



STARCOM21WAVE.COM USER GUIDE

USER GUIDE FOR WAVE PUSH-TO-TALK (PTT) SERVICE

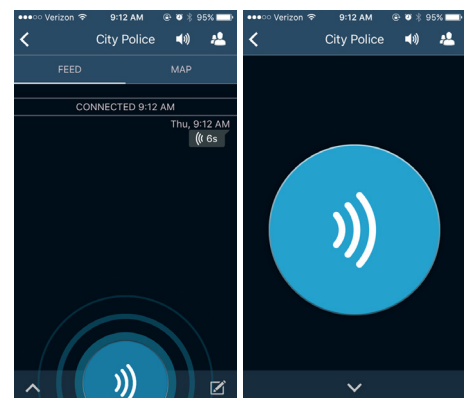
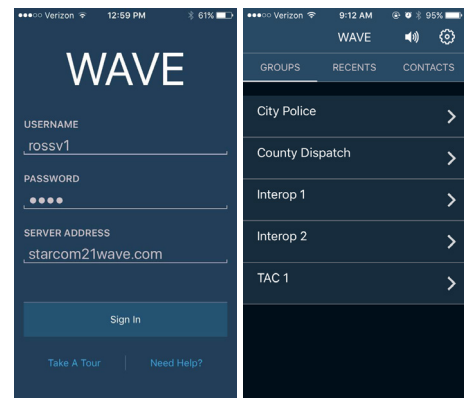
Welcome to WAVE, Motorola Solution's broadband push-to-talk (PTT) service.

WAVE enables teams to collaborate regardless of their device, network connection or geographic location. It supports group and private calls, provides location information and mapping, shows user status and presence, supports group text messaging, and keeps track of call history. Mobile devices can connect with the service using either cellular or WiFi networks. All WAVE communications are fully secure using AES 256 encryption.

SETTING UP AND USING THE WAVE MOBILE COMMUNICATOR

The following instructions explain how to download, install, configure and use the WAVE Mobile Communicator on your Apple or Android device.

1. Download the WAVE Mobile Communicator from the Google or Apple app stores (search for WAVE Mobile Communicator PTT (5.12+) in the stores). Accept the requested access permissions (all information is strictly confidential).
2. Once installed, run the app, which will present you with the login screen.
3. Tap the **User Name** field and enter the user name given you by your administrator (usually an email address, such as <first initial - last name>, e.g. 'jsmith').
4. Tap the **Password** field and enter the password given you by your administrator (e.g., 'wave123').
5. Tap the **Service Address** field and enter the following server address:
starcom21wave.com. Click the **Sign In** button.
6. When the app first starts you will be on the **Groups** tab, which shows each of the talkgroups to which you have access. When you first sign in to WAVE, the home screen presents the **Groups** tab (along with tabs for **Recents** and **Contacts**). The Groups tab lists all the talkgroups (channels) assigned to your profile. Tap a talkgroup name to communicate with users in that group using push-to-talk (PTT) communications. The display will change to the talkgroup event screen. To communicate on the talkgroup, just press the blue PTT button at the bottom of the screen. Wait for the visual and audio cue that you have been granted the talkgroup "floor" and have permission to transmit (you will hear an audible "chirp," and the blue PTT button will "glow"). Release the PTT button when finished to allow others to speak. To send a text message tap the text icon in the bottom right hand corner of the screen to bring up the texting keyboard. Type your message and tap **Send**. All members of this talkgroup currently signed into WAVE will receive your text message.



NOTE: If the channel is in use, you will hear a "bonk" tone and the PTT button will turn red, indicating someone else is speaking on the talkgroup. Wait a few moments and try again.

You can tap the up-arrow key at the bottom of the screen to enable the full screen PTT mode. Tap the down-arrow on the PTT button screen to return it to its normal size.

You can mute a channel by clicking the speaker icon to the right of the channel button.

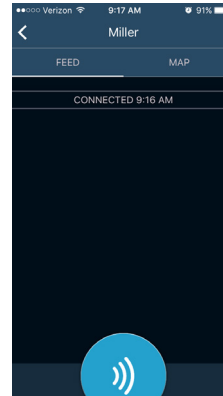
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WAVE

7. You can make a private call using two options:

Option 1: From the **Groups** tab, tap a talkgroup where the person you wish to call is registered. Tap the people icon in the upper right hand corner of the app to see who is currently registered on the talkgroup. Tap the name of the person with whom you wish to have a private call. That member's **Feed** screen will be presented. Press the PTT button to start a private call. PTT back and forth with the person you are calling. When you are done, tap the red icon to hang up the call (the call will also time out after 15 seconds of inactivity by both parties).

Option 2: On the **Home** screen, tap **Contacts** and select a user to call, which will display the member's **Feed** screen. Make a private call as described above..

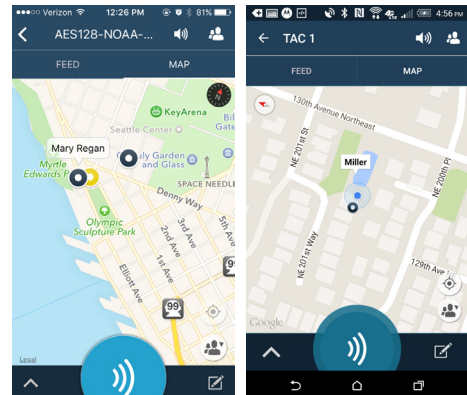


8. There are two ways you can view the location of members on a map. Note that you will see your own location on your maps even if you are not sharing your location with others.

Option 1 - see everyone: Select a talkgroup from the **Groups** tab and tap the **Map** button to display the map showing the location of all members registered on that talkgroup who are currently sharing their location.

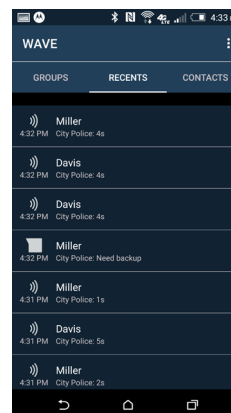
Option 2 - see an individual member: Select a talkgroup from the **Groups** tab, and tap the people icon in the upper right corner to display the **Members** list. Tap a map pin next to a member's name to bring up the map that shows just that user's location. Zoom in or out for greater or lesser detail..

NOTE: You can turn location sharing on/off in the **App Settings** menu. Tap the **Menu** button located in the upper right hand corner of any **Home** screen and tap the **App Settings** menu item.



9. A history of communications during your session is shown on the **Recents** tab as well as in each talkgroup's **Feed** tab, which is always the first screen presented when a talkgroup is selected from the **Groups** tab. The **Recents** tab displays a history of all events on all of your assigned talkgroup as well as any private call you have participated in during this session. The **Feed** tab displays a history of the events for a particular talkgroup. The member's name, time the call was initiated and its duration are displayed for every call. Any text messages are also displayed with the sender's name, the time it was sent, and the content of the message.

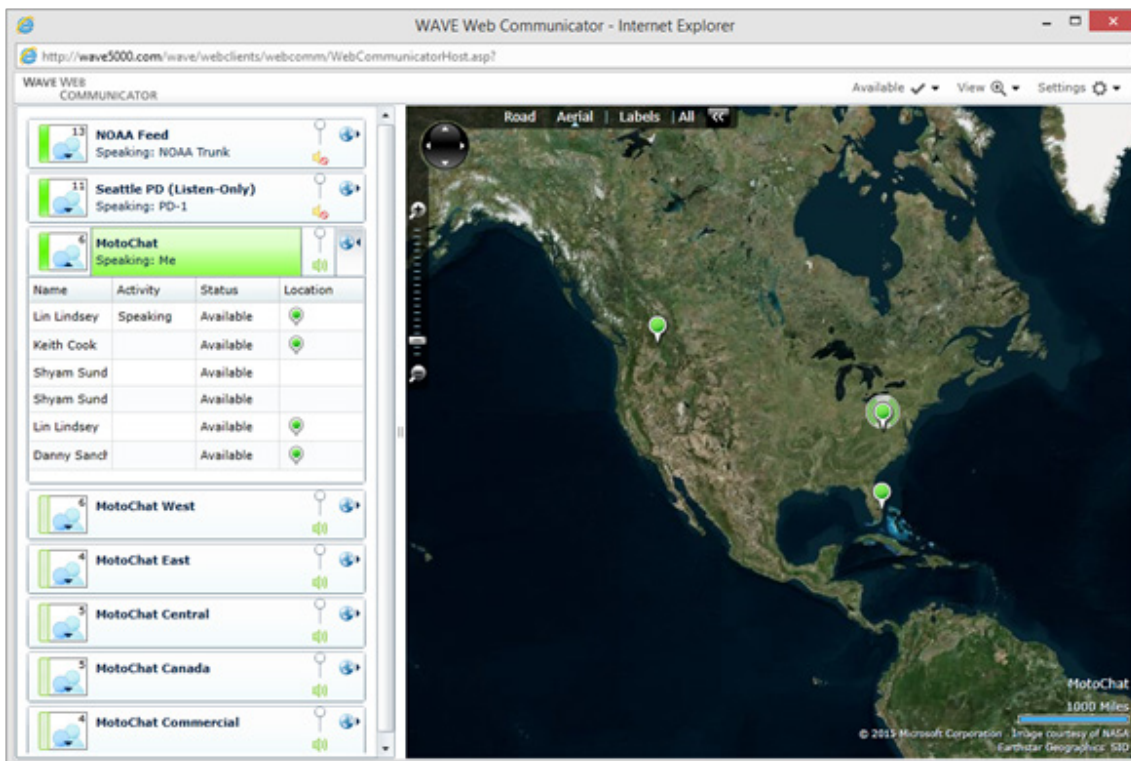
10. To exit the app, go to the **Settings** menu and click **Sign Out**.



SETTING UP AND USING THE WAVE WEB COMMUNICATOR

The following instructions explain how to access and use the WAVE Web Communicator from your PC:

1. Point your web browser to <https://starcom21wave.com/wave/>
2. Click **Login** and enter your user name and password. If asked to select a **Profile**, choose the one assigned to you by your system administrator.
3. Click **Web Communicator**. The application will launch in your browser. The first time you run the Web Communicator you may be prompted to install Microsoft's SilverLight application. If so, please install it.
4. To speak on a channel, simply click and hold the PTT button for the channel / talkgroup you wish to access. Release the PTT button when finished speaking. The Web Communicator supports group calls, private calls are not yet available from the application.



5. To see who is registered on a channel and their status, click the down arrow button beneath **People icon** on the left side of the PTT button.
6. To see where users are located for any channel, click the right arrow on the **Globe icon** on the right side of the PTT button to expand the map panel for that channel.
7. You can change the volume level for each channel and mute channels using the **Volume setting** control next to the map button.
8. Use the **Settings menu** (upper right hand corner) to change your audio settings (microphone, speakers, etc.), set your location that others will see, or change a profile.

GETTING HELP

- Click the **Settings** menu button and select **Help** to get instructions on how to use all the features and functions of the WAVE Mobile Communicator.
- If you require technical support, please contact the STARCOM21 support desk at starcom@motorolasolutions.com or by calling 866-297-6342.