

How to Manage PTT in the Customer Administration Portal

Push to Talk vs. Paging

Group Paging enables you to broadcast one-way audio announcements to users who are subscribed to a specific page group. **Push-to-Talk (PTT)** is a collaborative tool typically used with wireless handset phones, enabling you to exchange broadcasts with one user at a time subscribed to a PTT channel, much like a walkie-talkie.

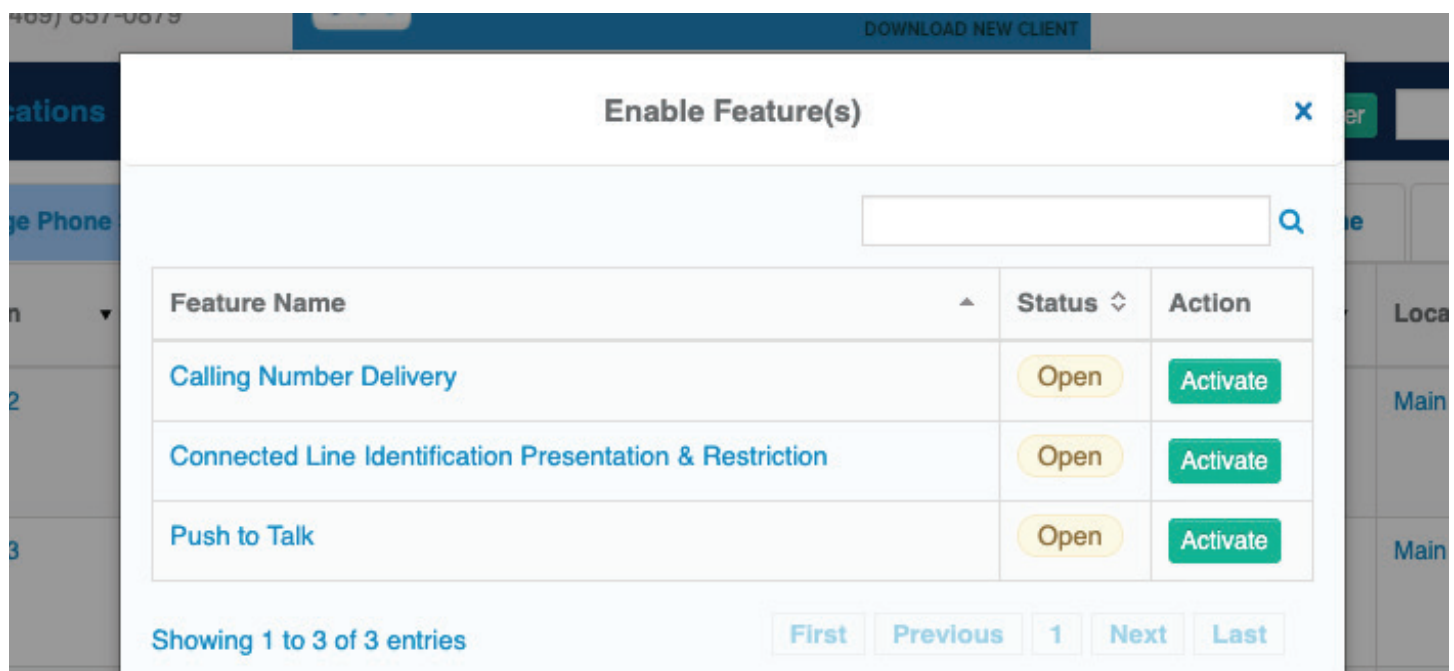
Push to Talk (PTT) is a feature enabled for certain devices within the **Customer Administration Portal**. It is device dependent - meaning that all of the devices in the PTT group must have that capability. Using the PTT feature is done with the device itself, typically through a menu or by using the ***50 Feature Access Code**. This article only talks about how to set up the feature in the **Customer Admin Portal**.

In order for this feature to work, it must be activated on all seats that will use it. This can be done most efficiently in the **Customer Admin Portal** in the **Bulk Updates** section.

Even if the settings for the seat are enabled for **Push-to-Talk**, it will not work with the officeXtend or nCommand Plus apps due to restrictions on its functionality from the mobile carriers.

Activate PTT in the Customer Admin Portal

Before you can begin to assign and manage individual access, you must first enable the feature from the Location tab in CAP.



409) 837-0875 DOWNLOAD NEW CLIENT

Enable Feature(s) X

Search

Feature Name ▲	Status ▼	Action
Calling Number Delivery	Open	Activate
Connected Line Identification Presentation & Restriction	Open	Activate
Push to Talk	Open	Activate

Showing 1 to 3 of 3 entries

First Previous 1 Next Last

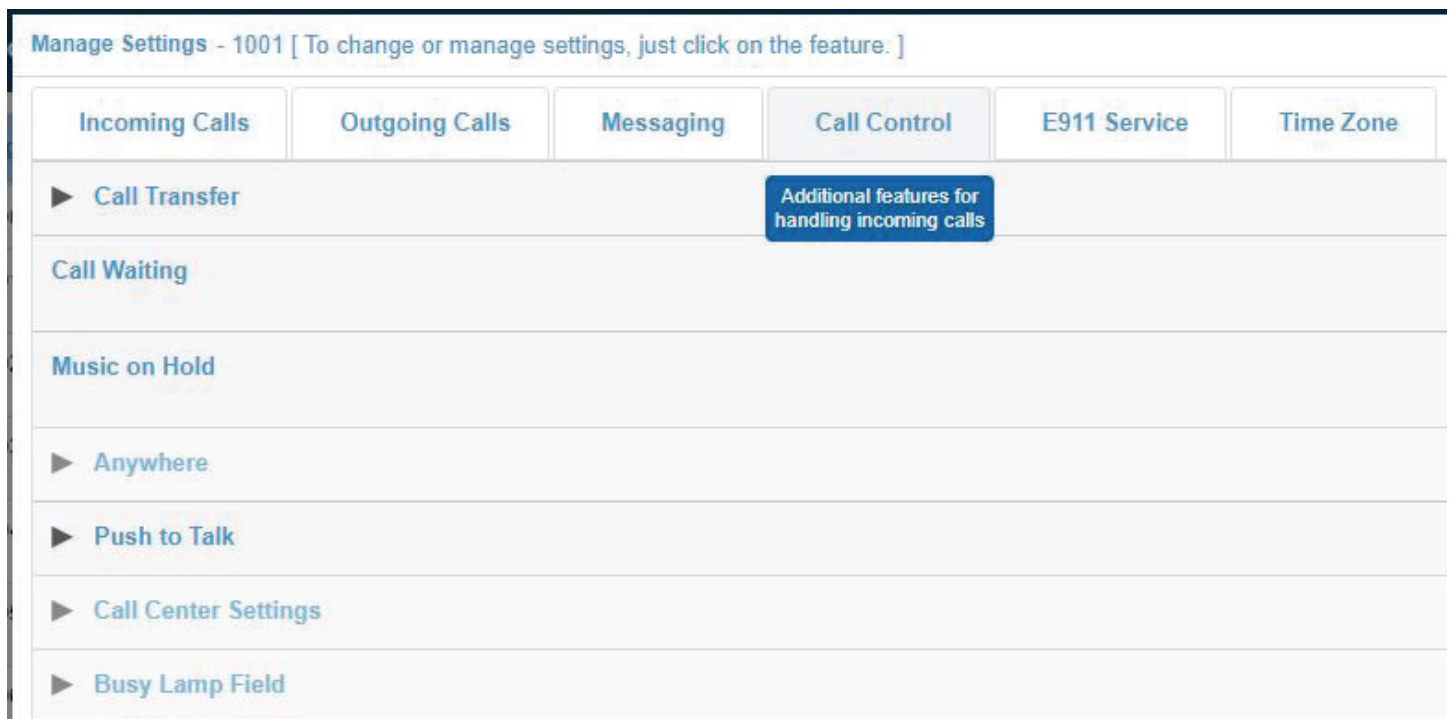
1. Go to **Locations Tab**.
2. Select a single location or **All Locations** as desired.
3. Press the **Feature(s)** button at the top of the page.
4. Activate **Push to Talk** with the **Activate** button.

Note: You will receive a message that the feature is being activated, and that it is “in progress” while the system is building the feature set in the back end. This can take several minutes depending on the PBX.

Set Up Push to Talk for an Individual Line

You can set this feature for an individual line in the **Locations** section by **Managing Settings** for the seat.

1. In the **Location** section, find the seat you would like to configure.
2. Press the **Edit** button to open **Manage Settings**.
3. Navigate to the **Call Control** tab.

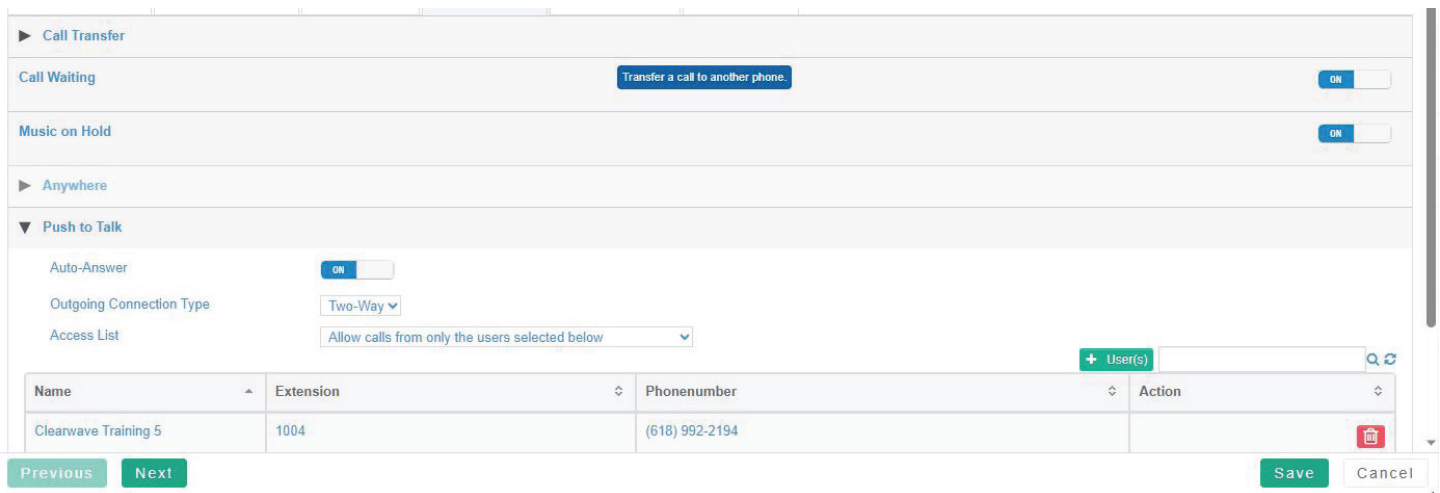


Manage Settings - 1001 [To change or manage settings, just click on the feature.]

Incoming Calls	Outgoing Calls	Messaging	Call Control	E911 Service	Time Zone
▶ Call Transfer			Additional features for handling incoming calls		
Call Waiting					
Music on Hold					
▶ Anywhere					
▶ Push to Talk					
▶ Call Center Settings					
▶ Busy Lamp Field					

From the **Push to Talk** section, you have a few options:

- **Auto-Answer:** Toggle this on to automatically accept any incoming PTT transmissions.
- **Outgoing Connection Type:** Select one-way or two-way connections.
- **Access List:** Build the list of connections here, either by including everyone except a chosen list, or by allowing only those from the list.
- **+User(s):** Search by location to find members to add to the list.



Call Transfer

Call Waiting Transfer a call to another phone. ON

Music on Hold ON

Anywhere

▼ Push to Talk

Auto-Answer ON

Outgoing Connection Type

Access List

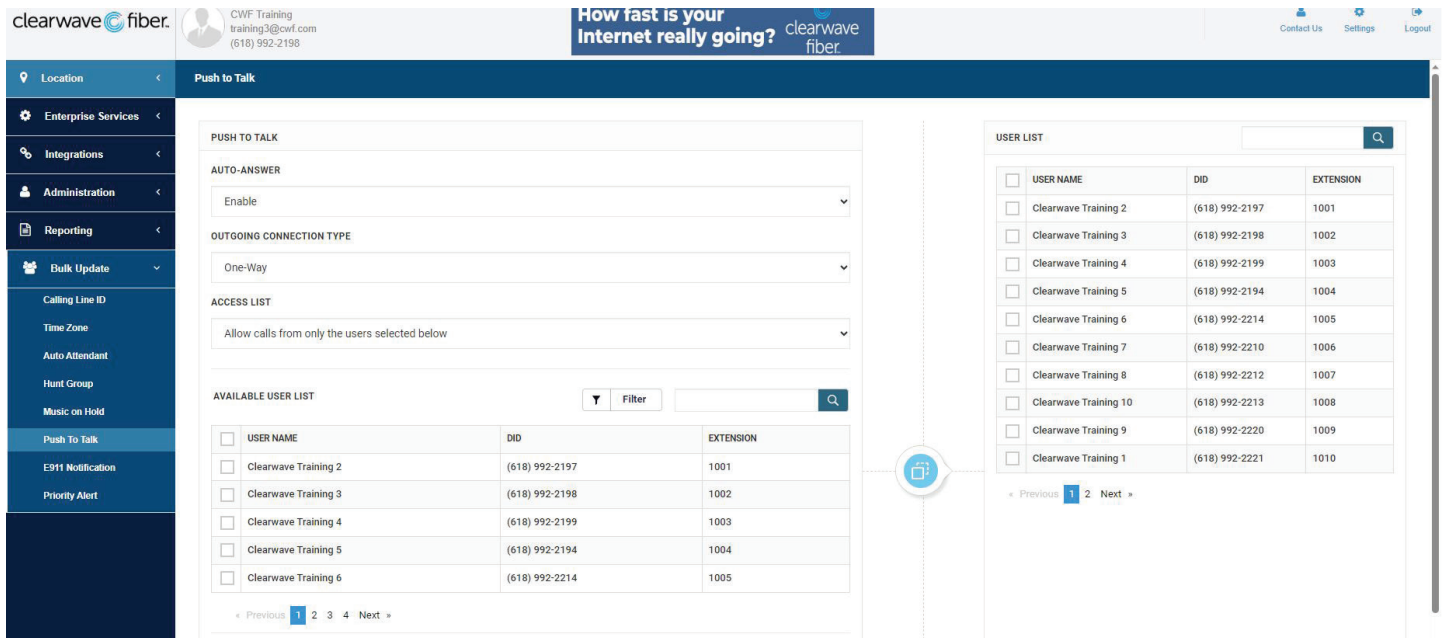
Name	Extension	Phonenumber	Action
Clearwave Training 5	1004	(618) 992-2194	<input type="button" value=""/>

Be sure to save after the settings have been changed.

Bulk Updating

You can also configure multiple users with the Bulk Update section in the CAP.

1. Navigate in the **Customer Admin Portal** to the **Bulk Update** tab.
2. Select **Push To Talk**.



The screenshot displays the 'Push To Talk' configuration page in the Clearwave Fiber Customer Admin Portal. The left sidebar contains navigation options like Enterprise Services, Integrations, Administration, Reporting, Bulk Update, and various calling features. The main content area is divided into two sections: configuration settings and user selection.

Configuration Settings:

- PUSH TO TALK:** Includes an 'AUTO-ANSWER' dropdown set to 'Enable' and an 'OUTGOING CONNECTION TYPE' dropdown set to 'One-Way'.
- ACCESS LIST:** A dropdown menu set to 'Allow calls from only the users selected below'.
- AVAILABLE USER LIST:** A table with columns for USER NAME, DID, and EXTENSION. It lists 6 users: Clearwave Training 2 through 6.

User Selection:

- USER LIST:** A table with columns for USER NAME, DID, and EXTENSION. It lists 10 users: Clearwave Training 1 through 10.

From this screen you can set the feature parameters for multiple users at once, by selecting the users to update on the right, or by using the bulk selection tools at the bottom.

The features that can be changed are the same as the ones in the **Manage Settings** in **Locations** but can be applied to multiple seats at the same time.

Be sure to press **Update** at the bottom to begin the process of running the script to make these changes.

Bulk updates typically take several minutes to execute, depending on how many features are being changed. Patience is critical.