

InstantTalk PTT client for Android User Guide

(V 1.9)

(Product Version: 2.13.1.658)

(Date: 14-03-2019)

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I INSTANTTALK PTT™ OVERVIEW

I.1 Overview

Mobile Tornado InstantTalk PTT is an “always on” communication solution that enables instant voice communication within an enterprise or between enterprises over a wide range of Smartphones, rugged mobile computers, tablets, and Windows computers. InstantTalk is designed to work with either your existing cellular data connection or 802.11 wireless networks.

Mobile Tornado InstantTalk PTT delivers Push-to-talk capability over the Internet between employees regardless of where they are located.

The InstantTalk PTT service may be rendered by platforms owned by service providers or provided by Mobile Tornado's Software as a Service (SaaS).

I.2 Key Features

- Instantaneous response.
- Both Instant Voice PTT and Instant Text Message.
- Highly scalable instant communications between individuals and groups.
- Two types of group communications: Radio channel and Broadcast group.
- Ability to create Private groups and establish Ad-hoc group calls.
- Ability to assign a default user or default group PTT recipient.
- Ability to remain in background for incoming call and when PTT button is pushed (to save battery power).
- Ability to override the ITO (IPRS™ Team Organizer) defined default radio group. Also, the client application can choose the first radio group from the Groups tab as the default, if no default radio group is configured from the provisioning portal.
- Interoperable with InstantTalk clients on Android, iOS smart phones, Dispatch Consoles on Windows/PC and feature phones.
- Cross-carrier and Wi-Fi interoperable anywhere—all major carriers are supported.
- The Web-based management interface allows creation of contact lists, groups management, provisioning, connection and license usage reporting and more.
- Instant Locate provides display of the current location, and position history of users.
- Works with wired or wireless headsets and RSMs (Remote Speaker Microphone).
- Presence status can be set to ‘Online’, ‘Page me’ or ‘Do not disturb’.
- Indication of the presence status of contacts is shown on screen.
- Ability to control the playback of PTT alert tones and their volume.
- Quick dial using dial-pad with numbers.
- Ability to establish a broadcast call at the organization level and group level.

I.3 Group Types

There are four types of groups:

- **Radio Channel groups:**
 - Radio Channel groups are also named "Chat Groups"
 - These are static groups. The group members are defined by the organization manager.
 - Designed to closely mimic the functionality of traditional 2-way radio channel where if you're not on that channel, you won't be able to listen to the communication. Like a 2-way channel, you can listen to only one radio channel at a time.
 - Member list displays only the currently connected contacts.
 - Lowest priority communication. One-to-one, one-to-many, conference calls take precedence.
 - One Radio Channel can be specified by the organization manager as default for certain users. This will be the default group that the application associates with (listens to) when not engaged in other calls. This default radio group can also be overridden from the client by just tapping on the radio group and it will get changed to default.
 - Radio group call can be initiated by just a single tap.
- **Broadcast Groups:**
 - Broadcast Groups are also named "Conference Groups"
 - These are static groups. The group members are defined by the organization manager.
 - Communication has priority over radio channels.
 - The audio streams are received by all Online members of the group.
 - Member list displays all contacts—even when Offline.
 - Session is active until ended by the user or idle for a pre-defined period (typically 10 to 20 seconds, as defined by the service provider).
- **Ad-hoc Groups:**
 - Calls involving multiple contacts but not pre-defined by the organization manager.
 - The user may select multiple contacts from the contact list to establish an Ad-hoc call. This group is transient, and its member list is not saved for later use.
 - Active until ended by the user or idle for a pre-defined period.
- **Private Groups:**
 - Acts like an Ad Hoc group but can be saved by the user for later use.

Group size limit:

- In a **Private Group** or **Ad-hoc** group the maximum number of group members is 20 and the maximum number of Private groups which can be added under **Groups** tab is 40. The size limit of other groups (Broadcast Group or Radio Channel) is set by the service provider for the organization.

2 INSTANTTALK™ PTT CLIENT INSTALLATION

2.1 Prerequisites

- Android phone (OS level 4.0 or later).
- An active mobile data plan or Wi-Fi connection.
- Recommended phone specifications:
 - 3G or higher cellular data network
 - Minimum of 1 GHz processor
 - 20 Mbyte of free internal storage space

2.2 Download and Install of Android Client

On your Android device, open **Settings > More > Security**. Enable the '**Unknown sources**' checkbox under Device administration section near the bottom of the screen.

Note: Following a first InstantTalk PTT client installation, you can uncheck the 'Unknown sources' checkbox if desired.

- When the service provider adds a user of the PTT service on the provisioning portal, the mobile phone number specified for the user may automatically receive an SMS text message containing a link to download the software. Tap this link, the browser will open and display a download page.
- If for any reason, you do not receive the text message, you can download the Android client to your device from the browser app by browsing to the URL as provided to you by your Service Provider. **E.g.:** The URL is "download.mobiletornado.com".
- Tap on the **Install Application** link to start the installation process.
- Under Notifications, you can view the download progress. Once the download completes, tap on the download notification. This will display the screen as shown below.

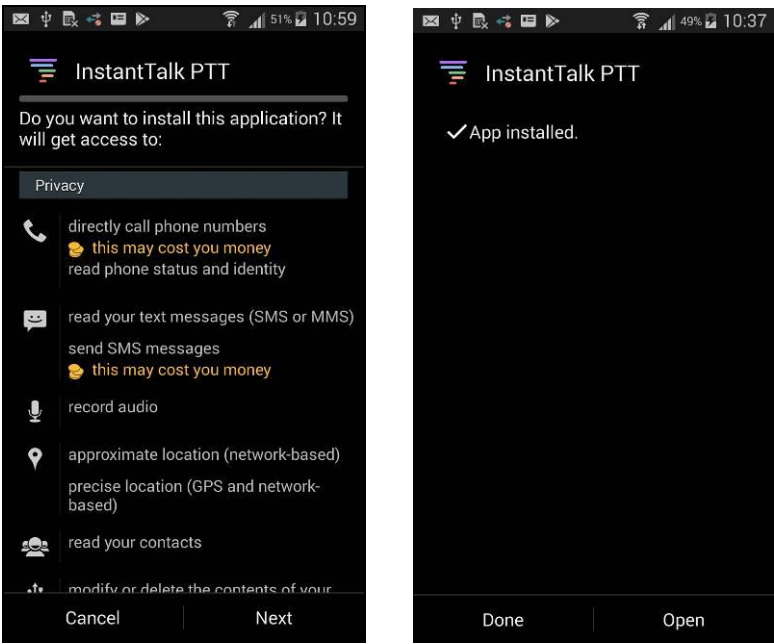


Figure 2-1 Application Installation

- Tap **Next > Next > Next > Install** and the application installed indication will appear as shown in the above right screen.
- Tap **Open** to open the application and the following screen appears.

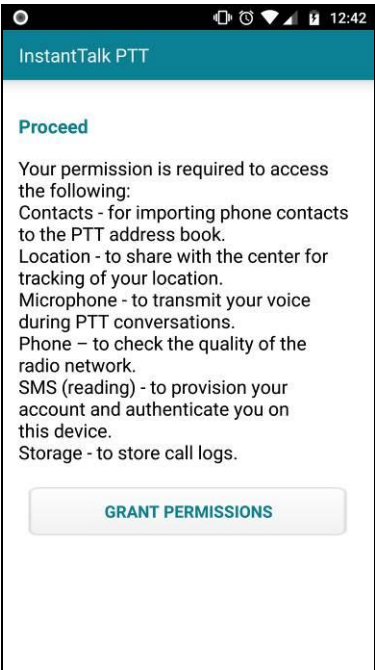





Figure 2-2 Permissions Page

The list below shows the application’s connectivity status. These connectivity statuses are displayed in the annunciator bar of the devices.

	Disconnecting: Client is in process to get Offline (in process of getting unreachable from the Server).
	Connecting: Client is reachable to the Server.

	Synchronizing: Client is connected to the Server and is synchronizing the address book (phone contacts).
	No Network: Disconnection from the network (mobile data or Wi-Fi).
	No Service: Disconnection from the Server (unreachable to the Server) due to any reason.

3 STARTING WITH INSTANTTALK PTT APPLICATION

3.1 Launch InstantTalk PTT and Sign In

To login the application:

1. Tap the **Instant Talk** launcher icon. The **Proceed** screen appears.

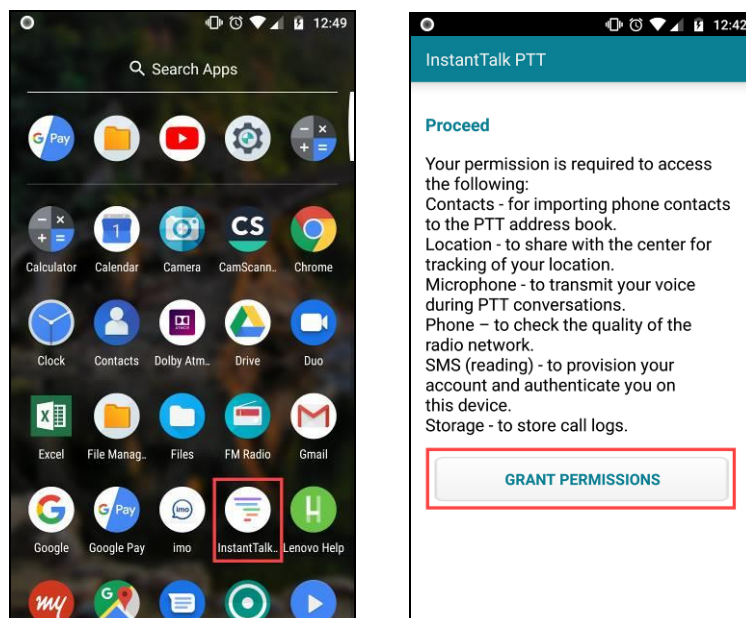


Figure 3-1 Instant Talk Launcher icon

2. Tap **Grant Permissions** button and **six prompts** for granting permissions to access the following items appears:
 - Access device's contacts
 - Access Device's location
 - Record Audio
 - Make and manage phone calls
 - Send and View SMS messages
 - Access to photos, media and files on the device

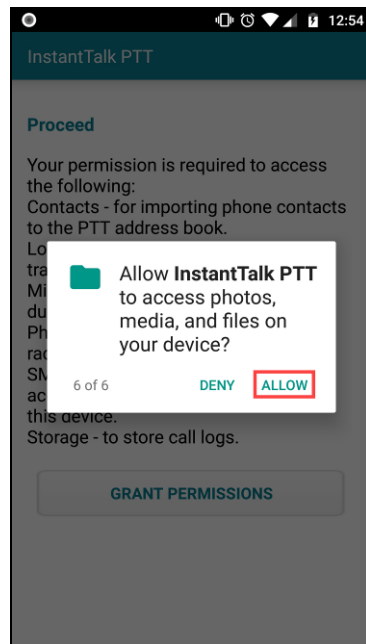


Figure 3-2 Prompt for gaining access permissions

3. Tap **Allow** in all the prompts and the following sign-in screen appears.

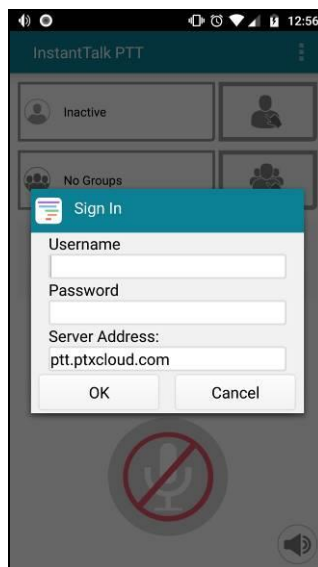


Figure 3-3 Sign-in Screen

Best Practice Tip:

Set a shortcut on your home screen.

Note: After 1 minute (*) of inactivity, the app automatically switches to run in the background.
(*) Or as set by the service provider

You can sign-in to the service in two ways:

- **Automatically**
- **Manually**

3.2 Automatic Signing in for the first time

You may receive an SMS from the Server with the details of your credentials (User Name, Password and Server Address). Then the InstantTalk application will automatically fetch these details and sign in on your behalf.

3.3 Manual Signing in for the first time

- If you have not received such SMS, you should obtain the service sign-in credentials from your organization manager.
- Enter the username, password and server address provided by your service provider then press the **OK** button.

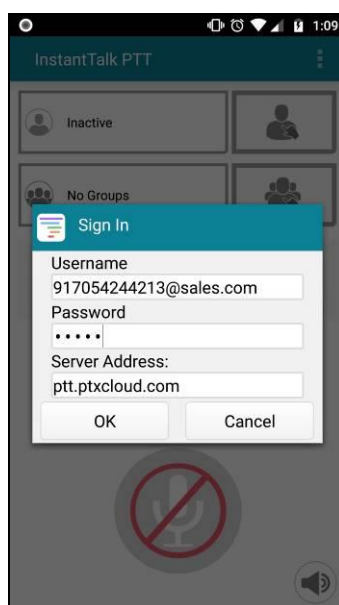


Figure 3-4 Sign-in Screen (Manual Signing)

3.4 Upon successful Sign-In

Once the application has successfully connected to the server and the contact list synchronization process has completed

- The Home screen of InstantTalk PTT appears and then you can start working with the application.
- After successful login, you will be lead to the three prompts namely: **Quick Dial**, **SOS Shortcut** and **Import from Phone** and then you will be directed to the **Home** screen.

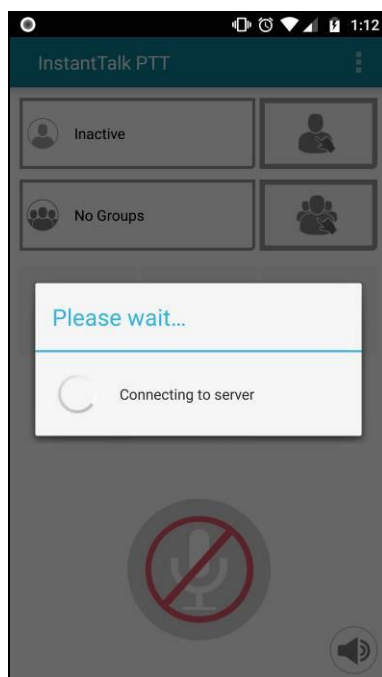


Figure 3-5 Connecting to Server

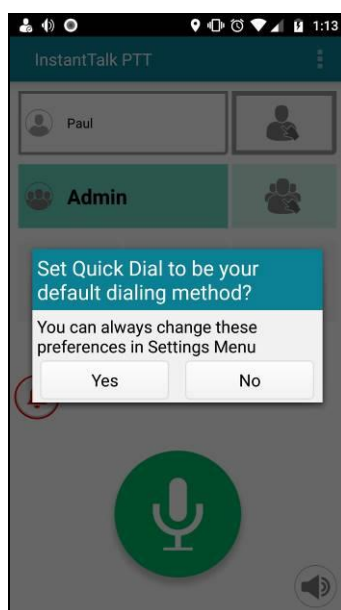


Figure 3-6 Prompt for Setting Quick Dial

- At first login you will be first prompted whether you want to set the **Quick Dial** as your default dialing method. If required, tap on **Yes** button to set the Quick Dial to be your default dialing method or tap **No** as shown in the screen above. On selecting yes, the quick dial page will become your default landing page and whenever you go back from any screen you will land on quick dial screen only.
- Following the quick dial screen, the application will access the phone book of your device and search for subscribers of the PTT service that can be added as Private contacts in the PTT application. It is advisable to synchronize your address book with the application.

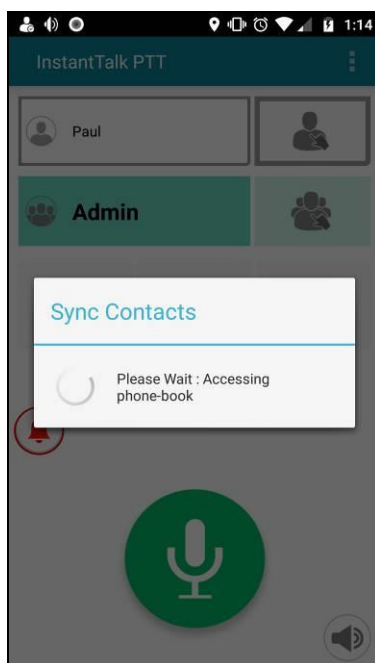


Figure 3-7 Prompt for Importing Contacts from Address Book

- Once the contacts are synchronized, and if the Quick Dial tab is set as default dialing method, you will land on the Quick Dial page. To access the Home page, you will need to tap the back arrow. If Quick Dial is not set as default, then Home screen will open instead. The home screen looks like the figure below.

**Current One to One Call /
Default Contact tab / Last
Contact button**

**Current Group Call /
Default Group tab /
Last Group button**

**Emergency State
Button**

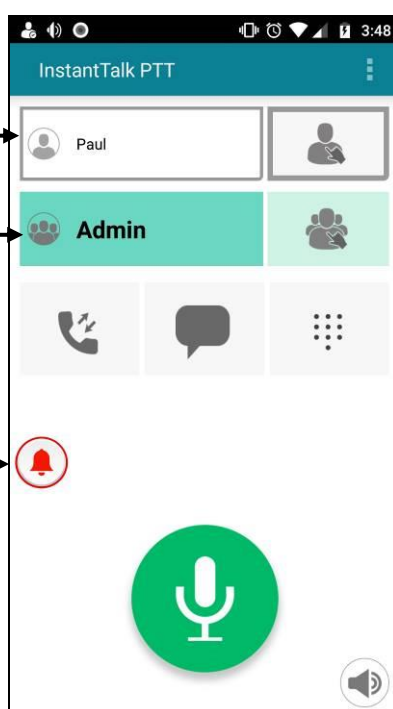


Figure 3-8 Home Screen

The home screen displays the following items:

- One to One Selector button:** Displays the contact who is currently in one-to-one session or the default contact or the last contact that was in session with the user.
- Group Selector button:** Displays the group name in current session. All ongoing radio, conference, private group and ad-hoc group call will be displayed in this tab. If no specific

group call is ongoing then, default radio group will be displayed. Default group can either be defined from the provisioning portal or from the client.

- **Contacts**: Displays a list of contacts which are either defined from the portal or added from the client.
- **Groups**: Displays a list of groups defined from the portal or created from the client as well.
- **Call Log**: Displays the call history.
- **Send IM**: This tab enables to send Instant Messages (IM) to an individual contact or a group even when a PTT call is ongoing.
- **Quick Dial**: Enables to initiate a call quickly by dialing a number that the recipient (or group) is associated with.
- **Emergency State Button**: Enables to raise an emergency alert.
- **PTT button**: Enables to initiate a PTT call.
- **Speaker Button**: You can control the volume of the audio using this button. On tapping this button volume control pop-up appears as shown below.

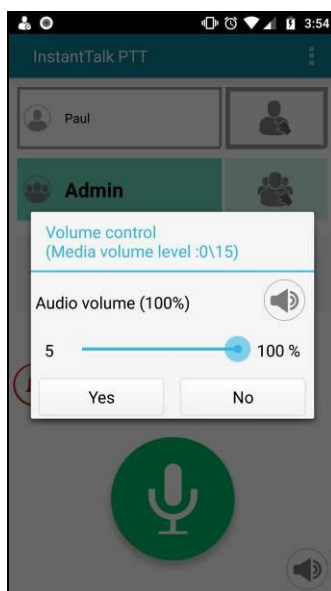


Figure 3-9 Volume Control

You can set the volume from **5% to 100%** using the audio volume slider. Also, the speaker icon on this page can be used to mute/unmute the audio. On turning off the speaker, the volume slider gets disabled and the audio can be heard from the ear piece.

4 ONE TO ONE SELECTOR AND TAB

The one to one selector displays a contact in the following cases:

- If a one-to-one PTT call is initiated or received, then the other party user's name is displayed in the One to one selector button as shown in the screen below.

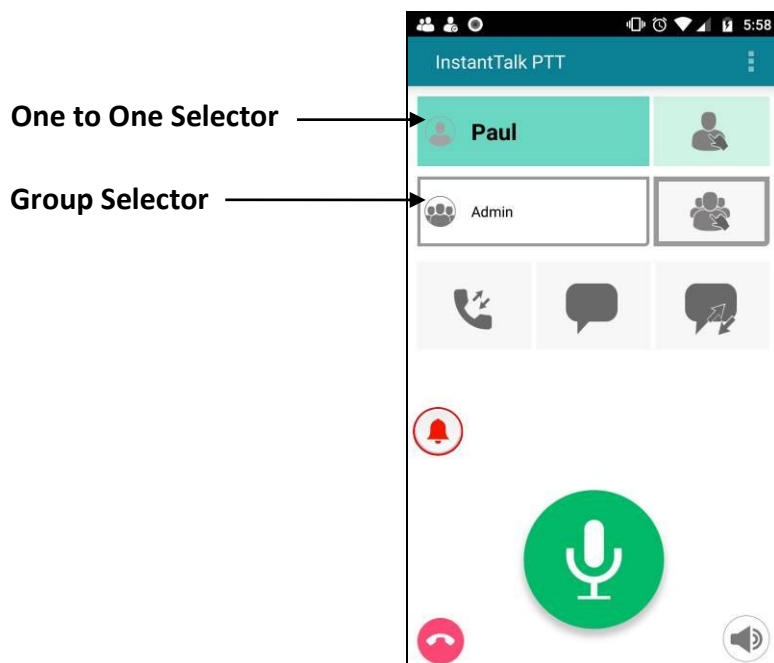


Figure 4-1 Current Ongoing One to One Call

The contact list contains contacts (Online/Offline) as shown in the below Figure 4-2. And in the Call log tab the first entry is of the Offline contact then that contact will be displayed as the default contact as shown in the last image of Figure 4-2.

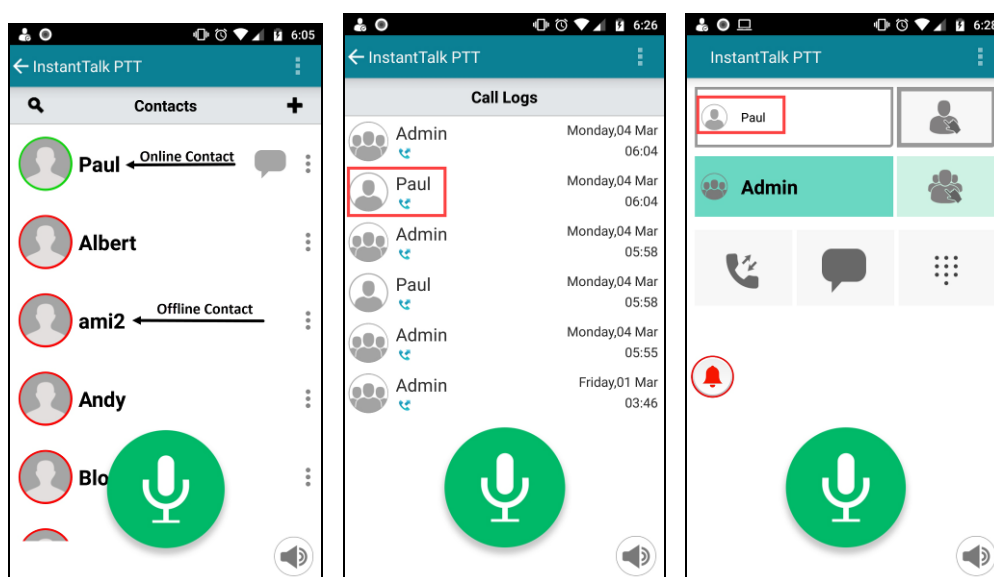


Figure 4-2

- If all the contacts are Offline as shown in the Figure 4-3 and the Call log tab contains an entry of those contacts as shown in the seconds image of Figure 4-3, then from that list the first contact will be displayed as the Default Contact as shown in the last image of Figure 4-3.

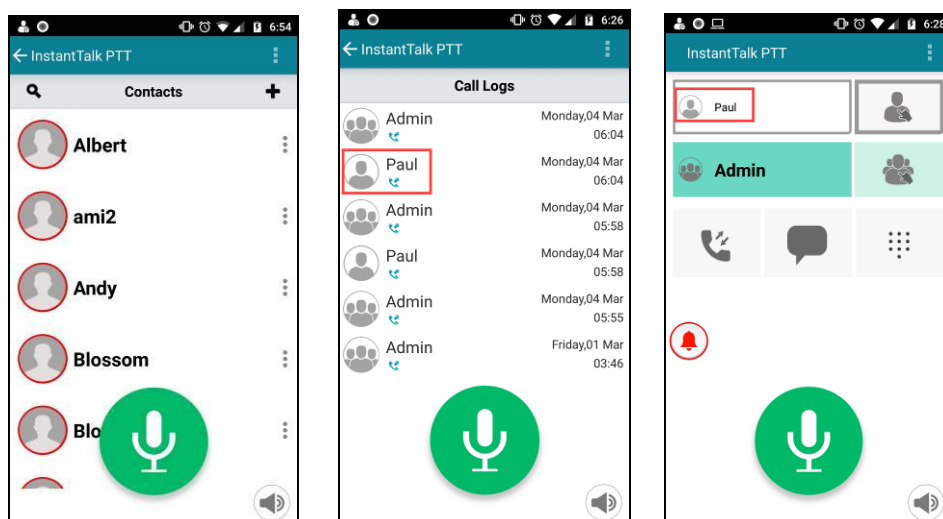


Figure 4-3

Note: The default contact depends more on the entries contained in the Calls Log tab. If the Call log tab contains entries, then its very last entry (Online/Offline) will be displayed as the default contact on the Home screen.

- c) If there are no Online contacts as shown in the Figure 4-4 and the Calls Log is empty, then **Inactive** will be displayed as shown in the last image of Figure 4-4.

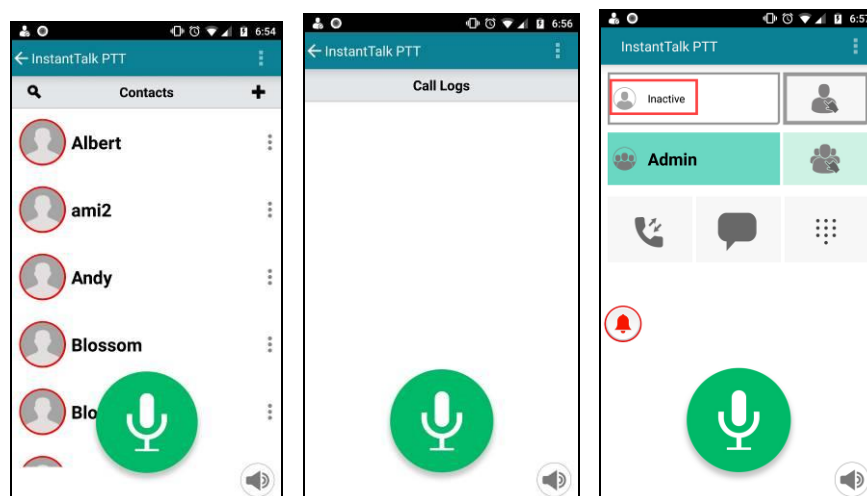


Figure 4-4

- d) When you sign-in for the first time and the Call log is empty (Figure 4-5), then the contact name which comes first Online from your contact list is displayed as the default contact as shown in the last image of Figure 4-5.

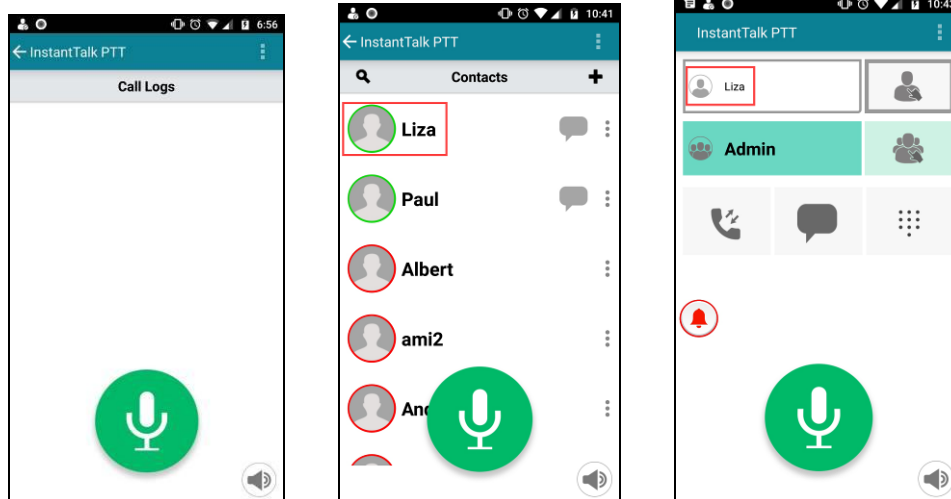


Figure 4-5

5 GROUP CALL SELECTOR AND TAB

The Group Selector displays a current ongoing group call as well as a default radio group in the following cases.

- a) If an Ad-hoc group call or Conference group call or a Radio group call is ongoing then information about that group will be displayed in this selector as shown in the below figures.

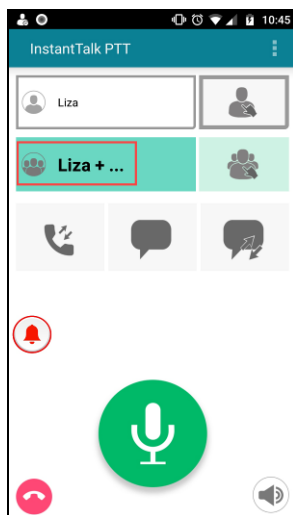


Figure 5-1 Ad-hoc Group Call

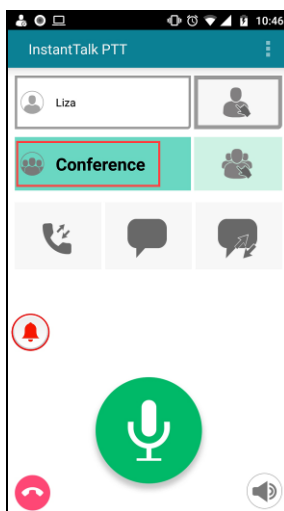


Figure 5-2 Conference Group Call

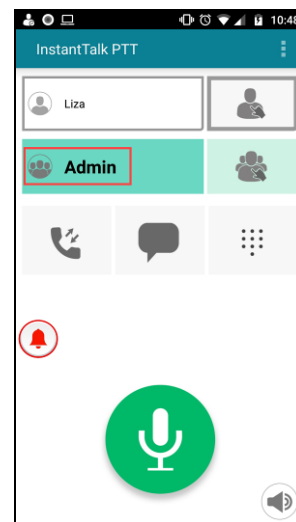


Figure 5-3 Radio Group Call

- b) If the Call log is empty (Figure 5-4) and there are no Radio groups assigned to a user, then **No Groups** will be displayed on the Group Selector as shown in the last image of Figure 5-4.

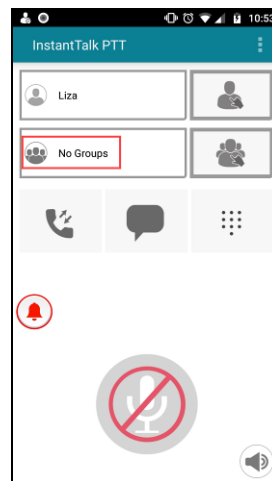
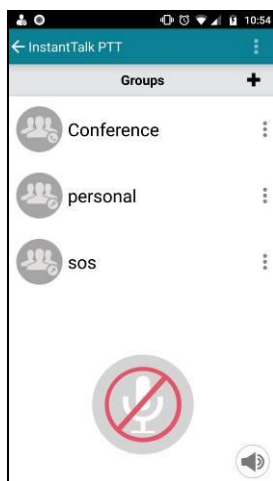
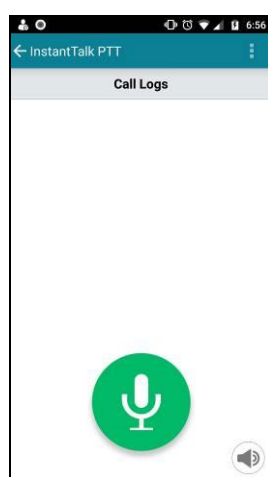


Figure 5-4

- c) When you sign-in for the first time, if a Radio group is set as default by the administrator from the provisioning tool, then that group will be displayed as default and you get joined in the Radio group call automatically as shown in Figure 5-5.

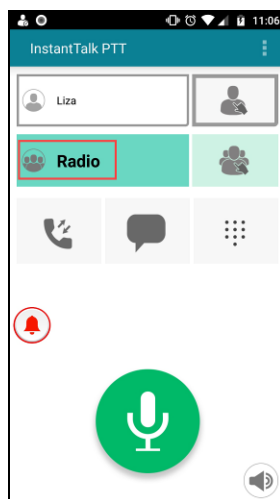


Figure 5-5

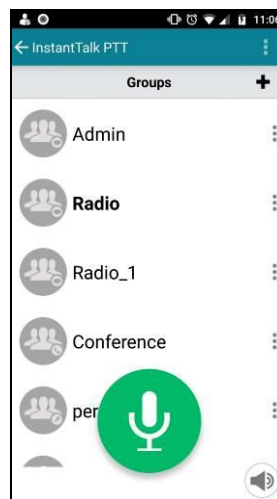


Figure 5-6

- d) The Radio group set as default from the provisioning portal can be overridden by selecting a group from the Groups tab. Now, if that default group is overridden, then the selected group will become the default group for you and henceforth, on any occasion you will get joined in that Radio group call session automatically. **E.g.** If from the provisioning portal, the default Radio group is set as Radio (Figure 5-7). On selecting another group called **Admin** from the Groups tab, the Admin group becomes the default group as shown in the last image of Figure 5-7. Now, even if you sign-out from the application, you will get joined in the same default radio group (Admin) call session at the time of next sign-in.

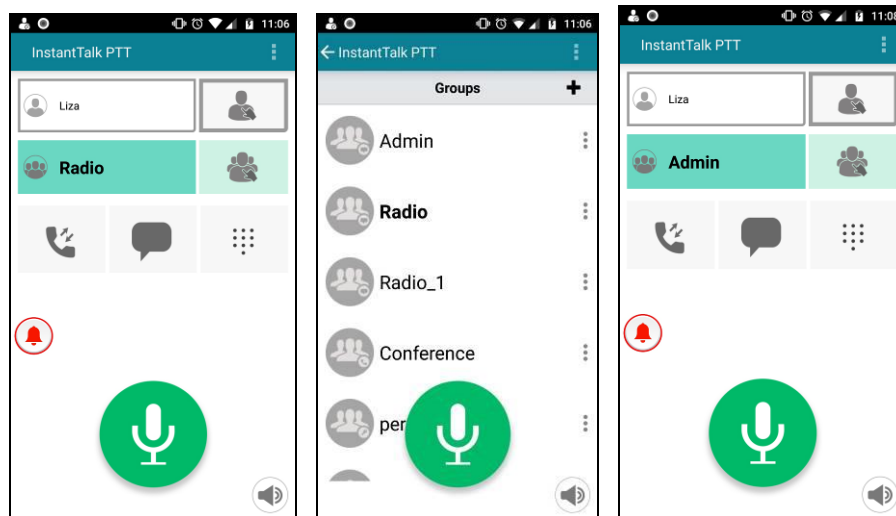


Figure 5-7

- e) If there is no default radio group set from provisioning portal, then the very first Radio group available from the list of groups in the groups tab is displayed as default as shown in Figure 5-8.

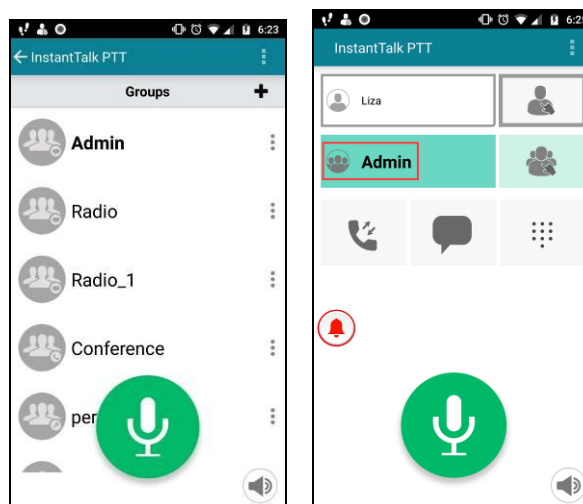


Figure 5-8

- f) If there are no Radio groups associated with and there is an entry of a group other than Radio in the Call log (Figure 5-9), then that first available group from the list will be displayed as the default group as shown in the last image of Figure 5-9.

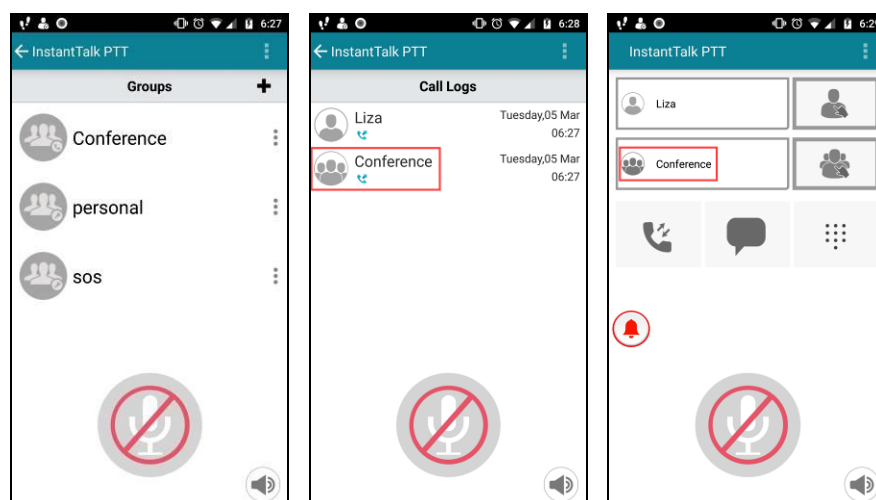


Figure 5-9

Note: From all Conference groups and Private groups, preference is given to the Radio group to be set as the default group. Hence, if Radio group is there in the Groups tab, then a radio group will be displayed as the default group. Else, the group whose entry is the first one in the Call log other than radio will be displayed as the default group.

6 CONTACTS

This is where your contacts (favorites) are displayed. You can add contacts from groups or by searching. Also, you can manage the contacts by adding or deleting a contact.

Note: Until you populate this tab with your private contacts, it is empty. Also, organization managers may have the option to populate contacts for individual users using the provisioning tool.



Figure 6-1 Contacts tab

6.1 Adding Individual Contacts

All contacts and groups for a user are stored on the server. When you sign-in successfully, all the contacts and groups are synchronized with the server.

Contacts assigned from the provisioning portal get automatically displayed in the PTT application while you are signed-in. However, if you wish to add more contacts to your contact list you can do this in the below given four ways. Contacts are listed alphabetically with Online contacts first followed by the Offline contacts.

You can add a contact to your **Contacts** tab by the following ways:

1. Adding a contact by searching (either ID or Name)
2. Adding contacts from an existing group
3. Add a contact from the **Call log** tab
4. Add a contact from the **Current Call** tab.

6.1.1 Adding Contacts by Search

You can add a contact by searching a user ID or Name. The ID is system-generated for a user or the phone number of the user. For a mobile client, the ID consists of the country code and the mobile phone number; the Display Name of the contact is usually the user's own name. The display name of the contact is set in the provisioning portal by the administrator of the service.

1. From **Contacts** tab, tap the **+** icon to view the below screen.

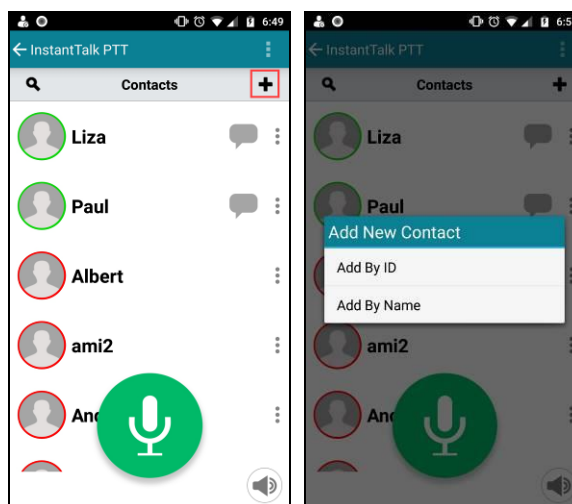


Figure 6-2 Add New Contact

2. Tap to select the desired search option (**Add by ID** or **Add by Name**) and then enter either a few characters of user name or the complete ID.
3. If you select **Add By ID**, you need to enter the complete 11-digit phone number.

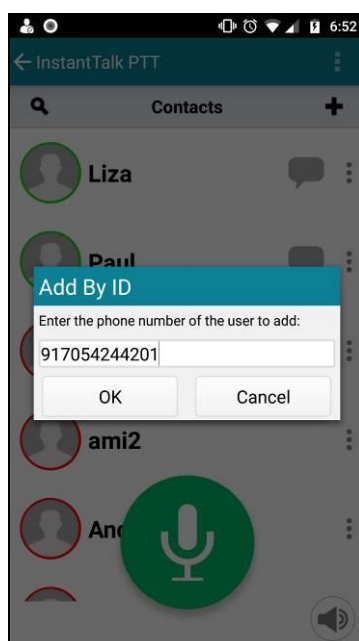
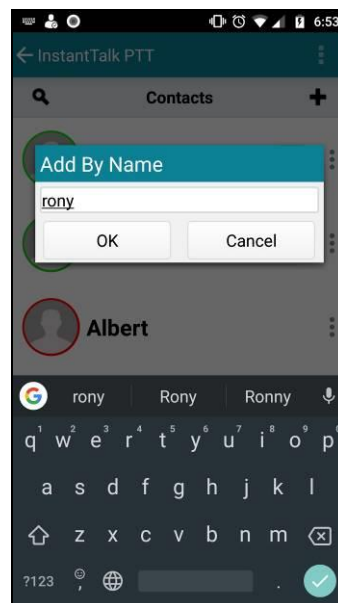
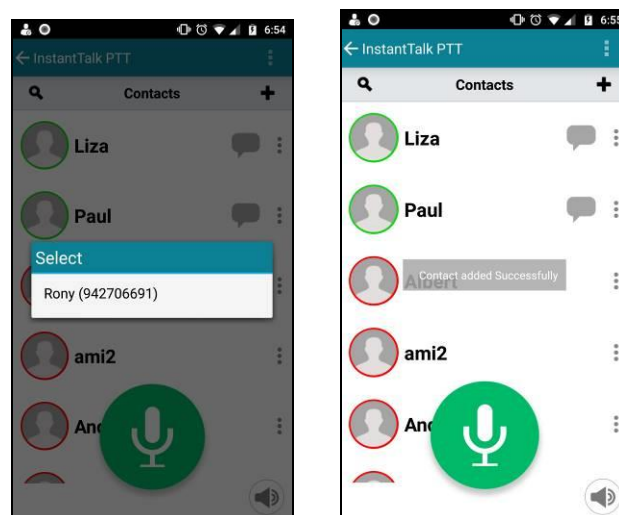


Figure 6-3 Add by ID

4. If you select **Add by Name**, enter a few characters of the user's display name to be added.

*Figure 6-4 Add by Name*

If one or more matches are found, tap the required name to add to your **Contacts** list and a message stating **“Contact added successfully”** is displayed on the screen as shown in the figure below.

*Figure 6-5 Contact Added Successfully*

6.1.2 Adding Contacts from a Server Group

To add a new contact from a server group:

1. Select the **Groups** tab to display the list of groups you are associated with.

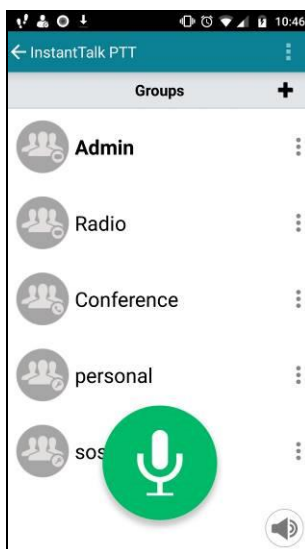


Figure 6-6 Select Group

2. Tap on the options button (3 dots) next to the group name whose group member (contact) you want to add to your **Contact** list. A context menu appears, tap on the **View Group Members** option.
3. A list of group members will be displayed. Select the desired group member's name. A context menu will appear, tap on the **Add to Contacts** option to add it to your contact list.

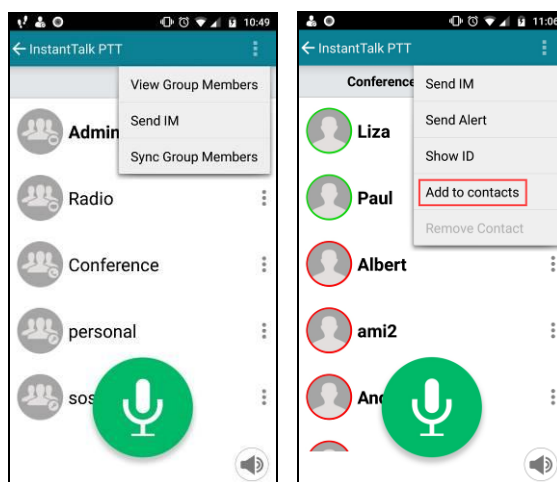


Figure 6-7 Add to Contacts

6.1.3 Adding a Contact from Call log

1. Open the **Main Menu** of the PTT application by clicking on the three dots sign at the top right of the application and selecting the **Call log** option or tap on the **Call log tab** from the Home screen.
2. From the **Call log** page, tap the contact that you want to add to your contact list.
3. Select **Add to Contacts** from the context menu.

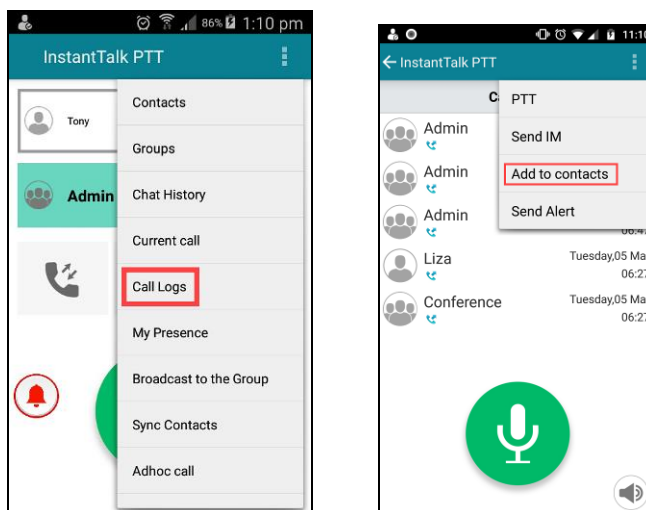


Figure 6-8 Add a name from the Call log record to your Contact List

6.1.4 Adding a Contact from Current Call tab

1. When you are in a PTT call from a user that is not in your Contact list, open the main menu of the PTT application and tap the Current Call option. The **Current Call** tab will appear as shown in the screen below.
2. Tap on the name required to be added in the contacts and select **Add to Contacts** option from the context menu that appears.

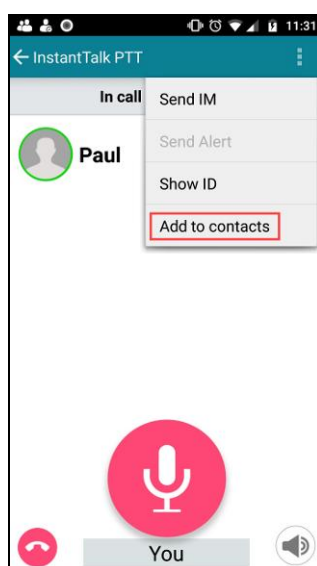



Figure 6-9 Add a contact from Current Call tab

6.1.5 Synchronization of Contacts with the Address Book

Contacts of the address book can also be added automatically to the PTT contact list by synchronizing. For more details refer to the topic [Syncing Contacts](#).

6.2 Contacts Filter

The **Contact Filter** in the Contacts tab enables to filter out the required contact from your contact list.

Tap the **Contact Filter** icon  and enter the initial letters of the required Contact Name in the respective **Search in Contacts** search bar. The application will search the contact names matching with it and filter out the related contacts as shown in the screen below. Here contact names containing the letter “p” are displayed in the list. To narrow the search result, add more letters to the filter.

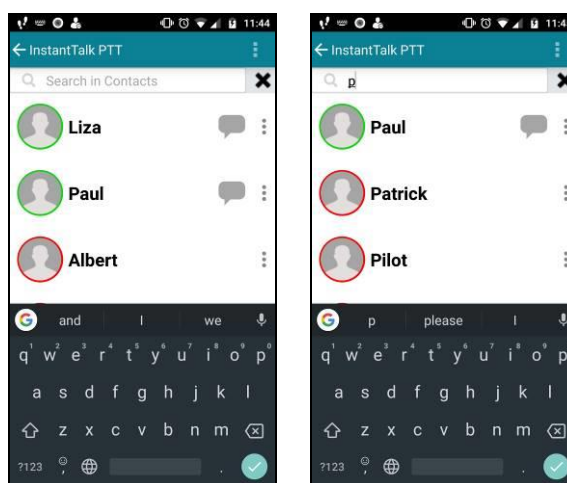


Figure 6-10 Filtering a Contact

You can perform several operations on a contact after adding contacts to the contact list:

- Send IM to the Contact
- Add the contact to a Private group
- Send an Alert to the contact
- Call the contact using the phone
- View the user ID of the contact or
- Remove the contact from the contact list.

This context menu appears on tapping the contact name. Refer to the topic [Context Menu](#).

7 GROUPS TAB

This tab lists the groups you are associated with as shown in the screen below. Also, you can manage the groups by creating, editing or deleting Private groups. Groups defined from the provisioning portal by the administrators cannot be edited or deleted.

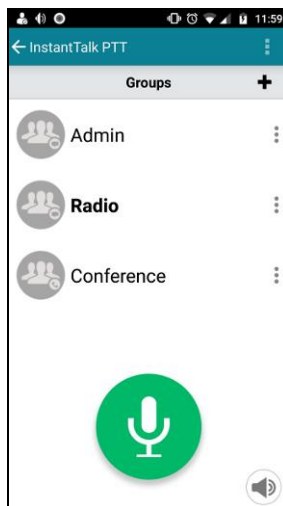


Figure 7-1 Groups tab

7.1 Creating a Private Group

1. From the Groups tab, tap the **+** plus icon. A pop-up appears.
2. Enter the name of your Private group and tap **OK**. A confirmation message stating “**Group added successfully**” appears.

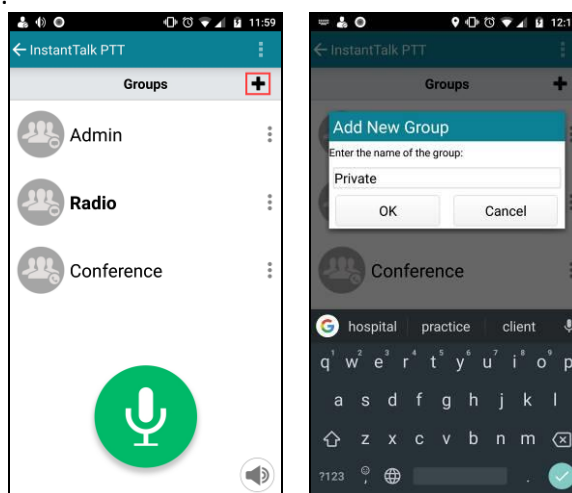


Figure 7-2 Add a New Group

After adding a private group, you may wish to add members to the group. When the group is populated, your options from the group context menu are:

- View group members
- Remove the group.

This context menu appears on tapping the group name. Refer to the topic [Context Menu](#).

7.2 Adding/Removing Private Group Members

1. Tap any Private Group to which you want to add group members. Select **View Group Members** from the context menu.
2. If the selected group is empty, the application prompts you with a suggestion to add members to the group. Tap on **Yes** button to add members and a list of contacts will appear on the screen from which you can add members.

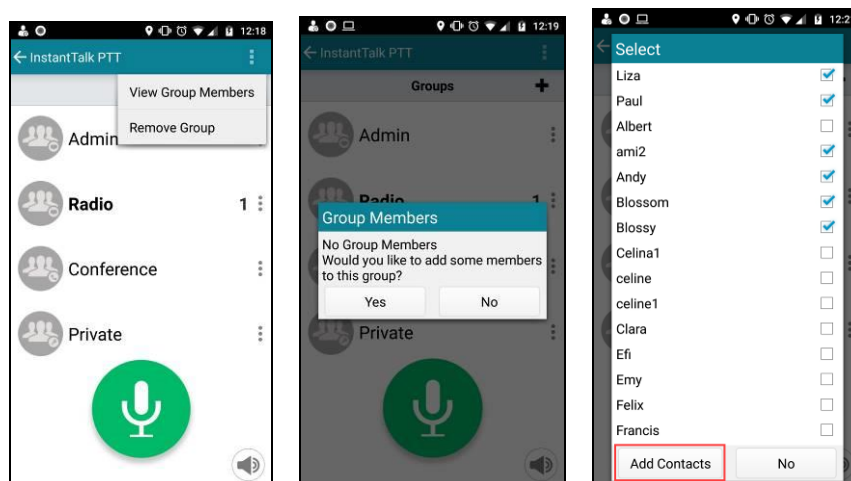


Figure 7-3 Adding Group Members

3. Select the desired contact(s) which you want to add to this group and tap **Add Contacts** button.
4. To add more members to that group, tap the **+** plus icon from the selected **Group Members** screen.

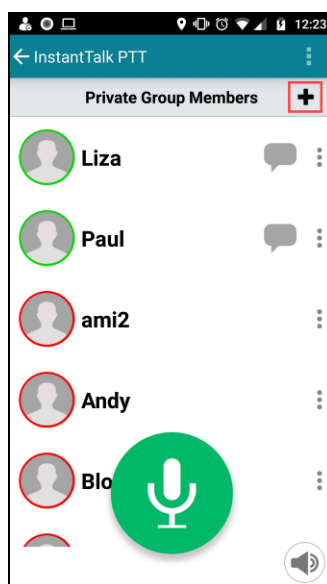


Figure 7-4 Added Group Members to this group

5. To remove any member from the group, tap that group member name and select **Remove Contact** from the context menu as shown in the third image of Figure 7-5. A prompt appears confirming whether to remove the contact from the group (last image of Figure 7-5). Tap **Yes** to proceed further with the removal or tap **No** as shown in the figure below.

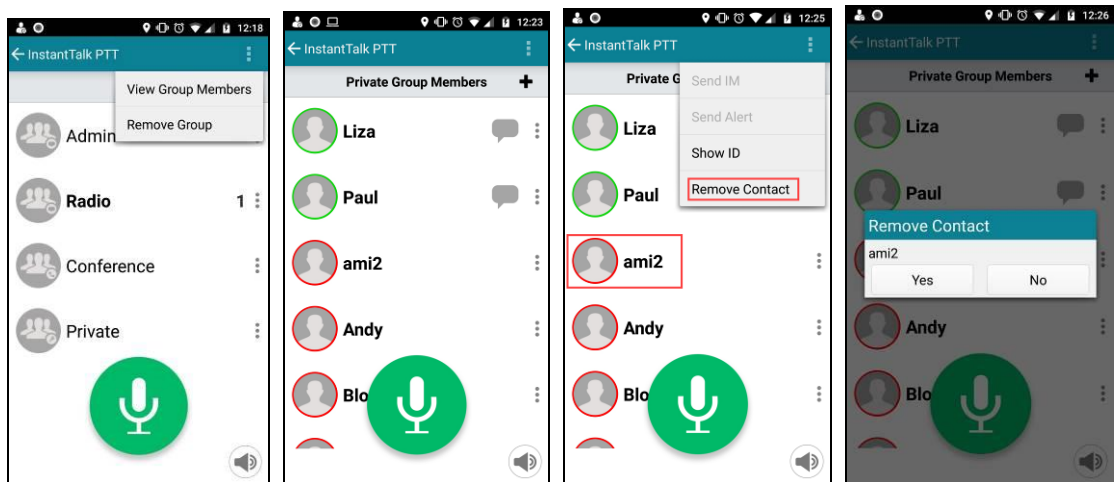


Figure 7-5

Note: You cannot add members to or delete members from a pre-defined Server Group or do any type of edits to the Server Groups. Only Administrators of Organizations can perform these actions with the provisioning tools provided by the service provider.

8 CALL LOG TAB

This tab displays the calls placed/missed/received as shown in the screen below.

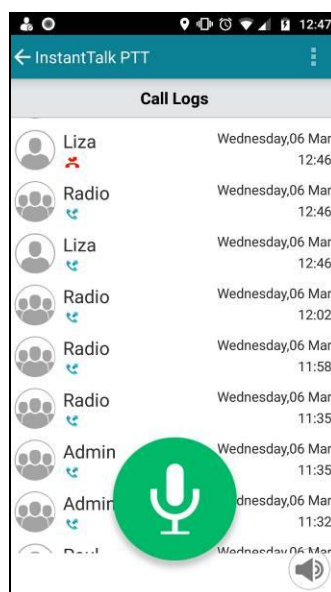










Figure 8-1 Call Log tab

To view your Call Log, tap the **Call Log** tab from the Home screen or select the Call Log option from the main menu. Icons indicate the type of call (dialed/missed/received/request callback). A contact or group name will be displayed along with the time, day and date of the call.

The table below describes the icons used for different types of call.

Icons	Description
	Incoming Call / Received Call
	Missed Call
	Incoming Alert
	Missed Alert
	Outgoing / Dialed
	Outgoing Alert
	One-to-One Call
	Group Call

To clear the call log history, while on **Call log** tab; tap the **Menu** key on your device and select **Clear all Call logs** option. The application prompts with a confirmation message. Tap **Yes** to clear all the logs or tap **No** to do nothing.

Note: Incoming or Outgoing Ad-hoc calls do not appear in the Call Log.

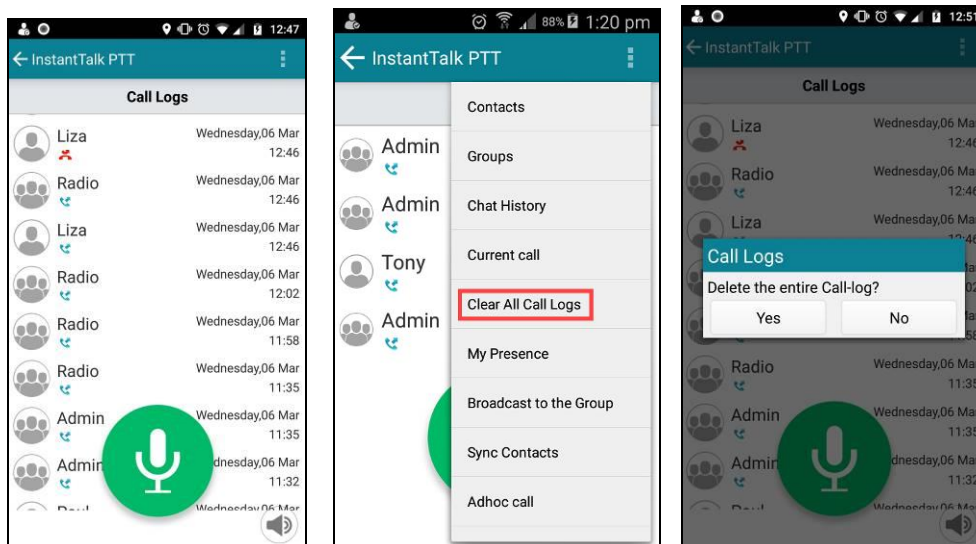


Figure 8-2 Call log

From this page you can perform the following operations:

- Establish a PTT Call with an individual contact or a group
- Send IM to a contact or a group
- Add a Contact to the contact list
- Send Alert to a contact

To do so, tap on the required contact or group and select the required option from the context menu as shown in Figure 8-3. Refer to the topic [Context Menu](#).

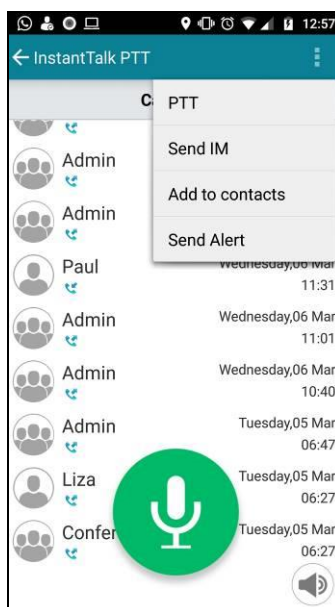


Figure 8-3 Call log Context Menu

The option to repeat a session (Establish PTT call) is not enabled for Radio group entries in the Call log. A long press on an entry in the Call log will result in repeating the session (if enabled).

9 SEND IM TAB

The Send IM tab is used for sending instant messages to an individual or a server group also when a call is ongoing.

Sending IM to an Individual user with ongoing call

- a) Tap on the default contact for initiating a call as shown in Figure 9-1.

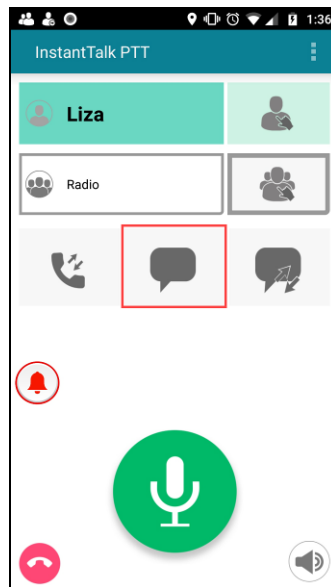


Figure 9-1

- b) Tap on the Send IM tab while the call is ongoing, and the chat screen appears as in Figure 9-2.

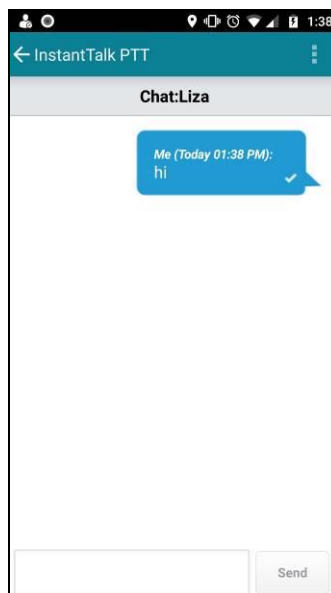


Figure 9-2

- c) Enter the required message and tap send button to send the message.

Sending IM to a Server Group with ongoing call

- Tap on the default group for initiating a call as shown in Figure 9-3.
- Tap on the Send IM tab while the call is ongoing, and the chat screen appears.
- Enter the required message and tap send button to send the message.
- You can also view the chat history by tapping the left arrow icon and the chat history page appears as shown in the last image of Figure 9-3.

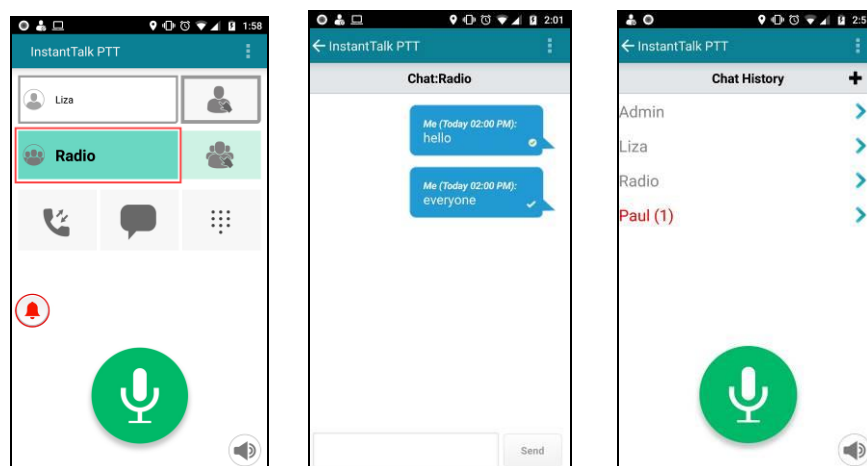


Figure 9-3

Sending IM to an Individual user from the Contact list

IM can be sent to a selected individual from the contact list as well as to a group from the groups tab.

- To send an IM to an individual contact, scroll to the contact in the contact list.
- Tap and hold the chat icon on the right-hand side of the Display Name and slide it to the other end. This will directly lead you to the **Chat** tab.
- Alternatively, you may tap on the 3 dots next to the contact name and select **Send IM** from the context menu.
- Enter your message in the textbox and tap **Send** as shown in the screen below.

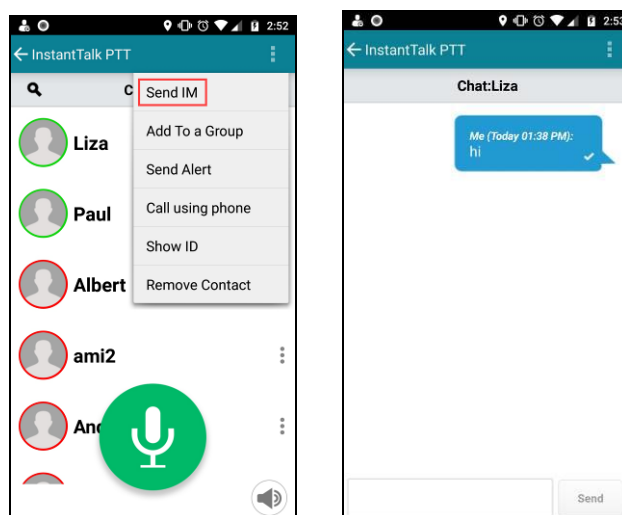


Figure 9-4 Send IM to an Individual Contact

Sending IM to a Group from the Groups tab

To send an IM to a **group**,

- Tap on the group name and a context menu appears.
- Tap on the Send IM option and the chat window appears.
- Now, enter your message in the textbox
- Tap **Send** as shown in Figure 9-5. The message entered will reach to all the members of the group "Conference".

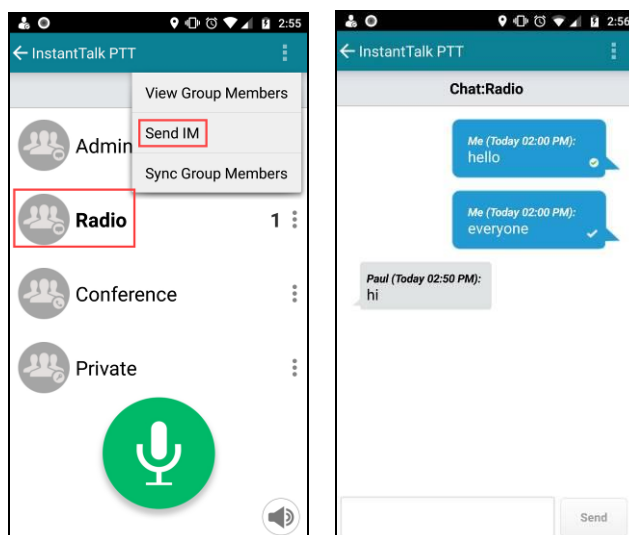


Figure 9-5 Send IM to a Group

10 QUICK DIAL

The **Quick Dial** allows you to establish a PTT call quickly without having to scroll a long Contact List or dial the entire contact number. It enables you to call a contact by dialing a numeric digit and conference group by typing a star (*) followed by a numeric digit. Usually to call a contact you need to search the recipient's name in the contact list and then initiate a call. But now with Quick Dial you only need to type a numeric digit contained in the contact name and the call will be placed. Thus, call can be placed easily and quickly. This is mostly useful for customers of the transportation industry.

To view the Quick Dial option, tap on the Quick Dial button in the home screen and the tab screen appears as depicted in Figure 10-1. Type a digit and a list of contacts containing the digit will be displayed as shown in the third image of Figure 10-1. **E.g.:** Enter the digit **2** and a list of contacts containing that digit will be displayed as shown in Figure 10-1. Now select the required contact and press the PTT button to initiate the call. Similarly, a conference group can be searched by just preceding the number with a star (*) as shown in the below last screen.

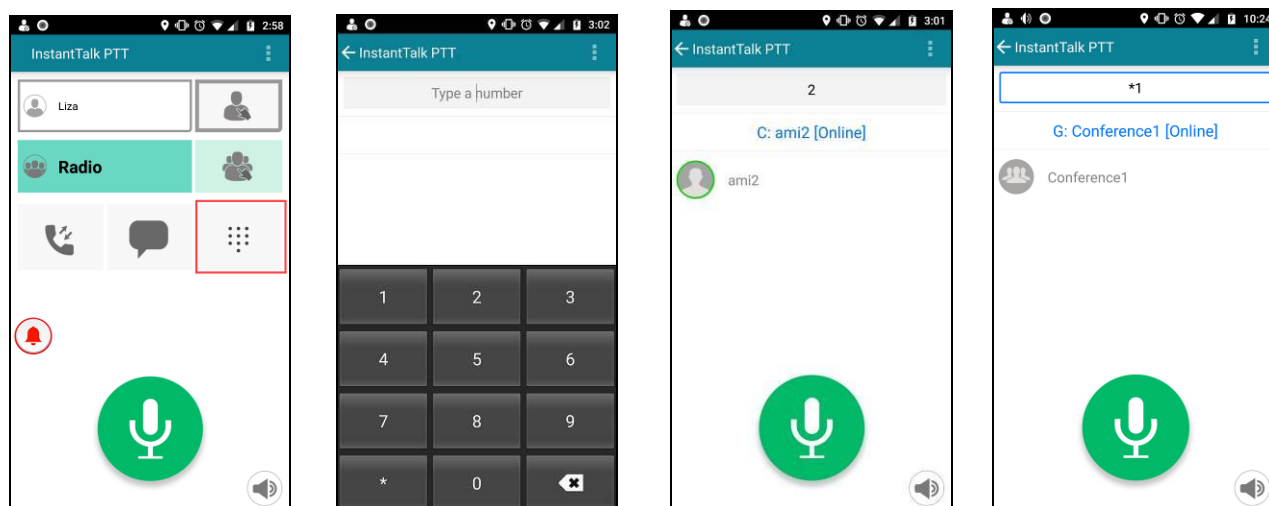


Figure 10-1

Notes:

1. To make use of the Quick Dial feature, the user's display name (in the Contact List) must contain unique suffix or prefix number when the user is defined by the Organization manager.
2. The Quick Dial feature only searches users that have Page Me or Online presence status.
3. Only Conference type of groups can be searched using Quick Dial.

II EMERGENCY STATE

Mobile Tornado's Instant Talk PTT application provides with a facility of entering an Emergency State from the home screen on occurrence of any critical event.

This feature enhances the existing SOS functionality for the PTT users to support them immediately in case of an emergency. With this feature, not only the Controller (Dispatcher) can support the user in distress but also the members in a call (radio/conference/adhoc/one-to-one) can be aware of the situation and offer their support. Thus, there is less dependency on the Controller for accepting the Emergency Alert of a user in distress.

Note:

- A user can be in Emergency State for a limited time period (typically 10 minutes).
- The user is required to possess the respective license and right for using this Emergency state feature.

II.1 Description

When user A presses the Emergency State button the following occurs:


- The device vibrates while user A presses the button, until the state changes
- To acknowledge the change of state a blinking message appears at the bottom of the screen stating: "In Emergency State" throughout the entire duration of the emergency state
- A new Alarm is entered in the queue of the Dispatch Consoles of the organization (like with the traditional SOS feature)
- A popup message appears for all the users that are engaged in a PTT session with user A, indicating that **user A is in Emergency** state. The users may acknowledge this message, or it automatically disappears after several seconds
- The priority of user A is elevated so when pressing the PTT button, the floor is granted to user A. This applies to any session that the user will join until the end of the emergency state
- When user A transmits, a special tone is played in front and after the message, so the recipients are aware that this transmission comes from a user in distress

When user A presses the Emergency State button again, to terminate the Emergency State the following occurs:

- The device vibrates until the state changes
- To acknowledge the change of state, the message "In Emergency State" stops blinking for user A
- All users that are engaged in PTT session with user A will get a message "User A is not in Emergency anymore"
- The priority of user A is changed back to normal

Note: If user A does not explicitly leave the Emergency state, it will automatically expire (typically within 10 minutes), a message will be displayed and also audibly heard: "Emergency Expired".

11.2 How it works?

1. The Home screen of the application displays the **Emergency State**  button on smartphones. Other devices with a dedicated SOS button can access this feature as usual by holding down this button for several seconds. No emergency button will be displayed on the screen for such a device.

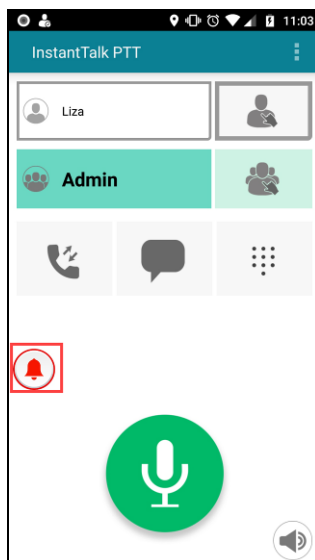


Figure 11-1 Emergency State Button

2. To initiate an Emergency State from the **Home** screen, tap and hold the Emergency State button for 3 seconds. The device will vibrate while the button is pressed. Once the emergency state is in effect, the color of the button changes to red as shown in the below figure and a message **"In Emergency State"** appears blinking on top of the PTT button indicating that the emergency is active.

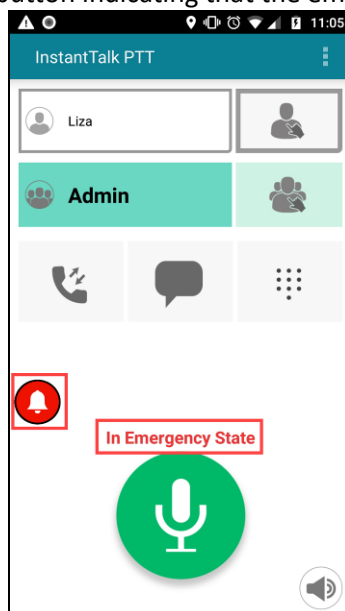


Figure 11-2 Emergency State Initiated

3. As soon as the user enters in Emergency State, all the participants of the same call session (one-to-one/radio group/conference/adhoc) along with the Controller receive an Emergency Alert with a warning tone stating that the initiator is in Emergency state, as shown in the below figure. In this case Liza is in emergency.

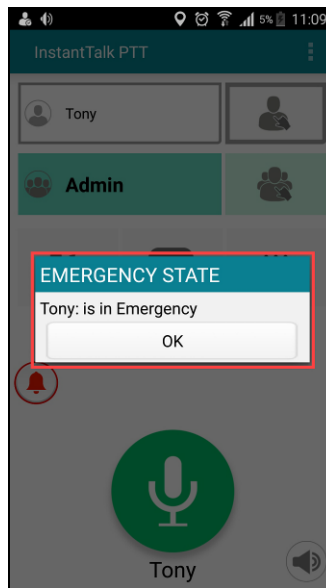


Figure 11-3 Emergency State Notification at the Recipient's end

4. Tap **OK** to remove the alert box or it will automatically disappear after 20 seconds. This alert also disappears immediately when audio is received in the PTT session.
5. When the audio is transmitted by the Emergency initiator, a different tone is played at the receiver's end along with the talker's name blinking below the PTT button as shown below.

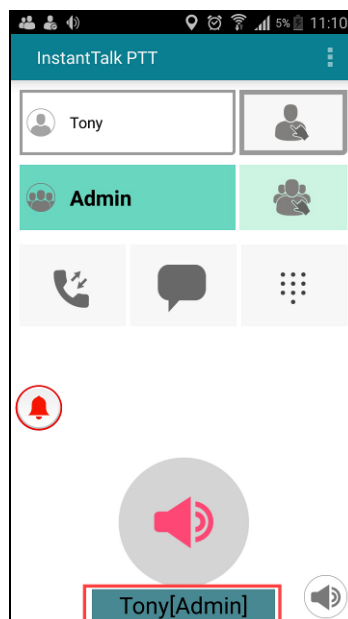


Figure 11-4 Emergency Call Initiator speaking at the Recipient's End

6. While **Emergency State** is **ON**, a message keeps on blinking at the initiator's end indicating that the Emergency state is active as shown below. The emergency state will automatically expire in (typically) 10 minutes from the time of initiation, if it is not ended by the user.

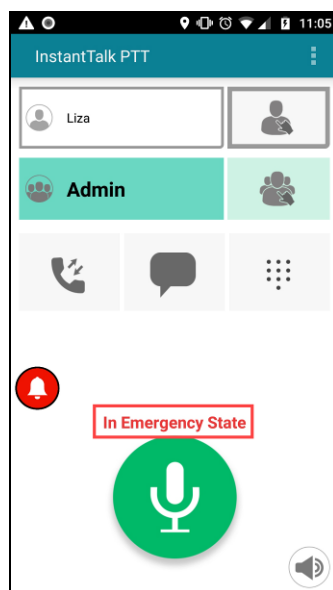


Figure 11-5 In Emergency State Displayed at the Initiator's End

7. To exit from the Emergency State, press the Emergency button for 10 seconds in the initiator's end which results in vibration for several seconds. The "In Emergency State" message disappears, and an alert appears on the recipient's end for 10 seconds as shown in the below figure.

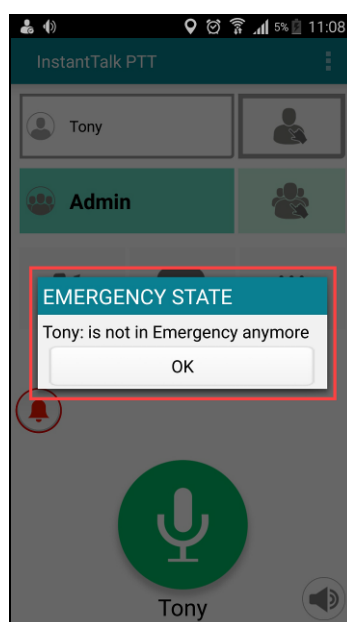


Figure 11-6 Emergency Off Alert at the Recipient's end

8. If the Controller is free and acknowledges the Emergency State raised by the initiator, the case is handled by this Controller (if there are several Controllers in the organization).
9. If the Controller acknowledges the Emergency State and establishes an emergency call with the user in distress, the application enters the Ambient Listening mode. In this mode, the microphone gets opened automatically and the user can transmit audio without pressing the PTT button. When the Controller ends the Emergency call, the application closes the microphone.

12 WORKING WITH PTT CALLS

Best Practice Tip:

Be sure to wait for the PTT permit tone beep before speaking or else the beginning of your message may be clipped. Do not release the button until you finished speaking completely or else the end of your message may be clipped.

12.1 Making a Call to your Default Radio Channel

You may be associated with a Default Radio Channel (DRC) group. The default group is set by the organization manager in the provisioning portal of the service. When a user signs in, its active radio channel will be the default PTT group and the InstantTalk client will automatically join that radio channel session on any occasion.

This DRC group configured from the provisioning portal can be overridden from the client side, if required. To do so, simply tap on a Radio group from the Groups tab which you want to set it as default, and the InstantTalk client will remember your selection and automatically join that radio channel session on any occasion. For further details refer to the topic [Group Call Selector and Tab](#).

To verify you are in the default radio channel, you can go to the Current Call tab and check the title “**In Call with <default>**”. In addition, the name of that group will appear in the Group Selector on the main screen of the application and that selector will be highlighted.

12.2 Making a One-to-One Call

You can make a one-to-one call to any available (Online/Page Me) contact from either **Contacts** tab or the **Group Members** tab. Users that are Offline cannot be selected for a call.

Making a One-to-One call from Contacts tab:

1. To make a one-to-one call from your contact list, tap the **Contacts** tab.
2. Scroll to the desired contact and tap on it. The background of the selected contact name turns green.

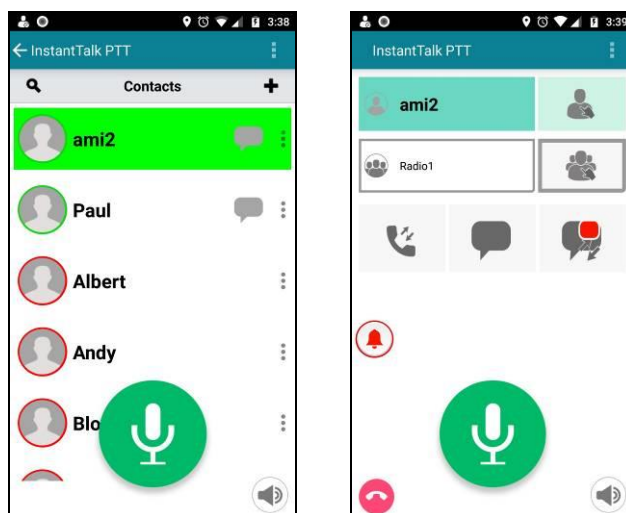


Figure 12-1 One-to-One call from PTT tab

3. Press and hold the **green PTT** Call button or press the physical PTT button if your device has it. Continue to hold the button and begin speaking after hearing the beeps (proceed tone). The InstantTalk client will switch to the Home screen and at the bottom the talker's name is displayed as shown in the screen below.

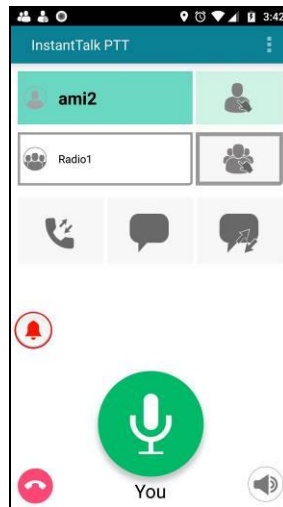


Figure 12-2 Talker's name is displayed

4. Release the PTT Call Button when you finished speaking to allow the called person to reply. At that point, an icon with the name of the called person will appear on the Home screen in the One to One Selector.

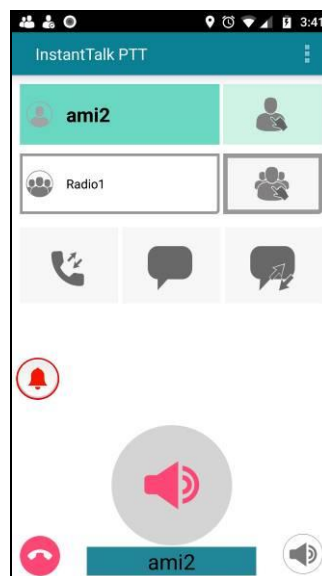


Figure 12-3 Callee is speaking

Making a One-to-One call to a member of one of your Groups:

1. To make a one to one call to a member of one of your Group, tap the Groups tab. Select the desired group name and select **View Group Members** from its context menu.
2. Scroll down to the desired group member (contact) in the list, select it by tapping on the contact name.
3. The background of the selected contact will turn green.

4. Press and hold the PTT Call button. The rest of the steps are same as One-to-One call from Contacts tab.

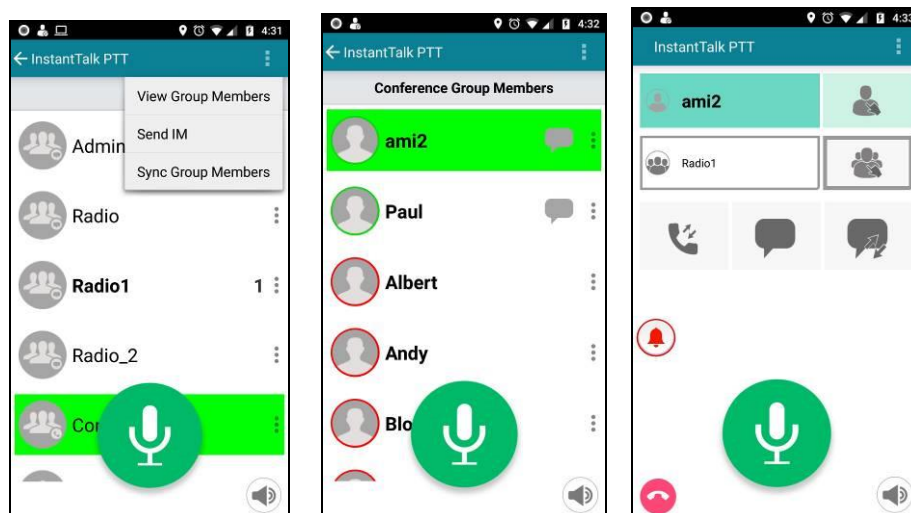


Figure 12-4 One-to-One call to a member of one of your groups

12.3 Making an Ad-hoc Group Call

An Ad-hoc Group call is like a call to a (temporary) Private Group as you select multiple users from either your contacts list or group members list.

Scroll to the desired contact and select them by tapping on their Display Name. The background of each contact will turn green. Press the PTT button and begin the conversation as usual. Maximum 10 users can be invited to the Ad-hoc group call.

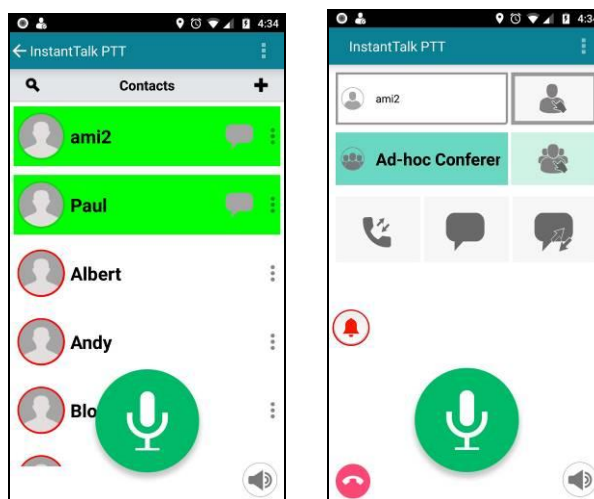


Figure 12-5 Ad-hoc Call

12.4 Making a Group Call

To make a group call,

1. Go to the **Groups** tab.
2. Scroll to the desired group and select it by tapping on the group name. The background of the group name will turn green.
3. Press and hold the **PTT Call** button. Continue to hold and begin speaking after hearing the beeps. The display switches to the **Home screen** (like one-to-one calls).

Notes:

- *At a time only one group can be selected for a call.*
- *In case of radio group, you only need to tap on the required group name, and you will directly get joined in that group call without pressing the PTT button.*
- *In case of private and conference group, you need to select the group and then press the PTT button to initiate the group call.*

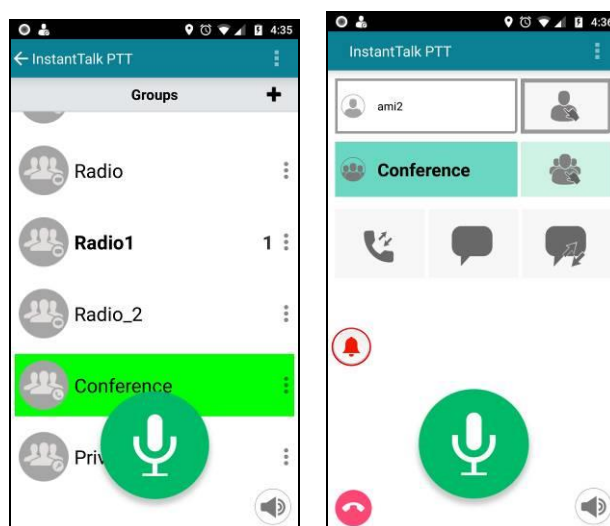


Figure 12-6 Group Call

4. Release the green **PTT** Button when you are finished speaking to allow the other participants(s) in the session to speak.

Note: You may not hold the talk (call) button for more than a certain period as set by the service provider (typically 45-60 seconds).

12.5 Establishing Multiple PTT Radio Sessions (Group Scanning)

A user can initiate multiple PTT radio sessions at the same time. A user can join 4 radio groups simultaneously. But, in each of these groups, the incoming audio is managed based on the priority set while selecting the radio groups. (*)

(*) This group scanning feature may not be available to all the users.

Note: The priority of a group is defined based on the order in which the groups are selected. When the group is selected its priority number also gets displayed at the right-hand side of the group name.

To establish a multiple PTT radio group call,

1. Go to the **Groups** tab.
2. Select the **group names** with which a PTT session is to be established. Once selected, their priorities also get set in the order of their selection.
3. Now, tap the **PTT** button to initiate the group call.
4. The user is redirected to the home page with the first priority group appearing in the **Last Group/Current Group Call** section and the others below the **Call Log** button.

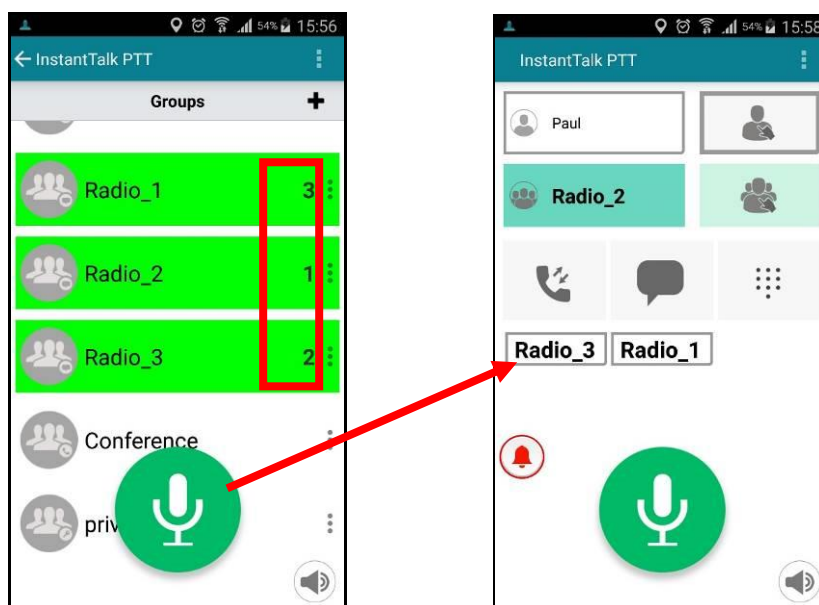


Figure 12-7 Clicking PTT button leads to Home screen

Example: Say there are 3 radio groups namely: Radio_1, Radio_2 and Radio_3. Now, if Radio_2 is selected first then its priority for scanning will be 1. Then if Radio_3 is selected then its priority will be 2 and Radio_1 will get priority as 3 as shown in the above figure.

Hence, if a user is in session with Radio_1 and another user from other device speaks in Radio_2 group then the audio from Radio_2 is heard while audio from Radio_1 is ignored. So, since Radio_2 has the highest priority, the user receives audio from Radio_2 while the audio from the other groups is ignored and not heard anymore till the audio from Radio_2 is received.

But, if **One-to-One call** or **Conference call** or **Adhoc call** is initiated then preference is given to these calls over the radio group calls.

If a user wants to change the priority of groups or does not wish to remain in session with the groups, then this can be done by going back to the Groups tab and selecting the required groups with which the session is to be retained or established.

12.6 Ending a call

Press on the **Red End Call** button if you wish to terminate the call. Other participants will not be able to continue the discussion in a Private group once you end a call that was established by you.

Notes:

If you are invited to a group call, you may leave the session by pressing the End button, but this will not terminate the session. Other participants may continue the discussion.

The server automatically ends any call (except of a Radio group call) if no participant speaks for more than a certain period (typically 20-40 seconds).

12.7 Receiving a Call

When a call is received, the display switches to the **Home** screen. At the bottom of the screen it will show the caller's Display Name.

Whenever the caller is speaking, the PTT Call button is disabled (grayed out). When the caller has finished speaking, the PTT Call button returns to green (enabled).

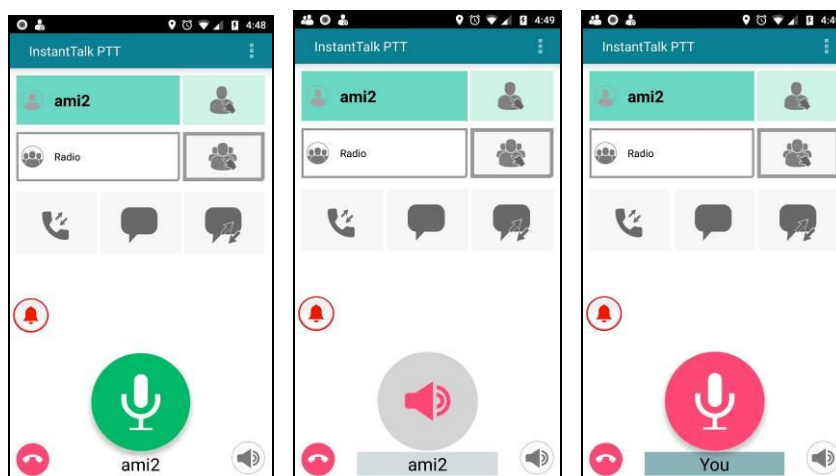


Figure 12-8 Receiving a Call

There is no need to select a contact to reply on an incoming call. Simply press and hold the **green** PTT button to reply. Continue to hold and begin speaking after hearing the quick beeps. Release the Green Call Button when you are finished speaking to allow the caller to reply.

12.8 Receiving an Incoming Alert (Request To Talk)

When an alert is received, a pop-up appears on the screen.

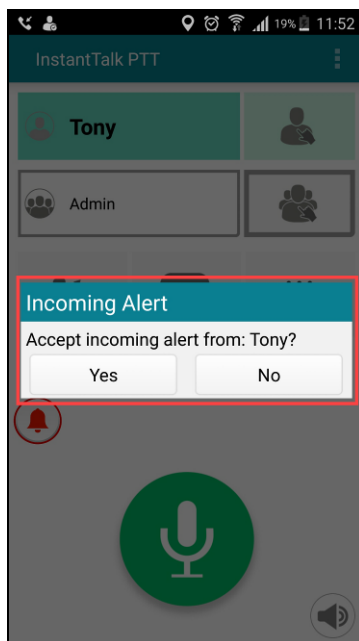


Figure 12-9 Incoming Alert Dialog

If accepted, the display switches to the Home screen and the call is established with the requesting user, as shown in the below screen.

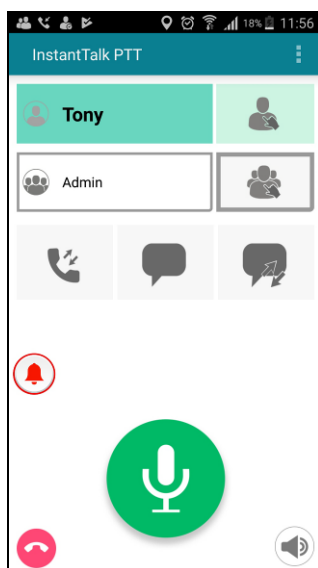


Figure 12-10 Incoming Alert Accepted

If the alert is rejected by tapping **No**, the pop-up disappears, and the missed alert icon appears on the notification bar.

Note: If no action is taken for the alert, the pop-up disappears automatically after the alert tone plays 3 times.

13 MAIN MENU

13.1 Chat History

Past Instant Messages can be viewed on the **Chat History** tab. Conversations are listed by Display Name. Tap the name of the contact or the blue arrow to display past messages as shown in the example below.

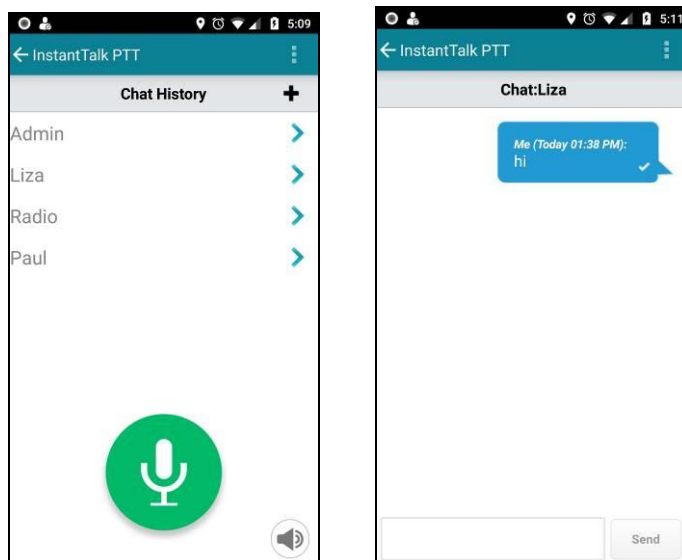


Figure 13-1 Chat History

Clearing a chat history:

1. To clear a chat history of a contact, press the **Menu** key of your device or the main menu of the application and select the **Chat History** option.
2. Press and hold the contact name whose chat history you want to delete. The application prompts you with confirmation of clearing the selected chat history.
3. Select **Yes** if you want to delete the selected IM History.

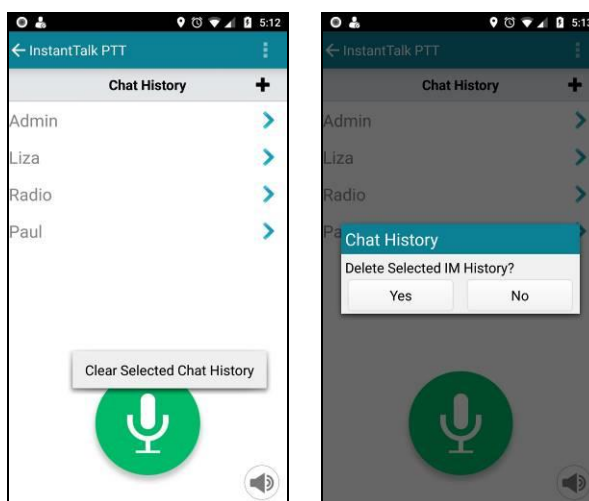


Figure 13-2 Clear selected Chat History

Clearing all chat history:

1. To clear the entire chat history (all conversations) press the **Menu** key of the device or the main menu of the application to view the menu options and select **Clear all Chat History** menu option.

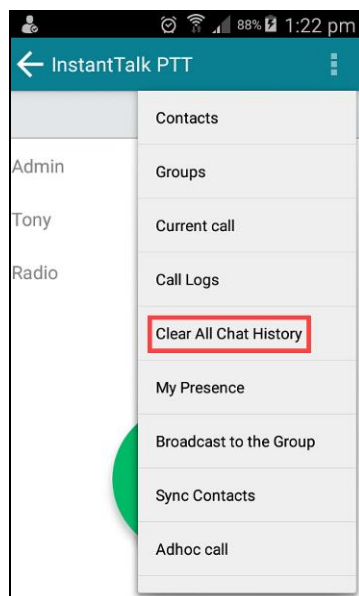


Figure 13-3 Clear all Chat History

Note: The Clear All Chat History menu item appears in the main menu, only when you are on the Chat History page.

2. The application prompts you with a message “Delete whole IM History?”.
3. Select **Yes** if you want to proceed further or tap No.

Copying, pasting and resending a chat:

1. Press the **Menu** key of your device or the main menu of the application and select the **Chat History** option.
2. The **Chat History** page will open, select a contact name and open its chat messages.
3. Long press the chat message entry which you want to copy. The application prompts you to copy it.
4. Press **Copy**.
5. You can then paste this text to the text box of a new message of same conversation or in another conversation.



Figure 13-4 Copy a chat message

6. To resend a message, long press the chat message entry which you want to resend. The application prompts you to resend it.

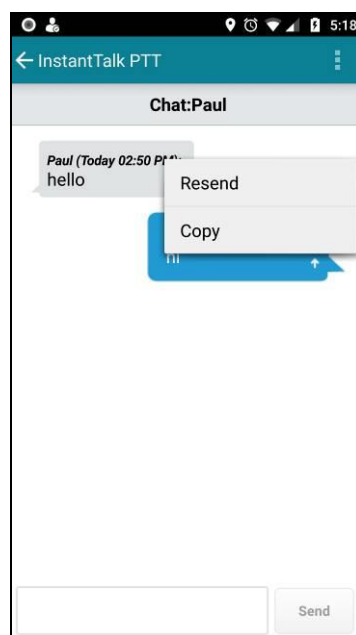


Figure 13-5 Resend a chat message

13.2 Current Call tab

This option displays the user or group in Figure 13-6 with whom you are currently in a call.

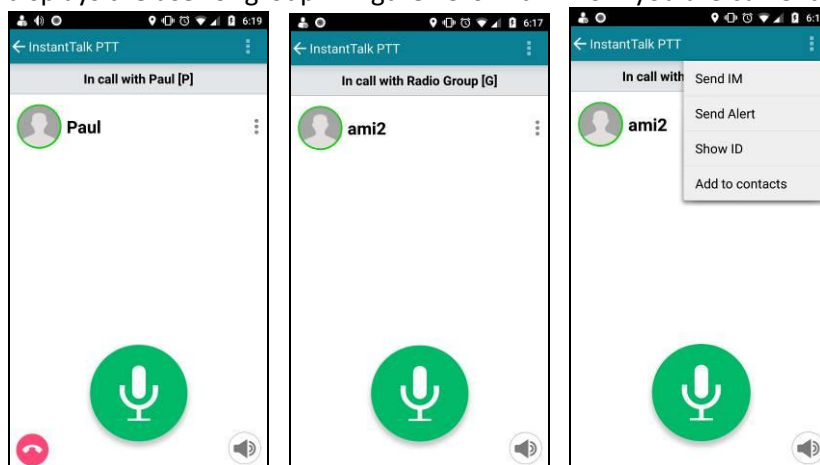


Figure 13-6

If you are in a call with an individual user or a small group call and if you want to send an IM or send an Alert or add the user to the contact list or view the user ID you can do it by tapping on the contact and selecting the required option from the [context menu](#).

When you are in a Large group call the Current Call tab displays only the number of participants participating in call and not the participant names as shown in Figure 13-7.

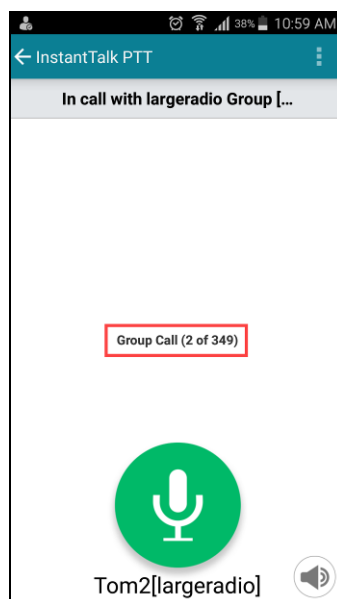


Figure 13-7 Large Group Call

13.3 Call log

The Call log tab displays the entire history of call. It includes dialed, missed, received and request callback entries. Refer to the [Call log](#) topic for further details.

13.4 Close Tab

When you are in group members page and you want to return to the home screen you can just use this **Close Tab** option from the main menu.

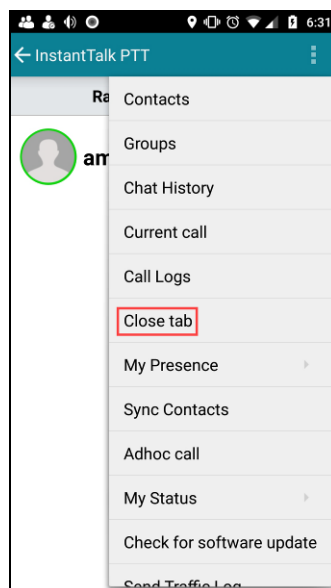





Figure 13-8 Close Tab option

Note: This menu item appears in the main menu, only when you are on the group members page.

13.5 My Presence

You can change your presence status by pressing the **Menu** key and selecting **My Presence** from the main menu.

The InstantTalk app has the following user states:

Icons	Icon Name	Description
	Online	Available for all Push to Talk conversations including IM and call.
	Offline	Not available for any Push to Talk services.
	Page-Me	Cannot be contacted for instant Push to Talk conversations directly and will receive request to talk alerts. With user's permission, a call is established with the sender of the alert.

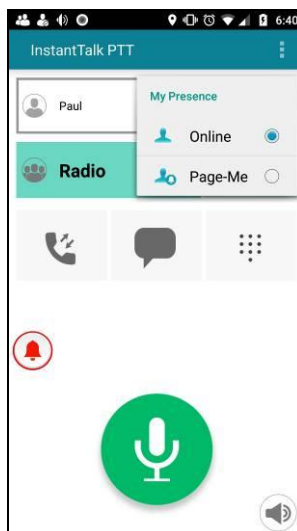


Figure 13-9 My Presence

When you change your status, all other users that have you as a contact in their contact list are updated accordingly. Status updates are typically instant; however, it may take longer to synchronize due to network issue. In addition, during voice exchange, status updates are kept on hold till end of the voice burst.

Important Notes:

Your status will be automatically updated to Page Me when a GSM phone call is in progress. As soon as the call ends, your status is switched back to last presence status.

When the Android phone is set to 'silent' or on 'vibrate' mode, the Presence status of the user will become as Page Me.

13.6 Broadcast to the Group

The Broadcast to the group option from the menu enables to broadcast some important message either to the organization users or to the groups within the organization.

Note: This option is available in the main menu only if the user has the respective right configured from the provisioning portal.

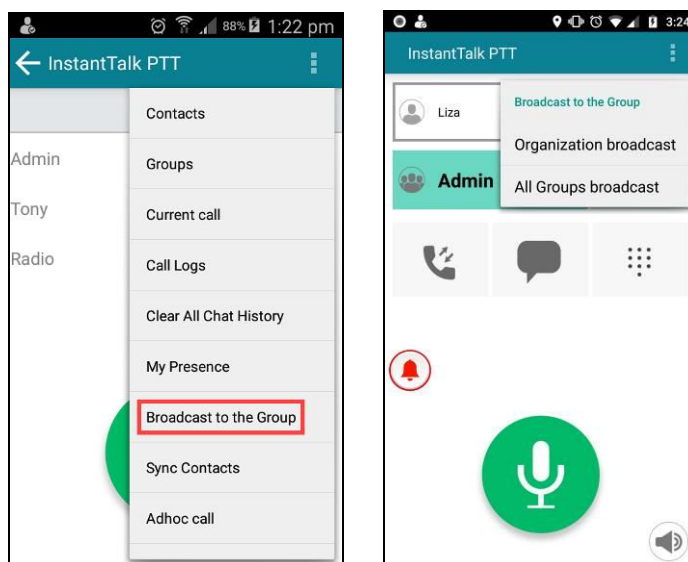


Figure 13-10 Broadcast to the Group

Organization Broadcast

To initiate a broadcast call at the organization level, tap the option and the call gets initiated. The screen switches to the home screen and the numbers of the users is available in the group call tab as shown in the below figure.

Note: This call is established with all the users of the organization that are Online.

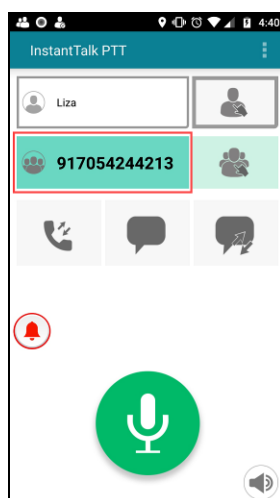


Figure 13-11 Organization Broadcast

Groups Broadcast

To initiate a broadcast call at the group level, tap the option and the call gets initiated. The screen switches to the home screen and the label **Broadcast to the group** is seen in the group call tab as shown in the below figure.

Note: This call is established with the Online users of all the groups in an organization.

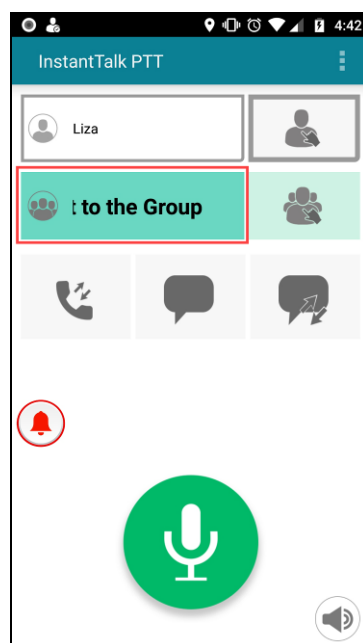
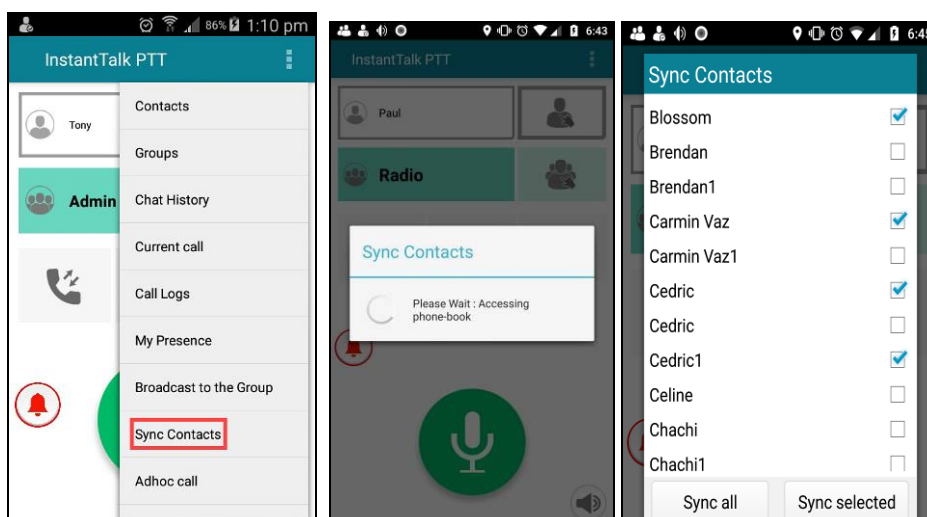


Figure 13-12 All Groups Broadcast

13.7 Syncing Contacts

Select the **Sync Contacts** option from the menu, a list of contacts from the phone's address book will appear, choose the contacts to sync and if they subscribe to the PTT service, they will get automatically added to your PTT contact list.



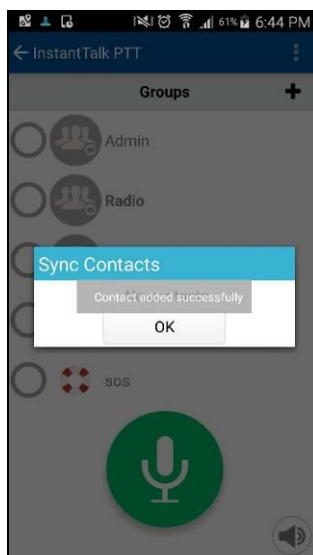


Figure 13-13 Sync Contacts

13.8 Establishing an Ad-hoc Call

The Ad-hoc Call feature allows you to directly call a user even if this user is not in your contact list.

1. To make an Ad-hoc call, you must know the ID of that user (typically the phone number of the user).
2. While on any tab, press the **Menu** key of your device or the main menu of the application and select the **Ad-hoc Call** option.
3. Enter the ID of the user whom you want to call and tap **Call**.

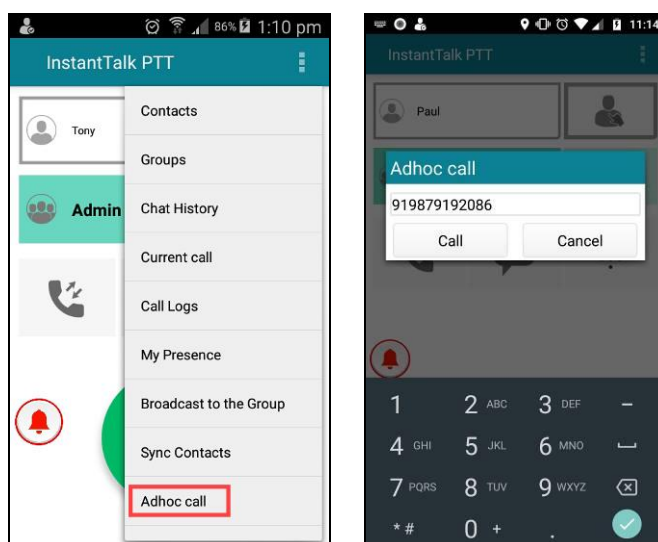


Figure 13-14 Ad-hoc Call

13.9 My Status

While on any tab, press the **Menu** key of your device or the main menu of the application and select **My Status**. This further shows: **My Position**.

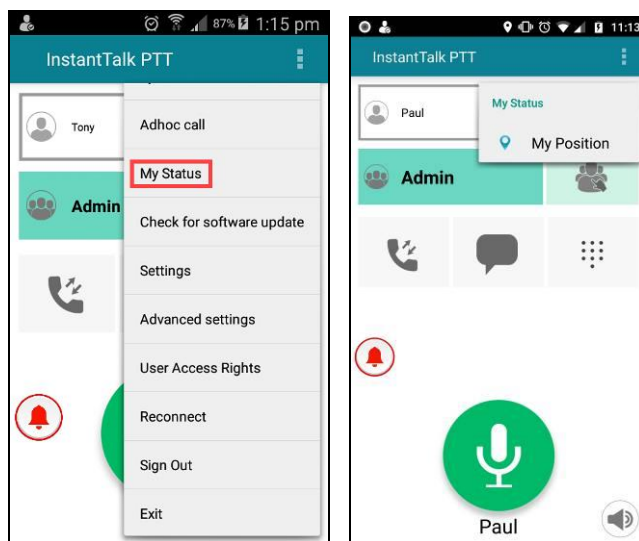


Figure 13-15 My Status

13.9.1 My Position

An Instant Locate license is required to send location information, for further information, please contact your service provider.

The **InstantTalk** application will automatically attempt to send an updated GPS position to the server every 10 minutes.

To view the coordinates of your location:

1. Tap the options button (3 dots) and then select **My Status** from the menu options.
2. Select **My Position**. For the first-time login, you may be prompted to enable the GPS (if GPS of your device is disabled).
3. Go to the **Settings > Location Services > select Use GPS satellites** check box to enable. Hence, you will see the GPS parameters (Latitude and Longitude) as below:

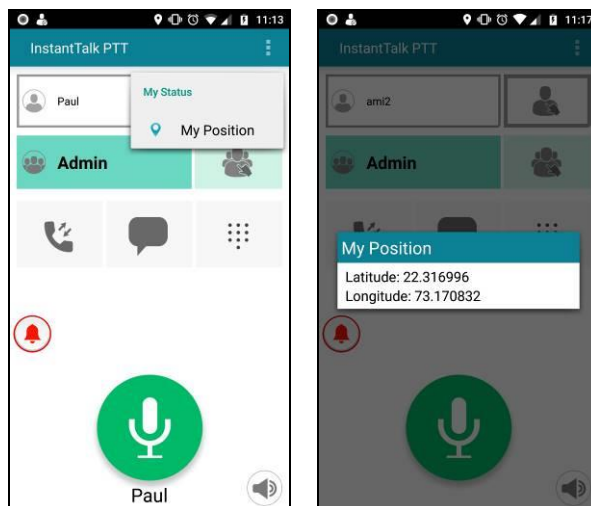


Figure 13-16 My Position > GPS details

Once you view the GPS details, touch anywhere on the screen or use the handset's **Back** arrow key to exit (return to the previous screen).

13.10 Check for Software Update

You can select the option “**Check for software update**” from the menu (Figure 13-17) and check if there is any new version available for update. If the application has latest version, a message stating “**Your version is up to date**” will be displayed (Figure 13-17). If a new version is available then a prompt stating “**A new version is available, would you like to download it?**” will be displayed (Figure 13-17).

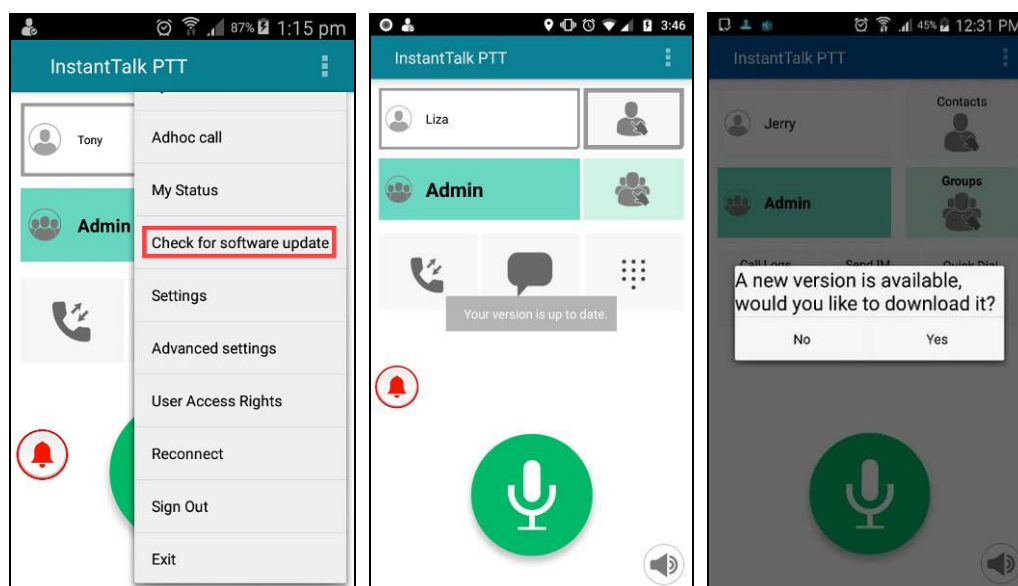


Figure 13-17

On tapping yes, downloading of the latest version .apk file begins. Once, the file is downloaded, a prompt confirming to install an update of the existing application appears. Tap on Install and the installation process gets initiated. Further installation steps are same as the topic “[Download and installation of Android Client](#)”.

13.11 Settings

Press the **Menu** key on your device and select **Settings**. This leads to Settings screen and enables you to change the application settings and Volume Controls (% of current device sound):

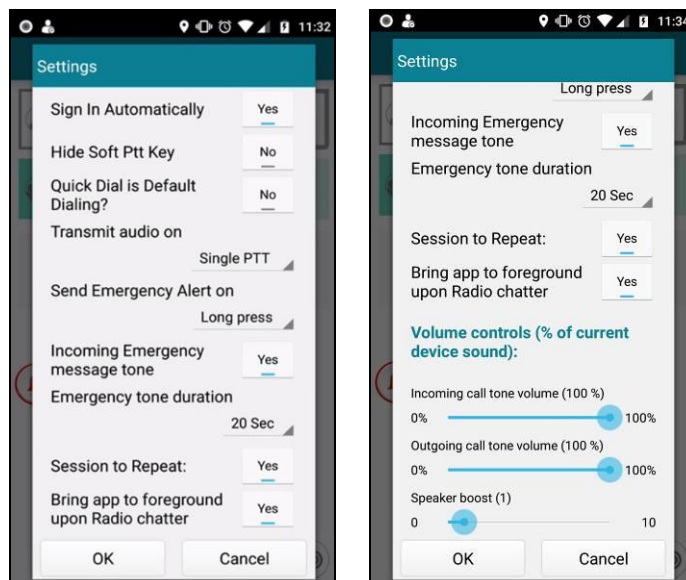


Figure 13-18 Settings

- **Sign in Automatically:** Allows to automatically sign in to the service every time the Instant Talk application is launched. Select **Yes** if you want to enable this setting.

Best practice tip: It is recommended to keep this option unchanged and keep the default setting parameter as **Yes**.

- **Hide Soft PTT Key:** Allows to hide the soft PTT button of the application (if required) and use the dedicated hard key as **PTT button** (that is Volume Up, Volume Down or Camera Key of the device). If you select **Yes**, then the soft PTT button of your application will not be visible anymore.
- **Quick Dial is Default Dialing?** : Allows to set the quick dial page as the default screen. If enabled, you will land on the quick dial screen every time you press the back button or back arrow.
- **Transmit audio on:** Select the option based on which audio will be transmitted in a session. Options:
 - **Single PTT:** Select this option if audio is to be transmitted on tapping the PTT button ones.
 - **Double PTT:** Select this option if audio is to be transmitted only when the PTT button is tapped twice.
- **Send Emergency Alert on:** Select the option based on which SOS is to be sent. Options:
 - **Long Press:** Select this option if Emergency Alert is to be sent on long press of the Emergency button.
 - **Short Press:** Select this option if Emergency Alert is to be sent on short press of the Emergency button.
- **Incoming Emergency message Tone:** Tap on the button to toggle between Yes and No to decide whether a special emergency tone is to be played or not at the recipient's end. If NO is selected, then usual PTT audio tones are played at the recipient's end.

- **Emergency Tone Duration:** Select the duration till which emergency tone will be played on the recipient's end to notify that the initiator is in distress. One can select the tone duration as 3 seconds or 20 seconds.
- **Session to Repeat:** This option allows the user to reconnect to the last incoming call by pressing the PTT button once. The incoming Session to Repeat (last PTT call) is displayed as the first label of the **Home** screen. The default setting is **No**.

If the **Session to Repeat** parameter is **configured as No**, the following would be the behavior:

- The focus of the application will remain on the Current One-to-one call button even if the private call ends either due to session timeout or the recipient disconnects it.
- The focus will move to the Default Radio Group (DRC) button from the Current One-to-one call only when the audio is received in the radio group.
- Or if the user intentionally moves the focus to the DRC when the private call is terminated.

If the **Session to Repeat** parameter is **configured as Yes**, the following would be the behavior:

- If audio is received in the Radio group as soon as the private call ends, the focus will move to the DRC and the user joins the DRC.
- But if no audio is received from the group members in the DRC, the focus will move back to the Current one-to-one call button based on the time period configured for parameter **Private Call Idle Timeout** from the **Advanced Settings** page.
- **E.g.:** If the **Private Call Idle Timeout** is configured as **10 seconds**, and there is no audio transmission within this time period, then after 10 seconds the focus will move to the current one-to-one call button.
- **Bring app to foreground upon Radio chatter:** Allows to bring the application in foreground during any PTT sessions, if it is in background. The default setting is **Yes**. If you select **No**, then the application will come in foreground only during one-to-one calls and not during a group call.

Volume Controls (% of current device sound):

Notes:

1. All the application's **Volume Control sliders'** tone volume will be in sync with the device's volume controllers (volume buttons).
2. For all the application's **volume tone sliders**, the tone's volume output is the set percentage scale of the application's slider tone to the current set volume of the device.
3. All these volume tones will be **muted**, if the device is put on **mute**.

- **Incoming Call tone Volume (100%):** This slider is used to control the volume of all the incoming PTT call tones. This can be set in percentage.
- **Outgoing Call tone Volume (100%):** This slider is used to control the volume of all the outgoing PTT call tones. This can be set in percentage.
- **Speaker Boost:** This slider is used to control the speaker volume. The default volume is 1.

Once you are done with the required changes, select **OK** to save these application settings.

13.12 Advanced Settings

Advanced settings page contains general settings along with more sensitive parameters configuring the application. It is basically a super set of settings page. Since these settings are more crucial the page is locked by default. To open this page, you need to unlock it by entering the password provided by the support team.

To view the Advanced Settings menu, press the **Menu** key on your device and select **Advanced Settings**. This leads to Advanced Settings prompt, which asks you to enter the code for unlocking the advanced settings page. Enter the code and tap **OK**. The following page appears.

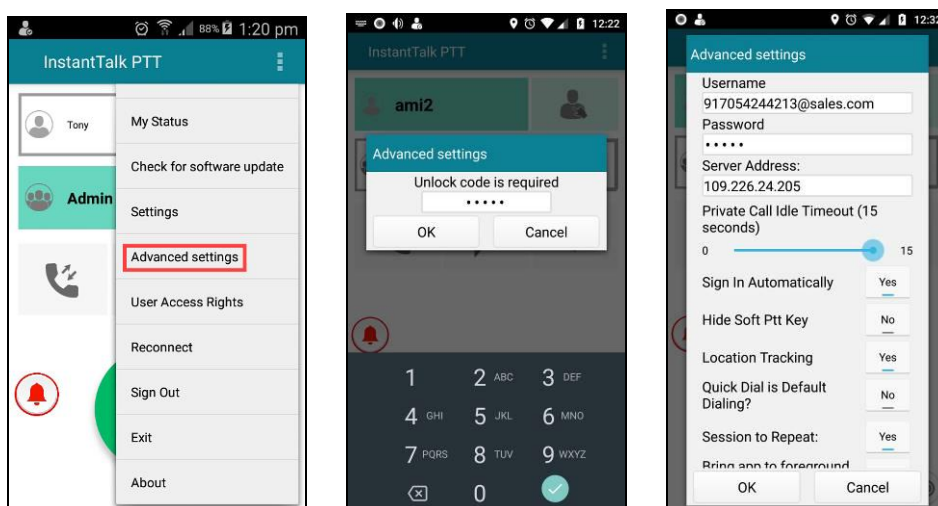


Figure 13-19 Advanced Settings

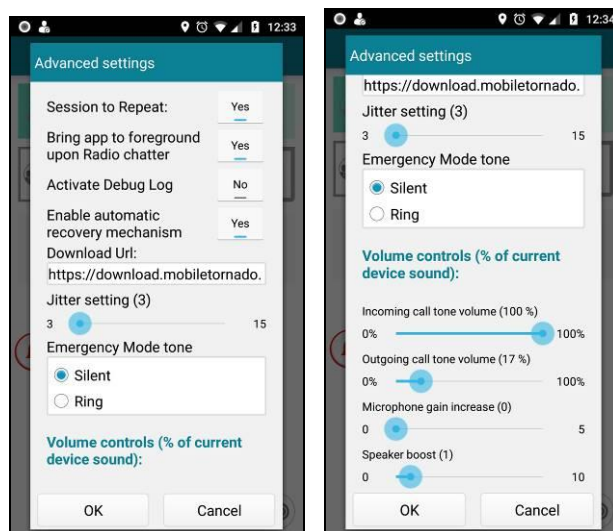


Figure 13-20 Advanced Settings

This enables you to change the advanced application settings and Volume Controls (% of current device sound):

- **Username:** Displays the username of the current signed-in user.
- **Password:** Displays the password of the current signed-in user.
- **Server Address:** Displays the IP Address of the server on which the current user is signed-in.

- **Private Call Idle Timeout:** This slider is used for dropping/disconnecting the private (One-to-One) call, if there is no communication between the two parties within the configured time period. The default value is 15 seconds.

Note: This setting is applicable for **one-to-one** sessions only.

- **Location Tracking:** Allows the server to track your location. If you want that your location be tracked by the server then turn it ON (select **Yes**) and if you don't want to be tracked, OFF (select **No**). Whatever changes you make; the status gets updated **during your next login**.
- **Activate Debug Log:** Enables to debug the application logs.
- **Enable automatic recovery mechanism:** Enables low-end devices to remain connected with the network even in extreme conditions.
- **Download URL:** Displays the URL from where you can download the PTT application if required. The checks for update will be performed against that site.
- **Jitter Setting (3):** Specify the duration in seconds to buffer the first audio burst. Default value is 3 seconds. Maximum value is 15 seconds.
- **Emergency Mode Tone:** Select an option based on which the emergency tone will be played. The options are:
 - **Silent:** If **Silent** mode is selected, on pressing the emergency button the notification "In Emergency" will not be announced, instead the device will vibrate 3 times for 0.5 seconds each.
 - **Ring:** If **Ring** mode is selected, a tone will be played 3 times along with vibration on pressing or releasing the Emergency button. The tones played at the time of pressing and releasing both are different. This setting is applicable for both start and end of an emergency state.
- **Microphone gain increase (0):** This tone slider allows to control the volume of incoming audio. By default, the value is 0. You can set the slider value till 5.

For additional settings refer to topic [Application Settings](#).

Once you are done with the required changes, tap **OK** to save these advanced settings.

13.13 User Access Rights

Tap User Access Rights option to view the access rights assigned to the user from the provisioning portal. For more details on access rights refer to [ANNEXURE](#).

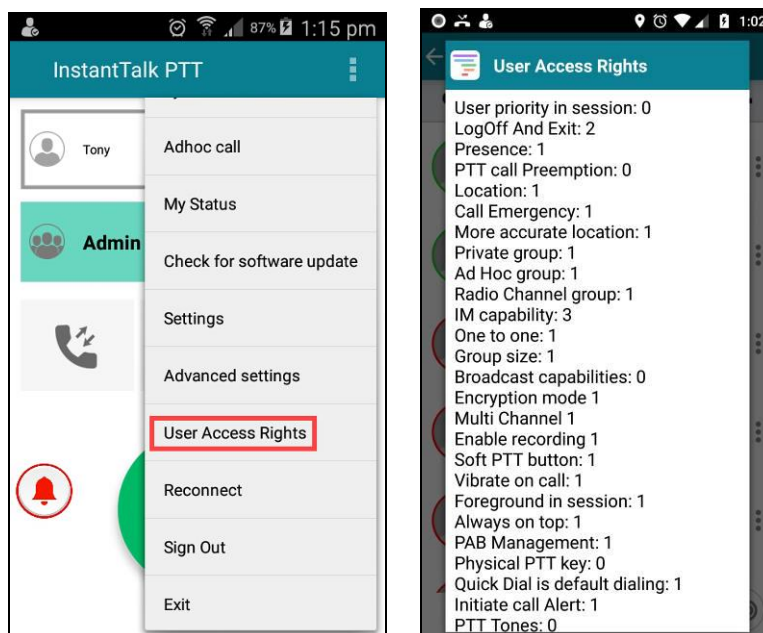


Figure 13-21 User Access Rights

13.14 Reconnect

Tap **Reconnect** menu option to reconnect the PTT application. It literally performs two actions: Sign Out from the service and Sign In with the last known credentials.

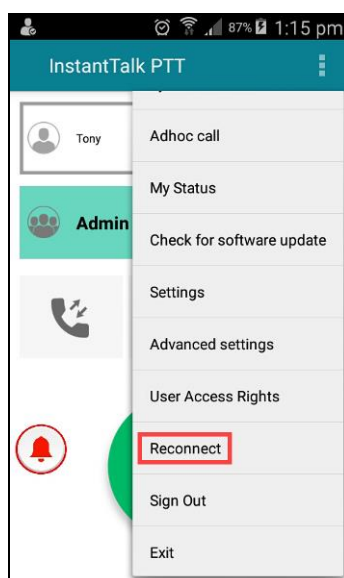


Figure 13-22 Reconnect

13.15 Sign Out

You can sign out from the application by using this option from the main menu as shown in the screen below.

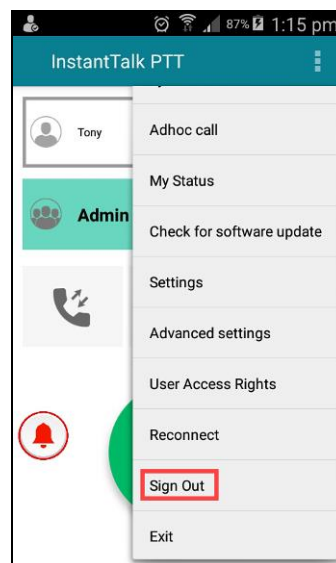


Figure 13-23 Sign Out

On tapping sign out, a prompt appears. Tap on Yes and you will be sign out from the application.

Note: On signing out, your application does not get closed, instead it continues to run in the background. To close the application, you need to click on the Exit option.

13.16 Exit

To exit from the application, tap the exit option from the main menu.

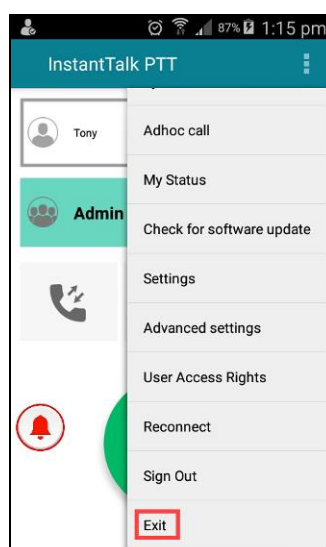


Figure 13-24 Exit

13.17 About

To view the server and application version related details, press the **Menu** key of your device and select **About**. It also shows your user name and your user ID. Details about the next check for update are shown as well.

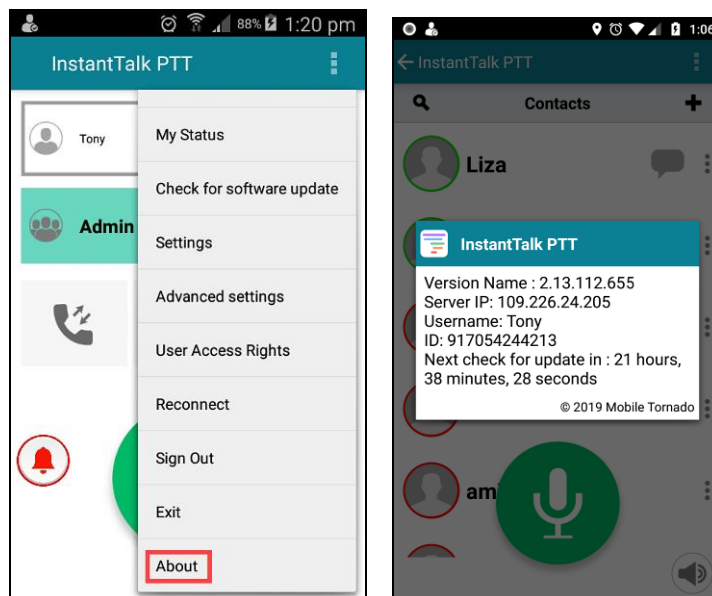


Figure 13-25 About

14 CONTEXT MENU

14.1 Send IM

This option is used to send IM to a contact or a group. For further details refer to the topic [Send IM tab](#).

14.2 Add to Groups

To add a contact to an existing group, tap on the required contact and select **Add to Groups** option from the context menu as shown in Figure 14-1. A list of groups appears. Tap on the group in which the contact is to be added and a confirmatory message stating “**Contact added successfully**” appears as shown in the last image of Figure 14-1.

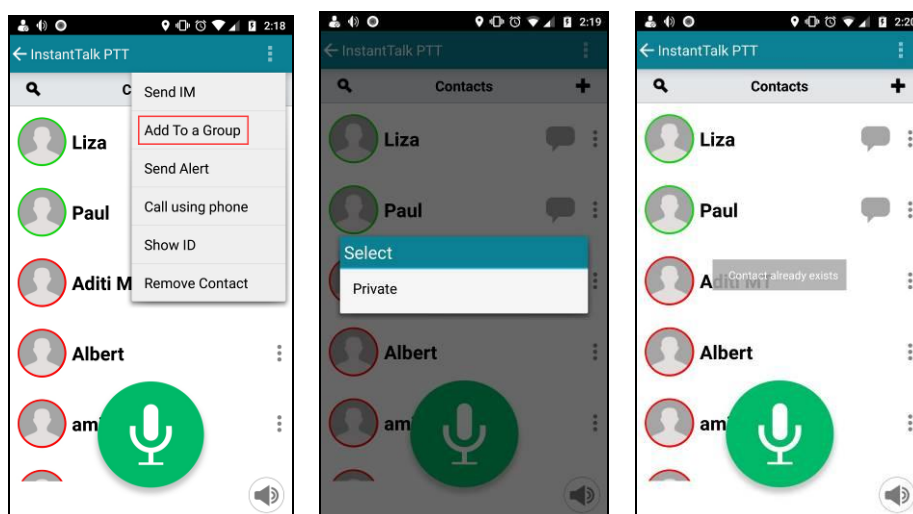


Figure 14-1

14.3 Send Alert

1. Tap on the desired contact from either the Contacts List or a Group's members List. The contact must be in Online or Page Me mode.
2. Select **Send Alert** from its context menu.

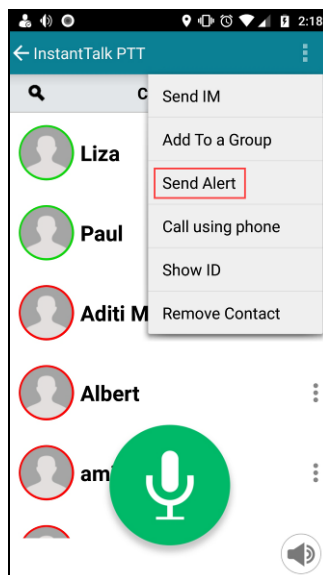


Figure 14-2 Sending an Alert for Requesting to Call back

3. An alert is sent to the contact with a prompt message **Accept Incoming Alert from <Display Name>?**
4. If the contact accepts, the call is initiated.

Note: As the invitation to talk was sent by you, the floor is yours when the called party accepts the call. Only if you do not speak within 2 seconds, the talk floor can be granted to the other party.

14.4 Call using Phone

The InstantTalk application allows for making a call using other communication options exiting in your handset like normal GSM call or a Skype call.

To make a phone call, tap on a contact name on the contact list. Select the **Call using Phone** option from the context menu. This will prompt you with the below message. Select any option and the call will be initiated.

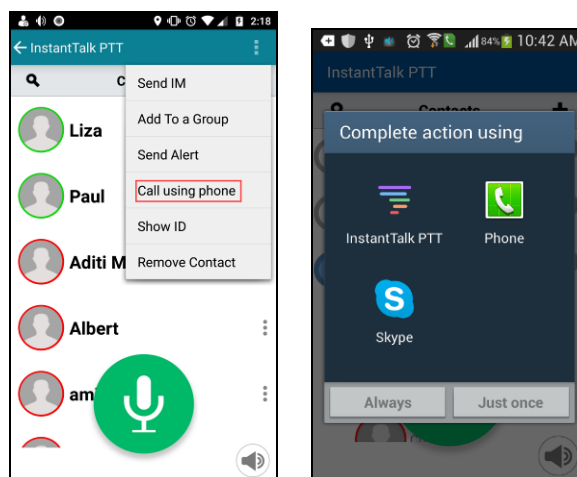


Figure 14-3 Call using phone

14.5 Show ID

This option displays the ID of the contact.

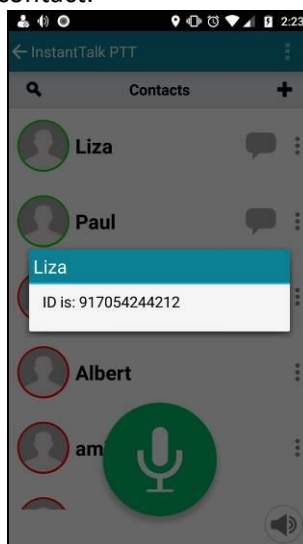


Figure 14-4 Show ID

14.6 Add to Contacts

This option is used to add a contact. Using this, contacts can be added from server groups, Call log page and current call tab. Refer to topic [Adding Individual Contacts](#).

14.7 Remove Contact

Tap on the contact you wish to remove from the Contact list and select **Remove Contact** option from the context menu as shown in the screen below.

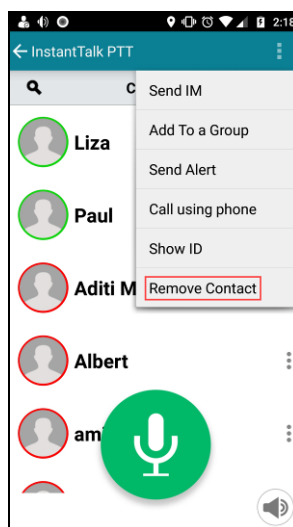


Figure 14-5 Removing a Contact

14.8 View Group Members

To view members of the group, tap on any group and a context menu appears. Select View group members and it displays a list of members associated with that group as shown in the screen below. Now you can perform any required task related to the group members.

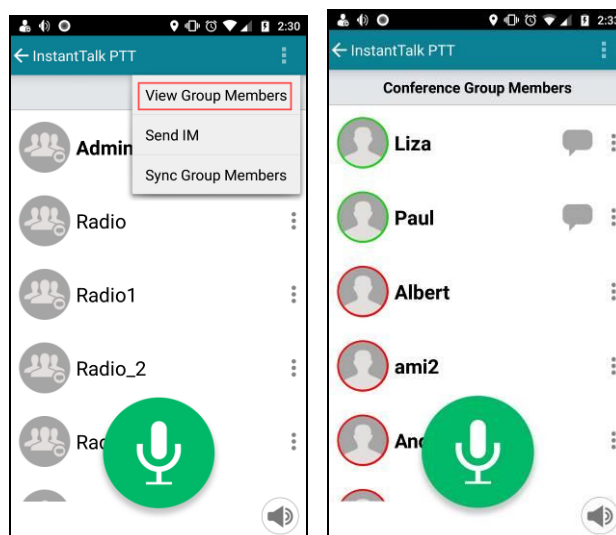


Figure 14-6 View Group Members

14.9 Sync Group Members

Sync Group members option is used to add members to the personal contact list from the group which are not yet contacts. To do so, open the groups tab and tap on any group name. A context menu appears. Tap on the **sync group members** option as shown in the below screen and the members will get synchronized with the contact list automatically. To check whether the contacts are synchronized, you can go to Contacts tab and inspect the list of members.

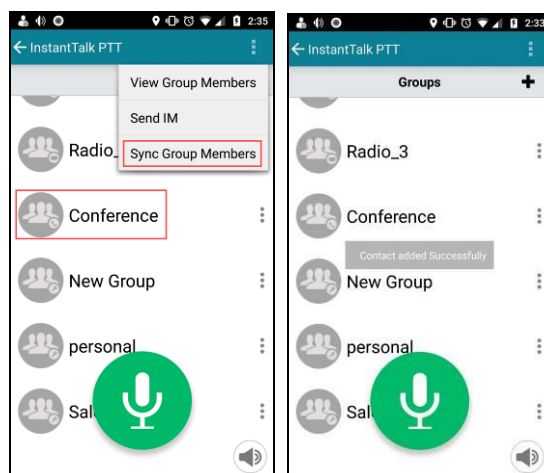


Figure 14-7 Sync Group Members

14.10 Remove Group

This option is used to remove a group from the group list. Only Private groups created from the client can be deleted. To remove a group, go to the groups tab, tap on the group and a context menu appears. Select Remove Group option as shown in the first figure below. A pop-up appears, tap yes and the group gets removed from the list.

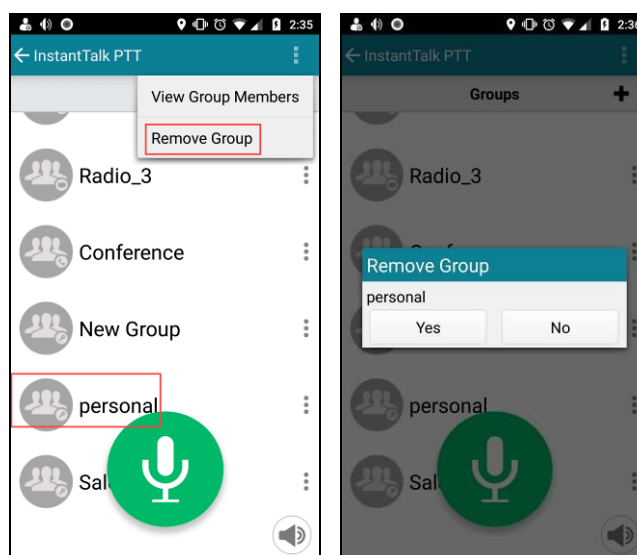


Figure 14-8 Remove Group

15 FREQUENTLY ASKED QUESTIONS

1. How will I be notified if the called user is busy on another call?

The application prompts you with a message as shown in below figure, when the called user is busy in another call and the priority of your call cannot hijack the user to your session.

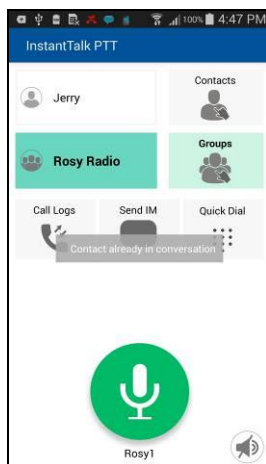




Figure 15-1 Contact already in conversation

2. How to notice missed call and unread IM?

If you receive any missed call or any unread IM, you will be notified with small 'missed call'  and 'chat'  icons at the status bar of the device (top of the screen). Also, you can scroll down the status bar, and select the notifications to pop the Call log or the IM tabs of the application.

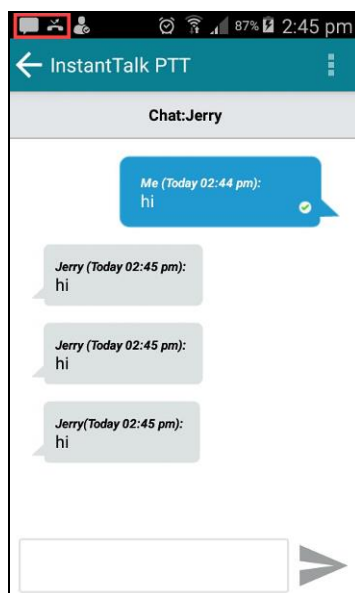


Figure 15-2 Missed call and unread IM's notifications

3. How can I check whether my application version is up to date?

You can check your application version by tapping the main menu option "Check for software update". If the application version is up to date, a message stating "Your version is up to date" will be displayed.

16 ANNEXURE

Access Rights	Description	Values and Options on Client Application
Priority		
PTT Priority	Set the value of pre-defined priority assigned to the users in PTT sessions. Users with higher priority can take the floor from users with lower priority. Priority can be set from 0 to 15.	0 - 15
Sign-in Options		
Log OFF and Exit	Whether the user can logout and exit from the application. If any option is selected, it becomes visible in the Main Menu of the client application.	0 - None 1 - Log Off 2 - Log Off + Exit
Presence and Connectivity		
Set Presence	Whether the user can set the presence as Page Me, DND or both.	0 - Not Allowed 1 - Change to Page Me 2 - Change to DND 3 - DND & Page Me
PTT and GSM Priority	<p>Whether PTT or GSM call should be given preference.</p> <ul style="list-style-type: none"> If PTT Priority is selected, the PTT call will continue, and the user will be able to hear both audio streams (PTT and GSM) simultaneously. If there is any new incoming PTT call apart from radio, the user will receive a pop-up asking to select GSM or PTT call. If GSM priority is selected, when the user is in a PTT call and a GSM call is received following is the behaviour: <ul style="list-style-type: none"> A PTT radio call will continue but the user will not hear any audio. But, if the user presses the PTT button, the GSM call will end. New incoming PTT calls like one-to-one, AdHoc and Conference will be rejected automatically when the GSM call is ongoing. If the user initiates any call apart from joining a radio group or press the PTT button during ongoing GSM call, the GSM call will end. The user does not receive an incoming call alert anymore when a GSM call is ongoing. 	0 – PTT Priority 1 – GSM Priority

GPS and SOS		
Enable Location Reporting	Whether user's location is reported to the server or not.	0 - Disabled 1 - Enabled
Enable SOS triggering	Whether the user can enter in Emergency State (SOS).	0 - Disabled 1 - Enabled
More Accurate Location	If enabled, the GPS receiver in the phone is used to determine the location.	0 - Disabled 1 - Enabled
Permissions related to License		
Private Group	If enabled, the user can initiate a private group call.	0 - Disabled 1 - Enabled
Adhoc Group	If enabled, the user can initiate adhoc group call.	0 - Disabled 1 - Enabled
Radio Channel	If enabled, the user can participate in a radio group call.	0 - Disabled 1 - Enabled
IM	Controls the ability of the user to send instant text messages. No IM means that the user is to be restricted from sending IM.	0 - No IM 1 - 1-1 Only 2 - Radio Channel 3 - Radio & 1-1 4 - Conference & Radio & 1-1
One-to-one call	If enabled the user can initiate one-to-one calls.	0 - Disabled 1 - Enabled
Max Private group size	Controls the max size of private groups.	0 - 5 1 - 10 2 - 20 3 - 50
Broadcast	Whether the user can broadcast. One can broadcast at organization level and groups level only. If enabled this option becomes visible in the main menu.	0 - Organization Broadcast 1 - Groups Broadcast 2 - Total Broadcast
Enable Encryption	If enabled, audio is encrypted.	0 - Disabled 1 - Enabled
Enable Multi Channel	If enabled, multiple radio group call can be established simultaneously.	0 - Disabled 1 - Enabled
Enable Recording	If enabled, audio can be recorded.	0 - Disabled 1 - Enabled
GUI affecting		
Soft PTT Key	Whether the soft PTT key is visible on the application. If disabled, the PTT button won't be visible.	0 - Disabled 1 - Enabled
Vibrate on Call	If enabled the device is to be vibrated on receiving any PTT call.	0 - Disabled 1 - Enabled

Foreground in Session	If enabled, the application will be brought in foreground during an ongoing session when the user presses PTT and the application is in background.	0 - Disabled 1 - Enabled
Always on Top	If enabled, the PTT application is to be kept in foreground always.	0 - Disabled 1 - Enabled
Manage Address Group	If enabled, the user is to be allowed to add, edit or remove contacts from the address book.	0 - Disabled 1 - Enabled
Hard PTT Button Simulation	Hard PTT button simulation setup. This option is available in the Advanced Settings menu.	0 - None 1 - Volume Up 2 - Volume Down 3 - Camera Key
Quick Dial is Default	Whether quick dial screen as default.	0 - Disabled 1 - Enabled
Audio Affecting		
Initiate Call Alert	Whether the user can initiate a call alert.	0 - Disabled 1 - Enabled
PTT Tone on Connect	Whether to play tone on connection.	0 - Disabled 1 - Enabled
PTT Tone on Transmit	Whether to play tone on pressing PTT button to transmit audio.	0 - Disabled 1 - Enabled
PTT Tone On Receive	Whether to play tone on receiving audio.	0 - Disabled 1 - Enabled
Play Join Tone	Whether to play PTT tone while joining radio call.	0 - Disabled 1 - Enabled
Turn Off Speaker Key	When enabled, allows the user to turn off the speaker and control the voice.	0 - Disabled 1 - Enabled
Play tone in disconnection	Whether to play PTT tone after disconnection of network or client from the server.	0 - Disabled 1 - Enabled
App Maintenance		
Auto Recovery	Whether to enable auto recovery of the app.	0 - Disabled 1 - Enabled
Activate Debug Log	If enabled, this option is visible in the Advanced settings page. If not enabled this option remains hidden.	0 - Disabled 1 - Enabled