

**Honeywell**

# Smart Talk 2.2

For Android and iOS

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**User Guide**

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# Customer Support

## Technical Assistance

To search our knowledge base for a solution or to log in to the Technical Support portal and report a problem, go to [honeywell.com/PSTechnicalsupport](https://honeywell.com/PSTechnicalsupport).



## About Smart Talk

Smart Talk is a comprehensive and secure business communication solution that allows instant connection between remote teams. It is a fully customizable solution, tailored to the size and scope of any organization.

The Smart Talk app is designed for Android and iPhone. The browser-based version is called WebChat.

## Supported Devices

- Smart Talk supports devices running iOS 15 and higher.
- Smart Talk is qualified on Android 10 through 14.

Smart Talk is specifically qualified on the following Honeywell devices for Android 10, 11, 12, 13, and 14:

- CK62, CK65, CK67, CT30, CT37, CT45XP, CT47, EDA10A, RT10A, VM1A

Smart Talk is specifically qualified on the following non-Honeywell devices:


- Samsung S22 Ultra, Google Pixel 8a on Android 14, iPhone 14, iPhone 15, iPad (10th Gen)

**Note:** *The Smart Talk app can be used on a non-qualified device; however, all functionality may not function as described in the documentation.*

# Login

Log in using the application credentials provided by your Smart Talk company admin.

**Note:** *The device must have a network connection while using Smart Talk.*

1. Tap the Smart Talk icon  on your device.
2. When the app opens, tap **Get started**.
3. Enter your **Organization ID** and tap **Next**.

**Note:** *Organization ID is only required the first time you log into the app. Subsequent logins require only Login Name and Password.*

4. Enter your **Login Name** and **Password** then tap **Connect**.

## Application Permissions

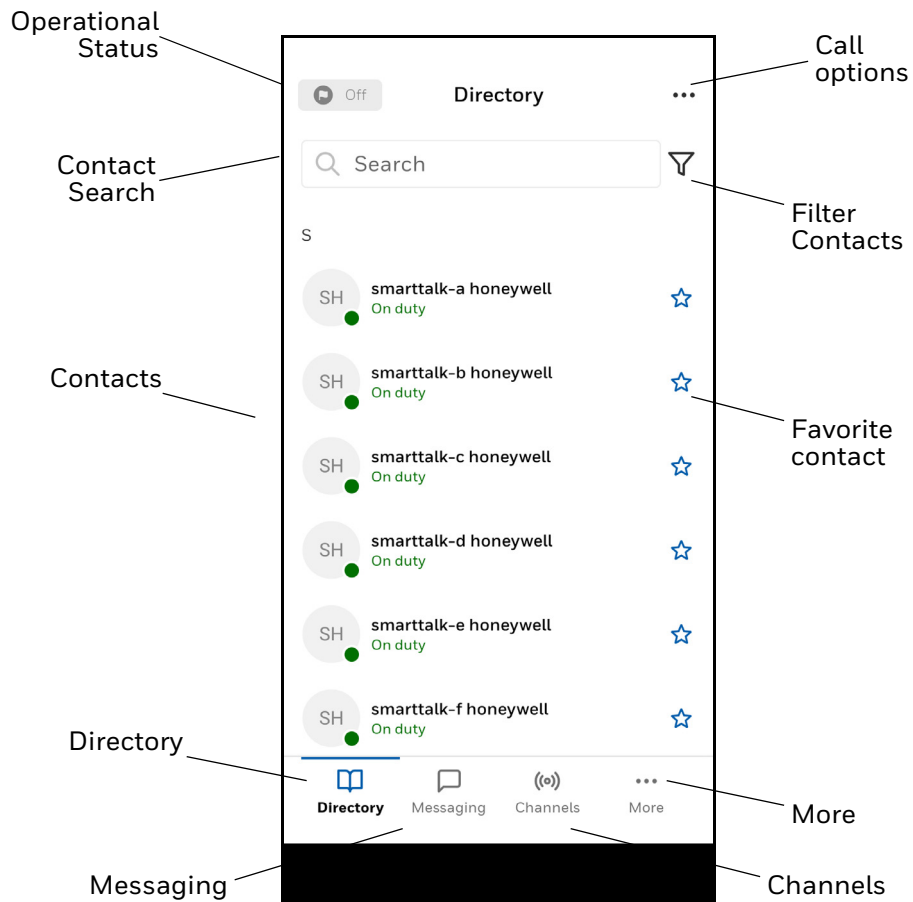
The first time you log into the app, you will be prompted to allow application permissions. The following app permissions must be allowed for Smart Talk to function properly.

1. The Device & app notifications window opens.
  - a. Tap **Smart Talk**.
  - b. On the next screen, tap the slider next to **Allow notification access**.
  - c. At the prompt, “Allow notification access for Smart Talk?”, tap **Allow**.
  - d. Tap the back arrow in the navigation bar twice to return to Smart Talk.
2. Select the following permission settings:
  - Allow Smart Talk to take pictures and record video: **While Using the app**
  - Allow Smart Talk to access this device’s location: **While using the app**
  - Allow Smart Talk to record audio: **While Using the App**
  - Allow Smart Talk to find, connect to, and determine the relative position of nearby devices: **Allow**
  - Allow Smart Talk to send you notifications: **Allow**
  - Allow Smart Talk to make and manage phone calls: **Allow**
3. If a prompt indicates that overlay permission is required for video overlay, tap **Settings**. On the app permissions screen, tap the slider to enable **Allow display over other apps**.





# User Interface






The Smart Talk app has the following areas:

- Directory - View and select contacts to initiate calls.
- Messaging - Send text messages to your contacts.
- Channels - Use Push-to-Talk to interact with channel members.
- More - View user and application information and disconnect or log out from the app.



The Smart Talk screen displays the following options:

Icon	Option	Description
 Directory	Directory	A list of all contacts, including current status.
 Messaging	Messaging	Recent calls and conversations.
 Channels	Channels	Push-To-Talk group calls already set by the Smart Talk admin.
 More	More	Quick access to your user information, settings and options.

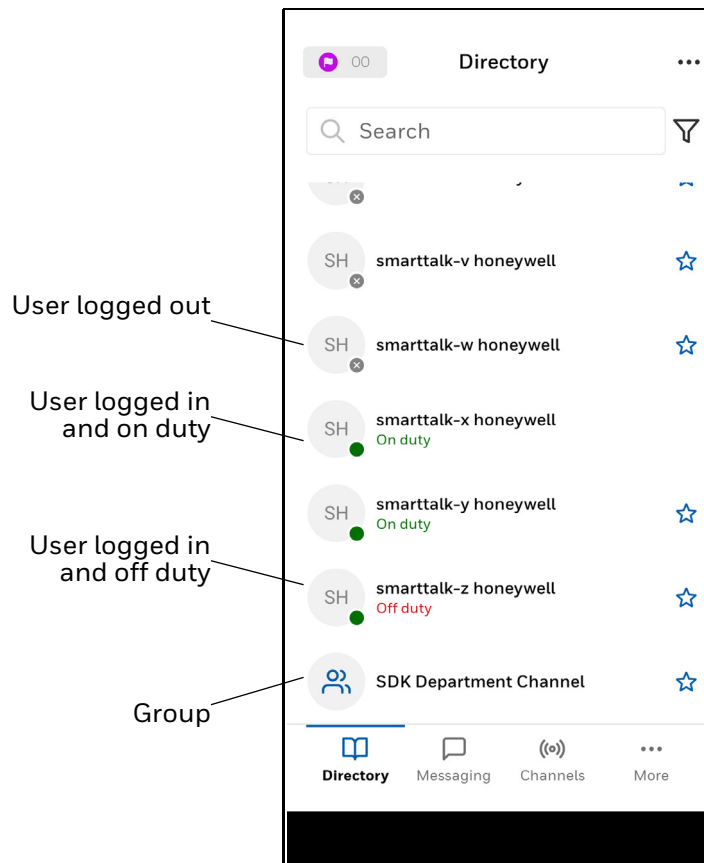
Icon	Option	Description
	Operational Status	Additional information about your location or activity.
	Call options	Displays available call options (Call, Video call, Push to talk, Broadcast video, Conference call).
	Contact search	Enter a name in the search field to search for a contact or group.
	Filter contacts	Filter the contacts list by connectivity/Availability and category.
	Favorite contact	Tap the star icon to make a contact a favorite. Favorite contacts are moved to the top of the list.

## Landscape Mode Support

The Smart Talk application can be used in both landscape and portrait mode on mobile devices and tablets.




## Directory

The Directory lists all contacts and groups assigned to your Smart Talk account by the Smart Talk admin. The current status of each user is displayed indicating if the user is logged in and on duty or off duty.



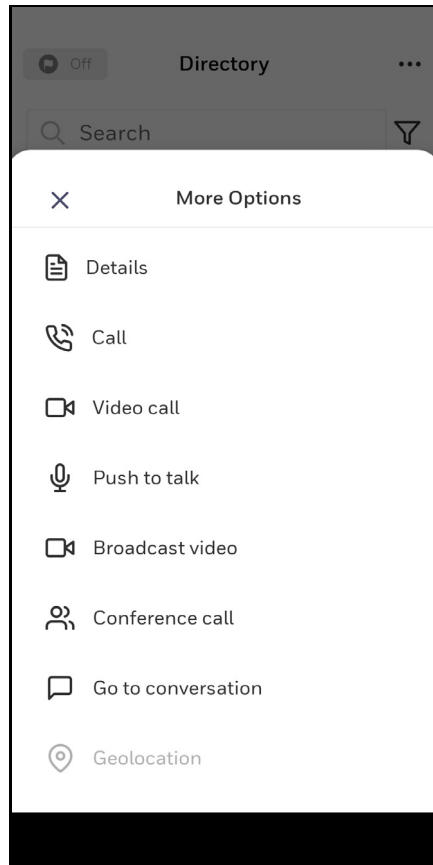
# Directory Icons

The following icons are displayed in the directory.

Icon	Description
	An individual user identified by their initials or picture. A solid circle in the lower right indicates that the user is logged in. When a user is logged in, the directory will indicate if they are “On duty” or “Off duty” below the name. Note: The user’s “On Duty” or “Off Duty” status does not affect the app function. You can still communicate with users in “Off Duty” status.
	An individual user identified by their initials or picture. A circle with an “x” in the lower right indicates that the user is logged out.
	Group.

# Contact Options

To view the options for a contact, press and hold the user or group name. Not all options are available for a group.



The following options are displayed when you press and hold a contact name. Call and Video call are not displayed if you press a group contact.

Option	Description
Details	View information for the contact. Details for an individual user include name, status, and phone number. You can also initiate a call or message. Details for a group include the group name.
Call	Initiate a call with the contact.
Video call	Initiate a video call with the contact.
Push to talk	Initiate a push to talk session with the contact.
Broadcast video	Initiate a broadcast video with the contact.
Conference call	Begin a conference call.
Go to conversation	Go to the Messaging screen and display the conversation with the contact.
Geolocation	View the contact's Geolocation, if enabled.

## Filter Directory

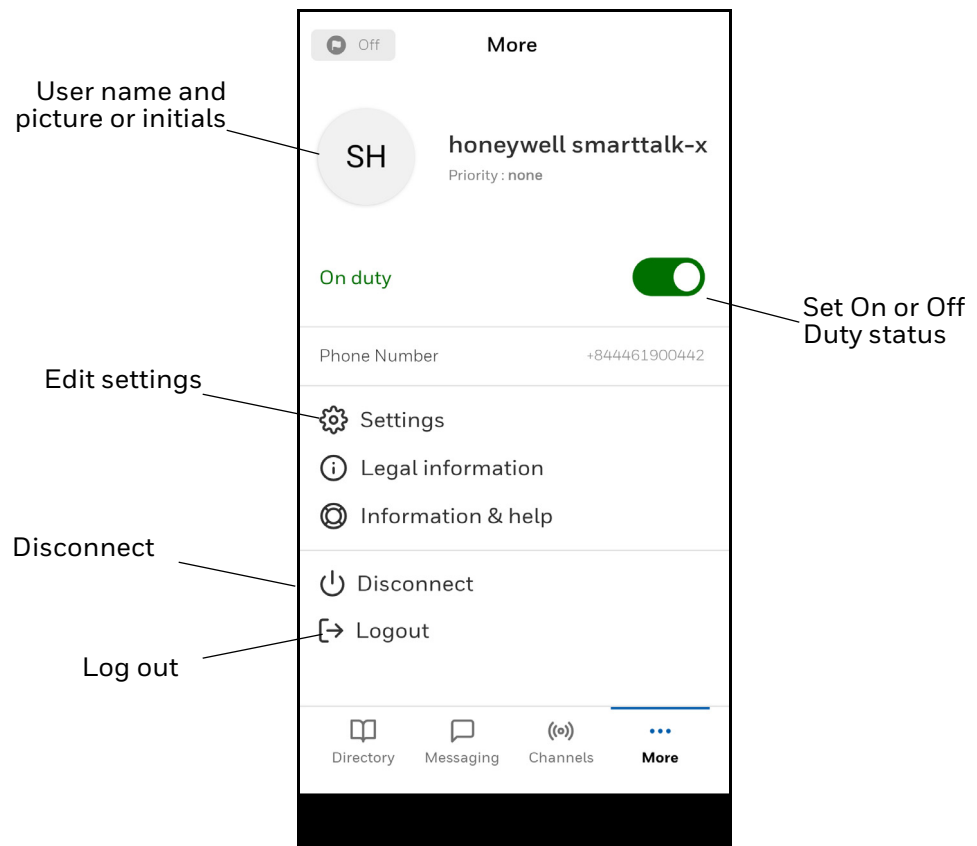
You can filter the contacts displayed in the directory based on Category (Individual/Groups), Connectivity (Online/Offline), and User Availability (On Duty/Off Duty).

To apply a filter, tap the filter icon, select your preferred options, and tap **Save**.

## User Information and Settings

The More section contains user's picture, user's name, PTT Priority, on-duty/off-duty status, phone number, settings, legal information, information and help, and disconnect and logout options.

**Note:** *Some settings may not be available due to the selected package or the parameters set by the Smart Talk admin.*



## Settings

Use the Settings area to configure Directory and Voice settings.

1. Tap the More icon.
2. Tap the Settings icon.
3. Tap **Directory**. You can choose to display contact names as First name, Last name or Last name, First name.
4. Tap **Voice Settings**. The following options are available:

Option	Description
Auto-answer	<p>Configure automatic answering options for Push-to-Talk, Calls, and Conference Calls.</p> <p>When you activate the Auto-Answer feature for Push-to-Talk, Calls, or Conference Calls, a new menu is displayed with the default auto-answer option “Any Call.” The options are the same for all types of calls.</p> <p>Tap to view all the auto-answer options and choose whether you wish to automatically be connected to:</p> <ul style="list-style-type: none"> <li>• Any call: All calls will be auto-answered, including a second call (when you are already on a call).</li> <li>• First call only: Only the first incoming call will be auto-answered. If you are already on a call, you will have the option of answering or not.</li> <li>• By priority: The first incoming call will be auto-answered only if the initiator has a higher priority than you. If the initiator’s priority is lower or equal to yours, the call will not be auto-answered. If you are already on a call and receive another from a user who has a higher priority than the initiator, the first call will be terminated. If you are already on a call and receive another from a user with a lower or equal priority to the initiator, the second call will not be answered at all (will end by default).</li> </ul>
Voice boost	Adjust the sound output of voice calls in noisy environments. Use the slider to boost the volume by up to 20dB.
Push-to-Talk audio enhancement	Enabling Push-to-Talk audio enhancement may improve voice quality at the expense of a lower volume during PTT calls.
PTT floor control sounds	<p>Enables audio acknowledgment in the form of a beep tone whenever the floor is taken or released during a PTT call or a PTT Channel.</p> <p>When floor control sounds are enabled, both the initiator and recipient will hear the audio indicators when floor control is taken by either user.</p> <p>Tap to view options for PTT floor control sounds:</p> <ul style="list-style-type: none"> <li>• Enable PTT floor sounds</li> <li>• PTT floor control mode: Select to enable the floor control sound for “Floor request,” “Floor release,” or “Floor request &amp; release.” The default is “Floor request.”</li> <li>• PTT floor control beep - Select the beep tone that will be heard.</li> </ul> <p>Note: When a user presses the PTT button and the channel floor is already occupied, a short sound is played locally on the user’s device to indicate that the floor channel is occupied.</p>
Audio feedback	<p>Enables a tone to be played when calls are merged and when calls are auto-answered. These options are enabled by default and can be turned off if required</p> <ul style="list-style-type: none"> <li>• Enable Merge Call sound: Play a sound when merging two calls.</li> <li>• Enable Auto-answer sound: Play a sound when a call is auto-answered.</li> </ul>

# Honeywell Push-to-Talk Button Support

Some Honeywell devices have a dedicated Push-to-Talk (PTT) button. The PTT button is configured by default to take the floor in a Smart Talk call or Channel.

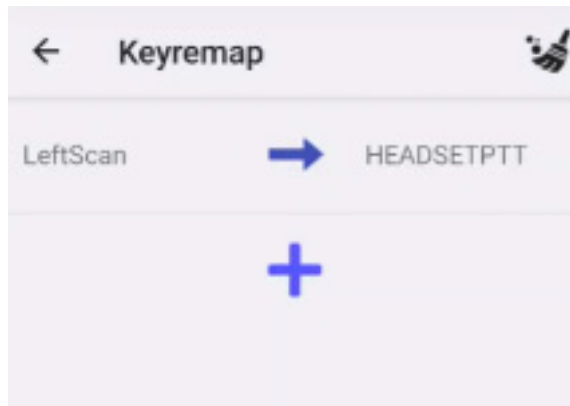
If the mobile computer does not have a PTT button, other keys, such as a scan or function button, can be remapped to HEADSETPTT to perform the same function as the PTT button. For more information on remapping a key, refer to the user guide for your device available at [automation.honeywell.com](http://automation.honeywell.com).

Follow these steps to remap a scan button to use with Smart Talk:

1. Swipe up from the bottom of the Home screen to access all apps.
2. Tap **Settings** > **Honeywell Settings** > **Keyremap**.
3. Tap the plus sign (+).
4. Press the left or right scan button or the button you want to remap.
5. Tap **OK**.
6. Select the KEYS tab then search and select HEADSETPTT.
7. The Smart Talk icon appears next to the button name to indicate that the button has been mapped to Smart Talk.

In the following example, the left scan button is remapped to HEADSETPTT. The user can hold the Left Scan button during a call while speaking.

Left scan button remapped to HEADSET PTT



## Localization Support

If the user changes the language from phone Settings (**Settings**> **System**> **Languages & input**), the Smart Talk app will translate to the updated language. Honeywell Smart Talk supports the following languages for the 2.2 release.

- English
- French
- German

- Spanish
- Portuguese
- Swedish
- Finnish
- Polish
- Norwegian
- Hindi
- Japanese (UI issues may exist in the current version)

**Note:** *If the mobile computer language is changed to one of the Smart Talk supported languages, the phone may need to be rebooted to refresh the Smart Talk app with the translated language.*

If the user selects a language that is not supported, Smart Talk will display in the default English.

## Legal Information

Access the Smart Talk terms of use, privacy policy, and patent information.

## Information & help

Tap **Information & help** to view the application version. You can also export logs from the app. The error log is a record of critical errors that are encountered by the application and they are very useful as troubleshooting tools.

To export the log file, tap the **Export log** button.

## Disconnecting

When you exit the Smart Talk application by tapping **Disconnect**, the app will not run in the background and you will not receive notifications on your mobile device until you open the app manually. Once you login to the application, you will receive all notifications that you missed while you were disconnected (X hours).

## Automatic Disconnection

The Smart Talk admin can configure the Automatically Disconnect Mobile Users feature so that users are disconnected after a specified amount of time.

When you launch the application, the timer begins. When the timer expires, you will be asked whether you want to continue using the application or disconnect. This notification will appear regardless of which screen you are on.

- If you do not respond within 30 seconds, you will be disconnected.

- If you tap the **OK** button, you will be disconnected.
- If you tap the **Cancel** button, you will be able to continue using the application without being disconnected, and the timer will restart for the next X hours.

## Log Out

If you want to log out from your account, tap the **Log Out** button. A confirmation pop-up will appear. After confirming the action, the logout will be complete. The logout action will be canceled if you tap the Cancel button.

## Operational Status

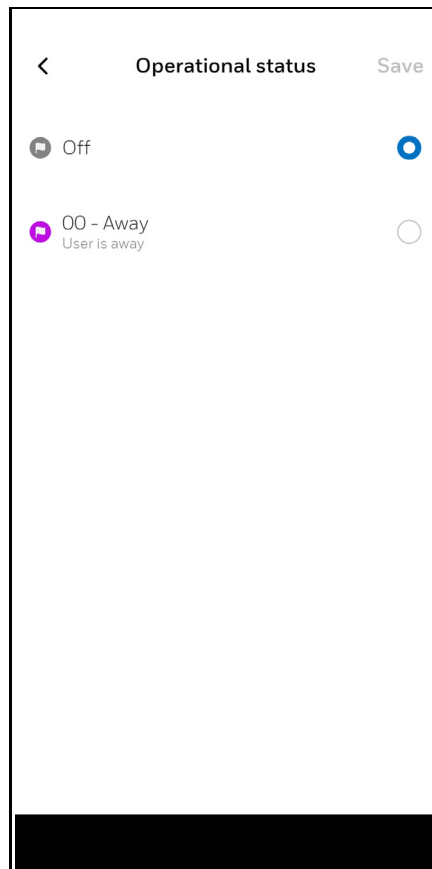
Operational Status, if activated by the Smart Talk Admin, provides additional information about your location or activity.

The main/organization/department admin can create a database of Operational Statuses and add the desired Operational Statuses to it. They can add a list of Operational Statuses for a given department based on this database. Users only see the Operational Statuses available for their assigned department.

## Update Operational Status

To view the list of Operational Statuses, tap the flag on the top left corner of the application.

**Note:** *Users cannot change their Operational Status unless the Smart Talk admin enables this feature.*



To change your Operational Status, select an option from the list then tap **Save**. The code associated with that specific Operational Status will be displayed beside the flag on top left corner of the application.

## Automated Operational Status

Users' Operational Status can be automatically changed to a specific Operational Status set by the Smart Talk admin. Refer to the WebChat Admin User Guide for more information.

# USING SMART TALK

This section describes how to use Smart Talk to make calls, send messages, and use Push-to-Talk features.

**Note:** *You will not be able to make a call or start a communication session (Push-To-Talk, Push-To-Talk channel, Video Call) if you do not have a network connection. The same applies when Wi-Fi is turned on but you have not entered your Wi-Fi login/password or you are connected to Wi-Fi that does not have an Internet connection.*

## Calls

Calls made through the Smart Talk application use VoIP (Voice Over Internet Protocol). VoIP uses the Internet instead of the classic telephone networks, transforming the analogical audio signals into numeric data transferable via Internet.

Smart Talk users for whom the VoIP option is active can make VoIP calls by simply choosing Call from the More options menu.

**Note:** *If Call Auto-Response is enabled, you will automatically be connected to a call conversation when receiving a VoIP/Free call. A beep will indicate the auto-response of a call.*

## Make a Call

You can initiate a call with one other contact in two ways:

1. With the Smart Talk app open, tap the Directory icon.
2. Long-press a contact name then tap the type of call you want to make (Call, Video call, Push to talk, Broadcast video, or Conference call).

OR

1. With the Smart Talk app open, tap the Directory icon.
2. Tap the more options icon.

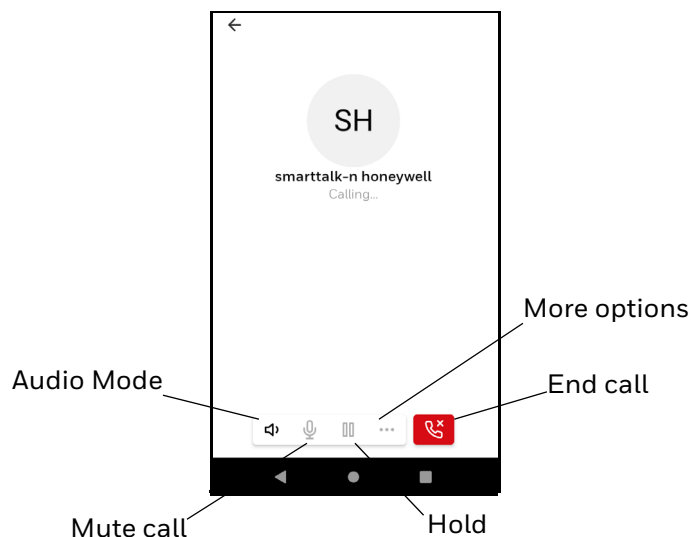
3. Tap the type of call you want to make (Call, Video call, Push to talk, Broadcast video, or Conference call).
4. Tap the contact or group you want to call in the Directory. If you selected Push to talk, Broadcast video, or Conference call, you can select multiple contacts.
5. Tap **Start**.




When you place a call, the following options are displayed depending on the call status:

Option	Description
Calling	A call is being placed to the selected user.
Call timer	The called party has accepted the call.
Call ended	One of the users has ended the call.
Call declined	The recipient has declined the call.

## Call Options

When you are in a call, the following options are available.



Option	Description
Audio Mode	<p>Select the audio option to use during the call, either the mobile device's speaker or a paired device, such as a headset. To change between devices, press the icon then select the audio mode. The icon indicates the audio mode being used:</p> <ul style="list-style-type: none"> <li>•  Speaker</li> <li>•  Bluetooth device</li> <li>•  Wired headset</li> </ul> <p>See <a href="#">Audio Mode</a> for more information.</p>

Option	Description
Mute call	Mute the phone call so that the other person will not hear anything. To unmute the call, tap the button again.
Hold	Put the call on hold. This option is available for calls over VoIP only.
More options	View additional call options: <ul style="list-style-type: none"> <li>• Go to conversation</li> <li>• Geolocation</li> <li>• Broadcast video</li> </ul>
End call	End the call.

## Call on Hold

During a Call, the application allows you to answer a second call (VoIP, Video, or Push-To-Talk).

When you receive a second call, you have three options:

1. End the first call then accept the incoming call.
2. Decline the incoming call.
3. Put the first call on hold to accept the second one.

**Note:** *The Hold Call button is available only for VoIP calls.*

To place a call on hold, tap the Hold (pause) icon.

To resume the call, tap the Hold icon again.

While the call is on hold:

- The other user will see “Call on hold by <user ID>” on the display.
- If a user taps the Hold Call button (Pause button), the call will turn active only when the Resume Call button (Play button) is pressed again, no matter if the user is or not in another call.
- If a user receives a call or calls another user while the user is on a call, after the second call ends, the first call will become active automatically.

## Call Merge

You can merge two ongoing one-to-one calls into a group conference group.

# Urgent Call

Users can make emergency calls to a predefined list of recipients, informing them about critical situations and asking for assistance. The feature is activated and configured by your Company Admin.

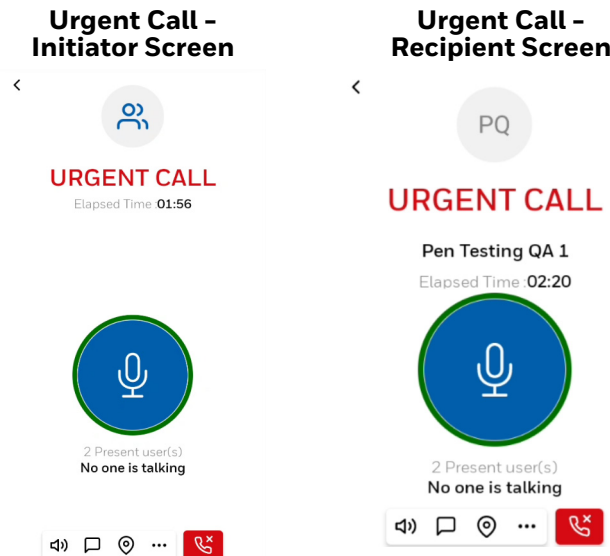
Urgent Calls will have priority over other calls or channels that the urgent call recipient is connected to. Regardless of the priority set for the other channels or callers, they will be put on hold when an urgent call is received.

## Making and Receiving an Emergency Call

To initiate an Urgent Call, tap the Urgent Call button in the Smart Talk application.



The following screens are displayed in the app for the initiator and recipient(s).

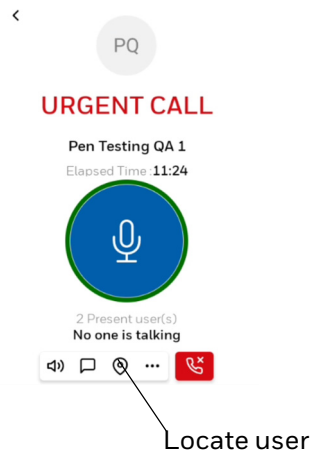


When an Urgent Call is made, an alert conversation is created with the initiator including all of the users set as recipients by the Company Admin.

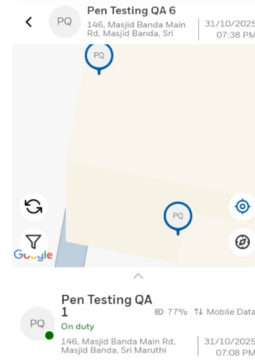
## Locating a User

An Urgent Call recipient can click the location icon to see the location of the initiator of the Urgent Call on a map on full screen. The position of the user will be marked with a pin.

## Tap to Locate User



## User Location



# Push to Talk

Push-To-Talk enables users to use their mobile phones as “walkie-talkies” with unlimited range.

Push-To-Talk cellular calls provide half-duplex communications - while one person transmits, the other receives. This is a great advantage especially for multiple participants as it allows a single person to reach an active talk group with a single button tap.

**Note:** You can have only one ongoing call at a time, even if the calls are made by different applications

## Make a Push-to-Talk Call

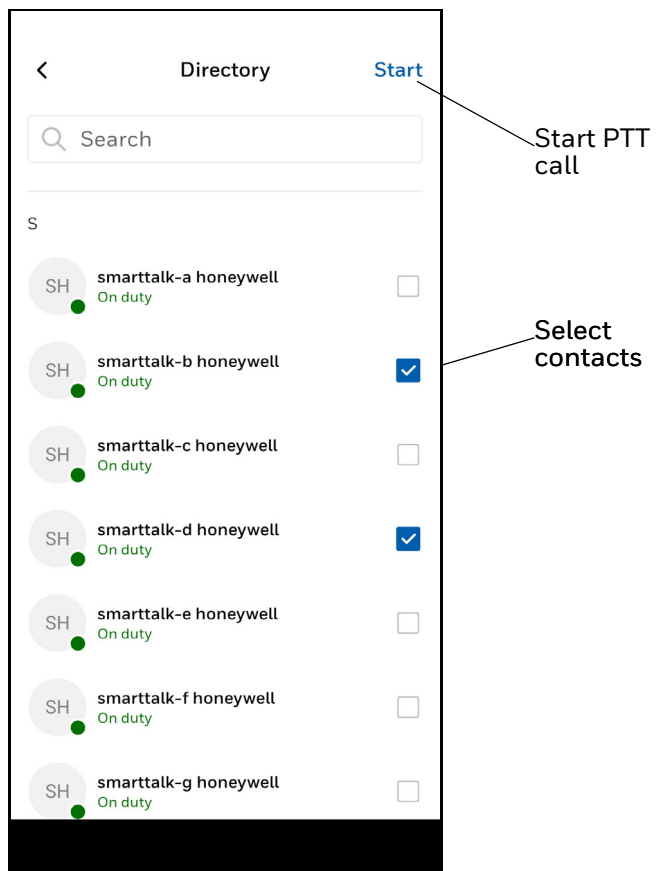
A Push-to-Talk call can be made with a single contact or with multiple contacts.

Follow these steps to use Push-to-Talk with a single contact.

1. With the Smart Talk app open, tap the Directory icon.
2. Press and hold a contact's name.
3. On the More Options menu, tap **Push to talk**.

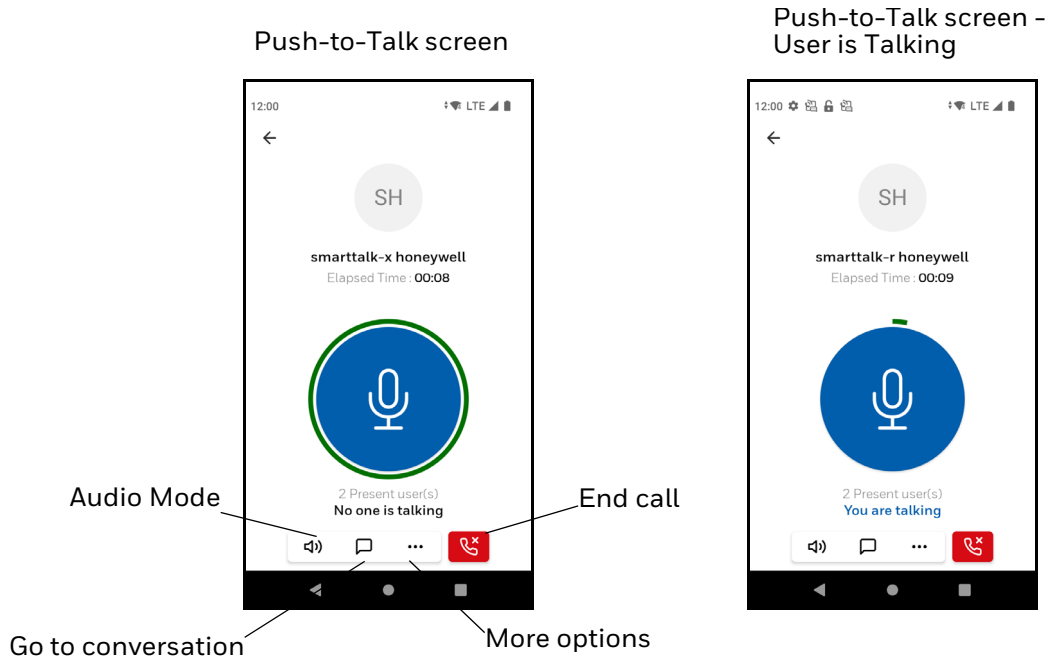
Follow these steps to use Push-to-Talk with a multiple contacts.

1. With the Smart Talk app open, tap the Directory icon.
2. Tap the More Options icon in the upper right corner.
3. On the More Options menu, tap **Push to talk**.



4. Select the contacts you want to add.
5. Tap **Start**.

# Push-to-Talk Options



Option	Description
Audio Mode	Select the audio option to use during the call, such as speaker phone or other available devices, such as a headset or Bluetooth device.
Go to conversation	Go to the Messaging tab to send a text message to the other users in the call.
More options	View additional call options: <ul style="list-style-type: none"> <li>Participant list</li> <li>Go to conversation</li> <li>Geolocation (if enabled)</li> <li>Broadcast video</li> </ul>
End call	End the call.

## Push-To-Talk Auto Answer

If Push-To-Talk Auto-Response is enabled, you will automatically be connected to a Push-To-Talk conversation when receiving a Push-To-Talk call. The notification is displayed for a while and a beep will indicate the auto-response for a Push-To-Talk session.

To activate this feature, go to **More > Settings > Voice Settings** and turn on **PTT Auto-answer**.

After PTT Auto-answer is turned on, you can select which calls to answer:

- Any PTT Call: Any incoming Push-To-Talk call will automatically be answered. If you receive a Push-To-Talk call while you are on a call, then you

will answer automatically to this second call and the first one will be automatically put on hold.

- **First PTT Call only:** The first incoming Push-To-Talk call will be answered automatically. If you receive a Push-To-Talk call while you are on a call, then a pop-up window will let you choose to either answer or reject this second call. If you choose to answer, then you will also have to choose to either end the first call or put it on hold.
- **By priority:** The priority is offered to individual users or groups by the Smart Talk admin, and it is meant to facilitate more efficient communication in the organization. An organization can have multiple levels of priority from low to high. The users can have a certain level of priority or none. According to the priority, during a Push-To-Talk call, a user will be able to take the floor even if another user is talking. In the same way, the channel corresponding to a group will be heard even if another channel is active, due to the priority assigned by the Smart Talk admin. By choosing Push-To-Talk Auto-Answer: By Priority, the first incoming Push-To-Talk call will be auto-answered only if the initiator has a higher priority than you. If the initiator's priority is lower or equal to yours, the call will not be auto-answered.  
Note that a user cannot take the floor while another user at the same level is talking. Higher level users may override lower-level users. For example, a Level 102 user always has priority over a Level 101 user.

## Call on Hold

During a Push-To-Talk call, Smart Talk allows you to answer a second call (VoIP, Video, or Push-To-Talk). For more information about this feature, go to the Putting a Call on Hold section in the guide (Contacts > More Options > Call).

## Conference Call

A Conference Call is a communication session between at least three users who can talk to each other at the same time. The Conference Call feature can be activated or deactivated through a platform-level configuration parameter. The Conference Call feature is closely related to the Call feature.

## Make a Conference Call

Follow these steps to make a conference call.

1. With the Smart Talk app open, tap the Directory icon.
2. Tap the more options icon.
3. Tap **Conference Call**.
4. Select the contacts to include in the call.
5. Tap **Start**.

The options available during a conference call are the same as during a call with one other contact except that the call cannot be put on hold.

## Video Call

A video call is a communication session that includes a live video from the camera of your mobile device.

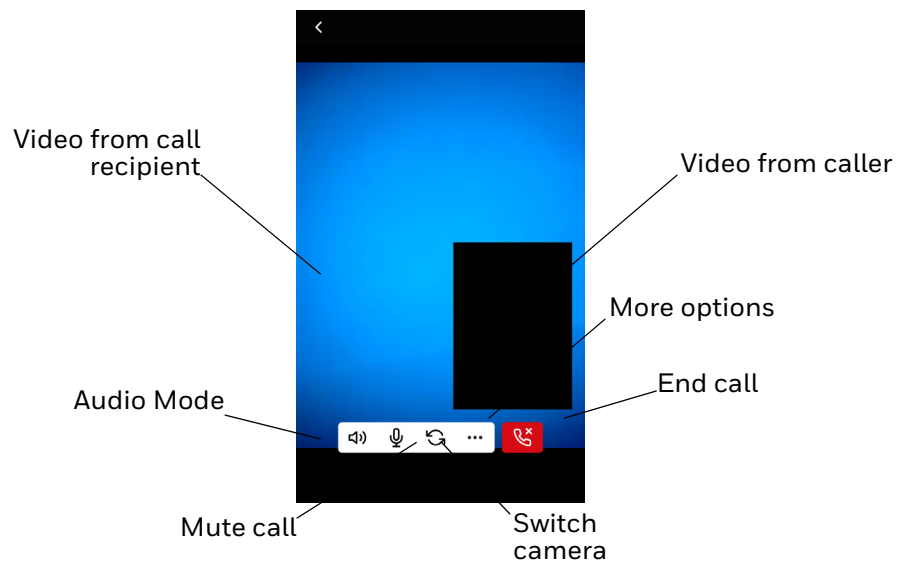
### Make a Video Call

Follow these steps to make a video call.

1. With the Smart Talk app open, tap the Directory icon.
2. Tap the more options icon.
3. Tap **Video Call**.
4. Select the contacts to include in the call.
5. Tap **Start**.

### Video Call Options

When you are in a call, the following options are available.



Option	Description
Audio Mode	Select the audio option to use during the call, such as speaker phone or other available devices, such as a headset or Bluetooth device.
Mute call	Mute the phone call so that the other person will not hear anything. To unmute the call, tap the button again.
Switch camera	Switch between the front and rear cameras on the device.

Option	Description
More options	View additional call options: <ul style="list-style-type: none"> <li>• Go to conversation</li> <li>• Geolocation (if enabled)</li> <li>• Broadcast video</li> </ul>
End call	End the call.

## Video Call on Hold

During a Video Call, the application allows you to answer a second call (VoIP, Video, or Push-To-Talk). For more information about this feature, go to the Call on Hold section in the guide (Contacts > More Options > Call).

## Broadcast Video

You can broadcast videos from any location, sharing the videos with one or more users.

**Note:** *The maximum number of users is 100.*

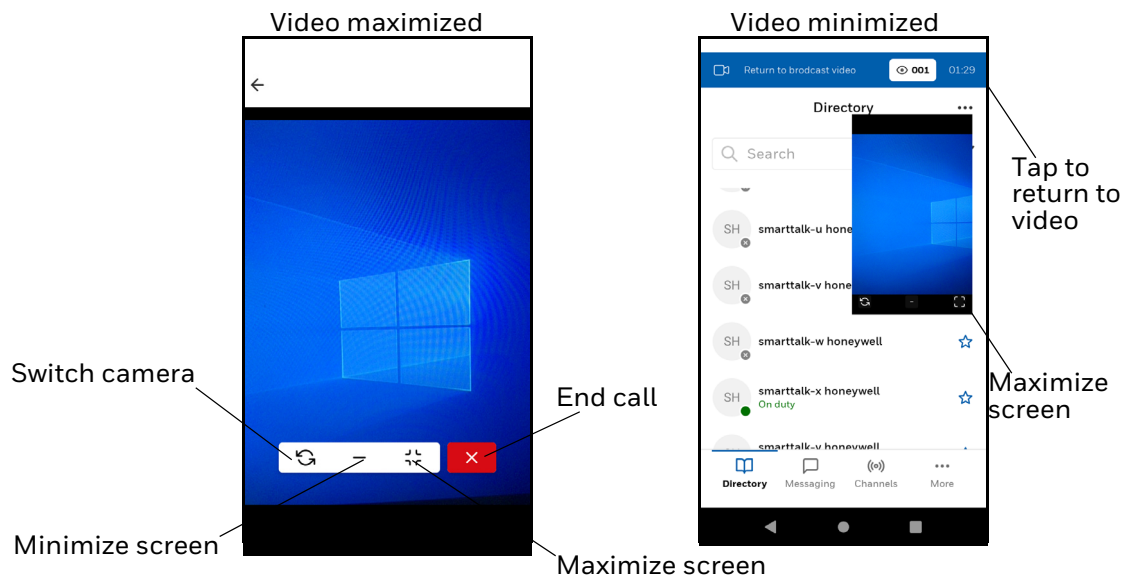
## Broadcast a Video

Follow these steps to broadcast a video.

1. With the Smart Talk app open, tap the Directory icon.
2. Tap the more options icon.
3. Tap **Broadcast Video**.
4. Select the contacts to include in the call.
5. Tap **Start**.

## Broadcast Video Options

When you are broadcasting a video, the following options are available.



Option	Description
Switch camera	Switch between the front and rear cameras on the device.
Minimize screen	Minimize the video display. When the video display is minimized, you can press the video window and drag it around the screen.
Maximize screen	Maximize the video display.
End call	End the call.

**Note:** A Broadcast Video initiated from the Group Contact options has the same features. The only difference is that the recipients are the members of the group, and they do not need to be selected.

## Incoming Broadcast Video

If you accept a Broadcast Video, a new window will automatically display the broadcast content.

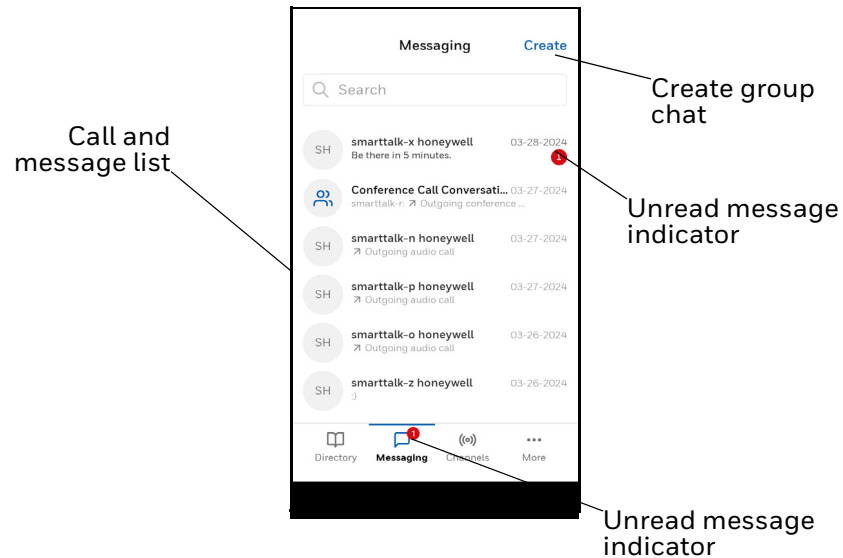
If you receive a Broadcast Video session on both mobile and WebChat platforms at the same time, accepting the session on one of the platforms will end the session on the other platform (i.e., accepting the session on the WebChat platform will stop the session on the mobile one).

## No Public or Private Wi-Fi with Data Service

You will not be able to make a Broadcast Video if you do not have a network connection. The same applies when Wi-Fi is turned on but you have not entered your Wi-Fi login/password or you are connected to a Wi-Fi that does not have an internet connection.

# Messaging

The Messaging tab displays all recent calls and conversations, including missed calls.



## Notifications

A circle on the Messaging tab icon indicates the total number of missed messages, including text messages, calls, etc., from all contacts. When you select the Messaging tab, the call and messages list indicates the number of missed messages from each contact.

## Send a Message

Follow these steps to send a message.

1. With the Smart Talk app open, tap the Directory icon then long-press a contact name and select **Go to Conversation**.  
Or to view and respond to existing messages, tap the Messaging icon then tap a message in the message list.
2. Tap in the Message box and use the keyboard to type a message.
3. To attach a file, tap the paper clip icon then select the file type.
4. Tap the arrow icon to send the message.

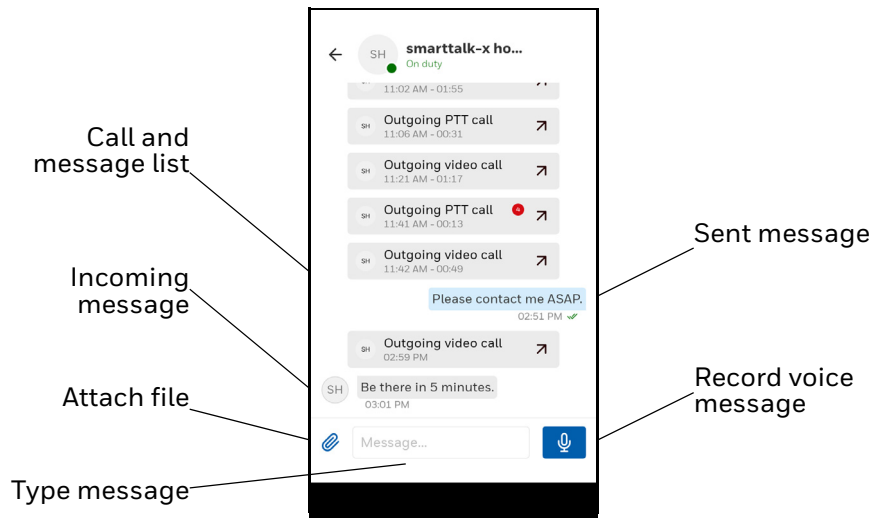
# Send a Message to a Group




Follow these steps to send a message to a group.

1. Tap the Messaging icon.
2. Tap **Create**.
3. Enter a **Group name**.
4. Select each contact to add to the group.
5. Tap **Start**.
6. Create and send your message. Any messaging options are allowed, such as sending audio, images, etc.

# Messaging Options

When you are in a messaging session, the tab displays a list of all calls and messages with the selected contact or group.



Option	Description
Message	Tap the message box then type your message.
	Attach a file and send as a message. You can also select to take a picture or record a video to send.
	Tap the microphone to record an audio clip and send it.
	Send the message. The Send button becomes active after some message content has been added (text, file, etc.).

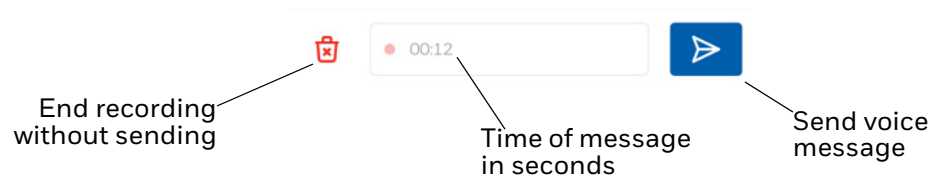
## Send a Voice Message

Follow these steps to send a voice message.

**Note:** *The maximum time allowed for a voice message is 15 minutes.*

1. Use one of the methods above to begin a message.

2. Tap  .




3. Record your message then tap the Send button.
4. To stop recording the message without sending it, tap the trash can icon. The message is deleted.

## Send an Attachment

You can send a file attachment in a message.

- The attachment size is limited by default to 10Mb but can be extended by configuring the application.
- Supported image formats are jpeg, jpg, png, bmp, or gif.
- Supports video formats are 3GP, MP4, AVI, MKV, or WMV.

Follow these steps to send a file attachment.

1. Use one of the methods above to begin a message.
2. Tap  .
3. Select the attachment type: Image, Video, or File.
4. A prompt indicates that you are allowed to send one attachment. Tap **Okay** to continue.
5. If you selected Image or Video:
  - a. Select From camera or From gallery.
  - b. If you selected From camera, use the camera on the mobile computer to take a picture or record a video.
  - c. If you selected From gallery, locate the picture or video file you want to send and select it.
6. If you selected File, locate the file on the mobile device and select it.

7. Tap Send.

## Location Attachment

Smart Talk supports map location transfers. The maps are generated through Google Maps service. This feature leverages the smartphone hardware-based GPS chip as well as Wi-Fi and mobile data network to locate the user on the map.

### Device Configuration for Geolocation Feature

1. Open the Settings app and select Location. Ensure that **Use location** is turned on.
2. In the list of apps, tap Smart Talk and ensure that Location permission is allowed.

### Send Location

1. Initiate a conversation with a user.
2. Tap the Attachment icon.
3. Tap **Location**.  
Your location is displayed.
4. Tap **Share location**.  
A map with your location is shared with the recipient.

## Urgent Message

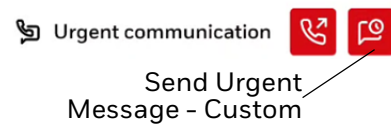
Users can send emergency messages to a predefined list of recipients informing them about critical situations. The feature is activated and configured by the Company Admin, who can choose between a standard or custom message.

If Smart Talk is configured to send a standard message, a pop-up will let the user choose the type of message to send: Urgent, Severe, or Serious. If a custom message is configured, the message will be sent when the users presses the Urgent Message button.

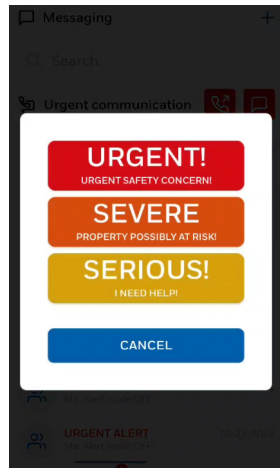
- Once the Urgent Message is sent, it will stay in active mode. While the message is in active mode, you cannot send a new one.
- Each time you send an Urgent Message, an alert conversation is created with the initiator including all the users set as recipients by the Company Admin.
- If the location services are active on both mobile phone and application, your location is sent as an attachment in the conversation created after sending an Urgent Message.

## Sending and Receiving an Error Message

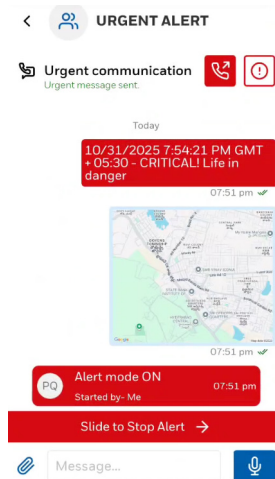
To send an Urgent Message, tap the Urgent Message button.



If Smart Talk is configured to send a standard message, choose the type of message to send: Urgent, Severe, or Serious.

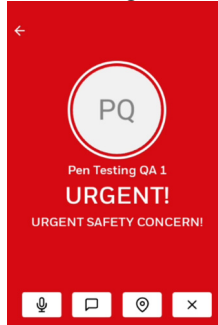


The sender screen shows that an urgent alert message is being sent:

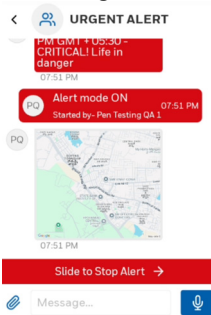


The defined recipients receive an alert notification. Users can tap the notification to view details.

### Receiving Alert



### Viewing Alert



## Deactivating an Emergency Message

The Emergency Message alert can be deactivated by the initiator or recipient by sliding the Slide to Stop Alert button on the Urgent Alert Conversation screen



## Channels

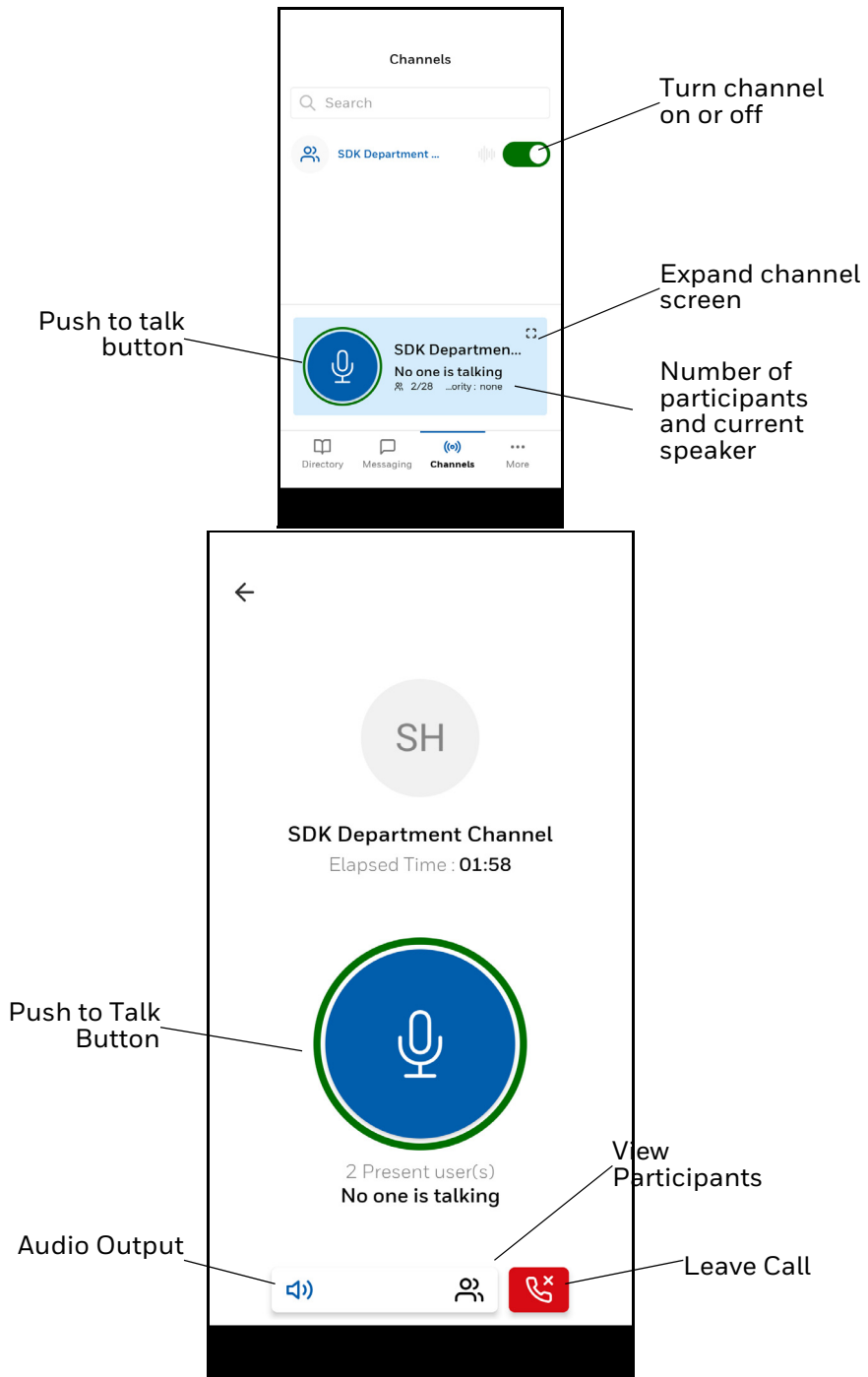
A Push-To-Talk channel allows users from the same group to connect to a channel (like standard walkie-talkie devices). Each group is associated with a Push-To-Talk channel.

The maximum number of participants in a channel is 1000 users, and they can connect at the same time on the channel.

1. Select the Channels tab.  
The tab displays a list of all channels the logged in user is assigned to. Refer to the user guide for more information on connecting to multiple channels.
2. Turn the slider on to join a channel.  
When you connect to a channel, you will see the number of users currently logged on to that channel. If someone is talking, their user name is displayed.
3. To become the active speaker, press and hold the Push-to-Talk button. If your mobile computer has a Push-to-Talk button, you can press and hold that to speak instead of using the on-screen button.

When you are holding the Push-to-Talk button the display indicates, “You are talking.”

## Channel Options



The following options are available after you join a channel:

Option	Description
Push to Talk	Press and hold the Push to Talk button to become the active speaker.
Audio Output	Switch between available audio outputs.
View Participants	Tap the icon to view a list of all participants in the currently in the channel.
Leave Call	Leave the channel.

## Connecting to Multiple Channels

The Multi-Channels option allows you to connect to more than one channel at the same time. Some of the channels can have a higher priority than others, depending on the settings made by the Smart Talk admin. When you connect to multiple channels, they will be displayed on top of the others, according to their priority levels.

When you are connected to multiple channels at the same time, the channel with the higher priority will be heard if users are talking.

## Automatic Connection

If you are part of an Automatic Connected channel, you will see that channel only on Mobile. The Automatic Connected channel will be displayed at the beginning of the channel list.

- If you need to be connected to this channel on both Mobile and WebChat, you will need to be set as an exception by the Smart Talk admin.
- When you change your status (On Duty or Off Duty), the channel is connected (for On Duty status) or disconnected (for Off Duty status), regardless of whether the Smart Talk admin has enabled or disabled the Reach Only On Duty Users option.

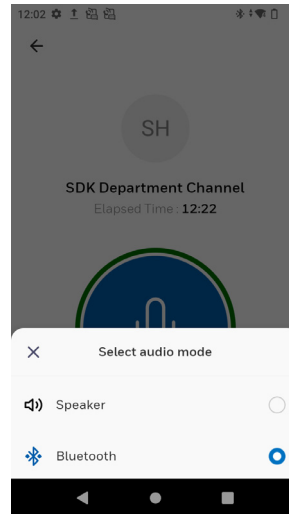
## Priority Override

The Priority Level option has the same features as for the group Push-To-Talk calls.

## Audio Mode

In addition to the speaker on the mobile device, Smart Talk supports the use of audio devices that are connected to the mobile device through the USB-C connector or wirelessly using Bluetooth. If a device is paired with the mobile computer, the icon for the selected device is displayed in the tool bar.

To change the audio mode, press the Audio Mode icon then select the audio mode.



## Lone Worker Protection

Designated employees can send automatic alerts to a predefined list of recipients informing them about critical situations. The feature is activated and configured by your Company Admin. This feature is designed for employees working in isolated environments, without close or direct supervision.

Each time a lone worker alert is sent, an alert conversation is created which includes all the users set as recipients by your Company Admin. If the location services are active on both mobile phone and application, your location is sent as an attachment in the conversation created after sending a man down alert.

There are two phases in the triggering of the Lone Worker Protection alert:

- Pre-alert phase: A sound is played before the alert is triggered. The user can cancel triggering the alert by repositioning the device or clicking on Cancel button.
- Alert phase: The alert is triggered and sent to the recipients. A specific alert sound is played.

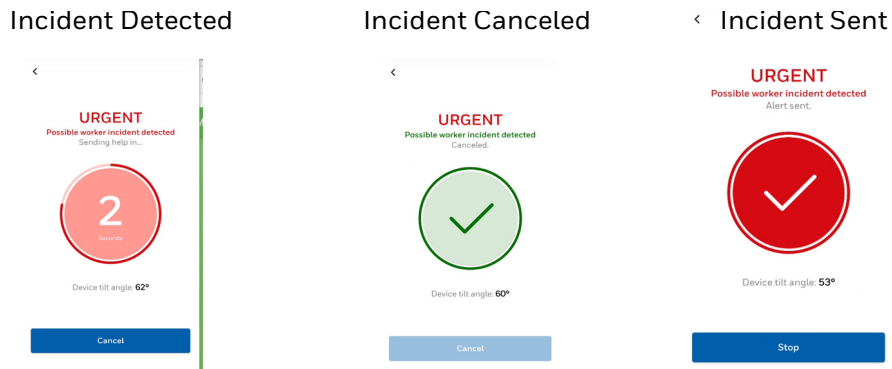
## Calibration

By default, the Lone Worker Protection option is set to be active. When the application is opened, it automatically prompts you to calibrate the steady/regular angle of the device. A warning is played if the calibration fails and a message is displayed in the app. Tap **Recalibrate** to repeat the calibration.

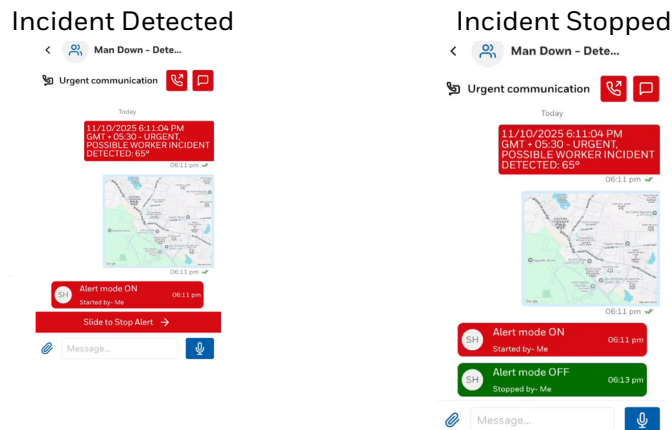


## Sending an Alert

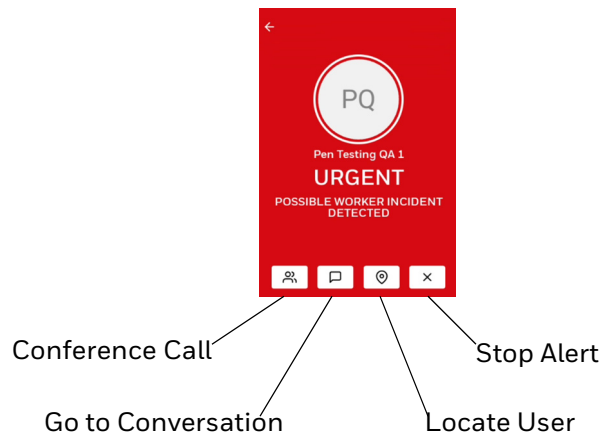
The application detects loss of verticality and initiates the pre-alarm. If you regain a vertical position, the pre-alarm is canceled. Users can also cancel the pre-alarm by tapping the **Cancel** button or repositioning the device.



When the Lone Worker alert is sent, a conversation is created between the initiator and recipients. The worker's location is shared and the status "Alert mode ON" is displayed to indicate an active alert.



When a defined recipient receives an alert, they can select the Call, Goto Conversation or Locate User (if Geolocation is active) option to take an action on the incoming alert.



## Lone Worker Protection Settings

Settings for Lone Worker Protection can be configured by the user. To view settings, go to **More > Settings > Lone worker protection**.

Tap the slider to turn Lone worker protection on or off. The status can be set to off for a specified amount of time or until the user turns it back on.

When Lone worker protection is turned on, the user can also recalibrate the feature by selecting **More > Settings > Lone worker protection** then tapping **Calibrate**.

This section provides information on how to use a Bluetooth or wired (USB) headset with Smart Talk.

## Headset Connectivity with Smart Talk App

The following requirements must be met to pair a device with the Smart Talk app:

- Wireless headsets must be paired from the device Bluetooth Settings for basic audio routing.
- Bluetooth devices need another connection from the Smart Talk app settings to be able to use their dedicated PTT buttons.
- Bluetooth devices should have the minimum battery percentage as per the specifications provided in the device user guide to be able to pair and work with Smart Talk.
- Wired headsets must be physically connected to the USB-C port on the Honeywell device.

The dedicated PTT button available on the headset can then be used to take the floor in PTT calls and PTT Channels.

The following table provides requirements for devices that are qualified to work with Smart Talk. Refer to the user guide for the headset for additional information on configuring device settings.

Device Type	Model	Bluetooth Pairing for Audio Routing to Headset	Smart Talk Settings Update	Physical Device Connection with Mobile Computer
Bluetooth PTT Speaker/ Microphone	<ul style="list-style-type: none"> <li>Plantronics 5200 UC (Manufacturer: Poly)</li> <li>OpenComm (Manufacturer: Shokz)</li> </ul>	Required to pair headset using Mobile computer Bluetooth Settings.	Not applicable.	Not applicable.
Bluetooth Speaker Microphone with PTT button (Headset)	<ul style="list-style-type: none"> <li>Aina PTT Voice Responder (Manufacturer: Aina Wireless)</li> <li>Perform 45 Bluetooth Headset (Manufacturer: Jabra - GN)</li> <li>BTH-550-MAX (Manufacturer: Pryme)</li> </ul>	Required to pair headset using Mobile computer Bluetooth Settings.	Required to Connect Bluetooth device with Smart Talk app	Not applicable.
Bluetooth PTT Button/Fob	<ul style="list-style-type: none"> <li>Aina PTT Smart Button (Manufacturer: Aina Wireless)</li> <li>BT-PTT-Z MINI (Manufacturer: Pryme)</li> </ul>	Not applicable.	Required to Connect Bluetooth device with Smart Talk app	Not applicable.
Bluetooth/ Short-Range/ Two-Way Radio headset	<ul style="list-style-type: none"> <li>Sensear SM1P/B</li> </ul>	Required to pair headset using mobile computer Bluetooth Settings.  See <a href="#">Bluetooth Pairing for Sensear SM1 P/B</a> on page 37 for pairing instructions.	Not applicable.	Not applicable.
USB-C Audio PTT (Headset)	<ul style="list-style-type: none"> <li>PICO-USBC-BF (Manufacturer: Pryme)</li> <li>DRIFT Single-Wire PTT Earpiece USBc (Manufacturer: Klein Electronics)</li> </ul>	Not applicable.	Not applicable.	Plugged into the USB- C port on mobile computer.

**Note:** Other hardware buttons available on headsets (Mute/Unmute, Answer/Reject calls,

etc.) are not supported with the Smart Talk application. Only dedicated PTT buttons are enabled to work with Smart Talk.

## Bluetooth Pairing for Sensear SM1 P/B

The Sensear headset PTT button is supported with the Smart Talk application. Follow these instructions to set up the Sensear SM1 P/B headset for testing:

1. Press and hold the Multi-function button (MFB) to enable pairing mode.
2. Pair the headset with your phone using the phone’s Bluetooth settings.
3. Press the Volume Up and Volume Down buttons simultaneously. You should hear, “Short Range FM Off.”
4. Now, pressing the MFB button will take the floor on PTT calls and Channels.

For further instructions about the headset, refer to the Sensear SM1P/B User Guide available at [sensear.com](http://sensear.com).

## Supported Audio Devices

The following audio devices have been qualified for use with Smart Talk 2.2.

Category	Model	Manufacturer
Bluetooth PTT Speaker/Microphone	Aina PTT Voice Responder	Aina Wireless
	Perform 45 Bluetooth Headset  <b>Note:</b> The “Customizable Button” setting must be set to “SDK mode” to work with Smart Talk. Refer to device user guide for details.	Jabra - GN
	BTH-550-MAX  <b>Note:</b> When pairing with Smart Talk, device is listed as “PTT-Z” on the Settings > Wireless devices screen.	Pryme
Bluetooth PTT Button/Fob	Aina PTT Smart Button	Aina Wireless
	BT-PTT-Z MINI	Pryme
Bluetooth Audio	Plantronics 5200 UC	Poly
	OpenComm	Shokz
Bluetooth/Short-Range/ Two-Way Radio headset	Sensear SM1P/B	Sensear Pty Ltd.
USB-C Audio PTT	PICO-USBC-BF	Pryme
	DRIFT Single-Wire PTT Earpiece USBc	Klein Electronics

**Note:** Smart Talk supports basic Bluetooth/wired connectivity.

# Expected Behavior

The following tables describe the expected behavior when Smart Talk is used with a wireless device, such as a headset.

## Android

Description	Behavior
Wireless headset support	<p>When the user changes the audio output (for example, from Bluetooth to speaker), the audio will still be routed to Bluetooth for all subsequent calls initiated by the user.</p> <p>For Video and PTT calls, the only default available audio output is speaker besides the connected Bluetooth headset, so if the last state used is earpiece (usually coming from VoIP Call or Conference Call), starting a new Video or PTT Call will be in the default audio output, which is Speaker.</p>
Wireless headset support	<p>When the Bluetooth headset is connected during an ongoing call and the Smart Talk application is in the foreground, the app will switch automatically to the connected headset.</p>

## iOS

Description	Behavior
Wireless headset support	<p>During any type of call including Channel, when the user changes the state of the audio output, it will be saved and used for the next call the user starts.</p> <p>For Video and PTT calls, the only default available audio output is speaker besides the connected Bluetooth headset, so if the last state used is earpiece (usually coming from VoIP call or Conference Call), starting a new Video or PTT call will be in the default audio output, which is Speaker.</p>
Wireless headset support	<p>When the user connects a Bluetooth headset during an ongoing call and they have previously changed the audio output (for example, from earpiece to speaker mode on a VoIP Call), they have to explicitly switch to the Bluetooth headset.</p>

# Device Pairing

This section describes how to pair a headset with a mobile device.

## Pair and Connect a Bluetooth Headset from Device Bluetooth Settings

This section describes how to connect a Bluetooth headset from the Bluetooth settings on a Honeywell mobile computer running on Android or an iPhone running on iOS.

## Connect a Bluetooth Headset for Android

To pair and connect a Bluetooth headset from the Bluetooth Settings on a Honeywell mobile computer with an Android operating system:

1. Power on the Bluetooth headset.
2. On the Honeywell device, select **Settings**> **Connected devices**.
3. Tap **Pair new device**.
4. Put the Bluetooth device in pairing mode.  
Bluetooth headsets have different methods to turn on pairing mode. Refer to the user manual of the headset for more information.
5. When the headset is paired successfully, it will be listed under **Connected devices** on the mobile computer.

## Connect a Bluetooth Headset for iOS

To pair and connect a Bluetooth headset from the Bluetooth Settings on a device running iOS:

1. Power on the Bluetooth headset.
2. On the iOS device, go to Settings.
3. Click on Bluetooth and enable the Bluetooth option.
4. Put the Bluetooth device in pairing mode.  
Bluetooth headsets have different methods to turn on pairing mode. Refer to the user manual of the headset for more information.
5. The Bluetooth device will be displayed under OTHER DEVICES.
6. Tap the device name.
7. When the device is paired successfully, it will show as “Connected.”

## Connect Bluetooth Headset with Smart Talk

The headset needs a Bluetooth Low Energy (BLE) connection with the Smart Talk app to enable the user to take the floor using the dedicated Bluetooth hardware buttons for a PTT call/PTT Channel. The app provides the BLE connection via the Wireless device settings.

To connect a Bluetooth headset from the Smart Talk app settings:

1. Power on the Bluetooth headset.
2. On the mobile computer, open the Smart Talk app and select **More** > **Settings**> **Wireless devices**.
3. Tap **Scan** to search for devices in Bluetooth range. The Bluetooth headset should be listed under **Available devices**.
4. Tap **Connect**.

# Audio Routing

After a headset has been paired with the mobile computer, Smart Talk offers several options for routing the audio depending on whether the device is connected by Bluetooth or USB.

## Bluetooth Audio Routing

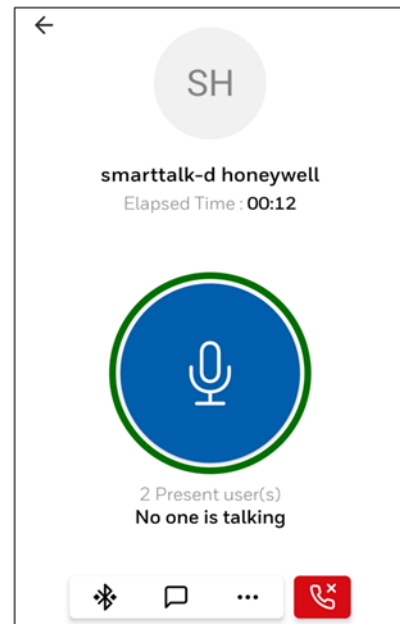
Bluetooth headsets once paired from the phone Settings, allow the audio to be routed via the headset during a VOIP, Conference, Video, PTT, or PTT Channel.

**Note:** For audio routing only, it is sufficient to pair the Bluetooth headset from the mobile device Bluetooth Settings.

VOIP call with Bluetooth headset

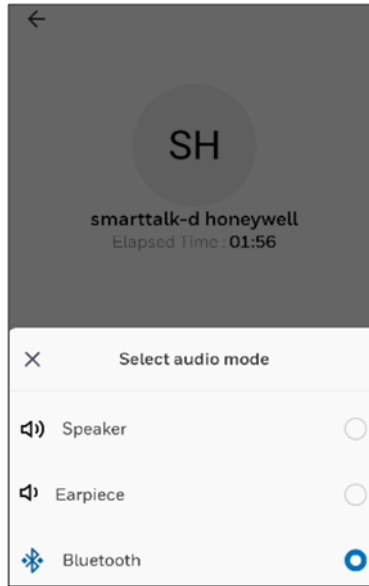


PTT call with Bluetooth headset

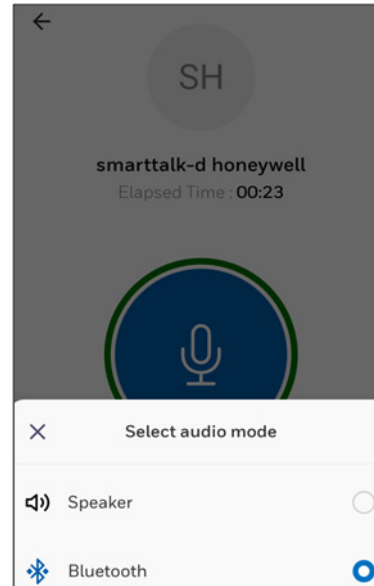


The user has the option to switch between the audio output modes Speaker, Earpiece, and Bluetooth.

VOIP audio output options with Bluetooth headset



PTT audio output options with Bluetooth headset

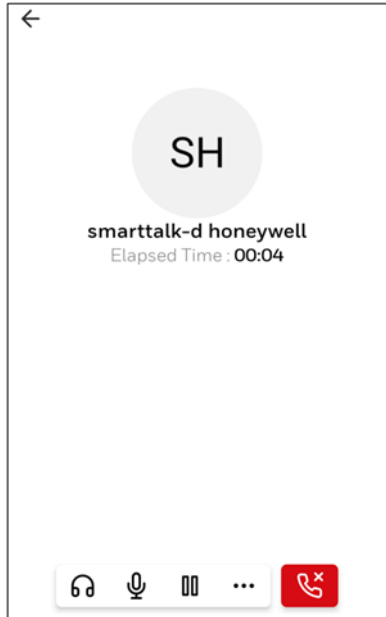


**Note:** There are types of calls where the audio output can be through Bluetooth, the earpiece, or the speaker, such as VoIP and conference calls. For other calls, the audio output can only be through Bluetooth or the speaker, such as video calls, PTT calls, and PTT channels. Broadcast calls do not have any audio output.

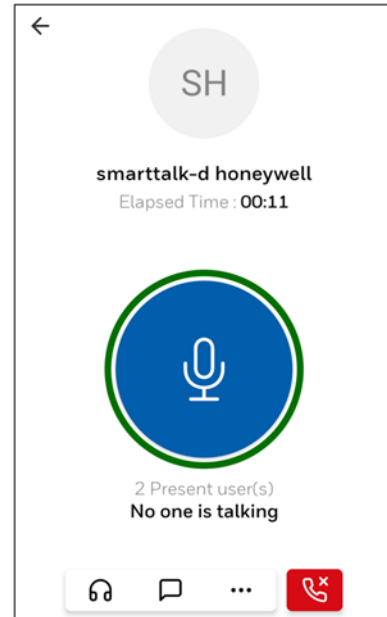
## USB-C Wired Headset Audio Routing

After a USB-C wired headset is connected to the device via the Type C port, audio can be routed via the headset during a VOIP, Conference, Video, PTT, or PTT Channel.

VOIP call with wired headset

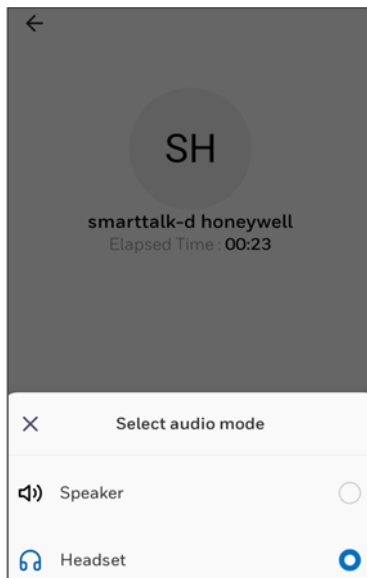


PTT call with wired headset

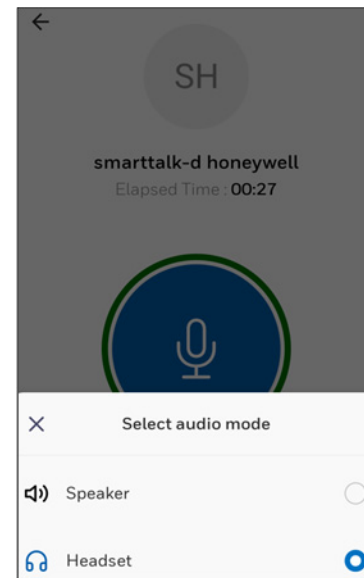


The user has the option to switch between the audio output modes Speaker, Earpiece, and Bluetooth.

VOIP audio output options with wired headset



PTT audio output options with wired headset





Honeywell  
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Charlotte, NC 28202

[automation.honeywell.com](http://automation.honeywell.com)