WORKFORCE CONNECT
ZEBRA PTT PRO FOR ANDROID
USER GUIDE

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Introduction

This guide discusses Zebra PTT Pro for Android features and operation. It assumes that Zebra PTT Pro for Android is already installed on your device. If you need assistance in installing and activating the software, see 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:

- **Chapter 1, Getting Started** describes PTT Pro for Android.
- **Chapter 2, User Interface** describes the user interface, which includes tabs for Contacts, Groups, Messages, and Recent calls.
- **Chapter 3, PTT Calling** provides information on placing and managing barge calls, ad hoc calls, alert calls, and group calls.
- **Chapter 4, Sending Messages** provides information on text and image messaging.
- **Chapter 5, Location Based Services** provides information on the multiple options available for location tracking and mapping services.
- **Chapter 6, Options and Management** provides information on the various operating options as well as contact and group management.
- **Chapter 7, Device Settings** provides information on device settings such as application and sound settings and account information.
- **Chapter 8, FAQ & Troubleshooting** provides answers to frequently asked questions and solutions for troubleshooting issues.
Notational Conventions

The following conventions are used in this document:

- **Italics** are used to highlight the following:
  - Chapters and sections in this and related documents
  - Dialog box, window and screen names
  - Drop-down list and list box names
  - Check box and radio button names
- **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 (e.g., 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: [http://www.zebra.com/support](http://www.zebra.com/support).
Service Information

If you have a problem using the equipment, contact your facility's technical or systems support. If there is a problem with the equipment, they will contact the Customer Support Center at: 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 your problem cannot be solved by 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 business product from a Zebra business partner, please contact that business partner for support.

Provide Documentation Feedback

If you have comments, questions, or suggestions about this guide, send an email to EVM-Techdocs@zebra.com.
CHAPTER 1 GETTING STARTED

Introduction

This chapter describes Zebra PTT Pro.

Note that PTT Express cannot be activated on a device where Zebra PTT Pro is being used.

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

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, but 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/manager of the group may or may not be a participant in the group and there may be more than one Group Manager.

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

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

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

- **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.
CHAPTER 2 USER INTERFACE

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:

- **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.
- **Messages**: Displays a list of all text messages sent and received.
- **Map**: Displays the location of all active users.
- **Recent**: Displays a list of the call history for calls made and received.
- **Voice**: Switches to the WFCVoice 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.

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

- Contacts
- Groups
- Messages (displays log file of messages sent and received; a green dot on the icon indicates at least one unread message)
- Map (only available on devices with Google Mobile Services)
- Recent (call history)
- List (displays contacts in a call)
- Voice (Opens WFCVoice application if configured)

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

Figure 2-1 Tab Bar Enabled
Hide the Tab Bar

Users who wish to switch from using the Tab Bar to using only the Navigation Drawer, can hide the Tab Bar from the Settings menu.

To hide the Tab Bar:

1. Tap the Menu button.
2. Select Settings.
3. Locate the Hide Tabs setting and tap to enable. A check in the box indicates the setting is enabled.

![Tab Bar Hidden](image)

Navigate Using the Navigation Drawer

The Navigation Drawer can be used in addition to or instead of the Tab Bar. It is a matter of preference.

Tap the Navigation Drawer icon and select an available option to display the corresponding screen.
Refresh

To refresh the Contacts tab or Groups tab, use the Android swipe down gesture. Place your finger on the Contacts list or the Groups list and pull down. This method replaces the Refresh button previously found in the tab bar.
Sample Screens

*Figure 2-4  Contacts, Groups, and Recent Tabs*

*Figure 2-5  Message Tab and Message Compose*
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

- Contact is available
- Contact is on a 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’s device is signed out of Zebra PTT Pro
- Contact is blocked
- Contact is not responding to Zebra PTT Pro communication

Group Presence Indicators

- Group is not active
- Group is active in call
- Group is blocked

Notification Bar Indicators

- Client is online
- Client is in DnD mode
- Client is not connected to the server
- New message is available
- Missed call
Recent Call Indicators

- 🔄 Outgoing call received.
- 🔄 Incoming call received.
- 🔄 Outgoing call missed.
- 🔄 Incoming call missed.

In Call Viewing Options

Once a Zebra PTT Pro call is established, you 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, you 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.
- 🎙️ 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.
- A purple pin and info box indicate the speaking participant.
- In call locations are updated every two seconds.
CHAPTER 3 PTT CALLING

Introduction

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

**NOTE** On Zebra devices, you can use the physical device PTT button or the on-screen button when placing PTT calls. If you have a Zebra Technologies headset accessory, you can use the physical PTT button on the headset and speak into the microphone located by the PTT button.
1:1 PTT Calls

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

1. Tap the Contacts tab.

![Contacts List]

Figure 3-1   Select a Contact for a 1:1 PTT Call

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 Push To Talk button.

4. Upon hearing the grant tone, begin speaking.

5. Release the Push To Talk button when finished.

For information on in call operation, see In Call Operation on page 3-8.
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 is not available containing those particular contacts needed for the call.

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.

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.

For information on in call operation, see *In Call Operation on page 3-8*. 
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.

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 3-3   Secondary Menu

4. Select Alert Call.
Figure 3-4  **Contact Alert**

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

For information on in call operation, see *In Call Operation on page 3-8.*
Non-Response on Alert Call

You are 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 the target user settings.

![Image of Contact Not Responding]

**Figure 3-5  Contact Not Responding**

If the contact does not answer the call, select **Send Message** to send a text message to the contact, or **OK** 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.

![Figure 3-6 Select Group](image)

2. Select the desired group.

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.

For information on in call operation, see In Call Operation on page 3-8.
In Call Operation

During a PTT call:

- All participants on the call appear on the List.
- All contacts included in the group will be shown regardless of their presence state. There may be contacts shown in the group that are not on-line. As long as there is at least one contact on-line the call will go through.

Figure 3-7  In Call List

- The sound wave icon indicates the speaking participant.
- 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 toggle from the speakerphone to the earpiece when on a call, press the Menu button and then press Earpiece. To toggle from the earpiece to the speakerphone when on a call, press the Menu button and then press Speaker.
  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 press the Back button, or press the Menu button and select End Call.
Responding to a Call

When you receive a call:

1. After a voice is heard from an incoming call and the Push to Talk button turns yellow, press the Push to Talk button to begin speaking.

2. Release the Push to Talk button when finished.

To ensure you receive 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.
CHAPTER 4 SENDING MESSAGES

Introduction

This chapter provides information on text and image messaging.

1:1 Text and Image Messaging

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.
3. Press and hold the contact to open the secondary menu.

4. Select **Send Message**.
Figure 4-3  Compose Message

5. (Optional) Select ☑ to add recipients to the originally selected contact.

6. Enter the message text and select Next.

7. (Optional) Add an existing image by selecting 📸, or take a new image by selecting 📸.

8. After inserting an image, select ✗ to remove an image, ⬅️ to rotate right, or ⬛️ to rotate left.

9. Select Send Message.

Ad Hoc Text and Image Messaging

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

To send an ad hoc text message:

1. Tap the Contacts tab.

2. Select two or more recipients from the Contacts list.
3. Press and hold the contacts to open the secondary menu.

4. Select **Send Message**.
5. (Optional) Select + to add recipients to the originally selected contact.

6. Enter the message text and select Next.

7. (Optional) Add an existing image by selecting 📈, or take a new image by selecting 📸.

8. After inserting an image, select ✗ to remove an image, ⬅ to rotate right, or ⬅️ to rotate left.

9. Select Send Message.
Group Text and Image Messaging

To send a group message:

1. Tap the Groups tab.
2. Select the desired group. Only one group can be selected at a time.

3. Press and hold the group to open the secondary menu.

Figure 4-7  Select Group
4. Select **Send Message**.

5. (Optional) Select ✪ to add recipients to the originally selected contact.

6. Enter the message text and select **Next**.
7. (Optional) Add an existing image by selecting 📸, or take a new image by selecting 📸.

8. After inserting an image, select ✗ to remove an image, ⬇️ to rotate right, or ⬆️ to rotate left.

9. Select Send Message.

Pre-Configured Group Message Templates

The system administrator can create pre-configured message templates on the server for specific groups using the Zebra PTT Pro Management Portal. Since this feature is enabled by the administrator, it may not be seen or available to the user.

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

You can then send a text message to all members of a group, using pre-configured message text that was created using a template.

To send a pre-configured group message, using a template:

1. Tap the Groups tab.
2. Select a group from the Groups list.

Figure 4-10  Select Group

3. Press and hold the group to open the secondary menu.
4. Select **Send Message**.

5. Select **Tap to select message template** from the drop-down menu.

6. From the list of available templates, select the group message template you wish to use.
7. The message body text is automatically populated, using the pre-configured message template. Fill in any variable fields. The Green field indicates a variable, which is defined by the system administrator in the Zebra PTT Pro Management Portal.

8. (Optional) Select to add recipients to the originally selected contact.
9. Enter the message text and select Next.

10. (Optional) Add an existing image by selecting 📷, or take a new image by selecting 📸.

11. After inserting an image, select ✗ to remove an image, ⬇️ to rotate right, or ⬆️ to rotate left.

12. Select Send Message.

The message is sent to all members of the selected group.

---

**Integrated Text and Image Messaging**

Integrated Instant Group Image Messages can be sent in the same way as a text message discussed in 1:1 Text and Image Messaging on page 4-1.

*Figure 4-15  Add Image to Message*

Select 📷 when composing a message, then select 📸 to take a photo and add it to the message.

An image message can also be initiated using the Share menu from the device’s integrated photo album.
Figure 4-16  Add Image to Message Using the Share Menu
Viewing and Responding to Messages

To see all messages received and sent, tap the Messages tab. The Messages tab icon appears different depending whether all messages received have been viewed/read.

Table 4-1  Message Tab Icons

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1" alt="Icon" /></td>
<td>All messages received have been viewed/read.</td>
</tr>
<tr>
<td><img src="image2" alt="Icon" /></td>
<td>One of more messages received have not been viewed/read.</td>
</tr>
</tbody>
</table>

View Messages

A list of all messages received and sent appear, along with a corresponding icon indicating its status.

![Image of Messages](image3)

Figure 4-17  View Messages
The following Message Status icons display regardless if the Feature Key *Collect Sent Message Status* is enabled in the Workforce Connect Zebra PTT Pro Management Portal.

### Table 4-2  Message Status Icons

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Icon]</td>
<td>Message received has not been read.</td>
</tr>
<tr>
<td>![Icon]</td>
<td>Group message received has not been read.</td>
</tr>
<tr>
<td>![Icon]</td>
<td>Message received has been read.</td>
</tr>
<tr>
<td>![Icon]</td>
<td>Group message received has been read.</td>
</tr>
<tr>
<td>![Icon]</td>
<td>Message sent.</td>
</tr>
<tr>
<td>![Icon]</td>
<td>Group message sent.</td>
</tr>
</tbody>
</table>

The following Message Status icons display only if the Feature Key *Collect Sent Message Status* is enabled in the Workforce Connect Zebra PTT Pro Management Portal.

### Table 4-3  Message Status Icons

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Icon]</td>
<td>Message delivered to all users and read by all users.</td>
</tr>
<tr>
<td>![Icon]</td>
<td>Message delivered to all users and not read by any users.</td>
</tr>
<tr>
<td>![Icon]</td>
<td>Message delivered to all users and read by some users.</td>
</tr>
<tr>
<td>![Icon]</td>
<td>Message not delivered to any users and not read by any users.</td>
</tr>
<tr>
<td>![Icon]</td>
<td>Message delivered to some users and not read by any users.</td>
</tr>
<tr>
<td>![Icon]</td>
<td>Message delivered to some users and read by some users.</td>
</tr>
</tbody>
</table>
Tap the message header to open, view or respond to a message. Press and hold the message header for a list of options.

![Message Options](image)

**Figure 4-18  Message Options**

**Respond to Messages**

Message response options include:

- View Message
- Mark as Read
- Reply to sender
- Delete Message

When viewing the message, select 🔄 to Reply, 🔄 to Reply to All, ✗ to delete the message or tap the Back Arrow ← to return to the Messages list.
Delete All Messages

To delete all messages:

1. Tap the Messages tab.
2. Tap the Menu button.
3. Select Delete All.
4. Select Yes, to confirm deletion.
Introduction

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

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 location so users can not change location settings.
- **User controlled** - If the administrator has set the device’s location setting to Allow Location Disable to OFF, the user has the ability to enable/disable sending location information to the server.
- **Duty Mode** - The concept of Duty mode is designed for those going On and Off duty. When the user is Off duty, they are indicating they are still available for a PTT call and messaging, but they are off duty and 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. If the **Force Duty Mode** is set to on, then the user has the ability to go on and off duty.

If you turn both Duty Mode and Location on in the Zebra PTT Pro Management Portal, Duty Mode takes priority and will display. You will not see the Enable/Disable Location option.
**Figure 5-1**  Administrator Controlled Duty Modes
Enterprise administrators can display live location information in the following ways:

- **Map display enabled** - Smartphone users can view the location of other contacts via the Map tab, and can also view the live location information while in a call.

- **Map display disabled** - The Map tab and in call location display are not available to the user.
Viewing Pre-Call Location Information

Users with live tracking enabled and map view privileges can view location and presence information for all contacts. Pre-call map view (the Map tab) includes the following:

- 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 the Location icon 📍 to center the map on your current location.
- Location information updates every four minutes.

Figure 5-4  Pre-Call Map View
Viewing Live In-Call Location Information

Users with Live tracking enabled and map view privileges can view real-time location information for all in call participants. This provides a powerful tool for surveillance and similar operations.

In call map view (the Map tab), includes the following:

- In call participants with Location enabled appear on the map.
- A blue dot indicates the caller.
- Green pins indicate call participants.
- A purple pin and information box indicate the speaking participant.
- Use the plus and minus icons to zoom in or out.
- Use the Location icon 📍 to center the map on your current location.
- In call locations update every two seconds.

Place a PTT Call from the Map

1. Tap the Map tab.
2. Scroll and zoom to an area that includes the desired contacts.
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.
Map Menu Options

Map menu options are available within the Menu options to configure the map to enable hybrid, satellite, or terrain views and to set the map clustering threshold zoom. Additional options are available to enable DnD Mode, view information about the application, access the Settings menu, email support and to sign out of the application.

To access the map menu options:

1. Tap the Map tab.
2. Tap the Menu button.
3. Select from the available map options:
   - **Refresh** - Refreshes the contact’s presence on the map.
   - **Configure Map** - Available views are Normal, Hybrid, Satellite, Terrain, or None. Each view permits displaying of Traffic, 3D Buildings, or Indoor Maps.
   - **Set Map Clustering Threshold Zoom** - Sets the zoom level on the map so that pins are clustered at the current zoom of the map.
     If you want pins clustered at a higher zoom level, zoom in to see a group of unclustered pins together and use this option to cluster those pins at the current zoom level and lower. Or, if you do not want pins clustered at the current zoom level, zoom out at least one level, set the threshold and zoom back to where you were and the pins will no longer be clustered.
   - **Enable/Disable DnD** - Enable/disable Do Not Disturb (DnD) (see Global DnD on page 6-1).
   - **About** - View About information (see User Account Information on page 7-8).
   - **Settings** - View Settings menu (see Application Settings on page 7-2).
• **Email Support** - Sends a debug log file attached to an email and is automatically assigned a support ticket when it is received. (see Debug Log Files on page 7-8)

• **Sign Out** - A user that has the **Allow Deactivation** Feature Key enabled may choose to sign out. This process terminates the handset’s connection to the server, no calls can be received, and no presence will show on maps.

### Map Gestures

<table>
<thead>
<tr>
<th>Gesture</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Two Finger Push</td>
<td>Using two fingers, swipe up to tilt the map to 3D view.</td>
</tr>
<tr>
<td>Two Finger Pull</td>
<td>Using two fingers, swipe down to tilt the map to 2D view.</td>
</tr>
<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>
</tbody>
</table>

### Map Icons

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Blue Dot Icon]</td>
<td>The blue dot represents your position. The shadow displays the GPS error.</td>
</tr>
<tr>
<td>![Compass Icon]</td>
<td>Tap the Compass to return the map to the North-Up orientation.</td>
</tr>
<tr>
<td>![Center Icon]</td>
<td>Tap to re-center the map on you. This is useful after scrolling and zooming on the map.</td>
</tr>
<tr>
<td>![Zoom Icons]</td>
<td>Zoom in and out.</td>
</tr>
<tr>
<td>![Green Pin Icon]</td>
<td>Contacts represented by green pins are available for Zebra PTT Pro calls.</td>
</tr>
<tr>
<td>![Red Pin Icon]</td>
<td>Contacts represented by red pins are not available for Zebra PTT Pro calls.</td>
</tr>
</tbody>
</table>
CHAPTER 6 OPTIONS AND MANAGEMENT

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, tap the menu button and then select Enable DnD. Either tap the Menu button in Zebra PTT Pro or the Android Menu button on the device to display options that vary depending upon the active Zebra PTT Pro tab.
The Zebra PTT Pro icon in the device notification bar indicates that the device is in DnD mode.

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 selectively disable the reception of calls from any group.

To disable the reception of calls from a group, tap the **Groups** tab and press and hold a group. In the secondary menu select **Block Calls** and then select **OK** to confirm. The group icon changes to indicate that the reception of calls from that group is disabled.

![Blocked icon]

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

Figure 6-3  *Group Blocked*

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. Select **OK** to confirm. The contact icon changes to indicate that the reception of calls from that contact is disabled.
Figure 6-4  *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

Use Group Presence to query a group prior to making a group call. Press and hold a group and select View Group on the secondary menu to open a list of group members with a presence indication for each member.

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.
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 that 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 Adhoc 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 Add Contact, Remove Contact, Add Contact to Group, Create New Group, Hide Group, Delete Group, and View Contact(s) on Map. Use the device's native UI behavior such as using the Menu key or holding a contact for contact management.
Single Contact

Press and hold a contact for contact management options.

Available actions for single contact management include:

- **Contact Info** - Display contact's name and phone number
- **Alert Call** - Initiate an alert call
- **Send Message** - Send a message to the contact
- **Show on Map** - Show the contact's location on the map
- **Block Calls** - Block incoming calls from the contact (see *Block Calls from Select Contacts on page 6-3*
- **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
- **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.
Multiple Contacts

Press and hold multiple contacts for contact management options.

Available actions for multi-contact management include:

- **Send Message** - Send an ad hoc message
- **Show on Map** - Show the contact’s location on the map
- **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
Group Management

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

Press and hold a group for group management options.

![Group Management Options](image)

**Figure 6-9  Group Management Options**

Available actions for group management include:

- **View Group** - Display group members and their presence status
- **Send Message** - Send a group message
- **Show on Map** - Show the contact's location on the map
- **Block Calls** - Block incoming calls from the group (see *Block Calls from Select Groups on page 6-3*)
- **Hide Group** - Hide group from the group list
- **Remove Group** - Remove self from the group
- **Delete Group** - Delete the group (proper permissions required)
- **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.

To unhide a group once it is hidden:

1. Tap the Android **Menu** button, and select **Find Group**.
2. Enter the group name and click **Submit**.
3. Select the group name to add back to the **Groups** list.
Menu Management

If enabled in the Zebra PTT Pro Management Portal, you can use Zebra PTT Pro to manage most menu functions on the device, including Find Contact and Enable DnD. Use the device's native UI behavior such as using the Android **Menu** button to display the contact menu or pressing and holding a contact to display a secondary menu.

Contact List Menu

With the **Contacts** tab selected, tap the **Menu** button in Zebra PTT Pro or the Android **Menu** button on the device to display the contact list menu.

![Contact List Menu](image)

**Figure 6-10  Contact List Menu**

Available actions from the Contact List Menu include:

- **Find Contact** - Find contact for contact list addition
- **Enable/Disable DnD** - Enable/disable Do Not Disturb (DnD) (see *Global DnD on page 6-1*)
- **Go On/Off Duty** - Switch between On Duty and Off Duty modes (optional, enabled from Administration Portal)
- **About** - View About information (see *User Account Information on page 7-8*)
- **Settings** - View **Settings** menu (see *Application Settings on page 7-2*)
- **Email Support** - Sends a debug log file attached to an email and is automatically assigned a support ticket when it is received. (see *Debug Log Files on page 7-8*)
- **Sign Out** - A user that has the **Allow Deactivation** Feature Key enabled may choose to sign out. This process terminates the handset's connection to the server, no calls can be received, and no presence will show on maps.
Group List Menu

With the Groups tab selected, tap the Menu button in Zebra PTT Pro or the Android Menu button on the device to display the group list menu.

Available actions from the Contact List Menu include:

- **Find Group** - Find group for list addition
- **Create Group** - Create a new group
- **Enable DnD** - Enable/disable Do Not Disturb (DnD) (see Global DnD on page 6-1)
- **Go On/Off Duty** - Switch between On Duty and Off Duty modes (optional, enabled from Administration Portal)
- **About** - View About information (see User Account Information on page 7-8)
- **Settings** - View Settings menu (see Application Settings on page 7-2)
- **Email Support** - Sends a debug log file attached to an email and is automatically assigned a support ticket when it is received. (see Debug Log Files on page 7-8)
- **Sign Out** - A user that has the Allow Deactivation Feature Key enabled may choose to sign out. This process terminates the handset’s connection to the server, no calls can be received, and no presence will show on maps.
Searching Contacts on the Device

1. Tap the Contacts tab.

2. Select 🕵️ to locate a contact in the Search Contacts field.

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.
CHAPTER 7 DEVICE SETTINGS

Introduction

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

Tap the **Menu** button in **Zebra PTT Pro** or the Android **Menu** button on the device to display options that vary depending upon the active **Zebra PTT Pro** tab.

*Figure 7-1  Contact List Menu*
Select **Settings**.

**Figure 7-2 Application Settings**

Select settings for the available options:

- **Call Priority** - Select 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** - You can hear both types of calls at the same time (PTT and Voice). If you are on a PTT call, the Voice call will still ring through without preempting the PTT call. If you are on a Voice call, the PTT voice will still barge through without preempting the Voice call. So, it allows the user to make the decision at the moment.

- **Current** - The call you are currently on has priority. If you are on a PTT call, the Voice call will go directly to voicemail. If you are on a Voice call, then it will not be interrupted.

- **Foreground Zebra PTT Pro on Call** - Bring Zebra PTT Pro to the foreground when receiving a Zebra PTT Pro call.

- **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.

- **Disable Onscreen PTT** - Hide the onscreen PTT button to give more screen space when another PTT key is used.

- **Use Whole Screen as PTT** - During a call the entire In Call screen acts as the PTT button. Note that the tabs and menu do not form a part of the PTT button.

- **Hide Tabs** - Hide the Tab Bar and use the Navigation Drawer only.

- **Push to Talk Toggle** - The PTT button behaves as a toggle on/off rather than a push and hold.
• **Notify for All Missed Calls** - This setting is relevant only when **Foreground PTT Pro on Call** is unchecked. Although notifications will be received for all calls while the Zebra PTT Pro app is hidden, only the most current notification will be displayed. 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.

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

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

• **New Message Alert** - Set the alert when receiving a new message.

• **New Message Alert Time** - Set the alerting time to use when receiving a new message. Note that this applies only if you select PTT Pro Ringtone for the New Message Alert option.

• **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.

• **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.

• **Allowed Screen Orientations** - Configure the allowed screen orientations based on device rotation.

• **Lock Split Screen Slider** - Lock the slider to freeze left and right view width. Unlock the slider to allow resizing in landscape orientation.

• **Default Sound Profile** - Change default speaker sound.

• **Headset Sound Profile** - Change default headset sound.
Sound Profile Settings

Select Settings > Default Sound Profile to select sound profile settings.

Select settings for the available options:

- **Minimum Call Volume** - Sets the default minimum in-call volume.
- **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 you are granted permission to speak.
- **Vibrate on Grant** - Vibrates the device when you are 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 you to speak.
- **Play Deny Tone** - Plays a tone when you are denied permission to speak because another user is speaking.
- **Play Revoke Tone** - Plays a tone when you are removed from the floor because you exceeded your speaking time limit.
- **Play Call Lost Tone** - Plays a tone when a call is lost.
- **Play Busy Bonk Tone** - Plays a tone when a call fails to connect.
Headset Sound Profile Settings

Select Settings > Headset Sound Profile to select headset sound profile settings.

- **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. Unchecking this option is only applicable if Foreground Zebra PTT Pro on Call is unchecked in the general Application settings.
- **Minimum Call Volume** - A Zebra PTT Pro call will start with at least this minimum volume.
- **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 (eg Grant).
- **Play Grant Tone** - Plays a tone when you are granted the floor to talk.
- **Vibrate on Grant** - Vibrates the phone when you are granted the floor to talk.
- **Play Taken Tone** - Plays a tone when someone else is granted the floor to talk.
- **Play Idle Tone** - Plays a tone when the floor is available to talk.
- **Play Deny Tone** - Plays a tone when you are denied the floor because someone else is talking.
- **Play Revoke Tone** - Plays a tone when the floor is taken from you because you talked too long.
- **Play Call Lost Tone** - Plays a tone when a call is lost.
- **Play Call Lost Tone** - Plays a tone when a call fails to connect.
User Account Information

Tap the **Menu** button in **Zebra PTT Pro** or the Android **Menu** button on the device to display options that vary depending upon the active **Zebra PTT Pro** tab.

Select **About**.

![Figure 7-5 About Window](image)

Debug Log Files

To send debug log files to support:

1. Tap the **Menu** button in **Zebra PTT Pro** or the Android **Menu** button on the device to display options that vary depending upon the active **Zebra PTT Pro** tab.

2. Select **Email Support**.

3. Verify the email address displayed or enter a valid email address.

4. (Optional) Enter a valid phone number and a message containing a description of the issue for which you are sending the file.

5. Select **Send**.

The debug log file is automatically attached and sent and will automatically be assigned a support ticket when it is received.
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 are supported:

• MC40
• MC67 with Jellybean or KitKat OS
• TC51
• TC55
• TC56
• TC60
• TC70
• TC70x
• TC75
• TC75x
• Any consumer device with Jellybean OS and above

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 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.

Should battery usage be optimized?

No. If you receive the message Do not optimize battery usage while using Zebra PTT Pro, select Yes. This allows Zebra PTT Pro to run in the background. If you select No, then the OS will not allow Zebra PTT Pro to communicate in the background.

Battery optimization is a setting in Android M (6.x) and higher that helps conserve battery power and is turned on by default. To turn battery optimization on/off:

1. Select Apps > Settings > Battery.
2. Tap the Menu button located in the upper-right.
3. Select Battery Optimization.
   Apps/services unable to be optimized appear grayed out.
4. Select the Not optimized dropdown menu.
5. Select All Apps.
6. Select the appropriate app, select one of the following and then select Done:
   • Optimize
   • Don’t optimize
## Troubleshooting

### Table 8-1  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>
</tbody>
</table>
| The Map tab appears black or blue. | • The Location Services feature on the device is turned off.  
• The Google Play services feature on the device is disabled and/or is out-of-date. | 7. Turn on the device’s Location Services.  
8. Enable and/or update Google Play services.  
For more information about Location Services and Google Play services for a specific device, refer to the documentation for that device. |
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