

Tait TeamPTT

User's Guide for iOS™ Devices

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Preface

Scope of Manual

This manual describes version 10.10 and later of the Tait TeamPTT application for iOS devices.

Document Conventions

Please follow exactly any instruction that appears in the text as an ‘alert’. An alert provides necessary safety information as well as instruction in the proper use of the product. This manual uses the following types of alert:



Warning This alert is used when there is a hazardous situation which, if not avoided, could result in death or serious injury.



This alert is used to warn about the risk of data loss or corruption.



This alert is used to highlight significant information that may be required to ensure procedures are performed correctly, or draw your attention to ways of doing things that can improve your efficiency or effectiveness.

Publication Record

Issue	Publication Date	Description
03	December 2018	Rebranding to Tait TeamPTT
02	October 2017	Complete rework and update for version 10.10.
01	July 2016	First release.

1 Getting Started

The Tait TeamPTT app provides a reliable fully featured 3G/4G communication service that includes the following core areas of operation:

- push-to-talk (PTT) voice-over-cellular networks
- secure group messaging (text and images)
- location tracking and mapping
- integration with land mobile radio (LMR) networks



Warning Risk of lost calls! Do not use Tait TeamPTT for communications relied on for life, health, and safety. Tait TeamPTT is not designed to be used in extreme situations such as in the case of emergencies, accidents, fire, flood, or other natural disasters. Tait TeamPTT should not be a replacement for any emergency system (hardware or software) which is currently being used.

The application can be run on iOS devices. An application for Android devices is also available from the Playstore.

To use Tait TeamPTT, you will need to activate the application. This creates a connection to your organisation's Cloud or Customer hosted Tait TeamPTT Server and requires a valid license.

When Tait TeamPTT is first run, you will see the Activation screen where you will need to enter your unique code. This code is provided by the Administrator of your Tait TeamPTT system and will usually be sent to you via email. If you click on the link in the email, the code will be transferred to the Activation screen. See. [“Installing Tait TeamPTT” on page 25](#) for details.

Tait recommends not to install or use the Tait TeamPTT app and the Tait Unified Vehicle Remote app on the same device.

Data Usage

Tait TeamPTT is a VoIP application that requires a data plan. When compared with other video and image communication applications, Tait TeamPTT requires a minimal amount of data. Tait TeamPTT uses a variable-rate voice CODEC technology so that improved voice quality can be delivered to users with better data service. Tait TeamPTT data can be estimated as follows:

- Monthly System Overhead: 6 MB

Active PTT Talk Time (when voice is being broadcast on a PTT call):

- Smartphone connected via 3G: 6 MB per hour

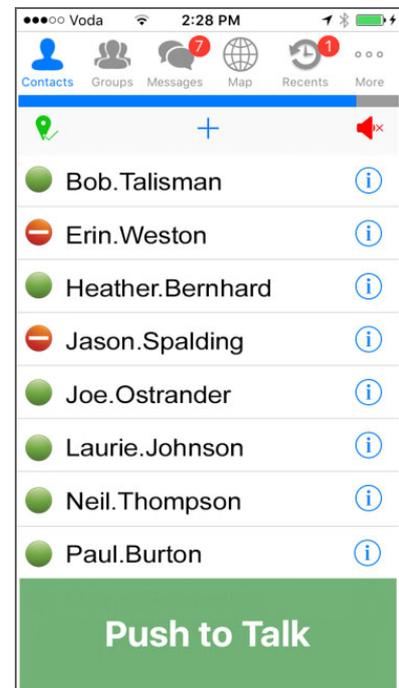
- Smartphone connected via 4G: 8 MB per hour

User Interface

The Tait TeamPTT user interface is designed as a tabbed structure, including:

-  **Contacts**
-  **Groups**
-  **Messages**
-  **Map** (optional)
-  **Recents** (recent calls)
-  **More** (settings)

After a call is completed, your device may be configured to default to the **Contacts** or **Groups** tab.

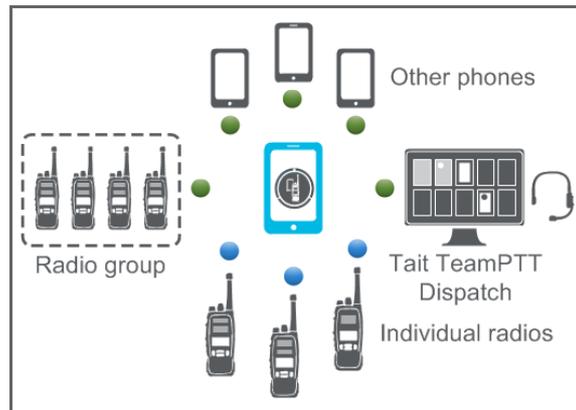


Working with the Contacts Tab

The **Contacts** tab shows a list of the contacts, including their availability, and allows you to start calls, send messages, and other options.

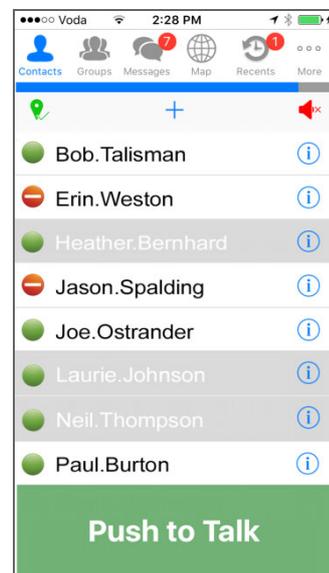
Contacts be:

- other phones
- a radio group
- the dispatch
- individual radios



Your contacts may appear with the following icons:

- Phone, radio group or dispatch contact is available for call
- Individual radio contact is available for call
- ⊖ Contact is on other PTT call
- ⊖ Contact is in Do not disturb mode
- ⊖ Contact is in Silent mode
- ⊖ Contact has signed out of Tait TeamPTT
- ⊖ Contact's device is off or out of coverage area
- ⊘ Contact is blocked for incoming calls



You can only call contacts that are available for calls (● or ●) but you can send messages to all contacts.

The last message to contacts that are signed out (⊖) or are out of coverage area (⊖) is stored by the network and delivered when the contact becomes available.

Select a contact by tapping on it. Selected contact rows appear gray. Add up to 255 contacts by tapping them individually.

You can select multiple ● contacts, but only one ● contact. You cannot select ● and ● contacts at the same time. Tait TeamPTT will filter any contacts that aren't available for selection. To show all contacts, make sure that contact is selected.

You can filter contacts by starting to type in the search box. You may need to scroll to the top of the list to see the search box. Press **Clear** to empty the search box.



Pressing **+** will open the **Contact Search** window which allows you to search for contacts that are not already on the contacts list. You can search for contact names, email addresses, or phone numbers. Tapping a contact in the search results will add it to the contacts list.

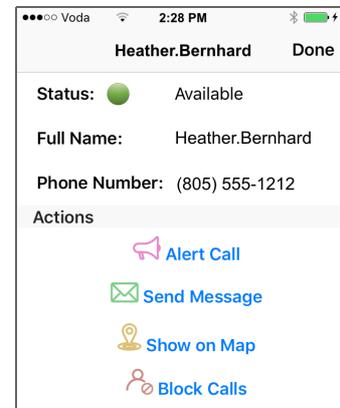
To open the context menu of a contact, tap the **i** icon.

i Depending on the type of contact and if multiple contacts are selected when tapping and holding a contact, not all options may be available.

You can now:

- make an alert call (phone and gateway contacts)
- send a message (phone and gateway contacts)
- show a contact on the **Map** tab (phone contacts)
- block or unblock calls

Press **Done** to close the context menu.



Working with the Groups Tab

The **Groups** tab shows a list of the groups on your device, including their availability, and allows you to start calls, send messages, and other options.

Your groups may appear with the following icons:



Remote group: Contains a group of radios as configured by the administrator and can also contain phones (●). The name of the remote group represents the group of radios which themselves aren't visible in the list of group members.



Blocked **remote group** (incoming calls)



Enterprise group: Contains phones and radio groups (●) as created by the administrator.



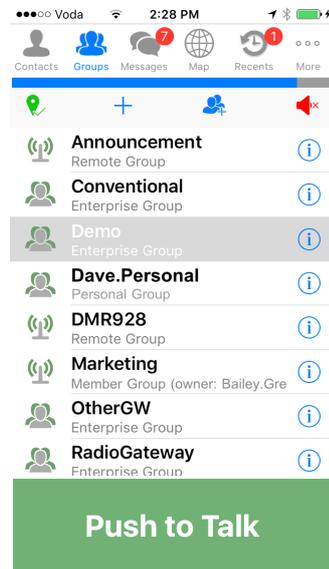
Personal group: Created by the phone user and only visible to the phone user.



Member group: Created by the phone user and visible to all members of the group.



Blocked **other group** (incoming calls)



You can make calls to any group, although individual members of a group may not be available.

Select a group by tapping on it. The selected group row appears gray.

You can filter groups by starting to type in the search box. You may need to scroll to the top of the list to see the search box. Press **Clear** to empty the search box.



Slide the group to the right to show buttons to send a message or show the available group members on the **Map** tab.

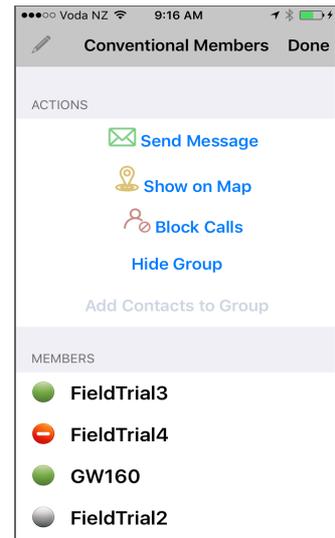


Pressing **+** will open the **Group Search** window which allows you to search for groups that are not already on the groups list (e.g. hidden groups). Tapping a group in the search results will add it to the groups list. Press **+** to add a personal or member group.

1. Type the group's name (no spaces allowed).
2. Select whether the group is Personal or Member.
3. Tap multiple contacts to add them to the group.
4. Press **Done** to close the **New Group** screen.

To open the context menu of a group, tap the  icon. You can now:

- view and edit the group members
- send a message
- show the available group members on the map
- block or unblock a group for incoming calls
- hide a group (enterprise, remote and personal group only)
- delete a personal or member group created by you
- add contacts to a personal or member group



When viewing a group, tap  to edit a personal or member group. For personal groups and member groups, you can now also use  to delete contacts from the group.

Removing all members from a group will not delete that group. Contact your administrator to delete the group.

-  To unhide a group, pressing  will open the **Group Search** window which allows you search for groups that are not already on the groups list (e.g. hidden groups). Tapping a group in the search results will add it to the groups list.

Press **Done** to close the context menu.

Viewing Location Information

Your device may be configured to allow you to view location and presence information for other contacts on the **Map** tab. Only contacts that have live tracking enabled (i.e. phone contacts) will be shown.

Location information is updated every four minutes, but you can refresh the map by tapping .

When not in a call, contacts are shown as:

- own location (blue dot)
- available (green pin)
- selected (green pin with info box)
- unavailable (red pin)

When in a call, contacts are shown as:

- own location (blue dot)
- in call (green pin)
- talking (purple pin and info box)

Tapping a contact will show its name and location information. To open the context menu, tap the contacts' name or the  icon. You can now:

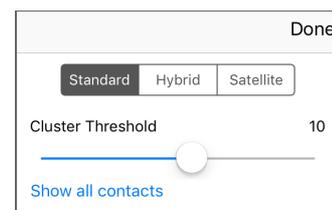
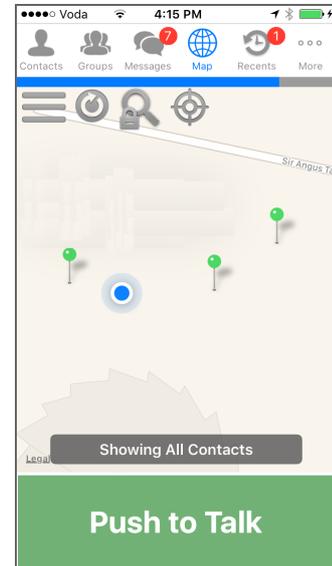
- view the contact information
- make an alert call
- send a message
- hide the contact on the map
- use the phone's options to navigate to the selected user

When switching to the **Map** tab, your own location (blue dot) will be in the center of the map, and north will be at the top of the display. When you pan or zoom your own position from the centre of the screen using the usual finger movements, the message **Track Mode Disabled** will appear briefly. Tapping  will move your location back to the center of the map, and the message **Track Mode Enabled** will appear briefly.

When you rotate the map using the usual finger movements, the  icon will appear, indicating north. Tap this icon to reset the map rotation to north up.

Tapping  allows you to switch between the standard map, a satellite view, or a hybrid view of the two.

The **Cluster Threshold** option defines the number of individual contacts (pins), that are combined to form a cluster. You can click on a cluster to find more information about the size of the cluster, its contacts, and distance between them. On this screen, you can also zoom out to show all available contacts.



You can lock the map view by tapping . The icon will turn red, and the map can no longer be manipulated using the usual finger movements.  is no longer available, and  can no longer be tapped.

Duty Mode

Your device may be configured to transmit the **Duty mode** (on or off) to dispatch. While on duty, location information is available to dispatch. While off duty, you are still available for calls. If you respond to a call while off duty, the mode will change to on duty.

To turn **Duty mode** on and off, tap  or .

Do Not Disturb

Your device may be configured to allow you to use **Do not disturb**. When Do not disturb is turned on, other callers will not be able to call you. However, they will still be able to send messages.

To turn **Do not disturb** on and off, tap  or .

 If your phone doesn't receive any calls, check that **Do not disturbed** is disabled.

2 Making Calls

You can make calls to contacts and groups.

Contacts can be

- phone contacts, Tait TeamPTT dispatch and radio groups (●)
- individual radios (●)

Groups can be

- enterprise groups
- remote groups
- personal groups
- member groups

For more information about contacts and groups, refer to [“Getting Started”](#).

Calls to Phone Contacts, Dispatch and Radio Groups

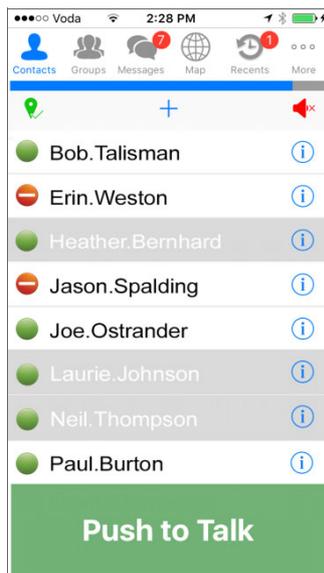
1. On the **Contacts** tab, select one or multiple ● contacts. A selected contact row appears gray.

or

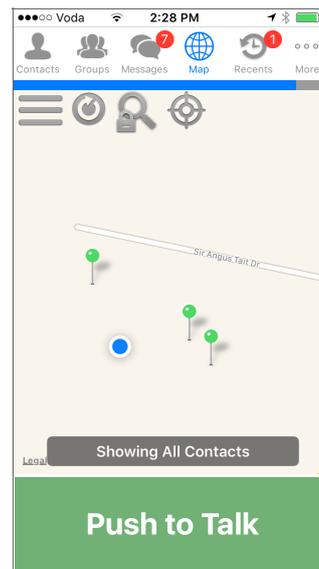
On the **Maps** tab, select one contact (green pins). A selected contact shows a bubble with its name and location.

-  If not selecting an individual contact on the **Map** tab, the call will be made to **all** contacts visible on the map.

Contacts tab



Map tab



On the **Contacts** tab, if no contact has been selected, the **Push to Talk** button will be gray.

On the **Map** tab, and if one or multiple contacts have been selected on the **Contacts** tab, the **Push to Talk** button will turn green.

2. Press and hold **Push To Talk**.

While being held, the **Push to Talk** button will briefly turn dark green and say **Wait for Floor**. Then the button will turn red and say **Release to Stop Talking**.

- ⓘ If the contact is not available, the phone displays a **Contact(s) Unavailable** message and offers to send a message.
 - ⓘ Don't cover the phone's microphone when holding the **Push to Talk** button.
3. Upon hearing the grant tone, begin speaking.
 4. Release **Push To Talk** when finished.
 5. See [“While in a Call” on page 19](#) for more information.

Calls to an Individual Radio

1. On the **Contacts** tab, select a  contact.

 You cannot see individual radio contacts on the **Map** tab.



If no contact has been selected, the **Push to Talk** button (or **Send PTT Alert** button) will be gray.

2. Tap **Send PTT Alert**. This will establish the call to the radio.

 If the radio is not available, the phone may display a **Call Lost** message.

3. Tap and hold **Push to Talk**.

While being held, the **Push to Talk** button will briefly turn dark green and say **Wait for Floor**. Then the button will turn red and say **Release to Stop Talking**.

 Don't cover the phone's microphone when holding the **Push to Talk** button.

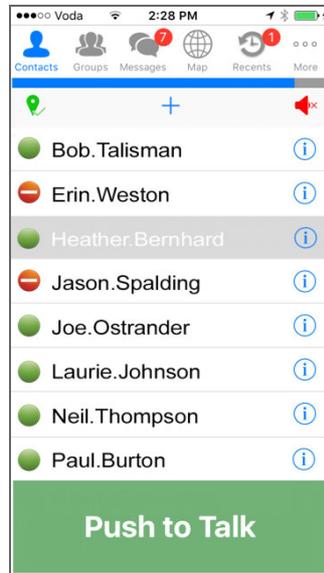
4. Upon hearing the grant tone, begin speaking.
5. Release **Push To Talk** when finished.
6. See [“While in a Call” on page 19](#) for more information.

Alert Calls to a Contact

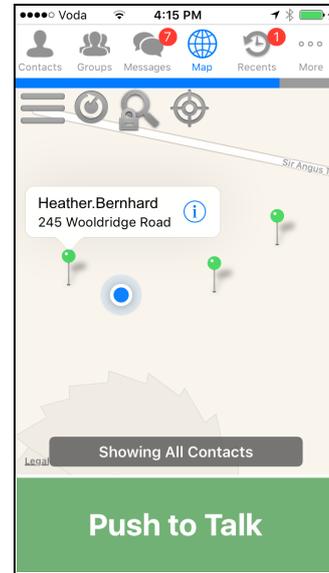
Alert calls provide the option for non-critical communication, alerting the recipient rather than barging in. Alert calls can be initiated from the **Contacts** tab and the **Map** tab.

1. Tap a contact and tap the  icon.

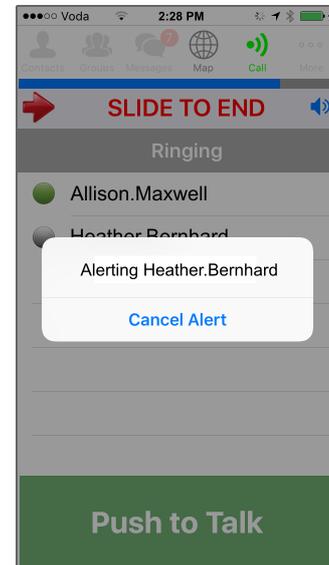
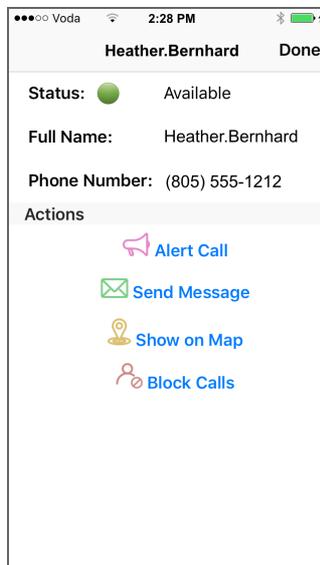
Contacts tab



Map tab



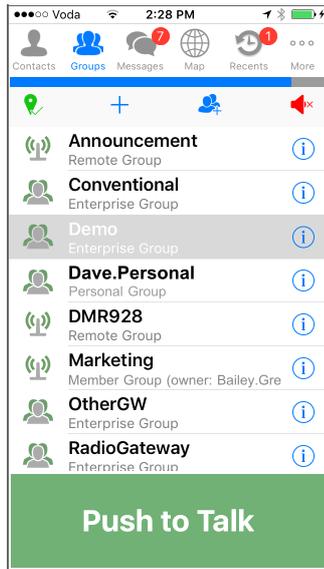
2. Select **Alert Call** and wait for the contact to answer.



3. While waiting for the contact to answer, you can cancel the alert call.
4. If the contact doesn't answer, you will be given the option to send a message.
5. Once the contact accepts, you will be placed into call.
6. See [“While in a Call” on page 19](#) for more information.

Group Calls

1. Select the **Groups** tab and select the desired group.



2. Press and hold **Push To Talk**.
- i** Don't to cover the phone's microphone when holding the **Push to Talk** button.
3. Upon hearing the grant tone, begin speaking.
 4. Release **Push To Talk** when finished.
 5. See [“While in a Call” on page 19](#) for more information.

While in a Call

When a call was started from the **Contacts** or **Groups** tabs, Tait TeamPTT will show the call details in the in-call list view.

When a call is started from the **Map** tab, Tait TeamPTT will show the call details in the in-call map view.

You can tap the **Map** icon  or the **Call** icon  to switch between the views. When a view is active, the icon will change to green.

-  Don't cover the phone's microphone when holding the **Push to Talk** button (PTT).

In-call list view

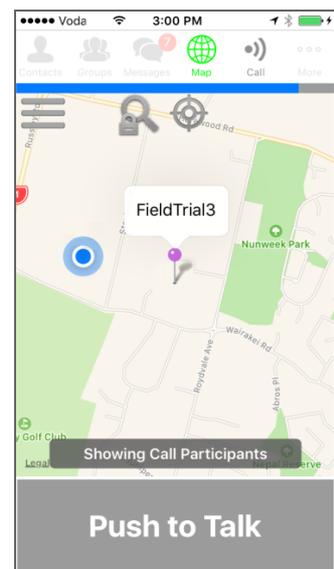
- All call participants are shown in the list.
- While no one is tapping PTT, the call type and **Idle** is shown in the gray bar. The call types show as **Private** (call to one contact), **Adhoc** (call to multiple contacts), or the name of the group.
- While a user is holding PTT, the screens of the other call participants show , the user's name, and the word **Talking** in the gray bar.
-  and the word **Transmitting** appear on the screen of the user tapping PTT.
- To end the call, slide the red arrow to the right.



In-call map view

- All call participants with location enabled are shown on map.
- The user (self) is shown as blue dot.
- The call participants are shown as green pins.
- The talking participant is indicated with a purple pin and an info box.
- To end the call, tap the **Call** icon  to switch to the in-call list view and then slide the red arrow to the right.

-  In-call locations are updated every two seconds.



Talker Override

Contacts may be configured with different priorities from 1 (lowest) to 5 (highest). While in a call, a contact with a higher priority may take the floor from a contact with a lower priority.

Call Override Based on User and Group Priority

Call override on calls to contacts

Calls to contacts can be overridden by a contact or a group with a higher priority than the members of the initial call.

Call override on group calls (by calling individual user(s))

Members of an ongoing group call can be taken out of the group call and put into a new call if the calling party has a priority higher than the group call. In this case, the group call will continue with the remaining members.

Call override on group calls (by calling group)

Members of an ongoing group call can be taken out of the group call and put into a new group call if the new group has a priority higher than the ongoing group call. In this case, the ongoing group call will continue with the remaining members.

Broadcast Calls

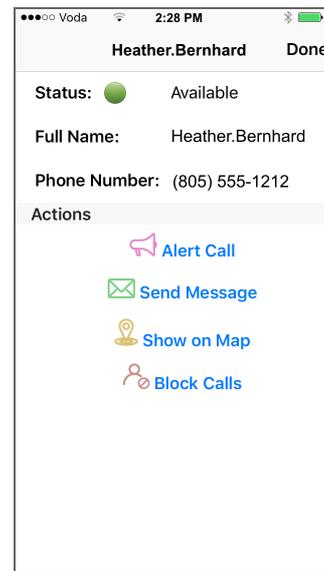
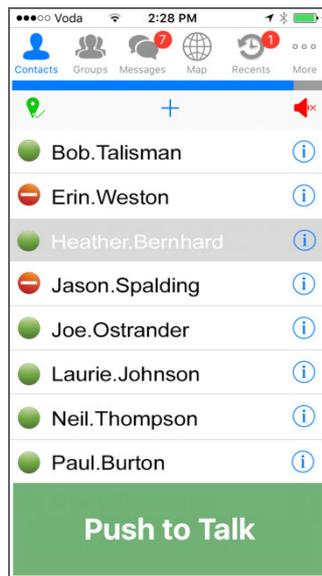
A broadcast call will preempt any other call in which the members of the broadcast group are currently participating.

3 Sending Messages

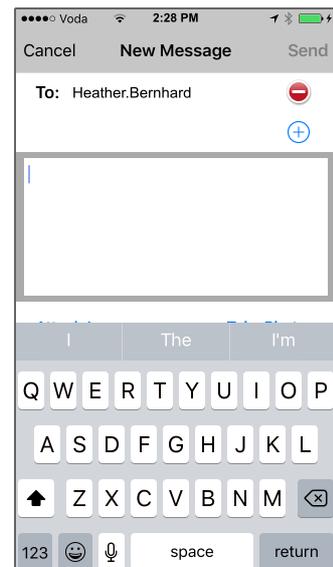
Sending a Text and Image Message to Phone Contacts

1. Select the **Contacts** tab.
2. Select contact and tap the  icon.

 A contact can also be selected from the **Maps** tab. See [“Viewing Location Information”](#) on page 12.

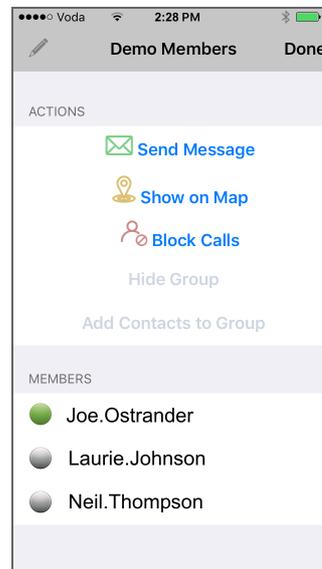
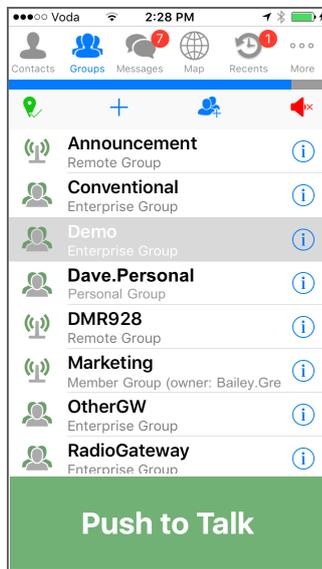


3. Select **Send Message**.
4. Tap  to add more recipients, or tap  to remove recipients.
5. Enter the message text.
6. Add an existing image by tapping **Attach Image**.
7. Add a new image by tapping **Take Photo**.
8. Press **Send**.

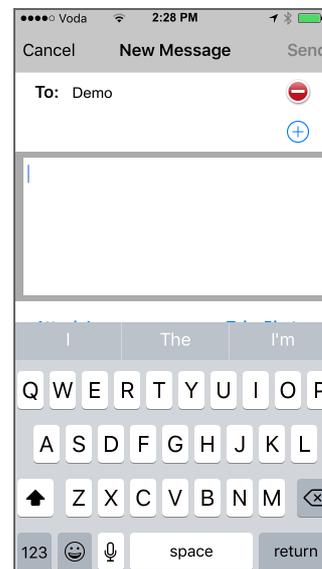


Group Text and Image Messages

-  Group text messages to remote groups are not supported.
1. Select the **Groups** tab.
 2. Select a group and tap the  icon.



3. Select **Send Message**.
4. Enter the message text.
5. Add an existing image by tapping **Attach Image**.
6. Add a new image by tapping **Take Photo**.
7. Press **Send**.

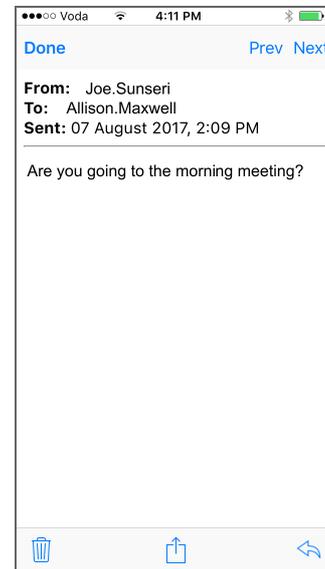
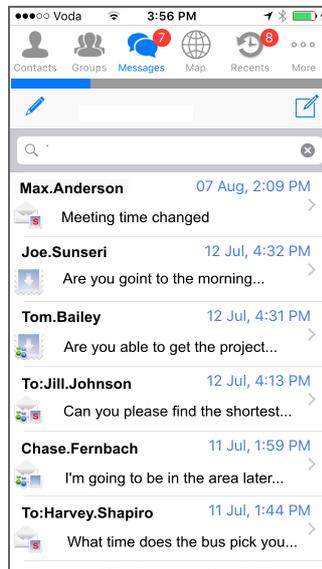


4 Viewing and Responding to Messages

1. Select the **Messages** tab.
2. Slide a message to the right to show buttons to reply or mark the message as read (if unread).
3. Slide a message to the left to show a button to delete the message.



4. Tap  to select multiple messages to mark as read or to delete.
5. Tap  to write a new message to contacts or a group.
6. Tap on a message to view it.



7. Tap  to respond to the sender and all recipients. You can use  to add more recipients, or use  to remove recipients.
8. Tap  to use the phone's messaging and download functions.
9. Tap  to delete the message.
10. Tap **Prev** and **Next** to scroll through your messages.
11. Tap **Done** to close the message.

5 Settings, Support and Sign Out

Tap the **More** icon (⋮) and select **Settings**, **Email Support**, **About**, or **Sign Out**.

Each device can be configured to show different setting options. For more information about your options, contact your Tait TeamPTT administrator.

When contacting support, you may be asked to quote the details under **About**.

6 Installing Tait TeamPTT

1. Open the SMS or email.
2. Click on the provisioning link.

Tait TeamPTT Activation (taitna, Dispatcher)

 **Tait TeamPTT** <support.taitteamptt@taitradio.com>
to me

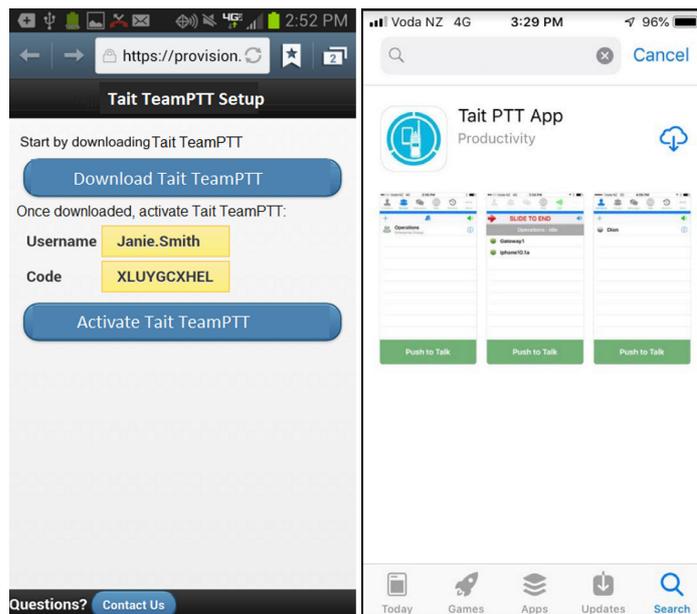
Please use the information on the following link to setup Tait TeamPTT:

<https://provision.taitteamptt.taitradio.com/setup.php?ac=ZBAPZVDORP>

If you require additional assistance, contact Tait TeamPTT Support at 6433578799.

Thank you,
The Tait TeamPTT Support Team

3. Click **Download Tait TeamPTT**.
4. Download Tait TeamPTT from the Apple App Store. Wait for install to complete before proceeding.
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Network Reachability Interface

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