**AIRBUS**

# Agnet Work app iOS User Guide

Tactilon® Agnet 500

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# DOCUMENT AMENDMENTS

| VERSION | DATE | COMMENTS | CHAPTER UPDATED |
|---------|------|----------|-----------------|
| 01.01/EN | 04/03/20 | Creation of document | All |
| 01.02/EN | 01/04/20 | Evolution of the document following release 3.3.<br>Modification of all figures and paragraphs:<br>• Installation<br>Addition of the following paragraphs:<br>• Home page<br>• Messaging view<br>• Sending a group conversation or a group broadcast<br>• Managing conversations added<br>• Talk groups view<br>• Conts view<br>• Group call or video call<br>• Receiving a group call<br>• Emergency<br>• Operational Status<br>• Settings<br>• Interaction<br>• Battery consumption<br>• Public visibility - External tab<br>• Viewing the User Role | All |
| 01.03/EN | 20/01/21 | Evolution of the document following release 3.4.1.<br>Modification of all figures and paragraphs:<br>• Installation<br>• Group conversation mode<br>Addition of the following paragraphs:<br>• Group Auto-connect<br>• Deny to Transmit<br>• Screen sharing | All |
| 02.01/EN | 20/09/21 | Evolution of the document following release 3.4.2<br>Modification of the following functions:<br>• Communication actions<br>• Settings<br>Addition of the following paragraphs:<br>• Priority level<br>• Displaying who took the floor<br>• Tail time<br>• Call on Hold<br>• User Status<br>• Lifeguard<br>• Close application<br>• My Account<br>• Logging out<br>• Mobile Connect Active Talk group Only<br>• Transferring a private call<br>• Receiving a transfer call<br>• Forward call | All |

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| VERSION | DATE | COMMENTS | CHAPTER UPDATED |
|---------|------|----------|-----------------|
| 02.01/EN | 01/04/22 | Evolution of the document following release 3.7.1<br>Modification of the following paragraphs:<br>• Installation<br>• Homepage<br>• Messaging view<br>• Messaging - Broadcast list mode<br>• Talk groups - Making a group call<br>• "Tail time" becomes "Active Talk group auto-selection"<br>• Contacts:<br>  - Call Transfer - Transferring a private call to an internal user<br>  - Call Forward<br>  - Making a group call<br>  - Conference call with internal users<br>• Group call or streaming a video to a group<br>• Making a group call<br>• Emergency- Making an Emergency Call<br>• Lifeguard - Disabling the Lifeguard<br>• Geolocation - Viewing the locations of group members<br>• More view - Introduction<br>• More - Settings<br>• More:<br>  - Settings<br>  - My Account<br><br>Addition of the following paragraphs:<br>• Messaging:<br>  - Deny to transmit<br>  - Viewing members of a group broadcast<br>  - Sending a group conversation<br>  - Viewing members of a group conversation<br>  - Changing the name of the group conversation<br>  - Adding member(s) and/or pre-arranged group(s)<br>  - Removing a member or pre-arranged group<br>  - Assignment of a member<br>  - Leaving the group conversation<br>  - Closing the group conversation<br>  - Broadcast Call<br>  - External User invitation<br>• Talk groups - Reach Back Request<br>• Contacts :<br>  - Technically Disconnected Users<br>  - External User invitation | All |

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| VERSION | DATE | COMMENTS | CHAPTER UPDATED |
|---|---|---|---|
| 02.01/EN (Cont'd) | | • Calls:<br>  - Call Out via PBX:<br>    - Making a Call Out via PBX<br>    - Redial<br>    - Anonymous Call Out via PBX<br>  - Call Transfer - Transferring a private call to an external user<br>  - Call on Hold<br>  - Call merge for internal use with invite<br>    - Conference call with internal and external users<br>    - Conference call late call entry<br>• Group call or streaming a video to a group<br>  - Deny to transmit<br>  - Conference call<br>  - Automatic Late Entry in Prearranged Group Call<br>• Emergency:<br>  - Introduction<br>  - Joining an Emergency late Call<br>  - Adding Users from Connected Talk groups as recipients<br>  - Automatically take the floor in Emergency PTT Call<br>  - Emergency message<br>  - Emergency Ambient Listening Call<br>• Lifeguard - Deactivating the Lifeguard<br>• Operational status:<br>  - Automatic Operational Status Change<br>  - Filters<br>• Geolocation - Distance Based Location<br>• More:<br>  - My Favorites<br>  - Advanced telephony<br>  - Call Forward settings<br>  - Video settings<br>  - Customize my App<br>  - Export Settings<br>  - Import Settings<br>  - Resetting to default<br>  - Alias<br>• Automatic Disconnection | All |

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| VERSION | DATE | COMMENTS | CHAPTER UPDATED |
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| 03.01/EN | 25/07/22 | Evolution of the document following release 3.9.1<br>• Modification of the following paragraphs:<br>  - Installation<br>  - Messaging :<br>  - Talk groups:<br>    - Making a group call<br>    - Displaying who took the floor<br>    - Incoming Broadcast Call from Dispatcher<br>  - Contacts view<br>  - Lifeguard - Introduction<br>  - More :<br>    - Introduction<br>    - Settings<br>    - Allowed to change the Call forward settings<br>    - Customize my App<br>    - Export Settings<br>• Addition of the following paragraphs:<br>  - Messaging - Voicemail<br>  - Talk groups - Talk group queueing<br>  - Contacts - Favorite<br>  - Calls:<br>    - End a Conference Call when initiator leaves<br>    - Voicemail<br>  - Emergency (option):<br>    - Deactivating the Emergency Call<br>    - Adding Users from Connected Talk groups as recipients<br>  - Immobility detection<br>  - Workflows<br>  - More :<br>    - Immobility detection<br>    - Voice settings<br>    - Workflows default page | All |

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## Welcome to Tactilon Agnet

This user guide is applicable for iOS version.

You will receive a welcome message from your "Web Organization Administrator" either by SMS or email inviting you to join Tactilon Agnet.

*Note: If you are a "Web Organization Administrator", please read the Agnet Organization Administrator guide for further guidelines.*

The Agnet application encrypts the user data.

This document lists all the features of the application. Some features may not be available depending on customer configuration. See your "Web Organization Administrator" for more information.

*Warning: The illustrations, GUI (Graphical User Interface), notifications and colors shown in this document may differ from those displayed on the application.*
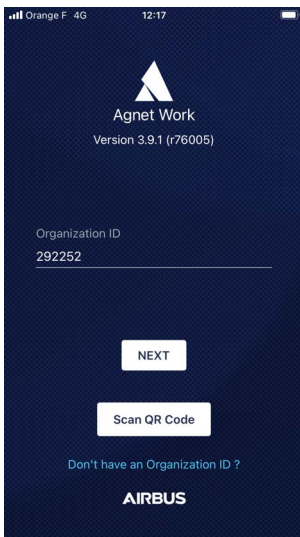
*Note: The guidelines below are included in the welcome message you should have received before starting.*

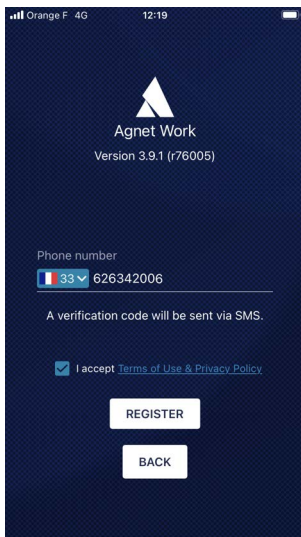**1** Download the Agnet Work application from the **App Store**

*Note: Your organization may have installed the app to your smartphone.*

**2** Check that you are connected to a data network when proceeding to the mobile account activation

**3** Start the application



**4** Enter your **Organization ID**

**5** Tap the **NEXT** button

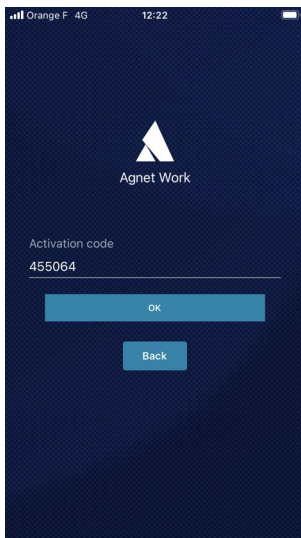*Note: The SCAN QR CODE button is not used.*

6 Enter your **Phone number**

7 Tap on the check box to accept the Terms of Use and Privacy Policy

8 Tap the **REGISTER** button

A text message and an email will be sent with an activation code.

An Activation code window is displayed.

**9** Enter the activation code received

**10** Tap the **OK** button

Your mobile account is activated.

**11** Follow the steps displayed on your screen

*Note: App permissions must be granted to run the app with all features.*

The **Agnet Work** app is ready to use.

The homepage contains several buttons for accessing various functionalities.

These functionalities are given in the figure below.



Title bar

Main view to display the selected functions

Emergency call

Access the messaging view

Access the talk groups view

Access the contacts view

Change the operational status

Communication actions

Access the settings view

*Note:*   *The home page can be modified with the* ***Agnet Work default page*** *parameter in the* ***Customize my App*** *menu of the More view (see* *More* *section).*

## Messaging view

Conversations allows you to:

- Send or receive messages (with or without attachments) to/from other users or groups

- Follow conversation threads.

Private conversation

Group conversation

Emergency call

Change the operational status

Communication actions:
- Send message
- Call
- Cellular Call
- PTT Call
- Conference Call
- Video Call
- Video streaming
- Dialler

## Messages and conversations

### Receiving a message

The application shows you a visual notification to inform you of incoming messages. Depending on your settings, you can also set a notification tone and a vibration effect to inform you of new messages.
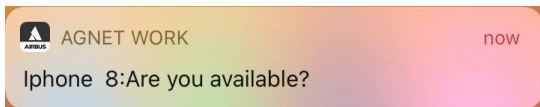


**1** Tap the [Messaging] button at the bottom of the screen to access the messaging view with the unread messages.

*Note: In the Messaging view, the number indicator icons show the number of unread messages in each conversation*

### Sending a message

**1** Open the Messaging view by tapping the [Messaging] button at the bottom of the screen

**2** Tap the ⊕ button on the bottom right and select **Send Message**

**3** Choose the recipient for the message

*Note: If you select several contacts and/or talk groups as recipients, a group conversation or a broadcast list can be created and the recipients of the message form a so-called ad-hoc group (see Broadcast list mode section)*

**4** Tap the 💬 button to create the message

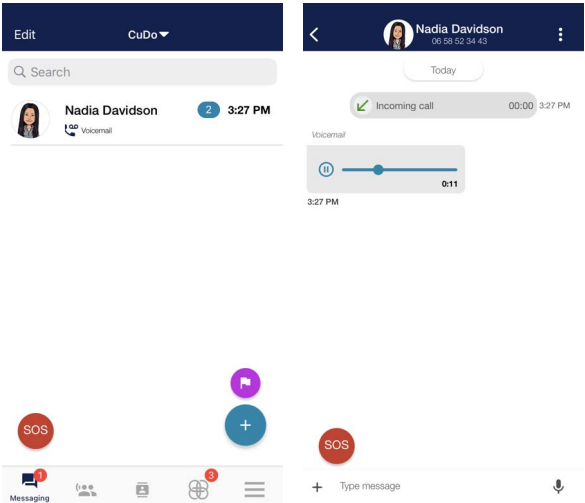**5** Enter the message text

**6** Send the message by tapping the ➤ button

Confirmation of receipt is indicated by:

- Notifications (see Message notification section)
- Acknowledgments (see Message Acknowledgment section)

## Receiving a Voicemail

- User 2 is notified if User 1 has left voicemail
- The voicemail includes the caller's name, date, time and duration

*Note:* *If your attachment quota is full, you will be notified of pending attachments that could not be received.*

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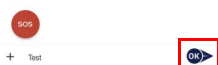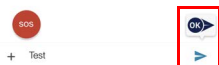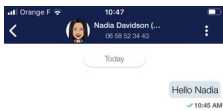### Message notification

To send messages without acknowledgment:

**1** Go to **More** → **Settings** → **Message settings** → **Default send button**

**2** Select **Send** option

By default, messages are sent without acknowledgment of receipt.

When a message is sent, the following notifications may be displayed:

- ✓ : message not received by recipient

- ✓✓ : message received by recipient but not read

- ✓✓ : message read by recipient

| Message not received | Message received | Message read |
|:---:|:---:|:---:|

## Message Acknowledgment

### Initiator

You can send messages which require acknowledgment of receipt by the recipient. This applies to private and group conversations, conversations created from all types of calls, and emergency message conversations.

Two options are possible:

- To send a single message with acknowledgment:

**1** Go to **More → Settings → Message settings → Default send** button

**2** Select the **Send** option

**3** Enter a message

**4** Tap and hold the ▶ to display the acknowledgment option .

- To send all messages with acknowledgment:

**1** Go to **More → Settings → Message settings → Default send** button

**2** Select **OK-Send** option

By default, all messages are sent without acknowledgment of receipt.

Request receipt's acknowledgment of a message



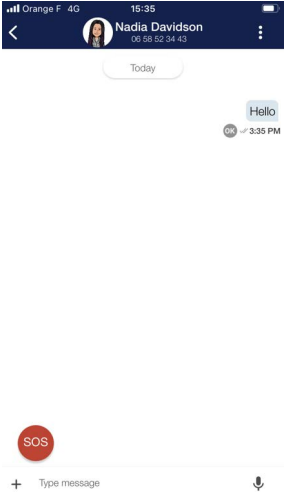Request receipt's acknowledgment of all message



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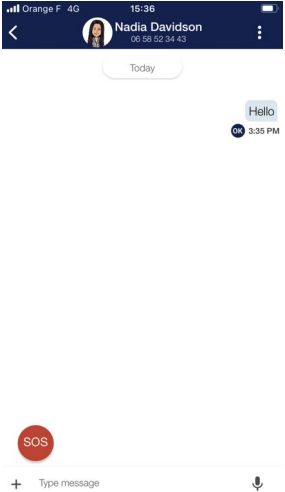www.airbusdefenceandspace.com

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When a message with acknowledgment is sent, the following notifications may be displayed:

- **OK** ✓✓: message sent

- **OK** : message sent and acknowledged by recipient

Message sent

Message sent and acknowledged read

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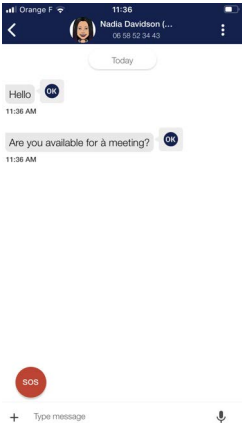
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### Recipient

When a message with acknowledgment of receipt is received by the recipient, the 🆗 is displayed next to the message.
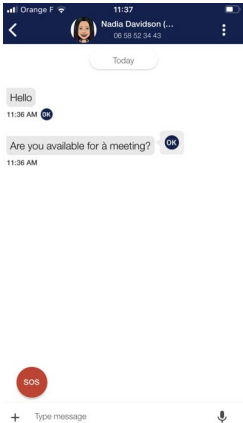
To confirm receipt:

• Tap the 🆗 button

The 🆗 button disappears, 🆗 appears next to the time stamp, and the initiator receives an acknowledgment of receipt.
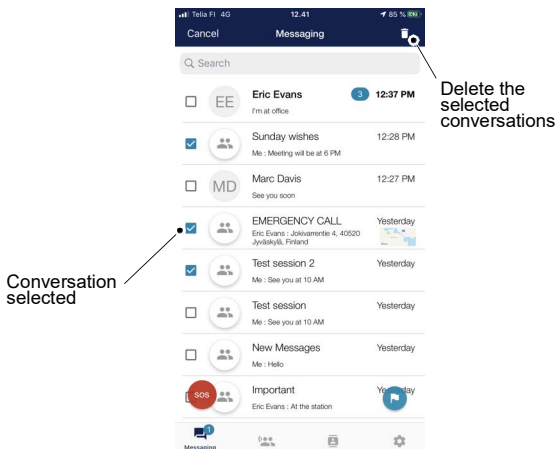
Message received  Confirmed message

### Deleting conversations

**1** Open the Messaging view by tapping the 📑 Messaging button

**2** Tap **Edit** button in the title bar in the Messaging view

**3** Select one or more conversation(s) by tapping the check box(es)

**4** Tap the 🗑 button in the title bar

**5** Confirm the deletion of the selected conversations



Delete the selected conversations

Conversation selected

## Deny to transmit

The **Deny to Transmit** feature is activated/deactivated by your organization's "Web Organization Administrator":

- If the **Deny to Transmit** feature is activated for a group and you are not set as an exception, you cannot start a group conversation or write in an existing one.

- If you are set as an exception when the **Deny to Transmit** feature is activated, you are able to start a group conversation or write in an existing one.

Set as an exception
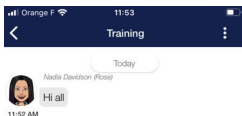


Not set as an exception
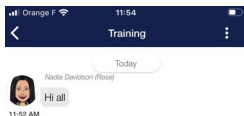
## Broadcast list mode

**Broadcast list mode** allows you to share information with several users who do not need to communicate with each other. You can create an ad-hoc group of users and/or pre-arranged groups and initiate a broadcast conversation.
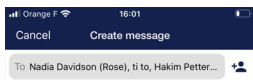
### Sending a group broadcast

**1** Open the Messaging view by tapping the  button at the bottom of the screen

**2** Tap the  button on the bottom right and select **Send Message**

**3** Choose the recipients for the message

**4** Tap the  button to create the message

The **Create message** view opens.
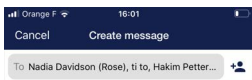


**5** Select the  button for **Broadcast list mode**
**6** Enter the message text

**7** Send the message by tapping the ➤ button

Confirmation of receipt is indicated by ✓✓ and read receipt by ✓✓ .

*Note: You can see the participants of a group conversation by tapping the title bar of the conversation view (see Viewing and editing group conversations section).*

### Viewing members of a group broadcast

**1** Open the Messaging view by tapping the 💬 Messaging button

**2** Open a group broadcast by tapping it

**3** Open the group information view by tapping the title bar
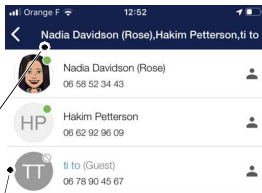


Members name

Members of ad-hoc group: Contacts and talk groups taking part in the communication

*Note: The status of each user is visible. For more information on each user status, see User Status section.*

## Group conversation mode

**Group conversation mode** allows you to communicate with several users and/or pre-arranged groups at the same time. To use this mode, you have to create an ad-hoc group and start a conversation with this group. When you initiate a Group conversation, you will be assigned the role of "Group Conversation Admin" (initiator).

### Sending a group conversation

**1** Open the Messaging view by tapping the  button at the bottom of the screen

**2** Tap the  button on the bottom right and select **Send Message**

**3** Choose the recipients for the message

**4** Tap the  button to create the message

The **Create message** view opens.
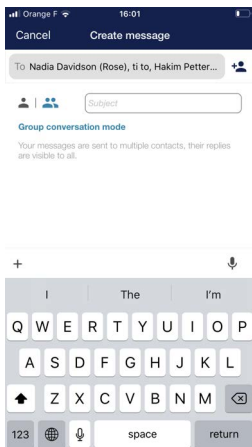


**5** Enter a **Group discussion title**
**6** Enter the message text

**7** Send the message by tapping the ➤ button

Confirmation of receipt is indicated by ✓✓ and read receipt by ✓✓ .

*Note: You can see the participants of a group conversation by tapping the title bar of the conversation view (see Viewing and editing group conversations section).*

### Viewing members of a group conversation

**1** Open the Messaging view by tapping the 🗨 Messaging button

**2** Open a group conversation by tapping it

**3** Open the group information view by tapping the title bar
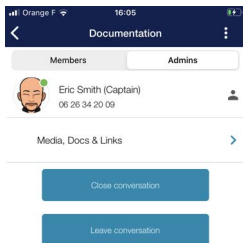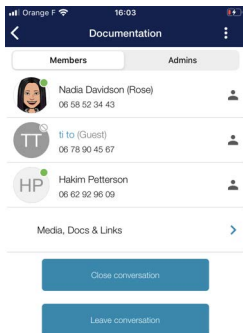


**4** Tap in the title bar of the group conversation to see the members of the conversation in two category tabs:

- **Members**: Users and pre-arranged groups who are part of this group conversation
- **Admins**: The user who initiates a group conversation is assigned the role of "Group Conversation Admin"

*Note: The status of each user is visible. For more information on each user status, see User Status section.*

## Managing conversations

All your communications with contacts, talk groups and ad-hoc groups are listed as conversations in the Messaging view.

### Viewing and continuing conversations

**1** Open the Messaging view by tapping the [Messaging] button

**2** Open a conversation by tapping it

All exchanged messages, calls, etc. with a certain contact or group appear in the conversation view.

**3** Continue communication with the contact or group by sending messages, making calls, etc.

### Viewing and editing group conversations

**1** Open the Messaging view by tapping the [Messaging] button

**2** Open a group conversation by tapping it

**3** Open the group information view by tapping the title bar



Title bar

More actions:
- Change group name
- Add contact (Only for the "Group Conversation Admin")
- External User Invitation (optional)

Members of ad-hoc group: Contacts and talk groups taking part in the communication

Files and links sent by members of ad-hoc group

Close the group conversation (Only for the "Group Conversation Admin")

Leave the group conversation
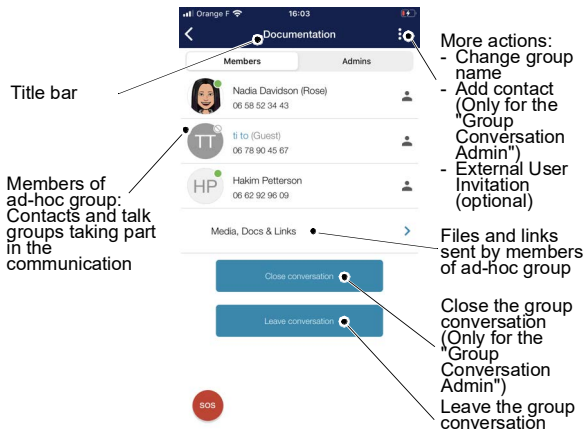
*Note: The information view of a single contact contains contact information and call as well as messaging functions.*

The "Group Conversation Admin" can:

- Rename the conversation (see Changing the name of the group conversation section)
- Add users and/or pre-arranged groups to the conversation (see Adding member(s) and/or pre-arranged group(s) section)
- Remove users and/or pre-arranged groups from the conversation (see Removing a member or pre-arranged group section)

  *Note: The members cannot remove the "Group Conversation Admin" from the group conversation.*

- Assign a member as a "Group Conversation Admin" (see Assignment of a member section)
- Leave the conversation (see Leaving the group conversation section)

  *Note: After this, you can only access the history of the conversation that took place before you left.*

- Close the conversation (see Closing the group conversation section)

### Changing the name of the group conversation

*Note: Only the "Group Conversation Admin" can change the name of the group.*

**1** Open the Messaging view by tapping the 💬 Messaging button

**2** Open a group conversation by tapping it

**3** Open the group information view by tapping the title bar

**4** Tap the ⋮ button in the title bar

A drop-down list appears.
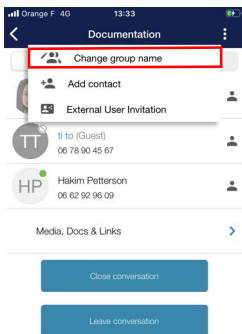


**5** Tap the **Change group name** option
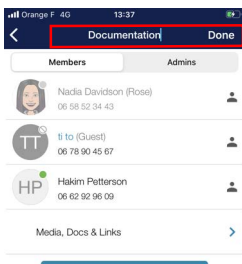


**6** Change the name in the title bar

**7** Tap the **Done** button

The group name has been changed.

### Adding member(s) and/or pre-arranged group(s)

*Note: Only the "Group Conversation Admin" can add member(s) and/or pre-arranged group(s).*

**1** Open the Messaging view by tapping the 🗨 **Messaging** button

**2** Open a group conversation by tapping it

**3** Open the group information view by tapping the title bar

**4** Tap the ⋮ button in the title bar

A drop-down list appears.
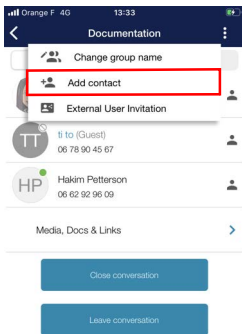


**5** Tap the **Add contact** option

The **My contacts** view opens.



**6** Select another member(s) and/or pre-arranged group(s)

**7** Tap the ⊕ button

In the group conversation, allll the members are notified about the addition of member(s) and/or pre-arranged group(s).

## Adding an external user (optional)

*Note: Only the "Group Conversation Admin" can add an external user.*

**1** Open the Messaging view by tapping the 🗨 Messaging button

**2** Open a group conversation by tapping on it

**3** Open the group information view by tapping the title bar

**4** Tap the ⋮ button in the title bar

A drop-down list appears.



**5** Tap the **External User Invitation** option

The **External User Invitation** view opens.



**6** See Adding a Guest in the Contacts section for more information

In the group conversation, all members are notified of the addition of the Guest.

### Removing a member or pre-arranged group

*Note: Only the "Group Conversation Admin" can remove a member and/or pre-arranged group.*

**1** Open the Messaging view by tapping the 🗨 **Messaging** button

**2** Open a group conversation by tapping it

**3** Open the group information view by tapping the title bar

**4** Swipe left the member or pre-arranged group

**5** Select **More** button
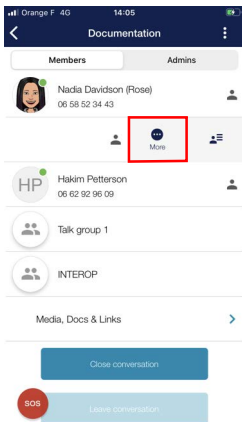


**6** Tap the **Remove From The Conversation** option

A **Confirmation** dialog box appears.

**7** Tap the **OK** button

The member or pre-arranged group has been removed.

In the group conversation, all the members are notified about the deletion of the member or pre-arranged group.

### Assignment of a member

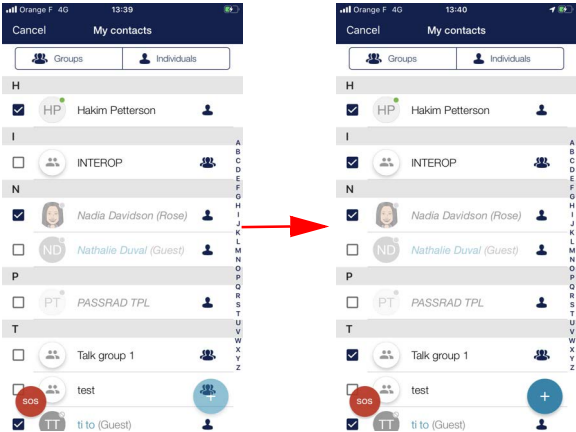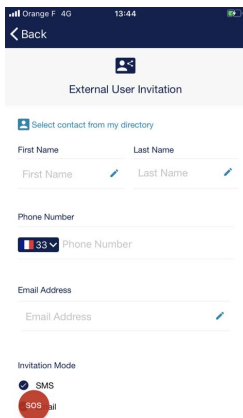*Note: Only the "Group Conversation Admin" can assign a member.*

**1** Open the Messaging view by tapping the  button

**2** Open a group conversation by tapping it

**3** Open the group information view by tapping the title bar

**4** Swipe left the member

**5** Select **More** button
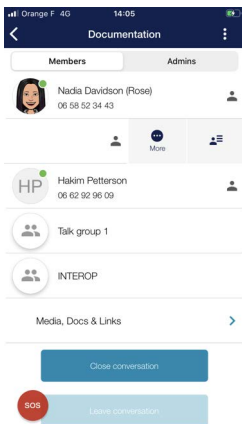


**6** Tap the **Define as Administrator** option

A **Assign Administration roles** dialog box appears.

**7** Tap the **OK** button

The member has been assigned.

In the group conversation, all the members are notified of the member's assignment.

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### Leaving the group conversation

After leaving the group conversation, you will lose all the rights. You can only access the history of the group conversation that took place when you were an active member.

### Only one "Group Conversation Admin"

**1** To leave the group conversation, see Viewing and editing group conversations section

**2** Tap the **LEAVE CONVERSATION** button

A **Assign Administration roles** dialog box appears.

**3** Tap the **OK** button

The Members view opens.



**4** Select one or more member(s)

Tap the ✓ button

The new admin(s) is/are assigned and you are removed from the group conversation.

In the group conversation, all the members are notified when a member leaves the group conversation and one or more members have become admins.

### Several "Group Conversation Admins"

**1** To leave the group conversation, see Viewing and editing group conversations section

**2** Tap the **LEAVE CONVERSATION** button

A dialog box appears.

> You will no longer be able to send or receive messages with this group. Continue?
>
> Cancel          OK
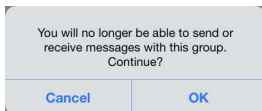
**3** Tap the **OK** button

You are removed from the group conversation.

In the group conversation, all the members are notified when you leave the group conversation.

### Closing the group conversation

The members and admins will not be able to send a message or an attachment in a closed group conversation. A closed group conversation cannot be reopened.

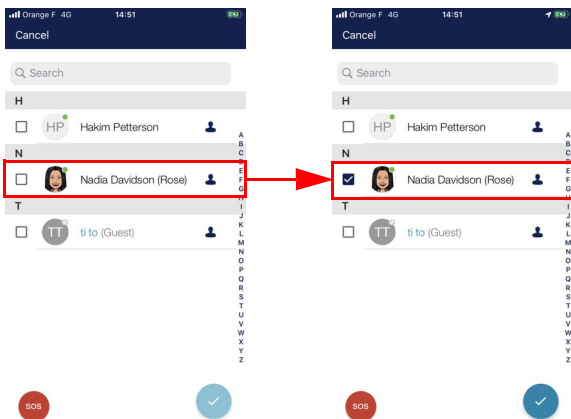**1** To close the group conversation, see Viewing and editing group conversations section

**2** Tap the **CLOSE CONVERSATION** button

A **Close conversation** dialog box appears.



**Close conversation**

Are you sure,you want to close the conversation

Cancel          OK
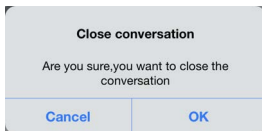
**3** Tap the **OK** button

In the group conversation, all the members are notified about the closure of the group conversation.

## Broadcast Call

### Incoming Broadcast Call (Initiator)

Broadcast calls can only be made from the Agnet Dispatcher tool, however the group conversation will be displayed in the Agnet Work app of the initiator after the call has ended.
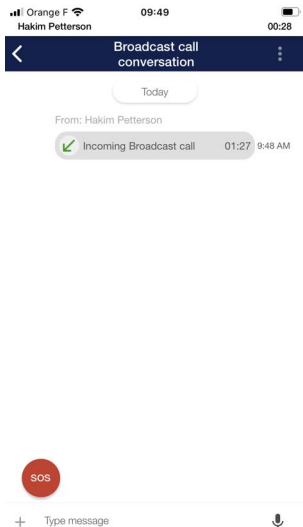
## Import Settings

**1** Open the Messaging view by tapping the 💬 button

**2** Open the conversation by tapping it

**3** Tap file attached to the message

The **Import Settings** dialog box opens.

**4** Tap the **IMPORT** button

A message is displayed to indicate that the settings import is complete.

You will see details about the settings import above the **SEND SETTINGS** button (see Customize my App section)
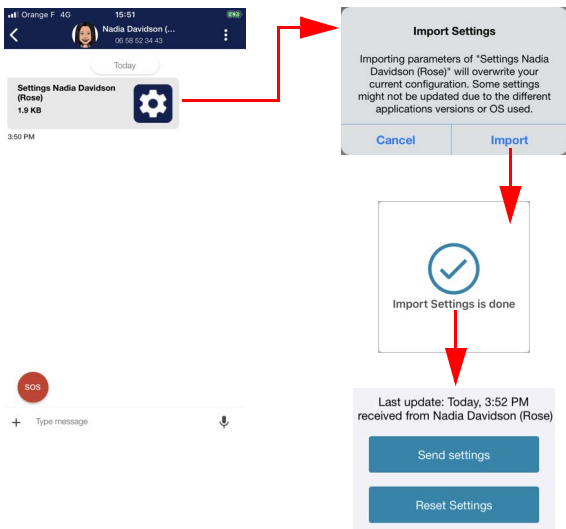
## External User invitation (optional)

### Adding a Guest

To add a guest:

**1** Open the Messaging view by tapping the [Messaging] button

**2** Tap the ⊕ button on the bottom right

**3** Select the **Send message** option

The **My Contacts** view opens.

**4** Tap the ▼ button

**5** Select the **External User Invitation** option

The **External User Invitation** view opens.



**6** See Adding a Guest in the Contacts section for more information

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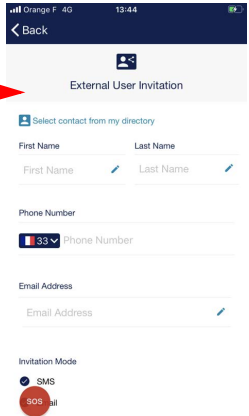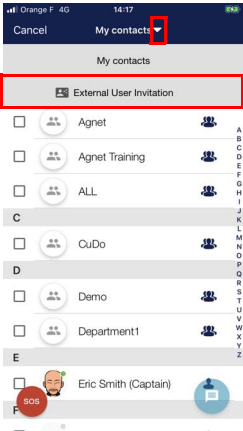
## Talk groups view

Talk groups allow you to be continuously connected to a group of other users for group communication.

The groups listed in the **Talk groups** view are configured by your "Web Organization Administrator". These pre-arranged groups are also listed in the Contacts view

Contacts



Talk groups

Toggle switch to connect to a talk group

Emergency call

Change the Operational Status
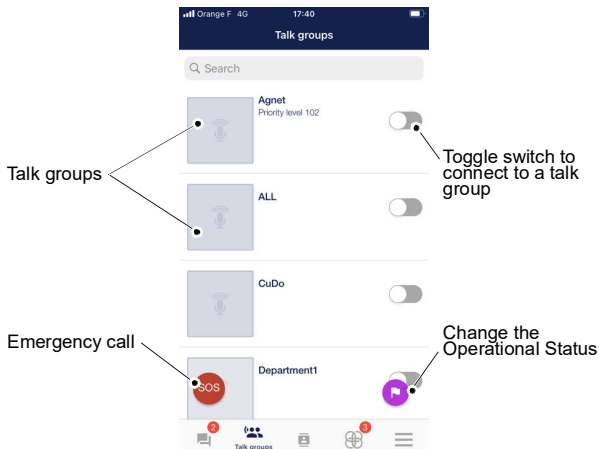
## Connecting to one talk group

**1** Open the **Talk groups** view by tapping the  button at the bottom of the screen

*Note: All groups that can be connected are listed in the middle. They are dim as long as a talk group is not connected. The talk groups are displayed in order of priority.*



**2** Use the toggle switch to connect to a talk group.



The connected talk group and its activity are indicated by colors and texts as shown above.

The selected group for the hardware **PTT** button or accessory is highlighted in dark colors in the list.

## Connecting to Multi-talk groups

*Note:    The "Web Organization Administrator" needs
to enable this feature for each user.*

The Multi-talk groups option allows you to connect to
several talk groups at the same time.

The talk groups are listed alphabetically.

When several talk groups are connected, the talk groups:

• Are displayed according to their priority levels

• The talk group with the higher priority will be heard if
the users are talking

If several talk groups have the same priority, the most
recent connected talk group will be displayed first.

## Making a group call

**1** Press the 🎙 button of any active talk group to talk to the group

**2** Talk once the status indicates **Transmitting**



*Note: Transmission is in progress only while the 🎙 button is being pressed unless the toggle mode is activated in the **PTT Take the floor mode** under Voice settings (see PTT Take the floor mode section).*

## Full screen PTT

**1** Tap the talk group name in the **Talk groups** view

The full screen PTT view opens with the group call elements.



Back to the list

Timer indicator

Push-to-talk key

Audio speaker/headset selection

Talk group actions:
- Location
- Video streaming
- Details
- Urgent reach back request (optional)
- Reach back request (optional)
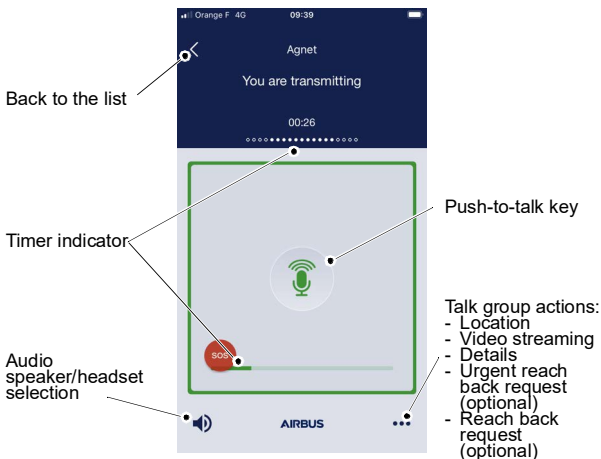
### Receiving a group call

Audio is received from a talk group when the app is running, even if the app is running in the background or if the screen is locked.

The **Talk groups** view shows the status of the talk group and the name or the phone number of the person talking.

If you rejected or missed a group call or an emergency group call or if you accepted a group call and then ended it, you can still join the group call or the emergency session by clicking on the **Join Call** button. This button is shown in the Messaging view and in the related conversation for as long as a rejected, missed or ended group call is active.

Join Call button
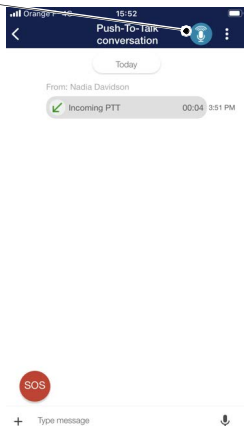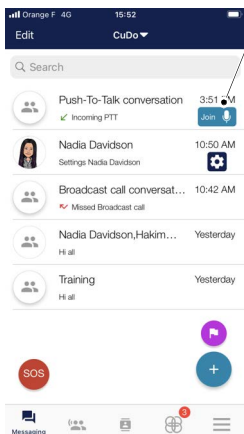


### Call on Hold

The Push-To-Talk Call is put on hold if you receive another call and you accept this call.

You initiate (or answer) a Push-To-Talk call in the group.

## Displaying who took the floor

The last user who took the floor will be seen under the talk group name.

Use case:

- You initiate (or answer) a Push-To-Talk call in the group



- User 2 takes the floor in the Push-To-Talk group call



*Note: • If you have a lower priority level than the user who has the floor, the **PTT** button is inactive.*

*• If you have a high priority level than the user who has the floor, the **PTT** button is active and you will be able to take the floor and start talking at any time.*

- User 2 releases the floor. The time when the user released the floor is displayed. This time stamp will be displayed until another user takes the floor.
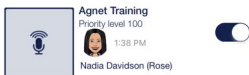
## Incoming Broadcast Call from Dispatcher

*Note:     Only Dispatchers can make Broadcast calls.*

The initiator of the call is the only one able to speak and send messages in the new conversation automatically created. A broadcast call is an auto-answered PTT group call.

Dots light up when the initiator speaks. When the initiator releases the floor, the call is automatically ended.



Broadcast Call dots

More actions:
- Conversation
- Video Streaming
- Details

Select:
- Loudspeaker
- Earpiece
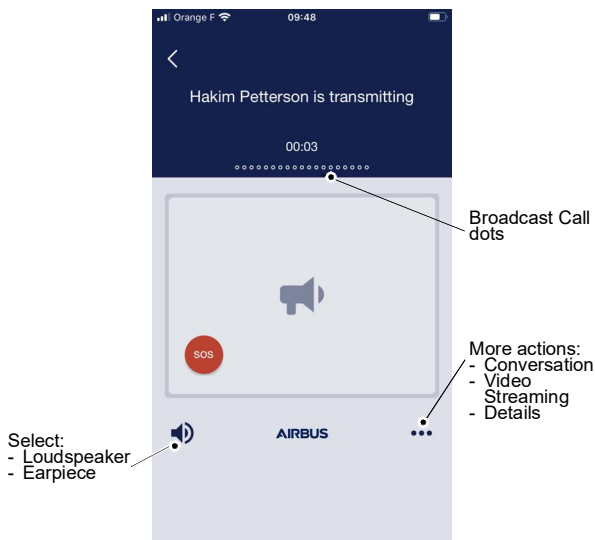
You have the following options:

• Conversation: no message can be sent to the group

• Video streaming: share live video with the group

• Details: users' information

• Audio output: switch between loudspeakers or an earpiece

## Priority level

*Note: •  The priority level is optional.*

*•  The "Web Organization Administrator" needs to enable this feature for each user.*

The user with a high priority level will be able to take the floor and start talking at any time during a Push-To-Talk call over users with lower priority levels (even if they are speaking).

*Note:      The default priority level for a user is 100.*

The priority level of a user is displayed:

• Under the talk group name in the T**alk groups** view
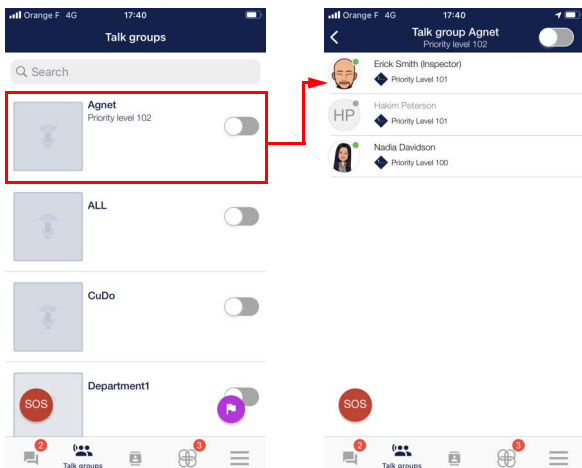
- In the **Contact details** from the Contacts view



- In **My Account** in the More view
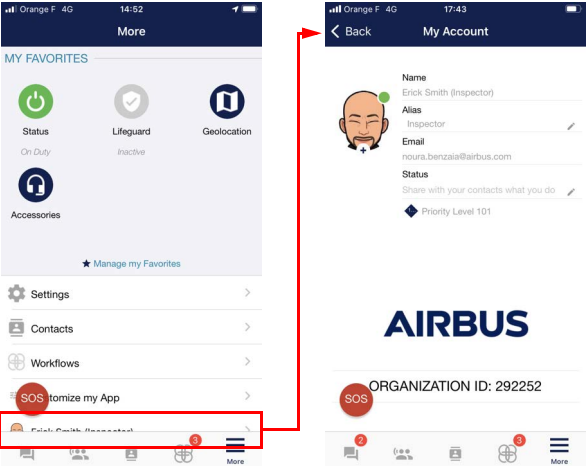
## Group Auto-connect

The **Automatic Connection** feature is activated/deactivated by your organization's "Web Organization Administrator":

- If you are part of an automatic connection talk group, this group:
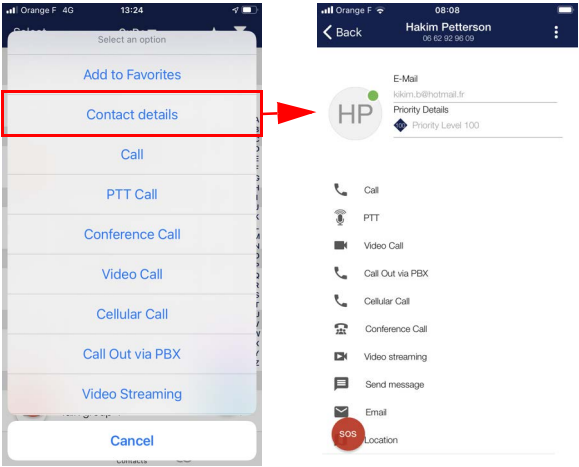    - Is only visible on your mobile and the Automatic Connection talk group will be displayed without the Toggle switch at the beginning of the Talk group list
    - Is not visible in the **Talk groups** tab in the Agnet Dispatcher tool if you are a dispatcher

- If you are set as an exception for a talk group, this group is visible:
    - On your mobile with the Toggle switch
    - In the **Talk groups** tab in the Agnet Dispatcher tool. You can manually disconnect from the group with the Toggle switch.

### Deny to Transmit

The **Deny to Transmit** feature is activated/deactivated by your organization's "Web Organization Administrator":

- If the **Deny to Transmit** feature is activated for a talk group and you are not set as an exception, you cannot transmit in this group. This kind of group is shown at the beginning of the group list and the **PTT** button is displayed as inactive and the "You are not allowed to transmit" label appears.

- If you are set as an exception when the **Deny to Transmit** feature is activated, you are able to transmit in the talk group. The **PTT** button is displayed as active and the "Press the button to talk" label appears.
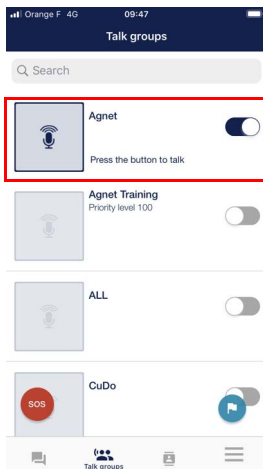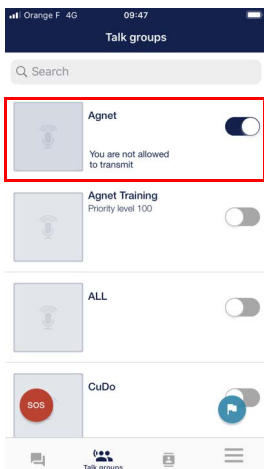
## Mobile Connect Active Talk group Only

The **Mobile Connect Active Talk group Only** feature allows you to select an active talk group with the hardware **Next/Previous** buttons (in the rugged devices) so that any other talk group is not transmitted.

*Note:    The feature will apply to users that have the Multi-Channel Off.*

When you press on the **Next/Previous** button:

1 The currently selected talk group is disconnected

2 The Next talk group is selected

The selected talk group is connected
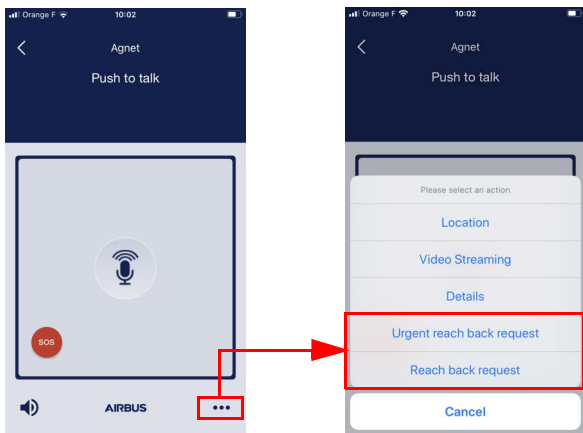
## Reach Back Request

*Note: The "Web Organization Administrator" needs to enable this feature.*

The **Reach Back Request** feature allows you to send a regular or urgent reach back request from the connected talk group's main screen to notify the Dispatchers connected to that talk group that they must take the floor in that talk group.

*Note: The Reach back request is applied to all types of talk groups, including Deny to Transmit.*

**1** Tap the ••• button

The **Actions** window opens.



**2** Select **Reach back request** or **Urgent reach back request** option

The request is sent to all Dispatchers connected to that talk group.

A pop-up appears for a few seconds indicating whether or not the request was sent.

### Active Talk group auto-selection

*Note: • The "Web Organization Administrator" needs to enable this feature for each user.*

*• The **Active Talk group auto-selection** feature doesn't work without an accessory (e.g. PTT button)*

The **Active Talk group auto-selection** feature allows you to take the floor in the last talk group that ended the activity by pressing the Push-To-Talk button (embedded/Bluetooth). You have to act within the interval (5 to 30 seconds) set by your "Web Organization Administrator".

The **Active Talk group auto-selection** option applies to the following cases if you are connected to:

• At least two talk groups and if you have a device with one Push-To-Talk button associated with one talk group

• Three talk groups and if you have a device with two Push-To-Talk buttons where each button is associated with a talk group

*Note:  For ruggedized phones with an embedded hardware button, the first talk group that was connected will be selected for the hardware button. You can change the group selected for the hardware button by talking in a talk group using the PTT button in the user interface, or by pressing and holding down on a talk group in the **Talk groups** view.*

Use cases:

**1** Push-To-Talk accessory with one button:

• You are connected to talk groups A and B

• User B took the floor in talk group B

• While User B is talking in talk group B, the Active Talk group auto-selection will not apply and you can take the floor in talk group A

• If User B ends the transmission, the Active talk group auto-selection is applied and you can take the floor in talk group B due to Active Talk group auto-selection

*Note: Three rolling dots are displayed on the screen as long as the* Active Talk group auto-selection *is ongoing.*

- You can cancel the ongoing Active Talk group auto-selection by pressing the **PTT** button in another talk group
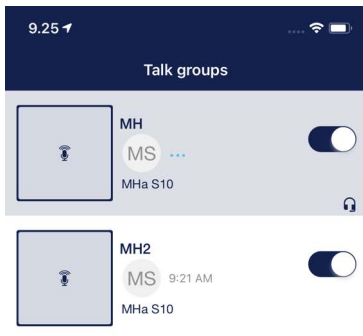


**2** Push-To-Talk accessory with two buttons:

- You are connected to three talk groups, A, B and C

- You have button 1 associated with talk group A and button 2 associated with talk group B

- User 2 took the floor on talk group C

- While User 2 is still talking, the Active Talk group auto-selection will not apply

- If User 2 ends the transmission in talk group C, the Active Talk group auto-selection is applied and you will talk in talk group C due to Active Talk group auto-selection

*Note: Three rolling dots are displayed on the screen as long as the Active Talk group auto-selection is ongoing.*

- If User 3 takes the floor in talk group A (where PTT button 1 is connected) and releases the floor, both Push-To-Talk buttons will take the floor in talk group A.

## Talk group queueing

### Introduction

*Note: The **PTT queueing** option (see PTT queueing section must be enable (**More → Settings → Voice settings**).*

The **PTT queueing** feature allows you to be able to put the floor request in a queue when another user with the same or higher priority than you speaks in the talk group.

There are two scenarios when the **PTT Take the floor mode** option (see PTT Take the floor mode section) is set to:

- Push-To-Talk Mode (see Queueing in Push-To-Talk Mode section)
- Toggle Mode (see Queueing in Toggle Mode section)

### Queueing in Push-To-Talk Mode

Use case:

- User 1 speaks

  The **PTT** button turns blue.

- Keep the **PTT** button pressed to remain in queue

  The **PTT** button turns orange.
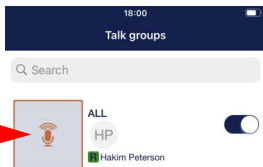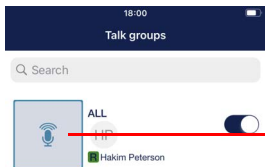
- Wait for your turn to take the floor

  *Note: To leave the queue, release your finger from the **PTT** button.*

- User 1 releases the floor

  The **PTT** button turns green (see Making a group call section).

- You take the floor automatically

  *Note: To release the floor, release your finger from the **PTT** button.*

### Queueing in Toggle Mode

Use case:

- User 1 speaks

- Tap on the **PTT** button once to remain in the queue

  The **PTT** button turns orange.
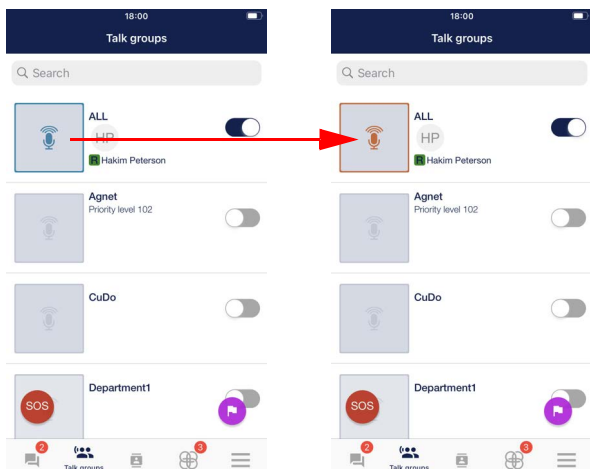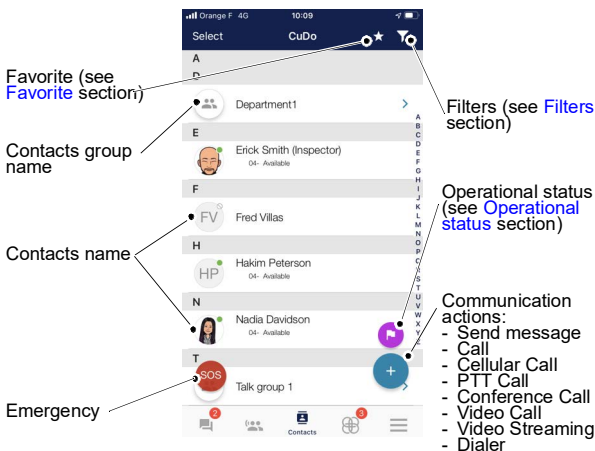
- Wait for your turn to take the floor

  *Note: To exit from the queue, tap on the **PTT** button again.*

- User 1 releases the floor

  The **PTT** button turns green (see Making a group call section).

- You take the floor automatically

  *Note: To release the floor, tap on the **PTT** button.*

## Contacts list view

The contacts list allows you to:

- Obtain information about users and groups

- Access the threads of associated data exchanges and calls

- Make calls (voice and video), exchange data, find and locate on map, etc.

Favorite (see Favorite section)

Contacts group name

Contacts name

Emergency

Filters (see Filters section)

Operational status (see Operational status section)

Communication actions:
- Send message
- Call
- Cellular Call
- PTT Call
- Conference Call
- Video Call
- Video Streaming
- Dialer

## User Status

The user can have several statuses:

- **Unauthenticated**: an unauthenticated user who has never logged into the application is displayed with a ban sign
- **Not Connected**: a user is not connected to the Dispatcher tool and Mobile. A gray dot is displayed on the user's profile picture or initials.
- **On Duty**: a user is connected to the Dispatcher tool and/or Mobile. A green dot is displayed on the user's profile picture
- or initials.
- **Off Duty**: a user is connected to the Dispatcher tool and/or Mobile, but the user is busy. A red dot is displayed on the user's profile picture or initials.
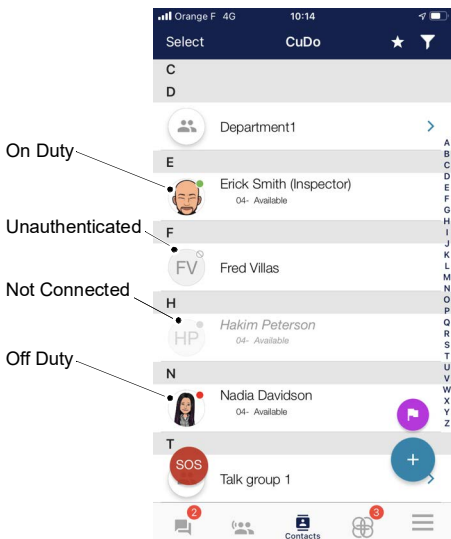
### List of all members of a predefined group

To see all the members of a predefined group and who are connected at that moment:

**1** Open the Contacts view by tapping the  button at the bottom of the screen

**2** Tap the Predefined group

The **Actions** window opens.

**3** Select **Group details** option

The **Group** screen opens with all users.
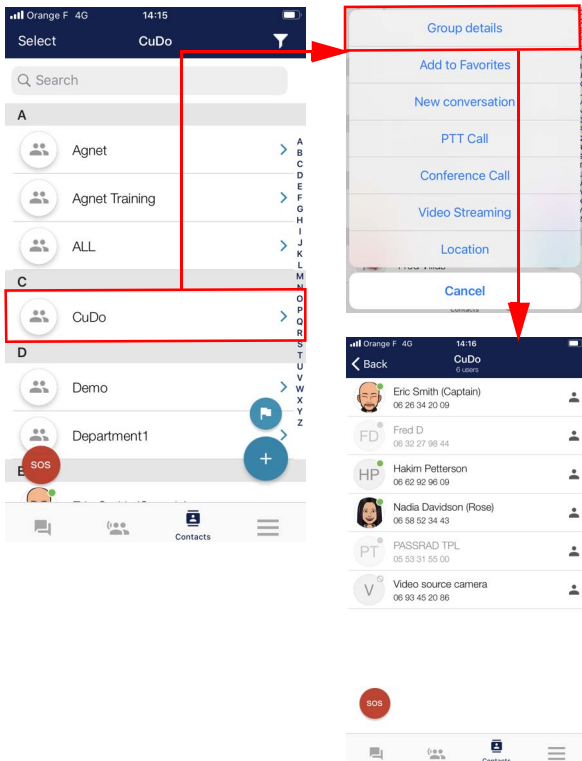
## Technically Disconnected Users

The users will be displayed as disconnected when they are not reachable by the server for technical reasons:

• Radio coverage loss

• Out of battery

• Server connection loss

Users that are logged out or locally disconnected will be updated in the Contacts list. The new status for disconnection (not reachable) will be visible by tapping the Contact details option.

**Example:** Several users are disconnected but the user **Nadia Davidson** is seen as connected. In fact, this user is not reachable (technically disconnected) since the Contacts list does not update automatically. To check his actual status, tap his name to see his Contact details. This user is shown as disconnected.
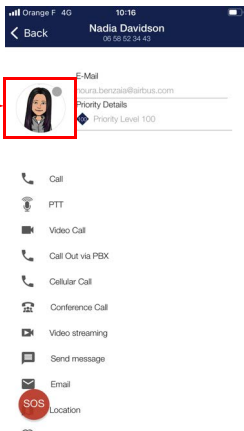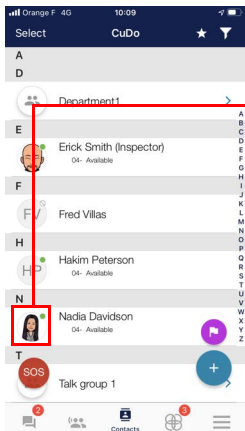
## Contact categories

If the public visibility feature has been activated by the "Web Organization Administrator", you have to activate it via More view (**More → Settings → Options → Public visibility**). The Contacts view will be divided into two category tabs:

- **My Organization**: users and groups who belong to your organization

- **My Contacts**: your private contacts outside your organization who also use the Agnet Work app



My Organization

My Contacts

Category selected
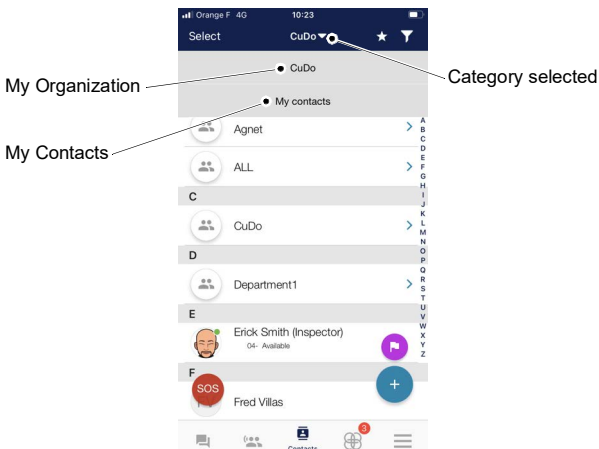
## External User invitation

### Introduction

*Note:* *The "Web Organization Administrator" needs to enable the **Authorize users to invite guests** feature for each user.*

The **Authorize users to invite guests** feature allows you to add a Guest to the Organization. This Guest becomes a user and has access to the same features as all other Agnet users.

A Guest:
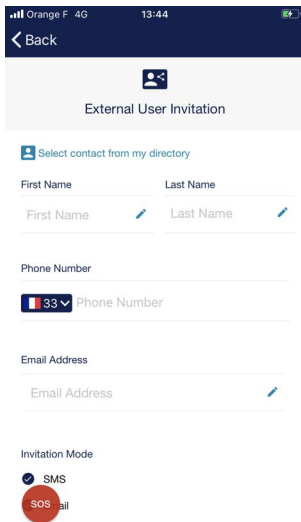
- Is a contact invited to an Organization by an Agnet user

  *Note: The "Web Organization Administrator" cannot add a Guest.*

- Is automatically invited into the main department

- Is counted in both the department and the total number of users in the Organization

- Cannot be added to a group or transferred to a different department

- Cannot be seen in the department details, nor receive any communications directed to this department, nor see its talk group in the **Talk groups** tab

- Has access to only the features configured in the **Guest profile options** defined by the "Web Organization Administrator"

  *Note: If the **Guest profile options** is edited, the edition will apply to both newly and previously added Guests.*

### Adding a Guest

To add a guest:

**1** Open the Contacts view by tapping the  button at the bottom of the screen

**2** Tap the  button on the bottom right

The **Actions** window opens.

**3** Select the **External User Invitation** option

The **External User Invitation** view opens.



**4** Fill the invitation form either:

- Manually (see Manually fill out the invitation form section)
- Automatically (see Automatically fill out the invitation form section)

### Manually fill out the invitation form

To fill out the invitation form:

**1** Enter a name in the **First name** field

**2** Enter a name in the **Last name** field

**3** Enter a number in the **Phone number** field

**4** Enter an email in the **Email Address** field

**5** If necessary, deselect SMS or Email in the **Invitation mode** area

**6** If necessary, enter some details in the **Details** area

**7** Tap the **Send Invitation** button

### Automatically fill out the invitation form

To fill out the invitation form:

**1** Tap the **Select Contact from my directory** button

The mobile directory's contacts list is displayed.

**2** Select the contact name

The selected contact information is entered into the guest invitation form

**3** If necessary, deselect SMS or Email in the **Invitation mode** area

**4** If necessary, enter some details in the **Details** area

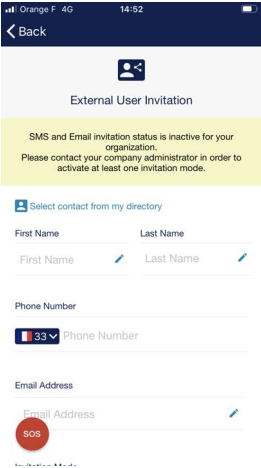**5** Tap the **Send Invitation** button



Directory's contacts
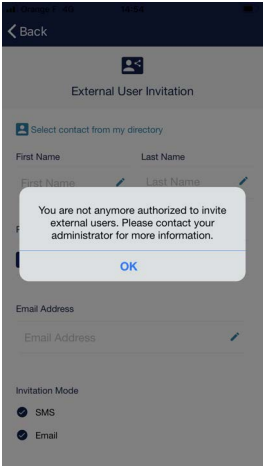
### Unable to send an invitation

- If the **Send Account SMS** and **Send Account Email** features are inactive for the Organization, a message is displayed informing you that the invitation cannot be sent.

  Contact your "Web Organization Administrator" to activate these features.

- If the "Web Organization Administrator" deactivates the **Authorize users to invite guests** feature, a pop-up message appears.

Send Account SMS and Email features inactive

Authorize users to invite guests feature deactivated



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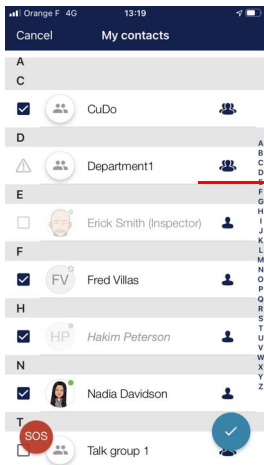www.airbusdefenceandspace.com

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## Favorite

### Add User(s)/Group(s) as Favorites

To add user(s) and/or group(s):

**1** Open the Contacts view by tapping the 🔳 button at the bottom of the screen

**2** Tap the ⭐ button

The **Contacts** view opens.

**3** Select user(s) and/or group(s)

**4** Tap the ✅ button

The user(s) and/or group(s) are displayed at the top of the **Contacts** view.
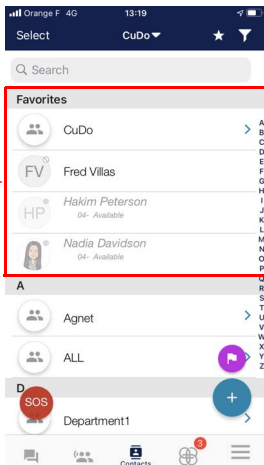
### Remove User(s)/Group(s) as Favorite

To remove user(s) and/or group(s):

**1** Open the Contacts view by tapping the  button at the bottom of the screen

**2** Tap the  button

The **Contacts** view opens.

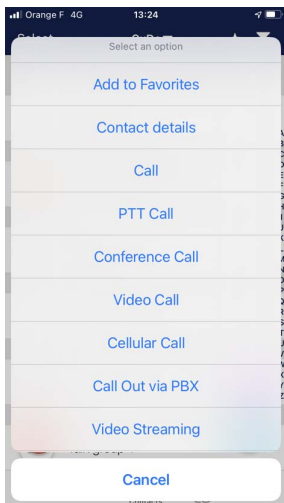**3** Deselect user(s) and/or group(s)

**4** Tap the  button

The user(s) and/or group(s) are removed from the top of the **Contacts** view.

## Private call

### Making a private call

**1** Open the Contacts view by tapping the [Contacts] button at the bottom of the screen

**2** Open the contact related call options by tapping the contact name and go to step 6
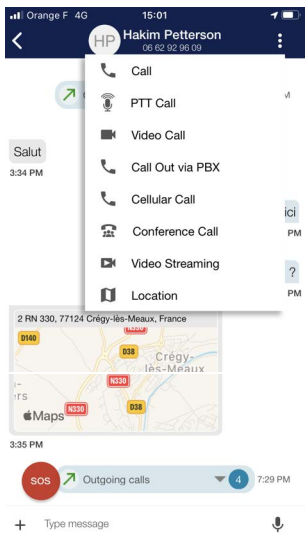
The call options open.



or

**3** Open the Messaging view by tapping the [Messaging] button at the bottom of the screen

**4** Open a conversation with the contact by tapping the conversation

**5** Tap the ⋮ button to the right of the contact name



**6** Select the **Call** option to start a call

### Answering a private call

The **Incoming Call** screen is displayed even if the app is running in the background or if the screen is locked.

*Note:  The incoming call can also be displayed as a notification.*

**1** Accept the call and disconnect the currently connected talk groups by tapping the  button, reject the call by tapping the  button or put the currently connected talk groups on hold and accept the call by tapping the  button
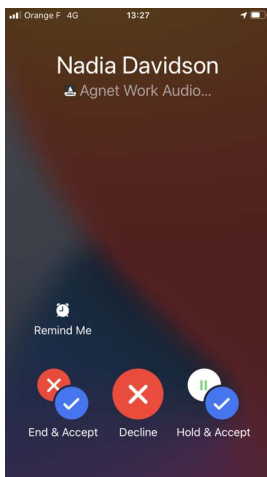


*Note: • If you select  button, you have no connected talk groups after the call.*

*• If you select  button, the currently connected talk groups are connected again after the call.*

*• If there are only  and  buttons in the Incoming call screen, accepting the call works like  button.*

### Call Out via PBX

The **Call Out via PBX** feature allows you to call an Agnet user or an external user. The recipient receives this call as a regular GSM call.

*Note: The Call Out via PBX feature must be activated by your organization's "Web Organization Administrator".*

#### Using Call Out via PBX via the Dialer option

**1** Open the Contacts view by tapping the 📇 button or the Messaging view by tapping the 💬 button

**2** Tap the ➕ button on the bottom right

**3** Select the **Dialer** option

The **Dialer** screen opens.
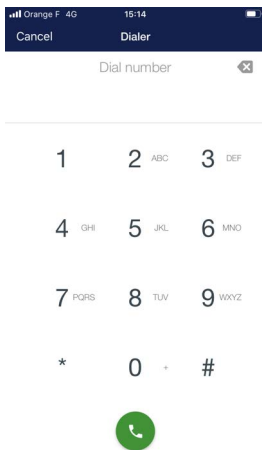


**4** Type a number

*Note: The Agnet Work app will not convert national numbers (the number will not be verified). Any numbers or characters can be inserted.*

The number of the matching Agnet users and/or external users are displayed on the screen.
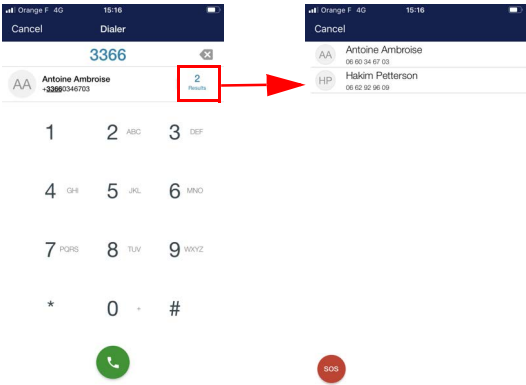


**5** Tap on the result number to see all matching Agnet users and /or external users

**6** Select the user

**7** Tap the  button

## Using Call Out via PBX via the contact's name

**1** Open the Contacts view by tapping the 📇 **Contacts** button at the bottom of the screen

**2** Open the contact-related call options by tapping the contact name

The Call options open.
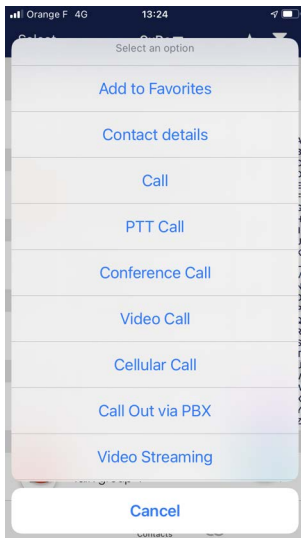


**3** Select the **Call Out via PBX** option

The **Outgoing Call** screen is displayed.

## Redial

The **Redial** feature allows you to call the last number dialed (internal or external contact).

**1** Open the Contacts view by tapping the  button or the Messaging view by tapping the  button

**2** Tap the  button on the bottom right

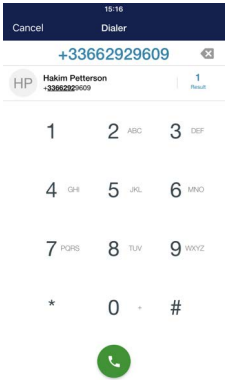**3** Select the **Dialer** option

The **Dialer** screen opens.

**4** Tap the  button

The last dialed number is displayed.

**5** Tap the  button to make the call
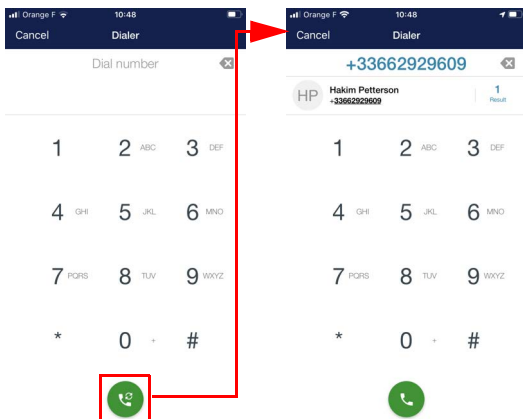
### Anonymous Call Out via PBX

The **Anonymous Call Out via PBX** feature allows you to mask the phone number, name, and alias when calling out to an external user.

**1** Open the Contacts view by tapping the 📇 **Contacts** button or the Messaging view by tapping the 💬 **Messaging** button

**2** Tap the ➕ button on the bottom right

**3** Select the **Dialer** option

The **Dialer** screen opens.

**4** Tap **#31#**

**5** Tap the number of the external user

**6** Tap the 📞 button
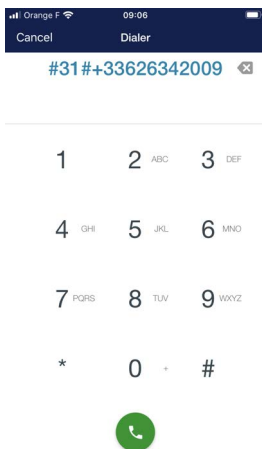


*Note: You can hide the phone number when calling out to an external number via PBX without entering #31# (see Anonymous Call out section).*

## Call Transfer

### Transferring a private call to an internal user

The **Transfer Call** allows you to redirect a call to a secondary Agnet user.

**1** Tap the  button

The **My Contacts** view opens.
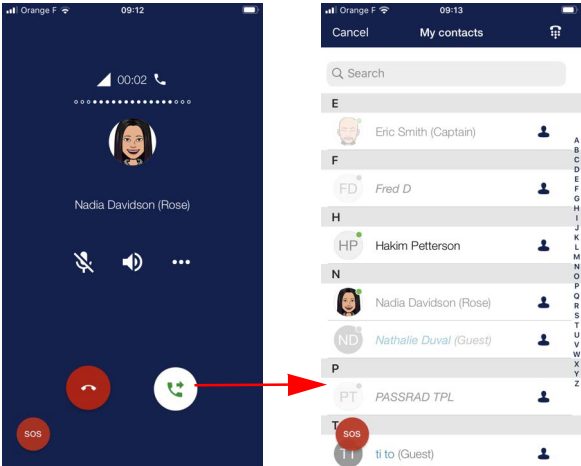


**2** Select another user

The Call is transferred.

## Transferring a private call to an external user

*Note: The Call Out via PBX feature must be activated by your organization's "Web Organization Administrator":*

The **Transfer Call** to an external user option allows you to redirect a call to an external user who is not an Agnet user.

**1** Tap the  button

The **My Contacts** view opens.
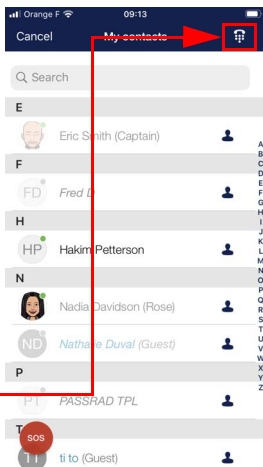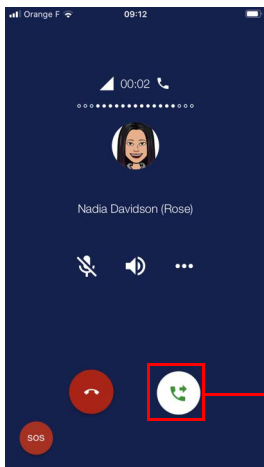


**2** Tap the  button

The **Dialer** screen opens (see Call Out via PBX section).

The Call is transferred.

**Receiving a transfer call**

**1** Accept the transferred call by tapping the ✓ button or reject the transferred call by tapping the ☎ button
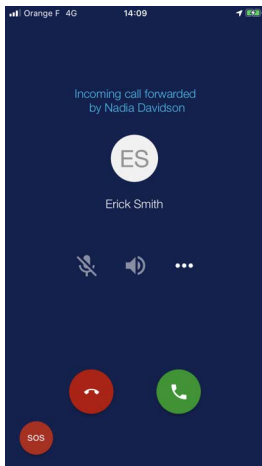
## Call on Hold

**Call on Hold** allows you to answer a second call.

*Note: The **Call on Hold** will be available only for VoIP calls, Call In via PBX, and Call Out via PBX.*

• You are on an ongoing call with an Agnet user

• You receive a call from another Agnet user

**1** Answer the calling Agnet user

The first user is "ON HOLD".



Ongoing call

To swap between calls
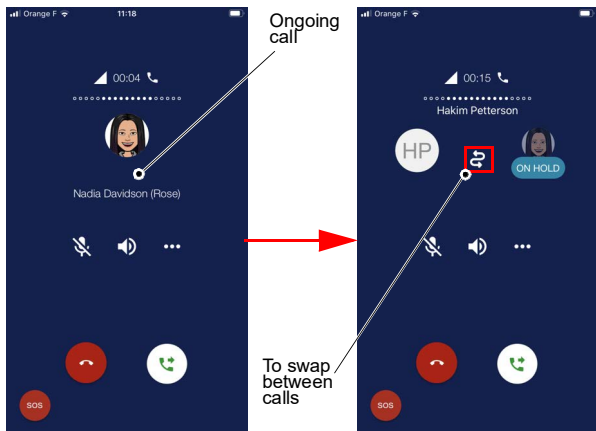
The first user receives a pop-up message: Call on hold by *User's name*.

## Call merge for internal use with invite

**Merge Call** allows you to merge two ongoing individual calls into a conference group call.

- You are on an ongoing call with an Agnet user
- You receive a call from another Agnet user

**1** Answer the calling Agnet user

**2** Tap the ●●● button



Ongoing call

To select the **Merge calls** option
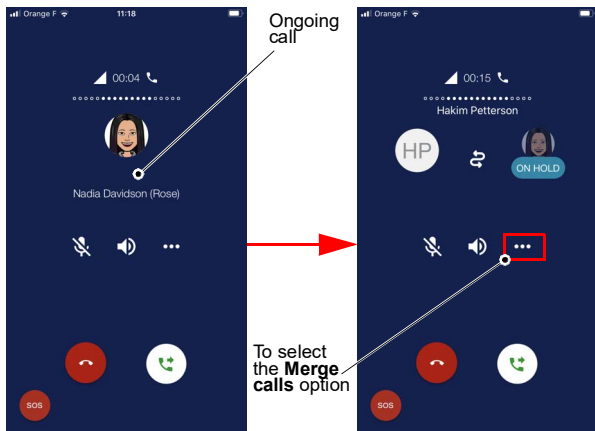
The **Actions** window opens.

**3** Select the **Merge calls** option

The two calls are merged into a Conference Call.

The outgoing Conference Call is displayed in the conversation thread.

**1** Open the Messaging view by tapping the  button

**2** Open the Conference conversation by tapping it

The Conference conversation is displayed.
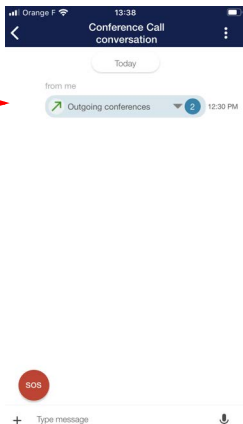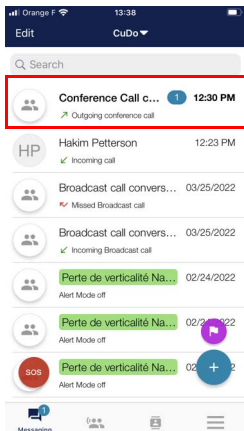
## Call Forward

The **Call Forward** features allows the "Web Organization Administrator" to transfer calls from from an internal or external mobile user of his/her choice when you are busy, do not answer, or you are unreachable.

*Note: The "Web Organization Administrator" can allow you to make changes (see Call Forward settings section).*

1 User 1 calls User 2
2 User 2 receives the call and does not answer User 1
3 The call is forwarded to User 3
4 User 3 receives the call



User 1 calls User 2

The call is forwarded to User 3

User 3 receives the call

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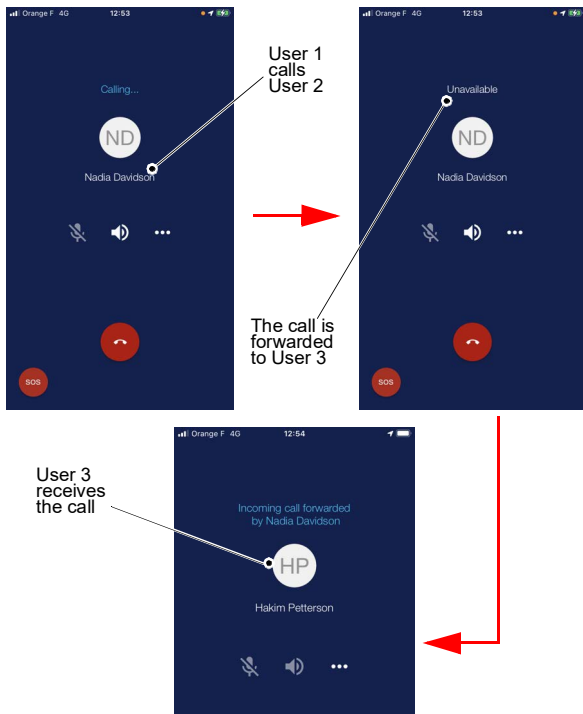
## Making a group call

You can make calls to ad-hoc groups whose members you can select from your contacts and talk groups. You can create these ad-hoc groups according to your communication needs.

The user can make a group call with a:

• PTT call (see PTT call section)

• Conference call (see Conference call section)

### PTT call

**1** Open the Contacts view by tapping the [Contacts] button or the Messaging view by tapping the [Messaging] button

**2** Tap the [+] button on the bottom right

**3** Select the **PTT call** option

**4** Select the contacts and/or the talk groups that you want to call at the same time (create an ad-hoc group)

**5** Tap the [mic] button

The full screen PTT view opens (see Full screen PTT section).

**6** Talk to the ad-hoc group by pressing the [mic] button

**7** End the call by tapping the [end] button

### Conference call

#### Conference call with internal users

The **Conference call** option allows you to have a communication session between at least three users at the same time.

**1** Open the Contacts view by tapping the 📇 Contacts button or the Messaging view by tapping the 💬 Messaging button

**2** Tap the ➕ button on the bottom right

The **Please select an action** window opens.

**3** Select **Conference Call**

**4** Select the contacts and/or the talk groups who you want to call at the same time (create an ad-hoc group)

**5** Tap the ☎ button

The Conference Call is initiated.
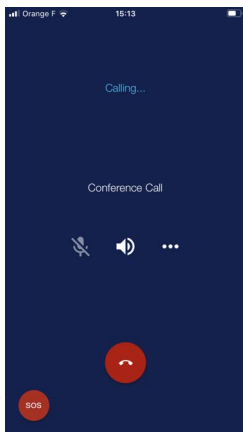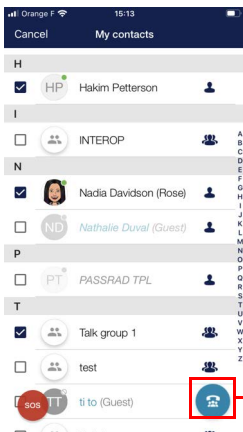
### Conference call with internal and external users

To have a communication session between at least three internal and external users at the same time, the **Dialer** feature must be used.

• You are on an ongoing call with several Agnet users

• To add an external user:

**1** Tap the ●●● button

The **Please select an actions** window opens.
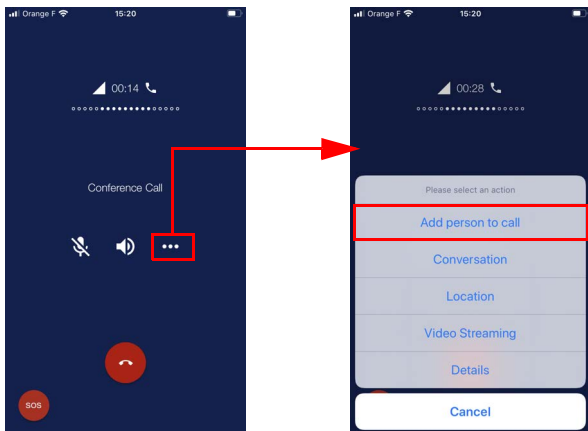


**2** Select the **Add person to call** option

The **My contacts** view opens.

**3** Tap the button

The **Dialer** screen opens (see Call Out via PBX section).

The external user enters the Conference call.

### Conference call late call entry

The **Join Call** button allows you to join a Conference call if you:

• Reject this call

• Answer and hang up this call

*Note:    The button is still active if at least two participants are still connected.*

The **Join Call** button appears in the Messaging view.
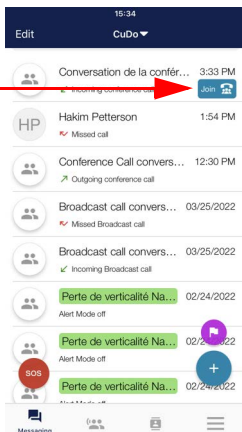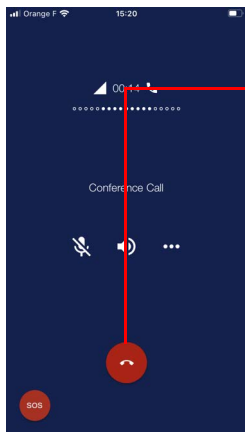
## End a Conference Call when initiator leaves

The **End Conference Call when initiator leaves** feature is activated/deactivated by your organization's "Web Organization Administrator".

Use case:

- User 1 (initiator) makes a Conference Call to User 2, User 3 and User 4

- User 2 ends the call: User 1, User 3, and User 4 are still in the call

- User 1 ends the call: the call will end for all participants

*Note:* *When a user is added to an existing Conference Call, this does not change the call initiator.*

## Deny to transmit

The **Deny to Transmit** feature is activated/deactivated by your organization's "Web Organization Administrator":

- If the **Deny to Transmit** feature is activated for a group and you are not set as an exception, you cannot transmit in this group.

- If you are set as an exception when the **Deny to Transmit** feature is activated, you are able to transmit in the group.

You can see if you are set as an exception:

- In the Contacts list, by tapping the  button and by tapping on a group

| Set as an exception | Not set as an exception |
|---|---|
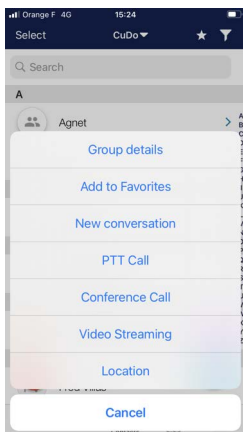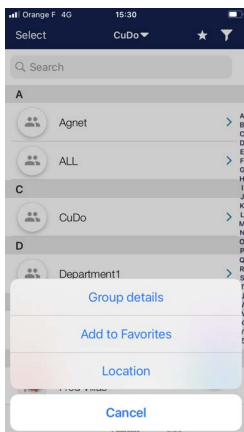
- In the Contacts list, by tapping the  **Contacts** button and then the ➕ button and by selecting **PTT Call** or **Conference Call** option

Set as an exception | Not set as an exception

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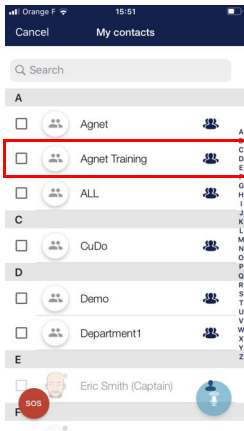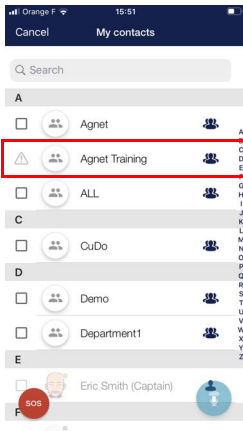
## Voicemail

### Introduction

A voicemail is a message with an audio attachment.

Voicemail is applicable when:

- User 1 (Agnet user or external user) calls User 2
- User 2 has the **Call Forward settings** (When busy/When unreachable/When unanswered) set to **Voicemail** (see Call Forward settings section)

### Sending a Voicemail

- User 1 calls User 2
- User 2 is busy/unreachable/not answering
- The call is sent to voicemail
- A default greeting is played
- After the default greeting, a beep sounds indicating that recording has started
- User 1 leaves a voicemail
- User 1 hangs up after leaving a voice message

*Note:* • *There is no voicemail if you hang up before the beep. The recording is terminated when the caller hangs up.*

• *When you reach the end of the maximum recording duration, meaning 35 seconds, the recording is terminated.*

• *The voicemail will not be visible on your side.*
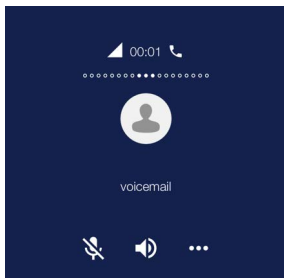
## Automatic Late Entry in Prearranged Group Call

This **Automatic Late Entry in Prearranged Group Cal**l feature applies to users who are added or removed from a group.

- **Case 1**: The "Web Organization Administrator" adds a user to a group/department.
    - If a predefined group call is in progress in this group, the user will be added to the call
    - The initiator of the call shall be displayed on the recipient's incoming call screen

- **Case 2**: The "Web Organization Administrator" removes a user from a group/department
    - The user shall be removed from the ongoing prearranged call (hung up or disconnected)
    - If an Emergency Call is in progress with a prearranged group and the user is removed by the "Web Organization Administrator", the user will not be removed from the Emergency Call.

*Note: This feature does not apply to Conference Calls.*

## Making a private video call

A video call is a two-way call where both participants share real time videos with each other.

**1** To make a video call, see Private call section up to step 5

**2** Select **Video Call** option

The video call starts.

*Note: To move the outgoing video call screen, tap and hold the screen.*



Interlocutor

Outgoing video call screen

Switch the front/back camera view

Put the call on speaker

More actions:
- Conversation
- Location

Mute call

Emergency call

Stop video call
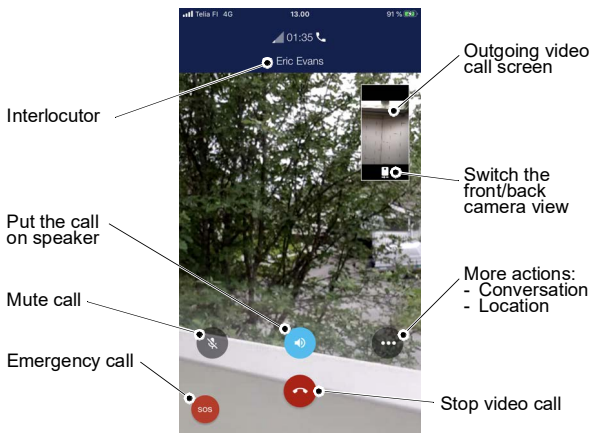
*Note: Tap the screen to view and to hide the control elements and the upper status bar.*

### Streaming a private video

Video streaming allows you to share live video with one or more recipients.

**1** To stream a video to a contact, see Private call section up to step 5

*Note: This option is also available to groups in the Contact view.*

**2** Select the **Video Streaming** option

The streaming video starts with one user watching it.



Video streaming stop button

Time elapsed since the beginning of the video call

Number of recipients watching the video

Full screen button

Minimise screen button

Switch the front/back camera view
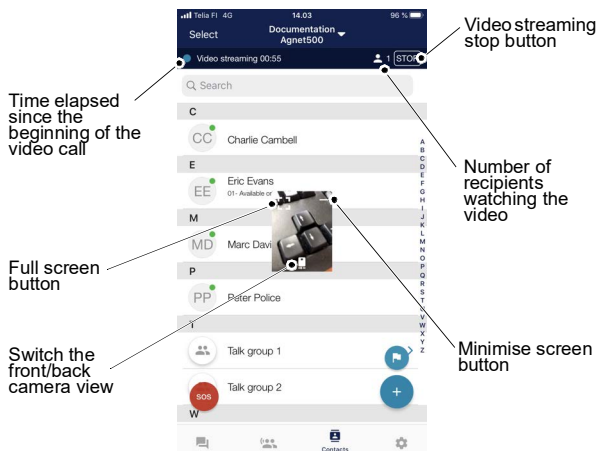
*Note:  Tap and hold the screen to move it.*

**3** End the streaming video with the **Stop** button

## Streaming a video to several recipients

You can stream video to ad-hoc groups whose members you can select from your contacts and talk groups. You can create these ad-hoc groups according to your communication needs.

**1** Open the Contacts view by tapping the 📇 button or the Messaging view by tapping the 💬 button

**2** Tap the ➕ button

**3** Select the **Video Streaming** option

The **Start Video streaming with** dialog opens with two options:

- Dispatch Managers, see step 4

- Contacts, see steps 5 to 7

**4** Select **Dispatch Managers option**

The video streaming starts immediately (see Streaming a private video section).

**5** Select **Contacts option**

The **My contacts** view opens.

**6** Select the recipients

**7** Tap the 📹 button

The video starts streaming to the selected recipients (see Streaming a private video section).

## *Screen sharing*

### Receiving a shared screen

The **Incoming Share Screen** pop-up indicates that your Dispatch Manager wants to share his/her computer screen.

**1** Accept the shared screen by tapping the ✓ button or reject the shared screen by tapping the ✕ button.



A new window with the shared content is displayed.

*Note: Screen sharing works like streaming a video (see Streaming a private video section).*

**2** End the screen sharing any time with the **Stop** button

## Introduction

The emergency services can be activated upon request and there are three options to prevent and facilitate rescue in critical situations.

The three options are an:

• Emergency Call (see Emergency Call section)

• Emergency Message (see Emergency message section)

• Emergency Ambient Listening Call (see Emergency Ambient Listening Call section)

*Note:    The "Web Organization Administrator" needs to enable the Call, Message, or Ambient Listening option for each user.*
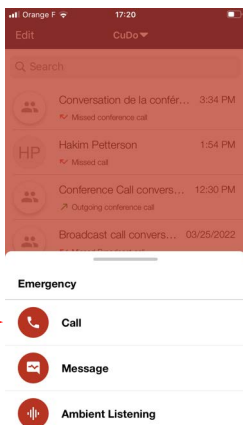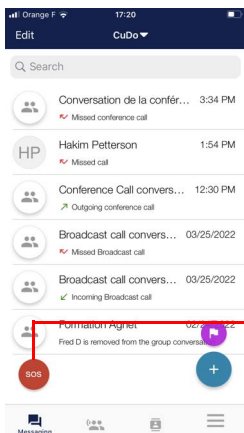


*Note: The SOS button is accessible from any of the menus.*

## Emergency Call

The emergency conversation includes all members in a group predefined by your "Web Organization Administrator".

The emergency call ends if none of the recipients answer after a certain period of time, however the emergency mode remains active.

A new conversation is created each time a user makes an emergency call.

### Making an emergency call

**1** Tap the button to make an emergency call

**2** Tap **Call** option

An **Emergency Call** dialog box opens.

**3** Select **OK** option to start the emergency call

Predefined recipient of emergency call

More actions:
- Add person to call
- Conversation
- Location
- Video streaming
- Details

Select:
- Loudspeaker
- Earpiece
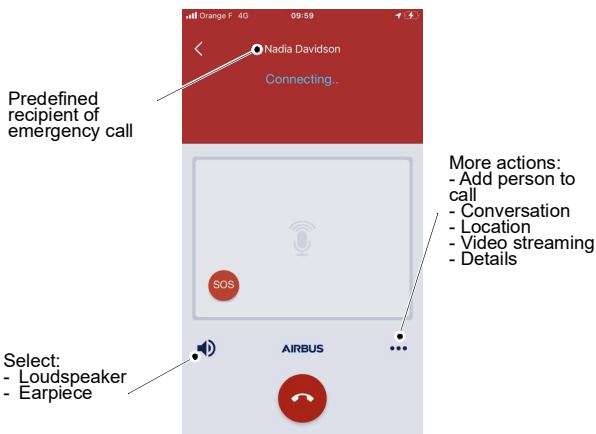
**4** End the emergency call by tapping the button

### Answering an Emergency call

The **Incoming Emergency Call** screen is displayed even if the app is running in the background or if the screen is locked.

**1** Accept the emergency call by tapping the button or reject the call by tapping the button

An Emergency dialog box displays

**2** Answer the user call
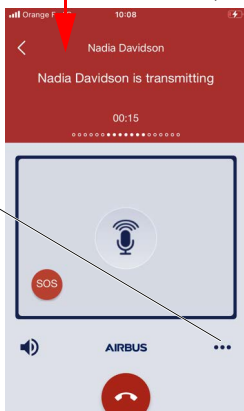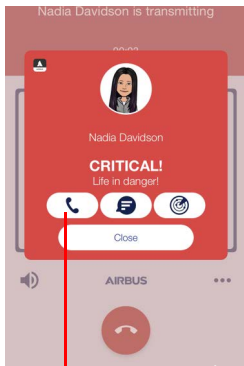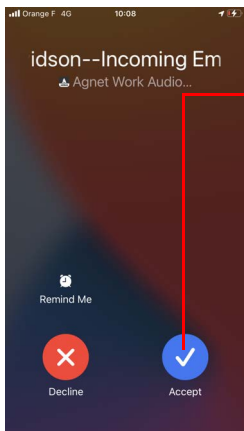
More actions:
- Add person to call
- Conversation
- Location
- Video streaming
- Details

### Adding Users from Connected Talk groups as recipients

*Note: The "Web Organization Administrator" needs to enable this feature.*

When an Emergency Call is initiated by you, an alert conversation is sent to:

• The users in a predefined group by your "Web Organization Administrator"

• The users who are connected to the same talk groups as you

Use case:

• You are connected to three talk groups: **Training**, **Department1** and **Talk group 1**

• You initiate an Emergency Call

• An alert conversation is sent to the recipients defined by the "Web Organization Administrator" and all users in those three talk groups.

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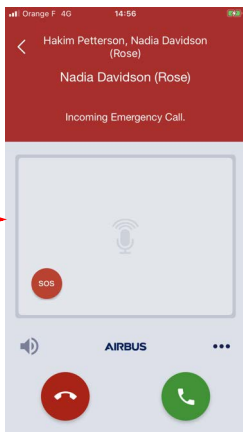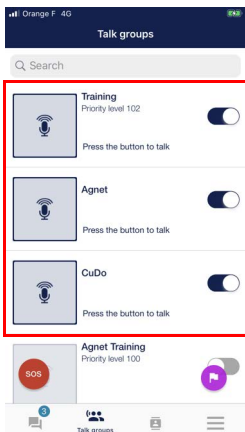
### Emergency late call entry

The **Join Call** button allows you to join an Emergency Call if you:

• Reject this call

• Answer and hang up this call

*Note:    The button is still active if at least two participants are still connected.*

The **Join Call** button appears in the Messaging view.
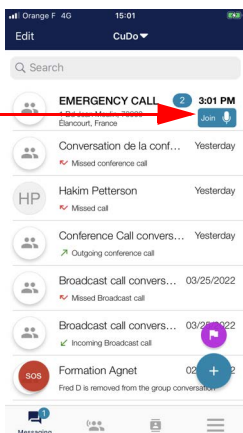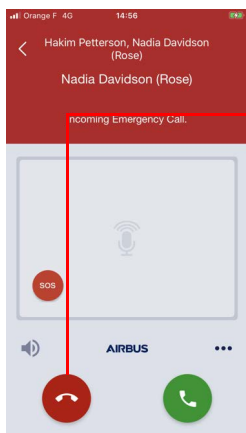
## Automatically take the floor in Emergency PTT Call

*Note: The "Web Organization Administrator" needs to enable this feature.*

The **Automatic floor control after the alert is triggered** feature allows you to automatically take the floor in an Emergency Call when you are in distress without pressing the screen or accessories.

Push-to-talk key activated automatically
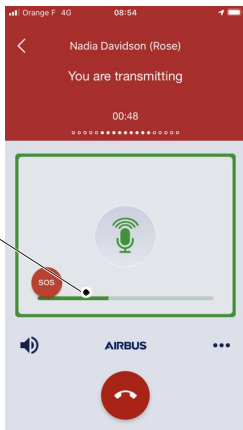
## Deactivating the Emergency Call

The **Emergency Alert Call** can be deactivated by the initiator or the recipient.

To stop the Alert:

**1** Open the Messaging view by tapping the  button

**2** Open the Alert conversation by tapping it

**3** Slide the **Slide to stop Alert** orange button

The Alert is stopped and an Alert mode off green notification is displayed.



The Alert mode On/Off notifications display the name of the one who initiated the alert and the one who stopped the alert

## Emergency message

The emergency message includes all members in a predefined group.

A new conversation is created each time a user sends an emergency message.

The "Web Organization Administrator" may have chosen:

- A standard message (see Sending a standard Emergency Message section)
- A customized alert message defined by the "Web Organization Admin" (see Making a customized Emergency Message section)

### Sending a standard Emergency Message

**1** Tap the  sos  button

**2** Tap **Message** option

An Emergency Alert Messages dialog box opens.

**3** Choose one of the three standard alert messages
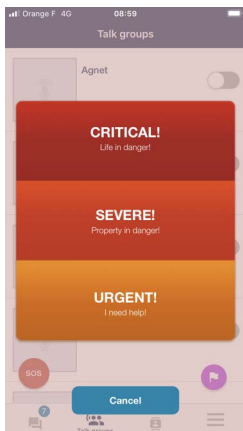


A new Emergency Message is automatically sent to the Emergency group in the Messaging view.

*Note: The alert conversations cannot be deleted while the alert is still active.*

## Making a customized Emergency Message

**1** Tap the <span>sos</span> button

**2** Tap **Message** option

An **Emergency message** dialog box opens.
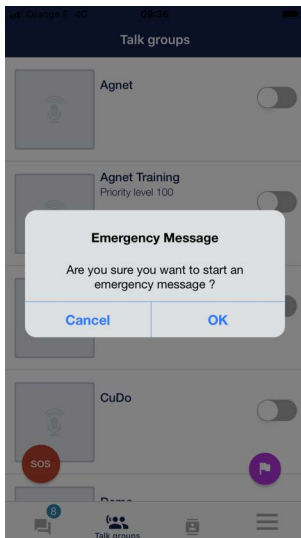


**3** Tap the **OK** button

A new Emergency Message is automatically sent to the Emergency group in the Messaging view.

## Answering an Emergency Message

The Incoming Emergency Message screen is displayed even if the app is running in the background or if the screen is locked.

The user can:

• Call the user sending the alert

• Send a message to the user sending the alert

• Geolocate the user sending the alert



Send message to the user

Call the user sending the alert

Locate user (if Geolocation is active)
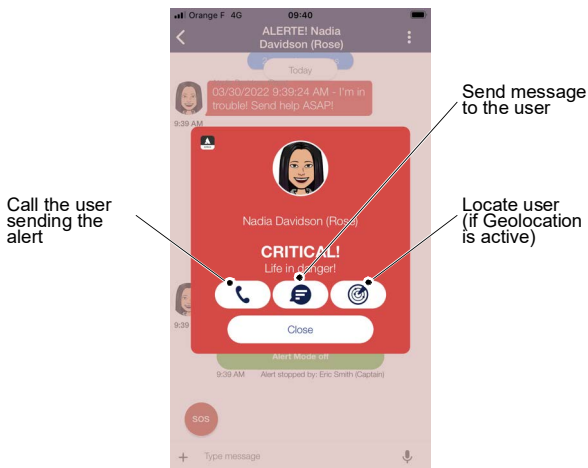
*Note: The **Close** button closes the window but does not stop the alert.*

## Adding Users from Connected Talk groups as recipients

*Note: This feature must be enabled by the "Web Organization Administrator".*

When an Emergency Message is initiated by you, an alert conversation is sent to:

- The users in a predefined group by your "Web Organization Administrator"
- The users who are connected to the same talk groups as you

Use case:

- You are connected to three talk groups: **Agnet**, **CuDo** and **Department 1**
- You initiate an Emergency Message
- An Emergency Message is sent and an alert conversation is created for recipients defined by the "Web Organization Administrator" and all users in those three talk groups
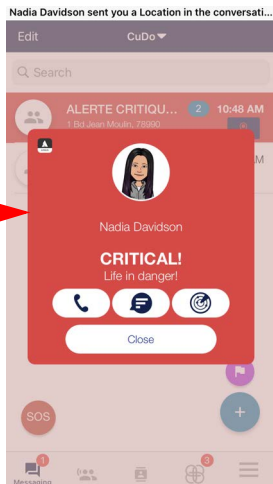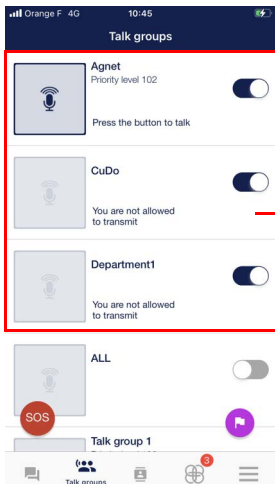
## Deactivating the Emergency Message

The **Emergency Alert Message** can be deactivated by the initiator or the recipient. The Alert is stopped and an Alert mode off green notification is displayed.

To stop the Alert:

**1** Tap the **Close** button (see Answering an Emergency Message section)

**2** Open the Messaging view by tapping the 💬 Messaging button

**3** Open the Alert conversation by tapping it

**4** Slide the **Slide to STOP Alert** orange button

The Alert is stopped and an Alert mode off green notification is displayed.



The Alert mode On/Off notifications display the name of the one who initiated the alert and the one who stopped the alert

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111
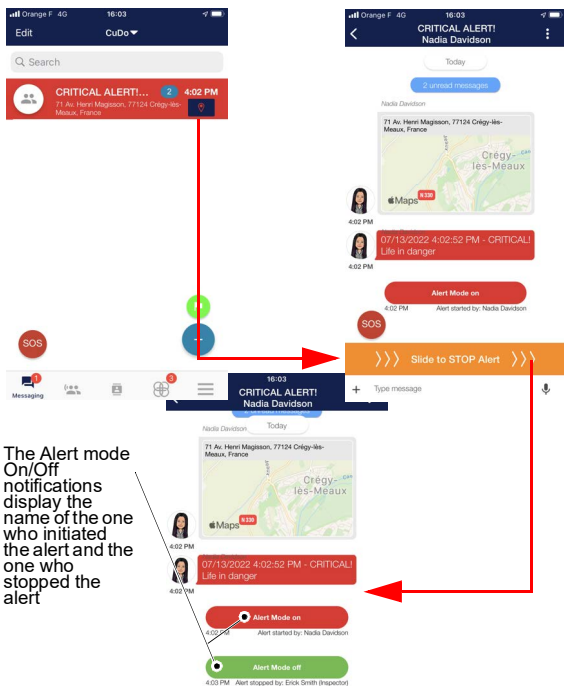
## Emergency Ambient Listening Call

The **Emergency Ambient Listening Call** allows a User or a Dispatcher to listen to the environment of the calling member.

The Emergency Ambient Listening Call includes the initiator and a single recipient.

A new conversation is created only for the receiving User or Dispatcher each time a user makes an Emergency Ambient Listening Call including the location of the initiator.

### Making an Emergency Ambient Listening

1 Tap the  button

2 Tap **Ambient Listening** option

The Emergency Ambient Listening Call is initiated.

### Receiving an Ambient Listening Call

Only one recipient can be set for the Emergency Ambient Listening Call profile

The call will be auto-answered.

As a recipient, you will not be able to talk or add other users to the call. You will be able to write in the conversation, but the initiator will not see what was written.



Ambient Listening actions:
- Conversation
- Location
- Video streaming
- Details

To end the call
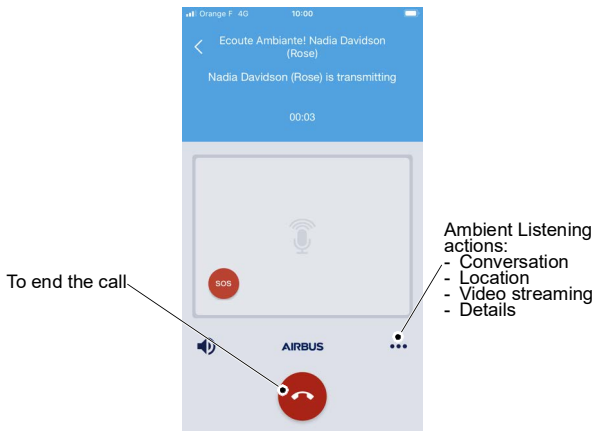
## Deactivating the Emergency Ambient Listening Call

The **Emergency Ambient Listening Call** can be deactivated only by the recipient. The Alert is stopped and an Ambient Listening off green notification is displayed.

To stop the Ambient Listening:

**1** Open the Messaging view by tapping the 🗨 **Messaging** button

**2** Open the Ambient Listening conversation by tapping it

**3** Slide the **Slide to STOP Alert** orange button

The Alert is stopped and an Ambient Listening off green notification is displayed.



The Ambient Listening mode On/Off notifications display the name of the one who initiated the alert and the one who stopped the alert
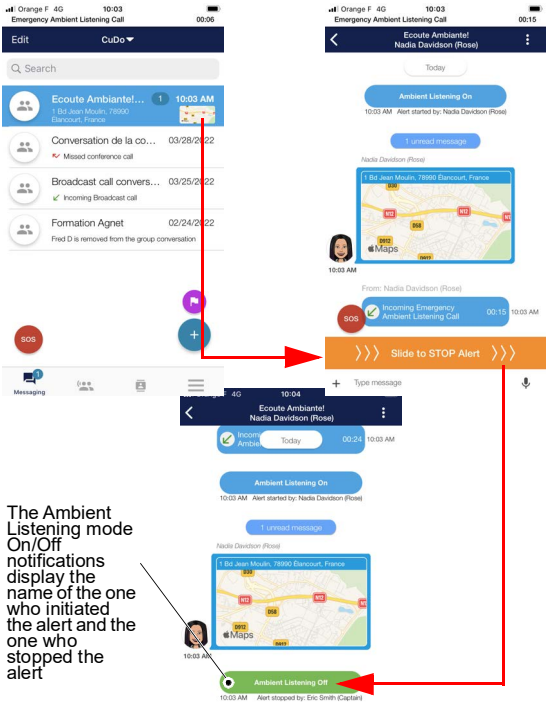
## Introduction

*Note: The "Web Organization Administrator" needs to enable this feature for each user.*

The **Lifeguard** feature is for employees working in isolated environments without close or direct supervision.

Automatic alerts are sent to designated recipients whenever falls are detected by the device.

*Note: If enabled, the Lifeguard option is set to active by default. When the application is opened, it automatically calibrates the steady/regular angle of the device.*

## Disabling the Lifeguard

**1** Open the Settings view by tapping the ☰ More button

**2** Tap the ✓ button in the **MY FAVORITES** section

or

**3** Set **Off** to disable the **Lifeguard** option in the **Settings** section

The **Disable option** window opens.

**4** Select one of the following options:

- 15 minutes
- 30 minutes
- 1 hour
- Until I turn it back ON

## Enabling and calibrating the Lifeguard

**1** Open the Settings view by tapping the ☰ More button

**2** Tap the ✓ button in the **MY FAVORITES** section

or

**3** Set **On** to enable the **Lifeguard** option in the **Settings** section

**4** Hold the smartphone in the working position

A pop-up appears.
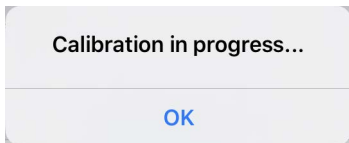


If the calibration has failed, a warning sound is played and a warning is displayed.

## Sending a "Man Down Alert"

The Agnet Work app detects loss of verticality and triggers the pre-alarm (orange screen).

The pre-alarm is canceled if the user:

• Returns the smartphone to the working position

    or

• Presses the **CANCEL** button
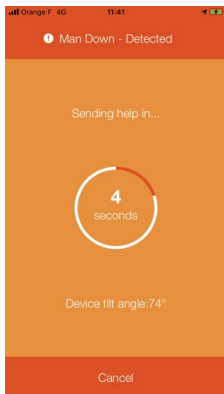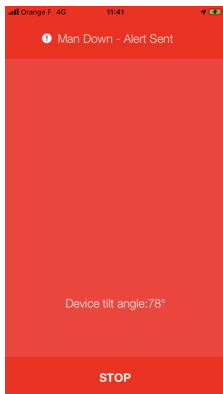
| | |
|---|---|
| ❶ Man Down - Detected | ❶ Man Down - Alert Sent |
| Sending help in... | |
| **4** seconds | |
| Device tilt angle:74° | Device tilt angle:78° |
| Cancel | **STOP** |
| Pre-alarm | Alert |

The red screen indicates that the alert has been sent to the recipients set by the "Web Organization Administrator".

## Receiving a "Man Down Alert"

The users who receive the **Man Down - Detected** dialog box can:

- Call the alerting user
- Send message to the alerting user
- Geolocate the alerting user



Call user

Locate user

Send message
to the user
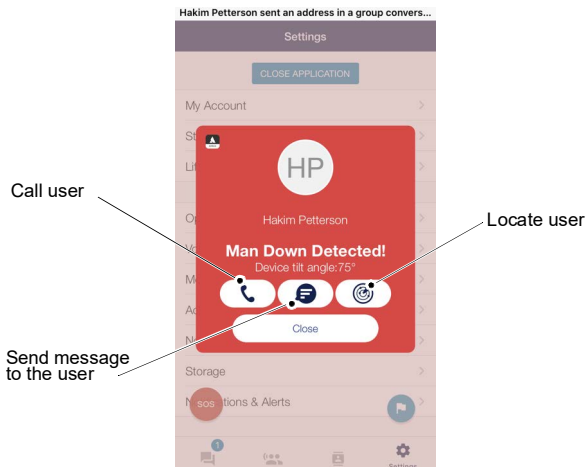
## Deactivating the Lifeguard

The **Lifeguard** feature can be deactivated by the initiator or the recipient. The Alert is stopped and an Alert Mode Off green notification is displayed.

To stop the Lifeguard:

**1** Open the Messaging view by tapping the [Messaging] button

**2** Open the Lifeguard conversation by tapping it

**3** Slide the **Slide to STOP Alert** orange button

The Alert is stopped and an Alert Mode off green notification is displayed.



The Alert Mode On/Off notifications display the name of the one who initiated the alert and the one who stopped the alert
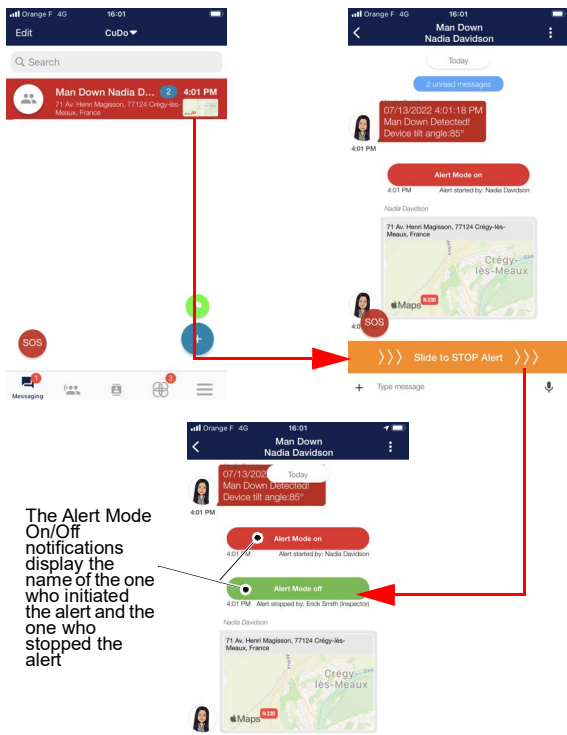
# *Immobility detection*

The **Immobility detection** feature is for employees working in isolated environments without close or direct supervision and who are not moving due to sickness, an attack or other reasons.

Automatic alerts are sent to other Agnet users whenever immobility is detected by the device.

The **Immobility detection** option (see Immobility detection section) can be enabled and configured via the More view (**More → Settings → Immobility detection**).
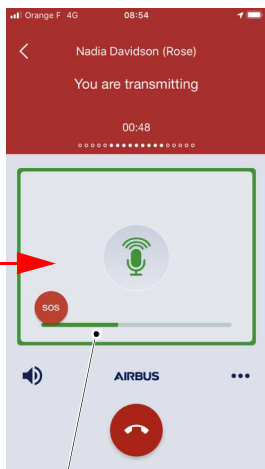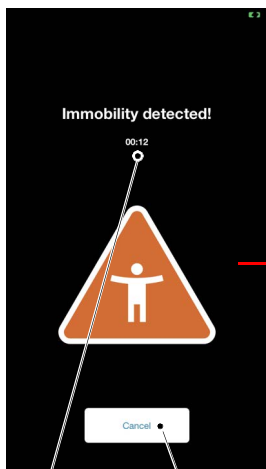


Countdown before sending the alert

To cancel the alert

Automatically take the floor

## Introduction

The operational status indicates the user's current status in the operative workflow.

Each status consists of:

- A code composed of 2 digits
- A name
- A description.

You can set your status to **On Duty** or **Off Duty** depending on your availability (see More section). Your status is shown on your PIN on the Dispatch Manager's map.

If the operational status feature is activated by the "Web Organization Administrator" for your organization, you can provide more information about your activity by setting the operational status.

*Note:    Default status is Off.*

## Modifying the operational status

**1** Open the **Talk groups** view by tapping the  button

*Note: You can open also the Messaging view or the Contacts view.*



Change the operational status
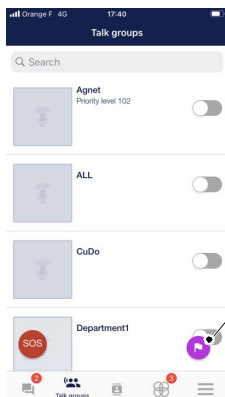
**2** Tap the  button

The **Operational Status** view opens.
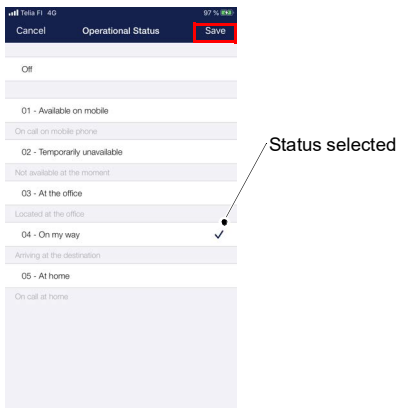


Status selected

**3** Select the status option

**4** Tap the **Save** button

The status is immediately updated.
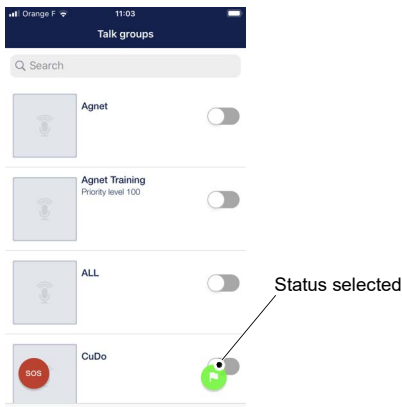


Status selected

*Note: • The operational status button changes color according to the selected status.*

*• Your operational status is also shown in the contacts list (see* Contacts list view section*).*

## Automatic Operational Status Change

The Operational Status can be automatically changed to a specific Operational Status set by the "Web Organization Administrator" for two cases:

• Case 1:

You are logged out from the application for more than X hours.

**Example:** The automatic change should be triggered after one hour (period selected by the "Web Organization Administrator").

When you are disconnected for over an hour, your Operational Status will automatically change to the status value assigned by the "Web Organization Administrator" for this event.

• Case 2:

You open the application (login or after closing the app).
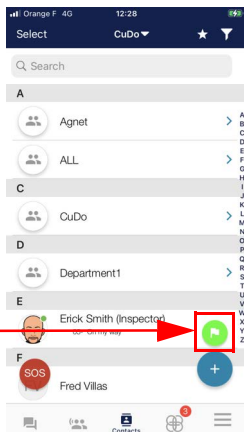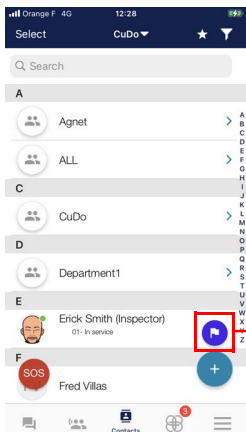
## Filters

### Filter logic

The filter can be made according to:

- Organization. When:
  - **Users** is selected, the users are shown in the Contacts list
  - **Groups** is selected, the groups are shown in the Contacts list
  - **Users** and **Groups** are selected or not, both individual users and groups are shown in the Contacts list
- Connectivity. When:
  - **Connected** is selected, the users and groups that contain at least one connected user are shown in the Contacts list
  - **Not Connected** is selected, the users and groups that contain at least one disconnected user are shown in the Contacts list
  - **Connected** and **Not Connected** are selected or not, both Connected and Not Connected users are shown in the Contacts list
- User Status. When:
  - **On Duty** is selected, the users and groups that contain at least one On Duty user are shown in the Contacts list
  - **Off Duty** is selected, the users and groups that contain at least one Off Duty user are shown in the Contacts list
  - **On Duty** and **Off Duty** are selected or not, both On Duty and Off Duty users are shown in the Contacts list
- Operational Status. The individual users and groups that contain at least one user with the selected Operational Status are shown in the Contacts list.

The filter can be clear with the **Clear** button.

The **Default** button to apply the default filter is set by the "Web Organization Administrator".

*Note:     The **Default** button will be displayed only if the "Web Organization Administrator" set the Default Filter to All Users feature to "On".*

## Activating filters

The **Filter** button can be found:

• In the Contacts view

• In the Geolocation map when there are several users

*Note:  When a single user is tracked (not a group), the filter will not be displayed.*
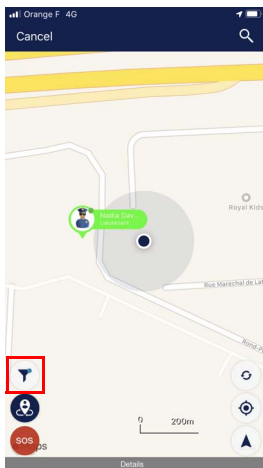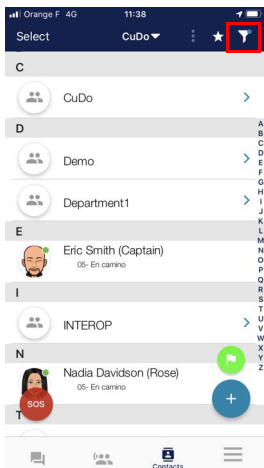


1 Open the filters by tapping the **Filter** button

2 Select one or several options

3 Return to the Contacts view or Geolocation map

When the filter is active, a blue dot is displayed on the filter:

•  for the Contacts view

•  for the Geolocation map

*Note:    You can access to the geolocation feature if you have appropriate rights.*

The location service allows you to locate other users on the map and to continuously track them in real time on the map. The service also allows you to type in an address and see which team member is currently the closest.

### Viewing an individual's location

**1** To locate an individual user, see Private call section up to step 5

**2** Select the **Location** option under the contact name



Search location

User location searched

Dispatch manager

Refresh

Return to the list

Filter

User Role

Details button for more information on all contacts

Centers the map on the Dispatch Manager's location

Compass to rotate the map to match the direction of the Dispatch Manager is facing
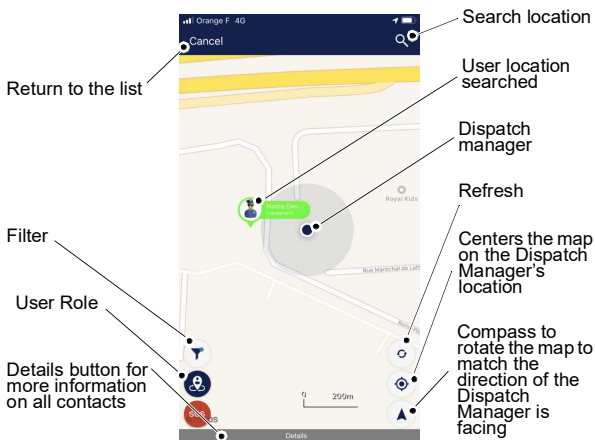
*Note: The Details section shows:*

- *The user(s)' address: street, city, country*
- *Their distance from the Dispatch Manager*
- *The location time and date.*

### Viewing the locations of group members

**1** Open the talk group actions by tapping the ●●● button at the bottom of the full screen PTT view (see Full screen PTT section)

**2** Select the **Location** option to see all the users in the group on the map

## Viewing the locations of group members

**1** Open the talk group actions by tapping the ●●● button at the bottom of the full screen PTT view (see Full screen PTT section)

**2** Select the **Location** option to see all the users in the group on the map

All the users in the same place are grouped into one pin. The number indicates the total number of users in that place.

**3** Tap the number or the pin.

All the users are displayed.
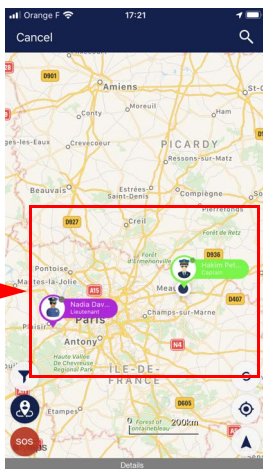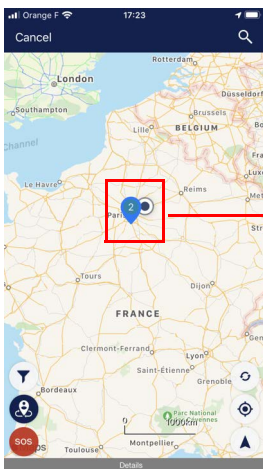
## Distance Based Location

*Note:* *The "Web Organization Administrator" needs to enable this feature for each user.*

When the Distance Based Location feature is activated (see Settings section), your location will be sent to the Dispatcher when you move more than a specific distance set up for your Organization.

**Example:** A tracked user has the "Time-frequency tracking" feature set to 1 minute and the "Distance frequency tracking" feature set to 30 meters (these features are defined by the "Web Organization Administrator").

If the user is walking at a speed of 100 meters per minute, the user sends the following locations:

- T0: 30 meters walked, one location sent

- T1: another 30 meters walked, second location sent

- T2: another 30 meters walked, third location sent

- T3: 1 minute since the last location update has been sent (T2), fourth location sent

## Viewing the Operational Status

**1** Open the talk group actions by tapping the ●●● button at the bottom of the full screen PTT view (see Full screen PTT section)

**2** Select the **Location** option to see all members of the group on the map



Green/red stickers on users' PINs show the users' statuses (On/Off duty)

Users' PINs have colors defined by the selected operational status codes

## *Operational status*

### Viewing the User Role

If the user role feature is activated by your organization's "Web Organization Administrator" and user roles have been set, you can see user role PINs on the map.

The user role PIN contains:

- User role picture/icon set by the "Web Organization Administrator"
- On Duty/Off Duty badge (green/red sticker) (see Viewing the Operational Status section)
- User name
- User role name

If a user has the operational status **ON**, the operational status value defines the color of the user role PIN.

The  button when enabled shows the icon per roles for the users on the map (if they have one).
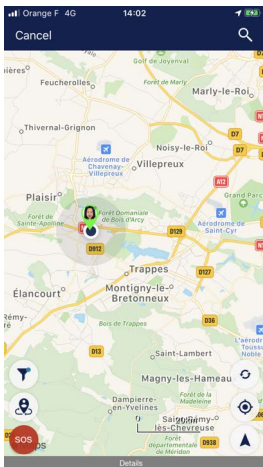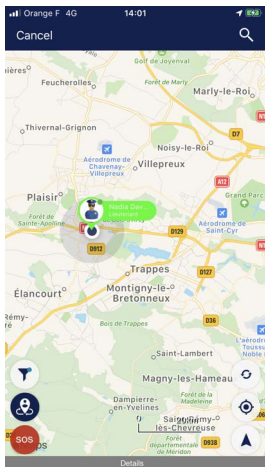
### Introduction

> *Note:    The "Web Organization Administrator" needs to enable this feature.*

The **Workflows** view allows you to automate recurrent and time-consuming tasks via process templates.

Agnet users can instantly access the resources needed to submit a request or perform a certain task assigned to them and communicate about their work from anywhere, with real-time synchronisation on any device: smartphones, tablets or PCs.
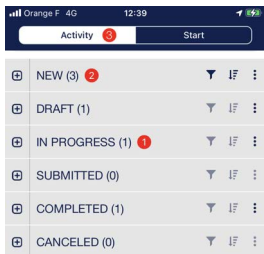




The **Workflows** view contains two tabs:

- **Activity** (see Activity section)
- **Start** (see Start section)

### Activity

The **Activity** section contains processes organized as follows:

- **NEW**: new received processes that you have not accessed yet
- **DRAFT**: processes that you have started working on but have not yet sent to users. The process can be updated later
- **IN PROGRESS**: processes that you have started to complete but have not sent to any other user and processes owned by you but not yet submitted
- **SUBMITTED**: processes initiated by you, updated by you or another user
- **COMPLETED**: processes that have been completed either by the initiator or by the recipients
- **CANCELED**: processes that have been cancelled. A process can be cancelled by any participant



Filter processes

Sort processes

Delete all processes

### Start

The **Start** section contains all process templates assigned by the "Web Organization Administrator". All the process updates performed are synchronized in real-time on the users' mobile applications.
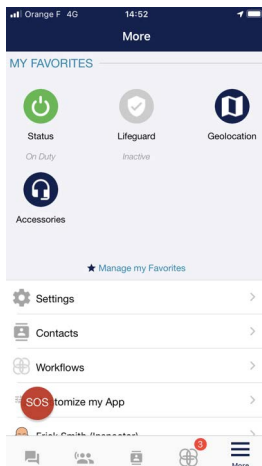
Categories:

• Are defined by the "Web Organization Administrator" and cannot be changed by you.

• Represent an Organization's departments or specific projects, such as HR, Sales, Marketing, Administration, etc.



Latest processes initiated

Favorite process

Categories

### Introduction

The **More** allow you to modify the Agnet parameters.



The **More** view contains the following menus and button:

- **My Favorites** (see My Favorites section)
- **Settings** (see Settings section)
- **Contacts** (see Contacts section)
- **Workflows (optional) (see Workflows section)**
- **Customize my App** (see Customize my App section)
- **User name account (Alias (Optional))** (see My Account section)
- **Disconnect** (see Disconnect section)

## My Favorites

**MY FAVORITES** provides quick access to some features that are frequently used.
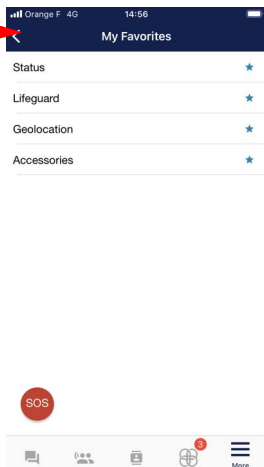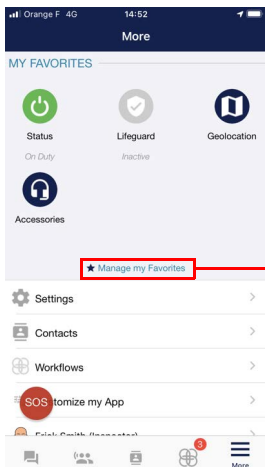


- Tap the **Manage My Favorites** link to see the list of favorites.

The **Favorites** screen contains the following options:

- Status: On Duty (green color) or Off Duty (red color)
- Lifeguard (see Lifeguard (option) section)
- Geolocation
- Accessories

- Tap the ☆ icon to add option to **My Favorites**

- Tap the ★ icon to remove option from **My Favorites**

*Note:* *If no favorites are deleted, the My Favorites section will still be active. The Manage My Favorites link will become Add New Favorites.*

## Settings

The settings contain the following menus and button:

- **Status** (On Duty or Off Duty)
- **Lifeguard** (option) (see Emergency (option)Lifeguard (option) section)
- **Immobility detection** (see Immobility detection section)
- **Options** to modify:
    - Public visibility (if activated by the "Web Organization Administrator")
    - Location (Geolocation, Distance based location, etc.)
    - Pop-up preferences
- **Voice settings** (see Voice settings section)
- **Advanced telephony** (see Advanced telephony section)
- **Message settings** to modify:
    - Default send button
    - Message read confirmation
- **Video settings** for battery consumption improvement (see Video settings section)
- **Accessories** to pair a Bluetooth device with the application
- **Network** to modify:
    - Attachments
    - Only on WiFi
    - SMS
    - VOIP Transport
- **Storage** to view and/or modify:
    - Cloud storage quota
    - Device storage
    - Save attachments
    - Message auto-deletion

- **Notifications & Alerts** for:
  - Messages
  - Call
  - PTT
  - Workflows
  - Privacy to hide content of messages in notifications
- **Mobile configuration** (not used)
- **Legal information**
- **Information & Help**

## Immobility detection

The **Immobility detection** section allows you to alert another Agnet users when you are not moving due to sickness, an attack or other reasons in the event that you do not fall down.

- **Immobility period to trigger Alarm** option: in periods of immobility, when this duration is exceeded, the alarm is automatically triggered

- **Pre-alarm period** option: duration in which the device is in pre-alarm phase. On user device, a warning tone is played, and the pre-alarm screen is displayed to let the user cancel the alarm.
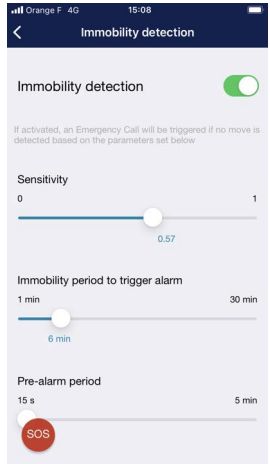
## Voice settings

### Introduction

The **Voice settings** section allows you to modify:

• Auto-Answer (see Auto-Answer section)

• Push-To-Talk options (see PTT options section)

### Auto-Answer

The **Auto-Answer** section allows you to configure the auto-answer for:

- Emergency Ambient Listening Call (see Emergency Call auto-answer section)

- Emergency Push-To-Talk Call (see Emergency Call auto-answer section)

- Push-To-Talk (see Call auto-answer section)

- Call (see Call auto-answer section)

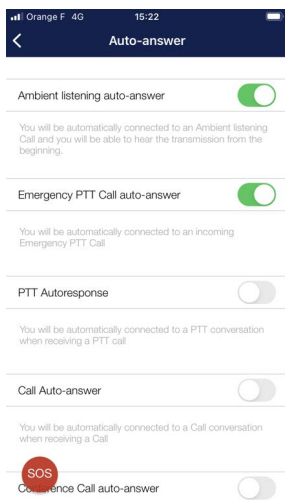- Conference Call (see Call auto-answer section)
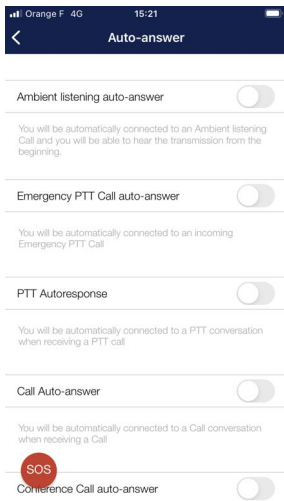
### Emergency Call auto-answer

When enabled, the **Ambient listening/Emergency PTT Call Auto-answer** features allow you to automatically be connected to an Emergency Call and hear the user in distress.

Use cases:

1 If an Agnet user is already on a normal call and receives an Emergency Ambient Listening/PTT Call, the first call is put on hold and the Emergency call is auto-answered

2 If an Agnet user is already engaged in another Emergency Call and receives an Emergency Ambient Listening/PTT Call, the Agnet user can choose whether to put the new call on hold or answer it
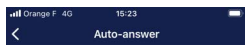
### Call auto-answer

When enabled, the **PTT/Call/Conference Call Auto-answer** features allow you to automatically be connected to a call (PTT call/Call/Conference call).

When the features are enabled, a new menu is displayed with the default auto-answer options.

The options are:

• **Any PTT call/Any call**: this option allows you to automatically be connected to all calls (PTT call/Call/Conference call) including when a call is already in progress.

• **First PTT Call only/First call only**: this option only connects you to the first call (PTT call/Call/Conference call). If you are already in a call, you have the option of whether to answer or not.

• **By priority**: This option only connects you to the first call (PTT call/Call/Conference call). However, if you are in a call and the second call has higher priority than the current call, the current call ends and you are automatically connected to the second call.

### PTT options

- Push-To-Talk options:
  - PTT Take the floor mode (see PTT Take the floor mode section)
  - PTT queueing (see PTT queueing section)
  - PTT audio output
  - PTT floor control sounds
  - PTT control center

### PTT Take the floor mode

The Push-To-Talk Take the Floor Mode may be:

- Push-To-Talk mode: to keep the button pressed while talking
- Toggle mode: to tap the button once to talk and again to stop
- Both
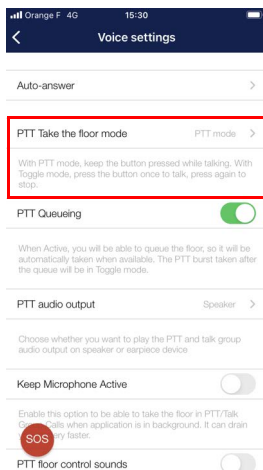
### PTT queueing

When enabled, the **PTT queueing** feature allows you to be able to queue the floor so that the floor is automatically taken when it becomes available. The Push-To-Talk burst taken after the queue will be in Toggle mode.

*Note: The Push-To-Talk burst is the automatic recording of the audio transmission you make between taking and releasing the floor.*

## Advanced telephony

The **Advanced telephony** section allows you to modify the following features:

- Anonymous Call out (see Anonymous Call out section)
- Call Forward settings (see Call Forward settings section)

### Anonymous Call out

When enabled, the **Anonymous Call out** feature allows you to hide your phone number when calling out to an external number via PBX without entering **#31#**. The recipient is unable to contact you.
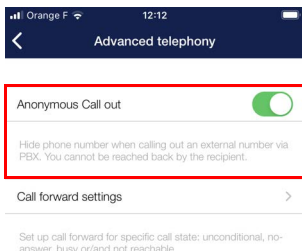
### Call Forward settings

The **Call Forward** features allow you to set up a call forward for specific call types, such as:

- **When Busy**: when you decline to answer, all calls are forwarded to a chosen number

- **When Unanswered**: when you do not answer, all calls are forwarded to a chosen number

- **When Unreachable**: when there is no network connection, all calls are forwarded to a chosen number

- **Always**: this type of call automatically forwards all calls without disturbing you. This option will override all the other types of call forward.
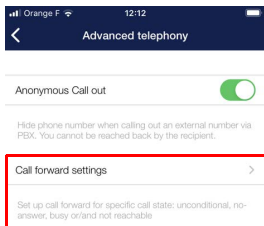
The "Web Organization Administrator" can:

- Not allow users to change settings (see Not allowed to change the Call forward settings section)

- Allow users to change settings (see Allowed to change the Call forward settings section)

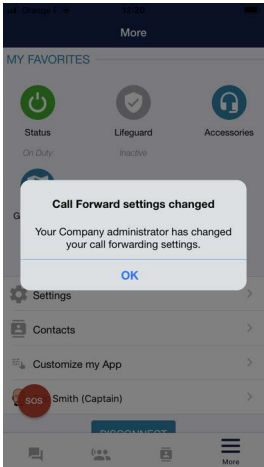### Not allowed to change the Call forward settings

If the "Web Organization Administrator" does not allow you to make changes:

• The **Enable/Disable** button is deactivated

• The **Save** button is not displayed

### Allowed to change the Call forward settings

If the "Web Organization Administrator" allows you to make changes, a pop-up message will appear on the screen.

To make changes:

**1** Open the More view by tapping the ☰ More button at the bottom of the screen

**2** Select the **Settings** menu

The **Settings** screen opens.

**3** Select the **Advanced telephony** menu

The **Advanced telephony** screen opens.

**4** Select the **Call forward settings** menu
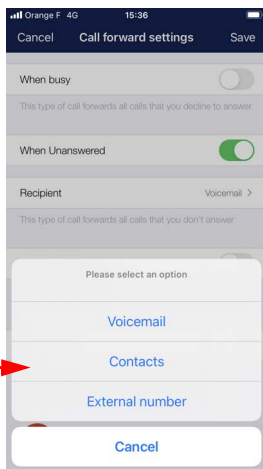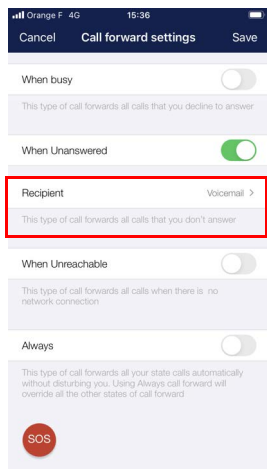
The **Call forward settings** screen opens.
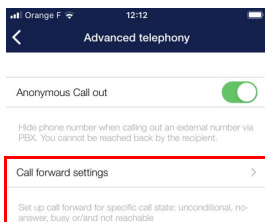


**5** Enable:

- **When Busy** and/or **When Unanswered** and/or **When Unreachable**

  or

- **Always**

*Note: The **Always** option will override all the other options.*

**6** Tap the **Select >** area

The **Please select an option** window opens.



**7** Select the **Voicemail, Contacts** or **External number** option

*Note:* • *If the **Call Out via PBX** feature is enabled for the Organization, the following options can be selected: **Voicemail, Contacts** and **External Number**.*

• *If the **Call Out via PBX** feature is disabled for the Organization, the following options can be selected: **Voicemail, Contacts**.*

The **My contacts** view opens for the **Contacts** option or the **Dialer** screen opens for the **External number** option.

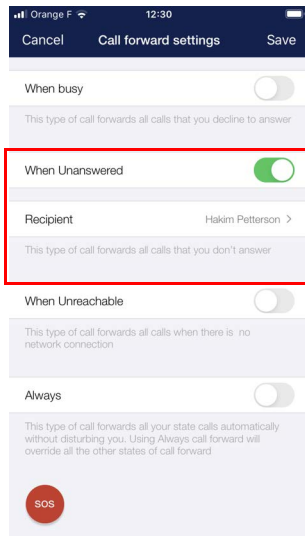**8** Select a contact in **My contacts** view

or

**9** Tap the number in the **Dialer** screen and tap the **SAVE** button

The **Call forward settings** screen opens.

**10** Tap the **SAVE** button

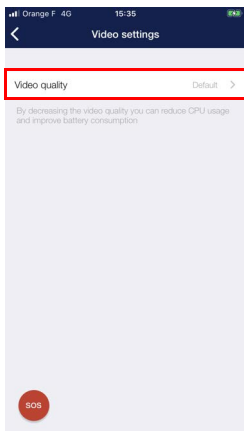The **Voicemail, Name** or the **phone number (Name)** is displayed.

## Video settings

The **Video settings** feature allows you to reduce CPU usage and improve battery consumption by lowering video quality.

Choose between

- Default
- Low resolution
- Low frame-rate
- Low resolution and frame-rate.

## Customize my App

**Customize my App** allows you to:

- Configure the Navigation Bar
- Configure the default page
- Configure the default tab when **Worklows** view opens (optional) (see Workflows default page section)
- Configure PTT call by tapping one or several contact(s) from the **Contacts** view
- Send Settings (see Export Settings section)

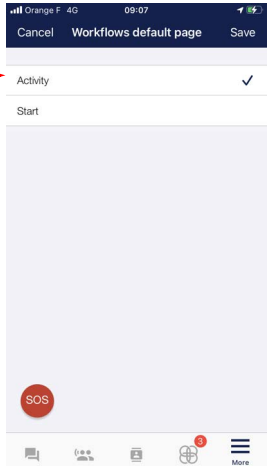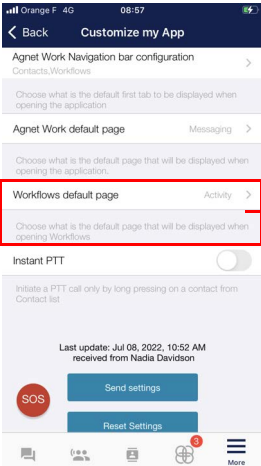    *Note: To import Settings, see Import Settings section.*

- Reset settings (see Reset settings section)
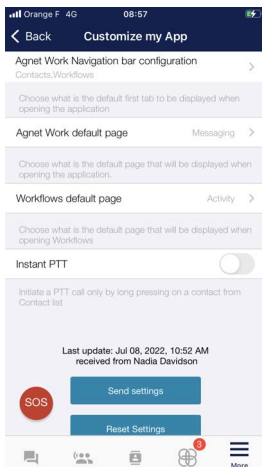
### Workflows default page

The **Workflows default page** feature allows you to choose the default page to be displayed when Workflows is opened:

• Activity

• Start

### Export Settings

The **SEND SETTINGS** button allows you to export the Agnet Work settings to one or more users in the Organization so that they may have the same general settings on their Agnet work application.

**1** Open the More view by tapping the ☰ More button at the bottom of the screen

**2** Select the **Customize my App** menu (see More section)

**3** Tap the **Send Settings** button

The **Create message** view opens.

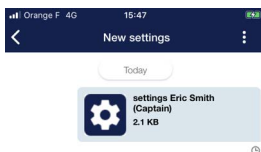**4** Search in the **Find a contact** field one or more users and/or pre-arranged groups

or

**5** tap the +👤 to select in the Contacts list one or more users and/or pre-arranged groups

*Note: If several users are selected, the group conversation mode view opens.*

**6** Send the file

The settings export file is automatically attached to the message.

## Reset settings

The **RESET TO DEFAULT** button allows a user to reset the settings to default.

**1** Open the More view by tapping the ☰ More button at the bottom of the screen

**2** Select the **Customize my App** menu (see More section)

**3** Tap the **Reset Settings** button
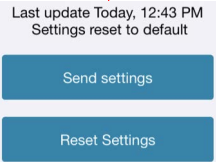
The **Reset Settings** dialog box opens.

**4** Tap the **Reset** button

A message is displayed to notify you that the settings reset is complete.

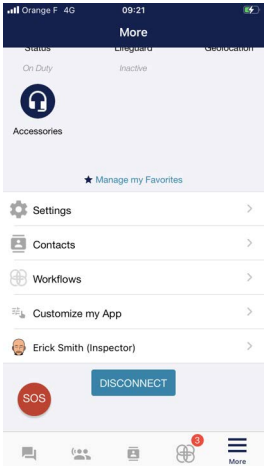You will see details about the settings reset above the **SEND SETTINGS** button.
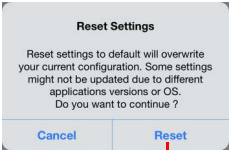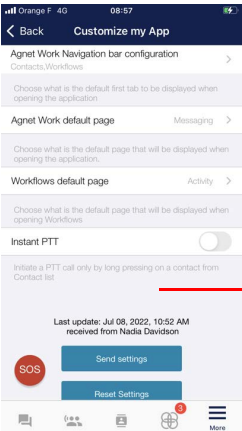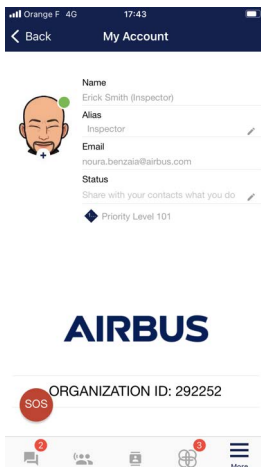
## Disconnect

The **DISCONNECT** button is used to close the Agnet Work application on the smartphone.

## My Account

The **My Account** view contains your personal information.



**My Account** contains the following menus and button:

- **User's picture**: you can take a photo, choose or delete a picture
- **Name:** user's first and last name (or replaced by the Alias)
- **Alias** (see Alias section)
- **Email**
- **Status**: free text allowing you to share information about you with other users
- **Priority Level**: Priority level given by your "Web Organization Administrator"
- Organization Logo
- **Organization ID**: ID entered during the first connection
- **LOG OUT** (see Logging out section)
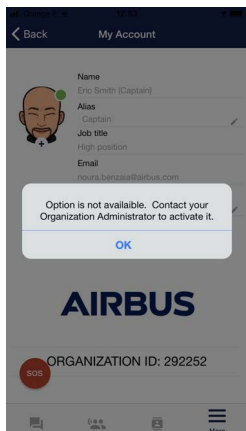
## Alias

### Introduction

*Note:* *The "Web Organization Administrator" needs to enable this feature.*

The "Web Organization Administrator" can:

• Set the **Name and Alias** option: both will be displayed

• Set only **Alias** option: the name is replaced by the Alias
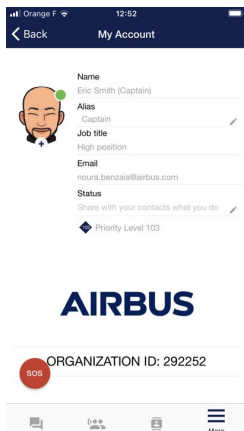
• Allow user to change or not change alias

Name and Alias option                              Alias option

Not allowed to change                              Allowed to change



The alias is visible to the other users on the following screens:

• Call screen, missed calls, incoming calls

• Messaging screen

• Contacts screen, Contact Details screen

• Talk groups screen details

• Geolocation screen

• Notifications of new messages

### Notification of modification

When the "Web Organization Administrator" changes the parameters of the Alias, an **Alias** window appears.
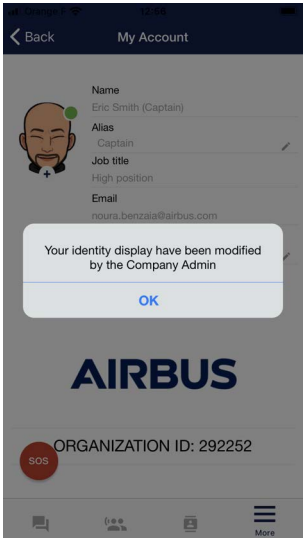
### Change Alias
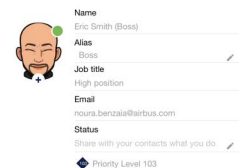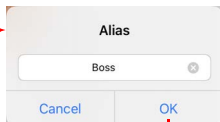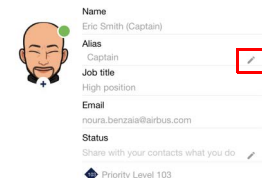
To change Alias:

**1** Tap the 🖊 button

An **Alias** window opens.

**2** Edit the alias

*Note: The alias field can be left empty.*

**3** Select **OK** button

The Alias is changed.
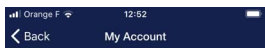
## Logging out

> *Note:* *Logging out leads to an unregistered status and a new registration is required to activate the use of Agnet.*

To log out from your account:

**1** Open the Settings view by tapping the ≡ **More** button at the bottom of the screen

**2** Select the **User name account** menu (see More section)

The **My Account** view opens.

**3** Tap the **LOG OUT** button

A **Confirm logout** dialog box opens.

**4** Select **YES** button

## Automatic Disconnection

After a time period (1 to 24 hours) specified by your "Web Organization Administrator", you will be disconnected and unreachable.

When the application is launched, the timer begins. When the timer expires, a **Close application** window opens. You can:

• Tap the **OK** button to be disconnected

The Agnet Work application closes.

or

• Tap the **Cancel** button to be able to continue using the Agnet Work application without being disconnected.

The timer restarts for the next X hours.

*Note: If no action is taken for 30 seconds, the application closes automatically.*
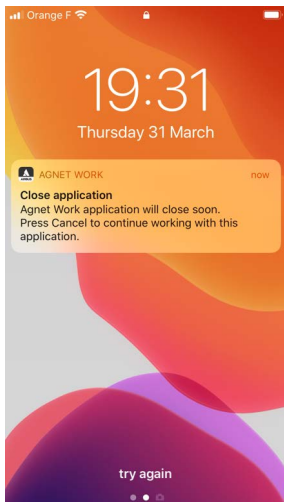
## Interaction between GSM calls and Agnet functions

If you receive a GSM call while you are using Agnet Work app, the GSM call has the priority and it interrupts your operation.

A GSM call may disconnect an ongoing call in Agnet Work app.

If you receive a private Agnet call during a GSM call, you are informed of the Agnet call and you can answer or reject it. During GSM calls you are not informed of incoming group calls as you are temporarily disconnected from Agnet talk groups.

## *Battery consumption*

### Optimizing battery consumption on the smartphone

There are three tips for optimizing battery consumption:

1 Configure your phone to switch the screen off if it has not been used for a while.

   The screen is the main culprit when it comes to consuming battery power. You want a big screen on your device, so that you can use apps effectively, but you should use it only when necessary.

2 Turn off **Geolocation** when you don't need it.

   Geolocation is a valuable feature when you need to locate other people or you are located on the map. The map viewing itself uses a lot of the screen, but sending your location coordinates also consumes power in the background.

   **Geolocation** is not activated by default. You can request to activate this feature by contacting your Agnet administrator. You have the rights to turn it off when it is activated.

3 Disconnect talk groups when you don't need them.

   There is always some traffic in the talk groups. Keeping the talk groups connected consumes power in the background. It consumes even more when you use the **PTT** button from the touch screen. If you need PTT, you can do it by using an external headset or an accessory without using the screen.