PTS DIALER
USER MANUAL

iOS

FEBRUARY 2022

Cybersecurity and Infrastructure Security Agency

APP VERSION: 2.2.3
DOCUMENT VERSION: 1.0

OVERVIEW

The Cybersecurity and Infrastructure Security Agency (CISA) "PTS Dialer" app provides a streamlined way of making Government Emergency Telecommunications Service (GETS) and Wireless Priority Service (WPS) priority calls. The PTS Dialer simplifies the GETS and WPS dialing processes and reduces dialing errors.

DOWNLOADING AND INSTALLING

Note: please contact your IT department if there are organizational restrictions on installing apps.

1. Visit the Apple App Store from your iPhone.

2. Search for "PTS Dialer" (*Figure 1*). [1]

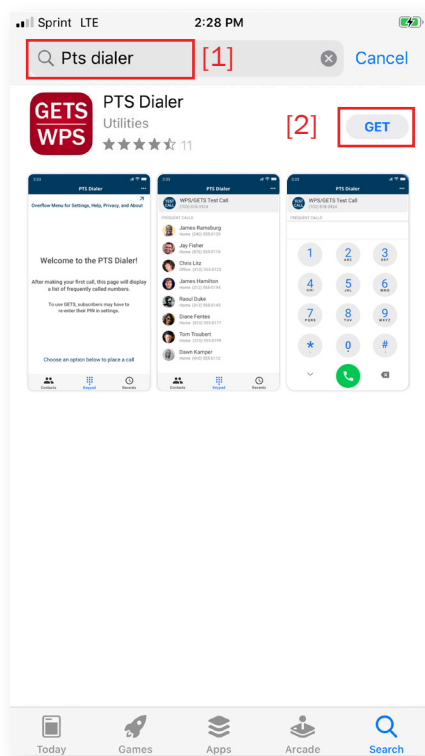3. Download and install the PTS Dialer app (*Figure 1*). [2]

Figure 1 - Apple App Store

WELCOME SCREEN

The welcome screen (*Figure 2*) introduces the different features of the PTS Dialer. After you make your first call, **Frequent Calls** (*Figure 3*), a list of the most frequent calls made using the PTS Dialer, will replace the welcome screen. More information about **Frequent Calls** can be found on Page 8.
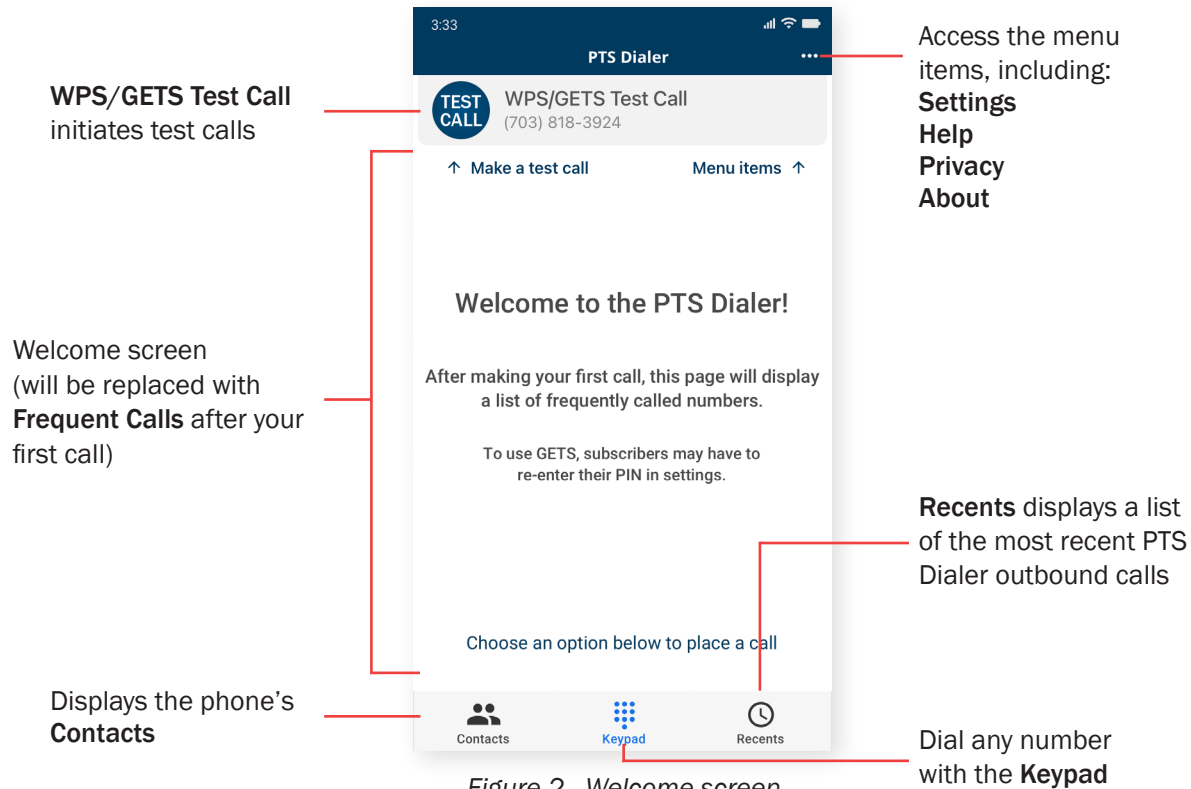
WPS/GETS Test Call initiates test calls

Access the menu items, including:
Settings
Help
Privacy
About

Welcome screen (will be replaced with **Frequent Calls** after your first call)

Recents displays a list of the most recent PTS Dialer outbound calls

Displays the phone's **Contacts**

Dial any number with the **Keypad**

Figure 2 - Welcome screen

Figure 3 - Frequent Calls

DEFEND TODAY, SECURE TOMORROW

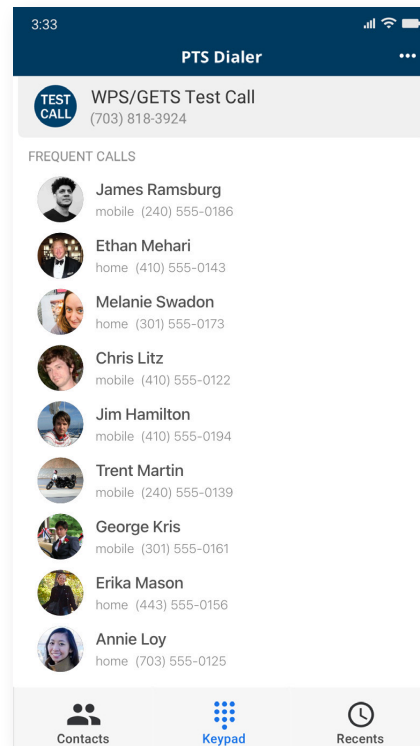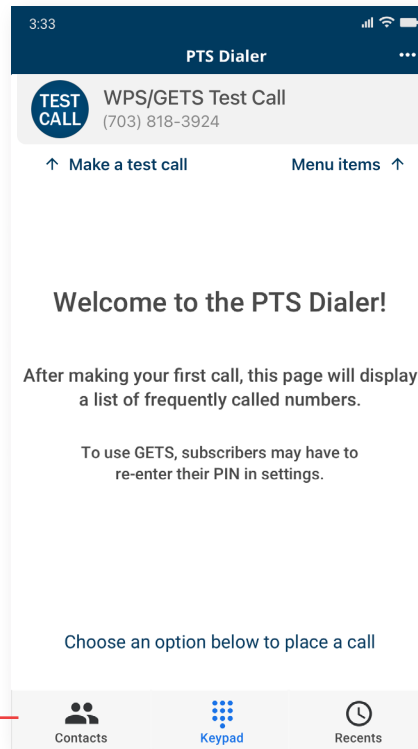## CONTACTS

Contacts can be used to select phone numbers stored in the phone's native contact list. Tap the **Contacts** button, select a contact from the list, and then tap either the contact's phone number or the call button. Either option will load the phone number into the **Service Selection** screen (discussed on Page 10).

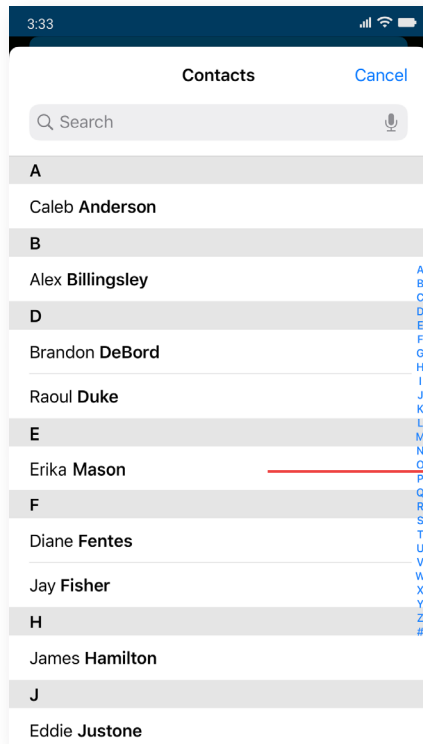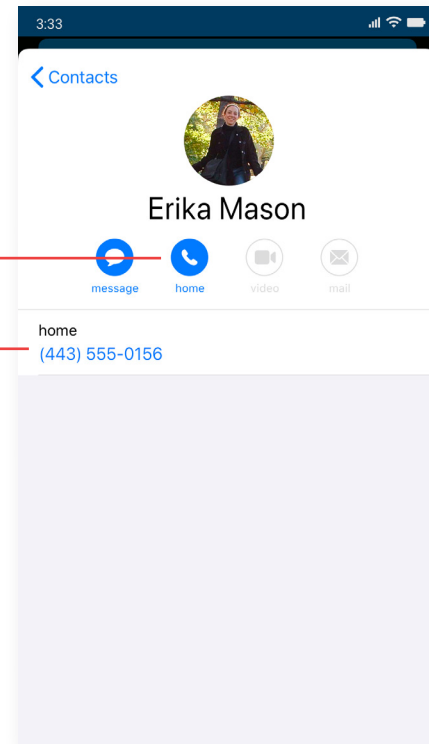Displays the phone's **Contacts**

Figure 4 - Welcome screen

Selected contact

Figure 5 - Contact list

Call button

Phone number

Figure 6 - Selected contact

RECENTS

Recents displays a list of the most recent calls (in reverse chronological order) made from the PTS Dialer. Numbers without an associated contact will still display operational information (date, time, and service used). Tap the **Recents** button and select an entry to load the phone number into the **Service Selection** screen (discussed on Page 10).

Figure 7 - Welcome screen
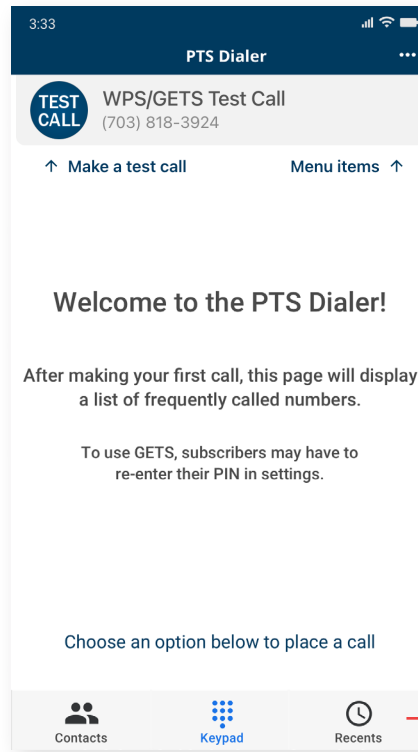
Recents displays a list of the most recent PTS Dialer outbound calls

Figure 8 - Recents

Contact name

Dialed digits

Call date/time

Selected service
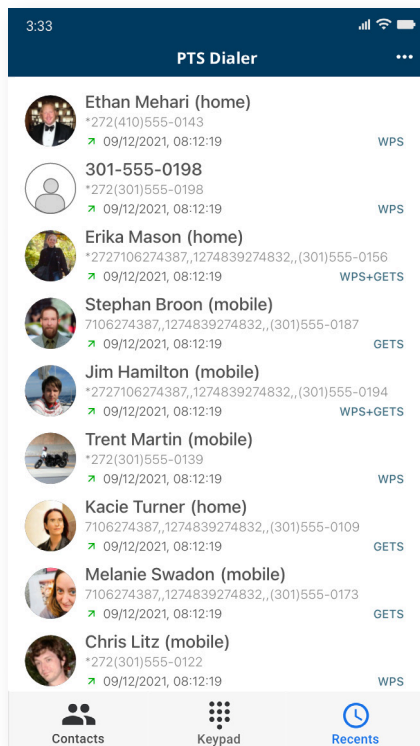
Figure 9 - Selected contact

DEFEND TODAY,
SECURE TOMORROW

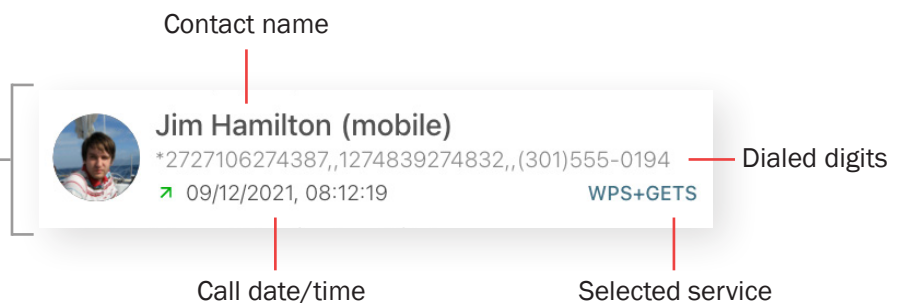## RECENTS (CONTINUED)

Deleting an entry from **Recents** on iOS will permanently delete it without an undo option. To delete an entry, swipe left on the entry (*Figure 10*) and tap **Delete**. Additionally, you can swipe further to the left to delete an entry without tapping **Delete**. A **Delete All** option is available in the **Settings** section of the app. Information about **Delete All** can be found on Page 14.
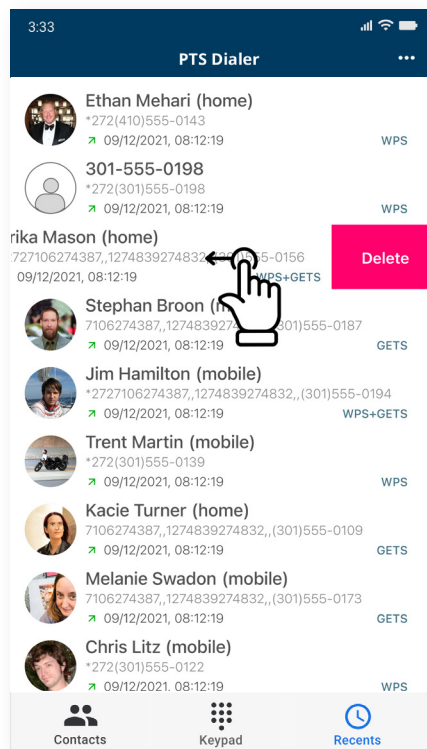
Figure 10 - Delete Recents entry

FREQUENT CALLS (MAIN SCREEN)

After your first call, the welcome screen will be replaced by **Frequent Calls**, which will serve as the main screen for the PTS Dialer going forward. The primary sections of the main screen include **WPS/GETS Test Call** and the list of the most frequent calls that have been made using the PTS Dialer. Tap **WPS/GETS Test Call** or an entry to load the phone number into the **Service Selection** screen (discussed on Page 10).

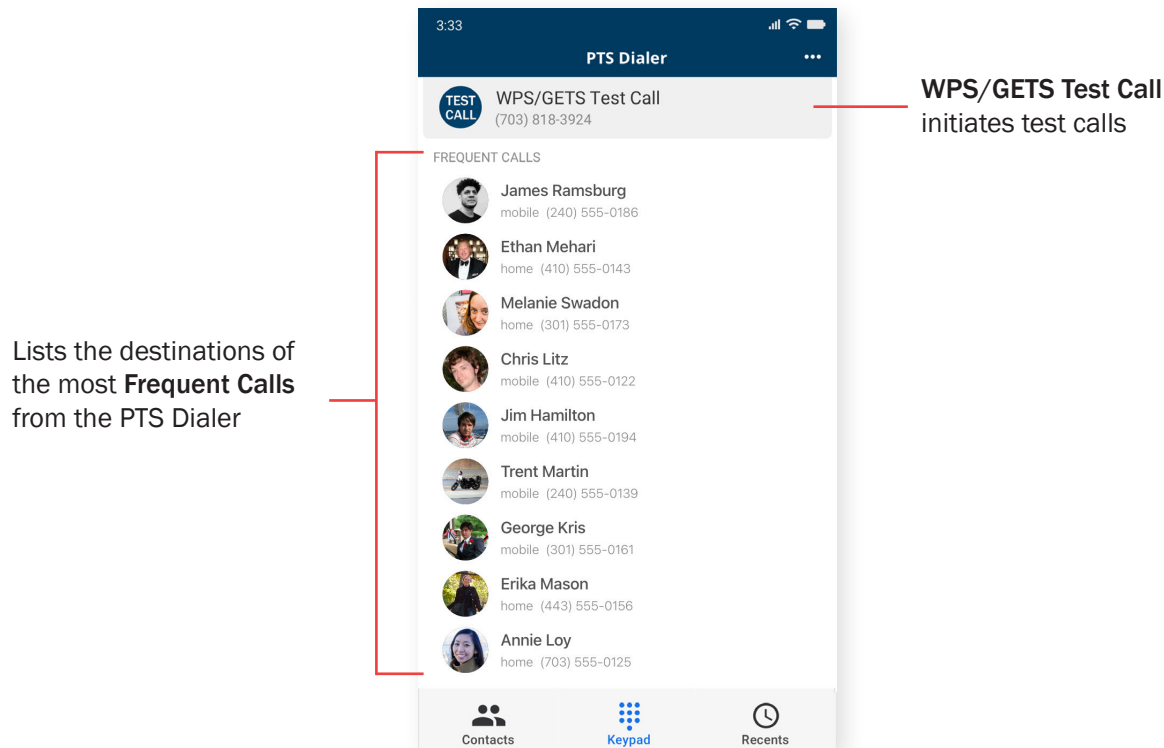**WPS/GETS Test Call** initiates test calls

Lists the destinations of the most **Frequent Calls** from the PTS Dialer

Figure 11 - Main screen

Contact name

Frequently called number

Figure 12 - Frequent Calls entry

**DEFEND TODAY,
SECURE TOMORROW**

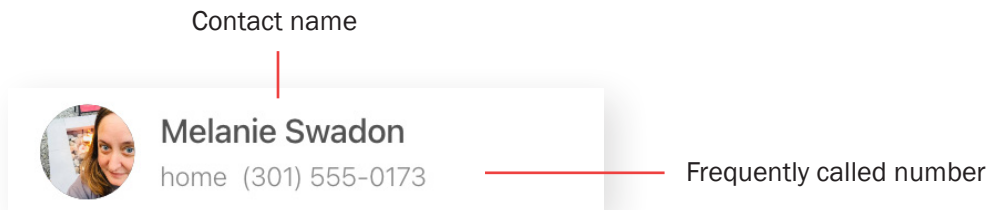## KEYPAD

The keypad can be used to enter a destination number. If you tap **Keypad** and want to get to the **Frequent Calls** list, tap the arrow on the bottom left of the keypad to minimize it (*Figure 14*).

1. Tap **Keypad**, shown at the bottom of *Figure 13*.

2. Enter a destination number using the keypad (*Figure 14*).

3. Tap the green **Call** button.

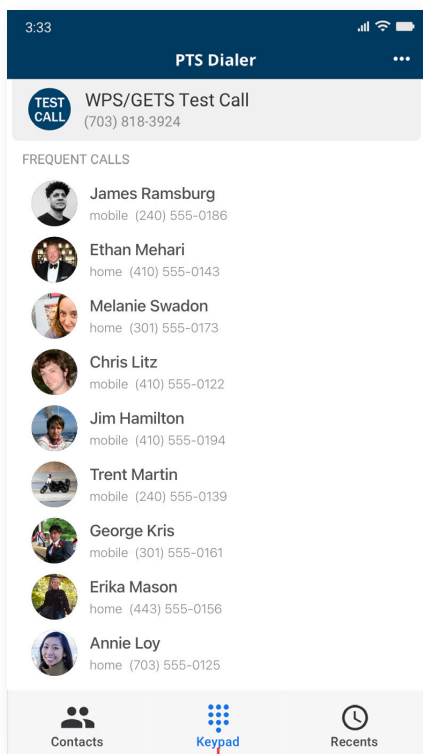4. Continue to the **Service Selection** screen (discussed on Page 10).

Figure 13 - Main screen

Figure 14 - Keypad

Keypad

Call button

Minimize

Dial any number with the **Keypad**
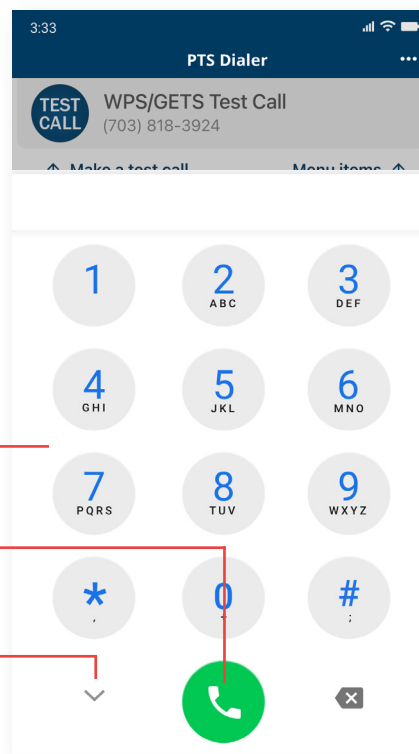
SERVICE SELECTION SCREEN

The **Service Selection** screen is where you choose the service to complete your call.

Once you have selected your destination number from **Contacts**, **Keypad**, **Recents**, or **Frequent Calls**, tap **WPS**, **GETS**, or **WPS+GETS** to initiate your call based on the usage guidelines below.

- If you have WPS enabled on your phone and also have GETS, first select **WPS**.
  Then, if that call is unsuccessful, select **WPS+GETS**.
- If you only have WPS enabled on your phone, select **WPS**.
- If you only have GETS, select **GETS**.

Once you are finished with your call, tap the red **End Call** button (*Figure 16*).

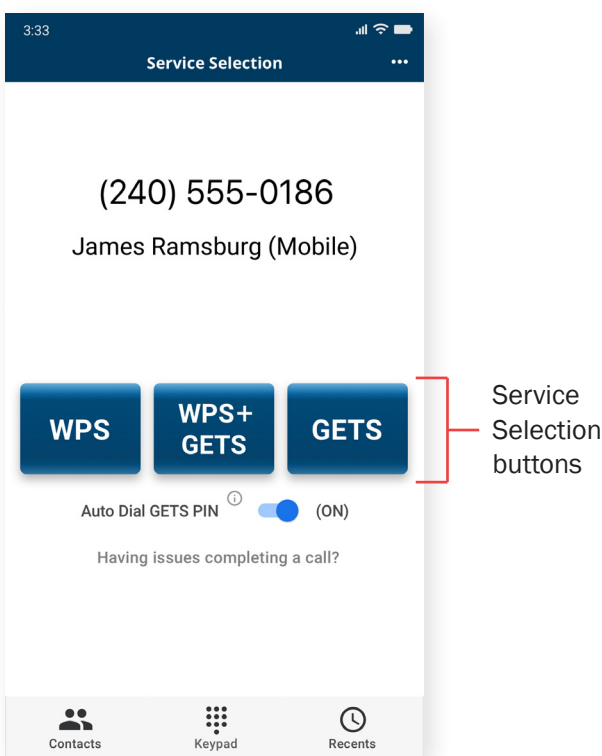*Note: more detailed information about WPS calls can be found on* Page 11 *and about GETS calls on* Page 12.
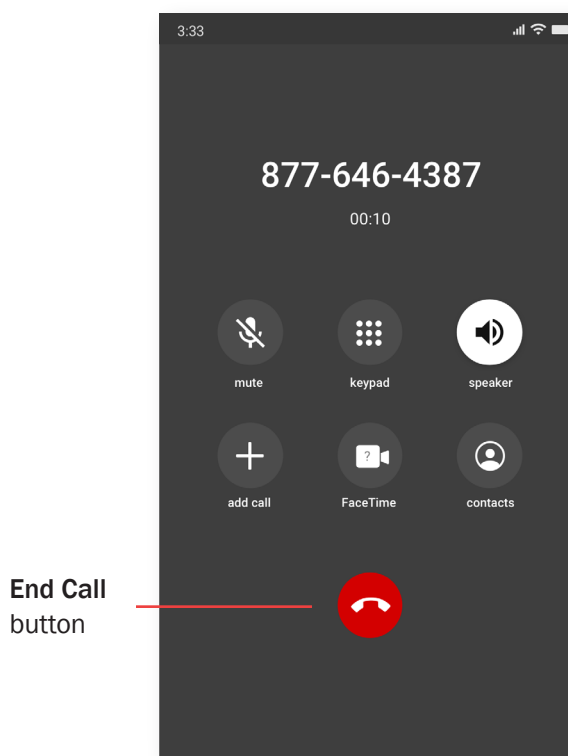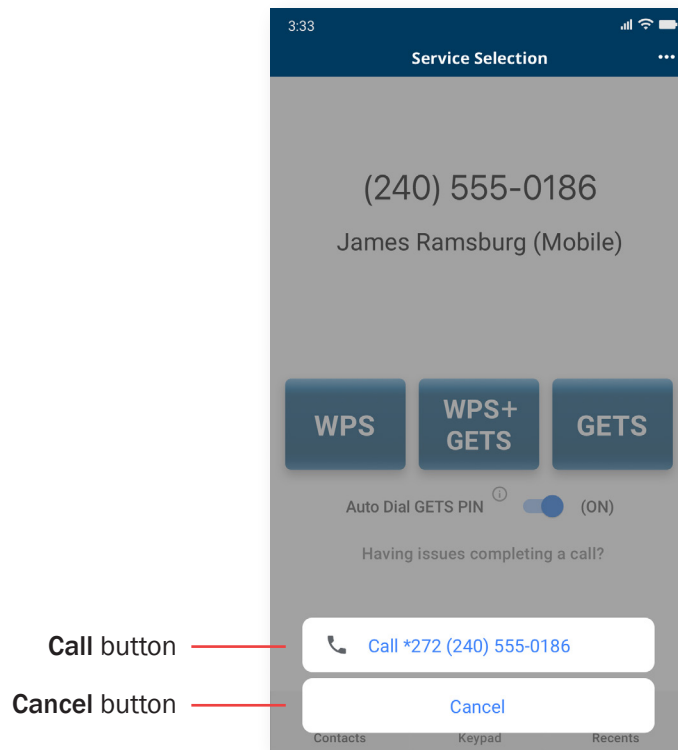
Figure 15 - Service Selection

Figure 16 - End Call

DEFEND TODAY,
SECURE TOMORROW

MORE INFORMATION ABOUT WPS CALLS WITH THE PTS DIALER

After tapping either the **WPS** or **WPS+GETS** button, you'll see a call confirmation screen (*Figure 17*). Tap **Call** to make your phone call.
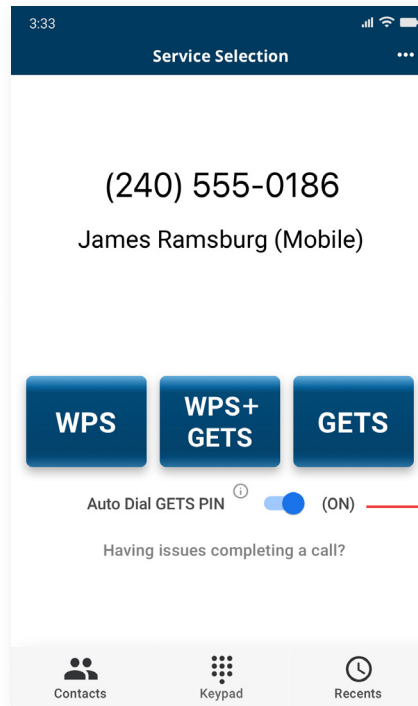
Note: this screen may vary depending on the version of the operating system installed on the phone.

Call button

Cancel button

Figure 17 - Call confirmation

DEFEND TODAY,
SECURE TOMORROW

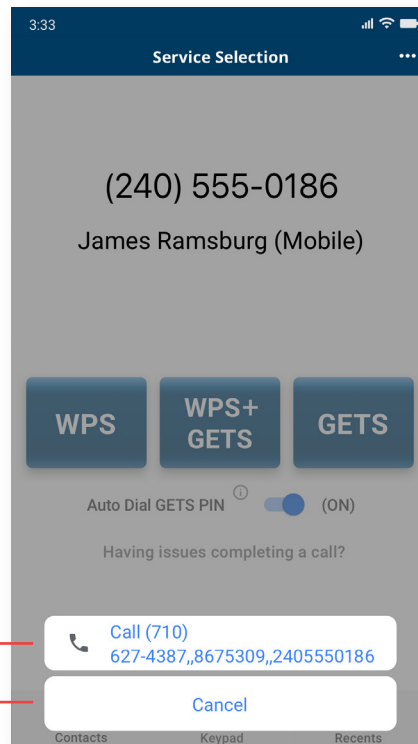## MORE INFORMATION ABOUT GETS CALLS WITH THE PTS DIALER

When using **Auto Dial GETS PIN** (enabled by default), your GETS PIN and destination number will be automatically entered four seconds after the GETS access number is auto-dialed. Unless you are having issues completing a call, keep **Auto-Dial GETS PIN** enabled (*Figure 18*).

Auto Dial GETS PIN toggle (in ON position)

Figure 18 - Auto Dial GETS PIN

After tapping the **GETS** button, you'll see a call confirmation screen (*Figure 19*). Tap **Call** to make your phone call.

Note: this screen may vary depending on the version of the operating system installed on the phone.

Call button

Cancel button

Figure 19 - Call confirmation

DEFEND TODAY,
SECURE TOMORROW

MORE INFORMATION ABOUT GETS CALLS WITH THE PTS DIALER (CONTINUED)

Due to network congestion, poor wireless signal strength, and other circumstances, the auto-dial mode may still fail. If it fails, you will typically hear a recorded voice announcement (RVA) that asks you to re-enter your GETS PIN, or an operator will come onto the call. If you hear the RVA, hang up and try the GETS call again. If your calls continue to fail, try these additional steps, in order, until your call completes:

1. Hang up, disable Wi-Fi Calling on your phone, and try the GETS call again. *(Note: GETS calling may not work with Wi-Fi.)*

2. Hang up, increase the **Pause Length** in **Settings**, following the instructions on and then try the GETS call again.

3. Hang up, disable **Auto-Dial GETS PIN**, and try the GETS call again, following the instructions in *Figure 20*.

If you continue to reach an operator or are asked to re-enter your PIN, you may say or type your GETS PIN and destination number using (a.) your GETS card or (b.) the GETS PIN and destination number that scroll at the top of the call screen.

Disabling Auto-Dial GETS PIN
To make a GETS or WPS+GETS call in the manual dialing mode, change the **Auto-Dial GETS PIN** toggle to the **OFF** position *(Figure 20)*. The toggle will turn gray, the **GETS Manual Dial Tutorial** will be available, and manual calling will be enabled.
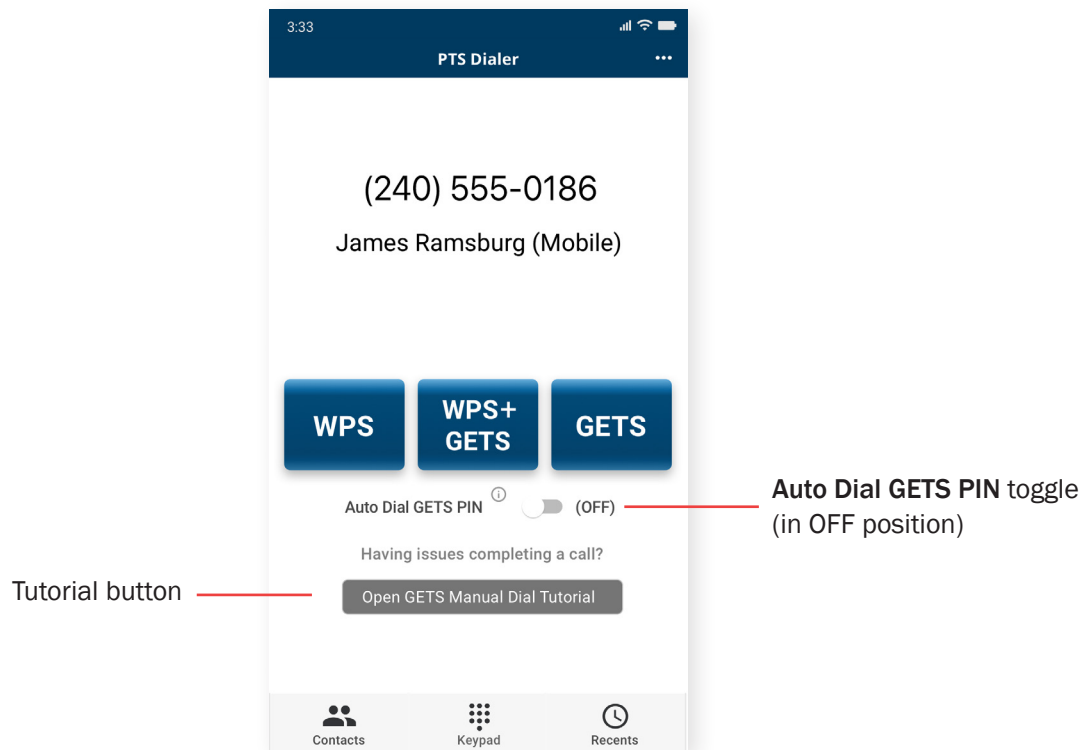

Figure 20 - Enabling manual GETS calls

SETTINGS

To access **Settings** from most screens, open the menu located in the upper right (*Figure 21*) and choose **Settings** (*Figure 22*) from the list of options.
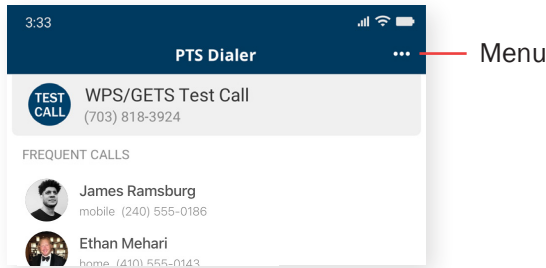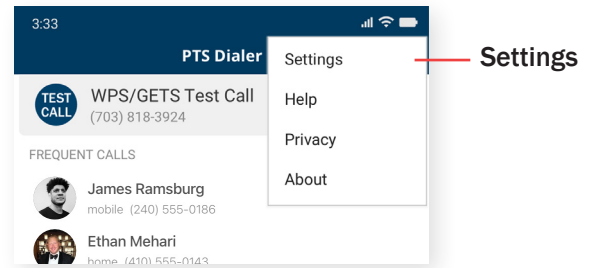
Figure 21 - Main screen

Figure 22 - Menu open

In the **Settings** screen (*Figure 23*), the iOS version of the PTS Dialer displays six sections: **GETS PIN**, **Test Call Number**, **Pause Length**, **Calling from Outside U.S.**, **GETS Access Number**, and **Delete Recents**.
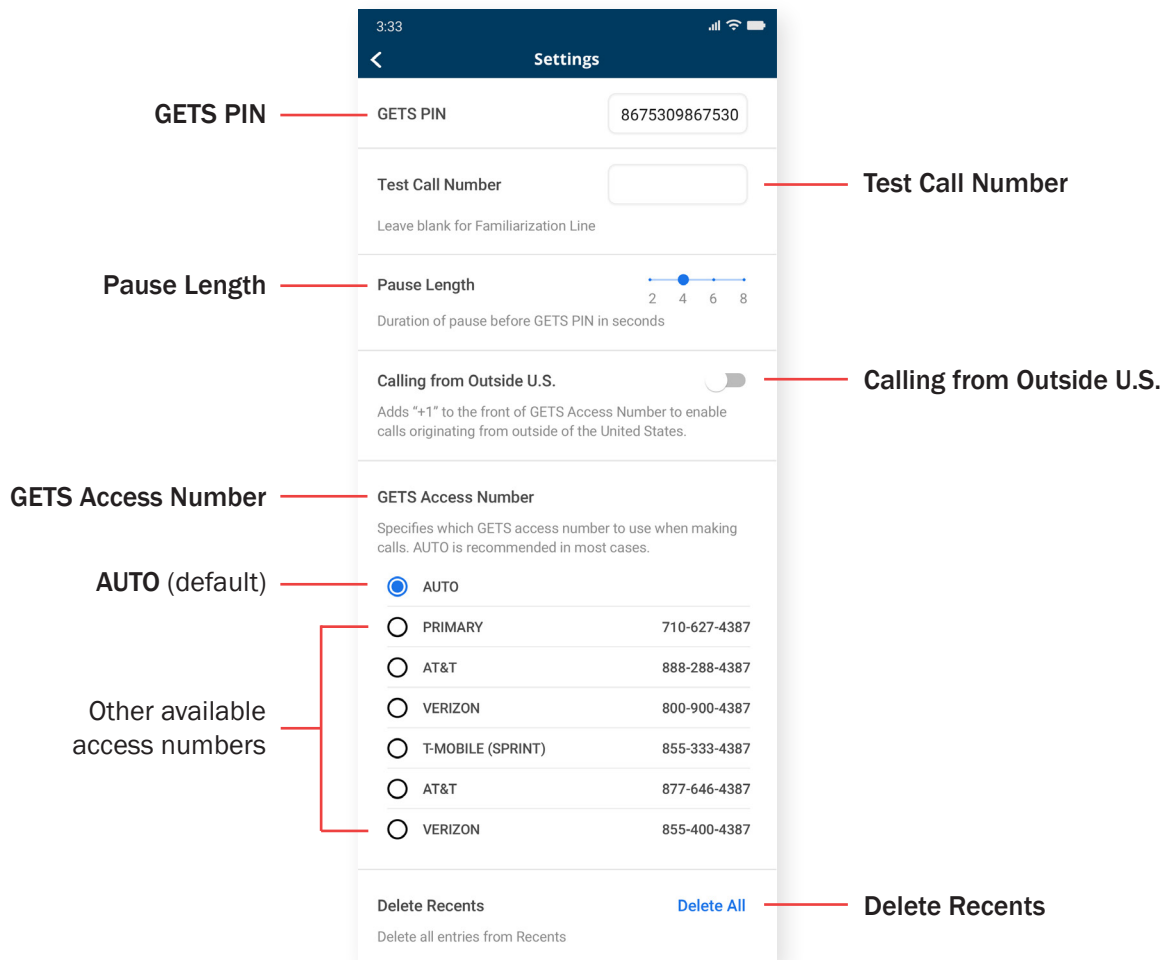
Figure 23 - Settings

SETTINGS (CONTINUED)

GETS PIN (*Figure 23*)
To make GETS calls, you will need to enter a GETS PIN in this field. Simply tap inside the textbox and enter your GETS PIN (shown on the front of your GETS card) using the keypad. When complete, tap outside the textbox to save it. You'll then be prompted to make a test call to verify your GETS PIN (*Figure 23*). The test call is automatically placed to the Familiarization Line, at 703-818-3924. We strongly advise you to make this test call to verify your GETS PIN.
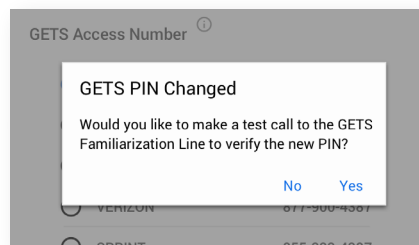

Figure 24 - GETS PIN Changed test call prompt

Test Call Number (*Figure 23*)
The destination number for the **WPS/GETS Test Call** feature defaults to the Familiarization Line, but it can be changed to any phone number using this setting. Enter a number in the field, and when you return to the main screen, it will display the new number. To use the default phone number, leave the field blank.

Pause Length (*Figure 23*)
The **Pause Length** adjusts the amount of time before the PTS Dialer enters your GETS PIN. If you find your calls are not completing, you may need to adjust the pause length. First, try increasing the pause length. If you find that an operator is answering your calls, you will need to decrease the pause length.

Calling from Outside U.S. (*Figure 23*)
GETS calls are routed to the United States regardless of the ultimate destination country. If you are outside the United States and want to make a GETS call, you must insert the international calling access code from the caller's location and the destination country code ("1" for the United States) to complete the call. The "+" sign automatically inserts the international calling access code for the caller's location, so prefixing GETS calls with "+1" enables the call to reach the GETS Access Number in the United States.

Enabling **Calling from Outside U.S.** adds "+1" to the front of the dial string so that GETS calls from international locations can reach the **GETS Access Numbers**, which are based in the U.S. Calls are then handled as if they originated in the U.S. As a result, if your destination number is outside of the U.S., you will need to add the country code of the destination country to the intended destination number. However, if the destination number is within the U.S., you will not need to add the "+1" prefix.

GETS Access Number (*Figure 23*)
This is the phone number used to access GETS through one of the three GETS Inter-Exchange Carriers (IXCs). The number can be selected on the **Settings** screen. The **AUTO** option (the default) automatically selects the best access number. Changing this setting is not recommended unless you are having difficulties completing calls. The **GETS Access Numbers** list may vary depending on your wireless service provider.

Delete Recents (*Figure 23*)
Deleting entries from **Recents** on iOS will permanently delete them without an undo option. To delete all **Recents** entries, tap **Delete All**. Information about deleting individual entries can be found on .

DEFEND TODAY,
SECURE TOMORROW

HELP

To access **Help** from most screens, open the menu located in the upper right (*Figure 24*) and choose **Help** (*Figure 25*) from the list of options.
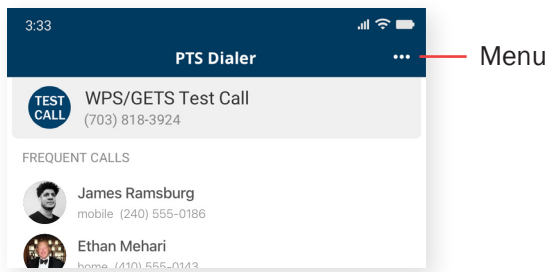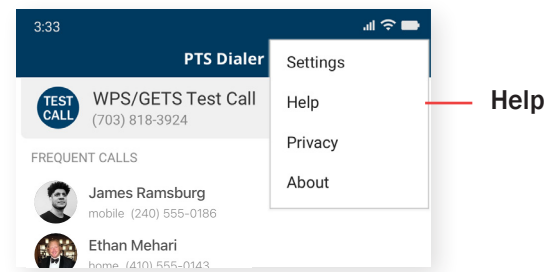
Menu

Figure 24 - Main screen

Help

Figure 25 - Menu open

In the **Help** screen (*Figure 26*), the PTS Dialer displays four sections: **24hr User Assistance**, **App Feedback**, **Useful Information**, and **Frequently Asked Questions**.
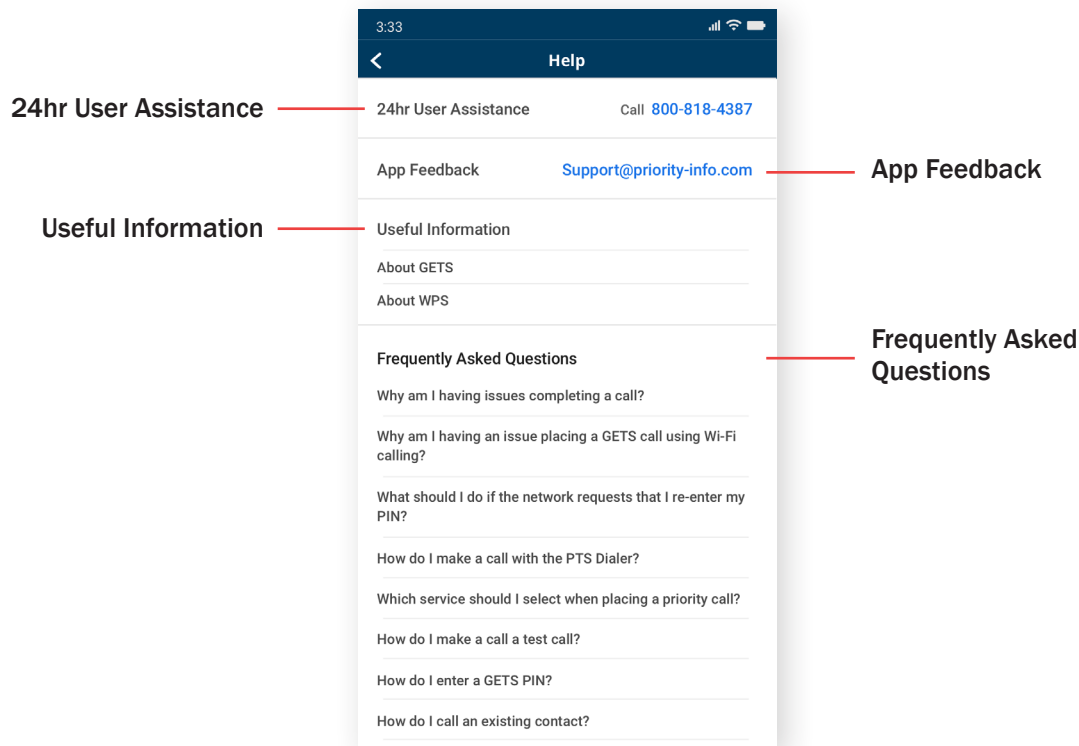
24hr User Assistance

Useful Information

App Feedback

Frequently Asked Questions

Figure 26 - Help

24hr User Assistance (*Figure 26*)
User assistance is available 24 hours a day, 7 days a week. If you tap the phone number in the **24hr User Assistance** section, it will make the call from your native iOS dialer.

App Feedback (*Figure 26*)
Contact information to reach the app developers with feedback or feature suggestions.

Useful Information (*Figure 26*)
Tap on **About GETS** or **About WPS** for more information about the services.

Frequently Asked Questions (*Figure 26*)
Tap on any of the questions to reveal information about the topic.

DEFEND TODAY,
SECURE TOMORROW

PRIVACY

To access **Privacy** from most screens, open the menu located in the upper right (*Figure 27*) and choose **Privacy** (*Figure 28*) from the list of options.

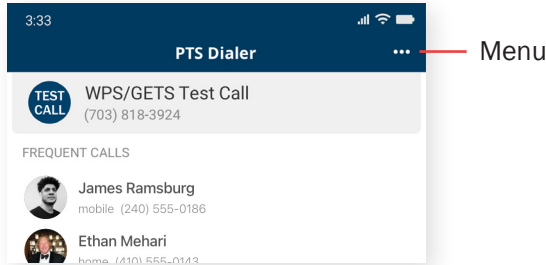The **Privacy** screen displays the Privacy Policy for the PTS Dialer.
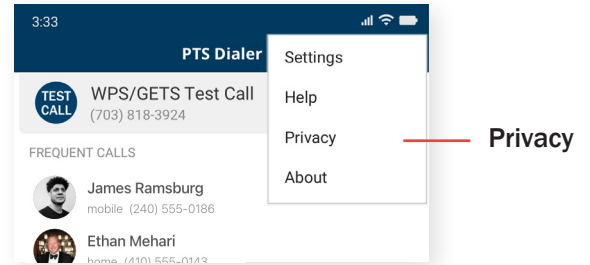

Figure 27 - Main screen

Figure 28 - Menu open

ABOUT

To access **About** from most screens, open the menu located in the upper right (*Figure 29*) and choose **About** (*Figure 30*) from the list of options.

The **About** screen (*Figure 31*) shows a brief description of the PTS Dialer and the version of the app installed on the phone.
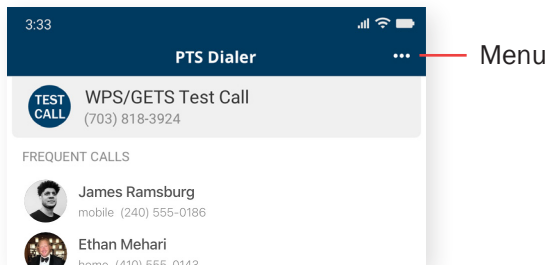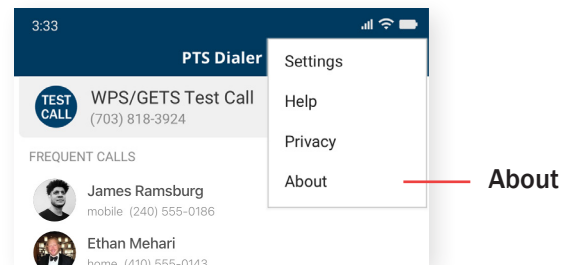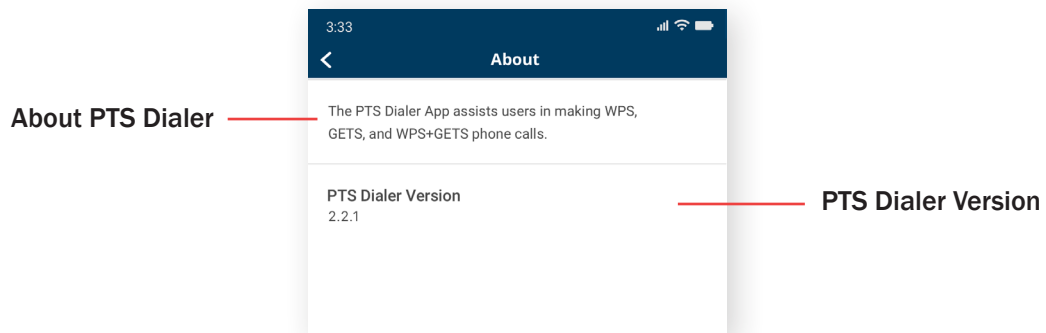

Figure 29 - Main screen

Figure 30 - Menu open

Figure 31 - About