



ZELLO INSTRUCTIONS



FIFTH THIRD
BANK



Thank you for volunteering for the Fifth Third Bike the Drive! We will be using an app called Zello to communicate with each other. Zello is a Push-to-Talk (PTT) app that enables your phone or smart device to work like a walkie-talkie.

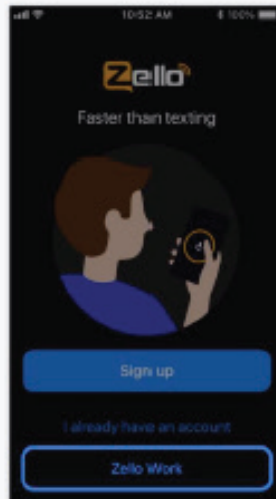
You can use it on an iPhone, iPad, Android phones or tablets, and on a PC. We will use it to communicate with live-voice, text messages (Call Alerts), and to send images.

SET UP

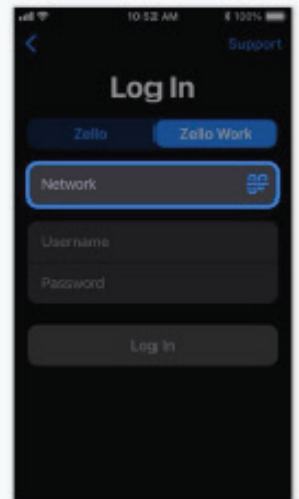
There are 2 options for signing in:

1. Download the app on your phone.
You can download here:
<https://activetrans.zellowork.com/app>
2. Tap the **Zello Work** option at the bottom of the screen
3. Enter your private Zello Work network, **activetrans**, your username, and password

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3. Enter your private Zello Work network **activetrans**, your username, and password*

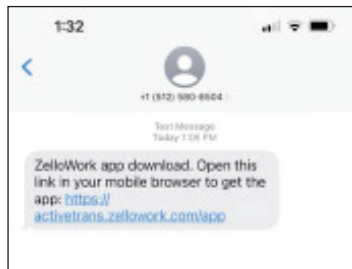


* All three fields are required.

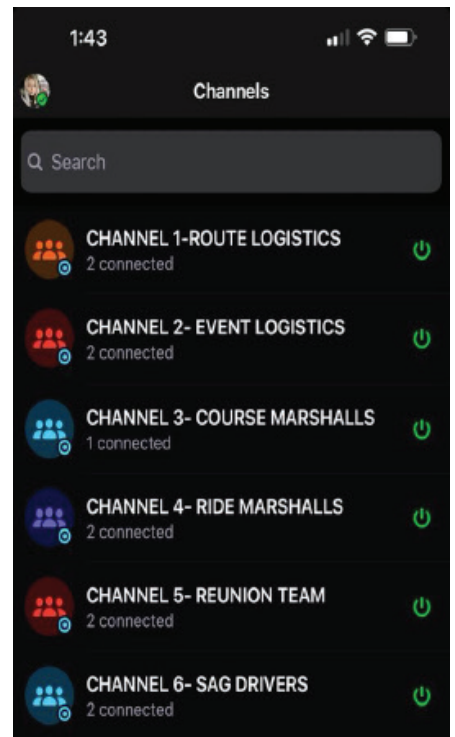
The Second Option:



1. You will receive a text with a link to download the app
2. Repeat steps 2 & 3 from above



After you finished the sign in process, you will be assigned to a channel where you can communicate with your team members. It will look like this:

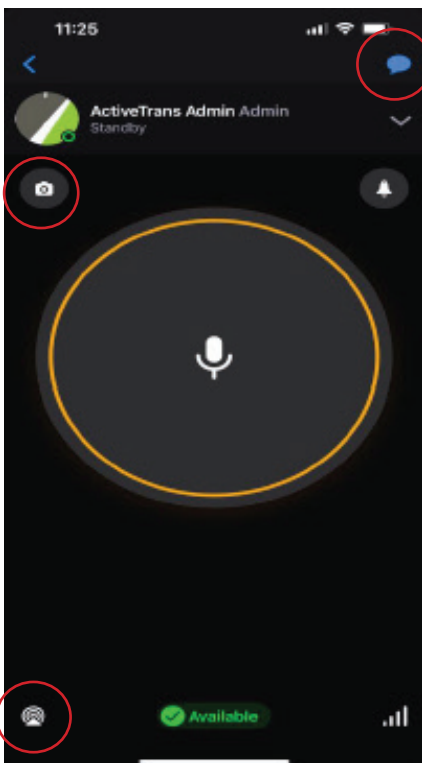


USER TIPS

Once logged in the app, you can send photos, share your location, send a voicemail to everyone in your channel, and make one-on-one calls if needed. See visual guides below:

1. When on the talk screen press and hold the big PTT button (orange circle) until you hear the “chirp”, then talk and continue holding the button until you are finished talking.
 - Contacts: for private one-to-one talking
 - Channels: chose a Channel to broadcast one-to-many in the group.
2. Other features:
 - Camera icon: send a picture to other staff
 - Message icon: send a Call Alert (text message) to other staff
 - User status: Green with Check-Mark is Available (online) and Empty Green circle is Standby (offline). PLEASE STAY ONLINE FOR THE ENTIRE EVENT

MAKE A CALL

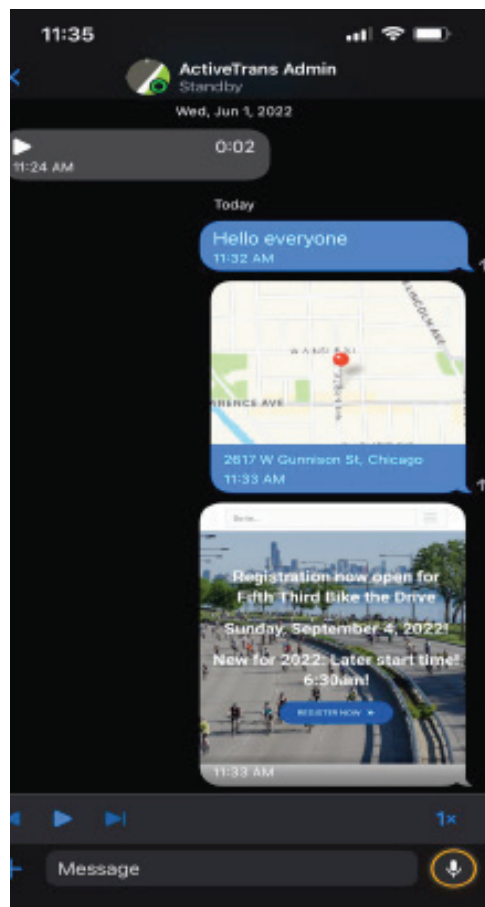


SEND TEXT

SEND PHOTO

SEND YOUR LOCATION

The chat box will look like this:



TEXT

LOCATION

PHOTO

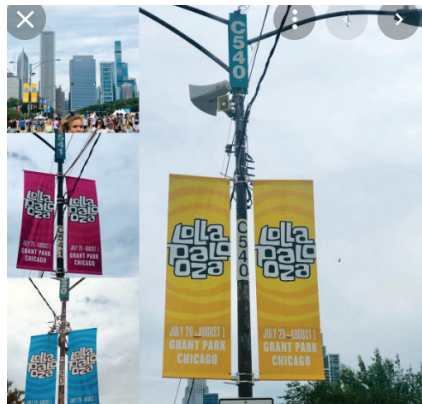
EQUIPMENT PREP

1. Test Zello to ensure it is working on your device.
2. Bring headphones to the event.
3. Ensure the battery is charged and the power is on.
4. Bring a backup power block for your device. We will also have some available.
5. Keep the volume high enough to be able to hear communications.
6. Periodically check to make sure everything is working.

EQUIPMENT PREP

1. **Clarity:** Your voice should be clear. Speak a little slower than normal. Speak in a normal tone, do not shout.
2. **Simplicity:** Keep your message simple enough for intended listeners to understand. Think before you speak. Decide what you are going say and to whom it is meant for.
3. **Brevity:** Be concise and precise and to the point.
4. **Location:** Include location and incident details.

Volunteers to note the Light Pole marking system in the event of an emergency. These are located up and down DLSD as well as around Grant Park. They can be used to help relay location in the event of an emergency.



ZELLO ISSUES

In case you run into any issues with Zello please refer to the attached Communication Flow Chart for Manager Cell Phone numbers.

If you cannot reach a manager by their cell phone number, you can call the **non-emergency event hotline at 312-216-0464.**

Your last option is to call Carmela on her personal cell phone, **872-301-8435.** Please let Carmela know if you are having trouble logging in or have any questions. She can be contacted by email, carmela@activetrans.org, or personal cell phone, **872-301-8435.**

Ride On!