UNITED STATES POSTAL SERVICE

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May 7, 2024

Mr. Ivan D. Butts
President
National Association of Postal Supervisors
1727 King St., STE 400
Alexandria, VA 22314-2753

Certified Mail Tracking Number:
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Dear Ivan:

As a matter of general interest, the Postal Service deployed an enhancement to the Postal Vehicle Service's (PVS) TC77 scanner which allows for verbal communication. Specifically, the application is called *Push to Talk Pro*. This application allows for one-on-one and group conversing between supervisors and drivers on the PVS scanner.

Prior to this enhancement, there was no consistent method the Postal Service as able to rely upon when attempting to communicate with drivers who were not in the facility. Since all PVS drivers use the TC77 scanner as part of their daily assignment, supervisors and drivers now have an effective and safe means to communicate as operationally necessary.

Since April 10, the Push to Talk (PTT) application has been Beta tested at the Portland, Oregon Processing Distribution Center (P&DC) PVS operation and was deployed nationwide to all PVS scanners on April 15. PVS drivers are authorized to use the PTT application as soon as they are trained.

PVS drivers are instructed not to use the PTT application while driving.

Enclosed on compact disc (CD) are the following PTT documents:

- *Push to Talk SOP 05.01.24*
- *Push to Talk Pro Service Talk 04.15.24*
- *PTT call a Contact SWI 04.09.24*
- *PTT Group Calls SWI 04.09.24*
- *PTT Login and Sign Out SWI 04.09.24*
- *PTT Login Troubleshooting SWI 04.17.24*
- *PTT Receive a Call SWI 04.09.24*

If there are any questions, please contact Robert Ocasio at 813-382-0689.

Sincerely,

Shannon R. Richardson
Director, Contract Administration (APWU)

Enclosure

(CA2024-097)

SOP for Push to Talk Pro

Table of Contents

1. PURPOSE AND IMPORTANCE

The Push to Talk Pro application available at PVS sites allows for one-to-one and group conversing between supervisors and drivers on the PVS scanners. The application can be accessed on the second page of the kiosk screen of the scanner.

The use of this application is important to improve communication between supervisors and drivers and to decrease the time it takes for conversations to occur. It is recommended to set aside supervisor devices in a separate location from driver devices.

Use this SOP to learn how to use the application on PVS scanners.

2. USE THE APPLICATION

Drivers are not to use the PTT application while driving.

For the application to be used to make calls and/or receive calls, the user must login.

To login:
1. Select the Push to Talk icon on the kiosk screen of the PVS scanner
2. Accept the Data Usage Consent pop-up message
3. Select 'Activate with ESN' to login
4. The application will provision
5. PTT Pro can be used
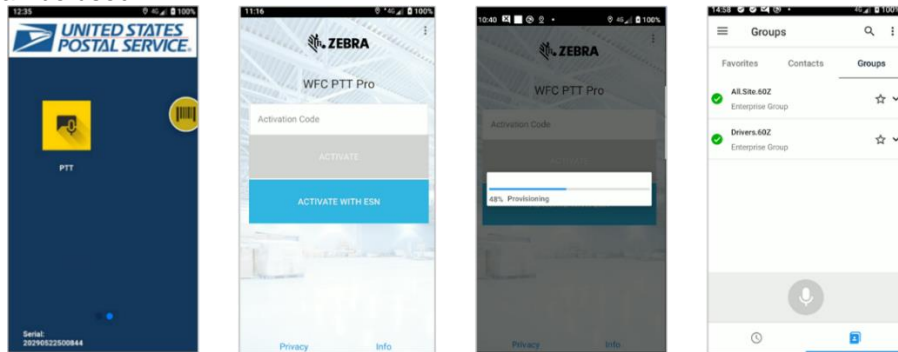
To logout:
1. Select the Push to Talk icon on the kiosk screen of the PVS scanner
2. Select the navigation menu in the upper left corner
3. Select 'Sign Out'
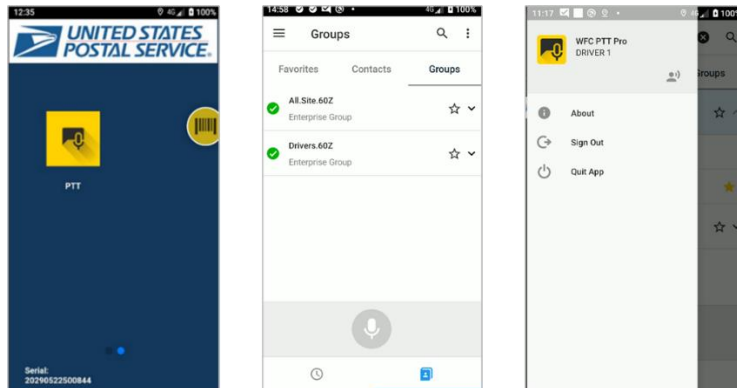
3. MAKE/RECEIVE CALLS

Drivers are not to use the PTT application while driving.

Calls can be made to individual users or groups from within the application. At this time if a user wants to make a call and is in another application, they must return to the scanner home screen and select PTT from the kiosk.

To Call an Individual:
1. Select the Push to Talk icon on the kiosk screen of the PVS scanner
2. Navigate to the 'Contacts' tab
3. Locate the contact to call and tap the contact to highlight it
    a. If ✅ shows next to the contact, they are online and can be called
    b. If 🚫 shows next to the contact, they are offline and cannot be called
4. Make the call
    a. There are two ways to make a call:
        1. Press and hold the microphone icon on the screen
        2. Press and hold the PTT button on the scanner.
    b. While in the call, •)) will show next to the current speaker
5. Allow others to speak
    a. The microphone button or PTT button must be released to allow others on the call to speak
6. Leave the call
    a. Either select 'Leave Call' or allow the call to timeout if no one speaks for 30 seconds
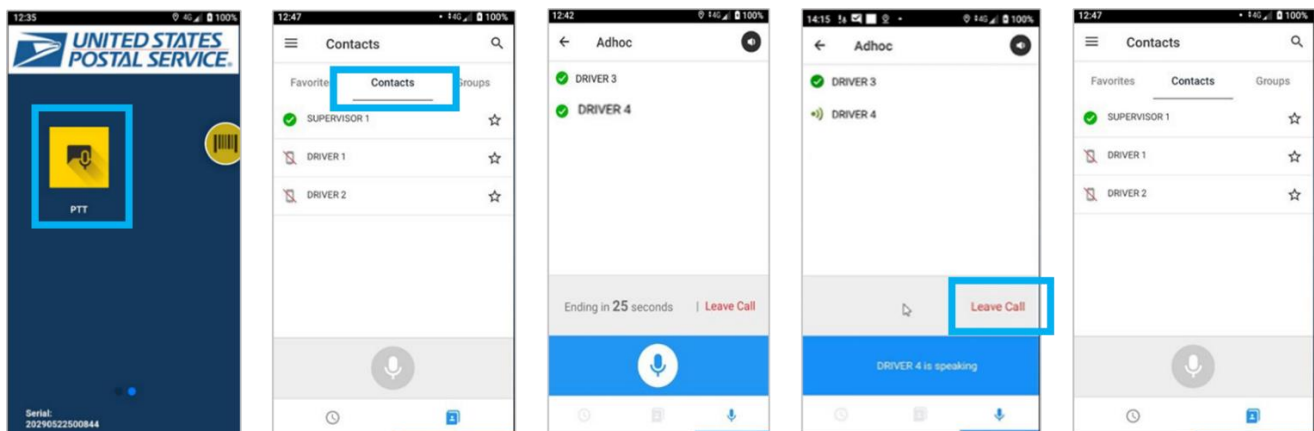
To Call a Group:
1. Select the Push to Talk icon on the kiosk screen of the PVS scanner
2. Navigate to the 'Groups' tab
3. Locate the group to call and tap the group to highlight it
   a. Once highlighted, selecting the '˅' will display individual members of the group
4. Make the call
5. Allow others to speak
   a. The microphone button or PTT button must be released to allow others on the call to speak
6. Leave the call
   a. Either select 'Leave Call' or allow the call to timeout if no one speaks for 30 seconds
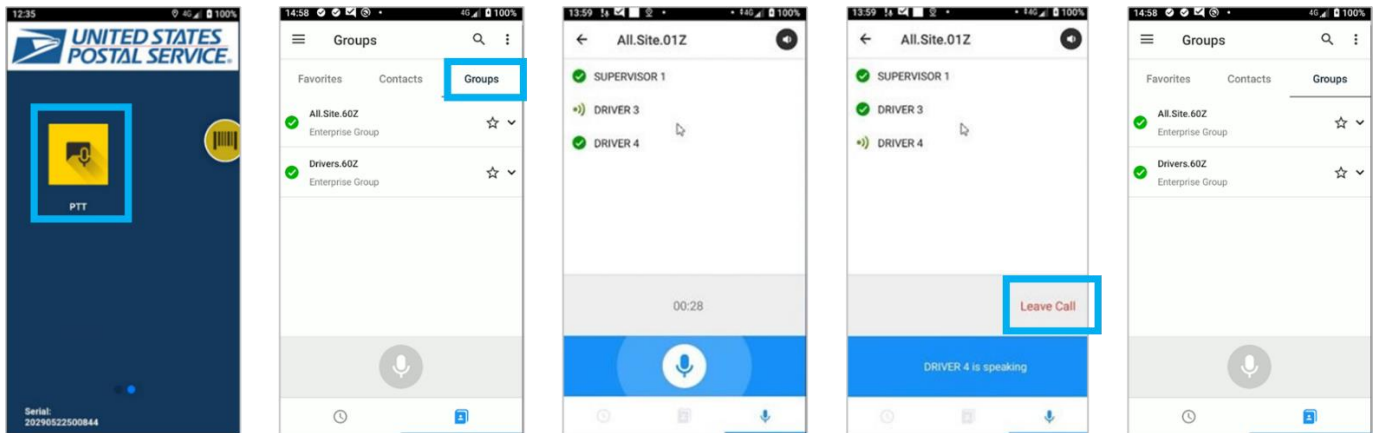
A user can receive a call regardless of if they are in the PVSmobile application, PTT application, or on the kiosk home screen, as long as they are logged into PTT.

To Receive a Call:
1. User is working on their scanner while logged into PTT
2. Scanner receives an incoming call
   a. a notification appears at the top of the screen
3. Answer the call
   a. There are two ways to answer a call:
      1. Press and hold the microphone icon on the screen
      2. Press and hold the PTT button on the scanner.
4. Allow others to speak
   a. Select 'Stop PTT' on the screen or release the PTT button to allow others on the call to speak
5. Leave the call
   a. Either select 'Leave Call' or allow the call to timeout if no one speaks for 30 seconds
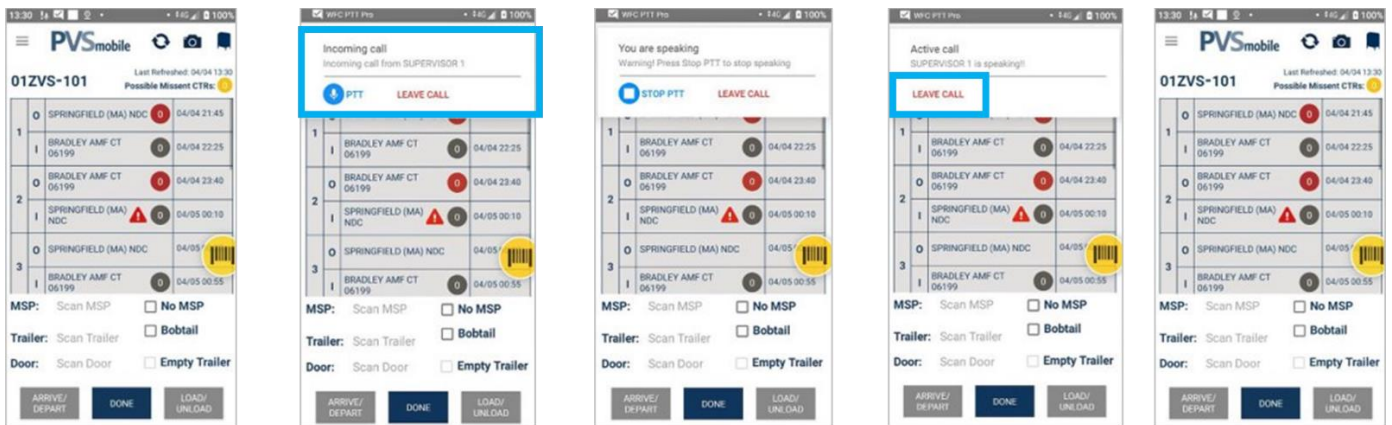
4. SVWEB USAGE

The Push to Talk Pro application is a mobile application. At this time drivers and supervisors are numbered (ex: Driver 1, Supervisor 1). In order for Supervisors and users to identify which scanner to call, an SVweb page must be utilized.

The SVweb PTT Device Report lists PTT Device names along with Device Serial Number, User ID, User First/Last Name, Route, Trip, and Run. This report can be filtered to identify who to call on a scanner.

5. DEVICE AND USER CHANGES

If a user experiences errors while logging in to the PTT Pro application, the IT Service Desk must be contacted and a ticket will be submitted to SDS Surface Vis.

The information in the SVweb PTT Device Report is updated by Zebra. If a device needs to be updated or replaced or User information needs to be updated or added, the IT Service Desk must be contacted and a ticket will be submitted to SDS Surface Vis.

6. VERSION HISTORY

Date	Revision Summary
04/15/2024	• First version of the SOP Push to Talk
05/01/2024	• Added that 'Drivers are not to use the PTT application while driving'

Service Talk – Push To Talk Pro

April 20, 2024

Push To Talk Pro

Drivers are not to use the PTT application while driving

Between Monday, April 15, 2024 and Wednesday, April 17, 2024, the Push To Talk Pro application was deployed to all PVS sites. This application allows for one-on-one and group conversing between supervisors and drivers on the PVS scanners. The application can be accessed on the second page of the kiosk screen of the scanner (Figure 1).

After selecting the application, users will be prompted to accept a Data Usage Consent pop-up message (Figure 2) and will then have to activate with ESN (Figure 3). The application will then provision and the Push To Talk Pro interface will open.

To call a Contact or a Group, users can navigate to either the Contacts (Figure 4) or Groups tab accordingly, locate the Contact or Group to call and select it, and select either the microphone icon (Figure 5) or the physical PTT button on the left side of the scanner and begin speaking. Once done speaking, users can release the microphone icon or PTT button. When the Contact or other members of the Group are speaking, the microphone icon and PTT button for the user will be disabled until they are done speaking (Figure 6). To leave the call, users can select "Leave Call". If an incoming call comes to the user's scanner while they are not in the PTT application, a banner notification will appear (Figure 7), in which the user can respond by selecting the microphone icon or they can select the physical PTT button.
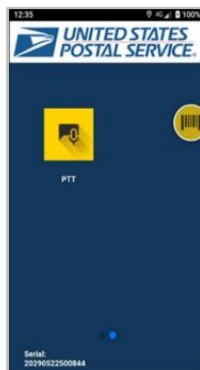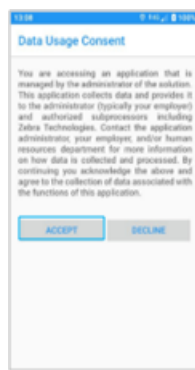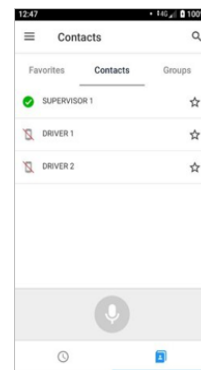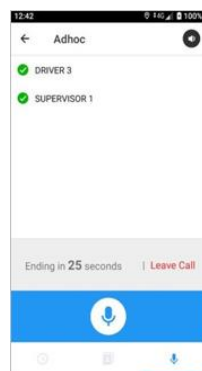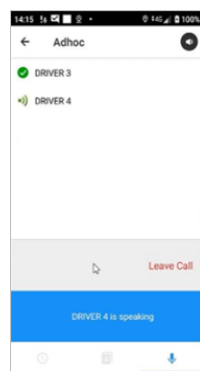

Figure 1   Figure 2   Figure 3   Figure 4

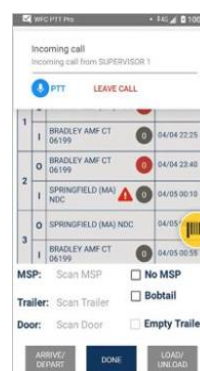Figure 5   Figure 6   Figure 7
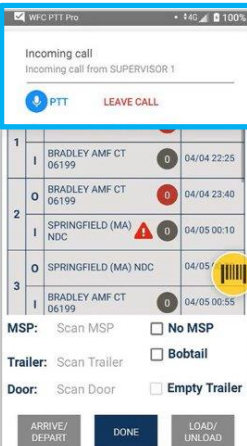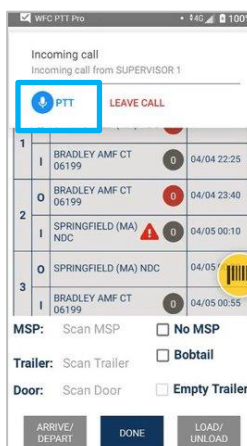
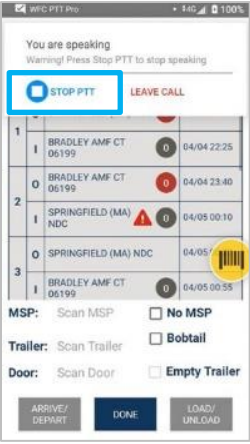**For any questions or concerns about this Service Talk, please contact your immediate Supervisor.**

Standard Work Instruction: PTT Receive a Call on Another Application

Scanner is in use → Scanner receives an incoming call → Call is answered → Others on the call speak → Leave the call

Drivers are not to use the PTT application while driving.

	Important Steps	**Key Points**	**Reasons for Key Points**
	1) Driver has another application open aside from Push To Talk Pro.	• Calls will not be received if the user is not logged on to PTT Pro • If the user is not already logged in, follow the steps in *PTT Login and Sign Out SWI.*	• Push To Talk Pro is available to PVS drivers and their supervisors.
	2) Scanner receives an incoming call	• A notification will appear at the top of the screen showing an incoming call and who the call is coming from	• The notification will appear the same from anywhere within the PVSmobile application or while in other applications or on the scanner home screen
	3) Answer the call	There are two ways to answer a call: 1. Select 🎤 PTT to speak 2. Press and hold the PTT Button on the scanner	• The call functionality will appear the same from anywhere within the PVSmobile application or while in other applications or on the scanner home screen • The PTT Button on the left of the scanner is the black button below the yellow scanning button.

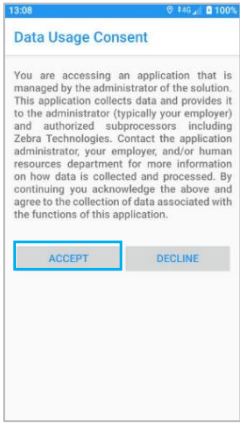|			
 	4) Listen to others on the call	• Select ⭕ STOP PTT to listen to others on the call or release the PTT Button. If not, the other user will not be able to speak • The notification will display who is speaking	• The call functionality will appear the same from anywhere within the PVSmobile application or while in other applications or on the scanner home screen • The PTT Button on the left of the scanner is the black button below the yellow scanning button.
	5) Leave the call	• Select 'Leave Call' to leave the call • The call will be disconnected and the notification banner will disappear	• If no one speaks before the 30 second timer is up, the call will be disconnected

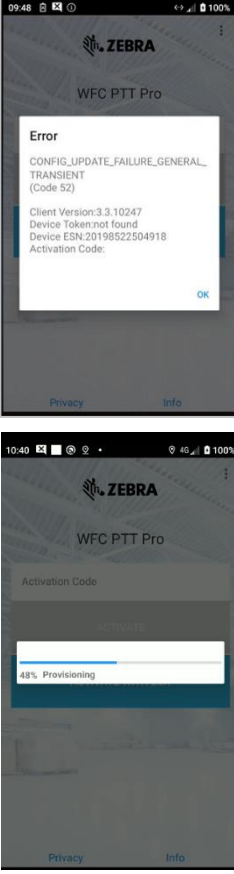# Standard Work Instruction: PTT Receive a Call on Another Application

Standard Work Instructions: Login Troubleshooting

Select to PTT Pro application	➡	Accept the Data Usage Consent	➡	Activate With ESN	➡	Select 'OK'	➡	Submit a Ticket if needed

Drivers are not to use the PTT application while driving.

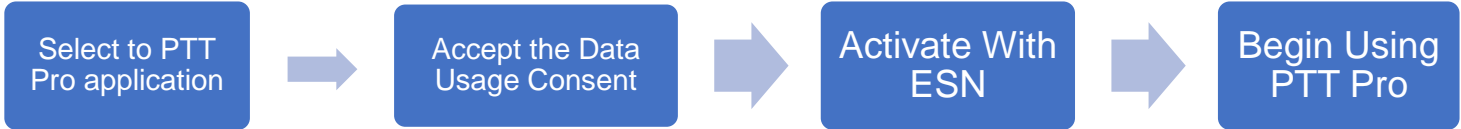|	**Important Steps**	**Key Points**	**Reasons for Key Points**
	1. Select the Push To Talk Pro icon on the second page of the kiosk screen to open the application.	• Push To Talk Pro is only available on the PVS scanner.	• Push To Talk Pro is available to PVS drivers and their supervisors.
	2. Select Accept to Data Usage Consent pop-up message.	• User will not be able to proceed without providing consent.	• User needs to provide consent to log in to Push To Talk Pro.

Standard Work Instructions: Login Troubleshooting

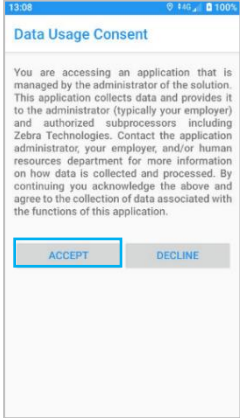|			
	3. Select "Activate With ESN" to login.	• After selecting "Activate With ESN", a Provisioning screen will appear.	• User must successfully select "Activate With ESN" to log into Push To Talk Pro.
	4. If an Error message displays stating 'Device Token: not found' select 'OK' and then 'Activate with ESN' again	• Selecting 'OK' and attempting to 'Activate with ESN' again will often bring the user to the Provisioning screen	• If Provisioning does not occur right away after selecting 'Activate with ESN,' this error message may appear

Standard Work Instructions: Login Troubleshooting

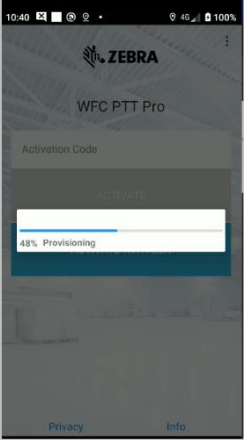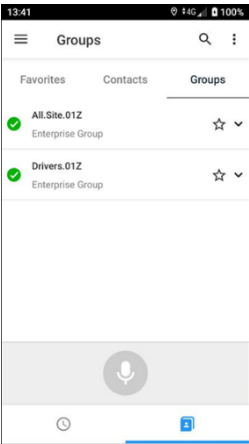|			
Support Email **IT Service Desk** itsdsupport@usps.gov Support Phone Number/Options **1-800-USPS-HELP (800-877-7435), option 5, then at prompt, say "Surface Visibility"**	5. If the Error message displaying 'Device Token: not found' select 'OK,' submit a ticket	• Please submit a ticket to SDS Surface Vis via the Helpdesk.	• Call 1-800-USPS-HELP or email itsdsupport@usps.gov • Ensure to include the Device Serial Number with the ticket. This is listed on the error message next to 'Device ESN'

Standard Work Instructions: PTT Login and Sign Out

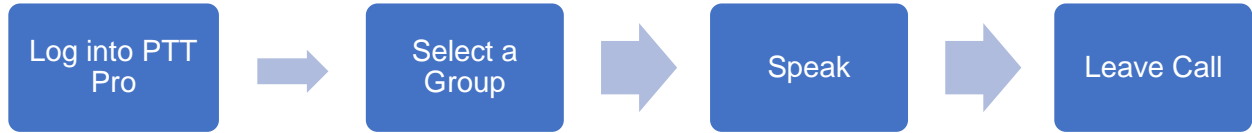| Select to PTT Pro application | → | Accept the Data Usage Consent | → | Activate With ESN | → | Begin Using PTT Pro |

Drivers are not to use the PTT application while driving.

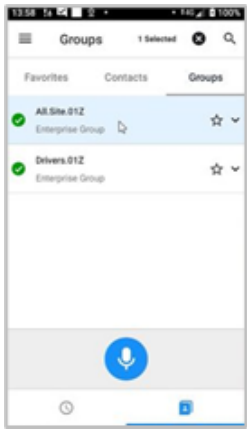|	**Important Steps**	**Key Points**	**Reasons for Key Points**
	1. Select the Push To Talk Pro icon on the second page of the kiosk screen to open the application.	• Push To Talk Pro is only available on the PVS scanner.	• Push To Talk Pro is available to PVS drivers and their supervisors.
	2. Select Accept to Data Usage Consent pop-up message.	• User will not be able to proceed without providing consent.	• User needs to provide consent to log in to Push To Talk Pro.

Standard Work Instructions: PTT Login and Sign Out

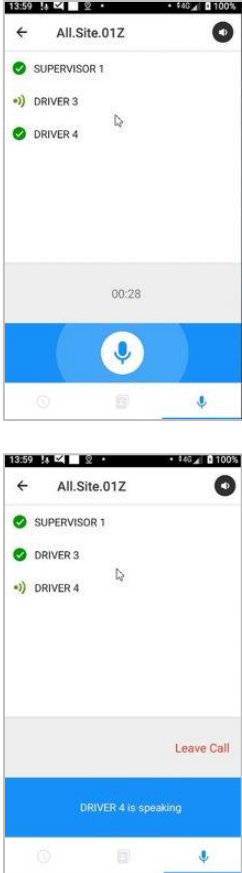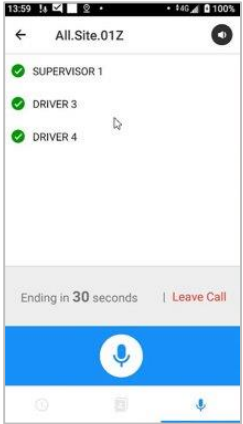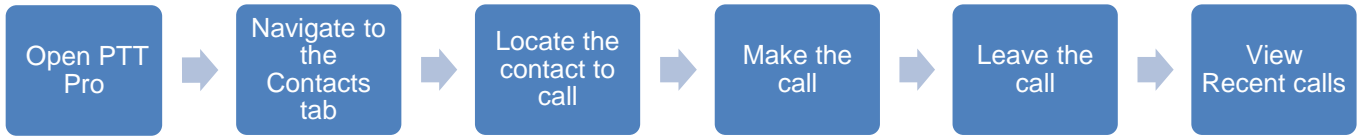|			
	3. Select "Activate With ESN" to login.	• After selecting "Activate With ESN", a Provisioning screen will appear. • If an error message appears during this step, view the *Login Troubleshooting SWI*	• User must successfully select "Activate With ESN" to log into Push To Talk Pro.
	4. Users can start using PTT Pro.	• The Groups tab is the default screen after login. • Select the Contacts tab to start individual conservations. • Select the Clock icon to see recent calls. • If the user signs out of the application in the navigation menu, the user will have to repeat Step 3 again.	• Users can make individual calls, Group Calls, and perform other tasks within Push To Talk Pro.

Standard Work Instructions: PTT Group Calls

| Log into PTT Pro | → | Select a Group | → | Speak | → | Leave Call |

Drivers are not to use the PTT application while driving.

	Important Steps	Key Points	Reasons for Key Points
	1. Select the Push To Talk Pro icon on the second page of the kiosk screen to open the application	• If the user is not already logged in, follow the steps in *PTT Login and Sign Out SWI.*	• Navigating to the PTT Pro application will allow the user to make a Group Call.
	2. Navigate to the Groups tab and select a Group.	• The Group will appear as highlighted once selected • Once highlighted, the caret icon can be selected to view the individual members of the Group and/or call individual members	• Navigating to the Groups tab and selecting a Group will allow the user to call a Group of their choosing.

Standard Work Instructions: PTT Group Calls

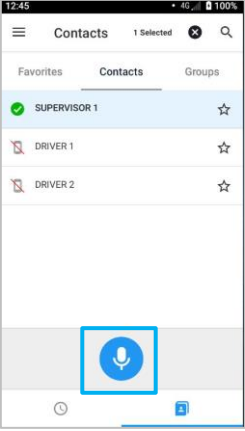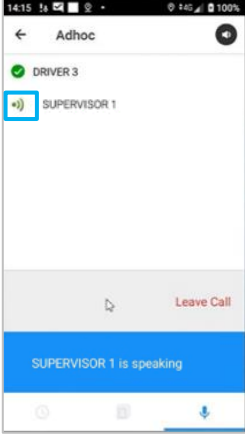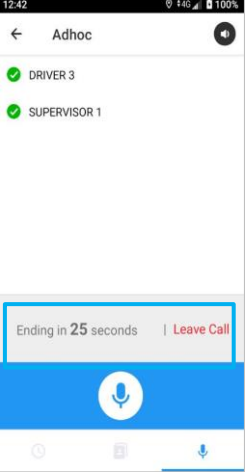|			
  	3. Hold down either the microphone icon or the black physical button below the yellow button on the left side of the scanner to speak to the Group, release when done speaking (first picture).	• The option to speak will be disabled if someone else is currently speaking (second picture).	• If someone else on the Group Call is currently speaking, the user will be unable to speak until they are done.
	4. To leave the Group Call, select the "Leave Call" button.	• The Group Call will end automatically if no one in the Group speaks for 30 seconds.	• When no one on the Group Call is speaking, a 30 second timer begins. This timer will be cut off if someone speaks. If no one speaks by the time the 30 seconds are up, the call will be automatically ended.

Standard Work Instruction: PTT Call a Contact

Open PTT Pro → Navigate to the Contacts tab → Locate the contact to call → Make the call → Leave the call → View Recent calls

Drivers are not to use the PTT application while driving

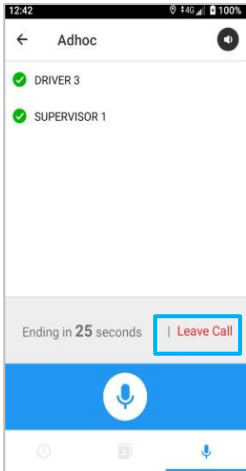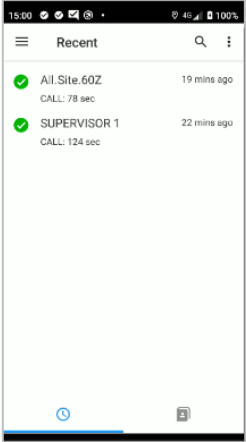|		Important Steps	Key Points	Reasons for Key Points
		1) Select the Push To Talk Pro icon on the second page of the kiosk screen to open the application.	• If the user is not already logged in, follow the steps in *PTT Login and Sign Out SWI*.	• Push To Talk Pro is available to PVS drivers and their supervisors.
		2) Navigate to the Contacts tab	• If the user was already on the Contacts tab, skip this step.	• PTT will default to the last tab that was open (ex: if the user was previously on Groups before closing the app, it will open on Groups)
		3) Locate the contact to call	• Tap the contact on the screen to highlight it	• If ✅ shows next to the contact, they are online and can be called • If 🚫 shows next to the contact, they are offline and cannot be called

Standard Work Instruction: PTT Call a Contact

	4) Make the call	There are two ways to make a call: 1. Press and hold the microphone icon on the screen 2. Press and hold the PTT button on the scanner. While in the call, ·)) will show next to the current speaker	• The user needs to hold the button for the entire time they are speaking. Releasing the button allows the other individual on the call to speak. • The PTT Button on the left of the scanner is the black button below the yellow scanning button.
	5) Upon releasing the speak button, a 30 second timer will start	• The other individual on the call can speak once the timer displays or the user can press and hold to speak again	• If no one presses and holds to speak before the 30 second timer is up, the call will be disconnected

	6) To leave the call, select the "Leave Call" button.	• The call ends if either the timer runs out or either user selects 'Leave Call' • Leaving the call returns the user to the tab they were previously on	• Upon the call ending the user is brought back to the Contacts page
	7) Select the Recents tab to view call history	• Individual and group calls will display	• Please reference the *PTT Pro Group Calls SWI* for more information on Group calls