

Verizon Wireless  
**Push to Talk**  
Contact Management

08/18/03

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## Creating your user profile

### To create your password

1. Select [Create a User Profile](#) from the left navigation bar.
2. In the Mobile Number field (STEP 1), enter your Verizon Wireless mobile telephone number and click [Send](#). If you are an active Verizon Wireless Push to Talk subscriber, an alert box will display the following message: *Your temporary password is being sent to your mobile phone. Within a few moments you should receive a TXT Message with your temporary password.*
3. In the Password field (STEP 2), enter the temporary Password that you received on your handset.
4. In the New Password field (STEP 3), enter a new password. The new password is case sensitive and must be at least 5 to 12 characters long. It can contain numbers but not spaces.
5. Re-enter your NEW Password.
6. Click [Save](#) to bring you back to the Login Screen

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### Push to Talk: Create a User Profile

**Step 1** → **Step 2** → **Step 3**

**Mobile Number:**  
Enter your 10-digit mobile phone number and click send. A temporary password will immediately be sent to your handset via a text message.

-  -

[Send](#)

**Enter the password that you just received on your handset.**  
Enter your temporary password here.

**Create your new password.**  
Enter a new password below. Your password is case sensitive. Passwords can contain letters and numbers, but no spaces. Your password must be 5-12 characters.

**Re-enter your password.**

[Save](#)

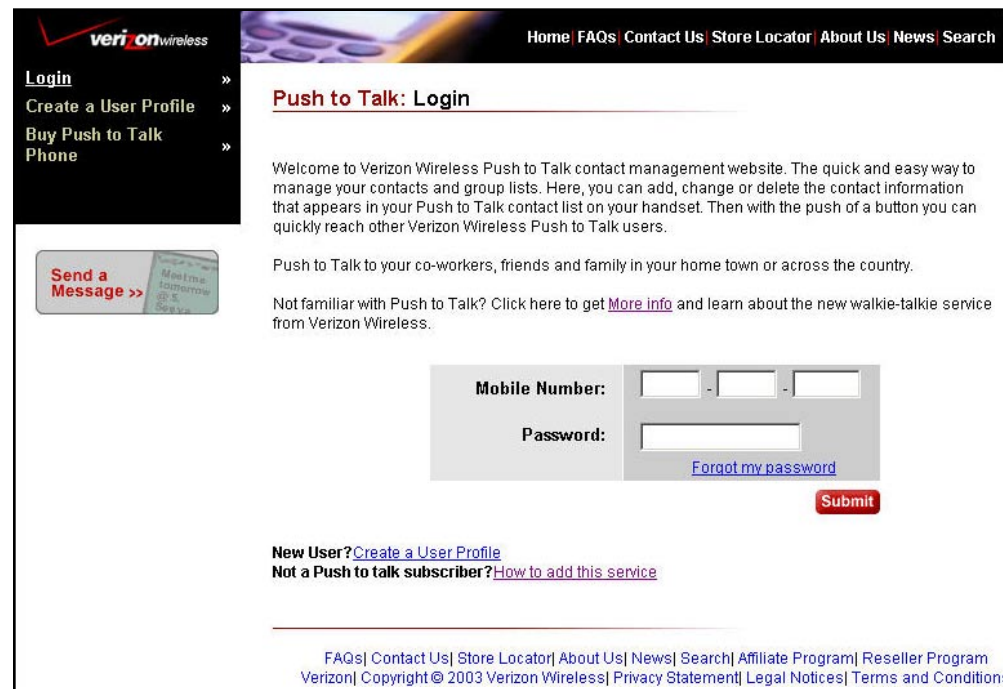
Already have a user profile? [Login](#)  
Not a Push to talk subscriber? [How to add this service](#)

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## Accessing your user profile

### To log in

1. Enter your Verizon Wireless mobile telephone number.
2. Enter your password then click the [Submit](#) button to enter your profile account.



The screenshot shows the Verizon Wireless Push to Talk Login page. At the top, there is a navigation bar with links for Home, FAQs, Contact Us, Store Locator, About Us, News, and Search. On the left side, there is a vertical menu with links for Login, Create a User Profile, and Buy Push to Talk Phone. Below the menu is a button labeled "Send a Message >>" with a small image of a text message. The main content area is titled "Push to Talk: Login" and contains a welcome message, a description of the service, and a login form. The login form has fields for "Mobile Number:" and "Password:", a "Forgot my password" link, and a "Submit" button. Below the form are links for "New User? Create a User Profile" and "Not a Push to talk subscriber? How to add this service". At the bottom, there is a footer with various links and copyright information.

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### Push to Talk: Login

Welcome to Verizon Wireless Push to Talk contact management website. The quick and easy way to manage your contacts and group lists. Here, you can add, change or delete the contact information that appears in your Push to Talk contact list on your handset. Then with the push of a button you can quickly reach other Verizon Wireless Push to Talk users.

Push to Talk to your co-workers, friends and family in your home town or across the country.

Not familiar with Push to Talk? Click here to get [More info](#) and learn about the new walkie-talkie service from Verizon Wireless.

Mobile Number:  -  -

Password:

[Forgot my password](#)

**Submit**

New User? [Create a User Profile](#)  
Not a Push to talk subscriber? [How to add this service](#)

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## Managing your Individual & Group contact lists

The Manage Contacts page allows you to manage your Push to Talk Contact List (Add, Change, Delete). Using the tabs, you can toggle back and forth from Individuals to Groups. Both the Individual Names and the Groups Names will appear in alphabetical order. You can establish up to 150 Individual contacts and 50 Groups of up to 20 individuals.

### To add a new Individual contact

1. Click on the Individuals tab
2. In the Name field, enter a new Individual contact name that is between 1 and 24 characters long.
3. In the Mobile Number field, enter the

Verizon Wireless mobile number belonging to the person whose name you entered in the previous step. The new contact must be a current Verizon Wireless Push to Talk subscriber with a valid Verizon Wireless Push to Talk mobile telephone number.

4. Click Submit and the system will validate that the subscriber is a valid Push to Talk subscriber. The page will refresh and the contact will be added to the first line of the drop down box. If the mobile number is NOT a valid Push to Talk mobile number, an alert box will display the following message: *The individual entered is not a Push to Talk subscriber and could not be added to your list.*

#### NOTE:

- If you log out and then log back in, the screen will refresh and the list will appear in alphabetical order.
- An individual mobile number can be used only once in the contact list. If it is already being used an alert box will display the following message: The mobile telephone number you entered already exists.

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Manage Contacts »

- Individuals
- Groups

Buy Push to Talk Phone »

Change Password »

Change User »

Sign Out »

Send a Message »

Push to Talk: Manage Contacts

Individuals Groups

Name	Mobile Number
------	---------------

**Add an Individual:**

**Name:**  
If left blank, the mobile number will be used as the name.

**Mobile Number: (10-digit)**

 -  - 

**Note:** To immediately view changes on your handset, turn your handset off and on.

**Submit**

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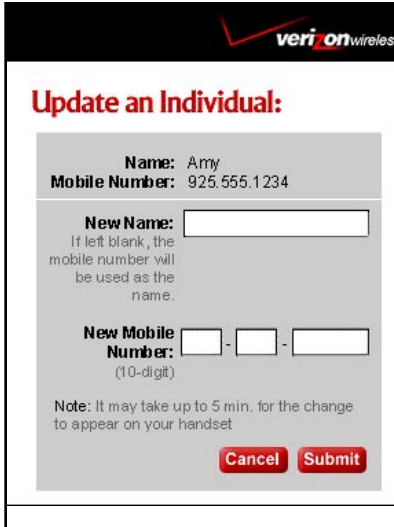
## Managing your Individual & Group contact lists (cont.)

### To update an Individual's contact's name and/or mobile telephone number

1. From the Individuals list, select the name of the Individual contact you would like to update, and click on update. A pop-up box will appear. Use this box to enter the updated information. To cancel, click Cancel
2. To update the name, enter the new name in the New Name field. To update the mobile telephone number, enter the new Verizon Wireless Push to Talk mobile telephone number in the New Mobile Number field
3. Click on Submit.

After clicking Submit, the mobile number will be validated. If the mobile number is a valid Push to Talk mobile number, the screen will refresh and the updated contact will be added to the first line of the drop down box. If the mobile number being added is NOT a Push to Talk mobile number, an alert box will display the following message: *The updated individual is not a Push to Talk subscriber and could not be updated on your list.*

**NOTE:**  
The screen will refresh to alphabetical order after logging out and logging back in.



The screenshot shows a mobile interface for updating an individual contact. At the top, the Verizon Wireless logo is visible. The title 'Update an Individual:' is in red. Below the title, the current contact information is displayed: 'Name: Amy' and 'Mobile Number: 925.555.1234'. There are two input fields: 'New Name:' with a text box and a note 'If left blank, the mobile number will be used as the name.', and 'New Mobile Number:' with three separate boxes for digits and a note '(10-digit)'. At the bottom, there are 'Cancel' and 'Submit' buttons.

## Managing your Individual & Group contact lists (cont.)

### To add a new Group

1. Select the Groups tab
2. Create a name for the Group
  - a. In the Group Name field, enter the new Group name. There is a limit of 24 characters.
  - b. Click Submit to validate that the Group Name is not already being used. If the Group Name is not being used, it will be saved and will

appear in the first line of the Group drop down box. The box to the right of the Group Name should be empty. If the Group Name is already being used an alert box will display the following message: *The group name "XXXX" is already in use and could not be added to your list.*

3. Add Individuals to the Group

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- Groups

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Push to Talk: Manage Contacts

Individuals Groups

Individuals: Group: update | delete

Add Remove

Ctrl + Click to select multiple names

Ctrl + Click to select multiple names

Group Name:

Note: To immediately view changes on your handset, turn your handset off and on.

Submit

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## Managing your Individual & Group contact lists (cont.)

### To add Individuals to a Group

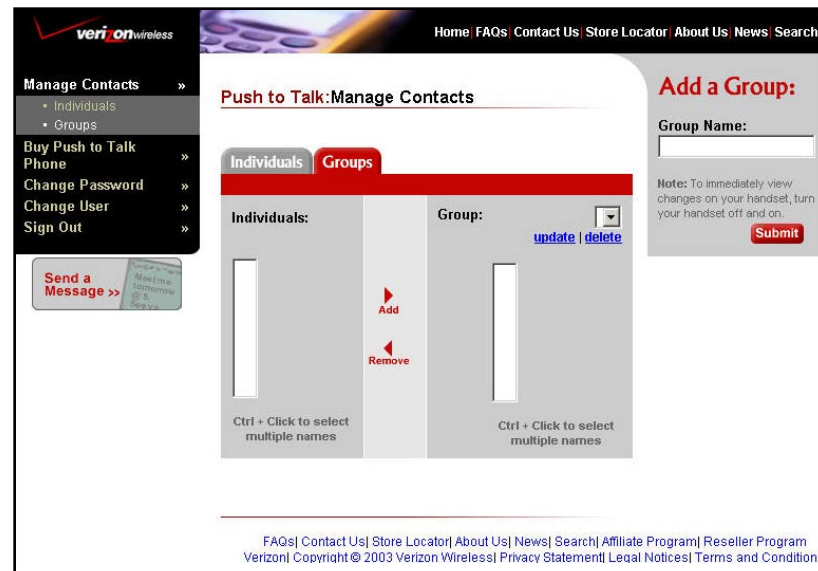
1. From the Individuals list located in the box on the left, choose an individual you would like to add to your group, click to select and click on the [Add](#) button to add the name to the Group. The individual's name will now appear in the Group box on the Right.
2. You may use Ctrl+Click to select multiple Individual names.
3. Clicking [Add](#), sends the Individual's name directly to the database. No other steps are needed to save the additions.

### To remove Individuals from a Group

1. Select an individual's name from the Group window, on the right, and click the [Remove](#) button. The individual's name will be removed from the Group window on the right. The name will still appear in the Individuals window on the left.
2. You may use Ctrl+Click to select multiple names.
3. When clicking on the [Remove](#) button, the individual names are actually being removed directly from the database. No other steps are needed to save the changes.

#### NOTE:

- Clicking [Update](#) will link you to the Update a Group page
- Clicking [Delete](#) will display an alert box with the following message: Are you sure you want to delete "Group Name" Yes No
- After logging out and logging in again, the Group contact list will refresh and the list will appear in alphabetical order.





## Managing your Individual & Group contact lists (cont.)

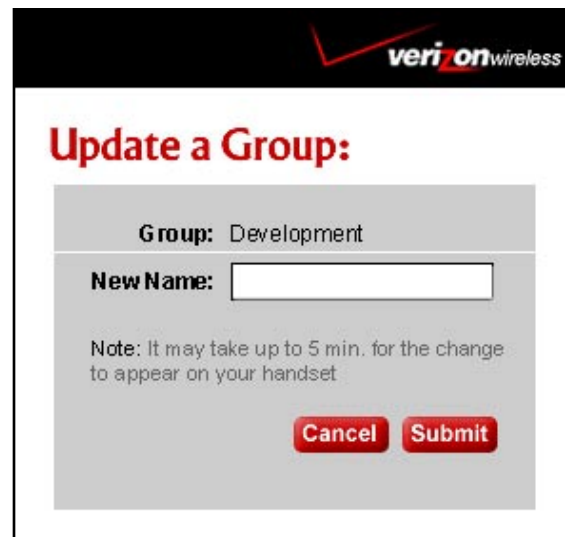
### To update a Group

1. Select the Group name from the drop down box
2. Select update. A pop-up box will appear. Use this box to enter the updated or new group name. To cancel, click Cancel.
3. In the New Name field, enter the new Group name.
4. Click on submit to validate that the group name is not already being used. If the

group name is not being used, the page will return to the Manage Contacts (Groups) page and the new Group name will appear in the first line of the Group drop down box. If the Group name is already being used, an alert box will display the following message: *The group name "XXXXX" is already in use and could not be added to your list.*

#### NOTE:

- The list will refresh to alphabetical order after logging out and logging back in.



The screenshot shows a Verizon Wireless interface for updating a group. At the top, the Verizon logo is visible. The main heading is "Update a Group:" in red. Below this, there is a form with a "Group:" label and the text "Development". Underneath, there is a "New Name:" label followed by an empty text input field. A note below the input field states: "Note: It may take up to 5 min. for the change to appear on your handset". At the bottom of the form, there are two red buttons: "Cancel" and "Submit".

## Managing your user profile (cont.)

### Forgot my password

1. From the login page, select [Forgot my password](#). The Password Request page will appear. It is similar to the Login page.
2. Enter your Verizon Wireless mobile telephone number and click on [Submit](#). If you have entered a valid Verizon Wireless Push to Talk mobile telephone number, an alert box will display the following message:

*Your temporary password is being sent to your mobile phone. Within a few minutes you will receive a TXT message with your temporary password.*

3. Return to the login page and login using or new password.
4. (Optional) You may select Change Password and make up a new password

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**Push to Talk: Password Request**

Enter your 10-digit mobile phone number and click send.  
(A temporary password will be sent to your handset as a text message.)

Mobile Number:  -  -

[Send a Message >>](#)

[Submit](#)

## Managing your user profile (cont.)

### Change your password

1. Select Change Password from the left navigation bar
2. In the first box, enter your current or temporary password
3. In the second box, enter your new password. The password is case sensitive and must be between 5 and 12 characters
4. Re-enter your new password
5. Click Save
6. You will be taken back to the login screen
7. Use your new password to login into your account

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**Push to Talk: Change Password**

**Enter your current password:**

**Create your new password:**   
Enter a new password.  
Your password is case sensitive.  
Passwords can contain letters and numbers, but no spaces.  
Your password must be 5-12 characters.

**Re-enter your new password:**

**Submit**

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## Glossary

### **Alert Call**

The tactful method by which a user can contact another Push to Talk recipient without barging-in and automatically speaking. The recipient's handset plays an audible tone and displays a message indicating someone wants to speak with them.

### **Barge Call**

The method by which someone receives a Push to Talk call by hearing an audible tone immediately followed by the voice of the originator.

### **Contact**

Any one individual assigned by a Push to Talk user via the Push to Talk website or (future development) directly through the handset. Only other Push to Talk users may be added as contacts.

### **Contact List**

A directory located within the handset that includes all Push to Talk contacts and groups that have been established by the user. Only other Push to Talk contacts and groups appear in this directory.

### **Floor Control**

The ability to gain access to speak while active in a Push to Talk session.

### **Group Call**

The ability for Push to Talk users to initiate or participate on a call, simultaneously, with as many as 20 total participants. Group contacts must be established via the Push to Talk website prior to initiating a group call.

### **Group Contacts (a.k.a. Talk Groups)**

Any distinct set of individual contacts combined to form a unique unit with which the user may contact simultaneously. The user must assign a different identifying name to each group. Only other established Push to Talk contacts may be added to groups.

### **Ignoring an Alert**

Users who are unable to reply to the originator of the alert may disregard the request to speak by pressing the ignore soft key. The originator's handset will display a message that the recipient is unavailable.

### **Presence**

The functionality that lets users know their Contacts are available to receive Push to Talk calls

### **Presence Icon**

The symbol next to the Contact name that indicates recipient's availability.

### **Private Call**

A one-to-one call.

### **Push to Talk**

The service that provides simple communication with the touch of a button. A specially equipped handset is required for both the originating and terminating parties.

### **Push to Talk Button**

The large button located on the left side of the handset used to initiate or respond to a Push to Talk call. Floor control (the ability to speak) is received by depressing this button.

## **Glossary (cont.)**

### **Responding to an Alert**

Users may reply to the originator of the alert simply by pressing the Push to Talk button and speaking or by pressing the Answer softkey and the PTT button.

### **Voice Over Internet Protocol (VoIP)**

The technology for transmitting voice conversations over a data network using the Internet Protocol.

### **Web Provisioning**

The ability for customers to create and manage their Contacts and Talk Groups. The web address for customers to access this site is [www.vzwpushtotalk.com](http://www.vzwpushtotalk.com), or it can be accessed via a link at [www.verizonwireless.com](http://www.verizonwireless.com).

## Frequently Asked Questions

### **What is Push to Talk?**

A Walkie-Talkie / 2-way Radio type service that provides simple communication with the touch of a button. A Push to Talk capable handset and subscription to Push to Talk is required for both the originating and terminating parties.

### **Which handsets are Push to Talk enabled?**

There is currently one handset available, the Motorola V60P. Other handsets will be available later.

### **Will Push to Talk work nationwide?**

Yes, you can connect directly with other Verizon Wireless Push to Talk subscribers across the nation within the Verizon Wireless National Enhanced Services Area.

### **How do I set up my Push to Talk Individual and Group contact lists?**

You can manage your Individual and Group contact lists on the Verizon Wireless Push to Talk Contact Management website. You can access this website from the main Verizon Wireless Home Page or you can go directly to [www.vzwpushtotalk.com](http://www.vzwpushtotalk.com) and follow the instructions.

### **What happens when I receive a regular voice call while using Push to Talk?**

While you are using your Push to Talk service, you will not be interrupted if another person tries to call you. Incoming regular voice calls will go directly to your voice mail and will be in your call log. You will not notice a change during your Push to Talk call.

### **What happens when I receive a Push to Talk call while on a regular voice call?**

Your voice call will not be interrupted. You will not receive any indicators that you missed a Push to Talk call. The person who tried to call you using Push to Talk will receive a message indicating that you were unavailable.

### **Will I be able to set up "Groups"?**

Yes, through the Verizon Wireless Push to Talk Contact Management website. You can access this website through [verizonwireless.com](http://verizonwireless.com) or by visiting [www.vzwpushtotalk.com](http://www.vzwpushtotalk.com).

### **How many individuals can be included in a "Group"?**

If you signed up for the Unlimited Group Calling Introductory Offer, you will be able to include up to 10 individuals in a Group. If you did not sign up for the Group Calling Introductory Offer, you will be able to include up to 20 individuals in a Group.

### **How many "Groups" can I establish?**

You may establish up to 50 different Groups.

### **How many Individual contacts can I establish?**

You may establish up to 150 different Individual Contacts.

## Frequently Asked Questions (cont.)

### **Will I be charged airtime for my Push to Talk calls?**

Yes, your Push to Talk minutes will come out of your Push to Talk allowance. Your anytime voice, mobile-to-mobile, and night & weekend allowance minutes will not be affected. If you subscribed to Push to Talk during the introductory period and received the Unlimited Group Calling Introductory Offer, your Group Calls will come out of your Unlimited Push to Talk allowance minutes. If you did not sign up for the Unlimited Group Calls Introductory Offer, you will be charged for each minute per individual in your group in accordance with your Calling Plan. You will not be charged for receiving a Push to Talk call.

### **Will my regular voice calls be interrupted when I receive a Push to Talk alert?**

No, your regular voice call will not be interrupted. The person sending you the Push to Talk alert will receive a notice indicating that you were unavailable. A person sending you the Push to Talk barge call will receive a "call ended" message when you do not respond.

### **If I call someone who is not in my contact list, how many digits of the mobile telephone number do I enter to make a successful Push to Talk call?**

You should enter in the person's entire 10-digit mobile number (the 3-digit area code and the 7-digit mobile number). If you add a 1 before the area code, or only dial the 7 digits (forgetting the area code), the call will not complete.

### **Do I need to have a special Push to Talk phone number?**

No, you will only need one Verizon Wireless mobile telephone number. That one number will work for both your traditional voice calls and your Push to Talk calls.