

Setting Up Push-to-Talk (EPTT)

FLEET COMPLETE WITH AT&T'S PUSH-TO-TALK

Fleet Complete is now integrated with AT&T's Push-to-Talk (EPTT) Service. This service provides instantaneous communication between dispatchers and mobile workers (i.e. resources).

When you communicate instantly with your mobile workers, you can increase productivity and customer satisfaction.

CONFIGURATION

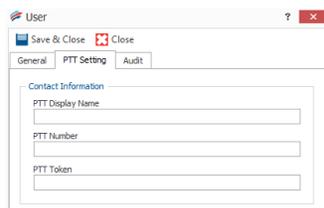
As a System Administrator, you will need to define EPTT settings in both the Dispatchers' User Accounts and the Mobile Workers' Resource Records

UPDATING A USER ACCOUNT

- From the main toolbar select, **System / Administration / User Accounts**.



- Double click to open a user account that needs to have EPTT added.



- Select the *PTT Setting* tab
- Leave the *PTT Display Name* field blank
- In the *PTT Number* field, type **1** followed by the 10-digit PTT number

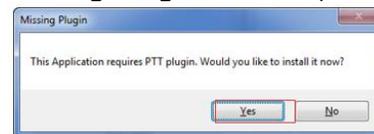
- In the *PTT Token* field, type the authentication code
- Click *Save & Close*

Once the User Account is set up, the next time that the dispatcher logs in to the Fleet Complete application, they will be prompted to install the Push-To-Talk Plug In

NOTE: Both the *PTT Number* & *PTT Token* fields must NOT have any spaces or hyphens and they are provided to you by your AT&T Service Provider.

INSTALLING THE PUSH-TO-TALK PLUG IN

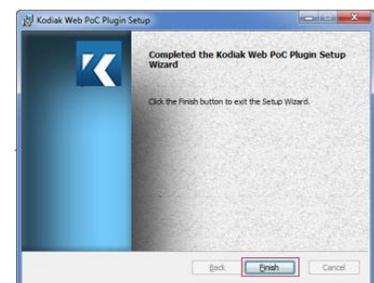
- Log in to the Fleet Complete application. The installation wizard displays on your screen.
- On the *Missing Plugin* window, click **Yes**



- On the *Kodiak* window, click **Next**



- On the *Completed Kodiak* window, click **Finish**

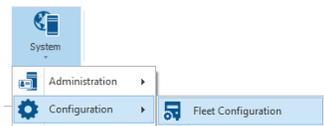


Once the plug-in is installed, the application will automatically display the *Push-To-Talk Console*.

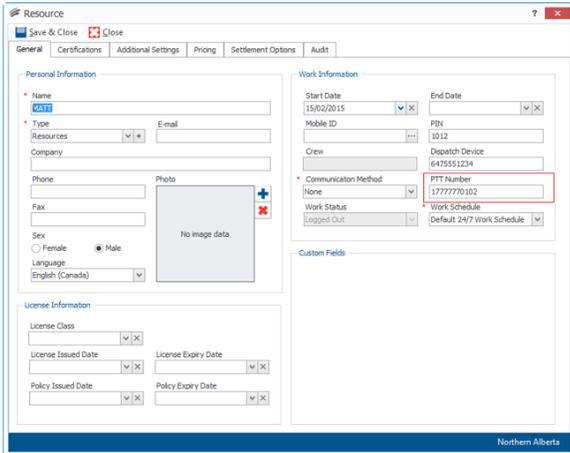
UPDATING A RESOURCE RECORD

As a System Administrator, you will need to define the Resource Records for each mobile worker that the dispatcher needs to communicate with via the EPTT Console, the Tracking screen, and the Dispatch Monitor.

1. Starting from the main toolbar select, **System / Configuration / Fleet Configuration / Resources**



2. From the list select the row corresponding to the name of the Resource Record that you want to update
3. Click the **Edit** button
4. On the *General* tab in the *PTT Number* field, type **1** followed by the 10-digit EPTT number



5. Click **Save & Close**

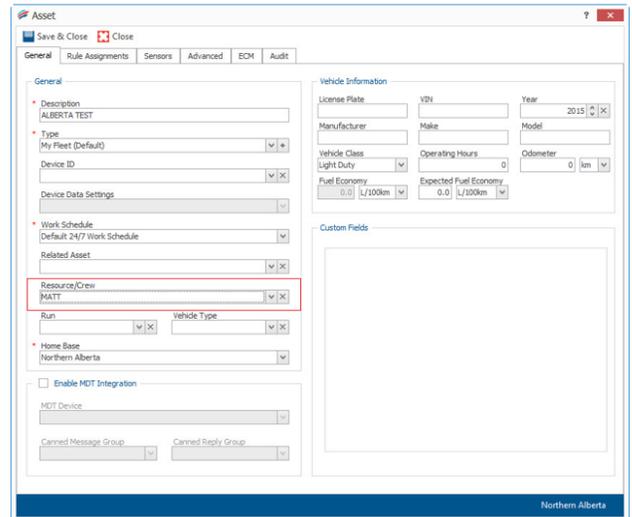
NOTE: The *PTT Number* field must NOT have any spaces or hyphens and it is provided to you by your AT&T Service Provider.

If you have not set up your Resource Records at this time, please refer to our Quick Reference Card for *Resources* [HERE](#).

ASSIGNING A RESOURCE TO AN ASSET

As a System Administrator, to provide the capability for the Dispatcher to call the Mobile Worker via the Tracking screen (contact button) and the Dispatch Monitor you will need to assign the Mobile Worker's resource record to an Asset.

1. Starting from the main toolbar select, **System / Configuration / Fleet Configuration / Assets**
2. From the list, select the row corresponding to the asset name that you want to update
3. Click the **Edit** button
4. On the *General* tab from the *Resource/Crew* dropdown list, select the name of the resource record that you want to assign



5. Click **Save & Close**

FOR MORE INFORMATION

For more information about how to use the EPTT Console, please review our Quick Reference Card for *Using the EPTT Console* [HERE](#).

If you would like more information about how to use EPTT from a mobile worker's device, please reach out directly to your AT&T Service Provider.