Kyocera DuraXE Epic

AT&T Enhanced Push-to-Talk (EPTT)

"How To" Guide

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DuraXE Epic Phone Overview

Model Numbers:

- **E4830 (camera version)**
- **E4830NC (non-camera version)**

< Front open >

Earpiece

Main screen

Left/Right soft keys

Navigation key

Center soft key

Voice commands key

Camera*/Speaker key

SEND key

END/POWER key

CLEAR/Back key

Keypad

Microphone

Speakers

*NOTE: The Camera feature is not available on all models.

DuraXE Epic Phone Overview (cont.)

< Front closed >   < Back >
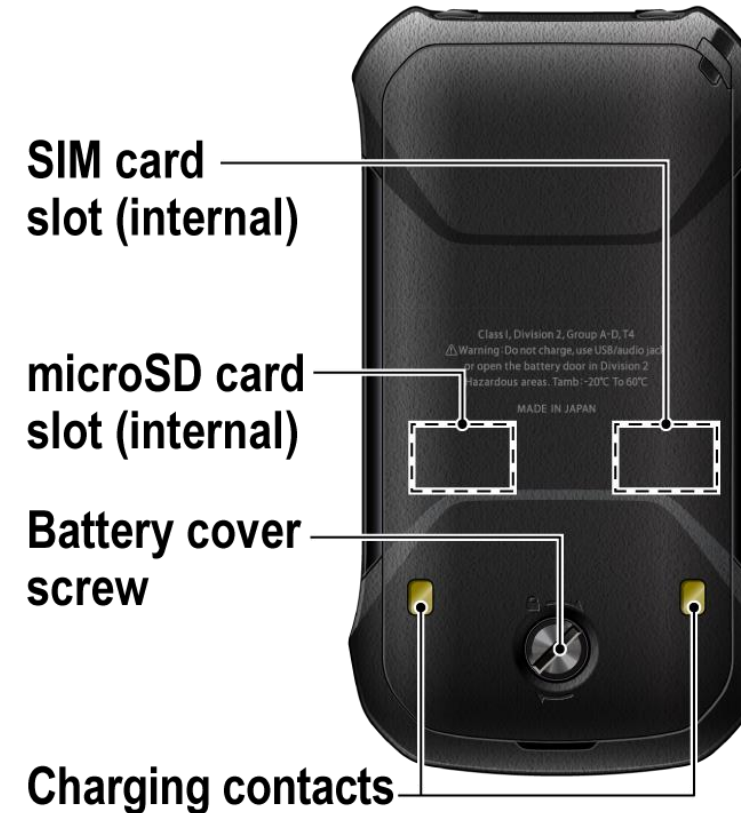
Camera*

Internal microphone

Flashlight

LED indicator

Outer screen

Speaker

SIM card slot (internal)

microSD card slot (internal)

Battery cover screw

Charging contacts

*NOTE: The Camera feature is not available on all models.

DuraXE Epic Phone Overview (cont.)

< Sides >

PTT key

Volume keys

Headset jack

SOS key

USB/Charger port

KYOCERA
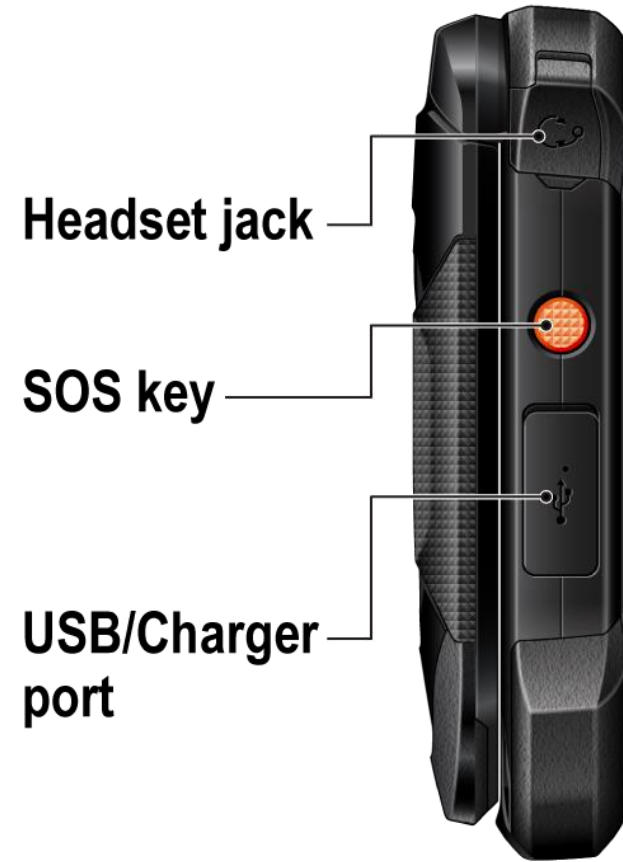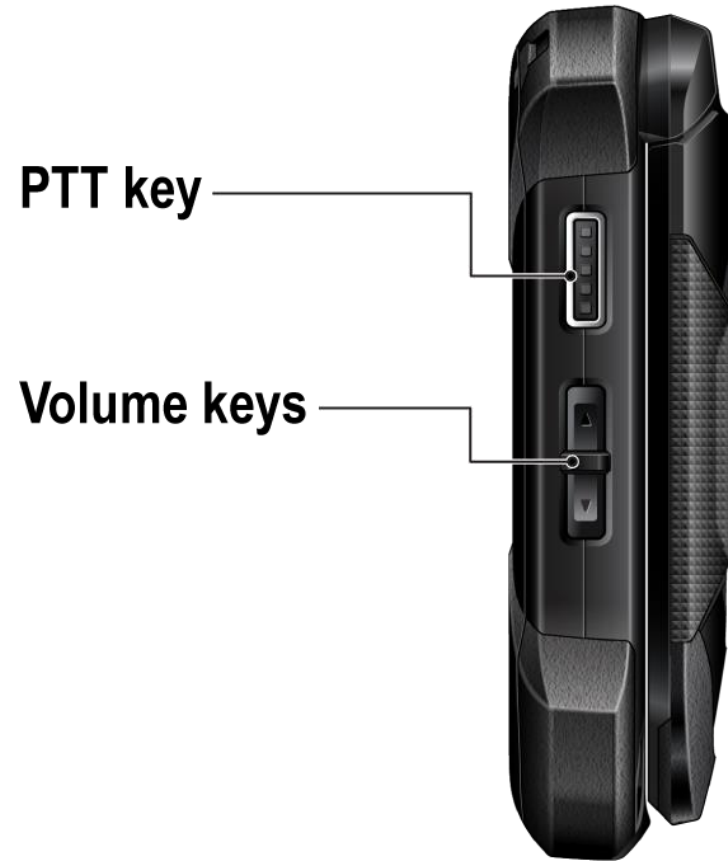
DuraXE Epic Phone Overview (cont.)

< Top >

External speaker key

Lets you place or receive calls in speakerphone mode (with the phone closed), turn the speakerphone on and off during a call, or unlock the keyguard (if configured).

Call list key

Lets you display the recent call history (with the phone closed), ignore an incoming call, end the ongoing call, or unlock the keyguard (if configured). You can select a name or number from the call list and place the call with the phone closed by using the external speaker key.

Note: These programmable keys can be assigned to the EPTT App to change channels (see EPTT Radio UI section).

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DuraXE Epic: Keyguard

Use this feature to lock the external keys while the phone is closed to prevent accidental key presses. Select one of the following options:

- **On - Long press** to temporarily disable the keyguard by pressing and holding the External speaker key while the phone is closed.
- **On - Press 2 keys** to temporarily disable the keyguard by pressing the Call list key and the Volume down key sequentially while the phone is closed.
- **Off** to disable the keyguard.

KYOCERA
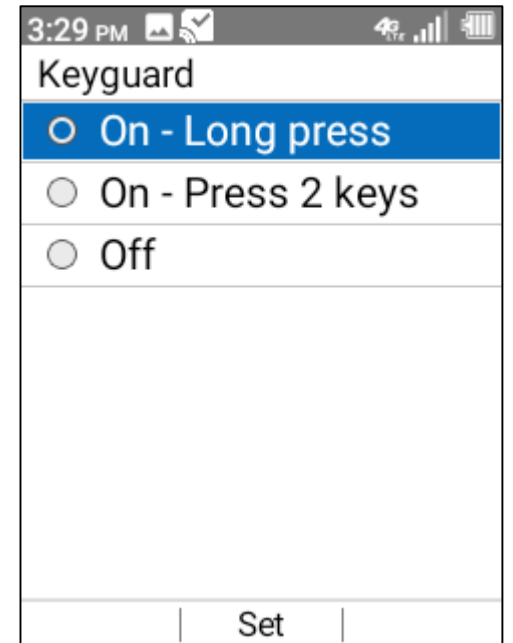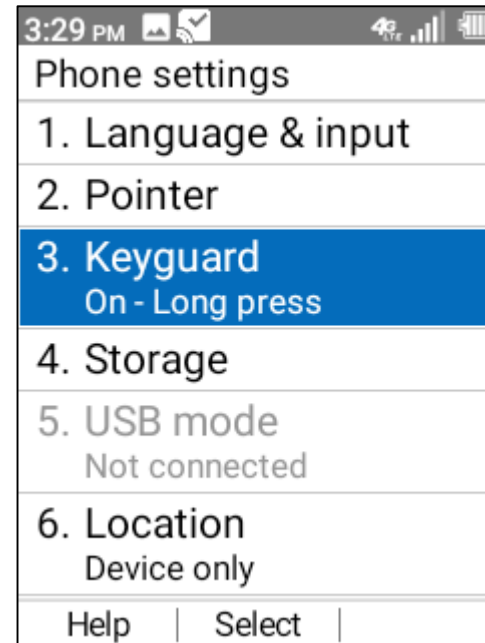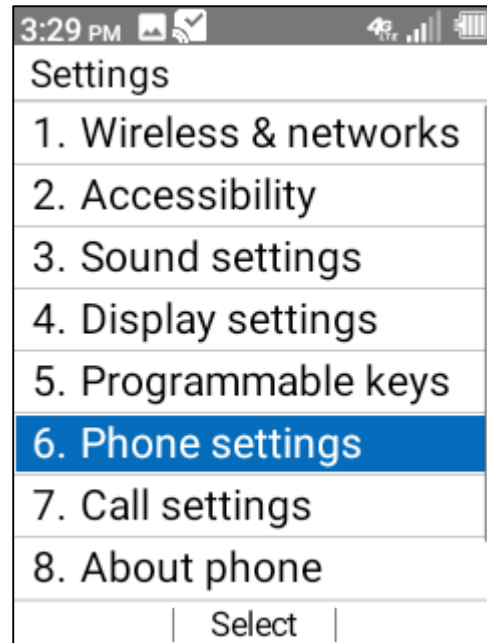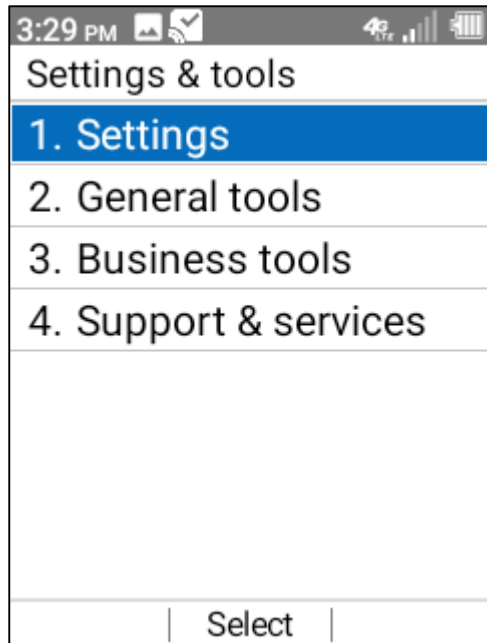
DuraXE Epic: Customizing your Home Screen

To add the Navigation Key Guide to your home screen, go to:
Settings & tools→ Settings→ Display settings→ Navi key guide and select ON (default is OFF)

Default Home Screen
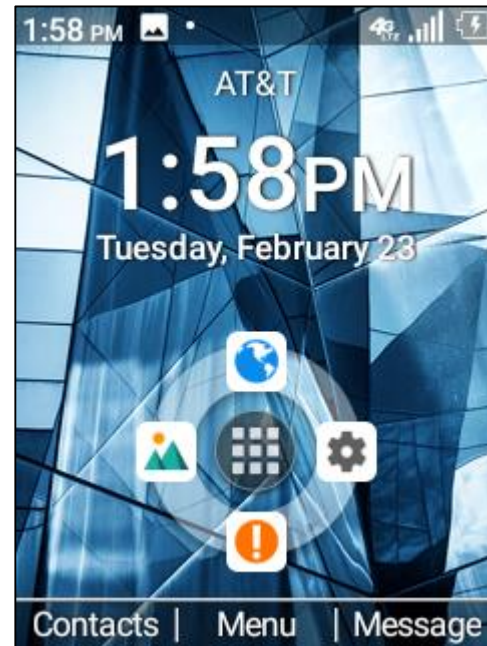
Custom Home Screen

Note: The Navigation keys (up, down, left, right) can be reprogrammed by going to:
Settings & tools → Settings → Programmable keys → Navigation keys

DuraXE Epic: Customizing your Main Menu

To replace a Main Menu icon, press right soft key "Options" and select replace items.
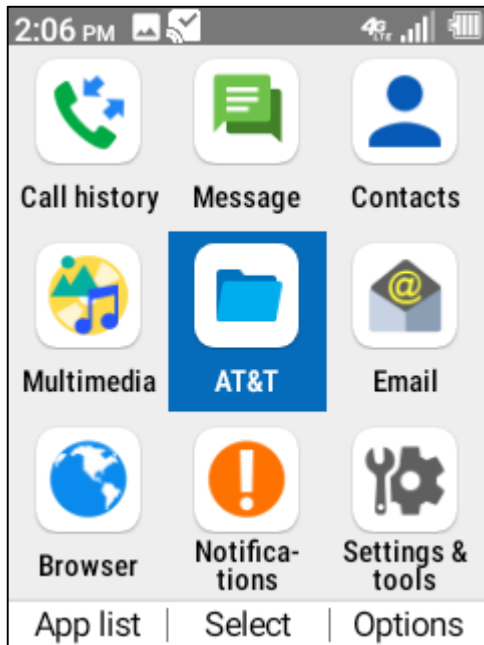
Default Main Menu
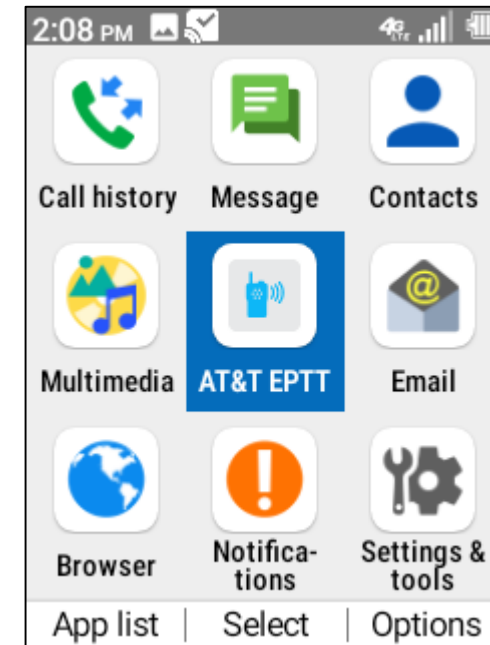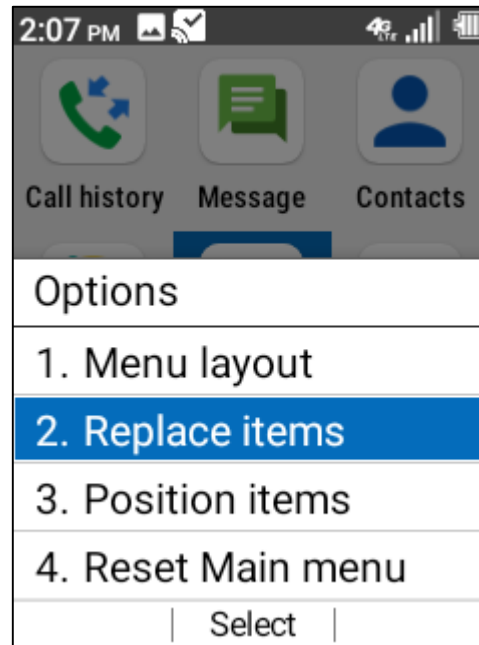
Custom Main Menu

In the above example, AT&T Folder has been replaced with AT&T EPTT icon.

EPTT Activation

1. Select AT&T Folder from main menu then select AT&T EPTT to launch the app.

2. EPTT App will contact the server and show a confirmation screen. Use the Navigation key to highlight "Yes" and press the center softkey to select.

3. Contacting server screen will appear.

EPTT Activation (cont.)

5. User agreement will appear on screen. On top of EULA: Enable GPS: This application requires the use of Mobile GPS. Do you wish to enable this feature? Select YES.

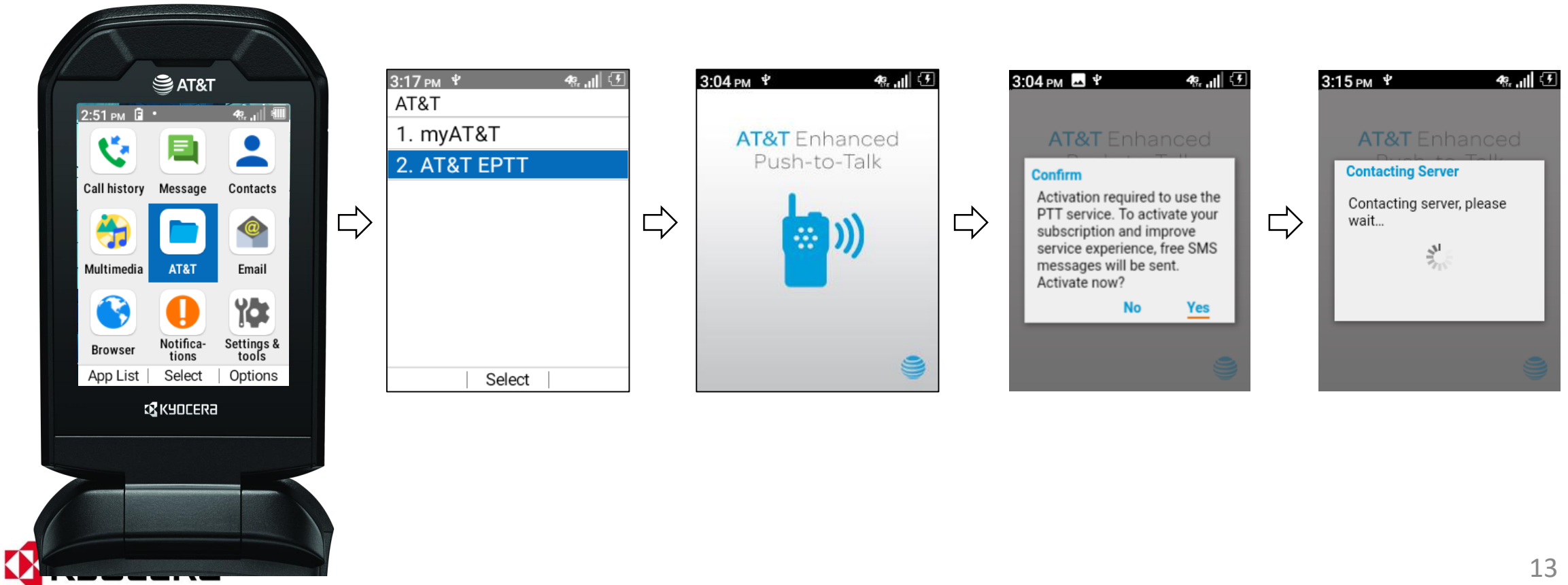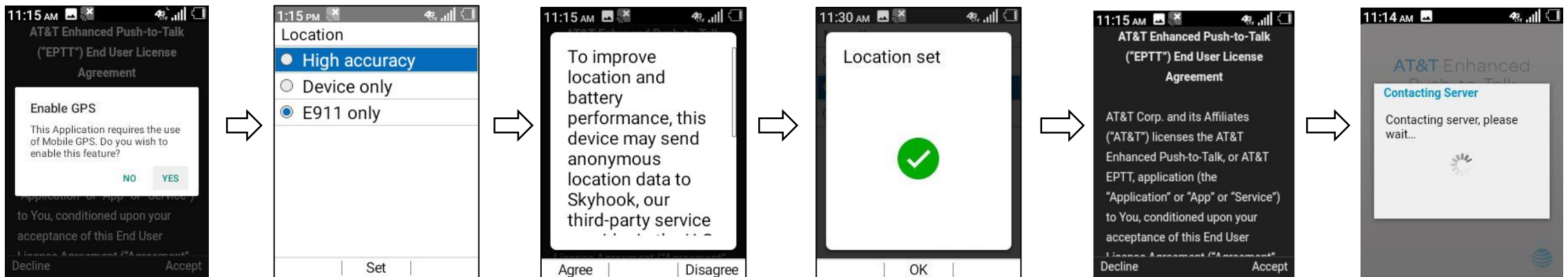6. Location screen will appear, Select either "High Accuracy" or "Device only" and press center key to set the location. (Location feature must be set to use EPTT app)

7. User agreement will appear, press the right soft key to "Accept".   Acceptance of user agreement is only required once during initial activation.

8. Contacting server screen will appear again.

Note: _"High Accuracy" setting under Location is recommended; when selected it will give the 3rd pop-up above. With "Device only", the 3rd pop-up will not be available._

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EPTT Activation (cont.)

9. After setting location accuracy preference, select "Yes" or "No" to view or skip EPTT tutorial.

10. After tutorial, the application will open and show either the Basic UI contacts screen or the LMR Radio UI.

Basic UI   **Radio UI**

or
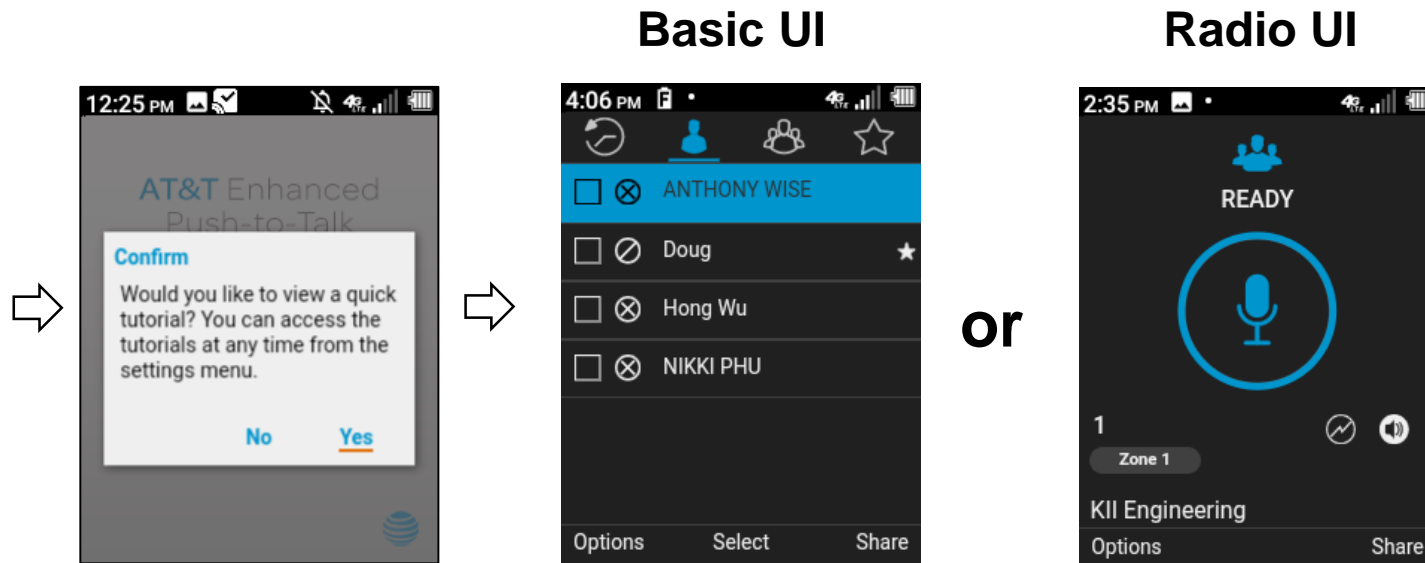
*Note: The Kyocera DuraXE Epic supports both the Basic User Interface (UI) and the Radio User Interface.
The default interface is Basic UI. User Interfaces can be configured via the EPTT Corporate Admin Tool.*

How to assign the PTT key to EPTT Application

1. Press and hold PTT key until pop-up appears on LCD screen.
2. "Would you like to select the function for this key now?" Select Yes.
3. In PTT Key menu, select AT&T EPTT.

PTT Key →

You can use this key to quickly access a function on your phone that you choose. Would you like to select the function for this key now?

| Yes | No |

12:16 PM
PTT key
● AT&T EPTT
Applications
○ Alarm
○ Browser
○ Calculator
○ Calendar
○ Call history
○ Camera
Set

12:18 PM
PTT key set
✅
OK
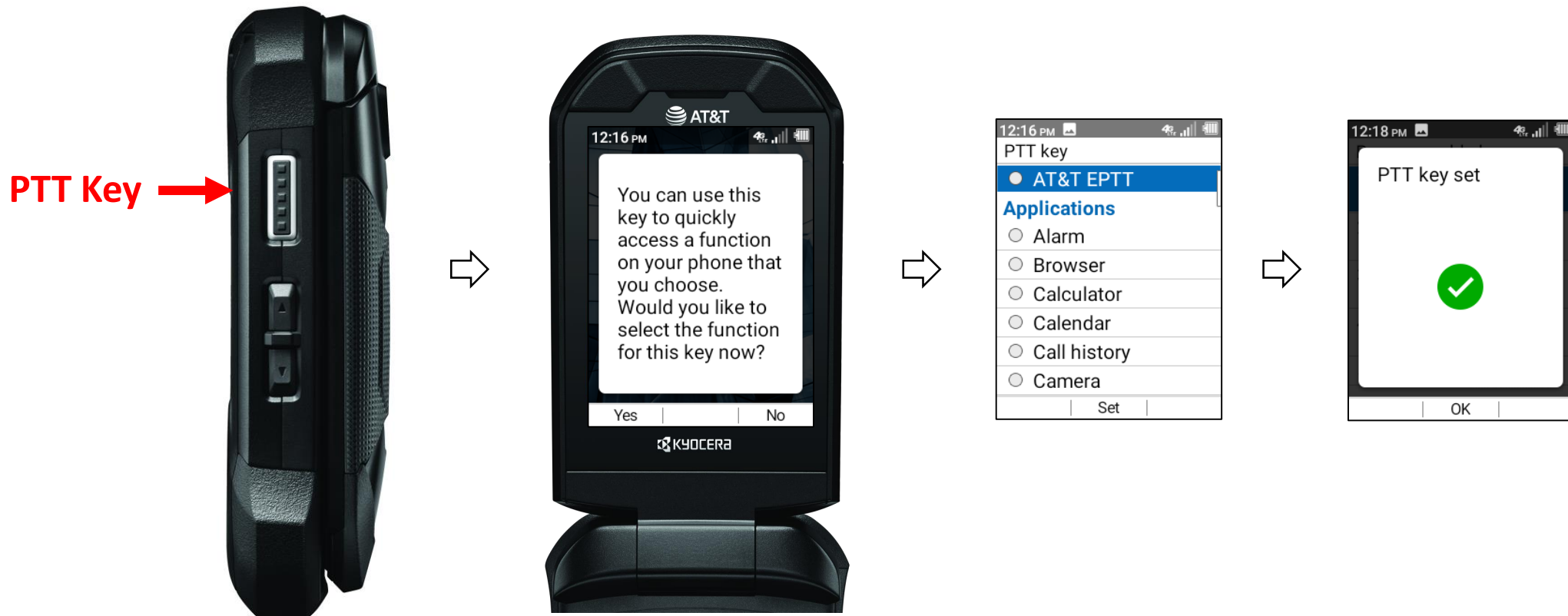
Note: *As an alternate method, PTT Key can be assigned manually by navigating to the below path: Settings & tools→ Settings→ Programmable keys, then under PTT Key menu, Select "AT&T EPTT".*

How to assign the SOS key to EPTT Application

Once assigned to the EPTT App, the SOS Key can be used to initiate Emergency PTT calls (requires "EPTT Advanced" service plan).

1. Press and hold SOS key until pop-up appears on LCD screen.
2. "Would you like to select the function for this key now?" Select Yes.
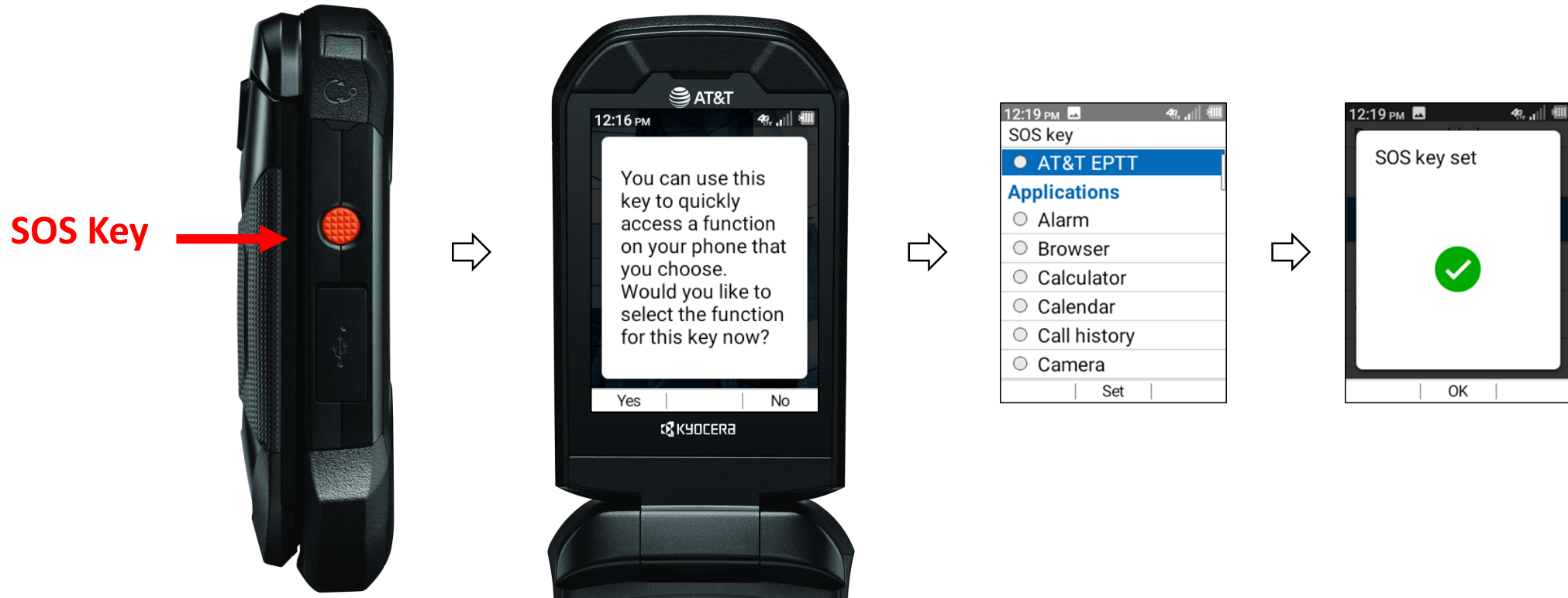3. In SOS Key menu, select AT&T EPTT.

SOS Key →

Note: As an alternate method, SOS Key can be assigned manually by navigating to the below path:
Settings & tools → Settings → Programmable keys, then under SOS Key menu, Select "AT&T EPTT".
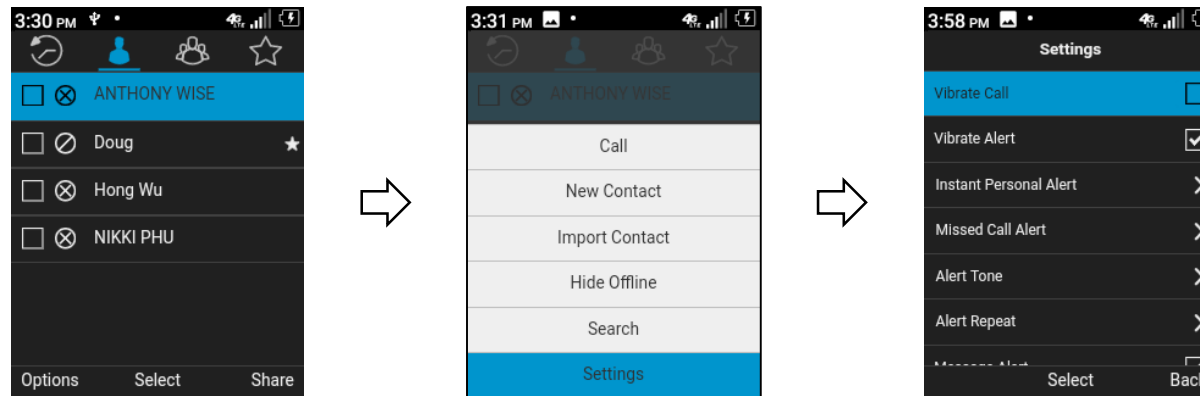
General EPTT Settings
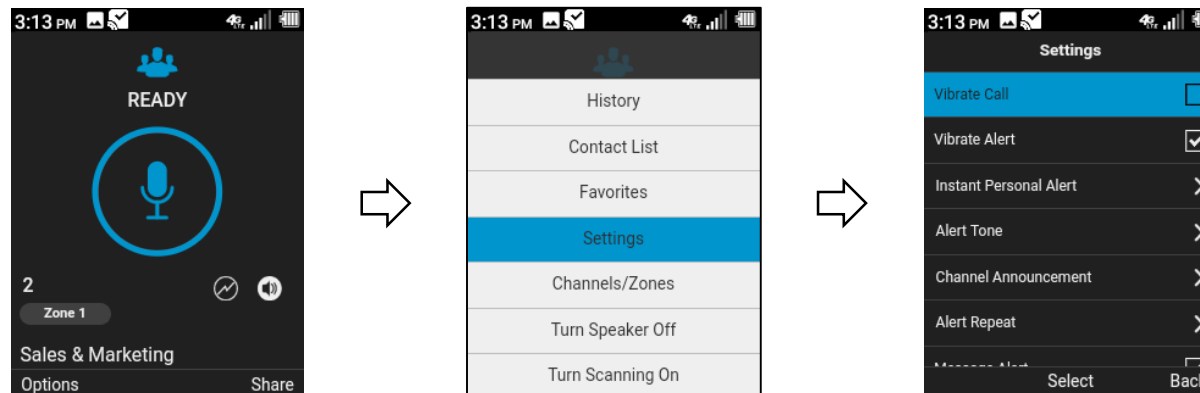(applies to both Basic UI and Radio UI)

How to Access the EPTT App Settings

1. Select "Options" (left soft key).
2. Scroll down to Settings using the navigation down key and press the center soft key.
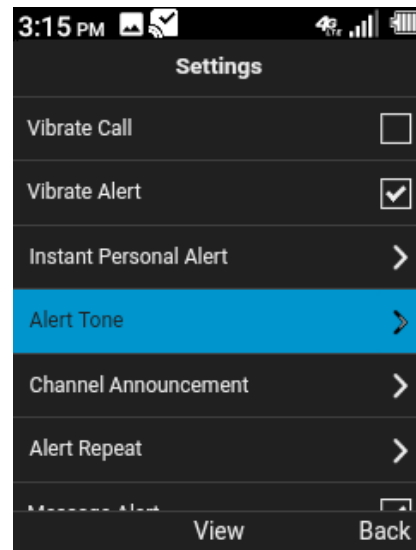
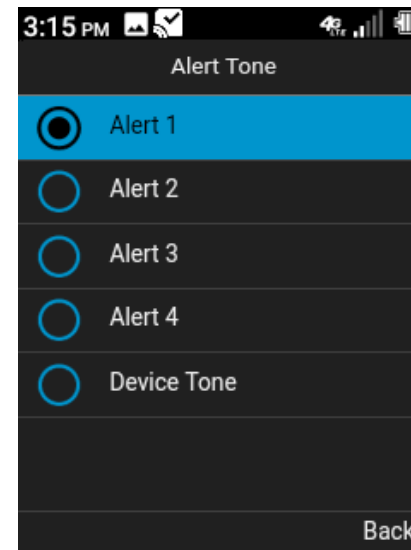**Basic User Interface**

Radio User Interface

Important Settings

EPTT Alert Tones

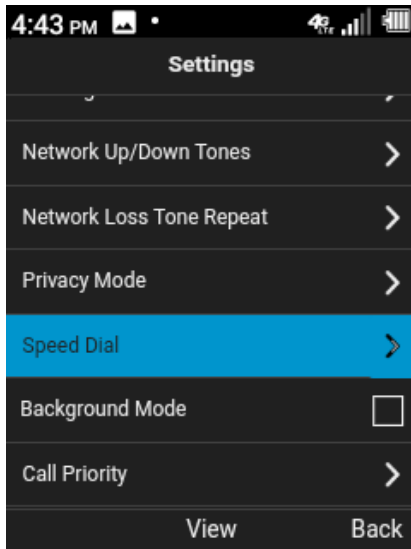In Settings, scroll down to select "Alert Tone".

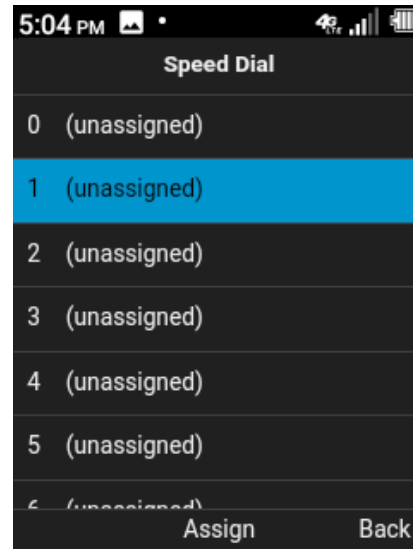Scroll down and select desired Alert Tone.
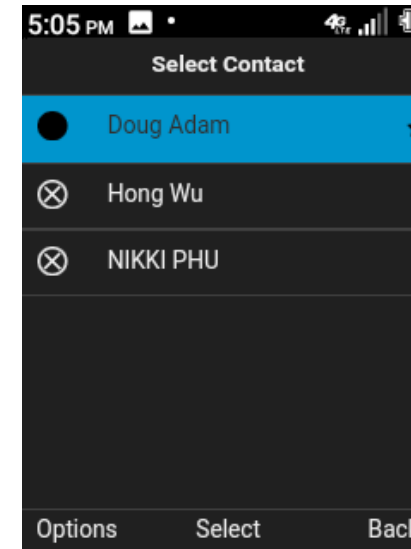
Important Settings

EPTT Speed Dial

In Settings, scroll down to select "Speed Dial".

Scroll down and select unassigned spot.

Select desired contact.

Contact is now added to Speed Dial list.
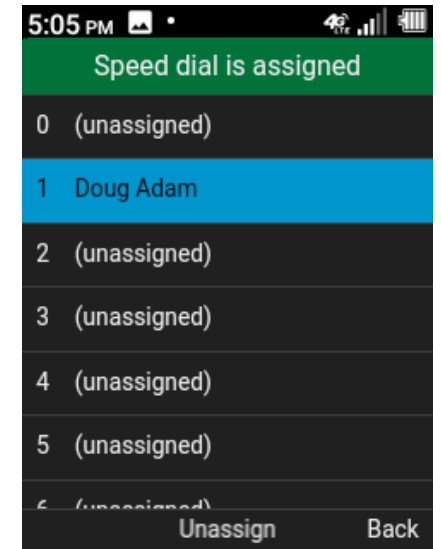
After Speed Dial is set up:
To make a Speed Dial call, press the speed dial # on the keypad and then press the PTT button.

Important Settings

Call from Lock Screen

To set up Lock screen, go to Phone settings and select "Security".
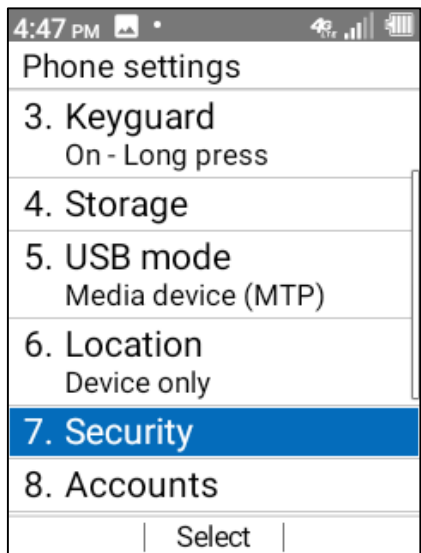
Then select Screen lock type and finish set up.
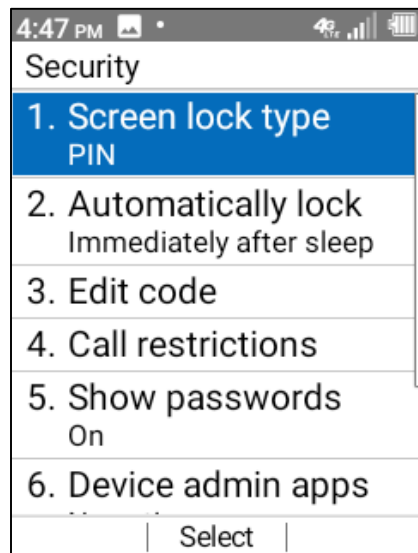
In EPTT App, go to Settings and select "Call from Lock Screen".
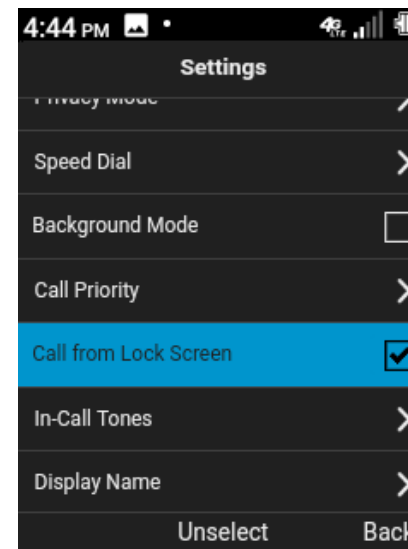
Once this is set up, you can make EPTT calls by pressing PTT key even though phone is locked.

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Call History

To see a record of call history – with the newest at the bottom.

Press left soft key "Options".
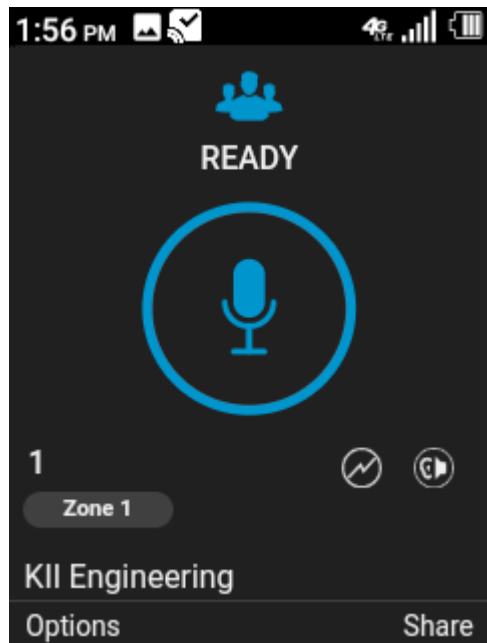
Select "History".
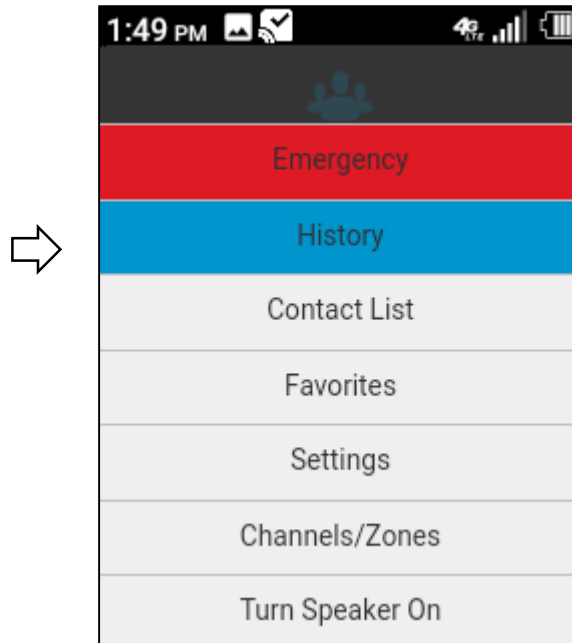
History is shown;
Select an individual or group for more detail.
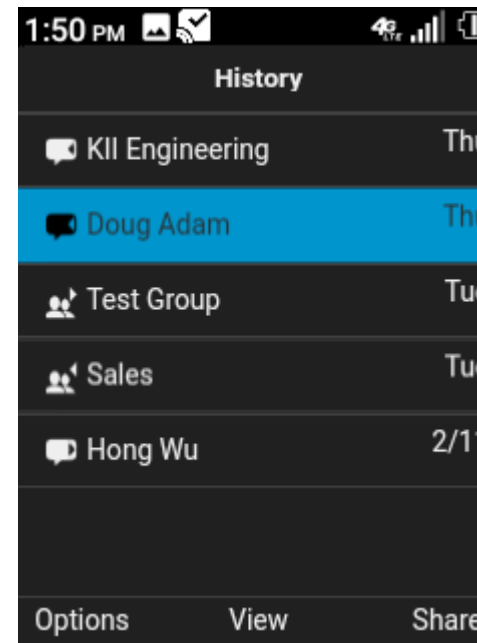
Detailed record of calls and alerts is shown.

KYOCERa
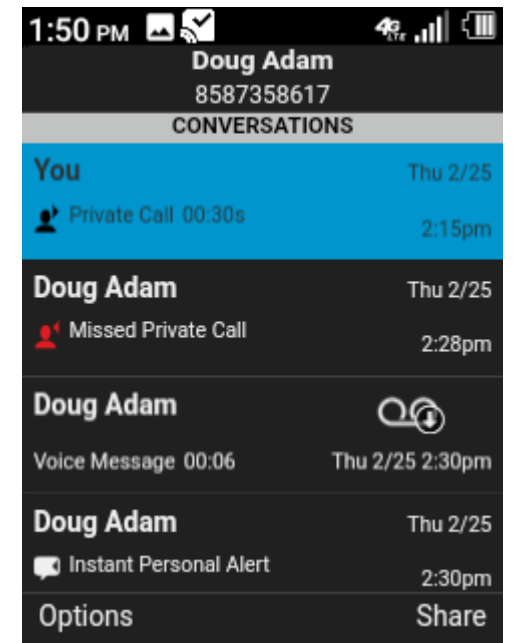
Sharing Texts, Location, and Media with your EPTT Contacts/Groups

Using Share feature, you can send text messages, your location, images, videos, voice messages and files.

Press right soft key "Share".
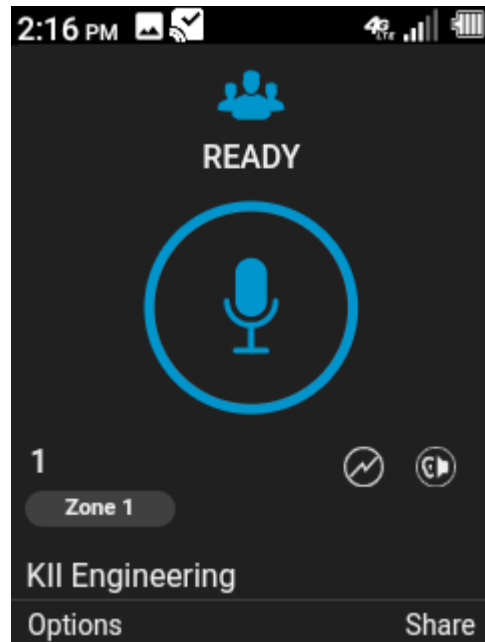
Scroll down and select item you want to share.

KYOCERA
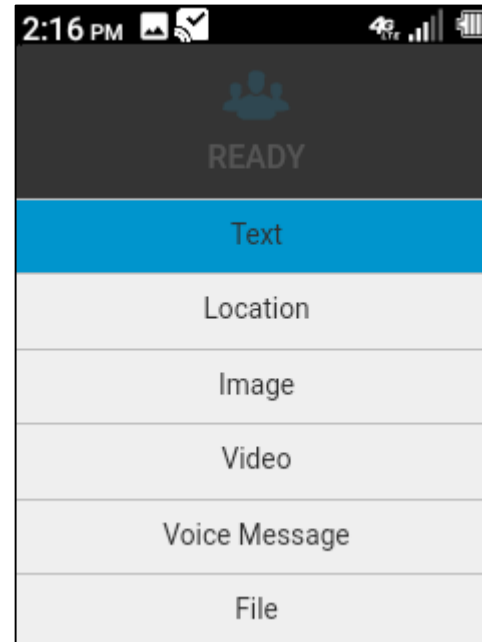
Send a Text Messages to your EPTT contacts/groups

Compose a text message and send it to your current contact or group.

From Share menu, select "Text".
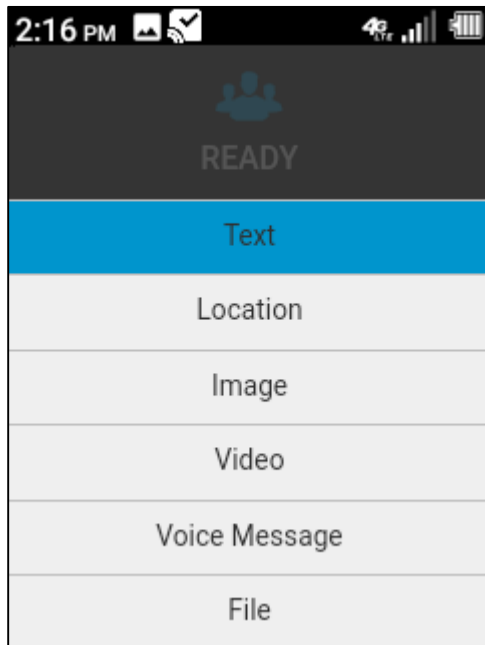
To change Text Entry mode, press left soft key "Abc".
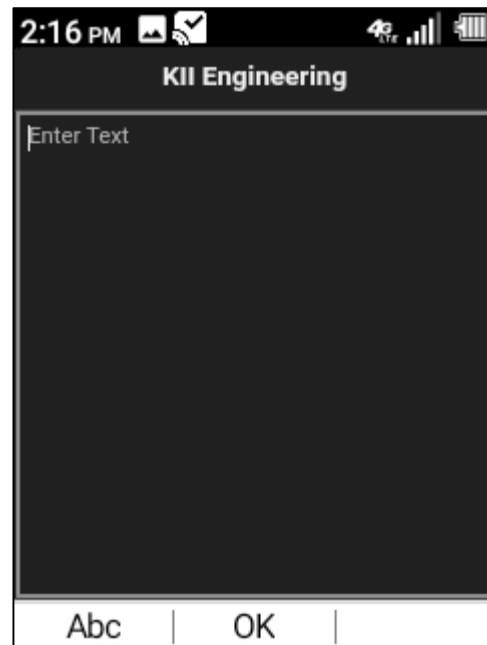
Enter message, press down Nav key, then left soft key to "Send".
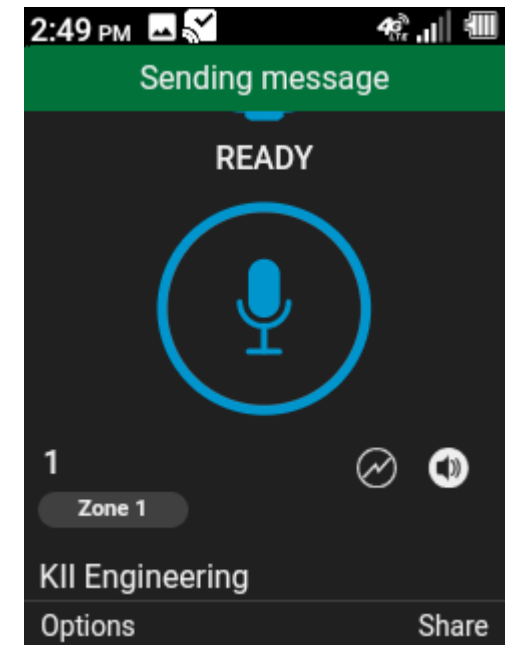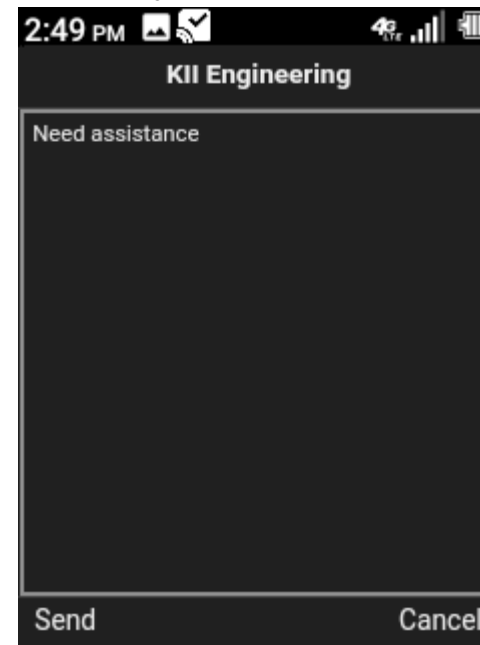
Send Your Location to your EPTT contacts/groups*

Send your current location or pan to a different location, then send location to your current contact or group.

From Share menu, select "Location".
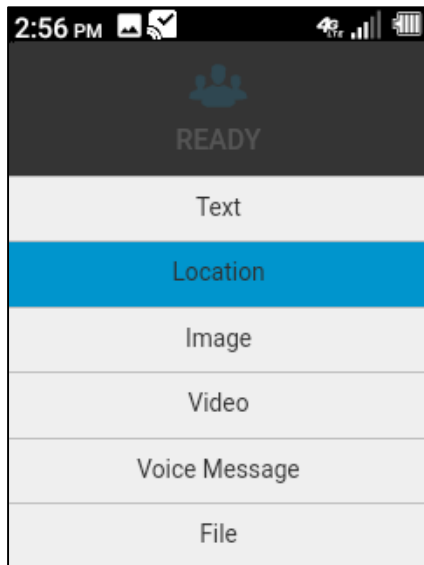
Press 1 or 3 key to zoom in/out. Press Nav keys to move left, right, up or down.
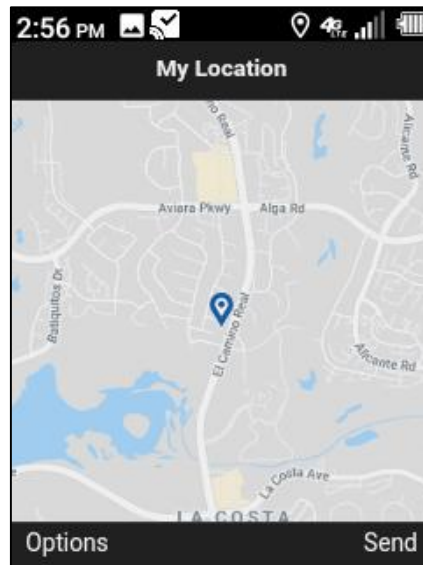
Press right soft key to "Send" the location.

* Sharing location via EPTT messaging is not available on services provisioned with EPTT only plan. Contact your representative for more information.
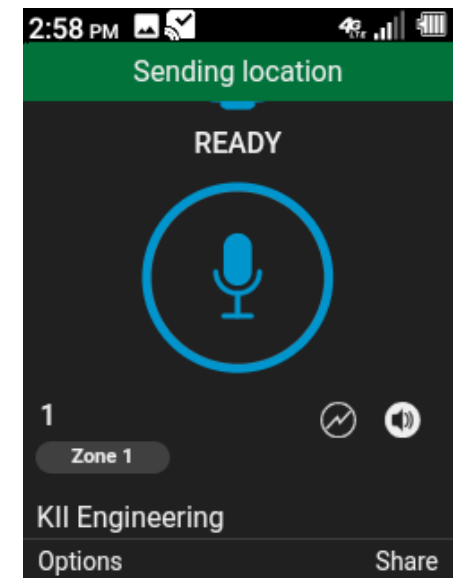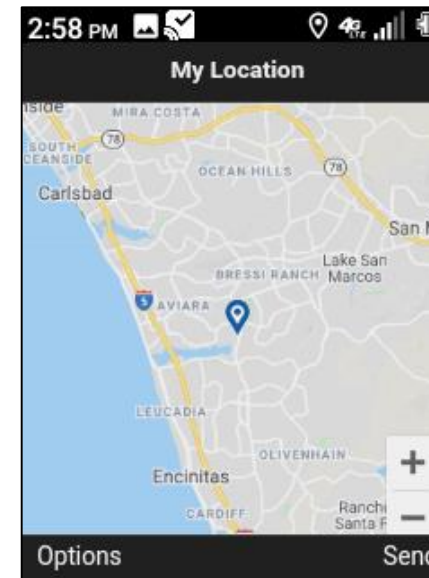
How to switch EPTT Call Audio from Speaker to Earpiece and vice versa

1. By default, the DuraXE Epic EPTT call audio is set to Speakerphone.
2. To change the audio to Earpiece, prior to or during an EPTT call, press left soft key "Options" and select "Turn Speaker Off".
3. Received EPTT call audio will now be heard from Earpiece until Speaker is turned ON.
4. To change the audio to back to Speaker, prior to or during an EPTT call, press left soft key "Options" and select "Turn Speaker On".

Speaker icon

Earpiece icon
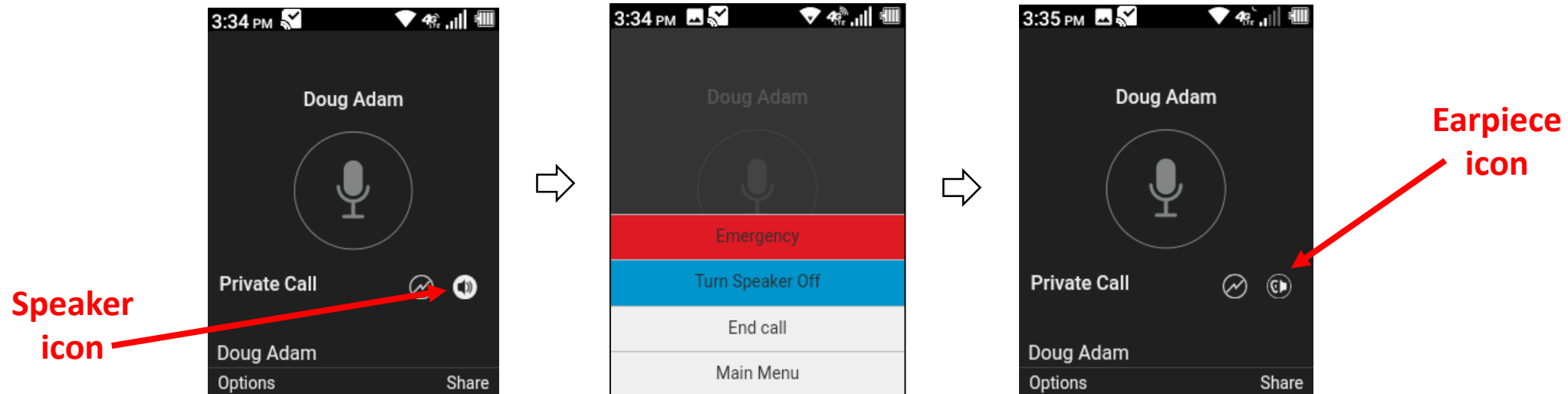
Other ways to change EPTT Audio from Speaker to Earpiece

1. Long Press Camera/Speaker key on main keypad or
2. Press External Speaker key (with Default Settings under External Speaker Key menu in Programmable Keys).

External Speaker key

Camera/ Speaker key

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EPTT Basic User Interface
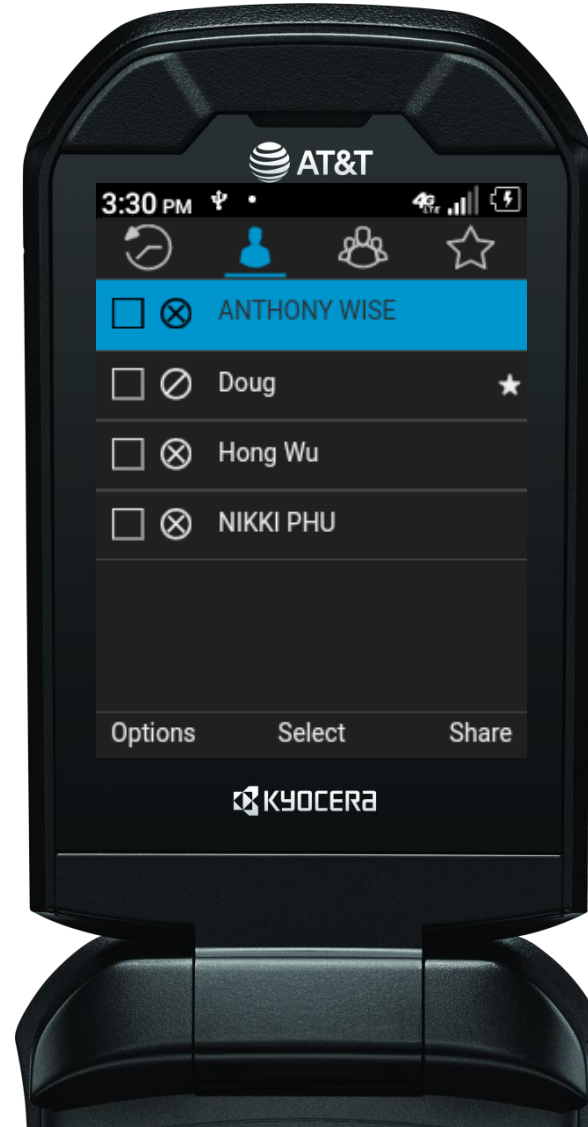
Basic UI: EPTT menu icons

Call History:
Displays your EPTT conversation history.
You can also change your presence status here.
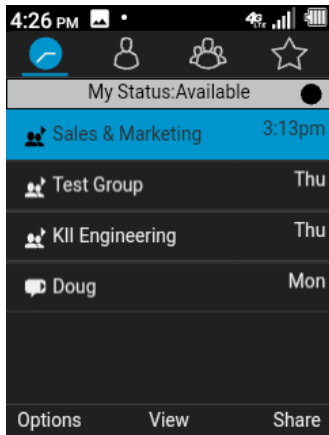
Contacts:
Displays your EPTT contacts and allows you to create/edit/delete a contact or initiate an EPTT call and send an alert.
(See below note.)
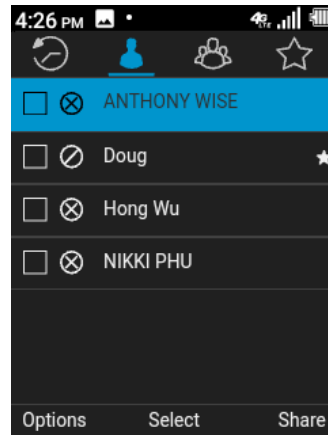
Groups:
Displays your EPTT groups and allows you to created/edit/delete a group or initiate a group call.
(See below note.)
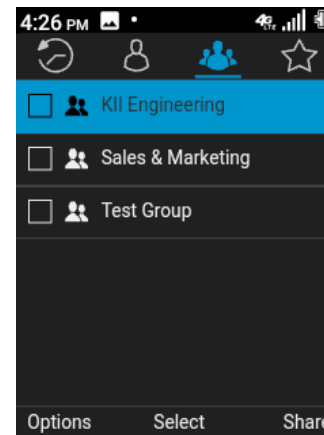
Favorites:
Displays your favorite contacts and groups.
Allows you to easily initiate EPTT calls/IPA/PTX to your favorites.
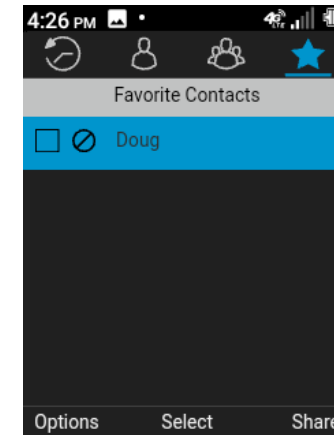
Note: **Create/edit/delete options are only available to subscribers with necessary permissions set by the EPTT Corporate Admin Tool.**

Basic UI: One Touch Action

1. In Settings list, scroll down to select One Touch Action. This setting allows you to configure what pressing the PTT key will do.
2. You can choose the following actions to happen when PTT key is pressed:
   A. call the most recent caller
   B. call a specific contact
   C. call a specific group
   D. navigate to a specific landing page (Call History, Contacts, Groups or Favorites)
   E. None – no action is performed when PTT key is pressed
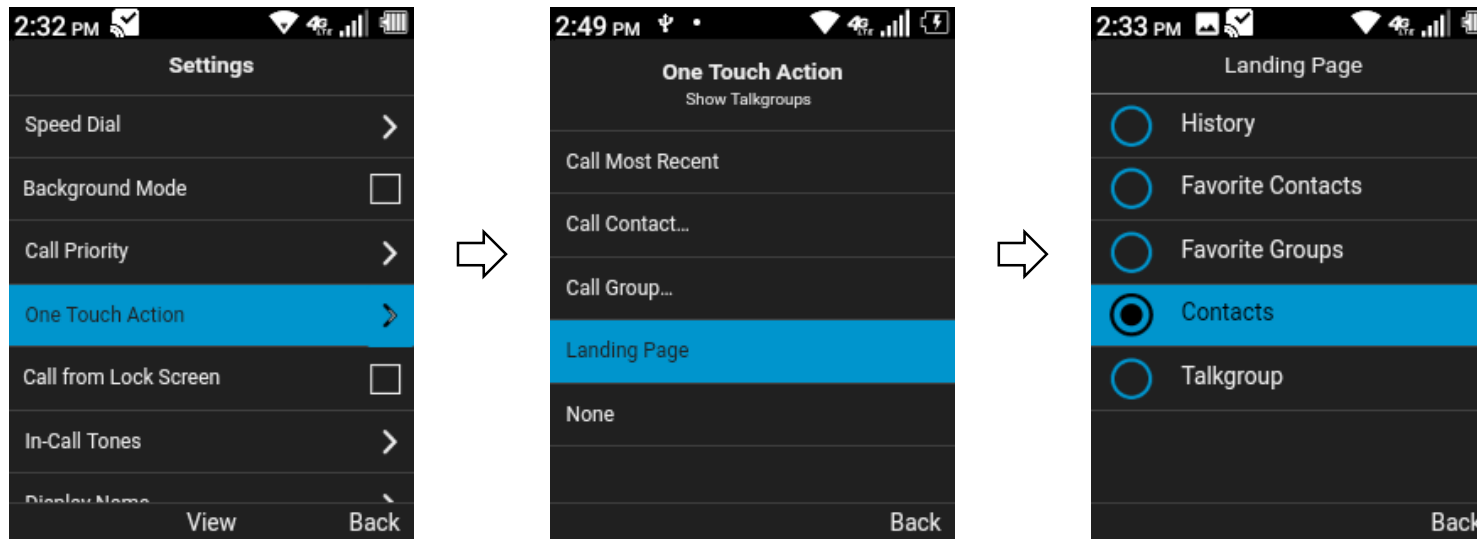
Basic UI: Status indicator

In the EPTT App, under History – select "My Status" using the navigation keys (up/down arrows) and the Center key.

Available: You are available to accept calls and alerts.

Do Not Disturb: Prevents incoming calls.

To change status, use the navigation keys to highlight the item and then hit the center key to select it.
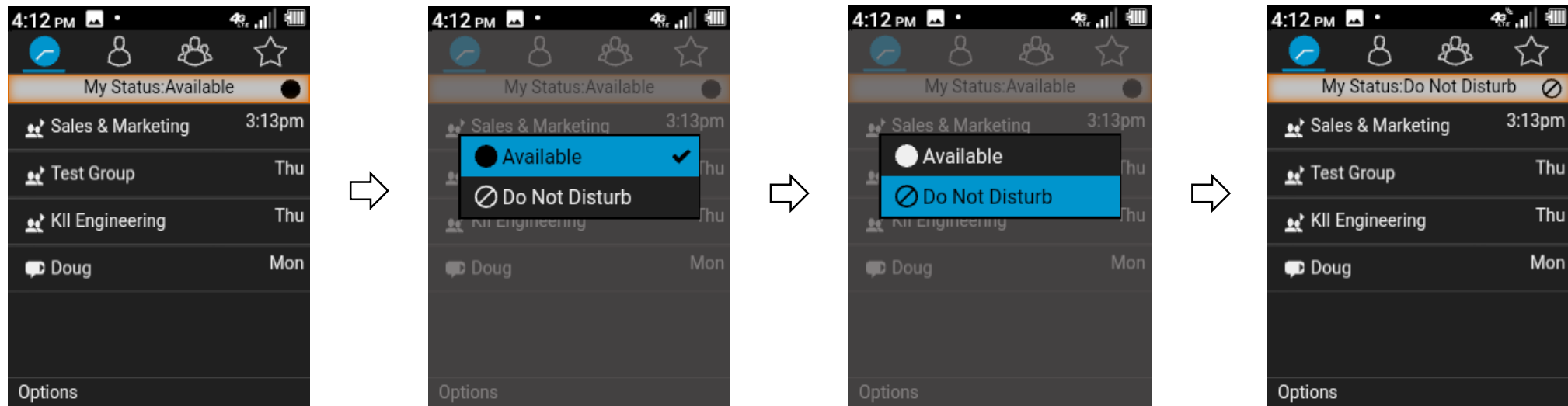
Basic UI: How to Add Contacts

1. Open the EPTT app, select Contacts tab and click the Options button.
2. Select New Contact to manually add a contact or if you have already entered contacts into your device phonebook, select import contact to import from your phonebook.

Note: **_Only Subscribers with permission in the Corporate Administrator Tool have this option. The preferred method is to add contacts via the Corporate Administrator Tool._**
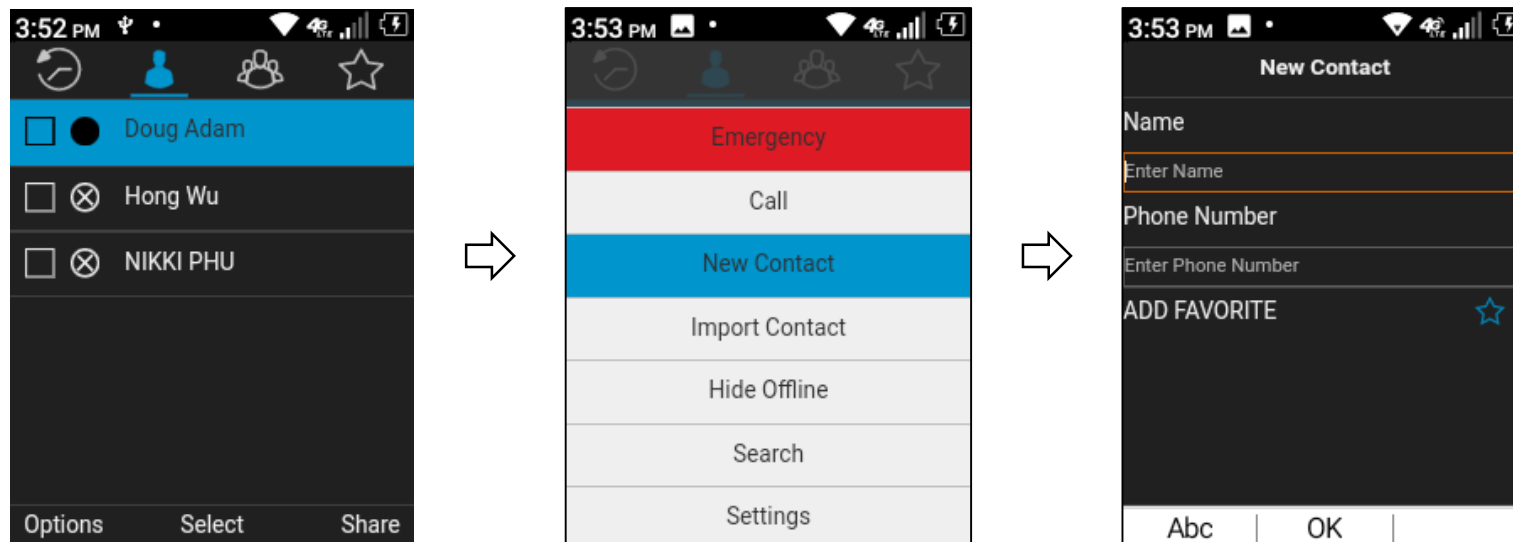
Basic UI: How to Add Personal Groups

1. Open the EPTT app, select Groups tab and click the Options button.
2. Select New Group to manually create a talkgroup.

Note: *Only Subscribers with permission in the Corporate Administrator Tool have this option. The preferred method is to add groups via the Corporate Administrator Tool.*
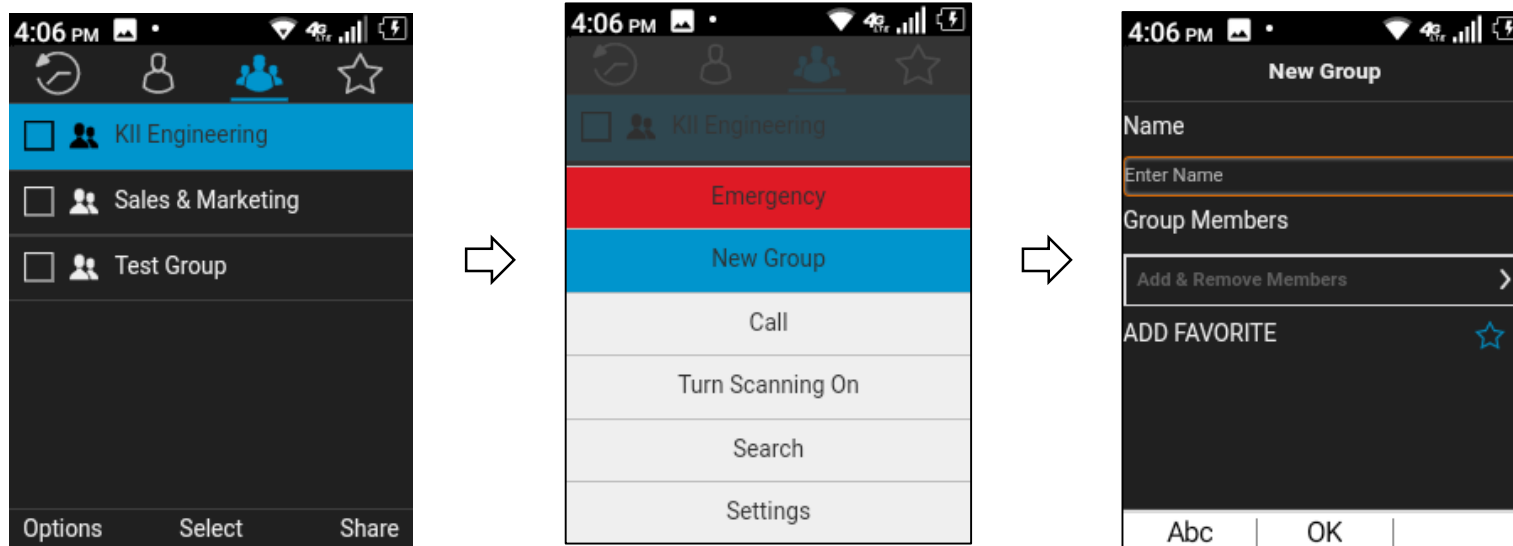
Basic UI: How to make 1-to-1 EPTT calls (Flip Open)

1. **Open the EPTT application, go to Contacts tab.**
2. **Scroll to the person you want to call, press the center key to select the contact and press the PTT key to connect.**
3. **The call-ready screen will show who is speaking.**

If the person has an X next to their name, it means they are not available. If you try and call them, it will send a Voice Message to them.
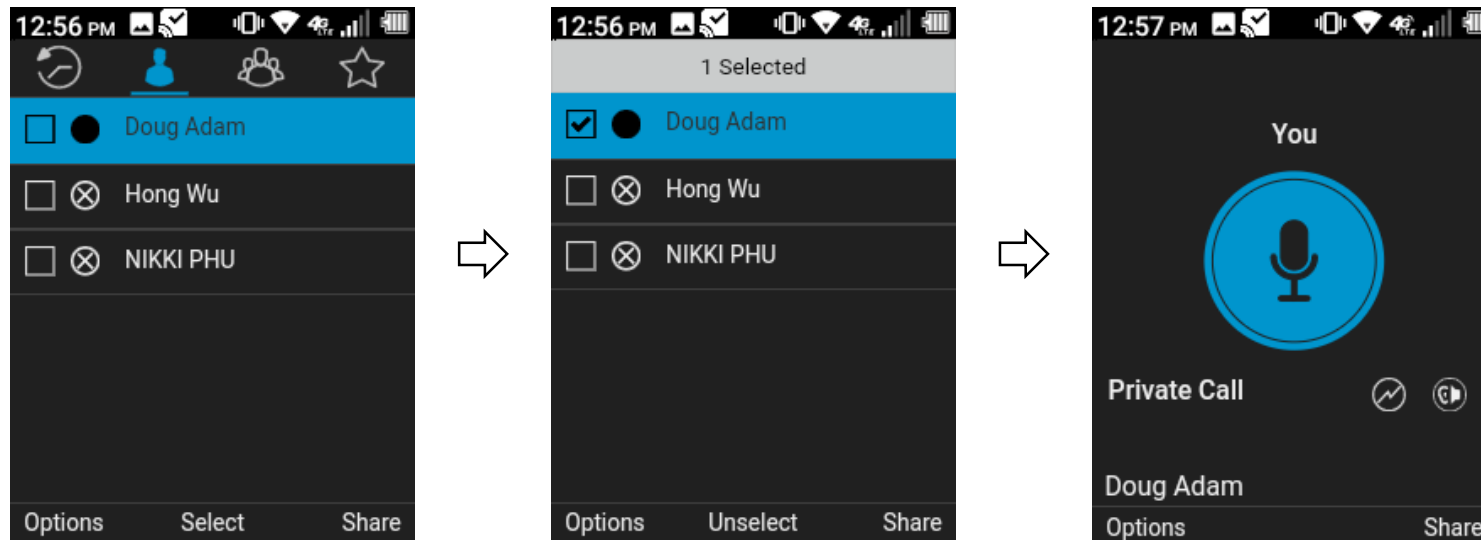
Basic UI: How to make 1-to-1 EPTT calls (Flip Closed)

When One Touch Action is set to Landing Page / Contacts:

1. **Press PTT key; EPTT Contacts List appears.**
2. **Scroll to the person you want to call using the volume keys.**
3. **Press PTT key again to initiate the call.**

When One Touch Action is set to Call a Specific Contact:

1. **Press PTT key to initiate the call.**
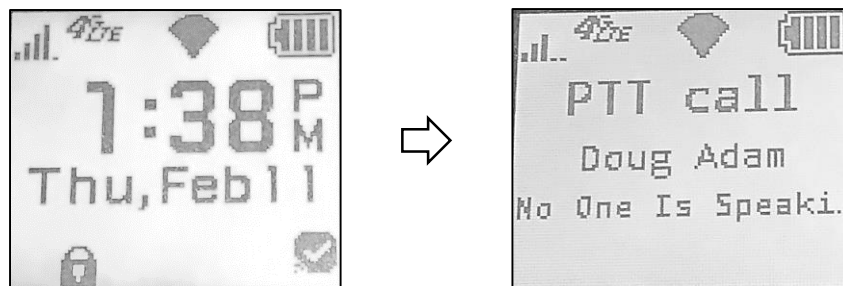
Basic UI: How to make EPTT group calls (Flip Open)

1. **Open the EPTT application, go to Groups tab.**
2. **Scroll to the group you want to call, press the center key to select the group and press the PTT key to connect.**
3. **The call-ready screen will show who is speaking.**
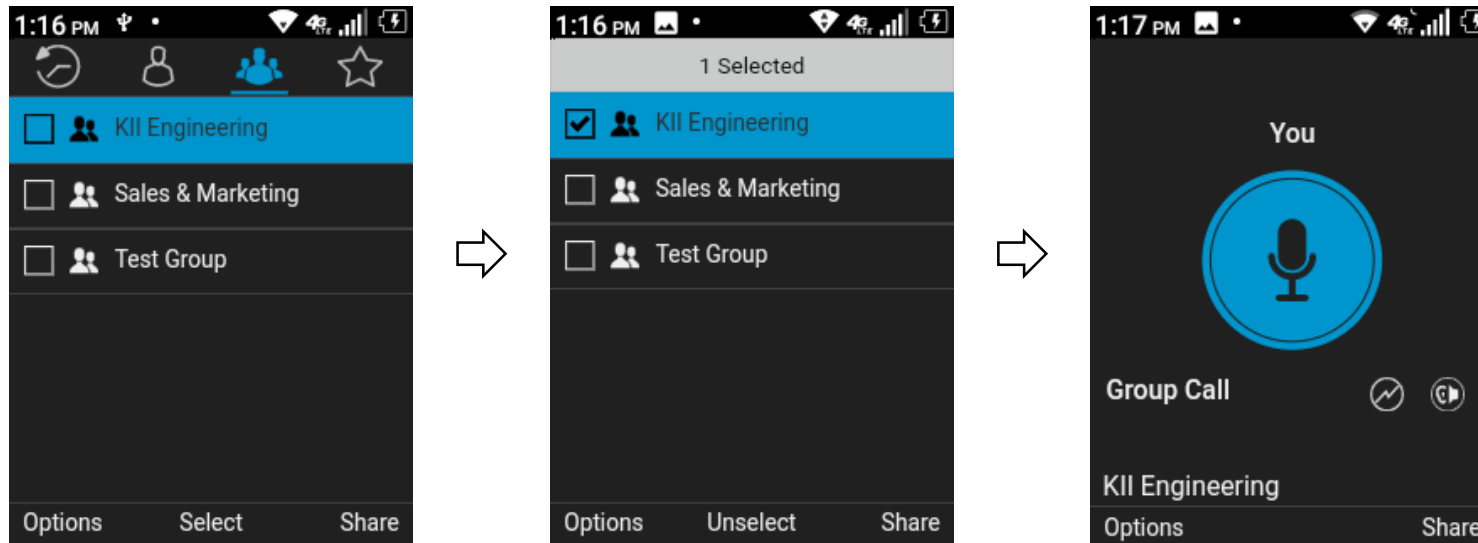
Basic UI: How to make EPTT group calls (Flip Closed)

When One Touch Action is set to Landing Page / Talkgroup:
1. **Press PTT key; EPTT Talkgroup List appears.**
2. **Scroll to the group you want to call using the volume keys.**
3. **Press PTT key again to initiate the call.**
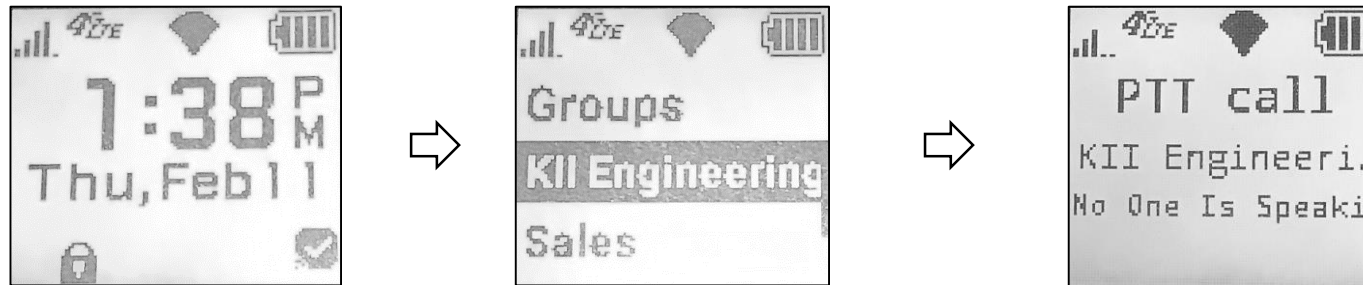
When One Touch Action is set to Call a Specific Group:
1. **Press PTT key to initiate the call.**
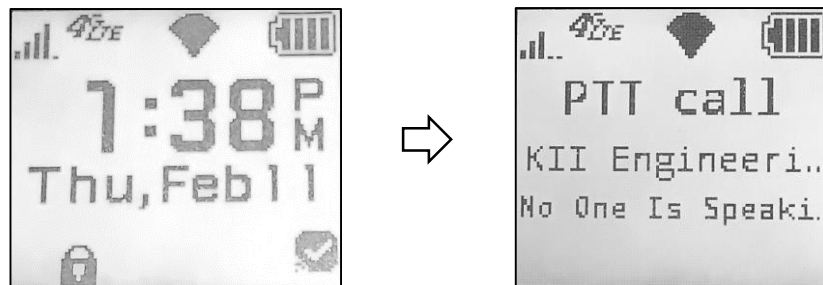
Basic UI: Emergency Calling and Alerting

- Emergency Calling and Alerting makes it possible for those in immediate danger to quickly communicate with an individual or groups who can provide assistance.
- When EPTT users declare an emergency all PTT communication is immediately routed, with the highest priority, to the designated individual or group.
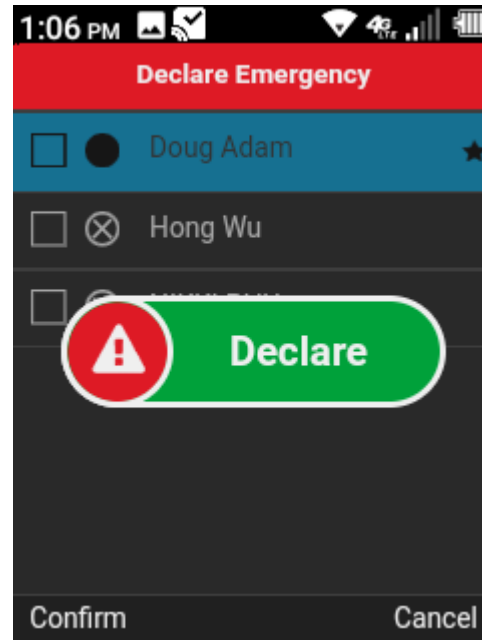
Note: This Feature is available only to "EPTT Advanced Package" subscribers.

Basic UI: How to Make an Emergency Call

1. Open the app, press the Options key, scroll up to Emergency and select it.
2. An emergency "Declare" icon will appear on your screen.
3. Select "Confirm" to declare an emergency. When an Emergency Call is initiated, it is to a destination - Contact or Group. The destination is assigned via the Corporate Admin Tool. If the subscriber is already in a call with the assigned destination - Contact or Group, the call will be upgraded to an Emergency Call.
4. Once the Emergency Call is initiated, if the floor is not taken for 10 sec the call shall end. Your mic will be live for the first 10 sec of the call or until the call is ended.

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Basic UI: How to Make an Emergency Call (using SOS key)

1. **Press and hold SOS key for 3 seconds.**
2. **Emergency is declared.**

SOS Key

Note: You can make an Emergency Call using SOS Key with Flip open or Flip closed.

Basic UI: Receiving an Emergency Call

Once the subscriber declares an Emergency, the emergency destination group or contact will receive the emergency notification. When the subscriber in emergency initiates call from his or her call ready screen, you as a member of the emergency destination group or emergency contact will receive the Emergency call.

Once the emergency is cancelled, you will receive an emergency cancellation notification.
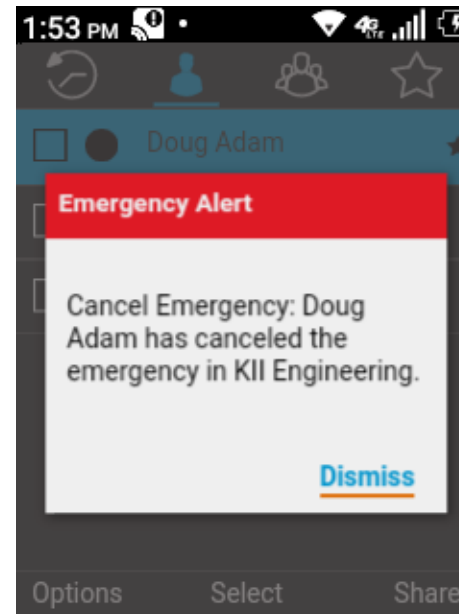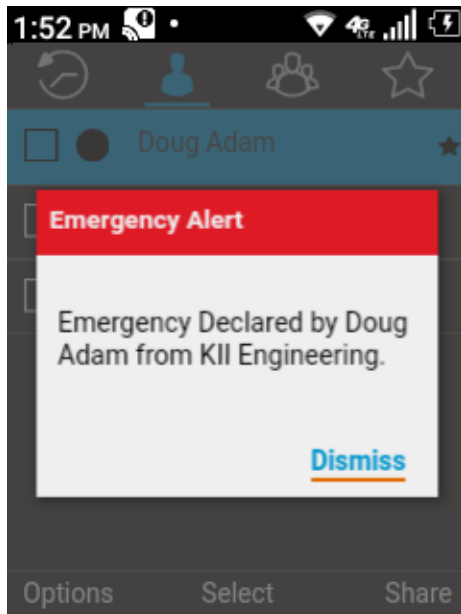
Basic UI: How to Cancel an Emergency Call

1. Press the Options key, scroll up to Cancel Emergency and select.
2. An emergency "Cancel" icon will appear on your screen.
3. Select "Confirm" to cancel the emergency.
4. Select either "Real emergency" or "False alarm" as appropriate.
5. Emergency is cancelled and all contacts that are part of the assigned emergency destination are notified of the cancellation.
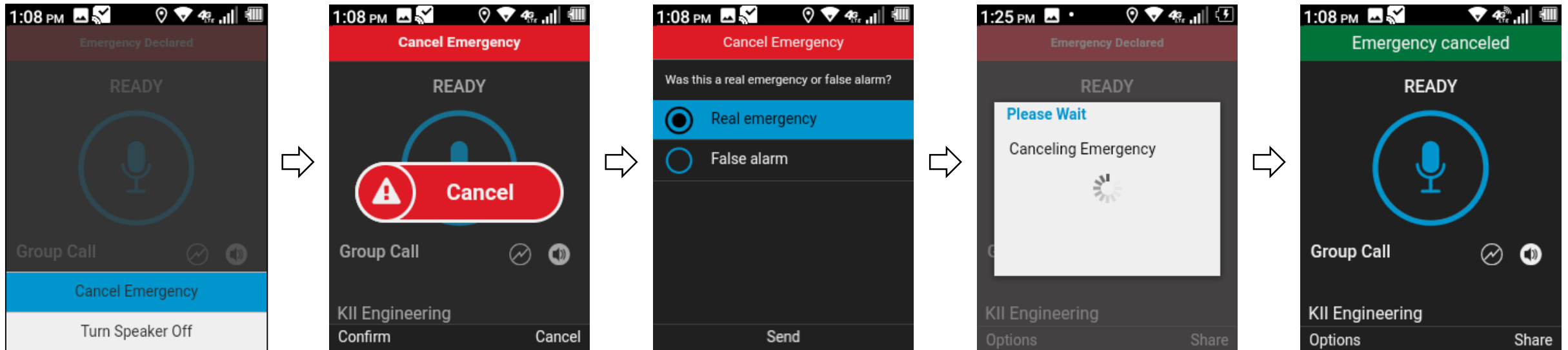
Note: You can also Cancel an Emergency Call by pressing and holding the SOS Key for 3 seconds.

EPTT Radio
User Interface
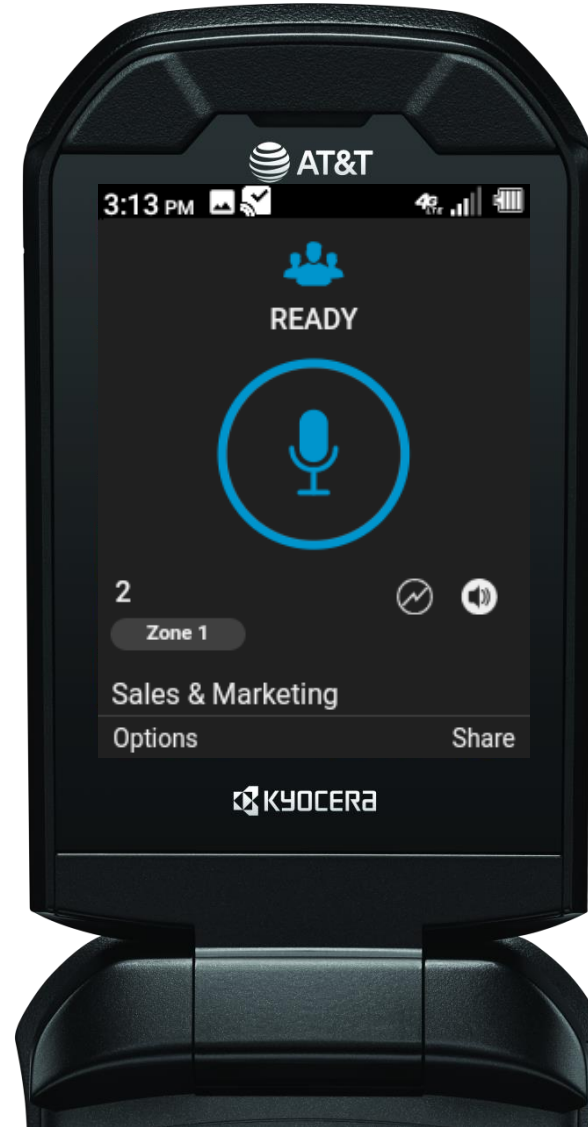
Radio UI: Overview

The EPTT Radio User Interface is designed to emulate a land mobile radio on your phone. Allowing the users to communicate with groups or contacts using traditional push to talk like a land mobile radio.

"Home" screen is always a channel (talkgroup or individual) call ready screen; it displays the Zone and Channel selected by the user.

Channels can be easily changed with the left/right navigation keys.

EPTT Radio UI uses concept of Zones and Channels – similar to LMR.

Can also make 1:1 calls from the Radio UI.

Note:* *User interface type is configured by the EPTT Admin through the CAT tool.
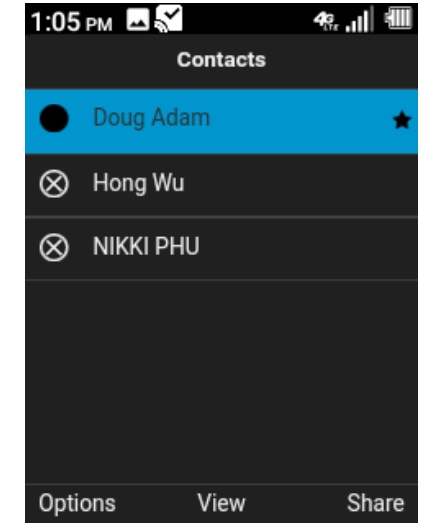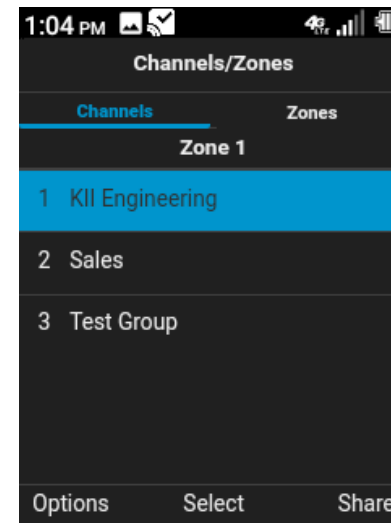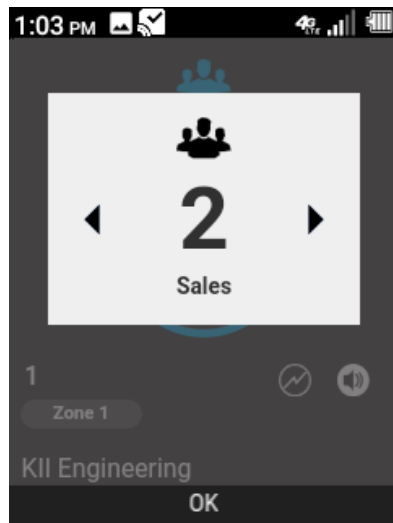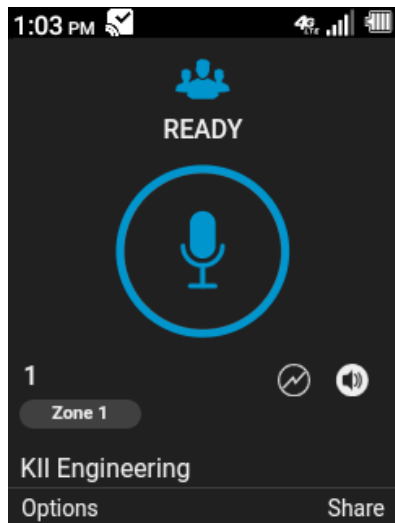
Radio UI: Zones and Channels

The EPTT Radio UI uses the concept of zones that segment channels into logical talkgroups similar to LMR radios. The EPTT Admin can create up to 6 zones per user, each of which can contain up to 16 talkgroups (96 total).

Press left soft key "Options".
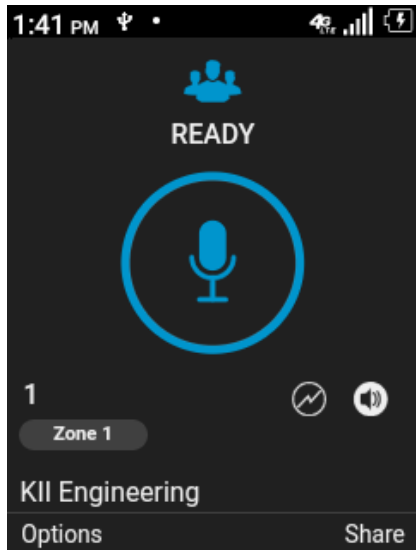
Scroll down to select "Channels/Zones".
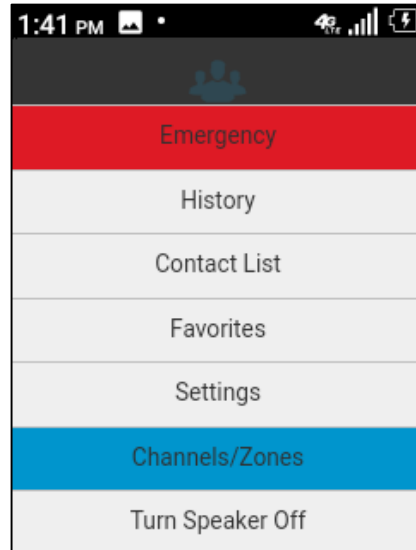
View list of Channels in Zone 1.
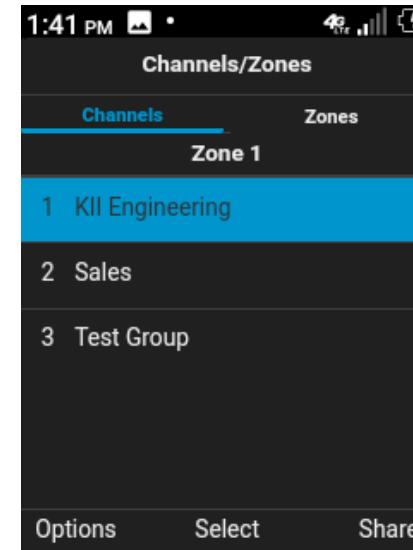
Use Nav key (right arrow) to view Zones.
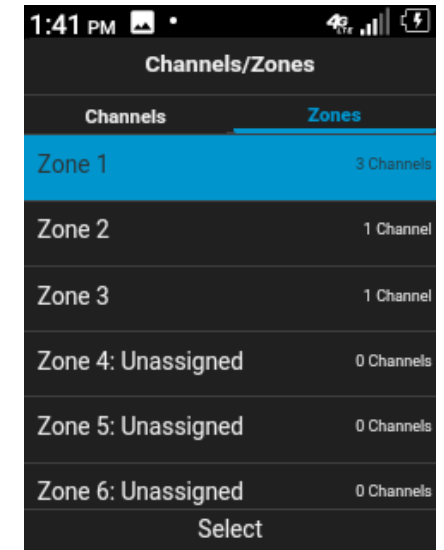
To go to a particular talkgroup, navigate to the desired Zone and Channel, scroll to it then select it.

Radio UI: Scanning On/Off

- When scanning is OFF (camping), you will only receive calls for the Zone/Channel displayed on the screen.
- When scanning is ON, you will receive calls from any Zone/Channel with channel scanning priority assigned by the EPTT Admin using the CAT tool.

Press left soft key "Options".
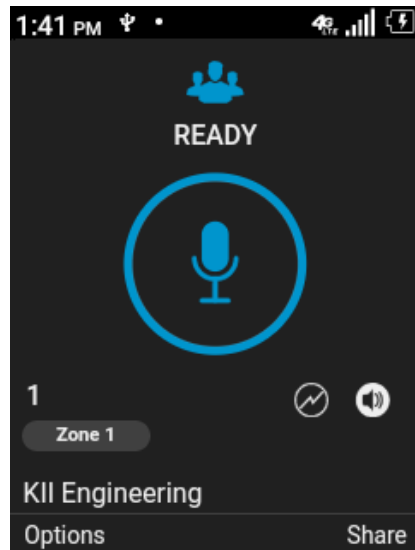
Scroll down and select "Turn Scanning On".

Scanning ON
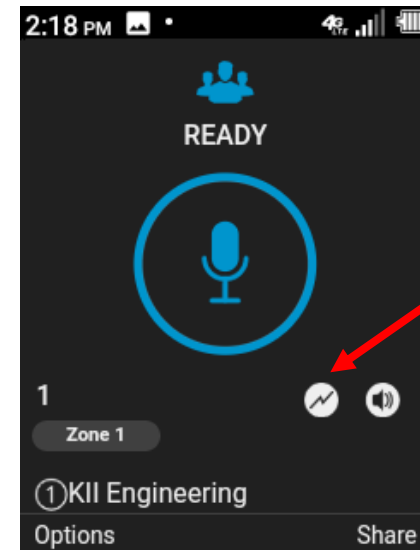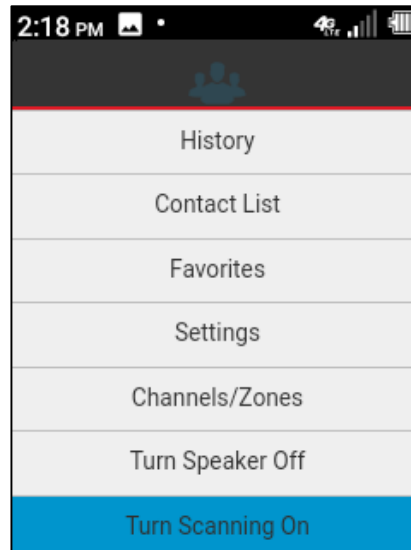
Radio UI: Changing Channels (Flip Open)

With the EPTT Radio UI, you'll always be in one of up to 6 zones. Each zone can have 1 to 16 channels (controlled by the EPTT Admin).
To change channels within a zone, use the right and left navigation keys to choose your active EPTT channel.
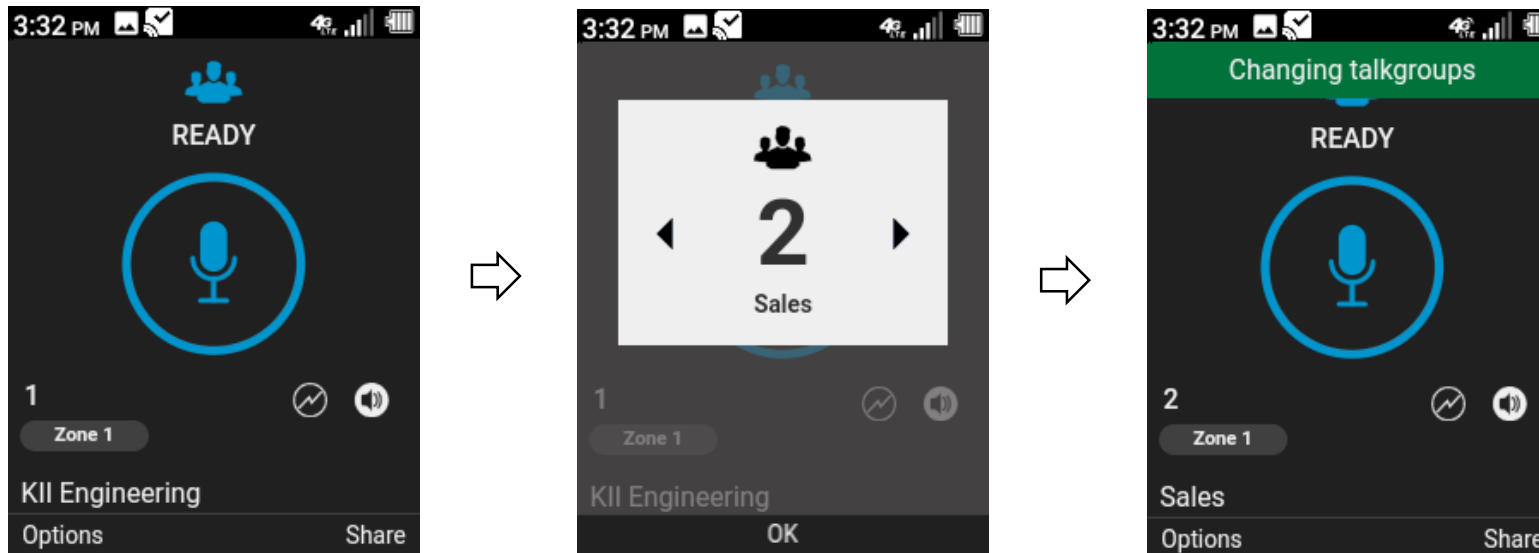
Radio UI: Changing Channels (Flip Closed)

To change channels while the flip is closed, you must first assign the External Speaker key and Call List key to the EPTT App. (Please refer to the next page for detailed instructions.)

⇨

External Speaker key

Call List key
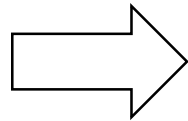
Channel UP

Channel DOWN

Note: When the channel is changed, the Kyocera DuraXE Epic will audibly announce the name and/or channel number of the newly set channel.

Radio UI: How to assign External Keys to EPTT Channel Up/Down

1. **For Channel UP: Settings→Programmable keys→External speaker key→ Set to EPTT (plus) channel**
2. **For Channel DOWN: Settings→Programmable keys→Call list key→ Set to EPTT (minus) channel**
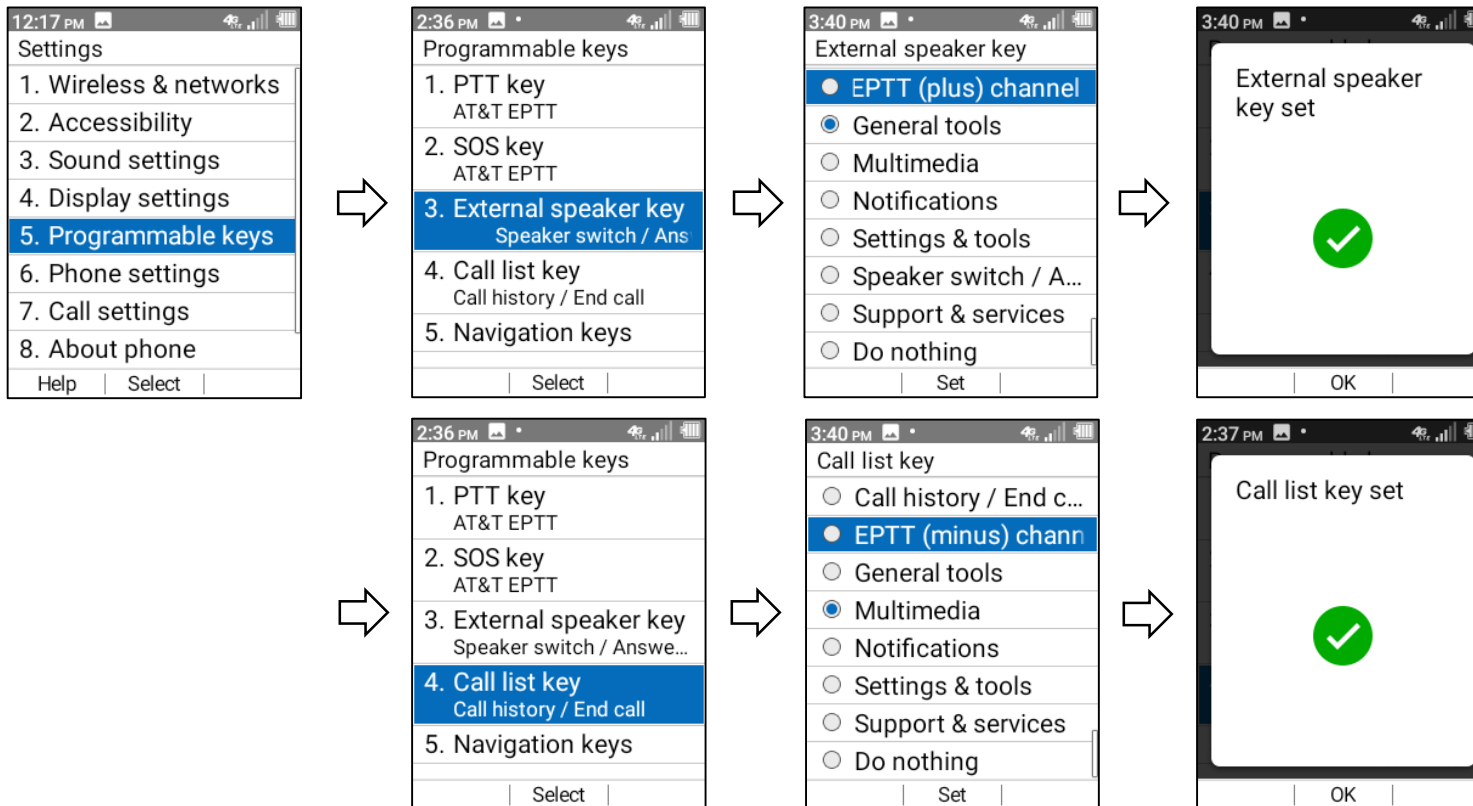
Note: Once you assign the external keys to EPTT Channel Up/Down, you will no longer be able to use the left/right Nav keys to change channels.

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Radio UI: EPTT Channel Announcement

After you have assigned external keys to EPTT Channel Up/Down, then go the EPTT App and select your Channel Announcement preference.

In EPTT Settings, scroll down to select "Channel Announcement".
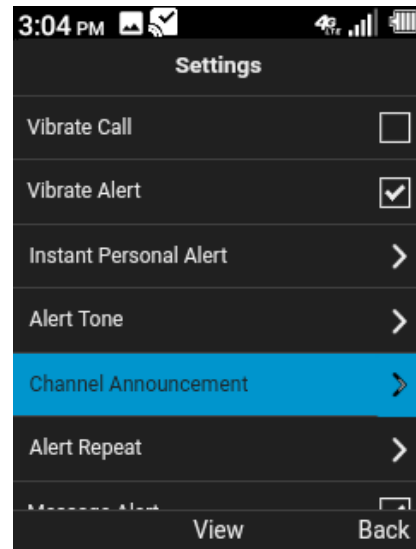
Select desired type of "Channel Announcement".
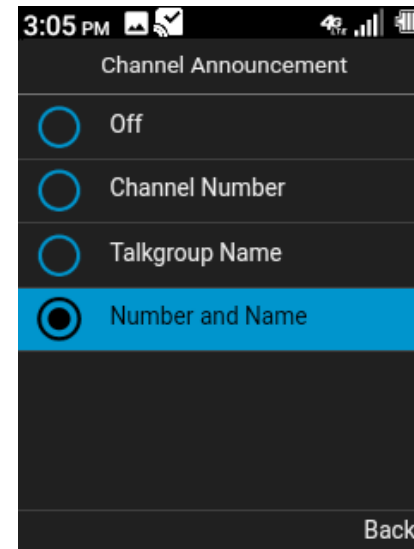
<u>Note</u>: "Channel Announcement" will not appear in the EPTT Settings menu until you have assigned your external keys to EPTT Channel Up/Down.

Radio UI: How to make EPTT calls (Flip Open)

1. Press PTT key to initiate call. (Call will be made on current channel.)
2. The screen will show who is speaking.
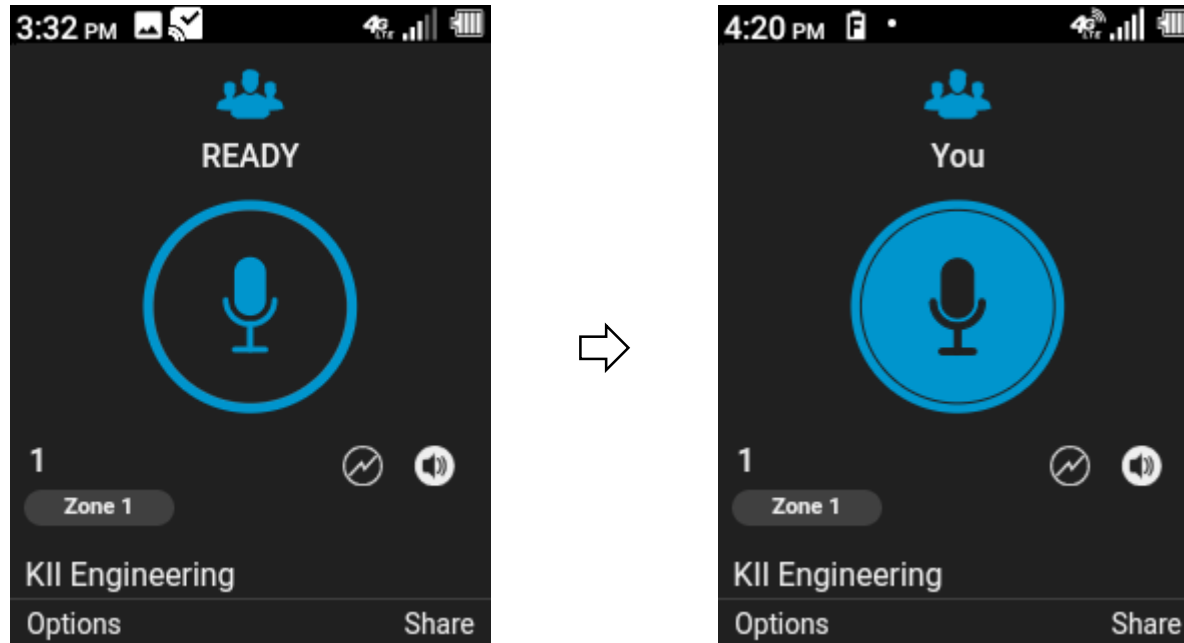
Radio UI: How to make EPTT calls (Flip Closed)

1. Press PTT key to initiate call. (Call will be made on current channel.)
2. The screen will show who is speaking.
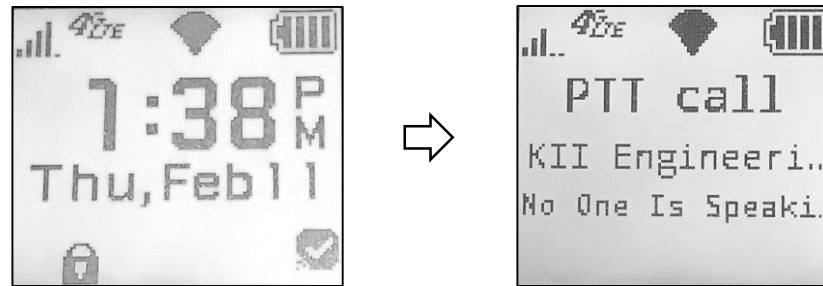
Radio UI: How to make 1-to-1 EPTT calls

1. From "Ready" screen, press left soft key (Options).
2. Scroll to "Contacts List" and select.
3. Scroll to the contact you want to call and press PTT key.

If the person has an X next to their name, it means they are not available. If you try and call them, it will send a Voice Message to them.
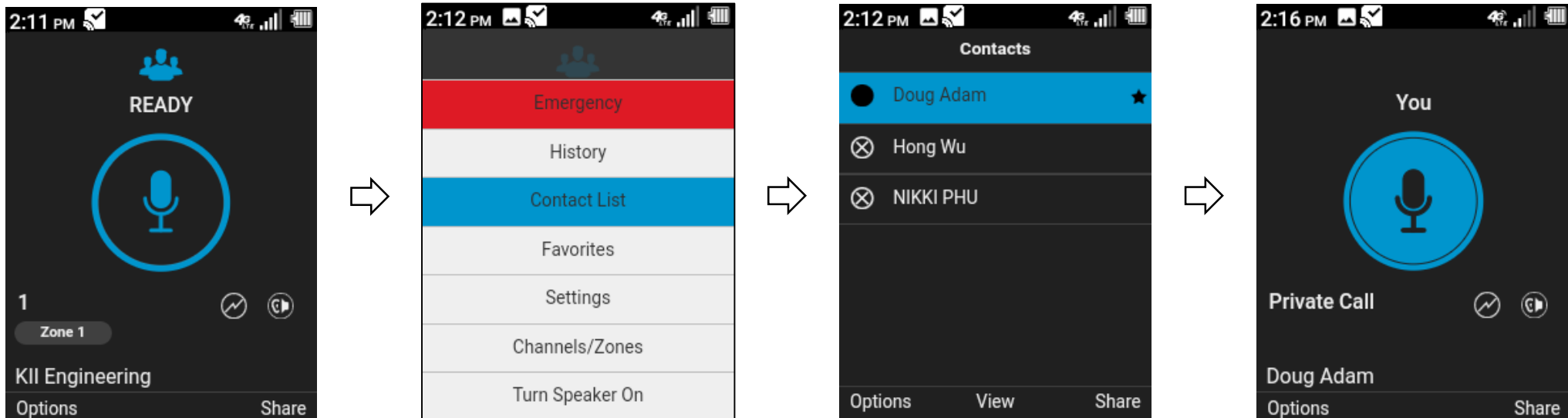
Radio UI: Emergency Calling and Alerting

- Emergency Calling and Alerting makes it possible for those in immediate danger to quickly communicate with an individual or groups who can provide assistance.
- When EPTT users declare an emergency all PTT communication is immediately routed, with the highest priority, to the designated individual or group.
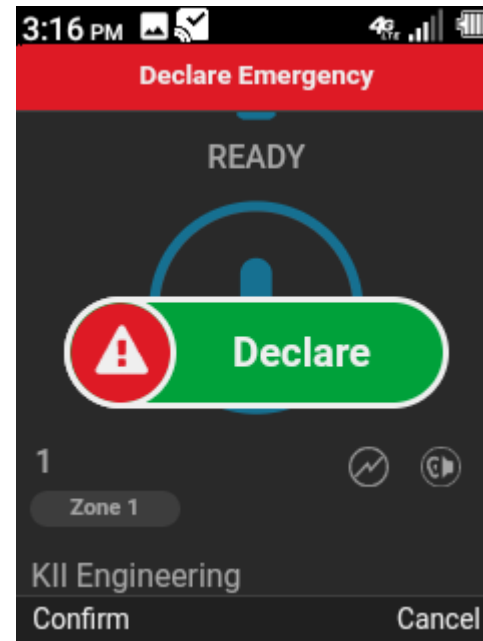
<u>Note</u>: This Feature is available only to "EPTT Advanced Package" subscribers.

Radio UI: How to Make an Emergency Call

1. Open the app, press the Options key, scroll up to Emergency and select it.
2. An emergency "Declare" icon will appear on your screen.
3. Select "Confirm" to declare an emergency. When an Emergency Call is initiated, it is to a destination - Contact or Group. The destination is assigned via the Corporate Admin Tool. If the subscriber is already in a call with the assigned destination - Contact or Group, the call will be upgraded to an Emergency Call.
4. Once the Emergency Call is initiated, if the floor is not taken for 10 sec the call shall end. Your mic will be live for the first 10 sec of the call or until the call is ended.

Radio UI: How to Make an Emergency Call (using SOS key)

1. **Press and hold SOS key for 3 seconds.**
2. **Emergency is declared.**
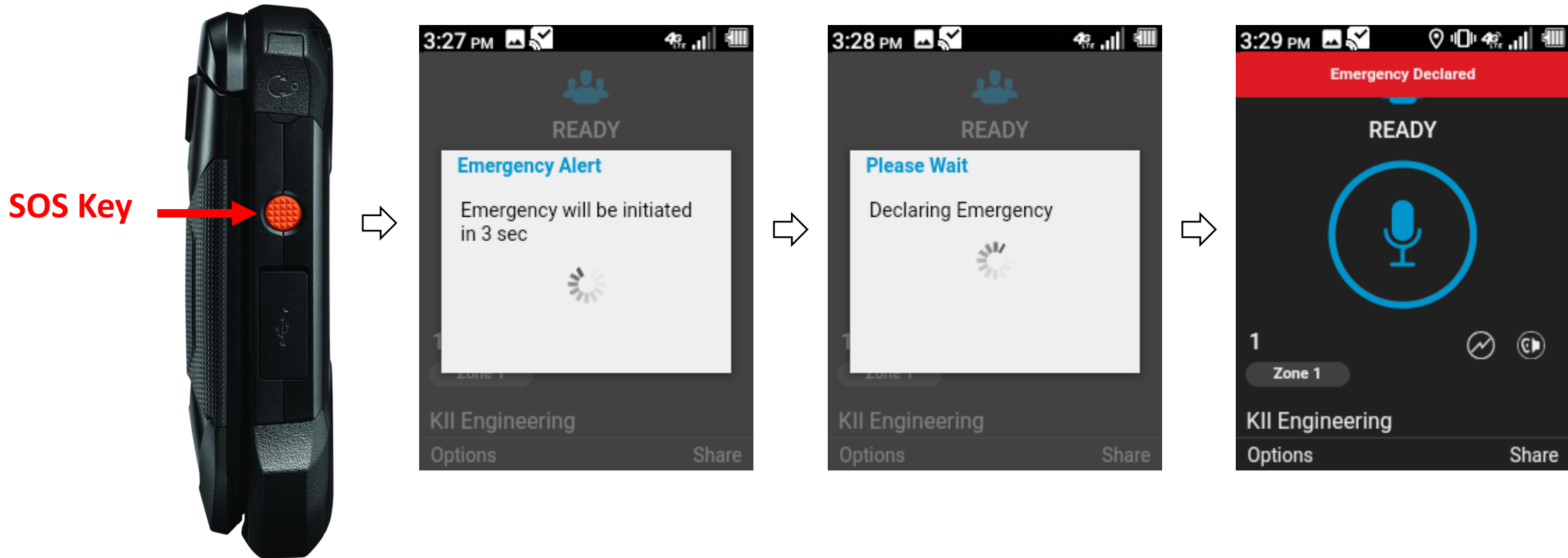
SOS Key

Note: You can make an Emergency Call using SOS Key with Flip open or Flip closed.

Radio UI: Receiving an Emergency Call

Once the subscriber declares an Emergency, the emergency destination group or contact will receive the emergency notification. When the subscriber in emergency initiates call from his or her call ready screen, you as a member of the emergency destination group or emergency contact will receive the Emergency call.

Once the emergency is cancelled, you will receive an emergency cancellation notification.
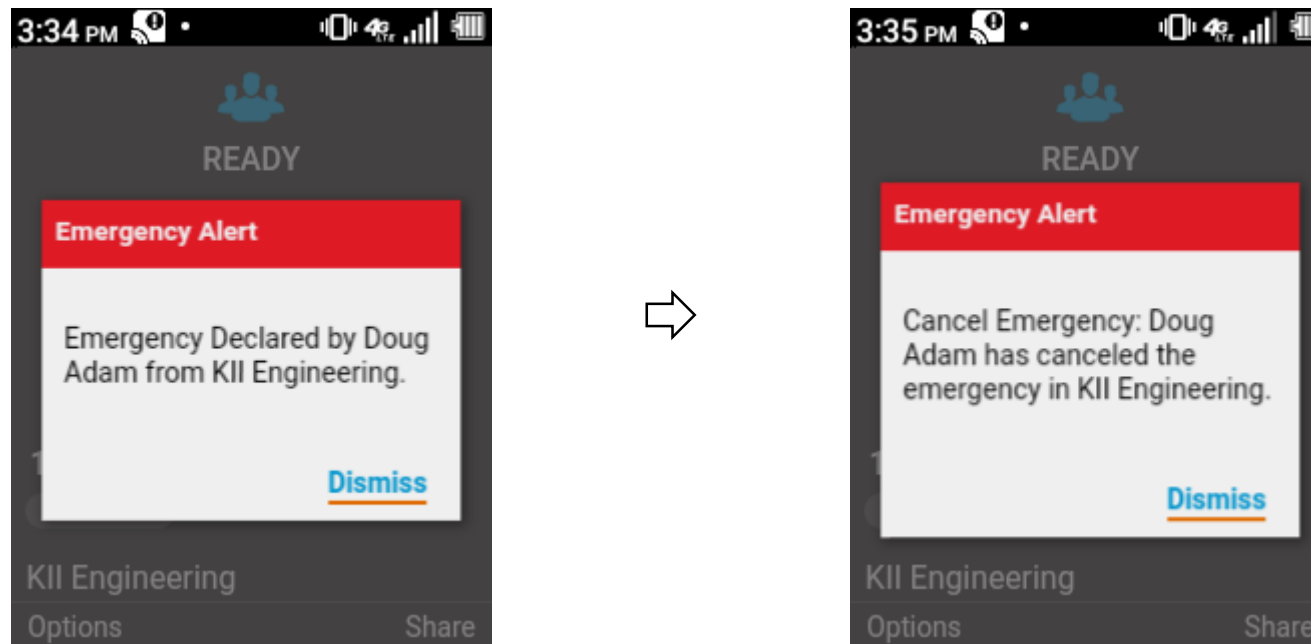
Radio UI: How to Cancel an Emergency Call

1. Press the Options key, scroll up to Cancel Emergency and select.
2. An emergency "Cancel" icon will appear on your screen.
3. Select "Confirm" to cancel the emergency.
4. Select either "Real emergency" or "False alarm" as appropriate.
5. Emergency is cancelled and all contacts that are part of the assigned emergency destination are notified of the cancellation.
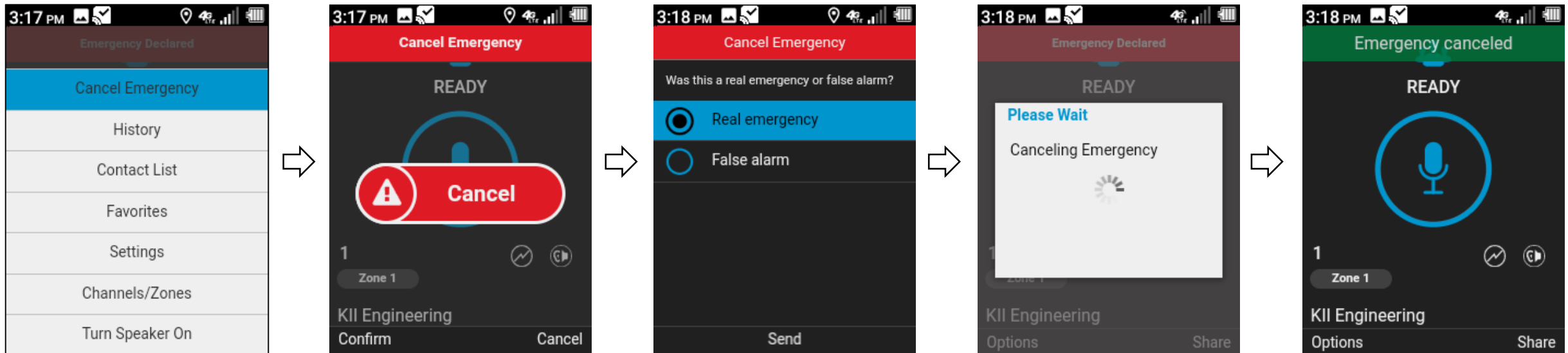
<u>Note</u>: You can also Cancel an Emergency Call by pressing and holding the SOS Key for 3 seconds.

Business tools:

- Device Control
- Carkit power on/off

Device Control Overview

ABOUT DEVICE CONTROL

Device Control by Kyocera is an ideal mobile solution for businesses with small device pools where cloud-based device management is not required. The application provides control of device features without any monthly recurring charges, improving your business's bottom line. With Device Control, your employees have access to critical business apps. Once a Device Control policy is created on one device, it can be easily transferred to multiple devices so to reduce/minimize the group device configuration effort.

FEATURES:

DEVICE FEATURE RESTRICTIONS – Limit or allow device capabilities to those needed for the job.

APPLICATION MANAGEMENT – Restrict list of applications supported or allowed on device.

CONTACT MANAGEMENT – Limit access privileges to designated phone numbers for incoming/outgoing calls.

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Device Control Overview (cont.)

Rapidly deploy multiple devices by using a QR code to copy configurations.

Once a Device Control policy is created on one device, it can be easily transferred to multiple devices so to reduce/minimize the group device configuration effort.

Device Control Overview (cont.)

Device Control is preloaded on DuraXE Epic for basic options. For advanced configurations, please contact Kyocera Business Select.

	Device Control via UI	Device Control via Kyocera Business Select
Availability	Preloaded on device	Via Kyocera Business Select
Capabilities	Basic / Limited	Advanced
Walkie-Talkie Only Mode	No	Yes
Deploy multiple devices via QR Code	Yes – Easily copy custom configuration and rapidly deploy across multiple phones using QR Code.	N/A
Configuration Retention	No – Restrictions removed if device resets to factory configuration	Yes – Restrictions and custom settings enforced even after reset of the device to factory configuration
Device Settings Retention	No – All device settings removed after device resets to factory configuration	Yes – Device settings unchanged even after reset of device to factory configuration
Update configuration through cloud	No	No
Price	FREE	One time fee – contact Kyocera Business Select. Devices must be sent to Kyocera for Business
How to access	Refer to User Guide	Contact Kyocera ☎ 866.844.7525 ✉ BusinessSelectSupport@Kyocera.com

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How to create a Device Control Policy

This app is preloaded on DuraXE Epic and has to be enabled during the initial device setup. (Note: Users who have already completed the initial device set-up will need to reset the device to perform this procedure.)

Set-up procedure:
1. Immediately after initial power up, language selection screen appears.
2. Enter secret code *#*#*# to initiate Device Control set up.
3. After making language selection, go to Settings & Tools/Business Tools/Device Control.
4. Enter default password (000000) and press center soft key to sign into Device Control.
5. Set the desired restrictions (see next page for an example).

Enter:
##*#
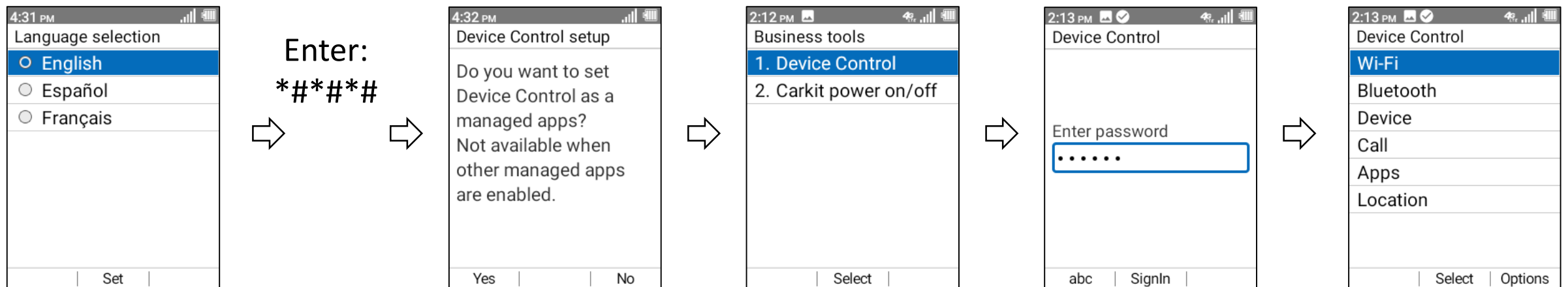
How to create a Device Control Policy (cont.)

Example: How to restrict Location settings:

If you want to restrict the user's ability to disable location services follow these steps:

1. In Device Control menu, select Location.
2. Select "Enable Location Settings".
3. Change "Enable Location Settings" from Off to On.
4. When "On" is selected, Location will be set to "High Accuracy" and user will not be able to change it. (If user were to change Location to "E911 Only", location sharing feature of EPTT App would not work.)
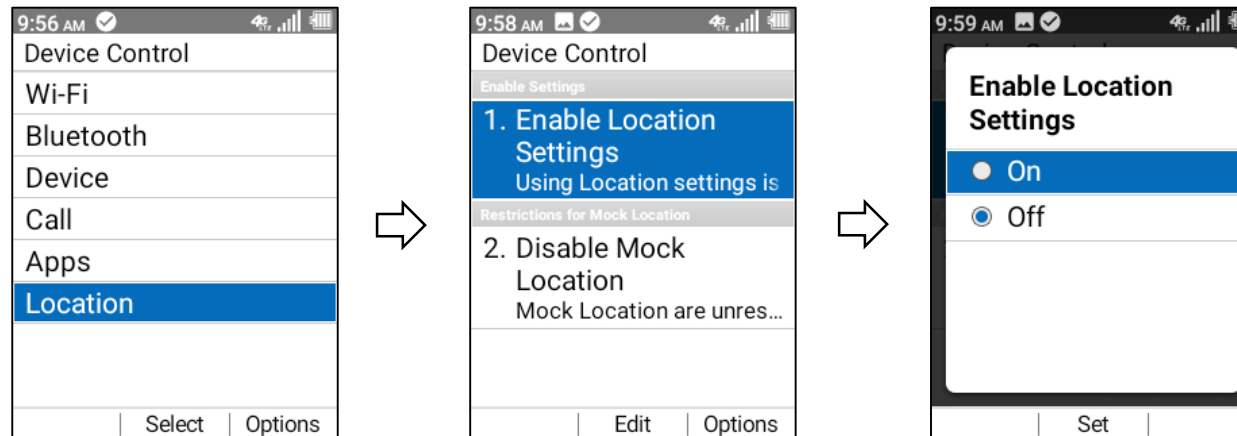
How to create a Device Control Policy (cont.)

After you are done configuring your various restrictions, you can copy the saved Device Control policy to another device by using the QR code and Wi-Fi functions. Press the right soft key [Options] > Export Policy (sending device).
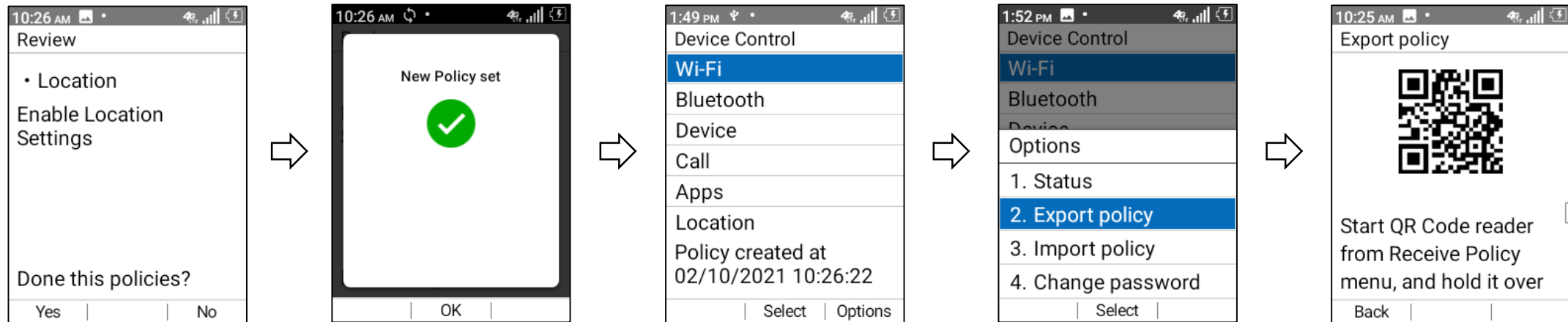
Using Device Control and EPTT together:

Care must be taken when setting up Device Control on phones that use EPTT App.
The table on the next page shows Device Control settings to avoid when using EPTT.

Device Control and Potential Impact on EPTT Functionality

| Category	Restriction	Impact EPTT?	Impact on EPTT Functionality
Wi-Fi	Disable Wi-Fi	Yes	EPTT will not work over Wi-Fi.
Bluetooth	Disable Bluetooth	Yes	EPTT will not work with Bluetooth devices.
Device	Disable SMS	Yes	Disabling SMS blocks EPTT activation.
	Disable FOTA	No	
	Disable Camera	Yes	Prevents user from taking photos or recording videos within the EPTT App.
	Disallow Unknown Sources	No	
	Disable SD card	Yes	User will not be able attach files from SD card.
Call	Disable Voice Roaming	No	
	Disable Data Roaming	Yes	EPTT service cannot be used while roaming.
	Disable Data	Yes	EPTT service cannot be used over cellular.
	Restrict Contact List	No	
	Restrict Incoming Calls	No	
	Restrict Outgoing Calls	No	
Apps	Hidden Applications	Yes	EPTT app can be hidden.
Location	Enable Location Settings	No	
	Disable Mock Location	No	

Business Tools: Car Kit Power on/off

The main use cases for the Car Kit power on/off are for school bus drivers or delivery truck drivers who use EPTT and external Car Kit.

When the driver turns on the engine, the phone gets automatically powered on. When the driver finishes the job and turns off the engine, the phone is automatically powered off.

The car kit detects the ignition signal and supplies power to the phone through the rear charging pads. This feature is enabled from the Settings menu.
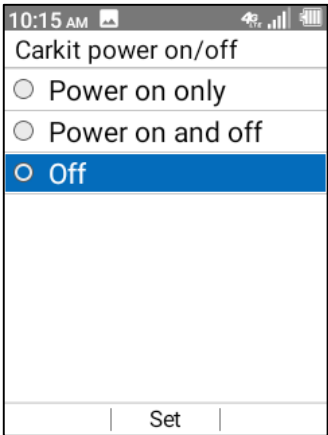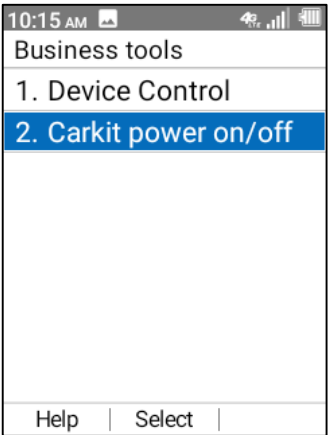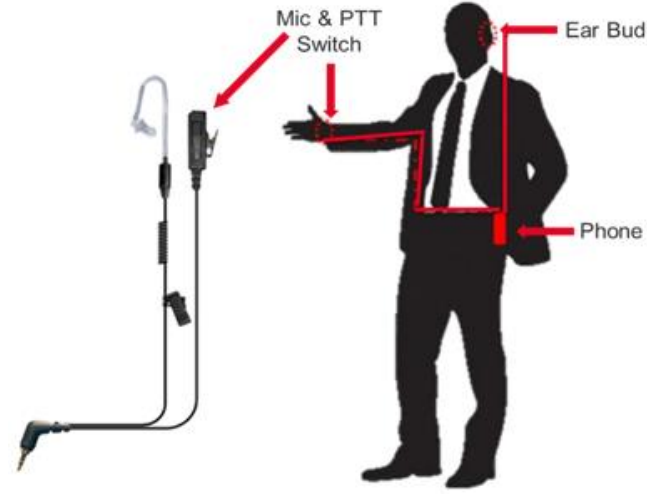
DuraXE Epic PTT Accessories

AUDIO SOLUTIONS

DuraXE Epic supports Cam Lock.
Available on all Klein
Wired Headsets and RSMs

Ear Bud

Phone
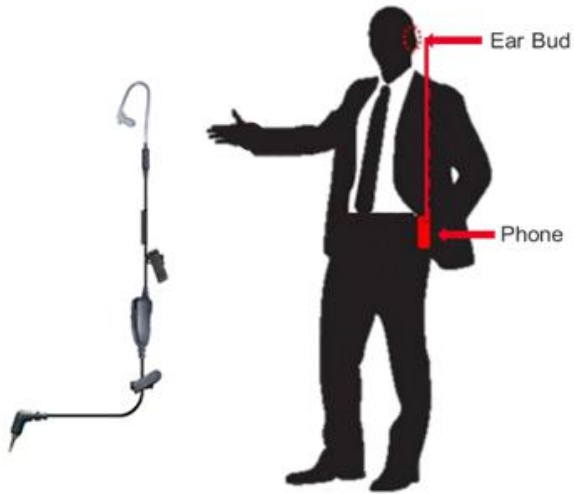
1-Wire Standard Headset

Verticals used in:
Hospitality, Constructions, Public Safety,
Warehousing, Manufacturing, Retail, and
Restaurants

Mic & PTT Switch

Ear Bud

Phone

2-Wire Surveillance Headset

Verticals used in:
Public Safety, Security

The 5-Pole connector allows the device
to have a Dedicated PTT circuit

Wired RSM   Bluetooth RSM

Headsets can be worn in ear, over the ear or behind the ear.

DuraXE Epic PTT Accessories (cont.)

Leather Fitted Case

Device Pouch

Plastic Holster

Vehicle Mounting Kit

12 Bay Battery Charger

4 Bay Device Charger

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DuraXE Epic PTT Accessories (cont.)

Device Charging Holster
Replaceable 2940mAh

<u>Other items</u>

- ProCLIP Vehicle Non-Charging Mount
- Advanced Communicator
- Single Device Charger
- Single Bay Battery Charger

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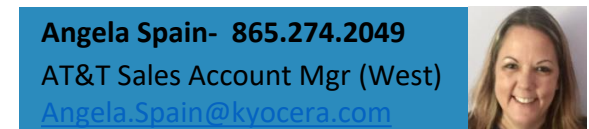
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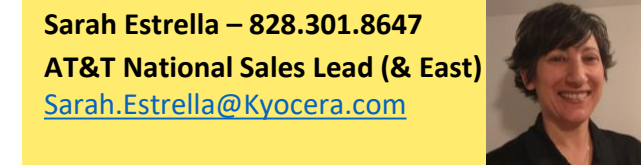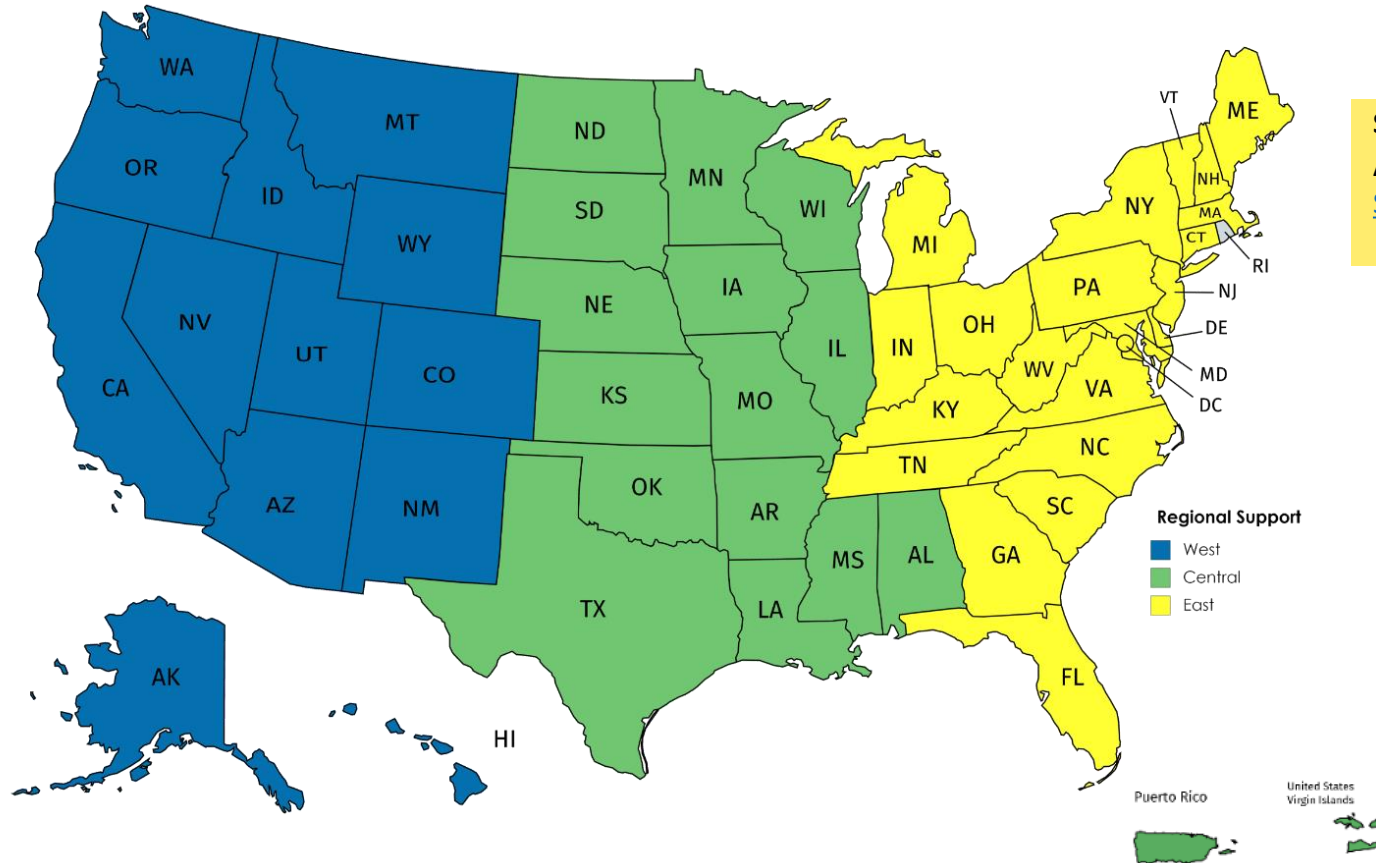Business Development, Accessories
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