Push to Talk Plus (PTT+) provides instant communication, walkie-talkie style, on our 4G LTE network or over WiFi. With a push of a button, you can talk to an individual or an entire group. To use PTT+, you need:

- The PTT+ feature or applicable license
- A PTT+ compatible device

This guide explains how to:

Access Online Contact Management
Manage Contacts
Manage Sub Lists
Manage Groups
Manage Templates
Manage Internal Contacts
Use Advanced Features
Push to Talk Enterprise Contact Management

With PTT Enterprise Contact Management (also known as the ECM) through My Business, you can quickly and easily manage the PTT contacts for your entire organization. All PTT contacts in your organization are automatically available within the ECM. This allows you to build Push to Talk contact lists and create groups right away. Updates made to PTT contact lists are automatically synchronized with your company’s PTT devices.

The ECM allows you to:

- **Manage contacts** - Store up to 50,000 contacts (25,000 internal contacts and 25,000 external contacts) and 1,000 groups online under your organization.
  - Individual devices can have up to 1,000 assigned contacts.
  - Members of assigned Sub Lists are counted towards this assigned individual contact limit.

- **Create and manage Groups.** There are multiple group types, but at a high level, groups allow multiple contacts to participate in a PTT call at the same time (similar to a conference call). The group name (shown on the devices with a role that includes the ability to initiate), individual group member roles and talker priority can all be set through the PTT Online Contact Management tool.

- **Create and manage Sub Lists:** A Sub List is a dynamic collection of individual contacts. As the PTT administrator makes changes to a Sub List, all PTT devices assigned to the Sub List are automatically updated (e.g., individual contacts are added/removed to/from the assigned phones based on the update to the Sub List). This gives the administrator of your organization's PTT phones an easy way to update multiple phones with one transaction. Your organization can have up to 200 Sub Lists with up to 200 contacts each. However, only 50 contacts can be assigned to a Sub List per transaction.

- **Create and manage Templates:** A template is a list of individual contacts, groups and sub lists that can be applied to multiple internal contacts.

  Note: Templates can include up to 500 Individual Contacts, 5 Sub Lists and 5 Groups. Templates are not dynamic, therefore changes to a template will not
impact contacts to which the template was previously applied. With this in mind, we strongly suggest using Sub Lists over using Templates.

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 PTT contact management application.

- **Internal Contacts**: An internal contact is a device within your organization that has a PTT feature or license. Any time a PTT+ license is purchased or PTT+ feature is added, these contacts are automatically visible in the PTT contact management application. This allows you to build PTT contact lists and create groups quickly and easily.

- **External Contacts**: External contacts are any Verizon Wireless device that has the PTT+ service but are outside of your organization. You can choose to add contact information for these lines (i.e., suppliers, vendors, etc.) within the PTT contact management application. This will then allow you to assign these contacts and add them to groups as needed.

- **Contacts**: Internal and external contacts are collectively referred to as contacts. You 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 internal contacts automatically in your existing or newly created company structure from My Business. Use this to quickly locate internal contacts for PTT management.

- **Sub Lists**: A Sub List is a dynamic collection of individual contacts. As the PTT administrator makes changes to the Sub List, all PTT devices assigned the Sub List are automatically updated (e.g., individual contacts are added/removed to or from the assigned phones based on the update to the Sub List). This gives the administrator of your organization’s PTT phones an easy way to update multiple phones with one action. Your organization can have up to 200 Sub Lists with up to 200 contacts each. However, only 50 contacts can have a sub list assigned per transaction.

- **Groups**: There are multiple groups which can be created and subsequently maintained via the PTT contact management application.
- Standard Group – All members (with the applicable group role) will be paged to join the call. Members will be able to speak (all others active in the group call will hear the discussion) one active at a time. Talker priority can be used to keep the conversation on track. Up to 100 groups can be assigned to a single device and each can include up to 250 PTT contacts.
  - Talker Priority – each group member has this setting
    - Supervisor Talker Priority – Allows the group member to take the floor in an active group call, even if a participant is speaking. This helps the supervisor keep calls on track and productive.
    - Participant Talker Priority (default) – Members with this talker priority must wait until an active speaker finishes talking before they can begin speaking and be heard by the group.
      - Only setting available for External contacts

- Group Roles -
  - Initiate and Receive (default for an Internal Contact) – Allows the group member to initiate the group call (paging all members that can receive the group call to join). This role also allows the group member to receive the group call when another member initiates the call.
    - Group is visible on the device with this role.
  - Initiate Only - Allows the group member to initiate the group call (paging all members that can receive the group call to join). However, a member with this role will not be paged to join if the group call is initiated by another group member.
    - Group is visible on device with this role.
  - Receive Only – Allows the group member to receive the group call when another member initiates the call.
    - Group is **NOT** visible on the device with this role.
    - Only role available for an External Contact.

- Dispatch Group – A group where at least 1 member has the role of Dispatcher. Each group member’s location can be seen by the dispatcher. This group may have up to 250 members and multiple dispatchers.
- PTT+ Dispatch software license required for the Dispatcher

- Broadcast Group - A group that allows up to 500 members, and will interrupt any ongoing PTT + calls. Only a Broadcaster can initiate these types of calls. All other participants are in a listen only mode.

- **Templates**: A template is a list of individual contacts, groups and sub lists that can be applied to multiple internal contacts. Creating a template allows you to quickly share this list of contacts.

  Note: Templates can include up to 500 Individual Contacts, 5 Sub Lists and 5 Groups. Templates are not dynamic, therefore changes to a template will not impact contacts to which the template was previously applied. With this in mind, we strongly suggest using Sub Lists over using Templates.

- **Usage Report**: A report available within the application that allows the admin to review PTT usage for specific periods of time.
Accessing PTT Enterprise Contact Management

If you are listed as the My Point of Contact (i.e. Primary Contact), and your company has at least one device with PTT service, you automatically have access to the PTT ECM.

1. Visit sso.verizonenterprise.com to sign in.

2. To access PTT ECM from the global navigation menu, click View All under Product Tools in the Manage Account tab.

3. In the Product Tools page, click Push to Talk.
4. This opens the PTT Enterprise Contact Management home page:

The Primary Contact can grant PTT access to other company users in My Business. There is an option displayed on the Add Company User and User Profile screens for the Primary Contact to grant access rights to the PTT ECM for eligible company users. Company users with the following roles in My Business are eligible to access PTT Enterprise Contact Management:

- Administrator
- Analyst
- Maintain
- Maintain and Pay
- Maintain Limited
- Maintain Service Business
- Product & Service
Managing Push to Talk Contacts

ECM Navigation

1. The landing page is the “Contacts” Page. This page includes basic ECM navigation across the top, and also includes a list of all of the PTT contacts that roll up to your organization. From this Contacts page, you can initiate most of the transactions in the ECM:

   - **Managing Push to Talk Contacts**

   1. The landing page is the “Contacts” Page. This page includes basic ECM navigation across the top, and also includes a list of all of the PTT contacts that roll up to your organization. From this Contacts page, you can initiate most of the transactions in the ECM:

   2. The Navigation header allows you to move throughout the ECM. Click on “Contacts” from anywhere in the ECM and you will return to the landing page.

   + View Screen Shot

Internal and External Tabs

1. There are two tabs near the top of the landing page, **Internal and External**. This allows you to change your view and actions dropdown options. When you’re on
the Internal tab (the default), you see all of the PTT contacts that are part of and billed to your organization. These are contacts you can directly manage.

2. The External tab allows you to see additional PTT contacts that roll up to other organizations. By adding these contacts, you can include them in assignments, groups, sub lists etc.
Actions Dropdown Menu – Internal/External Contacts

1. The Actions Dropdown for Internal Contact includes most of the transactions available in the ECM. Including:

- Assign Contacts
- Clear Assignments
- Corporate Only
- Create Template
- Apply/Update Template
- Modify Sub List(s)
- Create Sub List
- Assign Enterprise Group(s)
- Create Enterprise Group
- Get Activation Codes

Each of these will be covered within this How to Use Guide. But, to start most of these actions, one or more contacts are selected from the contact page and the action is selected.
2. The Actions Dropdown menu for External Contacts has far fewer options and two of these only apply to External Contacts.

- Add External Contacts
- Assign Contacts
- Remove External Contacts
Export

1. Throughout the application, you'll see a **down arrow icon**. This allows you to export that list you're reviewing to either a PDF of CSV formatted file. Click the icon and the file type option will be presented.
Search and Sort

1. Throughout the application, you’ll see a **search box**. Criteria for the search is provided within the box (in the case below, you can search by Contact Name, Number or Account Number). Just enter all or part of the information and click the search icon. All matches will be shown in the table.

On tables throughout the application, you can click most headers to **sort** the displayed information. Click the header once for ascending and again for descending. Here, you can click Name, Number, Service and Account.
Assigning Contacts

2. From the Contacts screen, select each contact that you wish to assign to other contacts to (In this example, the user wants to assign multiple contacts):
Note: This Contacts screen is the starting point for assigning contacts, creating groups, templates and sub lists. You must select at least one contact to get started with these actions.

3. Click the **Actions** dropdown menu and select **Assign Contacts**.
4. The following Assign Contacts window appears. Click **Add Contacts**.
5. The following screen appears. Select contacts to add to the device(s), and then click Done. (Below, four contacts were selected).

6. When you are finished making selections, click Add to complete the transaction.

Notes:

- “Copy List” Allows you to copy the contacts in one box to the other box. This is a good shortcut, especially when you want all selected contacts to be assigned to one another. (External Contacts can only appear in the top box.)
- If you click “Add Contacts,” you can assign the four mobile numbers to any devices within the company.
- Copy, Add and Select Contacts can be used to create the correct transaction. Clicking the X next to any of these contacts will remove that contact from the box they appear in.
- You can only assign contacts (internal and External) to Internal Contacts. External Contacts do not receive updates made through ECM.
- Consider Sub Lists when assigning multiple numbers to one another. This streamlines future admin tasks.

![Assign Contacts](image)

**Adding Contacts to Existing Groups**

1. From the Contacts screen, select the contacts you wish to associate with a group. Click the **Actions** dropdown menu, then select **Assign Enterprise Group(s)**.
2. The following screen appears. (In this example, we are adding four contacts to the All Trek Group (selected))
3. The contacts selected on the Contacts screen are displayed in the assignee box. You can choose to add more contacts by clicking Select Contacts.
4. Check the box next to the contact(s) you would like assigned to the selected group(s). For a standard group, each contact will receive the default talker priority of “Participant” and a group role of “Initiate and Receive” (Internal Contacts only). You can edit these settings on the Group Detail screen later, if necessary.

5. When you're finished making selections, click **Submit** to complete the transaction.
Creating a New Group

1. From the Contacts screen, select the contacts that will make up the new group.

2. Click the Actions dropdown menu, and then click Create Enterprise Group.
3. Enter the new group’s name in the Name field. In this example the user has entered “Maintenance” and is creating a “Standard” group. Notice that the contacts selected on the Contacts page are displayed in the Members box. Additional members can be selected by clicking Select Members. Each contact will have a default talker priority of “Participant” and a group role of “Initiate and Receive”. The talker priority and group role for members and be modified on the Group Detail page after the group is created. When you are finished making selections, click Submit to complete the transaction.
Applying/Updating Templates

1. From the Contacts screen, select the contact(s) to which you’d like to apply a template.
2. Click the **Actions** dropdown menu, and then click **Apply/Update Template**.

3. Select a template from the dropdown of existing templates. The internal contacts selected on the Contacts screen are displayed in the “Apply Template to” box. You can choose to add more contacts by clicking **Select Contacts**.
4. To add to the existing template (in the same transaction) add contacts by clicking **Add Members** and/or **Copy List**.

1. **Add Members** allows you to select Internal and External contacts to be added to the template for this (and future) applications of the template.

2. **Copy list** (down arrow) copies the list of contacts from the “Apply box” (top box) to the Add Contacts box.

3. **Groups** may be added to the template (5 max) by clicking the checkboxes next to the Groups you’d like to include.
4. **Sub Lists** may be added to the template (5 max) by clicking the checkboxes next to the Sub List you’d like to include.

5. When you are finished making selections, click **Submit**. A transaction ID will be provided and the update and application of the template will be completed.

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**Creating a Template**

1. From the Contacts screen, select the contacts you wish to associate with a template. Click the **Actions** dropdown menu, and then click **Create Template**.

2. Enter the new template’s name in the Name field. In this example the user has entered “PTT Testers”. The contacts selected on the Contacts screen are

<table>
<thead>
<tr>
<th>Select</th>
<th>Name</th>
<th>Number</th>
<th>Service</th>
<th>Account</th>
</tr>
</thead>
<tbody>
<tr>
<td>+</td>
<td>AVTEC C5II TEST2</td>
<td>LMR Channel</td>
<td></td>
<td></td>
</tr>
<tr>
<td>+</td>
<td>BIKE OFFICER 1</td>
<td>Phone LMR</td>
<td></td>
<td></td>
</tr>
<tr>
<td>+</td>
<td>DOR B UU TABLET</td>
<td>Tablet</td>
<td></td>
<td></td>
</tr>
<tr>
<td>+</td>
<td>ODUS CARROLL</td>
<td>Phone LMR</td>
<td></td>
<td></td>
</tr>
<tr>
<td>+</td>
<td>LMR DEMO KIT VQ P2</td>
<td>Phone LMR</td>
<td></td>
<td></td>
</tr>
<tr>
<td>+</td>
<td>LMR DEMO KIT VQ RCP</td>
<td>LMR Channel</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
displayed in the Members box. You can choose to add more contacts by clicking **Select Members**. Groups and Sub Lists can also be added to the new template (up to 5 each) by clicking the checkbox to the left of the ones to be included in the template.
3. Click **Submit** to create the template. This creates the template (visible on the Templates page) which can be applied at any point via the Apply/Update Template option on the Contacts and Template Actions menu.

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**Adding External Contacts**

1. From the Contacts screen, click the **External Tab**.

2. Click the Actions dropdown menu and click on **Add External Contacts**.
3. Enter the name and wireless number of up to five external contacts. Optional: If you wish to assign these newly created external contacts in the same transaction, click **Select Contacts** to choose internal contacts to which these newly created contacts will be assigned.

Note: External contacts must be Verizon Wireless PTT subscribers.
4. When you are finished making selections, click Add to complete the transaction.

Removing External Contacts

To remove PTT contacts from outside your company:

1. From the Contacts screen (External Tab), select the external contacts you wish to permanently remove (removes from all assignments including contact, Sub List and Group).
2. Click the **Actions** dropdown menu and click **Remove External Contacts.**
3. A page with a transaction ID will display showing that the transaction to remove the External Contact has been submitted.

**InCall Features**

1. From the Contacts screen (External Tab), select the external contacts you wish to permanently remove (removes from all assignments including contact, Sub List and Group).
2. Click the **Actions** dropdown menu and click **Remove External Contacts**.
3. A page with a transaction ID will display showing that the transaction to remove the External Contact has been submitted.
Managing Push to Talk Sub Lists

A Sub List is a dynamic collection of individual contacts. The dynamic nature of a Sub List makes it the most time efficient way to manage contact assignments for your organization. Deletions and additions to the member list of a Sub List are immediately reflected on each device to which the Sub List has been assigned. Conversely, assigning or removing the assignment of a Sub List also immediately impacts the contact list of those contacts.

Creating Sub Lists

1. From the contacts page, select those contacts (Internal and External) that will comprise your new Sub Lists as members. From the Internal Contact Actions dropdown menu, click on Create Sub List.

2. The Create Sub List page will be displayed with the contacts you selected populating the Members Box. Enter the new Sub List’s name in the Name Box. (Note: This name will not be seen on any assigned devices, on the members of the Sub List as assigned contacts.)
Create New Sub List

* Indicates required Fields

**Name**
Test Sub List

**Members**
BIKE OFFICER 1X  DORIS LIU TABLET X  DOUG CARROLL X  LMR DEMO KIT V3P2X

**Assigned**

3. If you’d like additional members, click on Select Members. If you’d like to have the Sub List assigned to the members selected, a short cut is to click the down arrow next to Copy List. Otherwise, different assignees of the Sub List can be selected by clicking Select Assigned.

Note: External Contacts cannot be assigned a Sub List, but they can be a member of a Sub List. Being a member of the Sub List makes them available on each device (internal contact) that is assigned the Sub List.
4. When you are finished making selections, click **Submit** to create the new Sub List.
Modify an Existing Sub List

1. From the contacts page, select those contacts that will be assigned to one or more existing Sub Lists. From the Internal Contact Actions dropdown menu, click on Modify Sub List(s).

   - Modify Sub List(s)
     - Modify existing Sub Lists with the selected contacts
   - Create Sub List(s)
     - Create a new Sub List with the selected contacts

2. Click on the Copy List up arrow if you’d like those being assigned the Sub List to also be a member. To add additional members, click Select Members and select more contacts (Internal or External). To add more assignees of the Sub List, click Select Contacts.

3. When you are finished making selections, click Submit to complete the transaction.
Removing Contacts from Sub Lists

1. From the Sub Lists page, click the + symbol to the left of the Sub List you wish to update. The Sub List will expand showing the detail (members and assignees):

   ![Sub List Image]

2. Click the checkboxes next to those members and assignees you wish to remove from the Sub List. Then click the Remove button. This submits the transaction and provides a transaction ID.
Confirmation

✅ Your request to delete sublist members has been submitted successfully. The
Transaction ID is 5007670235

OK
Managing Push to Talk Groups

PTT Groups allow multiple contacts to participate in a single PTT call. The Administrator can create different groups and group types depending on the needs of your organization.

Create Enterprise Group

1. From the Contacts Page, select those contacts that should be included in the new group. From the Action Dropdown (Contacts), click on Create Enterprise Group.

2. Enter a name for the new Enterprise Group in the Name field provided. This is the name that will appear on all PTT+ devices that are assigned the group and also have a group role that can initiate (start) the group call.

Note: The default group type is Standard (up to 250 members maximum). Other group types are available in the Type dropdown, such as Broadcast, Dispatch, Land Mobile.
Radio and LMR Dispatch. Please consult the support page for information on these group types and how they differ from a Standard group in limits and functionality.

3. To add more members prior to creation, click **Select Members**. Any newly selected members will be added to the existing list.
4. Click **Submit** when your group information is complete to your satisfaction. You will receive a confirmation transaction ID at the time of submission.

Note: At the time of group creation, talker priority is set as “Participant” and group role (for internal contacts) defaults to “Initiate and Receive”. These can be changed on the Group Detail page (Groups Tab, expand the group detail with the +).
Assign Enterprise Groups

1. From the Contacts Page, select those contacts that you wish to add to the existing group. From the Action Dropdown (Contacts), click on Assign Enterprise Group(s).

2. The Assign Groups page is displayed. Select one or more groups (checkbox) to which you’d like to assign these contacts. If needed, click Select Contacts to select additional contacts to add to the transaction.

Note: If the selected contacts do not meet the requirements of the selected group, or the group has reached the limit, those contacts will not be added at the time of submission.

3. Click Submit when your group information is complete to your satisfaction. You will receive a confirmation transaction ID at the time of submission.
Note: At the time of group assignment, talker priority is set as “Participant” and group role (for internal contacts) defaults to “Initiate and Receive”. These can be changed on the Group Detail page (Groups Tab, expand the group detail with the +).

Updating Talker Priority and Group Role

Within PTT+ standard groups, contacts can be assigned a Talker Priority and Group Role.

The Talker Priority default is Participant, however, it can be set to Supervisor for select group members. Being set to Supervisor allows them to control the conversation as they can take the floor and speak over those members with a Participant setting.

The Group Role default (for Internal Contacts) is Initiate and Receive.

Initiate and Receive – Member can initiate (start) the group call and will also be paged to attend the group call when anyone else initiates the call. The group will also be visible in the PTT application on the device.

Optional Roles:

Receive Only - Member can receive the group call when it is initiated by another member. The group is not visible in the PTT application on the device.

Initiate Only – Member can initiate the group call, but will not be paged to the call when initiated by another group member.

Talker Priority and Group Roles can be set from the Group Detail page.

1. Click the Groups tab and then expand (+) the group under which you would like to make role or talker priority changed.
2. Click the Talker Priority or Group Role dropdown for the contacts which you would like to update. Select the new Talker Priority or Group Role.
3. Click the **Update** button on the bottom of the page (now red) to save the changes.
4. A confirmation page with Transaction ID will be displayed.

Removing Group Members

1. Click the Groups tab and then expand (+) the group from which you would like to remove members. Select the member(s) you wish to remove from the group and then click **Remove**.
2. A confirmation page with Transaction ID will be displayed. Removed members with the Initiate or Initiate and Receive roles will no longer see the group listed on their device.
Deleting groups

1. From the Groups page, select the group(s) you wish to permanently delete and click the “Delete enterprise group(s)” option on the Actions menu.

2. A confirmation page with Transaction ID will be displayed. Members of deleted groups with the Initiate or Initiate and Receive roles will no longer see the group listed on their device.

3. 

   ![Confirmation](image)
Managing Templates

A template is a collection of Contacts, Groups and Sub Lists that can be applied to one or more internal contacts in your organization. Templates are not dynamic; therefore they must be applied each time they are updated. Templates can only add assignments when applied, any deletions of Contacts, Groups or Sub Lists must be done via the Internal Contact Detail Page. With this in mind, it is highly recommended that

Creating a Template

1. From the Contacts screen, select the contacts you wish to associate with a template. Click the Actions dropdown menu, and then click Create Template.

2. Enter the new template's name in the Name field. In this example the user has entered “PTT Testers”. The contacts selected on the Contacts screen are displayed in the Members box. You can choose to add more contacts by clicking Select Members. Groups and Sub Lists can also be added to the new template (up to 5 each) by clicking the checkbox to the left of the ones to be included in the template.
Click **Submit** to create the template. This creates the template (visible on the Templates page) which can be applied at any point via the Apply/Update Template option on the Contacts and Template Actions menu.
Adding Contacts to Existing Templates

1. From the Contacts screen, select the contact(s) you wish to add to a template.

2. Click the **Actions** dropdown menu, and then click **Apply/Update Template**.
3. Select a template from the dropdown of existing templates. The internal contacts selected on the Contacts screen are displayed in the “Apply Template to” box. You can choose to add more contacts by clicking Select Contacts.

4. To update the template one can add contacts (processed prior to the application of the template), by clicking Add Members and/or Copy List. Copy list copies the list of contacts from the Apply box to the Add Contacts box. One may also Add Groups or Sub Lists (5 max of each) to template assignments by checking the box next to each you want to add.
5. When you are finished making selections, click **Submit** to complete the transaction.

### Removing Contacts from Templates

1. From the Templates page, expand the template from which you would like to remove contacts (click the “+” to the left of the template name).

2. Select the contact(s) you wish to remove from the template.
Note: You can also choose to remove Sub Lists or Groups.

3. Click the **Remove** button. A confirmation page is then displayed with a transaction ID.

Note: Removing contacts from a template will not remove them from any internal contacts to which the template was previously applied.
Applying/Updating Templates

1. From the Contacts screen, select the contact(s) to which you’d like to apply a template.

2. Click the Actions dropdown menu, and then click Apply/Update Template.
3. Select a template from the dropdown of existing templates. The internal contacts selected on the Contacts screen are displayed in the “Apply Template to” box. You can choose to add more contacts by clicking Select Contacts.

Note: Only Internal Contacts can be applied a template.

4. To add to the existing template (in the same transaction) add contacts by clicking Add Members and/or Copy List.
1. **Add Members** allows you to select Internal and External contacts to be added to the template for this (and future) applications of the template.

2. **Copy list** (down arrow) copies the list of contacts from the “Apply box” (top box) to the Add Contacts box.

3. **Groups** may be added to the template (5 max) by clicking the checkboxes next to the Groups you’d like to include.

4. **Sub Lists** may be added to the template (5 max) by clicking the checkboxes next to the Sub List you’d like to include.

   Note: Internal and External Contacts can be a member of a template.

5. When you are finished making selections, click **Submit**. A transaction ID will be provided and the update and application of the template will be completed.

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**Deleting Templates**

1. From the Templates page, select the template(s) you wish to permanently delete by clicking the checkbox associated with the template(s).
2. Click on the Actions Dropdown and select **Delete template**. A confirmation box will appear and a Transaction ID will be provided.
Managing Individual Internal Contacts

Assigning Contacts to an Internal Contact

1. From the Contacts page, expand an Individual Contact (click the “+” next to the contact you’re interested in). Click the **Add Contacts** button once you’ve expanded the contact to which you’ll apply the update.

   1. Use the search (Name, Number or Account Number) as needed to find the specific contact you are looking to update.

<table>
<thead>
<tr>
<th>Select</th>
<th>Name: BIKE OFFICER 1</th>
<th>Number</th>
<th>Service</th>
<th>Assigned</th>
<th>Assess</th>
<th>InCall</th>
<th>Group</th>
<th>Included</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>ANTEC CBI TESTS</td>
<td></td>
<td>LMR Channel</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>BIKE OFFICER 1</td>
<td></td>
<td>Phone LMR</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**BIKE OFFICER 1**

**User Information**

- Name: BIKE OFFICER 1
- Number: 
- Download:

**Groups**

**Reverse Assignments**

**Assigned Contacts**

**Assigned Sub Lists**

**Name** | **Type**
---|---
FlashOps |
2. Select the contacts (checkboxes) you would like to assign to this Internal Contact and click Submit.

Note: Use Search by to help find the contacts you want to add.
3. A confirmation box will appear and a Transaction ID will be displayed.
   1. In this case, “DOUG CARROLL” and “LMR K8 XP5” were assigned to the contact list of “BIKE OFFICER 1”.

![Confirmation](image)

Note: To assign contacts to multiple contacts (or to assign to one another), see the Managing Contacts and Sub Lists sections. The path described above covers assigning contacts to an individual contact.

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**Assigning Groups or Sub Lists to an Internal Contact**

1. From the Contacts page, expand an Individual Contact (click the “+” next to the contact you’re interested in). Click the “Add Sub Lists” button once you’ve expanded the contact to which you’ll apply the update, or the “Add Groups” button under the Groups tab.
   1. Use the search (Name, Number or Account Number) as needed to find the specific contact you are looking to update.
2. Select the groups or sub lists you would like to add to the employee’s contact list, and then click **Submit**
3. A confirmation page is displayed with a Transaction ID showing that the action was submitted.
Removing Contacts, Groups and Sub Lists from an Internal Contact

1. From the Contacts page, expand the internal contact (click the “+”) from which you’d like to remove one or more assignments.
2. Select the contacts, groups or sub lists (click the checkboxes) you wish to remove from the contact list, and then click **Remove Selected**.
3. A confirmation box will display including a Transaction ID confirming the submission of 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, number or account.

<table>
<thead>
<tr>
<th>Subset</th>
<th>Name</th>
<th>Number</th>
<th>Service</th>
<th>Account</th>
</tr>
</thead>
<tbody>
<tr>
<td>+</td>
<td>AVTEC C06 TEST2</td>
<td></td>
<td>LMR Channel</td>
<td></td>
</tr>
<tr>
<td>+</td>
<td>BIKE OFFICER 1</td>
<td></td>
<td>Phone LMR</td>
<td></td>
</tr>
</tbody>
</table>

- **Sort options**: By clicking the column headers on each screen, you can sort -- once for ascending order and twice for descending order.
- **Company structure**: Filter your contact list by using your existing company structure creating in My Business. Click **Show Structures** on the Contacts page. Click the folders to view the Push to Talk mobile numbers that roll up to each.

- **Export**: You can export contacts, sub lists, groups, or templates to a CSV or PDF file by clicking the **Export** icon.
• **Re-Sync**: This function is available on expanded Internal Contacts. It forces the current assignments push out to the device. It also pushes out the name associated with the contact (as seen in the ECM).

Normally, the system automatically keeps both the assignments and name refreshed, but this is a manual option available in case there was an issue where the device isn’t showing the most up to date information.
**Re-Sync**: This function is available on expanded Internal Contacts. It forces the current assignments push out to the device. It also pushes out the name associated with the contact (as seen in the ECM).

Normally, the system automatically keeps both the assignments and name refreshed, but this is a manual option available in case there was an issue where the device isn’t showing the most up to date information.
<table>
<thead>
<tr>
<th>Name</th>
<th>Number</th>
<th>Service</th>
<th>Account</th>
</tr>
</thead>
<tbody>
<tr>
<td>BIKE OFFICER 1</td>
<td></td>
<td>Phone LMR</td>
<td></td>
</tr>
</tbody>
</table>

**BIKE OFFICER 1**

**Service Information**

**User Information**

- Name: BIKE OFFICER 1
- Number: 
- Download: Download CSV

[Re-Sync]

**Contacts**

**Assigned Contacts**

- LMK1030S
- DOUG CARROLL

**Assigned Sub Lists**

- Page 1 of 1

**Groups**

**Reverse Assignments**

[Add Contacts] [Remove]
Verizon PTT+ supports 4G handsets, the Kyocera DuraXV-LTE and the Sonim XP5. Please contact your Sales Representative to see how these devices can help you.

<table>
<thead>
<tr>
<th>Select</th>
<th>Name &amp; Service</th>
<th>Account</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>AUTEC CSS TEST2</td>
<td>LMR Channel</td>
</tr>
<tr>
<td></td>
<td>BLK OFFICER 1</td>
<td>Phone LMR</td>
</tr>
<tr>
<td></td>
<td>DORIS LIU TABLET</td>
<td>Tablet</td>
</tr>
<tr>
<td></td>
<td>DOUG CARROLL</td>
<td>Phone LMR</td>
</tr>
<tr>
<td></td>
<td>EDM TOP TANK CREW</td>
<td>EDM</td>
</tr>
</tbody>
</table>
Usage Report

Viewing a Usage Report

1. Click on “Usage Report” to jump to the usage report.

2. The period will default to the most recent full month available. Modify the period range (From/To) as needed and click Submit.
3. Export the list by clicking the Export dropdown and select the file type (PDF or CSV).
2. Select the contacts (checkboxes) you would like to assign to this Internal Contact and click **Submit**.

   Note: Use **Search by** to help find the contacts you want to add.
3. A confirmation box will appear and a Transaction ID will be displayed.
   1. In this case, “DOUG CARROLL” and “LMR K8 XP5” were assigned to the contact list of “BIKE OFFICER 1”.

<table>
<thead>
<tr>
<th>Select</th>
<th>Name</th>
<th>Number</th>
<th>Service</th>
<th>Account</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>BIKE OFFICER 1</td>
<td></td>
<td>Phone LMR</td>
<td></td>
</tr>
<tr>
<td></td>
<td>LVR DEMO KIT V3 ROIP</td>
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<td>LMR Channel</td>
<td></td>
</tr>
<tr>
<td></td>
<td>LMR K8 DP11</td>
<td></td>
<td>Phone LMR</td>
<td></td>
</tr>
<tr>
<td></td>
<td>AVTEC CSS TEST2</td>
<td></td>
<td>LMR Channel</td>
<td></td>
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<tr>
<td></td>
<td>DOUG CARROLL</td>
<td></td>
<td>Phone LMR</td>
<td></td>
</tr>
<tr>
<td></td>
<td>LMR K8 XP5</td>
<td></td>
<td>Phone LMR</td>
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</tr>
<tr>
<td></td>
<td>LVR T82D DFP 11</td>
<td></td>
<td>Phone LMR</td>
<td></td>
</tr>
<tr>
<td></td>
<td>DORIS LIU TABLET</td>
<td></td>
<td>Tablet</td>
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</tr>
<tr>
<td></td>
<td>LVR DEMO KIT V3 P2</td>
<td></td>
<td>Phone LMR</td>
<td></td>
</tr>
<tr>
<td></td>
<td>LVR DEMO KIT VE10 DXV3</td>
<td></td>
<td>Phone LMR</td>
<td></td>
</tr>
</tbody>
</table>
Note: To assign contacts to multiple contacts (or to assign to one another), see the Managing Contacts and Sub Lists sections. The path described above covers assigning contacts to an individual contact.