User Guide

Sprint Direct Connect Plus Application
iOS

Release 8.3

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Contents

1. Introduction and Key Features

The Sprint Direct Connect Plus (SDC Plus) application supports two modes: Standard Sprint Direct Connect and Sprint Direct Connect Radio. One of these modes will be assigned by your Corporate Administrator. This document describes the Standard Sprint Direct Connect Mode.

The Standard Sprint Direct Connect Plus mode provides instant communication to individuals and groups at the push of a button. Here is a brief description of key features of Standard Sprint Direct Connect Mode:

Alerts

 Call Alert – allows you to send a message to another person asking for a callback.

 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.

Broadcast Group Connect Calling – allows certain PTT Subscribers to make high-priority one-way calls typically used for making important announcements to large groups.

For more details, please refer to the "Broadcast Group Connect Calls" section.

Contact and Group Connect Management – Sprint Direct Connect Plus contacts and Group Connects can be centrally managed by an administrator ("administrator-managed") or by you ("personal").

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

Note: In the Sprint Direct Connect Plus, groups (either created by the subscriber or corporate administrator) are also known as Group Connects.

 Favorites – You can manage your own list of favorites for quick access to contacts and Group Connects. For more details, please refer to the "Favorites" section.

 Direct Connect Calling to Individuals and Group Connects – instant communication to one or more people at the push of a button.

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

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.

Talkgroup Scanning with Priority – allows a subscriber's phone to scan through a list of corporate Group Connects for calls. The higher priority Group Connect calls take precedence over lower priority Group Connect calls. For more details, please refer to the "Group Connect Scanning" section.

Wi-Fi support – in addition to the wide coverage of Sprint Direct Connect Plus service provided by the cellular data network, you can use Sprint Direct Connect Plus over a home, office or public Wi-Fi connection.

For more details, please refer to the "Using Sprint Direct Connect Plus over Wi-Fi" section.

Note: If your Corporate Administrator changes your mode of operation, you will see the following message: Information Message: Application mode changed.

Sprint Direct Connect Plus™ Branding

Feature	CAT User	End user – In App – User Guide
Push-To-Talk	PTT Users	Direct Connect or PTT
Private Call (1:1)	N/A	Direct Connect
CAT created Group call	Talkgroups	Group Connect (unless scanning feature)
APP created Group Call	N/A	Group Connect
Ad-hoc Group Call (on-the-fly)	N/A	Quick Group Call
Physical PTT key	N/A	PTT Button or PTT Key
Broadcast Call	Broadcast Call	Broadcast Call
Instant Personal Alert	N/A	Call Alert
Talkgroup Scanning	Talkgroup Scanning	Talkgroup Scanning

There are a handful of Sprint Direct Connect features/functionality that will have a different user experience on Sprint Direct Connect Plus. Following is comparison of the differences:

Sprint Direct Connect Feature	Difference / New Feature	Talking Points
Guaranteed Talk Permit	Presence	• Guaranteed Talk Permit means, when you hear the "chirp", you are guaranteed a connection • Presence allows you to see whether a user is available before you press the button
International Direct Connect	International Roaming	• International Direct Connect allowed call capabilities to push-to-talk enabled devices throughout the Americas including Mexico, Brazil, Chile, Argentina and Peru (but Support has deteriorated) • International Roaming on SDC Plus allows you to take your device anywhere with Wi-Fi or cellular data coverage and make a PTT Call
Mobile Sync	CAT Tool	• Mobile Sync is a contact management toll that can be used for SDC sand has the ability to store UFMI and PTNs (both PTT and non-PTT) • CAT Tool has greater functionality for managing contacts, but does not allow for UFMI or non-PTT PTNs. Numbers are available in CAT automatically when SDC Plus is provisioned
TeamDC	Group Connect	• The term "Group Connect" on SDC Plus applies to previous Group Connect and TeamDC Functionality • All group calling in SDC Plus is included in the base product and requires no extra $ charge.
UFMI And/or PTN	PTN Only	• UFMI is not available on SDC Plus
pdvConnect	Different method of access	• pdvConnect is not integrated into SDC Plus. The customer can still access the pdvConnect Android or iPhone application.

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2. Application Installation & Getting Started

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

This section is organized as follows:

- Prerequisites
- Download
- First-time Activation
- Activation on an iPhone
- Activation of Tablet Devices
- Activation using only Wi-Fi Network
- Tutorial
- Login
- Application updates

Prerequisites

1. Subscription to Push to Talk service

2. A supported iOS smartphone. For more details, please check the sprint.com website.

3. Wi-Fi Assist mode should be turned off otherwise it could interfere with Sprint Direct Connect operation. The setting can be found in Settings > Cellular > Wi-Fi Assist.

4. An Apple ID and iTunes to download the application from the Apple iTunes store.

5. The following link provides information about creating an Apple ID using iTunes. http://support.apple.com/kb/ht2731

Download

1. Search for the Sprint Direct Connect Plus application in the Apple App Store.

2. Download the application by touching the *"GET"* button and then the "*INSTALL"* button. The application will download and install automatically.

3. Once the download is complete, select "**Open**".

Alternatively, you can search for Sprint Direct Connect Plus, and download the application directly from your phone or from iTunes.

TIP: It is recommended that you turn on your Notifications and make sure at least 10 notifications can be viewed in the Notification Center.

First-time Activation

Activation on an iPhone

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

1. On successful download and installation of the Sprint Direct Connect Plus, a Push-to-Talk icon will be present in the Apps menu.

2. Tap on the **SDC Plus** icon under Apps to launch the Sprint Direct Connect Plus application.

Note: When prompted, you must **ALWAYS ALLOW** the application to access your location. The application will not login if the other options ("Only While Using the App" or "Don't Allow") are selected.

Note: When prompted, you must **ALLOW** the application to access the **microphone**. When prompted, you must **ALLOW** the application to send you **notifications**.

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3. The End User License Agreement (EULA) page is displayed. You must read and accept the EULA to activate the Sprint Direct Connect Plus service on your phone.

4. If you agree to the EULA, tap **Accept** to activate the Sprint Direct Connect Plus services on the phone, a confirmation page is displayed.
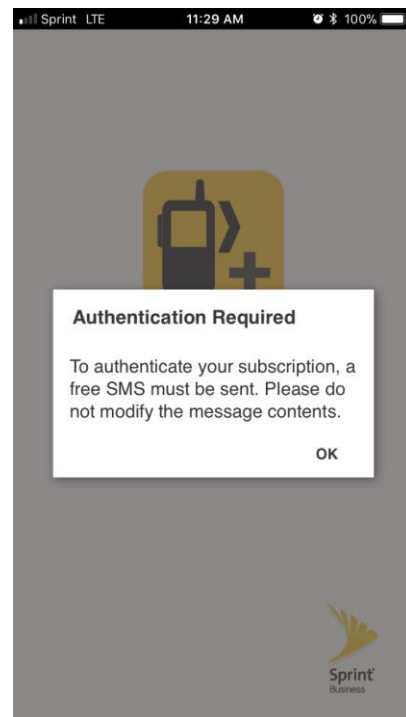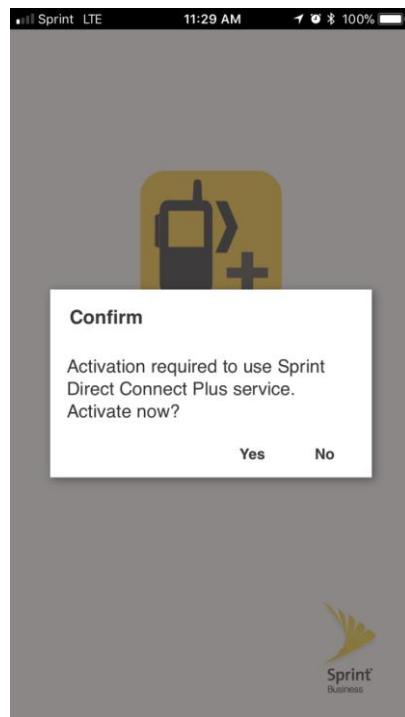
Activate Sprint Direct Connect Plus Service Confirmation

5. Tap **Yes** to activate the Sprint Direct Connect Plus app.

6. The Sprint Direct Connect Plus will contact the server and will also retrieve contacts and groups (if any) from the server before logging in.

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7. On successful activation of the Sprint Direct Connect Plus service, you can view the tutorial. Press the "*View Tutorial*" on-screen button if you want to learn how to start using the Sprint Direct Connect Plus.

Activation of Tablet Devices

Activation of a tablet device requires an activation code to be provided separately by your corporate administrator.

This activation process ensures that your subscription is provisioned on a SDC Plus server, and you are a valid Sprint Direct Connect Plus service user, using a supported device.

1. On successful download and installation of the Sprint Direct Connect Plus, the **SDC Plus** icon will be present in the Apps menu.

2. Tap the **SDC Plus** icon under Apps to launch the Sprint Direct Connect Plus app.

Note: When prompted, you must **ALWAYS ALLOW** the application to access your location. The application will not login if the other options ("Only While Using the App" or "Don't Allow") are selected.

Note: When prompted, you must **ALLOW** the application to access the **microphone**.
When prompted, you must **ALLOW** the application to send you **notifications**.

3. The End User License Agreement page is displayed. You must read and accept the EULA to activate the Sprint Direct Connect Plus service on your device.

4. If you agree to the EULA, tap *Accept* to activate the Sprint Direct Connect Plus service on your Wi-Fi device. A confirmation message is displayed.

Confirm

Activation required to use Sprint Direct Connect Plus service. Activate now?

Yes   No
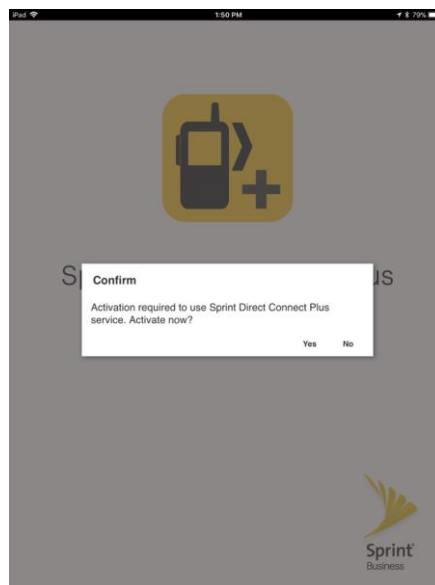
Activate Now Confirmation

5. Tap **Yes** to continue the activation process. An activation message appears.
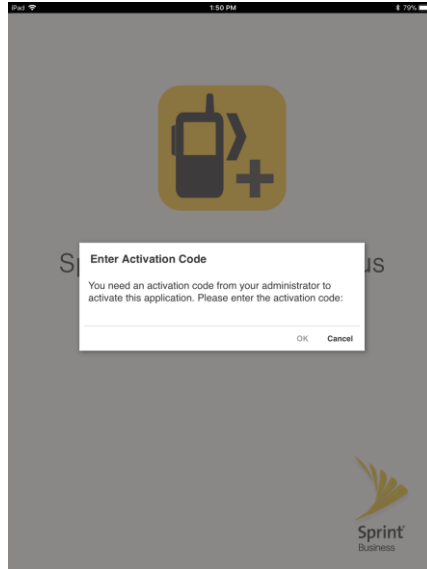
Enter Activation Code

6. Enter the activation code given to you by your administrator to activate the Sprint Direct Connect Plus service. The Sprint Direct Connect Plus App will contact the server and retrieve contacts and groups (if any) from the server before logging in.

7. Upon successful activation of the service, you can view a short tutorial. Tap the on- screen "*View Tutorial*" button if you want to learn how to start using the Sprint Direct Connect Plus app.

Activation using only Wi-Fi Network

In situations where the cellular network is not available, you can activate the application over a Wi-Fi network. Your Sprint Direct Connect Plus service provider may allow this functionality.

Note: To activate over Wi-Fi, you must have an activation code provided by your corporate administrator.

To activate Sprint Direct Connect Plus using Wi-Fi network

1. Tap on the **Push-to-Talk** icon under Apps to launch the Sprint Direct Connect Plus.

2. The End User License Agreement page is displayed. You must read and accept the EULA to activate the Sprint Direct Connect Plus service on your phone.

Note: When prompted, you must **ALWAYS ALLOW** the application to access your location. The application will not login if the other options ("Only While Using the App" or "Don't Allow") are selected.


Note: When prompted, you must **ALLOW** the application to access the **microphone**.
When prompted, you must **ALLOW** the application to send you **notifications**.
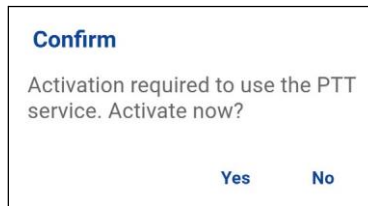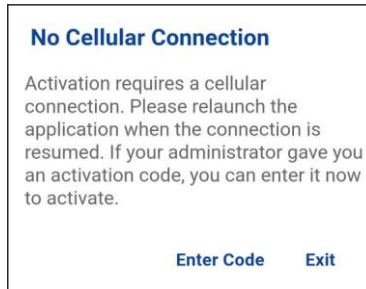
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3. If you agree to the EULA, tap **Accept** to activate the Sprint Direct Connect Plus service on the phone.

4. An activation message appears. Tap **Yes** to continue the activation process.

Confirm

Activation required to use the PTT service. Activate now?

Yes   No

Activate Sprint Direct Connect Plus Service Confirmation Message using only Wi-Fi Network

5. A *No Cellular Connection* dialog is displayed. Tap **Enter Code**.

No Cellular Connection

Activation requires a cellular connection. Please relaunch the application when the connection is resumed. If your administrator gave you an activation code, you can enter it now to activate.

Enter Code   Exit

No Cellular Connection Message

6. An ***Enter Activation Key*** dialog is displayed

Enter Activation Code

OK   Cancel
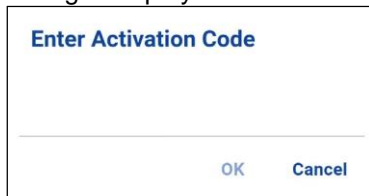
Enter Activation Code

7. Enter the activation key received from your corporate administrator and tap **OK** to activate.

Tutorial

The tutorial provides helpful information about how to get started with the Sprint Direct Connect Plus. The application will automatically launch the mobile browser and load the tutorial. To move between pages of the tutorial, swipe your finger right-to-left (to move forward) or left-to-right (to move backward). You can also use the on-screen next and previous buttons shown on the edges of the screen.

Login

In order to use the Sprint Direct Connect Plus service, the Sprint Direct Connect Plus app must connect to the SDC Plus server. This process is called "login". After you download and successfully register your connection with the server, the Sprint Direct Connect Plus app will automatically start and log in each time you power on your phone. To make or receive SDC Plus calls, you will need to log in.

It is possible for you to "logout" of the Sprint Direct Connect Plus service. While you are logged out, you will be shown as "Offline" to others and you cannot receive SDC Plus calls or alerts. See the section "Logout" for more details.

To Manually Login to the Sprint Direct Connect Plus

1. Tap on the SDC Plus icon under Apps. A pop-up dialog will be displayed to confirm that you want to login to the Sprint Direct Connect Plus.

2. Tap **Yes** to Login to the Sprint Direct Connect Plus.

Application updates

iTunes & App Store Settings

When an update for the Sprint Direct Connect Plus becomes available, your iPhone will notify you that there is an update available. When installing an update, it is recommended that you enable "Auto-update apps" setting so that you will always have the latest updates to the Sprint Direct Connect Plus.

In Application Update Notification

The Sprint Direct Connect Plus may indicate that there is an update available. You need to update the application otherwise it may not function properly. See the "Important Message" section for more information.

After updating, your Sprint Direct Connect Plus contacts and groups are always retained. When the Sprint Direct Connect Plus is updated, your history, favorites, and settings are generally 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 (SDC Plus) application is easy using your phone's touchscreen. The screen consists of four major tabs: History, Favorites, Contacts and Groups.

This section will help you get familiar with how to navigate the Sprint Direct Connect Plus and is organized as follows:

- History
- Favorites
- Contacts
- Groups
- Call Screen
- Menu
- Actions
- Context Menus
- Sprint Direct Connect button
- Navigating to the previous screen
- Scrolling
- Searching
- Icons
- Tones

History

The *History* tab displays all your conversation history of calls, contacts, groups, alerts. You can view your history, return a call, view messages, add contacts, delete history and messages. For more information on how to manage your history, see "History" section. For information on the history icons, see "Icons" section.
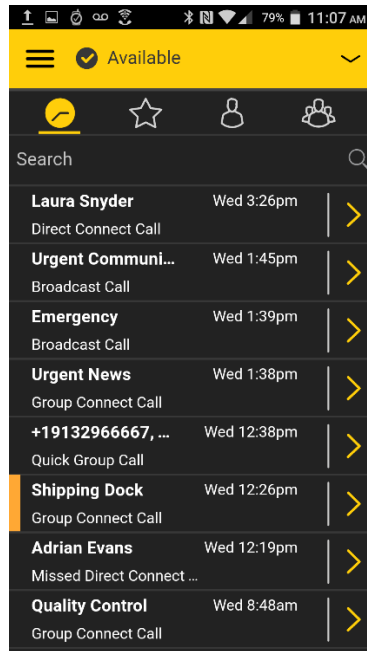
History

Favorites

The *Favorites* tab displays your favorite Sprint Direct Connect Plus contacts and Group Connects. You can quickly start a SDC Plus call to your favorites. For more information on how to view, add, and remove your favorite contacts, see "Favorites" section. For information on the favorites icons, see "Icons" section.
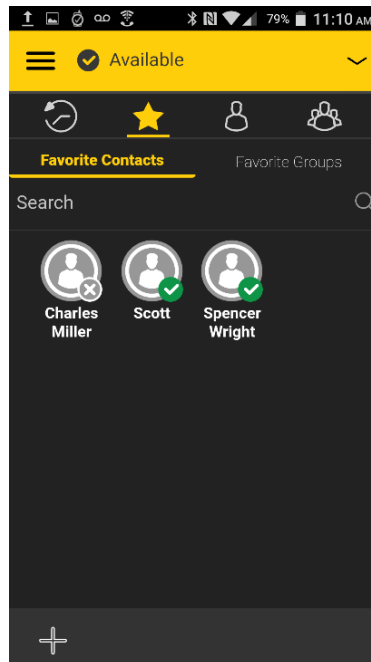
Favorites

Contacts

The *Contacts* tab displays your Sprint Direct Connect Plus contacts and allows you to search for contacts, start a SDC Plus call, or send an alert. If turned on by an administrator, you can also a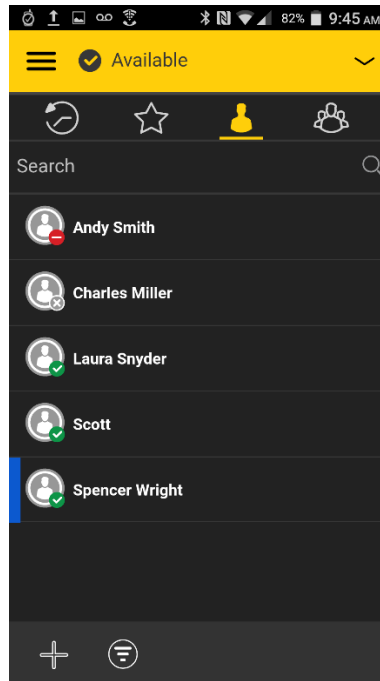dd Sprint Direct Connect Plus contacts and create personal Sprint Direct Connect Plus groups here. An icon is shown next to a contact which is an Interop user. For more information on how to view, add, edit, and delete your personal contacts, see "Contacts" section. For information on the contacts icons, see "Icons" section.

Contacts

Groups

The *Groups* tab displays your Group Connects and allows you to search for Group Connects or start a Sprint Direct Connect Plus Group Connect call. If turned on by an administrator, you can also create, change or delete your personal Group Connect groups here. Icons are shown next to the Group Connects which you are a broadcaster or supervisor. Icons also indicate Talkgroup scan priority. For more information on how to view, add, edit, and delete your personal groups, see "Group Connects" section. For information on the Group Connects icons, see "Icons" section.
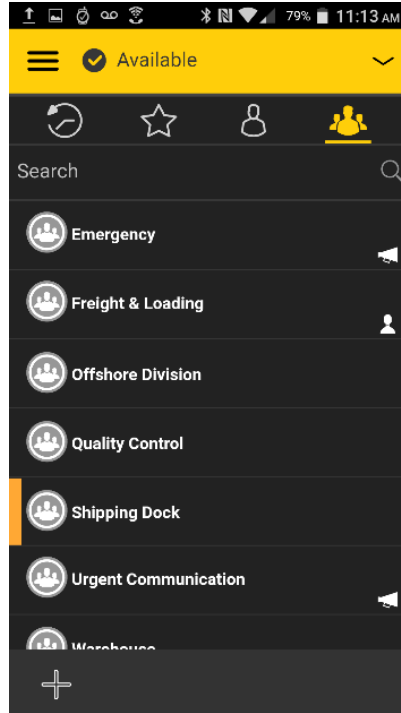
Groups

Call Screen

The Call screen is the main screen for communication. You make a Direct Connect call, make a quick Group Connect call, turn on/turn off the speaker, send an alert. For more information on how to make and receive calls, see "Making and Receiving SDC Plus Calls" section. For information on the call screen icons, see "Icons" section.
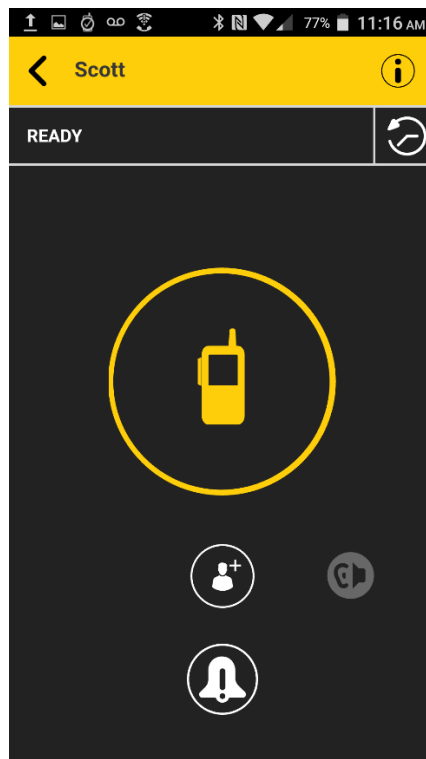
Call Screen

Menu

The menu icon is in the upper-left hand corner of the main screen. Tap the menu icon to access the menu options. These options are as follows:
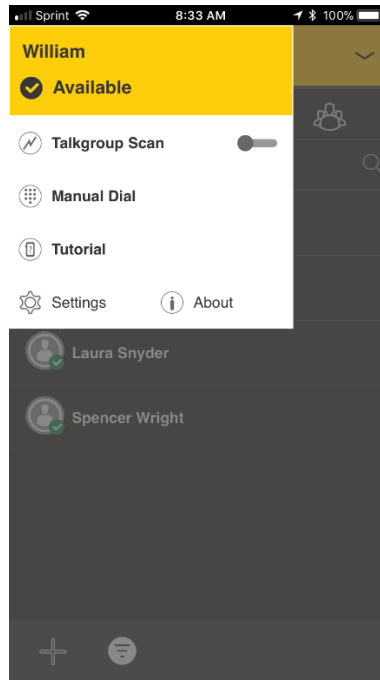
Menu Options

Menu Icons

The following table lists the menu icons you will see.

Menu Icons

Icon	Description
No Icon	Display Name. Displays the user's identity and is displayed to others.
Available DND Offline	Presence Status. Displays your presence status. Either 'Available', 'Do Not Disturb', or 'Offline'. Offline icon also displays your 'No Connection' presence status.To change your presence, see "Real-Time Presence" section.
	Group Connect Scan. Tap the **Group Connect Scan** toggle from OFF to ON, For more details, see "Group Connect Scanning" section.
	Manual Dial. Tap to manual dial a contact. For more details, see "Manual Dial Calls" section.
	Tutorial. Tap to access the application tutorial.
	Settings. Tap to access the application settings. For more details, see "Settings" section.
	About. Tap to access more information on the application.

Actions

The actions soft buttons located at the top and the bottom of the screen let you call, alert, manually dial a phone number, add a new contact or group, and more. For more information on Actions, see the "Actions Icons" section.

Context Menus

Context or popup menus are available throughout the application. To display these menus, touch and hold the selected history entry, favorite, contact, group, or group details.

Context Menus

Location	Description		Condition
Contacts	Contact Details		All contacts
	Delete Contact		User-managed contacts
Favorite Contacts	Remove Favorite		All entries
Favorite Groups	Remove Favorite		All entries
History	Add Contact		Manual Dial call or received call from a Sprint Direct Connect Plus user not in your contact list
	Delete History		All History Entries
	Delete Message		All messages
Groups	Show Details		All entries
	Delete Group		User-managed group
	Scan List	Set Priority 1	Administrator-managed group
		Set Priority 2	Administrator-managed group
		Set Priority 3	Administrator-managed group
		No Priority	Administrator-managed group
		Remove	Administrator-managed group
Group Details	Rename Member		User-managed group
	Delete Contact		User-managed group

Sprint Direct Connect Plus button

External Sprint Direct Connect Plus Button

A Sprint Direct Connect Plus accessory can be used by the Sprint Direct Connect Plus. While the Sprint Direct Connect Plus is not visible, you can always press this button to bring the application to the foreground of the screen. With the Sprint Direct Connect Plus in the foreground, you can use this button to start a SDC Plus call or take and release the floor during a SDC Plus call.

For Bluetooth Low Energy button, see "Using Accessories and Bluetooth" section.

Note: This behavior assumes that Background Calling is turned off. For more details on Background Calling, see "SDC Plus Call Behavior While the Application is in the Background" section.

On-Screen Soft Sprint Direct Connect Plus Button

Whenever you initiate or are in a SDC Plus call, you will see an on-screen Sprint Direct Connect Plus button. Touch and hold the on-screen button to take the floor and speak during a call. Release your finger from the on-screen button to release the floor and allow others to speak.

Navigating to the previous screen

To navigate to the previous screen, tap the **Back** button located on the phone. Some screens within the application also has an on-screen button to return to the previous screen.

Scrolling

If you are viewing a list that has more entries than can be displayed on one screen, you can touch the list and drag your finger up or down to view the rest of the list.

Searching

Searching allows you to easily find history, favorites, contacts, groups, or locations including addresses, points of interest, and cross streets. The search results are displayed in a list for you to easily scroll and choose the desired result. To search:

1. Touch within the search bar to bring up the on-screen keyboard. As you type, contacts or groups names containing the letters or numbers entered will automatically be displayed.
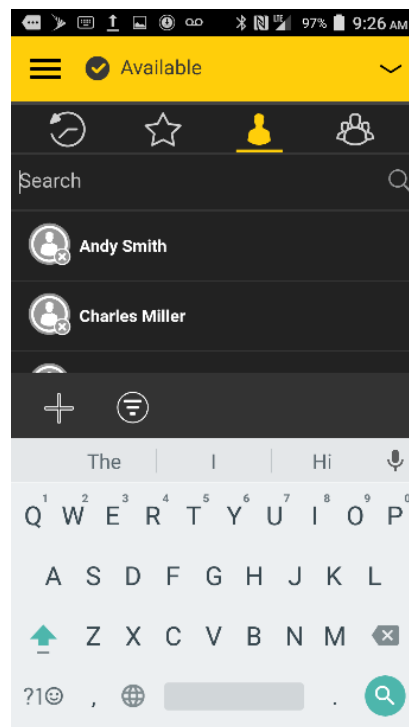
Search

2. When you find the desired results, tap the returned result.

Note: You must be in the respective screen (history, favorites, contacts, groups, map) to search. The search function does not search outside the selected screen.

Icons

Actions Icons

The action icon buttons are located at the top and the bottom of the screen. The following table lists the common actions icons you will see:

Actions Icons

Icon	Description
	Add button. Displayed on the Contacts, Favorites, Groups, and Quick Text. Tap to add contacts, favorites, groups, or quick text.
	Alert button. Tap to send Call Alert to a contact.
	Attach File button. Tap to attach a PDF file to send as an attachment. Requires Integrated Secure Messaging.
	Camera button. Tap to choose from taking photo, video or select a file in gallery. Requires Integrated Secure Messaging.
	Cancel button. Tap to cancel current action and go back to previous screen.
	Delete button. Tap to delete the contact, group, etc.
	Details button. Tap to access the contact details.
	Filter ON button. Tap to toggle filter ON.
	Filter OFF button. Tap to toggle filter OFF.
	Gallery button. Tap to save to your device. Requires Integrated Secure Messaging.
	Send Message button. Tap to send a text message. Requires Integrated Secure Messaging.
	Forward button. Tap to forward an image or video. Requires Integrated Secure Messaging.
	Save button. Tap to save current contact or group.
	Voice Message button. Tap to send a recorded audio message. Requires Integrated Secure Messaging.

Avatar Icons

The following table lists the common avatar icons you will see.

Avatar Icons

Icon	Description
	Default contact icon used in contact list screen when there is no avatar assigned.
	Default group icon used in group list screen when there is no avatar assigned.

For the complete list of avatars, see "Avatars" section within this document.

Call Screen Icons

The following table lists the call screen icons you will see.

Call Screen Icons

Icon	Description
	End Call button. Tap to end the current SDC Plus call.
	In-Call Add Participant button. Tap to add participants to make a temporary group before making a SDC Plus call.
	Contact/Group Details button. Tap to access the details information of the group or contact.
	History button. Tap to access the history for the group or contact.
	Call Alert button. Tap to send Call Alert to the contact.
	Sprint Direct Connect Plus button. Indicates idle state.
	Sprint Direct Connect Plus button. Indicates floor taken state.
	Sprint Direct Connect Plus button-acquired. Indicates acquired state.
	Speaker is ON toggle switch. Tap the switch to toggle from ON (default) to OFF. For more information, see "Turning the Speaker On/Off and Set SDC Plus Call Volume".
	Speaker OFF toggle switch. Tap the switch to toggle from OFF to ON. For more information, see "Turning the Speaker On/Off and Set SDC Plus Call Volume".

Contacts Icon

The following table lists the contact list icon you will see.

Contacts Icon

Icon	Description
📞	Cellular Call button. Located in the contact details. Tap to make a cellular call.

For additional Contacts icons, see "Presence Icons" section within this document.

History Icons

The following table lists the history icons you will see.

History Icons

Icon	Description
⟩	History Details button. Tap to access history details for contact, quick group conect call, or group.
▶	Play button. Tap to preview/play attached video. Requires Integrated Secure Messaging.
●	Unread indicator. Indicates that there is an unread message. Tap to read the message. The unread message indicator disappears when you tap the **History Details** button to reply to the message. Requires Integrated Secure Messaging.
📼	Voice Message button. Indicates the attachment is a audio message. Tap to play the message. Requires Integrated Secure Messaging.

Group Icons

The following table lists the Group Connect icons you will see.

Group Icons

Icon	Description
📢	Broadcast Group indicator.
🎤	Listen-only group indicator. Displayed in call status only.
Ⓝ	Scan List No Priority indicator.
①	Scan List Priority 1 indicator.
②	Scan List Priority 2 indicator.
③	Scan List Priority 3 indicator.
👤	Supervisor group member

Miscellaneous Icons

The following table lists the miscellaneous icons you will see.

Miscellaneous Icons

Icon	Description
	Check box Off.
	Check box On.
	Favorite button, not selected. Tap to toggle favorite ON. Indicates contact or group is not a favorite.
	Favorite button, selected. Tap to toggle favorite OFF. Indicates contact or group is a favorite.
	Radio button off icon. Tap to toggle to the on state.
	Radio button on icon. Tap to toggle to the off state.
	Clear Search text. Tap to cancel current inputted text and search action.
	Search icon. For more details, see "Searching" section.

Presence Icons

The following table lists the presence icons you will see.

Presence Icons

Icon	Description
	A Sprint Direct Connect Plus contact's presence status is "Available" or my presence status.
	A Sprint Direct Connect Plus contact's presence status is "Do Not Disturb" or my presence status.
	A Sprint Direct Connect Plus contact's presence status is "Offline" or my presence status when the phone is not connected to the server.
	You have alerts waiting to be displayed within the application (notification bar).
	Your presence status if "Offline" (notification bar).
	Your presence is "Do Not Disturb" (notification bar).
	Your presence status is "Available" (notification bar).

Tab Icons

The following table lists the tab icons you will see.

Tab Icons

Icon	Description
	Contact Tab.
	Favorite Tab.
	Group Tab with Group Connect Scan on.
	Group Tab with Group Connect Scan off.
	History Tab.

Title Bar Icons

The following table lists the title bar icons you will see.

Title Bar Icons

Icon	Description
<	Back button. Tap to go back to the previous screen.
✕	Cancel button. Tap to cancel the operation and return to the previous screen.
ⓘ	Details button. Tap to go to details.
✎	Edit button. Tap to edit.
⌄	Drop-down button. Tap to change self-presence.
✓	Save button. Tap to save the current operation.

Tones

The Sprint Direct Connect Plus plays tones to indicate various conditions.

Tones

Tone	Description
Activation	Played at the end of the first-time activation of the application.
Alert	Played each time you receive a Call Alert or a Missed Call Alert. Depending on your notification setting, it may provide a persistent notification dialog and an audible tone, an audible tone, a persistent notification dialog, or no notification dialog and tone. When you receive an Call Alert or MCA during a SDC Plus call, the Call Alert notification will be in the hidden in the background and will be brought to the foreground after the call ends. Depending on your alert repeat setting, the alert may play until you dismiss the alert.
Attention	Played whenever there is an error message displayed.
Call Suspend	Played during a call whenever the call is momentarily suspended while the phone switches from cellular data to Wi-Fi connection (or vice versa) or due to a loss of connection with the SDC Plus server.
Floor Acquired	Played after you press the Sprint Direct Connect Plus button to indicate that you can speak.
Floor Busy (Error)	Played when you press the Sprint Direct Connect Plus button and you are unable to take the floor.
Floor Free	Played to listeners on the call to indicate someone has stopped talking and the floor is available for everyone else to talk.
Incoming Call	Played once at the beginning of the call to alert you to an incoming SDC Plus call. When Group Connect Scan is ON, Priority 1 calls will have a unique tone. Broadcast calls will also have a unique tone.

4. Network Connectivity

This section describes the network connectivity associated with the Sprint Direct Connect Plus (Sprint Direct Connect Plus) service. This section is organized as follows:

Using Sprint Direct Connect Plus over 3G and 4G/LTE networks

Using Sprint Direct Connect Plus over 3G and 4G/LTE cellular data networks ensure the fastest speed, least delay, best voice quality, and best performance during SDC Plus calls and when using Sprint Direct Connect Plus services.

Note: Use of Sprint Direct Connect Plus over cellular data networks less than 3G is not recommended because the slower data rates cause a considerable amount of delay, which can cause a degradation in voice quality or even dropped calls.

Using Sprint Direct Connect Plus over Wi-Fi

Using Sprint Direct Connect Plus over Wi-Fi can provide effective in-building coverage.

Note: The Sprint Direct Connect Plus may not use Wi-Fi by default when it is available. To use Wi-Fi for Sprint Direct Connect Plus, turn on the Wi-Fi setting in the application. For more details, please refer to the "Settings" section.

Switching between cellular data networks and Wi-Fi networks during a call

Your phone may automatically switch between the cellular data network and a Wi-Fi network depending on the availability of a Wi-Fi connection. This is known as a "*handover*" between networks. If you are on a SDC Plus call when your phone switches between the cellular data network and a Wi-Fi connection (or vice versa), your SDC Plus call will automatically be reconnected after the handover. During a handover, the Sprint Direct Connect Plus momentarily loses connection with the servers. When this occurs, you will experience a short loss of call audio. You are notified of this condition by two short tones. Once the handover is complete and the Sprint Direct Connect Plus reconnects to the data network, your call will automatically continue. It is possible that the handover takes more than a few seconds. In this case, a call in progress may not be automatically reconnected. If this happens, you can call back from Sprint Direct Connect Plus history.

Authenticated Wi-Fi Connections (e.g., hotel access)

The Sprint Direct Connect Plus can also be used at any Wi-Fi location provided your phone has access to the Internet through that Wi-Fi network. In hotels or other places that provide Wi-Fi access only to patrons, some sort of authentication such as a password may be required to access the Internet, even though the phone is connected to the Wi-Fi network. In this case, Sprint Direct Connect Plus service will not be available (you cannot place or receive SDC Plus calls) until you either turn off Wi-Fi or launch your mobile browser and enter the password provided by the Wi-Fi service provider.

5. Making and Receiving SDC Plus Calls

This section describes the steps to make and receive Sprint Direct Connect Plus

(SDC Plus) calls. This section is organized as follows:

- Making Calls
  - Direct Connect One-to-One (1:1) Calls
  - Group Connect Calls
  - Quick Group Connect Calls
  - Broadcast Calls
  - Call from History
  - Call from Missed Call Alert
  - Call from Call Alert
  - Manual Dial Calls
- Receiving Calls
  - Receiving Broadcast Group Connect Calls
  - Broadcast Call History
- Turning the Speaker On/Off and set SDC Plus Call Volume
- Interaction with Silent or Sound Mode
- Interaction between Sprint Direct Connect Plus and cellular calls
- SDC Plus Call Behavior While the Application is in the Background
- Rejoining a Sprint Direct Connect Plus Group Connect Call

Making Calls

Direct Connect One-to-One (1:1) Calls

1. From the contact list, tap the contact to select the one you want to start a Direct Connect call.
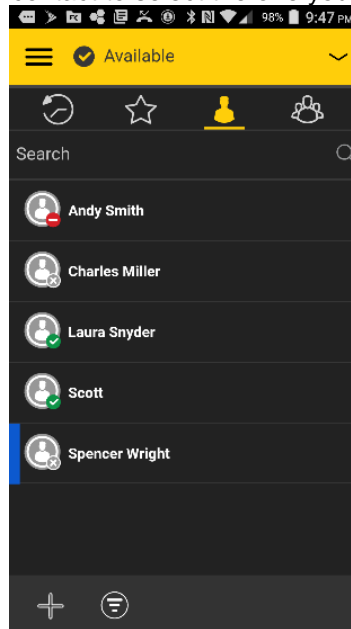
Contacts

2. The *Call* screen is displayed.

3. Press and hold the on-screen PTT button, a private one-to-one Direct Connect call is started, a chirp tone is heard and the PTT button changes color indicating you have taken the floor.
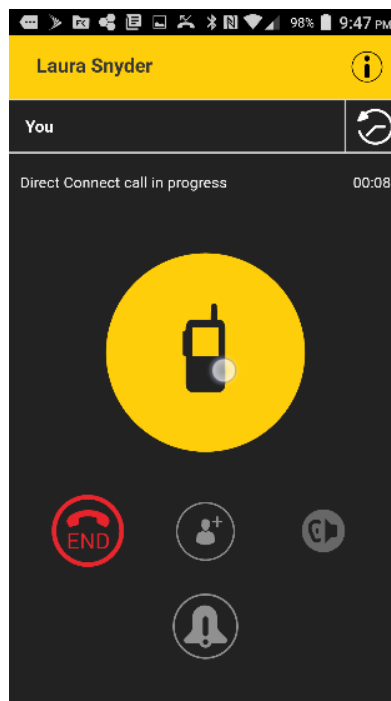
Direct Connect in Progress

4. Release the PTT button to allow the other person on the call to take the floor and speak.
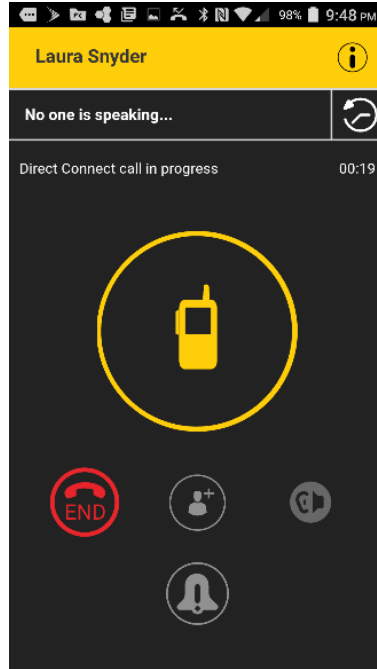
No One Is Speaking in a Direct Connect

5. Tap the **End Call** button to end the call.

Group Connect Calls

1. From the group list, tap the group to select the one you want to start a Group Connect call.
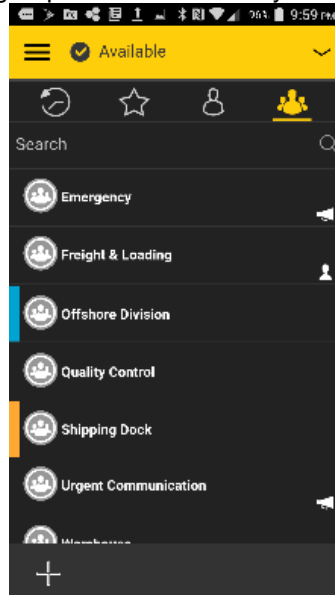
Groups

Note: Some corporations may automatically assign a group connect called "all_subscribers_group". This group has all the Sprint Direct Connect Plus subscribers from your corporation.

---

2. The *Call* screen displays.
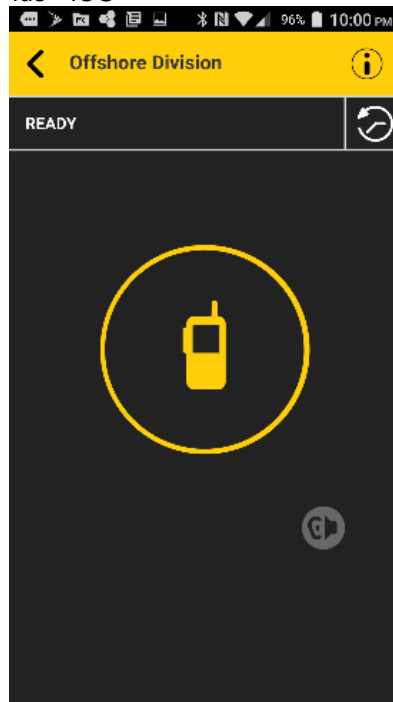
Start the Group Conect Call

3. Press and hold the PTT button displayed on the screen, a group Group Connect call is started, a chirp tone is heard and the PTT button changes color indicating you have taken the floor.
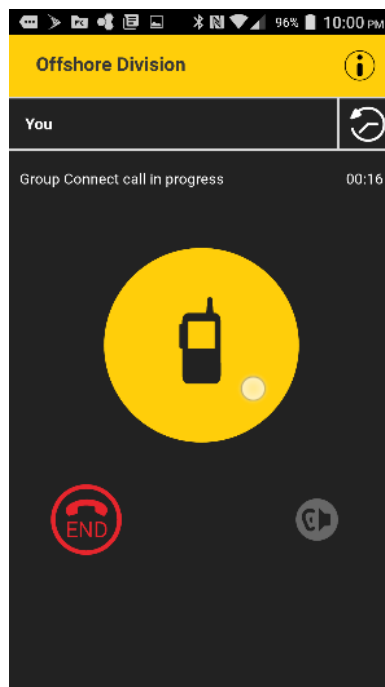
You Are Speaking in a Group Connect Call

4. Release the PTT button to allow other members of the call to take the floor and speak.
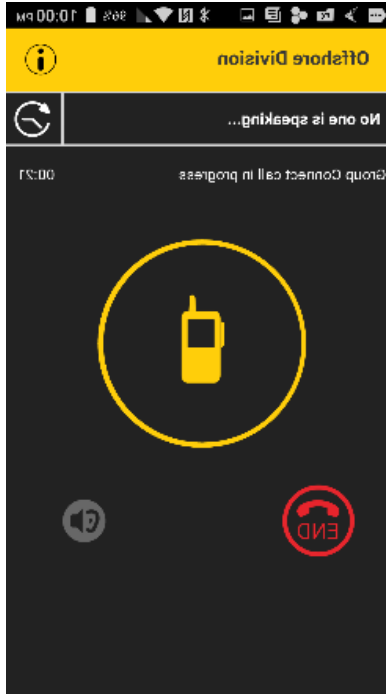
No One Is Speaking in a Group Connect Call

5. Tap the **End Call** button to end the call.

Quick Group Connect Calls

1. From the Contacts tab, select your first contact to call.
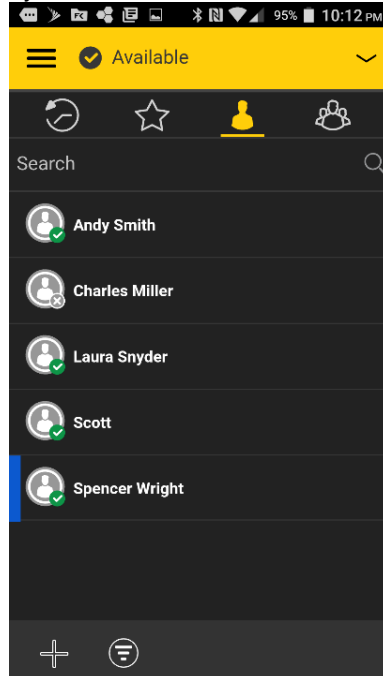
Contacts

2. Call screen displays.
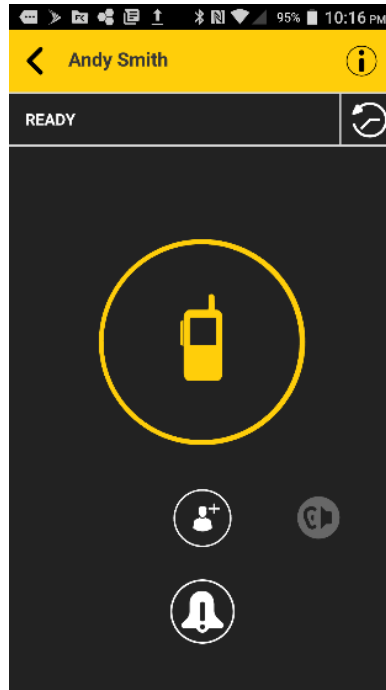
Call Screen

3. Tap the **Add Participants** button. The *Select Contacts* screen displays.
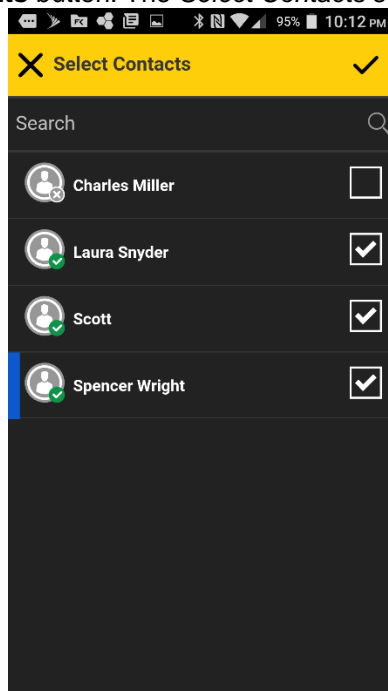
Select Contacts

4. Select up to 9 contacts to add to the quick group connect call. When completed, tap the **Save** button located in the upper right.

5. Press and hold the on-screen PTT button, a Quick Group Connect Call is started, a chirp tone is heard and the PTT button changes color indicating you have taken the floor.
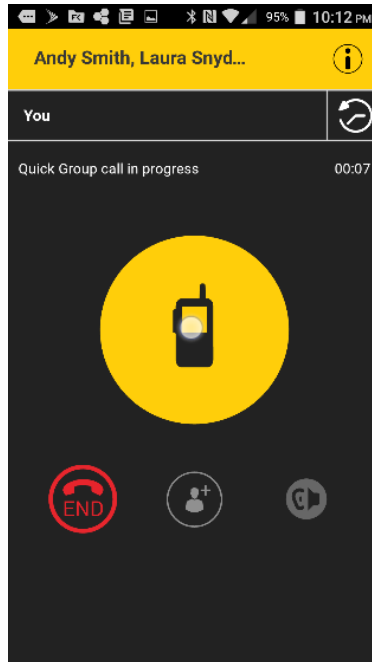
You Are Speaking in a Quick Group Connect Call

6. Release the PTT button to allow the other members of the group to take the floor and speak.

7. Tap the **End Call** button to end the call.

Broadcast Group Connect Calls

Broadcast calls make it possible to deliver important information quickly to a large group. Only certain group members, called broadcasters, may initiate a one-way call to a Group with up to 500 members. A Broadcast Call preempts any ongoing SDC Plus call and receiving members cannot call back or reject the call. Once a broadcaster takes the floor, the broadcaster will not be preempted by another broadcaster. You will only see a Broadcast group if you are a designated broadcaster by your Corporate Administrator.

Note: Broadcast calls will interrupt ongoing SDC Plus calls for the Group Connect members and they will hear the call even if they have *Do Not Disturb* turned on. These calls also override the Do Not Disturb (DND) status if the Corporate Administrator has set the call to do so.

1. Tap the Broadcast Group you want to call. The Broadcast Group is identified in the group list by the Broadcast Group icon displayed on the bottom right corner of the group tile.

User Guide: Sprint Direct Connect Plus - iOS
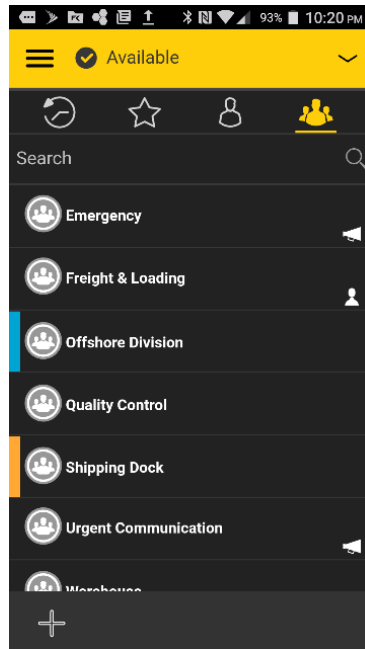
Talkgroups

2. A confirmation dialog is displayed as shown below.
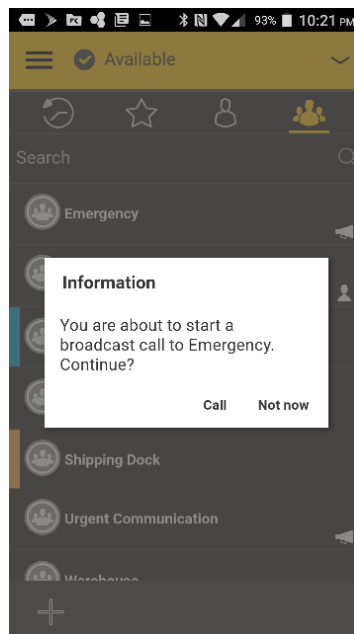
Confirmation Dialog

3. Tap **Call** to initiate the call. The SDC Plus call screen is displayed as shown below.
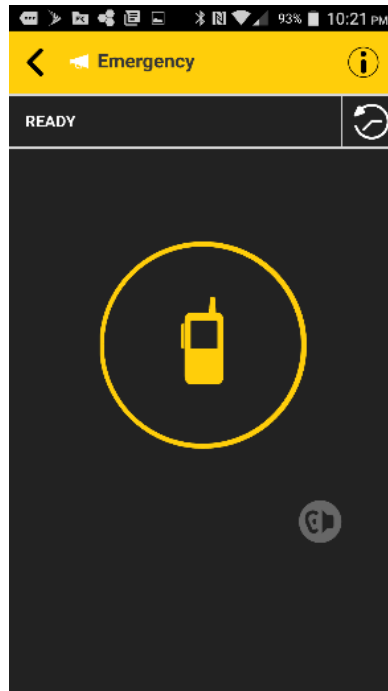
Broadcast Call Screen

4. Press and hold the PTT button, a Broadcast Call is started, a chirp tone is heard and the PTT button changes color indicating you have taken the floor. Begin speaking.

5. Release the PTT button when you have finished speaking.
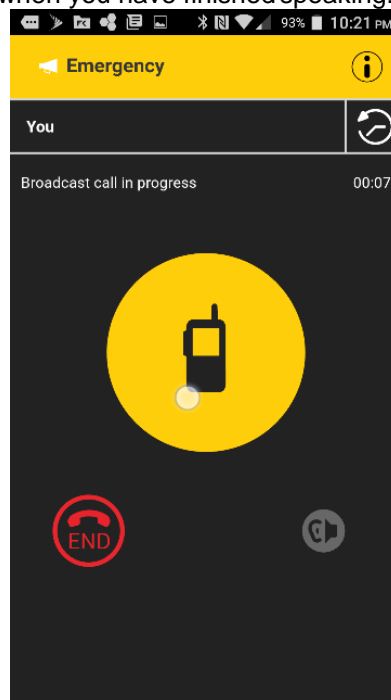
Broadcast Call in Progress

6. Tap the **End Call** button to end the broadcast call.

Call from History

1. Tap on the *History* tab to view the history of Calls and Call Alerts.
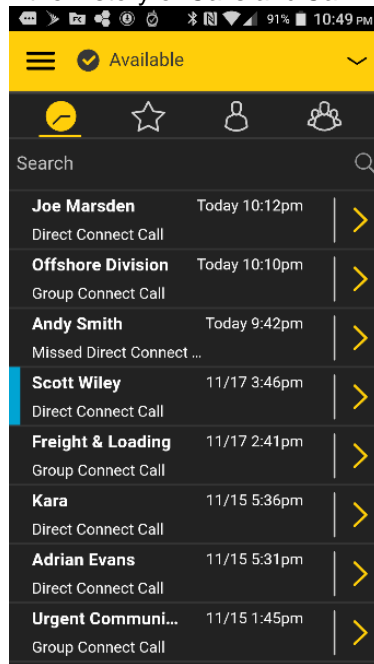
History

2. Touch on the conversation you want to call, a call screen will be displayed as shown below.
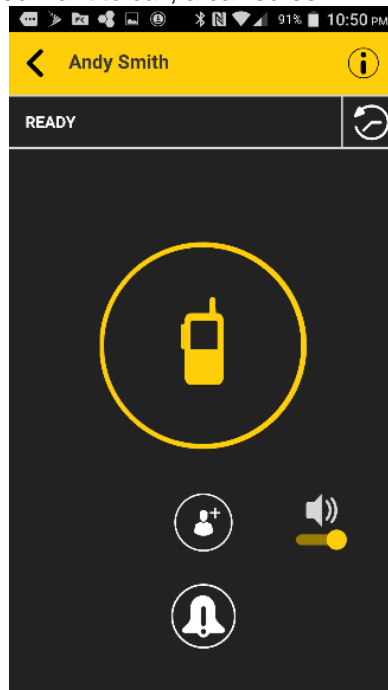
Initiate a Call from a History Entry

3. Press and hold the PTT button displayed on the screen, a SDC Plus call is started, a chirp tone is heard and the PTT button changes color indicating you have taken the floor.

Call from Missed Call Alert

On receiving a Missed Call Alert, you will receive an alert tone and a pop-up message will be displayed. For more details, see "Missed Call Alert" section.

Missed Call Alert

You received a Missed
Direct Connect Call from Joe
Marsden at Dec. 10 2017 4:30pm
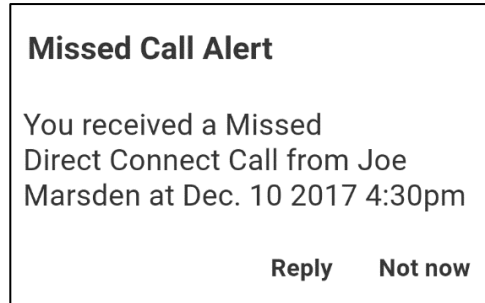
Reply   Not now

Missed Call Alert Message

1. Tap the **Reply** button to place the call.

   OR
   Tap the **Not now** button to dismiss the message.

Call from Call Alert

1. On receiving an Call Alert, you will receive an alert tone and a pop-up message will be displayed. For more details, see "Call Alert" section.

Call Alert

Dec. 01 2017 10:58pm
Joe Marsden sent you a call alert.
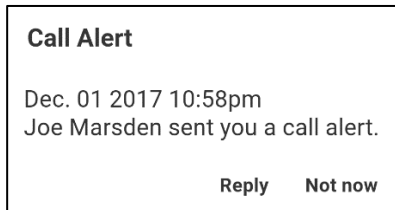
Reply   Not now

Call Alert Message

2. Tap the **Reply** button to place the call.

   OR
   Tap the **Not Now** button to dismiss the message.

Manual Dial Calls

The *Manual Dial* screen allows you to manually call a Sprint Direct Connect Plus contact.
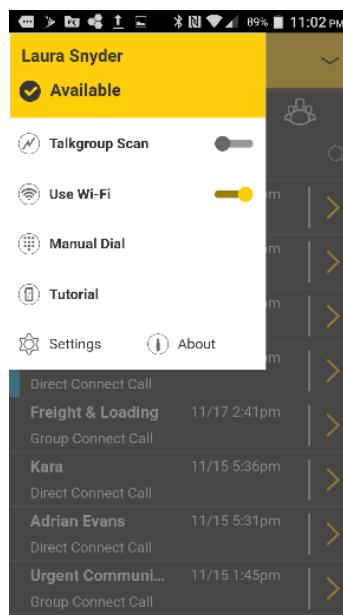
Menu

1. From the *Menu*, tap the **Manual Dial** option. The *Manual Dialing* screen displays.
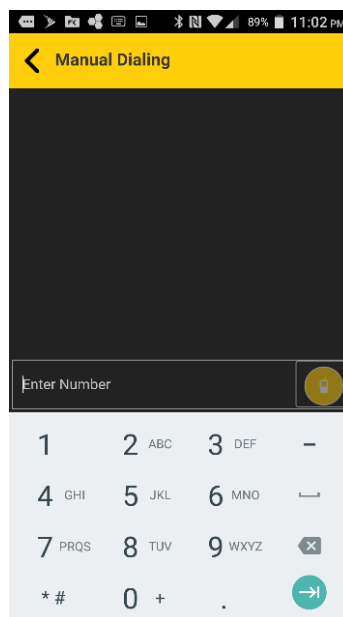
Manual Dial

2. Begin entering the contact number using the on-screen keyboard. If the number matches Sprint Direct Connect Plus contacts, they will be displayed. If you want to call one of those contacts, touch the contact, and the number fills the numeric text field.

3. Tap the on-screen PTT button located at the right of the phone number. The Call screen displays.

Receiving Calls

1. When you receive an incoming SDC Plus call, the application will be brought to the foreground and the PTT button will change color.
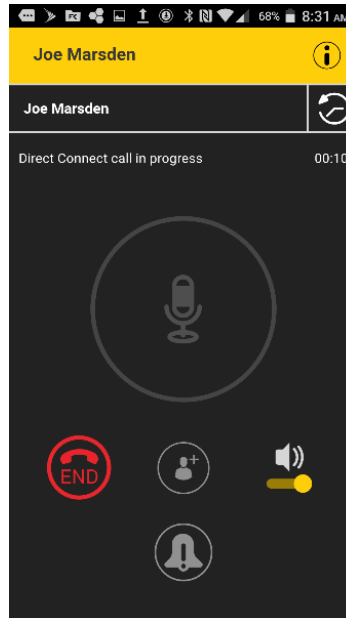
Receive an Incoming SDC Plus Call

> **Note:** This behavior assumes that Background Calling is turned ff. For more details on Background Calling, see "SDC Plus Call Behavior While the Application is in the Background" section.

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

2. Whenever the talker releases the floor, the Sprint Direct Connect Plus button changes and the PTT button changes color and the floor is available for another talker.
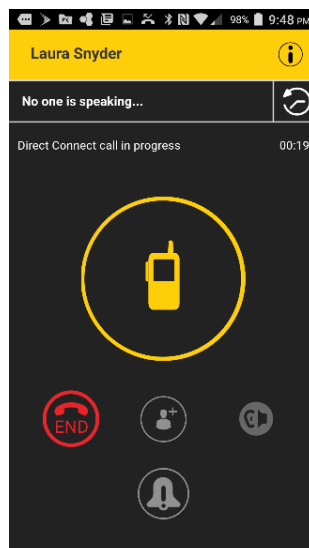
No One is Speaking in an Incoming SDC Plus Call

3. You can continue the conversation by touching and holding the PTT button on the screen.

4. Tap the **End Call** button to end the call.

Receiving Broadcast Group Connect Calls

An incoming broadcast call looks like any other Group Connect call but will preempt other SDC Plus calls in progress. You can recognize a broadcast call because there will be a special tone played followed by an announcement. During the call, only the broadcaster can speak and you will not be able to take the floor. These calls also override your Do Not Disturb (DND) status if the corporate administrator has set the Group Connect to do so.

Only certain Group Connect members may make broadcast calls. If you are a not allowed to make calls to a Broadcast group, you will not see it listed in the groups tab. If you try to call a broadcast group from history, you will see a message indicating that the call cannot be completed.

Broadcast Call History

Outgoing broadcast calls are shown in call history like other calls, but with a different icon and call type indicated.
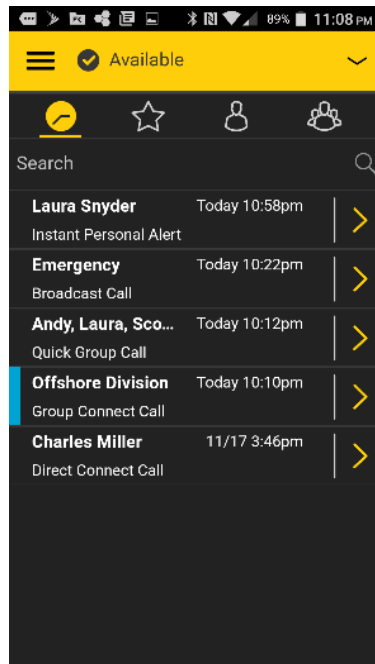
Broadcast Call History

A summary of call delivery is shown in the *Group* tab history detail for the selected Broadcast Call. The number of members who received the call is shown along with the total number of Broadcast call members.
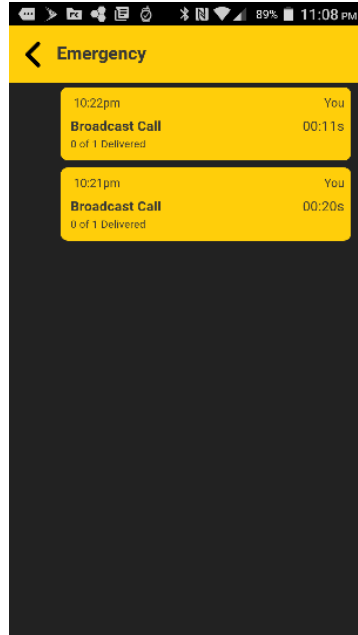
Summary of Broadcast Call Delivery

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

Turning the Speaker On/Off and Setting SDC Plus Call Volume

On the Call screen, there is a toggle that indicates whether the speaker is ON or OFF for SDC Plus calls. When the speaker is off, you will hear the SDC Plus call audio in the phone's earpiece and when it is OFF the audio is heard through the speaker.
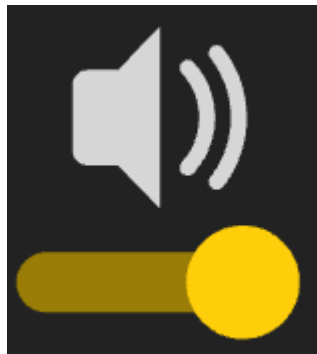
Speaker is ON
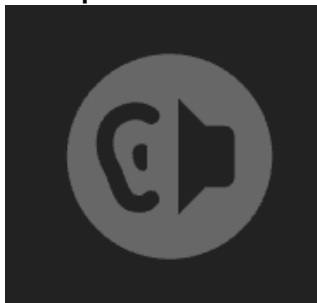
Speaker is OFF

The following figure shows an example of the location of the speaker ON/OFF button:
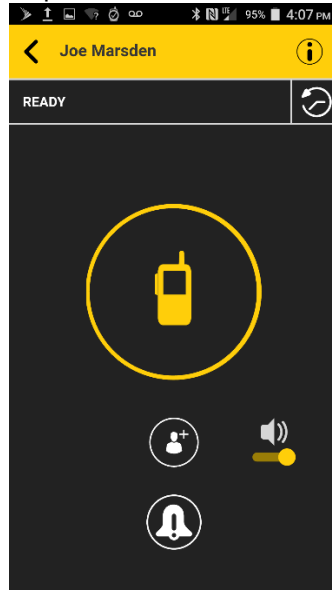
Call Screen

The speaker can also be turned OFF from the application settings. See the setting "Call Screen Icons" for more details.

How to Set the SDC Plus Call Volume

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

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

The SDC Plus 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 phone's ringer is set to silent or vibrate-only, SDC Plus calls are played over the phone's earpiece. To hear a SDC Plus call, you should hold the phone to your ear as during a cellular phone call. You can temporarily switch to the loudspeaker using the on-screen speaker on/off button for the current call. The next SDC Plus call will again use the phone's earpiece while the phone is in silent mode.

You can set the phone to vibrate for incoming SDC Plus calls if the incoming Call Vibrate setting is ON. For more information on how to set incoming Call Vibrate, refer to the "Vibrate Call" section.

Interaction between Sprint Direct Connect Plus and cellular calls

Answering a regular phone call while on a SDC Plus call

If you receive an incoming regular phone call while you are in a SDC Plus call, the ongoing SDC Plus call continues and an incoming cellular call is rejected.

Receiving a SDC Plus call when on a regular phone call

If you receive a SDC Plus call while you are on a regular call, the ongoing cellular call continues and an incoming SDC Plus call is rejected with user busy indication. You will receive a Missed Call Notification at the top of your screen. After the call ends, you will hear a missed call alert tone.

After the current regular call ends, you can make a SDC Plus callback to the caller from the Missed Call Alert displayed in the Sprint Direct Connect Plus.
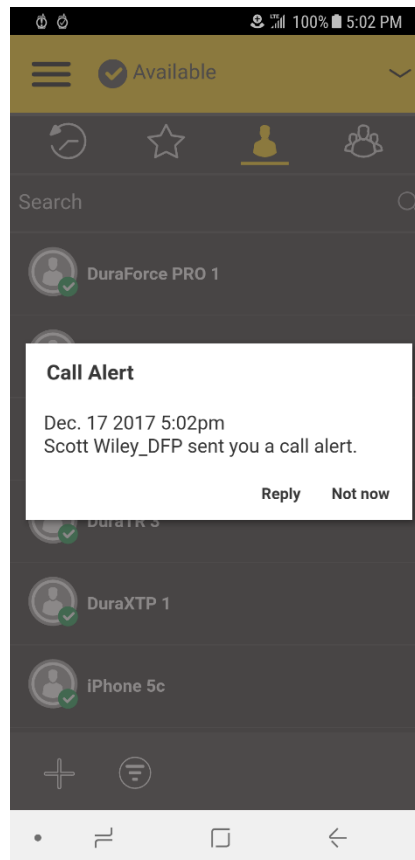
Missed Call Alert Message

SDC Plus Call Behavior While the Application is in the Background

Incoming SDC Plus Calls— with Background Mode Turned OFF

While you are using other applications on the phone, an incoming SDC Plus call will bring the Sprint Direct Connect Plus to the foreground and you will hear the caller's voice. At the end of the SDC Plus call, the application automatically returns to the background after the call. The Sprint Direct Connect Plus will go to the background at the end of the call and will display the previously viewed application in the foreground.

Incoming SDC Plus Calls — Background Mode

When Background Mode is turned on and you receive an incoming SDC Plus call, the Sprint Direct Connect Plus will remain in the background and you will hear the caller's voice. You must bring the Sprint Direct Connect Plus to the foreground in order to use the on-screen PTT button. For more information on Background Mode, see the "Settings" section.

Tip: If your phone has a PTT button, you can press the button to take the floor while the application is in the background.

Note: If the backlight is OFF, it will remain OFF during an incoming SDC Plus call.
Call Alerts are not visible until you access the Sprint Direct Connect Plus; however, you will still receive audible alerts, if turned on.

Ongoing SDC Plus Calls

During a SDC Plus call, if you navigate away to another application, you will continue to hear the SDC Plus call, but you will not be able to take the floor and speak until you return to the Sprint Direct Connect Plus.

Tip: If your phone has a PTT button, you can press the button to take the floor while the application is in the background.

Rejoining a Group Connect Call

Rejoining a Group Connect Call

If you leave during a Group Connect call, you can rejoin it 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 will 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 directly call the group. If the Group Connect call is still in progress, you will be automatically joined to the ongoing call. Otherwise, you will start a new call.

6. Supervisory Override

Supervisory override allows a Group Connect member to be designated by an administrator as a supervisor and be able to take the floor and speak at any time during a call, even if someone else has the floor. One or more members of a group can be designated as supervisor. If there are two or more supervisors in the same Group Connect, each supervisor can interrupt the other(s).

This section describes supervisory override and is organized as follows:

- Supervisor Talkgroups
- Supervisor Talkgroups Members

Supervisor Talkgroups
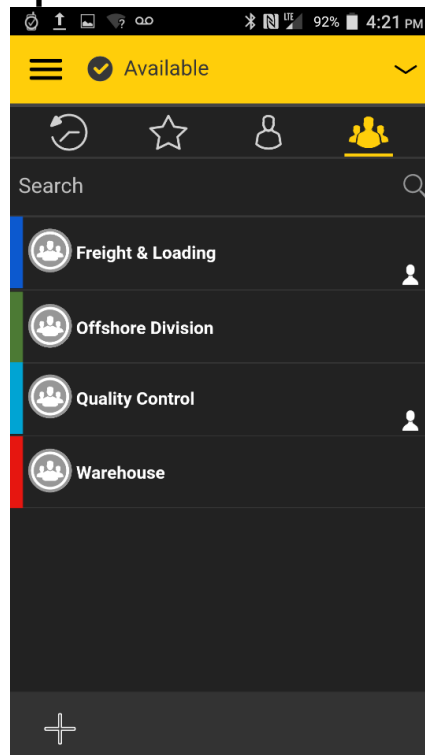
Supervisor Talkgroup

A Group Connect supervisor will see a supervisor icon displayed next to the name of the Group Connect and next to the word "You" in the status bar when they take the floor.

Supervisor Talkgroup Members
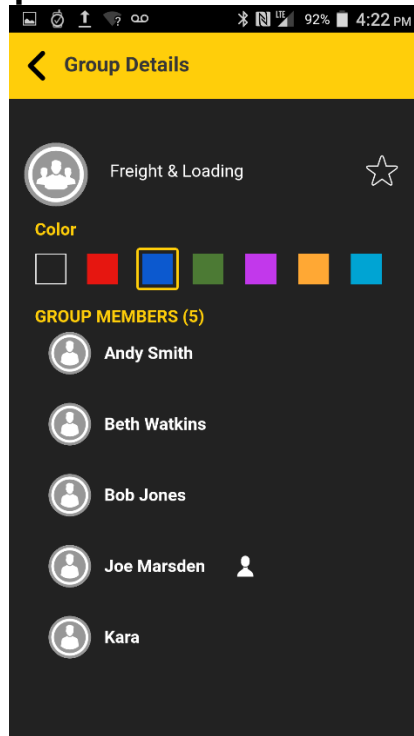
Supervisor Talkgroup Members

A non-supervisor Group Connect member will be able to identify supervisors by an icon next to the supervisor's name.

7. Alerts

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

Call Alert

A Call Alert is a notification that you can send to another Sprint Direct Connect Plus contact to request a callback. Call Alerts can only be sent to individual contacts.

Sending an Alert

1. Select the contact from the contact list.

Note: Alerts can also be sent from *History* tab and Call screen using the *Alert* button.
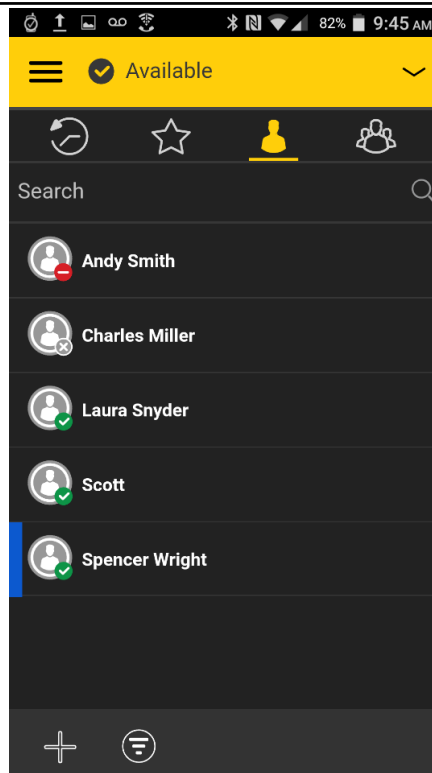
Contacts

2. The Call screen displays.
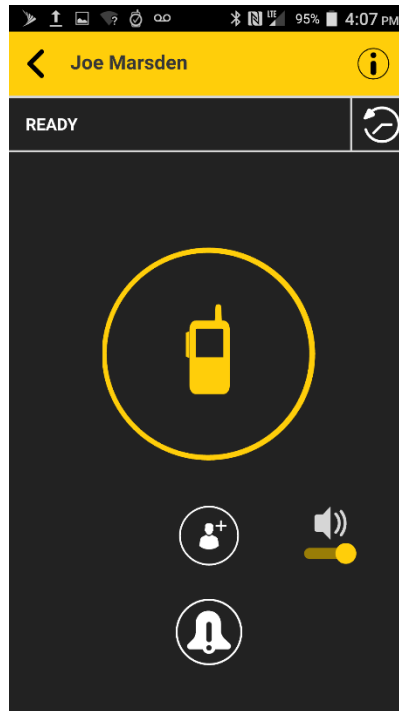
Call Screen

3. Tap the **Alert** button to send the alert to the selected person. A 'Sending Alert' information message is displayed.

Note: The "Sending Alert" 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 Sprint Direct Connect Plus will notify you with a persistent alert dialog displayed and an audible tone is played (subject to Silent Mode behavior).
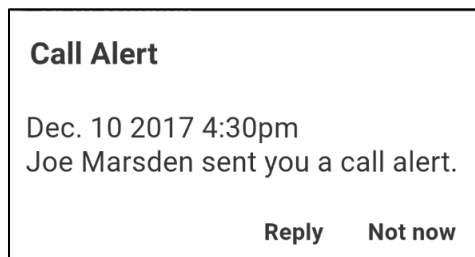
Call Alert Message

Call Alert behavior

The Call Alert behavior is one of the following based on the setting:

- Persistent alert dialog is displayed and an audible tone is played (default)

- Persistent alert tone is played but no alert dialog is displayed.

- Persistent alert dialog is displayed but no alert tone is played.

- No alert dialog is displayed and no alert tone is played.

For more information on the Call Alert, see the "Settings" section.

Note: When you are on a cellular call or SDC Plus call, the Call Alert is deferred until after the call ends and will displayed when Sprint Direct Connect Plus is idle (not in a call). Only last Call Alert is displayed (no queuing).

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2. You can call the person back by tapping the **Reply** button. If your phone has a PTT button, you can also press it to call the person back while the alert is displayed. Whenever you receive an alert, it is shown in the call history
    OR
    You can also tap the **Not Now** button to dismiss the alert without calling back.

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

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Missed Call Alert (MCA)

Your phone will alert you whenever you miss a SDC Plus call for the following reasons:

- You are on a regular cellular call when a one-to-one or group SDC Plus call is made that includes you.

- You are already on a SDC Plus call and another one-to-one or group SDC Plus call is made that includes you.

- Your phone receives a 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 will be updated silently. You will not receive a pop-up notification.

For more information on configuring the Missed Call Alert, see the "Settings" section.

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

---

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

> **Missed Call Alert**
>
> You received a Missed
> Direct Connect Call from Joe
> Marsden at Dec. 10 2017 4:30pm
>
> **Reply**   **Not now**
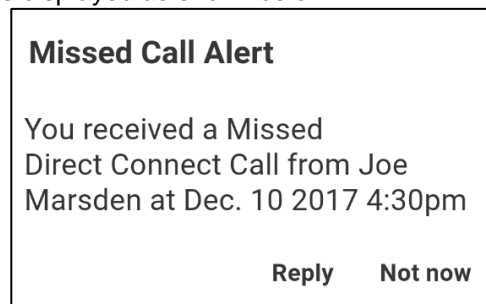
Missed Call Alert Message

2. Tap **Reply** to make a Direct
    Connect Plus call. OR
    Tap **Not now** to dismiss the message.

Multiple Missed Call Alerts/ per Caller

When you receive multiple Call Alerts, only the latest alert will be shown on the display after the call ends. 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 will be shown on the display. 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 phone wide Notification Volume controls the volume of Sprint Direct Connect Plus alert tones. Adjust the volume to the desired level for notifications.

For more information on your phone volume controls, refer to your phone owner's manual.

8. Real-Time Presence

This section describes real-time presence using the Sprint Direct Connect Plus

(SDC Plus) application. This section is organized as follows:

• My Presence
• Sprint Direct Connect Plus Contact Presence

With real-time presence, you can tell at a glance if the person you want to call is Available, Do Not Disturb (DND), or Offline. DND and offline contacts do not receive SDC Plus 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 Sprint Direct Connect Plus. When you turn off your phone, you are automatically marked as "Offline" to others.

My Presence

My Presence or self-presence can be seen just above the Top-Level tabs and in the notification bar. For more information on the icons, refer to the "Presence Icons" section.

1. Tap on the self-presence tile. A pop-up menu will appear.

Self-Presence Status Available

Self-Presence Status Options
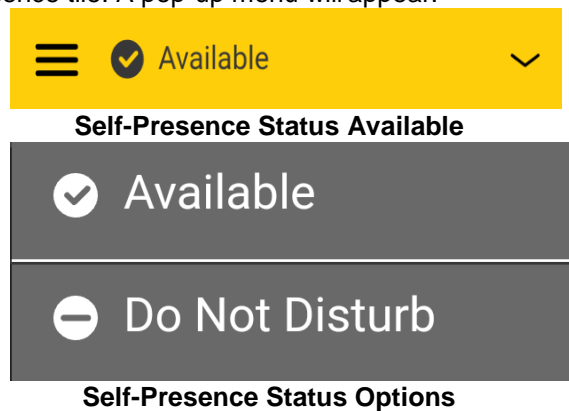
2. Choose the presence state you want to set.

3. The Self-Presence icon and text will be updated on the Self-Presence Bar and the icon on the screen status bar.

Self-Presence Status Do Not Disturb
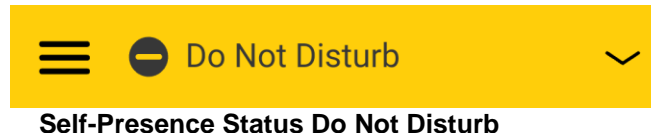
Meaning of Presence

Available: You are logged into the Sprint Direct Connect Plus, ready to receive SDC Plus calls and Call Alerts (Call Alert).

Do Not Disturb (DND): You are logged into the Sprint Direct Connect Plus, not willing to receive a SDC Plus call but can receive a Call Alert.

Offline: You are logged out from the Sprint Direct Connect Plus and will not be able to receive SDC Plus calls and alerts.

No Connection: When the Sprint Direct Connect Plus cannot communicate with the SDC Plus server, it will display "*Offline*" in the Status bar or System Notification and your availability will show "*No Connection*". For more information, refer to the "Loss of Data Network Connection" section.

Self-Presence Status No Connection

Calling Restrictions

When you are in the DND state, you cannot receive SDC Plus calls, but you can make SDC Plus calls to other available users.

Call Alert Origination Restrictions

When you are in the DND state, you will not be able to send an 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:
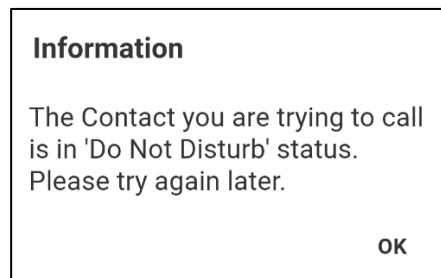
Do Not Disturb Information Message

Sprint Direct Connect Plus Contact Presence

Contact presence can be seen in the contact list indicated by an icon next to the contact's name. The following Image shows an example:
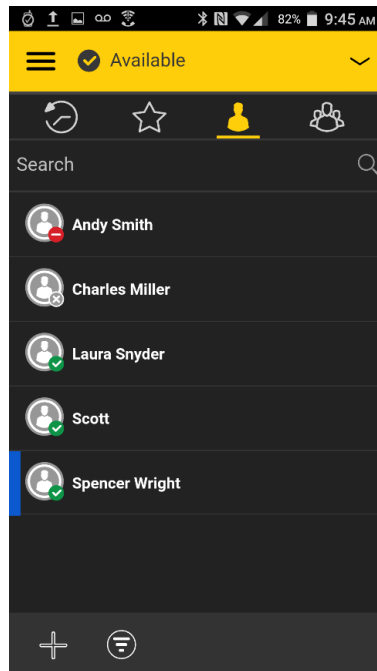
Contacts

Meaning of Available, DND and Offline

Available: The Sprint Direct Connect Plus contact is logged into the Sprint Direct Connect Plus, ready to receive SDC Plus calls and Call Alerts.

Do Not Disturb (DND): The Sprint Direct Connect Plus contact is logged into the Sprint Direct Connect Plus, not willing to receive SDC Plus calls but will be able to receive Call Alerts.

Offline: The Sprint Direct Connect Plus contact is logged out from the Sprint Direct Connect Plus and will not be able to receive SDC Plus calls and alerts.

For a description and list of all icons, see the "Icons" Section.

Calling Restrictions

When a contact is in the DND state, you cannot place a SDC Plus call to that contact. If you try to make a call to a contact with the DND status, you will see the following message:
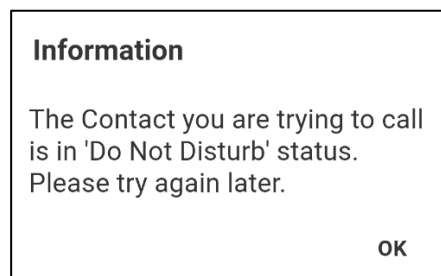
Do Not Disturb Information Message

Using Call Alerts for DND contacts

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

9. History

This section describes the history tab using the SDC Plus (Sprint Direct Connect Plus)SDC Plus application. The history holds all the conversation history of contacts, groups as well as quick group connect calls and is organized as follows:

- Access the History Tab
- Search History
- History Icons
- Access Conversation Details
- Make a SDC Plus call
- Add Contact
- Delete History
- Delete Message

The *History* tab displays all your conversation history of calls, contacts, groups, alerts. You can view and search your history, return a call, add contacts, delete history and messages. The History tab contains two-level screens: main screen and details screen. The main screen contains the high-level view. The second-level screen contains the conversation details.

Each top-level history entry displays the conversation type (Broadcast Call, Group Connect Call, Quick Group Connect Call, Direct Connect), contact name, group name or participant names for quick groups and a time stamp.
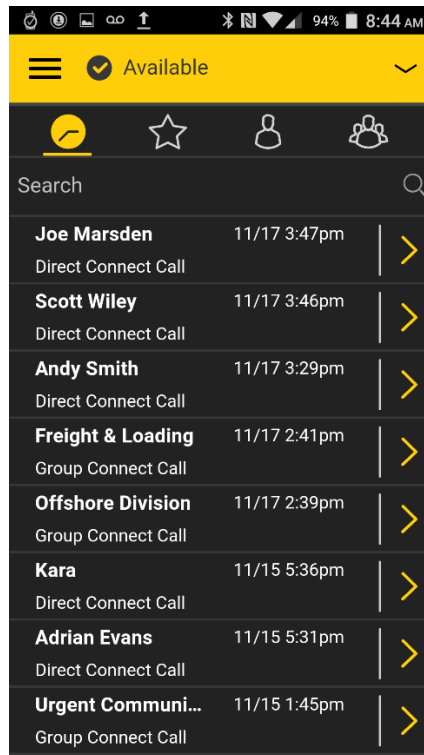
History

Access the History Tab

To access the History, tap the **History** tab located at the upper left of the screen.

Search History

You can use the search box to search for history. To search History, see "Searching" section for more information.

History Icons

For more information on the History icons, see "History Icons" section.

Access Conversation Details

To access the conversation details, tap the *History Details* button located to the right of the entry.

From the conversation details screen, you can view history, send alerts.

Make a SDC Plus call

1. To make a SDC Plus call, tap the history entry. The Call screen displays.

2. Press and hold the PTT button or the on-screen PTT button to talk.

See "Call from History" for more information.

Add Contact

You can add a contact if the contact is not already in your contact list.

1. From the top-level screen, tap and hold the history entry. A context menu displays.

2. Tap the **Add Contact** option. The *New Contact* screen displays.

See "Add a Contact" for more information.

Delete History

You can delete any history entry.

1. From the top-level screen, tap and hold the history entry. A context menu displays.

2. Tap the **Delete History** option. The *History for this contact or group will be removed. Continue?* displays.

3. Tap **Yes** to delete or **No** to cancel.

Delete Message

You can delete a message to a contact on the details screen.

1. Tap the **History Details** button.

2. Tap and hold the history entry. A context menu displays.

3. Tap the **Delete Message** option. A delete confirmation message displays.

4. Tap **Yes** to delete or **No** to cancel.

10. Favorites

The SDC Plus (Sprint Direct Connect Plus) favorite contacts and favorite groups are separate from the group list on the phone.

This section is organized as follows:

- Favorite Icons
- Search Favorites
- 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
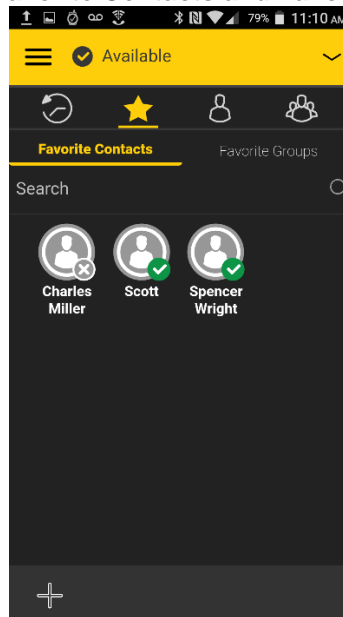
Favorite Contacts

Favorite Icons

For more information on the Favorites icons, see "Icons" section.

Search Favorites

You can use the search box to search for favorites. To search favorites, see "Searching" section for more information.

View or Edit Favorite Contacts

The Favorite Contacts screen shows a list of all your favorite Sprint Direct Connect Plus contacts as well as their current presence status. You can view or edit favorite contacts using the *Contact Details* screen.

Add Favorite Contacts

1. From the Favorite Contacts screen, tap the **Add** button on the action bar. The Select Favorites screen displays.

Note: Groups can be added to Favorites from the Group tab or history entry for that group.
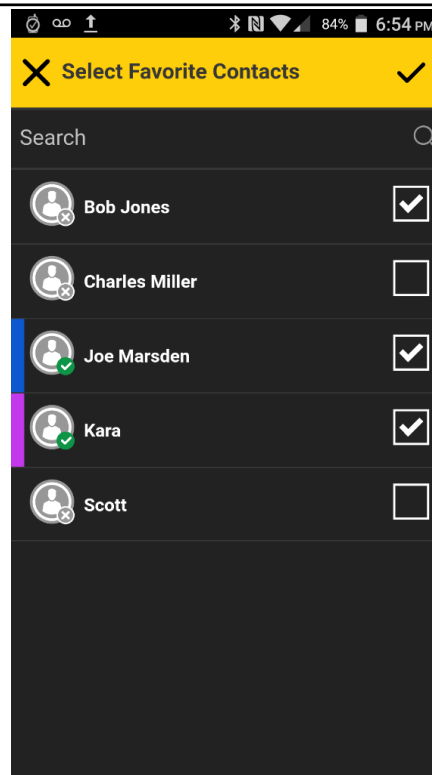
Select Favorite Contacts

2. Scroll and select one or more contacts to add as a favorite.

3. Tap the **Save** button on the action bar to save your favorite. The Favorite Contacts screen displays.

Remove Favorite Contacts

1. From the *Favorites Contacts* screen, tap and hold on the favorite to remove. The *Remove avorite* option displays.

Remove Favorite Contact

2. Tap the *Remove Favorite* option. The contact is removed from the favorites.

View or Edit Favorite Groups

The Favorite Groups screen shows a list of all your favorite Sprint Direct Connect Plus groups as well as their current presence status. You can view or edit favorite groups using the *Group Details* screen.

Add Favorite Groups

1. From the Favorite Groups screen, tap the **Add** button on the action bar, and select one or more groups. The Select Favorites screen displays.
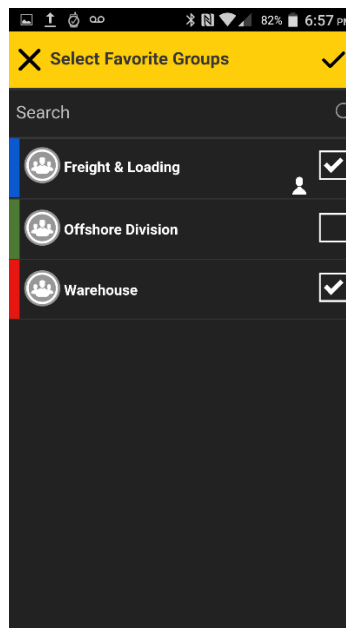
Select Favorite Groups

2. Tap the **Save** button on the action bar to save the group. The group is shown in the Favorites tab under ***Groups***.

Remove Favorite Groups

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

1. From the **Favorites Groups** screen, tap and hold on the favorite to remove. The *Remove Favorite* option displays.
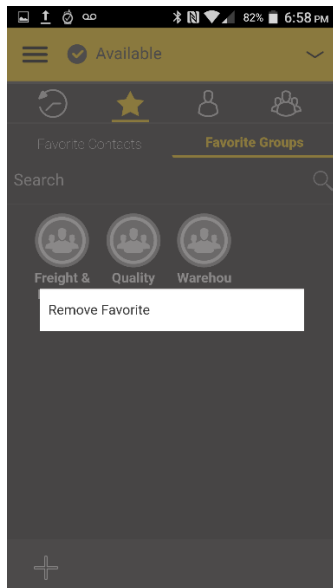
Remove Favorite Group

2. Tap the **Remove Favorite** option on the action bar to remove the group as a favorite. The group is now removed from the Favorites Groups screen.

11. Contacts

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

- Contact Icon
- Search Contacts
- View Contacts
  - Contact list sorting
  - Show or hide offline contacts
- View Contact Details
- Add a Contact
  - Add a new contact by entering manually
  - Import a new contact from the device's contact list
- Edit Contact Details
  - Edit a contact name
  - Add or change a contact avatar
  - Change contact color
  - Make contact a favorite or remove as a favorite
- Delete a Contact

The SDC Plus (Sprint Direct Connect Plus) contacts are separate from the contact list on the phone. There are two types of contacts: those that are managed by an administrator and those that are managed on the phone by the user.

Administrator-Managed Contacts

Sprint Direct Connect Plus contacts are managed by an administrator. Administrator-managed contacts cannot be deleted or changed from within the Sprint Direct Connect Plus.

Personal Contacts

Personal contacts are imported from the contact list in the phone or entered manually. Personal contacts are managed by you within the Sprint Direct Connect Plus. You will not have the ability to create contacts if the corporate administrator has restricted this feature.

Maximum Number of Allowed Contacts

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

Administrator-Managed	
Contacts	1000
Personal	
Contacts	300

Maximum Contacts

Contact Icon

For more information on the Contacts icon, see "Contacts Icon" section.

Search Contacts

You can use the search box to search for contacts. To search contacts, see "Searching" section for more information.

View Contacts

The *Contacts* tab shows your personal Sprint Direct Connect Plus contacts and contacts added by an administrator. You can view and sort the contacts based on alphabetical order or based on the availability of the contacts from the application settings.
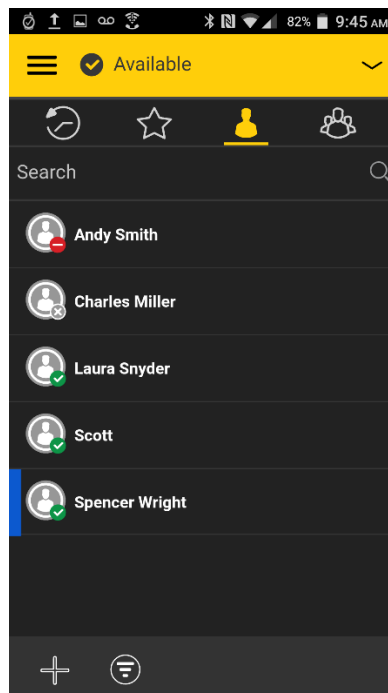
Contacts

Contact list sorting

Normally you see all your Sprint Direct Connect Plus contacts listed in alphabetical order when you view the contact list. When the *Contact Sorting* setting option is changed to *By Availability*, Available and DND are sorted alphabetically first followed by Offline alphabetically. The contact list will update each time a contact changes from online to offline or vice versa.

1. From within the Menu, tap the **Settings** option.

2. Scroll down and tap the "**Contacts Sorting**" setting. A pop-up displays.
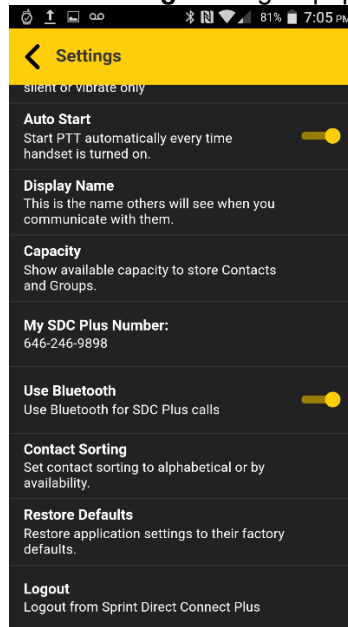
Contact Sorting Setting

3. Select either **By Alphabetical** or **By Availability**.
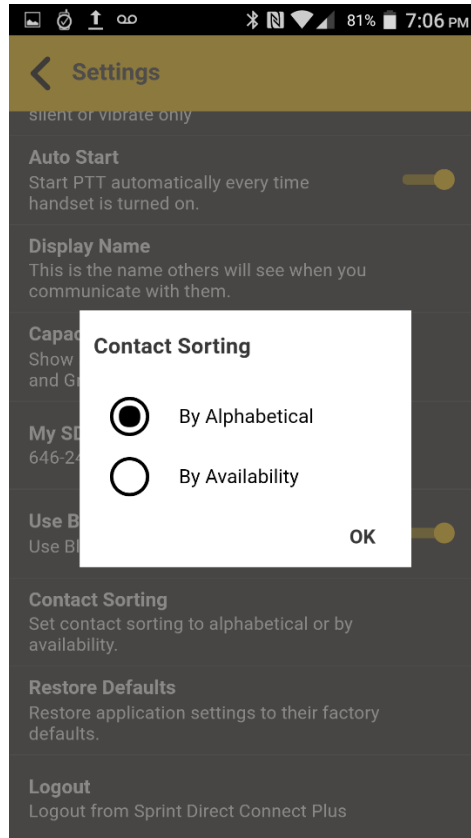
Contact Sorting Setting Options

4. Tap the **Back** button located on the top of the screen. You will be able to see the contact list sorted according to your selection.
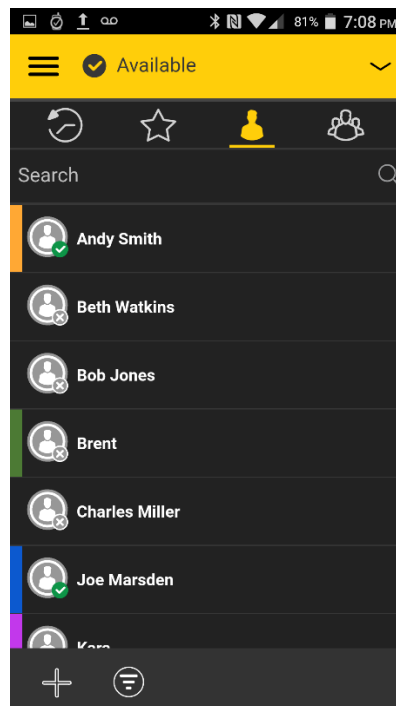
Contacts Sorted Alphabetically
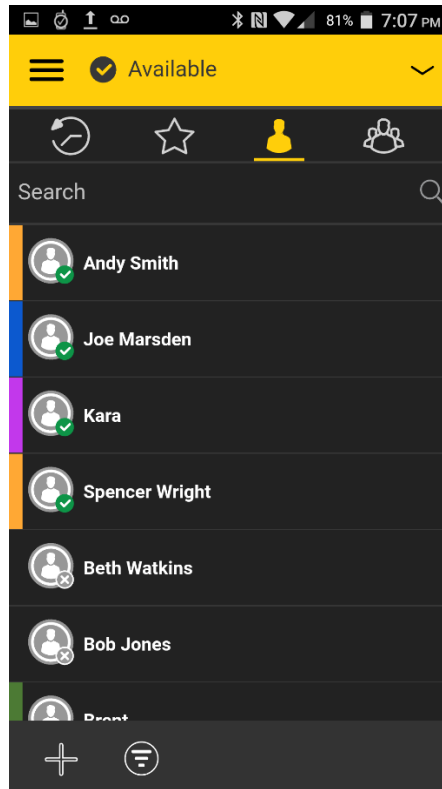
Contacts Sorted by Availability

Show or hide offline contacts

Normally you can see all your Sprint Direct Connect Plus contacts when you view the contact list. You have the option to hide offline contacts and show only contacts whose presence status is 'Available' or 'Do Not Disturb'. While showing only online contacts, the contact list will update each time a contact changes from online to offline or vice versa.

Tip: If all your contacts are currently offline, you will see the message 'No Online Contacts' displayed. If you wish to see all your contacts, follow the steps later in this section that describes how to show all contacts.

To show only online contacts

1. While viewing the contacts list, click the **Hide Offline** button located on the bottom of the screen.

2. The contact list will now show only the contacts that are either 'Available' or 'Do Not Disturb'.
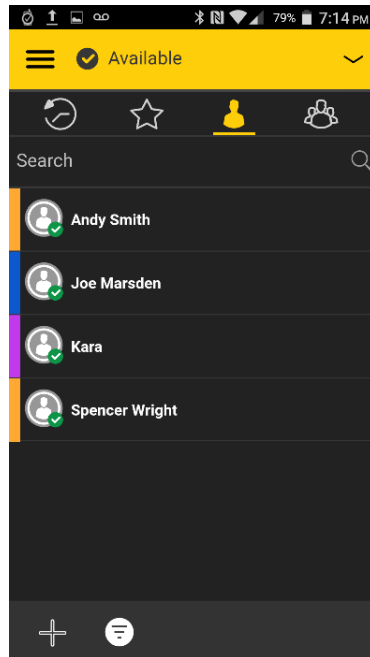
Hide Offline Contacts

To show all contacts

1. While showing only the online contacts in the contacts list, click the **Show Offline** button at the bottom of the screen.
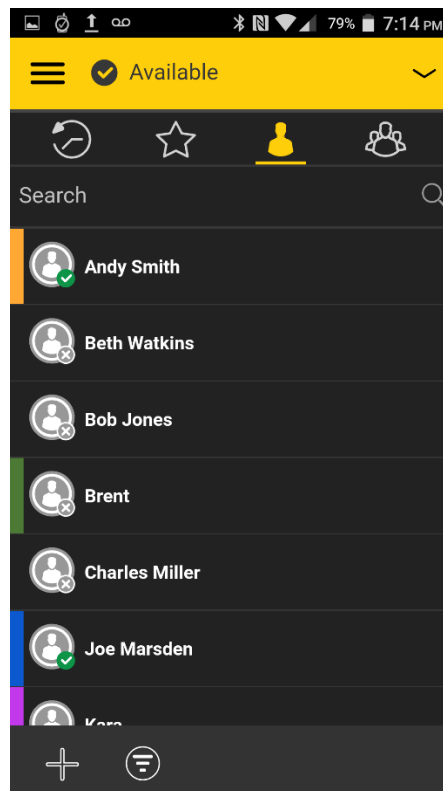
Show Offline Contacts

2. The contact list will now show all the contacts, including those that are 'Available', or 'Do Not Disturb'.

View Contact Details

1. Select a contact from the contact list, touch and hold. A context menu displays.

> **Tip:** The Contact Details can also be accessed from the Call screen by tapping the Details button location in the top of the screen.
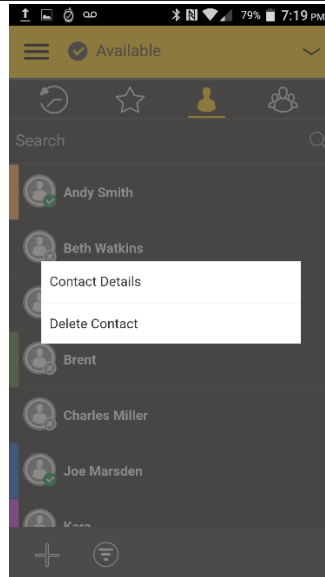
Contacts Options

2. Tap the **Contact Details** option in the context menu. The Contact Details screen will be displayed, as shown below.
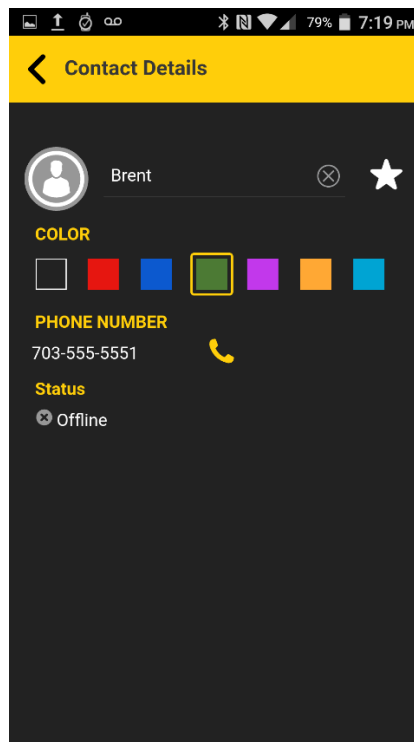
View Contact Details

> **Note:** To edit the contact details, see "Edit Contact Details" section.

Add a Contact

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

To view contacts, see "View Contacts" section.

Add a new contact by entering manually

1. Tap the **Add** button located at the bottom of the screen. A context menu displays.
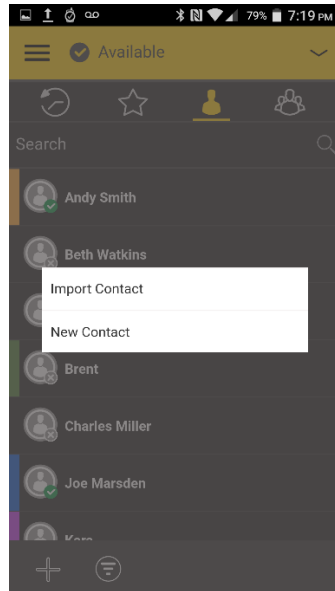
Add Contacts Options

2. Select the **New Contact** option to manually add the contact details. The *New Contact* screen displays.
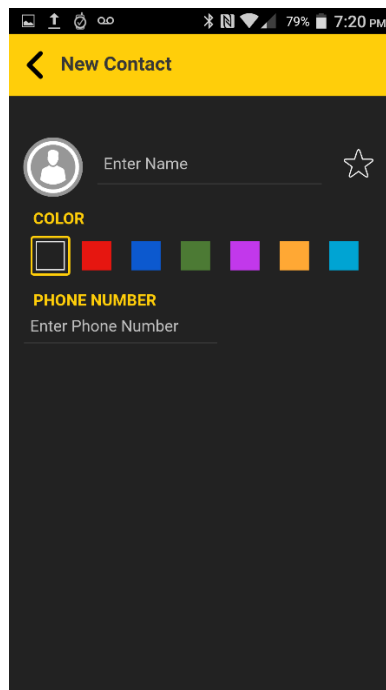
New Contact

3. Type the contact's name and Sprint Direct Connect Plus phone number, and then tap the **Save**

button. The contact can also be assigned with an avatar, a unique color, and the contact can be marked as favorite.

Tip: You can also add a contact as a favorite from the Favorites tab. For more information on Favorites, see the "Favorites" section.

4. After saving, the contact will appear in the contact list.

Import a new contact from the device's contact list

1. Tap the **Add** button at the bottom of the screen. A context menu displays.
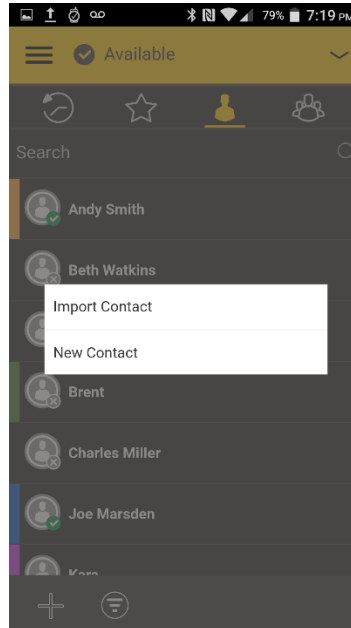
Add Contacts Options

2. Select the **Import Contact** option to add a Sprint Direct Connect Plus contact from your phone contact list.

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. Select a contact from the contact list. The *New Contact* screen displays. The contact can also be assigned with an avatar, a unique color, and the contact can be marked as favorite.

4. Tap the **Save** button when finished to save the new contact. The contact will appear in the Sprint Direct Connect Plus contact list.

Edit Contact Details

You can only edit contacts that you create yourself. An administrator-managed contact name cannot be edited. However, you can add or change an avatar, add or change a color, and add a contact to favorites.

An existing contact's number cannot be edited. To change an existing contact's phone number, the contact needs to be deleted and then added back with a new number.

To view the Contact Details, see "View Contacts" section.

From the Contact Details screen, you can perform any of the following tasks listed within this section as follows:

- "Edit a contact name"

- "Add or change a contact avatar"

- "Change contact color"

- "Make contact a favorite or remove as a favorite"

Edit a contact name

1. Tap the contact name field.

Tip: A contact name with an underline indicates that the field can be edited. Administrator-managed contacts cannot be edited.
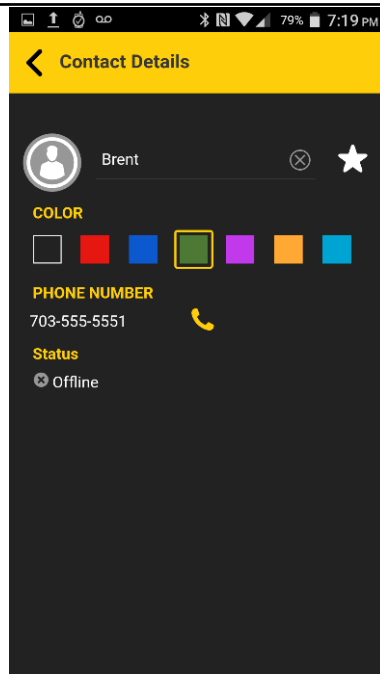
View Contact Details

2. Type the contact name using the on-screen keyboard.

3. When finished, tap the **Save** button or continue to change other contact details.

Add or change a contact avatar

1. Tap the avatar option. The *Select Avatar* screen displays. For list of all avatars available and their definitions, see "Avatar Icons" section.
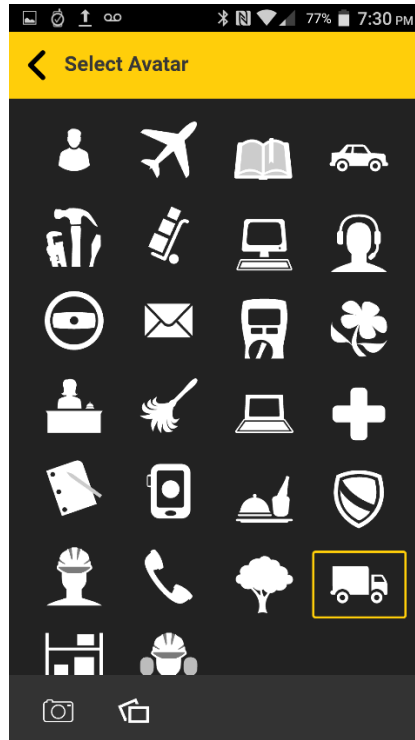
Select Avatar

2. Select an avatar from the list. You can also take a photo or select an image from your phone's gallery using the buttons at the bottom of the screen.

Note: The first time you try to take a photo, you may be asked to allow the application permission to access the gallery.

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3. Tap the **Save** button on the *Contact Details* screen. The selected avatar will be assigned to the contact and displayed next to the contact name, as shown below.

User Guide: Sprint Direct Connect Plus - iOS
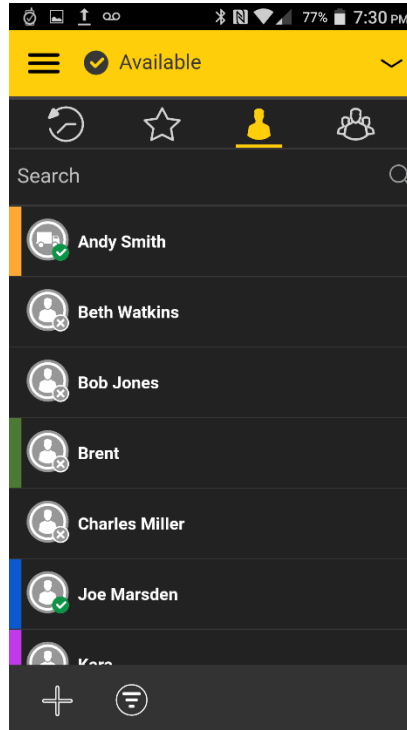
Contact with Avatar

Change contact color

1. Select a color from the list.
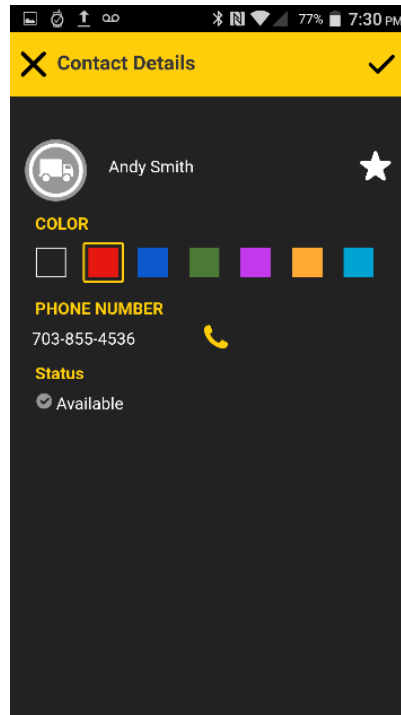
Select a Color

2. Tap the **Save** button on the **_Contact Details_** screen. The selected color will be assigned to the contact, as shown below:
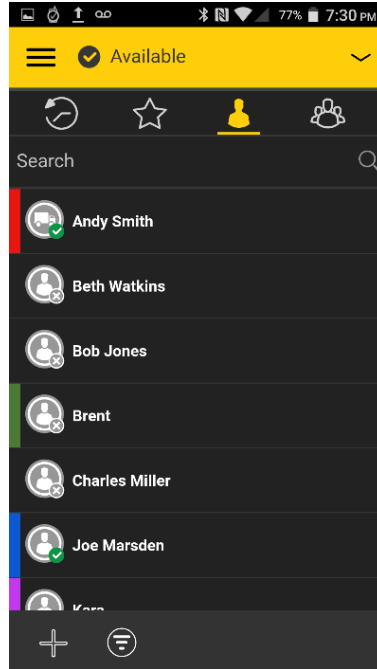
Color Assigned to Contact

Make contact a favorite or remove as a favorite

You can add contacts to the favorites list for the contacts that you created and contacts that are administrator-managed. Contacts can be added using the *Contact Details* screen. You can make the contact a favorite or remove from the favorites list.

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

Delete a Contact

You can only delete contacts that you create yourself. An administrator-managed contact cannot be deleted.

1. From the *Contacts* tab, touch and hold the contact you want to delete. A context menu displays.

2. Tap the **Delete Contact** option.
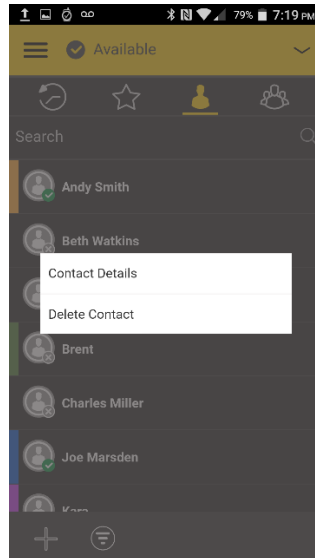
Contact Options

3. You will be asked to confirm removing the contact. To delete, tap *Yes*. To cancel without deleting the contact, tap **No**. The contact is removed from the contacts list.

Note: If you are removing a contact which is also a favorite, you will see the following confirmation message.
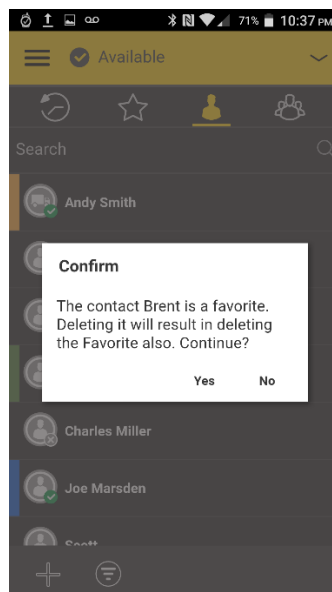
Deleting Selected Favorite Contact Confirmation

4. Tap **Yes** to delete the contact. The contact will be deleted from the contact list.

12. Group Connects

This section describes the SDC Plus (Sprint Direct Connect Plus) groups using the Sprint Direct Connect Plus and is organized as follows:

- Group Icons
- Search Groups
- View Groups
- View Group Details
  - Broadcast Group Connect details (broadcasters only)
- Add a Group
- Edit Group Details
  - Edit a group name
  - Add one or more members to a group
  - Remove a member from a group
  - Rename a group member
  - Add or change a group avatar
  - Change group color
  - Make group a favorite or remove as a favorite
- Delete a Group

The Sprint Direct Connect Plus groups are separate from the contact list on the phone. There are two types of groups: those that are managed by an administrator and those that are managed by the user on the phone.

Administrator-Managed Groups

Group Connect groups are managed by an administrator. Administrator-managed groups cannot be deleted or changed from within the Sprint Direct Connect Plus.

Personal Groups

Personal groups are created from the Sprint Direct Connect Plus contact list. Personal groups are managed by you within the Sprint Direct Connect Plus. You may not have the ability to create Personal groups if the corporate administrator has restricted this feature.

Maximum Number of Allowed Groups

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

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

Maximum Groups

Group Icons

For more information on the Group icons, see "Group Icons" section.

Search Groups

You can use the search box to search for groups. To search groups, see "Searching" section for more information.

View Groups

The Groups tab shows a list of all your personal groups and groups added by an administrator. Icons are shown next to the groups which are a broadcaster, supervisor, and Talkgroup scan priority.
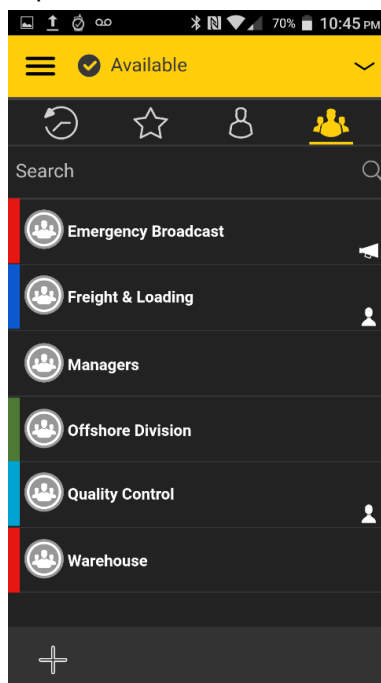
Groups

View Group Details

1. Select a group from the group list and tap and hold.
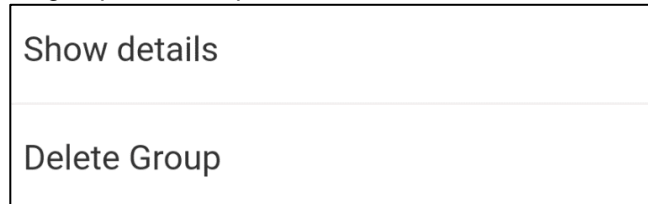
Group Options

2. Tap the **Show details** option in the menu. The group details screen will be displayed, as shown below.
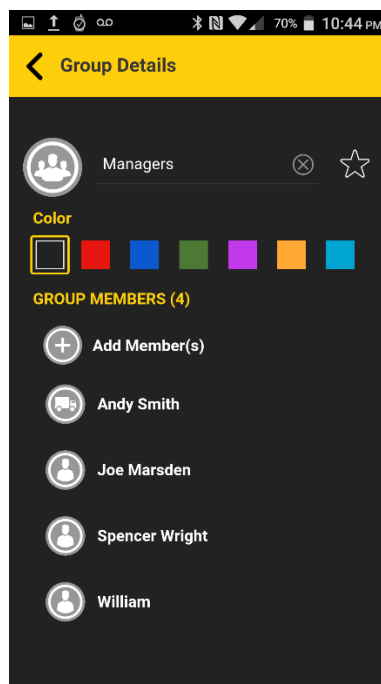
View Group Details

Broadcast Call details (broadcasters only)

Broadcast calls are managed by the corporate administrator and can have a large number of members. Broadcast call members cannot be viewed but a count of Group members is provided while viewing group details:
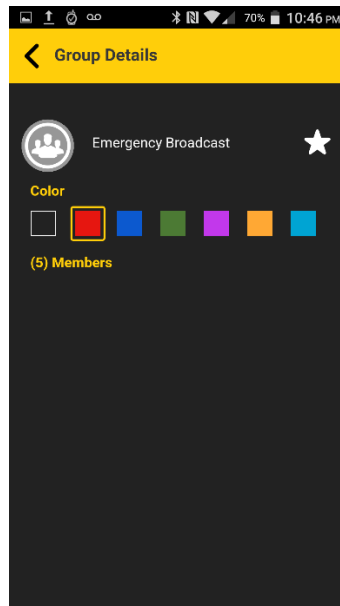
Broadcast Group Details

Add a Group

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

1. From the *Groups* tab, tap the **Add** button located at the bottom of the screen to manually add the group details. The *New Group* screen displays.
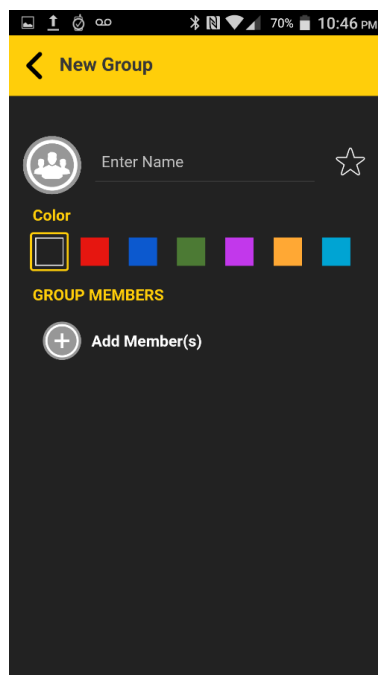
New Group

2. Tap the Name text box to enter a group name using the on-screen keyboard.
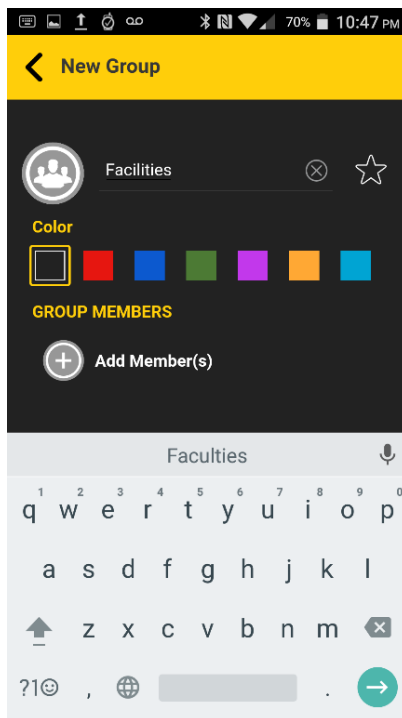
New Group (Name Entry)

3. Tap on **Add Members**. The *Select Contacts* displays.
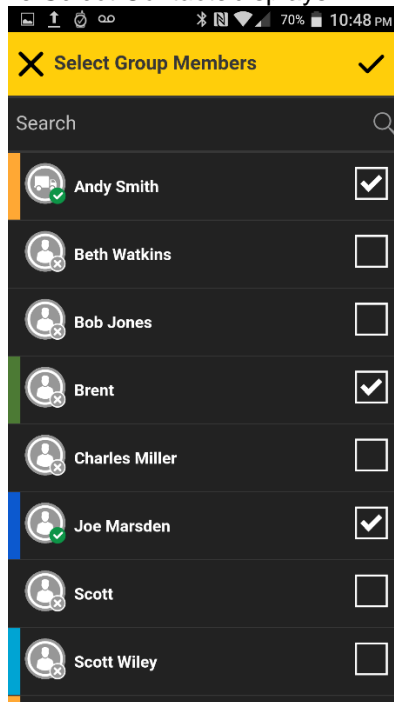
Select Contacts

4. Select members from the *Select Contacts* screen and tap the **Save** button located at the top of the screen.

Tip: You can only add contacts already in your contacts list as group members. If you do not find the name of the group member you want to add, you may need to create a contact first. See "Add a Contact" section for more information on adding contacts.
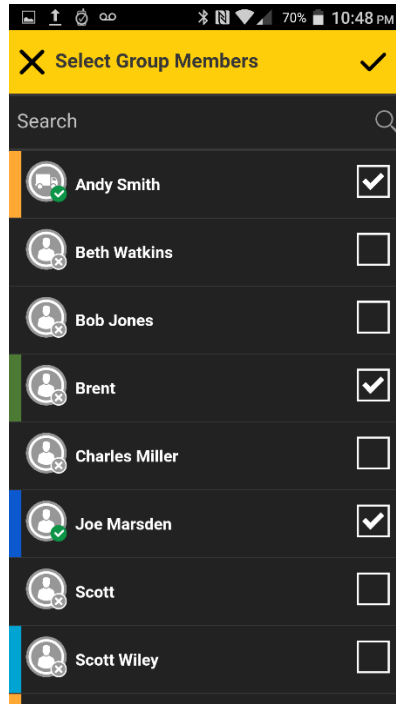
New Group

5. The group can also be assigned with an avatar, a unique color and add as a favorite.

Tip: You can also add a group as a favorite from the Favorites tab. For more information on Favorites, see the "Favorites" section.

6. Tap the **Save** button when finished to save the new group. The group will appear in the group list.

Edit Group Details

You can only edit groups that you create yourself. An administrator-managed group name cannot be edited. However, you can add or change an avatar, add or change a color, and add a group to favorites.

To view the Group Details, see "View Group Details" section.

1. From the *Group Details* screen, you perform any of the following tasks listed within this section as follows:

   - "Edit a group name"

   - "Add one or more members to a group"

   - "Remove a member from a group"

   - "Rename a group member"

   - "Add or change a group avatar"

   - "Change group color"

   - "Make group a favorite or remove as a favorite"

Edit a Group Connect name

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

1. Tap on the **Group name** field.

Tip: A group name with an underline indicates that the field can be edited. Administrator-managed groups cannot be edited.
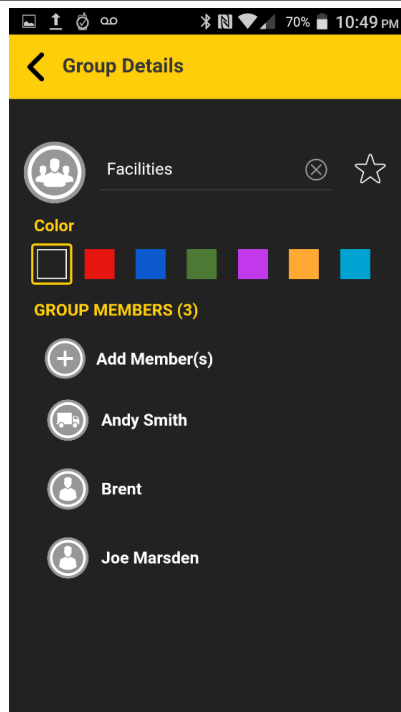
Group Details

2. Type the group name using the on-screen keyboard.

3. Tap the **Save** button, otherwise continue.

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. Tap on *Add Members* button to add contacts to the group. The *Select Contacts* displays.
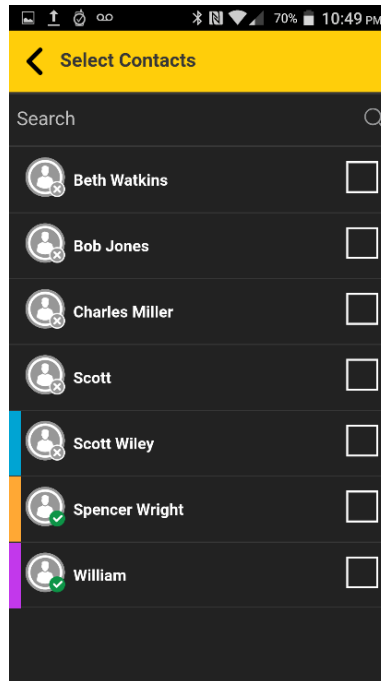
Select Contacts (Blank)

2. Select one or more contacts to add to the group.
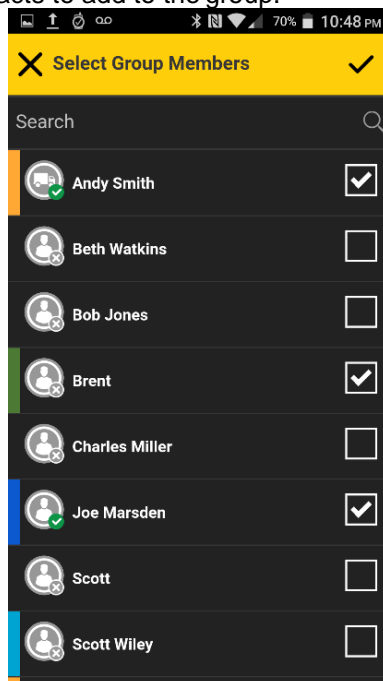
Select Contacts (Checked)

3. Tap the **Save** button located on the top of the screen.

4. If finished, tap the **Save** button on the *Group Details screen* and a '*Group updated'* message will be displayed, otherwise continue.

Remove a member from a group

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

1. Touch and hold the member to remove. A context menu displays.

Tip: A group name with an underline indicates a personal group and therefore can be edited. Administrator-managed groups cannot be edited.
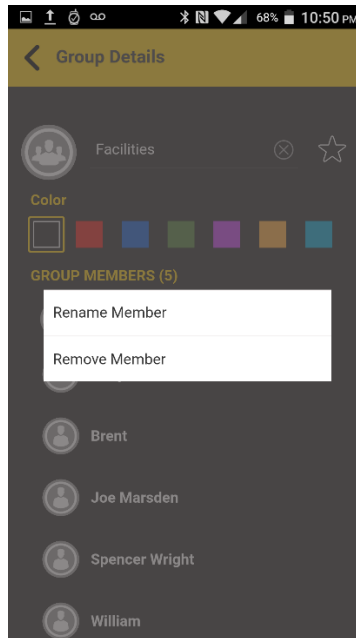
Group Details Options

2. Tap **Remove member** option. A confirmation dialog is displayed.
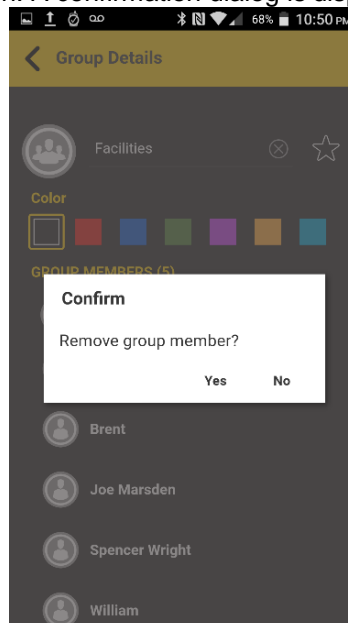
Remove Group Member Confirmation

---

3. Select **Yes** if you want to remove the member, otherwise tap **No**.

4. Repeat Step 1 through Step 3 for other group members you want to remove. After removing the group member(s), tap the **Back** button located on the top of the screen or phone **Back** button to return to the *Group Details* screen.

Note: When you remove the last member of a group, the group is deleted upon saving the changes. A confirmation dialog will be shown when you remove the last member to let you know this will happen.

---

5. If finished, tap the **Save** button located on the top of the screen and a '*Group updated*' message will be displayed, otherwise continue.

Rename a group member

Group member names are set when the group is created. Changing a contact name in the Sprint Direct Connect Plus Contacts list will not change the name of a group member. Follow the instructions in this section to rename a group member.

1. Touch and hold the member to rename. A context menu displays.

Tip: A group name with an underline indicates a personal group and therefore can be edited. Administrator-managed groups cannot be edited.
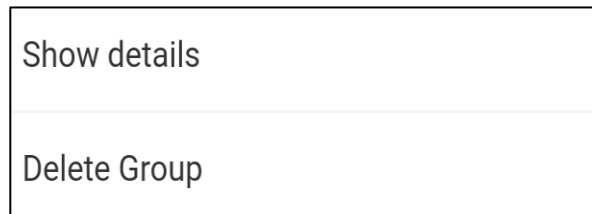
Group Details Options

2. Tap **Rename member** option. A confirmation dialog is displayed.
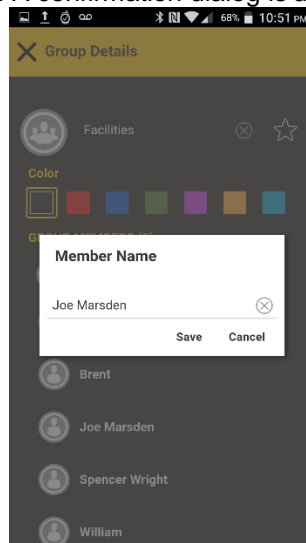
Rename Member

3. Edit the name and tap **Save** button.

4. Tap the **Back** button located on the top of the screen to return to the *Group Details* screen.

---

5. If finished, tap the **Save** button on the top of the screen to save and a '*Group updated'* message will be displayed, otherwise continue.

Add or change a group avatar

You can edit the group avatar for the groups that you created yourself and groups that are administrator-managed.

1. Tap the avatar option. The *Select Avatar* screen displays. For list of all avatars available and their definitions, see "Avatar Icons" section.
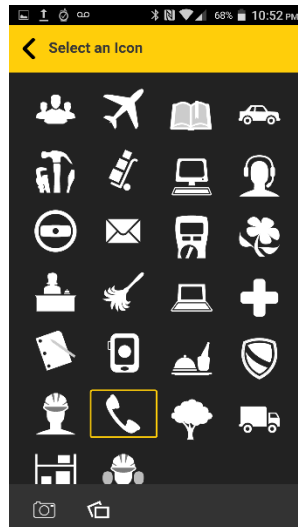
Select Avatar

2. Select an avatar from the list. You can also take a photo or select an image from your phone's gallery using the buttons at the bottom of the screen.

Note: The first time you try to take a photo, you may be asked to allow the application permission to access the gallery.

3. If finished, tap the **Save** button on the *Group Details* screen and the selected avatar will be assigned to the group, otherwise continue
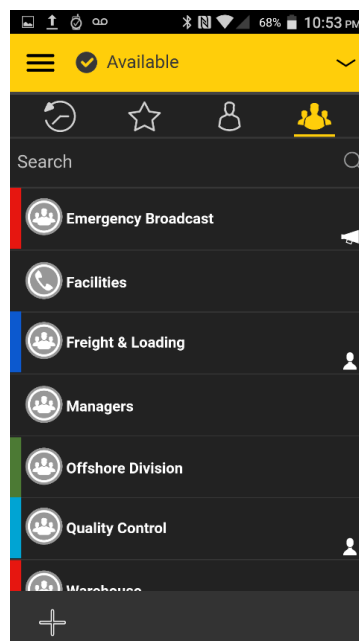
Group with Avatar

Change group color

You can edit the group colors for the groups that you created yourself and groups that are administrator-managed.

1. Select a color from the list.
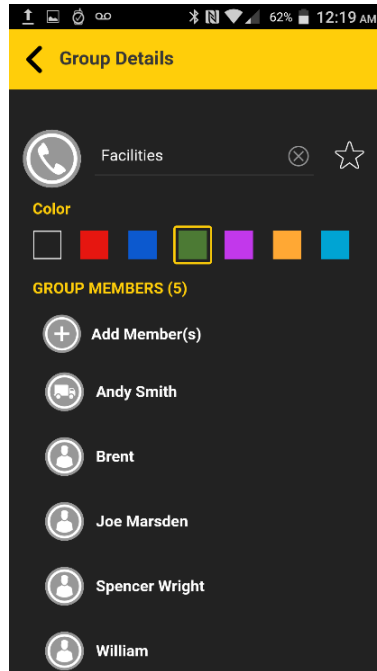
Select a Color

2. Tap the **Save** button on the *Group Details* screen, otherwise, continue. The selected color will be assigned to the group, as shown below:
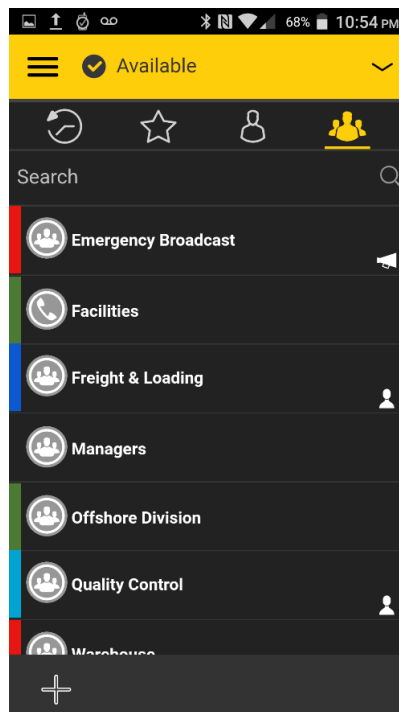
Group with Color

Make group a favorite or remove as a favorite

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 *Group Details* screen.

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

Delete a Group

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

1. From the *Groups tab*, touch and hold the group you want to delete. A context menu displays.

2. Tap the **Delete Group** option.

| Show details |
| Delete Group |

Group Options

3. You will be asked to confirm removing the group. To delete, tap *Yes*. To cancel without deleting the group, tap **No**. The group is removed from the group list.

Note: If you are removing a group which is also a favorite, you will see the following confirmation message.
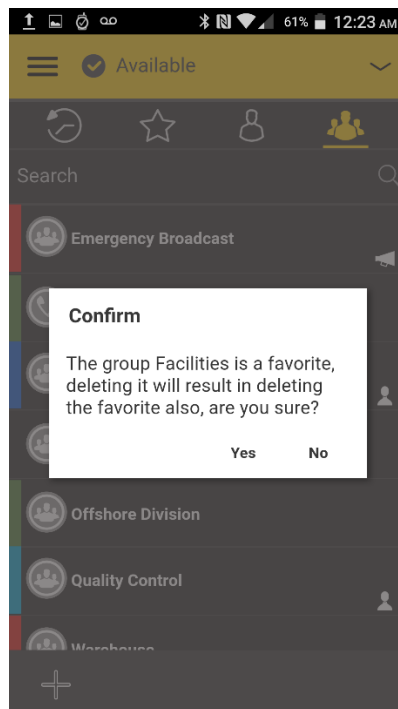
Deleting Selected Favorite Group Confirmation

4. Tap *Yes* to delete the group. The group will be deleted from the group list.

13. Talkgroup Scanning

This section describes Talkgroup Scanning using SDC Plus (Sprint Direct Connect Plus) application and is organized as follows:

- Turn Scanning ON or OFF
- Add a Group to a Scan List
- Remove a Group from a Scan List or Change the Scanning Priority

Talkgroup Scanning allows a subscriber's phone to scan through a list of corporate groups for calls and up to three groups can be assigned as priority (1–3) groups. The higher priority group connect calls take precedence over lower priority group connect calls. Groups that are not in the scan lists do not barge in when Scanning is ON.

While you have Talkgroup Scanning turned on, you will see the following behavior:

- Calls from the **scanned group** are **received normally**. When the current scanned group connect call ends, you will automatically hear the next active scanned group connect call in progress. **You will not get missed call alerts for group connect calls while scanning is turned on.**

- **Quick Group Connect** calls are **received normally**. A missed call alert is provided if you are busy on another SDC Plus call or a cellular call.

- **One-to-one Calls** are **received normally**. A missed call alert is provided if you are busy on another SDC Plus call or a cellular call.

- **All call types can be originated**: Direct Connect, Quick Group, and Group Connect calls.

- **Normal call rejoin will occur** for originated group connect calls. Note: you will not receive Missed Call Alerts for group connect calls while scanning, so calling a group may result in a call rejoin.

Turn Scanning ON or OFF

To turn on Group Connect Scan, tap the *Talkgroup Scan* toggle on the menu from the OFF state to the ON state.
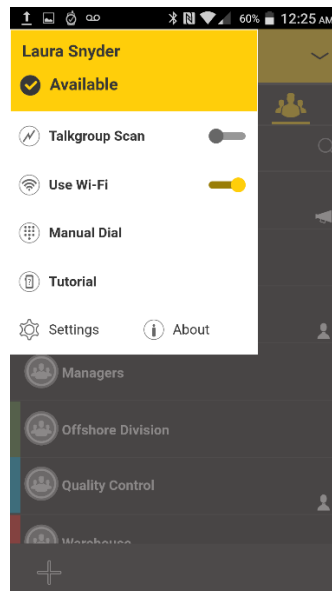
Talkgroup Scan is OFF

To turn off Group Connect Scan, tap the **Talkgroup Scan** toggle on the menu from the ON state to the OFF state.
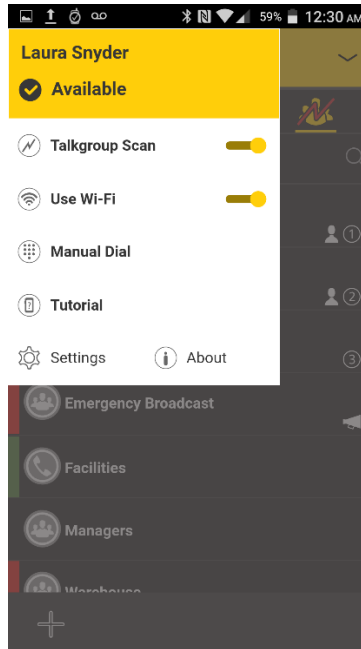
Talkgroup Scan is ON

When Talkgroups Scan is turned ON, a scan list icon will be shown on the group tab row and during a call, the title bar will show the priority of the Talkgroup. In addition, if any Group Connects have priorities that you have assigned, the priority (1-3) will be displayed on the Group Connect button. When Talkgroup

Scan is turned off, the scan list icon will disappear from the call status on the main screen and all assigned priorities will disappear.

The Group Connect list will show in priority order at the top followed by the rest of the Group Connects in alphabetical order as shown below.
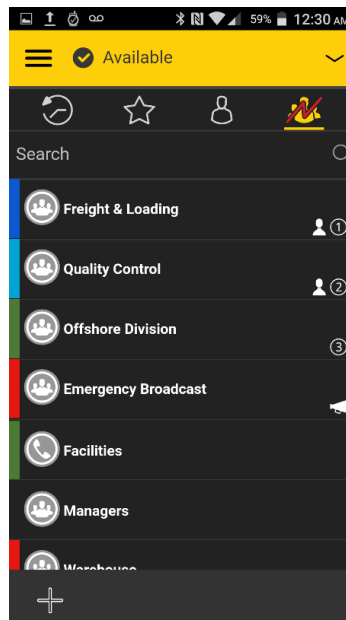
Talkgroup Scanning

Add a Group to a Scan List

1. Touch and hold on the Group Connect that you want to add to the scan list. A context menu is shown.
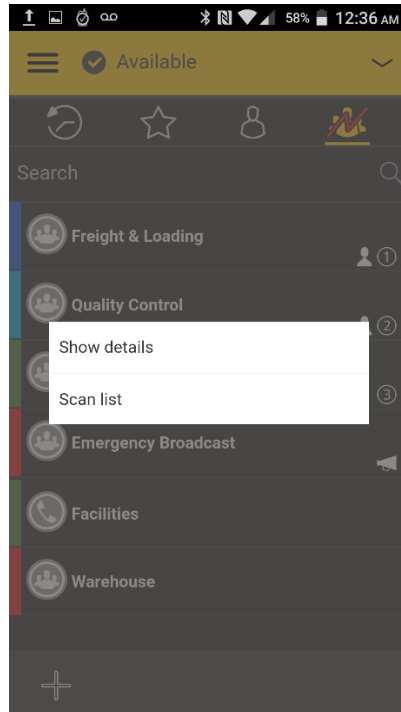
Select Corporate Group

2. Tap the **Scan List** option.

Note: Only Corporate groups given by your corporate administrator can be scanned.
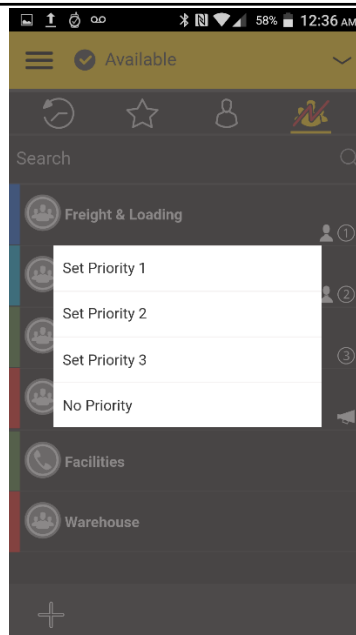
Scan List Priority Options

3. Tap the priority option you want to assign to the group or select **No Priority** if you want the group to be of normal priority (in other words not a priority scan Group Connect). If you choose a priority that is already being used by another group, a message appears as shown below.
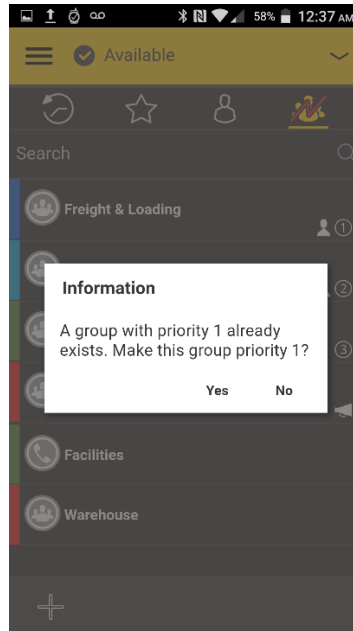
Scan List Information Message

4. Select **Yes** to assign the existing priority to the current group or select **No** to assign the group a new priority. Once you assign a priority to a group, a priority icon will appear next to the scanned group as shown below.

Note: Choosing a priority used by another group will make the previous priority group stay in the scan list with normal priority.
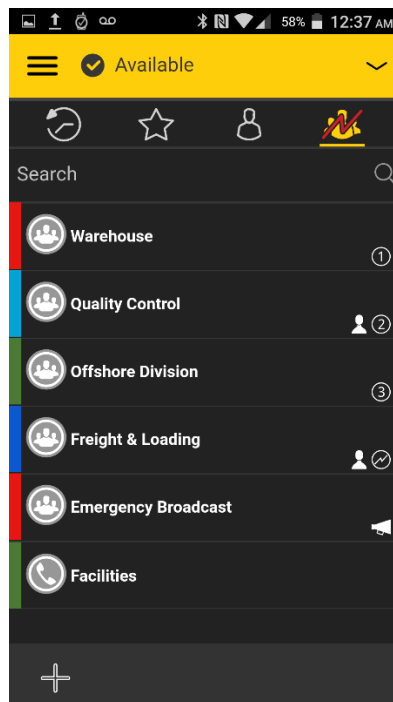
Corporate Group with Priority Assigned

Remove a Group from a Scan List or Change the Scanning Priority

1. From the *Groups* tab, touch and hold on the Group Connect that you want to remove or change the scanning priority.
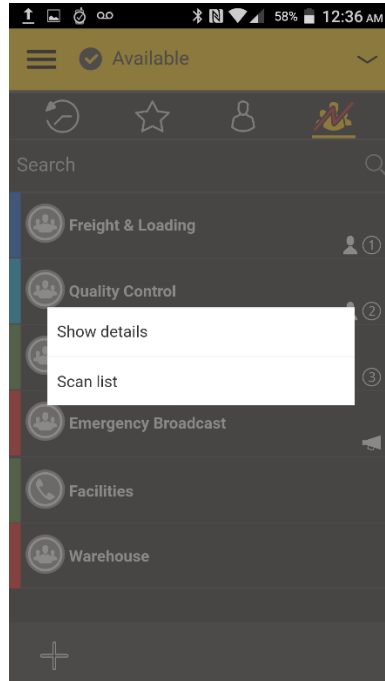
Select Corporate Group

2. Tap the **Scan List** option. A pop-up menu appears as shown below.
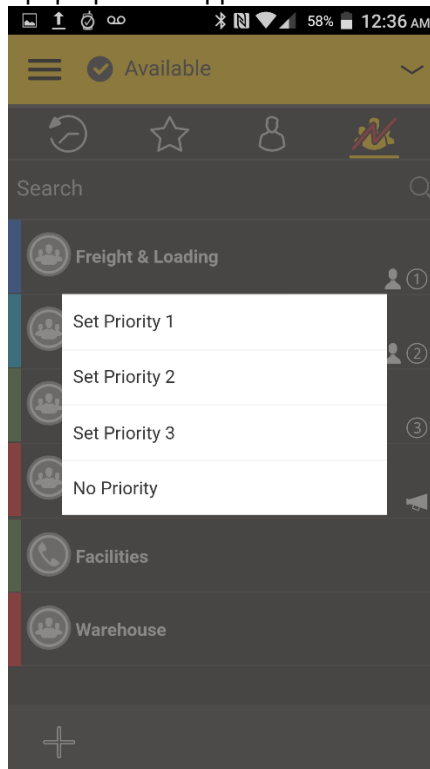
Change Scan List Priority Options

3. You can reassign the priority by touching a priority option. To make the group normal priority, tap **No Priority**. To remove the group from the scan list, tap **Remove**. If you choose a priority that is

already being used by another group, a message appears as shown below.
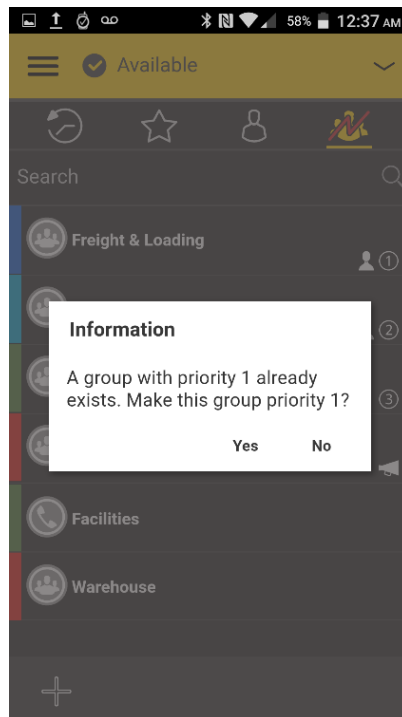
Scan List Information Message

Note: Choosing a priority used by another group will make the previous priority group stay in the scan list with normal priority.

4. Select **Yes** to assign the existing priority to the current group or select **No** to assign the group a new priority. The previously Priority 1 assigned group will now be moved to No priority group.

14. Airplane Mode

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

- You cannot receive Sprint Direct Connect Plus calls or messages

- You cannot receive alerts from others

- Others will see you as offline in their Sprint Direct Connect Plus contact list and will not be able to call you or send you an alert

15. Using Accessories and Bluetooth

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

- Using a Wired Audio Headset
- Using Bluetooth
  - Car Kit
  - External PTT Button
  - How to Turn Off Bluetooth for Sprint Direct Connect Plus
- Using a Remote Speaker Microphone
  - Wired
  - Bluetooth

Using a Wired Audio Headset

You can use a headset plugged into your phone 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 PTT button on the phone 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 phone is connected to a compatible Bluetooth device, the Sprint Direct Connect Plus uses that Bluetooth device for calls. If you turn off or unpair your Bluetooth device, the SDC Plus call will automatically switch to the loudspeaker. Sprint Direct Connect Plus supports the following Bluetooth profiles: Hands-Free (HFP), Headset (HSP), or Advanced Audio Distribution Profile (A2DP). When using Sprint Direct Connect Plus over Bluetooth, you must use the PTT button on the phone to take the floor and speak.

Car Kit

Many cars allow you to connect your phone to the car audio system using Bluetooth. Check the owner's manual for your car to see if your phone is compatible with your car. Once you connect your phone to the car's audio system, SDC Plus calls will also use the Bluetooth audio. You must use the PTT button on the phone 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 on-screen PTT button.

How to Turn Off Bluetooth for Sprint Direct Connect Plus

If your phone can connect to your car audio system and you receive regular cellular calls, SDC Plus calls will also work. In the rare circumstance that there is a compatibility problem using Sprint Direct Connect Plus with your car audio but you still want to use Bluetooth for regular cellular calls, you can turn off Sprint Direct Connect Plus over Bluetooth from within Sprint Direct Connect Plus settings. For details on how to turn off Bluetooth, refer to the "Use Bluetooth" section.

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 phone's Sprint Direct Connect Plus. There are two types of RSMs: those that connect by wire to the phone's headset connector, and those that use Bluetooth.

Wired

A wired RSM connects to the phone's headset connector, just like a headset. The RSM will have 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 PTT button on the phone. 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 phone and using the volume buttons on the RSM.

Note: The Sprint Direct Connect Plus must be in the foreground to take the floor using the wired accessory.

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 also has its own volume control. You do not use the volume buttons on your phone to control the volume, but rather the volume control on the RSM itself. A Bluetooth RSM must be "paired" to your phone before it can be used. For instructions on how to pair the RSM with your phone, please refer to the documentation that comes with the RSM.

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16. Settings

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

- Important Message
- Alert Repeat
- Alert Tone
- Background Mode
- Call Reconnect Tone
- Capacity
- Contact Sorting
- Display Name
- History Sorting
- Call Alert
- Logout
- Missed Call Alert
- My SDC Plus Number
- Restore Defaults
- Use Bluetooth
- Vibrate Alert
- Vibrate Call

To change the settings

All settings except for the *Boundary* settings can be changed in the Sprint Direct Connect Plus settings:

1. From within the *Menu*, tap the **Settings** option. The menu icon is in the upper-left hand corner of the main screen.

Note: For more information on how to change the *Boundary* settings, see "Boundary settings" section.

Laura Snyder

✅ **Available**

Ⓝ **Talkgroup Scan**

🛜 **Use Wi-Fi**

⋮⋮⋮ **Manual Dial**

▯ **Tutorial**
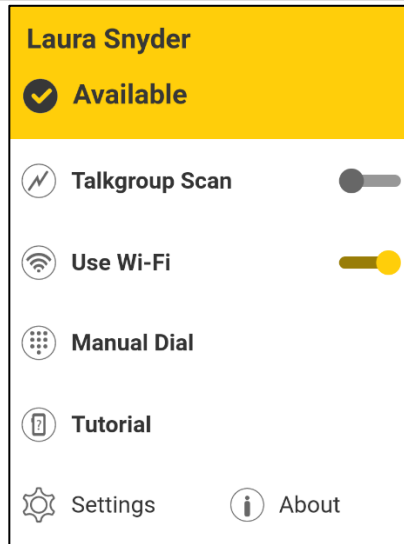
⚙ Settings   ⓘ About

Menu Options

2. Find the settings you want to change and follow the instructions.

Note: All settings are shown in the default state.

Important Message

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 Sprint Direct Connect Plus. Important Message notifications are also shown with a yellow star on the Menu Settings option, and the Important Message settings. If there are no important message notifications are available, you will not receive a message nor see the setting. See the "Application updates" section for more information.

To update the Sprint Direct Connect Plus

1. From the *Settings* screen, scroll to and tap the **Important Message** setting.

Field Service Manager

✅ **Available**

🎵 **Talkgroup Scan** ⬤

📶 **Use Wi-Fi** ⬤

⠿ **Manual Dial**

❓ **Tutorial**

✨ Settings   ⓘ About

Important Message ⭐
Show more information
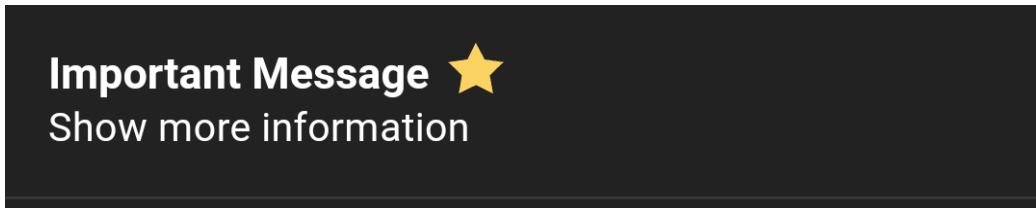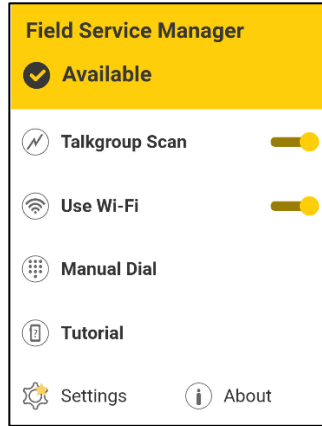
Important Message Setting

2. From the Important Message notification, tap the **Upgrade** button to be directed to the Apple App Store to download the latest application or tap the **Dismiss** button to dismiss the notification.

Note: Important Message notifications may vary in content.

Important Message

An upgrade for the app is available

                    Dismiss   Update
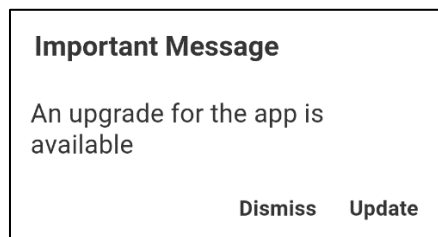
Important Message Notification Example

Alert Repeat

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

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

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

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

To change the alert repeat setting

1. From the *Settings* screen, scroll to and tap on the **Alert Repeat** setting.
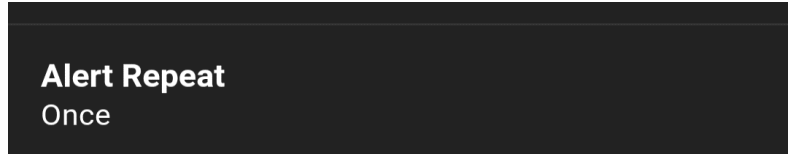
Alert Repeat
Once

Alert Repeat Setting

2. Select how often you want your alerts to repeat.

Alert Repeat

(●) Once

(○) Repeat

(○) Continuous

OK
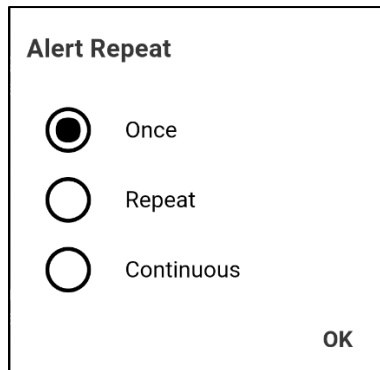
Alert Repeat Setting Options

Alert Tone

This setting allows you to select the missed call alert and Call Alert tone from a list of choices. The tone is played when you select it.

To change the alert tone setting

1. From the *Settings* screen, scroll to and tap the **Alert Tone** setting.

Alert Tone
Determine which tone to be played for alert.
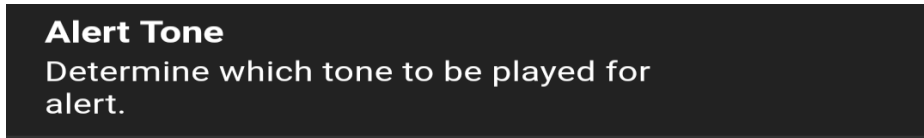
Alert Tone Setting

2. Select the desired alert tone.

Tip: When you preview an alert tone, it will play on the speaker even if the phone ringer is silent.
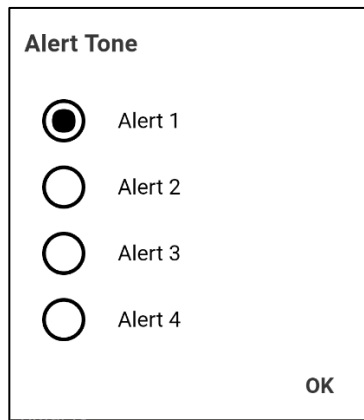
Alert Tone Setting Options

Background Mode

The Background Mode setting allows you to choose whether Sprint Direct Connect Plus comes to the foreground or remains in the background when you receive a SDC Plus call. You must bring the Sprint Direct Connect Plus to the foreground to use the on-screen PTT button. See the SDC Plus Call Behavior While the Application is in the Background" section for more information.

To change the background mode setting

1. From the *Settings* screen, scroll to the **Background Mode** setting.
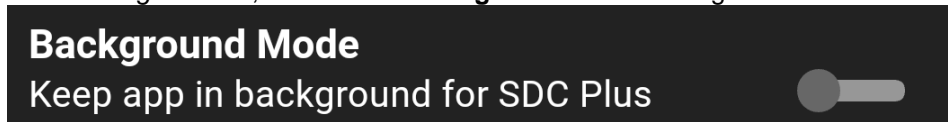
Background Mode Setting

2. Tap the **On/Off** button to toggle the state of the setting.

Note: When the Sprint Direct Connect Plus is in the background, a wired accessory PTT button will not work.

.Call Reconnect Tone

The Call Reconnect Tone setting determines whether the phone will play the call reconnect tone when turned ON or turned OFF during a call. The call reconnect tone is played when you lost connection with the network during a SDC Plus call.

To change the Call Reconnect Tone

1. From the *Settings* screen, scroll to the **Call Reconnect Tone** setting.
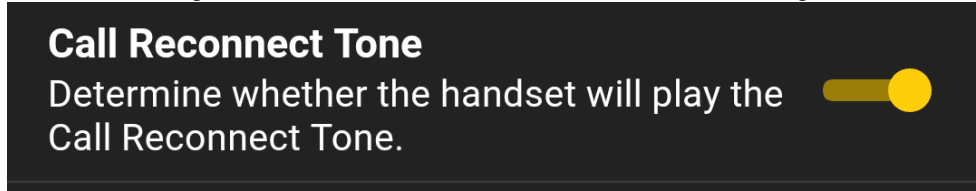
Call Reconnect Tone Setting

2. Tap the **On/Off** switch to toggle the state of the setting.

Capacity

The Capacity setting allows you to view how many Sprint Direct Connect Plus contacts, groups, and favorites are stored on your phone. These numbers include both personal and administrator-managed. Please refer to the table in the "Contacts" section, "Group Connects" section, and "Favorites" section to see the maximum capacity for your phone. Dismiss the pop-up displayed by pressing the back button on the title bar.

To view the phone capacity

1. From the *Settings* screen, scroll to and tap the **Capacity** setting.
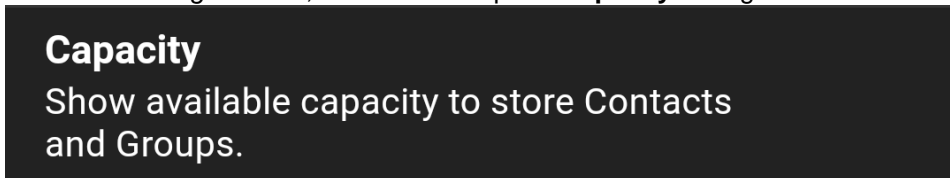
Capacity Setting

2. Tap the **Capacity** setting. The Capacity screen displays.

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'.The contact list will update each time a contact changes from online to offline or vice versa.

To change the contact sorting

1. From the *Settings* screen, scroll to and tap the **Contacts Sorting** setting.
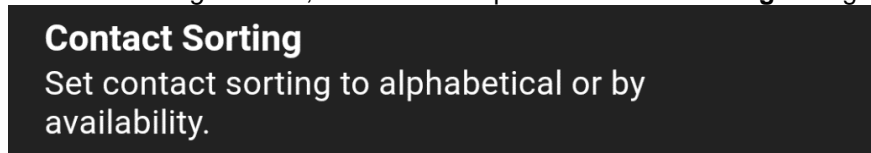
2. From the Contacts Sorting screen, tap either **By Alphabetical** or **By Availability**.
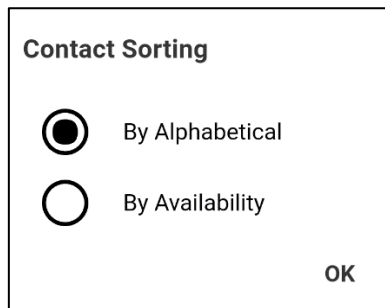
Contact Sorting Setting Options

Display Name

The display name setting 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. The display name can be changed if it has an underline.

To view or set your display name

1. From the *Settings* screen, scroll to and tap the **Display Name** setting.

Display Name
This is the name others will see when you communicate with them.
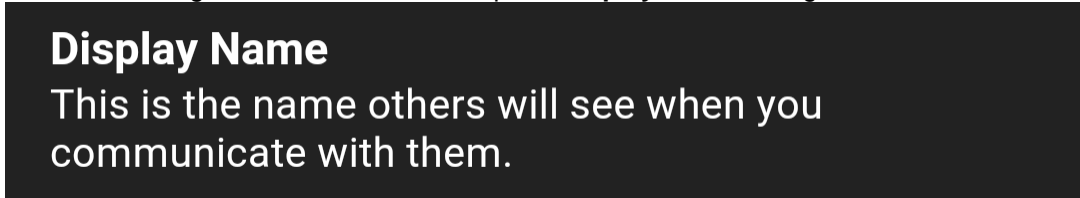
Display Name Setting

2. Your current name will be displayed. Tap the **Cancel** button to dismiss the display name window or continue to set your display name.
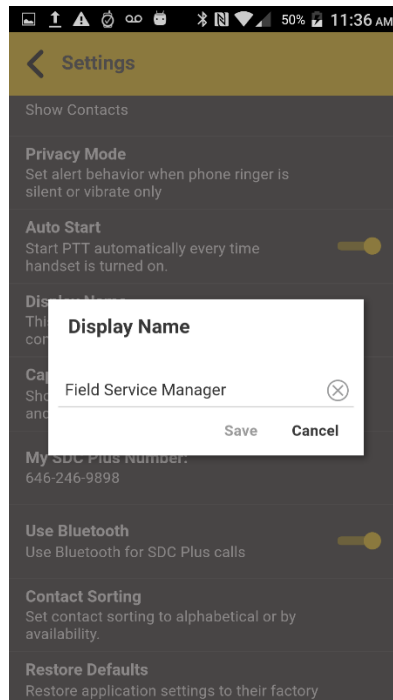
Display Name Setting Option

3. Tap the **Clear Text** button to clear the display name.

4. Type your display name using the on-screen keyboard.

5. Tap the **Save** button to save the display name.

Call Alert

This setting allows you to select the Call Alert from a list of choices to provide either a Tone and Display (default), Tone Only, Display Only, or Off which provides no alert dialog and no alert tone.

To change the Call Alert

1. From the *Settings* screen, scroll to and tap the **Call Alert** setting.
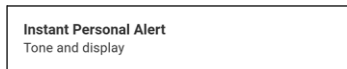
Instant Personal Alert
Tone and display

Call Alert Setting

2. Select the desired Call Alert option as follows:

Tone and Display (default)

Persistent alert dialog is displayed and an audible tone is played (subject to Silent Mode behavior). Alert is added to history.

Tone Only

Audible alert tone is played (subject to Silent Mode behavior). Alert is added to history.

Display Only

Persistent alert dialog is displayed but no alert tone is played. Alert is added to history.

Off

No alert dialog is displayed and no alert tone is played. Alert is silently added to history.
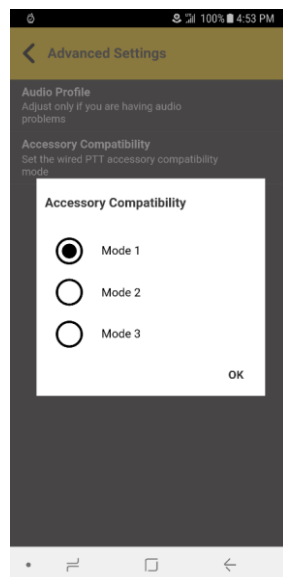
Call Alert Setting Options

3. Click **OK**.

Logout

While you are logged out, you will be shown as "Offline" to others and you cannot receive SDC Plus calls, alerts, or secure messages. If you log out before powering off your phone, you will remain logged out after your phone is powered on again. To send or receive SDC Plus calls, you will need to log in. See the "Login" section for details on how to log in.

To log out

1. From the *Settings* screen, scroll to and tap the **Logout** setting.

Logout
Logout from Sprint Direct Connect Plus
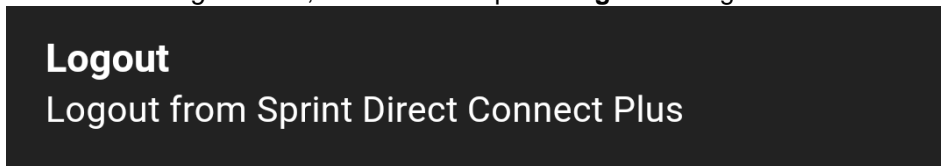
<center>**Logout Setting**</center>

2. Tap **Logout**, a Logout confirmation box will appear.

Logout

You will no longer be able to place or receive SDC Plus calls until you start the application. Do you want to logout?

Yes   No
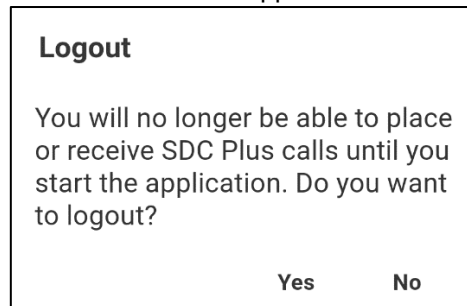
<center>**Logout Setting Confirmation**</center>

3. Tap **Yes** to turn on or **No** turn off.

Missed Call Alert

This setting allows you to select the **Missed Call Alert** (MCA) from a list of choices to provide either a Tone and Display (default), Tone Only, Display Only, or Off which provides no alert dialog and no alert tone.

To change the missed call alert

1. From the *Settings* screen, scroll to and tap the **Missed Call Alert** setting.
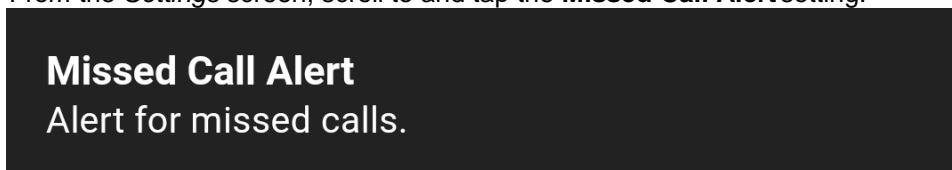
Missed Call Alert
Alert for missed calls.

<center>**Missed Call Alert Setting**</center>

2. Select the desired Call Alert option as follows:

Tone and Display (default)

Persistent alert dialog is displayed and an audible tone is played (subject to Silent Mode behavior). Alert is added to history.

Tone Only

Audible alert tone is played (subject to Silent Mode behavior). Alert is added to history.

Display Only

Persistent alert dialog is displayed but no alert tone is played. Alert is added to history.

Off

No alert dialog is displayed and no alert tone is played. Alert is silently added to history.
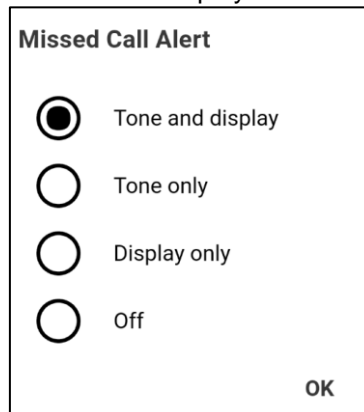
Missed Call Alert Setting Options

3. Click **OK**.

My SDC Plus Number

The Sprint Direct Connect Plus number displays your registered Sprint Direct Connect Plus number.

To view your Sprint Direct Connect Plus number

1. From the *Settings* screen, scroll to and tap the **My SDC Plus Number** setting.

My SDC Plus Number:
646-246-9898
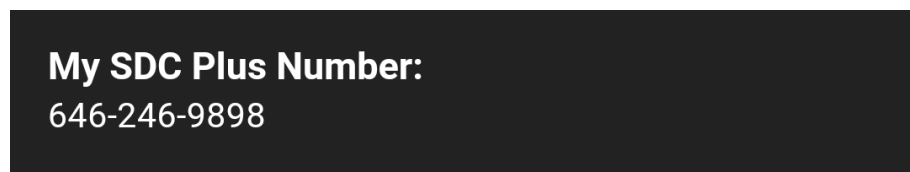
My SDC Plus Number Setting

Restore Defaults

You can restore all the Sprint Direct Connect Plus settings to their defaults using the **Restore Defaults** setting. When you choose this setting, you will be reminded that the restore cannot be undone and asked to confirm the action.

To restore the defaults settings

1. From the *Settings* screen, scroll to and tap the **Restore Defaults** setting.

Restore Defaults
Restore application settings to their factory defaults.

Restore Defaults Setting
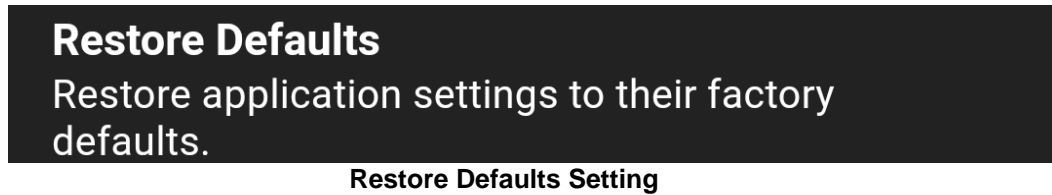
2. Tap **Yes** to restore all application settings to their default values or **No** to cancel.

Restore Default Settings

Restore all application settings to their default values?

Yes   No
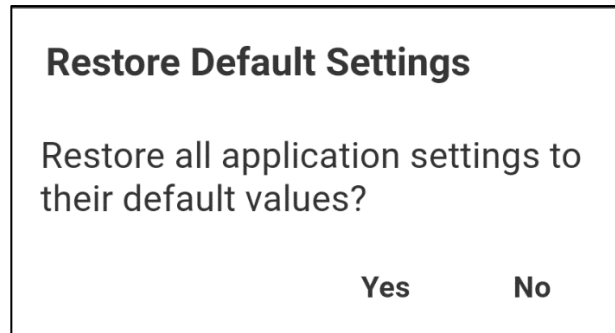
Restore Defaults Setting Confirmation

Use Bluetooth

To turn on/turn off Bluetooth device usage for SDC Plus calls, switch ON the setting to turn on Bluetooth or switch to OFF mode to switch off the Bluetooth at the **Bluetooth** setting.

To change the Bluetooth behavior

1. From the *Settings* screen, scroll to the **Bluetooth** setting.

2. Tab the On/Off switch to toggle the state of the setting.

Use Bluetooth
Use Bluetooth for SDC Plus calls

Use Bluetooth Setting
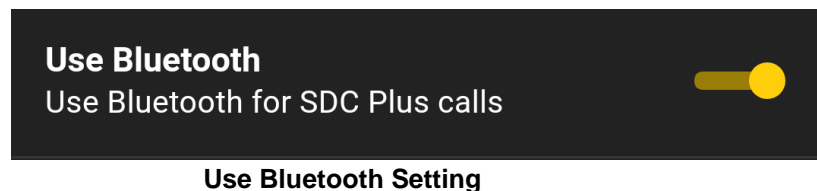
Vibrate Alert

When the Vibrate Alert setting is ON, the phone will vibrate for new alerts. This setting applies to Call Alerts and Missed Call Alerts.

To change the vibrate alert

1. From the *Settings* screen, scroll to the **Vibrate Alert** setting.

Vibrate Alert
Vibrate when a new alert is received.
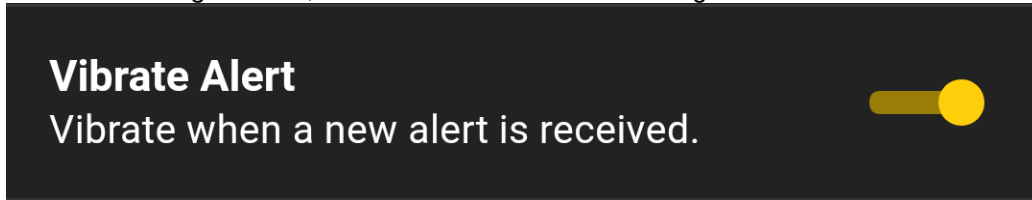
Vibrate Alert Setting

2. Tap the **On/Off** switch to toggle the state of the setting.

Vibrate Call

When the incoming Call Vibrate setting is ON, the phone will vibrate for incoming SDC Plus calls.

Note: When the phone ringer is set to Silent only it will override this setting.

To change vibrate call

1. From the *Settings* screen, scroll to the **Vibrate Call** setting.

Vibrate Call
When enabled, the handset vibrates for incoming calls.
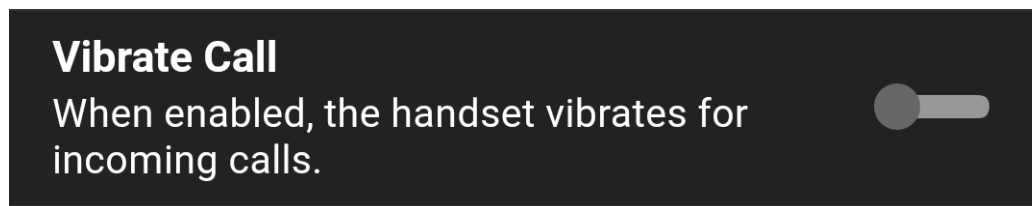
Vibrate Call Setting

2. Tap the **On/Off** switch to toggle the state of the setting.

17. Troubleshooting

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

- General
- Activation Failures
- Application Becomes Unresponsive
- Application is Asking Me to Enter an Activation Code
- Call Failures
- Calls are Always Heard in the Earpiece
- Calls are Only Received from a Small Number of Groups
- Cannot Change the Phone Number of a Sprint Direct Connect Plus Contact
- Cannot Create/Update/Delete a Contact or Group
- Cannot Hear Incoming Call
- Cannot Send an Call Alert
- Changing My SIM Card
- Explanation of Error Messages
  - Loss of Data Network Connection
  - User Busy
  - User Unreachable
- Login failures
- Presence Status Does Not Update
- Quick Group Connect Calls I Receive Are Shown in History as a Direct Connect Call
- Wi-Fi Connection Problems

General

Whenever you are having issues, it is recommended to update your Sprint Direct Connect Plus.

Activation Failures

The first time you start the application after download, the application must "activate" with the SDC Plus server. This activation process ensures that you are a Sprint Direct Connect Plus subscriber and that you are using a supported iPhone. If a problem occurs during the activation process, you will receive an error message. The following error messages may be observed:

1. "Data connection is unable"

Ensure that your phone is not in Airplane Mode and you are connected to the cellular data network. See the owner's manual for your phone to understand the icons shown in the status bar at the top of the screen that indicates data connection is available.

2. "This service requires a supported phone. Would you like to subscribe now?"

You must have a Sprint Direct Connect Plus subscription before you can successfully begin using Sprint Direct Connect Plus service.

Application Becomes Unresponsive

In rare cases, the Sprint Direct Connect Plus may suddenly stop working (application freeze). If this happens, you can recover by following these instructions:

WARNING: Selecting the Uninstall option will uninstall the complete Sprint Direct Connect Plus from your phone. If this happens, see the sections "Download" **for how to reinstall the application and reactivate with the server.**

WARNING: Selecting Clear data will clear your history, favorites list, and settings within the Sprint Direct Connect Plus. You will also have to reactivate the Sprint Direct Connect Plus using the instructions in the section "First-time Activation"**. Your contacts and Group Connects will automatically be restored during activation, but your avatars and colors customizations will not be restored.**

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1. Quick double-tap the Home button on your phone.

2. Drag the image of the Sprint Direct Connect Plus upwards to stop the application.

3. Restart the Sprint Direct Connect Plus again.

Application is Asking Me to Enter an Activation Code

When you start the application for the first time, you are asked to activate the application. This activation process ensures that you are a Sprint Direct Connect Plus subscriber and that you are using a supported phone. During activation, you must be located in an area with good cellular coverage. Some corporations allow activation of the application over a Wi-Fi network using an activation code. The activation code is typically provided by a corporate administrator. If you do not have an activation code, please move to an area with good cellular coverage and try activating again.

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 Sprint Direct Connect Plus 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 more information.

- Your phone loses connection with the data network or SDC Plus server. Please see the "Loss of Data Network Connection" section for more information.

- The person you are trying to call has temporarily not reachable. Please see the "User Unreachable" section for more information.

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, tap the on-screen speakerphone button to ensure it is ON (shown by the green indicator on the button). More details are found in "Call Screen Icons". Another reason may be because your phone ringer may be set to silent. Ensure that your phone is not in Silent and check that Privacy Mode is not set to Earpiece. See the "Interaction with Silent or Sound Mode" section for more information about interaction with your phone's silent mode.

Calls are Only Received from a Small Number of Groups

If you are receiving calls from only a couple of groups, you may have turned the 'Talkgroup Scanning' on and are listening to only the groups in the scan list. More details can be found in "Group Connect Scanning".

Cannot Change the Phone Number of a Sprint Direct Connect Plus Contact

While the name, avatar, color, 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 will 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 Sprint Direct Connect Plus 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. Please refer to the "Contacts" section and the "Group Connects" section for more details on administrator-managed contacts and groups. You will need to contact your Sprint Direct Connect Plus administrator to make any changes.

Corporate-Only Subscriber

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

Cannot Hear Incoming Call

If you cannot hear an incoming SDC Plus call, your loudspeaker volume may be turned down or your phone may be in silent mode. Please see the "Turning the Speaker On/Off and Set 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 phone's silent mode.

Cannot Send an Call Alert

If your phone is currently in "Do Not Disturb" (DND) status, you will not be able to send an Call Alert. You are not able to receive a callback while in DND, so the Sprint Direct Connect Plus 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.

Changing My SIM Card

Your phone may contain a SIM card that lets you move your phone number from one phone to another phone compatible with your mobile phone service and SIM card. If you replace the SIM card in your phone with another that has a different phone number, the Sprint Direct Connect Plus will automatically erase your Sprint Direct Connect Plus history and favorites and will restore the contacts and groups associated with the new number (if any exist). After changing the SIM card, the next time you start the Sprint Direct Connect Plus, it will ask you to "activate" or re-register your phone with the SDC Plus server to ensure that you subscribe to Sprint Direct Connect Plus service. Please see the "First-time Activation" section for information about registering your phone with the Sprint Direct Connect Plus service.

Explanation of Error Messages

Loss of Data Network Connection

If the Sprint Direct Connect Plus cannot communicate with the SDC Plus server, it will display "Offline" in the Status bar or System Notification and your availability will show "No Connection". For more information, refer to the "My Presence" section. You will not receive SDC Plus calls or alerts and you will appear as "Offline" to others after a period of time. You should ensure that you have a good signal on your phone. 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 will 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. You may also switch on Wi-Fi if a Wi-Fi network is in range.

If you want to reconnect only to the cellular data network, then turn off Wi-Fi in the settings. See "Menu" settings section for more information.

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 will 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 will not go through. The called person's status will be 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 phone 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 phone and the SDC Plus server. Logging out and logging in again should solve the problem. To log out, see the setting "Logout".

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

When you receive a Quick Group Connect call, you will 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 Connect calls that you make will be 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 Connect Calls" section.

Wi-Fi Connection Problems

Using the Sprint Direct Connect Plus over Wi-Fi requires that the phone can access the Internet through the Wi-Fi connection. While your phone is connected to Wi-Fi if the Sprint Direct Connect Plus gives you the message "Data connection is unable" then make sure that the Wi-Fi service provider does not require a user name and password and that the Wi-Fi application setting is turned on.

In rare circumstances, the Sprint Direct Connect Plus may not be able to connect to the SDC Plus server over Wi-Fi. In this case, you should turn off the Wi-Fi setting in the Sprint Direct Connect Plus or turn off the Wi-Fi connection on your phone to use Sprint Direct Connect Plus.

Please refer to the "Using Sprint Direct Connect Plus over Wi-Fi" section.

18. Glossary

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

Alerts

Call Alerts

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

Missed Call Alert (MCA)

An Missed Call Alert (MCA) will alert you whenever you miss a SDC Plus call. For more details, see the "Missed Call Alert (MCA)" section.

Call Types

Quick Group Connect Call

A quick group Connect 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 people quickly that are not already in a group. For more details, see the "Quick Group Connect Calls" section.

You can create a group from a quick group connect call in your call history unless your administrator has restricted your phone from adding new groups.

Broadcast Group Connect Call

A high-priority call where only certain group members, called broadcasters may initiate Broadcast Group Connect calls. For more details, see the "Broadcast Group Connect Calls" section.

Group Connect Call

A group connect call is a call to a group of people. For more details, see the "Group Connect Calls" section.

Direct Connect (Private) Call

A Direct Connect (Private) call (also known as a One-to-One Call) is a call between you and one other person. For more details, see the "One-to-One (1:1) Calls" section.

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 Sprint Direct Connect Plus settings unless restricted by your administrator. For more details, see the "Restore Defaults" section.

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 take the floor by pressing the PTT button, the on-screen PTT button changes and you will hear a "chirp." This indicates that you have the floor and can speak while you press the PTT button. When you stop talking, you should release the PTT button.
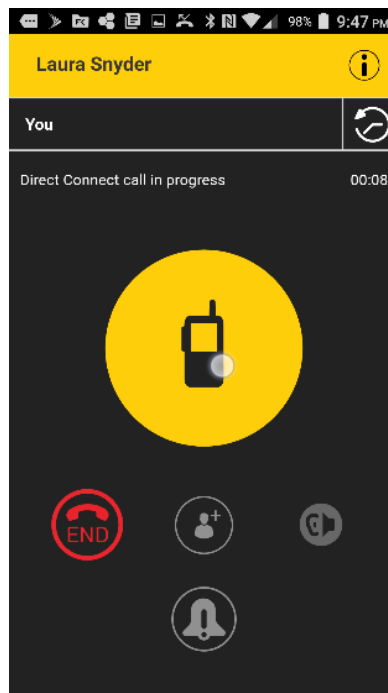
Direct Connect in Progress

Idle: While no one is speaking, the floor is "idle" and available for anyone to take. The screen will change color and show the message "No one is speaking…" If you want to speak, you must wait until the floor is idle, then you can press the PTT button to acquire the floor.
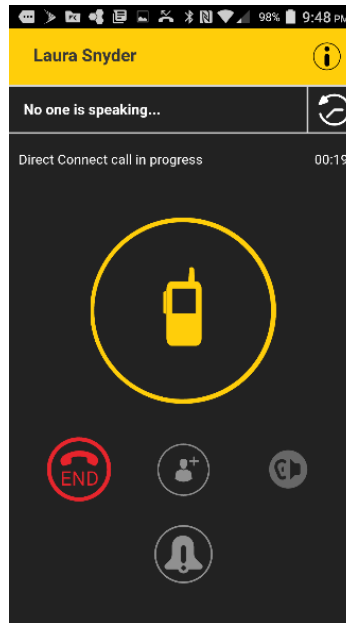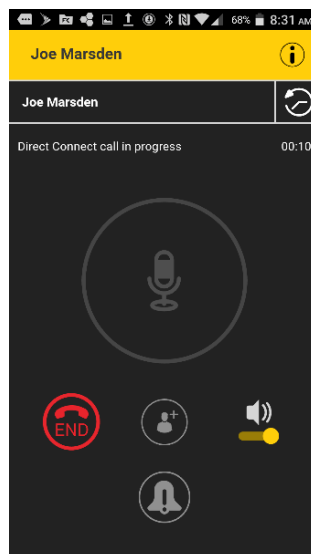

No One is Speaking in a Direct Connect

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

Note: If the call is a Group Connect call and you are a supervisor for the group, whenever you press the PTT button, the floor will be revoked from the person speaking including another supervisor and you will be able to speak after acquiring the floor. For more details, see the "Supervisory Override" section.

Someone is Speaking in a Direct Connect Call

Group

A group is a type of Sprint Direct Connect Plus contact that connects you to multiple people at once. For more details, see the "Group Connects" section.

Supervisory Override

Supervisory override allows a group member to be designated by an administrator as a supervisor and be able to take the floor and speak at any time during a call, even if someone else has the floor. One or more members of a group can be designated as supervisor. If there are two or more supervisors in the same group, each supervisor can interrupt the other(s). For more details, see the "Supervisory Override" section.

Talkgroup Scanning

Talkgroup Scanning allows a users phone to scan through a list of corporate groups for calls and up to three groups can be assigned as priority (1–3) groups. The higher priority group connect calls take precedence over lower priority group connect calls. Groups that are not in the scan lists do not barge in when Scanning is ON. For more details, see the "Group Connect Scanning" section.

19. Avatars

This section provides a complete list of all avatars available.

Avatar Icons

The following table lists the avatars that you will see when you assign it to a contact or group.

Avatar Icons

Icon	Icon	Icon	Icon
Airplane	Book	Car	Construction
Contact (Default)	Delivery	Desktop PC	Dispatcher
Driver	Envelope	Field Services	Flower
Front Desk	Group (Default)	Housekeeping	Laptop
Medical	Notepad	Sprint Direct Connect Plus Phone	Room Service
Security	Supervisor	Telephone	Tree
Truck	Warehouse	Worker	

To change a contact avatar, see "Add or change a contact avatar" section within this document.

To change a group avatar, see "Add or change a group avatar" section within this document.