Android Companion App User Guide
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Introduction

FirstNet Push-to-Talk (PTT) service provides instant communication between individuals and groups at the push of a button. The FirstNet Push-to-Talk (PTT) application is available preloaded on the Samsung XCover Field Pro or delivered as a companion application on select Android devices. Visit firstnet.com/push-to-talk/support to find the current FirstNet PTT device portfolio.

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Key features

The FirstNet PTT application offers the following features:

- **Emergency channel** – Use to make a call with the highest priority level to all members when you're in an emergency.
- **Ad-hoc group channel** – Use to communicate with specific people. You can create an ad-hoc group channel by selecting the contacts you want in the group.
- **Private channel (1:1)** – Use to communicate one-to-one with a specific person.
- **Presence status** – Easily see if contacts are online or offline.
- **Add contacts** – Add contacts to your device from the server.
- **Call priority** – Get a call that has a higher priority, like an emergency call, even when you're on another call.

Overview of using the FirstNet Push-to-Talk application

The FirstNet PTT app is centrally managed by an administrator, but you can also create ad-hoc group channels and add contacts by yourself, if permitted by your agency. Channels and contacts that you create on your own have lower call priority than those pre-arranged by an administrator. For more information about call priority, refer to the Call priority section.

**Step 1**  
Get your ID and password

Receive your FirstNet Push-to-Talk ID and password from a FirstNet Push-to-Talk server administrator.

**Step 2**  
Open the app and log in

Launch the FirstNet PTT app, which is connected to the server. The channels and contacts are downloaded from the server to the app.

**Step 3**  
Connect with your contacts

Communicate by selecting channels and contacts.
Read me first
Please read this manual before using the FirstNet Push-to-Talk app to ensure safe and proper use.
Images may differ in appearance from the actual screen view on the app. Content is subject to change without prior notice.

Use the downloadable app on Android

Initial setup
To use the FirstNet Push-to-Talk app, you first need to log in to the app with your FirstNet Push-to-Talk ID and password. These were provided to you by a FirstNet PTT administrator. When you log in to the app, the channels and contacts on the server appear.

1. Ensure that your phone is equipped with a FirstNet SIM.
3. Download the app by tapping Install.
4. When the download is complete, tap Open to open the app.
5. Read and agree to the terms and conditions and tap Continue.
6. Allow the access permission for the app.
7. When a login screen appears, enter your FirstNet Push-to-Talk ID and password, and then tap Continue.
8. Read the tutorial and tap START.
9. The initial setup is complete and the Channels tab appears.

Overview of the screens
You will most commonly use three screens on the app – the Channels tab, Contacts tab, and Conversation view.

• Channels tab – View your available channels and communicate by selecting them. For more information about channels, refer to the Channels section of this guide.

• Contacts tab – View your contacts and communicate by selecting them. For more information about contacts, refer to the Contacts section of this guide.

• Conversation view – Make calls and send text messages. Conversation view appears by tapping a channel on the Channels tab or tapping the Push-to-Talk app icon on a contact in the Contacts tab. Each conversation view retains a log history.
Overview of the icons

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<td>Add</td>
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Channels

Each channel is composed of contacts you can interact with through the channel. You can communicate with members in channels pre-arranged by an administrator, such as an emergency channel. You can also create ad-hoc group channels by yourself and then communicate with the members.

On the Channels tab, activate a channel by tapping the Idle Channel icon or pressing the PTT key. Then communicate with the members in the channel via calls or messages. For more information about calls or messages, refer to Calls or Messages.

Channel status

Channels have two statuses:

- **Active** – Appears when you are using the channel for calls or messages with the members in it. An active channel is marked with an active channel icon and displayed at the top of the channel tab.
- **Idle** – Appears when you are not using the channel. An idle channel is marked with an Idle Channel icon.

Only one channel can be active at a time. The active channel automatically becomes idle when there's no voice activity for 8 seconds. (An administrator can adjust this time.) All idle channels, except for pre-arranged channels, are deleted after 10 days of no activity.

Pre-arranged channels

An administrator creates groups and assigns members to them according to the group’s specific purpose. The groups have their own channels, which are called pre-arranged channels. The pre-arranged channels will appear when you log in to the app. They include the emergency channel and the home channel by default.

**Note**: You cannot remove pre-arranged channels from the Channels tab.

Emergency channel

The emergency channel is for first responders to make a call or send a message to all channel members, especially when there is an emergency. The emergency channel is defined by an administrator. It appears on the Channels tab and is marked with the Announcement Indicator icon.
You can instantly communicate with the members in the emergency channel by pressing the emergency key.

**Note:** The emergency channel has the highest call priority. Even when you’re in another channel, calls from the emergency channel can interrupt it at any time and you can immediately communicate in the emergency channel. For more information about call priority, refer to Call priority.

**Home channel**
When there is no active channel and you press the PTT key, you can communicate with the members in the home channel. The home channel can be any pre-arranged channel or emergency channel. It is defined by an administrator and is displayed on the Channels tab marked with the Home Channel icon.

**Ad-hoc group channel**
When you want to communicate with specific contacts on the server and there is no pre-arranged group with them, you can select the contacts and create an ad-hoc group channel with them.

- Ad-hoc group channels disappear from the Channels tab after you log out of the app.
- Up to 25 ad-hoc group channels can be listed on the channel tab.
- You cannot add or delete members from ad-hoc group channels after you create them.

**Creating ad-hoc group channels**
1. On the Channels tab, tap Create Channel.
2. Select contacts you want to add to the channel and tap Next.
3. Name the channel and tap Create. The Conversation view of the channel will appear, and the channel will be added to the Channels tab.

**Private call (1:1)**
To communicate with a specific contact, you can select the contact and communicate one-to-one (1:1). The contact called automatically shows up on the Channels tab after you have a call or message history with the contact.

**Contacts**
When you log in to the app, the contacts are synced up with the server and appear on the Contacts tab.

On the Contacts tab, you can see your personal contact, pre-arranged groups, and contacts listed on the server.

You can add contacts to your device from the server. By tapping the Push-to-Talk icon, you can immediately communicate with a contact.

**Note:** The contacts in the app are separate from the contacts on your phone.

**Presence status of contacts**
Each contact displays its presence status on the Contacts tab.

- **Online Icon** – The contact is logged in to the app.
- **Offline Icon** – The contact is logged out of the app.
- **DND Icon** – The contact is in DND (Do Not Disturb) mode.

**Note:** Contacts in DND mode will receive your calls and messages without any notification.

**Adding contacts**
You can add contacts from the server to your device.

1. On the Contacts tab, tap Add contact.
2. Search for a contact by first name, last name, or email.
3. The search results from the server appear.
4. Tap the Add icon on the contact you want to add. The contact is added to your device.
Calls
You can instantly communicate with one or more people by pushing the PTT button or the PTT key. Various types of calls have their own priority and calls interrupt each other on the basis of their priority. When you are on a lower priority call, you will be directly connected to a higher priority call.

Floor control status
To speak on a PTT call, tap and hold the PTT button or press the PTT key. When you are speaking, you take the floor. If you take the floor during the call, you can speak and others go into listening mode. If you tap and hold the PTT button or press the PTT key in listening mode, your floor request is queued. You need to wait for your turn to speak until the speaker releases the PTT button or the PTT key.

Making calls
1. On the Contacts tab, tap View groups | Push-to-Talk icon on the group you want to make a call to. If you want to make a private call to a contact, tap the Push-to-Talk icon on the contact.

You can also quickly make a call to the Channels tab by tapping the Idle Channel icon on the channel. The Conversation view will appear and a chirp will sound.
2. Tap and hold PTT button or press the PTT key while you speak. When you take the floor, the PTT button color changes to green (Speaking Floor control status).

   Note: An administrator can configure the maximum amount of floor time that a speaker can have.

3. Release the PTT button or the PTT key to allow another person on the call to take the floor and speak.

4. To end the call, tap the End Call icon.

Receiving calls

When you receive an incoming call, the channel activates and a notification appears. On the Channels tab, tap the channel. The Conversation view appears.

1. When the speaker relinquishes the floor, the PTT button color changes to blue (Standby floor status), indicating that the floor is available.

2. To continue the conversation, tap and hold the PTT button or press the PTT key.

   If you tap and hold the PTT button while another person is speaking, the PTT button color will change to red (Waiting for Turn floor status), indicating that you need to wait for your turn to speak.

3. Tap the End Call icon to end the call. The channel will go idle.
Call priority

You can initiate or receive 7 types of calls. Each call type has its own purpose and is automatically managed on the basis of the pre-defined priority by an administrator. 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.

<table>
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<tr>
<th>Call type</th>
<th>Purpose and description</th>
<th>Call priority</th>
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<tr>
<td>Emergency Group Call</td>
<td>• Pre-arranged group call for first responders in an emergency</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>• Urgent priority call initiated by pressing the emergency key</td>
<td></td>
</tr>
<tr>
<td>Imminent Peril Group Call</td>
<td>• Pre-arranged group call for when citizens are in danger</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>• Urgent group call, less critical than an emergency group call</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Can be initiated only by an administrator</td>
<td></td>
</tr>
<tr>
<td>Broadcast Group Call</td>
<td>• Pre-arranged group call for voice announcements from an administrator</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>• Can only be initiated by an administrator</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Voice announcements are received in whichever active channel you are in</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Notifications will repeat every ten minutes for 24 hours</td>
<td></td>
</tr>
<tr>
<td>High Priority Group Call</td>
<td>• Pre-arranged group call for a high priority mission</td>
<td>4</td>
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<tr>
<td>Normal Priority Group Call</td>
<td>• Pre-arranged group call for generic public safety</td>
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<td>Ad-hoc Group Call</td>
<td>• Ad-hoc group call with several selected contacts</td>
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<td>Private Call</td>
<td>• Private call with a selected contact</td>
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Messages

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

Note:
- You can send or receive text messages in idle channels as well as active channels.
- You cannot send or receive text messages in ad-hoc group channels.

Sending messages

1. On the channel tab, tap a channel you want to send a message to. The Conversation view appears.
2. If the channel is active, tap the keyboard icon.
3. If the channel is idle, tap the text input field.
4. Enter a text message and tap SEND.
5. If you want to deliver more important information as an announcement, tap the Important Message Status icon.

Receiving messages

1. When you receive a text message in a channel, it’s displayed on the channel with a notification.
2. Tap the channel to see the text message. If the message is delivered as an announcement, it appears in red and marked with an Announcement Indicator icon.
**Settings**

You can view and customize the settings of the FirstNet Push-to-Talk app. **Tap Menu | Settings** either on the Channels tab or the Contacts tab.

- **Home channel** – View the contacts on the home channel.
- **Emergency channel** – View the contacts on the emergency channel.
- **Call priority** – Set the priority of calls between PTT calls and normal calls. If you give priority to PTT calls, normal calls from your phone will be missed while on PTT calls.
- **Auto delete messages** – Set whether to automatically delete messages after 7 days.

**Troubleshooting**

Before contacting FirstNet Customer Service, please attempt the following solutions. Some situations may not apply to your phone.

**Can’t log in**

- Ensure that your phone is equipped a FirstNet SIM.
- Ensure that you have logged in to the app with the correct ID and password provided by an administrator.

**Call is unexpectedly missed**

A phone call or PTT call may be unexpectedly missed because of a selected call priority option in the call priority settings:

- When phone calls have a higher priority, incoming PTT calls are missed.
- When PTT calls have a higher priority, incoming phone calls are missed.

**Presence status does not update**

If you attempt to change your presence status from Online to DND or vice versa, and you do not see your status updated, there may be a communication problem between your phone and the FirstNet Push-to-Talk server. Logging out and logging in again should solve the problem.

**Contact is unreachable**

In rare cases, a contact might be shown as Online on your contacts list, but be temporarily outside the range of service coverage. In this case, your PTT call will not go through. The contact’s status will be updated to Offline until they reconnect to the PTT service. If this happens, wait for their status to be shown as Online and try your call again.