

WAVE PTX™



TLK 25 Wi-Fi Device User Guide

AUGUST 2023

© 2023 Motorola Solutions, Inc. All rights reserved



MN009911A01-AA

Contents

Legal and Support.....	5
Intellectual Property and Regulatory Notices.....	5
Legal and Compliance Statements.....	6
Supplier's Declaration of Conformity.....	6
Industry Canada WLAN Statement.....	7
Safety and General Information.....	7
Notice to Users (FCC and Industry Canada).....	7
Chapter 1: Read Me First.....	9
1.1 Software Version.....	10
Chapter 2: Device Care.....	11
2.1 Cleaning and Disinfecting Your Device.....	11
Cleaning Your Device.....	11
Disinfecting Your Device.....	12
Chapter 3: Device Overview.....	13
3.1 LED Indicators.....	14
3.2 Battery Capacity.....	15
Chapter 4: Getting Started.....	17
4.1 Charging the Device.....	17
4.2 Turning the Device On or Off.....	17
Turning the Device On.....	17
Turning the Device Off.....	18
4.3 Adjusting the Volume.....	18
4.4 Wired Earpiece Overview.....	19
4.5 Attaching or Removing the Ear Tip.....	19
Attaching the Ear Tip.....	19
Removing the Ear Tip.....	20
4.6 Attaching or Detaching the Wired Earpiece.....	20
Attaching the Wired Earpiece.....	20
Detaching the Wired Earpiece.....	21
4.7 Wearing Your Device.....	22
4.7.1 Attaching the Badge Clip.....	22
4.7.2 Attaching the Device to the Holster.....	23
4.8 Activating the Preconfigured Wi-Fi Access Point (PWAP).....	24
Chapter 5: Basic Device Operation.....	25
5.1 Navigating the Status and Menu List.....	25

5.2 Initiating Voice Assistant.....	26
5.2.1 Voice Assistant Commands.....	26
5.3 Locking and Unlocking PTT.....	28
Locking PTT.....	28
Unlocking PTT.....	28
5.4 Turning the Mute Mode On or Off.....	29
Turning the Mute Mode On.....	29
Turning the Mute Mode Off.....	29
Chapter 6: Type of Calls.....	30
6.1 Making Calls.....	30
6.2 Receiving Calls.....	31
Chapter 7: Supervisory Override.....	32
Chapter 8: Area-Based Talkgroup.....	33
8.1 Entering And Exiting Area-Based Talkgroup.....	33
Chapter 9: Instant Personal Alert.....	34
9.1 Initiating IPA.....	34
9.2 Receiving IPA.....	34
9.3 Browsing, Responding and Clearing IPA List.....	35
Chapter 10: Ambient Listening.....	37
Chapter 11: Do Not Disturb.....	38
11.1 Turning DND On or Off.....	38
Chapter 12: Connectivity.....	39
12.1 Bluetooth.....	39
12.1.1 Turning the Bluetooth On or Off.....	39
Turning the Bluetooth On.....	39
12.1.2 Bluetooth Pairing.....	40
12.1.3 Bluetooth Connection Failure.....	40
12.1.4 Checking Bluetooth Status.....	40
12.2 Wi-Fi.....	41
12.2.1 Turning the Wi-Fi On or Off.....	41
12.2.2 Wi-Fi Status.....	41
Chapter 13: Emergency Operations.....	44
13.1 Declaring Emergency.....	44
13.2 Canceling Emergency.....	44
13.3 Receiving Emergency Alerts.....	45
13.4 Receiving and Responding to Emergency Calls.....	45
Chapter 14: Scan.....	46
14.1 Turning Scan On or Off.....	46

Chapter 15: Device Stun.....	47
Chapter 16: User Disabled or Suspended.....	48
Chapter 17: Device Kill.....	49
Chapter 18: Firmware Over the Air (FOTA).....	50
Chapter 19: Authorized Accessories List.....	51

Legal and Support

Intellectual Property and Regulatory Notices

Copyrights

The Motorola Solutions products described in this document may include copyrighted Motorola Solutions computer programs. Laws in the United States and other countries preserve for Motorola Solutions certain exclusive rights for copyrighted computer programs. Accordingly, any copyrighted Motorola Solutions computer programs contained in the Motorola Solutions products described in this document may not be copied or reproduced in any manner without the express written permission of Motorola Solutions.

No part of this document may be reproduced, transmitted, stored in a retrieval system, or translated into any language or computer language, in any form or by any means, without the prior written permission of Motorola Solutions, Inc.

Trademarks

MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners.

License Rights

The purchase of Motorola Solutions products shall not be deemed to grant either directly or by implication, estoppel or otherwise, any license under the copyrights, patents or patent applications of Motorola Solutions, except for the normal non-exclusive, royalty-free license to use that arises by operation of law in the sale of a product.

Open Source Content

This product may contain Open Source software used under license. Refer to the product installation media for full Open Source Legal Notices and Attribution content.

European Union (EU) and United Kingdom (UK) Waste of Electrical and Electronic Equipment (WEEE) Directive



The European Union's WEEE directive and the UK's WEEE regulation require that products sold into EU countries and the UK must have the crossed-out wheeled bin label on the product (or the package in some cases). As defined by the WEEE directive, this crossed-out wheeled bin label means that customers and end-users in EU and UK countries should not dispose of electronic and electrical equipment or accessories in household waste.

Customers or end-users in EU and UK countries should contact their local equipment supplier representative or service centre for information about the waste collection system in their country.

Disclaimer

Please note that certain features, facilities, and capabilities described in this document may not be applicable to or licensed for use on a specific system, or may be dependent upon the characteristics of a specific mobile subscriber unit or configuration of certain parameters. Please refer to your Motorola Solutions contact for further information.

© 2023 Motorola Solutions, Inc. All Rights Reserved

Legal and Compliance Statements

Supplier's Declaration of Conformity

Supplier's Declaration of Conformity

Per FCC CFR 47 Part 2 Section 2.1077(a)



Responsible Party

Name: Motorola Solutions, Inc.

Address: 2000 Progress Pkwy, Schaumburg, IL. 60196

Phone Number: 1-800-927-2744

Hereby declares that the product:

Model Name: **TLK 25 Wi-Fi**

conforms to the following regulations:

FCC Part 15, subpart B, section 15.107(a), 15.107(d), and section 15.109(a)

Class B Digital Device

As a personal computer peripheral, this device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- 1 This device may not cause harmful interference, and
- 2 This device must accept any interference received, including interference that may cause undesired operation.



NOTE:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio or TV technician for help.

For country code selection usage (WLAN devices)



NOTE: The country code selection is for non-US model only and is not available to all US models. Per FCC regulation, all Wi-Fi products marketed in the US must be fixed to US operation channels only.

Industry Canada WLAN Statement



CAUTION:

- 1 The device for operation in the band 5150–5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems.
- 2 The maximum antenna gain permitted for devices in the bands 5250–5350 MHz and 5470–5725 MHz shall be such that the equipment still complies with the e.i.r.p. limit.
- 3 The maximum antenna gain permitted for devices in the band 5752–5850 MHz shall be such that the equipment still complies with e.i.r.p. limits specified for point-to-point and non-point-to-point operation as appropriate.
- 4 The worst case tilt angle(s) necessary to remain compliant with the e.i.r.p. elevation mask requirement set forth in Section 6.2.2 (3) shall be clearly indicated.
- 5 User should also be advised that high-power radars are allocated as primary users (i.e. priority users) of the bands 5250–5350 MHz and 5650–5850 MHz and that these radars could cause interference and/or damage to LE-LAN devices.

Safety and General Information



CAUTION: Before using this radio, read this section which contains important operating instructions. For more information on product details, brochures, user manuals, and approved accessories, refer to <http://www.motorolasolutions.com>.

Compliance with RF Exposure Standards

National and international regulations require manufacturers to comply with the RF energy exposure limits for portable two-way radios before they can be marketed. Your Motorola Solutions two-way radio is designed, manufactured, and tested to comply with all applicable national and international regulations for human exposure to radio frequency electromagnetic energy.

RF Energy Exposure Awareness and Control Information and Operational Instructions for General Population and Uncontrolled Environment Use

For more information on what RF energy exposure is, refer to the following websites:

- <https://www.fcc.gov/>
- <http://www.who.int/peh-emf/project/en/>
- <http://www.ic.gc.ca/eic/site/smt-gst.nsf/eng/sf11467.html>
- <http://www.ic.gc.ca/eic/site/smt-gst.nsf/eng/sf01904.html>

For additional information, refer to https://www.motorolasolutions.com/en_us/about/company-overview/corporate-responsibility/governance-and-policies.html.

Notice to Users (FCC and Industry Canada)

This device complies with Part 15 of the FCC rules and Industry Canada's license-exempt RSS's per the following conditions:

- This device may not cause harmful interference.

- This device must accept any interference received, including interference that may cause undesired operation.
- Changes or modifications made to this device, not expressly approved by Motorola Solutions, could void the authority of the user to operate this equipment.

Chapter 1

Read Me First

This user guide covers the basic operations of the device models offered in your region.

Notations Used in This Manual

Throughout the text in this publication, you notice the use of **Warning**, **Caution**, and **Notice**. These notations are used to emphasize that safety hazards exist, and the care that must be taken or observed.



WARNING: An operational procedure, practice, or condition, and so on, which may result in injury or death if not carefully observed.



CAUTION: An operational procedure, practice, or condition, and so on, which may result in damage to the equipment if not carefully observed.



NOTE: An operational procedure, practice, or condition, and so on, which is essential to emphasize.

Special Notations

The following special notations are used throughout the text to highlight certain information or items:

Table 1: Special Notations

Example	Description
Menu key or PTT button	Bold words indicate a name of a key, button, or soft menu item.
<i><required ID></i>	The courier, bold, italic, and angle brackets indicate user input.
Setup → Tone → All Tones	Bold words with the arrow in between indicate the navigation structure in the menu items.

Feature and Service Availability

Your dealer or administrator may have customized your device for your specific needs.



NOTE:

- Not all features in the manual are available in your device. Contact your dealer or administrator for more information.

You can consult your dealer or system administrator about the following:

- What are the functions of each button?
- Which optional accessories may suit your needs?
- What are the best device usage practices for effective communication?
- What maintenance procedures promote longer device life?

1.1

Software Version

All the features described in the following sections are supported by the software version **R01.00.01_AP_R01.00.05** or later.

Contact your dealer or administrator for more information.

Chapter 2

Device Care

This section describes the basic handling precaution of the device.

Table 2: IP Specification

IP Specification	Description
IP67	Allows your device to withstand adverse field conditions such as being submersed in water between 15 cm and 1 m for 30 minutes or dust tight for 2–8 hours.

- If your device has been submersed in water, shake your device and wired earpiece well to remove any water that may be trapped inside the speaker and microphone port. Trapped water could cause decreased audio performance.
- Never poke the vent (hole) located on the device back casing on top of the battery compartment. This vent allows for pressure equalization in the device. Doing so may create a leak path into your device, and your device's submersibility may be lost.
- Never obstruct or cover the vent, even with a label.
- Ensure that no oily substances come in contact with the vent.
- Your device is designed to be submersible to a maximum depth of 1 m (3.28 ft) and a maximum submersion time of 30 minutes. Exceeding either maximum limit or use may result in damage to your device.
- When cleaning your device, do not use a high-pressure jet spray on device as this will exceed the 1 m depth pressure and may cause water to leak into your device.

2.1

Cleaning and Disinfecting Your Device

Cleaning Your Device

Prerequisites: Ensure that you have the following items:

- Gloves or other PPE as applicable
- Detergent
- Water
- Dish cloths
- Stiff, non-metallic, and short bristled brush
- Soft, absorbent, and lint-free cloths

Procedure:

- 1 Mix a 0.5 % detergent-water solution.
- 2 Apply the detergent-water solution with a dish cloth and wipe down and clean your device.
- 3 Using a stiff, non-metallic, and short bristled brush, remove any loose dirt from your device.

- 4 Using a soft, absorbent, and lint-free cloths, wipe away the solution and dry your device.
- 5 Ensure that there are no solutions left in or near any connectors, cracks, or crevices.

Disinfecting Your Device

Prerequisites: Ensure that you have the following items:

- Gloves or other PPE as applicable
- Over-the-counter isopropyl alcohol (rubbing alcohol) with at least 70% alcohol concentration
- Dish cloths
- Soft, absorbent, and lint-free cloths

Procedure:

- 1 Apply the rubbing alcohol to a dish cloth and wipe down your device.



NOTE:

Never apply alcohol directly to your device.

The effects of certain chemicals and their vapors can have detrimental effects on plastics and the metal platings.

Do not use bleach, solvents, or cleaning sprays to cleanse or disinfect your device.

For more information on recommended cleaning and disinfecting guidelines, refer to <https://youtu.be/cYjxoUNCXZo>.

Chapter 3

Device Overview



Table 3: Device Overview

Label	Name	Description
1	3.5 mm Audio Connector Jack	Allows you to connect audio accessories to your device.
2	Power Button	Allows you to turn your device on or off and access the menu features.
3	Voice Assistant Button	Allows you to access the voice assistant feature.
4	Push-to-Talk (PTT) Button	Allows you to execute voice operations (for example, Group Call and Private Call).
5	Volume (+/-) Button	Allows you to adjust the volume.
6	LED Bar Indicator	Provides you the battery status.
7	Crescent LED Indicator	Provides you the operating status.
8	USB-C Port	Allows you to charge and program your device.
9	Charging Contacts	Charging point for the battery.
10	QR Code	Scanning the QR code takes you to the TLK 25 web page.
11	Emergency Button	Allows you to turn on and off the emergency operations.
12	Lanyard Slot	Allows you to attach badge clip to your device.

3.1

LED Indicators

The LED Indicators show the basic operational status of your device.



NOTE: Specific feature-related LED indications are listed in the respective feature content.

Table 4: LED Indications

Crescent LED		Middle Bar LED	Status
Blinking Green	Top ✓	Six-bar LED	The device is ready for use.
	Bottom ✓		
Slow Blinking Green	Top ✓	N/A	The device PTT is unlocked.
	Bottom ✓		
Double Blinking Green	Top ✓	N/A	The device is receiving a Group Call or Private Call
	Bottom ✗		
Solid Green	Top ✓	N/A	The device is transmitting a Group Call or Private Call
	Bottom ✗		
Blinking Red	Top ✓	Six-bar LED	The device is powering off.
	Bottom ✓		
Double Blinking Red	Top ✓	N/A	The device PTT is locked.
	Bottom ✓		
Double Blinking Aqua	Top ✓	N/A	The device is searching for nearby Bluetooth devices.
	Bottom ✓		
Blinking Aqua	Top ✓	N/A	The Bluetooth device is connected.
	Bottom ✓		
Blinking Red and Purple	Top ✓	N/A	No wired or Bluetooth accessories is connected.
	Bottom ✓		



3.2

Battery Capacity

The following table provides the battery capacity information of your device. LED Indications appear when you press **Power** button.

Table 5: Battery Capacity

Device Appearance	LED Indication	Voice Announcement	Description
	Six-bar LED momentary pulse	"Battery is at 100 percent."	Battery full Charging complete
	Five-bar LED momentary pulse	"Battery is at 71 percent."	71%–99% capacity
	Four-bar LED momentary pulse	"Battery is at 51 percent."	51%–70% capacity
	Three-bar LED momentary pulse	"Battery is at 31 percent."	31%–50% capacity

Device Appearance	LED Indication	Voice Announcement	Description
	Two-bar LED momentary pulse Slow blinking red	“Battery is at 11 percent.”	11%–30% capacity
	One-bar LED momentary pulse Rapid blinking red	“Battery is at less than 10 percent, please charge.”	0%–10% capacity

Chapter 4

Getting Started

This chapter provides instructions on how to prepare your device for use.

4.1

Charging the Device

Procedure:

Plug the charging cable to USB power source.



For ongoing charging, your device shows the following indications:

- The bar LED blinks rapidly for three minutes.
- The top and bottom crescent red LED illuminates.

If there is an error during charging, the bottom red crescent LED blinks.

4.2

Turning the Device On or Off

Turning the Device On

Procedure:

Press and hold the **Power** button.

If your device turns on successfully, your device shows the following indications:

- The device vibrates.
- The two-bar LED illuminates and scrolls.

If your device fails to turn on, your device shows the following indications:

- The device vibrates.

- The top and bottom red crescent LED illuminates.



NOTE: Contact your dealer or administrator for more information regarding power on issue.

Turning the Device Off

Procedure:

Press and hold the **Power** button.

If your device turns off, your device shows the following indications:

- The device vibrates.
- The top and bottom red crescent LED illuminates.
- The bar-LED turns off after countdown.

4.3

Adjusting the Volume

This settings allows you to adjust the device volume.

Procedure:

- 1 Perform one of the following actions:
 - To increase the volume, press the **Volume Up** button.
 - To decrease the volume, press the **Volume Down** button.



NOTE: The LED bar appears when you adjust the volume.

4.4

Wired Earpiece Overview

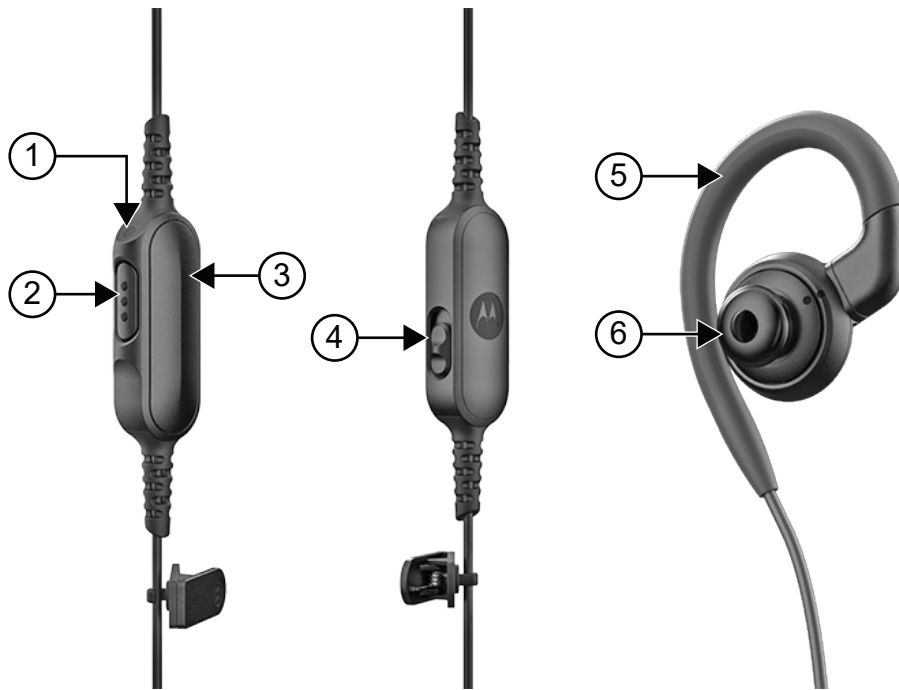


Table 6: Wired Earpiece Overview

Label	Name	Description
1	Microphone	Allows your voice to be sent when PTT or voice operations are activated.
2	Voice Assistant Button	Allows you to access the voice assistant feature.
3	Push-to-Talk (PTT) Button	Allows you to execute voice operations (for example, Group Call and Private Call).
4	Mute/Unmute Slider	Allows you to toggle mute/unmute the incoming audio on the device.
5	Earhook	Allows you to hang the earpiece on your ear.
6	Removable Ear Tip	Allows you to fit the earpiece to your ear.

4.5

Attaching or Removing the Ear Tip

Attaching the Ear Tip

Procedure:

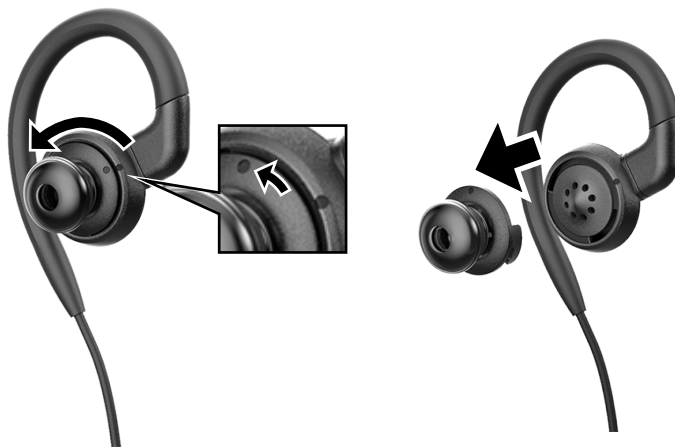
Attach the ear tip to the earhook and twist clockwise until you hear a click.



Removing the Ear Tip

Procedure:

Twist the ear tip anticlockwise until you hear a click and detach the ear tip.



4.6

Attaching or Detaching the Wired Earpiece

Attaching the Wired Earpiece

Procedure:

Insert a wired earpiece to the audio connector jack.



Detaching the Wired Earpiece

Procedure:

Remove the wired earpiece from the audio connector jack.



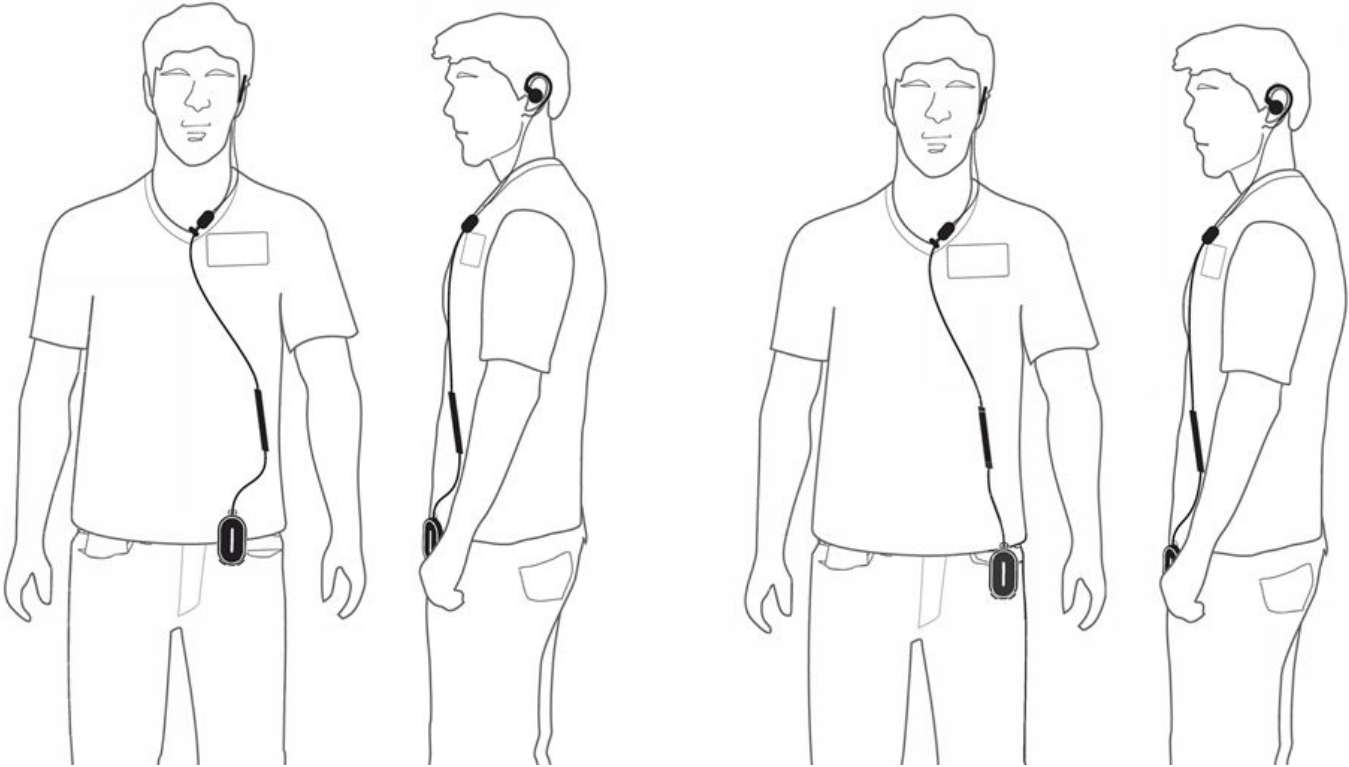
If your device is not connected to a Bluetooth accessory and you are not charging your device, the device shows the following indications:

- The device vibrates.
- The top and bottom red crescent LED blinks alternately with the purple crescent LED.

4.7

Wearing Your Device

The device is designed to be worn on the body. A set of accessories offer comfortable and secure wearing.



4.7.1

Attaching the Badge Clip

Procedure:

- 1 Slide the badge clip from downwards of the lanyard slot.



- 2 Buckle up the badge clip strap.

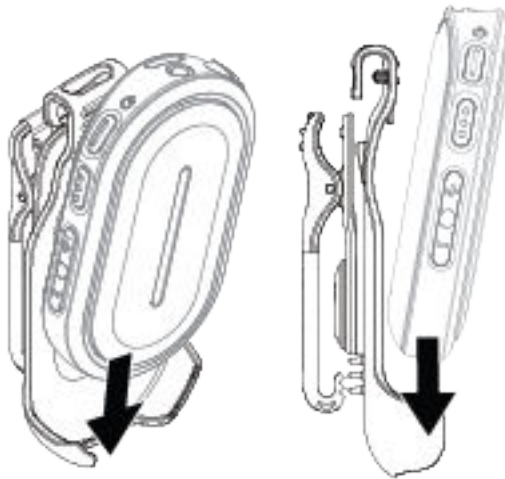


4.7.2

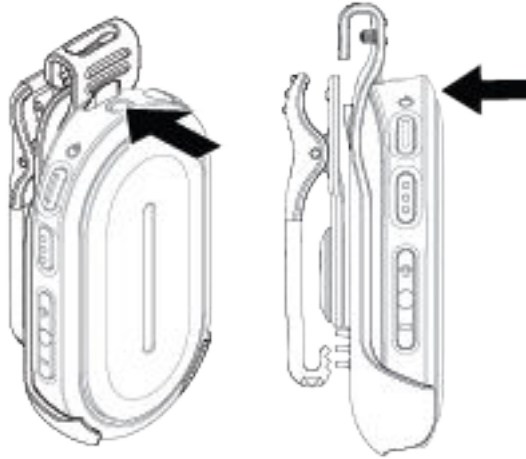
Attaching the Device to the Holster

Procedure:

- 1 Slide the bottom of the device into the holster until it snaps into place.



- 2 Secure the device by pressing the top of the device until you hear a "click" sound.



4.8

Activating the Preconfigured Wi-Fi Access Point (PWAP)

This feature provides a temporary Wi-Fi connection for the device to download the configurations from the portal. Instead of the manual configuration through the Maintenance Mode Web Server, you can use the preconfigured Wi-Fi access point for initial Wi-Fi connection.

Prerequisites: Turn on your phone or router Wi-Fi hotspot and change the Wi-Fi name and password to reflect the following configured TLK 25 Wi-Fi access point (AP):

- Wi-Fi Name/SSID: WaveRadio
- Password: RadioManagement

Procedure:

- 1 Turn on your device and wait until your device starts searching for connections.
The three-bar LED illuminates and scrolls.
- 2 To connect to the PWAP, press the **Power** button and **Volume Up** button simultaneously.
Your device searches for the available network.

If connection to the configured Wi-Fi AP is successful, your device shows the following indications:

- The voice announcement sounds.
- The four-bar LED illuminates.

Chapter 5

Basic Device Operation

This section explains the basic operations that you can perform on your device.

5.1

Navigating the Status and Menu List

This section shows you the operations available and instructions to navigate the Status and Menu List.

When and where to use: To identify the device Menu features.

Table 7: Status and Menu List Features

Menu Feature	Description
Instant Personal Alert (IPA) List	Listen to all Instant Personal Alerts until cleared.
Battery Level Status	Listen to device battery level.
Talkgroup List	Change the Talkgroup.
Contact List	Select a contact.
Do Not Disturb (DND)	Turn the Do Not Disturb feature on or off.
PTT Lock	Turn the PTT Lock feature on or off.
Bluetooth	Turn the Bluetooth on or off.

Procedure:

- 1 To enter Status and Menu Mode, press the **Power** button.
- 2 To navigate through the Status and Menu List, press the **Power** button again within the 5 second timeout period.
The device sounds the current selected value or item through Voice Announcement as the user scrolls through the list. A tone sounds when the user reaches the end of the list.
- 3 To toggle the Menu feature, press the **Volume Up** or **Volume Down** button.
The device sounds the current selected value or item through Voice Announcement as the user toggles the options.
- 4 To exit the Status and Menu List, do one of the following actions:
 - Wait for the 5 second timer to expire and for the device to sound a positive tone.
 - Press a button that overrides the Status and Menu Mode, such as the **PTT** or the **Voice Assistant** button.

5.2

Initiating Voice Assistant

Voice Assistant allows you to manage your device and perform information lookups using voice commands.



NOTE: This feature can only be used with a wired or Bluetooth accessory.

Prerequisites: Ensure an accessory is connected.

Procedure:

- 1 Press the **Voice Assistant** button.
- 2 After you hear a tone, speak your command into the accessory microphone.

5.2.1

Voice Assistant Commands

The following commands are examples you can use to operate the device. There are no specific commands. You may speak your intended commands in approximate terms.



NOTE:

- Acceptable voice commands can be configured in the WAVE PTX Portal.
- To end the current voice assistant session, say “Cancel” or “Nevermind”.

Features	Command Examples
Private Call	<ul style="list-style-type: none">• “Call Tom”• “Contact Tom”
Group Call	<ul style="list-style-type: none">• “Switch to Maintenance”• “Call Maintenance”
Lock and Unlock PTT button	<ul style="list-style-type: none">• “Lock PTT”• “Unlock PTT”
DND	<ul style="list-style-type: none">• “Set status to DND”• “Set status to Available”
Battery Status	<ul style="list-style-type: none">• “Battery level”• “Check battery status”
Volume	<ul style="list-style-type: none">• “Increase volume”• “Decrease volume”• “What is my volume”
Time	<ul style="list-style-type: none">• “What is the time”• “Current time”
Bluetooth	<ul style="list-style-type: none">• “Turn on Bluetooth”• “Turn off Bluetooth”

Features	Command Examples
Connectivity	<ul style="list-style-type: none"> • “Bluetooth status” • “Wi-Fi status” • “Turn On Wi-Fi” • “Turn Off Wi-Fi” • “Connection” • “Wi-Fi strength”
Device Status	<ul style="list-style-type: none"> • “What is my device status?”
Device Information	<ul style="list-style-type: none"> • “What is my device ID?”
Instant Personal Alert (IPA)	<ul style="list-style-type: none"> • “ Send IPA to Tom” • “ Get IPAs” • “ Clear IPAs”
Instant Personal Alert (IPA) List	<ul style="list-style-type: none"> • “ Yes” • “ No” • “ Next” • “ Back”
Firmware Over The Air (FOTA)	<ul style="list-style-type: none"> • “Any update?”
Contact Presence	<ul style="list-style-type: none"> • “Is Tom online?” • “What is Tom's status?”
Scan	<ul style="list-style-type: none"> • “Turn On Scan” • “Turn Off Scan” • “Scan status”
GPS	<ul style="list-style-type: none"> • “Turn On GPS” • “Turn Off GPS” • “Is GPS On?” • “Check GPS”
Network Connection	<ul style="list-style-type: none"> • “What's my Network Status?” • “Check Network”
Help	<ul style="list-style-type: none"> • “Help” • “Command List”
Emergency	<ul style="list-style-type: none"> • “Who declared Emergency?”

5.3

Locking and Unlocking PTT

The default setting for PTT Lock feature is "Unlock". When you power cycle your device, the PTT Lock settings is set to the default setting.

A voice announcement sounds to prompt the user if the PTT is locked for a certain amount of time. This feature is configurable through the WAVE PTX Portal.

Locking PTT

Procedure:

Perform one of the following actions:

Option	Actions
Locking PTT through the Menu	From the menu, select PTT Lock .
Locking PTT through the Voice Assistant	a Press the Voice Assistant button. b After you hear a tone, speak your command into the accessory microphone.

If the PTT feature is locked successfully, your device shows the following indications:

- A voice announcement sounds.
- The top and bottom red crescent LED blinks twice.



NOTE: Locking the device **PTT** does not lock the **PTT** of a connected wired earpiece or Bluetooth accessory.

Unlocking PTT

Procedure:

Perform one of the following actions:

Option	Actions
Unlocking PTT through the Menu	From the menu, select PTT Lock .
Unlocking PTT through the Voice Assistant	a Press the Voice Assistant button. b After you hear a tone, speak your command into the accessory microphone.

If the PTT feature is unlocked successfully, your device shows the following indications:

- A voice announcement sounds.
- The top and bottom green crescent LED illuminates.

5.4

Turning the Mute Mode On or Off

You must mute the voice call audio only through a Motorola Solutions accessory that has a Mute toggle function.

Turning the Mute Mode On

Procedure:

Slide the accessory button upwards.



- The device vibrates.
- A voice announcement sounds.
- The LED bar displays one-bar LED.

Turning the Mute Mode Off

Procedure:

Slide the accessory button downwards.




Chapter 6

Type of Calls

There are several ways that you can make a call with your device depending on the types of calls available on your device.

Table 8: Types of Calls

Call Type	Description
Group Call	A Group Call is a point-to-multipoint call operation. Your device must be configured as a member of the group for you to communicate with each other.
Private Call	Private Call is a call from an individual device to another individual device.
Broadcast Call	<p>A Broadcast Call is a one-way voice call from any user to an entire talkgroup.</p> <p>The Broadcast Call feature allows only the call initiating user to transmit to the talkgroup, while the recipients of the call cannot respond.</p> <p> NOTE: Broadcast call has priority over Group call and Private call.</p>

6.1

Making Calls

Procedure:

Perform one of the following actions based on type of calls:

Options	Actions
Making group calls through the Menu	<p>a Press the Power button to enter Talk-group List.</p> <p>b Press the Volume Up and Volume Down buttons to navigate to the selected Talkgroup.</p> <p>c To call, press and hold the PTT button.</p> <p>d Wait for the Talk Permit Tone to end, and speak into the accessory microphone. The top crescent green LED illuminates during transmission.</p> <p>e To stop transmitting, release the PTT button.</p>
Making group calls through the Voice Assistant	<p>a Press the Voice Assistant button.</p>

Options	Actions
	<ul style="list-style-type: none"> b After you hear a tone, speak your command into the accessory microphone while mentioning the targeted talkgroup. c To call, press and hold the PTT button. d Wait for the Talk Permit Tone to end, and speak into the accessory microphone. The top crescent green LED illuminates during transmission. e To stop transmitting, release the PTT button.
Making private calls through the Menu	<ul style="list-style-type: none"> a Press the Power button to enter Contact List. b Press the Volume Up and Volume Down buttons to navigate to the selected Contact. c To call, press and hold the PTT button. d Wait for the Talk Permit Tone to end, and speak into the accessory microphone. e To stop transmitting, release the PTT button.
Making private calls through the Voice Assistant	<ul style="list-style-type: none"> a Press the Voice Assistant button. b After you hear a tone, speak your command into the accessory microphone while mentioning the targeted talkgroup. c To call, press and hold the PTT button. d Wait for the Talk Permit Tone to end, and speak into the accessory microphone. e To stop transmitting, release the PTT button.

If errors arise when you initiate a call, your device shows the following indications:

- A tone sounds.
- The top and bottom crescent red LED blinks twice.

6.2

Receiving Calls

When you receive calls, your device shows the following indications:

- For private call only, the device vibrates.
- A tone sounds.
- The top crescent green LED blinks twice continuously.

The call ends if you press the **Voice Assistant** button or **Menu** button.

Chapter 7

Supervisory Override

Supervisory Override allows a supervisor to interrupt an ongoing talkgroup call and immediately start a supervisory call. A supervisor is configured on the WAVE PTX Portal by selecting and configuring a user as a supervisor within a talkgroup.

When Supervisory Override is initiated, the top crescent green LED blinks twice continuously on the receiving device until the supervisory call ends.

Any talkgroup call in progress may be interrupted by a supervisor. When the call is taken over by the supervisor, the receiving and transmitting devices unmutes automatically to the supervisory call with receiving call LED notification.

If a designated supervisor presses the **PTT** button while receiving a talkgroup call, the talkgroup call is overridden by a supervisory call.

When you are receiving a talkgroup call and a supervisory call is initiated, your device unmutes to the supervisory call and continues receiving the talkgroup call from the supervisor.

When you are transmitting in a talkgroup call and a supervisory call is initiated, your device unmutes to the supervisory call and displays the receiving call LED notification.

Chapter 8

Area-Based Talkgroup

When you enter a geographic area, you are able to hear the notifications for the talkgroup area in that geofence.

8.1

Entering And Exiting Area-Based Talkgroup

Entering Area-Based Talkgroup

When you are in the Area Talkgroup, your device sounds a tone.

After you are added to the Area Talkgroup, your device is able to receive calls from the Area Talkgroup even if Talkgroup Scanning is turned off.

When you are not in an active call, an area-based group call is received if there is any.

If there is an ongoing call, you begin to receive the call upon entering the area.

Exiting Area-Based Talkgroup

When you exit the Area Talkgroup, your device sounds a tone.



NOTE: If you are in a call when you exit the Area Talkgroup, the call continues without dropping. When the call ends, your device then exits the Area Talkgroup and returns to the default talkgroup.

Chapter 9

Instant Personal Alert

Instant Personal Alert (IPA) is a notification that you can send to a contact that is busy or unable to reply to a group or private call.

9.1

Initiating IPA

Procedure:

- 1 Press the **Voice Assistant** button.
- 2 After you hear a tone, speak your command into the accessory microphone.

Options	Actions
The searched contact is the only available one	IPA can be sent directly.
There are multiple potential matching contacts	Scroll through the contact list by speaking your command into the accessory microphone.
The searched contact is busy	Choose through Voice Assistant whether to send or not send IPA.
The searched contact is offline or unavailable	IPA cannot be sent.

- 3 To send IPA, press and hold the **PTT** button.
The top crescent green LED illuminates.

If your IPA is sent, your device shows the following indications:

- A tone sounds.
- The voice announcement sounds.

If your IPA is not sent, your device shows the following indications:

- A tone sounds.
- The voice announcement sounds.



NOTE: An IPA can only be sent to contacts in your Contact List.

9.2

Receiving IPA

When you receive an IPA during idle mode, your device shows the following indications:

- A tone sounds.
- The voice announcement sounds.
- The top crescent white LED blinks twice.

When you receive an IPA during a call, your device shows the following indications after the call:

- A tone sounds.
- The voice announcement sounds.
- The top crescent white LED blinks twice.
- There are no visible or audible indicators while the call is in progress.

When you receive an IPA when your device is in Do Not Disturb mode, your device shows the following indications:

- A tone sounds.
- The voice announcement sounds.
- The top crescent white LED blinks twice.



NOTE:

- If you receive multiple IPAs from the same contact, there is only one entry in the IPA list with the latest IPA at the beginning.
- The IPA List can store up to nine alerts.
- An IPA can be received from contacts outside your Contact List.


9.3

Browsing, Responding and Clearing IPA List

Procedure:

- 1 Perform one of the following actions:

Options	Actions
Browsing IPA List	<ol style="list-style-type: none"> Press the Power button to enter the IPA List. Press the Volume Up and Volume Down buttons to scroll through the IPAs. The voice announcement sounds the IPA sender's alias and time the IPA was received.
Responding to IPA	<ol style="list-style-type: none"> Press the Power button to enter the IPA List. Press the Volume Up and Volume Down buttons to scroll to the selected IPA. To call, press and hold the PTT button. Wait for the Talk Permit Tone to end, and speak into the accessory microphone. To end the call to the IPA sender, release the PTT button.
Clearing IPA List through Voice Assistant	<ol style="list-style-type: none"> Press the Power button to enter the IPA List. Press the Voice Assistant button.

Options	Actions
	<p data-bbox="836 241 1339 367">c After you hear a tone, speak your command into the accessory microphone. The voice announcement sounds the clearance of the IPA list.</p> <p data-bbox="836 378 1339 472"> NOTE: Alternatively, you can power cycle your device to clear all IPAs.</p>

Chapter 10

Ambient Listening

Ambient listening allows an authorized user to listen to the ambient audio of specific users' device during idle mode.

When ambient listening is initiated or restored, your device shows the following indications:

- The top crescent green LED illuminates.
- The voice announcement sounds.

Ambient listening stops when a call is initiated or received and is restored after the call ends.



NOTE: Ambient Listening during Emergency Mode is available, subject to the Wave PTX Server.

Chapter 11

Do Not Disturb

Do Not Disturb (DND) allows you to change the status of the device from available to unavailable. When DND is enabled, you are not able to receive any calls, except broadcast calls.

11.1

Turning DND On or Off

Procedure:

Perform one of the following actions:

Options	Actions
Turning DND On or Off through Voice Assistant	<p>a Press the Voice Assistant button.</p> <p>b After you hear a tone, speak your command into the accessory microphone. The voice announcement sounds the device DND status.</p>
Turning DND On or Off through Menu	<p>a Press the Power button to enter the DND menu feature.</p> <p>b Press the Volume Up or Volume Down buttons to toggle DND on or off.</p>

If DND turns on, your device shows the following indications:

- The top and bottom crescent yellow and green LED blinks twice continuously.
- The voice announcement sounds.

If DND turns off, your device shows the following indications:

- The top and bottom crescent green LED blinks twice.
- The voice announcement sounds.

If DND fails to turn on or off, your device shows the following indications:

- A tone sounds.
- The voice announcement sounds.

Chapter 12

Connectivity

You can connect your device to other devices, accessories, or network through different types of connectivity.

12.1

Bluetooth

This feature allows you to use your device with a Bluetooth-enabled accessory through a Bluetooth connection. Your device supports both Motorola Solutions and Commercially available Off-The-Shelf (COTS) Bluetooth-enabled accessory.

Bluetooth operates within a range of 10m (32ft) line of sight. This is an unobstructed path between your device and your Bluetooth-enabled accessory. For high degree of reliability, Motorola Solutions recommends to not separate the device and the accessory.

At the fringe areas of reception, both voice and tone quality start to sound "garbled" or "broken". To correct this problem, position your device and Bluetooth-enabled accessory closer to each other (within the 10m defined range) to re-establish clear audio reception. The Bluetooth function of your device has maximum power of 2.5mW (4dBm) at the 10m range.



NOTE:

- Use the latest Bluetooth accessories (v5.0 and above) for enhanced connection security.
- Always adopt Bluetooth security best practices when using Bluetooth devices.

12.1.1

Turning the Bluetooth On or Off

Turning the Bluetooth On

Procedure:

Perform one of the following actions:

Option	Actions
Turning the Bluetooth On through the Menu	<ol style="list-style-type: none"> From the menu, select Bluetooth. Press the Volume Up or Volume Down button to toggle Bluetooth On.
Turning the Bluetooth On through the Voice Assistant	<ol style="list-style-type: none"> Press the Voice Assistant button. After you hear a tone, speak your command into the accessory microphone.

If the Bluetooth is turned on, the voice announcement sounds.

Turning the Bluetooth Off

Procedure:

Perform one of the following actions:

Option	Actions
Turning the Bluetooth Off through the Menu	a From the menu, select Bluetooth . b Press the Volume Up or Volume Down button to toggle Bluetooth Off.
Turning the Bluetooth Off through the Voice Assistant	a Press the Voice Assistant button. b After you hear a tone, speak your command into the accessory microphone.

If the Bluetooth is turned off, the voice announcement sounds.

12.1.2

Bluetooth Pairing

Bluetooth pairing happens automatically when you:

- Turn on your device.
- Turn on the Bluetooth feature.

If your device is searching for other Bluetooth device, your device shows the following indications:

- The voice announcement sounds.
- The top and bottom crescent aqua LED blinks.

If the Bluetooth device is connected to your device, your device shows the following indications:

- The top and bottom crescent aqua LED illuminates for 2 seconds.
- A delayed voice announcement sounds.



NOTE: If both wired earpiece and Bluetooth earpiece are connected to the device at the same time, the wired earpiece overrides the audio output.

12.1.3

Bluetooth Connection Failure

When the Bluetooth accessory is out of the Bluetooth connection range or removed, the device is disconnected and experience signal interference.

Your device shows the following indication while reconnecting to the same Bluetooth accessory within an allocated time:

- A tone sounds.
- The top and bottom aqua crescent LED blinks twice.

After timeout, your device starts searching for a wired earpiece.

If your device is not connected to a wired earpiece and you are not charging your device, the device shows the following indications:

- The device vibrates.
- The top and bottom red crescent LED blinks alternately with the purple crescent LED.

12.1.4

Checking Bluetooth Status

Procedure:

- 1 Press the **Voice Assistant** button.

- 2 After you hear a tone, speak your command into the accessory microphone.

You can hear three different corresponding voice announcement sounds depending on the status:

- When your device is connected to a Bluetooth accessory.
- When the Bluetooth connection is on but not connected to any Bluetooth accessory.
- When the Bluetooth connection is off. You can speak your command into the accessory microphone to turn it on.

12.2

Wi-Fi

Wi-Fi® is a registered trademark of Wi-Fi Alliance®. You can set up and connect Wi-Fi network to update your device firmware, codeplug, and Voice Announcement.



NOTE: Configure your Wi-Fi system according to the latest industry security recommendations or use Enterprise Wi-Fi.

12.2.1

Turning the Wi-Fi On or Off

Procedure:

- 1 Press the **Voice Assistant** button.
- 2 After you hear a tone, speak your command into the accessory microphone.

If the Wi-Fi is turned on or off, the voice announcement sounds.

12.2.2

Wi-Fi Status

Initiating the voice command for Wi-Fi status allows you to get the Wi-Fi status for your device as shows in the following table.

Table 9: Wi-Fi Status and Indications

Wi-Fi Status	Indications
Your device is connected to the Wi-Fi network.	<ul style="list-style-type: none"> • The voice announcement sounds. • The LED bar shows the Wi-Fi signal strength.
Your device Wi-Fi is turned on but there are no Wi-Fi signals.	<ul style="list-style-type: none"> • The voice announcement sounds. • The top and bottom crescent red LEDs blink twice. • One-bar LED blinks.
Your device Wi-Fi is turned on, connected to the Wi-Fi router, but there is no internet connection.	<ul style="list-style-type: none"> • The voice announcement sounds. • The top and bottom crescent red LEDs blink twice. • The LED bar shows the Wi-Fi signal strength.




Wi-Fi Status	Indications
Your device Wi-Fi is turned off.	The voice announcement sounds and prompts you to turn on the device Wi-Fi.  NOTE: If the turning on Wi-Fi Permission feature is restricted, the voice announcement does not prompt you to turn on the device Wi-Fi.

Table 10: Wi-Fi Signal Strength and Indications

Device Appearance	LED Indications	Voice Announcement
	Six-bar LED momentary pulse	“Excellent”
	Five-bar LED momentary pulse	“Very good”
	Four-bar LED momentary pulse	“Good”

Device Appearance	LED Indications	Voice Announcement
	Two-bar LED momentary pulse	"Fair"
	One-bar LED momentary pulse	"Poor"

Chapter 13

Emergency Operations

Emergency Alerts are used to indicate critical situations. You can initiate an Emergency Alert at any time even when there is activity on the current Talkgroup.

During the Emergency mode, any call launched is declared as Emergency Call.

13.1

Declaring Emergency

Procedure:

To declare emergency locally, press and hold the **Emergency** button.

Your device shows the following indications:

- The device vibrates.
- The Emergency Alert tone sounds.
- The voice announcement sounds.
- The bar LED shows six bars after countdown ends.
- The top and bottom crescent amber LED blinks twice.

You can release the Emergency button during the countdown to stop the process.



NOTE: You can also declare an Emergency remotely by an authorized user or a dispatcher, but there is no countdown on the device LED bar if done remotely.

If Emergency is declared successfully, your device shows the following indications:

- The Emergency Alert tone sounds.
- The voice announcement sounds.
- The top and bottom crescent amber LED illuminates.



NOTE: When the device is in Emergency mode, you are only allowed to control the volume make an emergency call and exit the emergency mode.

If Emergency fails to declare, your device shows the following indications:

- The Emergency Declare Fail tone sounds.
- The voice announcement sounds.
- Returns to the previously selected talkgroup.

13.2

Canceling Emergency

Procedure:

To cancel emergency locally, press and hold the **Emergency** button.

Your device shows the following indications:

- The device vibrates.
- The voice announcement sounds.

- The bar LED shows six bars after countdown ends.

You can release the Emergency button during the countdown to stop the process.



NOTE: You can also cancel an Emergency remotely by an authorized user or a dispatcher, but there is no countdown on the device LED bar if done remotely.

If Emergency is canceled successfully, your device shows the following indications:

- The voice announcement sounds.
- Returns to the previously selected talkgroup.

If Emergency cancellation fails, your device shows the following indications:

- A tone sounds.
- The top and bottom crescent amber LED illuminates.

13.3

Receiving Emergency Alerts

When you receive a Declared-Emergency Alert, your device shows the following indications:

- The Emergency Alert tone sounds.
- The top and bottom crescent amber LED blinks until the Emergency Alert is cleared.
- The voice announcement sounds the Declared-Emergency Alert and the initiator's alias.



NOTE: The Emergency Alert tone can be configured or disabled through the WAVE PTX Portal.

When you receive a Cancelled-Emergency Alert, your device shows the following indications:

- The Emergency Alert tone sounds.
- The top and bottom crescent amber LED blinks until the Emergency Alert is cleared.
- The voice announcement sounds the Cancelled-Emergency Alert and the initiator's alias.



NOTE: The Emergency Alert has higher priority than making or receiving calls.

13.4

Receiving and Responding to Emergency Calls

When you receive an Emergency Call, your device shows the following indications:

- For Private Call, the device vibrates.
- For Group and Private Call, the Emergency Call tone sounds.
- For Group and Private Call, the top crescent amber LED blinks twice throughout the call.



NOTE: The Emergency Call has higher priority than Group and Private Call.

Procedure:

- 1 To respond to the Emergency Call, press and hold the **PTT** button.
- 2 Wait for the Talk Permit Tone to end, and speak into the accessory microphone.
- 3 To listen, release the **PTT** button.

Chapter 14

Scan

Scan allows your device to monitor multiple Talkgroups in the programmed scan list to look for an active Talkgroup.

When in the scan mode, the system preempts an ongoing low-priority talkgroup call. Your device unmutes to the high-priority talkgroup call. You respond to the active talkgroup when you press the **PTT** button during the programmed period (hang time) of an ongoing call from your scan list.

Pressing the **PTT** button when the device is not in a call causes the device to start a call on the last selected talkgroup.

14.1

Turning Scan On or Off

Procedure:

- 1 Press the **Voice Assistant** button.
- 2 Speak your command into the accessory microphone.

If the scan feature is on, your device shows the following indications:

- The voice announcement sounds.
- The top and bottom crescent yellow LED blinks twice.

If the scan feature is off, the voice announcement sounds.

If the scan feature fails, your device shows the following indications:

- The voice announcement sounds.
- The top and bottom crescent red LED blinks twice.



NOTE: If no Talkgroup is assigned to your device, the scan feature automatically turns on.

Chapter 15

Device Stun

Device Stun indicates that your device is disabled.

When Device Stun is initiated, the voice announcement sounds. When you press any button, the same voice announcement is sounds.

When your device is in Device Stun mode, all the buttons, except for **Power**, **Volume Up**, and **Volume Down** buttons, are disabled. All voice announcement and LED indications are also disabled. Only the volume LED bar shows momentarily.

If you press any buttons when the device is in Stun Mode, the voice announcement indicates that the device is in Stun Mode.

When Device Stun is initiated while your device is in charging mode, the device continues charging but the battery capacity LED bar indicator is not shown. But you can still see the charging LED during the following situations:

- The battery level increases.
- You unplug and replugin the charging the USB cable.

When your device is in Stun mode, the following activities occur:

- Scan feature is disabled.
- DND feature is disabled.
- Instant Personal Alert List is cleared.
- Emergency Alert List is cleared.

Chapter 16

User Disabled or Suspended

User Disabled or Suspended indicates that your account is disabled or suspended. When your account is disabled or suspended, you are not able to log in to the PTT server.

Your account can be disabled through the WAVE PTX Portal or by an authorized user.

If your account is disabled or suspended, your device shows the following indications:

- A tone sounds.
- The voice announcement sounds.
- The top and bottom crescent red LED blinks.

The **Power**, **Volume Up**, and **Volume Down** buttons continue to work normally.

If you press the **PTT** button, your device attempts to log in to the PTT server. If your device is able to connect to the PTT server, you encounter the normal login screen, else, your device sounds the voice announcement.

Chapter 17

Device Kill

Device Kill indicates that your device is permanently disabled.

When your device receives a Kill command when in normal operation mode, your device turns off.

While in Kill mode, User Interface (UI) is not available on your device and you are not able to turn on your device. Your device can only be reactivated by Motorola Solutions.

Contact your dealer for more information.

Chapter 18

Firmware Over the Air (FOTA)

Firmware Over The Air (FOTA) feature allows your device to be updated with latest firmware over the internet.

When the firmware updates are ready for your device, the device shows the following indications:

- A voice announcement sounds that prompts you to restart the device for the firmware installation.
- The two white crescent LED blink twice.



NOTE: If your device battery power is low, the device does install the firmware updates.

Your device continues to show the firmware updates indications until you have restarted the device for every three hours for eight times. You can also use the voice assistant feature to check the firmware updates for your device.

If you have not restart your device after the eighth firmware updates indications, the device shows the following indications:

- A voice announcement sounds that prompts you to press any button to cancel the auto restart for the firmware installation.
- 10 seconds auto restart countdown. The countdown is indicated by the LED bar.



NOTE: If your device battery power is low, the device does not auto restart. Instead, your device continues to show you the firmware updates indications.

Chapter 19

Authorized Accessories List

Motorola Solutions provides a list of accessories to improve the productivity of your device.

Table 11: Cable

Part Number	Description
PMKN4294_	USB-C to USB-A Cable

Table 12: Carry Solution

Part Number	Description
PMLN8537_	TLK 25 Holster Belt Clip
PMLN8538_	TLK 25 Badge Clip

Table 13: Power Supply

Part Number	Description
PS000150A31	USB-A, 1.5 A Power Supply Wall Charger, USA/Japan

Table 14: Wired-Audio Accessory

Part Number	Description
PMLN8536_	TLK 25 Earpiece with Cable Clip and Flag Label