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<th>Change</th>
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<tr>
<td>Rev A - 01</td>
<td>11/2015</td>
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<tr>
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<td>Updated for changes to Group Types and Maximum List Sizes, and Talker Override/Preemption.</td>
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Introduction

This guide discusses Zebra PTT Pro Dispatch features and operation. It assumes that Zebra PTT Pro Dispatch is already installed on your Windows machine. 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 Zebra Connect PTT Pro Dispatch.
- **Chapter 2, User Interface** describes the user interface, which includes tabs for Contact List, Group List, Messages, and Call History.
- **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, Settings** provides information on the various settings as well as contact and group management.
- **Chapter 7, Configuration Options** provides information on various configuration options.
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 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 for Android Quick Start Guide** - Discusses procedures for the most common tasks, in a two-sided single page printable format.
- **Zebra PTT Pro for Android User Guide** - Discusses Zebra PTT Pro for Android features and operation.
- **Zebra PTT Pro for iOS Quick Start Guide** - Discusses procedures for the most common tasks, in a two-sided single page printable format.
- **Zebra PTT Pro for iOS User Guide** - Discusses Zebra PTT Pro for iOS features and operation.

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

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

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

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

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

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

Zebra PTT Pro communications include

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

In addition, Zebra PTT Pro Dispatch includes a map where the dispatcher can track their mobile workforce.

Post Install Configuration

Before using Zebra PTT Pro Dispatch, a few settings should be adjusted for the map location and audio options.
Configure Map Location

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

Figure 1-1  Map Location

To set the map location:

1. Select Mapping from the Main Menu and then select **Set my location**.

Figure 1-2  Mapping Menu Options

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

![Set My Location Window](image)

**Figure 1-3  Set My Location Window**

A blue dot representing the dispatcher's location appears on the map.

**Configure Audio Options**

After initially opening Zebra PTT Pro Dispatch and attempting a call, a **Voice Recorder Error!** displays if no input device is found. Users with USB headsets commonly experience this error.

![Voice Recorder Error](image)

**Figure 1-4  Voice Recorder Error**

To correct the Voice Recorder Error and modify the Audio Configuration options:

1. Select **Zebra PTT Pro** from the Main Menu and then select **Options**.
2. Select the **Audio Configuration** tab from the Zebra PTT Pro Configuration window.

   Zebra PTT Pro initially defaults to **Primary Sound** for Input and Output, but it allows any audio device recognized by Windows.
3. To select an audio input device, click the **Input Select** drop-down to see available options and select the appropriate device.
4. To select an audio output device, click the Output Select drop-down to see available options and select the appropriate device.

![Output Select Device](image)

**Figure 1-7  Output Select Device**

5. Adjust the Volume and Pan sliders as needed.

6. Click **Accept** to save changes and close the Zebra PTT Pro Configuration window.

Zebra PTT Pro Dispatch is now ready to use.

---

**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

The Zebra PTT Pro user interface is divided into three sections:

• Main Menu
• Call Management
• Map

Figure 2-1  User Interface
You may move the divider between the Call Management and Map sections of the user interface to provide more room on one side of these sections. Hover the cursor over the dividing line until you see the double-sided arrow. Then click and drag the divider toward one side.

**Main Menu**

The main menu consists of the following menu choices:

- Zebra PTT Pro
- Messaging
- Mapping
- Help

Select one of the menu choices to see the associated drop-down menu.

**Zebra PTT Pro**

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

![Zebra PTT Pro Drop-down Menu](image)

**Figure 2-2 Zebra PTT Pro Drop-down Menu**

- **Do Not Disturb** - Places the dispatcher in the Do Not Disturb mode. For more information, see *Do Not Disturb (DnD)* on page 6-1
- **Options** - Displays the Zebra PTT Pro Configuration options. For more information, see *Chapter 7, Configuration Options*
- **Exit** - Closes Zebra PTT Pro Dispatch

**Messaging**

The Messaging menu choice is context aware, meaning it is available when initially opening Zebra PTT Pro and then only when selecting the **Messages** tab in the Call Management section. The Messaging drop-down menu consists of the following choices:
Figure 2-3  Messaging Drop-down Menu

- **Show newest first** - Displays messages in chronological order with the newest messages first.
- **Mark all as read** - Marks all messages as having been read.
- **Delete all** - Deletes all messages in the message log.

Mapping

The Mapping menu consists of the following choices:

Figure 2-4  Mapping Drop-down Menu

- **Set my location** - assign or modify the location for the center of your map.
- **Hide my location on map** - hides your location if the Feature Key **Allow Location Disable** is enabled in the Zebra PTT Pro Management Portal.
- **Move map to my location** - re-center the map on your location.
- **Select Contacts in view** - select all contacts whose presence markers can currently be seen.
- **Show all info windows** - enable info windows for all contacts who are currently in view.
- **Close all info windows** - remove all info windows from the view.

Help

The Help menu consists of the following choices:
Figure 2-5  Help Menu

- **Email Support** - Opens the Zebra PTT Pro Support window. Complete the form and click **Upload** to submit the log files to Zebra PTT Pro Support.
- **About** - Provides product and version details.

---

**Call Management**

At the top of the call management section, is the Notification Bar, which displays the current personality and status of the client.

![Diane.Newland](image)

Figure 2-6  Notification Bar with Personality and Status

The following icons can display in the Notification Bar:

- ![PTT Pro client is online.](image)
- ![PTT Pro client is in Do Not Disturb (DnD) mode.](image)
- ![PTT Pro client is not connected to the server.](image)

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

- **Contact List** - contains all of your individual contacts. Right-click a contact to see the available actions. The presence icons associated with each contact are described below.
- **Group List** - contains all of the groups with which you are able to communicate. Right-click a group to see the available actions. The presence icons associated with each group are described below.
- **Messages** - contains a list of the text messages sent and received. Right-click a message to see the available actions. The icons associated with each message are described below.
- **Call History** - contains a log of the recent calls made and received. Right-click a call to see the available actions. The icons associated with each call are described below.

The actions you can take for each tab are discussed later in this document.
The following additional buttons are also available in the Call Management section:

- **Refresh** - allows the user to refresh the information contained in the Contact and Group lists.
- **Push to Talk** - allows the user to initiate a group or individual call. This button is grayed out when not available.
- **End** - allows the user to terminate a current call. This button is grayed out when not available.

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 PTT call
- 🚫 Contact is in Do Not Disturb (DnD) mode
- 🔔 Contact is in silent/vibrate mode
- ⚪️ Contact's device is off or out of coverage area
- 🖇️ Contact's device is signed out of PTT Pro
- ⚠️ Contact is blocked
- ❔ Contact is not responding to PTT Pro communication

**Group Presence Indicators**

- ⚪️ Group is not active
- ✅ Group is active in call
- ⚠️ Group is blocked

**Call History Indicators**

- 🔄️ Outgoing 1:1 call
- 🔍️ Incoming 1:1 call
• Outgoing Group call
• Incoming Group call

**Messaging Indicators**

• New incoming 1:1 message
• Read incoming 1:1 message
• Sent 1:1 message
• New incoming group message
• Read incoming group message
• Sent group message

---

**Map**

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

The Map section is controlled through two mechanisms – the first is the control region located in the top left of the map, and the second is the Mapping drop-down list located in the Main Menu.
The Mapping drop-down list allows you to

- **Set my location** - assign or modify the location for the center of your map.
- **Hide my location on map** - hides your location if the Feature Key **Allow Location Disable** is enabled in the Zebra PTT Pro Management Portal.
- **Move map to my location** - re-center the map on your location.
- **Select Contacts in view** - select all contacts whose presence markers can currently be seen.
- **Show all info windows** - enable info windows for all contacts who are currently in view.
- **Close all info windows** - remove all info windows from the view.
Mapping Control Region

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

Use the arrows to move the map view north, south, east, and west. You can also move the map view by clicking on the map, holding, and moving your mouse in the desired direction. Use the slider to zoom in and out on the map.

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

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

You may also select to show your location marker as well as the markers for your contacts. Make your selections and click on the - sign at the bottom of the list to close the base layer selection window.

Note: depending on the version of your dispatch client software, the base layer selections may not appear in a separate window, but may be overlaid as text directly over the map. You may still make your selections and click on the - sign at the bottom of the list to close and remove the base layer selections from the map. If you cannot see the - sign, enable **night mode** at the top of the map and the - sign should be clearly visible.
CHAPTER 3 PTT CALLING

Introduction

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

**Note:** The contact list and groups for Zebra PTT Pro Dispatch are managed from the Zebra PTT Pro Management Portal and cannot be modified from Zebra PTT Pro Dispatch. For information on using the Zebra PTT Pro Management Portal, see the *Zebra PTT Pro Management Portal Administrator Guide*.

---

1:1 PTT Calls

A 1:1 PTT call is a PTT Pro call between 2 people. To make a 1:1 PTT call, follow the steps below:

1. Select the **Contact List** tab.
2. Select the desired contact.
3. Press and hold the green **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 3-5*
Upon ending the call, the call window will display a **Call Ended** confirmation. Click **Close** to return to the **Contact List** tab.

**Figure 3-2 Call Ended Confirmation**

### Ad Hoc PTT Calls

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

To place an ad hoc PTT call, follow the steps below:

1. Select the **Contact List** tab.
2. Select your first contact by clicking on it.
3. Select additional contacts to include in the call by holding down the **CTL**-key and clicking on each additional contact.

4. Push and hold the **Push To Talk** button.

5. Upon hearing the grant tone, begin speaking.

6. Release the **Push To Talk** button when finished.

For information on in call operation, see *In Call Operation on page 3-5*

---

**Figure 3-3**  *Ad Hoc PTT Call*

---

### 1:1 Alert Calls

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

To place an ad hoc PTT call, follow the steps below:

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

2. Left-click the contact and then right-click to open the secondary menu.

3. Select **Start Zebra PTT Pro Alert Call**. A pop-up notification will appear, with an option to cancel the call while waiting for a response.

4. When the contact accepts, you are placed in the call.

5. If the contact is not available, you will receive a notification as shown below.

For information on in call operation, see *In Call Operation on page 3-5*
Group PTT Calls

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

1. Select the Group List tab.
2. Select the desired Group.
   - Double click the group to see the members and their availability status.
   - From this expanded group member view, an ad-hoc call can be started with a single group member by highlighting the recipient and clicking the PTT button.
   - Double click again to hide the members.
3. Press and hold the green 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 3-5

---

**In Call Operation**

During a PTT call (1:1, Ad Hoc, or Group):

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

**Figure 3-6  In Call Operation**

**Call History**

**Figure 3-7  Call History**
The Call History tab shows all incoming and outgoing calls completed. Detailed information about each call is available by clicking on the call. Users can initiate a call from the Call History tab by highlighting the record and then clicking the PTT button.

In addition, the user can right-click to bring up a secondary menu to take other actions. The user may delete this entry, or delete all entries in the Call History.
CHAPTER 4 SENDING MESSAGES

Introduction

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

1:1 Text and Image Messaging

To send a message to a single contact, follow the steps below:

1. Select the Contact List tab.
2. Select a contact from the Contact List by clicking on it.
3. Click Compose Message at the bottom of the panel.
4. Alternatively, right-click to open the secondary menu. Select Send Message.
5. You will see a text box appear, with the name of your contact above it. Enter the message text.
6. Optionally, click Add Image; this will bring up a file explorer to allow you to select a single image to attach to your message.
7. Click Send when you are finished composing your message. Click Cancel if you no longer wish to send your message.
Two methods of Initiating a Message

Initiating Message

Figure 4-1  Text and Image Messaging
Ad Hoc Text and Image Messaging

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

To send a message to multiple contacts, follow the steps below:

1. Select the Contact List tab.
2. Select your first contact by clicking on it.
3. Select additional contacts to include in the call by holding down your CTL-key and clicking on each additional contact.
4. Click Compose Message at the bottom of the panel.
5. Alternatively, right-click to open the secondary menu. Select Send Message.
6. You will see a text box appear, with the names of your contacts above it. Enter the message text.
7. Optionally, click Add Image; this will bring up a file explorer to allow you to select a single image to attach to your message.
8. Click Send when you are finished composing your message. Click Cancel if you no longer wish to send your message.

Figure 4-2  Ad Hoc Text and Image Messaging
Group Text and Image Messaging

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

To send a message to a group, follow the steps below:

1. Select the Group List tab.
2. Select a group by clicking on it.
3. Click Compose Message at the bottom of the panel.
4. Alternatively, right-click to open the secondary menu. Select Send Message.
5. You will see a text box appear, with the names of your contacts above it. Enter the message text.
6. Optionally, click Add Image; this will bring up a file explorer to allow you to select a single image to attach to your message.
7. Click Send when you are finished composing your message. Click Cancel if you no longer wish to send your message.

Figure 4-3  Group Text and Image Messaging

Viewing and Responding to Messages

You will be notified when you receive a message. Click the Messages tab to see your list of messages, including both messages sent and messages received.
Figure 4-4  Receiving a Message

Click to select a message, and the content of the message will be displayed. Below the message are the options to Reply or Delete. Alternatively, right-click on a message after selecting it, and you will be given the options to delete or reply/reply-all to the message.

If you reply to a message, a message box will appear where you can enter text and optionally add an image.
Managing your messages from the Messaging Main Menu

When you are in the Messages tab, the Messaging Main Menu will be available to you, allowing you to do the following:

1. Show newest first: this is checked by default, displaying messages with the newest at the top of the list. Click on this option to toggle between newest first and newest last.

2. Mark all as read: selecting this will mark all messages as read. A confirmation popup will appear; click OK to confirm.

3. Delete all: selecting this will delete all messages. A confirmation popup will appear; click OK to confirm.
CHAPTER 5 LOCATION BASED SERVICES

Introduction

This chapter provides information on the options available for location tracking of the mobile workforce. Note that Map on page 2-6 describes how to control and modify the Map view.

Presence Markers

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

The location of the presence markers represents the location of the contact. Location information updates approximately every four seconds. The Refresh button can be used to accommodate more frequent updates (the Refresh button also updates the presence indications).
Figure 5-1  Presence Markers and Info Windows

Clicking on a presence marker will bring up an info window on the associated contact.

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

Figure 5-2  Show or Close All Info Windows
Show on Map

The user may want to limit the display on the map to specific contacts or a group. To do that, follow the steps below:

1. Click the Contact List or Group List tab.
2. Click the contact/group that you wish to display.
   
   To select multiple contacts:
   
   a. Click on the first contact.
   
   b. Hold the CTL-key down and click on each subsequent contact you would like to display.
3. Right-click to bring up the secondary menu.
4. Click Show on Map.

Note that this will remove all presence markers from the map view except those for the contact(s) or group you have selected. To display all contacts on the map, select Show All on Map from the secondary menu.

![Show on Map](image)

Initiate PTT calls from the Map

The user may want to initiate a call to all contacts in a specific area. To do that, zoom or expand the map so that only the contacts to be included can be seen. Click Mapping in the Main Menu and select Select Contacts in view. This will bring up the Contact List tab (if not already showing) with the contacts in view selected. Click and hold the PTT button to initiate the Ad Hoc PTT call.
Figure 5-4  Select Contacts in View

Figure 5-5  Initiate Ad Hoc Call from Map
CHAPTER 6 SETTINGS

Introduction

Do Not Disturb (DnD)

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

![Figure 6-1 DnD Mode](image)

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

The Block Calls feature allows a user to selectively disable incoming calls from specific contacts or groups. You may block calls from three tabs – **Contact List** (block individuals), **Group List** (block groups), and **Call History** (block individuals or groups). For each tab, follow the steps below:

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

Once a contact or group is blocked, they may be unblocked in the same manner.

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

**Figure 6-3  Unblock Calls**

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

Use Group Presence to query a group prior to making a group call. To see the availability of each member of a group, follow the steps below.

1. Double click on the group to see the members and their availability status.
2. From this expanded group member view, an ad-hoc call can be started with a single group member by highlighting the recipient and clicking the PTT button.
3. Double click again to hide the members.

![Group Member List](image)

**Figure 6-4**  Group Member List

---

**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.

**Figure 6-5  Late Join/Re-Join**
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.
CHAPTER 7 CONFIGURATION OPTIONS

Introduction

Zebra PTT Pro Dispatch offers many options for configuration. To open the Configuration Options window, click Zebra PTT Pro in the Main Menu and select Options. The Configuration Options window consists of five tabs:

- Personalities
- Audio Configuration
- Call Options
- Message Options
- External PTT Options

Personalities

As discussed in the PC Dispatch Client Setup Guide, the PC Dispatch Client supports multiple personalities, allowing the user to assume different identities with different groups and contacts. Each personality must be configured in the Admin Portal and will have a separate activation code.

The user can access personalities when opening the application or from the personalities tab. Selection of the desired personality or addition of a new personality when opening the application is described in the PC Dispatch Client Setup Guide. This section will discuss using the Personality Tab in the Options panel.

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

To switch personalities, click on the Switch Personalities tab. This will bring up the personality selection popup. Choose between existing personalities by using the drop-down list, or click Activate New to add a new personality. You will need a separate activation code for your new personality.
If you no longer need to use the active personality, click Deactivate Personality. Note that the personality will be deleted and you will need a new activation code to reinstall the personality.

---

**Audio Configuration**

The Audio Configuration tab is discussed in *Configure Audio Options on page 1-3*
Call Options

The following call options are available.

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ring on Incoming Call</td>
<td>Ring when receiving a PTT Pro call.</td>
</tr>
<tr>
<td>Alert Call Ring Time</td>
<td>The time in seconds to ring when receiving an alert call.</td>
</tr>
<tr>
<td>Play Grant Tone</td>
<td>Play a tone when you are granted permission to speak.</td>
</tr>
<tr>
<td>Play Taken Tone</td>
<td>Play a tone when another user is granted permission to speak.</td>
</tr>
<tr>
<td>Play Idle Tone</td>
<td>Play a tone when the floor is available for you to speak.</td>
</tr>
<tr>
<td>Play Deny Tone</td>
<td>Play a tone when you are denied permission to speak because another user is speaking.</td>
</tr>
<tr>
<td>Play Revoke Tone</td>
<td>Play a tone when you are removed from the floor because you have exceeded the speaking time limit.</td>
</tr>
<tr>
<td>Foreground App on Call Start</td>
<td>Bring PTT Pro to the foreground automatically when receiving a PTT Pro call.</td>
</tr>
<tr>
<td>Center Map on Remote Talker</td>
<td>Shift the map view to show the currently speaking user.</td>
</tr>
<tr>
<td>Show Call End Reason</td>
<td>Show a short description of why a call was ended.</td>
</tr>
</tbody>
</table>

Figure 7-2  Call Options
Message Options

Click the checkbox if you would like to hear an audible alert when a new message arrives.

External PTT Options

The External PTT Options tab inside the dispatch option menu allows for the programmability of a custom PTT button(s) - a combination of keyboard keys to act as the PTT button. This allows the dispatcher to participate in a PTT call even if the PTT Pro application is not the active application.

Note that not all keys can function as an External PTT, since some have specific functions tied to them (e.g. the Windows key).
To set a specific key combo, follow the steps below:

1. Click the checkbox to enable external PTT.
2. Enter the key you would like to use in the “Key” box.
3. Select the enabler key(s) that you would like to use. The enabler key or keys are pressed simultaneously with the key you enter in the key box. The choices are Shift, Control, or Alt.
4. Click Accept

In the screen above, the “[” key has been chosen as the external PTT key, with a combination of Control and Alt as the enablers. Pressing the “[“, Control and Alt keys together will function the same as pushing the green PTT button.

Note that the spacebar also acts as the PTT button when the Zebra PTT Pro application is the active application.
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