

System Release 16.2
WAVE 7000



WAVE 7000 Push-to-Talk for Mobile Devices

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	Name
	<ul style="list-style-type: none">• Emergency Contact - Tap to select an emergency contact from the contact list.• Selected Talkgroup – Tap the selected talkgroup.  NOTICE: Selected talkgroup is managed by the system administrator.• Emergency talkgroup – Tap to select emergency talkgroup from the talkgroup list.
Hot Mic	Tap slider to turn Hot Mic on/off.  NOTICE: By default Hot Mic is off.
Hot Mic Duration	Tap and type "# of minutes" in Hot Mic field.
Hot Mic Frequency	Tap and type "# of seconds" in Hot mic frequency field.

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4.2

Administration of PTT Individual Contacts

Users defines individual contacts and save them in the PTT Individual Contacts list in the device. This section provides the administration of adding, editing, making, and synchronizing your contact list.



NOTICE: Some Contacts are controlled by the enterprise administrator and added to the device from the MSI PTT server. These PTT Enterprise Contacts cannot be edited or deleted, and show up on the Contact list as “not editable”.

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[Editing or Deleting a PTT Personal Contact](#) on page 67

[Turning PTT Contacts and Groups Synchronization On and Off](#) on page 68



4.2.1



Adding a PTT Personal Contact

Prerequisites: You must obtain the name of the contact, Push-to-Talk email address, and Push-to-Talk number of the contact from your system administrator.

When and where to use: Perform this procedure to add a personal contact.

Procedure:

- 1 From the **PSX Private** main screen, tap **Contacts** .
- 2 From the **Bottom Action** bar, tap **Add Contact** .
- 3 From the **Add new contact** window complete the following:
 - In the **Name** field, type the name of the contact. Last name first and first name last.
 - In the **PTT** field, type the PTT number.

 **NOTICE:** The PTT ID must be "xxx-xxx-xxxx" and between 3-16 digits.
- 4 Tap .

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4.2.2

Editing or Deleting a PTT Personal Contact

When and where to use: Perform this procedure to edit or delete a personal contact. Do not use this procedure with enterprise contacts added by the system administrator.

Procedure:

- 1 From the **PSX PTT** main screen, tap **Contacts** .
- 2 Tap on the contact avatar  you want to delete. Do not tap the contact name.
- 3 Perform one of the following actions:

If...	Then...
If editing contact information,	From the drop-down Menu  , tap Edit and update the appropriate fields.
If deleting the contact,	From the drop-down Menu  , tap Delete → OK . The contact is deleted

- 4 Tap **Done**.

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4.2.3

Turning PTT Contacts and Groups Synchronization On and Off


When and where to use:

Perform this procedure to synchronize the PTT contacts and groups to the Android people list. Synchronizing can be automatic by leaving synchronization turned on.



NOTICE: Synchronization does not add Android information to the PTT contacts and groups.

Procedure:

- 1 From the device **Home** screen, tap the **All Apps** button.
- 2 Tap **Settings** → **Accounts** → **PSX PTT**.
- 3 Perform one of the following:
 - For automatic synchronization, from the **PSX PTT** window, slide the **Contact** switch to on.
 - To turn off automatic synchronization, from the **PSX PTT** window, slide the **Contact** switch to off.
 - To manually sync, from the drop-down menu  tap **Sync now**.

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4.3

Administration of PTT Personal Groups

Handheld users define Personal Groups and save them in the Push-To-Talk (PTT) Contacts list in the handheld. One or more PTT contacts can be added to the group, even if the contact is Offline. The handheld user who defined the Personal Group is the only one who can initiate a PTT call to that group. Group members can receive the PTT group call and group members can talk during the call, but group members cannot initiate a new PTT call to the group.

The handheld user can modify the Personal Group (rename, add/remove members, and more) at any time, except during a call.

The status of the Personal Group is determined by the status of the members. The Personal Group status is:

- Available if at least one member of the group is available.
- Offline if all the group members are offline.

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4.3.1


Adding a PTT Personal Group

When and where to use:

Perform this procedure to add a personal group.

Procedure:

- 1 From the **PSX PTT** main screen, tap **Contacts** .

- 2 Tap .

- 3 From the **Individuals** window, check the contact check box to add to the group.

Contacts can be added to the group even if the status of the contact is Offline. Use the **Search** icon to find the contacts.

- 4 Tap **Save**  icon.

The **Create Group** screen displays.

- 5 In the **Enter a name for this group** field, type the group name. The length of the group name is limited to 21 characters.

- 6 Tap **SAVE**. Tap **CANCEL** to return to the **Individual** window.

- 7 Tap **Done**.

A new personal group is created.

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4.3.2

Deleting a PTT Personal Group


When and where to use:

Perform this procedure to delete a personal group.

Procedure:

- 1 From the **PSX PTT** main screen, tap **Contacts** .

- 2 Scroll up and down or use the **Search**  icon and verify the group is available.

- 3 Tap on the group avatar  you want to delete. Do not tap the group name.

- 4 From the drop-down menu , tap **Delete** → **OK**.

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4.3.3

Editing a PTT Personal Group

When and where to use:

Perform this procedure to edit a personal group.

Procedure:

- 1 From the **PSX PTT** main screen, tap **Contacts** .
- 2 Scroll up and down or use the **Search**  icon and verify the group is available.
- 3 Tap on the group avatar  you want to delete. Do not tap the group name.
- 4 From the drop-down menu , tap **Edit**.
- 5 Make the edits and tap **Done** .

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4.4

Administration of PTT Talkgroups

Talkgroups are turned on by default and must remain on to communicate with a selected group. All talkgroups are turned on and off at the same time. When the talkgroups are off, tapping any talkgroup in the **Talkgroups** screen automatically turns the talkgroups on and selects that talkgroup.

Since talkgroups automatically turn on by default, if the user wants to turn on or turn off talkgroups manually, see:

- [Turning on PTT Talkgroups on page 71](#)
- [Turning Off PTT Talkgroups on page 71](#)

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Related Links

- [Turning on PTT Talkgroups on page 71](#)
- [Turning Off PTT Talkgroups on page 71](#)
- [Administration of PTT Talkgroup Scan Lists on page 71](#)

4.4.1

Turning on PTT Talkgroups

When and where to use:

Perform this procedure to run on talkgroups. Talkgroups are turned on by default and must remain on to communicate with a selected group. All talkgroups are turned on or off at the same time.



NOTICE: When the talkgroups are off, tapping any talkgroup in the **Talkgroups** screen automatically turns the talkgroups on and selects that talkgroup.

Procedure:

- 1 From the **PSX PTT** main screen, tap **TalkGroups**.
- 2 From the drop-down menu, tap **Turn on Talkgroups**.

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4.4.2

Turning Off PTT Talkgroups

When and where to use:

Perform this procedure to turn off the talkgroups. Talkgroups are turned on by default. Turn off talkgroups to stop scanning and communicating with the groups. All talkgroups are turned off or on at the same time.

Procedure:

- 1 From the **PSX PTT** screen, tap **TalkGroups**.
- 2 From the drop-down menu, tap **Turn off Talkgroups**.

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4.4.3

Administration of PTT Talkgroup Scan Lists

Talkgroups enable handheld users to monitor and scan group traffic and place group calls across the system. Talkgroups are defined and managed on a WAVE Motorola Push-to-Talk (PTT) Server by a system administrator.

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Related Links

[Creating a Talkgroup Scan List](#) on page 71

[Viewing a Talkgroup Scan List](#) on page 72

[Editing a Talkgroup Scan List](#) on page 72

4.4.3.1


Creating a Talkgroup Scan List

When and where to use:

Only a Talkgroup can have a scan list. A scan list can contain both secure and non-secure groups.

Procedure:

- 1 From the **PSX PTT** screen, tap **TalkGroups**.
- 2 Tap a Talkgroup.

A scan icon  next to the group name at the top indicates that there is a scan list for this Talkgroup. When the scan icon is not displayed, it indicates that there no scan list for this Talkgroup.

- 3 Next to the Talkgroup name, tap **Scan List** icon.



IMPORTANT:

- A Talkgroup can have only one scan list.
- There is a maximum of 10 scan lists.
- In a scan list, a maximum of 9 non-priority Talkgroups can be added.

- 4 Tap **Add TalkGroups** or the plus “+” button.
- 5 Check the check box next to each group to add to the list and tap **Done**.
- 6 To return to the **Talkgroups** pane, tap the backwards arrow. Do not tap the plus “+” icon.

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4.4.3.2

Viewing a Talkgroup Scan List

When and where to use:

Perform this procedure to view a talkgroup scan list.

Procedure:

- 1 From the **PSX PTT** main screen, tap **TalkGroups**.
- 2 Tap the **Scan List** icon for the talkgroup.



NOTICE: If the talkgroup does not have a scan list, the **SCAN LIST** screen displays but does not show any talkgroups. If the talkgroup does have a scan list, the **SCAN LIST** screen displays and shows the talkgroups in the list.

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4.4.3.3

Editing a Talkgroup Scan List

Prerequisites: A Talkgroup that has a scan list.

When and where to use:

Perform this procedure to edit a talkgroup scan list.

Procedure:

- 1 From the **PSX PTT** screen, tap **TalkGroups**.
- 2 Tap the talkgroup **SCAN LIST** icon you want to edit.
- 3 Perform one of the following actions:

If...	Then...
If you want to delete Talk-groups to remove from the scan list,	a Tap the “X” next to the group name. The group is deleted.
If you want to add Talkgroups to the scan list,	a From the SCAN LIST pane, tap Add TalkGroups . b From the ADD TO LIST pane, select the check box to add a talkgroup. c Tap Done .

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Chapter 5

Troubleshooting Push-to-Talk Unexpected Conditions

This chapter describes troubleshooting scenarios of the PSX Push-to-Talk (PTT) application. The following table shows unexpected conditions and the recommended actions.

Table 11: Registration Behaviors

Behavior	Resolution
Unable to turn PTT Service switch ON or OFF	If you receive this message, <i>PTT service offline</i> , your PTT Service may have stopped. Contact your system administrator for resolution.
PTT Service is ON but the client is not available	If you receive this message, <i>PTT service offline</i> , you might have a problem with your data connection. Ensure that your device is not set to Airplane mode and you are connected to a 4G LTE network or over Wi-Fi. Sign in again later.
PTT Service is OFF and an error code is available	If you receive this message, <i>PTT service offline</i> , you might have a problem with your PTT service. Ensure that your device is not set to Airplane mode and you are connected to a 4G LTE network or over Wi-Fi. If an unrecoverable errors (exit codes) are available, contact your system administrator and provide the exit codes for resolution.
PTT application freezes	In rare cases, the PTT application may suddenly stop working or freeze. If this happens, close the application and then open it again. Steps to do this vary by device, but you can typically close an application by going to the Settings in your phone and using the app manager. For device-specific instructions, please refer to the User Guide for your phone.

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