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Revision History

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Introduction

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

- **Getting Started** describes PTT Pro for Android.
- **User Interface** describes the user interface, which includes tabs for Map, Recent calls and messages, Favorites, Contacts, and Groups.
- **PTT Calling** 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.
- **Location Based Services** provides information on the multiple options available for location tracking and mapping services.
- **Options and Management** provides information on the various operating options as well as contact and group management.
- **Device Settings** provides information on device settings such as application and sound settings and account information.
- **FAQ & Troubleshooting** provides answers to frequently asked questions and solutions for troubleshooting issues.

Notational Conventions

The following conventions are used in this document:

- **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 (For example, those that describe step-by-step procedures.) appear as numbered lists.

Related Documents

• Zebra PTT Pro for Android Quick Start Guide - Discusses procedures for the most common tasks, in a two-sided single page printable format.
• Zebra PTT Pro Installation Guide - Discusses the installation and activation of all Zebra PTT Pro applications.
• Zebra PTT Pro Management Portal Administrator Guide - Discusses the portal, which provides an interface for administrators or technical representatives to manage an organization's Zebra PTT Pro accounts.
• Zebra PTT Pro Management Portal Customer Administrator Guide - Discusses the portal, which provides an interface for customer administrators or technical representatives to manage an organization's Zebra PTT Pro accounts.
• Zebra PTT Pro for iOS Quick Start Guide - Discusses procedures for the most common tasks, in a two-sided single page printable format.
• Zebra PTT Pro for iOS User Guide - Discusses Zebra PTT Pro for iOS features and operation.
• Zebra PTT Pro for Windows Mobile Quick Start Guide - Discusses procedures for the most common tasks, in a two-sided single page printable format.
• Zebra PTT Pro for Windows Mobile User Guide - Discusses Zebra PTT Pro for Windows Mobile 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: 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.

When contacting support, please have the following information available:
• Serial number of the unit
• Model number or product name
• Software type and version number

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

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

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

If you have comments, questions, or suggestions about this guide, send an email to EVM-Techdocs@zebra.com.
PTT Pro Overview

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

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

Zebra PTT Pro for Android includes support for the following device types:

• Consumer Smartphone devices
• Enterprise Mobile devices.

Note: PTT Express cannot be activated on a device where Zebra PTT Pro is being used. Contact your system administrator if you need assistance.

Data Usage (Cellular Networks)

Zebra PTT Pro is a VoIP application that, for cellular network connections, requires a data plan. As compared with other video and image communication applications, PTT Pro requires minimal data. It uses a variable rate Voice CODEC technology so improved voice quality is delivered to users with better data service. Zebra PTT Pro data can be estimated as follows, however, 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 or 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 or manager can add Members. The owner or 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 or day of week shifts associated with them. The members of the group can change for each shift. The owner or 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 are resent until all messages are delivered. Only be Primary or Secondary Administrators can create this group.

• **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

Introduction

Navigation of the Zebra PTT Pro user interface is performed using either the Tab Bar or the Navigation Drawer.

The user interface includes the following tabs or drawer options, which can be accessed on most screens:

- **Map**: Displays the location of all active users if they have enabled location reporting.
- **Recent**: Displays call and message history, both made and received.
- **Favorites**: Displays a user-defined list of contacts and groups to speed access.
- **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.
- **Voice**: Switches to the WFCVoice application if installed. Refer to the Workforce Connect Zebra PTT Pro Management Portal Administrator Guide (Configure App Switcher User Setting) to configure this tab.

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

For Android Open Source Project (AOSP) devices:

- The **Map** icon does not display (regardless of the **Show Map on Client** feature key setting in the Management Portal).

For Google Mobile Services (GMS) devices:

- The **Map** icon displays as long as it is enabled through the **Show Map on Client** feature key setting in the Management Portal with the up-to-date Google Play Service.

Note that after completing any activity, the user is returned to the default screen as specified in the **Default Tab View** field on the **Modify Feature Keys** window in the Zebra PTT Pro Management Portal. The default can be changed to **Contacts**, **Groups**, **Messages**, **Map**, or **Recent Calls**.

Navigation

The user interface makes it easy to navigate using the Tab Bar or the Navigation Drawer.

Navigate Using the Tab Bar

The Tab Bar is enabled by default. Tap an icon in the Tab Bar to display the corresponding screen.
Tab Icons

Table 1  Tab Icons

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>📍</td>
<td>Map (only available on devices with Google Mobile Services)</td>
</tr>
<tr>
<td>🕒</td>
<td>Recent (call and message history)</td>
</tr>
<tr>
<td>⭐</td>
<td>Favorites (user selected contacts and groups)</td>
</tr>
<tr>
<td>📞</td>
<td>Contacts (place your finger on the Contacts list and pull down to refresh)</td>
</tr>
<tr>
<td>📌</td>
<td>Groups (place your finger on the Groups list and pull down to refresh)</td>
</tr>
<tr>
<td>⌁</td>
<td>Navigation Drawer (switch views, Do Not Disturb, Settings)</td>
</tr>
<tr>
<td>📺</td>
<td>Push To Talk (Tap to make a call)</td>
</tr>
<tr>
<td>📞</td>
<td>Voice (Opens WFCVoice application if configured)</td>
</tr>
<tr>
<td>🔍</td>
<td>Search</td>
</tr>
</tbody>
</table>

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

Figure 1  Tab Bar Enabled - Contacts Displayed
Hide the Tab Bar

Users who wish to use the Navigation Drawer can hide the Tab Bar from the Settings menu. To hide the Tab Bar:

1. Tap the Navigation Drawer.
2. Select Settings > General.
3. Locate the Hide Tabs setting and tap to enable.

Figure 2  Tab Bar Hidden

Navigate Using the Navigation Drawer

The Navigation Drawer can be used in addition to or instead of the Tab Bar. Tap the Navigation Drawer and select an available option to display the corresponding screen.
**User Interface**

**Figure 3**  Navigation Drawer Options

![Navigation Drawer Options](image1)

**Sample Screens**

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

![Sample Screens](image2)
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

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🟢</td>
<td>Contact is available.</td>
</tr>
<tr>
<td>🔴</td>
<td>Contact is on a call.</td>
</tr>
<tr>
<td>🟡</td>
<td>Contact is in Do Not Disturb (DnD) mode.</td>
</tr>
<tr>
<td>🟤</td>
<td>Contact is in silent/vibrate mode.</td>
</tr>
<tr>
<td>🟦</td>
<td>Contact’s device is off or out of coverage area.</td>
</tr>
<tr>
<td>🔴</td>
<td>Contact’s device is signed out of Zebra PTT Pro.</td>
</tr>
</tbody>
</table>
Once a Zebra PTT Pro call is established, you can view a list of all call participants. The Sound Wave icon indicates which call member is speaking. In order to access the map view, you must have a GMS device. In map view, location is updated in real time.

### In Call Viewing Options

**In Call List View**

- All call participants appear in the list.
• indicates the speaking participant.

**In Call Map View**

• All call participants with location enabled appear on the map.
• A blue dot indicates the owner (self).
• Green pins indicated call participants.
• In call locations are updated every two seconds.
Introduction

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

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

1:1 PTT Calls

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

1. Tap the Contacts tab.

Figure 6   Select a Contact for a 1:1 PTT Call
2. Select the desired contact by tapping the name.

   Locate the contact by scrolling through the list of contacts, or perform a search by selecting the magnifying glass icon. After selecting the magnifying glass icon, begin entering the contact name. As each letter is entered, the relevant matches are displayed in the contact list. Keep entering until a match is found. The contact search string is a “sticky” search, meaning that the letters entered remain in the search field until cleared. Entering a string without a match will cause no contacts to be displayed. Clear the search string to review all contacts.

3. Press and hold Push To Talk 📞.

4. Upon hearing the grant tone, begin speaking.

5. Release Push To Talk 📞 when finished.

**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 containing the contacts needed for the call is not available.

To place an ad hoc PTT call:

1. Tap the **Contacts** tab.

2. Select two or more (up to 250) recipients from the **Contacts** list.

3. Press and hold Push To Talk 📞.

4. Upon hearing the grant tone, begin speaking.

5. Release Push To Talk 📞 when finished.
1:1 Alert Calls

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

Alert Call from the Contacts Tab

To make an alert call:

1. Tap the Contacts tab.
2. Select the desired contact.
3. Press and hold the contact to open the secondary menu.

Figure 8  Secondary Menu
4. Select **Alert Call**.

**Figure 9**  Contact Alert

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

1. Tap the **Map** tab.

![Map Tab](image1)

2. Tap the Desired Contact.

![Contact data](image2)

3. Tap **Zebra PTT Pro Alert Call** to initiate the call.
When the contact accepts, you are placed in the call. To cancel the call while waiting for a response, select **Cancel Alert User**.

**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.
Figure 13  Contact Not Responding

If the contact does not answer the call, select Send Message to send a text message to the contact, or Cancel to dismiss the message and end the call.

Responding to an Alert Call

1. When an incoming call alert is received, select Answer to accept the call or Ignore to reject the call.
2. After accepting the alert call, press the Push to Talk button to begin speaking and release when finished.
Group PTT Calls

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

1. Tap the Groups tab.

Figure 14  Select Group

2. Select the desired group.
3. Press and hold Push To Talk.
4. Upon hearing the grant tone, begin speaking.
5. Release Push To Talk when finished.

In Call Operation

During a PTT call:

- All participants on the call appear on the List.
- The sound wave icon indicates the speaking participant.
- To request to speak, press and hold Push To Talk.
- Upon hearing the grant tone, begin speaking.
- Release Push To Talk when finished speaking.
- To change from the speakerphone to the device earpiece when on a call, press the Speaker/Earpiece Toggle menu button and then press Earpiece. To change from the earpiece to the speakerphone, press the Speaker/Earpiece Toggle again.

The default is set by the Application Setting Start call with Speakerphone. If enabled, calls start with the speakerphone. Otherwise, the earpiece is used.

- To exit the call tap End Call.
Responding to a Call

When you receive a call:

1. After a voice is heard from an incoming call, press **Push to Talk** to begin speaking.
2. Release **Push to Talk** when finished.

To ensure you receive Zebra PTT Pro calls during the device’s sleep or suspend state, verify that the **Android Keep Wi-Fi on during sleep** setting is set to **Always**. This setting can be found in the Wi-Fi Advanced settings. This is particularly important for devices without wide area connectivity.
Sending Messages

Introduction

This chapter provides information on text and image messaging.

Messaging to Contacts

To send a message:

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

Locate the contact by scrolling through the list of contacts, or perform a search by selecting the magnifying glass icon. After selecting the magnifying glass icon, begin entering the contact name. As each letter is entered, the relevant matches are displayed in the contact list. Keep entering until a match is found. The contact search string is a “sticky” search, meaning that the letters entered remain in the search field until cleared. Entering a string without a match will cause no contacts to be displayed. Clear the search string to review all contacts.
3. Tap the Message icon.

4. Type the message.
5. (Optional) Select additional message recipients by tapping on the additional name(s) desired.

6. (Optional) Add an image or a photo to the message by selecting 📸. Choose Image (for an existing image) or Photo (to take a new photo).
Figure 18  Message Attachments

a. Tap Image and select a photo to attach to the message. After inserting an image, tap 🔄 to rotate right, 🔄 to rotate left, ⚹ to remove changes made to the image, or ✗ to remove the image. Tap Send.

b. Tap Photo. The photo screen displays. Take a photo. Attach the photo to the message. Tap Send.

Messaging to Groups

To send a group message:

1. Tap the Groups tab.
2. Select the desired group, and then tap the Message icon.
3. Enter the message text.
4. (Optional) Tap ⌫ to add an image or a photo to the message. Choose **Image** (for an existing image) or **Photo** (to take a new photo). After inserting an image, select ✕ to remove an image, ⚙ to rotate right, or ⚙ to rotate left.

**Figure 21** Message Attachments

- Tap Image and select a photo to attach to the message. After inserting an image, tap ⚙ to rotate right, ⚙ to rotate left, ✕ to remove changes made to the image, or ✕ to remove the image. Type a message to go with the audio, and tap **Send**.
- Tap Photo. The photo screen displays. Take a photo. Attach the photo to the message. Type a message to go with the photo, and tap **Send**.

**Viewing and Responding to Messages**

To see all messages received and sent, tap the **Recent** tab ☑. The Recent tab icon indicates whether all messages received have been seen, or read.

**Table 5** Recent Tab Icons

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>☑</td>
<td>All messages received have been seen or read.</td>
</tr>
<tr>
<td>☑</td>
<td>One or more messages received have not been seen or read.</td>
</tr>
</tbody>
</table>
View Messages

1. Select the Recent tab. A list of all messages received and sent appear, along with a corresponding icon indicating the status of the sender.

Figure 22  Recent tab and View Recent Messages

2. Messages are organized by the sender (if received) or recipient (if sent). To check the status of messages, tap the name -- messages sent to the contact are displayed on the right of the screen, received from the contact on the left.

Messages that have not been read or heard are indicated by the presence of a red bar; messages that you have read or heard are indicated by a blue bar.
Figure 23  Sent Message Status

Table 6  Message Status Icons

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Icon]</td>
<td>Message delivered to all users and read by all users.</td>
</tr>
<tr>
<td>![Icon]</td>
<td>Message delivered to all users and not read by any users.</td>
</tr>
<tr>
<td>![Icon]</td>
<td>Message delivered to all users and read by some users.</td>
</tr>
<tr>
<td>![Icon]</td>
<td>Message delivered to some users and read by some users.</td>
</tr>
<tr>
<td>![Icon]</td>
<td>Message not delivered to any users and not read by any users.</td>
</tr>
<tr>
<td>![Icon]</td>
<td>Message delivered to some users and not read by any users.</td>
</tr>
</tbody>
</table>

NOTE: By default, "Sent Message" status icons are not displayed. You must configure the option in the portal for the icons to display.
Respond to Messages

1. Tap the message header.

2. Choose, Reply, Forward, Delete Message, or Close.

3. If forwarding the message, choose Contact or Group as a recipient type.

4. Choose the desired Contact(s) or Group(s), and Send the message.
Reply to Message

1. Select the message.

2. Tap the Message icon.
3. Enter your message, and tap **Send**.

Figure 27  Message Icon

Figure 28  Message Entry
Share and Save Image to Device

The permission message **Allow Zebra PTT Pro to access photos, media, and files on your device?** appears the first time you save an image from a Zebra PTT Pro message to your device.

Tap **ALLOW** to grant Zebra PTT Pro permission to access your device.

**NOTE:** Zebra PTT Pro requests the necessary permissions to properly function. Denying Zebra PTT Pro these permissions can result in unsatisfactory performance.

To save an image to your device, to forward it, or to share it:

1. Tap the message header to display the message/image.
2. Tap **Save** to save the image.
3. Tap **Share** to share the image. (Options may vary due to other applications on your device.)
4. Tap **Pinch to Zoom** to zoom in and out of the image.
5. Tap **Remove Changes** icon if you have moved or edited the image.
6. To reply to the message, tap **Reply**.
7. To forward the message to a Group or Contact, tap **Forward**.
8. To delete the message, tap **Delete Message**.
9. To close the message, tap **Close**.

**Figure 29**  Save/Share Image
Message of the Day (MOTD)

MOTD allows you 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.

Enable image and audio messaging

1. Tap the Navigation Drawer  
2. Select Settings > General.  
3. Under Server specify the following information:
   a. Tap Server URL and enter the server URL.  
   b. Tap to Enable Internet Working Gateway Server (IWG).  
   c. Tap API Token and enter the API token.  
   d. Tap HTTP Upload Method and select POST or PUT.

Figure 30   Enable Server Information

The video and audio options now appear in the attachment sub-menu.
Send a Message of the Day

To send a message of the day using video or audio:

1. Tap either the **Contacts** or **Groups** tab.
2. Select the desired contact or Group, and then tap 📝. The attachment sub menu displays.
a. Tap Video. The video screen displays. Record a video. Attach the video to the message. Type a message to go with the video, and tap Send.

b. Tap Audio. The Record Audio screen displays. Record an audio message. Tap Select to attach the audio to the message. Type a message to go with the audio, and tap Send.

c. Tap Image and select a photo to attach to the message. After inserting an image, tap 🔄 to rotate right, or 🔄 to rotate left, tap ❌ to remove changes made to the image, or ❌ to remove the image. Type a message to go with the image, and tap Send.

d. Tap Photo. The photo screen displays. Take a photo. Attach the photo to the message. Type a message to go with the photo, and tap Send.

Voice Commands

The voice command option allows you to perform the following tasks:

• Talk to another contact.
• Talk to a Group.
• Text or Message another contact.
• Text or Message a group.

NOTE: The Voice Commands feature does not work on bring your own device (BYOD) and Zebra devices, where the Push-To-Talk (PTT) button is not available, or is used for other purposes.

When Voice Command is enabled, you cannot use the Default Callee option.
Enable Voice Command

1. Tap the Navigation Drawer  
2. Select Settings > General.
3. Under Voice Commands locate the Voice Command setting, and tap to enable.

**Figure 33** Enable Voice Command

- **Voice Commands**
  - Voice Command
    - Enable Voice Command Feature
  - Confirm PTT call Target
    - Asks user for confirmation of intended target before making PTT call
  - Confirm Message Target
    - Asks user for confirmation of intended target for sending message
  - Confirm Message Detail
    - Asks user for confirmation of message detail before sending message

- **Server**
  - Server URL
    - Set Server URL for uploading video/audio messages
Talk to a Contact or Group

To talk to a contact or group using voice command:

1. Press the Push-To-Talk button on the device.
2. Speak into the device: “Talk to contact <username>” or “Talk to group <groupname>”.
3. The device speaks back to you: “Do you want to PTT contact <username>” or “Do you want to PTT a group <groupname>?”
4. Speak into the device: “Yes.”
5. The device says: “PTT <username> or <groupname>,” and the call begins, and you can start speaking into the device.

In the General > Settings screen, if you have enabled the Push to Talk Toggle option, the PTT button appears as Yellow. You need to press once to talk and then press once again to stop. If you have not enabled the Push to Talk Toggle option, then you must push and hold the Blue PTT button to talk and release to stop talking.

Refer to the sample voice command call to a contact and group at the end of this section.
6. Once you finish talking, tap End Call.

**Sample Voice Command Call to a Contact**

**NOTE:** Words that appear in **bold** are key words which you must use for the device to make the PTT call.

User: **Talk to** Amanda Lopez.
Device: Do you want to PTT Amanda Lopez?
User: **Yes.**
Device: PTT Amanda Lopez.
Action: The device makes a PTT call to Amanda Lopez.

**Sample Voice Command Call to a Group**

**NOTE:** Words that appear in **bold** are key words which you must use for the device to make the PTT call.

User: **Talk to Group** Area Managers.
Device: Do you want to PTT Area Managers?
User: **Yes.**
Device: PTT Area Managers.
Action: The device makes a PTT call to Area Managers.
Message using Voice Command

Refer to the sample voice command message to a contact and group at the end of this section.

To send a message using voice command:

1. Tap the Contacts or Groups tab.
2. Select the desired contact or group, and then tap the Message icon.
3. Tap 📮. The attachment sub menu displays.

Figure 36  Speech To Text
4. Tap **Speech to Text**. The following screen displays.

**Figure 37**  WFC PTT Pro Speech-to-Text
5. Say your message.

**Figure 38** Voice Message Recorded

6. Your recorded message displays in the text box. Click **Send**.

**Figure 39** Send Recorded Voice Message
Sample Voice Command Message to a Contact

NOTE: Words that appear in **bold** are key words which you must use for the device to send a message.

User: **Message to** Amanda Lopez.
Device: Do you want to message to Amanda Lopez?
User: **Yes**.
Device: What do you want to say? User the word **SAY**, followed by the message.
User: **Say**, please come to the meeting at 10am.
Device: Do you want to message Amanda Lopez stating, “Please come to the meeting at 10am”? Say **Send**, **Retry**, or **Cancel**.
User: **Send**.
Action: The device sends the message to Amanda Lopez.

Sample Voice Command Message to a Contact

NOTE: Words that appear in **bold** are key words which you must use for the device to send a message.

User: **Message to Group** Area Managers.
Device: Do you want to message to Area Managers?
User: **Yes**.
Device: What do you want to say? Use the word **SAY**, followed by the message.
User: **Say**, the meeting is at 10am.
Device: Do you want to message Area Managers stating, “The meeting is at 10am”? Say **Send**, **Retry**, or **Cancel**.
User: **Send**.
Action: The device sends the message to the group Area Managers.
Viewing and Listening to Recent Messages

To read, view, and listen to messages you recently sent or received:

1. Tap ✉️, the Recent screen displays.

**Figure 40  Recent Tab**

2. In the list, tap a recent contact or a group message.
3. Tap the message. A dialog displays with the message. Tap 🎧 to listen to the message.

4. Tap the attachment. A dialog displays with the image and message. Tap 🎧 to listen to the message.
5. Tap **Forward** to send the image and message to another contact or group.

6. Click **Close**.
Options and Management

Introduction

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

Do Not Disturb (DnD)

Global DnD

Zebra PTT Pro supports Global DnD that prevents receiving PTT calls. To activate DnD mode:
1. Tap the Navigation Drawer icon.
2. Tap Online. The status changes to Do not Disturb.

Figure 44 Menu Options
The Zebra PTT Pro icon in the device notification bar indicates if the device is in DnD mode.

**Figure 45  DnD Mode 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 disable the reception of calls from any group.

To disable the reception of calls from a group:

1. Select the **Groups** tab.
2. Press 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.
To re-enable the reception of calls from the group, press 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, press 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.

**Figure 47  Contact Blocked**

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

The members of a group can be viewed by tapping the expand carat (>). All members of the group are displayed, along with their presence indicators. Collapse the list as shown.

Figure 48   Group Member 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.

![Group Presence Icons](image)

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 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:** 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 Remove Contact, Add Contact to Group, Create New Group, and Delete Group.

Single Contact

Press and hold a contact for contact management options.

**Figure 50**  Contact Management Options

Available actions for single contact management include:

- **Contact Info** - Display contact's name, phone number, and other statuses.
- **Alert Call** - Initiate an alert call.
- **Block Calls** - Block incoming calls from the contact.
- **Set Default Callee** - The default contact to call when Zebra PTT Pro is in the background, or in the foreground and no contact is selected.
- **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.

**Figure 51  Multiple Contact Management Options**

Available actions for multi-contact management include:

- **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.
Favorites Contacts

NOTE: Favorites are saved locally, and they cannot be configured from PTT Pro server.

Figure 52  Favorites

1. Tap the 📌 tab.
2. Select a contact or multiple contacts and click ⭐️. The icon changes to ⭐️.
3. Click the ⭐️ tab to view a list of all your favorite contacts and groups.
**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 **Navigation Drawer** icon or holding a group for group management.

Press and hold a group for group management options.

**Figure 53**  Group Management Options

Available actions for group management include:

- **Block Calls** - Block incoming calls from the group.
- **Delete Group** - Delete the group (Personal groups only).
- **Set Default Callee** - The default group to call when Zebra PTT Pro is in the background, or in the foreground and no group is selected.
**Favorites Groups**

**NOTE:** Favorites are saved locally, and they cannot be configured from the PTT Pro server.

**Figure 54** Favorites

1. Tap 📁.
2. Select a group or multiple groups and click ✽. The icon changes to ✽.
3. Click the ✽ tab to view a list of all your favorite groups and contacts.

**Searching Contacts on the Device or Server**

1. Tap the Contacts tab.
2. Tap 🔍 to locate a contact on your device or, tap 🔍 to locate a contact on the server.
3. Start typing the contact name until a match is found. As each letter is entered, the matches display. Select the contact, and press and hold the contact to open the secondary menu.
4. Select an available option.
5. Select ✗ to clear the search string to view all contacts.
6. Select ✗ again to close the Search Contacts field.
Location Based Services

Introduction

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

Live Tracking Mode

The mobile device, provided the device has GPS services and is enabled, can send GPS location information to the server. This is enabled in the server by the administrator. If enabled, the Android client provides the ability to:

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

If the administrator has not enabled location functionality, the map and attendant controls will not appear on the device.

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 settings.

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

- **Duty Mode** - Duty mode allows the user to stop/start sending location information to the server. When the user is Off duty, they are still available for a PTT call and messaging, but 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, and will transmit location information constantly. If the **Force Duty Mode** is set to on, then the user has the ability to go on and off duty.

If both Duty Mode and Location are turned on in the Zebra PTT Pro Management Portal, Duty Mode takes priority and will display. You will not see the Enable/Disable Location option.
**Location Based Services**

**Figure 55** Administrator Controlled Duty Modes

Administrator Controlled (DnD activated)

<table>
<thead>
<tr>
<th>On-Duty Mode</th>
<th>Off-Duty</th>
</tr>
</thead>
<tbody>
<tr>
<td>WFC PTT Pro Jane.Goodall DND</td>
<td>WFC PTT Pro NG</td>
</tr>
<tr>
<td>John Roosberg1</td>
<td>John Roosberg1</td>
</tr>
<tr>
<td>Online</td>
<td>Online</td>
</tr>
<tr>
<td>On Duty</td>
<td>Off Duty</td>
</tr>
</tbody>
</table>

**Location Enable/Disable**

To enable the location functionality:

1. Tap the **Navigation Drawer** 📋, then **Settings**.

2. Toggle the **Enable Location** control to enable or disable location functionality.
Figure 56   User Controlled Device Location Enable/Disable

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

- Contacts with Location enabled appear on the map.
- Contacts appear with the same presence indications as on the Contacts tab.
- A blue dot indicates the owner (self).
- Green pins indicate available contacts.
- Red pins indicate unavailable contacts (already in-call or in DnD mode).
- Use the plus and minus icons to zoom in or out.
- Use Location 🔄 to center the map on your current location.
Viewing Live In-Call Location Information

Users with tracking enabled and map view privileges can view real-time location information for all in call participants.

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

- In call participants with Location enabled appear on the map.
- A blue dot indicates the caller.
- Green pins indicate call participants.
- A red pin indicate the speaking participant.
- Use the plus and minus icons to zoom in or out.
- Use Location 📍 to center the map on your current location.
- In call locations update every two seconds.
Place a PTT Call to multiple contacts from the Map

1. Tap the Map tab.
2. Scroll and zoom to an area that includes the desired contacts.
3. Press and hold Push To Talk ⌊ to ⌊.
4. Upon hearing the grant tone, begin speaking.
5. Release Push To Talk ⌊ when finished.
Place a 1:1 PTT Call from the Map

1. Tap the Map tab.
2. Tap the green icon indicating the desired contact.

Figure 59  Select contact from map

3. Tap 🎤 .
4. Upon hearing the grant tone, begin speaking.
5. Tap End Call when finished.
Create a Group from the Map

1. Tap the Map tab.
2. Tap \( \text{Create Group} \).

**Figure 60**  Creating a Group from a Map

3. Choose either Personal Group or Member Group.
4. Enter a name for the group, and tap OK.
5. All members on the map are added to the new group.
Start an Ad Hoc Call from the Map

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 the particular contacts needed for the call.

To place an ad hoc call from the map:
1. Tap the Map tab.
2. Touch More... and swipe your finger up.

Figure 61  Ad Hoc from Map

3. Tap Add All to add all the contacts visible on the map to the Ad Hoc Group.
4. Tap Remove All to add all the contacts visible on the map from the Ad Hoc Group.
5. Tap 📞 and make your call.

Map Options

Map options are available within the Settings.

Cluster Start Threshold

The app can group or cluster users shown on the map, allowing you to place a call to all contacts within that cluster. To determine the number of users clustered together:
1. Tap the Navigation Drawer  , and then Settings.
2. Tap General, and then Cluster Start Threshold.
3. Set the number of users on the map beyond which the map will cluster users on the display.

**Map Gestures**

**Table 7** Map Gestures

<table>
<thead>
<tr>
<th>Gesture</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Two Finger</td>
<td>Using two fingers, twist or rotate the map. Tap on the Compass icon (top</td>
</tr>
<tr>
<td>Rotate</td>
<td>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>
<tr>
<td>Swipe Up</td>
<td>Swipe up on <strong>More...</strong> to Add or Remove all users on the map to (or from)</td>
</tr>
<tr>
<td></td>
<td>an Adhoc call.</td>
</tr>
</tbody>
</table>
## Map Icons

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>The blue dot represents your position. The shadow displays the GPS error.</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Tap the Compass to return the map to the North-Up orientation.</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Tap to re-center the map on you. This is useful after scrolling and zooming on the map.</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Zoom in and out.</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Contacts represented by a green icon are available for Zebra PTT Pro calls.</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Contacts represented by a red icon are not available for Zebra PTT Pro calls.</td>
</tr>
</tbody>
</table>
Device Settings

Introduction

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

User Account Information

Tap the Navigation Drawer , and then select About.

Figure 63  About Window

Information regarding the user, the department, software version, and more is displayed.
Application Settings

Tap the Navigation Drawer  and then Settings.

General Settings

In the Settings screen, tap General. The Application Settings are displayed.

Figure 64  Application Settings
Tap any of the settings below to activate or set the desired value.

- **Call Priority** - Elect the priority of Zebra PTT Pro calls vs. Voice calls (No Action, PTT, Voice, or Current (Voice or PTT)). Note that only the Voice setting is supported for interaction between the WFC Voice Client and Zebra PTT Pro. Using other Call Priority settings is not recommended when the WFC Voice Client and Zebra PTT Pro applications are both present. Voice is the default setting.
  - **No Action** - You can hear both types of calls at the same time (PTT and Voice). If you are on a PTT call, the Voice call will still ring through without preempting the PTT call. If you are on a Voice call, the PTT voice will still barge through without preempting the Voice call. So, it allows the user to make the decision at the moment.
  - **Current** - The call you are currently on has priority. If you are on a PTT call, the Voice call will go directly to voicemail. If you are on a Voice call, then it will not be interrupted.
  - **Foreground app on Call** - Bring Zebra PTT Pro to the foreground when receiving a Zebra PTT Pro call.
  - **Hide Tabs** - Hide the Tab Bar and use the Navigation Drawer only.
  - **Enable Location** - If enabled, the device location will be sent to the server, and displayed on the map tab of other devices within the organization.
  - **Cluster Start Threshold** - The number of users on the map beyond which the map will cluster users on the display.
  - **Push to Talk Toggle** - The PTT button behaves as a toggle on/off rather than a push and hold.
  - **Activate DnD in Silent Mode** - Activate Do not Disturb when device is put in silent mode.
  - **Activate DnD in Vibrate Mode** - Activate Do not Disturb when device is put in vibrate mode.
  - **Start Call with Speakerphone** - Start all calls with the speaker enabled.
- **Allowed Screen Orientation** - Configure the screen to display in either the portrait or landscape orientation.

- **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 Surveillance Call** - Dim and display the full screen during a call.

- **Surveillance Call Brightness** - Set screen brightness during a call when Surveillance Call is enabled. Higher values are brighter.

- **Allow Bluetooth Audio** - Use a connected Bluetooth headset for call audio. This does not affect Bluetooth PTT key operation.

- **Bluetooth Always On** - Enable this option to always keep the connection to a Bluetooth device open. This will improve the initial call start performance at a cost to battery life on both the Bluetooth device and the phone.

- **Show Adhoc Call Warning** - Display a warning message before placing adhoc calls to X number of users.

- **Adhoc Call Warning Threshold** - Sets the number over which a warning will be displayed (X, above).

- **Voice Recordings Threshold** - Sets a limit for how long voice call recordings are stored on the device.

- **Voice Commands**
  - **Voice Command** - Tap to enable the voice command feature.
  - **Confirm PTT call Target** - Confirm the intended target before making a PTT call.
  - **Confirm Message Target** - Confirm the intended target before sending a message.
  - **Confirm Message Detail** - Confirm the message detail before sending a message.

- **Server**
  - **Server URL** - Set the server URL to upload audio and video messages.
  - **Enable IWG** - Enable Internetworking Gateway for media.
  - **API Token** - Set API token to upload audio and video messages.
  - **HTTP Upload Method** - Specify HTTP upload method, POST or PUT.
Notification Settings

Select Notifications. The Notification Settings are displayed.

Figure 66 Notification Settings

- **Notify for All Missed Calls** - This setting is relevant only when Foreground PTT Pro on Call is unchecked. Although notifications are received for all calls while the Zebra PTT Pro app is hidden, only the most current notification displays. To see all missed calls, access the Recent tab.

  Although alerts are shown for each missed call, only the most recent notification displays. To see all missed calls, tap the Recent tab.

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

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

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

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

- **New Message Alert Time** - Set the alerting time to use when a new message is received.

- **New Message Alert Time** - Set the alerting time to use when a new message is received.
Default Sound Profile Settings

The Default Sound Profile settings change the default speaker sound.
Select Default Sound Profile. The Default Sound Profile Settings are displayed.

Figure 67  Default Sound Profile Settings

Select settings for the available options:

- **Minimum Call Volume** - Set the default minimum in-call volume.

- **Ring on Incoming Call** - Rings when receiving a Zebra PTT Pro call.

- **Vibrate on Incoming Call** - Vibrates when receiving a Zebra PTT Pro call.

- **Tone Gain** - Sets the relative gain to play the tones.

- **Play Grant Tone** - Plays a tone when you are granted permission to speak.

- **Vibrate on Grant** - Vibrates the device when you are granted permission to speak.

- **Play Taken Tone** - Plays a tone when another user is granted permission to speak.

- **Play Idle Tone** - Plays a tone when the floor is available for you to speak.

- **Play Deny Tone** - Plays a tone when you are denied permission to speak because another user is speaking.

- **Play Revoke Tone** - Plays a tone when you are removed from the floor because you exceeded your speaking time limit.

- **Play Call Lost Tone** - Plays a tone when a call is lost.

- **Play Busy Bonk Tone** - Plays a tone when an initiated call cannot go through.
Headset Sound Profile Settings

Select Headset Sound Profile. The Headset Sound Profile Settings are displayed.

Figure 68  Headset Sound Profile Settings

Select settings for the available options:

- **Headset Type** - Set the type of headset hardware.
- **Wake Display at Call Start** - Checking this will unlock and wake up the display when a Zebra PTT Pro call starts. Deselecting this option is only applicable if Foreground Zebra PTT Pro on Call is not selected in the general Application settings.
- **Minimum Call Volume** - A Zebra PTT Pro call will start with at least this minimum volume.
- **Ring on Incoming Call** - Play Zebra PTT Pro Ringer when a Zebra PTT Pro call is received.
- **Vibrate on Incoming Call** - Vibrate phone when a Zebra PTT Pro call is received.
- **Tone Gain** - Sets the relative gain to play the tones (eg Grant).
- **Play Grant Tone** - Play a tone when you are granted the floor to talk.
- **Vibrate on Grant** - Vibrate the phone when you are granted the floor to talk.
- **Play Taken Tone** - Play a tone when someone else is granted the floor to talk.
- **Play Idle Tone** - Play a tone when the floor is available to talk.
- **Play Deny Tone** - Plays a tone when you are denied the floor because someone else is talking.
- **Play Revoke Tone** - Plays a tone when the floor is taken from you because you talked too long.
- **Play Call Lost Tone** - Plays a tone when a call is lost.
- **Play Busy Bonk Tone** - Plays a tone when an initiated call cannot go through.
Frequently Asked Questions

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

**What devices does Zebra PTT Pro for Android support?**

The following Zebra Android devices running Android 4.4 (KitKat) and above are supported:

- MC33
- MC40
- MC67
- MC93
- PS20
- TC20/TC25
- TC51/TC56
- TC52/TC57
- TC55
- TC70x/TC75x
- TC72/TC77
- TC83
- VC80x
- VC83
- WT6000.

Any consumer device running Android 4.4 (KitKat) or higher.

**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 are set on the device.

**Which Call Priority options are supported?**

For Zebra Android devices, the **Call Priority** setting should be set to **Voice** (default). Other call priority options are not supported.
What language does Zebra PTT Pro for Android support?
Zebra PTT Pro supports English.

**Troubleshooting**

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