WAVE™ MOBILE COMMUNICATOR

FREQUENTLY ASKED QUESTIONS

This FAQ highlights new aspects and how to use key features of the new WAVE Mobile Communicator. To learn more about all the features in the new app and how to use them, please refer to the Help section in the app after you have installed it.

Q: HOW IS THE NEW APPLICATION DIFFERENT FROM WHAT I'VE BEEN USING?
A: The new Mobile Communicator incorporates several key design changes the make the application more intuitive to use, streamlines several key features, and improves overall performance and battery life. Some key differences you will notice compared to the original version are the use of a darkened screen, a more central focus on managing Talk Groups and private calls, and an optional PTT button display that occupies the full screen (making it easier to access). The design also has been standardized across platforms to eliminate some of the differences that existed between the Android and iOS versions of the apps.

Q: WHICH MOBILE DEVICE PLATFORMS DOES THE NEW APPLICATION SUPPORT?
A: The Mobile Communicator supports the Android and iOS platforms today. These apps will be available in the Google Play and iTunes app stores, respectively. A BlackBerry version is in joint development with RIM and is expected to be available from RIM in 2016. A Windows version of the Mobile Communicator is not available, but the WAVE Web, Desktop and Advanced Desktop Communicators are all Windows-based web apps.

Q: WILL THE APPLICATION WORK WITH MY TABLET?
A: The app works with all iPads and Android tablets.

Q: DO I HAVE TO USE THE NEW APPLICATION OR CAN I CONTINUE TO USE THE OLDER VERSION?
A: You can continue to use the original version of the Mobile Communicator; both versions will remain in the app stores for the time being. However, future development and upgrades will be made only to the new version, so we recommend upgrading to the new version at your earliest convenience.

Q: DOES EVERYONE ON MY TEAM NEED TO CHANGE TO THE NEW APPLICATION AT THE SAME TIME FOR US TO BE ABLE TO COMMUNICATE WITH WAVE?
A: No, both versions of the app are compatible with WAVE and with each other.

Q: DO WE NEED TO UPDATE ANY OTHER WAVE SOFTWARE TO USE THE NEW APPLICATION?
A: The apps are compatible with WAVE 3000 1.2 and higher, WAVE 5000 5.7.3 and higher, and all our WAVE hosted offerings. If you are using a WAVE enterprise version older than 5.7.3, the applications will not be compatible, and you will need to remain on the older version until you update your WAVE system.

Q: HOW MUCH DOES THE NEW APPLICATION COST?
A: Pricing for the Mobile Communicator has not changed. The apps are free to download. If you have an enterprise version of WAVE (3000 or 5000) your existing application licenses will still work, and you can purchase additional licenses using our standard pricing. If you are using a subscription WAVE service such as WAVE Connections, there is no additional charge for the new apps.

Q: HOW DO I INSTALL THE NEW APPLICATION ON MY MOBILE DEVICE?

A: If you are upgrading from the older app to the new version, please be sure to have your user credentials (username and password) and the server address for your WAVE service available before you upgrade as these items will not be remembered the first time you open the new app.

If you have auto-upgrade enabled for the Mobile Communicator, you will receive an alert when you sign in to WAVE telling you that you are eligible for the new version. You can choose to review the new app and upgrade, or you can cancel and continue to use the original app. If you choose to cancel, you will get the upgrade announcement whenever you sign-in to WAVE unless you select "do not remind me again," which will turn off the reminder. If you opt to review the new app, it will not trigger an automatic download – you can review the app and decide whether or not to upgrade.

Note: Beginning with this release, we will be issuing a completely new app for the major upgrades in order to allow previous versions to remain in the store. Therefore, it is possible to have multiple WAVE apps on a device. Only one WAVE app should be running at any time as to ensure proper audio functionality. If you have a previous version of the mobile communicator installed, we recommend uninstalling it before downloading the new version.

You can also find the app by going to the Google Play or iTunes app stores for Android and iOS, respectively, and search for the phrase "WAVE PTT" or "WAVE Mobile Communicator." Install the app as you would any other mobile application.

LEX L10 users need to visit the MSI app store and download the Android APK package. Send the link below via an email or text message and to your LEX L10 device, then open the message and click the link to go to the MSI store where you can download the app. Link to MSI store: http://www.motorolasolutions.com/en_us/my-software.html

Q: HOW DO I SIGN IN TO MY WAVE SERVICE USING THE NEW APPLICATION?

A: If you are upgrading from the original version of the app to the new version, when you install the new app and open it the first time, you will need to enter your user credentials (username, password) and the server address. Thereafter, whenever you sign in to WAVE, the app will remember your username and server address, but you will need to enter your password. A future version of the app will include a "Remember me on this device" option so you will not need to enter your password every time you sign in to your service.

Q: HOW DO I CHOSE A TALK GROUP AND MAKE A GROUP CALL?

A: 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 Talk Groups (channels) assigned to your profile. Tap a Talk Group name to communicate with users in that group using push-to-talk (PTT) communications. The display will change to the Talk Group event screen. To communicate on the Talk Group, 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 Talk Group "floor" and have permission to transmit (you will hear an audible "chirp," and the blue PTT button will "glow"). Continue to press the PTT button and speak into your device. Release the PTT button when finished to allow others to speak. 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 Talk Group. Wait a few moments and try again.

Note that 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.

On the Talk Group feed event, you can view a history of all call and text messaging activity on that Talk Group since you signed in.

Q: HOW DO I FIND OUT WHO ELSE IS SIGNED-IN INTO OUR WAVE SERVICE?

A: Select a Talk Group from the GROUPS tab and tap the people icon in the upper right corner of the screen to display a list of the members currently signed in and registered on that Talk Group. To see who is registered on other Talk Groups, return to the GROUPS tab, select (tap) another Talk Group, and tap the people icon.

Q: HOW DO I MAKE A PRIVATE CALL?

A: You can make a private call using two options:

Option 1: From the GROUPS tab, tap a Talk Group 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 Talk Group. 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.

Q: HOW DO I SEND A TEXT MESSAGE? HOW WILL I KNOW WHEN I'VE RECEIVED A TEXT MESSAGE?

A: From the GROUPS tab, select the Talk Group that you wish to use to send and receive text messages. 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 Talk Group currently signed into WAVE will receive your text message. Talk Group members can reply to your message or create and send their own messages, and their responses will appear in the Talk Group event feed. Audio icons in the history bubbles are used to differentiate between text and audio messages in the feed.

Note that a text message icon also will be displayed next to the Talk Group name on the GROUPS tab to indicate that a message has been received on that Talk Group.

Q: HOW DO I VIEW MEMBERS' LOCATIONS ON A MAP?

A: There are two ways you can view the location of members on a map. Note that your location will be shown on all of your maps even if you are not sharing your location with others.

Option 1 - see everyone: Select a Talk Group from the GROUPS tab and tap the MAP tab button to display the map showing the location of all members registered on that Talk Group who are currently sharing their location.

Option 2 - see an individual member: Select a Talk Group 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.

Q: HOW DO I SEE A RECORD OF CALLS MADE BY MYSELF AND OTHER USERS (FORMERLY "HISTORY")?

A: A history of communications during your session is shown on the RECENTS tab as well as in each Talk Group's FEED tab, which is always the first screen presented when a Talk Group is selected from the GROUPS tab. The RECENTS tab displays a history of all events on all of your assigned Talk Groups 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 Talk Group. 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.

FEED events are shown in chronological order, with the most recent at the bottom of the screen. Events initiated by other members are shown on the left side of the screen and events generated by you are shown on the right side.

Q: WHAT SETTINGS CAN I CHANGE IN THE APPLICATION AND HOW DO I DO MAKE CHANGES?

A: Tap the Menu button located in the upper right hand corner of any HOME screen and tap the "App Settings" menu item. Options you can manage include the following:

- Turn on/off text message notifications
- Turn on/off an audible signal ("chirp") when Group PTT transmissions are about to be received
- Turn on/off sharing your location with other WAVE users
- Adjust the location sharing interval (how often your location is shared)
- Specify the map type to display (road, satellite, hybrid)
- Turn on/off traffic overlays on the maps (Android or iOS 9+)
- Turn on/off the use of a Bluetooth device for PTT
- Select another profile (if you are assigned more than one)
- Select the Talk Groups assigned to you that you wish to use for communications (you will only be able to monitor or transmit on active Talk Groups)

Q: I HAVE MORE THAN ONE PROFILE, HOW DO I CHANGE MY PROFILE SELECTIONS?

A: Tap the Menu button located in the upper right hand corner of the HOME screen and tap the "App Settings" menu item. Choose the menu item "Profile Selection" and select the profile you wish to use. You will be notified that the app must restart. Tap "Proceed" to bring up the new profile.

Q: ARE ALL MY CALLS WITH THE NEW APPLICATION SECURE?

A: Yes. All WAVE communications, group calls – private calls – and text messages, are fully encrypted using AES 256 encryption. The new application all also implements the FIPS 140-2 security standard for devices that are FIPS 140-2 compliant. Please consult with your WAVE sales person if you have questions regarding FIPS compliance.

Q: WHAT LANGUAGES ARE SUPPORTED IN THE NEW APPLICATION TODAY? WHAT ARE THE PLANS TO SUPPORT OTHER LANGUAGES?

A: The app currently supports English. Future releases will support additional languages.

Q: WHAT PTT ACCESSORIES ARE SUPPORTED BY THE NEW APPLICATION, HOW CAN I LEARN MORE ABOUT THEM, AND HOW CAN I PURCHASE THEM?

A: A number of wired and wireless PTT accessories are available for the WAVE Mobile Communicator for Android and iOS. These are available directly from the manufacturers and include:

Wired:
- Milicom Think A Move
  - In-ear PTT-only with remote
  - In-ear Single PTT-only
- Savox Promate RSM-30 (wired speaker mic)
- Savox SH-01 Universal Earpiece and MIC/PTT
- Stone Mountain PANN3LWA-V & PANN3LWA-VC

Bluetooth (Android only)
- Savox BTH-101
- Savox BTR-155
- Klein PTT-only
- Pryme BT-PTT-V

Bluetooth Low Energy
- Pryme PTT-2 Mini (PTT only)
- Milicom (PTT only)

Note: Bluetooth accessories are not currently compatible with the LEX L10.

Note: Note that statements of "support" are for compatibility and are not indications of accessory reliability as changes are constantly being made by their manufacturers. In addition, changes by Google and Apple to the Android and iOS operating systems can have significant impact to accessory compatibility and functionality. Please contact the WAVE Mobile Product Owner if you have questions or concerns on a specific accessory or would like additional feedback on our findings.

Q: HOW DO I GET MY BLUETOOTH DEVICE TO WORK WITH THE APP?

A: For Android, you must pair your mobile device with the BT device prior to launching the app (or you can relaunch the app after pairing). Once paired, sign in to the app, tap the menu icon in the upper right hand corner of the HOME screen, select App Settings and select Use Bluetooth Device for PTT. The behavior will differ slightly depending on whether you have already paired the Bluetooth device with the app on this specific device. If this is the first pairing, the app will walk you through a series of steps where it will ask you to press the PTT button so it can test it to determine if it is compatible. If it is compatible, the app will give you a success message. If it is not compatible, the app will give you a message stating the incompatibility. If the Bluetooth device you are using is not on our compatibility list, it may still be able to pair with the app. If you have already successfully paired the Bluetooth device once with the specific mobile device, the app displays a list which will include this device for you to select.

For iOS, you do not need to pre-pair the Bluetooth device with your mobile device. Toggle your mobile device's Bluetooth to ON, launch the WAVE Mobile Communicator, tap the menu icon in the upper right corner, select App Settings, toggle Use Bluetooth Device for PTT to ON, then press the Bluetooth device PTT button. When the app displays the Bluetooth's device name, tap Connect Device. You will get the "Device Connected" message.

Note: Use of the WAVE app on a device with Bluetooth enabled while in a vehicle will have varying results based on the vehicle, mobile device and version of the device's operating system. While mobile device manufacturers are constantly updating Bluetooth capabilities within their operating systems, vehicle manufacturers are typically 3-4 years behind due to their production lifecycle. Furthermore, most vehicles are not capable of making corresponding updates once they have left the factory. Lastly, users may not experience the same results after updating their device's OS.

Q: IF I HAVE A PROBLEM WITH THE NEW APPLICATION HOW DO I GET HELP?

A: Visit http://www.motorolasolutions.com/en_us/support.html to get assistance.

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