Quick Reference Card
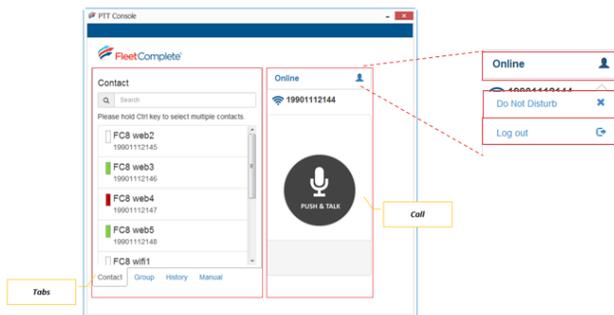
Using the Push-to-Talk (EPTT) Console

VIEWING THE EPTT CONSOLE

When the dispatcher logs into Fleet Complete, the application will automatically launch the *PTT Console* and it has two main sections:

1. The *Tabs* located at the lower left provide access to *Contact, Group, History*, and *Manual*
2. The *Call* section is located to the right

You can also indicate your *communication status* by selecting one of the options from the dropdown list in the upper right corner of the screen.

CONTACT TAB

The *Contact* tab displays all of the Mobile Worker names that were previously set up by your AT&T provider, and allows you to search for names, quickly view their communication status, and start calls.
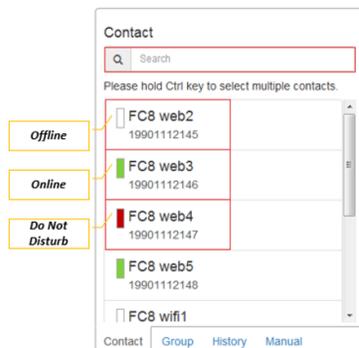
Communication Status Colors:
Green: Mobile worker is *online* and can make & receive calls
Red: Mobile worker is *busy* and cannot make or receive calls
White: Mobile worker is *offline* and cannot make or receive calls

GROUP, HISTORY & MANUAL TABS

The **Group** tab displays the mobile workers that have been organized into contact groups. These are previously set up by your AT&T Provider. It allows you to perform searches for a group name and to make a call to all mobile workers that belong to that group.

The **History** tab displays a list of all inbound and outbound calls and their status. To redial one of the historical numbers, click the phone number of the mobile worker or group and the call will immediately be placed.

The **Manual** tab allows you to make external calls to Push-to-Talk numbers. This capability needs to be setup your AT&T Provider.

THE MICROPHONE BUTTON

The Microphone button behaves like a walkie-talkie button and must be held down while continuing to talk.
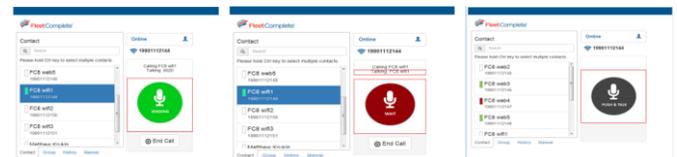
The button has 3 colors indicating its status:

Green: the call is connected and the dispatcher is currently talking

Red: the call is connected and the mobile worker is currently talking

Black: the call is not connected

CALLING A MOBILE WORKER OR GROUP

1. From the *Contact* tab, click a mobile worker's or group name

2. To talk, click and hold the **Microphone** button and it will display in **green**

3. After you hear two beeps you can start talking

4. To listen, release the **Microphone** button and it will display in **red**. After you hear 2 beeps, you will be able to hear the mobile worker speaking

5. When you completed the call, click the **End Call** button

To call multiple mobile workers that are *not* part of a pre-determined group, press the control **<Ctrl>** key on your keyboard and then click the names that you want in the group. Repeat Steps above to communicate.

## EPPT & THE TRACKING SCREEN, DISPATCH MONITOR, & RESOURCE RECORD

Tracking Screen:

1. In the *Map Items* panel right-click and Asset's name **or** in the *Map view*, right-click an Asset's icon

2. Click the **Contact** button and the *PTT Console* will display on the *Manual* tab
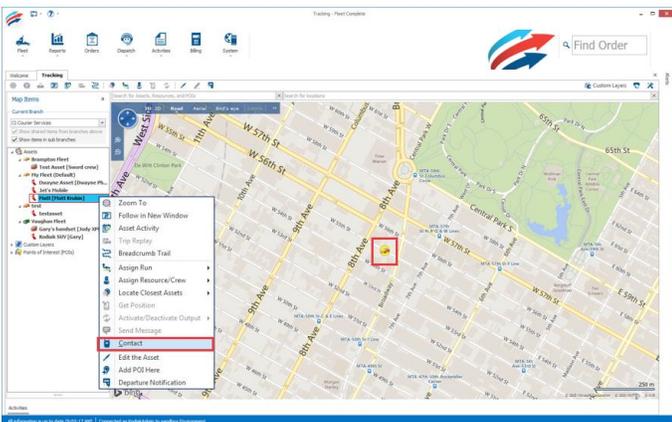

Dispatch Monitor: (only if using the Fleet Complete Dispatch solution)

1. From the Resource tab of the Dispatch Monitor, right-click the resource record that you want to call

2. Click the **Contact** button and the *PTT Console* will display on the *Manual* tab
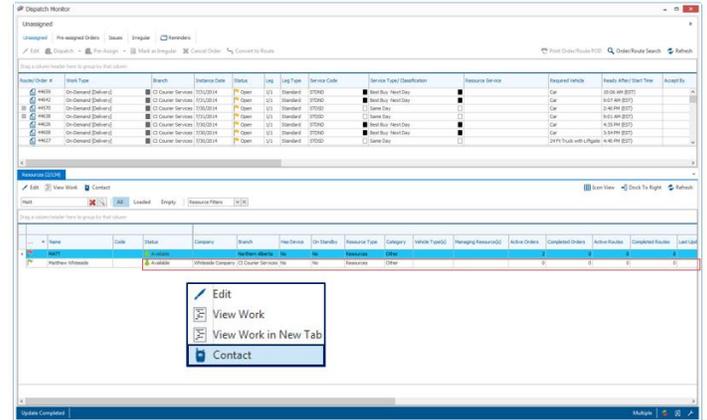
Resource Record:

1. From within the *Resource* module of Fleet Configuration, highlight the mobile worker you want to call

2. Click the **Contact** button and the *PTT Console* will display on the *Manual* tab
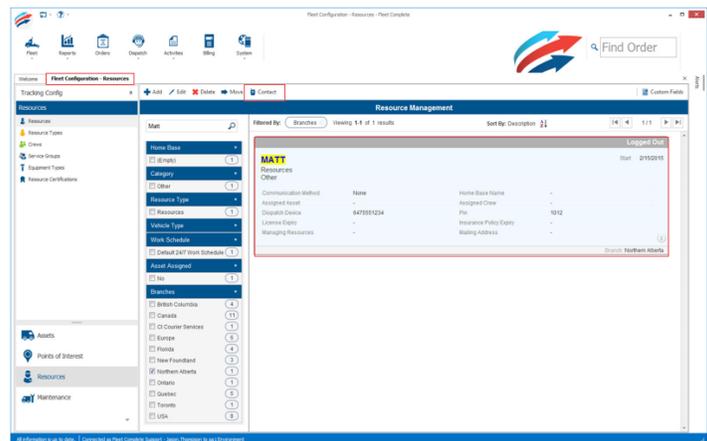
FOR MORE INFORMATION

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.