



Direct PTT Device FAQ's

1. **Q: My radio is saying “logging in” but it isn’t connecting.**

A: It could be a few reasons. Your device will look for your Wifi first. If there is a problem with the Wifi the device may have be searching for it in vain. Turn off your Wifi access on your device and it will connect to the cellular network.
It could also be a loose or disconnected SIM card.

2. **Q: Where is my SIM card?**

A: Remove the battery on the back of the device. You will find the SIM card there.

3. **Q: How do I correct the position of the SIM card?**

A: The SIM card is held in by a small metal pocket. Place your finger on it and apply light pressure. It will shift and open. Reposition the SIM so the metal contacts on the card connect to the contacts on the phone.

4. **Q: How can I set up groups on my Direct PTT App.**

A: Tap on, and open, your Direct PTT App. It should auto login. Tap on the “Talk Group” your contacts are listed. Tap on the members of that group you’d like to connect with. Once you’ve selected those members, tap your “PTT” button on the app. You are now connected with those members only.

5. **How long is the turnaround time for Direct PTT Instant Swap?**

Instant Swap is designed to get you up and running quickly. On the Direct PTT Help page you will find our “Return Material Authorization” form. Simply download, fill it out and email it to: info@eventtone.com. We will contact you and email you a UPS return label Once we see the return label is executed we will ship the replacement to you overnight.

6. **Is there any cost to the Instant Swap program?**

No and yes. All Direct PTT and Motorola devices have a warranty. If the device ceases to work properly or fails within the warranty period due to issues with the device itself, it is covered and your replacement will be shipped to you at no cost. However, the warranty does not cover devices that cease to work due to negligence or damages by the user. If that is case, replacement costs reflecting the initial charge for the device will be assessed.

7. **I need to activate my device. Who do I contact?**

You can reach our Direct PTT tech support client services toll free number however this number doesn’t cover activations. Activations require contacting a specific department at Direct PTT. You can reach the activation department at 855-396-5450, extension 2. They will help you with the activation process.