

Honeywell

Smart Talk 2.1

For Android and iOS

User Guide

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Patents

For patent information, refer to www.hsmpats.com.

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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.

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

- For iOS, Smart Talk is qualified on iPhone 15 iOS 17.1.1
- For Android, Smart Talk is qualified on Android 10 and above

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

- CT47, CT30, CT45XP, CK65

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

- Samsung S22 Ultra Android 14


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

Open ID enables clients to validate an end user's identity based on authentication performed by an authorization server as well as obtain basic profile information about the end user.

If the Open ID feature is enabled and configured in the Super Admin, you will only be able to connect via Open ID on your mobile device.

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

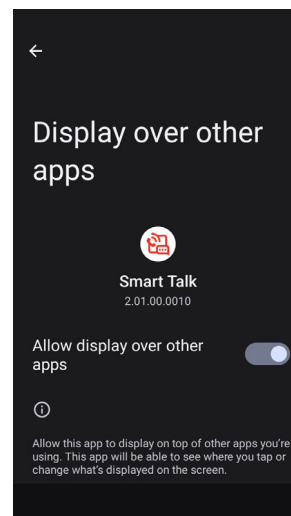
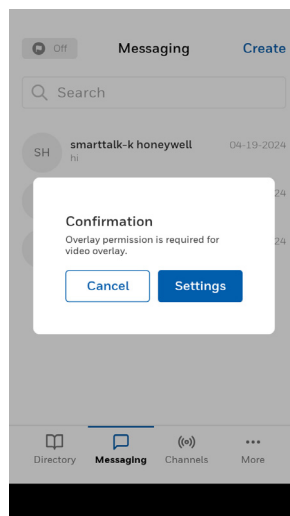
1. Tap the Smart Talk icon  on your device.
2. When the app opens, tap **Get started**.
3. Enter your **Organization ID** and tap **Next**.
4. Enter your **Login Name** and **Password** then tap **Connect**.

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.

- Allow Smart Talk to take pictures and record video: 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 make and manage phone calls: Allow

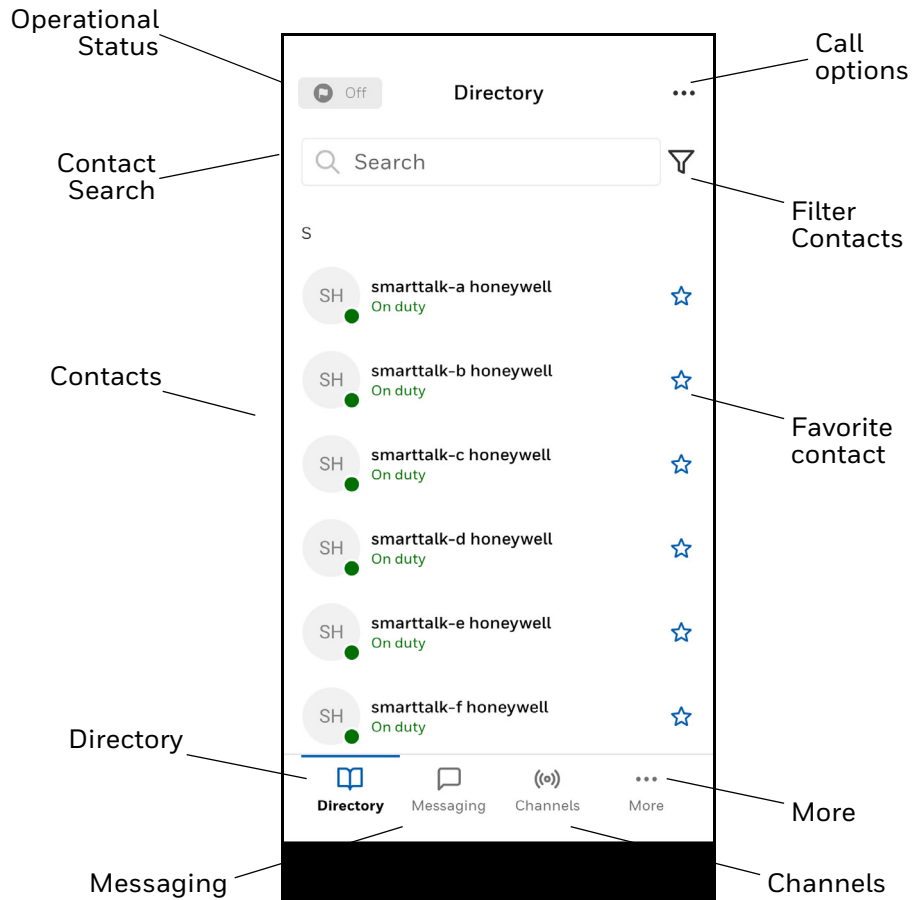
A prompt will indicate that overlay permission is required for video overlay. Tap **Settings**. On the app permissions screen, tap the slider to enable **Allow display over other apps**.












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.



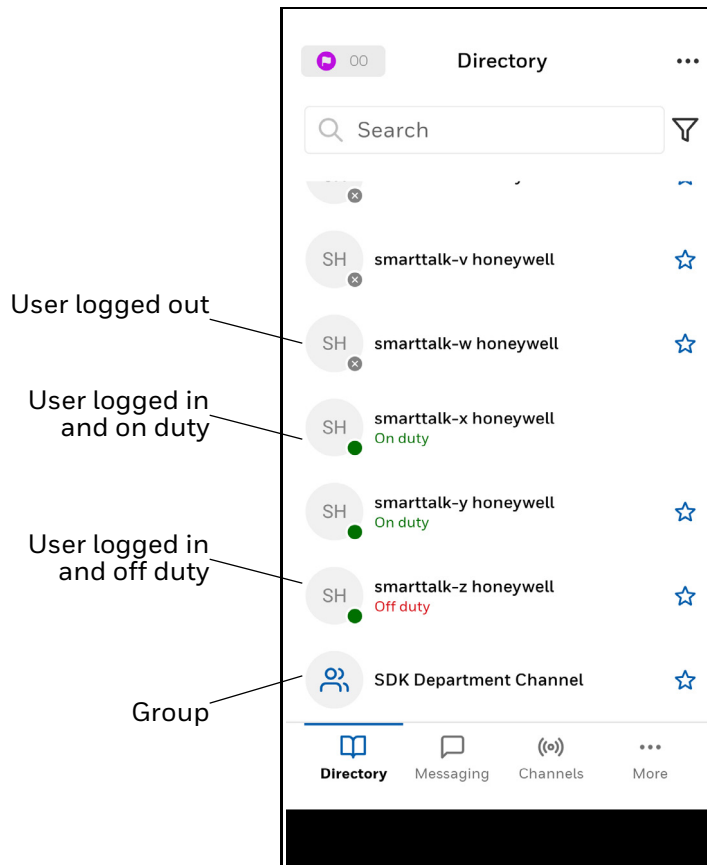
The Smart Talk screen displays the following options:

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.
 Off	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.

Note: Smart Talk can only be used in portrait mode.

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.



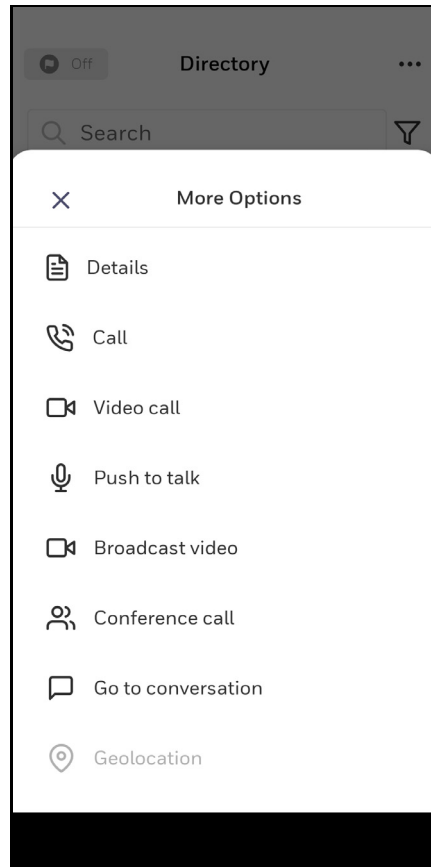
Directory Icons

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.
	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. Note: Geolocation is not enabled in the current release of Smart Talk 2.1.

Filter Directory

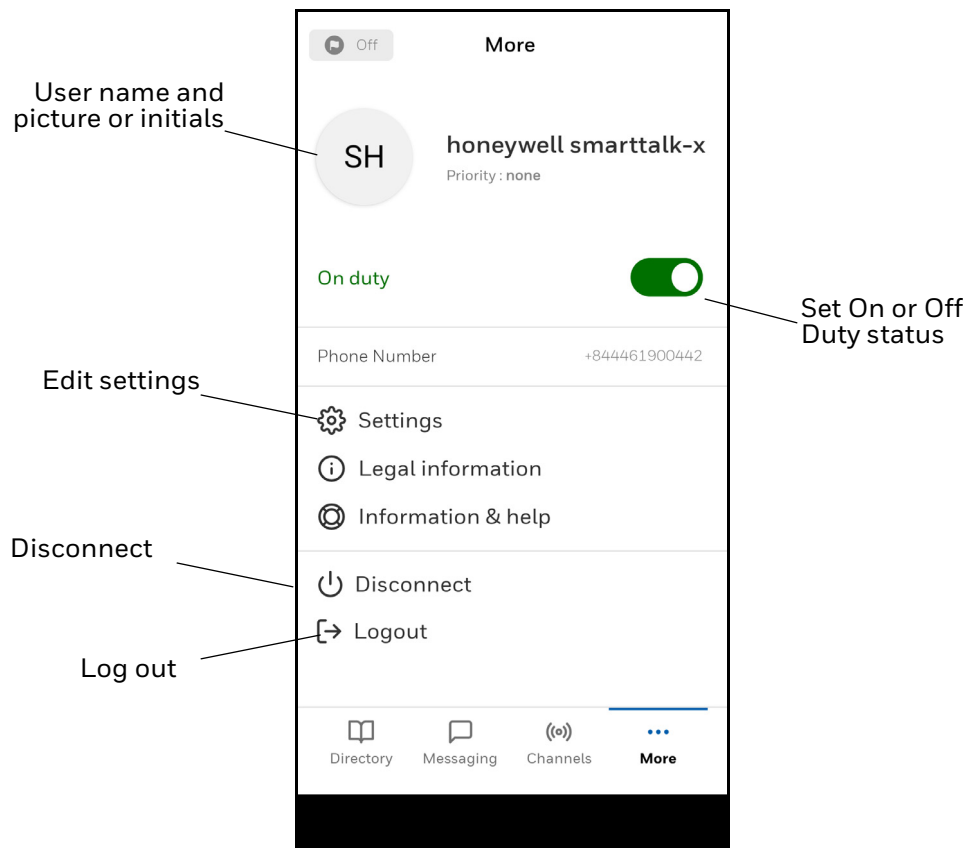
You can filter the contacts displayed in the directory based on Category (Individual/Groups), Connectivity (Online/Offline), and User Availability (On Duty/Off Duty).

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"> • Any call: All calls will be auto-answered, including a second call (when you are already on a call). • 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. • 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).
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.

Auto-Answer Options

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.

Tap to view all the auto-answer options and choose whether you wish to automatically be connected to:

- Any call: All calls will be auto-answered, including a second call (when you are already on a call).
- 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.
- 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).

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**, you will not receive notifications on your mobile device. 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

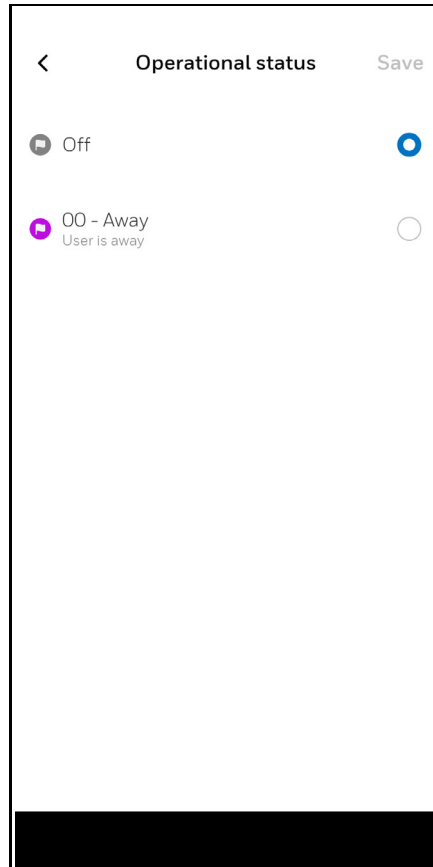
Operational Status, if activated by the Smart Talk Admin, provides additional information about your location or activity.

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.

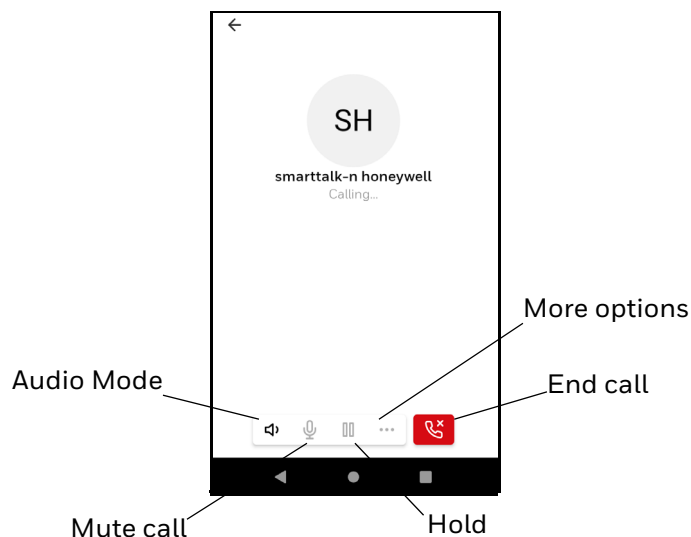
3. Tap the type of call you want to make (Call, Video call, Push to talk, Broadcast video, or Conference call).
4. Tap the contact or group you want to call in the Directory. If you selected Push to talk, Broadcast video, or Conference call, you can select multiple contacts.
5. Tap **Start**.




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"> •  Speaker •  Bluetooth device •  Wired headset <p>See Audio Mode 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"> • Go to conversation • Geolocation • Broadcast video
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.

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

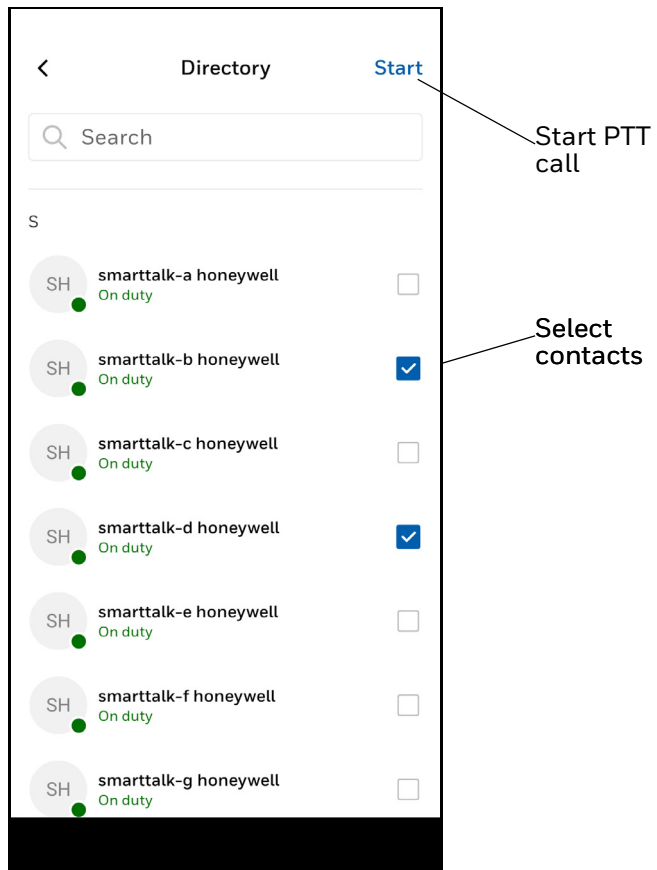
A Push-to-Talk call can be made with a single contact or with multiple contacts.

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**.

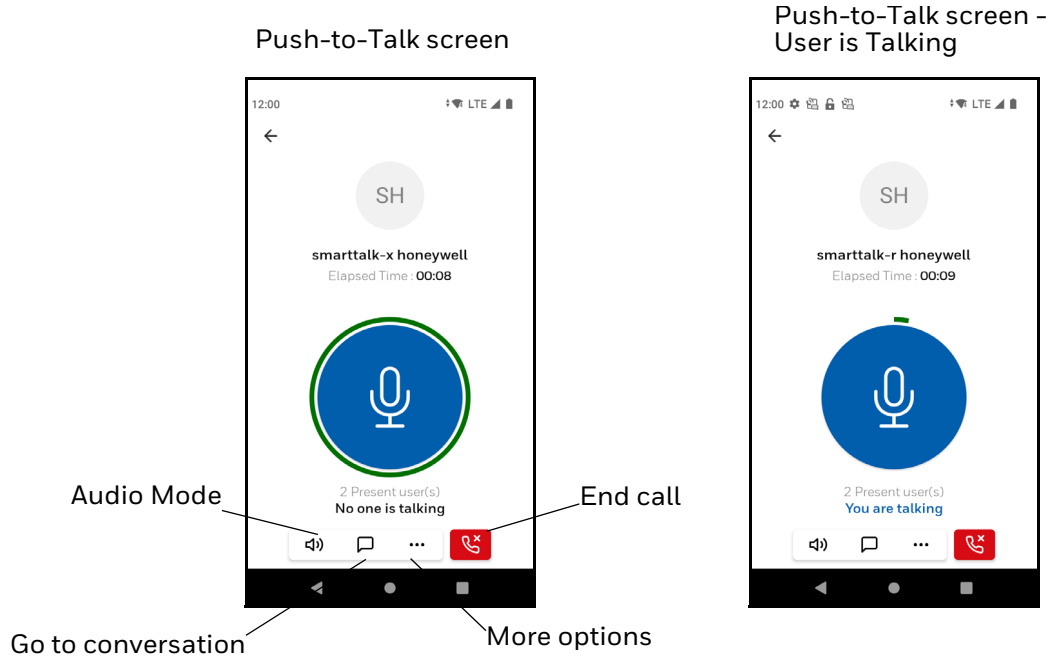
Follow these steps to use Push-to-Talk with a multiple contacts.

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"> Participant list Go to conversation Geolocation (if enabled) Broadcast video
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.

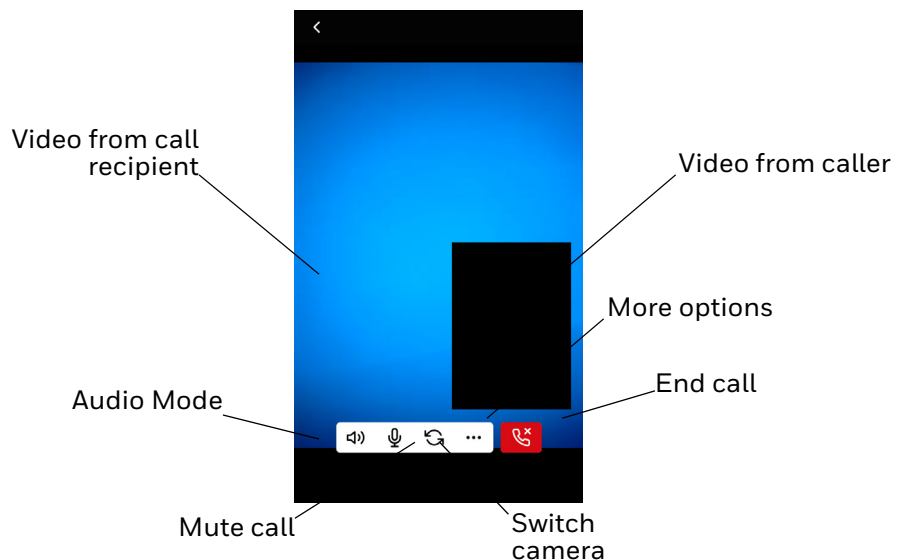
Make a Video Call

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"> • Go to conversation • Geolocation (if enabled) • Broadcast video
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.*

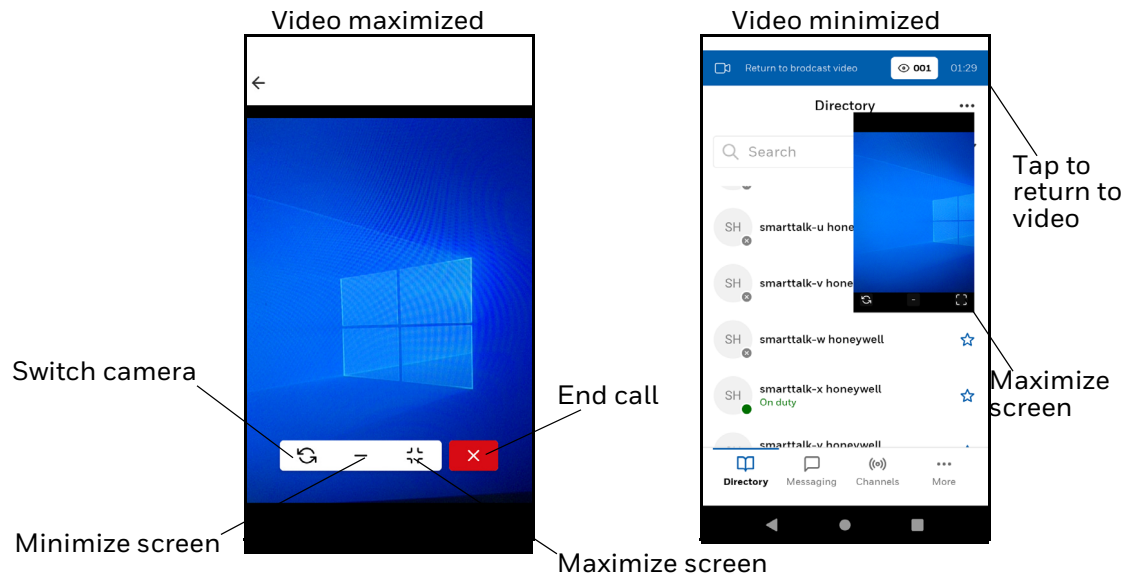
Broadcast a Video

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.

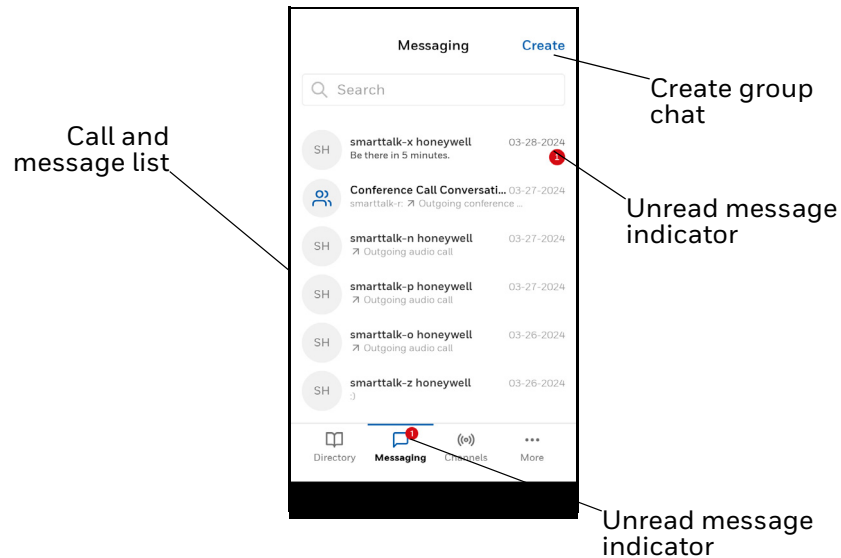
If you receive a Broadcast Video session on both mobile and WebChat platforms at the same time, accepting the session on one of the platforms will end the session on the other platform (i.e., accepting the session on the WebChat platform will stop the session on the mobile one).

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.

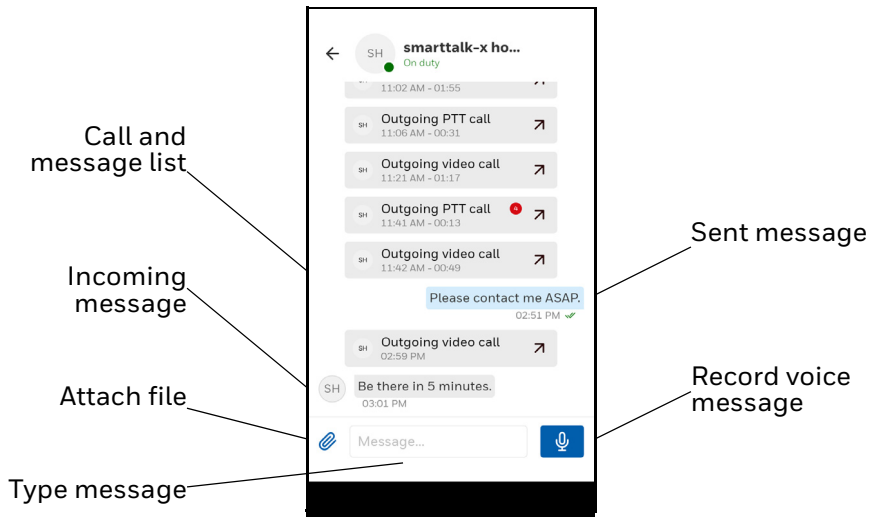
Send a Message to a Group




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.).

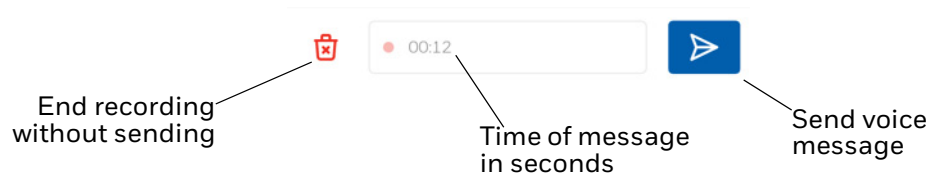
Send a Voice Message

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.
- Sending Location is not currently supported.

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.

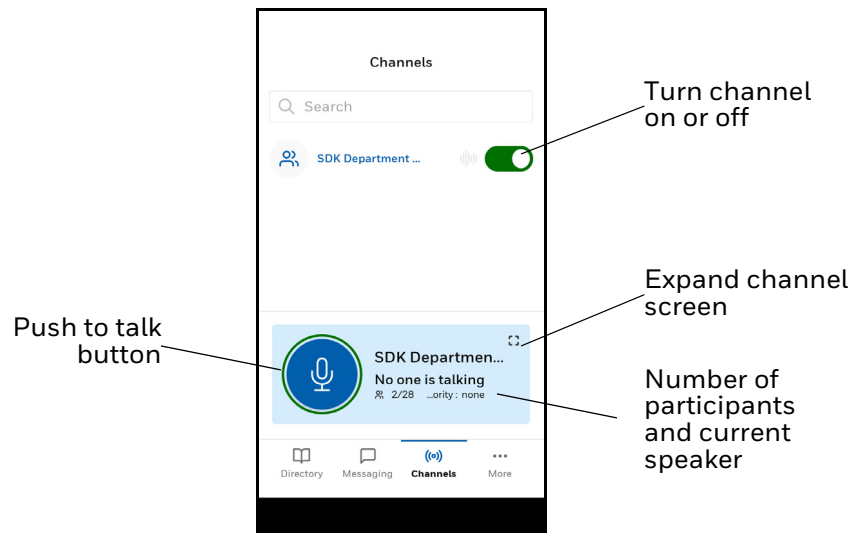
Channels

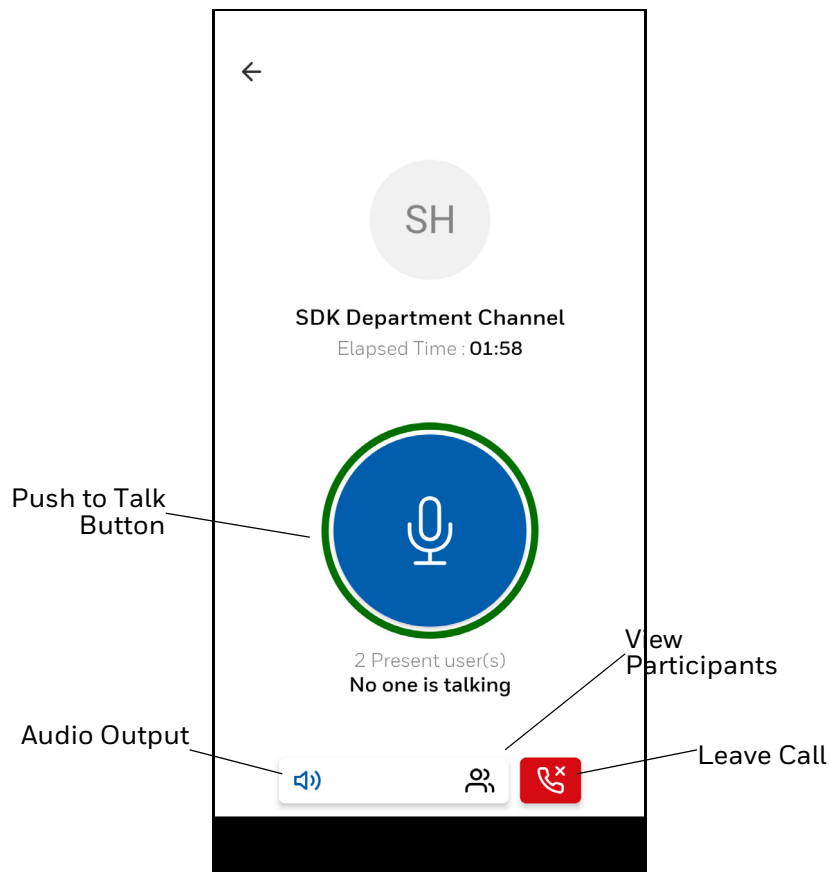
A Push-To-Talk channel allows users from the same group to connect to a channel (like standard walkie-talkie devices). Each group is associated with a Push-To-Talk channel.

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.

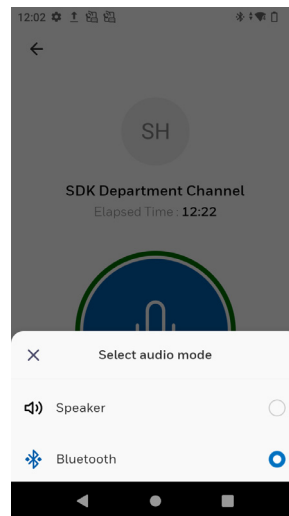
Priority Override

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.



Supported Audio Devices

The following audio devices have been qualified for use with Smart Talk 2.1.

Category	Model	Manufacturer
Bluetooth PTT Speaker/Microphone	Aina PTT Voice Responder	Aina Wireless
	Perform 45 Bluetooth Headset	Jabra - GN
	BTH-550-MAX	Pryme
Bluetooth PTT Button/Fob	Aina PTT Smart Button	Aina Wireless
	BT-PTT-Z MINI	Pryme
Bluetooth Audio	Plantronics 5200 UC	Poly
	OpenComm	Shokz
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

This table explains the expected behavior when Smart Talk is used with a wireless device, such as a headset.

Platform	Description	Behavior
Android	Wireless headset support	<p>During any type of call except 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>
iOS	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>

Platform	Description	Behavior
Android	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> <p>When the app is in the background and the user connects a Bluetooth headset, when they bring the app in the foreground, they must explicitly switch to the Bluetooth headset.</p>
iOS	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>

KNOWN ISSUES

The following issues have been identified in the current release of Smart Talk 2.1.

Category	Description
Bluetooth	When using a BTH-550-MAX, an Android device on a call with an iPhone in earpiece, connect to Bluetooth, the Android user is able to hear and speak, but the iPhone user is not able to hear after Android is connected to Bluetooth.
PTT	When using a PICO-USBC-BF wired headset, other users in the call hear the voice with low volume during a PTT call.
VOIP	When using the PICO-USBC-BF or Drift Single-Wire PTT Earpiece USBc wired headset, other users in the call hear an echo of their own voice during a VOIP call.
Directory	Logged out users are still shown as online for other users in the organization.
VOIP	Ringtone is not heard on a Shokz Bluetooth speaker connected to an Android device but is heard on the phone.
VOIP	Voice clarity is not good when connected to a Bluetooth speaker or wired headset on an Android device.
VOIP	Merging three individual users on a call puts one user on hold in the merged conference call.
Bluetooth	On a conference call, users cannot hear a caller with a Bluetooth headset but the Bluetooth user can hear them.

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