Workforce Connect

Zebra PTT Pro for Windows Mobile

User Guide
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**Revision History**

Changes to the original guide are listed below:

<table>
<thead>
<tr>
<th>Change</th>
<th>Date</th>
<th>Description</th>
</tr>
</thead>
</table>
# TABLE OF CONTENTS

Revision History ................................................................................................................................ iv

## About This Guide
- Introduction ................................................................................................................................ xi
- Chapter Descriptions ................................................................................................................ xi
- Notational Conventions ............................................................................................................. xii
- Related Documents .................................................................................................................. xii
- Service Information ................................................................................................................ xiii

## Chapter 1: Getting Started
- Introduction .................................................................................................................. 1-1
- PTT Pro Overview .............................................................................................................. 1-1
- Data Usage (Cellular Networks) ........................................................................................ 1-1
- Group Types and Maximum List Sizes ................................................................................ 1-2

## Chapter 2: User Interface
- Introduction .................................................................................................................. 2-1
- Tab Icons .................................................................................................................... 2-3
- Indicators ......................................................................................................................... 2-3
  - Contact Presence Indicators ....................................................................................... 2-3
  - Group Presence Indicators ......................................................................................... 2-3
  - Recent Call Indicators ............................................................................................... 2-4
- In Call Viewing Options ................................................................................................... 2-4
  - In Call List View ......................................................................................................... 2-4
- Access the Tile Bar ........................................................................................................... 2-4

## Chapter 3: PTT Calling
- Introduction .................................................................................................................. 3-1
- 1:1 PTT Calls .................................................................................................................. 3-2
- Ad Hoc PTT Calls .......................................................................................................... 3-4
Chapter 4: Sending Messages

Introduction ........................................................................................................ 4-1
1:1 Text and Image Messaging ......................................................................... 4-1
Ad Hoc Text and Image Messaging .................................................................. 4-3
Group Text and Image Messaging .................................................................... 4-6
Integrated Text and Image Messaging .............................................................. 4-8
   Attach Existing Image .................................................................................. 4-8
   Attach New Image ....................................................................................... 4-9
Viewing and Responding to Messages .............................................................. 4-11
   View Messages ............................................................................................ 4-11
   Respond to Messages .................................................................................. 4-12
Delete All Messages ......................................................................................... 4-13

Chapter 5: Location Based Services

Introduction ........................................................................................................ 5-1
Live Tracking Mode .......................................................................................... 5-2
   Sending Location Information .................................................................. 5-2

Chapter 6: Options and Management

Introduction ........................................................................................................ 6-1
Do Not Disturb (DnD) ....................................................................................... 6-1
   Global DnD ................................................................................................. 6-1
   Block Calls from Select Groups ................................................................. 6-2
   Block Calls from Select Contacts ............................................................... 6-3
Group Member List ............................................................................................ 6-5
Late Join / Re-Join ............................................................................................. 6-5
Talker Override/Preemption ............................................................................. 6-6
Call Override ..................................................................................................... 6-7
   Call Override on 1:1 and Adhoc Calls ......................................................... 6-7
   Call Override on Group Calls (by Calling Individual User(s)) .................. 6-7
   Call Override on Group Calls (by Calling Group) ....................................... 6-7
Contact Management ......................................................................................... 6-7
   Single Contact ........................................................................................... 6-8
   Multiple Contacts ....................................................................................... 6-9
   Add a Contact .............................................................................................. 6-9
   Remove a Contact ...................................................................................... 6-9
Group Management ........................................................................................... 6-11
Menu Management ............................................................................................ 6-12
   Contact List Menu ...................................................................................... 6-12
   Group List Menu ......................................................................................... 6-13
# Table of Contents

## Chapter 7: User Accounts & Debug Log Files
- Introduction .................................................................................................................. 7-1
- User Account Information .......................................................................................... 7-1
- Send Debug Log Files to Support ............................................................................. 7-2

## Chapter 8: FAQ & Troubleshooting
- Frequently Asked Questions ..................................................................................... 8-1
  - What devices does Zebra PTT Pro for Windows Mobile support? .......................... 8-1
  - Can Zebra PTT Express be enabled on devices where Zebra PTT Pro is being installed? 8-1
  - When should the date and time on the device be verified? .................................... 8-1
- Troubleshooting ........................................................................................................ 8-2

## Index
ABOUT THIS GUIDE

Introduction

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

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

Chapter Descriptions

Topics covered in this guide are as follows:

• Chapter 1, Getting Started describes PTT Pro for Windows Mobile.
• Chapter 2, User Interface describes the user interface, which includes tabs for Contacts, Groups, Messages, and Recent calls.
• Chapter 3, PTT Calling provides information on placing and managing barge calls, ad hoc calls, alert calls, and group calls.
• Chapter 4, Sending Messages provides information on text and image messaging.
• Chapter 5, Location Based Services provides information on the multiple options available for location tracking.
• Chapter 6, Options and Management provides information on the various operating options as well as contact and group management.
• Chapter 7, User Accounts & Debug Log Files provides information on device settings, feature keys 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 Windows Mobile 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 iOS Quick Start Guide** - Discusses procedures for the most common tasks, in a two-sided single page printable format.

- **Zebra PTT Pro for iOS User Guide** - Discusses Zebra PTT Pro for iOS features and operation.

- **Zebra PTT Pro Dispatch User Guide** - Discusses Zebra PTT Pro Dispatch features and operation.

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

If you have a problem using the equipment, contact your facility's technical or systems support. If there is a problem with the equipment, they will contact the Customer Support Center at: http://www.zebra.com/support.

When contacting support, please have the following information available:

- Serial number of the unit
- Model number or product name
- Software type and version number

Zebra responds to calls by e-mail, telephone or fax within the time limits set forth in service agreements.

If your problem cannot be solved by support, you may need to return your equipment for servicing and will be given specific directions. Zebra is not responsible for any damages incurred during shipment if the approved shipping container is not used. Shipping the units improperly can possibly void the warranty.

If you purchased your business product from a Zebra business partner, please contact that business partner for support.
Introduction

This chapter describes Zebra PTT Pro.

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

PTT Pro Overview

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

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

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

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

Data Usage (Cellular Networks)

Zebra PTT Pro is a VoIP application that, for cellular network connections, requires a data plan. As compared with other video and image communication applications, 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. Select the Contacts and tap and hold 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.
- **Recent**: Displays a list of the call history for calls made and received.

The **Contacts**, **Groups**, **Messages**, and **Recent** tabs include context-sensitive menus invoked by tapping and holding items within the tab.
Figure 2-1 and Figure 2-2 show samples of the main tabs and other common screens.

Figure 2-1  Contacts, Groups, and Recent Tabs

Figure 2-2  Message Tab, Message Compose, and Message View
Tab Icons

- Contacts
- Groups
- Messages (displays log file of messages sent and received; a green dot on the icon indicates at least one unread message)
- Recent (call history)
- List (displays contacts in a call)

Indicators

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

Contact Presence Indicators

- 📧 Contact is available
- ☎️ Contact is on a call
- 📞 Contact is in Do Not Disturb (DnD) mode
- 🆕 Contact is in silent/vibrate mode
- 📡 Contact’s device is off or out of coverage area
- 🚫 Contact’s device is signed out of Zebra PTT Pro
- ⚠️ Contact is blocked
- 🚸 Contact is not responding to Zebra PTT Pro communication

Group Presence Indicators

- ⚫ Group is not active
- 🟢 Group is active in call
- ⚠️ Group is blocked
Recent Call Indicators

- ✅ Outgoing call.
- ⬇️ Incoming call received.
- ⚫ Outgoing call missed.
- ⭕ Incoming call missed.

In Call Viewing Options

Once a Zebra PTT Pro call is established, you can view a list of all call participants. The active speaker is shown below the caller list.

In Call List View

- All call participants appear in the list.

Access the Tile Bar

The **Tile Bar** is located at the bottom of the screen, and displays files that vary depending upon the open application.

![Figure 2-3 Tile Bar](image)

1. Tap the **Start** tile to open the **Start Menu**.

2. Tap the **Menu** tile to display options that vary depending upon the active **Zebra PTT Pro** tab. For example, when the **Contacts** tab is selected, tapping the **Menu** tile displays the following options:
3. Tap the Keypad tile to display a keyboard for data input.

4. Tap the Close tile to close the application.
CHAPTER 3 PTT CALLING

Introduction

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

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

To make a 1:1 PTT call, tap a single recipient from the Contacts tab. To place a PTT call:

1. Tap the Contacts tab.
2. Select the desired contact.
   Locate the contact by scrolling through the list of contacts.

3. Tap 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. To end the call, tap **EndCall**

For information on in call operation, see *In Call Operation on page 3-10.*
Ad Hoc PTT Calls

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

To place an ad hoc PTT call:

1. Tap the Contacts tab.

2. Select two or more (up to 255) recipients from the Contacts list.

3. Tap and hold the Push To Talk button.

4. Upon hearing the grant tone, begin speaking.

5. Release the Push To Talk button when finished.

Figure 3-3  Ad Hoc PTT Call - Select Contacts
Figure 3-4  Ad Hoc PTT Call - Release Push to Talk Button

6. To end the call, tap **EndCall**

For information on in call operation, see *In Call Operation on page 3-10.*
1:1 Alert Calls

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

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

   Locate the contact by scrolling through the list of contacts.

![Contact List](image)

**Figure 3-5**
3. Tap and hold the contact to open the secondary menu.

![Secondary Menu](image1)

**Figure 3-6  Secondary Menu**

4. Select **Zebra PTT Pro Alert Call**.

![Contact Alert](image2)

**Figure 3-7  Contact Alert**

- If the contact answers the call, you are placed in the call.
- Tap and hold the **Push to Talk** button.
• Upon hearing the grant tone, begin speaking.
• Release the **Push to Talk** button when finished.
• To end the call, tap **EndCall**.
  
• 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.

5. Select **Cancel**, to cancel the call while waiting for a response.

For information on in call operation, see *In Call Operation on page 3-10.*

**Non-Response on Alert Call**

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

![Alert Call Notification](image)

**Figure 3-8 Contact Not Responding**

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 call and a voice is heard, tap the **Push to Talk** button to begin speaking and release when finished.
Group PTT Calls

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

1. Tap the Groups tab.
2. Select the desired group.

3. Tap 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. To end the call, tap EndCall.

For information on in call operation, see In Call Operation on page 3-10.
In Call Operation

During a PTT call:

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

![In Call List](image)

**Figure 3-10  In Call List**

- To request to speak, tap 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, tap **EndCall**.
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 desired contact.
   Locate the contact by scrolling through the list of contacts.
3. Tap and hold the contact to open the secondary menu.
4. Select Send Message.

5. Enter the message text. Tap Keypad to toggle the virtual keyboard.

6. (Optional) Select to add an existing image or select to take a new image.

7. Select Send Message.

Ad Hoc Text and Image Messaging

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

To send an ad hoc text message:

1. Tap the Contacts tab.
2. Select two or more (up to 255) recipients from the Contacts list.

![Select Contacts](image)

Figure 4-4  Select Contacts

3. Tap and hold the contacts to open the secondary menu.

![Secondary Menu](image)

Figure 4-5  Secondary Menu
4. Select **Send Message**.

   **Message Compose**
   
   To...
   
   Jerry.Bloom;Ryan.Ward;
   
   Message...

   **Message Compose**
   
   To...
   
   Jerry.Bloom;Ryan.Ward;
   
   Message...

   ![Compose Message](Image)

   **Figure 4-6  Compose Message**

5. Enter the message text. Tap **Keypad** to toggle the virtual keyboard.

6. (Optional) Select 📷 to add an existing image or select 📸 to take a new image.

7. Select **Send Message**.
Group Text and Image Messaging

To send a group message:

1. Tap the Groups tab.

2. Select the desired group. Only one group can be selected at a time.

![Select Group](image)

**Figure 4-7** Select Group
3. Tap and hold the group to open the secondary menu.

![Secondary Menu](image)

**Figure 4-8** Secondary Menu

4. Select **Send Message**.

![Compose Message](image)

**Figure 4-9** Compose Message

5. Enter the message text. Tap **Keypad** to toggle the virtual keyboard.

6. (Optional) Select to add an existing image or select to take a new image.
7. Select **Send Message**.

### Integrated Text and Image Messaging

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

![Image of Message Composition Screen]

**Figure 4-10  Add Image to Message**

**Attach Existing Image**

To attach an existing image:

1. On the **Message Compose** screen, tap 📌.
2. On the **PTT Pro File Explorer** screen navigate to the desired file.
3. Tap Select.
   - The image is attached to the message.
Attach New Image

To attach a new image:

1. Tap 📸 when composing a message.
2. (Optional) Tap Menu for photo settings and adjust as necessary.
3. Press the yellow scan button 📸 to take the photo.
4. (Optional) Tap the Menu button to display a list of available choices.
5. Press the yellow scan button 📸 again or press the OK button to insert the photo in the message.
Figure 4-12  Attach New Image
Viewing and Responding to Messages

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

Table 4-1  Message Tab Icons

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

View Messages

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

Figure 4-13  View Messages
Table 4-2  Message Status Icons

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

Tap the message header to open, view or respond to a message.

Respond to Messages

When viewing the message, select ⬅ to Reply, ⬅️ to Reply to All, ✗ to delete the message or tap the Back button to return to the Messages list.
Delete All Messages

To delete all messages:

1. Tap the Messages tab.
2. Tap the Menu button.
3. Select Delete All.
4. Select Yes, to confirm deletion.
CHAPTER 5 LOCATION BASED SERVICES

Introduction

This chapter provides information on location tracking.

✓ NOTE Location settings cannot be controlled from the Zebra PTT Pro for Windows Mobile client.
Live Tracking Mode

The mobile device, provided the device has GPS services and is enabled, can send GPS location information to the server. This is enabled in the server by the administrator. If enabled the Windows Mobile client provides the ability to enable/disable location services.

Sending Location Information

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

- **Administrator controlled** - Administrators can set location information to ON or OFF without giving the individual users the ability to change location so users can not change location settings.

- **User controlled** - If the administrator has set the device’s location setting to Allow Location Disable to OFF, the user has the ability to enable/disable sending location information to the server.

![User Controlled Device Location](image)

**Figure 5-1** *User Controlled Device Location*
Introduction

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

Do Not Disturb (DnD)

Global DnD

Zebra PTT Pro supports Global DnD that prevents receiving PTT calls. To activate DnD mode, tap the Menu button and then select Enable DnD.

![Select Enable DnD](image)

Figure 6-1  Select Enable DnD
Figure 6-2  DnD Mode Icon Indicator

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

Block Calls from Select Groups

This feature allows a user to selectively disable the reception of calls from any group.
To disable the reception of calls from a group, go to the groups section and tap and hold a group. In the secondary menu select **Block Calls**. The group icon changes to indicate that the reception of calls from that group is disabled.

![Group Blocked](image)

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

**Block Calls from Select Contacts**

This feature allows a user to selectively disable the reception of calls from any individual contact.
To disable the reception of calls from an individual contact, tap and hold a contact and select **Block Calls** in the secondary menu. The contact icon changes to indicate that the reception of calls from that contact is disabled.

![Contact Blocked](image)

**Figure 6-4  Contact Blocked**

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

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

![Group Presence](image)

**Figure 6-5  Group Presence**

Late Join / Re-Join

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

There may be times when someone cannot join a group call when it begins. The Late Join feature lets a person join the call when the call is already in progress. The Rejoin feature lets a person join a call previously participated in and exited.
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 tap 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, and Delete Group. Use the device’s native UI behavior such as using the Menu key or holding a contact for contact management.
Single Contact

Press and hold a contact for contact management options.

<table>
<thead>
<tr>
<th>Contact Info</th>
<th>Zebra PTT Pro Alert Call</th>
</tr>
</thead>
<tbody>
<tr>
<td>Send Message</td>
<td>Block Calls</td>
</tr>
<tr>
<td>Create Group</td>
<td>Add to Group</td>
</tr>
<tr>
<td>Remove Contact</td>
<td></td>
</tr>
</tbody>
</table>

**Figure 6-7  Contact Management Options**

Available actions for single contact management include:

- **Contact Info** - Display contact's name and phone number
- **Zebra PTT Pro Alert Call** - Initiate an alert call
- **Send Message** - Send a message to the contact
- **Block Calls** - Block incoming calls from the contact (see *Block Calls from Select Contacts on page 6-3*)
- **Create Group** - Create a new group with the contact
- **Add to Group** - Add the contact to an existing group
- **Remove Contact** - Remove contact from the contact list
Multiple Contacts

Press and hold multiple contacts for contact management options.

Available actions for multi-contact management include:

- **Send Message** - Send an ad hoc message
- **Create Group** - Create a new group with the contacts
- **Add to Group** - Add the contacts to an existing group
- **Remove Contacts** - Remove contacts from the contact list

**Add a Contact**

1. Tap the **Contacts** tab.
2. Tap **Menu**.
3. Select **Find Contact**.
4. Enter the name in the **Find Contact** field and select **Submit**.
5. Select a contact to add and tap **OK**.

The contact is added from the server to the **Contacts** list on the device.

**Remove a Contact**

1. Tap the **Contacts** tab.
2. Select a single contact or select multiple contacts to remove.
3. Tap and hold the contact(s) to open the secondary menu.
4. Select **Remove Contact(s)**.
5. At the confirmation prompt, select **OK**.
Group Management

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

Press and hold a group for group management options.

Available actions for group management include:

- **View Group** - Display group members and their presence status
- **Send Message** - Send a group message
- **Block Calls** - Block incoming calls from the group (see Block Calls from Select Groups on page 6-2)
- **Hide Group** - Hide group from the group list
- **Remove Group** - Remove self from the group
- **Delete Group** - Delete the group (proper permissions required)

To unhide a group once it is hidden:

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

**Figure 6-9  Group Management Options**
Menu Management

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

Contact List Menu

With the Contacts tab selected, tap and hold the title bar Menu button on the bottom of the screen to open the contact list menu.

Available actions from the Contact List Menu include:

- **Find Contact** - Find contact for contact list addition
- **Enable/Disable DnD** - Enable/disable Do Not Disturb (DnD) (see *Global DnD on page 6-1*)
- **About** - View About information (see *User Account Information on page 7-1*)
- **Refresh** - Refreshes contact list presence.
- **Quit** - Exits the application and prohibits you from receiving Zebra PTT Pro calls.
Group List Menu

With the **Groups** tab selected, tap and hold the title bar **Menu** button on the bottom of the screen to open the group list menu.

![Group List Menu](image)

**Figure 6-11  Group List Menu**

Available actions from the Contact List Menu include:

- **Find Group** - Find group for list addition
- **Create Group** - Create a new group
- **Enable DnD** - Enable/disable Do Not Disturb (DnD) (see *Global DnD on page 6-1*)
- **About** - View About information (see *User Account Information on page 7-1*)
- **Refresh** - Refreshes group list presence.
- **Quit** - Exits the application and prohibits you from receiving Zebra PTT Pro calls.
CHAPTER 7 USER ACCOUNTS & DEBUG LOG FILES

Introduction

This chapter provides procedures for viewing account information and sending debug log files.

NOTE User account application settings are not available on the device. All settings are controlled by the Zebra PTT Pro Management Portal.

User Account Information

Select Menu > About to view account information.

Figure 7-1 About Window
Send Debug Log Files to Support

To send debug log files to support:

1. Select Menu > About.

2. Select Menu > Email Support.

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

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

5. Tap Send.

The debug log file is automatically attached and sent and will automatically be assigned a support ticket when it is received.
CHAPTER 8 FAQ & TROUBLESHOOTING

Frequently Asked Questions

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

What devices does Zebra PTT Pro for Windows Mobile support?

The following Zebra Windows Mobile devices are supported:

- MC67NA with WEHH 6.5.3

Can Zebra PTT Express be enabled on devices where Zebra PTT Pro is being installed?

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

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

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

### Table 8-1  Troubleshooting PTT Pro for Windows Mobile

<table>
<thead>
<tr>
<th>Problem</th>
<th>Cause</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>PTT Pro settings do not appear in the client.</td>
<td>The client does not allow customization of settings on the device.</td>
<td>Set or modify features and client settings in the Zebra PTT Pro Management Portal.</td>
</tr>
<tr>
<td>During a user initiated suspend mode on the MC67, pressing the PTT key does not initiate a PTT call.</td>
<td>This is per design determined by the MC67 platform.</td>
<td>Do not initiate manual suspend mode on the MC67.</td>
</tr>
<tr>
<td>Activation is not completed on the client.</td>
<td>In order to complete activation of the client, the system administrator must first provision a user in the Zebra PTT Pro Management Portal.</td>
<td>Contact the system administrator to provision the user.</td>
</tr>
<tr>
<td>Group call is initiated even though all members are busy.</td>
<td>This is a known issue in Zebra PTT Pro for Windows Mobile 1.6.0.14.</td>
<td>There is no solution at this time.</td>
</tr>
<tr>
<td>Bluetooth Headsets or Remote Speaker Mic (RSM) does not work with PTT Pro on MC67NA.</td>
<td>This is a known issue in Zebra PTT Pro for Windows Mobile 1.6.0.14.</td>
<td>There is no solution at this time.</td>
</tr>
</tbody>
</table>
INDEX

A
add contact ................................................. 6-9

B
block
  contacts ................................................. 6-3
  group ................................................... 6-2
  block calls ............................................ 6-2

C
call override ............................................. 6-7
calling
  1x1 alert call ........................................... 3-6
  1x1 call ................................................ 3-2
  ad hoc call ............................................ 3-4
  group call .............................................. 3-9
  in call operation ...................................... 3-10
contact list menu ........................................ 6-12
contacts
  add .................................................... 6-9
  remove ................................................. 6-9
conventions
  notational ............................................. xii

D
data usage .................................................. 1-1
debug log files ........................................... 7-2
DnD ......................................................... 6-1

F
frequently asked questions ............................... 8-1

G
group
  calls .................................................... 3-9
  members ............................................... 6-5
  messaging ............................................... 4-3, 4-6
  presence indicators .................................. 2-3
  types ................................................... 1-2
  group list menu ....................................... 6-13

I
indicators ................................................... 2-3
  contact presence ...................................... 2-3
  group presence ........................................ 2-3
  recent call ........................................... 2-4

L
late join/re-join ......................................... 6-5
location services ......................................... 5-2

M
messaging
  ad hoc .................................................. 4-1, 4-3
  group ................................................... 4-3, 4-6
  templates .............................................. 4-6
  text and image ........................................ 4-1

R
remove contact ............................................ 6-9

S
service information ....................................... xiii
support ........................................... xiii

T

talker override/preemption ....................... 6-6
templates
  group message ................................. 4-6
troubleshooting ................................. 8-2

U

user interface
  indicators ................................. 2-3
  tabs ........................................ 2-1