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Opus CODEC

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About This Guide

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

Screens, icons, and options may differ on each device. Those in this guide are samples and can differ from actual screens.

Topics covered in this guide are as follows:

• **Getting Started** describes PTT Pro for iOS.
• **User Interface** describes the user interface, which includes screens for Recent, Contacts, Map, and Settings.
• **Call Management** provides information on placing and managing barge calls, ad hoc calls, alert calls, and group calls.
• **Sending Messages** provides information on text and image messaging.
• **Contact Management** provides information on managing contacts and groups.
• **Location Based Services** provides information on the multiple options available for location tracking and mapping services.
• **Device Settings** provides information on device settings such as application and sound settings and account information.

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.

For the latest version of this document and all related documents, or to contact the Customer Support Center, go to: [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: [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.
Getting Started

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 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: 6 MB

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

- Smartphone connected via 3G: 6 MB per hour
- Smartphone connected via 4G: 8 MB 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.
User Interface

Navigation of the Zebra PTT Pro user interface is performed using a Tab Bar:

- **Recent**: Displays call and message history, both made and received.
- **Contacts**: Displays a list of all contacts and groups with a presence indicator for each, as well as a user-defined list of contacts and groups.
- **Map**: Displays the location of all active users if they have enabled location reporting.
- **Settings**: Displays device settings such as application and sound settings and account information.

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

Note that after completing any activity, the user is returned to the screen as specified in the Default Tab View field in the Management section in the Settings screen. The default can be changed to Recent, Contacts, Map, or Server Driven.

**Recent Screen**

The Recent screen lists message and call history.
Figure 1  Recent Screen

<table>
<thead>
<tr>
<th>Callout</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Filter messages and calls by contact or message content.</td>
</tr>
<tr>
<td>2</td>
<td>Switch between Missed, Incoming, Outgoing, and All messages and calls.</td>
</tr>
<tr>
<td>3</td>
<td>Example of a missed call.</td>
</tr>
<tr>
<td>4</td>
<td>Tap to view Contacts and Groups.</td>
</tr>
<tr>
<td>5</td>
<td>Recent displays call and message logs. Blue icon indicates that this is the active screen.</td>
</tr>
<tr>
<td>6</td>
<td>Delete selected message or call log.</td>
</tr>
<tr>
<td>7</td>
<td>Mark all unread messages as read.</td>
</tr>
<tr>
<td>8</td>
<td>Example of an outgoing call.</td>
</tr>
<tr>
<td>9</td>
<td>Example of an outgoing message.</td>
</tr>
<tr>
<td>10</td>
<td>Tap to open Map.</td>
</tr>
<tr>
<td>11</td>
<td>Tap to open Settings.</td>
</tr>
</tbody>
</table>
Contacts Screen

The **Contacts** screen provides access to Favorites, User, and Groups. Use the **Contacts** screen to initiate messages or calls and view a contact's presence.

**Figure 2**  Contacts Screen

<table>
<thead>
<tr>
<th>Callout</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Filters contacts on the device.</td>
</tr>
<tr>
<td>2</td>
<td>Switch between Favorites, User, Groups, or All contacts.</td>
</tr>
<tr>
<td>3</td>
<td>Contacts includes Favorites, User, Groups, and All. Blue icon indicates this is the active screen.</td>
</tr>
<tr>
<td>4</td>
<td>Tap Recent to view call and message logs.</td>
</tr>
<tr>
<td>5</td>
<td>Activates Do Not Disturb (DnD).</td>
</tr>
<tr>
<td>6</td>
<td>Tap to add contact to Favorites.</td>
</tr>
<tr>
<td>7</td>
<td>Tap to open Map.</td>
</tr>
<tr>
<td>8</td>
<td>Tap to open Settings.</td>
</tr>
</tbody>
</table>
Contact Screen Action Bar

Zebra PTT Pro includes an action bar on the **Contacts** screen when a contact selected. The action bar provides quick access to commands that are available using touch and hold. The user can also select two or more contacts for specific actions using the action bar.

**Figure 3**  Contact Action Bar

<table>
<thead>
<tr>
<th>Callout</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Contact information.</td>
</tr>
<tr>
<td>2</td>
<td>Contact call and message history.</td>
</tr>
<tr>
<td>3</td>
<td>Add contact to Personal or Member group. Can apply to one or more contacts.</td>
</tr>
<tr>
<td>4</td>
<td>Make contact default callee.</td>
</tr>
<tr>
<td>5</td>
<td>Delete contact. Can apply to one or more contacts.</td>
</tr>
<tr>
<td>6</td>
<td>Block calls from contact. Can apply to one or more contacts.</td>
</tr>
</tbody>
</table>
Map Screen

The **Map** screen shows the location of contacts who share their location through Zebra PTT Pro.

**Figure 4** Map Screen

<table>
<thead>
<tr>
<th>Callout</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Search for contact on map who shares location.</td>
</tr>
<tr>
<td>2</td>
<td>Compass.</td>
</tr>
<tr>
<td>3</td>
<td>Available contacts. A pin with a number indicates two or more contacts at the same location.</td>
</tr>
<tr>
<td>4</td>
<td>Alert call.</td>
</tr>
<tr>
<td>5</td>
<td>Tap Recent to view call and message logs.</td>
</tr>
<tr>
<td>6</td>
<td>Tap to view Contacts, Favorites, Groups, and All.</td>
</tr>
<tr>
<td>7</td>
<td>Orient map to north and center map to device.</td>
</tr>
<tr>
<td>8</td>
<td>Change map type and set Cluster Threshold. 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. The default threshold is 10.</td>
</tr>
<tr>
<td>9</td>
<td>Location of device.</td>
</tr>
<tr>
<td>10</td>
<td>Push To Talk.</td>
</tr>
</tbody>
</table>
The **Settings** screen includes options for configuring the PTT Pro client, signing out, and contacting support.

**Figure 5  Settings Screen**

<table>
<thead>
<tr>
<th>Callout</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>11</td>
<td>Tap to send message.</td>
</tr>
<tr>
<td>12</td>
<td>Map Screen. Blue icon indicates that this is the active screen.</td>
</tr>
<tr>
<td>13</td>
<td>Tap Settings to change volume and other application properties.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Callout</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Information about the user and Zebra PTT Pro version.</td>
</tr>
<tr>
<td>2</td>
<td>Sign out of the application.</td>
</tr>
<tr>
<td>3</td>
<td>Tap to open Contacts.</td>
</tr>
<tr>
<td>4</td>
<td>Tap to open Recent</td>
</tr>
<tr>
<td>5</td>
<td>Enable or disable Duty mode.</td>
</tr>
<tr>
<td>6</td>
<td>Send email to Zebra technical support.</td>
</tr>
<tr>
<td>7</td>
<td>Tap to open Map.</td>
</tr>
<tr>
<td>8</td>
<td>Settings. Blue icon indicates that this is the active screen.</td>
</tr>
</tbody>
</table>
## Icons

The Zebra PTT Pro uses icons to:

- Indicate contact or group presence
- Provide actions on a selected contact or group
- Indicate incoming, outgoing, or missed call or message
- Navigate to a screen.

<table>
<thead>
<tr>
<th>Tab Icons</th>
<th>Presence Icons</th>
<th>History Icons</th>
<th>Action Icons</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contacts includes Favorites, User, Group, and All.</td>
<td>Contact is available.</td>
<td>Outgoing call or message.</td>
<td>Shows history for selected contact or group.</td>
</tr>
<tr>
<td>Map displays the location of contacts.</td>
<td>Contact is on a call.</td>
<td>Incoming call or message.</td>
<td>Adds the selected contact to a personal or member group.</td>
</tr>
<tr>
<td>Recent displays log of messages and calls.</td>
<td>Contact is offline or signed out.</td>
<td>Indicates a missed call or message.</td>
<td>Blocks calls from selected contact.</td>
</tr>
<tr>
<td>Settings provides options for configuring the client.</td>
<td>Contact is in blocked.</td>
<td>Mark all calls and messages as read.</td>
<td>Provides details about the selected contact.</td>
</tr>
<tr>
<td></td>
<td>Contact is in Do not Disturb (DnD) mode.</td>
<td></td>
<td>Sets the selected contact as the default.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Deletes contact or group from device.</td>
</tr>
</tbody>
</table>
The Zebra PTT Pro provides the following call features:

- Send and receive PTT calls to and from one or more contacts
- Send and receive PTT calls to and from groups
- Send Alert calls
- Send ad hoc calls
- Block calls.

1:1 PTT Calls

A 1:1 PTT call is a call between two people. The user can make a 1:1 PTT call from the Contacts screen or the Map screen.

1. Tap Contacts and select User or tap Map.
2. Locate the contact:
   - Select a favorite or scroll through the list of contacts.
   - Perform a search. Tap Search and enter the contact name in the search box. As each letter is entered, the relevant matches appear in the contact list. For more information about search, see Add and Search for a Contact on page 35.
   - In the Map screen, zoom to the contact so only that contact appears on the map.
3. Select the contact.
4. Press and hold Push To Talk.
5. Upon hearing the grant tone, begin speaking.
6. Release Push To Talk when finished.
7. Tap End Call to exit the call.

**NOTE:** The End Call button indicates the idle time and counts down, in seconds, to indicate when an inactive call ends. The default idle time is seven (7) seconds but this interval can be changed in the Idle Timeout setting.
Ad Hoc PTT Calls

Ad hoc PTT calls are calls made to multiple contacts or a temporary group for a specific purpose. Use the ad hoc calling feature when the contacts needed for the call are not members of a single group.

Place an Ad Hoc PTT Call from the Contact List

1. Tap **Contacts** and then **User**.
2. Select one or more (up to 250) recipients.
3. Press and hold **Push To Talk**.
4. Upon hearing the grant tone, begin speaking.
5. Release **Push To Talk** when finished.
6. Tap **End Call** to exit the call.

**NOTE:** **End Call** indicates the idle time and counts down, in seconds, to indicate when an inactive call ends. The default idle time is seven (7) seconds but this interval can be changed in the **Idle Timeout** setting.

Place an Ad Hoc PTT Call from the Map Screen

1. Tap **Map**.
2. Scroll and zoom to an area that includes the desired recipients.
3. Select the recipient and tap the circle in the contact.
4. Repeat step 3 for each recipient.
   - The total number of recipients is indicated above the map orientation icon.
5. Press and hold **Push To Talk**.
6. Upon hearing the grant tone, begin speaking.
7. Release **Push To Talk** when finished.
8. Tap **End Call** to exit the call.

**NOTE:** **End Call** indicates the idle time and counts down, in seconds, to indicate when an inactive call ends. The default idle time is seven (7) seconds but this interval can be changed in the **Idle Timeout** setting.
Respond to a Call

1. If the device is locked, tap the Zebra PTT Pro Call notification to open Zebra PTT Pro and respond to the call.
   
   The Call Attendees screen identifies the caller.

2. Tap Push to Talk to begin speaking.

3. Release Push to Talk when finished.

4. After accepting the alert call, press the Push to Talk button to begin speaking and release when finished.

5. Tap 4 to exit the call.
Figure 7  Call Attendees Screen

Place a Group PTT Call

A group PTT call is similar to PTT calls.
1. Tap Contacts and then selects Groups.
2. Select the desired group.
   Expand the group to see the list of members and their presence.
3. Tap Push To Talk.
4. Upon hearing the grant tone, begin speaking.
5. Release Push To Talk when finished.
6. Tap End Call to exit the call.

NOTE: End Call indicates the idle time and counts down, in seconds, to indicate when an inactive call ends. The default idle time is seven (7) seconds but this interval can be changed in the Idle Timeout setting.
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. The recipient can choose to respond when they are available. Initiate alert calls from the Contact screen or the Map screen.

Place an Alert Call from the Contact List

1. Select Contacts and locate the contact.
   Locate the contact by scrolling through the list of contacts, or perform a search.
2. Tap Alert call.
   Zebra PTT Pro displays a notification to confirm the alert.
3. Tap Send, otherwise tap Cancel.
   • If the contact accepts the call, you are placed in the call.
     i. Press and hold Push to Talk.
     ii. Upon hearing the grant tone, begin speaking.
     iii. Release Push to Talk when finished.
     iv. Tap  to exit the call.
   • If the contact rejects the call, Zebra PTT Pro displays a notification with the option to Send message or Dismiss.

Figure 8  Alert Notifications
Place an Alert Call from the Map

1. Tap Map.
2. Scroll and zoom to an area that includes the desired recipient.
3. Select the recipient and tap the circle in the contact.
4. Tap Alert call.
   Zebra PTT Pro displays a notification to confirm the alert.
5. Tap Send, otherwise tap Cancel.
   - If the contact accepts the call, you are placed in the call.
     i. Press and hold Push to Talk.
     ii. Upon hearing the grant tone, begin speaking.
     iii. Release Push to Talk when finished.
     iv. Tap 4 to exit the call.
   - If the contact rejects the call, Zebra PTT Pro displays a notification with the option to Send message or Dismiss.

Respond to an Alert Call

1. Select Answer to accept an incoming alert call or Ignore to reject the call.
2. If the device is locked, tap the Zebra PTT Pro Call notification to open Zebra PTT Pro and respond to the call.
3. After accepting the alert call, press the Push to Talk button to begin speaking and release when finished.
4. Tap 4 to exit the call.

Do Not Disturb (DnD)

Zebra PTT Pro supports DnD that prevents the user from receiving PTT calls. The Zebra administrator controls DnD on the device from the Zebra PTT Pro Management Portal.

Enable or Disable DnD

1. Tap Contacts.
2. Tap DnD.
**Figure 9**  DnD and Blocked Contact

The user can also activate DnD by placing the device in silent mode.

1. Tap **Settings**.
2. Touch **Activate DnD in Silent Mode**.
3. Use the Ring/Silent switch to put the device in silent and mode and turn on DnD.

A red banner displays at the top of the Zebra PTT Pro when DnD is enabled.

**Block Calls**

The user can block calls from contacts and groups.

1. Tap **Contacts** and select **User** or **Groups**.
2. Touch and hold on the contact or group to display the action menu.
3. Select **Block Calls**.

An icon, as shown in **Figure 9**, indicates that the reception of calls from that contact or group is disabled.

To re-enable the reception of calls from a contact or group:

1. Tap **Contacts** and select **User** or **Groups**.
2. Touch and hold on the contact or group to display the action menu.

3. Select **Unblock Calls**.

**Re-Join**

For group calls, Zebra PTT Pro supports late join, which is joining a call that is already in progress, and rejoin, 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.

To join a group call already in progress, tap **Push to Talk** to speak.

To rejoin a group call that you exited, tap the group name and tap **Push to Talk** to speak.

**Talker Override/Preemption**

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

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 members of the Broadcast Group are 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.

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

**Call Override on 1:1 and Ad hoc Calls**

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

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

A caller with a priority higher than group call members in an ongoing group call can remove members from the group call and put them into a new 1:1 or ad hoc call. The group call continues with the remaining members.
Call Override on Group Calls (by Calling Group)

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

Manage Calls and Messages

The Recent screen maintains a list of incoming and outgoing calls and messages and includes four screens:
- Missed includes incoming messages and missed calls.
- Incoming includes incoming calls and messages.
- Outgoing includes outgoing calls and messages.
- All includes incoming and outgoing calls and messages.

Respond to Calls and Messages

Use the Recent screen to respond to calls and messages.
1. Tap the call or message.
2. Tap Push To Talk or Message to respond.
   If the call or message was to two or more contacts:
   • For a call, Zebra PTT Pro starts an Ad Hoc group call.
   • For a message, Zebra PTT Pro sends to response to all recipients.

Delete Calls or Messages

The user can delete messages and call logs.
1. Tap Recent.
2. Select Missed, Incoming, Outgoing, or All.
   • To delete all records from the selected screen:
     i. Tap Trash.
     ii. Select Delete.
   • To delete selected records:
     i. Select a record.
     ii. Tap Trash.
     iii. Select the records to delete.
     iv. Tap Delete selected.
     v. Tap Delete.
**Figure 10**  Delete Record Screen

- **Cancel**
- **Conversations with Jane.Goodall**
- **Delete all**
- **Select records**
- **Delete selected**

**Today**

- **12:12 PM**
  - Please pickup a delivery at the warehouse.

- **12:00 PM**
  - Ok

- **11:59 AM**
  - Please help customer in plumbing
Sending Messages

Zebra PTT Pro provides messaging capabilities to send text and photos to contacts and groups. Messages are securely stored on the Zebra PTT Pro Management Portal.

Send a Message to One or More Contact

1. Tap **Contacts**.
2. Locate and select the recipients.
3. Tap **Message**.
4. Enter the message text.
5. (Optional) To attach a photo to the message:
   a. Tap **Attach Photo**.
   b. Select the photo.
6. (Optional) To take a new photo and attach it to the message:
   a. Tap **Camera**.
   b. Take a photo.
   c. Tap **Use Photo** to add the photo to the message.
7. Select **Send**.
Figure 11  Sending a Message to Multiple Contacts

<table>
<thead>
<tr>
<th>Callout</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Message recipients.</td>
</tr>
<tr>
<td>2</td>
<td>Camera for taking photos.</td>
</tr>
<tr>
<td>3</td>
<td>Attach an existing photo.</td>
</tr>
<tr>
<td>4</td>
<td>Cancel message.</td>
</tr>
</tbody>
</table>
Send a Message to a Group

1. Tap **Contacts** and select **Groups**.
2. Select a group. You can only select one group at a time.
3. Tap **Message**.
4. Enter the message text.
5. (Optional) To attach a photo to the message:
   a. Tap **Attach Photo**.
   b. Select the photo.
6. (Optional) To take a new photo and attach it to the message:
   a. Tap **Camera**.
   b. Take a photo.
   c. Tap **Use Photo** to add the photo to the message.
7. Select **Send**.

Group Message Templates

The system administrator can create message templates on the Zebra PTT Pro Management Portal 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.

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.

The user can then send a text message to all members of a group, using message text that was created using a template.

Message Notifications

Message notifications can be viewed from the lock screen, swiping down to see Notification Center, and within the Zebra PTT Pro application.
View and Respond to Messages

1. Tap Recent and select Missed.
   Messages to which the user has not responded are listed under Missed.
2. Select the message. A screen displays with all previous conversations and calls with that contact or group.
   • Tap Message to respond to the sender.
   • Tap the arrow under the message to forward the message to another contact or group.
3. Enter a response.
4. Tap Send when finished.

Delete Messages

Delete Calls or Messages on page 27 describes how to delete messages.
Zebra PTT Pro manages most contact functions from the device, including:

- Add contact
- Remove contact
- Add contact to Favorites
- Add contact to group
- Create new group
- Hide group
- Delete group
- View contacts on Map.

**View Favorites, User, Groups, and All**

The Contacts screen provides access Favorites, User, Group, and All and the contact actions menu.

1. Tap **Contacts**.
2. Press and hold a contact to display the action menu.
3. Select one of the available options.

**NOTE:** Contact actions are also available from the action bar described in [Contact Screen Action Bar](#) on page 15.

**Add Contact to Favorites**

1. Tap **Contacts**.
2. Select the contact.
3. Tap the star. The star becomes yellow when the contact is a favorite.
Table 1  Contact Action Menu Descriptions

<table>
<thead>
<tr>
<th>Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact History</td>
<td>Opens the call and message history for the selected contact.</td>
</tr>
<tr>
<td>Contact Information</td>
<td>Provides information about the contact.</td>
</tr>
<tr>
<td>Set Default Callee</td>
<td>Sets the contact to the default recipient when the user taps <strong>Push to Talk</strong> and no contact or group is selected.</td>
</tr>
<tr>
<td>Block Calls</td>
<td>Blocks calls from the selected contact.</td>
</tr>
<tr>
<td>Add to Group</td>
<td>Adds the contact to a Personal or Member group.</td>
</tr>
<tr>
<td>Hide Contact</td>
<td>Removes the contact name from the Contact screen. The contact is not removed the Zebra PTT Pro Management Portal.</td>
</tr>
</tbody>
</table>
Contact Management

Contact Actions

The user can perform a number of actions to manage the contacts on the device.

Add and Search for a Contact

1. Tap **Contacts**.
2. Tap **Search** and then tap **Search on Server**.
   
   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.
3. Enter the user name, email, or phone number in the search field. Contacts that match the search criteria are listed under **Filtered Contacts**.
4. Select one or more contacts and tap ✗ for each contact. The contact is added from the Zebra PTT Pro Management Portal to the Contacts list on the device.
5. Tap **Cancel** to close **Filtered Contacts**.

Remove a Contact

1. Tap **Contacts**.
2. Select **Delete** from the action bar.
3. Select **Yes** to confirm deletion.

Refresh Contact and Presence

Presence indicates the status of a contact.

1. Tap **Contacts** tab.
2. Select **Favorites, User, Groups**, or **All**.
3. Pull down on the screen down until **Refreshing Presence...** displays.

Add Default Callee

The default callee is a contact or group that is called when no contact or group is selected and the user taps **Push to Talk**.

1. Tap **Contacts** and select a contact or group.
2. Tap 💟 in the action bar or select **Set Default Callee** from the action menu. The heart icon is displayed in the row for the contact or group name.

Group Management

Use Zebra PTT Pro to manage group functions from the device.

1. Tap **Contacts** and select **Groups**.
2. Press and hold the desired group to display the action menu.
3. Select an available action.
Available actions for group management include:

- **Contact History**—Opens the call and message history for the selected group.
- **Set Default Callee**—adds the group as the default callee for PTT calls.
- **Block Calls**—Blocks incoming calls from the group (see Block Calls on page 25).
- **Show on Map**—Show the location of group members on the map.
- **Hide Group**—Remove group from the group list. To unhide a group, tap **Search**, enter the group name, and tap the number icon to add the group.

**NOTE:** When an administrator uses WFC Profile Manager, the device can display friendly group names. When this occurs, underscores in the group name are replaced with spaces and the first letter of each word in the name is capitalized.

### Add an Existing Group

1. Tap **Contacts** and select **Groups**.
2. Tap **Search** and then tap **Search on Server**.
   - The 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.
3. Enter the group name in the search field. Groups that match the search criteria are listed under **Filtered Contacts**.
4. Select the group and tap the number icon. The group is added from the Zebra PTT Pro Management Portal to the Contacts list on the device.
5. Tap **Cancel** to close **Filtered Contacts**.

### Create a New Group

1. Tap **Contacts** and select **Groups**.
2. Tap ****.
3. Select **Personal** or **Member** for the group type.
4. Enter the group name in the **GroupName** field.
5. Select the contacts to add to the group.
6. Tap **Create**.

### Remove a Group

1. Tap **Contacts** and select **Groups**.
2. Tap **Delete** in the action bar or press and hold on the group name and select **Delete Group** from the action menu.
3. Select **Yes** to confirm.
Refresh Groups and Presence

Use Group Presence to refresh the group list and check presence.

1. Tap Contacts and select Groups.
2. Pull down on the screen down until Refreshing Presence... displays.
3. Expand the group to view the presence of group members.
The mobile device can send GPS location information to the Zebra PTT Pro Management Portal. This is enabled in the Zebra PTT Pro Management Portal by the administrator. When enabled, the Zebra PTT Pro client can:

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

**Send Location Information**

Zebra PTT Pro Management Portal administrators can configure the client to send location information from the 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 Zebra PTT Pro Management Portal.

- **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 sent to the Zebra PTT Pro Management Portal. If a user engages in a PTT call while Off duty, the user is reset back to On duty.

If the Zebra PTT Pro Management Portal **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.
Display Location Information

Enterprise administrators can control the display of location information:

- **Map display enabled**—Device users can view the location of other contacts and place calls or send messages from the Map screen.

- **Map display disabled**—The Map screen is not available on the device.
Viewing 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.
- Gray pins indicate unavailable contacts in DnD mode.
- Location information updates every four minutes.
Device Settings

Device settings control application and sound settings and account information. A user’s ability to change these settings is controlled in the Zebra PTT Pro Management Portal. Settings are divided into four categories:

- Management
- Contacts
- Active Call
- Notifications

Management Settings

**Default Tab View** After completing any activity, the user is returned to the default screen specified in Default Tab View. Possible values include Recent, Contacts, Map, Last Used, or Server Driven.

**Allow Bluetooth Audio** Enables the use a supported Bluetooth headset for call audio.

**Enable MOTD** Enable this setting to specify the URL and API token for the WFC Interworking Gateway (IWG). IWG enables the user to create, attach, and send an audio or video file with a text message to a list of recipients. When the recipients log on, or when the message is received, the attached media file is played on the recipient’s device.

**IWG URL** URL to the IWG. Requires Enable MOTB.

**API Key** Authentication token for the IWG. Requires Enable MOTB.

Contacts Settings

**Display Name** Controls how contact names are displayed. Values include Username, Firstname Lastname, Lastname Firstname, Lastname, and Firstname.

**Action Bar Style** Enables or disables the action bar in the Contacts screen when the user selects a contact or group.

- Style 1 enables the action bar with a white background above the call button bar.
- Style 2 enables the action bar with a gray background that matches the call button bar.
- Style 3 disables the action bar and provides a larger visible area on the device screen.

**Show available first** Sorts contacts so that are logged in appear above contacts that are signed out.
Active Call Settings

Idle Timeout  Determines how long an inactive call stays active.

Alert Ring Duration  The duration in seconds to ring when receiving an alert call

Start call with Speakerphone  Start all calls with the speaker enabled

Remember Callee  Remember last call recipient to the user can call the recipient again by selecting Push to Talk.

PTT Toggle  Push to Talk functions as on and off instead of press and hold.

Whole Screen as PTT  During a call the entire In Call screen acts as the PTT button.

Activate DnD in Silent Mode  Enables DnD mode when the device is put in silent mode.

Enable Call Brightness  Dims the screen to the configured surveillance brightness level.

Call Brightness  Set the desired screen brightness during PTT calls.

Default Sound Profile  Change the default speaker sound.

- Ring on Incoming Call—Rings when receiving a Zebra PTT Pro call.
- Vibrate on Incoming Call—Vibrates when receiving a Zebra PTT Pro call.
- Play Grant Tone—Plays a tone when you are granted permission to speak.
- Play Floor Taken Tone—Plays a tone when another user is granted permission to speak.
- Play Floor Idle Tone—Plays a tone when the floor is available for you to speak.
- Play Floor Denied Tone—Plays a tone when you are denied permission to speak because another user is speaking.
- Play Floor Revoked 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.
- Minimum Call Volume—Adjusts the default minimum in-call volume.
- Tone Volume—Adjusts the relative gain to play tones.
- Ring Gain—Adjusts the gain reduction relative to the main volume at which the ring plays. Full gain indicates no change.
- Volume Boost—Adjusts the amount to boost the volume. A value of 0 indicates no change. Note that values above 0 increasingly distort the audio.

Headset Sound Profile  Change the default headset sound.

- Headset Style—Options are Toggle(default), Two pulse, Bluetooth SPP, Bluetooth LE, None.
- Ring on Incoming Call—Rings when receiving a Zebra PTT Pro call.
- Vibrate on Incoming Call—Vibrates when receiving a Zebra PTT Pro call.
- Play Grant Tone—Plays a tone when you are granted permission to speak.
- Play Floor Taken Tone—Plays a tone when another user is granted permission to speak.
• **Play Floor Idle Tone**—Plays a tone when the floor is available for you to speak.
• **Play Floor Denied Tone**—Plays a tone when you are denied permission to speak because another user is speaking.
• **Play Floor Revoked 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.
• **Minimum Call Start Volume**—Adjusts the default minimum in-call volume.
• **Tone Volume**—Adjusts the relative gain to play tones.
• **Ring Gain**—Adjusts the gain reduction relative to the main volume at which the ring plays. Full gain indicates no change.
• **Volume Boost**—Adjusts the amount to boost the volume. A value of 0 indicates no change. Note that values above 0 increasingly distort the audio.

### Notifications Settings

**Notify for All Missed Calls**  This setting is used when **Notify for All New Messages** unchecked. Although notifications are received for all calls while the Zebra PTT Pro application is hidden, only the most current notification displays. To see all missed calls, access the **Recent** screen.

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

**Notify for All New Messages**  When the Zebra PTT Pro is in the background, issue a notification on every new message or only the first message.

**New Message Alert**  Set the alert when receiving a new message. By default, a new message alert uses an iOS notification. The user can select the PTT Pro Ringtone instead.
Debug Log Files

1. Tap Mail.
2. Select Email Support.
3. Enter a phone number, an email address, and provide a description of the issue.
4. Select Send.
   The debug log file is automatically attached and sent.

Sign Out

1. Tap Sign Out.
2. Select Sign Out to confirm.
   You are signed out but you can sign in again. The user name and password are automatically filled in.