

FirstNet Push-to-Talk iOS App User Guide

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Table of Contents

Introduction	3
Using the iOS App	4
Groups	6
Contacts	7
Calls	8
Messages	11
File Share	12
Video Streaming	13
Settings	14

Content is subject to change without prior notice.

Introduction

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 Apple App Store.

Visit 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're 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 in-app vibrations, do not disturb, convert mode and auto delete messages.
- **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

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

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

Step 3

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

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 homescreen, if available. 


If the app is not installed, search for FirstNet Push-to-Talk in the Apple App Store. Install the app titled “FirstNet Push-to-Talk” to your device.

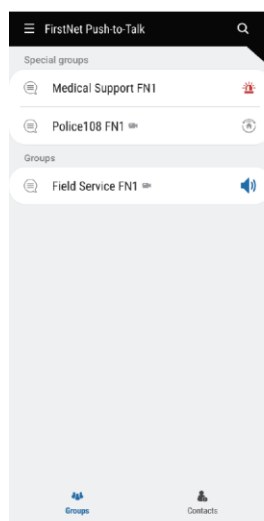
3. When a login screen appears, enter your FirstNet ID and password then select **Continue**.
4. Read and agree to the terms and conditions and select **Continue**.
5. Allow the access permissions for the app.
6. Read the tutorial and select **START**.

The initial setup is completed. The Groups tab will appear.

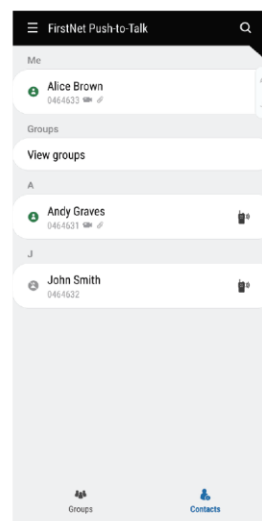
Overview of the screens

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

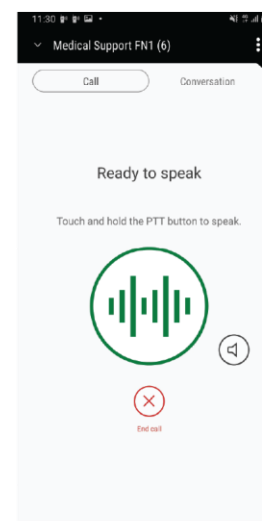
- On the Groups tab, you can view the groups created by your agency and communicate with a group by selecting it. For more information about groups, refer to **Groups**.
- On the Contacts tab, you can view the contacts created by your agency and communicate by selecting them. For more information about 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.



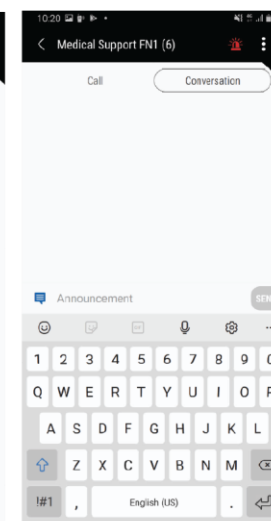
Group tab



Contact 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

 Idle group

 Home group

 Emergency 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

Conversation


 Speaking floor control status


 Standby floor control status

 Waiting in queue floor control status

 Listening floor control status

 Start video call


 Activate or deactivate the speakerphone

 End call

Messages and Notifications

 Send text message

 Send important message

 Important message notification

 Emergency announcement notification

 File share

Push-to-Talk keys

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.

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.

Pre-arranged groups

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

You cannot remove pre-arranged 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 .

Select the emergency group on the Groups Tab and then press 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. For more information about **Call Priority**, refer to page 11.

Home group


When you press the PTT soft key, you will automatically communicate with the members of the home group, unless you have an active group (see status of groups below.) 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 Group 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.

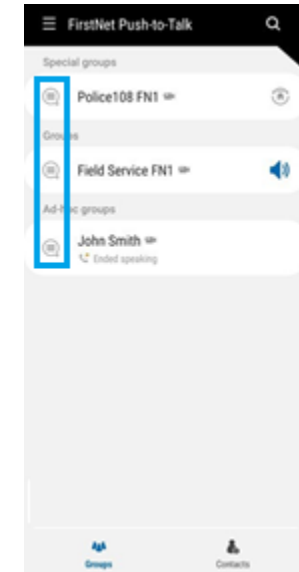
Status of groups

Active group – Active group is a group that you are currently connected to. The currently active group will be shown in the conversation view. Calls or messages will be sent to all members of the active group.

You may only have one group active at a time.


 **Idle** – Idle or inactive groups are groups that you are not currently connected to.

The active group automatically becomes idle when there is no voice activity for 8 seconds. (The duration is configurable by your agency's PTT Admin.)



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.

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 can't be shared by other users or downloaded on another device.

- Ad-hoc groups will disappear from the group tab after 7 days of non-use.
- 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 inter-agency collaboration.

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 PTT contact details and all contacts made available by the PTT Admin.

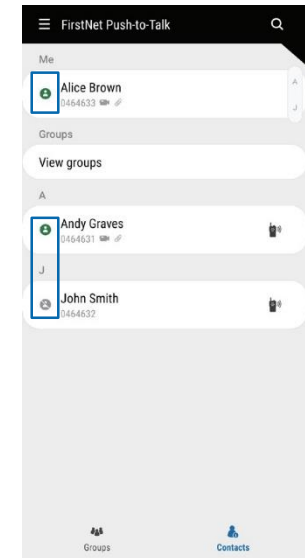
By selecting the PTT icon  next to the name of your contact, you will be taken to the conversation view where you can communicate with that contact.

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, at least 3 characters are required and wild card (*) can be used.

Calls

You can make a call to one (1-1 call) or more people (group call) by pressing and holding the soft PTT key.

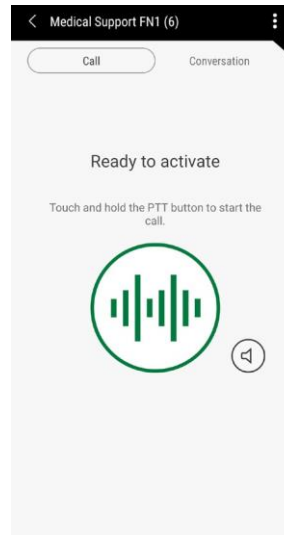
PTT soft key

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.

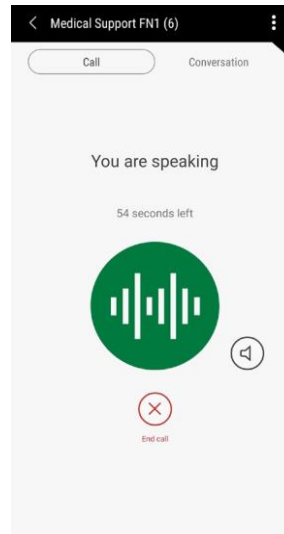
Floor control status

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

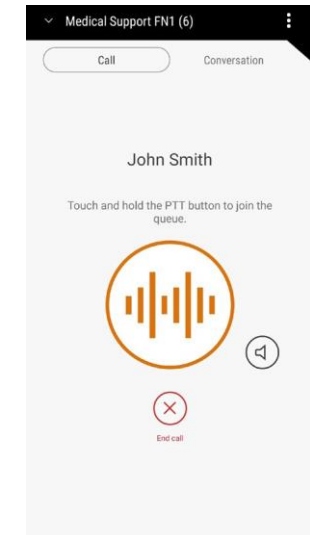
- **Standby** – The floor is available and you can press and hold to begin speaking.
- **Speaking** – Indicates that you are speaking and have control of the floor.
- **Listening** – Indicates that someone else is speaking and has control of the floor. No one else can speak until they release their PTT 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.



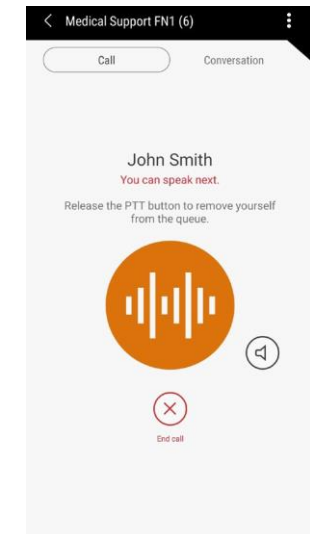
Standby (floor available)



Speaking





Listening



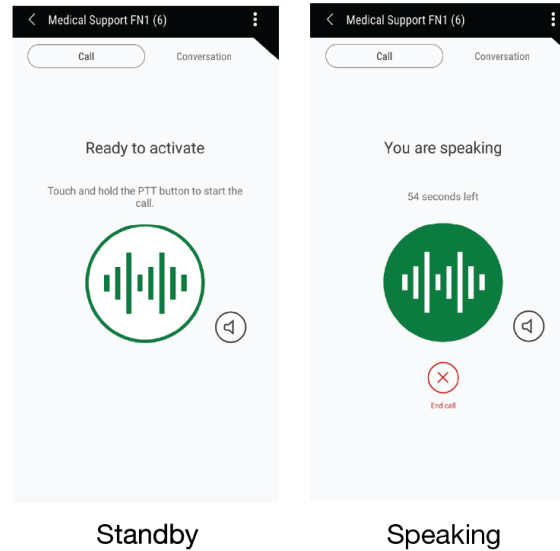
Waiting for your turn


Making calls

- You can start a PTT call in following way.
 - 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 to start the call
- 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 maximum amount of floor time that a speaker can have is configurable in the server by your PTT Admin.



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

Receiving calls


- When you receive an incoming call, it will be shown in the conversation view, and a tone will be audible.
 - Join in the conversation by pressing and holding the PTT key. The color of the on-screen 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 call

First-to-answer call




You can use the first-to-answer call feature 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 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 Message icon .
3. Tap the Menu icon  then Call back request.
4. Tap the request message you want to send.
5. 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 group tab, tap the Menu icon  then Opt in, select the group, press Done and then tap Opt in.
2. To opt out of a group, on the group tab, tap the Menu icon  then Opt out, select the group, press Done and then tap Opt out.
 - You also can opt out or in by tapping the icon  next to the group name on the group tab.
 - You cannot opt out from the emergency group  or home group .

Call 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.

Call type	Purpose and description	Call priority
Emergency Group Call	Pre-arranged group call designated by the PTT Admin as the emergency call group Top priority call initiated by pressing the emergency key	4 (Highest priority)
High Priority Group Call	Pre-arranged group call designated by the PTT Admin as having a higher priority	3
Normal Priority Group Call	Pre-arranged group call designated by the PTT Admin as having standard priority	2
Ad-hoc Group Call	Ad-hoc group call established on the device by a PTT user	2
Private Call	1:1 on calling between two PTT users	1

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

1. On the Groups tab, select the desired group. The conversation view will appear, then select conversation panel.

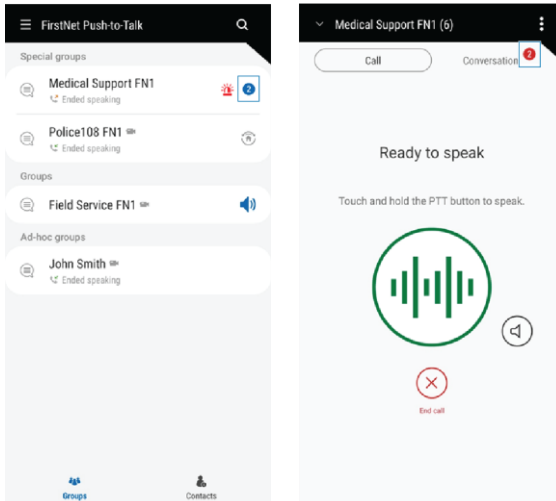
Select the text field. Enter a text message and select **SEND**.

If you want to deliver the message as an important announcement, select the Important Message icon  next to the text input field.




2. To send a text message to a contact, select the name from the Contacts list then select message icon . 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 group tab. In conversation view, it appears on conversation panel.
2. Select the group and conversation panel to view the text message.




Emergency alerts

1. You can send a preset emergency alert to all members of the emergency group.
 - activate the Emergency group by tapping idle icon  next to the emergency group on the group tab
 - press the PTT soft key in the call panel of emergency group
 - select the emergency icon  in the emergency group
2. Emergency alerts will appear with an emergency notification  in the conversation panel of emergency group.

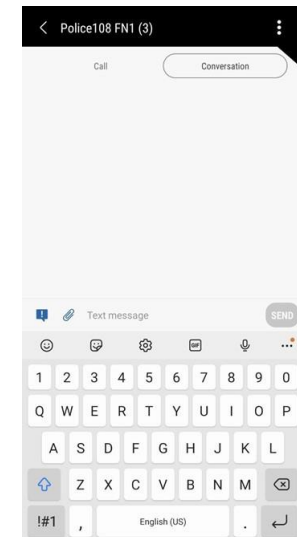
File Share*

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

1. Select a group on the group tab or a contact on the contact tab that you want to send files to.
2. Tap the File Share icon  in the conversation panel or 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

* Only available if users are permitted by their agency.



Video Streaming*


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

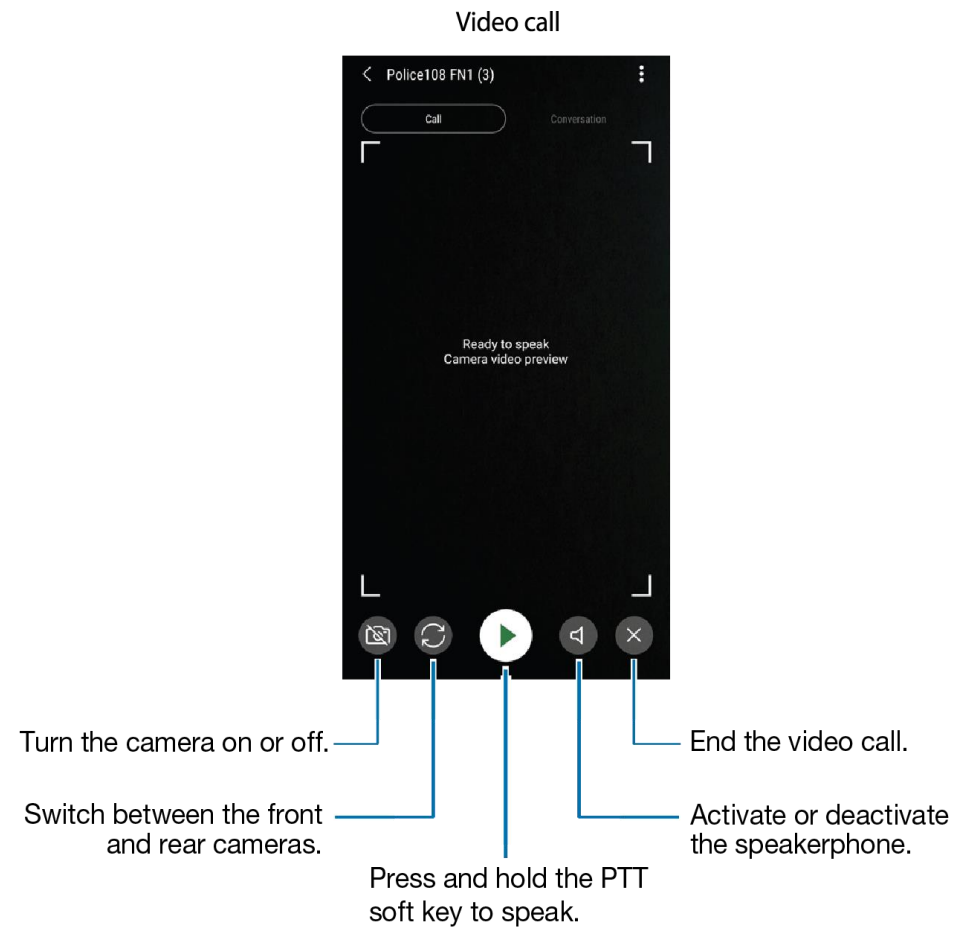
1. Select a group on the group tab or a contact on the contact tab that you want to make a video call to.

Video icon  shows which group or contact are video enabled.

2. Establish video call.



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

3. Press and hold the PTT soft key  to start video streaming



* Only available if users are permitted by their agency.

Settings

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

- **Mute call tones** – Mutes call tone for various actions, such as call start tone, call end tone and more except for emergency calls and broadcast calls as long as iPhone is NOT in Silent Mode.
- **Disable vibrations** – Disables vibration for various actions, such as call start vibration, call end vibration and more except for emergency calls and broadcast calls as long as iPhone is NOT in Silent Mode.
- **Auto delete messages** – Setting to automatically delete messages after seven days.
- **Home group** – Shows Admin defined name of the home group.
- **Emergency group** – Shows Admin defined name of the emergency group.
- **About FirstNet Push-to-Talk** – Views 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.