# FirstNet Push-to-Talk

## Android App User Guide

November 2020

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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 and text, 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 Android 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 Google Play store.

Visit firstnet.com/push-to-talk/support to find the document entitled “FirstNet Push-to-Talk Device Portfolio” to see 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 or PTT hard key (if present).
- **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.
- **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).
- **Mute in-call tones** – Set tones to mute when in calls. You can mute any tones except emergency calls and alerts.
- **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 Google Play 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 either the PTT hard key (if present) or the PTT soft key.
Using the Android 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 Google Play 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 three screens on the app – the Groups tab, Contacts tab, and 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 and send text messages. The Conversation view appears by selecting a group on the Groups tab or selecting the PTT icon on any contact within the Contacts tab. Conversation view shows a recent log history.

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

If you are using a supported phone without a touch screen, such as the Sonim XP5s, please see information for non-touch Feature Phones at the end of this guide.
## Overview of the icons

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<th>Description</th>
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<td>Add group or contact</td>
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<td>Active group</td>
<td>Speaking floor control status</td>
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<td>Home group</td>
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<td>Do Not Disturb presence status</td>
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### Push-to-Talk keys

**PTT hard keys** – Some devices, like the Samsung XCover FieldPro, have a dedicated physical button or key on the device for Push-to-Talk calling. Other devices may have another button assigned for this purpose. These devices can initiate a PTT call by pressing the dedicated key. Throughout this guide, these buttons are referred to as PTT hard keys.

**PTT soft key** – Alternately, 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.

### Differences in non-touch Feature Phones

In some cases, devices without touch screens, like the Sonim XP5s, use similar but different icons and keys than those shown throughout this guide. Please see information for non-touch Feature Phones at the end of the guide to review different screens, icons, and processes.
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.

If your device has a dedicated emergency key, you can instantly talk with the members in the emergency group by pressing it once. If your device does not have a dedicated emergency key, select the emergency group on the Groups Tab and then select the PTT key in the conversation view.

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 10.

Home group
When you press the PTT 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 hard or 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
The status of each group is indicated with an icon at the top of the Groups tab.

Active – The currently active group. 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 indicated 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 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, select the Add button.*
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.

**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 pre-arranged 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 can not 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.

*See Information for Feature Phones at the end of this guide if you are using a supported device without a touch screen.
Calls

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

PTT soft key

The on-screen PTT soft key (displayed on the Conversation view) is pressed and held while speaking just like the PTT hard key. 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. You may send messages while someone else is speaking to communicate urgently.

Floor control status

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

- **Standby (Blue)** – The floor is available and you can press and hold to begin speaking.
- **Speaking (Green)** – Indicates that you are speaking and have control of the floor.
- **Listening (Grey)** – 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 (Red)** – If you press and hold a PTT key while in listening mode, your request will be queued in line to speak in the order it was requested. While you are in queue, the indicator is red and changes to green once you gain floor control.
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 either the PTT soft key or PTT hard key (if available) to start the call
   - Alternately, press the PTT hard key to start a call with the active group or the home group.*

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 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 activated and a tone will be audible.

2. Go to the group tab to select the active group and view the conversation.

3. Join in the conversation by pressing and holding a PTT key. The color of the on-screen PTT indicator will change to indicate the floor control status and whether you can begin speaking.

4. Select the end call button to end the call. Once ended, the group will return to idle.

*See Information for Feature Phones at the end of this guide if you are using a supported device without a touch screen.
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 anytime. 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.

<table>
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<tr>
<th>Call type</th>
<th>Purpose and description</th>
<th>Call priority</th>
</tr>
</thead>
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<tr>
<td>Emergency Group Call</td>
<td>Pre-arranged group call designated by the PTT Admin as the emergency call group</td>
<td>4 (Highest priority)</td>
</tr>
<tr>
<td></td>
<td>Top priority call initiated by pressing the emergency key</td>
<td></td>
</tr>
<tr>
<td>High Priority Group Call</td>
<td>Pre-arranged group call designated by the PTT Admin as having a higher priority</td>
<td>3</td>
</tr>
<tr>
<td>Normal Priority Group Call</td>
<td>Pre-arranged group call designated by the PTT Admin as having standard priority</td>
<td>2</td>
</tr>
<tr>
<td>Ad-hoc Group Call</td>
<td>Ad-hoc group call established on the device by a PTT user</td>
<td>2</td>
</tr>
<tr>
<td>Private Call</td>
<td>1:1 on calling between two PTT users</td>
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</tr>
</tbody>
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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.
2. Select the text field or the keyboard icon. 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.
3. To send a text message to a contact, select the name from the Contacts list to open the Conversation view. Type your message in the text field and select SEND.
Receiving messages
1. When you receive a text message in a group, a notification indicator ลำโพง จะมีและเป็นสีแดงจะปรากฏข้างเคียงกับกลุ่ม. ข้อความที่สำคัญจะแสดงสัญลักษณ์ของแจ้งเตือนการจัดส่งข้อความ.
2. Select the group to view the text message.

Emergency alerts
1. You can send a preset emergency alert to all members of the emergency group. If your device has an emergency key, tap it twice quickly or on the screen select the emergency icon รูปภาพกีฬา in the emergency group. An emergency alert will be sent to each member of the group.
2. Emergency alerts will appear with an emergency notification รูปภาพกีฬา next to the group.

Settings
You can view and customize the settings of the FirstNet Push-to-Talk app. Use the menu ช่องทางการติดต่อ from either the Groups or Contacts tab.

• Mute in-call tones – Mutes in-call tones. Set exceptions for emergency calls and floor permit tones.
• Disable vibrations – Disables all alert vibrations except for emergency calls and emergency alerts.
• Call priority – Sets priority for PTT calls versus phone calls. When phone calls have a higher priority, incoming PTT calls are missed and vice versa.
• Auto delete messages – Sets whether to automatically delete messages after 7 days.
• Push-to-Talk key – Sets the PTT key sensitivity (on Samsung XCover Field Pro only).
• Home group – View the home group.
• Emergency group – View the emergency group.
• About FirstNet Push-to-Talk – View the FirstNet Push-to-Talk app version and legal information.
Information for Feature Phones

Most of the capabilities found in the FirstNet PTT client for smartphones are found in the FirstNet PTT client for non-touch Feature Phones, even though the appearance of the client on non-touch Feature Phones is different. Commonly used screens for the Sonim XP5s are shown below.

Tip: The term channel is used on non-touch Feature Phones instead of ‘group’ which is used in the rest of this guide.

To initiate a PTT call, use the device’s keypad navigation to select either the Channels tab or the Contacts tab. Then select the specific channel or contact you wish to communicate with and follow the instructions below:

- The PTT hard key is activated by pressing and holding the green phone key on the device. Releasing the key will allow another person to take the floor and speak.

End a PTT call by pressing the red phone key on the device.

Emergency alert notifications are indicated with a red alarm icon.

Many of the other actions described in this guide are accessed using the menu to display a menu. Use this menu to:

- Add contacts (when in the Contacts tab)
- Create ad-hoc groups (when in the Groups tab)
- Search for contacts or groups (when in Contacts or Groups)
- Send a message (from the Contacts tab)
- Send an announcement (from the Message view)
- Review settings

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