

USER GUIDE

Push to Talk

Push to Talk

CONTENT

About Push to Talk Online Contact Management.....	3
Accessing Push to Talk Online Contact Management.....	4
Managing Push to Talk contacts.....	4
Deleting partners.....	7
Managing Push to Talk groups.....	7
Creating groups.....	7
Deleting groups.....	9
Managing templates.....	10
Creating templates.....	10
Managing employees.....	12
Adding contacts to employees.....	12
Managing partners.....	15
Advanced features.....	17

About Push to Talk Online Contact Management.

With Push to Talk Online Contact Management through My Business Account and Verizon Enterprise Center, you can quickly and easily manage the Push to Talk contacts for your entire organization. Updates made to Push to Talk contact lists are automatically synchronized with your employees' phones. Visit verizonwireless.com/mybusinessaccount to log in.

Push to Talk Online Contact Management allows you to:

- **Create and manage contacts.** Store up to 50,000 contacts (25,000 employees and 25,000 partners) and 1,000 groups online. (Device limits—500 individual and 100 group contacts.)
- **Create and manage groups.** Add and manage Push to Talk groups, which allow your teams to contact up to 50 Push to Talk contacts at the same time.
- **Copy contacts from one phone to another.** Quickly copy the Push to Talk contacts from one employee to another.
- **Import partner contact information.** Easily import the Push to Talk contact information for partners using a standard comma-separated file.

Understanding Push to Talk.

Let's take a moment to review some of the key terms and concepts that will be referenced throughout this document and the Push to Talk contact management site.

- **Employees:** All wireless numbers in your company or agency are automatically added by Verizon Wireless, so you will be able to build Push to Talk contact lists and create groups right away.
- **Partners:** You can choose to add or upload contact information for non-employees (i.e. suppliers, vendors, etc.) that your employees interact with. Partners must also be Verizon Wireless Push to Talk subscribers.
- **Contacts:** Employees and partners are collectively referred to as contacts. Company Users have the ability to connect contacts in a variety of ways based on the communication needs and preferences of their employees.
- **Company structure:** You can choose to display employee contacts automatically in your existing company structure, or create a new company structure. Use this to quickly locate employees for Push to Talk management.
- **Connections:** Push to Talk Online Contact Management provides you with many flexible options to establish relationships between contacts and build the Push to Talk contacts lists of your employees.
 - **Reciprocal Connection:** This action will place all selected contacts in each others' Push to Talk contact lists.
 - **One-Way Connection:** This action will add one or more contacts to the Push to Talk contact list of selected employees.
 - **Reverse Connections:** This action will add the selected contact to the Push to Talk contact list of one or more employees. It can also be used to add the selected contact to one or more Push to Talk groups.
 - **Copy Contacts and Groups:** This action allows a company user to copy the Push to Talk contact list of a single employee to one or more employees.
- **Groups:** Creating a group allows three or more contacts to participate in a single Push to Talk call. Each contact within the group must be assigned a group role to determine how they can communicate with the group:
 - **Initiate and Receive:** Contacts will have the ability to start and participate in the group call.
 - **Initiate Only:** Contacts will have the ability to start the group call.
 - **Receive Only:** Contacts will have the ability to participate in the group call.
- **Templates:** A template is a list of individual contacts that can be sent to the Push to Talk contact lists of multiple employees. Creating a template allows you to quickly share this list of contacts.

3. The contacts selected on the All Contacts screen will be displayed in the confirmation box. You can choose to add more contacts by clicking **Add More Contacts**.
4. Click **Select Contacts** to choose the contacts that will be added to the Push to Talk phones of the selected employees.
5. When you are finished making selections, click **Connect** to complete the transaction.

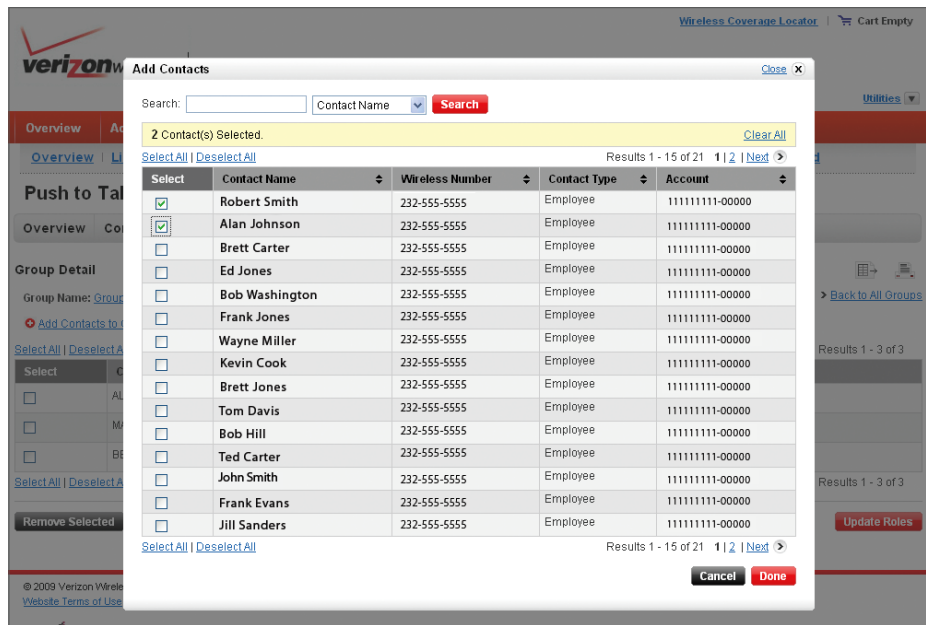
Note: Employees cannot be added to the Push to Talk contact lists of partners.

Connecting contacts—one-way reverse connection.

1. From the All Contacts screen, select the contacts you wish to send, then click Connect Contacts. The **Connect Contacts** layer will open with the Reciprocal tab in focus.
2. Click the **One-Way** tab.
3. The contacts selected on the All Contacts screen will be displayed in the confirmation box. You can choose to add more contacts by clicking **Add More Contacts**.
4. Click **Select Contacts** to choose the employees who will receive the contacts selected contacts.
5. When you are finished making selections, click **Connect** to complete the transaction.

Note: Employees cannot be added to the Push to Talk contact lists of partners.

Adding contacts to groups—existing.



1. From the All Contacts screen, select the contacts you wish to associate with a group, then click **Add to Groups**. The Add to Groups layer will open with the Existing Groups in focus.
2. The contacts selected on the All Contacts screen will be displayed in the confirmation box. You can choose to add more contacts by clicking **Add More Contacts**.
3. Select a group role from the drop-down box. The group role will determine how the selected contacts can communicate with the group. The group role that you choose will be applied to all selected contacts, but you can choose to edit the group role for individual contacts on the Group Detail screen later, if necessary.
 - **Initiate and Receive:** Contacts will have the ability to start and participate in group calls.
 - **Initiate Only:** Contacts will have the ability to start group calls.
 - **Receive Only:** Contacts will have the ability to participate in group calls.
4. Place a checkmark next to the groups you would like to associate with your selected contacts.
5. When you are finished making selections, click **Add** to complete the transaction.

Note: Partners will automatically be assigned a group role of Receive Only.

Adding contacts to groups—new.

1. From the All Contacts screen, select the contacts you wish to associate with a group then click **Add to Groups**.
The Add to Groups layer will open with the Existing Groups in focus.
2. Click the **New** tab.
3. The contacts selected on the All Contacts screen will be displayed in the confirmation box. You can choose to add more contacts by clicking **Add More Contacts**.
4. Select a group role from the drop-down box. The group role will determine how the selected contacts can communicate with the group. The group role that you choose will be applied to all selected contacts but you can choose to edit the group role for individual contacts on the Group Detail screen later, if necessary.
 - **Initiate and Receive:** Contacts will have the ability to start and participate in group calls.
 - **Initiate Only:** Contacts will have the ability to start group calls.
 - **Receive Only:** Contacts will have the ability to participate in group calls.
5. Enter a group name.
6. When you are finished making selections, click **Add** to complete the transaction.

Note: Partners will automatically be assigned a group role of Receive Only.

Adding contacts to templates.

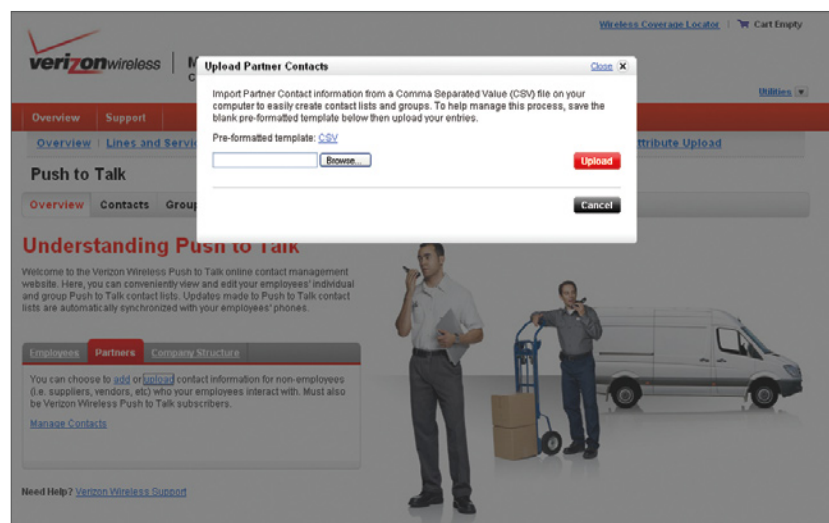
1. From the All Contacts screen, select the contacts you wish to associate with a template, then click **Add to Templates**.
The Add to Templates layer will open.
2. The contacts selected on the All Contacts screen will be displayed in the confirmation box. You can choose to add more contacts by clicking **Add More Contacts**.
3. Place a checkmark next to the templates you would like to associate with your selected contacts.
4. When you are finished making selections, click **Add** to complete the transaction.

Creating partners.

1. From the All Contacts screen, click **Create Partner(s)**. The Create Partner Contact(s) layer will open.
2. Enter the name and wireless number of up to five partners.
3. Click **Select Contacts** to choose the employees who will receive these partners.
4. When you are finished making selections, click **Connect** to complete the transaction.

Note: Partners must be Verizon Wireless Push to Talk subscribers.

Uploading partners.



1. From the All Contacts screen, click **Upload Partners**. The Upload Partners layer will open.
2. Click the link to open the pre-formatted Comma Separated Value (CSV) file.
3. Copy your data from an external source (i.e. Microsoft® Office Outlook®) to the pre-formatted CSV file.
4. Save the updated CSV file to your computer, then click **Browse** to locate the file.
5. Click **Add More Contacts** to choose the employees who will receive these partners.
6. When you are finished making selections, click **Add** to complete the transaction.

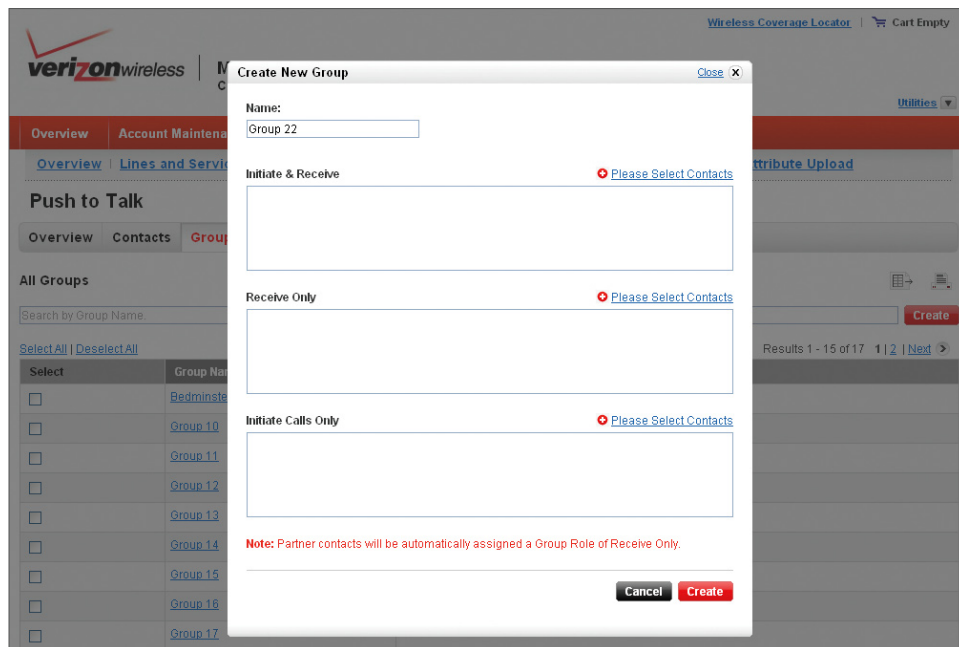
Deleting partners.

1. From the All Contacts screen, select the partners you wish to permanently delete then click **Delete Partner(s)**. A message will display requesting confirmation before you proceed.
2. Click **Delete** to complete the transaction.

Note: Employees cannot be deleted by company users.

Managing Push to Talk groups.

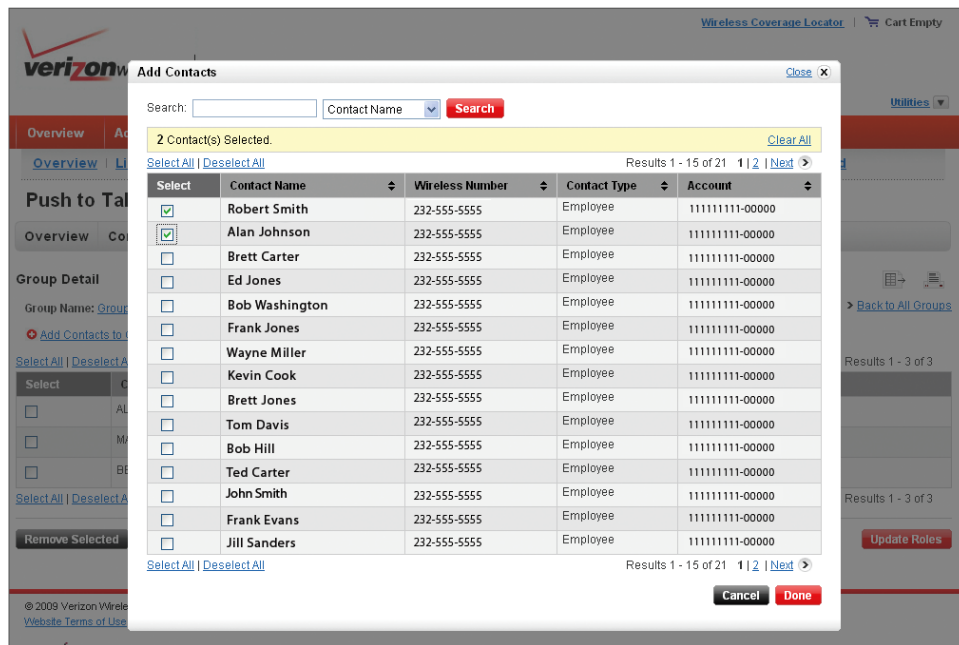
Creating groups.



1. From the All Groups screen, enter a group name and click **Create**. The Create New Group layer will open.
2. The Create New Group layer allows you to customize the interaction of each contact with the group. Each user must be assigned a group role to determine how they can communicate with the group. You can choose to add a user to the group in one of three available group roles:
 - **Initiate and Receive:** Contacts will have the ability to start and participate in group calls.
 - **Initiate Only:** Contacts will have the ability to start group calls.
 - **Receive Only:** Contacts will have the ability to participate in group calls.
3. Click **Select Contacts** to choose the contacts that will be associated with the group.
4. The selected contacts will be displayed in the confirmation boxes.
5. When you are finished making selections, click **Create** to complete the transaction.

Note: Partners will automatically be assigned a group role of Receive Only.

Adding contacts to groups.



1. From the All Groups screen, click the name of the group you wish to update. The Group Detail screen will display.
2. Click **Add More Contacts** to add additional contacts to the group. A contact list layer will open.
3. Select the contacts you would like to add to the group then click **Done**. The Assign Groups to Contacts layer will open and your selections will be displayed in the confirmation box.
4. Select a group role from the drop-down box. The group role will determine how the selected contacts can communicate with the group. The group role that you choose will be applied to all selected contacts, but you can choose to edit the group role for individual contacts on the Group Detail screen later, if necessary.
 - **Initiate and Receive:** Contacts will have the ability to start and participate in group calls.
 - **Initiate Only:** Contacts will have the ability to start group calls.
 - **Receive Only:** Contacts will have the ability to participate in group calls.
5. Click **Select Contacts** to associate any additional contacts with the group, if necessary.
6. When you are finished making selections, click **Assign** to complete the transaction.

Note: Partners will automatically be assigned a group role of Receive Only

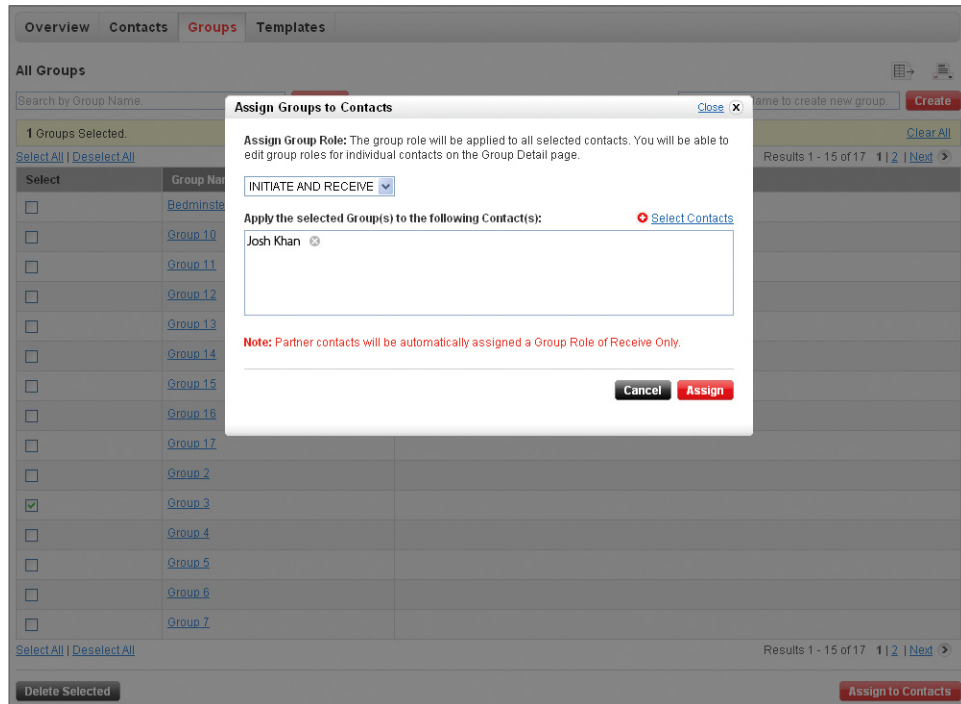
Updating group roles.

1. From the All Groups screen, click the name of the group you wish to update. The Group Detail screen will display.
2. Click the drop-down box in the group role column and choose the appropriate group role. You can edit the group role for one or more contacts as part of a single transaction.
3. When you are finished editing the selections, click **Update Group Roles** to complete the transaction.

Removing contacts from groups.

1. From the All Groups screen, click the name of the group you wish to update. The Group Detail screen will display.
2. Select the contacts you wish to remove from the group, then click **Remove Selected**. A message will display requesting confirmation before you proceed.
3. Click **Delete** to complete the transaction.

Assigning groups to contacts.



1. From the All Groups screen, select the groups you wish to send to the contact list of your employee(s) then click **Assign to Contacts**. The Assign Groups to Contacts layer will open.
 2. Select a group role from the drop-down box. The group role will determine how the selected contacts can communicate with the group. The group role that you choose will be applied to all selected contacts, but you can choose to edit the group role for individual contacts on the Group Detail screen later, if necessary.
 - **Initiate and Receive:** Contacts will have the ability to start and participate in group calls.
 - **Initiate Only:** Contacts will have the ability to start group calls.
 - **Receive Only:** Contacts will have the ability to participate in group calls.
 3. Click **Select Contacts** to choose the contacts that will be associated with the group.
 4. When you are finished making selections, click **Assign** to complete the transaction.
- Note: Partners will automatically be assigned a group role of Receive Only.

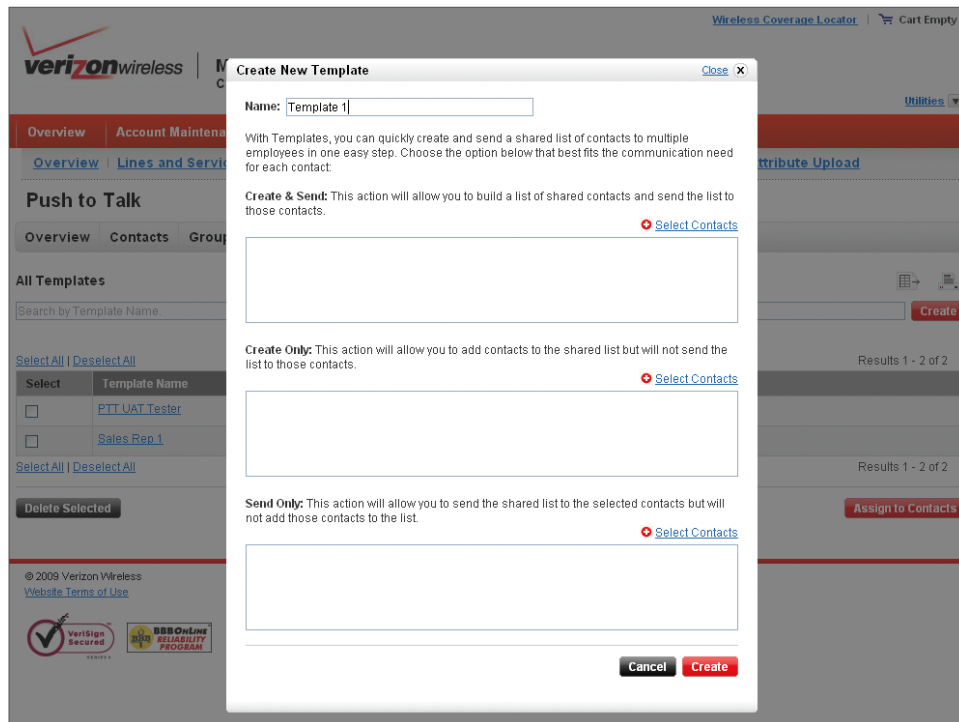
Deleting groups.

1. From the All Groups screen, select the groups you wish to permanently delete, then click **Delete Selected**. A message requesting confirmation will display before you can proceed.
2. Click **Delete** to complete the transaction.

Managing templates.

A template is a list of individual contacts that can be sent to the Push to Talk contact lists of multiple employees. Creating a template allows you to quickly share this list of contacts.

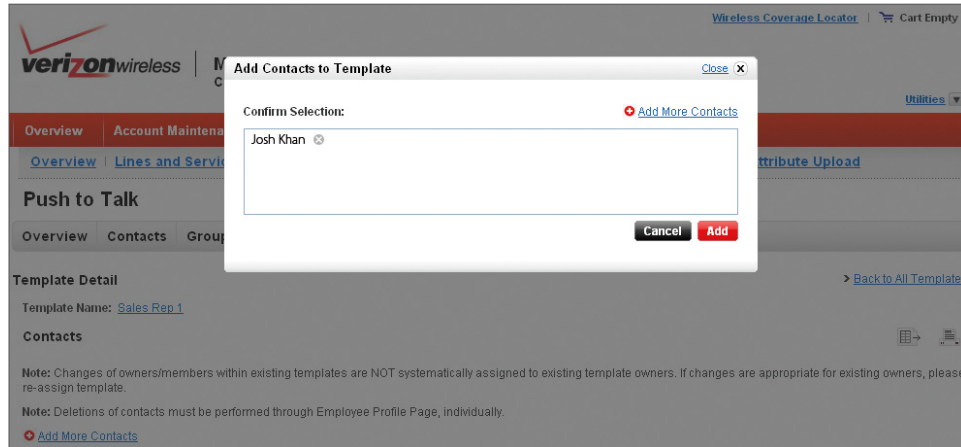
Creating templates.



1. From the All Templates screen, enter a template name and click **Create**. The Create New Template layer will open.
2. The Create New Template layer allows you to quickly create and send a shared list of contacts to multiple employees in one easy step. You can add contacts to each of the fields below, depending on their need to interact with other employees within your company or agency.
 - **Create and Send:** This action will allow you to build a list of shared contacts and send the list to those contacts.
 - **Create Only:** This action will allow you to add contacts to the shared list, but will not send the list to those contacts.
 - **Send Only:** This action will allow you to send the shared list to the selected contacts, but will not add those contacts to the list.
3. Click **Select Contacts** to choose the contacts that will be associated with the template.
4. The selected contacts will be displayed in the confirmation boxes.
5. When you are finished making selections, click **Create** to complete the transaction.

Note: Partners will automatically be applied to the template as Create Only.

Adding contacts to templates.



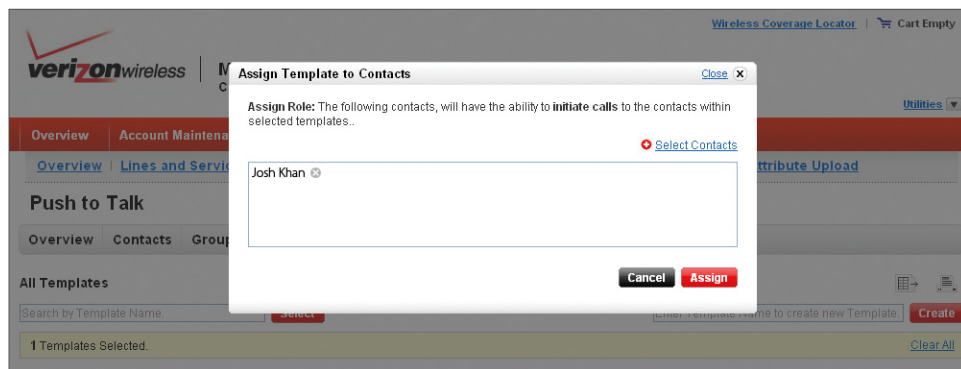
1. From the All Templates screen, click the name of the template you wish to update. The Template Detail screen will display.
2. Click **Add More Contacts** to add additional contacts to the template. A contact list layer will open.
3. Select the contacts you would like to add to the template, then click **Done**. The Add Contacts to Templates layer will open and your selections will be displayed in the confirmation box.
4. Click **Select Contacts** to associate any additional contacts with the template, if necessary.
5. When you are finished making selections, click **Add** to complete the transaction.

Removing contacts from templates.

1. From the All Templates screen, click the name of the template you wish to update. The Template Detail screen will display.
2. Select the contacts you wish to remove from the template, then click **Remove Selected**. A message requesting confirmation will display before you proceed.
3. Click **Delete** to complete the transaction.

Note: Removing contacts from a template will not automatically remove them from employee contact lists.

Assigning templates to contacts.



1. From the All Templates screen, select the templates you wish to send to the contact list of your employee(s), then click **Assign to Contacts**. The Assign Templates to Contacts layer will open.
2. Click **Select Contacts** to choose employees who will receive the selected template(s).
3. When you are finished making selections, click **Assign** to complete the transaction.

Note: Templates cannot be assigned to partner contacts.

Deleting templates.

1. From the All Templates screen, select the Templates you wish to permanently delete, then click **Delete Selected**.
A message requesting confirmation will display before you proceed.
2. Click **Delete** to complete the transaction.

Note: Deleting a template will not automatically remove the contact from employee contact lists.

Managing employees.

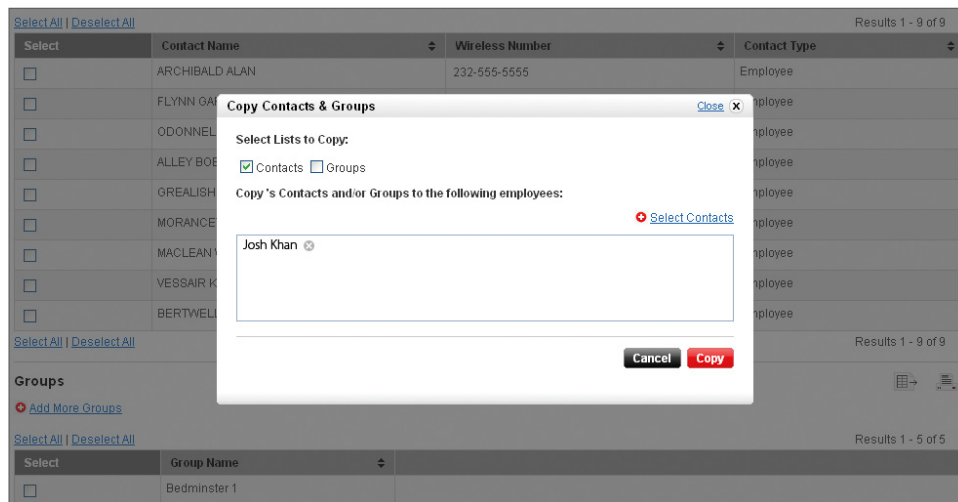
Adding contacts to employees.

1. From the All Contacts screen, click the name of the employee you wish to update. The Employee Profile screen will display.
2. Click **Add More Contacts** to add additional contacts to the employee's list. A contact list layer will open.
3. Select the contacts you would like to add to the employee, then click **Done**. The Add Contacts to Employee layer will open and your selections will be displayed in the confirmation box.
4. Click **Select Contacts** to add any additional contacts, if necessary.
5. When you are finished making selections, click **Add** to complete the transaction.

Adding groups to employees.

1. From the All Contacts screen, click the name of the employee you wish to update. The Employee Profile screen will display.
2. Click **Add More Groups** to add additional groups to the employee's list. The Add Groups to Employee layer will open.
3. Select the groups you would like to add to the employee's list.
4. When you are finished making selections, click **Add** to complete the transaction.

Copying employee contacts/groups.

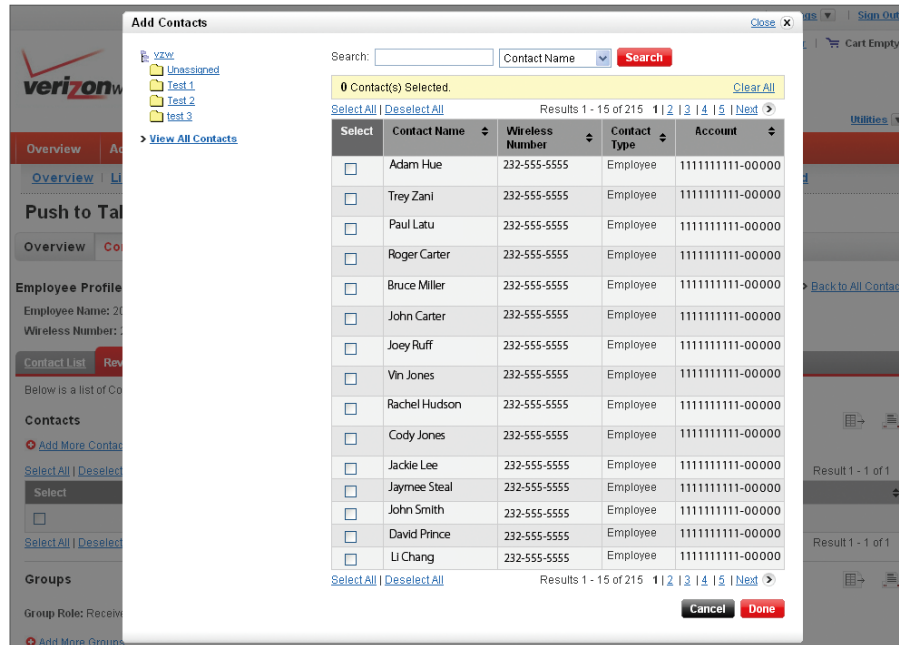


1. From the All Contacts screen, click the name of the employee whose list you wish to copy. The Employee Profile screen will display.
2. Click **Copy Contacts and Groups** to copy the employee's list to one or more employees. The Copy Contact List layer will open.
3. You can choose to copy the employee's contacts, groups, or both contacts and groups.
4. Click **Select Contacts** to add employees who should receive the contacts and/or groups.
5. When you are finished making selections, click **Copy** to complete the transaction.

Removing contacts/groups from employees.

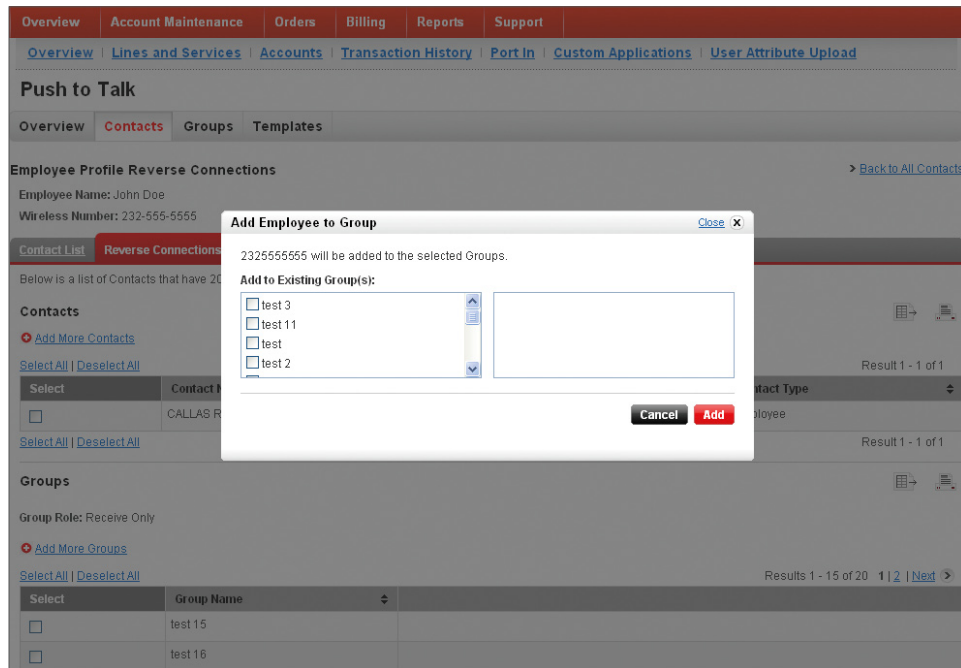
1. From the All Contacts screen, click the name of the employee you wish to update. The Employee Profile screen will display.
2. Select the contacts you wish to remove from the employee's list, then click **Remove Selected**. A message will display requesting confirmation before you proceed.
3. Click **Delete** to complete the transaction.

Adding reverse connections (contacts) to employees.



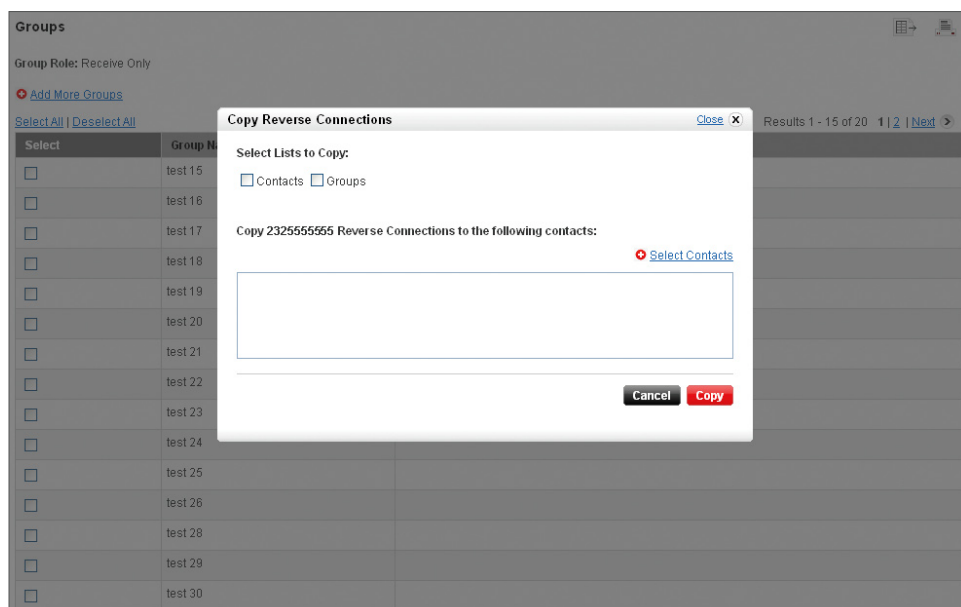
1. From the All Contacts screen, click the name of the employee you wish to update. The Employee Profile screen will display.
2. Click the **Reverse Connections** tab.
3. Click **Add More Contacts** to add the employee to the contact lists of other employees within your company or agency. A contact list layer will open.
4. Select **Contacts**, then click **Done**. The Add Reverse Connections to Employee layer will open and your selections will be displayed in the confirmation box.
5. Click **Select Contacts** to add any additional contacts, if necessary.
6. When you are finished making selections, click **Add** to complete the transaction.

Adding reverse connections (groups) to employees.



1. From the All Contacts screen, click the name of the employee you wish to update. The Employee Profile screen will display.
 2. Click the **Reverse Connections** tab.
 3. Click **Add More Groups** to add the employee to additional groups. The Add Employee to Groups layer will open.
 4. Select the groups you would like to associate with the employee.
 5. When you are finished making selections, click **Add** to complete the transaction.
- Note: Employee will automatically be assigned a group role of Receive Only.

Copying reverse connections (contacts/groups) to employees.



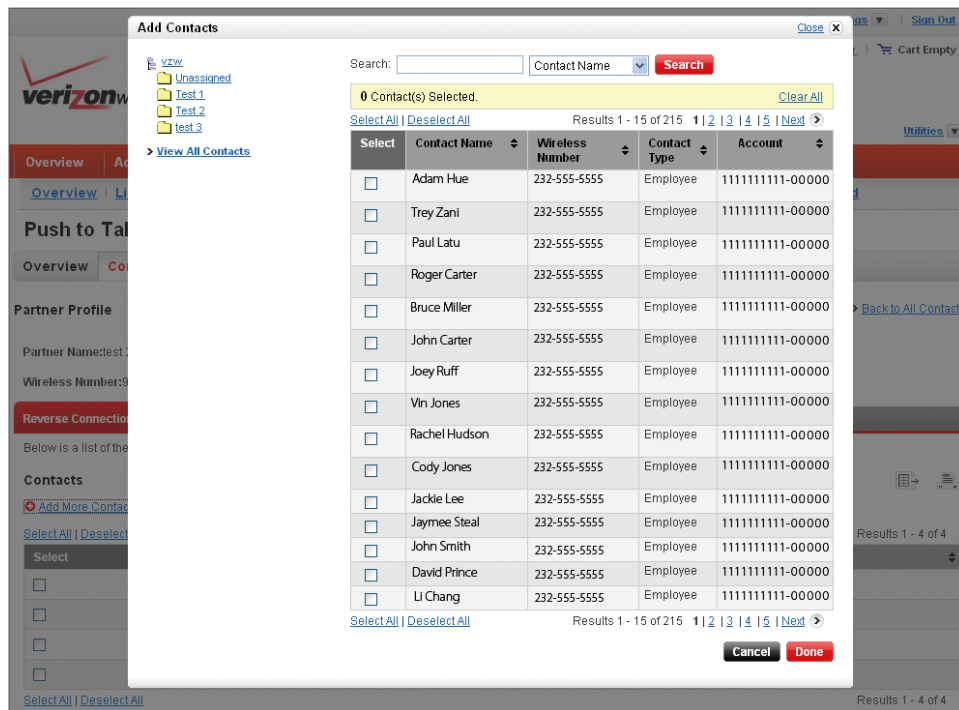
1. From the All Contacts screen, click the name of the employee whose reverse connections you wish to copy. The Employee Profile screen will display.
2. Click the **Reverse Connections** tab.
3. Click **Copy Contacts and Groups** to copy the employee's reverse connections to one or more contacts. The Copy Reverse Connections layer will open.
4. You can choose to copy the employee's contacts, groups, or both contacts and groups.
5. Click **Select Contacts** to add employees who should receive the contacts and/or groups.
6. When you are finished making selections, click **Copy** to complete the transaction.

Removing reverse connections (contacts/groups) from employees.

1. From the All Contacts screen, click the name of the employee you wish to update. The Employee Profile screen will display.
2. Click the **Reverse Connections** tab.
3. Select the reverse connections you wish to remove from the employee's list, then click **Remove Selected**. A message will display requesting confirmation before you proceed.
4. Click **Delete** to complete the transaction.

Managing partners.

Adding reverse connections (contacts) to contacts.



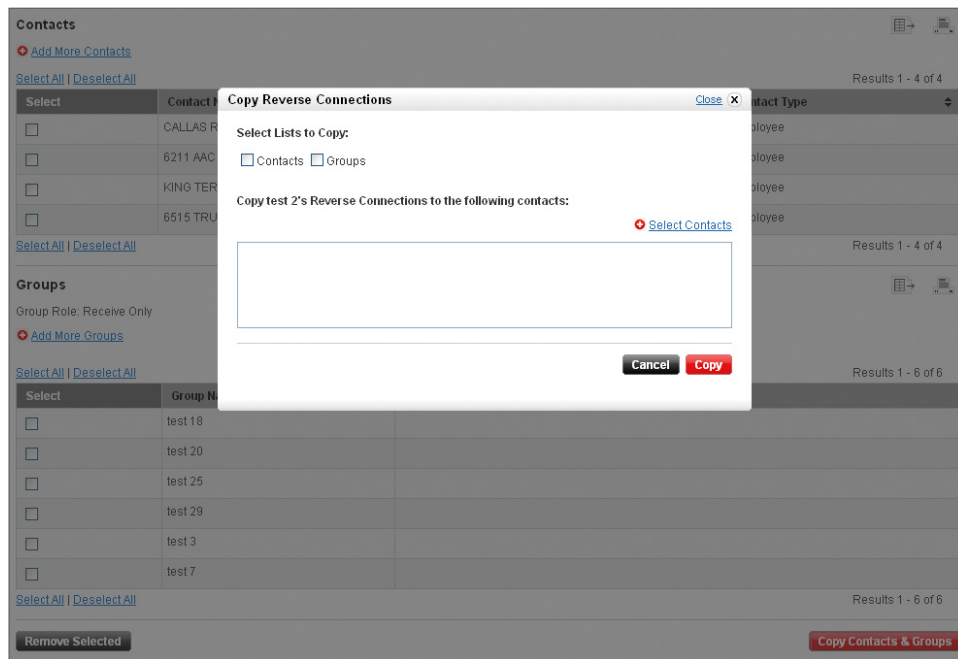
1. From the All Contacts screen, click the name of the partner you wish to update. The Partner Profile screen will display.
2. Click **Add More Contacts** to add the partner to the contact lists of other employees within your company or agency. A contact list layer will open.
3. Select **Contacts**, then click **Done**. The Add Reverse Connections to Partner layer will open and your selections will be displayed in the confirmation box.
4. Click **Select Contacts** to add any additional contacts, if necessary.
5. When you are finished making selections, click **Add** to complete the transaction.

Adding reverse connections (groups) to contacts.

1. From the All Contacts screen, click the name of the partner you wish to update. The Partner Profile screen will display.
2. Click **Add More Groups** to add the partner to additional groups. The Add Partner to Groups layer will open.
3. Select the groups you would like to associate with the partner.
4. When you are finished making selections, click **Add** to complete the transaction.

Note: Partner will automatically be assigned a group role of Receive Only.

Copying reverse connections (contacts/groups) to contacts.



1. From the All Contacts screen, click the name of the partner whose reverse connections you wish to copy. The Partner Profile screen will display.
2. Click **Copy Contacts and Groups** to copy the partner's reverse connections to one or more contacts. The Copy Reverse Connections layer will open.
3. You can choose to copy the partner's contacts, groups, or both contacts and groups.
4. Click **Select Contacts** to add contacts who should receive the partner's contacts and/or groups.
5. When you are finished making selections, click **Copy** to complete the transaction.

Removing reverse connections—contacts/groups.

1. From the All Contacts screen, click the name of the partner you wish to update. The Partner Profile screen will display.
2. Select the reverse connections you wish to remove from the partner's list, then click **Remove Selected**. A message requesting confirmation will display before you proceed.
3. Click **Delete** to complete the transaction.

Advanced features.

- **Select All:** Highlight all entries on a screen with a single click. You can combine selections across multiple screens.
- **Search:** Locate contacts by name or wireless phone number.
- **Sort Options:** By clicking the column headers on each screen, you can sort—once for ascending order and twice for descending order.
- **Company Structure:** Arrange employee list information by creating a company structure or by using your existing company structure. Click **Use Company Folders** on the All Contacts screen to get started.
- **Export:** You can export contacts, groups, or templates to a CSV file by clicking the export icon. Export selections or your entire list.
- **Print:** You can print a list of contacts, groups, or templates by clicking the print icon. Print selections or your entire list.

Push to Talk calls may only be made with other Verizon Wireless Push to Talk subscribers, and only from the National Enhanced Services Rate and Coverage Area. For optimal Push to Talk performance, all callers on a Push to Talk session must have an EV-DO Rev. A-capable device and be receiving EV-DO service. A Push to Talk call is terminated by pressing END or will automatically time out after ten (10) seconds of inactivity. While you are on a Push to Talk call, voice calls received will go directly to Voice Mail. When you are on a voice call, you cannot receive a Push to Talk call. You cannot prevent others who have your wireless phone number from entering you into their Push to Talk contact list. Only one person can speak at a time during Push to Talk calls. When using your phone keypad to make a Push to Talk call, you must enter the 10-digit phone number of the called party. Presence information may not be available for all Push to Talk contacts. The timeliness of Presence information may be impacted by the network registration status of a Push to Talk contact. Your Push to Talk service cannot be used for any applications that tether your phone to computers or other devices for any purpose. Push to Talk-capable phone and service required.

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