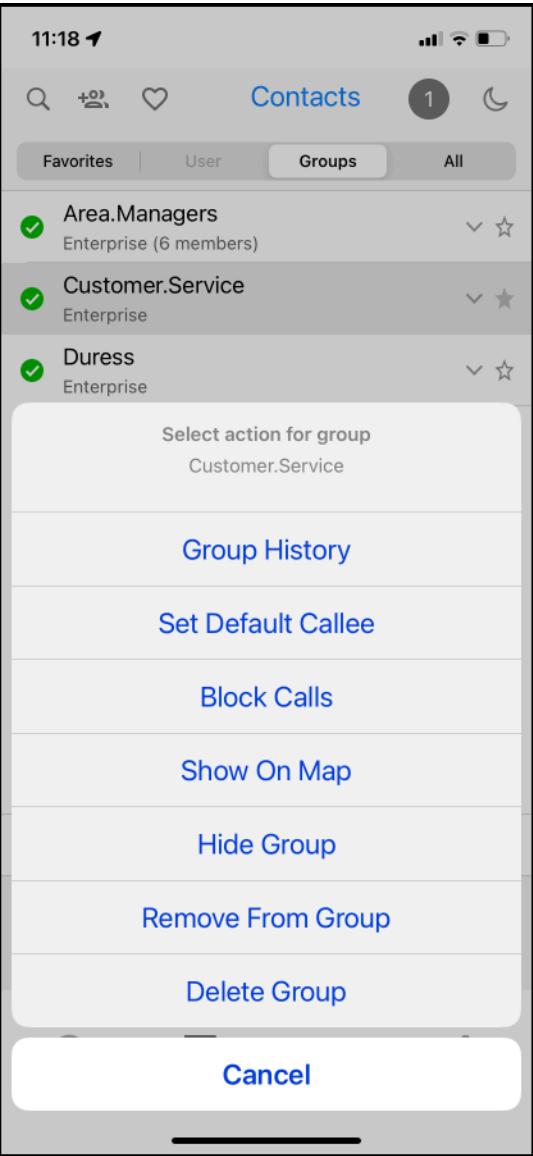
Group Action Bar and Action Menu


The Group tab under Contacts provides an action bar and an action menu for managing group functions.

Group Action Menu

To open the Group action menu, press and hold on to the group name.

Figure 37 Group Action Menu



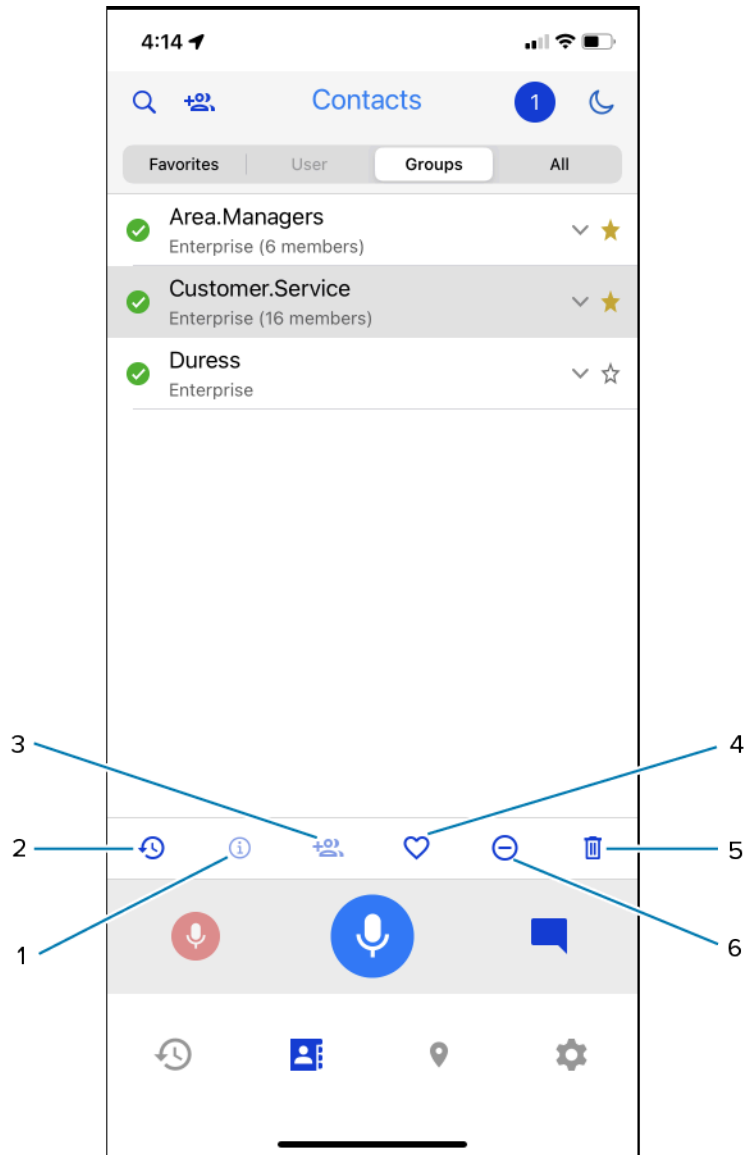
Group History	Opens the call and message history for the selected group.
Set Default Callee	Sets the group as the default recipient when you tap Push to Talk and no contact or group is selected.  NOTE: This option is not available when the Profile Manager administrator specifies a default callee group.
Block Calls	Blocks calls from the selected group.
Show on Map	Shows the location of each group member on the map.
Hide Group	Removes the group from the group list. To unhide the group, use search to add the group back to the list.

Remove From Group	Removes user from group. This option is not available for Enterprise Closed Groups and Personal Groups owned by another user.
Delete Group	Removes group from devices. This option is not available for Enterprise Closed Groups and Personal Groups owned by another user.


Group Action Bar

The Group action bar appears when you select a group.

Figure 38 Group Action Bar




1	Information about the group is not applicable.
2	Opens the call and message history for the selected group.
3	Add contact to group is not applicable when a group is selected.

4	<p>Sets the group as the default callee when you tap Push to Talk and no contact or group is selected.</p> <p> NOTE: This option is not available when the Profile Manager administrator specifies a default callee group.</p>
5	Removes group from Group list. Not applicable to Enterprise Closed or Personal Groups owned by another user.
6	Block calls from the group.

Create a Group

Create a Personal or Member group on the device with PTT Pro for iOS. Personal and Member groups are saved to the PTT Pro Server.

1. Tap **Contacts** and select the **Groups** tab.
2. Tap .
3. Select **Personal** or **Member** as the group type.
4. Enter the group name in the **GroupName** field.
5. Select the contacts to add to the group.
6. Tap **Create**.

Location Services

The mobile device can send GPS location information to the Workcloud Communication PTT Pro Management Portal. This feature is enabled in the Workcloud Communication PTT Pro Management Portal by your administrator.

When enabled, you can use the PTT Pro for iOS client to:

- Enable or disable location services
- Enable or disable the Duty mode.

Send Location Information

Your administrator can configure the PTT Pro for iOS app to send location information from the device to the PTT Pro Server.

Administrator controlled

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

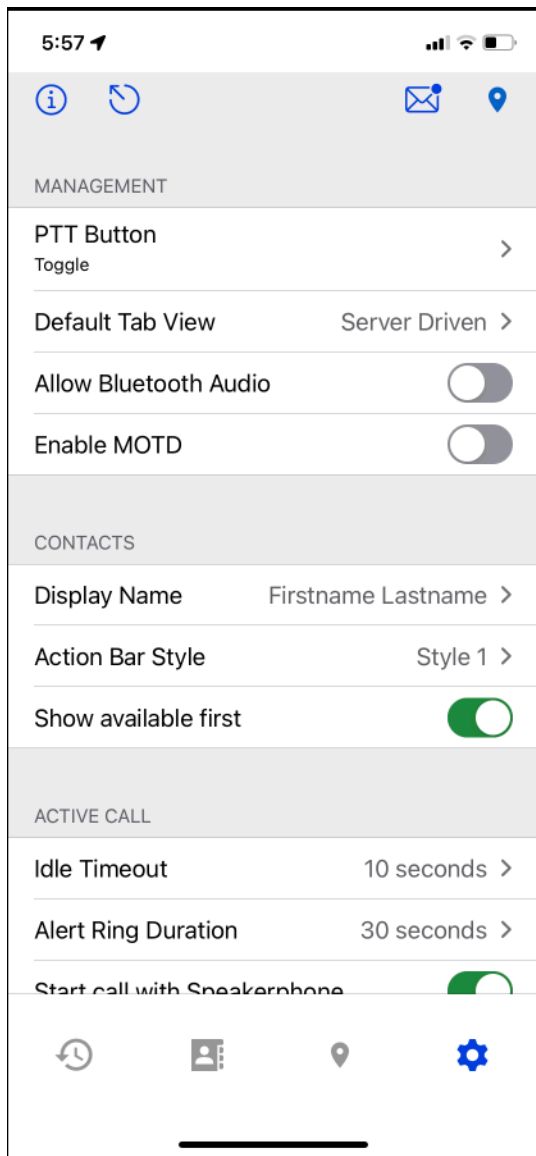
User controlled

If the administrator sets the device location setting to Allow Location Disable to OFF, the user has the ability to enable or disable sending location information to the Workcloud Communication PTT Pro Management Portal.

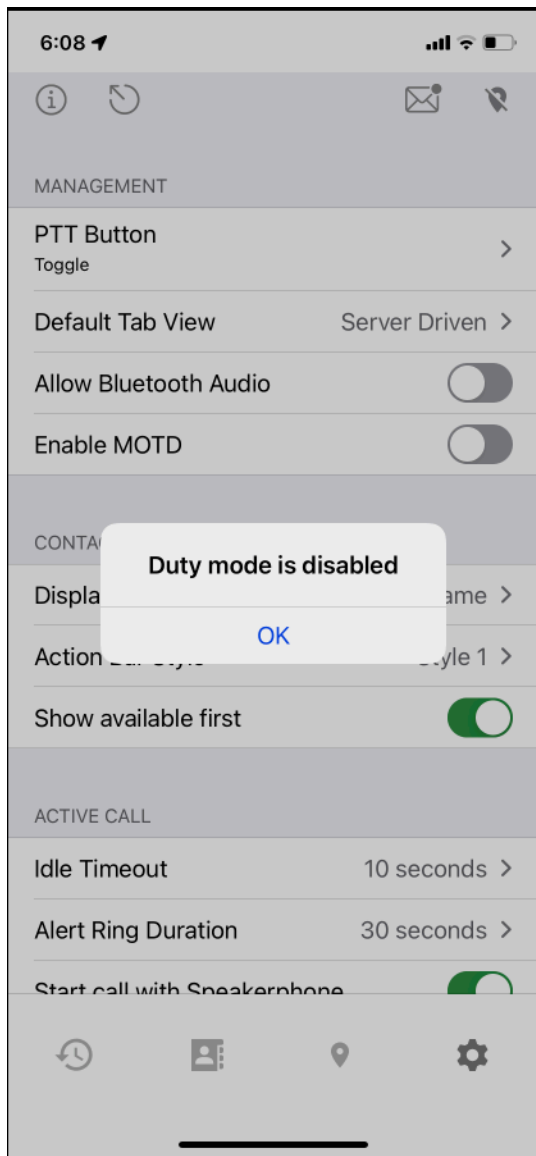
Duty Mode

Duty Mode is designed for users that go On and Off duty. When Off duty, a user is available for PTT calls and messaging, but the user does not share location information with the PTT Pro Server. If a user engages in a PTT call while Off duty, the user is reset back to On duty. If the administrator turns the Force Duty Mode off, the user does not have the ability to set the Off Duty mode. If the Force Duty Mode is set to on, then the user has the ability to go on and off duty.

Location sharing, when enabled by the administrator, is shown in the **Settings** screen. [Figure 39 Duty Mode Enabled \(On Duty\)](#) on page 79 shows a user who shares their location. The user can tap the map pin to stop sharing their location.

Figure 39 Duty Mode Enabled (On Duty)

In [Figure 40 Duty Mode Disabled](#) on page 80, the user has turned off Duty Mode and is no longer sharing their location.

Figure 40 Duty Mode Disabled

Display Location Information

Your administrator can control if the Map screen is displayed on the device.

When an administrator enables Show Map on Client, the Map screen is available on the device. Users with the Map screen available can see the location and presence of contacts who are sharing their location. Location information updates every four minutes.

- Contacts with location enabled appear on the map.
- A blue dot indicates the owner (self).
- A green pin indicates an available contact.
- A red pin indicates an unavailable contacts already in-call.

- A gray pin indicates an unavailable contact in DnD mode.

Device Settings

Device settings control the PTT Pro for iOS app display, call, and notification settings, headset settings, and account information. A user's ability to change these settings is controlled by the Workcloud Communication PTT Pro Management Portal.

App settings are divided into four categories:

- Management
- Contacts
- Active Call
- Notifications

Management Settings

Management settings control the PTT button for supported headsets, the default tab view, and Bluetooth audio.

PTT Button

Specifies the type of headset hardware. Options include Default (Toggle), Two Pulse, Bluetooth LE, Aina Voice Responder, BlueParrot Headsets, and None.

Table 3 Supported Headsets for PTT Pro for iOS

PTT Button Toggle Setting	Supported Headset
Default (Toggle)	Apple EarPods with Lightning Connector
Aina Voice Responder	Klein Curl / Triumph / Victory (Lightning iOS) Wired PTT Headset
BlueParrot Headsets	Jabra BlueParrott Bluetooth Headsets with PTT Button <ul style="list-style-type: none">• C300-XT• B350-XT (204260)• C400-XT• B450-XT• B550-XT• M300-XT

Default Tab View

After completing any activity, the user is returned to the default screen specified by this setting. Possible values include Recent, Contacts, Map, Last Used, or Server Driven.

Allow Bluetooth Audio

Enables the use of a supported Bluetooth headset for call audio.

Enable MOTD (Message of the Day)

Enable this setting to specify the URL and API token for the Interworking Gateway (IWG). IWG enables the 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 when the message is received, the attached media file is played on the recipient's device.

- IWG URL is the address to the MOTD server.
- API Key is the authentication token for the IWG.



NOTE: The Enable MOTD (Message of the Day) setting is not supported. Refer to the Zebra Enterprise Messaging Service Customer Administrator Guide for information about messaging that includes media files.

Contacts

Contacts settings control the display of contacts in the PTT Pro for iOS app.

Display Name

Controls how contact names are displayed. Values include:

- Username
- Firstname Lastname
- Lastname, Firstname
- Lastname
- Firstname

Action Bar Style

Enables or disables the action bar in the **Contacts** screen when the user selects a contact or group.

- Style 1 enables the action bar with a white background above the call button bar.
- Style 2 enables the action bar with a gray background that matches the call button bar.
- Style 3 disables the action bar and provides a larger visible area on the device screen.

Show Available First

Sorts contacts so that contacts that are active display above contacts that are signed out.

Active Call

Active Call settings control how the PTT Pro for iOS app responds to PTT calls.

Idle Timeout

Determines how long an inactive call stays active. The default is 7 seconds.

Alert Ring Duration

How long to ring, in seconds, when receiving an alert call.

Start call with Speakerphone

Start all calls with the speaker enabled.

Remember Callee

Remember last call recipient so the user can call the recipient again by selecting **Push to Talk**.

PTT Toggle

Push to Talk functions as on and off instead of press and hold to speak.

Whole Screen as PTT

During a call, the entire In Call screen acts as the PTT button.

Activate DnD in Silent Mode

Enables DnD mode when the device is put in silent mode.

Enable Call Brightness

Set the desired screen brightness during PTT calls.

Default Sound Profile

These settings change the default speaker sounds.

Ring on Incoming Call

Rings when receiving a PTT Pro call

Vibrate on Incoming Call

Vibrates when receiving a PTT Pro call.

Play Grant Tone

Plays a tone when you are granted permission to speak.

Play Floor Taken Tone

Plays a tone when another user is granted permission to speak.

Play Floor Idle Tone

Plays a tone when the floor is available for you to speak.

Play Floor Denied Tone

Plays a tone when you are denied permission to speak because another user is speaking.

Play Floor Revoked Tone

Plays a tone when you are removed from the floor because you exceeded your speaking time limit.

Play Call Lost Tone

Plays a tone when a call is lost.

Play Busy Bonk

Plays a tone when a call fails to connect.

Minimum Call Start Volume

Adjusts the default minimum in-call volume.

Tone Volume

Adjusts the relative gain to play tones.

Ring Gain

Adjusts the gain reduction relative to the main volume at which the ring plays. Full gain indicates no change.

Volume Boost

Adjusts the amount to boost the volume. A value of 0 indicates no change. Note that values above 0 increasingly distort the audio.

Headset Sound Profile

These settings change the headset speaker sounds.

Ring on Incoming Call

Rings when receiving a PTT Pro call

Vibrate on Incoming Call

Vibrates when receiving a PTT Pro call.

Play Grant Tone

Plays a tone when you are granted permission to speak.

Play Floor Taken Tone

Plays a tone when another user is granted permission to speak.

Play Floor Idle Tone

Plays a tone when the floor is available for you to speak.

Play Floor Denied Tone

Plays a tone when you are denied permission to speak because another user is speaking.

Play Floor Revoked Tone

Plays a tone when you are removed from the floor because you exceeded your speaking time limit.

Play Call Lost Tone

Plays a tone when a call is lost.

Play Busy Bonk

Plays a tone when a call fails to connect.

Minimum Call Start Volume

Adjusts the default minimum in-call volume.

Tone Volume

Adjusts the relative gain to play tones.

Ring Gain

Adjusts the gain reduction relative to the main volume at which the ring plays. Full gain indicates no change.

Volume Boost

Adjusts the amount to boost the volume. A value of 0 indicates no change. Note that values above 0 increasingly distort the audio.

Notifications

Notification settings control how you are notified of calls and messages.

Notify for All Missed Calls

This setting is used when **Notify for All New Messages** is not enabled. Although notifications are received for all calls while the PTT Pro for iOS app is hidden, only the most current notification is displayed. To view all missed calls, open the **Recent** screen.

Missed Call Endless Alert

Play a repeating alert for missed calls.

Notify for All New Messages

When the PTT Pro for iOS app is in the background, send a notification for each new message or only send a notification for the first message.

