

Feature Overview

Push to Talk allows users to leverage their SIP Phones as intercoms. By enabling a user to directly contact another extension – and causing the called station to answer automatically, Push To Talk delivers a convenient intercom leveraging equipment already in place.

To allow for customization of the feature, administrators can define white/black lists, as well as define if calls established using Push To Talk are One way or Two Way.

To invoke a Push to Talk call, users simply need to off hook their phone (get dial tone), then enter *50, then the extension of the user being called.

Feature Prerequisites

To leverage Push to Talk:

- Users must be assigned to an Executive, RetailLine, or Hosted HQ station
- Push To Talk feature must be configured for the user

Feature Setup

Prior to setting up and Site Services, or allowing Users to make calls, the Site administrator must set up the Users. Once logged into to My Account, simply follow the steps detailed below.

Step 1. Click the My Site tab and select the appropriate Site to manage

The screenshot displays the 'My Account' web interface. The navigation bar at the top includes 'Home', 'Profile', 'Orders', 'Account Admin', 'My Site', 'Call Recording', and 'My Reports'. The 'My Site' tab is circled in red. Below the navigation bar, the page title is 'Eruption Audio' and the user is greeted with 'Welcome Eruption Audio!'. A dropdown menu titled 'Select a Site' is open, showing three options: '(14565) Main', '(14566) Site1', and '(14567) Site2'. A red arrow points from the 'My Site' tab to the dropdown menu. Two callout boxes with numbered circles provide instructions: '1 Click the My Site tab' and '2 Select the site to manage'.

Step 2. Select the User Features tab

The screenshot shows the Eruption Audio dashboard. At the top, there are navigation tabs: Home, Profile, Orders, Account Admin, My Site, Call Recording, and My Reports. Below this, the 'My Site' section is active, showing a breadcrumb trail: Home > My Site > User Features. A red arrow points to the 'User Features' tab in the top navigation bar. A callout box with the number '1' and the text 'Select the User Features tab' is positioned over the 'User Features' tab. The main content area displays 'Welcome to My Site' and a list of quick links: Add/Modify Users, Set Up Auto Attendant, Share a Line, and Set Business Hours.

Step 3. Click on the row displaying the User and number you wish to configure.

- You can double-click the desired row, or highlight the desired row and select "Edit"

The screenshot shows the 'Push To Talk' configuration interface. At the top, there is a header 'Push To Talk' and a sub-header 'Click on the row to view/configure Push To Talk for that number'. Below this is an 'Edit' button and a search bar. The main content is a table with the following columns: First Name, Last Name, Phone Number, and Extension. The table contains 12 rows of user data. The row for 'cbanner' with phone number 8505559131 is highlighted. At the bottom, there is a pagination control showing 'Page 1 of 2', 'Records per Page 10', and a 'Clear Filters' button. The status 'Displaying 1 - 10 of 15' is shown at the bottom right.

| First Name | Last Name | Phone Number | Extension |
|------------|------------|--------------|-----------|
| . | 8505559161 | 8505559161 | 9161 |
| . | 8505559146 | 8505559146 | 9146 |
| . | 8505559158 | 8505559158 | 9158 |
| . | 8505559147 | 8505559147 | 9147 |
| . | 8505559150 | 8505559150 | 9150 |
| . | 8505559145 | 8505559145 | 9145 |
| cbanner | 8505559131 | 8505559131 | 9131 |
| . | 9185559001 | 9185559001 | 9001 |
| BB | Bill | 8505559138 | 9138 |
| David | Lee | 8505559135 | 9135 |

Step 4. Configure Push to Talk for the User

cbanner 8505559131-8505559131

1 Check to Activate Push To Talk for this user

Enable Auto-Answer or Push To Talk(*50) calls via speakerphone

Connection Type:

One-Way

Two-Way

2 Select if the User wants to have One-Way or Two-Way Communications with the called party via PTT

Access List:

White List-Selected users are allowed to make Push To Talk calls to me

Black List-Selected users are blocked from making Push To Talk calls to me

3 Select the preferred Access List method - Allow or Block Assigned Users

| Available User List | | | Assigned User List | | |
|---------------------|------------|------------|--------------------|------------|-----------|
| Phone Number | First Name | Last Name | Phone Number. | First Name | Last Name |
| 8505559142 | Valerie | Bertanelli | | | |
| 8505559146 | . | 8505559146 | | | |
| 8505559158 | . | 8505559158 | | | |
| 8505559147 | . | 8505559147 | | | |
| 8505559150 | . | 8505559150 | | | |
| 8505559138 | BB | Bill | | | |
| 8505559129 | . | 8505559129 | | | |

4 Drag and Drop Users between the Available and Assigned User Lists as desired

Drag & Drop numbers between the boxes

5 Click "Save" to apply your selections

Save Cancel