

## **FIRSTNET PUSH-TO-TALK (PTT) FAQ FOR SUBSCRIBER PAID CUSTOMERS**

**Q. I pay for my own FirstNet service and the PTT Administrator at my agency has recommended that I get FirstNet Push-to-Talk. How do I do that?**

**A.** To use FirstNet Push-to-Talk to communicate with the team at your agency, you need to purchase a FirstNet PTT monthly subscription. You may purchase the FirstNet PTT subscription:

- Online at [FirstNet Local Control](#) (if your agency has requested Premier Online Shop purchasing to be enabled)
- By calling FirstNet Customer Service at 800.574.7000.

**Q. I received a welcome email from FirstNet PTT which said I should log onto the FirstNet PTT app with my FirstNet User ID and password. I don't know what they are. What should I do?**

**A.** Your FirstNet credentials were sent to you when your FirstNet account was established. If you know your FirstNet email address, you can use the 'Forgot Your Password' process from the FirstNet PTT logon screen on the device to re-establish the password. If you do not know your FirstNet email address, you should contact your agency's FirstNet Local Control Administrator (Public Safety Entity Administrator) to obtain it.

**Q. I logged on to FirstNet PTT successfully on my device, but I don't see any talkgroups or contacts. How do I communicate with others on my team?**

**A.** Talkgroups and contacts are automatically populated over the air to the device. If your PTT Administrator has added you to a talkgroup or created contacts for you, they will be visible on your device. You will be able to communicate with your team immediately by pushing the button. If you don't see any talkgroups or contacts, please contact your PTT Administrator.

**Q. I need some help using the FirstNet PTT app. Where can I find it?**

**A.** Please visit [firstnet.com/push-to-talk/support](http://firstnet.com/push-to-talk/support) to find the User Guide for the FirstNet PTT Android app.

**Q. My question hasn't been answered by this FAQ. Who can I talk to?**

**A.** If you need further assistance with your FirstNet Push-to-Talk service, please call FirstNet Customer Service at 800.574.7000.