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## Revision History

Changes to the original guide are listed below:

<table>
<thead>
<tr>
<th>Change</th>
<th>Date</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rev A -03</td>
<td>December 2019</td>
<td>Updated screen shots to reflect revised navigation drawer icons. In “Talk to a Contact or Group” section, revised text from &lt;username&gt; to &lt;username or FirstName LastName&gt;. (&lt;FirstName LastName&gt; is also known as the Friendly Name.)</td>
</tr>
<tr>
<td>Rev A -04</td>
<td>March 2020</td>
<td>Updated to reflect new icons and list of supported languages.</td>
</tr>
<tr>
<td>Rev A -05</td>
<td>May 2020</td>
<td>Added Friendly Access Point and voice command information.</td>
</tr>
</tbody>
</table>
## Contents

In Call Map View ................................................................................................................................. 19

### PTT Calling ........................................................................................................................................ 20
Introduction ........................................................................................................................................... 20
1:1 PTT Calls .......................................................................................................................................... 20
Ad Hoc PTT Calls .................................................................................................................................. 21
1:1 Alert Calls ......................................................................................................................................... 22
  Alert Call from the Contacts Tab ......................................................................................................... 22
  Alert Call from the Maps Tab .............................................................................................................. 23
Non-Response on Alert Call .................................................................................................................. 25
  Responding to an Alert Call .............................................................................................................. 26
Group PTT Calls .................................................................................................................................... 26
In Call Operation ..................................................................................................................................... 26

### Sending Messages .......................................................................................................................... 28
Introduction ........................................................................................................................................... 28
Message Encryption ............................................................................................................................... 28
Messaging to Contacts ............................................................................................................................ 28
Messaging to Groups ................................................................................................................................ 31
Viewing and Responding to Messages .................................................................................................... 33
  View Messages ................................................................................................................................... 33
  Respond to Messages ........................................................................................................................ 35
  Reply to Message .............................................................................................................................. 36
Message of the Day (MOTD) .................................................................................................................. 39
  Enable Image and Audio Messaging ................................................................................................. 39
  Send a Message of the Day ................................................................................................................ 40
Voice Commands ..................................................................................................................................... 41
  Locate a Contact .............................................................................................................................. 43
  Talk to a Contact or Group ............................................................................................................... 43
  Message using Voice Command ........................................................................................................ 45
Viewing and Listening to Recent Messages ............................................................................................ 49

### Options and Management .............................................................................................................. 52
Introduction ........................................................................................................................................... 52
Do Not Disturb (DnD) ............................................................................................................................. 52
  Global DnD ........................................................................................................................................ 52
  Block Calls from Select Groups .......................................................................................................... 53
Late Join / Re-Join .................................................................................................................................. 57
Talker Override/Preemption .................................................................................................................... 57
Contents

Call Override .......................................................................................................................... 58
  Call Override on 1:1 and Ad hoc Calls ........................................................................ 58
  Call Override on Group Calls (by Calling Individual User(s)) .................................. 58
  Call Override on Group Calls (by Calling Group) ..................................................... 58
Contact Management ......................................................................................................... 59
  Single Contact ............................................................................................................. 59
  Multiple Contacts ..................................................................................................... 60
  Favorites Contacts ................................................................................................... 61
Group Management .......................................................................................................... 62
  Favorites Groups ..................................................................................................... 63
Searching Contacts on the Device or Server ................................................................. 63

Location Based Services ..................................................................................................... 64
  Live Tracking Mode .................................................................................................. 64
    Sending Location Information ............................................................................. 64
    Location Enable/Disable ..................................................................................... 65
    Viewing Location Information ........................................................................... 66
    Viewing Live In-Call Location Information ......................................................... 67
  Place an Ad hoc Call to One or More Contacts from the Map ............................... 69
  Map Options ............................................................................................................. 71
    Cluster Start Threshold ....................................................................................... 71
    Map Gestures .................................................................................................... 72
    Map Icons ........................................................................................................ 73
  Indoor Location Service .......................................................................................... 73

Device Settings .................................................................................................................. 75
  Introduction .............................................................................................................. 75
  User Account Information ......................................................................................... 75
    General Settings ................................................................................................ 76
    Headset Sound Profile Settings ........................................................................... 81

FAQ & Troubleshooting ...................................................................................................... 82
  Frequently Asked Questions ..................................................................................... 82
  Troubleshooting ...................................................................................................... 83

Index ................................................................................................................................. 84
About This Guide

Introduction

This guide discusses Zebra PTT Pro for Android features and operation. It assumes that Zebra PTT Pro for Android is already installed on the device. For installation and software activation assistance, refer to the Zebra PTT Pro Installation Guide.

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

Chapter Descriptions

Topics covered in this guide are as follows:

• **Getting Started** describes PTT Pro for Android.

• **User Interface** describes the user interface, which includes tabs for **Map**, **Recent** calls and messages, **Favorites**, **Contacts**, and **Groups**.

• **PTT Calling** provides information on placing and managing barge calls, ad hoc calls, alert calls, and group calls.

• **Sending Messages** provides information on text and image messaging.

• **Location Based Services** provides information on the multiple options available for location tracking and mapping services.

• **Options and Management** provides information on the various operating options as well as contact and group management.

• **Device Settings** provides information on device settings such as application and sound settings and account information.

• **FAQ & Troubleshooting** provides answers to frequently asked questions and solutions for troubleshooting issues.
Notational Conventions

The following conventions are used in this document:

- **Bold** text is used to highlight the following:
  - Key names on a keypad
  - Button names on a screen.
- Bullets (•) indicate:
  - Action items
  - Lists 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

- Zebra PTT Pro for Android Quick Start Guide - Discusses procedures for the most common tasks, in a two-sided single page printable format.
- Zebra PTT Pro Installation Guide - Discusses the installation and activation of all Zebra PTT Pro applications.
- Zebra PTT Pro Management Portal Administrator Guide - Discusses the portal, which provides an interface for administrators or technical representatives to manage an organization's Zebra PTT Pro accounts.
- Zebra PTT Pro Management Portal Customer Administrator Guide - Discusses the portal, which provides an interface for customer administrators or technical representatives to manage an organization's Zebra PTT Pro accounts.
- Zebra PTT Pro for iOS Quick Start Guide - Discusses procedures for the most common tasks, in a two-sided single page printable format.
- Zebra PTT Pro for iOS User Guide - Discusses Zebra PTT Pro for iOS features and operation.
- Zebra PTT Pro for Windows Mobile Quick Start Guide - Discusses procedures for the most common tasks, in a two-sided single page printable format.
- Zebra PTT Pro Dispatch User Guide - Discusses Zebra PTT Pro Dispatch features and operation.

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

Service Information

If the user encounters a problem using the equipment, contact the facility's technical or systems support. If there is a problem with the equipment, they will contact the Customer Support Center at: [www.zebra.com/support](http://www.zebra.com/support).

When contacting support, please have the following information available:

- Serial number of the unit
- Model number or product name
- Software type and version number
Zebra responds to calls by e-mail, telephone or fax within the time limits set forth in service agreements. If the problem cannot be solved by support, the user may need to return the 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 the equipment was purchased from a Zebra business partner, please contact that business partner for support.
Getting Started

PTT Pro Overview

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

• Push to Talk (PTT) Voice
• Secure Group Messaging (Text and Images)
• Location tracking and Mapping.

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

• Consumer Smartphone devices
• Enterprise Mobile devices.

Note: PTT Express cannot be activated on a device where Zebra PTT Pro is being used. Contact the system administrator for assistance.

Data Usage (Cellular Networks)

Zebra PTT Pro is a VoIP application that, for cellular network connections, requires a data plan. As compared with other video and image communication applications, PTT Pro requires minimal data. It uses a variable rate Voice CODEC technology so improved voice quality is delivered to users with better data service. Zebra PTT Pro data can be estimated as follows, however, note that the results may vary:

Monthly system overhead: 6MB

Active PTT talk time (when voice is broadcast on a PTT call):

• Smartphone connected via 3G: 6MB per hour
• Smartphone connected via 4G: 8MB per hour.

Group Types and Maximum List Sizes

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

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

• **Member Groups** (size limit 250): Visible in all member's Group Lists. Any member of the group can initiate a call to the group.
• **Enterprise Open Groups** (size limit 250): Available for any user to join. The owner or 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 or manager can add Members. The owner or manager of the group may or may not be a participant in the group and there can be more than one Group Manager.

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

• **Broadcast Groups** (size limit 60,000): Broadcast Groups are used to deliver high priority messages. Broadcast Group calls are high priority unicast voice messages. Broadcast messages are resent until all messages are delivered. Only Primary or Secondary Administrators can create this 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.
Introduction

Navigation of the Zebra PTT Pro user interface is performed using either the Tab Bar or the Navigation Drawer.

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

- **Map**: Displays the location of all active users if they have enabled location reporting.
- **Recent**: Displays call and message history, both made and received.
- **Favorites**: Displays a user-defined list of contacts and groups to speed access.
- **Contacts**: Displays a list of all contacts with a presence indicator for each.
- **Groups**: Displays a list of all groups with a presence indicator for each.
- **Voice**: Switches to the WFC Voice application if installed. Refer to the Workforce Connect Zebra PTT Pro Management Portal Administrator Guide (Configure App Switcher User Setting) to configure this tab.

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

For Android Open Source Project (AOSP) devices:

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

For Google Mobile Services (GMS) devices:

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

Note that after completing any activity, the user is returned to the default screen as specified in the Default Tab View field on the Modify Feature Keys window in the Zebra PTT Pro Management Portal. The default can be changed to **Contacts**, **Groups**, **Messages**, **Map**, or **Recent Calls**.

Navigation

The user interface makes it easy to navigate using the Tab Bar or the Navigation Drawer.

**Navigate Using the Tab Bar**

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

Table 1 Tab Icons

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🌍️</td>
<td>Map (only available on devices with Google Mobile Services)</td>
</tr>
<tr>
<td>📧</td>
<td>Recent (call and message history)</td>
</tr>
<tr>
<td>⭐️</td>
<td>Favorites (user selected contacts and groups)</td>
</tr>
<tr>
<td>📞</td>
<td>Contacts (place finger on the Contacts list and pull down to refresh)</td>
</tr>
<tr>
<td>🗜️</td>
<td>Groups (place finger on the Groups list and pull down to refresh)</td>
</tr>
<tr>
<td>☰️</td>
<td>Navigation Drawer (switch views, Do Not Disturb, Settings)</td>
</tr>
<tr>
<td>🔊</td>
<td>Push To Talk (Tap to make a call)</td>
</tr>
<tr>
<td>📞</td>
<td>Voice (Opens WFC Voice application if configured)</td>
</tr>
<tr>
<td>🔍</td>
<td>Search</td>
</tr>
</tbody>
</table>

Refer to the Workforce Connect Zebra PTT Pro Management Portal Administrator Guide (Configure App Switcher User Setting) to configure this tab.
Hide the Tab Bar

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

To hide the Tab Bar:

1. Tap the Navigation Drawer  
2. Select Settings > General.
3. Locate the Hide Tabs setting and tap to enable.
Navigate Using the Navigation Drawer

The Navigation Drawer can be used in addition to or instead of the Tab Bar.

Tap the Navigation Drawer and select an available option to display the corresponding screen.
Figure 3  Navigation Drawer Options

Sample Screens

Figure 4  Contacts, Groups, and Recent Tabs
Indicators

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

Contact Presence Indicators

Table 2  Contact Presence Indicators

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔️</td>
<td>Contact is available.</td>
</tr>
<tr>
<td>📞</td>
<td>Contact is on a call.</td>
</tr>
<tr>
<td>🛑</td>
<td>Contact is in Do Not Disturb (DnD) mode.</td>
</tr>
<tr>
<td>📡</td>
<td>Contact is in silent/vibrate mode.</td>
</tr>
<tr>
<td>🛑</td>
<td>Contact’s device is off or out of coverage area.</td>
</tr>
<tr>
<td>✗</td>
<td>Contact’s device is signed out of Zebra PTT Pro.</td>
</tr>
</tbody>
</table>
Table 2  Contact Presence Indicators

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🚫</td>
<td>Contact is blocked.</td>
</tr>
<tr>
<td>🤔</td>
<td>Contact is not responding to Zebra PTT Pro communication.</td>
</tr>
<tr>
<td>📍</td>
<td>Contact has location functionality enabled - press to see the contact's location on the map.</td>
</tr>
</tbody>
</table>

Group Presence Indicators

Table 3  Group Presence Indicators

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>⚫️</td>
<td>Group is not active.</td>
</tr>
<tr>
<td>🟢</td>
<td>Group is active in call.</td>
</tr>
<tr>
<td>🚫</td>
<td>Group is blocked.</td>
</tr>
</tbody>
</table>

Notification Bar Indicators

Table 4  Notification Bar Indicators

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔️</td>
<td>Client is online.</td>
</tr>
<tr>
<td>☐</td>
<td>Client is in DnD mode.</td>
</tr>
<tr>
<td>✗</td>
<td>Client is offline.</td>
</tr>
<tr>
<td>🌨</td>
<td>New message is available.</td>
</tr>
<tr>
<td>⌚</td>
<td>Missed call.</td>
</tr>
</tbody>
</table>
In Call Viewing Options

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

In Call List View

- All call participants appear in the list.
- ![speaker](icon) indicates the speaking participant.

In Call Map View

- All call participants with location enabled appear on the map.
- A blue dot indicates the owner (self).
- Green pins indicated call participants.
- In call locations are updated every two seconds.
PTT Calling

Introduction

This chapter provides information on placing and managing PTT calls, alert calls, and group calls.

On Zebra devices, the user can use the physical device PTT button or the on-screen button when placing PTT calls. If the user has a Zebra Technologies headset accessory, the user can use the physical PTT button on the headset and speak into the microphone.

The user can also use the physical device PTT button to reject an incoming PTT call. During a call with two or more participants, a user in the call can end their participation using the physical device PTT button. The user must double-click the physical device PTT button to reject a call or end their participation. The double-click action is also supported on approved Zebra wired headsets.

1:1 PTT Calls

To make a 1:1 PTT call, select a single recipient from the Contacts list.

1. Tap the Contacts tab.

Figure 6  Select a Contact for a 1:1 PTT Call
2. Select the desired contact by tapping the name. Locate the contact by scrolling through the list of contacts, or perform a search by selecting the magnifying glass icon. After selecting the magnifying glass icon, begin entering the contact name. As each letter is entered, the relevant matches are displayed in the contact list. Keep entering until a match is found. The contact search string is a “sticky” search, meaning that the letters entered remain in the search field until cleared. Entering a string without a match will cause no contacts to be displayed. Clear the search string to review all contacts.

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

4. Upon hearing the grant tone, begin speaking.

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

**Ad Hoc PTT Calls**

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

To place an ad hoc PTT call:

1. Tap the **Contacts** tab.

2. Select two or more (up to 250) recipients from the **Contacts** list.

---

**Figure 7**  Select Contacts for Ad Hoc PTT Call

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

4. Upon hearing the grant tone, begin speaking.

5. Release **Push To Talk** when finished.
1:1 Alert Calls

Zebra PTT Pro supports 1:1 alert calls, used for non-critical communication by alerting the recipient rather than barging in on a call. This allows the user to respond when they are available. Initiate alert calls from the Contact list or the Map tab.

Alert Call from the Contacts Tab

To make an alert call:

1. Tap the Contacts tab.
2. Select the desired contact.
   
   Locate the contact by scrolling through the list of contacts, or perform a search by selecting the magnifying glass icon. After selecting the magnifying glass icon, begin entering the contact name. As each letter is entered, the relevant matches are displayed in the contact list. Keep entering until a match is found. The contact search string is a “sticky” search, meaning that the letters entered remain in the search field until cleared. Entering a string without a match will cause no contacts to be displayed. Clear the search string to review all contacts.
3. Press and hold the contact to open the secondary menu.

Figure 8  Secondary Menu
4. Select **Alert Call**.

**Figure 9** Contact Alert

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

**Alert Call from the Maps Tab**

1. Tap the **Map** tab.
2. Tap the desired contact to display the contact's name.
3. Tap the contact’s name to display the contact data.

4. Tap **WFC PTT Pro Alert Call** to initiate the call.
Figure 12  Alert Call

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

Non-Response on Alert Call

The user is notified when the contact is unavailable or cannot accept the call. The length of time the alert call lasts before displaying this message is variable and depends on user settings.

Figure 13  Contact Not Responding
If the contact does not answer the call, select **Send Message** to send a text message to the contact, or **Cancel** to dismiss the message and end the call.

### Responding to an Alert Call

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

### Group PTT Calls

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

1. Tap the **Groups** tab.

![Select Group](Figure 14)

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

### In Call Operation

During a PTT call:
- All participants on the call appear on the **List**.
- The sound wave icon indicates the speaking participant.
- To request to speak, press and hold **Push To Talk**.
• Upon hearing the grant tone, begin speaking.

• Release Push To Talk ☰ when finished speaking.

• To change from the speakerphone to the device earpiece when on a call, press the Speaker/Earpiece Toggle ☰ Menu button and then press Earpiece. To change from the earpiece to the speakerphone, press the Speaker/Earpiece Toggle again.

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

• To exit the call tap End Call.

Responding to a Call

When the user receives a call:

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

2. Release Push to Talk ☰ when finished.

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

This chapter provides information on text and image messaging.

Message Encryption

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

- MC40N0
- MC67
- TC55
- TC700H
- TC75
- TC8000
- WT6000
- ET5X
- TC51
- TC56
- TC700K
- TC75X
- VC80X
- MC330M
- TC20
- TC25

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

Messaging to Contacts

To send a message:

1. Tap the Contacts tab.
2. Select the desired contact.

Locate the contact by scrolling through the list of contacts, or perform a search by selecting the magnifying glass icon. After selecting the magnifying glass icon, begin entering the contact name. As each letter is entered, the relevant matches are displayed in the contact list. Keep entering until a match is found. The contact search string is a “sticky” search, meaning that the letters entered remain in the search field until cleared. Entering a string without a match will cause no contacts to be displayed. Clear the search string to review all contacts.

Figure 15  Select Contact

3. Tap Message 📭.

4. Type or speak the message.
5. (Optional) Select additional message recipients by tapping on the additional name(s) desired.

6. (Optional) Add an image or a photo to the message by selecting 📆. Choose Image (for an existing image) or Photo (to take a new photo).

**Figure 17** Attach Image or Take Photo

a. Tap Image and select a photo to attach to the message. After inserting an image, tap ⬇️ to rotate right, ⬆️ to rotate left, ✖️ to remove changes made to the image, or ✗️ to remove the image. Tap Send.

b. Tap Photo. The photo screen displays. Take a photo. Attach the photo to the message. Tap Send.
Messaging to Groups

To send a group message:

1. Tap the Groups tab.
2. Select the desired group, and then tap the Message icon.

Figure 18  Select Group and Message
3. Enter the message text.

4. (Optional) Tap 📸 to add an image or a photo to the message. Choose Image (for an existing image) or Photo (to take a new photo). After inserting an image, select ✗ to remove an image, ⚫ to rotate right, or ⬅️ to rotate left.
Sending Messages

a. Tap Image and select a photo to attach to the message. After inserting an image, tap ☐ to rotate right, ☐ to rotate left, ☐ to remove changes made to the image, or ☒ to remove the image. Type a message to go with the audio, and tap Send.

b. Tap Photo. The photo screen displays. Take a photo. Attach the photo to the message. Type a message to go with the photo, and tap Send.

Viewing and Responding to Messages

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

<table>
<thead>
<tr>
<th>Table 5 Recent Tab Icons</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Icon</strong></td>
</tr>
<tr>
<td>☑️</td>
</tr>
<tr>
<td>☐</td>
</tr>
</tbody>
</table>

View Messages

1. Select the Recent tab. A list of all messages received and sent appear, along with a corresponding icon indicating the status of the sender.

Figure 21 Recent Messages and Calls
2. Messages are organized by the sender (if received) or recipient (if sent). To check the status of messages, tap the name -- messages sent to the contact are displayed on the right of the screen, received from the contact on the left.

Messages that have not been read or heard are indicated by the presence of a red bar: messages that the user has read or heard are indicated by a blue bar.

![Sent Message Status](image)

**Table 6  Message Status Icons**

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Message delivered to all users and read by all users.</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Message delivered to all users and not read by any users.</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Message delivered to all users and read by some users.</td>
</tr>
</tbody>
</table>
Table 6  Message Status Icons

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Image]</td>
<td>Message delivered to some users and read by some users.</td>
</tr>
<tr>
<td>![Image]</td>
<td>Message not delivered to any users and not read by any users.</td>
</tr>
<tr>
<td>![Image]</td>
<td>Message delivered to some users and not read by any users.</td>
</tr>
</tbody>
</table>

NOTE: By default, “Sent Message” status icons are not displayed. The user must configure the option in the portal for the icons to display.

Respond to Messages

1. Tap the message header.

Figure 23  Message Options

2. Choose, **Reply**, **Forward**, **Delete Message**, or **Close**.
3. If forwarding the message, choose **Contact** or **Group** as a recipient type.
4. Choose the desired Contact(s) or Group(s), and **Send** the message.
Sending Messages

Figure 24 Message Recipient Type

Reply to Message

1. Select the message.

Figure 25 Message Selected

2. Tap the Message icon.
3. Enter the message and tap **Send**.

**Figure 26**  Message Icon

**Figure 27**  Message Entry
Share and Save Image to Device

The permission message *Allow Zebra PTT Pro to access photos, media, and files on your device?* appears the first time the user saves an image from a Zebra PTT Pro message to the device.

Tap ALLOW to grant Zebra PTT Pro permission to access the device.

**NOTE:** Zebra PTT Pro requests the necessary permissions to properly function. Denying Zebra PTT Pro these permissions can result in unsatisfactory performance.

To save an image to the device, to forward it, or to share it:

1. Tap the message header to display the message/image.
2. Tap Save to save the image.
3. Tap Share to share the image. (Options may vary due to other applications on the device.)
4. Tap Pinch to Zoom to zoom in and out of the image.
5. Tap Remove Changes icon if the user has moved or edited the image.
6. To reply to the message, tap Reply.
7. To forward the message to a Group or Contact, tap Forward.
8. To delete the message, tap Delete Message.
9. To close the message, tap Close.

*Figure 28  Save/Share Image*
Message of the Day (MOTD)

MOTD allows 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.

Enable Image and Audio Messaging

1. Tap the Navigation Drawer ➕.
2. Select Settings > General.

Figure 29  Enable Server Information

3. Under Server specify the following information:
   a. Tap Server URL and enter the server URL.
   b. Tap to Enable Internet Working Gateway Server (IWG).
   c. Tap API Token and enter the API token.
   d. Tap HTTP Upload Method and select POST or PUT.

The video and audio options now appear in the attachment sub-menu.
Send a Message of the Day

To send a message of the day using video or audio:

1. Tap either the Contacts or Groups tab.
2. Select the desired contact or Group, and then tap 📆. The attachment sub menu displays.
Figure 31  Video and Audio Options

a. Tap Video. The video screen displays. Record a video. Attach the video to the message. Type a message to go with the video, and tap Send.

b. Tap Audio. The Record Audio screen displays. Record an audio message. Tap Select to attach the audio to the message. Type a message to go with the audio, and tap Send.

c. Tap Image and select a photo to attach to the message. After inserting an image, tap 🔄 to rotate right, or 🔄 to rotate left, tap ⌁ to remove changes made to the image, or ✗ to remove the image. Type a message to go with the image, and tap Send.

d. Tap Photo. The photo screen displays. Take a photo. Attach the photo to the message. Type a message to go with the photo, and tap Send.

Voice Commands

The voice command option allows the user to perform the following tasks:

• Talk to a contact.
• Talk to a group.
• Message a contact.
• Message a group.
• Locate a contact.

NOTE: The Voice Commands feature does not work on bring your own device (BYOD) and Zebra devices, where the Push-To-Talk (PTT) button is not available, or is used for other purposes.

When Voice Command is enabled, the Default Callee option is not available.
Enable Voice Command

1. Tap the Navigation Drawer.
2. Select Settings > General.
3. Under Voice Commands locate the Voice Command setting, and tap to enable.

Figure 32    Enable Voice Command
The 📞 is now active in the Navigation Drawer screen.

**Figure 33** Voice Command Enabled

---

### Locate a Contact

To locate a contact using voice command:

1. Press the Push-To-Talk button on the device.
2. Speak into the device: “Locate <username or FirstName LastName>”.
3. The device responds “<username> or FirstName LastName is located at <location>”.

**Sample Voice Command to Locate a Contact**

<table>
<thead>
<tr>
<th>User: Locate Amanada Lopez.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Device: Amanada Lopez is located at Hardware.</td>
</tr>
</tbody>
</table>

**Action:** The device reports the location of the contact.

### Talk to a Contact or Group

To talk to a contact or group using voice command:

1. Press the Push-To-Talk button on the device.
2. Speak into the device: “Talk to contact <username or FirstName LastName>” or “Talk to group <groupname>”.

3. The device responds: “Do you want to PTT contact <username or FirstName LastName>” or “Do you want to PTT a group <groupname>?“

4. Speak into the device: “Yes.”

5. The device says: “PTT <username or FirstName LastName> or <groupname>,” and the call begins, and the user can start speaking into the device.

In the General > Settings screen, if the user has enabled the Push to Talk Toggle option, the PTT button appears as Yellow. The user needs to press once to talk and then press once again to stop. If the user has not enabled the Push to Talk Toggle option, then the user must push and hold the Blue PTT button to talk and release to stop talking.

Refer to the sample voice command call to a contact and group at the end of this section.

Figure 34  PTT Call In Progress

6. After the user finishes talking, tap **End Call**.

**Sample Voice Command Call to a Contact**

<table>
<thead>
<tr>
<th>Sample Voice Command Call to Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>User:</strong> Talk to Amanda Lopez.</td>
</tr>
<tr>
<td><strong>Action:</strong> The device makes a PTT call to Amanda Lopez.</td>
</tr>
</tbody>
</table>
Sample Voice Command Call to Contact
(NOTE: Bold words are required)

<table>
<thead>
<tr>
<th>Device:</th>
<th>Do you want to PTT Amanda Lopez?</th>
</tr>
</thead>
<tbody>
<tr>
<td>User:</td>
<td>Yes.</td>
</tr>
<tr>
<td>Device:</td>
<td>PTT Amanda Lopez.</td>
</tr>
</tbody>
</table>

Action: The device makes a PTT call to Amanda Lopez.

Sample Voice Command Call to a Group

<table>
<thead>
<tr>
<th>User:</th>
<th>Talk to Group Area Managers.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Device:</td>
<td>Do you want to PTT Area Managers?</td>
</tr>
<tr>
<td>User:</td>
<td>Yes.</td>
</tr>
<tr>
<td>Device:</td>
<td>PTT Area Managers.</td>
</tr>
</tbody>
</table>

Action: The device makes a PTT call to Area Managers.

Message using Voice Command

Refer to the sample voice command message to a contact and group at the end of this section.

To send a message using voice command:

1. Tap the Contacts or Groups tab.
2. Select the desired contact or group, and then tap the Message icon.
3. Tap 📝. The attachment sub menu displays.
4. Tap **Speech to Text**. The following screen displays.

**Figure 36  WFC PTT Pro Speech-to-Text**
5. Say the message.

Figure 37 Voice Message Recorded
6. The recorded message displays in the text box. Click Send.

**Figure 38**  Send Recorded Voice Message

---

### Sample Voice Command Message to a Contact

<table>
<thead>
<tr>
<th>User:</th>
<th>Message to Amanda Lopez</th>
</tr>
</thead>
<tbody>
<tr>
<td>Device:</td>
<td>Do you want to message to Amanda Lopez?</td>
</tr>
<tr>
<td>User:</td>
<td>Yes.</td>
</tr>
<tr>
<td>Device:</td>
<td>What do you want to say? Use the word SAY, followed by the message.</td>
</tr>
<tr>
<td>User:</td>
<td>Say, please come to the meeting at 10 a.m.</td>
</tr>
<tr>
<td>Device:</td>
<td>Do you want to message Amanda Lopez stating, &quot;Please come to the meeting at 10am&quot;? Say Send, Retry, or Cancel.</td>
</tr>
<tr>
<td>User:</td>
<td>Send.</td>
</tr>
</tbody>
</table>

**Action:** The device sends the message to Amanda Lopez.

### Sample Voice Command Message to a Group

<table>
<thead>
<tr>
<th>User:</th>
<th>Message to Group Area Managers.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Device:</td>
<td>Do you want to message to Area Managers?</td>
</tr>
<tr>
<td>User:</td>
<td>Yes.</td>
</tr>
</tbody>
</table>

**Action:** The device sends the message to Area Managers.
Sending Messages

Sample Voice Command to Message a Group
(NOTE: Bold words are required)

<table>
<thead>
<tr>
<th>Device:</th>
<th>What do you want to say? Use the word SAY, followed by the message.</th>
</tr>
</thead>
<tbody>
<tr>
<td>User:</td>
<td>Say, the meeting is at 10 a.m.</td>
</tr>
<tr>
<td>Device:</td>
<td>Do you want to message Area Managers stating, “The meeting is at 10am”? Say Send, Retry, or Cancel.</td>
</tr>
<tr>
<td>User:</td>
<td>Send.</td>
</tr>
</tbody>
</table>

Action: The device sends the message to Area Managers.

Viewing and Listening to Recent Messages

To read, view, and listen to messages recently sent or received:

1. Tap ☐, the Recent screen displays.

![Recent Tab]

2. In the list, tap a recent contact or a group message.
3. Tap the message. A dialog displays with the message. Tap 🎤 to listen to the message.

4. Tap the attachment. A dialog displays with the image and message. Tap 🎤 to listen to the message.
5. Tap **Forward** to send the image and message to another contact or group.

6. Click **Close**.
Introduction

This chapter provides information on the various operating options as well as contact and group management.

Do Not Disturb (DnD)

Global DnD

Zebra PTT Pro supports Global DnD that prevents receiving PTT calls. To activate DnD mode:

1. Tap the Navigation Drawer icon.
2. Tap **Online**. The status changes to **Do not Disturb**.

Figure 43  Menu Options

![Menu Options](image)
The Zebra PTT Pro icon in the device notification bar indicates if the device is in DnD mode.

**Figure 44  DnD Mode Indicator**

![DnD Mode Indicator Diagram]

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

**Block Calls from Select Groups**

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

To disable the reception of calls from a group:

1. Select the **Groups** tab.
2. Press and hold a group. In the secondary menu select **Block Calls**. The group icon changes to indicate that the reception of calls from that group is disabled.
Figure 45  Group Blocked

To re-enable the reception of calls from the group, press and hold the group and select **Unblock Calls** in the secondary menu.
Block Calls from Select Contacts

This feature allows a user to selectively disable the reception of calls from any individual contact.

To disable the reception of calls from an individual contact, press and hold a contact and select **Block Calls** in the secondary menu. The contact icon changes to indicate that the reception of calls from that contact is disabled.

**Figure 46**  Contact Blocked

To re-enable the reception of calls from this contact, press and hold the contact and select **Unblock Calls** in the secondary menu.
Group Member List

The members of a group can be viewed by tapping the expand carat (>). All members of the group are displayed, along with their presence indicators. Collapse the list as shown.

**Figure 47  Group Member Presence**
Late Join / Re-Join

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

There may be times when someone cannot join a group call when it begins. The Late Join feature lets a person join the call when the call is already in progress. The Rejoin feature lets a person join a call previously participated in and exited.

![Group Presence Icons](image)

Talker Override/Preemption

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

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

Users can be assigned Talker Override capability when they are added as members to a group in the 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 that 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 on 1:1, Ad hoc, and Group Calls.

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

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

Call Override on 1:1 and Ad hoc Calls

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

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

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

Call Override on Group Calls (by Calling Group)

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

Use Zebra PTT Pro to manage most contact functions via the device, including Remove Contact, Add Contact to Group, Create New Group, and Delete Group.

Single Contact

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

**Figure 49  Contact Management Options**

Available actions for single contact management include:

- **Contact Info** - Display contact's name, phone number, and other statuses.
- **Alert Call** - Initiate an alert call.
- **Block Calls** - Block incoming calls from the contact.
- **Set Default Callee** - The default contact to call when Zebra PTT Pro is in the background, or in the foreground and no contact is selected. Not available when voice commands are enabled.
- **Create Group** - Create a new group with the contact.
- **Add to Group** - Add the contact to an existing group.
- **Remove Contact** - Remove contact from the contact list.
Multiple Contacts

Press and hold multiple contacts for contact management options.

**Figure 50  Multiple Contact Management Options**

Available actions for multi-contact management include:

- **Create Group** - Create a new group with the contacts.
- **Add to Group** - Add the contacts to an existing group.
- **Remove Contacts** - Remove contacts from the contact list.
Favorites Contacts

**NOTE:** Favorites are saved locally, and they cannot be configured from PTT Pro server.

**Figure 51**  Favorites

1. Tap the 📢 tab.
2. Select a contact or multiple contacts and click ⭐. The icon changes to ⭐.
3. Click the ⭐ tab to view a list of favorite contacts and groups.
Group Management

Use Zebra PTT Pro to manage most group functions using the device. Use the device's native UI behavior such as using the **Navigation Drawer** icon or holding a group for group management.

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

**Figure 52**  Group Management Options

Available actions for group management include:

- **Block Calls** - Block incoming calls from the group.
- **Delete Group** - Delete the group (Personal groups only).
- **Set Default Callee** - The default group to call when Zebra PTT Pro is in the background, or in the foreground and no group is selected.
Favorites Groups

NOTE: Favorites are saved locally, and cannot be configured from the PTT Pro server.

Figure 53  Favorites

1. Tap .
2. Select a group or multiple groups and click . The icon changes to .
3. Click the tab to view a list of favorite groups and contacts.

Searching Contacts on the Device or Server

1. Tap the Contacts tab.
2. Tap to locate a contact on the device or, tap to locate a contact on the server.
3. Start typing the contact name until a match is found. As each letter is entered, the matches display. Select the contact, and press and hold the contact to open the secondary menu.
4. Select an available option.
5. Select to clear the search string to view all contacts.
6. Select again to close the Search Contacts field.
This chapter provides information on the multiple options available for location tracking and mapping services. In order to access the map view, the user must have a device with Google Mobile Services (GMS).

**Live Tracking Mode**

The mobile device, provided the device has GPS services and is enabled, can send GPS location information to the server. This is enabled in the server by the administrator. If enabled, the Android client provides the ability to:

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

If the administrator has not enabled location functionality, the map and attendant controls will not appear on the device.

**Sending Location Information**

Enterprise administrators have the option to configure the client to send live location information from the mobile client back to the server in the following ways:

- **Administrator controlled** - Administrators can set location information to **ON** or **OFF** without giving the individual users the ability to change settings.
- **User controlled** - If the administrator has set the device’s location setting to **Allow Location Disable** to **ON**, the user has the ability to enable/disable sending location information to the server.
- **Duty Mode** - Duty mode allows the user to stop/start sending location information to the server. When the user is Off duty, they are still available for a PTT call and messaging, but no location information is being sent to the server. If a user engages in a PTT call while Off duty, the user is reset back to On duty.

If the Server **Force Duty Mode** is set to off, then the user does not have the ability to set the Off Duty mode, and will transmit location information constantly. If the **Force Duty Mode** is set to on, then the user has the ability to go on and off duty.

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

Figure 54  Administrator Controlled Duty Modes

**Administrator Controlled**
*(DnD activated)*

**On-Duty Mode**

**Off-Duty**

---

**Location Enable/Disable**

To enable the location functionality:

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

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

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

- Contacts with Location enabled appear on the map.
- Contacts appear with the same presence indications as on the Contacts tab.
- A blue dot indicates the owner (self).
- Green pins indicate available contacts.
- Red pins indicate unavailable contacts (already in-call or in DnD mode).
- Use the plus and minus icons to zoom in or out.
- Use Location 📢 to center the map on the current location.
Viewing Live In-Call Location Information

Users with tracking enabled and map view privileges can view real-time location information for all in-call participants.

- In call participants with Location enabled appear on the map.
- A blue dot indicates the caller.
- Green pins indicate call participants.
- A red pin indicate the speaking participant.
- Use the plus and minus icons to zoom in or out.
- Use Location 📍 to center the map on the current location.
- In call locations update every two seconds.
Figure 57  In-Call Map View
Place a PTT Call from the Map

1. Tap the Map tab.
2. Tap the contact.
3. Select the contact’s name.

Figure 58  Select contact from map

4. Tap 📞.
5. Upon hearing the grant tone, begin speaking.
6. Tap End Call when finished.

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

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

1. Tap the Map tab.
2. Scroll and zoom to an area that includes the desired contacts.
3. Select More... and slide up to display Add All and Remove All.
4. Tap Add All to include contacts in the map view to an Ad hoc call.
5. Press and hold Push To Talk 📺.
6. Upon hearing the grant tone, begin speaking.
7. Release Push To Talk 📺 when finished.
Figure 59  Add Contacts from Map to Ad hoc Call
Create a Group from the Map

1. Tap the Map tab.
2. Tap .

Figure 60 Creating a Group from a Map

3. Choose either Personal Group or Member Group.
4. Type a name for the group, and tap OK.
5. All contacts on the map are added to the group.

Map Options

Map options are available within the Settings.

Cluster Start Threshold

The application can group or cluster users shown on the map, allowing the user to place a call to all contacts within that cluster. To determine the number of users clustered together:

1. Tap the Navigation Drawer , and then Settings.
2. Tap General, and then Cluster Start Threshold.
Figure 61 Menu button and Map Menu Options

3. Set the number of users on the map beyond which the map will cluster users on the display.

Map Gestures

Table 7 Map Gestures

<table>
<thead>
<tr>
<th>Gesture</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Two Finger Rotate</td>
<td>Using two fingers, twist or rotate the map. Tap on the Compass icon (top left) to return to the North Up orientation.</td>
</tr>
<tr>
<td>Double Tap</td>
<td>Using one finger, tap two times to zoom to location.</td>
</tr>
<tr>
<td>Swipe Up</td>
<td>Swipe up on More... to Add or Remove all users on the map to (or from) an Ad hoc call.</td>
</tr>
</tbody>
</table>
Map Icons

Table 8  Map Icons

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1.png" alt="Icon" /></td>
<td>The blue dot represents the user's position. The shadow displays the GPS error.</td>
</tr>
<tr>
<td><img src="image2.png" alt="Icon" /></td>
<td>Tap the Compass to return the map to the North-Up orientation.</td>
</tr>
<tr>
<td><img src="image3.png" alt="Icon" /></td>
<td>Tap to re-center the map on the user. This is useful after scrolling and zooming on the map.</td>
</tr>
<tr>
<td><img src="image4.png" alt="Icon" /></td>
<td>Zoom in and out.</td>
</tr>
<tr>
<td><img src="image5.png" alt="Icon" /></td>
<td>Contacts represented by a green icon are available for Zebra PTT Pro calls.</td>
</tr>
<tr>
<td><img src="image6.png" alt="Icon" /></td>
<td>Contacts represented by a red icon are not available for Zebra PTT Pro calls.</td>
</tr>
</tbody>
</table>

Indoor Location Service

Enterprise administrators can configure Zebra PTT Pro devices to display the indoor location of a device. The location displays under each name on the Contacts tab. The indoor location is determined by the WiFi Access Point (AP) to which the device is connected. Administrators can specify a name, such as the department or location, for each AP. Indoor location services support voice commands.

The About screen in Figure 62 shows the current location of the device.
Figure 62  WFC-LAS Name Identifies the Location of the Device.

Figure 63 shows a contact in an indoor location identified as HomeOffice.

Figure 63  Indoor Location of Contact
Device Settings

Introduction

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

User Account Information

Tap the Navigation Drawer ☰, and then select About.

Figure 64  About Window

Information regarding the user, the department, software version, and more is displayed.
Application Settings

Tap the Navigation Drawer and then Settings.

General Settings

In the Settings screen, tap General. The Application Settings are displayed.

Figure 65 Application Settings
Figure 66  Application Settings, continued

Tap any of the settings below to activate or set the desired value.

- **Call Priority** - Elect the priority of Zebra PTT Pro calls vs. Voice calls (*No Action*, *PTT*, *Voice*, or *Current* (Voice or PTT)). Note that only the Voice setting is supported for interaction between the WFC Voice Client and Zebra PTT Pro. Using other Call Priority settings is not recommended when the WFC Voice Client and Zebra PTT Pro applications are both present. Voice is the default setting.
  - **No Action** - The user can hear both types of calls at the same time (PTT and Voice). If the user is on a PTT call, the Voice call will still ring through without preempting the PTT call. If the user is on a Voice call, the PTT voice will barge through without preempting the Voice call. So, it allows the user to make the decision at the moment.
  - **Current** - The current call has priority. If the user is on a PTT call, the Voice call will go directly to voicemail. If the user is on a Voice call, then it will not be interrupted.
  - **Foreground app on Call** - Bring Zebra PTT Pro to the foreground when receiving a Zebra PTT Pro call.
  - **Hide Tabs** - Hide the Tab Bar and use the Navigation Drawer only.
  - **Enable Location** - If enabled, the device location will be sent to the server, and displayed on the map tab of other devices within the organization.
  - **Cluster Start Threshold** - The number of users on the map beyond which the map will cluster users on the display.
  - **Push to Talk Toggle** - The PTT button behaves as a toggle on/off rather than a push and hold.
  - **Activate DnD in Silent Mode** - Activate Do not Disturb when device is put in silent mode.
  - **Activate DnD in Vibrate Mode** - Activate Do not Disturb when device is put in vibrate mode.
  - **Start Call with Speakerphone** - Start all calls with the speaker enabled.
  - **Allowed Screen Orientation** - Configure the screen to display in either the portrait or landscape orientation.
• **Default Callee** - The default contact or group to call when Zebra PTT Pro is in the background, or in the foreground and no contact or group is selected.

• **Enable Surveillance Call** - Dim and display the full screen during a call.

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

• **Allow Bluetooth Audio** - Use a connected Bluetooth headset for call audio. This does not affect Bluetooth PTT key operation.

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

• **Show Adhoc Call Warning** - Display a warning message before placing Ad hoc calls to X number of users.

• **Adhoc Call Warning Threshold** - Sets the number over which a warning will be displayed (X, above).

• **Voice Commands**
  - **Voice Command** - Tap to enable the voice command feature.
  - **Confirm PTT call Target** - Confirm the intended target before making a PTT call.
  - **Confirm Message Target** - Confirm the intended target before sending a message.
  - **Confirm Message Detail** - Confirm the message detail before sending a message.

• **WFC Location Area Service (WFC-LAS)**
  - **Server URL** - Set WFC Location Area Service server URL.
  - **Server Token** - Set API token to authorize connection to WFC-LAS server.

• **Server**
  - **Server URL** - Set the Internetworking Gateway server URL to upload audio and video messages.
  - **Enable IWG** - Enable Internetworking Gateway for media.
  - **API Token** - Set API token to upload audio and video messages.
  - **HTTP Upload Method** - Specify HTTP upload method, POST or PUT.
Notification Settings

Select Notifications. The Notification Settings are displayed.

Figure 67 Notification Settings

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

- **Notify for All Missed Calls** - This setting is relevant only when Foreground PTT Pro on Call is unchecked. Although notifications are received for all calls while the Zebra PTT Pro application is hidden, only the most current notification displays. To see all missed calls, access the Recent tab. Although alerts are shown for each missed call, only the most recent notification displays. To see all missed calls, tap the Recent tab.

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

- **Notify for All New Messages** - While the application is hidden, issue a notification on every new message or only the first message.

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

- **New Message Alert** - Set the alert when receiving a new message. By default, a new message alert uses an Android notification. The user can select the PTT Pro Ringtone by tapping the setting and selecting PTT RingTone.

- **New Message Alert Time** - Set the alerting time to use when receiving a new message. Alert time only applies if PTT RingTone is selected in the New Message Alert setting.
Default Sound Profile Settings

The Default Sound Profile settings change the default speaker sound.
Select Default Sound Profile. The Default Sound Profile Settings are displayed.

**Figure 68  Default Sound Profile Settings**

Select settings for the available options:

- **Minimum Call Volume** - Set the default minimum in-call volume.
- **Volume Boost** - Increases the speaker volume but higher volumes distort audio.
- **Ring on Incoming Call** - Rings when receiving a Zebra PTT Pro call.
- **Vibrate on Incoming Call** - Vibrates when receiving a Zebra PTT Pro call.
- **Tone Gain** - Sets the relative gain to play the tones.
- **Play Grant Tone** - Plays a tone when the user is granted permission to speak.
- **Vibrate on Grant** - Vibrates the device when the user is granted permission to speak.
- **Play Taken Tone** - Plays a tone when another user is granted permission to speak.
- **Play Idle Tone** - Plays a tone when the floor is available for the user to speak.
- **Play Deny Tone** - Plays a tone when the user is denied permission to speak because another user is speaking.
- **Play Revoke Tone** - Plays a tone when the user is removed from the floor because the user exceeded the speaking time limit.
- **Play Call Lost Tone** - Plays a tone when a call is lost.
- **Play Busy Bonk Tone** - Plays a tone when an initiated call cannot go through.
Headset Sound Profile Settings

Select **Headset Sound Profile**. The **Headset Sound Profile Settings** are displayed.

![Headset Sound Profile Settings](image)

Select settings for the available options:

- **Headset Type** - Set the type of headset hardware.
- **Wake Display at Call Start** - Checking this will unlock and wake up the display when a Zebra PTT Pro call starts. Deselecting this option is only applicable if **Foreground Zebra PTT Pro on Call** is not selected in the general Application settings.
- **Minimum Call Volume** - A Zebra PTT Pro call will start with at least this minimum volume.
- **Volume Boost** - Increases the headset volume but higher volumes distort audio.
- **Ring on Incoming Call** - Play Zebra PTT Pro Ringer when a Zebra PTT Pro call is received.
- **Vibrate on Incoming Call** - Vibrate phone when a Zebra PTT Pro call is received.
- **Tone Gain** - Sets the relative gain to play the tones (e.g. Grant).
- **Play Grant Tone** - Play a tone when the user is granted the floor to talk.
- **Vibrate on Grant** - Vibrate the phone when the user is granted the floor to talk.
- **Play Taken Tone** - Play a tone when someone else is granted the floor to talk.
- **Play Idle Tone** - Play a tone when the floor is available to talk.
- **Play Deny Tone** - Play a tone when the user is denied the floor because someone else is talking.
- **Play Revoke Tone** - Play a tone when the floor is taken from the user because the user talked too long.
- **Play Call Lost Tone** - Play a tone when a call is lost.
- **Play Busy Bonk Tone** - Play a tone when an initiated call cannot go through.
FAQ & Troubleshooting

Frequently Asked Questions

The following section contains answers to some of the most commonly asked questions.

What devices does Zebra PTT Pro for Android support?
The following Zebra Android devices running Android 4.4 (KitKat) and above are supported:

- MC33
- MC40
- MC67
- MC93
- PS20
- TC20/TC25
- TC51/TC56
- TC52/TC57
- TC55
- TC70x/TC75x
- TC72/TC77
- TC83
- VC80x
- VC83
- WT6000.

Any consumer device running Android 4.4 (KitKat) or higher.

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

When should the date and time on the device be verified?
Before installing the client, verify the correct date and time are set on the device.

Which Call Priority options are supported?
For Zebra Android devices, the Call Priority setting should be set to Voice (default). Other call priority options are not supported.
What language does Zebra PTT Pro for Android support?

- Dutch
- English
- French (Canada)
- French (France)
- German
- Italian
- Russian
- Spanish (Spain)

Troubleshooting

Table 9  Troubleshooting PTT Pro for Android

<table>
<thead>
<tr>
<th>Problem</th>
<th>Cause</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activation is not completed on the client.</td>
<td>In order to complete activation of the client, the system administrator must first provision a user in the Zebra PTT Pro Management Portal.</td>
<td>Contact the system administrator to provision the user.</td>
</tr>
<tr>
<td>The Map tab appears black or blue.</td>
<td>The <strong>Location Services</strong> feature on the device is turned off. The <strong>Google Play services</strong> feature on the device is disabled and/or is out-of-date. A firewall is blocking access to Google Maps.</td>
<td>Turn on the device’s <strong>Location Services</strong>. Enable and/or update <strong>Google Play services</strong>. For more information about <strong>Location Services</strong> and <strong>Google Play services</strong> for a specific device, refer to the documentation for that device. For information on troubleshooting firewall issues, see the Zebra PTT Pro Installation Guide.</td>
</tr>
</tbody>
</table>
Index

A
application settings ........................................... 76

B
block
  contacts .................................................. 55
  group ...................................................... 53
  block calls .............................................. 53

call override ................................................ 58
calling
  1x1 alert call ............................................. 22
  1x1 call .................................................. 20
  ad hoc call ............................................... 21
  group call ............................................... 26
  in call operation ....................................... 26

C
conventions
  notational ................................................ 8

data usage .................................................. 10
DnD .......................................................... 52

F
frequently asked questions ................................. 82

G
group
  calls ....................................................... 26
  members .................................................. 56
  messaging ............................................... 31
  presence indicators .................................. 18
  types ...................................................... 10

H
headset sound profile settings ......................... 81

I
indicators ..................................................... 17
  contact presence ........................................ 17
  group presence ......................................... 18

L
location services .......................................... 64
  cluster start threshold ................................ 71
  live tracking ............................................ 64

M
message of the day ........................................ 39
messaging
  1x1 text and image ..................................... 28
  ad hoc ................................................... 28
  group .................................................... 31
  templates ............................................... 31

S
service information ......................................... 8
settings
  application ............................................... 76
  headset sound profile ................................ 81
  support .................................................. 8

talker override/preemption ............................... 57
templates
  group message ........................................... 31
  troubleshooting ........................................ 83
## Index

### U

user interface
  - indicators ........................................... 17
  - tabs .................................................. 12

### V

viewing listening recent messages ................. 49
voice commands ........................................ 41
  - enable ............................................... 42