Workforce Connect

Zebra PTT Pro for iOS Version 12.4
User Guide

ZEBRA
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Introduction

This guide discusses Zebra PTT Pro for iOS features and operation. It assumes that Zebra PTT Pro for iOS 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, icons, and options may differ on each device. Those 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 iOS.
- **Chapter 2, User Interface** describes the user interface, which includes tabs for Contacts, Groups, Messages, Map, 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 iOS 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 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 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.

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Introduction

This chapter describes Zebra PTT Pro.

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 iOS supports the following:

- iOS 8.0 or later
- iPhone, iPad, and iPod touch.

Data Usage (Cellular Networks)

Zebra PTT Pro is a VoIP application that, for cellular connections, requires a data plan. As compared with other video and image communication applications, Zebra 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

The Zebra PTT Pro user interface includes the following universal tabs, 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. The iPad does not include this tab.
- **Recents**: Displays a list of the call history for calls made and received.

These tabs include context-sensitive Action menus invoked by pressing the Info icon next to items within the tab.

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**.

The following figures show samples of the tabs.
Figure 2-1  Contacts Tab

Figure 2-2  Groups Tab
Figure 2-3  Messages Tab

Figure 2-4  Map Tab
Figure 2-5  *Recents Tab*
Swipe Options

Depending on the selected tab, various options are available when you swipe right or left.

**Figure 2-6  Swipe options**

**Action Icons**

**Contacts/Groups/Recents**

- ![Message Icon]  Swipe right on contact or group to send message.
- ![Location Icon]  Swipe right on contact or group to show on map.
- ![Alert Call Icon]  Swipe right on contact to make an alert call.
- ![Call Icon]  Swipe right on contact to make a call.
- ![Block Call Icon]  Swipe left on contact or group to block calls.
- ![Delete Icon]  Swipe left on contact or group to delete.

**Messages**

- ![Reply Icon]  Swipe right on message to reply.
- ![Read Icon]  Swipe right on message to mark as read.
• Swipe left on message to delete.

---

**Tab Icons**

• Contacts

• Groups

• Messages (displays log file of messages sent and received; a number in a red dot on the icon indicates at least one unread message)

• Map

• Recents (call history)

• Call (displays contacts in a call)

• More (opens menu which includes options for Settings, Email Support, About and Sign Out)

---

**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 individuals and follows the Microsoft Communicator Presence Color Codes.

**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

Recent Call Indicators

- Outgoing call made.
- Incoming call received.
- Outgoing call missed.
- Incoming call missed.

Refresh Contact or Group Presence

1. Tap the Contacts tab or the Groups tab.
2. Pull the screen down until Pull to Refresh Presence displays.
In Call Viewing Options

Once a Zebra PTT Pro call is established, you can view a list or map of all call participants. Both views indicate which call member is speaking. In map view, location is updated in real time.

In Call List View

• All call participants appear in the list
• The bar above 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 indicate call participants
• A purple pin and info box indicate the speaking participant
• In call locations are updated every two seconds

![Figure 2-7 In Call List and Map Views](image)
In Call Simultaneous List View and Map View (iPad Only)

- All call participants with location enabled appear on the map
- A blue dot indicates the owner (self)
- Green pins indicate call participants
- A purple pin and info box indicate the speaking participant
- In call locations are updated every two seconds

Figure 2-8  In Call Simultaneous List and Map Views
View Volume Level

To view the volume level:

1. Tap the **Contacts**, **Groups**, **Messages**, **Map**, or **Recents** tab.
2. View the blue Volume Slider.
3. Press the Up/Down volume keys on the device to view the volume level.

![Volume Level](image)

Incoming Notifications

**Call Notification**

Call notifications can be viewed from the locked screen. Slide to the right to view the incoming or missed call.

**Incoming Call Notification**

![Call Notification - Incoming](image)

When an incoming call comes in on the lock screen, touch the Play button to start talking and touch the Pause button when finished.
Missed Call Notification

Figure 2-11  Call Notification - Missed
Message Notification

Message notifications can be viewed from the locked screen. Slide to the right to open the Zebra PTT Pro application.

Figure 2-12 Message Notification
CHAPTER 3 PTT CALLING

Introduction

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

To make a 1:1 PTT call, select a single recipient from either the **Contacts** tab or the **Map** view.

To place a 1:1 PTT call:

1. Tap the **Contacts** tab or the **Map** tab. For an iPad, the map shows on the **Contacts** tab along with the contacts list.

2. Locate the contact in one of the following ways:
   - Scroll through the list of contacts.
   - Perform a search. Pull down on the contact list and then enter the contact name in the search box that appears. As each letter is entered, the relevant matches appear in the contact list.

   **NOTE** The contact search string is a “sticky” search, meaning that the letters entered remain in the search field until cleared. Entering a string without a match causes no contacts to appear. Clear the search string to review all contacts.

   - In Map view, zoom to the contact so only that contact appears on the map.

3. Select the contact.

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

5. Upon hearing the grant tone, begin speaking.

6. Release the **Push To Talk** button when finished.
7. A call session will remain active for 30 seconds. To exit the call, slide to the right.

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.

Placing an Ad Hoc PTT Call via the Contact List

1. Tap the Contacts tab.
2. Select one or more (up to 250) recipients.
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.
6. A call session will remain active for 30 seconds. To exit the call, slide ➔ to the right.

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

Placing an Ad Hoc PTT Call via the Map View

1. Tap the Map tab, or the Contacts tab if using an iPad.
2. Scroll and zoom to an area that includes desired contacts.
3. Press the Select Contacts in View button on the iPad.
4. Press and hold the Push To Talk button.
5. Upon hearing the grant tone, begin speaking.
6. Release the Push To Talk button when finished.
7. A call session will remain active for 30 seconds. To exit the call, slide ➔ to the right.

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 interrupting a call. This allows the user to respond when they are available. Initiate alert calls from the Contact list.

1. Select the Contacts tab and locate the contact.
   
   Locate the contact by scrolling through the list of contacts, or perform a search by pulling down on the contact list and entering the contact name in the search box that appears. As each letter is entered, the relevant matches appear in the contact list. Begin entering the contact name in the search box. As each letter is entered, the relevant matches appear in the contact list.

   NOTE The contact search string is a “sticky” search, meaning that the letters entered remain in the search field until cleared. Entering a string without a match causes no contacts to appear. Clear the search string to review all contacts.

2. Select the Info icon next to the contact to open the Actions menu.

3. Select Alert Call.
   
   • If prompted, select OK to continue.
   
   • If the contact answers the call, you are placed in the call.
     • Press and hold the Push to Talk button.
     • Upon hearing the grant tone, begin speaking.
     • Release the Push to Talk button when finished.

     • A call session will remain active for 30 seconds. To exit the call, slide to the right.

   • If the contact ignores the call, select OK to end the call or Send Message to send a text message to the contact you are trying to reach.

4. Select Cancel Alert, to cancel the call while waiting for a response.

   ![iPhone/iPod](image1.png)
   ![iPad](image2.png)

Figure 3-3 Contact Alert
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 target user settings.

![Contact did not answer](Image)

Select **Send Message** to send a text message to the contact, or **OK** to dismiss the message.

**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:

1. Tap the **Groups** tab.
2. Select the desired group.
Figure 3-5  Select 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.

6. A call session will remain active for 30 seconds. To exit the call, slide ➡️ to the right.

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.

![In Call List](image)

- All contacts included in the group appear regardless of their presence state. There may be contacts shown in the group that are not on-line. If there is at least one contact on-line the call goes through.
- The bar above the participant list 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 exit the call slide the Slide to End slider to the right.

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.
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 Info icon next to the contact to open the Actions menu.
3. Select Send Message.
4. To add recipients:
   a. Select 🔄 to add recipients.
   b. Choose Contacts or Groups.
   c. Select the recipients.
   d. Select Add.
5. To remove recipients:
   a. Select 🚫.
6. Enter message text.
7. (Optional) To attach an existing image to the message:
   a. Select Attach Image.
   b. Browse to the image location and select the image.
   c. Select Choose.
8. (Optional) To take a new image and attach it to the message:
   a. Select **Take Photo**.
   b. Select the camera icon 📷 to take the photo.
   c. Select **Use Photo** to add the photo to the message.

9. Select **Send**.

![1:1 Text Message](image-url)
Group Text and Image Messaging

To send a group message:

1. Tap the **Groups** tab.

2. Select the Info icon next to the group to open the **Actions** menu. You can only select one group at a time.

3. Select **Send Message**.

4. (Optional) Choose a message template. The default is **None**.

5. Enter message text.

6. (Optional) To attach an existing image to the message:
   a. Select **Attach Image**.
   b. Browse to the image location and select the image.
   c. Select **Choose**.

7. (Optional) To take a new image and attach it to the message:
   a. Select **Take Photo**.
   b. Select the camera icon to take the photo.
   c. Select **Use Photo** to add the photo to the message.

8. Select **Send**.

Figure 4-2  *Group 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 requested 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.

![Pre-Configured Group Message Templates](image)

**Figure 4-3**  Pre-Configured Group Message Templates
Viewing and Responding to Messages

To view/respond to messages:

1. Tap the Messages tab.

2. Press ➔ to the right of the message to open it and select the following:
   - Prev to view the previous message.
   - Next to view the next message.
   - 🗑️ to remove the message from the device.
   - 🔄 to access sharing and action options.
   - ✉️ to send a response to the sender(s).

3. Select Done when finished.

Figure 4-4  Viewing and Responding to Messages
Start a New Message Conversation

To start a new message conversation:

1. Tap the Messages tab.
2. Select ☑.
3. To add recipients:
   a. Select + to add recipients.
   b. Choose Contacts or Groups.
   c. Select the recipients.
   d. Select Add.
4. To remove recipients:
   a. Select ✗.
5. Enter message text.
6. (Optional) To attach an existing image to the message:
   a. Select Attach Image.
   b. Browse to the image location and select the image.
   c. Select Choose.
7. (Optional) To take a new image and attach it to the message:
   a. Select Take Photo.
   b. Select the camera icon 📷 to take the photo.
   c. Select Use Photo to add the photo to the message.
8. Select Send.

Delete All Messages

To delete all messages:

1. Tap the Messages tab.
2. Select ✏.
3. Select Select All.
4. Select 🗑.
CHAPTER 5 LOCATION BASED SERVICES

Introduction

This chapter provides information on the multiple options available for location tracking and mapping services.
Live Tracking Mode

The mobile device can send GPS location information to the server. This is enabled in the server by the administrator. If enabled the iOS client provides the ability to:

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

Sending Location Information

Enterprise administrators can configure the client to send live location information from the iOS device to the Management Portal 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  Duty Modes
Figure 5-2  Location Modes
Displaying Location Information

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 live location information while in call.

- **Map display disabled** - The Map tab and in call location display are not available to the user.

![Map Display Modes](image)

**Figure 5-3  iPhone/iPod Map Display Modes**
Figure 5-4  iPad Map Display Modes
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.
- A blue dot indicates the owner (self).
- Green pins indicate available contacts.
- Red pins indicate unavailable contacts (already in-call or in DoN mode).
- The Refresh icon refreshes contact location information.
- The Track Mode icon enables tracking.
- The Zoom Lock icon prevents zooming the map.
- Location information updates every four minutes.

![iPhone/iPod Pre-Call Map View](image1)

![iPad Pre-Call Map View](image2)

**Figure 5-5** 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.

The in call map view 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.
- For an iPad, the sound wave icon in the call participant list also indicates the speaking participant.
- The Refresh icon refreshes contact location information.
- The Track Mode icon enables tracking.
- The Zoom Lock icon prevents zooming the map.
- In call locations update every two seconds.

![In call Map View](image)

**Figure 5-6** *In call Map View*
Place a PTT Call from the Map

1. Scroll and zoom to an area that includes the desired contacts.
2. Press and hold the **Push to Talk** button.
3. Upon hearing the grant tone, begin speaking.
4. 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 standard, hybrid, or satellite views and to set the map clustering threshold zoom. Additional map options are available to refresh map data, lock the zoom, and enable track mode.

To access the map menu options:

1. Tap the **Map** tab.
2. Select the Menu button.
3. Select from the available map options:
   - **Available views** are **Standard**, **Hybrid**, or **Satellite**.
   - **Cluster Threshold** - Sets the zoom level on the map so that pins are clustered at the current zoom of the map. Use the slider to choose between 0 and 18.
     - 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.
   - **Show all contacts** - Shows all contacts and their presence on the map.

![Map Menu Options](image)

**Figure 5-7**  *Map Menu Options*

4. Select **Done** when finished.
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></td>
<td>Map Menu - Provides map view options and cluster threshold level.</td>
</tr>
<tr>
<td></td>
<td>Refresh - Refreshes the contact’s presence on the map.</td>
</tr>
<tr>
<td></td>
<td>Zoom Lock - Prevents zooming the map.</td>
</tr>
<tr>
<td></td>
<td>Track Mode Enabled - Tap to re-center the map on you. This is useful after scrolling and zooming on the map.</td>
</tr>
<tr>
<td></td>
<td>Tap the Compass to return the map to the North-Up orientation.</td>
</tr>
<tr>
<td></td>
<td>The blue dot represents your position.</td>
</tr>
<tr>
<td></td>
<td>Contacts represented by green pins are available for Zebra PTT Pro calls.</td>
</tr>
<tr>
<td></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)

Zebra PTT Pro supports DnD that prevents receiving PTT calls.

To activate/deactivate Do Not Disturb (DnD):

1. Tap the **Contacts** tab or the **Groups** tab.

2. Select 📡 to activate DnD or select 🚫 to deactivate DnD.

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

![Figure 6-1 Activating/Deactivating DnD Mode](image)
Tie DnD to Silent Switch

On iPhone and iPad devices, you can activate DnD when you place the device in silent mode using the hardware switch.

To tie DnD to the Silent Switch:

1. Select More > Settings.
2. Touch Tie DnD to Silent Switch, to enable it.

A red bell icon in the title bar indicates that DnD is enabled.
Figure 6-3  
*DnD Enabled via Silent Switch*
Block Calls

This feature allows disabling the reception of calls from a contact or group.

Block Calls from a Contact

To disable the reception of calls from an individual contact:

1. Tap the Contacts tab.
2. Press the Info icon next to the contact to open the Actions menu.
3. Select Block Calls.

The contact icon changes to indicate that the reception of calls from that contact is disabled.

![Figure 6-4 Contact Blocked - iPhone/iPod](image-url)
To re-enable the reception of calls from this contact:

1. Tap the Contacts tab.
2. Press the Info icon next to the contact.
3. Select Unblock Calls.

**Block Calls from a Group**

To disable the reception of calls from a group:

1. Tap the Groups tab.
2. Press the Info icon next to the group to open the Actions menu.
3. Select Block Calls.

---

**Figure 6-5  Contact Blocked - iPad**
The group icon changes to indicate that the reception of calls from that group is disabled.

To re-enable the reception of calls from this group:

1. Press the Info icon next to the group.
2. Select ** Unblock Calls**.

---

**Group Member List**

Use Group Presence to query a group prior to making a group call.

To see a list of group members:

1. Tap the **Groups** tab.

2. Press the Info icon next to the group to view group member presence indications.

---

![Group Presence](image)

*Figure 6-6  Group Presence*
Late Join / Re-Join

For group calls, Zebra PTT Pro supports late join, which is joining the call when the call is already in progress, and re-join, which is joining a call previously participated in and exited. This also provides a group presence indication to specify which group calls are active and available for late join/re-join.

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 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.

To access the **Contacts Actions** menu:

1. Tap the **Contacts** tab.
2. Select the desired contact.
3. Select the Info icon next to the contact to open the **Actions** menu.
4. Select an available option.

![Figure 6-8 Contact Management Options](image)

Available actions for single contact management include:

- **Alert Call** - Initiate an alert call (see 1:1 Alert Calls on page 3-5)
- **Send Message** - Send a message to the contact (see 1:1 Text and Image Messaging on page 4-1)
- **Show on Map** - Show the contact's location on the map
- **Block Calls** - Block incoming calls from the contact (see Block Calls from a Contact on page 6-5)
Contact List Menu

Adding a Contact
To add a contact:
1. Tap the Contacts tab.
2. Select .
3. Enter the username, email, or phone number in the Contact Search field and select Search.
4. Select a contact to add. The contact is added from the server to the Contacts list on the device.

Removing a Contact
To remove a contact:
1. Tap the Contacts tab.
2. Swipe left on the contacts name.
3. Select .
4. Select Yes to confirm deletion.
Group Management

Use Zebra PTT Pro to manage most group functions via the device. Press the Info icon next to a group for group management options.

To access the Groups Actions menu:

1. Tap the Groups tab.
2. Select the desired group.
3. Select the Info icon next to the group to open the Actions menu.
4. Select an available option.

Figure 6-9 Group Management Options

Available actions for group management include:

- **Send Message** - Send a group message (see Group Text and Image Messaging on page 4-3)
- **Show on Map** - Show the contacts' location on the map
- **Block Calls** - Block incoming calls from the group (see Block Calls from a Group on page 6-6)
- **Hide Group** - Hide group from the group list
  
  To unhide a group, select Add, enter the group name, select search, and select the group name to add back to the list.
- **Add Contacts to Group** - Add select contacts to the group (available only with administrator permission)
Group List Menu

Adding an Existing Group
To add an existing group:
1. Tap the Groups tab.
2. Select .
3. Enter the group name or description in the Group Search field and select Search.
4. Select a group to add. The group is added from the server to the Groups list on the device.

Adding a New Group
To add a new group:
1. Tap the Groups tab.
2. Select .
3. Enter the group name.
4. In the Type field, select Personal or Member.
5. Select the members you wish to belong to the group.
6. Select Done.

Removing a Group
To remove a group:
1. Tap the Groups tab.
2. Swipe left on the contacts name.
3. Select .
4. Select Yes to confirm deletion.
Searching Contacts on the Device

1. Tap the Contacts tab.

2. Select 🕵️‍♂️ to locate a contact in the search bar.
   If the search bar is not visible, pull the screen down until you see the magnifying glass icon.

3. Start typing the contact name until a match is found. Select the info icon next to the contact to open the Actions menu.
   As each letter is entered, the matches display.

4. Select ✖️ to clear the search string to view all contacts. Select Clear to clear the search string plus any selected users.

   Note: The search string remains in effect until contents are cleared.
CHAPTER 7 DEVICE SETTINGS

Introduction

This chapter provides information on device settings such as application and sound settings and account information. The ability to change these settings is controlled in the Zebra PTT Pro Management Portal.

Application Settings

To open the Settings menu:

1. Tap the More tab.
2. Select Settings.
Figure 7-1  Access Settings Menu
Figure 7-2  Settings Menu
Select settings for the available options:

- **Default Sound Profile** - Change default speaker sound.
- **Headset Sound Profile** - Change default headset sound.
- **PTT Button** - Sets the type of headset hardware. Options are **Toggle**, **Two Pulse**, **Event**, **Bluetooth PTT**, and **None**.
- **Whole Screen as PTT** - (Available on iPhone and iPod) 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.
- **In Call List as Push to Talk button** - (Available on iPad) Enable this option to press and hold anywhere on the In Call List to activate the PTT. Disable this option to use the blue Push to Talk button on the screen to activate the PTT. This setting does not affect headset PTT buttons.
- **Notify on Incoming Call** - While the app is hidden, issue a notification on an incoming call.
- **Start Call with Speaker** - (Available on iPhone) Start all calls with the speaker enabled.
- **Notify for All Missed Calls** - While the screen is locked, notifications will be seen for all missed calls. Otherwise, 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 **Recents** tab.
- **Missed Call Endless Alert** - Play a repeating alert on missed calls.
- **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.
- **Message Endless Alert** - Play a repeating alert until a new message is read.
- **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.
- **Tie DnD to Silent Switch** - Activate Do not Disturb when device is put in silent mode.
- **Alert Call Ring Time** - The duration in seconds to ring when receiving an alert call.
- **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 PTT Call Brightness** - Enable this option to dim the screen to the configured surveillance brightness level.
- **PTT Call Brightness** - Set the desired screen brightness during PTT calls.
Sound Profile Settings

Default Sound Profile

To select Default Profile settings:

1. Tap the More tab.
2. Select Settings > Default Sound Profile.

Figure 7-3  Default Sound Profile Settings
Select settings for the available options:

- **Minimum Call Volume** - Sets the default minimum in-call volume.
- **Volume Boost** - Sets the amount to boost the volume. A value of 0 indicates no change. Note that values above 0 increasingly distort the audio.
- **Ring Gain** - Sets the gain reduction relative to the main volume at which the ring plays. Full gain indicates no change.
- **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 tones.
- **Play Grant Tone** - Plays a tone 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** - Plays a tone when a call fails to connect.

**Headset Sound Profile**

To select **Headset Profile** settings:

1. Tap the **More** tab.
2. Select **Settings** > **Headset Sound Profile**.
Figure 7-4  Headset Sound Profile Settings

Select settings for the available options:

- **Minimum Call Volume** - Sets the default minimum in-call volume.
- **Volume Boost** - Sets the amount to boost the volume. A value of 0 indicates no change. Note that values above 0 increasingly distort the audio.
- **Ring Gain** - Sets the gain reduction relative to the main volume at which the ring plays. Full gain indicates no change.
• **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.
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• **Play Call Lost Tone** - Plays a tone when a call is lost.
• **Play Busy Bonk** - Plays a tone when a call fails to connect.
User Account Information

To view account information:

1. Tap the More tab.
2. Select About.

![About Window - iPhone/iPod & iPad]

Figure 7-5  About Window- iPhone/iPod & iPad
Debug Log Files

To send debug log files to support:

1. Tap the More tab.
2. Select Email Support.
3. Enter a phone number, email and include a description of the issue for which you are sending the file.
4. Select Send.

The debug log file is automatically attached and sent.

Figure 7-6 Email Support- iPhone/iPod & iPad
Sign Out

To sign out:

1. Tap the More tab.
2. Select **Sign Out**.

You are signed out but you can sign in again. The user name and password are automatically filled in.
Frequently Asked Questions

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

What devices does Zebra PTT Pro for iOS support?

The following devices are supported:

- iPhone
- iPod
- iPad

When should the date and time on the device be verified?

Before installing the client, verify the correct date and time on the device.
## Troubleshooting

**Table 8-1  Troubleshooting PTT Pro for iOS**

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<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>
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