

FirstNet Push-to-Talk iOS App User Guide

May 2023



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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. 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 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

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

Install the FirstNet Push-to-Talk app

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

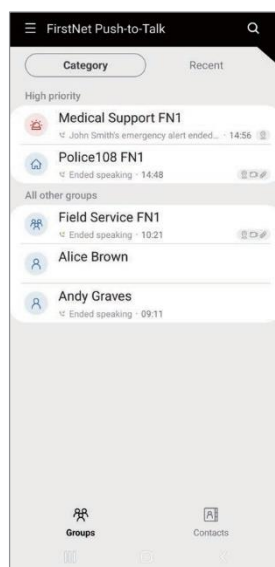
Tip: The terms and conditions appears only when the app runs for the first time.

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

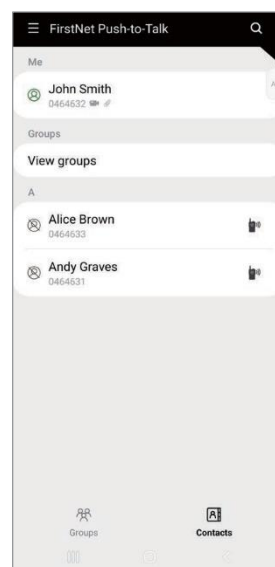
Overview of the screens

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

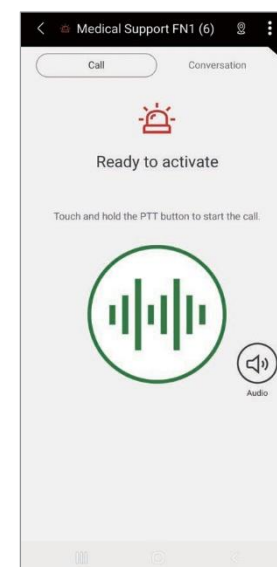
- On the Groups tab, you can view the groups created by your agency and communicate with a group by selecting it. For more information about groups, refer to Groups.
- On the Contacts tab, you can view the contacts created by your agency and communicate by selecting them. For more information about contacts,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



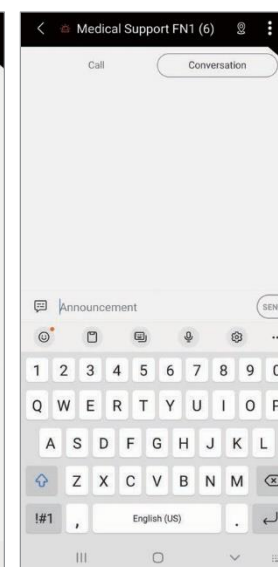
Groups tab



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

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 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.

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. (note: At least 20 Groups are needed to activate “A-Z”)

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 🚨.

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. 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.

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.

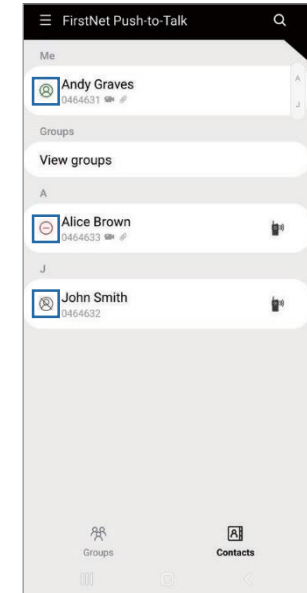
By selecting the PTT icon  next to the name of your contact, you will be taken to the conversation view where you can communicate with that contact.

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, At least 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 PTT soft key.

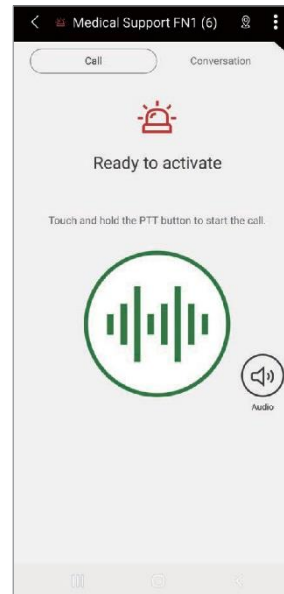
PTT soft key

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.

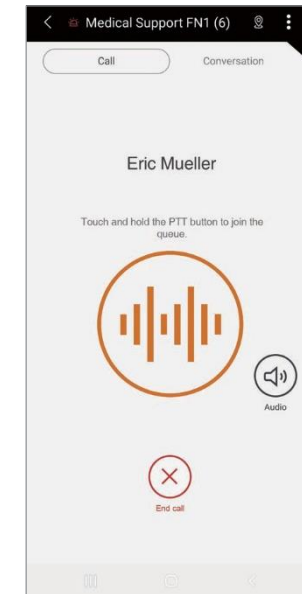
Floor control status

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

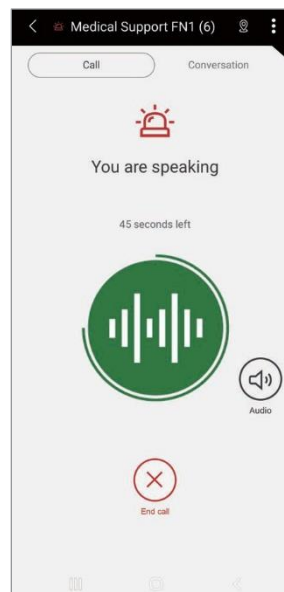
- **Standby** – The floor is available and you can press and hold to begin speaking.
- **Speaking** – Indicates that you are speaking and have control of the floor.
- **Listening** – Indicates that someone else is speaking and has control of the floor. No one else can speak until they release their PTT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



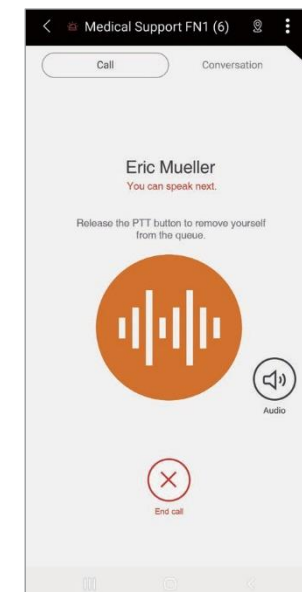
Standby (floor available)



Listening





Speaking




Waiting for your turn

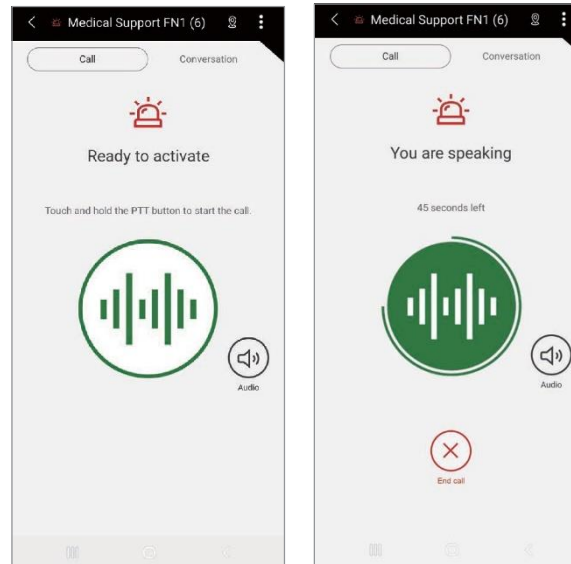
Making calls

- 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 to start the call
 - Alternatively, swipe right on a group to make a 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 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.




Standby

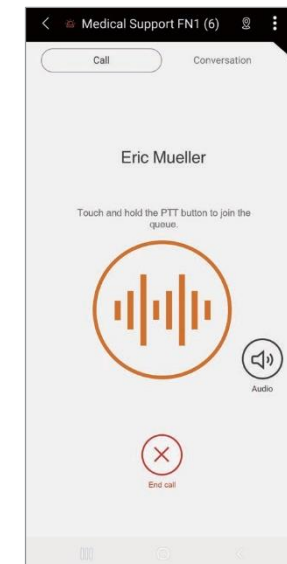
Speaking

- 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, the group will be shown in the conversation view and a tone will be audible.
- User will join incoming call automatically. 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 Call


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

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 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 the Menu icon  then tap **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 Groups tab, tap the Menu icon , tap **Opt in**, select the group, tap “Done” button and then tap **Opt in**.
2. To opt out of a group, on the Groups tab, tap the Menu icon , tap **Opt out**, select the group, tap “Done” button and then tap **Opt out**.
 - 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 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

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**.

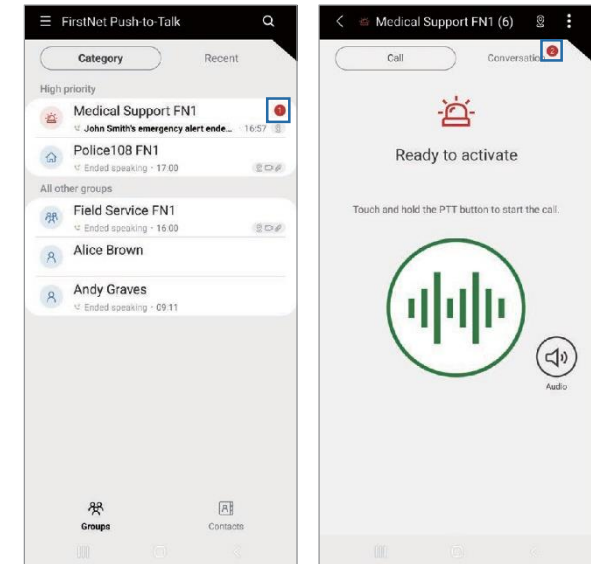
If you want to deliver the message as an important announcement, select the Important Message icon  next to the text input field.

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


- 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

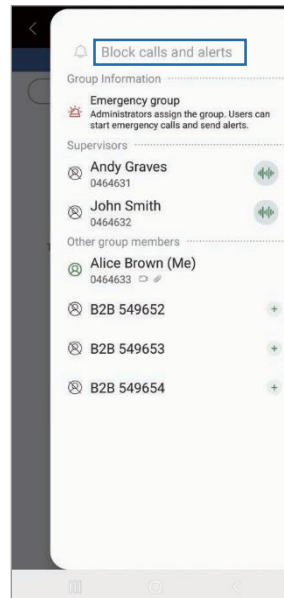
To send an alert message and start making a call, swipe right on an emergency group on the Groups tab.

- Emergency alerts will appear with an emergency notification  in the conversation panel of emergency group.

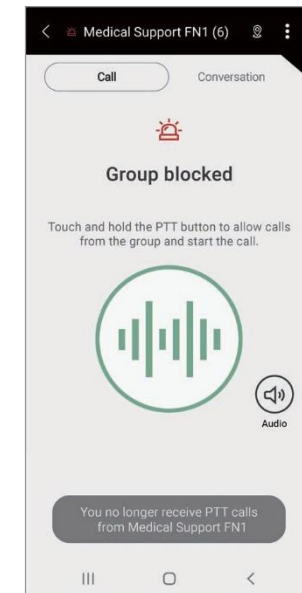
Blocking calls and notifications temporarily

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.

- Select the emergency group on the Groups tab.
- Tap the Menu icon  and select **Block calls and alerts**.



The group will be blocked temporarily.




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

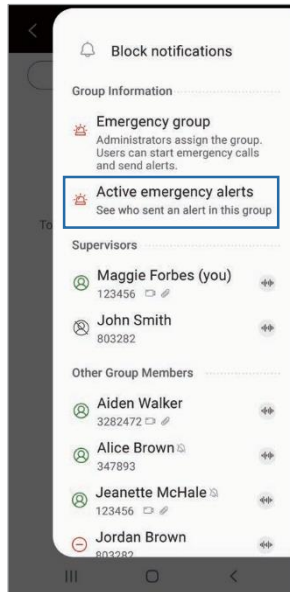
Tips:

- 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.

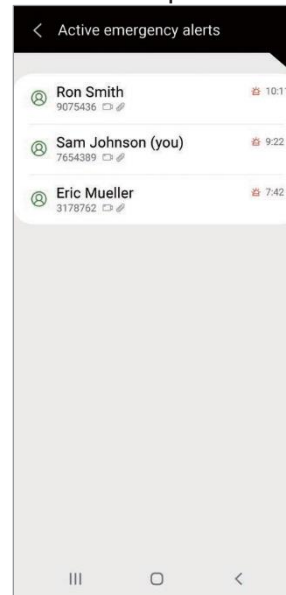
Supervisor view and features

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

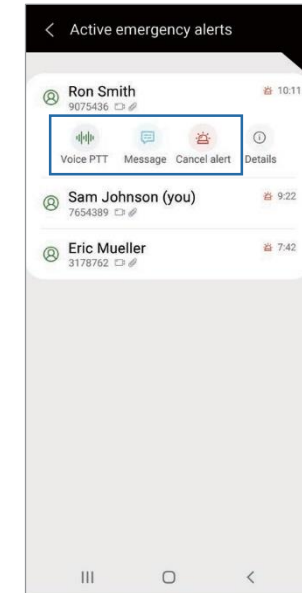
1. Select the emergency group on the Groups tab.
2. Tap the Menu icon  and select **Active emergency alerts**.



3. Perform a task as a supervisor.




Check who sent an emergency alert.



Make a call, send a message, or cancel the emergency alert after selecting a member.

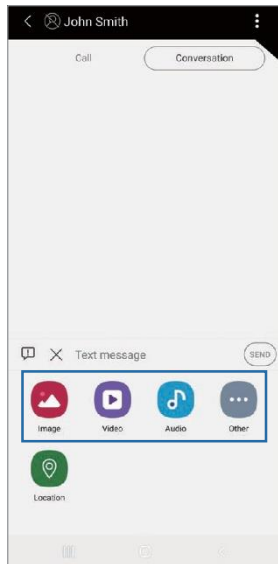
File Share*

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

* Only available if users are permitted by their agency.

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

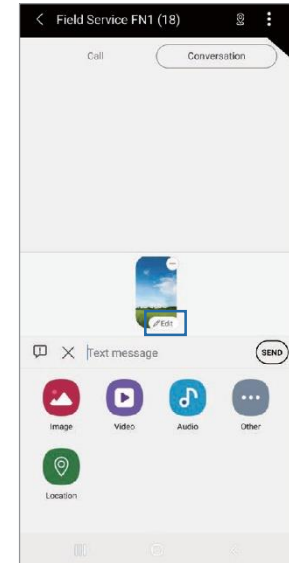
1. If you want to share a file you received to groups, touch and hold it, and then select **Share**.
2. Select a member of group and tap **Done**.

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.

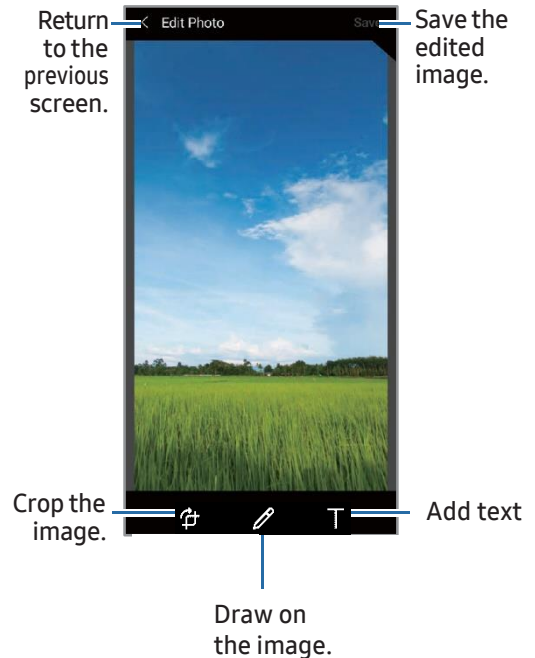
Editing an image file

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.

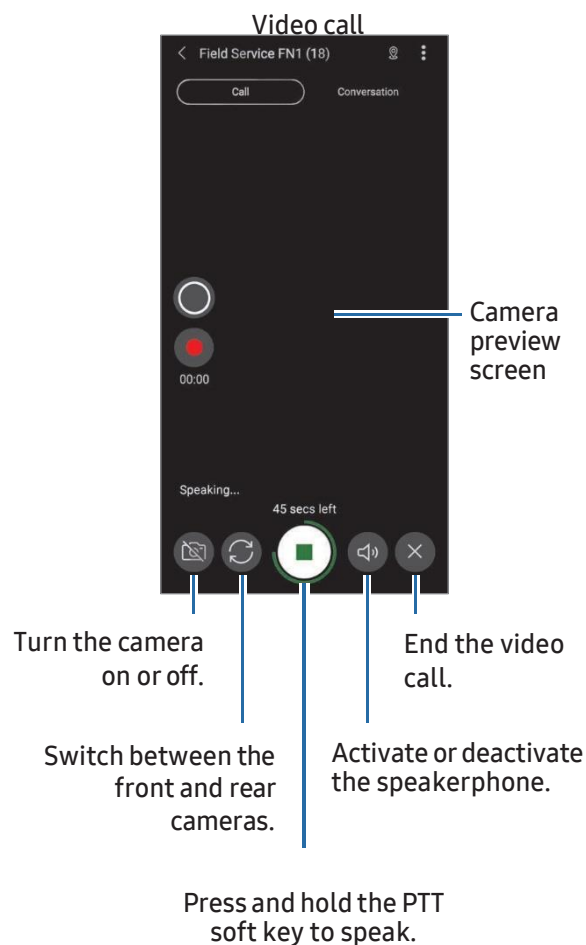
If you swipe right on a group, you can make a video call in case the group only supports video calls.

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 PPT soft key .



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.


* Only available if users are permitted by their agency.

Using location-based features

Share your current location and open shared locations.

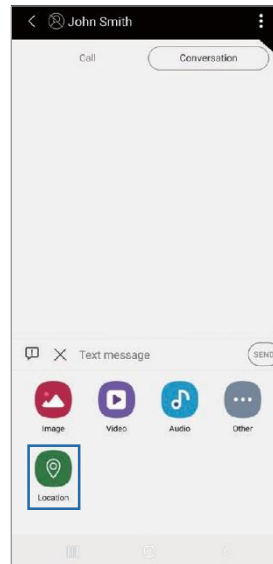
Sharing your location

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.

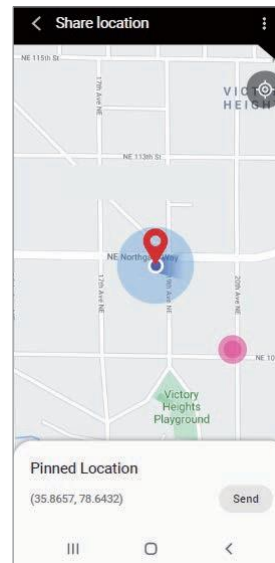
To change location, just press and hold the new location, pin icon  will automatically select new location.

5. Tap **Send**.

Your current location will be shared.



Share a location

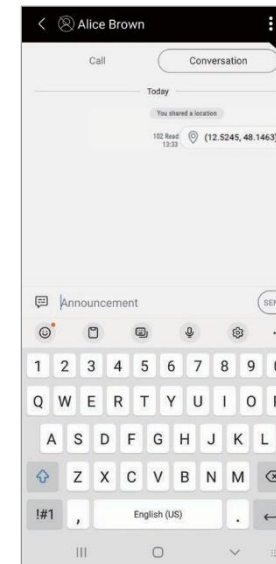


Pin your location on the map.

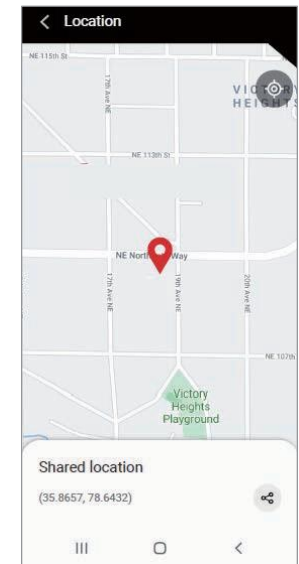
Checking shared location

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



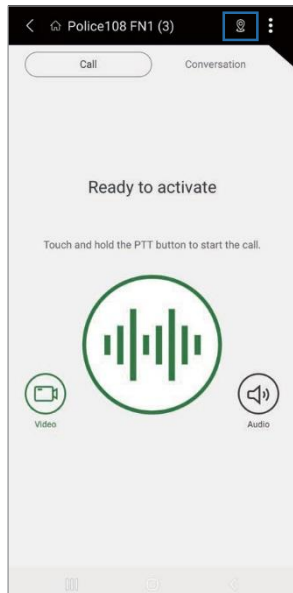
View shared (pinned) location on the map.

Location-based features for authorized users

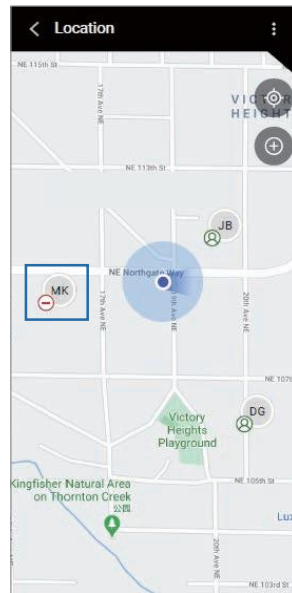
Features for authorized users

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

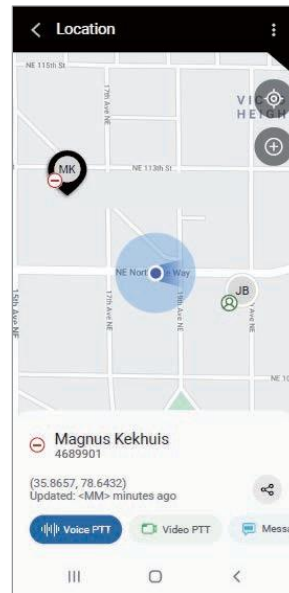
- Check other members' locations on the map.
- Select a member on the map and check their member's information.
- Make a voice or video call after selecting a member on the map.



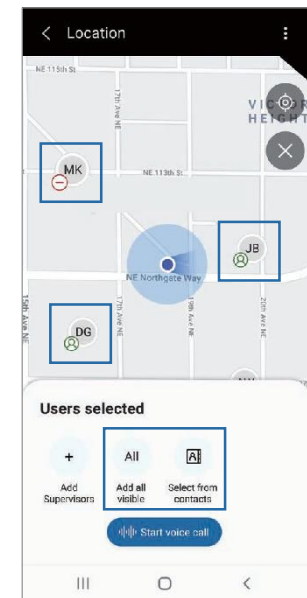
How to start to use location-based features



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**.


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 extra call 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.

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

Tip:

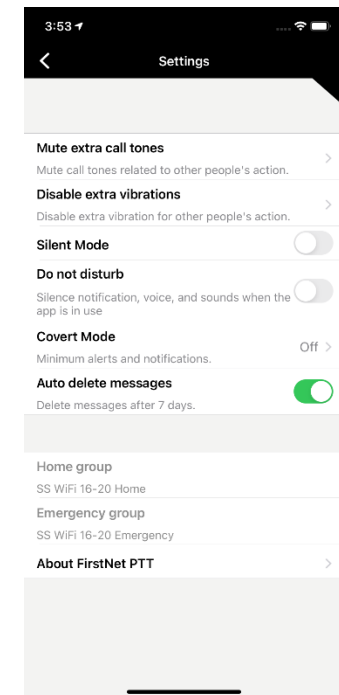
- You cannot activate or deactivate silent mode when you turn on the do not disturb feature on your mobile device.
- You can also activate silent mode by tapping the Menu icon  and selecting **Enable Silence mode**.
- **Do not disturb** – Silence notification, voice, and sounds when the app is in use.
- **Covert mode** – Set speakerphone, extra tones, vibrations and more in Covert mode (Dark mode)

Tip:

If Covert mode is enabled, “Mute extra call tones” and “Mute extra vibration” settings will be disabled in the main Setting menu.

Auto delete messages – Setting to automatically delete messages after seven days.

- **Home group** – PTT admin defined home group name for the user will be shown here.
- **Emergency group** – PTT admin defined emergency group name for the user will be shown here.
- **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.