

# FirstNet Push-to-Talk iOS App User Guide

November 2024



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## Table of Contents

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|                                                           |    |
|-----------------------------------------------------------|----|
| Introduction                                              | 3  |
| Using the iOS App                                         | 4  |
| Groups                                                    | 6  |
| Contacts                                                  | 9  |
| Calls                                                     | 10 |
| Messages                                                  | 15 |
| Emergency group                                           | 16 |
| File Share                                                | 18 |
| Video Streaming                                           | 19 |
| Using location-based features                             | 20 |
| Location-based features for authorized users              | 23 |
| Changing the location frequency in low battery conditions | 24 |
| Settings                                                  | 25 |

Content is subject to change without prior notice.

# Introduction

The FirstNet Push-to-Talk (PTT) service provides instant communication between individuals and groups at the push of a button. Offering both one-to-one (1:1) and group communications via voice, text, file share and video streaming, the FirstNet Push-to-Talk app can serve as a quick and effective tool for team communications.

The FirstNet Push-to-Talk app is supported on a variety of iOS devices and comes preloaded on some devices. Look for the FirstNet PTT application on the home screen of your device. If it is not present, it can be downloaded from the App Store.

Visit [firstnet.com/FirstNetPTT/devices](http://firstnet.com/FirstNetPTT/devices) to find a list of devices certified for FirstNet PTT.

## Key features

The FirstNet PTT application offers the following features:

- **One-touch PTT calls** – Promptly make a call by pressing the on-screen PTT soft key.
- **Emergency groups** – Make a call with the highest priority level to members of your emergency group when you are in an urgent situation.
- **Emergency alerts** – Notify your emergency group when an urgent situation occurs.
- **Ad-hoc groups** – Set up talkgroups on the fly. You can create an ad-hoc group by selecting the contacts you want in the group (if permitted by your agency).
- **Private call (1:1)** – Use to communicate one-to-one with a specific person.
- **Texting and File sharing** – Text with your group or contacts. Share files (images, video clips, audio, MS Office and other) for detail and clarity (if permitted by your agency).
- **Streaming Video** – Make video calls with groups or contacts with live voice and video streaming (if permitted by your agency).
- **Presence status** – Easily see if contacts are online or offline.
- **Add contacts** – Find contacts by searching the FirstNet PTT service and add them to your device (if permitted by your agency).
- **Setting customization** – Mute call tones, disable vibrations and set alert types and more.
- **Quick search** – Find groups and contacts quickly.

## Overview of using the FirstNet Push-to-Talk application

The FirstNet PTT app is centrally managed by an administrator, who will create talkgroups and contacts that will be pushed to your device. You can also create ad-hoc groups and add contacts by yourself, if permitted by your agency.

### Step 1

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Receive your FirstNet ID and password

Your agency's FirstNet Push-to-Talk Administrator will provide a FirstNet ID and you will establish a password that will enable you to log in.

### Step 2

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Locate the FirstNet Push-to-Talk app

Look for the FirstNet PTT icon on your device home screen. If not present, proceed to the App Store and search for 'FirstNet Push to talk'. Install the app titled "FirstNet Push-to-Talk".

### Step 3

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Open the app and log in

Launch the FirstNet Push-to-Talk app. When you log in to the app, your agency's groups and contacts will be downloaded to your device.

### Step 4

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Make PTT calls to your groups or your contacts

Communicate by selecting a group or a contact and then pressing the PTT soft key.

# Using the iOS App

## Initial setup

In order to use the FirstNet Push-to-Talk app, you first need to log in to the app with your FirstNet ID and password.

1. Ensure that your phone is equipped with a FirstNet SIM card.
2. Look for FirstNet Push-to-Talk app icon  on your home screen, if available.

If the app is not installed, search for FirstNet Push-to-Talk in the App Store.

Install the app titled “FirstNet Push-to-Talk” to your device.

3. Launch the **FirstNet PTT** app.
  4. Grant access permissions for the app and enable location services.
  5. When the login screen appears, enter your FirstNet ID and password and select **Sign in**.
  6. Read and agree to the terms and conditions.
- Tip:** The terms and conditions appears only when the app runs for the first time.

7. Select **Start** to read the tutorial or select **Skip tutorial** to start using the app.

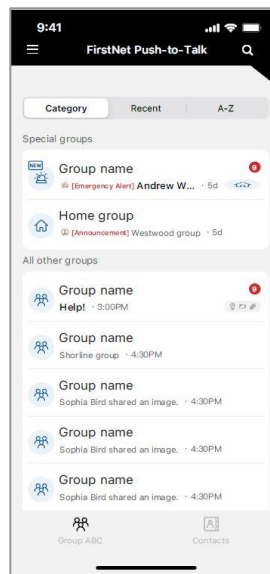
The initial setup is completed and the Group tab will appear.

**Tip:** If you are an allowed user who has previously launched the app with a FirstNet SIM card and if you’re connected to Wi-Fi, you will remain logged in even if the FirstNet SIM card is removed unintentionally.

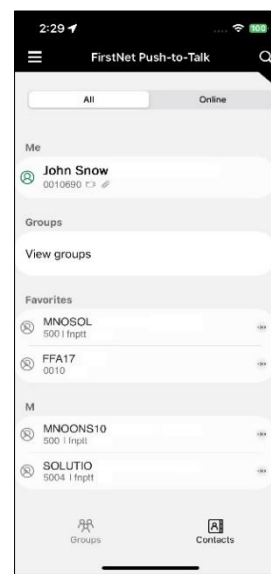
## Overview of the screens

You will most commonly use four screens in the app – the Groups tab, Contacts tab, and Call panel & Conversation panel in Conversation view.

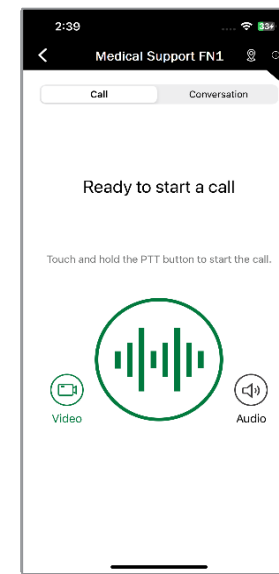
- On the Groups tab, you can view the groups created by your agency and communicate with a group by selecting it. For more information about groups, refer to Groups.
- On the Contacts tab, you can view the contacts created by your agency and communicate by selecting them. For more information about contacts, refer to Contacts.
- In the Conversation view, you can make calls in the call panel and send text messages in conversation panel. The Conversation view appears by selecting a group on the Groups tab or selecting the PTT icon  on any contact within the Contacts tab. Recent log history will be shown in conversation panel.



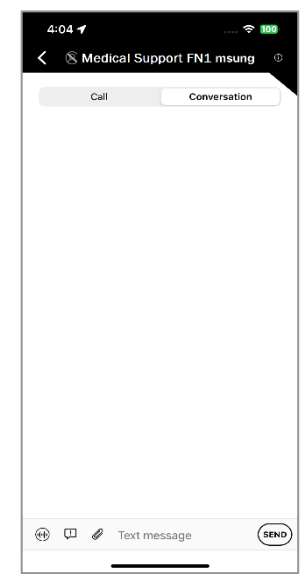
Groups tab



Contacts tab



Call panel



Conversation panel

Conversation view

Images may differ in appearance from the actual screen view on the app.

# Overview of the icons

## Symbols Icons

### Groups

-  Emergency group
-  Home group
-  Locked group
-  Temporary group
-  Mutual aid group
-  Opt in to or out of the group

### Menu

-  Menu
-  Search
-  Settings

### Contacts

-  Push-to-Talk
-  Online presence status
-  Offline presence status
-  Do Not Disturb presence status
-  Add to favorite contacts

### Conversation

-  Speaking floor control status
-  Standby floor control status
-  Waiting in queue floor control status
-  Listening floor control status
-  Start video call
-  Select the audio input/output source
-  End call

### Messages and Notifications

-  Send text message
-  Send important message
-  Important message notification
-  Emergency announcement notification
-  File share

# Push-to-Talk key

## PTT soft key -

All touch screen devices can activate Push-to-Talk within the application, using the on-screen PTT button within the conversation view. Throughout this guide, this button is referred to as the PTT soft key.

Make sure to familiarize yourself with the features of your device and use whichever PTT key is available when the PTT keys are indicated in this guide.

# Groups

Each group is composed of PTT users that you can interact with as a whole. You can communicate with groups pre-arranged by your PTT Admin, which will be pushed to your device. If permitted by your PTT Admin, you can also create ad-hoc groups on your device and then communicate with members of that group.

You can sort the group list as follows:

- **Category** – View the groups by category.
- **Recent** – View the groups by date from the recently called groups.
- **A-Z** – View the groups alphabetically.

## High priority groups

Your PTT Admin creates groups and assigns members to them. The high priority groups will appear when you log in to the app. They include your emergency group and your home group.

You cannot remove high priority groups from the Groups tab.

### Emergency group

In the case of an emergency, you may make high priority calls or send a high-priority alert to all the members of your designated emergency group. Your emergency group is displayed on the Groups tab and indicated with an Emergency Group icon .

You can instantly talk with the members in the emergency group by pressing and the PTT soft key in the call panel.

The emergency group has the highest call priority. Even when you are in another group, calls from the emergency group can interrupt it at any time.

### Home group

The home group is defined by your PTT Admin and cannot be edited. It is displayed on the Groups tab and indicated with the Home Group icon .

To initiate a call with another group on the Groups tab, select the group and then press the PTT soft key to communicate with the members in the group via calls or messages. For more information about calls or messages, see the **Calls** or **Messages** sections below.

## All other groups

You can see all other groups that are not included in high-priority groups, such as ad-hoc groups.

### Ad-hoc groups

You may create your own unique groups by adding any of the contacts within the FirstNet PTT app. Such ad-hoc groups will only be saved to your device and cannot be shared by other users or downloaded on another device.

- Ad-hoc groups will disappear from the Groups tab after 7 days of non-use or after you log out of the app.
- You cannot add or delete members from ad-hoc groups after you create them.

## Creating ad-hoc groups

1. On the Groups tab, tap the Menu icon  then select **Create group**.
2. Select contacts you want to add to the group and select **Next**.
3. Name the group and select **Create**.

The Conversation view of the group will appear and the group will be added to the Groups tab.

**Tip:** You may see a group with  next to the name of the group. This group has been arranged by your PTT Admin and includes members of other agencies, enabling interagency collaboration.

## Searching groups

You can quickly search groups on your device.

1. On the Groups tab, select the Search icon .
2. Enter the group name in the search box.

The groups containing your search will be automatically displayed.

## Scanning a list of groups

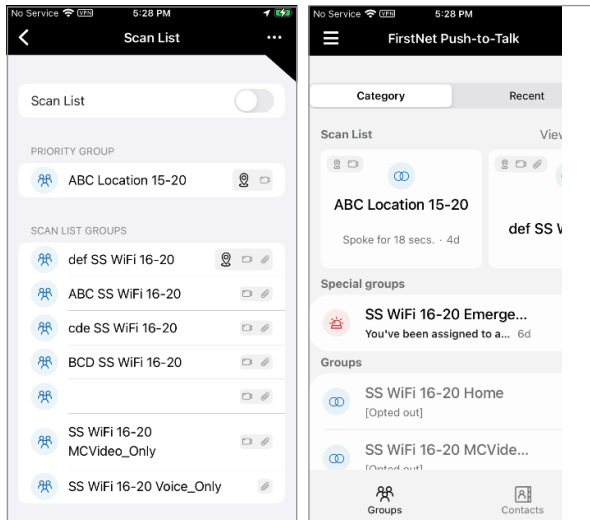
You can check the groups' activities via scan lists. There are two types of scan lists: admin- defined and user-defined. Admin-defined scan lists can only be created and managed by PTT Admins. User-defined scan lists are created, managed, and edited by you in the FirstNet PTT app. This user guide focuses on user-defined scan lists.

1. Tap the Menu icon  and select **Scan list**.

You can check the added groups and their activities.

2. Tap the Scan list option to go to Scan List page and to turn it on.

The groups in the scan list will appear on the Groups tab.



### Tips:

- You can add up to eight groups to the scan list.
- When the Scan list is turned on, all groups except for special groups, such as home groups, emergency groups will be unaffiliated.
- The previous scan list will be restored when you log in on a new device

## Creating Scan list

You can create scan lists with the groups that will appear when scanning the list. This can only be made during the first time you run Scan list.

1. Tap the Menu icon  and select Scan list.
2. Tap **Create**, enter the list name, and then tick the groups you want to create on the scan list.
3. Tap **Continue**, select the priority group you want to prioritize from among all of the groups, and then tap **Save**.

If you select only one group on the scan list, that group will be automatically designated as the priority group.

**Tip:** While you are creating or editing a scan list, your PTT administrator can also add or delete a group at the same time.

## Managing the scan list

You can edit or delete user-defined scan lists you have created. Any changes made by the PTT Admin in editing or deleting groups that are part of your scan list will be reflected in real time on the scan list.

### Editing the list name

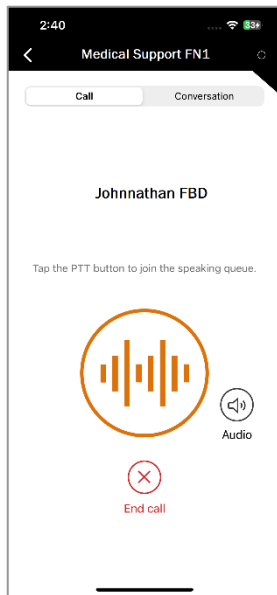
1. Tap the Menu icon  and select Scan list.
2. Tap , select Edit, and then tap .
3. Enter the list name you want to change and tap Done.

### Deleting the list

1. Tap the Menu icon  and tap the Scan list switch to turn it off.
2. Tap , select Delete, and then tap Delete. **Tips:**
  - If you are unable to edit or delete a scan list, contact your PTT Admin.
  - A user-defined scan list cannot include special groups, such as home groups, emergency groups, and locked groups, nor can it include groups that are part of a zone.
  - Home groups, emergency groups, locked groups, and zone groups will not be presented on the available groups list when creating a scan list.
  - When scan lists are disabled, all groups are opted back in unless they are part of a zone, at which point they can be manually opted back in.

## Active group

When the server detects that a group is active, you will be automatically added to the call and the group's page will come into the foreground with a pop-up.

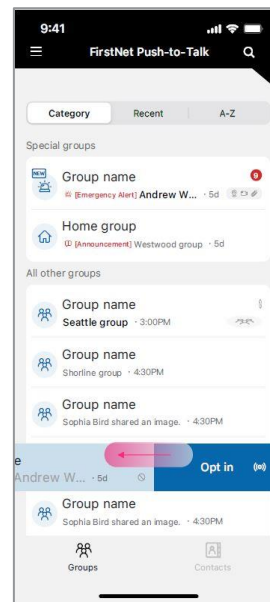


## Inactive group

If no groups in the scan list are detected as active, the regular group list will appear

## Priority group calls

Calls on the priority group preempt active non- priority calls. Calls on a higher priority group preempt calls on lower priority groups. Calls from lower priority groups are ignored as they are unaffiliated. Incoming one to one calls and ad-hoc group calls are not affected by talkgroup scanning. You may selectively opt in to any groups that got unaffiliated if it is allowed by your PTT Admin. You can always originate a call to any contact, list of contacts (ad-hoc group), or any affiliated talkgroup (scanned or non- scanned).



# Contacts

Whenever you log in to the app, your contacts lists will appear on the Contacts tab. On the Contacts tab, you can see your own personal contact details, your high priority groups, and all contacts made available by the PTT Admin.

By selecting the PTT icon  next to the name of your contact, you will be taken to the conversation view where you can communicate with that contact.

**Tip:** The contacts in the FirstNet PTT app are separate from the contacts on your phone. You cannot make a PTT call with your phone contacts.

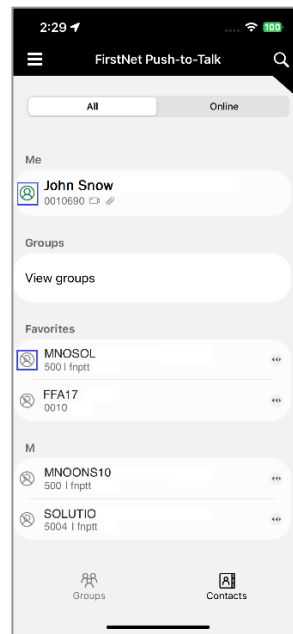
## Presence status of contacts

Each contact displays its presence status with colored indicators on the Contacts tab.

 **Online (green)** – The contact is logged in to the app.

 **Offline (grey)** – The contact is logged out of the app.

 **DND (red)** – The contact is in Do Not Disturb mode and may receive calls and messages, but will not hear any tones.



## Searching contacts

You can quickly search for contacts within your contacts list or on the FirstNet PTT service.

1. On the Contacts tab, select the Search icon .
2. Enter the contact's name in the search box.

The contacts matching the text you entered will be automatically displayed. If you do not see the contact you are searching, select **See more results** for "your search." Then, a search will be conducted of all the users on the FirstNet PTT service, irrespective of which agency they belong to.

For this search, more than three characters are required and wild card (\*) can be used.

# Calls

You can make a call to one or more people by pressing and holding the soft PTT key

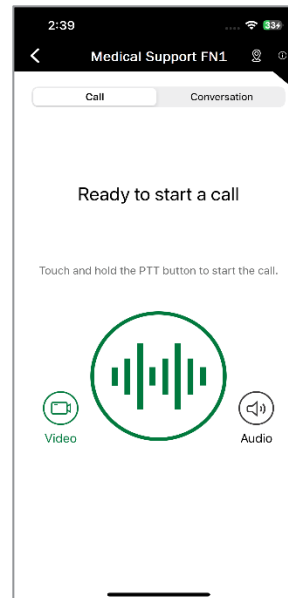
## PTT soft key

The on-screen PTT soft key (displayed on the call panel in the Conversation view) is pressed and held while speaking. It also changes colors to indicate the floor control status, so you can easily see whether the floor is available (i.e. standby mode) or if you are waiting your turn in the call queue. While someone else has floor control, you must wait for your turn to speak. To communicate urgently, you may send messages in the conversation panel while someone else is speaking.

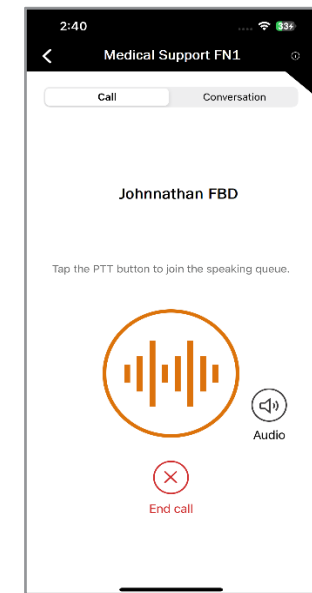
## Floor control status

The color of the PTT soft key indicates whether the call is in:

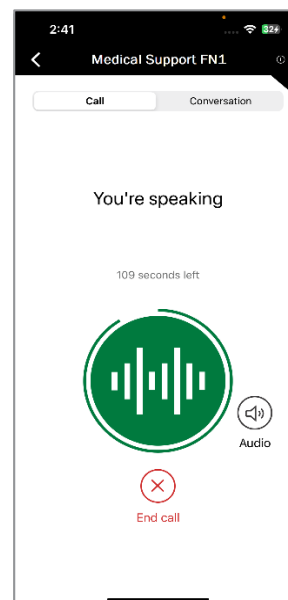
- **Standby** – The floor is available and you can press and hold to begin speaking.
- **Speaking** – Indicates that you are speaking and have control of the floor.
- **Listening** – Indicates that someone else is speaking and has control of the floor. No one else can speak until they release their PTT key.
- **Waiting in Queue** – If you press and hold a PTT key while in listening mode, your request will be queued in the order it was received. While you are in the queue, the indicator is orange and changes to green once you gain floor control.



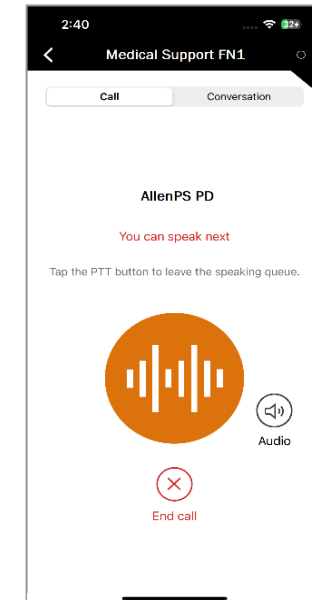
Standby (floor available)



Listening



Speaking



Waiting for your turn

## Making calls

1. You can start a PTT call in a number of ways.
  - Select who you want to communicate with:
    - From the Groups tab, select the desired group, or
    - From the Contacts tab, select the PTT icon  next to the contact name to initiate a private 1:1 call.
    - Use the PTT soft key
  - Alternately, swipe right on a group to make a call.

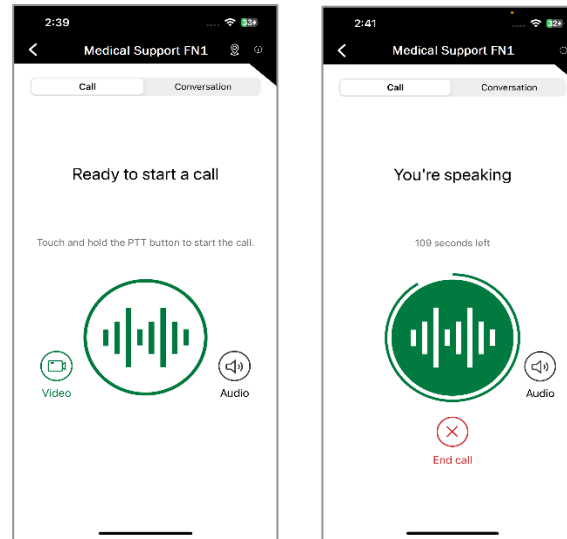
2. Once started, the conversation view will appear and a tone will be audible. If the floor

is available, simply touch and hold the PTT key to speak.

When you take the floor, the on-screen PTT indicator will turn green  to indicate that you have the floor.

The countdown will begin and you can check the remaining time via the text on the screen and the animation around the PTT soft key.

The maximum amount of floor time that a speaker can have is configurable in the server by your PTT Admin.

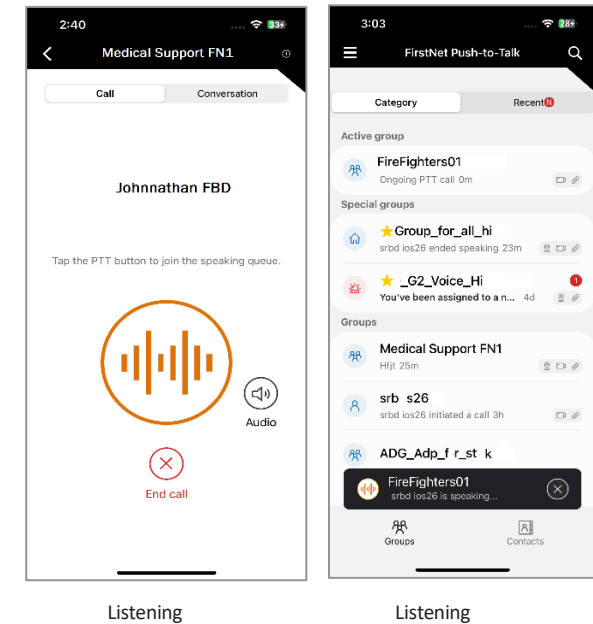


3. Release the PTT key to allow another person in the call to take the floor and speak.
4. Select the End Call button  to end the call.

## Receiving calls

1. When you receive an incoming call, the group will be shown in the conversation view or in the notification tray on your current screen (if in background mode), and a tone will be audible.
2. The color of the onscreen PTT indicator will change to indicate the floor control status and whether you can begin speaking.

Tap the End Call button  to end the call. Once ended, the group will return to idle.



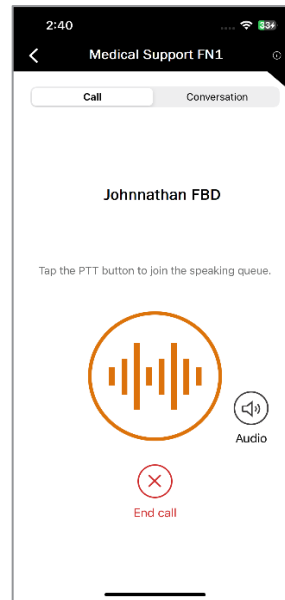
Receiving incoming

## Taking floors

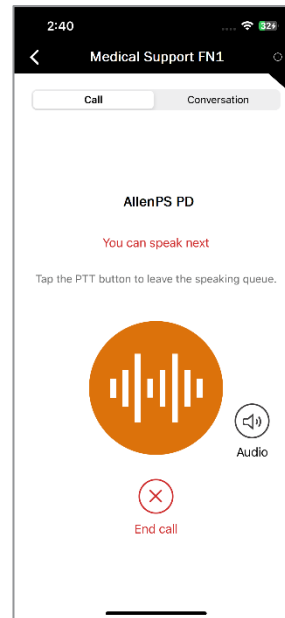
If you tap the PTT key while another user is speaking, you will be put into a queue. When it's your turn to speak, you will need to press and hold the PTT key to start speaking.

### Tip:

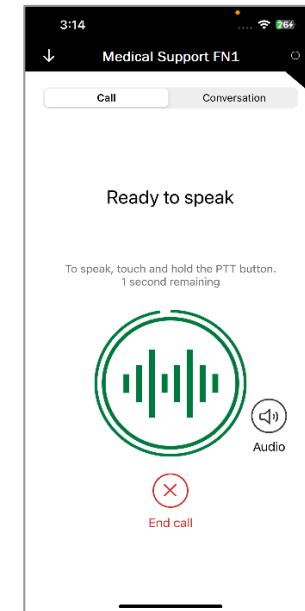
- When it becomes your turn, the 120 seconds for normal call and 120 seconds for emergency call countdown will start.
- In order to speak, you should press the PTT key again within a few seconds. Otherwise, the floor will be released.
- When you press the PTT key after x seconds of taking your own turn, the available speech time becomes  $30 - x$  seconds.
- If you pass the 8 seconds call end timer while waiting the call will be ended.



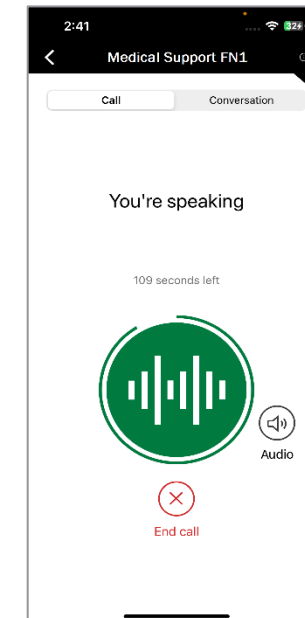
Someone else speaking



Floor position locked



Waiting



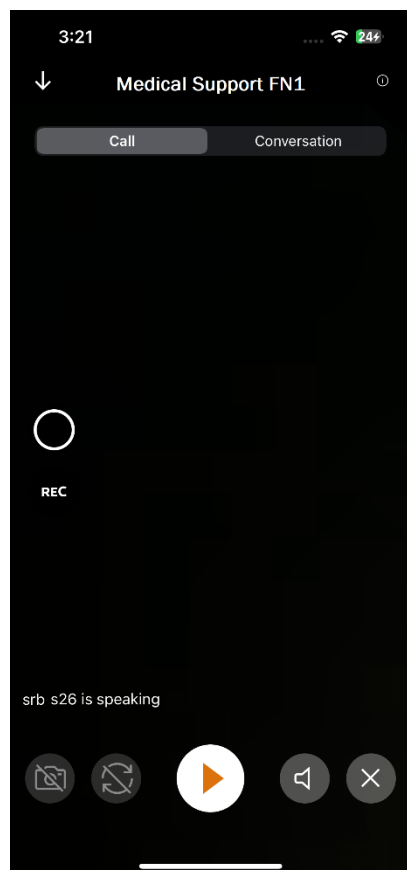
Taking the floor

## During video calls

If you want to take the floor while a video call has started, you will be placed in the queue.

If you do not take the floor after it is granted, the video call will not save.

The video stream will proceed to the next person in line when the current video call time runs out.



## Selecting the output sources

You can select the output sources when listening to someone talking in your group. This feature is only available if you connect two or more earphones (wired or wireless) to your mobile device.

1. Tap the Audio icon  on the call panel. The **Select audio output** pop-up appears.
2. Select the output source you want.

## First-to-answer call

When you are not sure which team member is available to respond. This feature allows you to select multiple call recipients and will establish the call with the first person to answer and drop the call with any others.

1. Tap the Menu icon  then tap **First-to-answer call**.
2. Select multiple potential recipients by entering their contacts. (up to 20 contacts)
3. Tap **Call**.

When a recipient accepts the call, the call is established.

## Private call back request

You can easily request a call back if your contact is not available.

1. On the Contacts tab, select the desired contact.
2. Select the PTT icon .
3. Tap 'Message' to open conversation view.
4. Tap the More icon  then tap **Call back request**.
5. Tap the request message you want to send.
6. The message will be sent with a red Notification icon  if you select an urgent message.

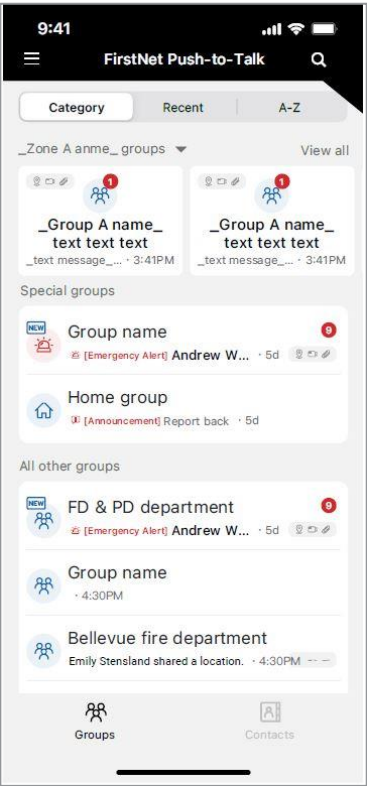
## Opt in and out (affiliation)

You can temporarily opt in to or out of pre- defined groups established by your PTT Administrator.

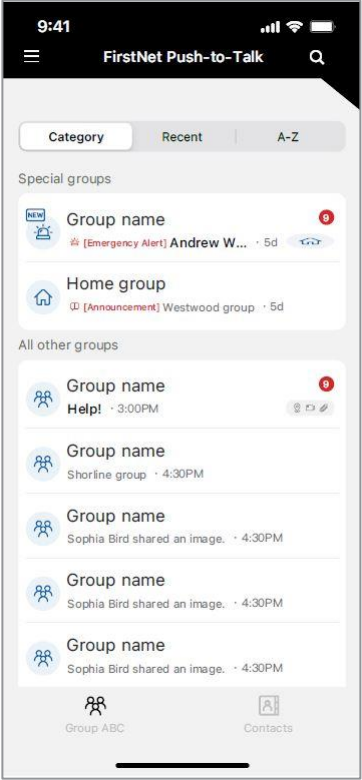
1. To opt in to a group, on the Groups tab, tap the Menu icon , tap **Opt in/out of groups**.
2. Select the group(s), and then tap **Save**.
3. To opt out of a group, on the Groups tab, tap the Menu icon , tap **Opt in/out of groups**, unselect the group to opt out, and then tap **Save**.
  - You also can opt out or in by swiping left on a group.
  - You cannot opt out from the emergency group  or home group .

# Call type priority

There are different call types you can initiate or receive. Each call type has its own purpose and is automatically managed according to a pre-defined priority set by your PTT Admin. Higher priority calls can interrupt lower priority calls at any time. For example, if there is an incoming emergency call (highest priority) when you are in a private call (lowest priority), the current call will be cut off and you will be immediately connected to the emergency call. You can also find the calls with higher priority displayed before lower priority groups on the scan list.



Call type priority



Call type priority - regular group list

| Call type priority |                                 |
|--------------------|---------------------------------|
| Highest priority   | Emergency                       |
|                    | Imminent peril                  |
|                    | Ambient listening               |
|                    | Broadcast                       |
|                    | Priority group in the scan list |
|                    | Other groups in the scan list   |
|                    | Admin defined home group        |
|                    | Other pre-arranged group        |
|                    | Ad-hoc group calls              |
|                    | Private calls                   |
| Lowest priority    | First to answer calls           |

# Messages

You can send and receive text messages to Groups or to Contacts. In a noisy environment, text messages can be an effective way to clearly communicate information.

- You can send or receive text messages in idle groups as well as active groups.
- You cannot send or receive text messages in ad-hoc groups.

## Sending messages

### From the Groups tab

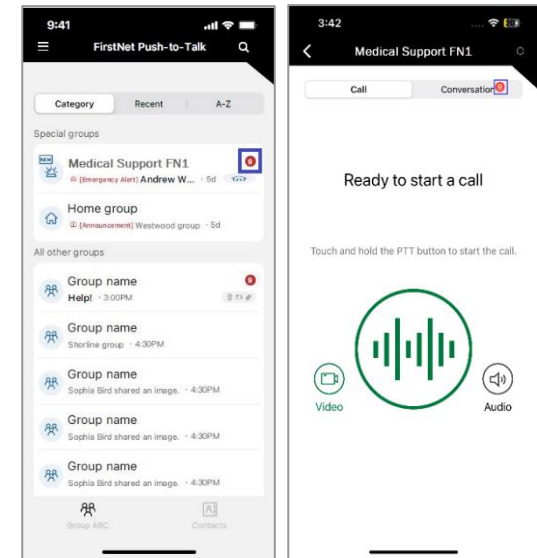
1. On the Groups tab, select the desired group. The conversation view will appear, then select conversation panel.
2. Select the text field.
3. Enter a text message and select **SEND**. If you want to deliver the message as an important announcement, select the Important Message icon  next to the text input field.

### From the Contacts tab

1. On the Contacts tab, select the name from the Contacts list and select **Message**.
2. Type your message in the text field and select **SEND**.

## Receiving messages

1. When you receive text messages, a notification indicator will appear with the number of unread messages next to the group when you are on the Groups tab, or next to conversation panel when you are on the conversation view.
2. Select the group and conversation panel to view the text message.



# Emergency group

You can perform various tasks related to the emergency group.

## Emergency alerts

1. You can send a preset emergency alert to all members of the emergency group.
  - Tap  after selecting the emergency group on the Groups tab. When you tap , you can cancel sending alert message.
  - Press the PTT soft key in the call panel of emergency group

To send an alert message and start making a call, swipe right on an emergency group on the Groups tab.
2. Emergency alerts will appear with an emergency notification  in the conversation panel of emergency group.

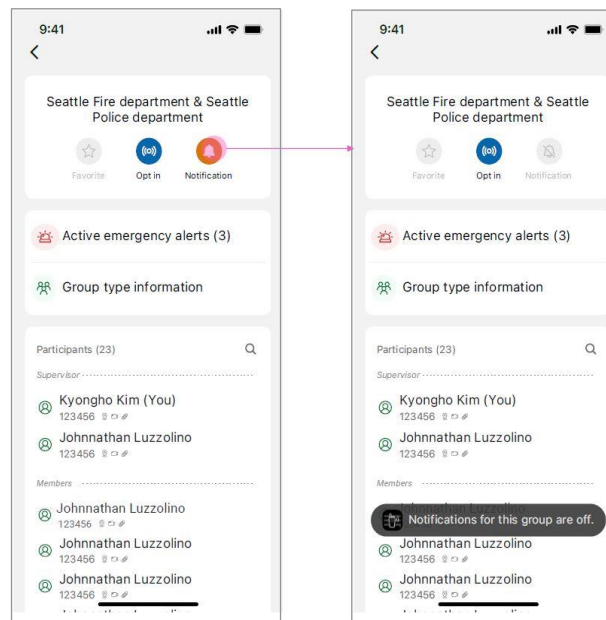
### Tips:

- Only the users that are receiving the emergency alert (i.e., everyone except the user who sent or initiated the emergency alert) will get the emergency notification .
- The emergency notification  only appears if there is an active alert.

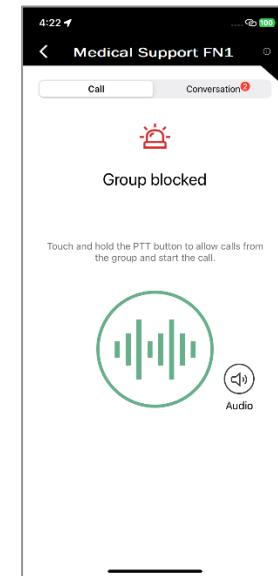
## Blocking calls and notifications temporarily

If you want to focus on a different group call or message, you can temporarily block calls and notifications from the emergency group while you are in an emergency alert.

1. Select the emergency group on the Groups tab.
2. Tap the More icon  and select Notification to **Block calls and alerts**.



The group will be blocked temporarily.



To turn off this feature, tap the More icon  and select **Allow notification**.

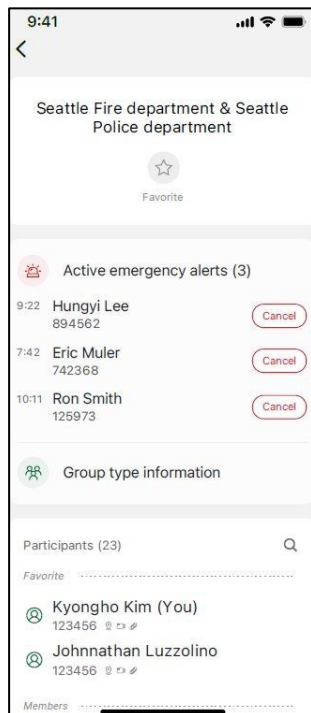
### Tips:

- You cannot use this feature when you sent an emergency alert, which is ongoing or there is no ongoing emergency alert in the emergency group.
- Even if using this feature, the conversation history and files shared in the group can be viewed because you are not opted out of the group.
- You can also block or unblock a group by swiping left on an emergency group on the Groups tab.

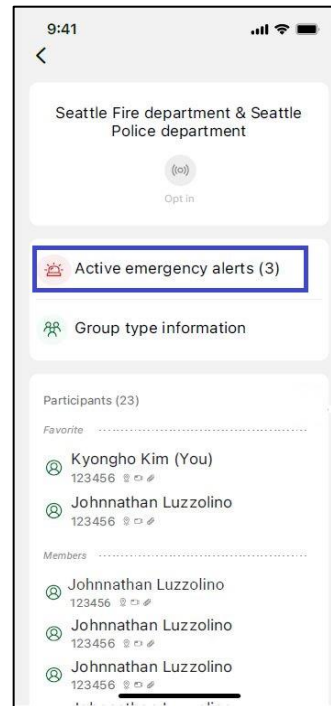
## Supervisor view and features

If you are a supervisor, you can use additional features more compared to other general users.

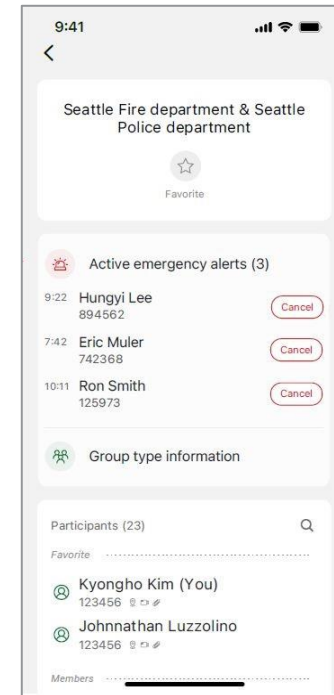
1. Select the emergency group on the Groups tab.
2. Tap the More icon  and select **Active emergency alerts**.



3. Perform a task as a supervisor.



Check who sent an emergency alert



Cancel the emergency alert by tapping "cancel"

**Tip:** There are additional features that the supervisor has, including interrupting any user (including discreet users), not ever needing to wait in line, and having access to location features.

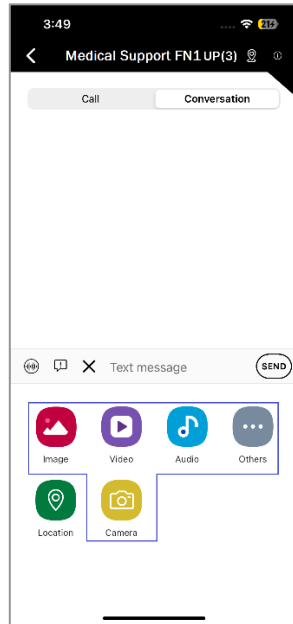
# File Share\*

You can send files such as images, video clips or other file types to groups.

1. Select a group on the Groups tab or a contact on the Contacts tab that you want to send files to.
2. Tap the file share icon  in the conversation panel or tap **File share** in the contact information.

The file share icon  only appears on the devices of authorized File Share users.

3. Select a file format and follow the on- screen instructions to select files. The files will be inserted.
4. Tap **SEND**.



File Share

## Receiving a file while offline

You can send files to groups even if they are offline. They will receive and find files after they log in or recover out of coverage area.

For more information about sending a file, refer to File Share.

## Sharing a file you received

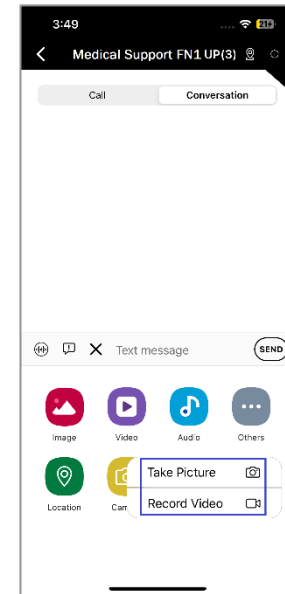
1. If you want to share a file you received to groups, touch and hold it, and then select **Share**.
2. Select a member of group and tap **Done**.  
Members in group who are online will receive the file right after you send it, and members who are offline will receive it after they log in.

## Sharing after taking pictures or videos

You can share the pictures or videos right after you take them.

1. Tap the file share icon  in the conversation panel.

2. Tap **Camera** and select an option you want.



Take a picture/Record a video

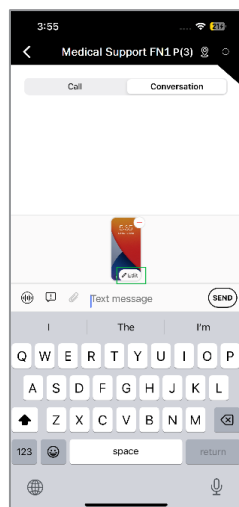
3. Capture pictures or videos and follow the on- screen instructions.

\* Only available if users are permitted by their agency.

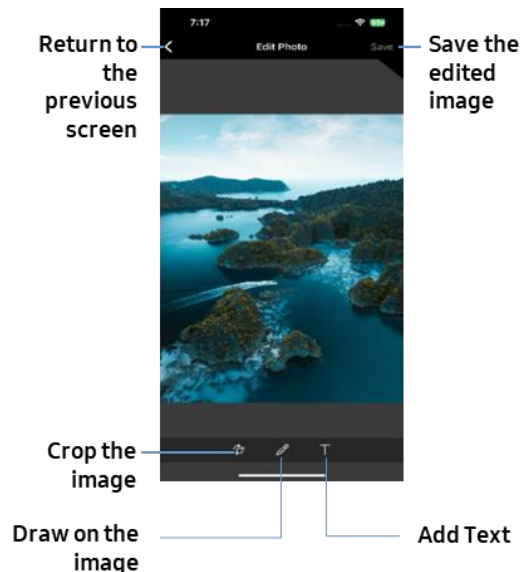
## Editing an image file

You can edit an image file before sending it to groups.

1. Tap **Edit** after selecting an image to send.



2. Edit an image.



## Video Streaming\*

You can stream video from your device to your contacts or your group.

1. Select a group on the Groups tab or a contact on the Contacts tab that you want to make a video call to.

The video call icon  shows which group or contact are video enabled.

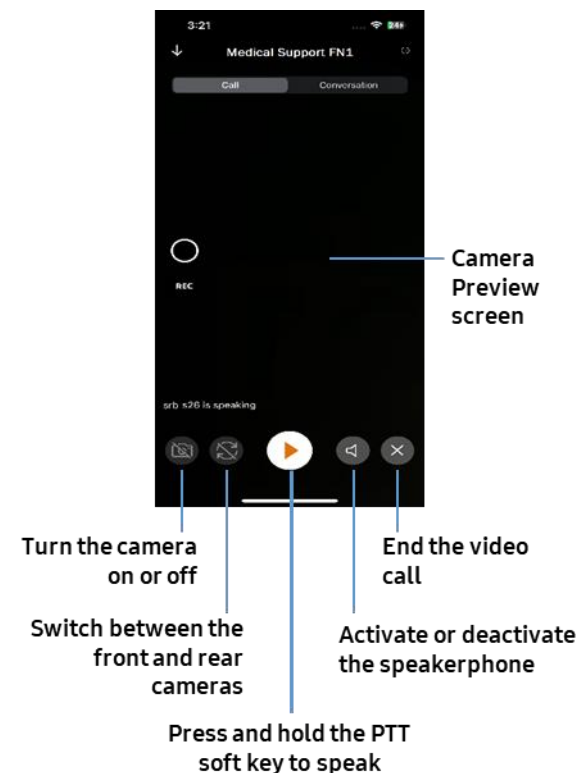
If you swipe right on a group, you can make a video call in case the group only supports video calls.

2. Establish video call.

- Tap the video call icon  in the call panel of the selected group.
- Tap the video call icon  in the selected contact.

3. You can communicate using the PTT soft key.

The countdown will begin and you can check the remaining time via the text on the screen and the animation around the PTT soft key .



\* Only available if users are permitted by their agency.

## Recording a video or capturing a screenshot

Both you and receivers can record streaming video and also capture screenshots.

- To record a video, tap  to start recording. If you want to stop recording, tap . If you do not stop recording, recording will continue until the call ends.
- To capture a screenshot, tap . The screenshot will be saved on your mobile device.

## Using location-based features

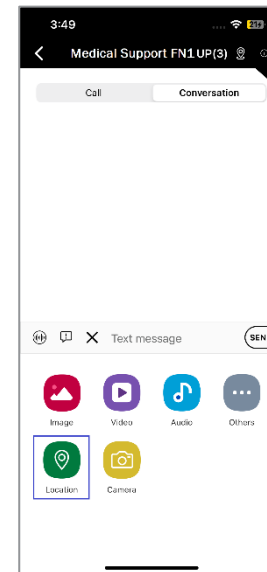
Share your current location and open shared locations.

### Sharing your location

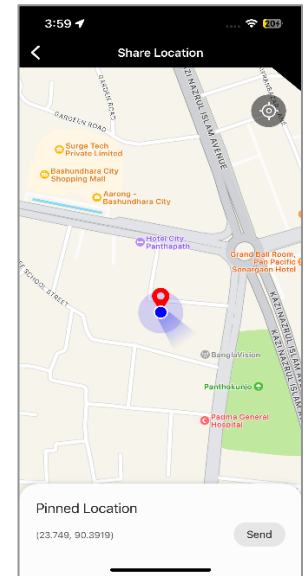
1. On the Groups tab, select the desired group and select the conversation panel. Alternatively, on the Contacts tab, select a member and tap **Message**.
2. On the conversation panel, tap the file share icon .
3. Tap **Location**.  
The map will appear.
4. Check your current location where the pin icon  is located on the map.  
To change location, just press and hold new location, pin icon  will automatically select new location.
5. After opening Location permitted group, Location map can be opened with the Location Icon on Top Right in the Conversation View by supervisor.

#### 6. Tab **Send**.

Your current location will be shared.



Share a location

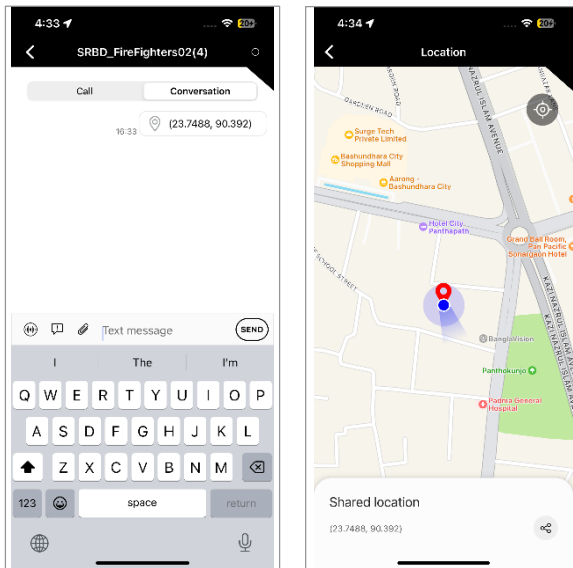


Pin your location on the map.

## Checking shared location

Check your shared location and the locations of other members.

1. On the conversation panel, tap the shared location coordinates.
2. View the shared (pinned) location on the map.



Shared location

View shared (pinned) location on

## Using zone-based features

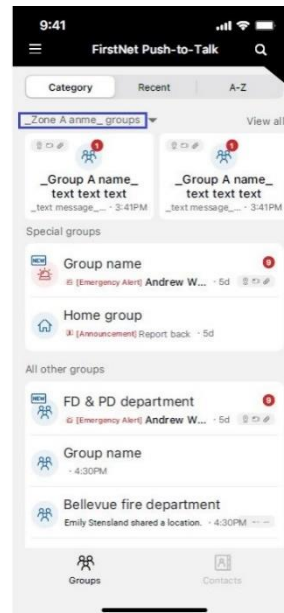
The PTT Admin creates talkgroups based upon the jurisdictional zone reference to organize groups and trigger group affiliation/ de-affiliation actions based on the location of users called zone groups.

1. Tap the Menu icon  and select **Zone groups**.

You can check the zone groups and their activities.

2. Tap the **Zone groups** switch to turn it on.

The zone groups will appear on the Groups tab.



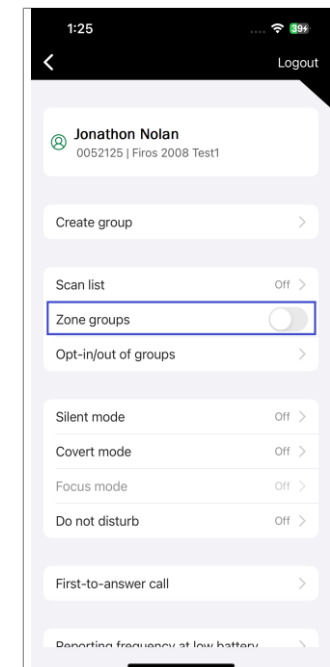
### Tips:

- When zones are enabled, any group in a zone that is not a part of the current active zone will be opted out.
- Whenever a zone is changed, the active zone groups will be opted in and the inactive zone groups will be opted out.
- When zones are disabled, all zone groups will be opted out.
- A talkgroup can be added to up to 5 zones.
- When scan lists are disabled, all groups are opted back in unless they are part of a zone, at which point they can be manually opted back in.

## Turning the feature on or off

Tap the Menu icon  and tap the **Zone groups** switch to turn it on or off.

If the feature is not available, ask your PTT Admin to assign it first.



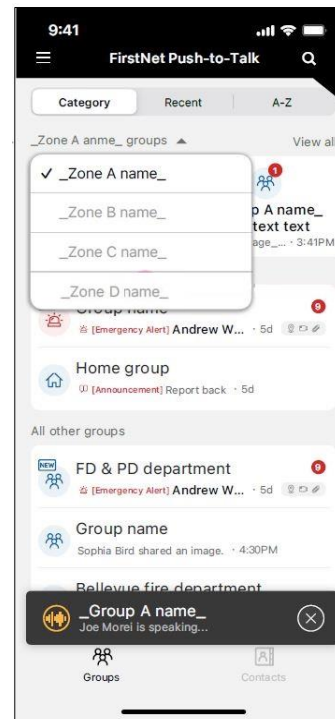
## Switching zones

If users are assigned to more than one zone by their PTT Admin, they can change to another zone.

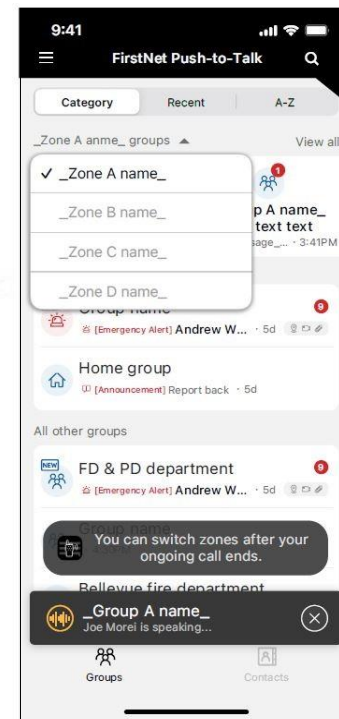
On the Groups tab, tap the zone group name and select another zone you want to change.

### Tip:

- If a call is active in one of the previous zone's groups, it will not be unaffiliated. In this case, the group will be unaffiliated once the user ends the call or the group goes back to idle.
- The designated emergency group will not be unaffiliated even though you switch zones.
- Users cannot switch zone groups when they have an ongoing call. They need to end the ongoing call before they switch zone groups. When there is an ongoing call, zone selection will be disabled.
- Zone switching is disabled when talkgroup scan list is active.



Zone Switching



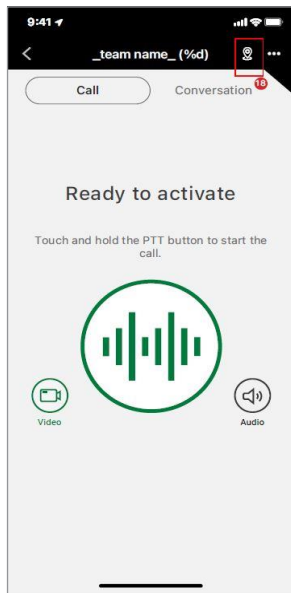
During the ongoing call

# Location-based features for authorized users

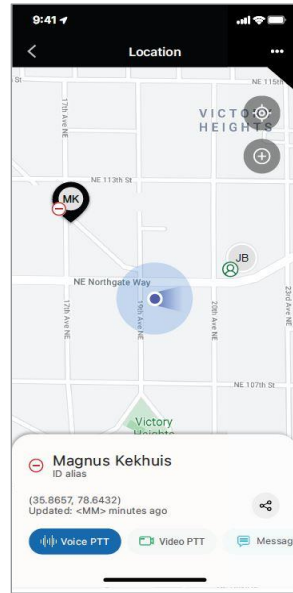
## Features for authorized users

In case of users who are authorized, they can use features below:

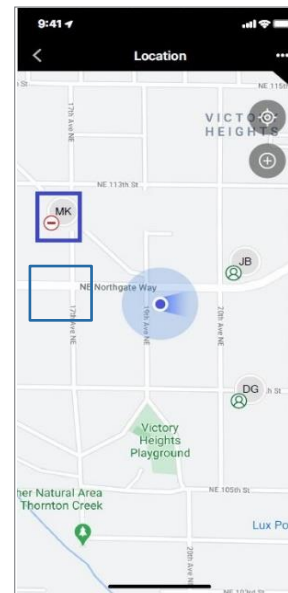
- Check other members' locations on the map.
- Select a member on the map and check their member's information.
- Make a voice or video call after selecting a member on the map.



How to start to use location-based features



Members on the map

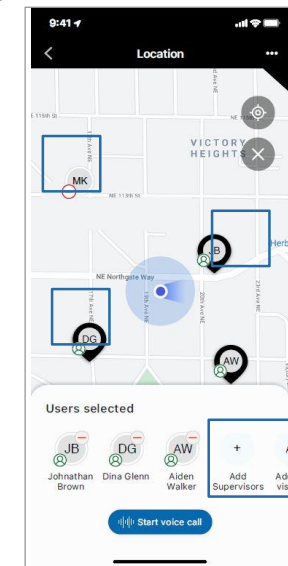


Check member's information.

## Ad-hoc group call on the map

You can tap the members on the map to select and make a quick ad-hoc group call.

1. Select the group on the Groups tab and tap the map icon . The map will appear.
2. Tap the quick group icon on the map.
3. Select members to start an ad-hoc group call on the map.

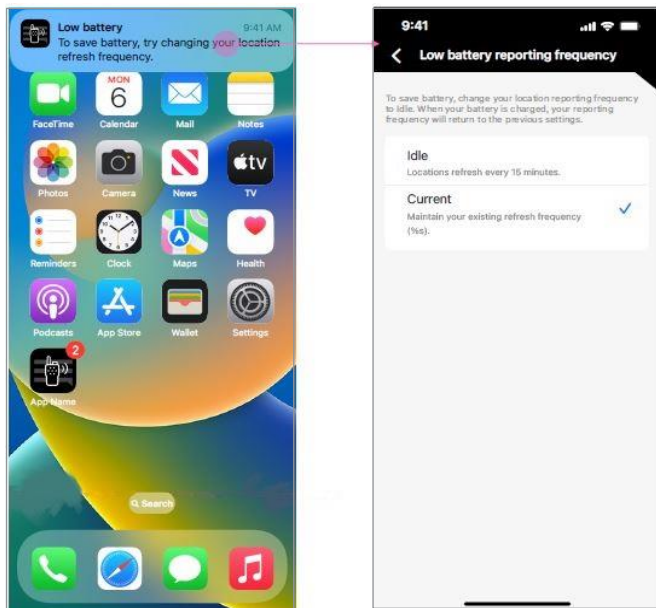


- Tap **Add all visible** to quickly add all members on the map.
  - Tap **Select from contacts** to add a member on your contact list but not on the map.
  - Tap on the selected member or tap the selected member on the map again to remove them from ad-hoc group call.
4. Tap **Start voice call**.

# Changing the location frequency in low battery conditions

If your device's battery is low, Low Battery notification will appear and tapping on it will take user to the Hamburger menu/Low Battery Reporting Frequency.

- **Idle** – Locations refresh every 15 minutes.
- **Current** – Maintain the existing refresh frequency.



## Notifying the authorized users of changes

Authorized users will be notified through a pop-up that the location frequency has changed.

Once the device's battery is restored to the appropriate level, the setting will return and additional pop-up that notifies users of the change will appear.

# Settings

You can customize the settings of the FirstNet Push-to-Talk app. From either the Groups or Contacts tab, select the Menu icon  to view or update your settings.

- **Mute extra tones** – Mutes call tone for various actions, such as call start tone, call end tone and more except for emergency calls.
- **Disable extra vibration** – Disables vibration for various actions, such as call start vibration, call end vibration and more except for emergency calls and broadcast calls.

- **Silent mode** – Activate silent mode to mute all sounds and disable vibrations.

**Tip:**

- You cannot activate or deactivate silent mode when you turn on the do not disturb feature on your mobile device.
- **Alert preferences** – Set speakerphone, extra tones, vibrations and more in Covert mode.

- **Auto delete messages** – Setting to automatically delete messages after seven days.
- **About FirstNet Push-to-Talk** – View the FirstNet Push-to-Talk app version and legal information.

For assistance with your FirstNet Push-to-Talk service, please contact FirstNet Customer Service on 1-800-574-7000.