

# Push to Talk

## Overview

The Push to Talk feature allows users to interact through another user's phone on a one-to-one basis.

### Feature Notes:

- Define white and black lists** – Set the list of assigned users to represent either a "White List" or a "Black List" for the user being configured. The white list represents approved Push to Talk callers for each user. The black list represents the Push to Talk callers not allowed to interact with the user.  
 For example, you can create a white list for Jim, in the warehouse, for all customer service reps to allow them to push to talk to Jim regarding inventory, delivery schedules, etc., and create a black list for Jim of all the sales reps so they do not constantly check order status and special requests that can interrupt Jim during his busy day.
- Define One-Way or Two-Way settings** – One-way only allows the configured users to place Push to Talk calls to other users. Two-way enables communication between the users in both directions.
- Use of the Feature** – Users dial \*98 and the extension to place Push to Talk calls.

## Feature Prerequisites

- In order to place or receive Push to Talk calls, both the originating and target user must have Premium Seats.
- In order to place a Push to Talk call to a user, the target user must have the originating user in their Access List.
- Push to Talk calls can only be received by desk phones. Push to Talk is NOT supported by UC-9we applications.

## Feature Setup

- Go to the group admin dashboard.



Group	Users	Access List	Settings
Group 1	User 1, User 2, User 3	User 1, User 2	Push to Talk: On
Group 2	User 4, User 5	User 4, User 5	Push to Talk: Off