User Guide

Sprint Direct Connect Plus – Kyocera DuraXTP

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1. Introduction and Key Features

The Sprint Direct Connect (SDC) Plus service provides instant communication to individuals and groups at the push of a button. Here is a brief description of the main features of our Push-to-Talk (PTT) application:

SDC Plus calling to Individuals and Groups – instant walkie-talkie style communication to one or more people at the push of a button.

For more details, please refer to the "Making Calls" section.

Supervisory Override – allows a supervisor to take the floor and speak at any time during a group connect call, even if someone else is speaking.

For more details, please refer to the "Supervisory Override" section.

Real-Time Presence – see whether your contacts are available and ready to receive calls before making a call. Likewise, indicate whether you want to receive SDC Plus calls to your contacts.

For more details, please refer to the "Real-Time Presence" section.

Alerts

Call Alert – allows you to send a message to another person asking for a call-back.

Missed Call Alert – shown whenever you miss an incoming SDC Plus call because you were either in another SDC Plus call or a regular cellular call.

For more details, please refer to the "Alerts" section.

Contact and Group Management – PTT contacts and groups can be centrally managed by an administrator (“administrator-managed”) or by you (“personal”).

For more details, please refer to the "Contacts" section and "Groups" section.

Note: In the SDC Plus application, groups (either created by the subscriber or corporate administrator) are also known as Talkgroups.

Favorites – You can manage your list of favorites for quick access to contacts and groups.

For more details, please refer to the "Favorites" section.

2. Application Installation & Getting Started

This section describes the steps you must take to install the Sprint Direct Connect (SDC) Plus application and how to get started.

This section is organized as follows:

- Prerequisites
- Download and Installation
  - Download the SDC Plus application
- First-time Activation
- Tutorial
- Login
- Application updates

Prerequisites

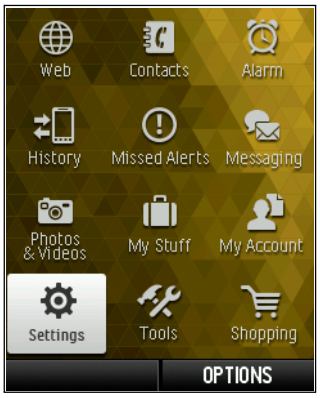
1. Subscription to Sprint Direct Connect (SDC) Plus service.
2. Kyocera DuraXTP SDC Plus device.

Download and Installation

To progress through the download and installation screens, you need to use the left (LSK) and right (RSK) soft keys on your device. The soft keys, Navigation key, Back key, End key, and OK (select) key on your device enable you to navigate through most of the functions of the SDC Plus application. Please refer to the device user manual for specific key functions. Refer to "Navigating the Push-to-Talk Application" for additional information.

Download the SDC Plus application

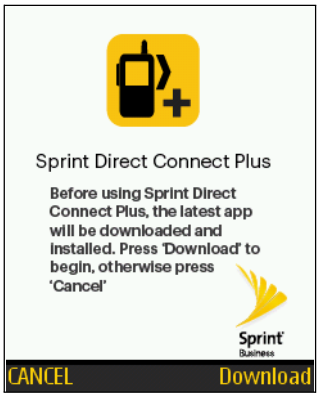
1. From the device main screen, press the **OK** key to access the Menu.



Menu

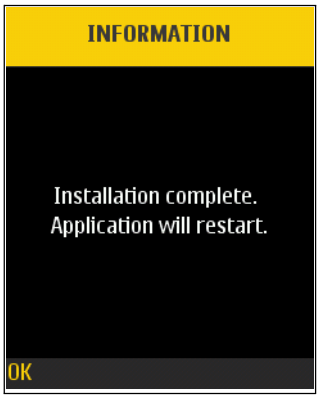
2. Navigate to the **Settings** icon and press the **OK** key.

3. If you are an existing Direct Connect subscriber, navigate to and select the **DC Plus Settings**, press the left soft key to choose the **ON** option to turn *Direct Connect Plus* on and turn off Direct Connect.
   OR
   If you are a new Direct Connect Plus subscriber, navigate to and select the **DC Plus Settings**, press the left soft key to choose the **ON** option to turn *Direct Connect Plus* on.



Select Download Option

4. Press the right soft key to choose the **Download** option.
5. Wait for the application to complete the download and installation. When completed, the following information message displays.



Installation Complete

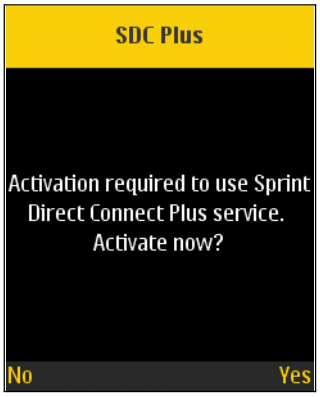
6. Press the left soft key to select the **OK** option and restart the application. The application will be brought to the foreground.
7. Continue with the "First-time Activation" section.

First-time Activation

The first time you start the SDC Plus application after download, the application must "activate" with the SDC Plus server. This activation process ensures that you are a subscriber to the Sprint Direct Connect Plus service and that you are using a supported device.

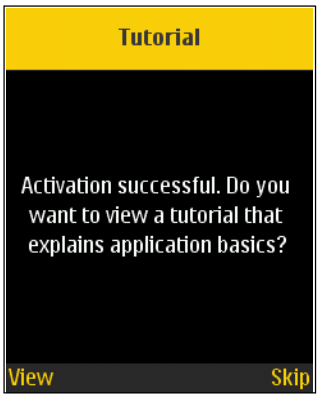
To progress through the activation screens, you need to use the left (LSK) and right soft (RSK) keys on your device. The soft keys, Navigation key, and OK (select) key on your device enable you to navigate through most of the functions of the SDC Plus application. Please refer to the user manual provided with your device for the location and key functions. Refer to "Navigating the Push-to-Talk Application" for additional information.

1. If you have just completed the "Download the SDC Plus application" section, then press the **OK** key to Launch the SDC Plus application and go to Step 3. Otherwise, proceed to Step 2.
2. Press the Direct Connect button to launch the SDC Plus application. The End User License Agreement (EULA) page is displayed. You must read and accept the EULA to activate the SDC Plus services on your device.
3. Press the right soft key for **Accept** if you agree to the EULA, otherwise press the left soft key for **Cancel**. If you accept the EULA, an SDC Plus screen displays asking you to activate the SDC Plus service.



Activate SDC Plus Service Confirmation

4. Press the right soft key for **Yes** to activate the SDC Plus application. The SDC Plus application contacts the server and retrieves contacts and groups (if any) from the server before logging in. If you are currently not a subscribed to SDC Plus service, you will be asked to contact Customer Care to subscribe.
5. Upon successful activation of the SDC Plus application, you have the option to view the tutorial. Press the left soft key to **View** the tutorial, otherwise, press the right soft key to skip the tutorial.



Activation Successful

Tutorial

The tutorial provides helpful information about how to get started with the SDC Plus application. The application automatically launches the mobile browser and loads the tutorial.

Login

The application must connect to the server to use the SDC Plus service. This process is called "login." After you download and successfully register your connection with the server, the SDC Plus application automatically starts and logs you in when you power on your device.

It is possible for you to "logout" of the SDC Plus service. While you are logged out, you are shown as "Offline" to others, and you cannot receive SDC Plus calls or alerts. See the "Logout" section for more details. You must login to make or receive SDC Plus calls.

To Manually Login to the SDC Plus application

1. Navigate to the Apps folder on your device and select the **SDC Plus** application. A login screen displays, asking you if you want to login to the SDC Plus application.

Login

2. Press the right soft key for **Yes** to login to the SDC Plus service, otherwise, press the left soft key for **No**. If you select Yes, you are logged into the SDC Plus service, and the Home screen appears.

Application updates

In App Settings

The SDC Plus application may indicate that there is an update available. You need to update the application otherwise; it may not function properly. See the "Important Update Setting" section for more information.

After updating, your SDC Plus contacts and groups are retained. When the SDC Plus application is updated, your history, favorites, and settings are retained. In some rare cases of a major update to the application, your history and favorites may be deleted, and settings may be reset to their default values.

3. Navigating the Sprint Direct Connect Plus Application

Navigating the Sprint Direct Connect Plus application is easy using your device's volume, Navigation, and soft key buttons. At the top of the screen are the five major functions: Home, Contacts, Groups, Favorite Contacts, and Favorite Groups.

This section helps you get familiar with how to navigate the SDC Plus application.

The Direct Connect button is located on the side of the device, which enables you to initiate the SDC Plus application on your device andmake and participate in SDC Plus calls.

The left (LSK) and right (RSK) soft keys enable you to select the various options displayed on the bottom of the screen.

The Navigation (up, down, right, left) key allows you navigate through the functions of the SDC Plus application.

The OK (select) key on your device when pressed, lets you select any highlighted option.

The Back key allows you to go back to the previous screen.

The device has an external display which reflects the real-time presence status as the same as the main screen. This display is OFF when the device is opened. You can still receive calls when the device is closed.

Note: Please refer to the user manual provided with your device for the location and key functions.

This section helps you get familiar with how to navigate the SDC Plus application and is organized as follows:

- Supported Brew Device
- Home
- Contacts
- Groups
- Favorite Contacts
- Favorite Groups
- PTT button
- Navigating to the previous screen
- Multiple Contacts Selection
- Scrolling
- Searching
- Icons and Tones

Supported Kyocera DuraXTP Device

The following image shows you the location of the Direct Connect button on the Kyocera Dura XTP device, which enables you to initiate the SDC Plus application on your device and make and participate in SDC Plus calls.

When the device flip is closed, you can:

- View SDC Plus call history
- Answer incoming SDC Plus calls
- Make outgoing SDC Plus calls
- End an SDC Plus call
- Adjust the SDC Plus call volume
- Turn ON/OFF the external speaker

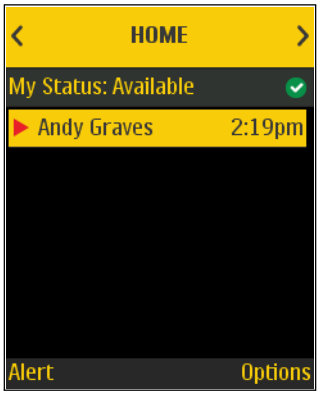
If you use the keypad lock function, you may have to unlock the keypad before using the SDC Plus application.

Note: Depending on the device model you are using, the Direct Connect button may be on the side as shown in the image or may be located at the top of the device. Please refer to the user manual provided with your device for the location and key functions.

Kyocera Dura XTP

Home

The *Home* screen displays the history of your calls and alerts with your SDC Plus contacts and groups. You can change your presence status here, and access all the major features of the application. The following image shows the different elements of the *Home* screen.

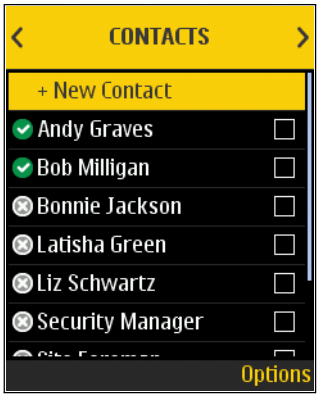


Home

Pressing the left soft key when this screen is selected sends a Call Alert to the highlighted contact. Pressing the right soft key while this screen is selected opens the *Options* menu.

Contacts

The *Contacts* screen displays your SDC Plus contacts and allows you to search for contacts, start an SDC Plus call, or send an alert. If enabled by an administrator, you can also add SDC Plus contacts and create personal SDC Plus groups here. For more information on how to view, add, edit, and delete your personal contacts, see "Contacts" section.

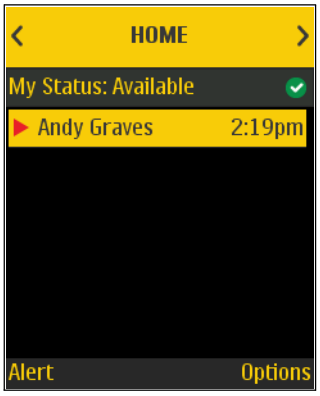


Contacts

Pressing the right soft key while this screen is selected, opens the *Options* menu.

Groups

The *Groups* screen displays your groups and allows you to search for groups or start an SDC Plus Group Connect call. If enabled by an administrator, you can also create, change or delete your personal SDC Plus groups here. For more information on how to view, add, edit, and delete your personal groups, see "Groups" section.

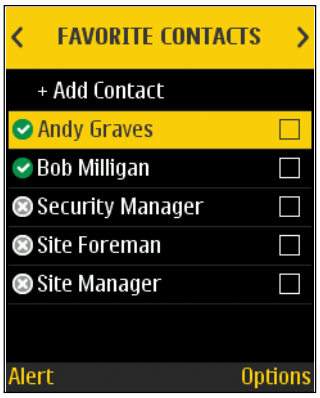


Groups

Pressing the right soft key while this screen is selected, opens the *Options* menu.

Favorite Contacts

The *Favorite Contacts* screen displays your favorite contacts. You can quickly start an SDC Plus call to your favorite contacts by selecting a contact and pressing the Direct Connect button. For more information on how to view, add, and remove your favorite contacts, see "Favorites" section.

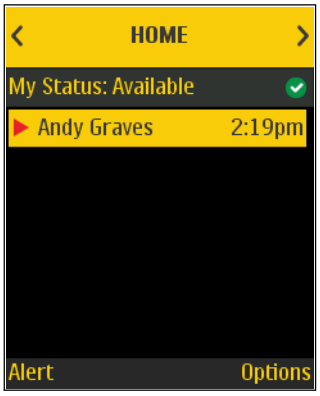


Favorite Contacts

Pressing the left soft key when this screen is selected, sends a Call Alert to the highlighted contact. Pressing the right soft key while this screen is selected, opens the *Options* menu.

Favorite Groups

The *Favorite Groups* screen displays your favorite groups. You can quickly start an SDC Plus call to your favorite groups by selecting a group and pressing the Direct Connect button. For more information on how to view, add, and remove your favorite contacts, see "Favorites" section.



Favorite Groups

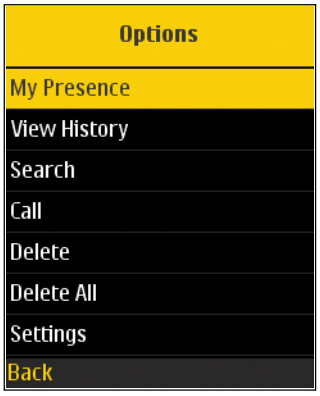
PTT button

External PTT Button

On the Kyocera DuraXTP, there is a button on the side that is used by the SDC Plus application. While the SDC Plus application is not visible, you can always press this button to bring the application to the foreground of the screen. Within the SDC Plus application, you can use this button to start an SDC Plus call or take and release the floor during an SDC Plus call.

Navigating to the previous screen

To navigate to the previous screen, press the left soft key on the device when the *Back* option is displayed on the screen as shown below.



Back Option

Multiple Contacts Selection

The SDC Plus contact list allows you to select multiple contacts. Select or unselect the highlighted contact using the OK key. A check box indicates whether or not a contact is selected. With multiple contacts selected, you can make a group connect call or create a group.

Scrolling

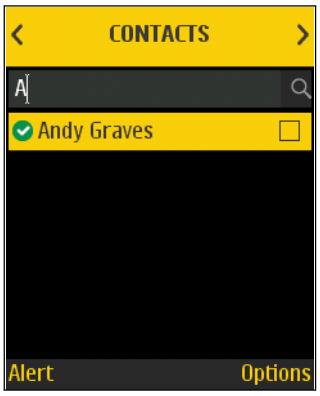
If you are viewing a list that has more entries than can be displayed on one screen, you can press the up or down buttons on the Navigation key or the volume keys to scroll up and down the list.

Searching

To easily find contacts or groups, the history list, contact list, group list, and favorites list can be searched. To search, begin typing or press the right soft key and select the *Search* option.

Use the keypad to type your search string. The SDC Plus application automatically displays results as you type. The following image shows the search option on the *Contacts* screen.

Note: Search results are based on which option is selected in the settings. For more information, refer to the "Search By" settings section.



Search Contacts

Icons and Tones

The following table lists the common application icons:

Function	Icon	Description
Presence & Alerts		An SDC Plus contact's presence status is "Available"
		An SDC Plus contact's presence status is "Do Not Disturb"
		An SDC Plus contact's presence status is "Offline"
	No Icon	An SDC Plus contact's presence status is "Unknown." Presence icon is empty.
		Your presence status is "Available" (status bar icon)
		Your presence status is "Do Not Disturb" (status bar icon)
		Your presence status if "Offline" (status bar icon)
		You have alerts present within the SDC Plus application (status bar icon)
History		Incoming one to one or group connect call or Call Alert (history)
		Missed one-to-one or group connect call (history)
		Outgoing one to one or group connect call or Call Alert (history)
Group Types		Indicates an SDC Plus group
		Supervisor group or group member

The SDC Plus application plays tones to indicate various conditions:

Tone	Description
Activation	The Activation tone is played at the end of the first-time activation of the application.
Alert	The Alert tone is played each time you receive a call alert or a missed call. Depending on your alert repeat setting, it may periodically played until you dismiss the alert.
Attention	The Attention tone is played whenever there is an error message displayed.
Floor Acquired	The Floor Acquired tone is played after you press the Direct Connect button to indicate that you can speak.
Floor Busy (Error)	The Floor Busy tone is played when you press the Direct Connect button, and you are unable to take the floor.
Floor Free	The Floor Free tone is played to listeners on the call to indicate someone has stopped talking and the floor is available for everyone else to talk.
Incoming Call	The Incoming Call tone is played once at the beginning of the call to alert you to an incoming SDC Plus call.

4. Making and Receiving SDC Plus calls

This section describes the steps you must take to make and receive Sprint Direct Connect Plus calls.

This section is organized as follows:

- Making Calls
  - Direct Connect Calls
  - Calling a contact that is offline or has a Do Not Disturb (DND) status
  - Group Connect Calls
  - Quick Group Calls
  - Call from History
  - Call from Missed Call Alert
  - Call from Call Alert
- Receiving Calls
  - Receiving Broadcast Group Calls
  - Broadcast Call History
- Turning the Speaker On and Off
- How to Set the SDC Plus call Volume
- Interaction with Silent or Sound Mode
- Interaction between PTT and cellular calls
- SDC Plus call Behavior While the Application is in the Background
- Rejoining a PTT Group Connect Call

The Sprint Direct Connect Plus service provides sub-second call setup with superior voice quality. Making a SDC Plus call is as easy as choosing a contact and pressing the Direct Connect button. The call is instantly connected. Each person on the call takes turns talking by pressing the Direct Connect button while they speak and releasing it when they are finished speaking. The person speaking is said to “have the floor.” You can also talk instantly to a group of individuals. Choose a group from a list or pick a few people from your contact list and have a one-time Quick Group call. The SDC Plus call volume can be changed using the Volume button.

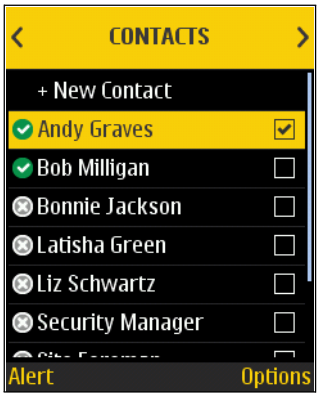
Making Calls

Direct Connect Calls

To place a Direct Connect call to an individual

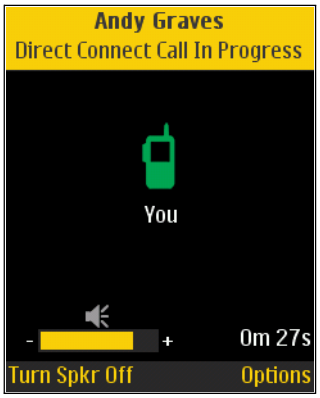
1. Use the Navigation key to navigate to the *Contacts* screen. From the contact list, navigate to the contact you want to call and press the **OK** key to select the check box next to the name of the contact you want to call.

Tip: When you navigate to a contact that you want to call, you can press the Direct Connect button to start a call.



Select Contact

2. Press and hold the Direct Connect button and wait for the chirp tone. A Direct Connect call is started as the PTT icon turns Green. While holding the Direct Connect button, your voice can be heard by the other person on the call.



Call in Progress

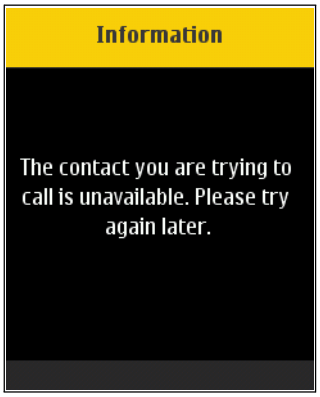
3. Release the Direct Connect button to allow other people on the call to take the floor and speak.

No One Is Speaking

4. Press the **End** key to end the call. The call ends automatically if no one takes the floor for some time.

Calling a contact that is offline or has a Do Not Disturb (DND) status

If the contact you are trying to call has an Offline or Do Not Disturb presence status, you get an error message when you attempt to place the call. If the person you are trying to call is offline, you see the following error message:



Contact is Unavailable

Similarly, if the individual you are calling has a Do Not Disturb status, you see the following message:

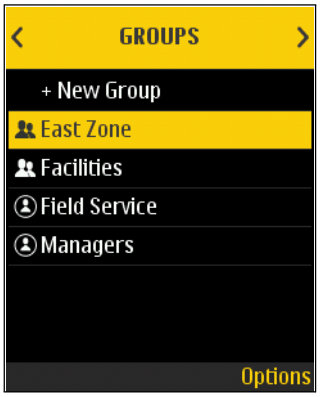
Contact is in Do Not Disturb Status

Tip: If the contact you are trying to call is in a Do Not Disturb status you can send a call alert to let the contact know you are trying to reach them. See the "Sending an Alert" section.

Group Connect Calls

To place a PTT Group Connect Call

1. Use the Navigation key to navigate to the Groups screen. From the group list, navigate to the name of the group you want to call.



Place a PTT Group Connect Call

Tip: When you navigate to a group you want to call, you can press the Direct Connect button to start a call.

2. Press and hold the Direct Connect button and wait for the chirp tone. A Group Connect call is started. While holding the Direct Connect button, your voice can be heard by the other participants on the call.

You Are Speaking in a Group Connect Call

3. Release the Direct Connect button, to allow other members of the call to take the floor and speak.

No One Is Speaking in a Group Connect Call

4. Press the **End** key to end the call. The call ends automatically if no one takes the floor for some time.

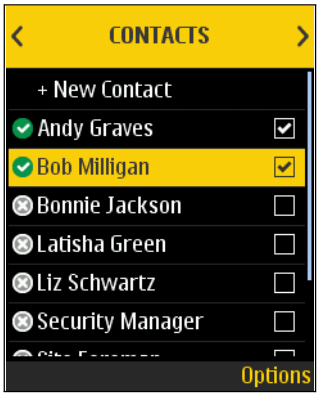
Quick Group Calls

A Quick Group call is a call to a temporary group of contacts you select individually for the call.

To place a quick group call

1. Use the Navigation key to navigate to the *Contacts* screen. Select the participants by highlighting contacts in the contact list and pressing the **OK** key. You can select up to 10 contacts.

Tip: Use the presence indicators to help choose who is available.



Place a Quick Group Call

2. Press and hold the Direct Connect button and wait for the chirp tone to start the call. While holding the Direct Connect button, your voice can be heard by the other participants on the call.

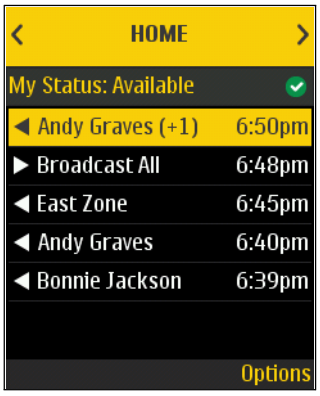
You Are Speaking in a Quick Group Call

3. Release the Direct Connect button to allow the other members of the group to take the floor and speak.
4. Press the **End** key to end the call. The call ends automatically if no one takes the floor for some time.

Call from History

To place a call from history

1. Navigate to the *Home* screen to view the history of calls and Call Alerts.



Place a Call from History

2. Navigate to and highlight the conversation you want to initiate.
3. Press and hold the Direct Connect button and wait for the chirp tone. A Direct Connect call is started as the PTT icon turns Green. While holding the button, your voice can be heard by the other participants on the call.

Tip: You can also make a call from the second-level history.

Call from Missed Call Alert

On receiving a Missed Call Alert, a pop-up message is displayed.

Missed Call Alert Message

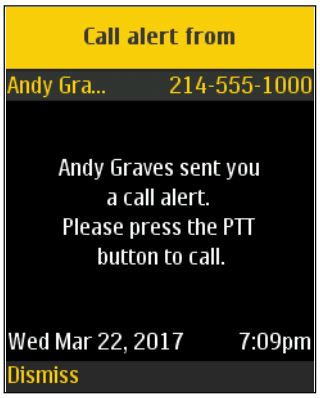
1. Press the Direct Connect button to place the call.

   OR

   Press the left soft key to dismiss the message.

Call from Call Alert

1. Upon receiving a call alert, a pop-up message displays asfollows:



Call Alert Message

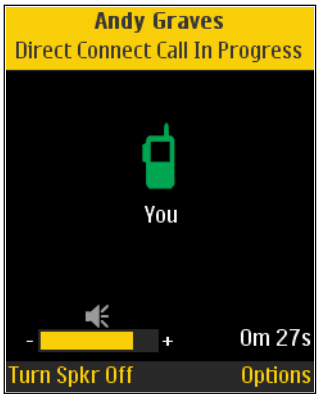
2. Press the Direct Connect button to place the call.

   OR

   Press the left soft key to dismiss the message.

Receiving Calls

1. Upon receipt of a Direct Connect call, you hear an incoming call alert, the application is brought to the foreground, and you hear the caller's voice. The name assigned to the talker is displayed in the call status window. The on-screen PTT icon changes color to indicate that someone is talking.



Receive an Incoming Direct Connect call

Note: Incoming Direct Connect calls respond differently based on the combination of the device settings and the SDC Plus application settings. For more information, refer to the "Interaction with Silent or Sound Mode" section.

---

2. When the talker releases the floor, the floor becomes idle, and the call status window indicates that no one is speaking. Whenever no one has the floor, it is available for another talker.

No One is Speaking in an Incoming Direct Connect call

3. You can continue the call conversation by pressing and holding the Direct Connect button to take the floor and talk. Remember to release the Direct Connect button when you are finished talking to allow others to speak.
4. Press the **End** key to end the call. The call ends automatically if no one takes the floor for some time.

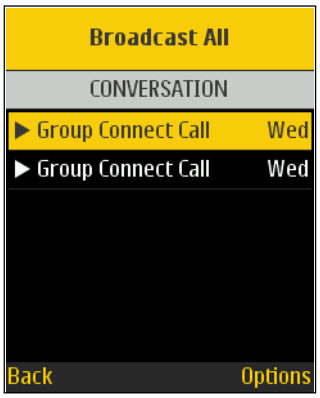
Receiving Broadcast Group Calls

An incoming broadcast group call looks like any other group connect call but preempts other Direct Connect calls in progress. You can recognize a broadcast group call because there is a distinct tone played followed by an announcement. During the call, only the caller can speak, and you are not able to take the floor. These calls may also override your Do Not Disturb (DND) status if the corporate administrator has set the group to do so.

You cannot make broadcast group calls. If you try to call a broadcast group from history, you see a message indicating that the call cannot be completed.

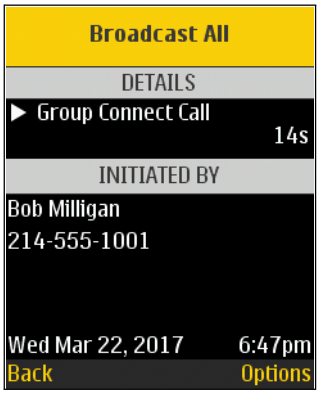
Broadcast Call History

Incoming broadcast calls are shown in call history like other calls as shown below.



Broadcast Call History

A summary of call delivery is shown in the *Group* screen, history detail for the selected group.



Summary of Call Delivery

Calls may not be delivered to everyone because a group member may be offline, engaged in a cellular call, have a Do Not Disturb status, or listening to another broadcast group call. Calls are delivered in a way such that group members may receive the call at slightly different times. Once the call delivery process is complete, the delivery status is shown.

Turning the Speaker On and Off

The speaker can be turned on and off for Direct Connect calls by pressing the left soft key. The label on the soft key indicates what state the speaker changes to when pressed. When the speaker setting is changed, it is effective only for the current call.

Press the left soft key to toggle the speaker between the on and off. When the speaker is off, you hear the Direct Connect call audio in the device's earpiece. Hold the device to your ear just as for a cellular call to listen.

Speaker Location

Note: If you turn the speaker off (in other words, the call is heard on the device's earpiece) while on a PTT call and you close your flip device, the call automatically ends. You must keep the flip portion of the device open, to remain connected to the call when the speakerphone is off.

How to Set the Direct Connect call Volume

During a Direct Connect call, the speakerphone or earpiece volume can be increased or decreased using the volume up and down keys. The volume adjusted during a Direct Connect call is used for subsequent calls.

The Direct Connect call volume that is adjusted using the earpiece also controls the corresponding volume on a cellular call.

The Direct Connect call volume that is adjusted using the speakerphone also controls the corresponding volume on a cellular call.

Interaction with Silent or Sound Mode

When your device's ringer is set to silent or vibrate-only (see your device's user guide), Direct Connect calls are played over the device's earpiece. To hear a Direct Connect call, you should hold the device to your ear as during a cellular call. You can temporarily switch to the loudspeaker using the left soft key for the speaker on/off button for the current call. The next Direct Connect call uses the device's earpiece while the device is in silent mode.

You can set the device to vibrate for incoming Direct Connect calls if the incoming Call Vibrate setting is ON. For more information on how to set incoming Call Vibrate, refer to the "Incoming Call Vibrate" section.

Interaction between PTT and cellular calls

During an SDC Plus call, your device will not receive cellular calls which allows you to continue your PTT conversation without interruption. Likewise, during a cellular call, you will not receive SDC Plus calls.

SDC Plus call Behavior While the Application is in the Background

Note: Some applications that use data connections or speaker and microphone such as messaging, browser, media player, etc., are not accessible while on a SDC Plus call.

While you are using other applications on the device, an incoming PTT call brings the SDC Plus application to the foreground, and you hear the caller's voice.

Rejoining a Group Connect Call

Rejoining a Group Connect Call

If you leave during a Group Connect Call, you can rejoin the call by initiating a call to that group again, either from the call history or from the group list. If the call ended before you try to rejoin, you start a new call to that group.

Joining a Missed Group Connect Call

If you miss a Group Connect Call, you have the option on the missed call alert to call the group directly. If the Group Connect Call is still in progress, you are automatically joined to the ongoing call. Otherwise, you will start a new call.

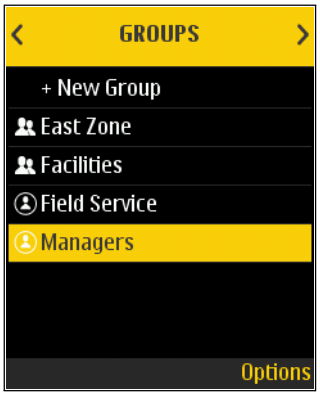
5. Supervisory Override

The Supervisory Override feature allows a group member to be designated by an administrator to have the privilege to take the floor and speak at any time during a call, even if someone else has the floor. When the supervisor takes the floor while someone else is speaking, the floor is revoked from the speaker and given to the supervisor. One or more members of a group can be designated as a supervisor. If there are two or more supervisors in the same group, each supervisor can interrupt the other(s).

This section describes supervisory override and is organized as follows:

- Supervisor Group
- Supervisor Group Members

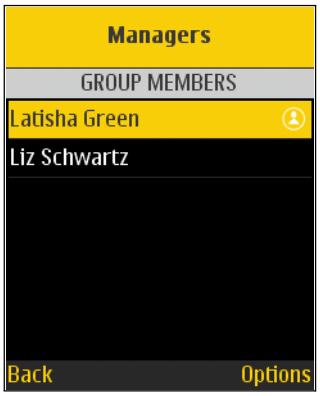
Supervisor Group



Supervisor Group

A group supervisor sees a supervisor icon displayed next to the name of the group. See the "Icons and Tones" section for more information.

Supervisor Group Members



Supervisor Group Members

A non-supervisor group member can identify supervisors by an icon next to the supervisor's name. See the "Icons and Tones" section for more information.

6. Alerts

This section describes the alerts used in the Sprint Direct Connect Plus application and is organized as follows:

- Call Alert
  - Sending an Alert
  - Receiving an Alert
- Missed Call Alert
- Single Missed Call Alert/Call Alert per Caller
- How to Set the PTT Alert Volume

Call Alert

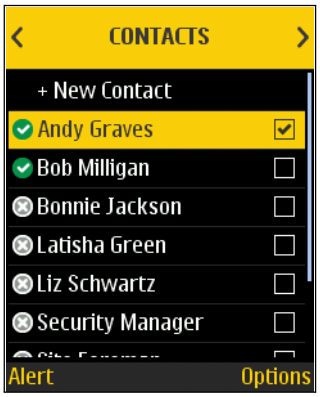
A Call Alert is an alert that you can send to another SDC Plus contact. The alert allows you to request a call back from another PTT subscriber. Call Alerts can only be sent to individual contacts. A call alert cannot be sent to a group.

Sending an Alert

To send a call alert

1. Select the contact from the *Contacts* screen.

Note: Alerts can also be sent from the *Home* screen, *Contacts* screen, *Contact Details* options, and *Favorite Contacts* screen using the *Alert* option.



Select Contact

2. Press the left soft key to send the alert to the selected person. A successful alert information message is displayed.

Note: The “Alert successfully sent!” message indicates that the application successfully delivered an alert request to the server. This message does not mean the person received the alert.

Receiving an Alert

1. Whenever someone else sends you an alert, the SDC Plus application alerts you with a tone and show the following message:

Call Alert Message

2. Press the left soft key to dismiss the alert. You can call the person back by pressing the Direct Connect button.

Tip: Whenever you receive an alert, it is shown in the call history

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Missed Call Alert

Your device alerts you whenever you miss a PTT call for the following reasons:

- You are already on a PTT call, and another one-to-one, quick call group, or Group Connect call is made that includes you.
- Your device receives a one-to-one Direct Connect call, and you do not reply by taking the floor and speaking back. You will not receive a missed call alert if you do not reply to a Group Connect call.
- Your self-presence is DND. In this case, the history is updated silently. You will not receive a pop-up notification.

Note: You will not receive a missed call alert for a one-to-one Direct Connect call if you end the Direct Connect call before speaking back.

To reply to a missed call alert

1. A Missed Call Alert is displayed as shown below.

Missed Call Alert Message

2. Press the left soft key to dismiss the alert. You can call the person back by pressing the Direct Connect button. Whenever you receive an alert, it is shown in the call history.

Single Missed Call Alert/Call Alert per Caller

When you receive multiple Call Alerts from another PTT user, only the latest alert is displayed. All the previously received Call Alerts are available in the SDC Plus call history.

Similarly, when you receive multiple missed call alerts from a single caller or group, only the latest alert is displayed. All the previously received missed call alerts are available in the SDC Plus call history.

How to Set the Sprint Direct Connect Plus Alert Volume

The device-wide notification volume controls the volume of PTT alert tones. For more information on your device volume controls, refer to your device owner's manual.

7. Real-Time Presence

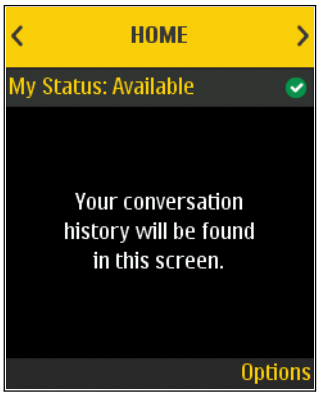
This section describes real-time presence using the Sprint Direct Connect Plus application and is organized as follows:

- My Presence
- PTT Contact Presence

With real-time presence, you can tell at a glance if the person you want to call has indicated whether they are available, Do Not Disturb (DND), or offline. DND and offline contacts do not receive Push-to-Talk (PTT) calls. The presence indicator is displayed next to the name of the contact. Likewise, you can tell others of your availability by selecting either “Available” or “Do Not Disturb” within the SDC Plus application. When you turn off your device, you are automatically marked as “Offline” to others.

My Presence

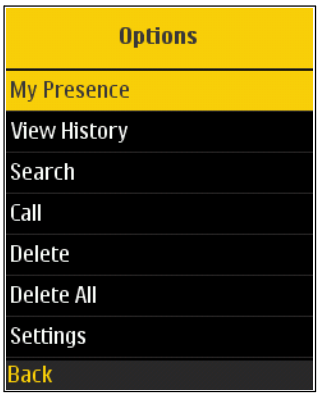
My Presence or self-presence can be seen on the *Home* screen and in the notification bar. For more information on the icons, refer to the "Icons and Tones" section.



Available Presence Status

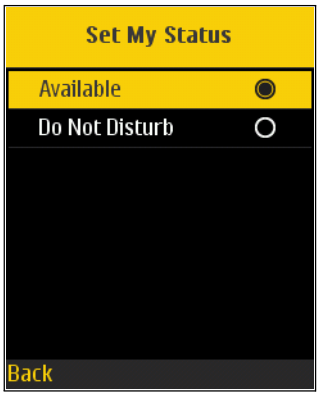
To Set the Self-Presence

1. From the *Home* screen, press the right soft key to select **Options**. The *Options* screen is displayed.
2. Select the **My Presence** option.



Home Screen Options

3. From the *Set My Status* screen, choose the availability state you want to set.



Presence Status Options

4. Select either **Available** or **Do Not Disturb**. Your presence status is updated on the *Home* screen accordingly.

Meaning of Available, DND and Offline

Available: You are logged into the SDC Plus application, ready to receive SDC Plus calls and Call Alerts.

Do Not Disturb (DND): You are logged into the SDC Plus application, not willing to receive a SDC Plus call but can receive a call alert.

Offline: You are logged out from the SDC Plus application and can receive SDC Plus calls and alerts.

No Connection

When the SDC Plus application cannot communicate with the SDC Plus server, displays “Offline” in the Status bar, and your availability shows “No Connection.” For more information, refer to the "Loss of Data Network Connection" section.

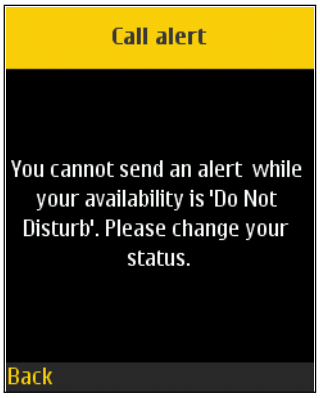
No Connection Presence Status

Calling Restrictions

When you are in the DND state, the incoming calls are restricted. While not able to receive SDC Plus calls, you can make SDC Plus calls to other available PTT subscribers.

Call Alert Origination Restrictions

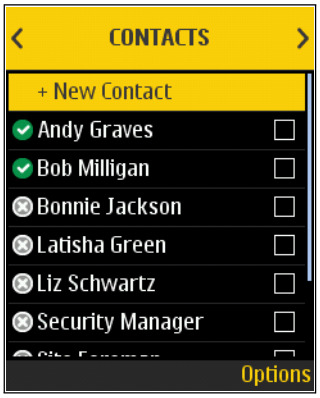
When you are in the DND state, you will not be able to send a Call Alert to other contacts since you cannot receive calls from others. If you try to send an alert, you will see the following message:



Do Not Disturb Information Message

PTT Contact Presence

Contact presence can be seen in the contact list indicated by an icon next to the contact's name as follows.



View Contacts

Meaning of Available, DND and Offline

Available: The PTT contact is logged into the SDC Plus application, ready to receive SDC Plus calls and Call Alerts.

Do Not Disturb (DND): The PTT contact is logged into the SDC Plus application, not willing to receive SDC Plus calls but can receive Call Alerts.

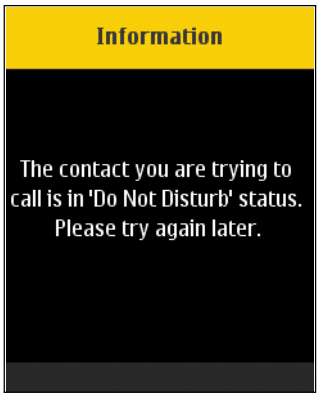
Offline: The PTT contact is logged out from the SDC Plus application and is not able to receive SDC Plus calls and alerts.

Unknown: The PTT contact presence state is unknown because the contact is not a PTT subscriber.

Note: Please refer to the table of icons in the "Icons and Tones" section.

Calling Restrictions

When a contact is in the DND state, you cannot place a SDC Plus call to that contact. The incoming calls for that contact are restricted. If you try to make a call to a contact with the DND status, you see the following message:



Do Not Disturb Information Message

Note: Depending on how your service provider has configured the service, you may see all or most of your contacts as “Online” even though some may be in a “Do Not Disturb” or “Offline” state. In this case, you are allowed to try to call any contact. If the called subscriber is not available, you receive an error message. For more details, see "Calling a contact that is offline or has a Do Not Disturb (DND) status".

Using Call Alerts for DND contacts

To contact a person with a DND status, you can send a Call Alert to request a call back.

8. Contacts

This section describes SDC Plus contacts using the Sprint Direct Connect Plus application and is organized as follows:

- View Contacts
  - Contact List Sorting
  - View contact details
- Add Contacts
- Edit Contacts
- Delete Contacts

The SDC Plus contacts are separate from the contact list on the device. There are two types of contacts: those that are personal and managed on the device, and those that are managed by an administrator.

Personal Contacts

Personal contacts are imported from the contact list in the device or entered manually. You manage personal contacts within the SDC Plus application. You may not have the ability to create personal contacts if the corporate administrator has restricted this feature.

Administrator Contacts

An administrator manages PTT contacts. Administrator-managed contacts cannot be deleted or changed from within the SDC Plus application.

Maximum Number of Allowed Contacts

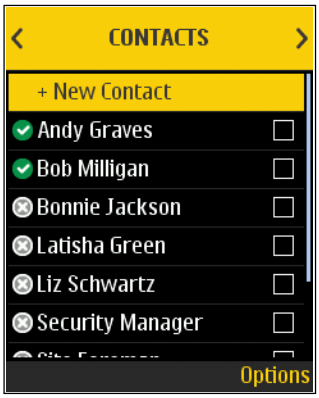
The following table lists the maximum number of contacts allowed on your device:

Administrator-managed	
Contacts	1000
Personal	
Contacts	300

Maximum Contacts

View Contacts

The *Contacts* screen shows a list of all your personal PTT contacts and contacts added by an administrator as well as their current presence status. You can also view and sort the contacts based on alphabetical order or based on the availability of the contacts from the application settings.

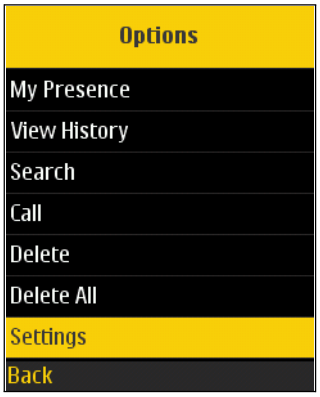


Contacts

Contact List Sorting

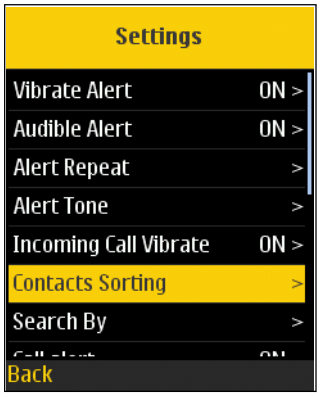
To view the contact list sorted based on alphabetical order or based on availability, follow these instructions. When sorted by availability, Available and DND are sorted alphabetically first followed by Offline alphabetically.

1. From the *Home* screen, press the right soft key to select **Options**. The *Options* screen is displayed.
2. Navigate the **Settings** option and press the **OK** key.



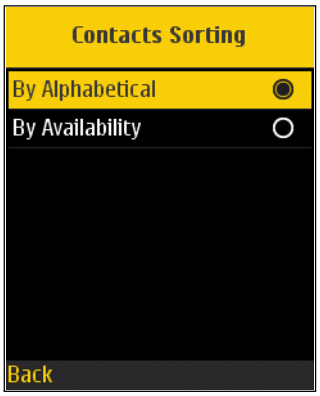
Home Screen Options Settings

3. Using the Navigation key, navigate to and select the "***Contacts Sorting***" option.



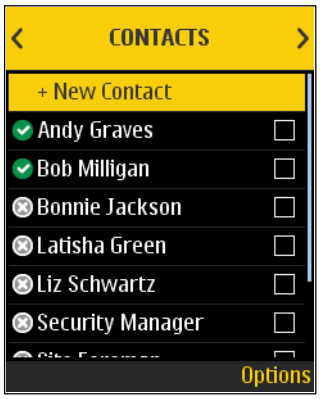
Contact Sorting Setting

4. A pop-up is displayed, select either **By Alphabetical** or **By Availability**.

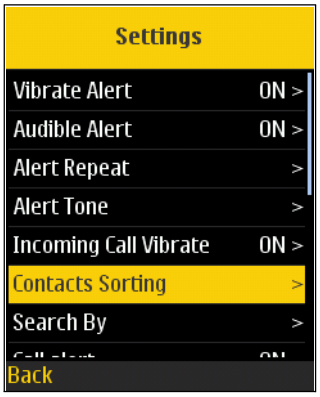


Contact Sorting Setting Options

5. You can see the contact list sorted according to your selection.



Contacts Sorted by Alphabetical

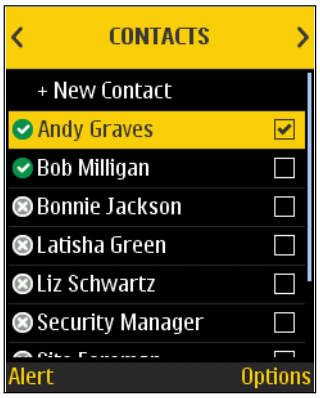


Contacts Sorted by Availability

View contact details

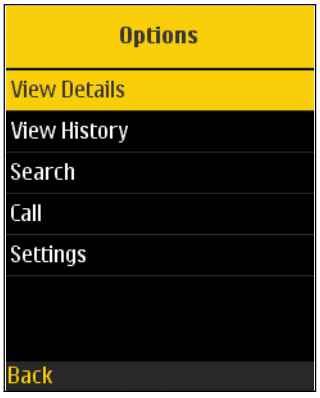
To view the contact details

1. Select a contact from the contact list.



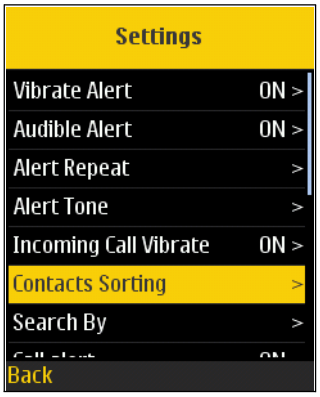
Select Contact

2. Press the right soft key to open the *Options* screen for the contact you selected. The *Options* screen is displayed.



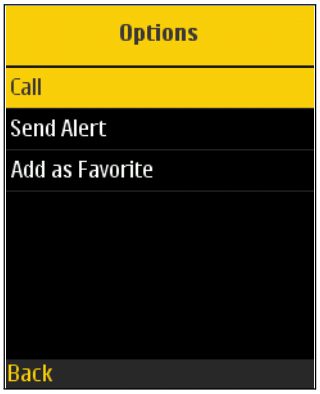
Contact Options

3. Select the **View Details** option. The *Contact Details* screen is displayed.



Contact Details

4. Press the right soft key to select **Options** if you want to call the contact, send them an alert, or add them as a Favorite. An *Options* screen is displayed.



Contact Details Options

5. Select the desired option from the menu or press the **OK** key to initiate the action or press the left soft key to navigate back to the previous screen.

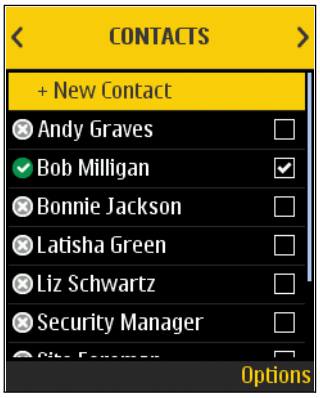
Note: If the contact has already been added as a favorite, then the *Add as Favorite* option is toggled to *Remove as Favorite* option.

Add Contacts

You can add personal contacts to your contact list unless restricted by the administrator.

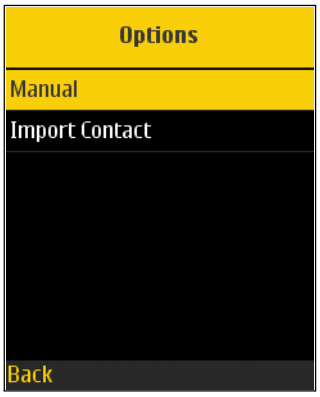
To add contacts

1. From the *Contacts* screen, select the **+New Contact** option.



Add New Contact

2. Select **Manual** to manually add the PTT contact details or **Import Contact** to add a PTT contact from your device's contact list. For this example, we have selected "**Manual**."



Add New Contacts Options

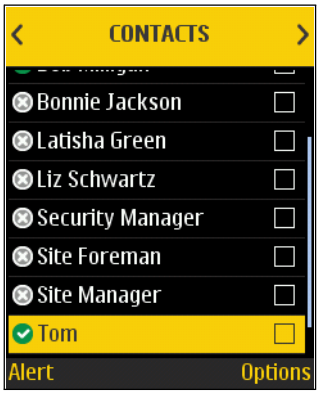
Note: The first time you try to import a contact, you may be asked to allow the application permission to access the contact list.

3. On selecting **Import Contact**, a contact list of the device is displayed.
4. Select a contact from the Phone book, and then tap the **Save** button. On selecting the **New Contact** option, a *New Contact Details* screen is displayed.
5. Type the Contact's name and phone number, and then tap the **Save** button. The contact can be marked as favorite.

Note: You can also add a contact as a favorite from the *Favorite Contacts* screen. For more information on Favorites, see the "Favorites" section.

New Contact

6. After saving, the contact appears in the PTT contact list.



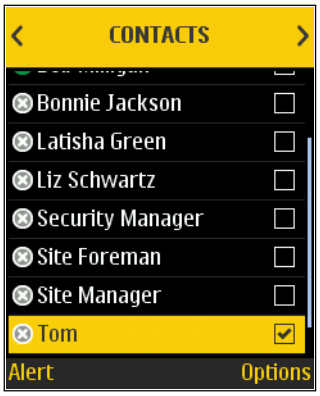
PTT Contact List

Edit Contacts

You can only edit contacts that you create yourself. Administrator-managed groups cannot be edited except the View Options.

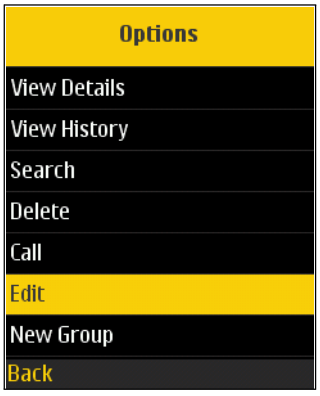
To edit a contact name

1. From the *Contacts* screen, navigate to and select a contact you want to edit.



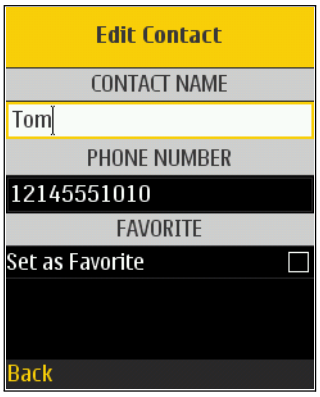
Select Contact

2. Press the right soft key to select **Options**. The *Options* screen is displayed.



View Contact Details

3. Navigate to and select **Edit**. The *Edit Contact* screen is displayed.



Edit Contact Details

Note: An existing contact's number cannot be edited. You can only edit the name and favorite status. To change an existing contact's phone number, the contact needs to be deleted and then added back with a new number.

4. Press the right soft key to save your changes on ***Edit Contact*** screen.

To add a contact to Favorites

You can add contacts to the Favorites list for the contacts that you created yourself and contacts that are administrator-managed. Contacts can be added using the *Edit Contact* screen, *View Options*.

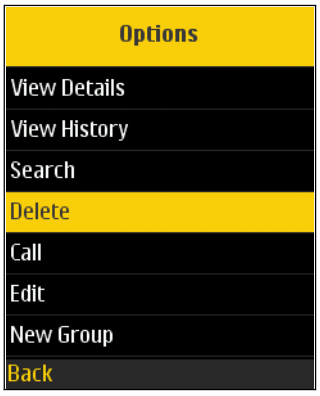
Favorites can also be added using the *Favorite Contacts* screen. See the "Favorites" section for more details.

Delete Contacts

You can only delete one contact at a time.

To delete a contact

1. Select a contact from the *Contacts* screen and press the right soft key for **Options**. The *Options* screen is displayed.



Options

2. Navigate to and select **Delete** from the *Options* screen. You are asked to confirm removing the contact.
3. Press the right soft key for **Yes** to delete the contact.

9. Groups

This section describes Group Connect groups using the Sprint Direct Connect Plus application and is organized as follows:

- View Groups
    - View group details
- Add Groups
- Edit Groups
    - Edit group name
    - Add group members
    - Remove group member
    - Rename group member
    - Add favorites group
- Delete Groups

The Group Connect groups are separate from the contact list on the device. There are two types of groups: those that are personal and managed on the device, and those that are managed by an administrator.

Personal Group Connect groups

Personal Group Connect groups are created from the PTT contact list. You manage personal groups within the SDC Plus application. You may not have the ability to create personal groups if the corporate administrator has restricted this feature.

Administrator Group Connect groups

An administrator manages Group Connect groups. Administrator-managed groups cannot be deleted or changed from within the SDC Plus application.

Maximum Number of Allowed Groups

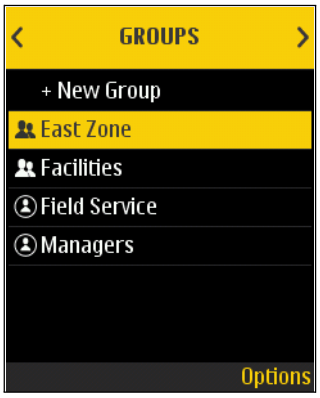
The following table lists the maximum number of groups allowed on your device:

Administrator-managed	
Groups	100
Members per group	250
Personal	
Groups	30
Members per group	30

Maximum Groups

View Groups

The list of personal groups and administrator-managed groups is shown in the *Groups* screen.

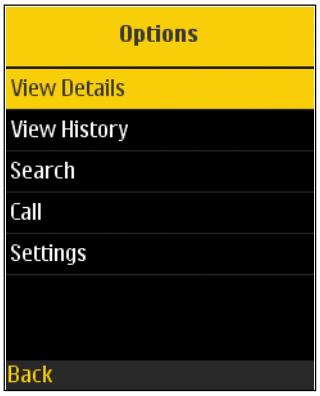


View Groups

View group details

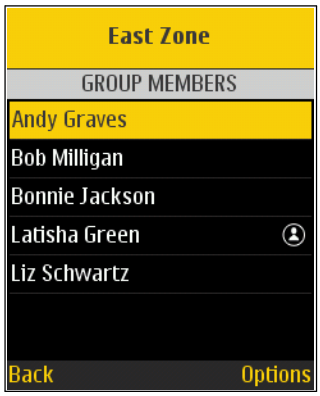
To view the group details

1. Highlight a group on the *Groups* screen.
2. Press the right soft key for **Options**. The *Options* screen displays as follows:



View Group Details

3. Select your desired option from the *Options* menu. To view the members of the group, select the **View Details** option. The *Group Members* screen displays as follows:



View Group Members

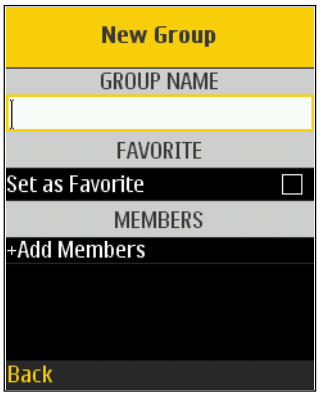
Add Groups

You can create your personal groups unless restricted by an administrator.

To add a group

1. From the *Groups* screen, select the **+New Group** option. A *New Group* screen displays as follows:

Note: A group can also be created from *Contacts* screen by selecting one or more contacts and then selecting the **New Group** option or from history entry for a quick group connect call by going to **View History** of that group connect call and selecting the **New Group** option.

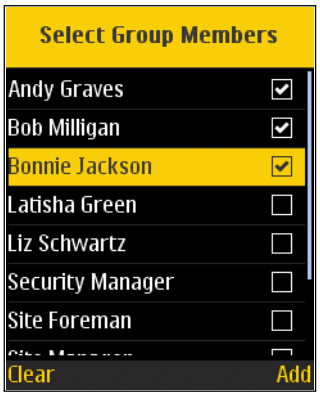


New Group

2. Enter the group name in the *Group Name* field.
3. If you want to add the group as a Favorite, select the **Set as Favorite** option.

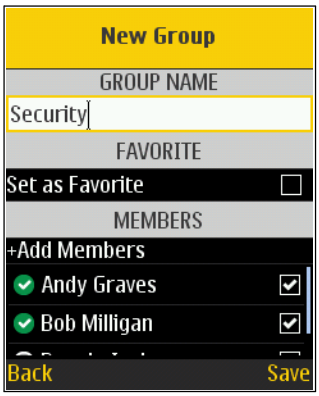
Tip: You can also add a group as a favorite from the *Favorite Groups* screen.

4. Select **Add Members**. The *Select Group Members* screen as follows:



Select Group Members

5. Select members from your contact list and press the right soft key to add them to the group.



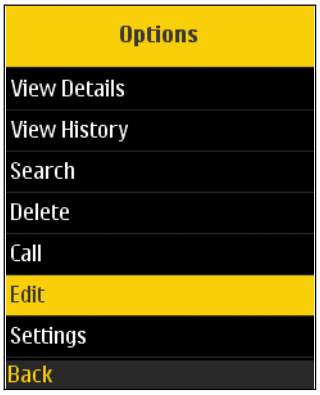
Save New Group

6. Press the right soft key for **Save** to save your changes. Once saved, the group appears in the group list.

Edit Groups

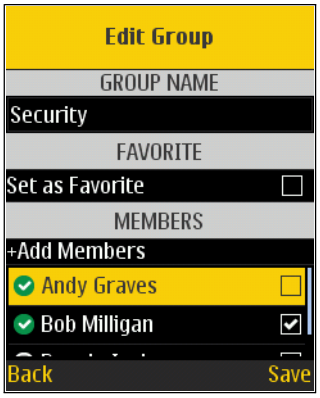
You can only edit groups that you create yourself. Administrator-managed groups cannot be edited except *View Details* screen.

1. From the *Groups* screen, highlight a group and press the right soft key for **Options**. The *Options* screen as follows:



Group Options

2. Navigate to and select the **Edit** option. The *Edit Group* screen as follows:



Edit Group

3. From the *Edit Group* screen, you perform any of the following tasks listed in this section are as follows:

- "To edit the group name"
- "To add one or more members to a group"
- "To remove a member from a group"
- "To rename a group member"
- "To add a group to the favorites list"

Edit group name

To edit the group name

You can edit your groups but not administrator-managed groups.

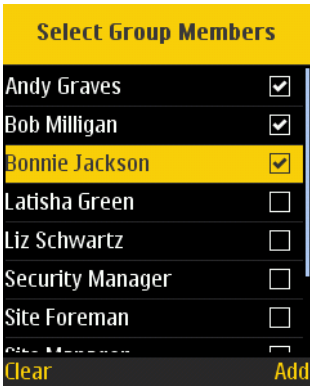
1. Edit the group name as necessary.
2. Press the right soft key for **Save** to save your changes. A '*Group updated*' message is displayed.

Add group members

To add one or more members to a group

You can add one or more members to your groups but not to administrator-managed groups.

1. Navigate to and select ***Add Members*** to add contacts to the group. The *Select Group Members* screen as follows:



Add Members to a Group

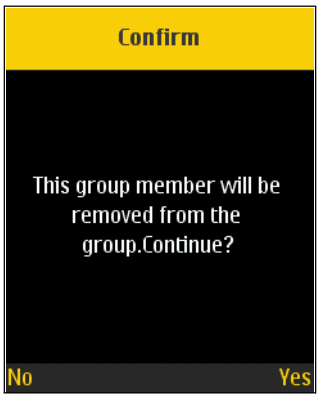
2. Select one or more members from your contact list and press the right soft key to choose the **Add** option.
3. Press the right soft key for **Save** to save your changes. Once saved, the group appears in the group list.
4. Continue to Step 3.

Remove group member

To remove a member from a group

You can only remove a member from a group that you created yourself. Groups that are administrator assigned cannot be edited.

1. Navigate to and select a member from your members list to remove. Press the **OK** button to deselect the member. A confirmation dialog as follows:



Remove Group Member Confirmation

2. Select ***Yes*** if you want to remove the member, otherwise press the left soft key to select ***No***.
3. Repeat Step 1 and Step 2 for other group members you want to remove.

Note: When you remove the last member of a group, the group is deleted upon saving the changes. A confirmation dialog displays when you remove the last member.

---

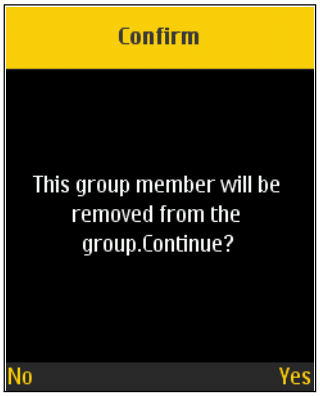
4. When finished, press the right soft key to **Save**, and a '*Group updated' **m***essage is displayed.
5. Continue to Step 3.

Rename group member

To rename a group member

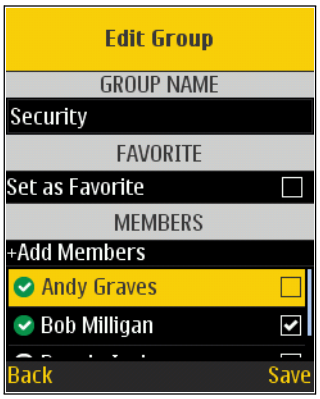
Group member names are set when the group is created. Changing a contact name in the PTT Contacts list does not change the name of a group member. If you want to rename a group member, you must change the contact name in the PTT contacts list; then you must delete and re-add the group member to the group. Follow the instructions in this section to rename a group member.

1. Change the name of the group member by following the instructions in the "Edit Contacts" section of this document.
2. Navigate to the *Groups* screen and highlight the group that you want to update with the changed member name, then press the right soft key for **Options**. The *Options* screen as follows:



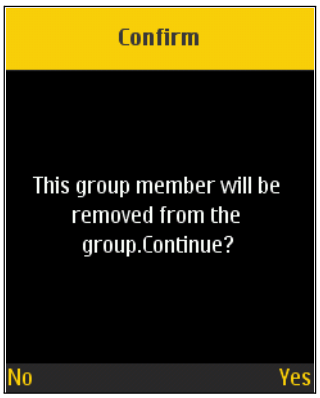
Group Options

3. Navigate to and select the **Edit** option. The *Edit Group* screen is displayed as follows:



Edit Group

4. Navigate to and deselect the check box next to the member whose name you changed. A confirmation window as follows:



Remove Group Member Confirmation

5. Press the right soft key for **Yes** to continue. The *Edit Group* screen displays with the group member deselected.
6. Press the right soft key for **Save** to save your changes.
7. Continue to "To add one or more members to a group".

8. Continue to Step 3.

Add favorites group

To add a group to the favorites list

You can add groups to the favorites list for the groups that you created yourself and groups that are administrator-managed. Groups can be added using the *Edit Group* screen, *View Options* screen.

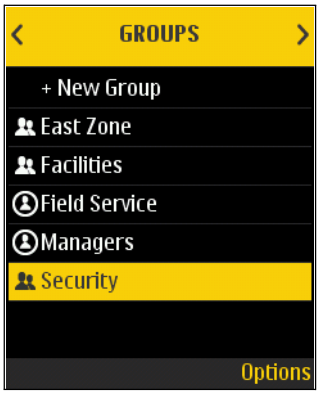
Favorites can also be added using the Favorites screen. See the "Favorites" section for more details.

Delete Groups

You can only delete personal groups you have created. Administrator-managed groups cannot be removed.

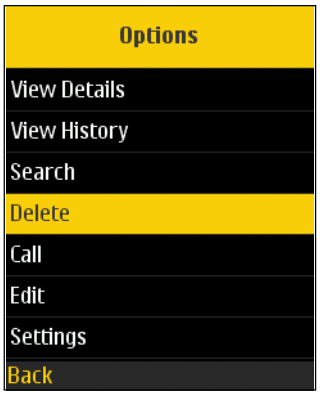
To delete a group

1. From the *Groups* screen, select the group you want to delete.



Group Selected

2. Navigate to **Delete** and press the **OK** button to delete the group you have selected.

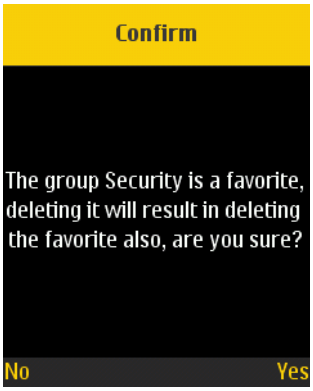


Group Options

3. You are asked to confirm deleting the group.

Delete Selected Group Confirmation

Note: If you are removing a group which is also a favorite, you see the following confirmation message.



Delete Selected Favorite Group Confirmation

4. Press the right soft key for ***Yes*** to delete the group. The group is deleted from the group list.

10. Favorites

The SDC Plus favorite contacts and favorite groups are separate from the group list on the device.

This section is organized as follows:

- View or Edit Favorite Contacts
- Add Favorite Contacts
- Remove Favorite Contacts
- View or Edit Favorite Groups
- Add Favorite Groups
- Remove Favorite Groups

Maximum Number of Favorites

The following table lists the maximum number of favorite contacts and favorite groups allowed on your device.

Favorites	
Contacts (total)	300
Groups (total)	50

Maximum Favorite Contacts and Favorite Groups

View or Edit Favorite Contacts

The Favorite Contacts screen shows a list of all your favorite PTT contacts as well as their current presence status.

To view or edit your Favorite Contacts

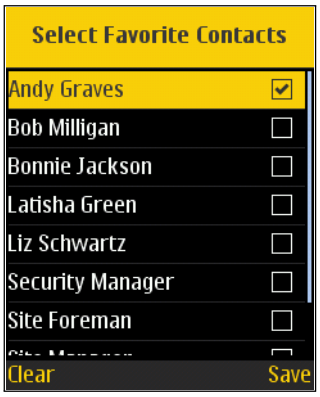
Please refer to "View Contacts" section and "Edit Contacts" section.

Add Favorite Contacts

To add contact to Favorites

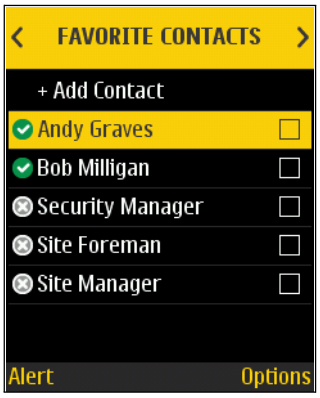
1. From the *Favorite Contacts* screen, navigate to and select **+Add Contact**. The *Select Favorite Contacts* screen as follows:

Note: Groups can be added to Favorites from the *Group* screen or history entry for that group.



Select Favorite Contacts

2. Navigate and select one or more contacts to add as a favorite.
3. Press the right soft key to **Save**. The *Favorite Contacts* screen as follows:

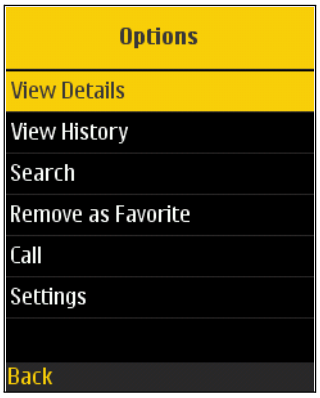


Favorite Contacts

Remove Favorite Contacts

To remove a contact from the Favorites List

1. Select one or more contacts from the *Favorite Contacts* screen.
2. Press the right soft key for **Options**. The *Options* screen as follows:



Favorite Contacts Options

3. Navigate to and select the **Remove as Favorite** option to remove the contacts as a favorite. The contacts are now removed from the *Favorites Contacts* screen.

View or Edit Favorite Groups

The *Favorite Groups* screen shows a list of all your favorite PTT groups as well as their current presence status.

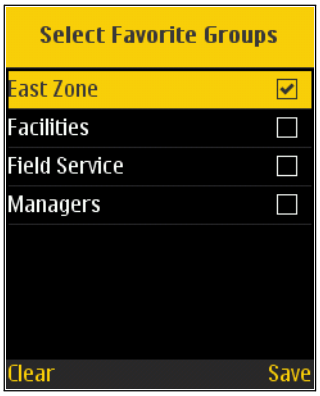
To view or edit your Favorite Groups

Please refer to "View Groups" section and "Edit Groups" section.

Add Favorite Groups

To add a group to your Favorites

1. From the *Favorite Groups* screen, select **+Add Group**. The *Select Favorite Groups* screen as follows:



Select Favorite Groups

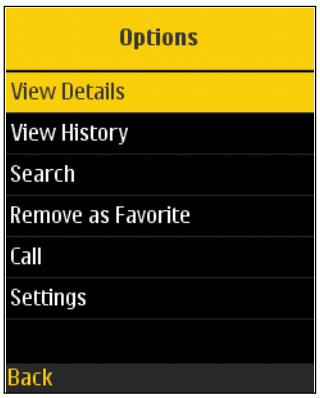
2. Navigate to and select the favorite group to add.
3. Press the right soft key for **Save**. The group is added to the *Favorites Groups* screen.

Remove Favorite Groups

The list of personal favorite groups is shown on the *Favorite Groups* screen.

To remove a Group from the Favorites List

1. From the *Favorite Groups* screen, navigate to and select the group to remove.
2. Press the right soft key for **Options**. The *Options* screen as follows:



Favorite Groups Options

3. Navigate to and select **Remove as Favorite** option. The group is removed from the *Favorite Groups* screen.

11. Airplane Mode

Your device provides a special mode called "***Airplane Mode***" which disables your device's ability to communicate over cellular and Bluetooth connections. When you turn on airplane mode, you are disconnected from the Sprint Direct Connect Plus service.

- You cannot receive SDC Plus calls
- You cannot receive alerts from others
- Others see you as offline in their PTT contact list and are not able to call you or send you an alert

12. Using Accessories and Bluetooth

This section describes using accessories and Bluetooth associated with the Sprint Direct Connect Plus application and is organized as follows:

- Using a Wired Audio Headset
- Using Bluetooth
  - Headset
  - Car Kit
  - External PTT Button
- Using a Remote Speaker Microphone
  - Wired
  - Bluetooth

Using a Wired Audio Headset

You can use a headset plugged into your device for SDC Plus calls. Whenever you connect the headset, SDC Plus calls are automatically heard over the headset instead of the loudspeaker. You must still use the Direct Connect button on the device to take the floor to speak, even if your headset has a multimedia control button on it. When you disconnect the headset, the loudspeaker will again be used for SDC Plus calls.

Using Bluetooth

By default, whenever your device is connected to a compatible Bluetooth device, The SDC Plus application uses that Bluetooth device for calls. The SDC Plus application supports the following Bluetooth profiles: Hands-Free (HFP), Headset (HSP), or Advanced Audio Distribution Profile (A2DP). When using PTT over Bluetooth, you must use the Direct Connect button on the device to take the floor and speak.

Headset

Whenever you connect (or “pair”) a Bluetooth headset to your device, SDC Plus calls use the Bluetooth headset instead of the loudspeaker. You must continue to use the Direct Connect button on the device to take the floor. If you turn off or unpair your headset, the SDC Plus call automatically switches to the loudspeaker.

Car Kit

Many cars allow you to connect your device to the car audio system using Bluetooth. Check the owner’s manual for your car to see if your device is compatible with your car. Once you connect your device to the car’s audio system, SDC Plus calls use the Bluetooth audio. You must use the Direct Connect button on the device to take the floor.

External PTT Button

You can use a compatible Bluetooth Smart (Low Energy Bluetooth) PTT button with your Sprint Direct Connect Plus service. This button can be used in addition to the Direct Connect button.

Using a Remote Speaker Microphone

A Remote Speaker Microphone (RSM) is an accessory made especially for handling SDC Plus calls. The RSM has a loudspeaker and PTT button built in which lets you remotely control your device's SDC Plus application. There are two types of RSMs: those that connect by wire to the device's headset connector, and those that use Bluetooth.

Wired

A wired RSM connects to the device's headset connector, just like a headset. The RSM has a loudspeaker and microphone, along with a PTT button. The PTT button allows you to take the floor during a SDC Plus call and speak. The PTT button on the RSM works just like the Direct Connect button on the device. Depending on the RSM, there may also be a connection for you to use a headset with the RSM. Check the RSM owner's manual for information specific to the accessory. With a wired RSM, you control the loudspeaker volume using the volume keys on the device.

Bluetooth

A Bluetooth-connected RSM gives you all the features of a wired RSM without being tethered by a cord. In addition to having a loudspeaker and PTT button, a Bluetooth RSM has a volume control. You do not use the volume buttons on your device to control the volume, but rather the volume control on the RSM itself. A Bluetooth RSM must be "paired" to your device before it can be used. For instructions on how to pair the RSM with your device, please refer to the documentation that comes with the RSM.

13. Settings

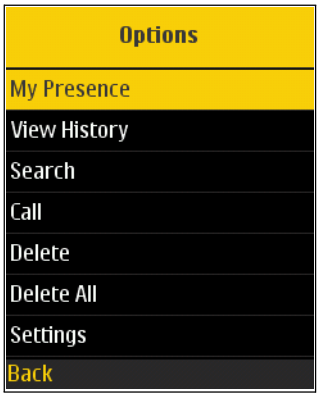
This section describes the settings within the Sprint Direct Connect Plus application and is organized as follows:

- Important Update Setting
- Vibrate Alert
- Audible Alert
- Alert Repeat
- Alert Tone
- Incoming Call Vibrate
- Contact Sorting
- Search By
- Call Alert
- Missed Call Alert
- Default Menu
- Show Tutorial
- Display Name
- My SDC Plus Number
- Capacity
- Auto Start
- About
- Logout

To change the settings

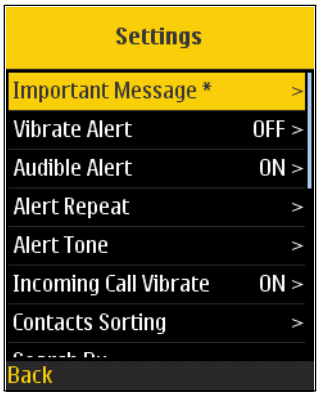
All settings can be changed in the SDC Plus settings:

1. From within the SDC Plus ***Home*** screen, press the right soft key for **Options**. The *Options* screen is displayed.



Home Screen Options

2. Navigate to and select the **Settings** option. The *Settings* screen as follows:



Settings

3. Find the setting that you want to change from the settings described below and follow the instructions.

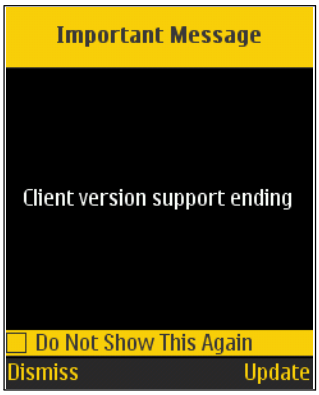
Important Update Setting

Notifications are sent periodically to ensure that the application is up to date with the most current software. When an update is available, you receive a message when you login to the SDC Plus. Important Update Notifications are shown with a yellow star on the Home Screen, Home Screen Options, and the Important Update settings. If there are no important update notifications are available, you will not receive a message nor see the setting. See the "Application updates" section for more information.

To update the SDC Plus

1. From the *Settings* screen, navigate to the **Important Update** setting.
2. From the Important Update notification, tap the Upgrade button to be directed to the App Store to download the latest application or tap the Dismiss button to dismiss the notification until another one is received.

Note: Important Update Notifications may vary in content.



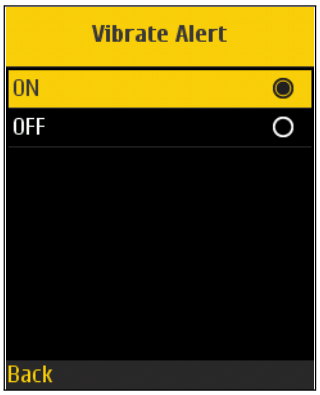
Important Update Setting Options

Vibrate Alert

Select OFF at **Vibrate Alert** setting to stop the device from vibrating for alerts. Select it to ON to turn on the device vibration for alerts. This setting applies to Call Alerts and Missed Call Alerts.

To change the vibrate alert

1. From the *Settings* screen, navigate to and select the **Vibrate Alert** setting.
2. Navigate to and select the **On/Off** button to toggle the state of the setting.



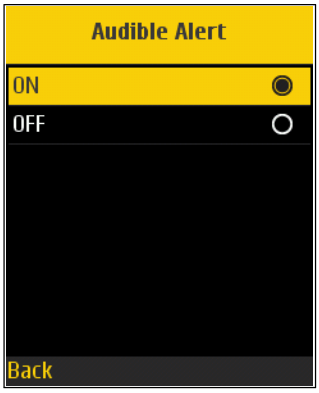
Vibrate Alert Setting Options

Audible Alert

At **Audible Alert** setting, select OFF to silence all alert tones. Select ON to turn on the audible tone for all alerts. This setting applies to Call Alerts and Missed Call Alerts.

To change the audible alert

1. From the *Settings* screen, navigate to and select the **Audible Alert** setting.
2. Navigate to and select the **On/Off** button to toggle the state of the setting.



Audible Alert Setting Options

Alert Repeat

The Alert Repeat setting affects how often you are reminded that you had Call Alerts and Missed Call Alerts waiting. The options have the following behavior:

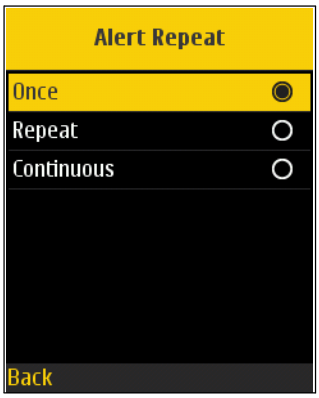
Once: The alert is played once when the alert is received.

Repeat: The alert is played every 20 seconds for 10 minutes.

Continuous: The alert is played every 20 seconds until you clear the alert. This option drains the battery faster than the other options.

To change the alert repeat setting

1. From the *Settings* screen, navigate to and select the **Alert Repeat** setting.
2. Select how often you want your alerts to repeat.



Alert Repeat Setting Options

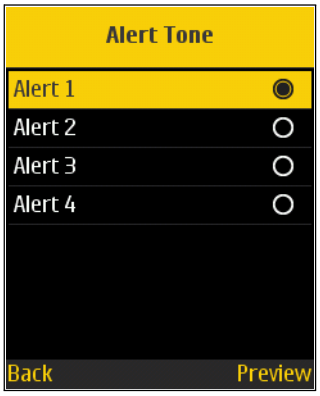
Alert Tone

This setting allows you to select the missed call alert and Call Alert tone from a list of choices. The selected alert tone is indicated with check-mark against it. The tone is played when you choose it.

To change the alert tone setting

1. From the *Settings* screen, navigate to and select the **Alert Tone** setting.
2. Select the desired alert tone.

Tip: When you preview the alert tone, it plays on the speaker even if the device ringer is silent.



Alert Tone Setting Options

Incoming Call Vibrate

When the incoming Call Vibrate setting is ON, the device vibrates for incoming SDC Plus calls.

To change incoming call vibrate

1. From the *Settings* screen, navigate to and select the **Incoming Call Vibrate** setting.
2. Navigate to and select the **On/Off** button to toggle the state of the setting.

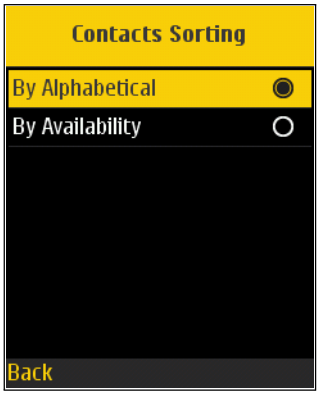
Incoming Call Vibrate Setting Options

Contact Sorting

You can choose to view your contacts in a sorted manner. There are two options, sorting according to the alphabetical order of your contacts or sorting according to the availability of your contacts. When contacts are sorted by availability, online contacts are shown first alphabetical, followed by offline contacts alphabetical. Online contacts include contacts who are 'Available' and 'Do Not Disturb.'

To change the contact sorting

1. From the *Settings* screen, navigate to and select the **Contacts Sorting** setting.
2. From the Contacts Sorting screen, Navigate to and select either **By Alphabetical** or **By Availability**.



Contact Sorting Setting Options

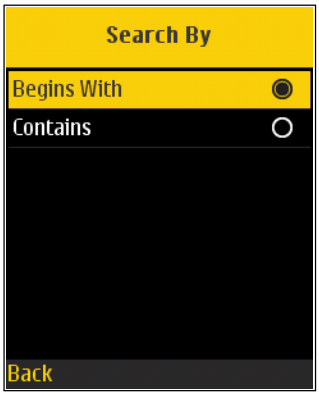
Search By

The Search By setting allows you to change the change the search filter behavior as follows:

1. Begins With (Default) – filters results based on the entered search string being found at the beginning of each word in the name. Word delimiters are one or more spaces.
2. Contains – filters results as currently supported (anywhere within the name).

To change search by

1. From the *Settings* screen, navigate to and select the **Search By** setting. The Search Byscreen as follows:
2. Select the desired Search By option.



Search By Setting Options

Call Alert

Select ON at the **Call Alert** setting to turn off the display of Call Alert messages and their associated audible tone or vibratory alert. Select it to ON again to turn on Call Alerts.

To change the call alert

1. From the *Settings* screen, navigate to and select the **Call Alert** setting.
2. Navigate to and select the **On/Off** button to toggle the state of the setting.

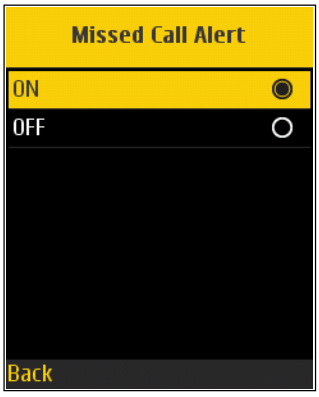
Call Alert Setting Options

Missed Call Alert

Select OFF at the **Missed Call Alert** setting to turn off the display of Missed Call Alert messages and their associated audible tone or vibratory alert. Select ON to again turn on Missed Call Alerts.

To change the missed call alert

1. From the *Settings* screen, navigate to and select the **Missed Call Alert** setting.
2. Navigate to and select the **On/Off** button to toggle the state of the setting.



Missed Call Alert Setting Options

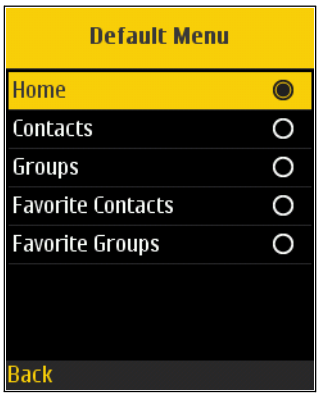
Default Menu

The Default Menu setting allows you to change the default tab when opening the SDC Plus application using the Direct Connect button. Available options include Home (Default), Contacts, Groups, Favorite Contacts, and Favorite Groups.

Note: Default tab does not apply when the flip is closed (history is displayed on the outer screen).

To change the Default Menu

1. From the *Settings* screen, navigate to and select the **Default Menu** setting. The Default Menu screen is displayed.
2. Select the desired Default Menu option.



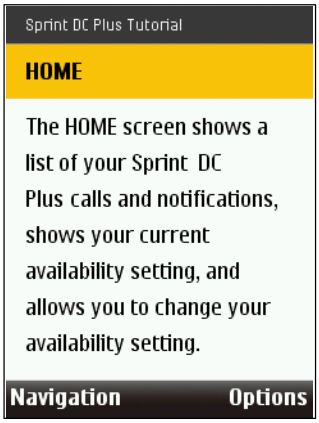
Default Menu Setting Options

Show Tutorial

The **Show Tutorial** setting allows you to view the application tutorial. When you select this setting, your mobile browser opens to a website showing the tutorial. You can return to the SDC Plus application settings screen from the tutorial by closing the browser. For additional details on the tutorial, see the "Tutorial" section.

To view the application tutorial

1. From the *Settings* screen, navigate to and select the **Show Tutorial** setting.



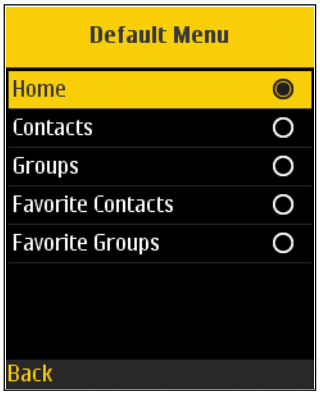
Show Tutorial Setting

Display Name

The display name setting allows you to change the name that others, including the corporate administrator, see in their contact list. The administrator may change your name at any time. The administrator may also restrict the ability for you to set your name.

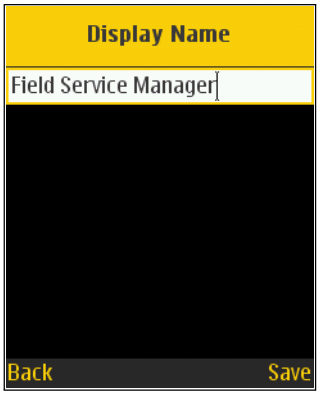
To set your display name

1. Navigate to and select the **Display Name** setting. The *Display Name* screen is displayed.
2. Your current name is displayed.



Current Display Name

3. Select **Edit** option to edit the display name.



Edit Display Name

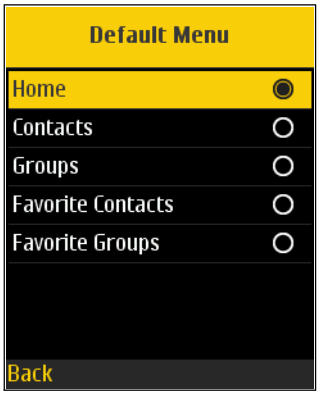
4. When completed, select the **Save** option.

My SDC Plus Number

The My SDC Plus Number displays your registered My SDC Plus Number.

To view My SDC Plus Number

1. From the *Settings* screen, navigate to and select the **My SDC Plus Number** setting. The *My SDC Plus Number* screen displays as follows:



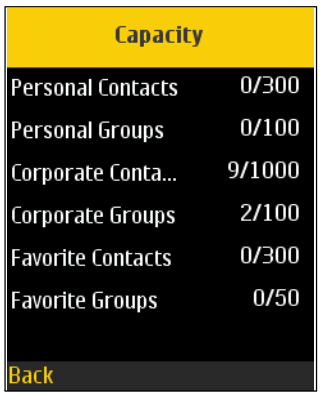
My SDC Plus Number Setting

Capacity

The Capacity setting allows you to view how many PTT contacts, groups, and favorites are stored on your device. These numbers include both personal and administrator-managed. Please refer to the table in the "Contacts" section, "Groups" section, and "Favorites" section to see the maximum capacity of your device. Dismiss the popup displayed by pressing the back button on the title bar.

To view the device capacity

1. From the *Settings* screen, navigate to and select the **Capacity** setting.
2. Navigate to and select the **Capacity** setting. The Capacity screen display as follows:



Capacity

Auto Start

When the device is powered up, and the **Auto Start** setting is set to **ON**, the SDC Plus application starts in the background. If you have previously logged out manually, the SDC Plus application will not start, and you have to launch the SDC Plus application manually.

When the device is powered up and the **Auto Start** setting is set to **OFF**, the SDC Plus application will not start in the background. You have to launch the SDC Plus application manually.

To change auto start

1. From the *Settings* screen, navigate to and select the **Auto Start** setting.
2. Navigate to and select the **On/Off** button to toggle the state of the setting.

Auto Start Setting Options

About

The **About** setting allows you to view the version information for the application and the End User License Agreement (EULA). You can dismiss the pop-up displayed by pressing the back button on the title bar.

To view about this application

1. From the *Settings* screen, navigate to and select the **About** setting.
2. To view the EULA, choose the **Legal** option.

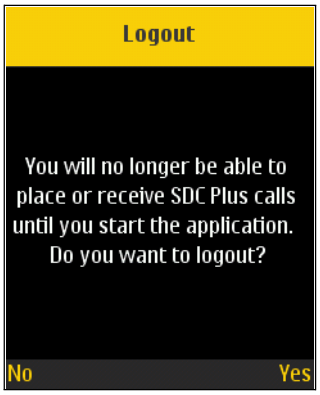
About Setting

Logout

While you are logged out, you will be shown as “Offline” to others and you cannot receive SDC Plus calls or alerts. If you log out before powering off your device, you will remain logged out after your device is powered on again even if the **Auto Start** setting is enabled. To send or receive SDC Plus calls, you need to log in. See the "Login" section for details on how to log in.

To log out

1. From the *Settings* screen, navigate to and select the **Logout** setting. A Logout confirmation message appears.
2. Select **Yes** to enable or **No** disable.



Logout Confirmation

14. Troubleshooting

This section describes the steps you must take to troubleshoot the Sprint Direct Connect Plus application and is organized as follows:

- Call Failures
- Calls are Always Heard in the Earpiece
- Cannot Change the Phone Number of a PTT Contact
- Cannot Create/Update/Delete a Contact or Group
  - Administrator-Managed Contacts and Groups
  - Corporate-Only Subscriber
- Cannot Hear Incoming Call
- Cannot Send a Call Alert
- Explanation of Error Messages
  - Loss of Data Network Connection
  - User Busy
  - User Unreachable
- Login failures
- Presence Status Does Not Update
- Quick Group Calls I Receive Are Shown in History as a One-to-One Call

Call Failures

A SDC Plus call may not be completed for several reasons:

- The person you are calling has an “Offline” or “Do Not Disturb” status. The SDC Plus application will not allow you to make a call to someone with either status.
- The person you are calling is busy, either on another SDC Plus call or a cellular call. Please see the "User Busy" section for details.
- Your device loses connection with the data network or SDC Plus server. Please see the "Loss of Data Network Connection" section for details.
- The person you are trying to call has temporarily not reachable. Please see the "User Unreachable" section for details.

Calls are Always Heard in the Earpiece

If you are hearing SDC Plus calls through the earpiece instead of the loudspeaker, the speakerphone ON/ OFF setting may be set to OFF. You can change this setting in the application settings, or during a call. To turn on the speakerphone, press the left soft key during a call to turn it ON. Another reason may be because your device ringer may be set to silent or vibrate-only, SDC Plus calls are heard through

the earpiece. See the "Interaction with Silent or Sound Mode" section for more information about interaction with your device's silent mode.

Cannot Change the Phone Number of a PTT Contact

While the name and favorite status of a contact can be changed, phone numbers cannot be changed. If you need to change a contact's phone number, you need to delete the contact and add it again with the new phone number. Please see the "Contacts" section for details on deleting and adding PTT contacts. Contacts that are managed by an administrator cannot be renamed or deleted.

Cannot Create/Update/Delete a Contact or Group

There are two reasons why you might not be able to create, modify, or delete a contact or group:

Administrator-Managed Contacts and Groups

You cannot change or delete contacts or groups that are managed by an administrator. Refer to the "Contacts" section and the "Groups" section for more details on administrator-managed contacts and groups. You need to contact your PTT administrator to make any changes.

Corporate-Only Subscriber

Your PTT administrator may have your Sprint Direct Connect Plus service restricted to have only corporate contacts and groups. This means that only your PTT administrator can add, change, or remove contacts and groups on your device. Even though you cannot change or remove contacts or groups, you can still make them favorites.

Cannot Hear Incoming Call

If you cannot hear an incoming SDC Plus call, your loudspeaker volume may be turned down, or your device may be in silent mode. Please see the "How to Set the SDC Plus call Volume" section to set the SDC Plus call volume. See the "Interaction with Silent or Sound Mode" section for more information about interaction with your device's silent mode.

Cannot Send a Call Alert

If your device is currently in "Do Not Disturb" (DND) status, you are not able to send a call alert. You are not able to receive a call back while in DND, so the SDC Plus application will not allow you to send an alert. Please change your presence status to "Available." See the "My Presence" section for details on how to set your presence status.

Explanation of Error Messages

Loss of Data Network Connection

If the SDC Plus application cannot communicate with the SDC Plus server, it displays “Offline” in the Status bar, and your availability shows “No Connection.” For more information, refer to the "My Presence" section. You will not receive SDC Plus calls or alerts, and you appear as “Offline” to others after some time. You should ensure that you have a good signal on your device. If you perform any action that requires connection to the SDC Plus server (e.g., outgoing call, change self-availability, contact/group add/modify/delete, etc.) a “Connection is unavailable” message is displayed for a few seconds. When the connection is restored, you receive the “Connection is restored” message.

To see if you have access to the data network, you should try to access a website using your mobile browser.

User Busy

When you make a one-to-one SDC Plus call to another person, and they are either engaged in another SDC Plus call or a regular cellular call, you see a message indicating that the person is busy. If you receive this message, you can try your call later, or send an alert. See the "Sending an Alert" section for details.

User Unreachable

In rare cases, a contact might be shown as “Available” in your contact list, but might be temporarily outside the range of service coverage. In this case, your SDC Plus call will not go through. The called person’s status is updated to “Offline” until they reconnect to Sprint Direct Connect Plus service. If this happens, you should wait for their status to be shown as “Available” and try your call again.

Login failures

Login to the Sprint Direct Connect Plus service may fail if the device is in Airplane Mode or if you do not have a data connection. Please check the data connection and try to log in again later.

Presence Status Does Not Update

If you attempt to change your presence status from “Available” to “Do Not Disturb” or *vice versa*, and you do not see your status updated, there may be a communication problem between your device and the SDC Plus server. Logging out and logging in again should solve the problem. To log out, see the setting "Logout".

Quick Group Calls I Receive Are Shown in History as a One-to-One Call

When you receive a Quick Group call, you notice that the call history shows a call received from the originator of the call, this is normal. You cannot call Quick Group that was created by someone else. Any Quick Group calls that you make are shown in the call history with the names of the participants. You can call that group again from your history. For more details on Quick Groups, please refer to the "Quick Group Calls" section.

15. Glossary

This section provides a list of terms used with the Sprint Direct Connect (SDC) Plus application and is organized as follows:

- Alerts
  - Call Alert
  - Missed Call Alert
- Call Types
  - Broadcast Group Call
  - Direct Connect Call
  - Group Connect Call
  - Quick Group Call
- Display Name
- Floor Control
- Group
- Quick Group

Alerts

Call Alert

A call alert allows you to request a call back from another subscriber. For more details, see the "Call from Call Alert" section.

Missed Call Alert

A missed call alert lets you know that you missed a SDC Plus call. For more details on groups, see the "Missed Call Alert" section.

Call Types

Broadcast Group Call

A high-priority call where only certain group members, called broadcasters are allowed to initiate Broadcast Group calls. See the "Receiving Broadcast Group Calls" section for more details on how to receive a broadcast group call.

Direct Connect Call

A Direct Connect Call is a call between you and one other person. See the "Direct Connect Calls" section for more details on how to make a private call.

Group Connect Call

A Group Connect Call is a call to a group of people. See the "Group Calls" section for more details on how to make a Group Connect Call.

Quick Group Call

A Quick Group call is a group connect call that is created on-the-fly by selecting call members from your SDC Plus contact list. See the "Quick Group Calls" section for more details on how to make a Quick Group call.

Display Name

Your display name is shown to others during a SDC Plus call and is shown in their SDC Plus call history. You can change your display name from within the SDC Plus application settings unless restricted by your Administrator. See the "Display Name" section for more details on how to change your name.

Floor Control

While in a SDC Plus call, only one person can speak at a time. The person speaking is said to “have the floor”. The following terms are used throughout this guide:

Floor Acquired: When you the floor by pressing the Direct Connect button, the on-screen microphone button changes color, and you hear a “chirp.” This indicates that you have the floor and can speak while you press the Direct Connect button. When you stop talking, you should release the Direct Connect button.

Idle: While no one is speaking, the floor is “idle” and available for anyone to take. The screen changed color and shows the message “No one is speaking…” If you want to speak, you must wait until the floor is idle, then you can press the Direct Connect button to acquire the floor.

Floor Unavailable: Whenever someone else is speaking, you see the speaker’s name and the on screen Direct Connect button changes. You cannot take the floor while someone else is speaking, you get a bong tone, or floor deny. If you are speaking and a supervisor takes the floor, you hear a tone, and the on screen Direct Connect button changes.

Note: If the call is a group connect call and you are a group supervisor, whenever you press the Direct Connect button, the floor is revoked from the person speaking (even if another supervisor), and you can talk after acquiring the floor. Refer to the "Supervisory Override" section for more information.

Group

A group is a type of Group Connect contact that connects you to multiple people at once. For more details on groups, see the "Groups" section.

Quick Group Call

Quick Group Call allows you to make a SDC Plus call to up to 10 people without first creating a group. This is handy if you want to call a small group of individuals quickly that are not already in a group. See the "Quick Group Calls" section for more details.

Note: You can create a group from a Quick Group call in your call history unless your administrator has restricted your device from adding new groups.