Zebra PTT Pro PC Client

Version 16.0.1062

Workcloud Communication

Installation and User Guide

ZEBRA

MN-004668-04EN Rev A

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About This Guide

This guide describes the installation and use of the Zebra PTT Pro PC Client. A PC user can make PTT calls and send messages from the PC Client to users with Zebra PTT Pro on their mobile device.

Chapter Descriptions

This guide includes the following sections:

- About This Guide—Lists related documents, notational conventions, service information, and the revision history.
- Getting Started—Describes the installation, activation, and initial configuration of the PC Client.
- User Interface—Describes the user interface of the PC Client.
- PTT Calling—Describes the different PTT call types and how to make calls to contacts and groups.
- Sending Messages—Describes how to send and respond to messages with the PC Client.
- Location Based Services—Describes the map and how to call contacts from the map.
- Settings—Describes different call settings that are controlled through the PTT Pro Management Portal.
- Configuration—Describes different configuration options for the PC Client.

Related Documents

The following guides provide information about related Workcloud Communication applications.

- Workcloud Communication PTT Pro Management Portal Administrator Guide—Discusses the management portal, which provides an interface for administrators or technical representatives to manage an organization's Zebra PTT Pro accounts.
- Workcloud Communication PTT Pro for Android User Guide—Discusses Zebra PTT Pro for Android features and operation.
- Workcloud Communication 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://zebra.com.

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.

Icon Conventions

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

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

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

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

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

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

Service Information

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

When contacting support, please have the following information available:

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

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

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

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

Revision History

Changes to the guide are listed below.

Change	Date	Description
MN-004668-01EN Rev A	January 2023	First version
MN-004668-02EN Rev A	January 2024	Updated to Workcloud Communicaton, updated message icons.
MN-004668-03EN Rev A	August 2024	Added information on the support message blocking.
MN-004668-04EN Rev A	April 2025	Added Configuring the Self-Signed Certificated. FAQ & Troubleshooting, updated Configuring Audio and Configuration Options.

Getting Started

Zebra PTT Pro 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 clients

Zebra PTT Pro offers a client which can be installed on a Windows PC. Zebra PTT PC 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, the Zebra PTT Pro PC Client includes a map where the user can track their mobile workforce.

Installation and Activation

The Zebra PTT Pro PC Client can be installed on a Windows PC.

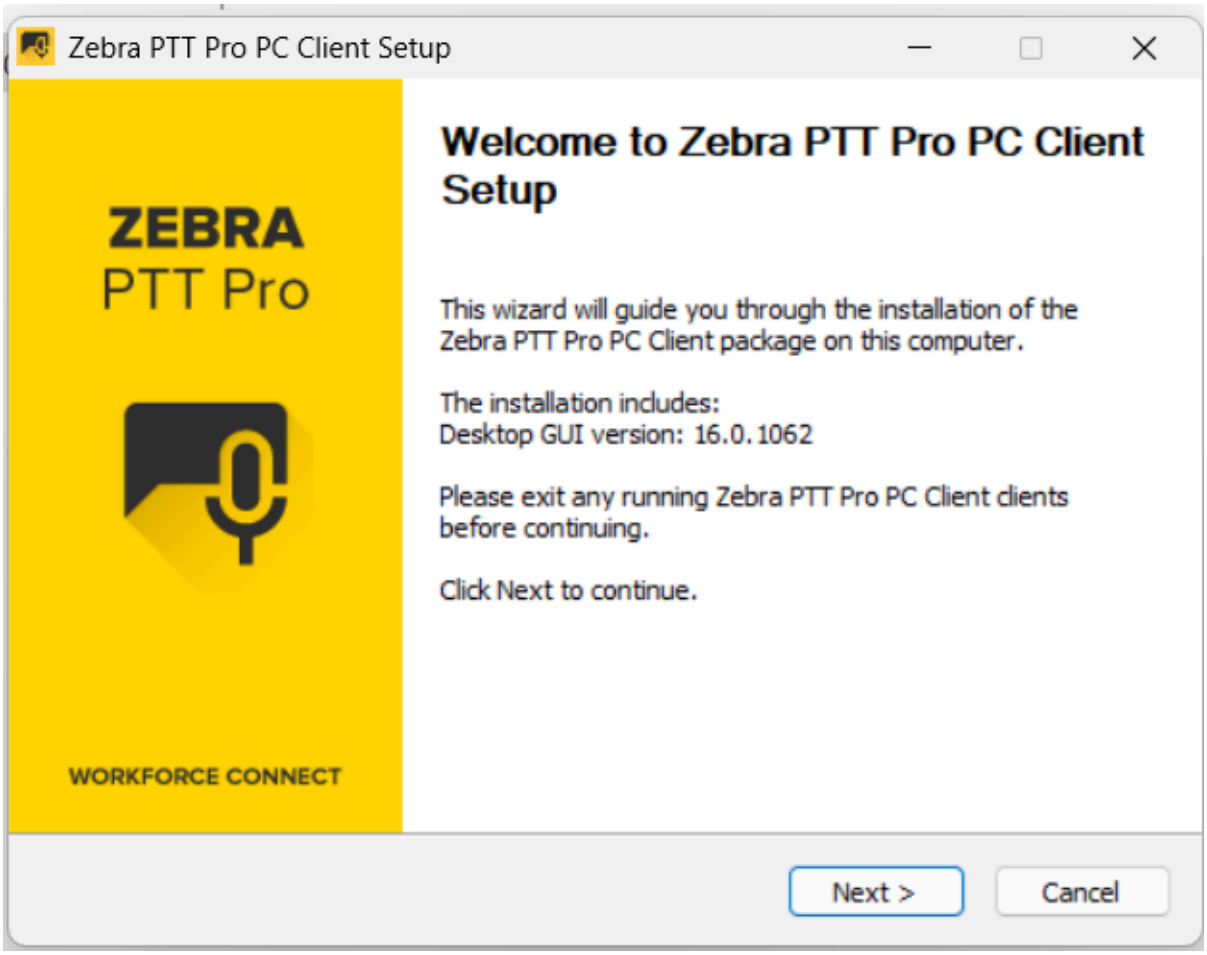
Installation and activation include the following requirements:

- A computer running Windows 10.
- Sound capability to send/receive audio, such as from a sound card with a headset plugged into it:
  - USB headset/mics
  - Bluetooth-connected audio headset/mics
- Network connection with the PTT Pro servers.
- Administrator, or Administrator-level access, based on your Windows system.

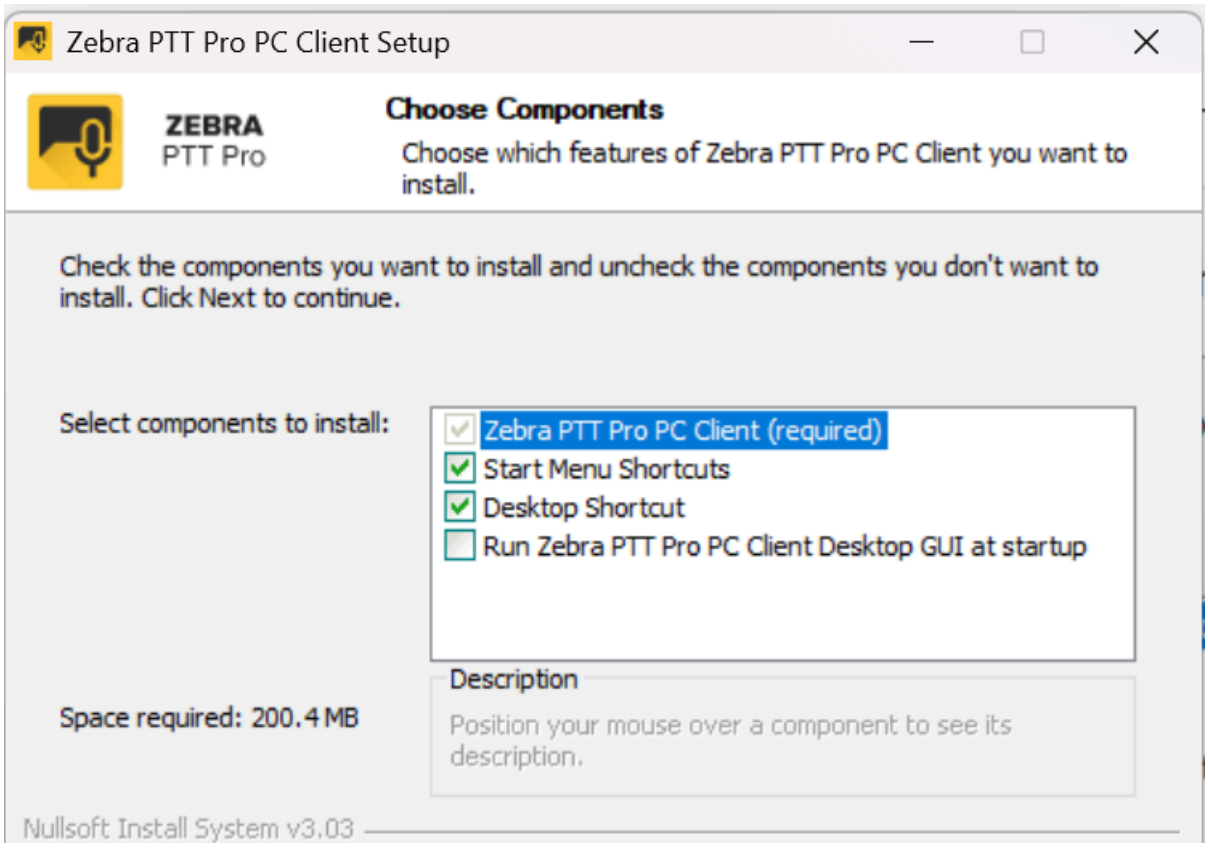
Installing the Zebra PTT Pro PC Client

Install the Zebra PTT Pro PC Client and then activate the PC Client after the installation is complete.

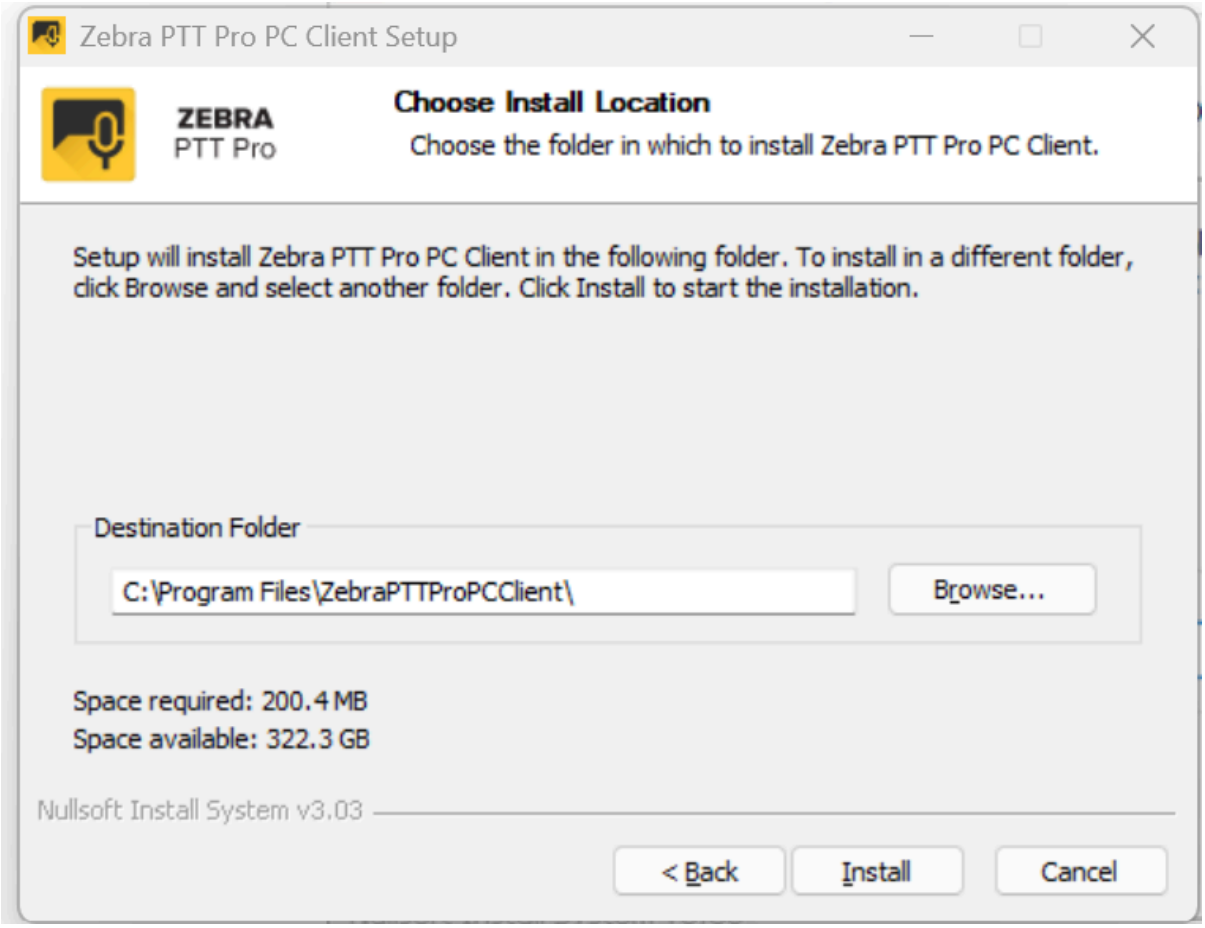
1. Download the Zebra PTT Pro PC Client from the Zebra support site.
2. Double-click `ZebraPTTProPCClientSetup.exe` to start the installation.



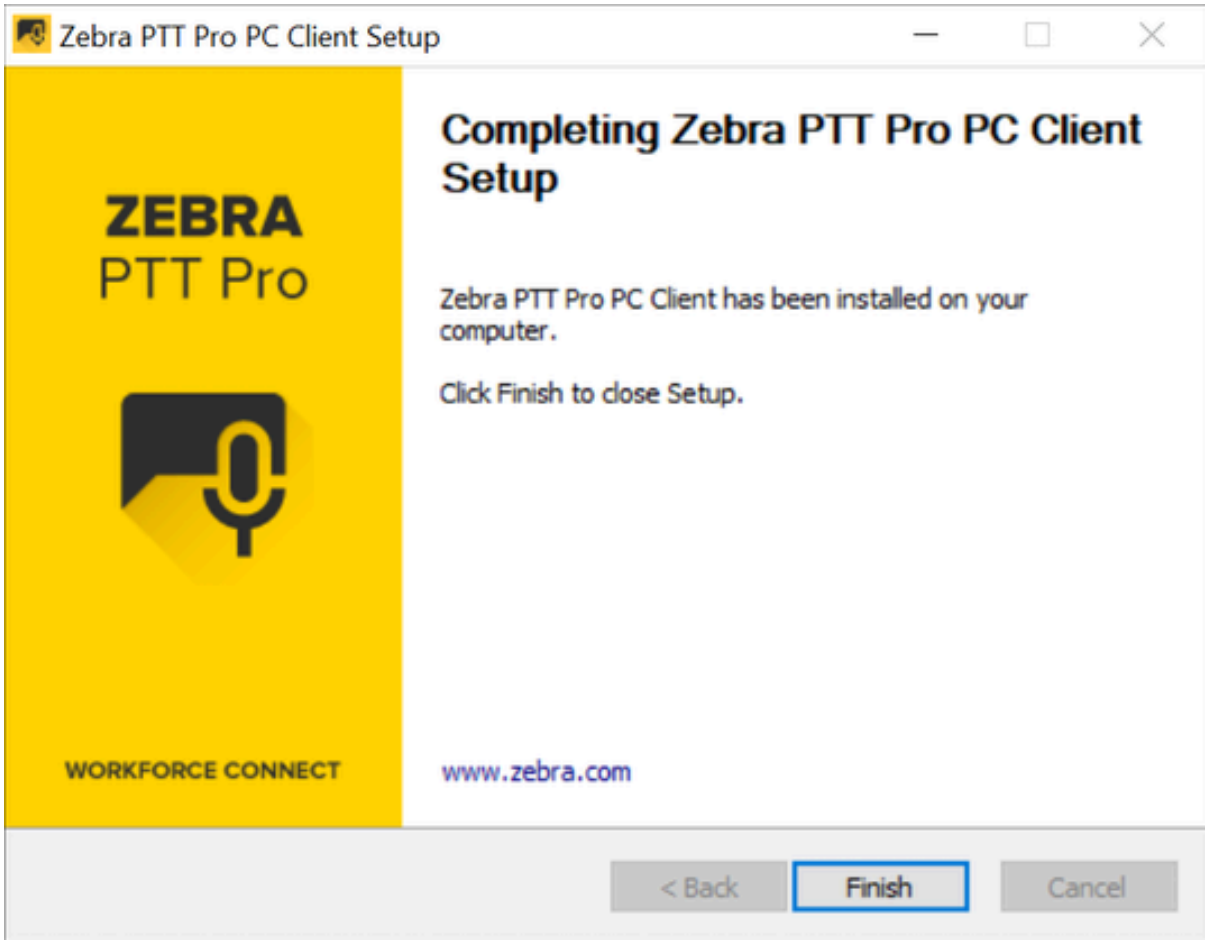
3. Click **Next** to open the **Choose Components** screen.



4. Click **Next** to open the **Choose Install Location** screen.



5. Click **Install** to display the **Completing Zebra PTT Pro PC Client Setup** screen.



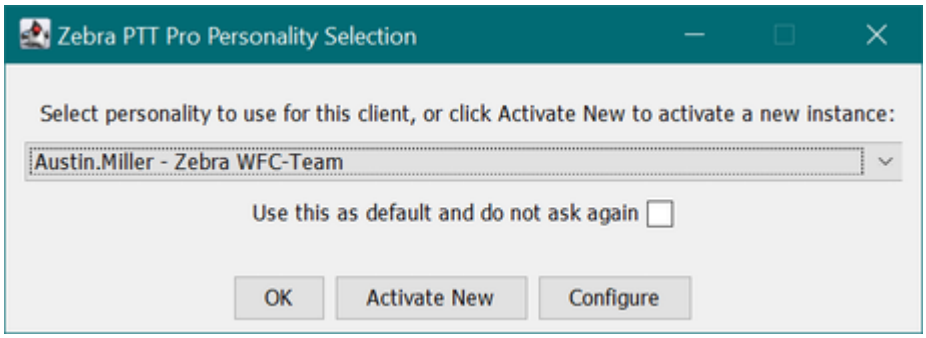
6. Click **Finish** to complete the installation.

Activating the Zebra PTT Pro PC Client

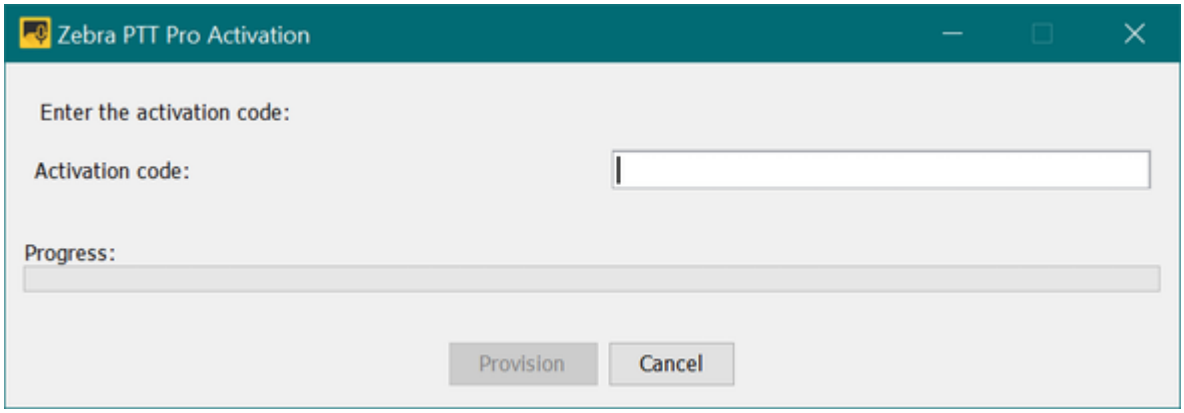
The Zebra PTT Pro PC Client can be configured to run with multiple identities, known as personalities. These personalities are provisioned as separate users in the PTT Pro Management Portal. A separate activation code is required for each personality.

Activation requires an activation code from your administrator.

1. Start Zebra PTT Pro PC Client to activate, provision, and configure a personality.



2. Click **Activate New** to display the **Zebra PTT Pro Activation** screen.



3. Enter your activation code in the **Activation code** field.
4. Click **Provision**.

   The Zebra PTT Pro PC Client displays the **Contact List** and the Map views.

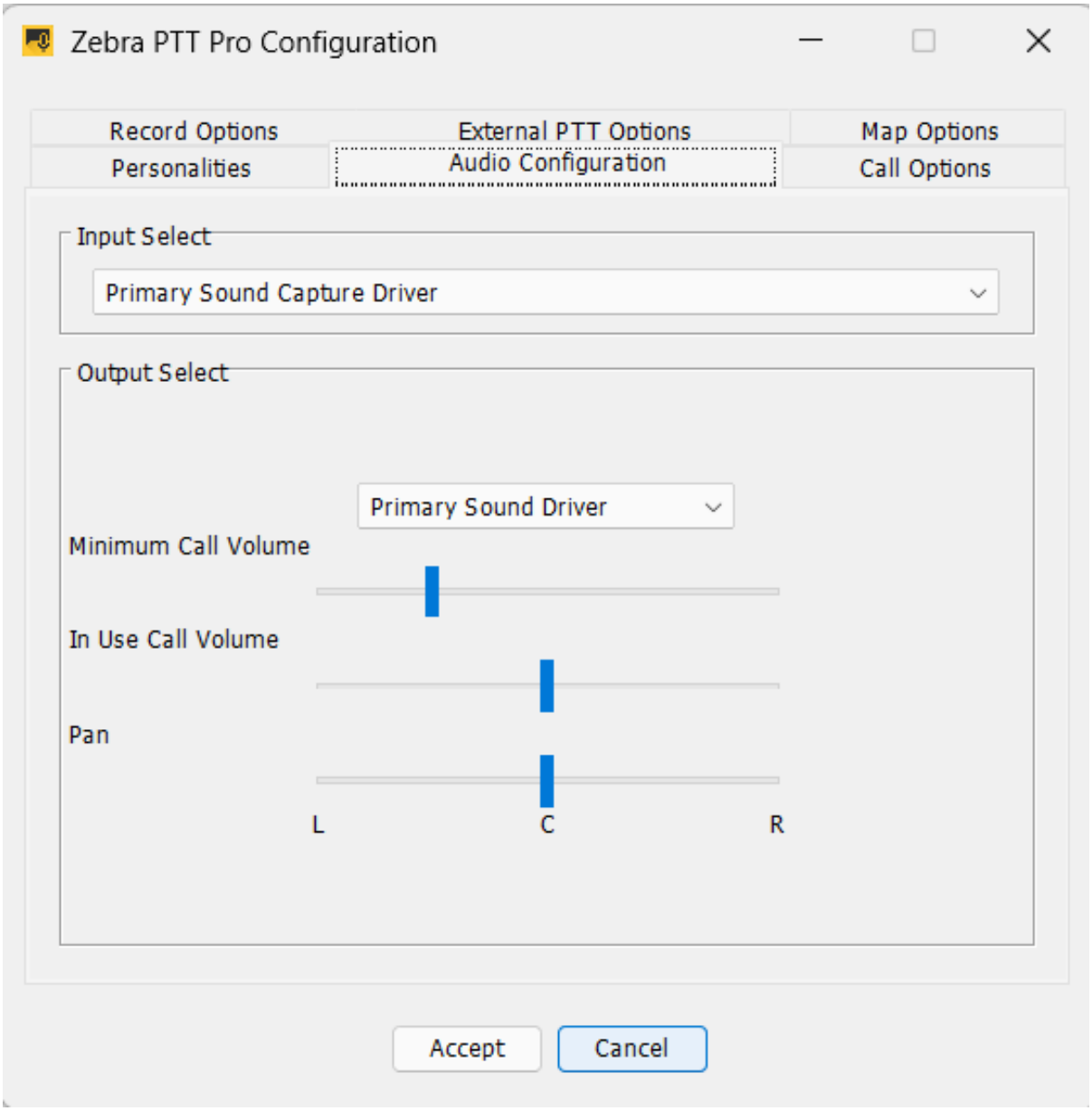
Post Install Configuration

After you complete the installation, configure the audio options, configure the self-signed certificate, and set your location on the map.

Configuring Audio

After opening Zebra PTT Pro PC Client and attempting a call, a Voice Recorder Error! displays if no input device is found. To prevent this error, configure the audio to your preferred input and output audio settings.

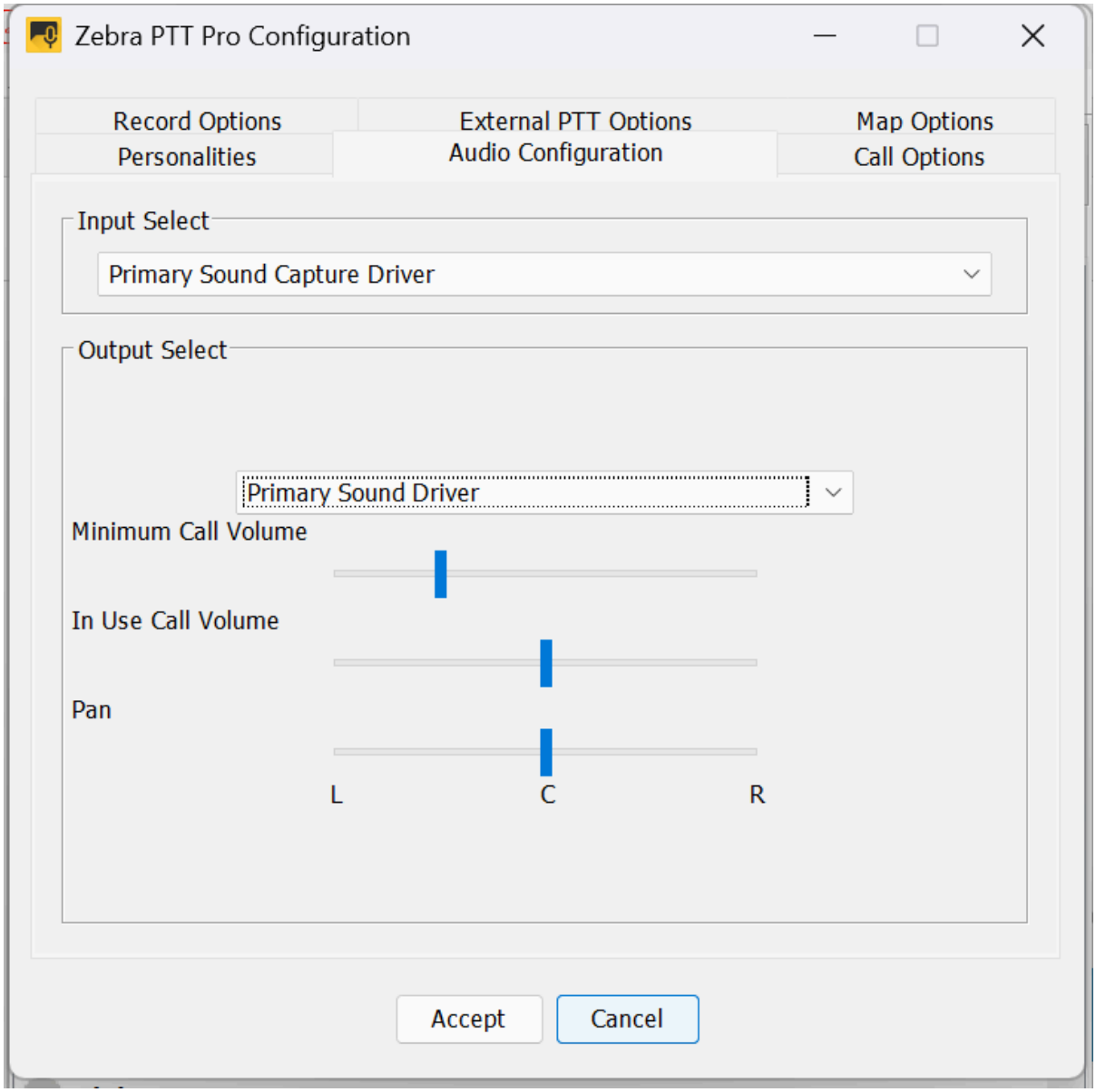
1. Select **Zebra PTT Pro** > **Options**.



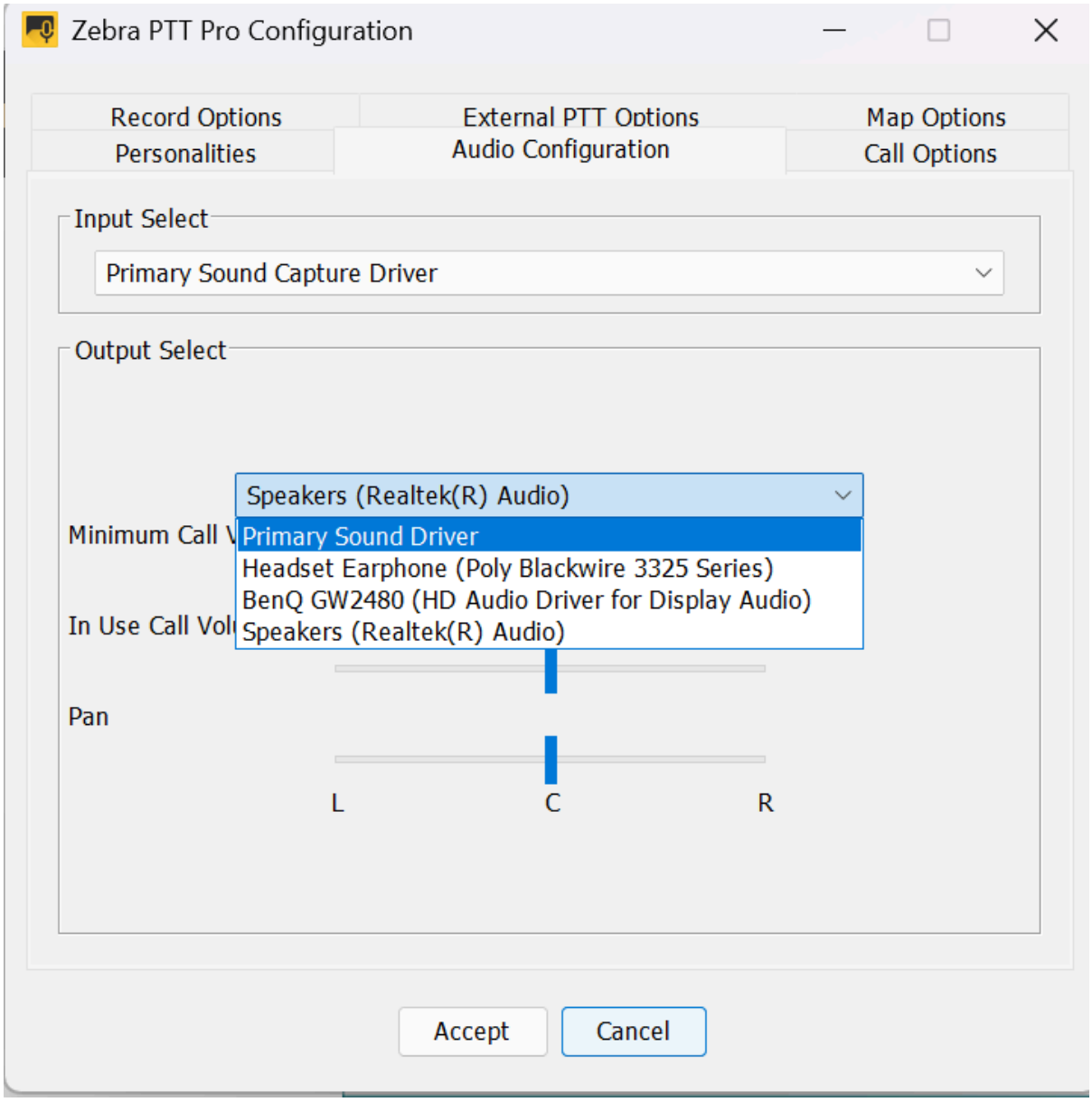
2. Select the **Audio Configuration** tab.

   Zebra PTT Pro initially defaults to Primary Sound for Input and Output, but it allows any audio device recognized by Windows.

3. Select an audio input device by clicking the **Input Select** drop-down and choose the appropriate device.



4. Select an audio output device by clicking the **Output Select** drop-down and choose the appropriate device.



5. Adjust the **Minimum Call Volume**, **In Use Call Volume**, and **Pan** sliders as needed.
6. Click **Accept**.

Configuring Self-Signed Certificate

Version 15.0.1011 of the PC Client uses version 3.57 of the JavaScript Map API. In May, 2025, version 3.57 is replaced by version 3.61 of the JavaScript Map API. Version 16.0 of the PC Client uses the newer version of the JavaScript Map API. As a result of this change, the map opens in the user's default web browser instead of the PC Client.. Starting with PC client 16.0, the map will be launched in the user's default web browser instead of being displayed within the PC client app. The map's look and feel will remain largely

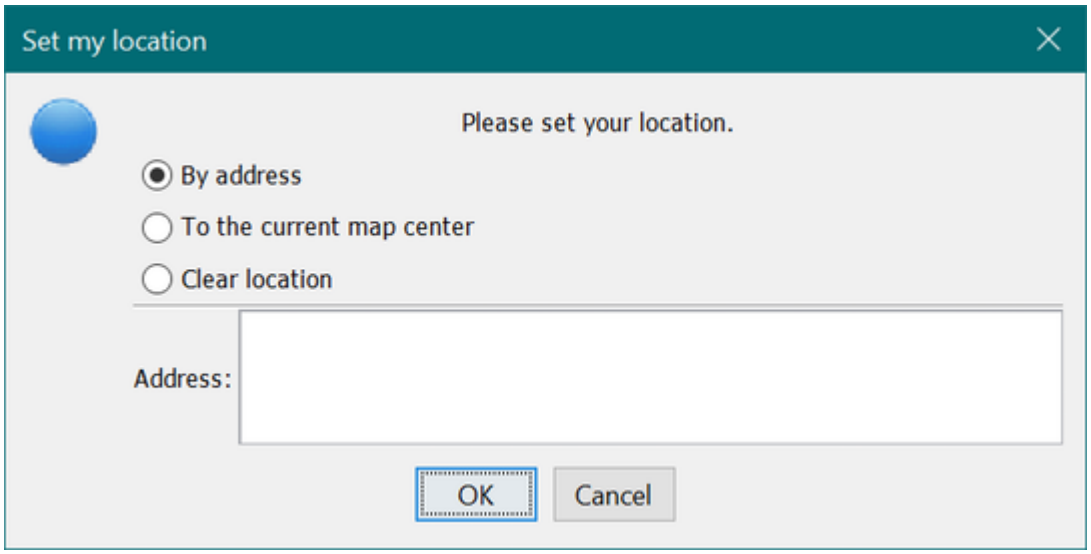
unchanged, with only a few necessary adjustments due to the version update and the new communication mechanism between the Java app and the browser window.

You can choose the configuration of the WebSocket connection between the PC Client and the browser. A secure connection, using HTTPS, requires a self-signed certificate. A root certificate from certificate authority is not available because the PC Client runs on the local system. If you do not require a secure WebSocket connection, the PC Client will use HTTP for the connection.

Configuring Map Location

The Zebra PTT Pro PC Client includes a map that can center on the user's location. Since some users are not physically located in the same area as the rest of the workforce, the PC Client does not use location information determined by the hosting Windows machine to center the map. The user manually enters the location desired as the map's center.

1. Select **Mapping** > **Set my location**.



2. Enter the desired location and click **OK**.
   - By address—Sets the map location to the address entered in the address bar field.
   - To the current map center—Sets the map location to the center of the current map display.
   - Clear location—Clears the map location.

A blue dot representing the PC Client location appears on the map.

Create Root Key and Root Certificate

Follow the instructions to create a self-signed certificate. These instructions are written for OpenSSL 3.0.x.

1. Execute the following code:

   ```
   openssl genrsa -aes256 -out root.key 4096
   ```

   You are prompted to enter the password.

2. Enter the `password` of your choice.

3. Execute the following code for issuer certificate:
   ```
   openssl req -x509 -new -nodes -key root.key -sha256 -days 1826 -out root.crt
   ```
4. Enter the `Name` of your choice in the field..

   This name <e.g. zebra.com> will be reflected in the final certificate.
5. `openssl x509 -text -in root.crt`

   Save the value displayed in the **Serial Number** field that is required for the verification step later at the time of enabling the secure connection.

Create a Local key and Sign in with Root Certificate

1. Execute the following code:
   ```
   openssl req -new -nodes -out localhost.csr -newkey rsa:4096 -keyout localhost.key
   ```
2. Enter the fields value of your choice.

   However; the common name must be **Localhost**.
3. Copy and save the following code by the name "localhost.v3.ext".

```
AuthorityKeyIdentifier=keyid,issuer
basicConstraints=CA:FALSE
keyUsage = digitalSignature, nonRepudiation, keyEncipherment, dataEncipherment
subjectAltName = @alt_names
[alt_names]
DNS.1 = localhost
IP.1 = 127.0.0.1
```

```
openssl x509 -req -in localhost.csr -CA root.crt -CAkey root.key
-CAcreateserial -out localhost.crt -days 730 -sha256 -extfile
localhost.v3.ext
```

Install the Certificate into the PC Client

Copy the `localhost.key`, `localhost.crt`, and `root.crt` into the keys folder in the PC Client install directory.

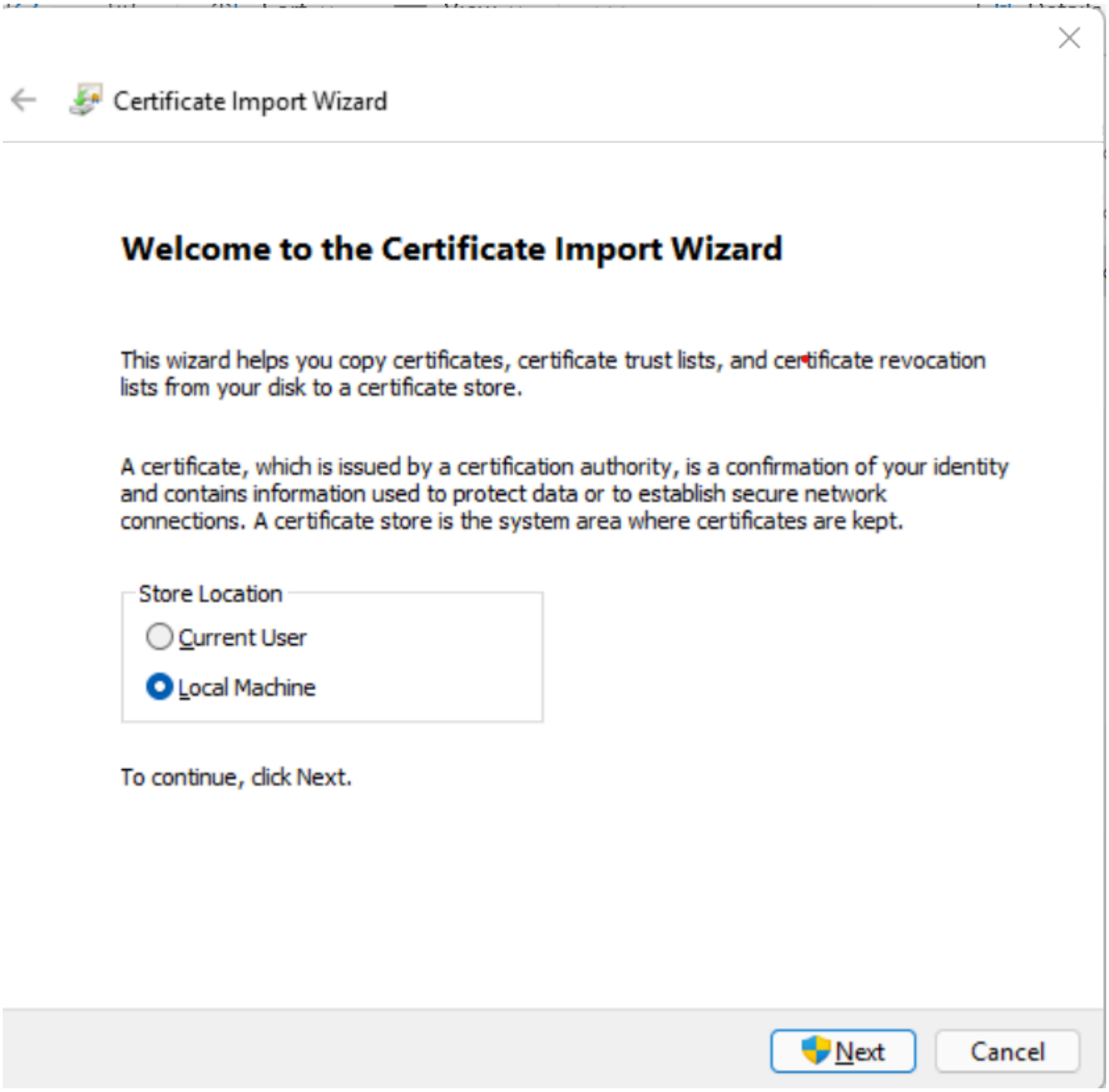
The C:\Program Files\ZebraPTTProPCClient\keys is the default installation location.

Install and Trust the Root Certificate on the PC

1. Navigate to `C:\Program Files\ZebraPTTProPCClient\keys`.

2. Right click the `root.crt` file and click **Install Certificate**.

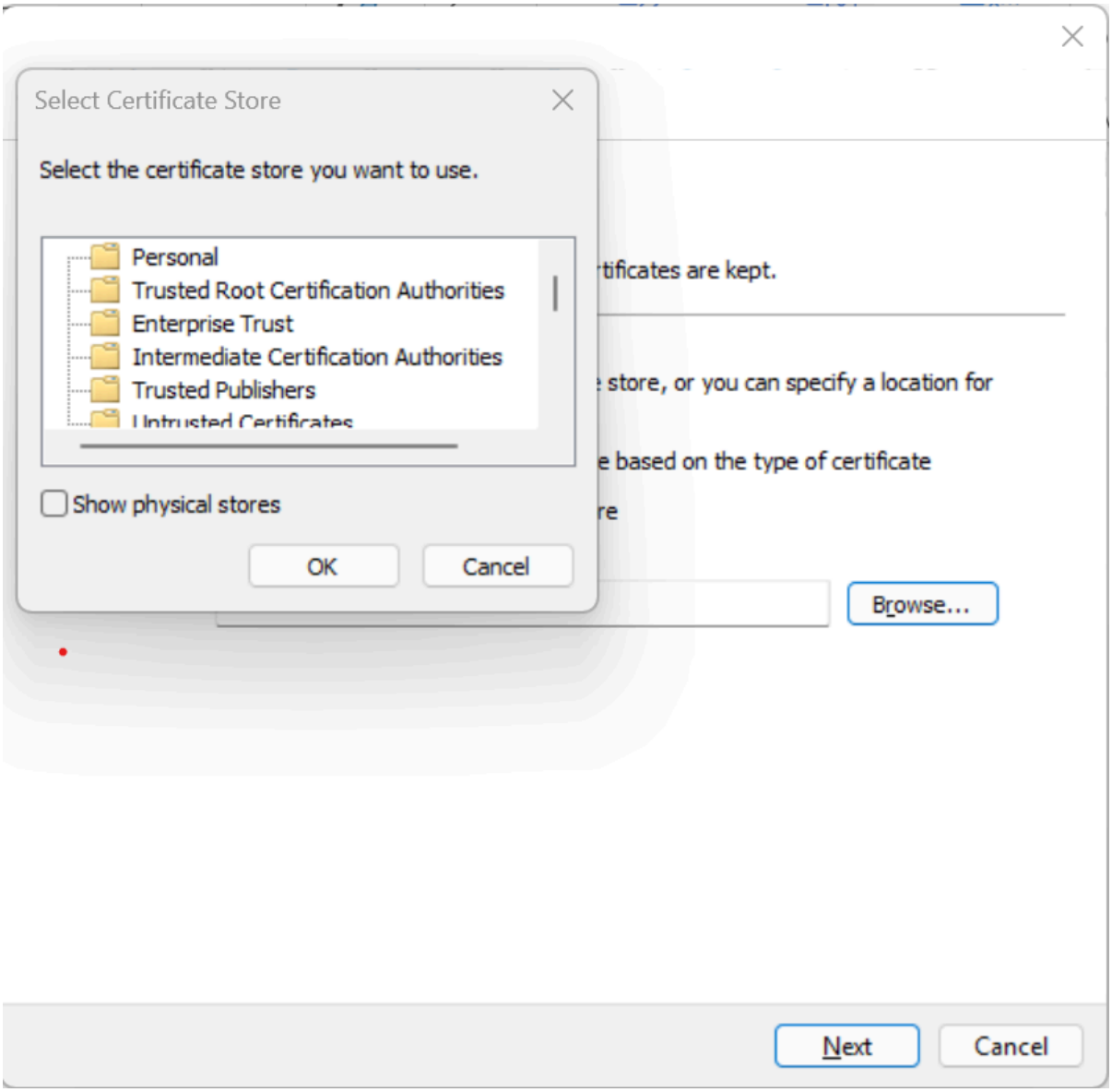
   The Certificate Import Wizard dialog box appears.



3. From **Store Location**, choose **Local Machine**.
4. Click **Next**.

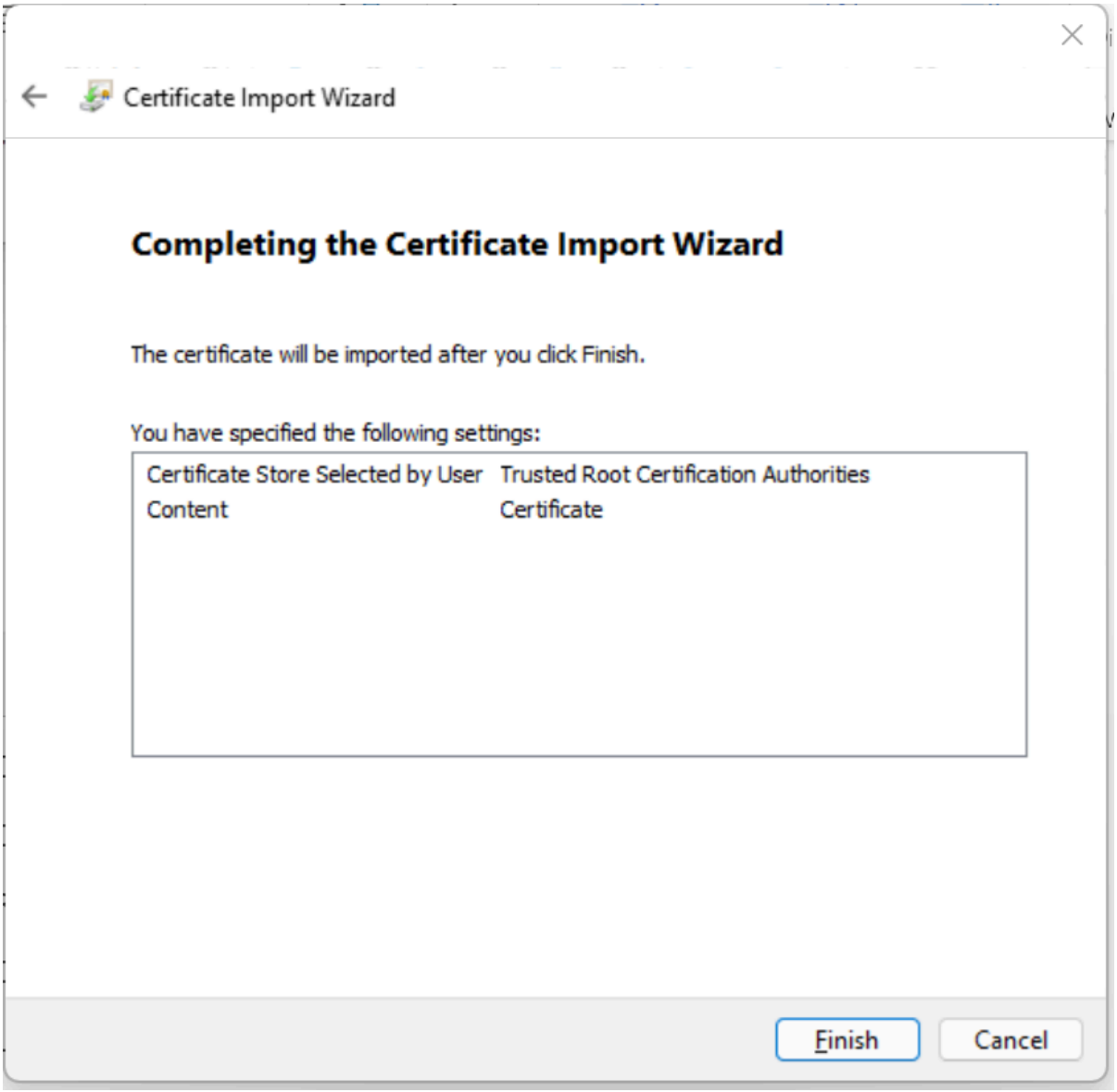
   A dialog box appears with the message as **Do you want to change the setting?** .
5. Click **Yes**.
6. Choose **Place all certificates in the following store**.

7. Click Browse and select **Trusted Root Certificate Authorities**.



8. Click **Ok**.

9. Click **Next**.



10. Click **Finish**.

    The message "Import was successful" is displayed on the popup screen.

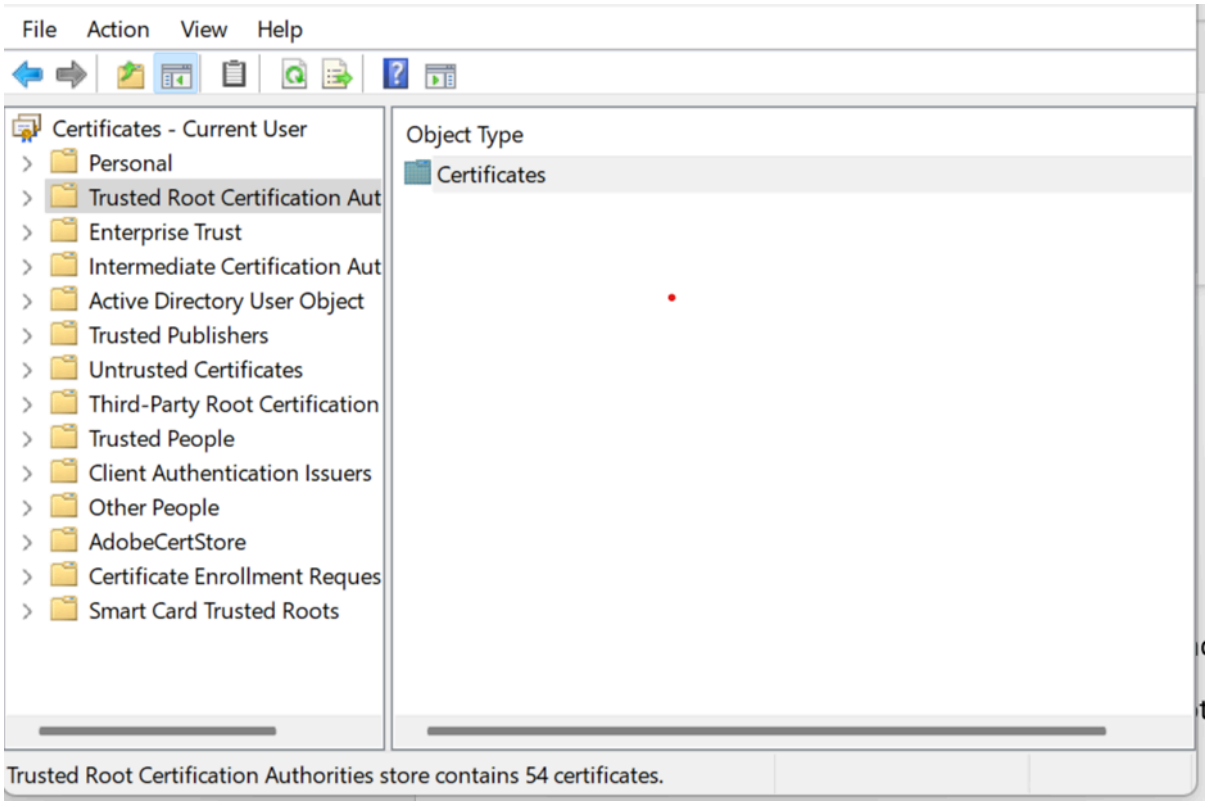
11. Click **Ok**.

Enabling the Secure Connection

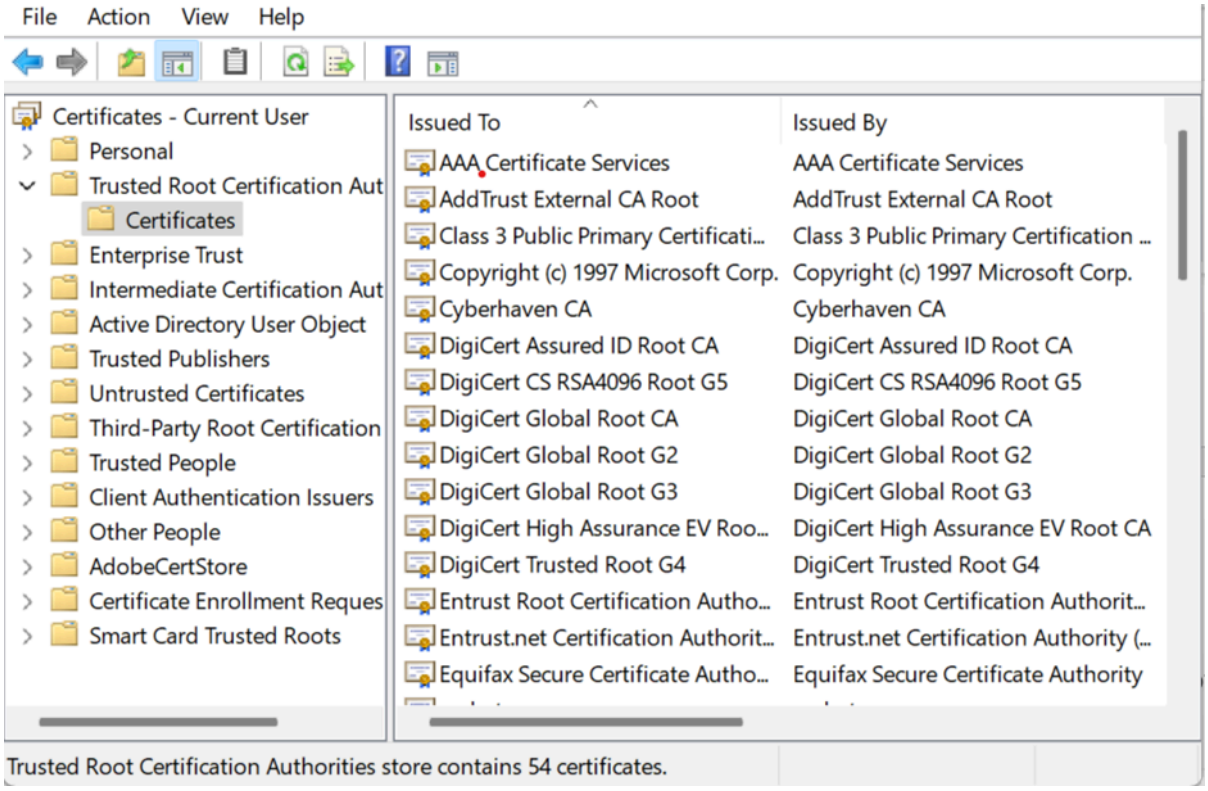
Execute the following instruction to enable the secure connection on your browser.

1. Go to **Window** > **Run**.
2. Enter `certmgr.msc` in the open box and click **Ok**.

3. From the left pane, select **Trusted Root Certificate Authorities** and double click **Certificates**.



The following windows appears.



4. Look for value that you have entered in step 4 of Create Root Key and Root Certificate on page 18 and double click to open the link.
5. Click the details tab and verify the serial number matches with the generated serial number of step 5 of Create Root Key and Root Certificate on page 18.
6. Run the PC Client.
7. In **Options**, click **Zebra PTT Pro**, go the the **Map Options** tab and enable the **Use Secure Connection** option.
8. Accept the changes.

Group Types and Maximum List Sizes

The following types of groups exist, and each type has different characteristics, such as members and call originators.

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. Personal Groups cannot be created in the PC Client.

Member Groups
(size limit 250) Visible in all member's Group Lists. Any member of the group can initiate a call to the group. Member groups cannot be created in the PC Client.

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 a 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 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 will re-try until all messages have been delivered. Only Primary or Secondary Administrators can create this type of group.

Law Enforcement Surveillance Channel
(size limit 250) Surveillance Channel Groups are used by Law Enforcement personnel whose typical profile requires long calls that cannot be automatically ended after brief periods of inactivity.

Public Safety Unicast Channel
(size limit 250) Provide a means for Public Safety agencies to broadcast important audio feeds, such as NOAA Weather, Air Traffic Control, and any LMR network in a monitor-only mode.

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

User Interface

The user interface of the Zebra PTT Pro PC Client includes the Main Menu, Call Management, and the Map.

You may move the divider between the Call Management and Map sections of the user interface to provide more room on one side of these sections. Hover the cursor over the dividing line until you see the double-sided arrow. Then click and drag the divider toward one side.

Main Menu

The Main Menu includes the following items: Zebra PTT Pro, Messaging, Mapping, and Help.

Zebra PTT Pro

The **Zebra PTT Pro** drop-down menu consists of the following choices:

Do Not Disturb
Places the PC Client user in the Do Not Disturb mode.

Options
Displays the Zebra PTT Pro Configuration options.

Exit
Closes Zebra PTT Pro Dispatch.

Messaging

The **Messaging** menu is context-aware, meaning it is available when initially opening Zebra PTT Pro and then only when selecting the **Messages** tab in the Call Management section. The Messaging drop-down menu consists of the following choices:

Show newest first
Displays messages in chronological order with the newest messages first.

Mark all as read
Marks all messages as having been read.

Delete all
Deletes all messages in the message log.

Mapping

The Mapping drop-down menu consists of the following choices:

Set my location
Assign or modify the location for the center of your map.

Hide my location on map
Hides your location if the Feature Key `Allow Location Disable` is enabled in the Zebra PTT Pro Management Portal.

Move my map location
Centers the map on your location.

Select Contacts in view
Selects all of the contacts whose presence markers are currently visible on the map.

Show all info windows.
Enable the info windows for all contacts who are currently visible on the map.

Close all info windows
Remove all of the info windows from the view.

Help

The Help drop-down menu includes the following choices:

Email Support
Opens the **Zebra PTT Pro Support** window. Complete the form and click **Upload** to submit the log files to Zebra PTT Pro Support.

About
Provides product and version details.

Call Management

The call management section includes a notification bar and the **Contact List**, **Group List**, **Messages**, and **Call History** tabs.

The Notification Bar displays the current personality and client status.

Figure 1 Notification Bar with Personality and Status

The following icons indicate the status of the PC Client:

PTT Pro client is online.

PTT Pro client is in Do Not Disturb (DnD) mode.

PTT Pro client is not connected to the server.

The Call Management section includes the following tabs below the Notification Bar:

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. The presence icons associated with each group are described below.

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.

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

Contact Presence Icons

Presence icons indicate the status of a contact.

Contact is available.

Contact is on a PTT call.

Contact is in Do Not Disturb (DnD) mode.

Contact is in silent/vibrate mode.

Contact's device is off or out of coverage area.

Contact is signed out of PTT Pro.

Contact is blocked.

Contact's device is not responding to the PTT Pro server.

Group Presence Indicators

Presence icons indicate the status of a group.

Group is not active.

Group is active in a call.

Group is blocked.

Call and Message History Indicators

Call indicators identify incoming and outgoing calls. Message indicators identify new incoming messages, read messages, and sent messages.

Call History Indicator

Indicates an outgoing call.

Indicates an incoming call.

Message History Indicator

New incoming 1:1 message.

Read incoming 1:1 message.

Sent 1:1 message.

New incoming group message.

Read incoming group message.

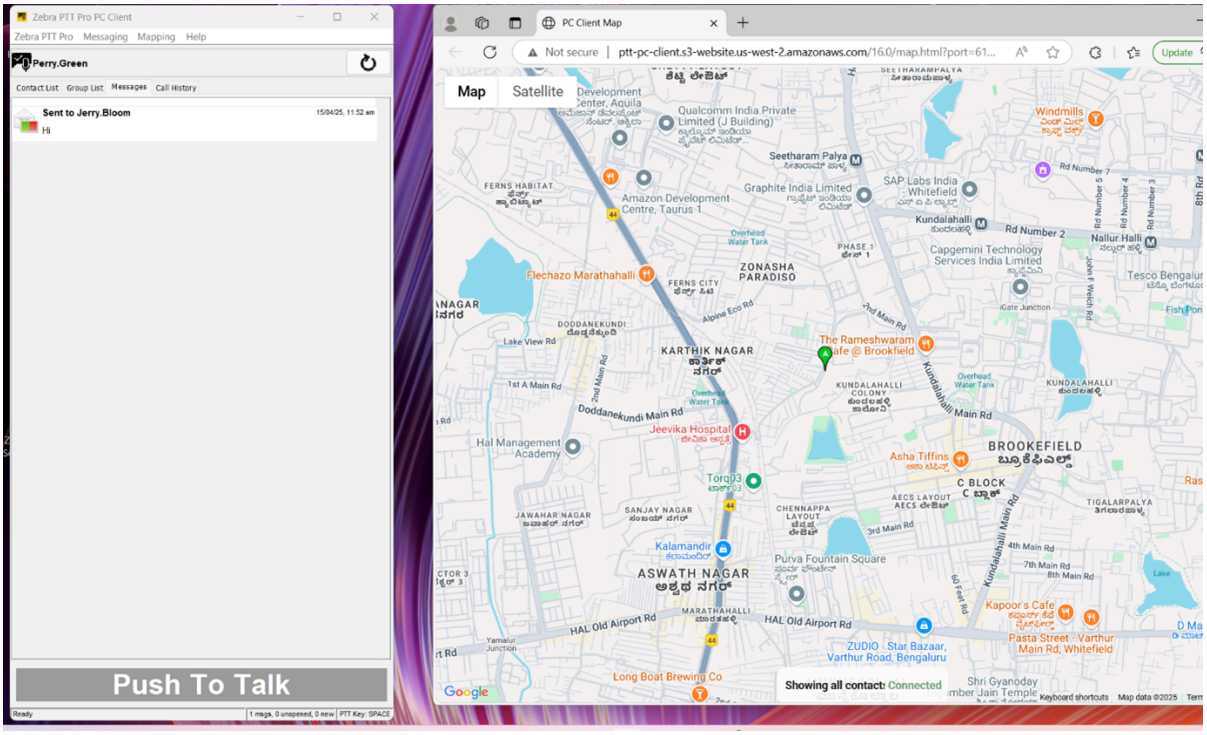
Sent group message.

Map

The Map section allows you to view the location of your contacts. Your location will appear as a blue circle, while the location of your contacts appears as a presence marker on the map.

The Map section is controlled through two mechanisms – the first is the controls located on the map, and the second is the **Mapping** drop-down list located in the **Main Menu**.

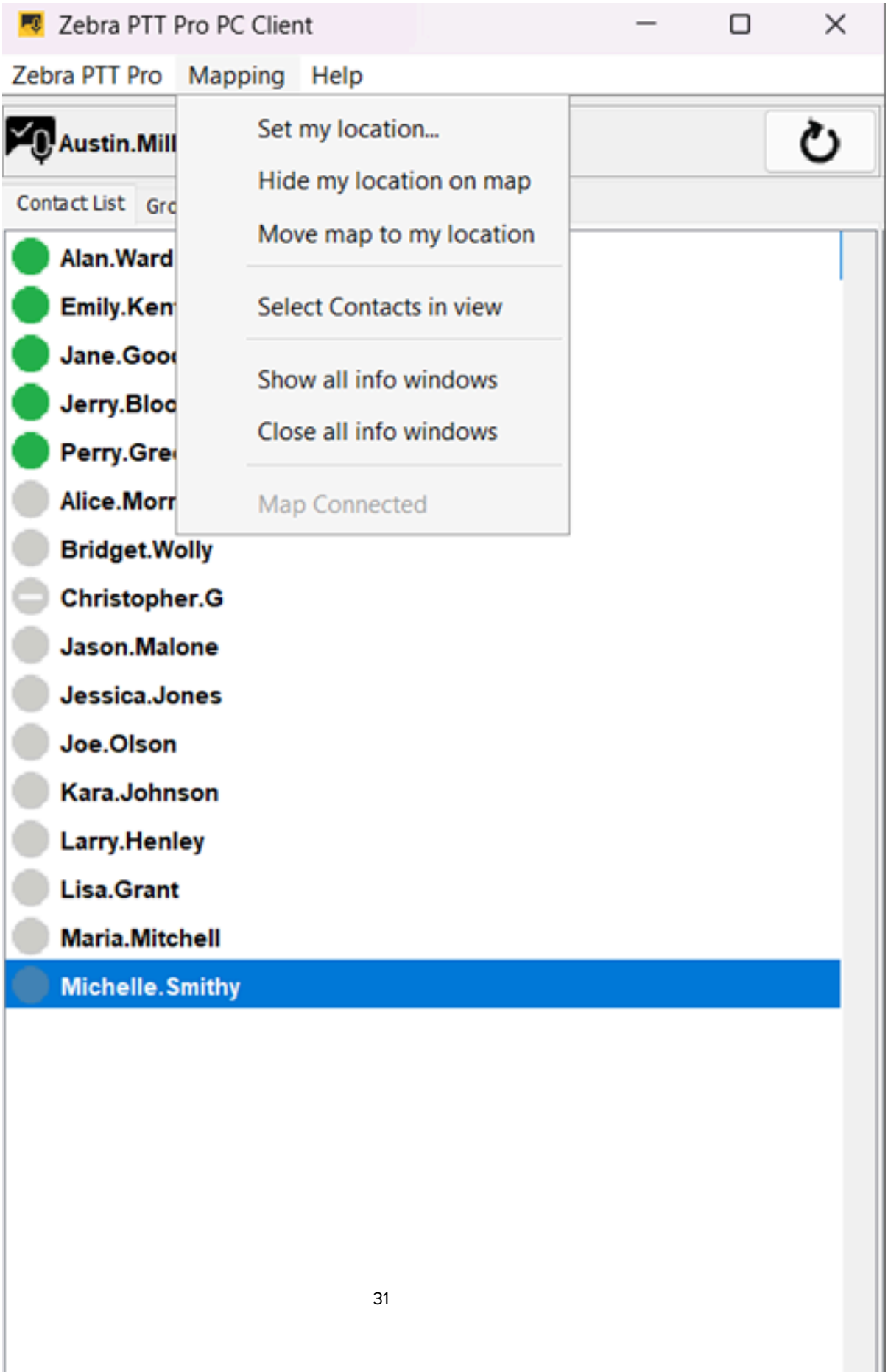
Figure 2 Map View



Mapping Drop-down List

The **Mapping** drop-down list is accessed from the main menu and enables you to control the location of the map and display contact information.

Figure 3 Mapping Menu



The **Mapping** drop-down list allows you to:

Set my location
Assign or modify the location for the center of your map.

Hide my location on the map
Hides your location if the Feature Key Allow Location Disable is enabled in the Zebra PTT Pro Management Portal.

Move map to my location
Centers the map on your location.

Select Contacts in view
Select all contacts whose presence markers can currently be seen.

Show all info windows
Opens the info windows for all contacts who are currently in view.

Close all info windows
Closes all of the info windows in the view.

Map Controls

The map control region allows you to modify what area the map covers and how it displays.

The upper left corner of the map controls the base layer of the map, allowing the user to select the following choices for the base layer:

- Street Map (default view)
- Satellite view
- Terrain view
- Satellite and Street map

Use the plus and minus controls in the lower right corner to zoom out or zoom in on the map. You can also use the mouse to move the map.

PTT Calling

This section provides information on placing and managing PTT 1:1 calls, ad hoc calls, alert calls, and group calls.

NOTE: The contact list and groups for Zebra PTT Pro PC Client are managed from the Zebra PTT Pro Management Portal and cannot be modified from Zebra PTT PC Client. For information on using the Zebra PTT Pro Management Portal, Refer to the Zebra PTT Pro Management Portal Administrator Guide.

1:1 PTT Calls

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

1. Select the **Contact List** tab.

   If necessary, double-click a department to display the list of contacts.
2. Select the desired contact.
3. Press and hold **Push To Talk**.
4. Upon hearing the grant tone, begin speaking.
5. Release **Push To Talk** when finished.

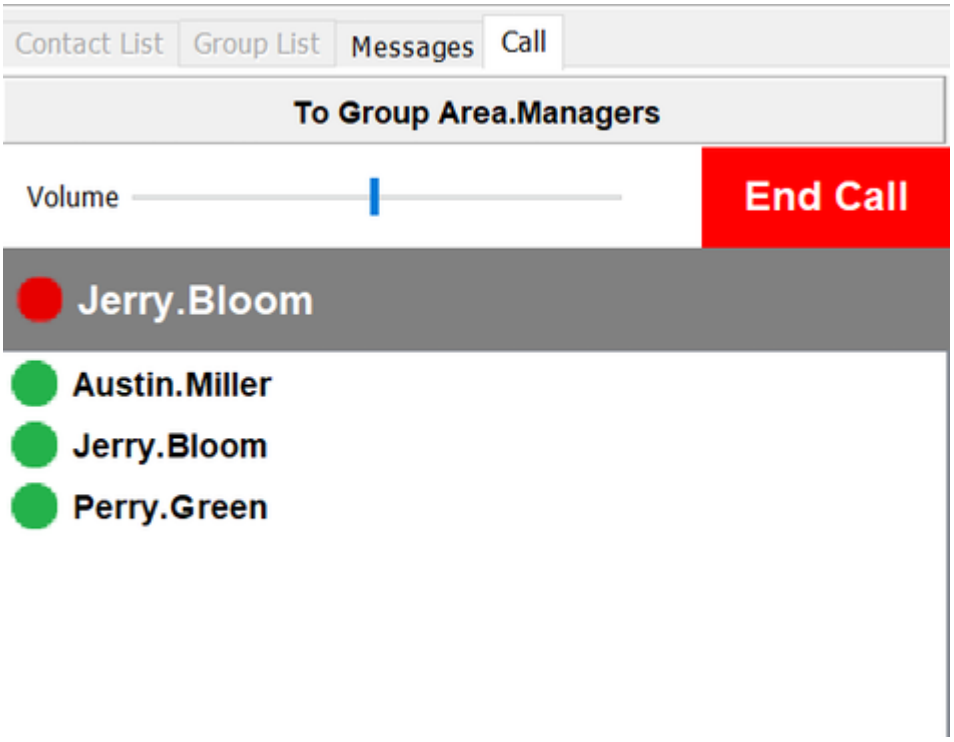
Refer to In Call Operation for in-call operations.

In Call Operation

During a PTT call (1:1, Ad Hoc, or Group) the PC Client interface displays the contacts in the call and displays additional buttons.

- The **Call History** tab changes to a **Call** tab that displays the participating members.
- Off-line members of a group are not shown on the **Call** tab.
- To request to speak, press and hold the **Push To Talk** button.
- Upon hearing the grant tone, begin speaking.
- Release the **Push To Talk** button when finished speaking.
- To end the call, click the red **End Call** button.

Figure 4 In Call Operation

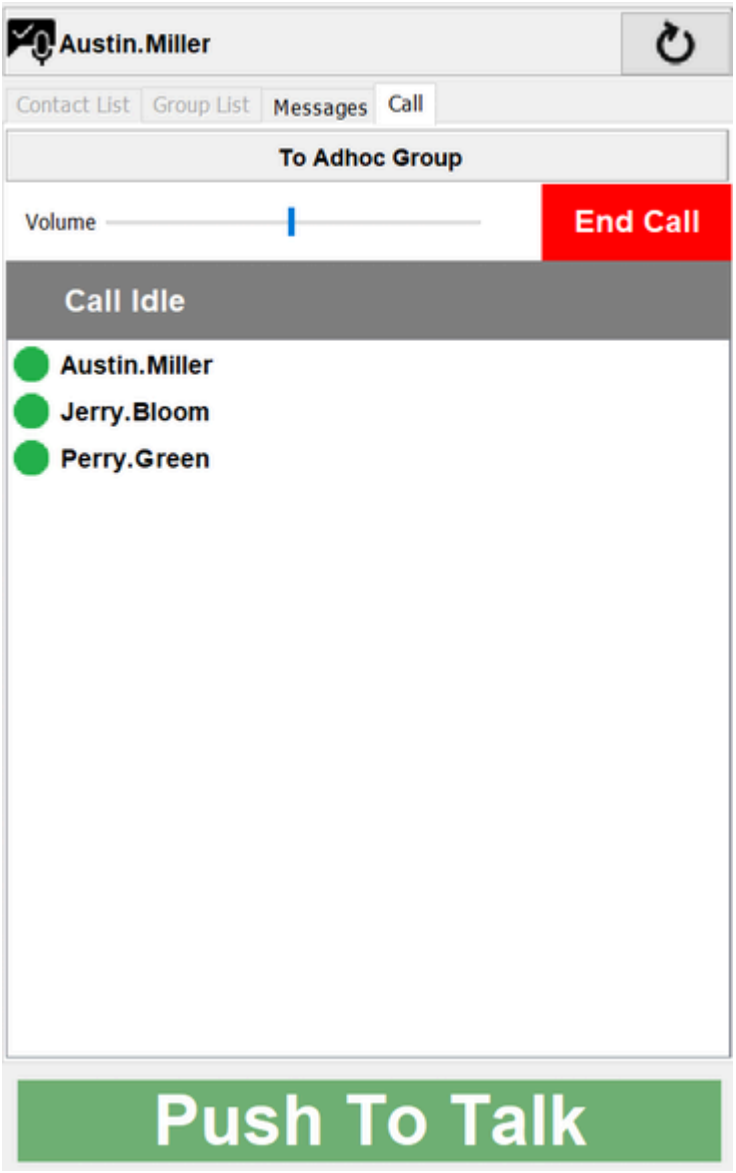


Ad Hoc PTT Calls

Ad hoc PTT calls are calls to multiple contacts selected from the **Contact List** tab. You may select up to 255 recipients for an ad hoc PTT call.

1. Select the **Contact List** tab.
2. Select the first contact by clicking on them.

3. Select additional contacts by holding down the **Ctrl** key and click on each additional contact.



4. Push and hold **Push To Talk**.
5. Upon the grant tone, begin speaking.
6. Release the **Push To Talk** button when finished.

Refer to In Call Operation for in-call operations.

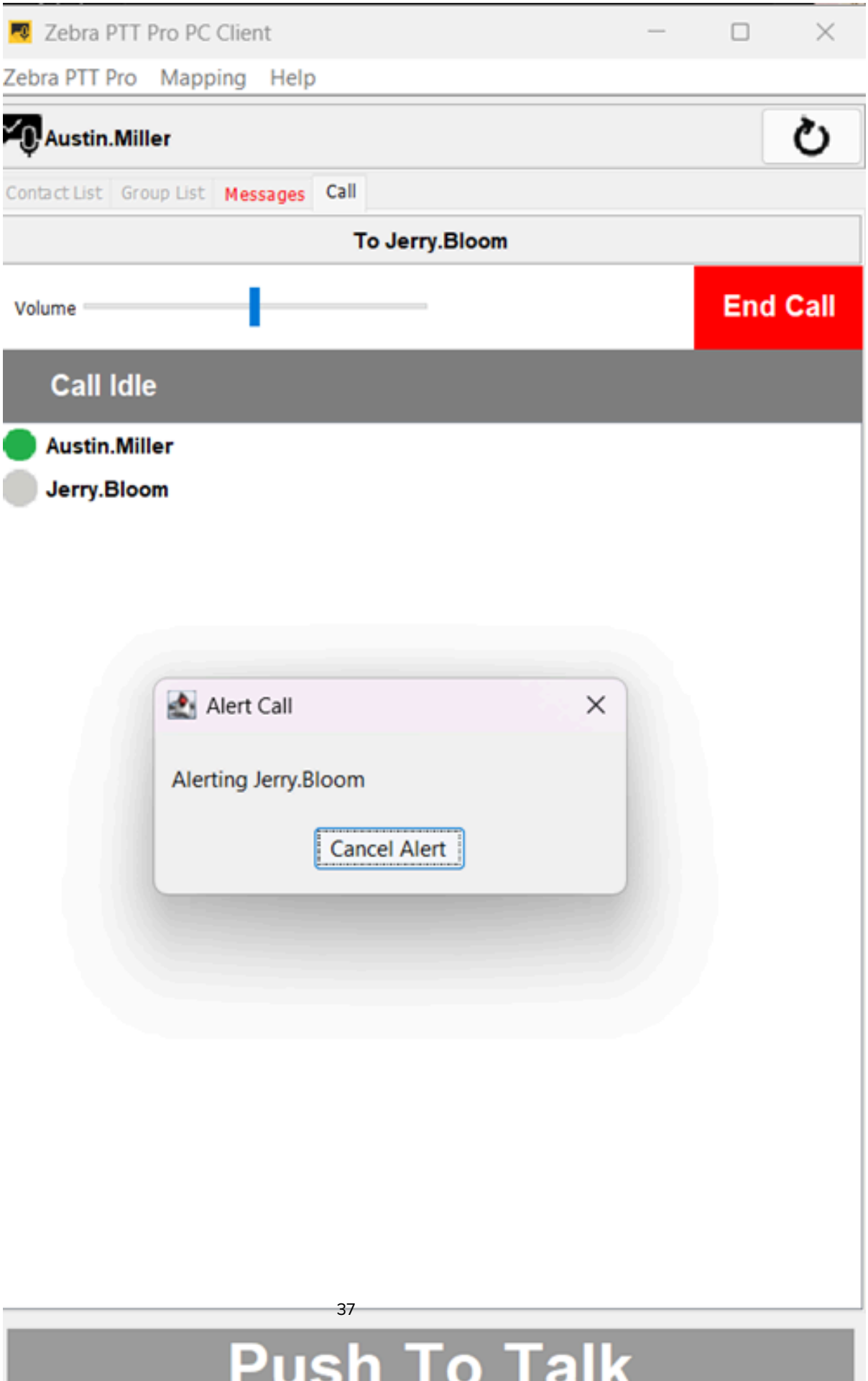
1:1 Alert Calls

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.

1. Select the **Contacts List** tab.

2. Left-click on the contact and then select **Start Alert Call**.

   A pop-up notification appears with an option to cancel the call while waiting for a response.


Zebra PTT Pro PC Client
Zebra PTT Pro
Mapping
Help
Austin.Miller
Contact List
Group List
Messages
Call
To Jerry.Bloom
Volume
End Call
Call Idle
Austin.Miller
Jerry.Bloom
Alert Call
Alerting Jerry.Bloom
Cancel Alert
Push To Talk

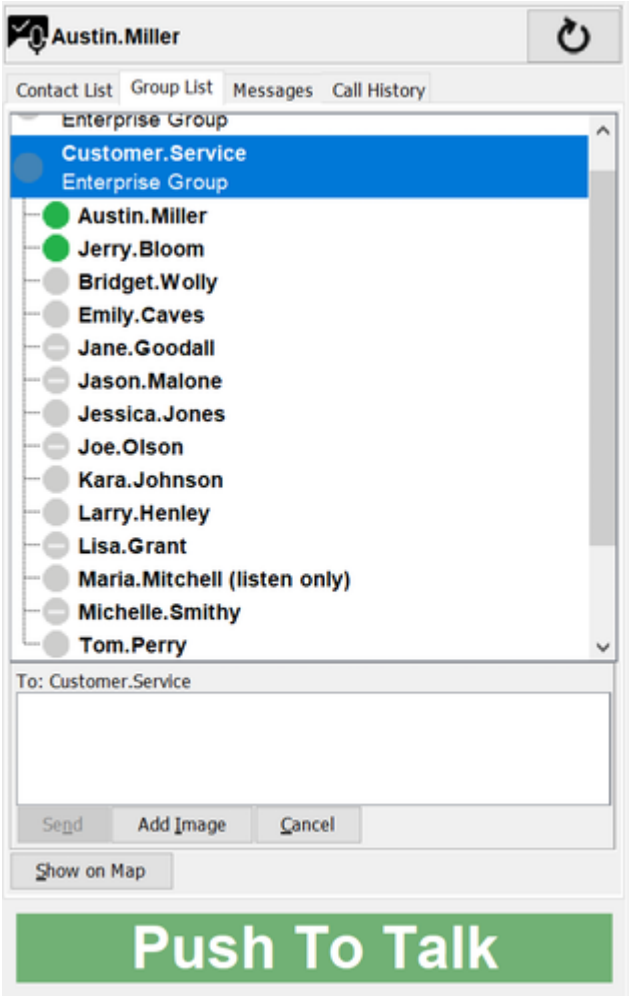
3. An Alert Call signal is sent to the contact.
   - If the contact accepts, you are placed in the call.
   - If the contact rejects the call, the call is canceled.

Refer to In Call Operation for in-call operations.

Group PTT Calls

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

1. Select the **Group List** tab.



2. Select the desired group.
   - Double-click the group to see the members and their availability status.
   - From this expanded group member view, an ad-hoc call can be started with a single group member by highlighting the recipient and clicking the **Push To Talk** button.
   - Double-click again to hide the members.

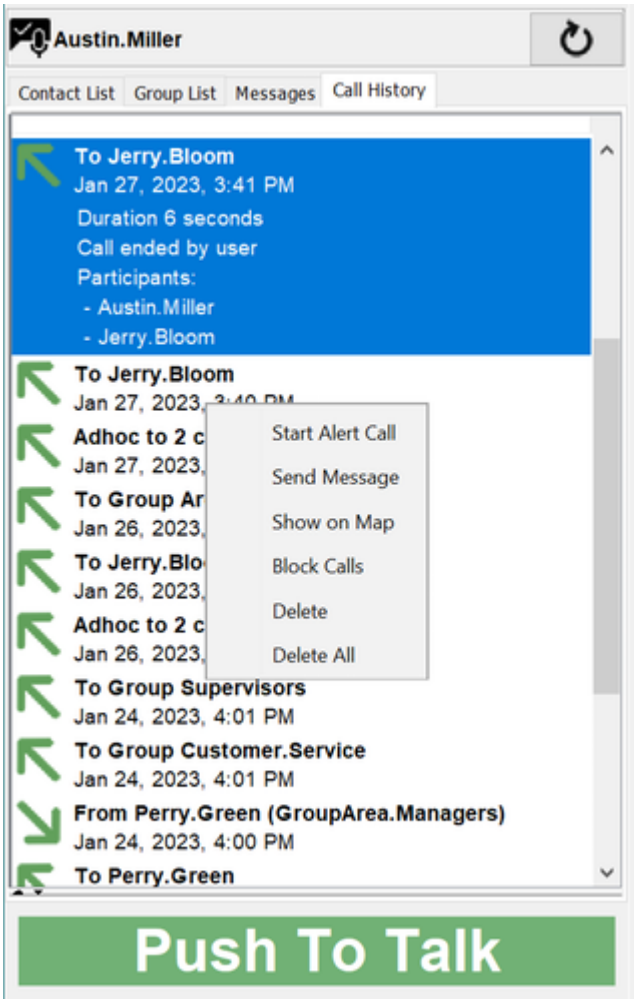
3. Press and hold the **Push To Talk** button.
4. Upon hearing the grant tone, begin speaking.
5. Release the **Push To Talk** button when finished.

Refer to In Call Operation for in-call operations.

Call History

The **Call History** tab shows all incoming and outgoing calls completed. Detailed information about each call is available by clicking on the call. Users can initiate a call from the **Call History** tab by highlighting the record and then clicking the PTT button.

Figure 5 Call History and Right-Click Menu



In addition, the user can right-click to bring up a secondary menu to take other actions. The user may delete this entry or delete all entries in the Call History.

Sending Messages

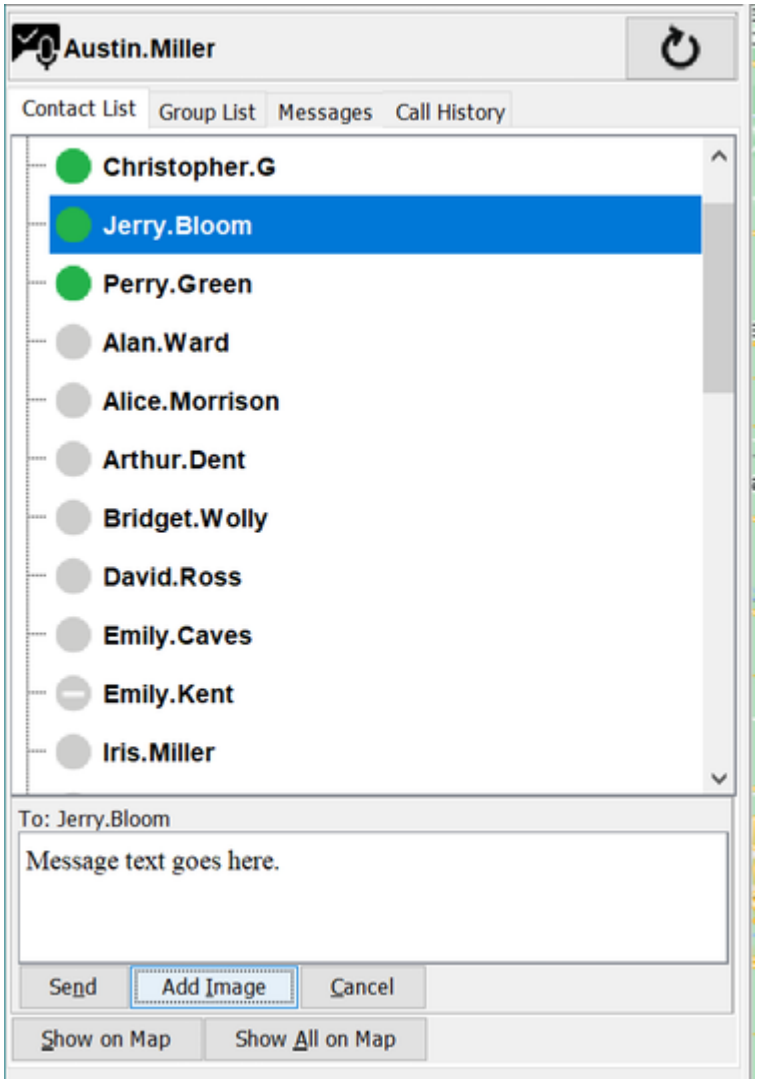
This section provides information on text and image messaging. The messaging feature allows users to send messages with text and/or images to one or more contacts, or to a group.

1:1 Text and Image Messaging

You can send a message with an image to a single contact.

1. Select the **Contact List** tab.
2. Select a contact from the **Contact List** by clicking on it.
3. Click **Compose Message** at the bottom of the panel.
    - Alternatively, right-click to open the secondary menu. Select **Send Message**.

4. Enter the message in the text box that appears at the bottom of the Contact List.



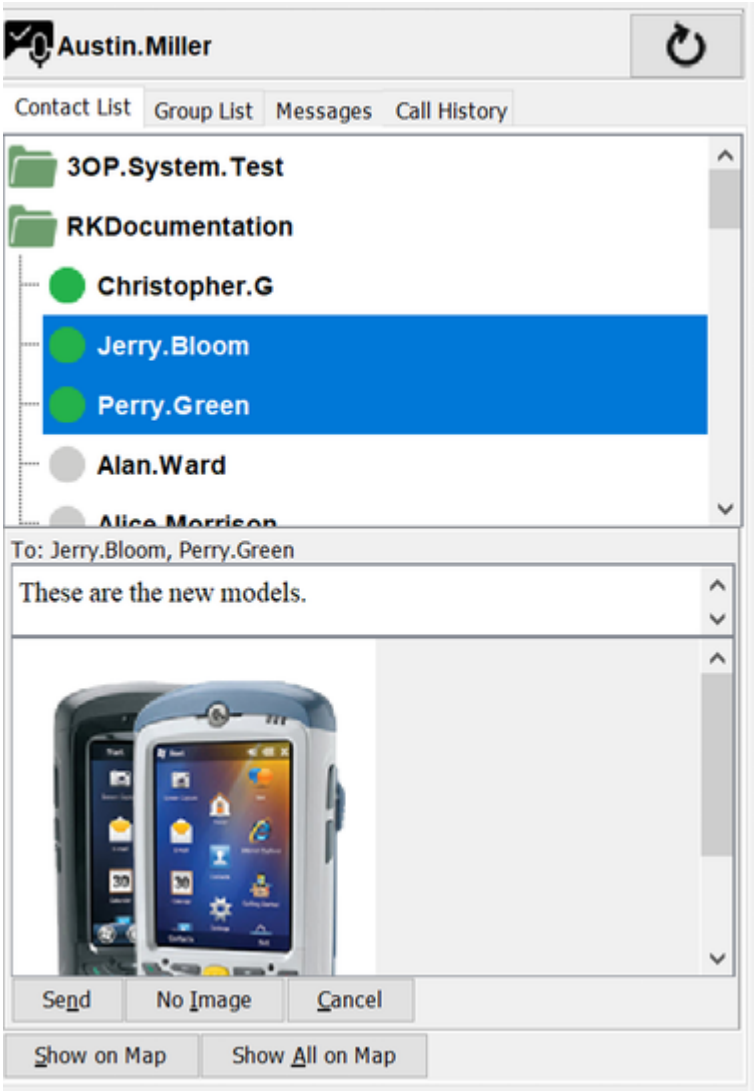
5. Optionally, click **Add Image** and select a single image to attach to your message.
6. Click **Send** when you are finished composing your message. Click **Cancel** if you no longer wish to send your message.

Ad Hoc Text and Image Messaging

Ad hoc text and image messaging allows you to send a message to a set of selected contacts.

1. Select the **Contact List** tab.
2. Select the first contact by clicking it.
3. Select additional contacts to include in the message by holding down the **Ctrl** key and clicking on each additional contact.
4. Click **Compose Message** at the bottom of the panel.
   - Alternatively, right-click to open the secondary menu. Select **Send Message**.

5. Enter the message in the text box that appears at the bottom of the Contact List.



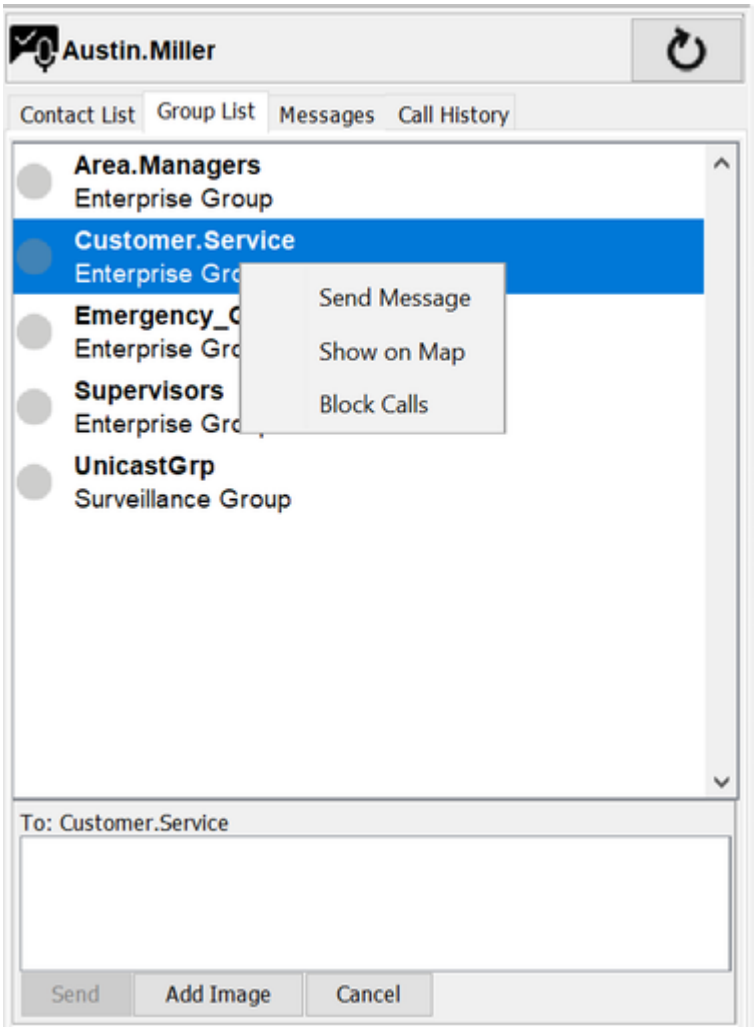
6. Optionally, click **Add Image**; this will bring up a file explorer to allow you to select a single image to attach to your message.
7. Click **Send** after you finish composing the message. Click **Cancel** if you no longer wish to send the message.

Group Text and Image Messaging

Group Text and Image Messaging allows you to send a message to a group.

1. Select the **Group List** tab.
2. Select a group by clicking on it.
3. Click **Compose Message** at the bottom of the panel.
   - Alternatively, right-click to open the secondary menu. Select **Send Message**.

4. Enter the message in the text box that appears at the bottom of the Contact List.



5. Optionally, click **Add Image**; this will bring up a file explorer to allow you to select a single image to attach to your message.
6. Click **Send** after you finish composing the message. Click **Cancel** if you no longer wish to send the message.

NOTE:

Message blocking

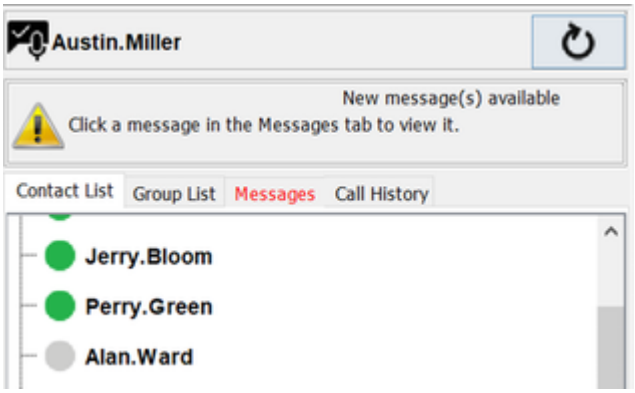
A new Feature Key for message blocking is added with newer versions of the PTT Pro server (4.13.0.43 and higher). Use this Feature Key to enable **Group Blocking** to stop sending and receiving messages from a group.

For more details, see `PTT Pro Management Portal Customer Administrator Guide` (`Managing Users` > `Edit Feature Keys`)

Viewing and Responding to Messages

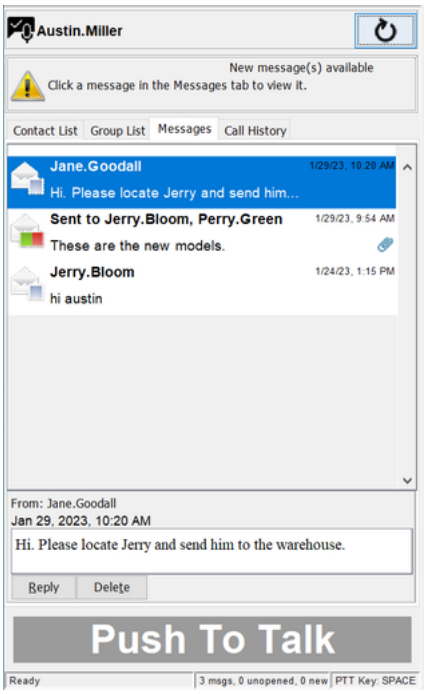
You are notified when you receive a message. Click the **Messages** tab to see the list of messages, including messages sent and messages received.

Figure 6 New Message Notification



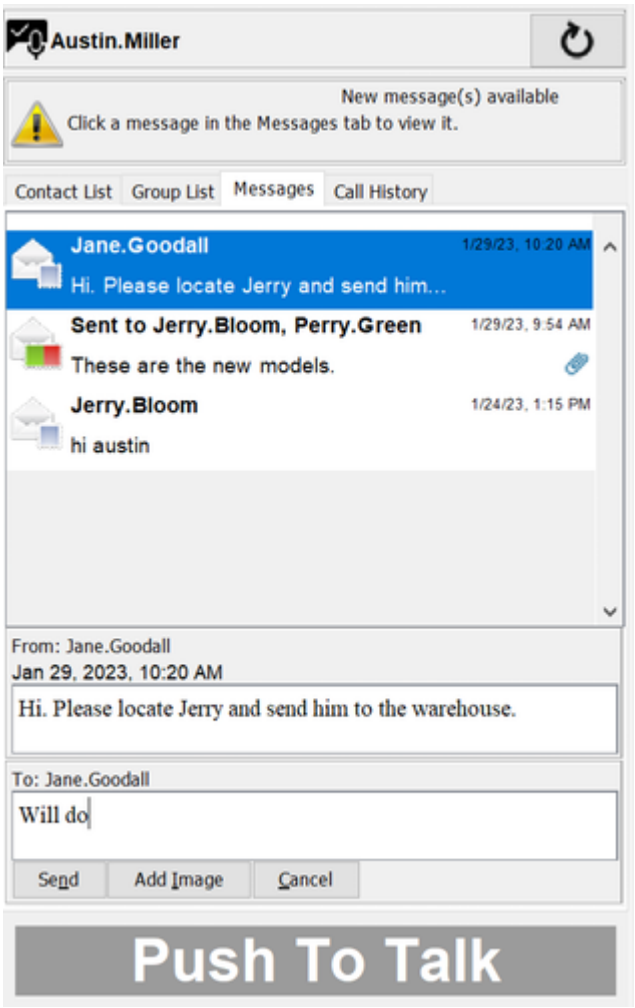
Click to select a message and display the message content. Below the message are the options to Reply or Delete. Alternatively, right - click on a message and you can delete, reply, or reply all.

Figure 7 Message Content and Reply Option



If you reply to a message, a message box will display where you can enter text and optionally add an image.

Figure 8 Reply to a Message



Managing Messages from the Messaging Menu

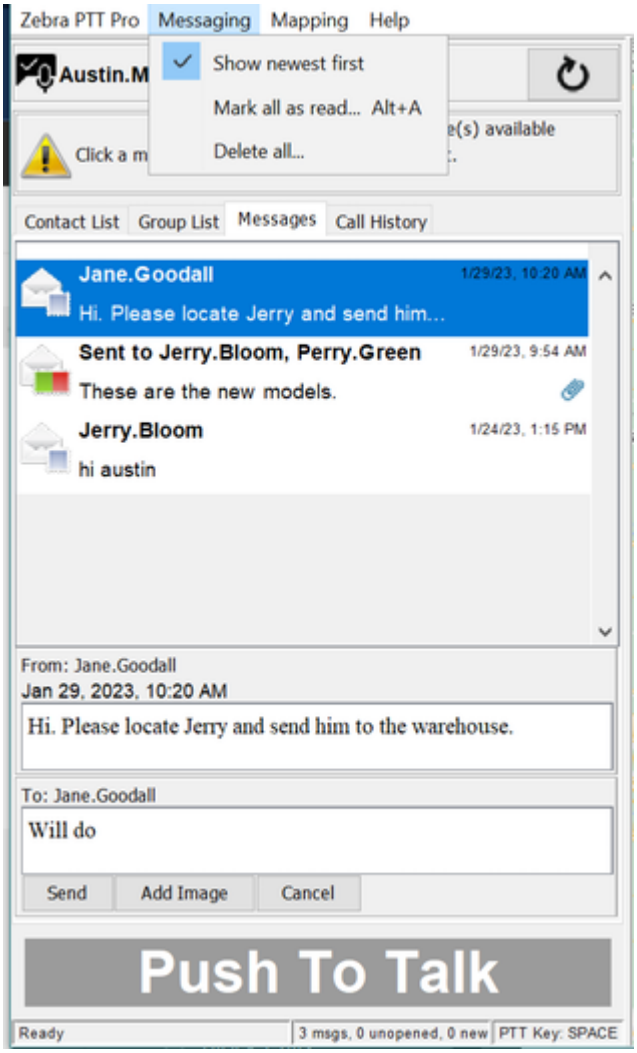
When you select the **Messages** tab, the Messaging Main Menu appears. You can control how messages display in the Messaging tab, mark messages as read, and delete all messages.

Show newest first
This option is selected by default. When selected, new messages display at the top of the list. Click on this option to toggle between the newest first and the newest last.

Mark all as read...
Select this option to mark all messages as read. A confirmation popup displays, click **OK** to confirm that all messages are to be marked as read.

Delete all...
Select this option to delete all messages. A confirmation popup displays; click **OK** to confirm that you want to delete all messages.

Figure 9 Messaging Menu



Location Based Services

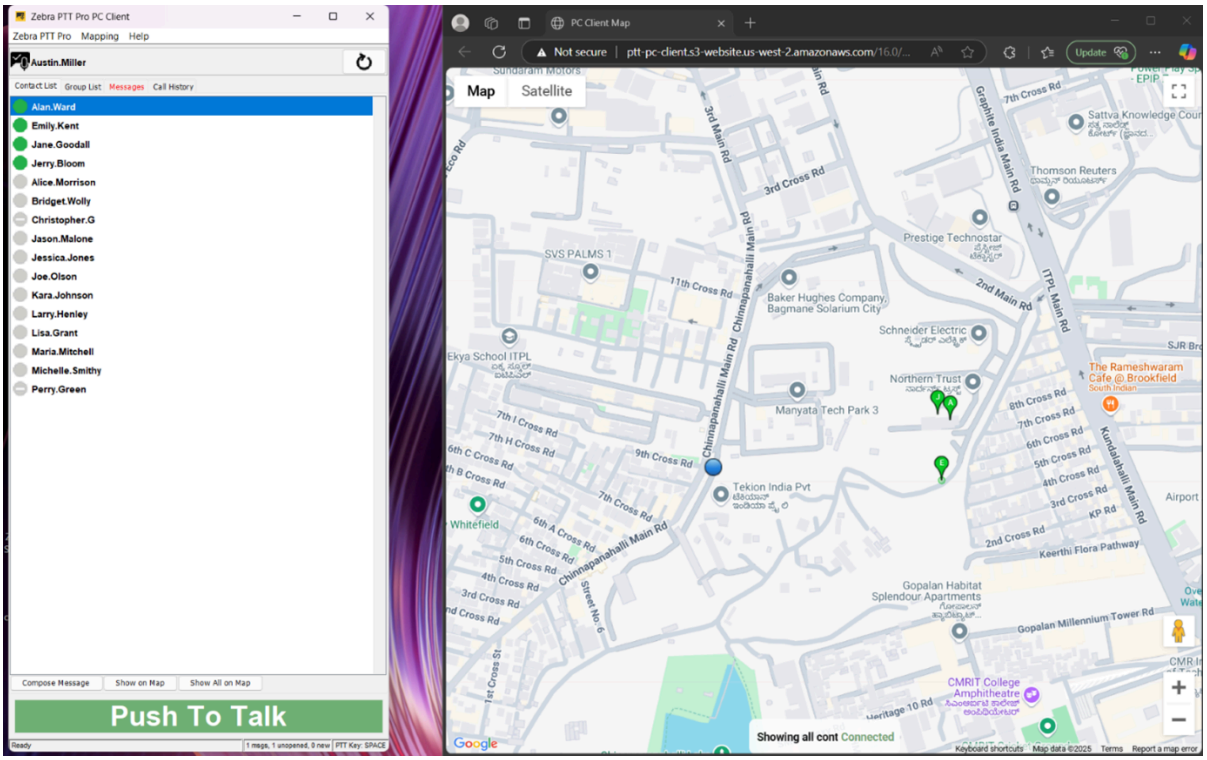
This section provides information on the options available for location tracking of the mobile workforce. Refer to Map Controls for information on how to control and modify the Map view.

Presence Markers

The Zebra PTT Pro PC Client user is represented on the map as a blue dot. Each contact is represented on the map via a presence marker. The color of the presence markers matches the presence indicators in the Contact List.

The location of the presence markers represents the location of the contact. Location information updates approximately every four seconds. The **Refresh** button can be used to accommodate more frequent updates. The **Refresh** button also updates the presence indications.

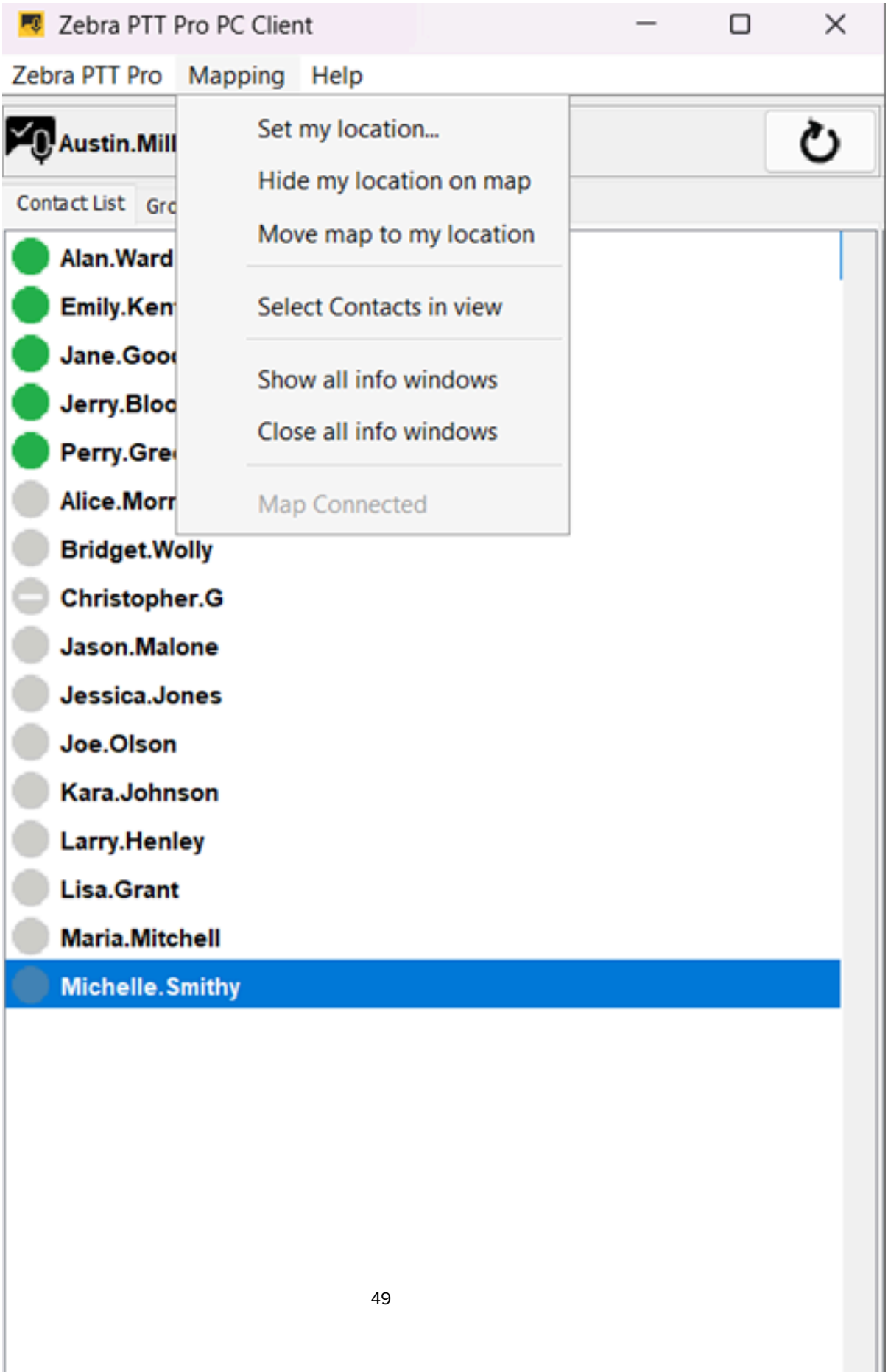
Figure 10 Map with Presence Indicators



Clicking on a presence marker will display an information window for the associated contact.

To enable or disable all information windows, click on **Mapping** in the Main Menu and select **Show all info windows** or **Close all info windows** as shown below.

Figure 11 Mapping Menu



Show on Map

You can limit the display on the map to specific contacts or a group.

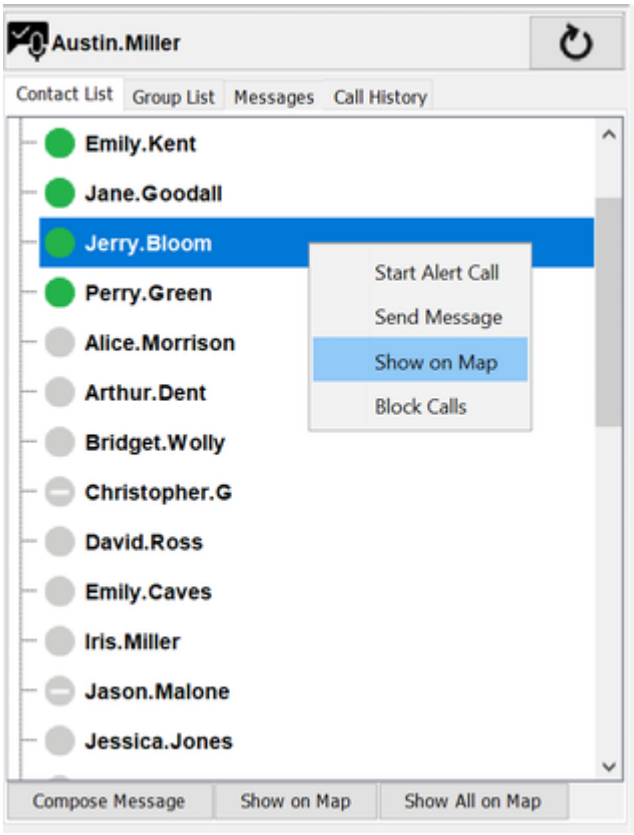
1. Click the **Contact List** or **Group List** tab.
2. Select the contact or group you want to display on the map.

   To select multiple contacts:

   a) Select the first contact.

   b) Hold down the **Ctrl** Button and select each additional contact.
3. Right-click on one of the selected contacts and select **Show on Map**.

   You can also click **Show on Map** at the bottom of the **Contact List** or **Group List**.



Initiate PTT Calls From the Map

You can use the map to initiate a call to all contacts in a specific area. To do that, zoom or expand the map so only the contacts to be included are visible. Select **Mapping** in the Main Menu and select **Select Contacts in view**. This displays the **Contact List** tab (if not already showing) with the contacts in the view selected. Click and hold the **Push To Talk** button to initiate the Ad Hoc PTT call.

Figure 12 Select Contacts in Map

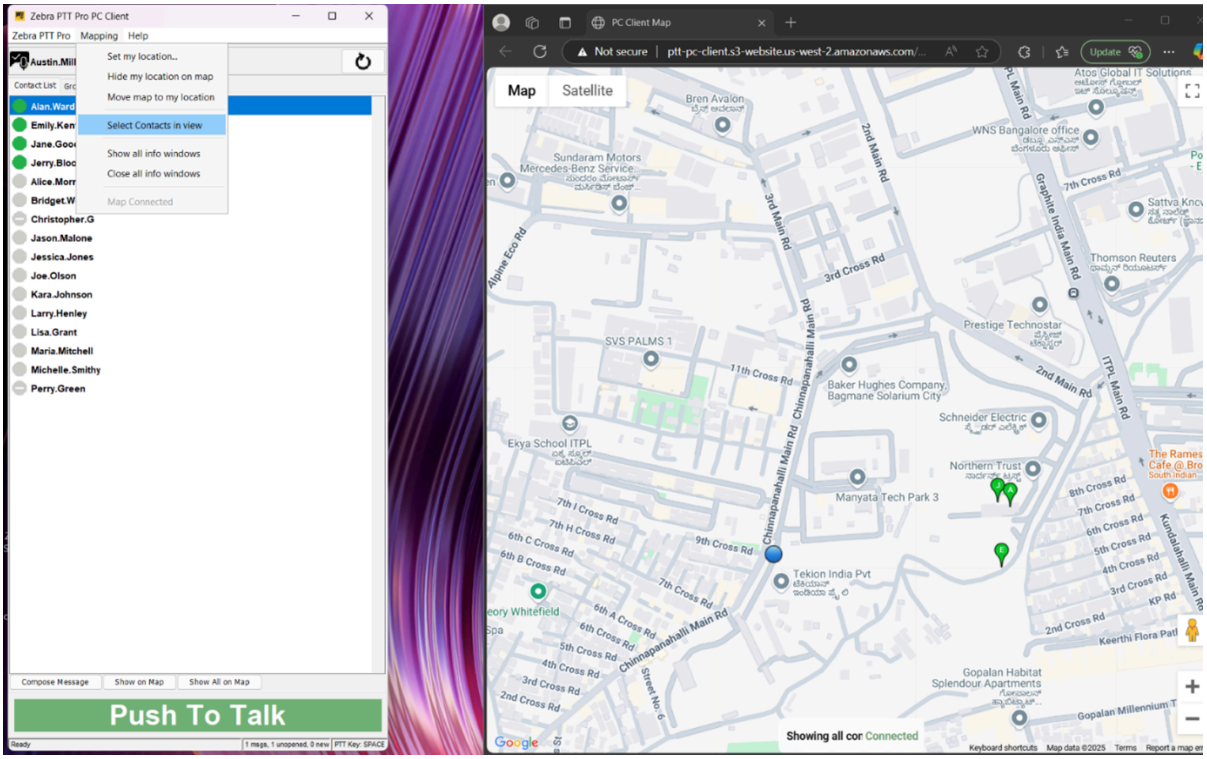
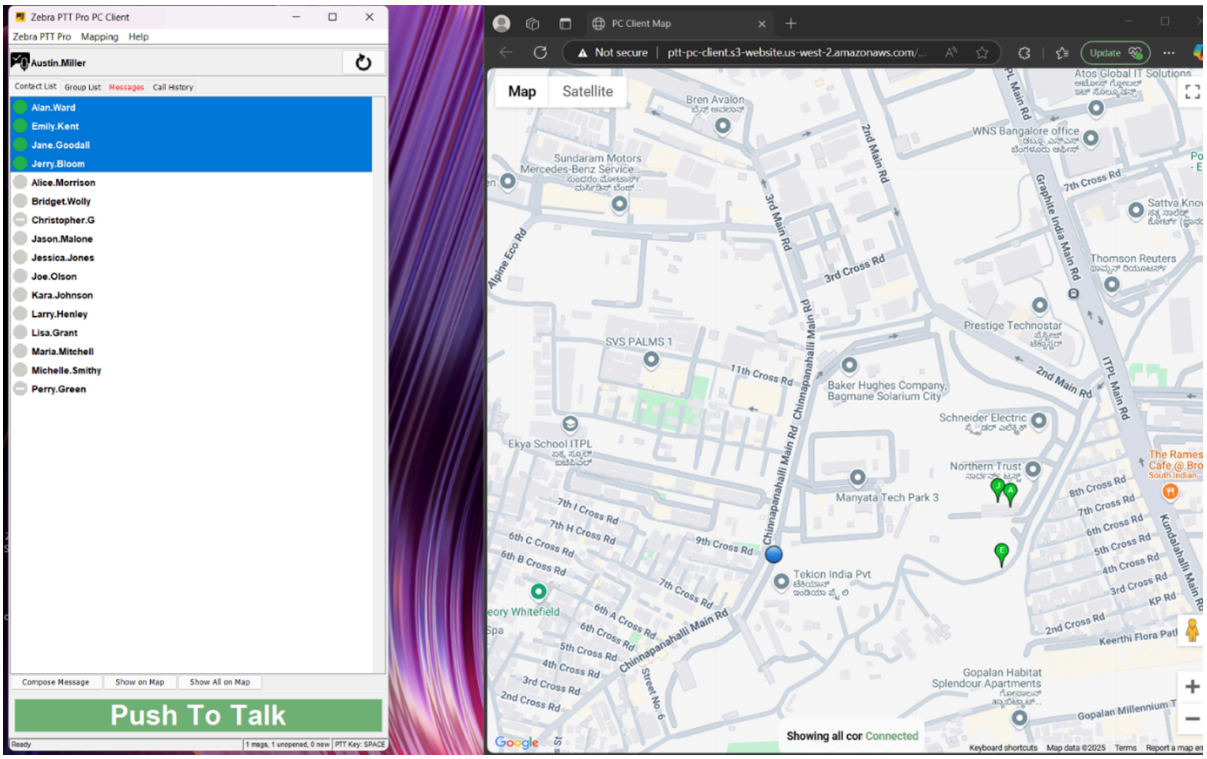


Figure 13 Call Selected Contacts from Map



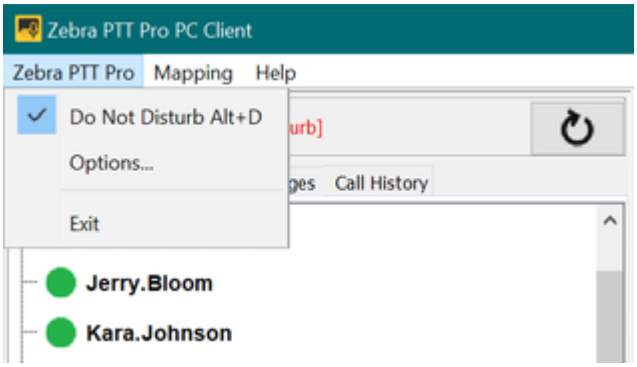
Settings

This section describes PTT call options such as Do Not Disturb (DnD), block calls, and late join / re-join.

Do Not Disturb

The Do Not Disturb (DnD) feature allows you to disable all incoming PTT calls while still allowing messages.

Figure 14 Do Not Disturb



The capability to enable DnD on the device is controllable from the Client Settings in the PTT Pro Management Portal.

Block Calls

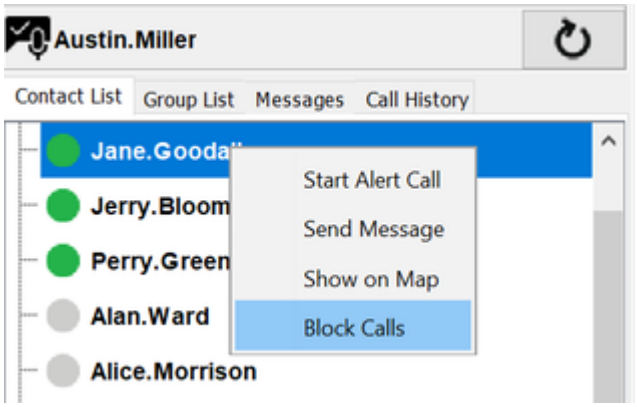
The Block Calls feature allows you to disable incoming calls from specific contacts or groups selectively.

You may block calls from three tabs:

- Contact List (block individuals)
- Group List (block groups)
- Call History (block individuals or groups)

1. Select the **Contact List** or **Group List**.
2. Right-click to bring up the secondary menu.

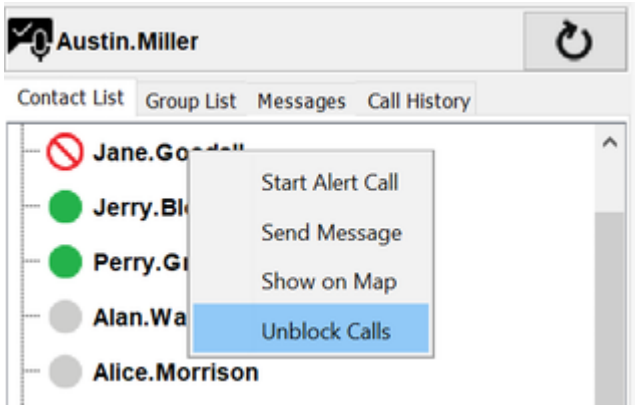
3. Select **Block Calls** from the menu.



Unblock Calls

You can unblock a contact or group in the same manner.

1. Select **Contact List** or **Group List**.
2. Right-click to bring up the secondary menu.
3. Select **Unblock Calls** from the menu.



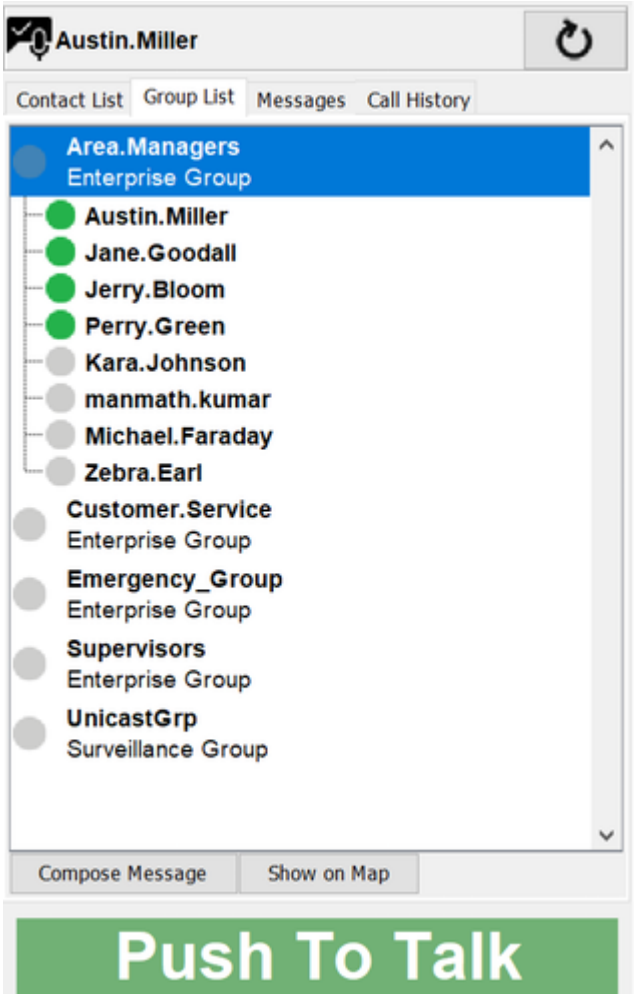
Group Member List

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

1. Select the **Group List** tab.

2. Double-click on the group to view the members and their availability status.

   You can start an ad-hoc call with a single group member by highlighting the recipient and clicking the **Push To Talk** button.



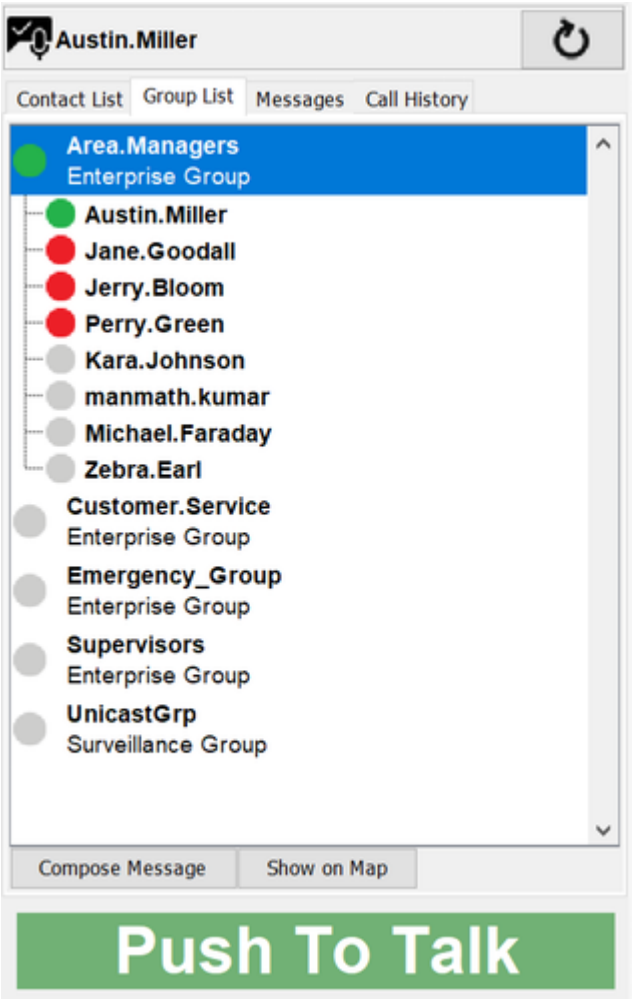
3. Double-click on the group again to hide the members.

Late Join/Re-Join

Zebra PTT Pro supports late join/re-join on group calls. The group presence indicates which group calls are active and available for late join/re-join.

There may be times when a user 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 user join a call they previously participated in and exited.

Figure 15 Rejoin a Group Call



Talker Override/Preemption

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

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

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

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

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

Call Override

Zebra PTT Pro supports the Call Override feature for 1:1, Ad Hoc, and Group Calls.

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

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

Call Override on 1:1 and Ad Hoc Calls

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

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

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

Call Override on Group Calls (by Calling Group)

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

Configuration Options

Zebra PTT Pro PC Client offers many options for configuration.

To open the Zebra PTT Pro Configuration window, select **Zebra PTT Pro** > **Options** from the main menu. The Configuration Window includes the following tabs:

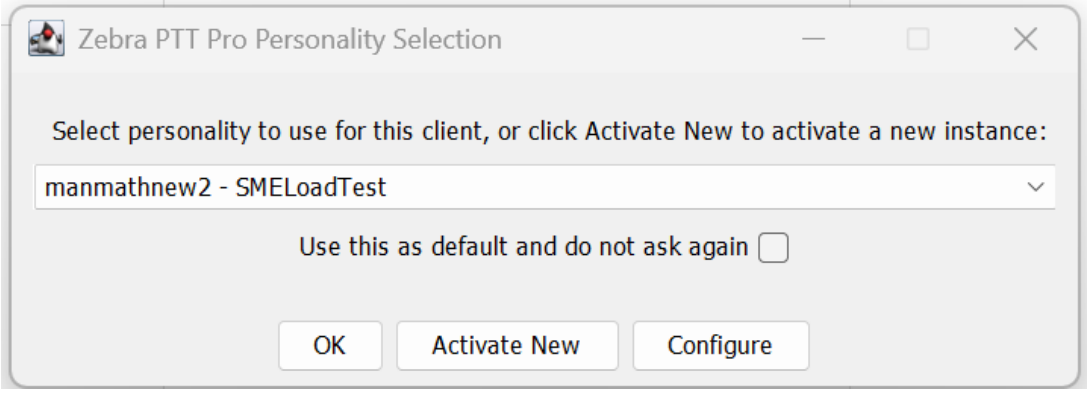
- Personalities
- Audio Configuration
- Call Options
- Record Options
- External PTT Options
- Map Options

Personalities

The Zebra PTT Pro PC Client supports multiple personalities, allowing a user to assume different identities with different groups and contacts. Each personality must be configured in the PTT Pro Management Portal and have a separate activation code.

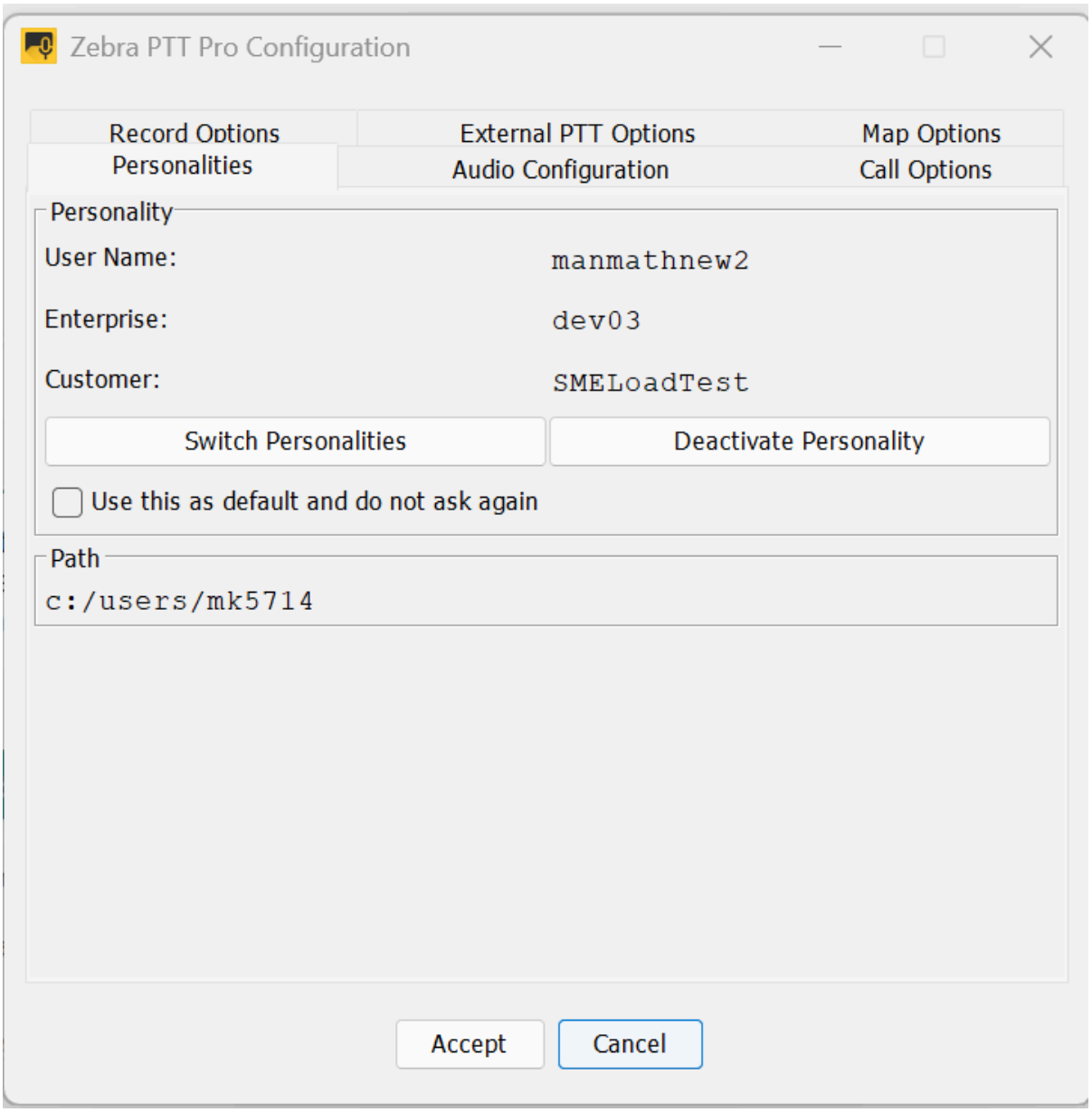
A user can access personalities when opening the application or from the **Personalities** tab.

Figure 16 Personality Selection



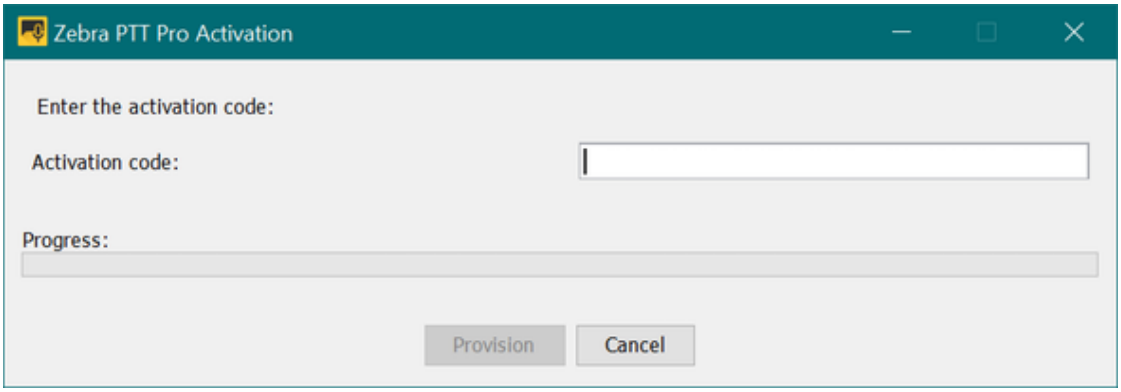
The user can switch between personalities, add a new personality, or deactivate a personality from the **Personalities** tab.

Figure 17 Personalities



To switch personalities, click **Switch Personalities** . This displays the personality selection popup. Choose between existing personalities using drop-down list or click **Activate New** to add a new personality. You need a separate activation code for the new personality.

Figure 18 Activation Code



If you no longer need to use an active personality, click **Deactivate Personality**.

NOTE: The personality is deleted from the PC Client, and you will need a new activation code to reactivate the personality.

Audio Configuration

Audio configuration lets you set the input and output devices for PTT calls.

NOTE: Zebra recommends selecting the `Primary Sound Capture Driver` option for Input Select. You can select the default input device through Microsoft Windows **Start** > **Settings** > **System** > **Sound**.

Figure 19 Audio Configuration

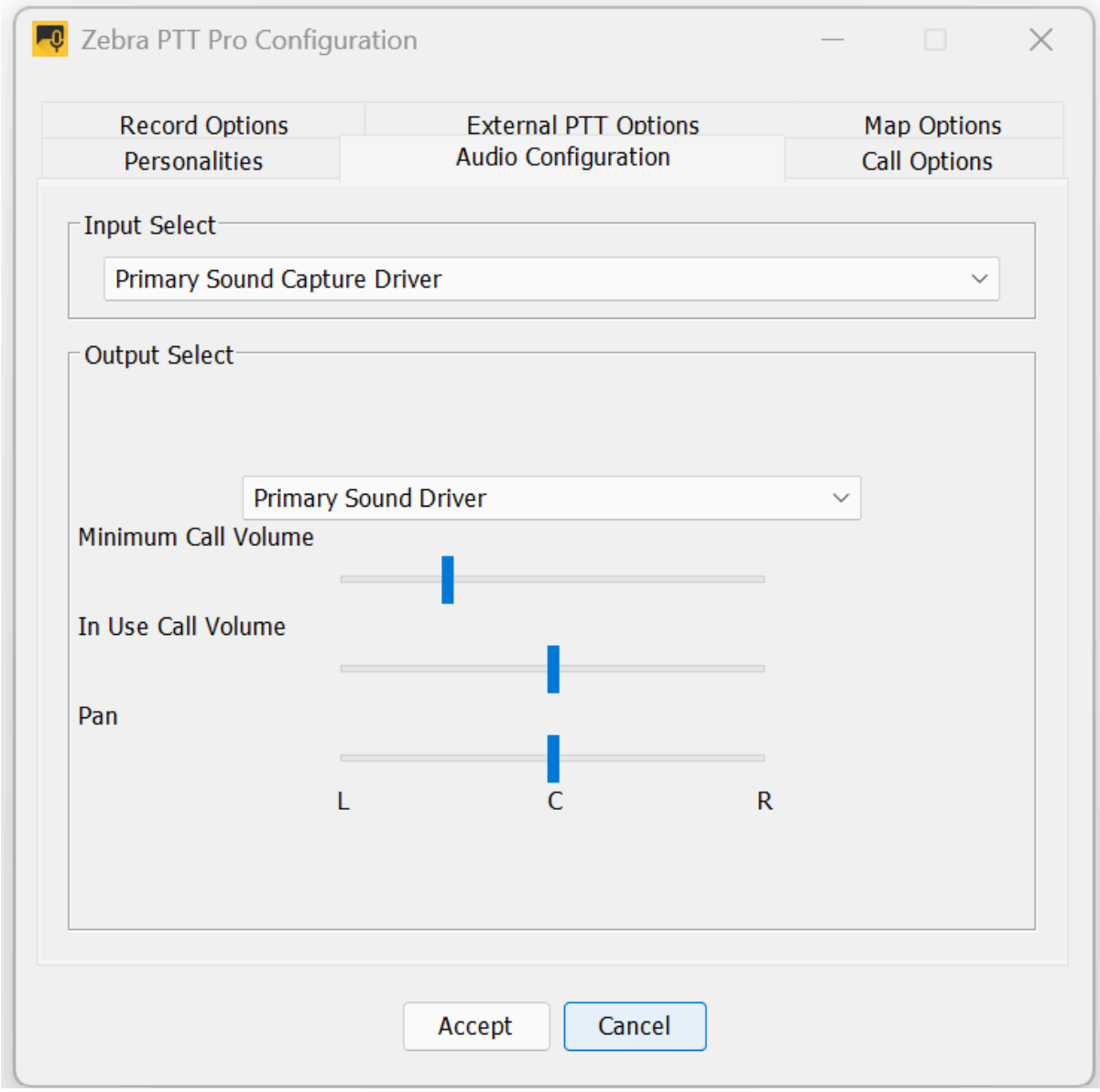


Table 1 Audio Configuration Parameters

Option	Description
Input Select	Select the microphone or audio input method for PTT calls.
Output Select	Select the headset or speakers for PTT calls.
Minimum Call Volume	Set the audio level for incoming calls.
In Use Call Volume	Set the audio level during a PTT call.
Pan	Set the audio level between the left and right speakers or the headset.

Call Options

Call options provide options for call tones.

Figure 20 Call Options

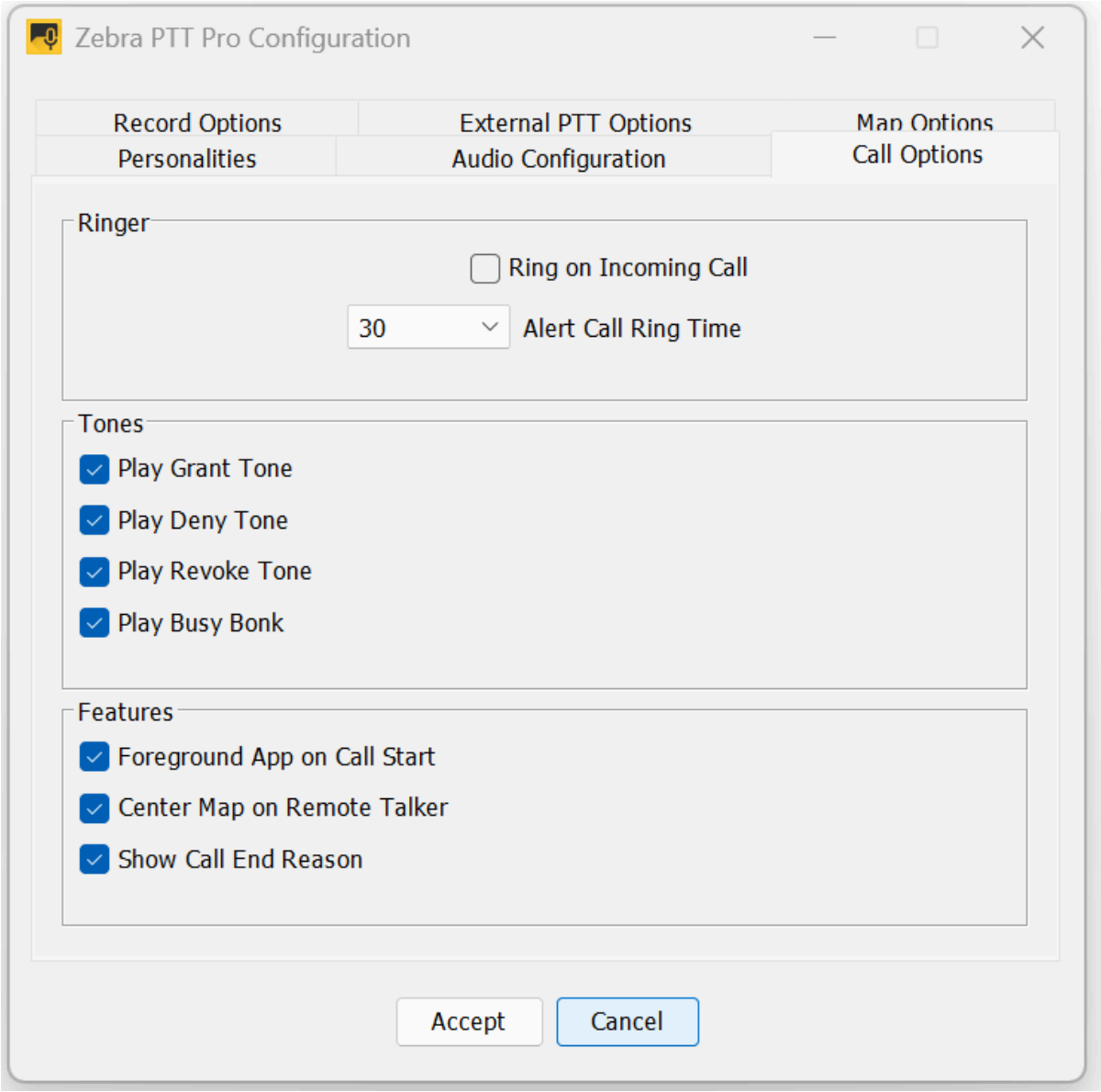


Table 2 Call Options Parameters

Option	Description
Ring on Incoming Call	Ring when receiving a PTT call.
Alert Call Ring Time	The time in seconds to ring when receiving an alert call.
Play Grant Tone	Play a tone when you are granted permission to speak.

Table 2 Call Options Parameters (Continued)

Option	Description
Play Deny Tone	Play a tone when you are denied permission to speak because another user is speaking.
Play Revoke Tone	Play a tone when you are removed from the floor because you have exceeded the speaking time limit.
Play Busy Bonk	Play a tone when you are busy with another call.
Foreground App on Call Start	Bring the PC Client to the foreground automatically when receiving a PTT call.
Center Map on Remote Talker	Shift the map view to show the currently speaking user.
Show Call End Reason	Show a short description of why a call was ended.

Record Options

The **Record Options** tab allows the PC Client to transmit or receive audio files. By default, the recording options are not enabled.

Call recording for the PC Client can be set up to Transmit (TX) and/or Receive (RX) traffic as an RTP stream to the specified IP address and port. This feature is used with call recording solutions that are configured to accept RTP streams.

Figure 21 Record Options

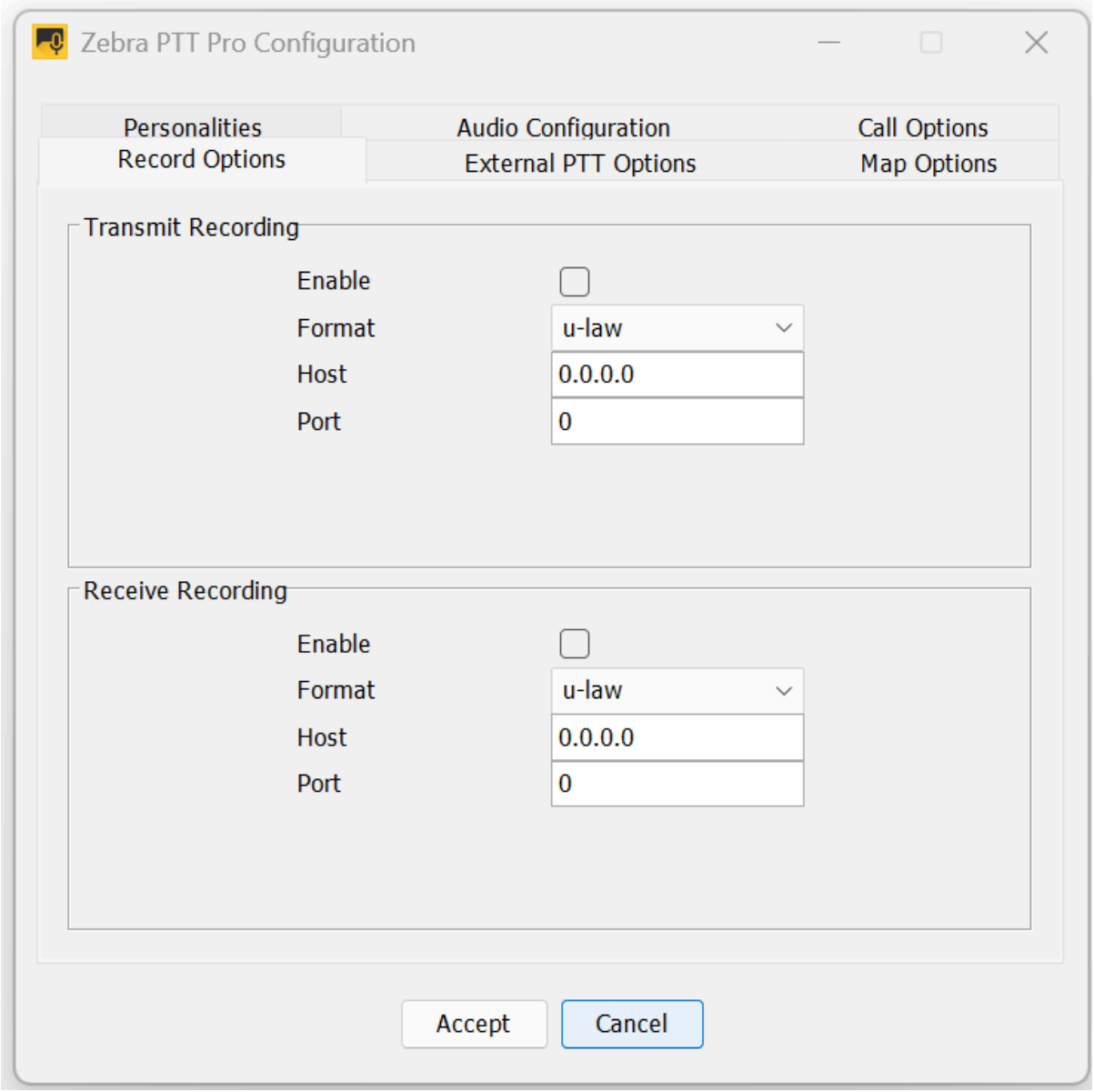


Table 3 Record Option Parameters

Option	Description
Enable	Enables the PC Client to transmit or receive a recording to or from the specified IP address.
Format	The format of the audio file. u-Law is used in North America and Japan, while a-law is used in Europe for 8-bit PCM digital communication.
Host	IP address of the system to transmit to or receive from the audio recording.
Port	UDP or TCP port for the IP address.

External PTT Options

The**External PTT Options** tab lets you specify a combination of keyboard keys to act as the PTT button. This allows you to participate in a PTT call even if the PC Client is not the active application.

NOTE: Not all keys can function as external PTT keys because they have specific functions tied to them, for example, the Windows key.

Figure 22 External PTT Options

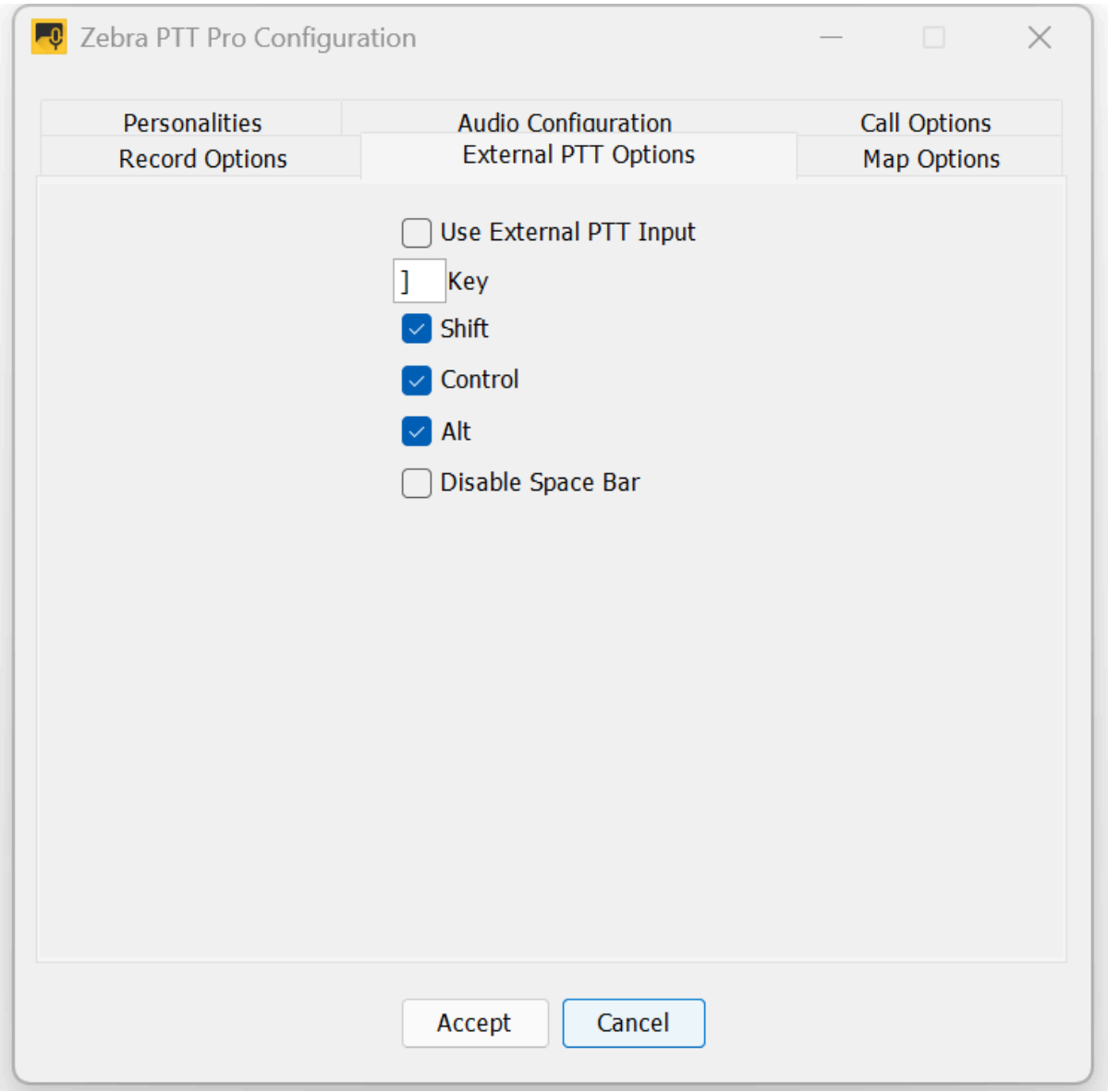


Table 4 External PTT Options

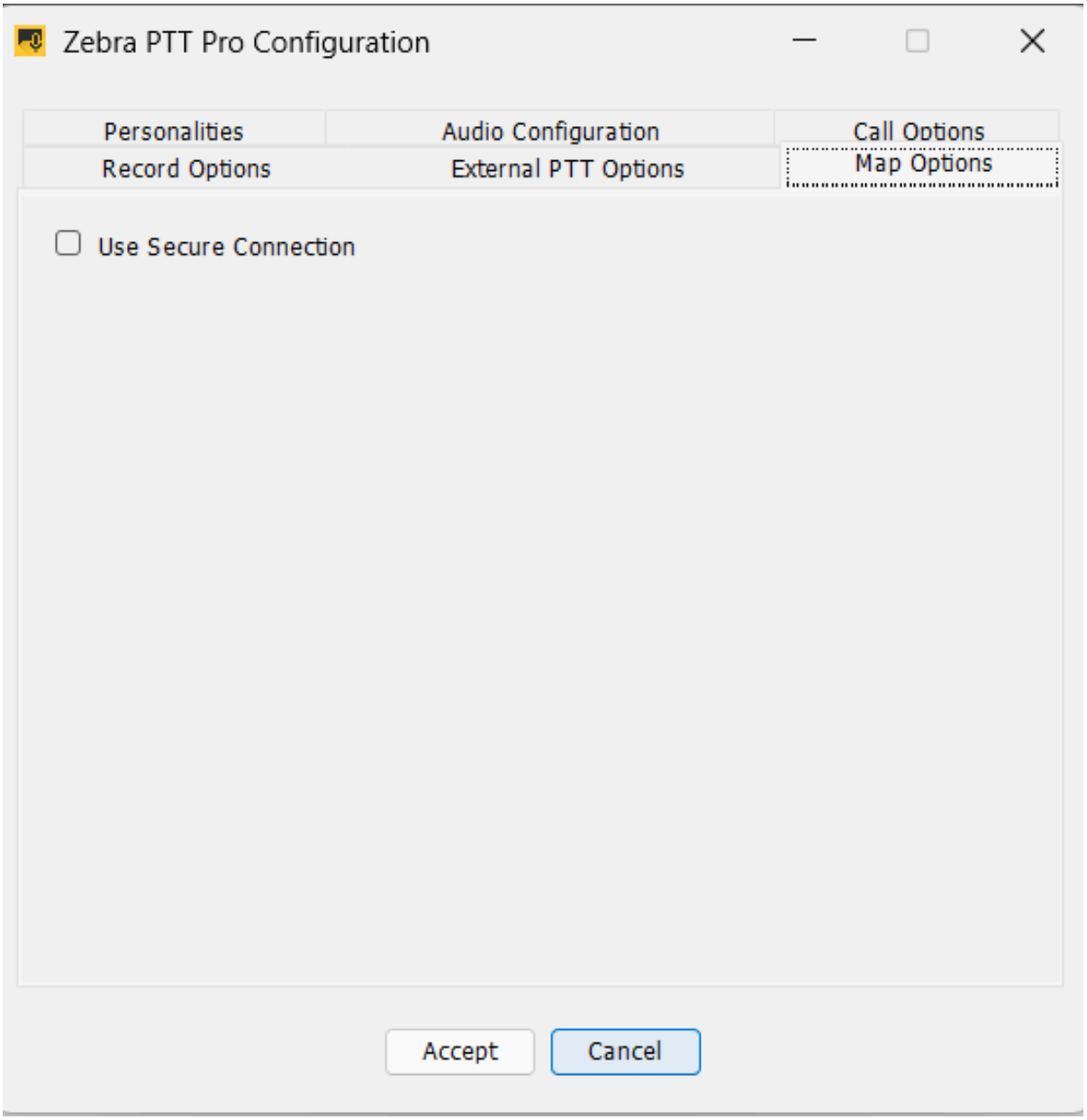
Option	Description
Use External PTT Input	Enables the use of a keyboard key or a combination of keyboard keys to function as the PTT button.

Table 4 External PTT Options (Continued)

Option	Description
Key	Enter a special character or alphanumeric character to function as the PTT button.
Shift	Select the **Shift** key as part of the combination of keyboard keys.
Control	Select the **Control** key as part of the combination of keyboard keys.
Alt	Select the **Alt** key as part of the combination of keyboard keys.
Disable Space Bar	The space bar automatically functions as a PTT button when the PC Client is the active application. Select this option to disable this behavior.

Map Options

You can use this setting to choose the configuration of the WebSocket connection between the PC Client and the browser. A secure connection, using HTTPS, requires a self-signed certificate, If you do not require a secure WebSocket connection, the PC Client uses HTTP for the connection



FAQs & Troubleshooting

Why is Map not displaying in web browser?

Reason

- The map cannot be loaded in the browser page.
- The ready indication from the map in the browser does not make it back to the app
- You close the map browser tab before it finishes setting up.

Action

1. Check your internet connection.
2. Relaunch MAP into the browser after making sure they opening MAP properly in the browser.