

EPTT Demo Guide

How to Demo Enhanced PTT

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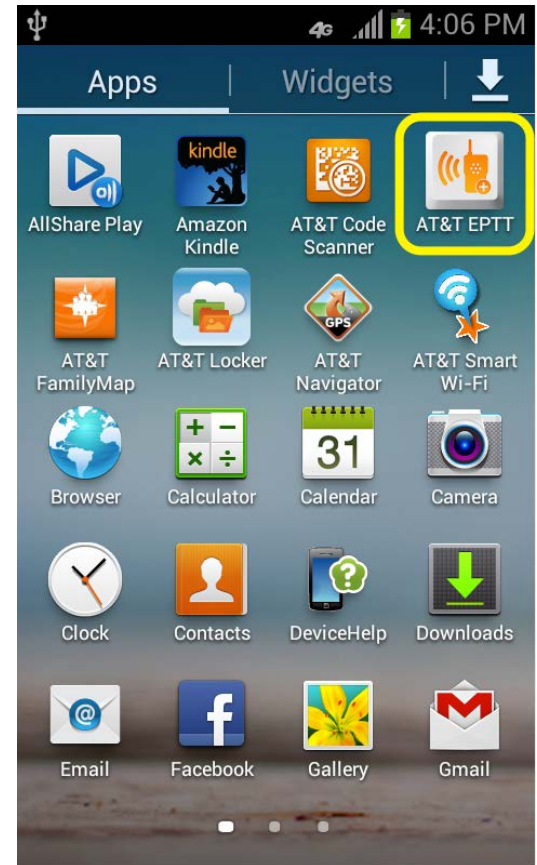


Practice – show others in your department

1. Show the Enhanced PTT Icon and launch the application
2. Walk through all the elements of the home screen
3. Talk about Contacts and Groups via the client or CAT – -
4. Show Presence
5. Show a 1-to-1 PTT call
6. Show an Ad-Hoc Group call
7. Show an regular Group call
8. Show Favorites
9. Show an Instant Personal Alert
10. Show settings and options

Step 1: Launch the App

- Point out that EPTT is a downloadable application similar to others with a unique icon on the apps page or the home screen
- Select devices have a convince key on the side of the device that must be assigned to EPTT (Blackberry Curve and Bold, Samsung Rugby Pro and Galaxy S3). **iPhone does not and this is preferable due to officers holsters initiating calls.**
- **Best Practice:** load the app directly on the home screen and show it launch. This helps illustrate the ease of accessibility and shows the simplicity similar to other applications used daily.



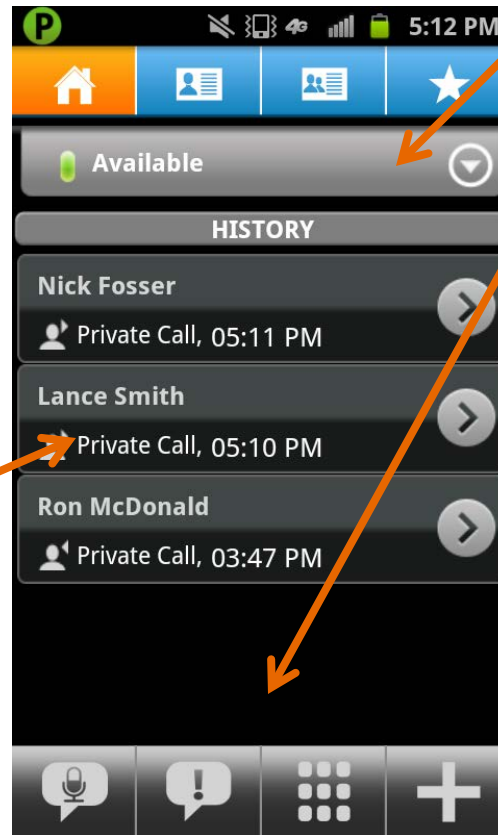
Step 2: Walk Through Elements of the Home screen

Point out each element of the EPTT client, starting with the home screen

1. TABS:

- Home screen
- Contacts – lists all contacts
- Groups – lists all groups
- Favorites – contacts and groups you speak to the most

3. HISTORY – shows the recent calls & messages you have made, allows drill down on conversations



2. PRESENCE – allows everyone on network to see your availability

4. QUICK TABS:

- Call, Group Call or Quick Call
- Instant Personal Alert
- Keypad
- Add Contact, Group or Favorite

5. SETTINGS (in menu tab below)

- Customize Alerts, Volume controls, alerts, mute, etc.

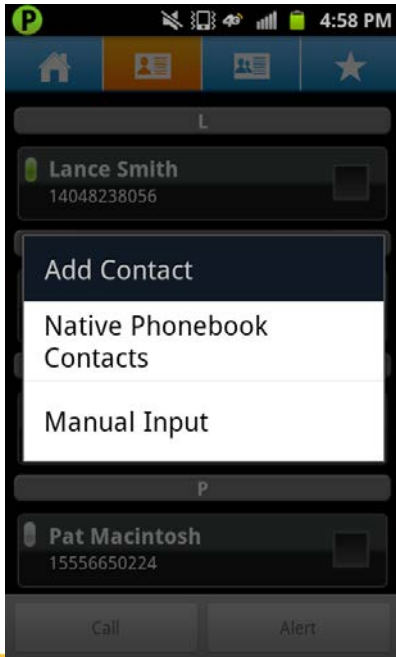
Step 3: How contacts get onto the phone: from native phonebook, manually, or via CAT

Explain that up to 1000 contacts can be added through the **native directory on the Phone** and/or via **the CAT**

BEST PRACTICE: If you have access to CAT, make sure you have an internet connection, log into CAT and show exporting contacts. If you don't have access, you can show a video posted here:

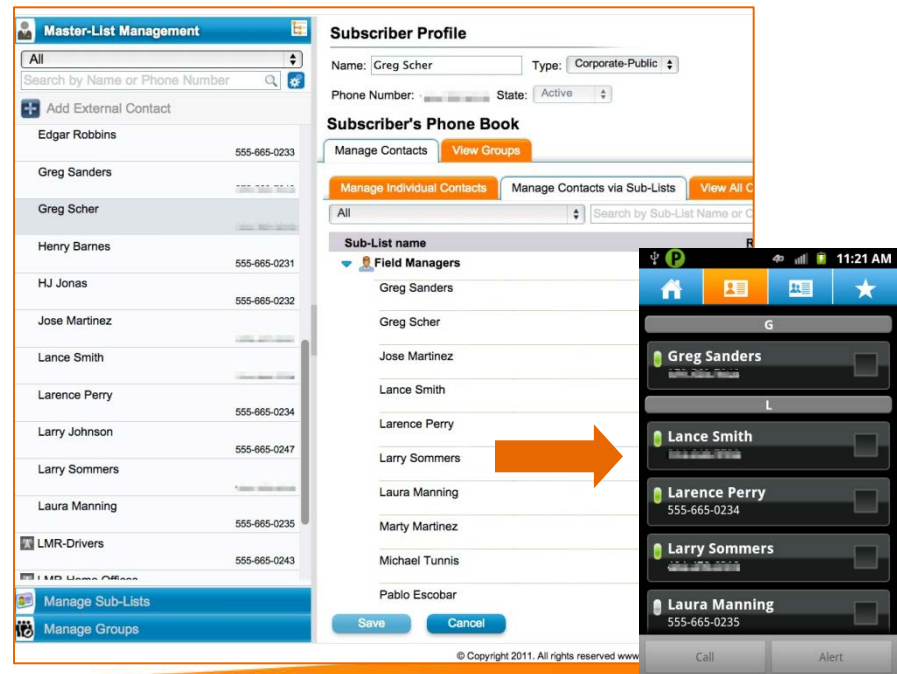
<https://www.wireless.att.com/businesscenter/plans/plan-features/enhanced-push-to-talk/devices.jsp>

Native Directory



Or

CAT

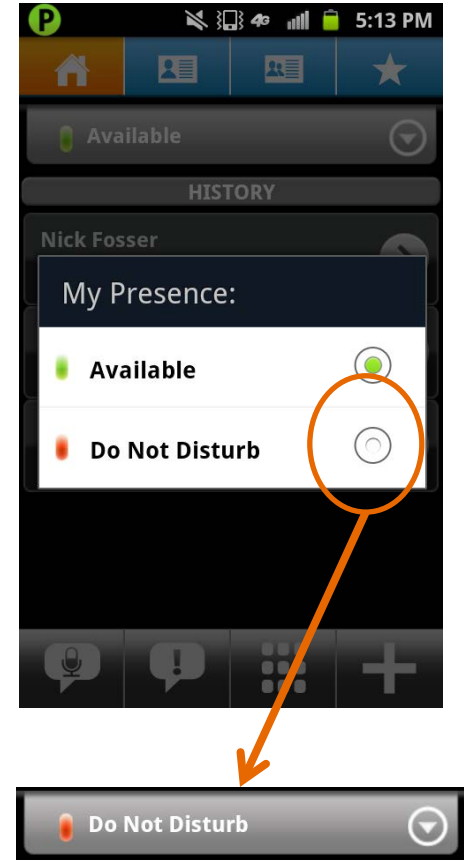


Step 4: Show Presence

Using both phones, show toggling the presence setting in one phone and how the contact appears in the other as the presence state changes

- Show the green or red in the top of the screen and how it stays active even when not in the application
- Talk about Available, DND and Inactive states

BEST PRACTICE: Give the use case of the need to not receive a PTT call when in meetings meetings and how DND with an IPA in the case of an emergency can be beneficial

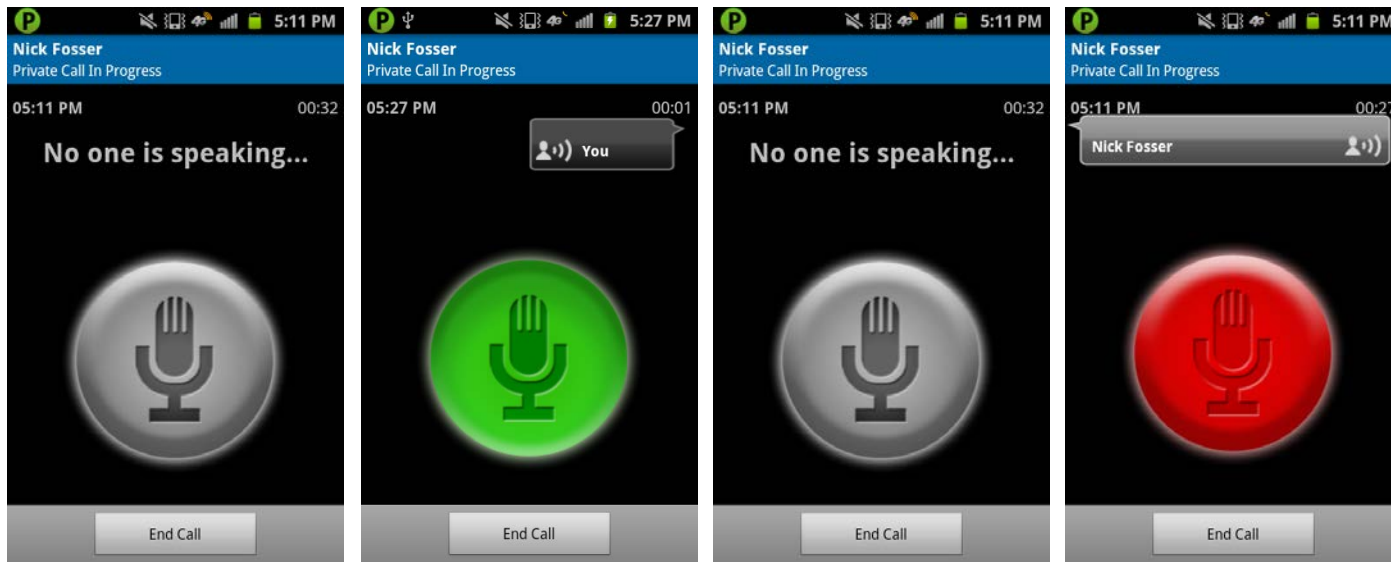


Step 5: Show a 1-to-1 PTT call

Using both phones, show a basic one-to-one PTT call

- Point out the speed of the set-up and latency
- Point out what the colors on the buttons represent

BEST PRACTICE: Talk about what happens if a call is missed and how a Missed Call Alert can be used to notify and return the call.

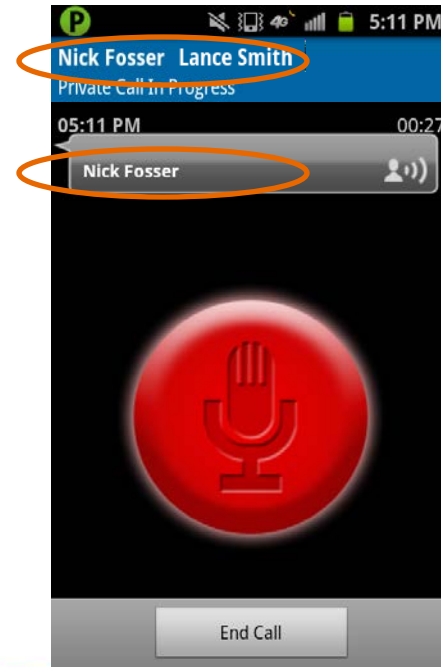
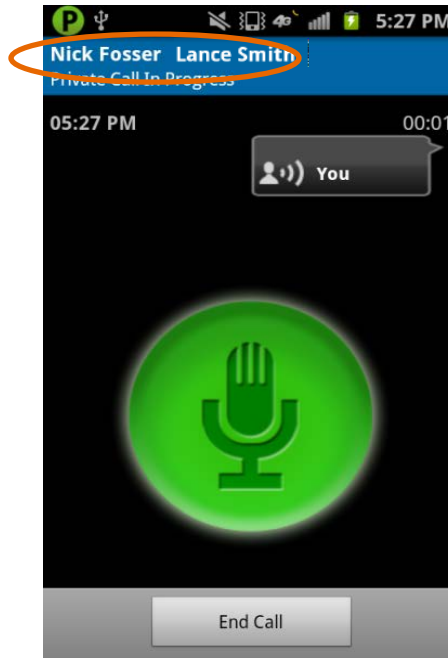


Step 6: Show Ad-Hoc (Quick) Group Call

Using both phones, show an Ad-Hoc Group Call

- Select multiple available contacts and make a call (up to 10)
- Point out that the bubble box shows who is talking
- Show receiving a Missed Call Alert and how it can be used to call

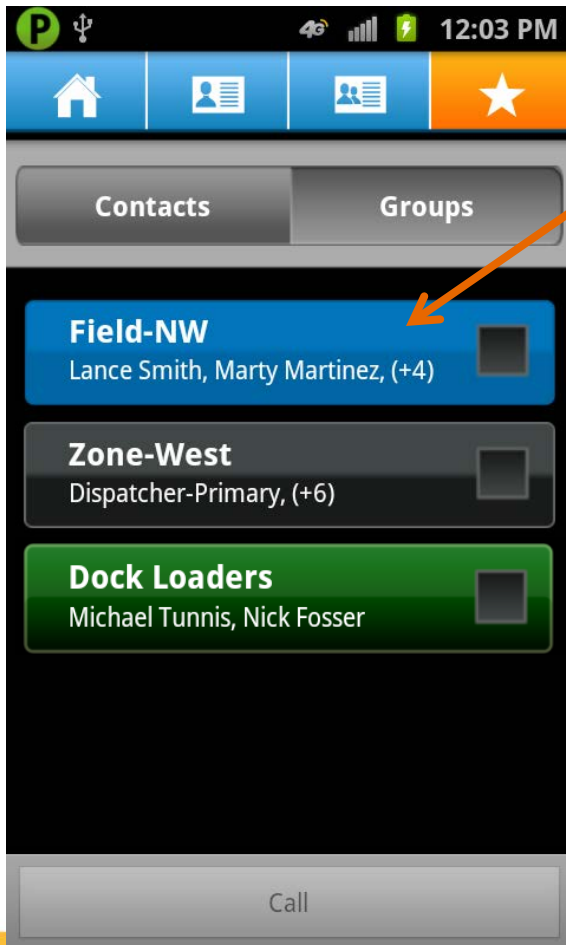
BEST PRACTICE: show the call volleys and point out that if you are on a large group call, EPTT makes it easy to know who is talking with the bubble box



Step 8: Show the Favorites Tab

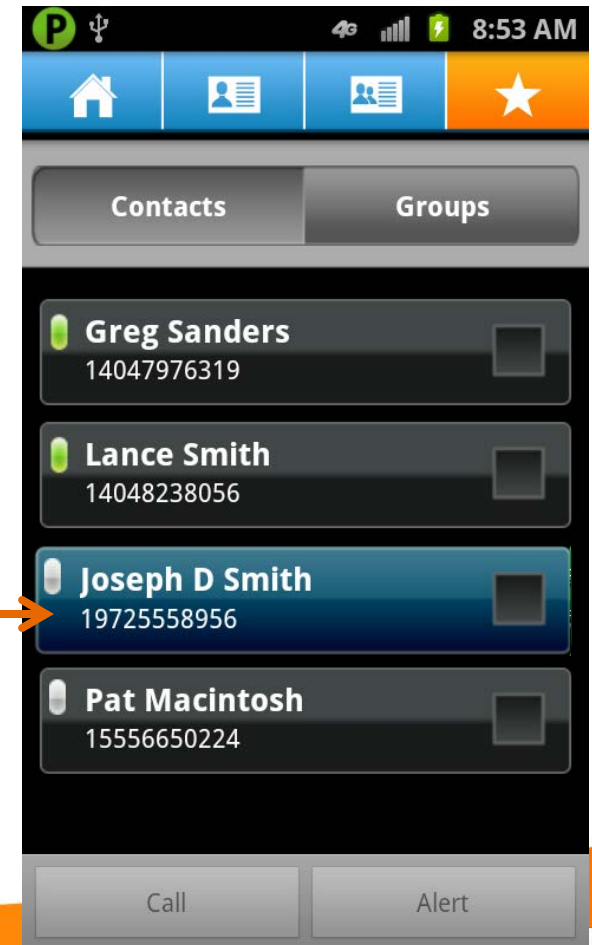
Show the Favorites tab and talk about how it makes it easy for users with multiple contacts and groups to quickly locate the people and groups they talk with the most.

BEST PRACTICE: Pre-populate your favorites and add one during demo.



This is a good place in the demo to reference the ability to change the colors of contacts and groups in the edit function.

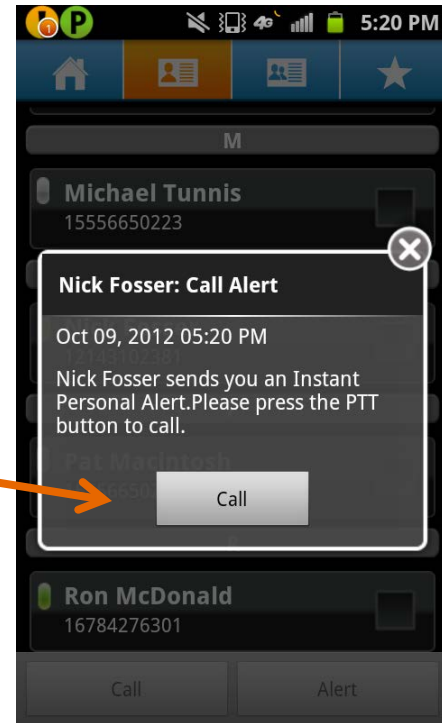
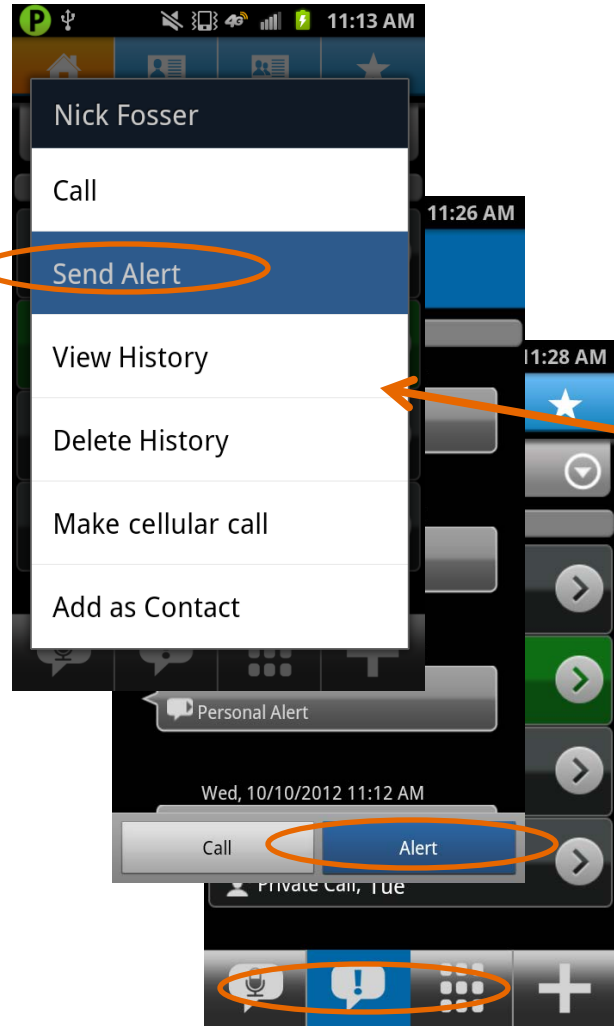
Point out contacts can be color coded to designate contact type – i.e. customers vs. suppliers vs. employees or groups assigned to different regions or departments.



Step 9: Show an IPA

Talk about benefits of reaching out to a contact without having to call them

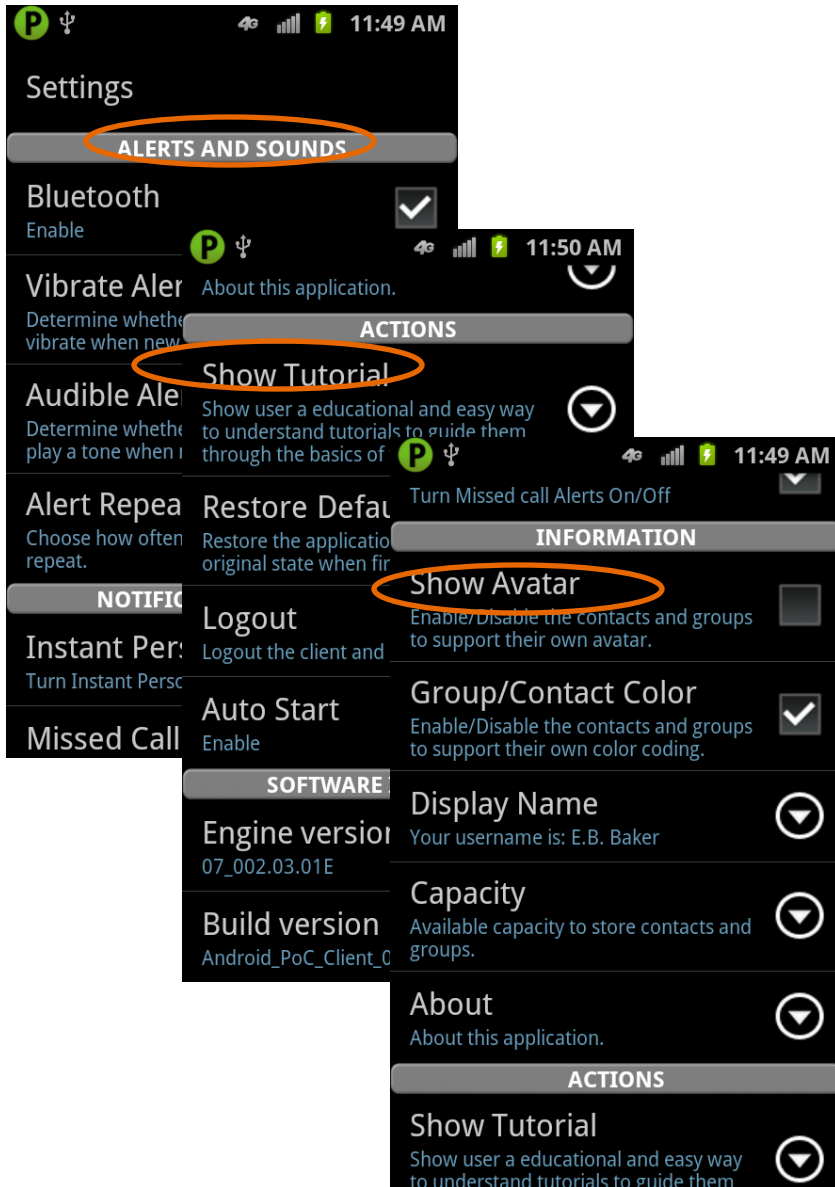
- Talk about how an IPA can be sent to a user in Do-Not-Disturb mode
- Show how an IPA can be sent from multiple windows
- Show the IPA and return a call from it



BEST PRACTICE: Send an IPA to a phone in DND and describe the use case of someone using DND in a meeting that needs to be contacted in an emergency

* You can only send an IPA if you are in Available Status

Step 10: Show Settings



Showing the settings options is not important in most demos, however talking about some of the options you can adjust is valuable. Make sure you point out:

Alerts – user can set the app to repeat alerts as well as adjust vibrate/volume

Tutorial – user can review tutorial at any time to get help using app

Show Avatar – user can choose to show Avatar and add pictures for each user/group

BEST PRACTICE: enable 'Show Avatar' on one phone and show how the contacts display an avatar next to each contact.

Show how to customize alerts as many users want to have the option to adjust volume controls, etc.

Step 11: Receiving a PTT call during a GSM call

Talk about what happens when a PTT call comes in during a GSM call, which is the user receives a Missed Call Alert. The PTT call can be returned directly from the Missed Call Alert.

Step 12: Receiving a GSM call during a PTT call

Show what happens when the user is on a PTT call and a GSM call comes in. Talk about how the user can put the PTT call 'on hold' temporarily while they answer the GSM call.

BEST PRACTICE: For the demo, launch a PTT call between your phones and then have someone watching the demo call you from their phone. Show how the GSM call comes in and that it can be answered, then hang it up to return to the PTT call in progress.