Push to Talk Plus (PTT+) FAQs for Android, iPhone and other devices

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General information

General information

1. What is Push to Talk Plus (PTT+)?

PTT+ provides instant communication over our 3G or 4G LTE networks or over Wi-Fi. With a push of a button, you can talk to an individual or an entire group.

It makes it easy to stay connected to family members, friends, team members, workers, clients and more. PTT+ also lets you send texts, voice messages, photos, videos and files, and share locations to your contacts and groups.

2. What's required to use the PTT+ service?

To use PTT+, you need:

- A subscription to the PTT+ service.
- A smartphone, basic phone or tablet that's compatible with PTT+.

3. How do I sign up for PTT+?

You can sign up four ways:

- Talk to your local business rep.
- Call Customer Service at **800.922.0204**.
- Visit a Verizon Wireless store.
- Go to **verizonwireless.com/pushtotalkplus**

For smartphones and basic phones:

Once the PTT+ feature is added to your account, you'll receive a text message stating that you can download the PTT+ app: VZW FREE MSG: Welcome to Verizon's Push to Talk Plus service. Download the app at your device's app store. Data rates apply.

If you are using a tablet or dispatch software license, this needs to be purchased through the "Order Software" procurement flow.

For Kyocera® Dura XV+® and Samsung® Convoy® users, it is easy to get the service. If you have ordered PTT+, please launch the application by tapping the **Menu** icon, **Apps**, select **Apps**, then **PTT+** and hit **OK**.

> PTT+ provides instant communication on our 4G LTE network or over Wi-Fi. With a push of a button, you can talk to an individual or an entire group.

4. How do I use PTT+?

For detailed, how-to-use videos, please visit **https://www.verizonwireless.com/biz/productivity/push-to-talk-plus/**

Troubleshooting

5. Why do I need to activate PTT+?

You'll be prompted to activate PTT+ when you first open the app after downloading it. This activation process ensures that you're successfully subscribed to PTT+ and that you're using a compatible phone.

6. What if I have trouble activating PTT+?

If a problem occurs during the activation process, you'll receive one of the following error messages:

- **Connection to server is not available.**
  If you receive this message, you may be having a problem with your data connection. Make sure your device isn't in airplane mode and that you're connected to our 4G LTE network or over Wi-Fi. Refer to your phone's user guide for more information about how to determine if a data connection is available.
- **You are currently not subscribed to the PTT+ service.**
  If you receive this message, there may be a problem with your PTT+ subscription. Call Customer Service at **800.922.0204** or contact your wireless program administrator to make sure your phone is subscribed to PTT+.

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- **This service requires a PTT+ subscription and supported phone. Please contact your corporate administrator or customer care.**
  If you receive this message, your device may not be compatible with PTT+ or you may not be properly subscribed to the PTT+ service. First, check our list of compatible devices to make sure your phone is supported. If your device is listed, please call Customer Service at **800.922.0204** or contact your wireless program administrator to make sure your device is subscribed to PTT+.

7. Why am I not able to sign in to PTT+?

If your device is in airplane mode or if you aren't connected to our 3G or 4G LTE network or over Wi-Fi, attempts to sign in to PTT+ may fail. Please check your data connection and try to sign in again later.

8. Why can't I send an Instant Personal Alert (IPA)?

If your device is currently in Do Not Disturb (DND) status, you won't be able to send an IPA. You aren't able to receive a call back while in DND, so the PTT+ app won't let you to send an alert. If you change your presence status to Available, you'll be able to send an IPA. See the "My Presence" section of the user guide for details on how to set your presence status.

9. What can I do if I can't hear incoming PTT+ calls?

If you can't hear an incoming PTT+ call, your loudspeaker volume may be turned down or your device may be in silent mode. Please refer to the "Making and receiving PTT+ calls" section of the user guide for more information. It includes a subsection on how to set the PTT+ call volume and another subsection on silent mode.

10. Why can't I hear calls through the speaker in my device?

If you're hearing PTT+ calls through your device's earpiece instead of the loudspeaker:

- **The speakerphone may be set to Off.**
  You can change this in the app settings or by pressing the onscreen speaker icon during a call. For more information, refer to the "Speaker" subsection in the "Settings" section of the user guide.

- **The ringer may be set to silent mode.**
  When your phone is set to silent or vibrate-only mode, PTT+ calls are heard only through the earpiece. For more information, refer to "Silent mode" in the "Making and receiving PTT+ calls" section of the user guide.

11. Why are some PTT+ Quick Group calls shown in the history as a one-to-one call?

When you receive a Quick Group call, the call history will show a call received only from the originator of the call. This is normal, because you can't return a call to a Quick Group that was created on the fly by someone else.

Any Quick Group call you initiate, however, will show in the call history with the names of the participants. You can also call that group again from your history.

For more details on Quick Groups, please refer to "Quick Group calls" in the "Making and receiving PTT+ calls" section of the user guide.

12. Why can't I create, update or delete certain PTT+ contacts or groups?

There are two reasons you might not be able to create, modify or delete a contact or group:

- **Administrator-managed contacts and groups**
  You can't change or delete contacts or groups that are managed by an administrator. You'll need to contact your PTT+ administrator to make any changes. For more information, please refer to the "Contacts and groups" section of the user guide.

- **Corporate-only subscriber**
  Your PTT+ administrator may have your PTT+ service restricted to only corporate contacts and groups. This means that only your PTT+ administrator can add, change or remove contacts and groups on your device. Even though you can't change or remove contacts or groups, you can still make them favorites, add avatars or set colors.

13. Why can't I change the phone number of a PTT+ contact?

While the name, avatar, color and favorite status of a contact can be changed, phone numbers can't be changed. If you need to change a contact's phone

number, you'll need to delete the contact entirely and add it again with the new phone number.

Please see the "Contacts and groups" section of the user guide for details on deleting and adding PTT+ contacts. **Note:** Contacts that are managed by an administrator can't be renamed or deleted.

14. Why doesn't my PTT+ presence status update?

If you attempt to change your presence status from Available to Do Not Disturb or vice versa, and you don't see your status updated, there may be a communication problem between your phone and the PTT+ server. Signing out and signing in again may solve the problem.

To sign out, use the Logout setting.

15. What should I do if I'm having problems using PTT+ over Wi-Fi?

If you're having trouble using the PTT+ app over Wi-Fi:

1. Open your phone's web browser to see if your phone is able to access the internet through the Wi-Fi connection.

2. If your phone is connected to Wi-Fi and the PTT+ app gives you a "Connection to server is not available" error, make sure the Wi-Fi service provider doesn't require a user name and password. Also, make sure the Wi-Fi app setting is enabled.

3. In rare circumstances, the PTT+ app may not be able to connect to the PTT+ server over Wi-Fi. In this case, you should disable the Wi-Fi setting in the PTT+ app or turn off the Wi-Fi connection on your phone to use PTT+.

16. Why isn't my PTT+ call going through?

A PTT+ call may not be completed for several reasons:

- **The person you're calling has an Offline or Do Not Disturb status.**
  The PTT+ app won't let you to make a call to someone with either of these statuses.

- **The person you're calling is busy, either on another PTT+ call or a standard wireless call.**
  For more information, please refer to our "What does a 'user busy' error message mean?" question below.

- **Your phone has lost connection with the data network or PTT+ server.**
  For more information, please refer to our "What does a 'Connection to server is not available' error message mean?" question below.

- **The person you're trying to call is temporarily not reachable.**
  For more information, please refer to our "What does a 'user unreachable' error message mean?" question below.

17. What happens if I change my SIM card while I subscribe to PTT+?

Your phone may contain a SIM card that lets you move your phone number from one phone to another. If you replace the SIM card in your phone with another that has a different phone number, the PTT+ app will automatically erase your PTT+ history and favorites. It will also restore the contacts and groups associated with the new number (if any exist).

If this doesn't occur, make sure you're not in airplane mode. Then turn your phone off and on again.

After changing the SIM card, the next time you start the PTT+ app, it will ask you to activate or re-register your phone with the PTT+ server. This will ensure that you subscribe to PTT+ service. For more information about registering your phone with PTT+, refer to the "First-time activation" section of the user guide.

18. What does a "Connection to server is not available" error message mean?

This message alerts you that the PTT+ app can't communicate with the PTT+ server. As long as you see this message, you won't be able to receive PTT+ calls or alerts and other users will see your status as Offline.

If you see this message, you should:

1. Make sure that you have a good signal on your phone.

2. Try to access a web site using your mobile browser to verify that you have a data connection.

3. Consider switching over to Wi-Fi on your device if a network is in range.

This error message will be dismissed once the PTT+ app has automatically reconnected.

19. What does a "user busy" error message mean?

This means the person you're trying to call is either on another PTT+ call or a regular wireless call.

If you receive this message, you can try your call later or send an alert. See "Sending an alert" in the "Alerts" section of the user guide for details.

20. What does a "user unreachable" error message mean?

This message is used in the rare case that a contact is shown as Available in your contact list, but is temporarily outside the range of service coverage. In this case, your PTT+ call won't go through. Also, the called person's status will be updated to Offline until they reconnect to PTT+ service.

If this happens, you should wait for their status to be shown as Available and try your call again.

21. What can I do if the PTT+ app freezes?

In rare cases, the PTT+ app may suddenly stop working or freeze. If this happens, you should close the app and then open it again.

Steps to do this vary by device, but you can typically close an app by going to your phone's settings and using the app manager.

For device-specific instructions, please refer to your device's user guide.

New release features

22. What's new in PTT+?

PTT+ release 8.3 includes many new features that help increase user efficiency, productivity and collaboration:

- **PTT+ application enhancements.**
  Offers simplified calling and the ability to send voice messages when individuals or groups are unavailable.

- **Integrated Secure Messaging.**
  Gives you the ability to push text, video, audio and images to individuals or groups.

- **Location on device.**
  Lets users share their geographic location from their devices.

- **Web dispatch.**
  Makes dispatching capability available from any internet-connected device using a browser-based solution.

23. What new applications are available?

With release 8.3, PTT+ now offers two modes of operation, either PTT+ Radio or Standard.

24. What is the difference between the PTT+ Radio and Standard modes of operation?

The PTT+ Radio mode is designed for users who make primarily group calls. This mode provides a single, easy-to-use screen for group or "channel" communications, much like a user's experience with conventional radios.

The PTT+ Standard mode is built for users who communicate with a variety of individuals and groups. The interface for this mode has been redesigned based on customer feedback to give users more intuitive access to all PTT+ basic and advanced calling features.

25. How does the one-touch feature simplify calling?

One-touch makes it easier to place a call by allowing users to connect with a person or group with a push of a button.

26. When can I send a voice message to individuals or groups that are not available when I use PTT+?

The Voice Message Fallback feature automatically records and sends a voice message to the call recipient, either individuals or an entire group, when they're not available to take the call. The message is delivered when the recipient(s) become available.

27. What is Integrated Secure Messaging and how does it enhance push-to-talk communications?

With Integrated Secure Messaging, users can deliver multiple types of media, such as text, location, images, video and audio, in a single communications session. That means you can tailor content to meet the needs of your audience or adapt it to fit certain situations to better communicate thoughts, ideas and concepts.

28. How is the new web dispatch console different from the current one?

This console is a browser-based solution that provides dispatching services from any internet-connected device. It also includes additional enhanced features, such as integrated secure messaging, geofencing and historical location tracking.

Learn more.

For more information about Push to Talk Plus (PTT+), please contact your Verizon Wireless business specialist or visit us at **enterprise.verizon.com/contact-us**

Attention:

Selecting the **Uninstall** option in your app manager will uninstall the complete PTT+ app from your phone. If this happens, you'll need to reinstall the app and reactivate with the server. For more information, see "Download and first-time activation" in the "Application installation and getting started" section of the user guide.

Selecting the **Clear Data** option in your app manager will clear your history, favorites list and settings within the PTT+ client. You will also have to reactivate the PTT+ app using the instructions in the "First-time activation" section of the user guide. Your contacts and groups will automatically be restored during activation, but your avatars and color customizations won't be restored.