



# Mobile Tornado

## **InstantTalk PTT client for iOS User Guide**

*(V 1.5)*

*(Product Version: 2.8.8)*

*(Date: 26-04-2019)*

## Table of Contents

|           |  |           |
|-----------|--|-----------|
| <b>I</b>  | <b>INSTANTTALK PTT™ OVERVIEW .....</b>                 | <b>3</b>  |
| 1.1       | OVERVIEW .....   | 3         |
| 1.2       | KEY FEATURES .....                                     | 3         |
| 1.3       | GROUP TYPES .....                                      | 4         |
| <b>2</b>  | <b>INSTANTTALK™ PTT CLIENT INSTALLATION .....</b>      | <b>6</b>  |
| 2.1       | PREREQUISITES .....                                    | 6         |
| 2.2       | DOWNLOAD AND INSTALL OF IOS CLIENT.....                | 6         |
| <b>3</b>  | <b>STARTING WITH INSTANTTALK PTT .....</b>             | <b>8</b>  |
| 3.1       | LAUNCH INSTANTTALK PTT AND SIGN IN .....               | 8         |
| 3.2       | UPON SUCCESSFUL SIGN-IN .....                          | 9         |
| <b>4</b>  | <b>ONE TO ONE SELECTOR AND CONTACTS TAB .....</b>      | <b>12</b> |
| <b>5</b>  | <b>GROUP CALL SELECTOR AND GROUPS TAB .....</b>        | <b>15</b> |
| <b>6</b>  | <b>CONTACTS.....</b>                                   | <b>18</b> |
| 6.1       | ADDING INDIVIDUAL CONTACTS .....                       | 18        |
| 6.1.1     | Adding Contacts by Search .....                        | 19        |
| 6.1.2     | Adding Contacts from a Server Group .....              | 20        |
| 6.1.3     | Adding a Contact from Call log .....                   | 21        |
| 6.2       | CONTACTS FILTER .....                                  | 21        |
| <b>7</b>  | <b>GROUPS TAB.....</b>                                 | <b>23</b> |
| 7.1       | CREATING A PRIVATE GROUP .....                         | 23        |
| 7.2       | ADDING/REMOVING PRIVATE GROUP MEMBERS .....            | 24        |
| <b>8</b>  | <b>CALL LOG TAB .....</b>                              | <b>26</b> |
| <b>9</b>  | <b>SEND IM TAB.....</b>                                | <b>28</b> |
| <b>10</b> | <b>QUICK DIAL.....</b>                                 | <b>31</b> |
| <b>11</b> | <b>EMERGENCY STATE .....</b>                           | <b>32</b> |
| 11.1      | DESCRIPTION.....                                       | 32        |
| 11.2      | HOW IT WORKS? .....                                    | 33        |
| <b>12</b> | <b>WORKING WITH PTT CALLS.....</b>                     | <b>36</b> |
| 12.1      | MAKING A CALL TO YOUR DEFAULT RADIO CHANNEL GROUP..... | 36        |
| 12.2      | MAKING A ONE-TO-ONE CALL .....                         | 37        |
| 12.3      | MAKING AN AD-HOC GROUP CALL.....                       | 40        |
| 12.4      | MAKING A GROUP CALL.....                               | 40        |
| 12.5      | ENDING A CALL .....                                    | 41        |
| 12.6      | RECEIVING A CALL.....                                  | 42        |
| 12.7      | RECEIVING AN INCOMING ALERT (REQUEST TO TALK) .....    | 43        |
| 12.8      | USER PRIORITY IN SESSION .....                         | 44        |
| <b>13</b> | <b>MAIN MENU.....</b>                                  | <b>45</b> |
| 13.1      | CHAT HISTORY.....                                      | 45        |
| 13.2      | CURRENT CALL TAB .....                                 | 47        |
| 13.3      | MY PRESENCE .....                                      | 48        |
| 13.4      | BROADCAST .....  | 50        |
| 13.5      | CHECK FOR SOFTWARE UPDATE.....                         | 51        |
| 13.6      | SETTINGS.....  | 52        |
| 13.7      | ADVANCED SETTINGS.....                                 | 53        |
| 13.8      | USER ACCESS RIGHTS.....                                | 55        |
| 13.9      | RECONNECT.....   | 56        |
| 13.10     | ABOUT .....  | 56        |
| <b>14</b> | <b>CONTEXT MENU .....</b>                              | <b>57</b> |
| 14.1      | SEND IM.....   | 57        |
| 14.2      | ADD TO GROUP .....                                     | 57        |

---

|           |                          |           |
|-----------|--------------------------|-----------|
| 14.3      | SEND ALERT .....         | 58        |
| 14.4      | SHOW ID .....            | 59        |
| 14.5      | REMOVE CONTACT .....     | 59        |
| 14.6      | ADD TO CONTACTS.....     | 60        |
| 14.7      | CALL USING PHONE.....    | 60        |
| 14.8      | VIEW MEMBERS .....       | 61        |
| 14.9      | SYNC GROUP MEMBERS ..... | 61        |
| 14.10     | REMOVE GROUP .....       | 62        |
| <b>15</b> | <b>ANNEXURE.....</b>     | <b>63</b> |

# 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 devices, tablets, and Windows computers. InstantTalk is designed to work with either your existing cellular data connection or Wi-Fi 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 IPRS™ Software as a Service (SaaS) solution.

## 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 and Broadcast group.
- Ability to create Private groups and establish Ad-hoc group calls.
- Ability to remain in background for incoming calls and also when the 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 administration 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 organization contact groups, groups management, provisioning, connection and license usage reporting and more.
- Instant Locate provides tracking of the current location, and position history of users.
- Works with wired or wireless (Bluetooth®) headsets and RSMs (Remote Speaker Microphone).
- Presence status can be set to ‘Online’ or ‘Page me’.
- 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 channels where if you're not turned on a certain channel, you won't be able to listen to the communication. Like 2-way radio channel communication, you can listen to only one radio channel at a time. Automatic tuning to an active channel is possible if the radio channel scanning feature is enabled for you.
  - The member list displays the users that are Online and tune to the Radio Channel. Note that during a call, only a counter of the number of tuned users appears for large groups.
  - 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 the default for the user.
  - Transmission in a Radio group you are tuned to can be initiated by just a single tap.
  - The session remains active all time, even if no user has joined the call.
- **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 transmissions are received by all Online members of the group that are not engaged in higher priority calls.
  - The Member list displays all contacts — even when Offline. Note that during a call, only a counter of the number of tuned users appears for large groups.
  - The 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 the list of members 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 dependent on the value set from the administration portal. 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

- Any device having Operating System version 8 and above
- An active mobile data plan or Wi-Fi connection.
- Recommended phone specifications:
  - Minimum of 1 GHz processor
  - 40 Mbyte of free internal storage space

### 2.2 Download and Install of iOS Client

The Instant Talk PTT application can be installed from the iTunes or App Store (provided you have an Apple account).

To install the Instant Talk PTT application from the App Store, follow the steps below:

- In App store, search for **Instant Talk PTT** and select it from the search result. The result displays the following figures:

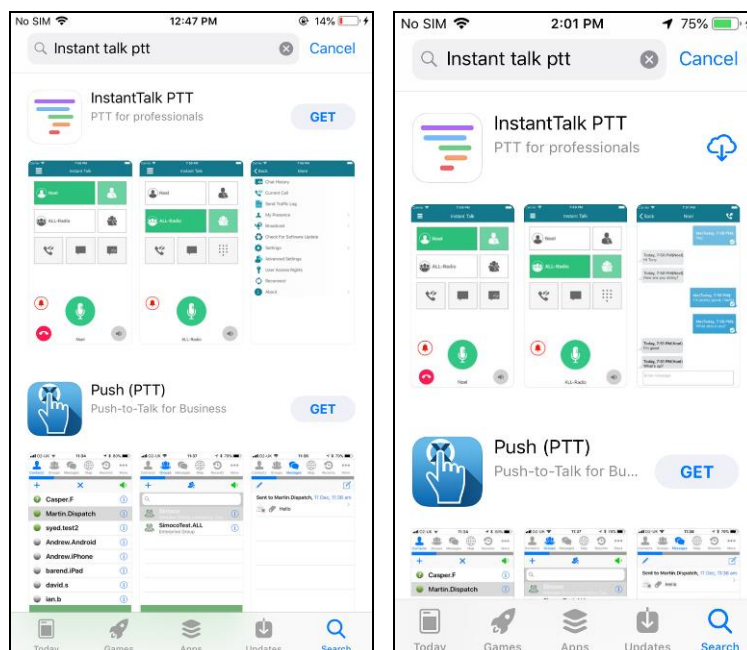


Figure 2-1 Instant Talk PTT on App store

#### Notes:

- The **Get** button appears, if the application is being installed for the very first time using the Apple account.
- The **Cloud** icon appears, if the application was installed before using the same Apple account.

- Tap **Get** or the **Cloud** icon, to install the application (if you have not signed-in the Apple account, first sign-in and then install) and the application gets installed.

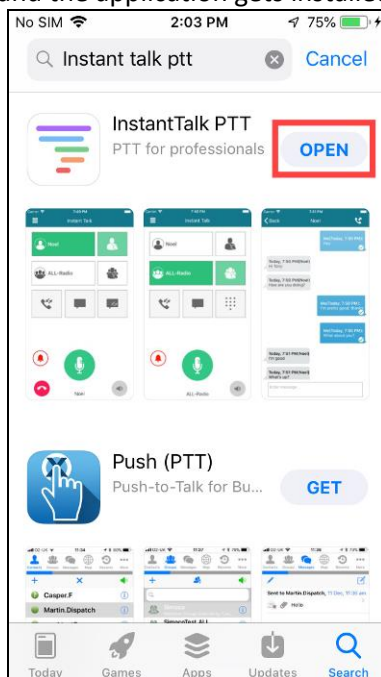


Figure 2-2 Instant Talk PTT application access page

- Tap **Open** and a prompt asking for permission to access your location appears.

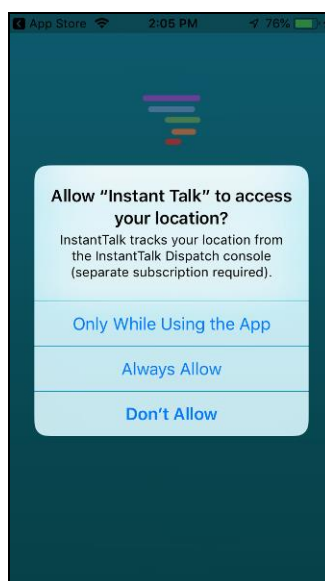


Figure 2-3 Prompt



## 3 STARTING WITH INSTANTTALK PTT

### 3.1 Launch InstantTalk PTT and Sign In

To login the application:

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

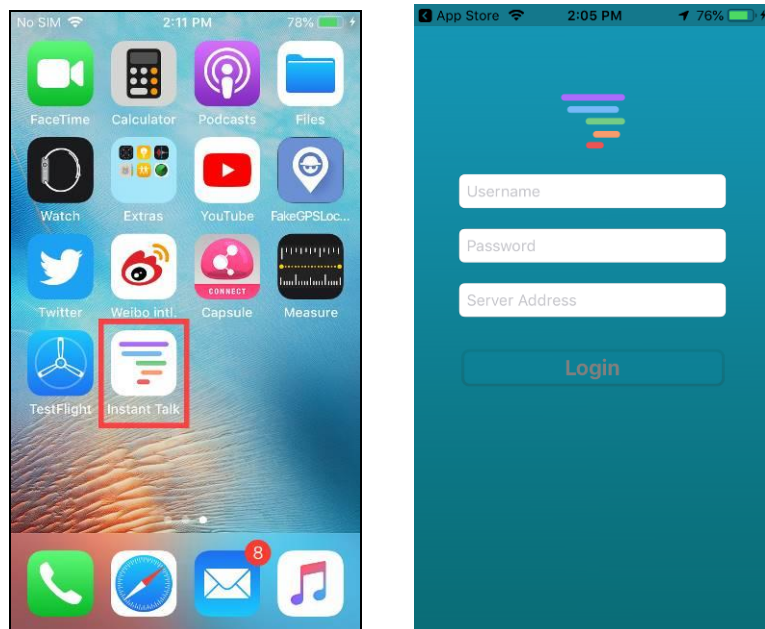


Figure 3-1 Instant Talk Launcher icon

2. Enter the username, password and server address provided by your service provider, then press the **Login** button. Following a signing-in process the **Home** screen appears.

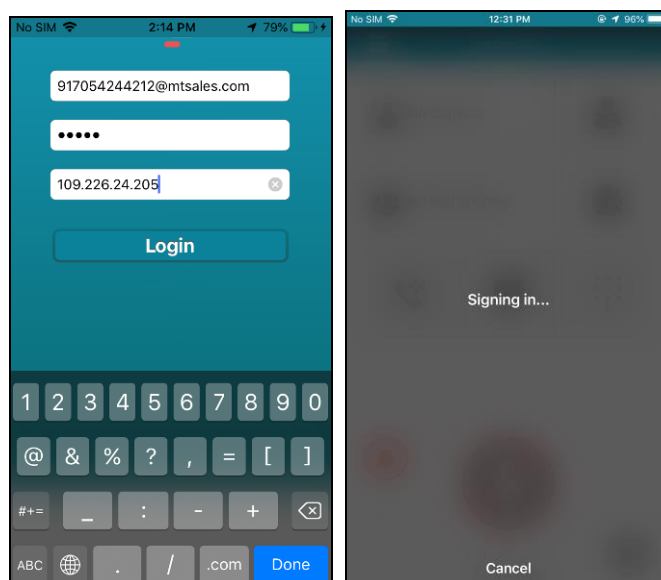


Figure 3-2 Login Screen

## 3.2 Upon successful Sign-In

Once the application has successfully connected to the server,

- After successful login, you will have to answer questions about: **Notifications** and **Quick Dial** and then you will be directed to the **Home** screen.

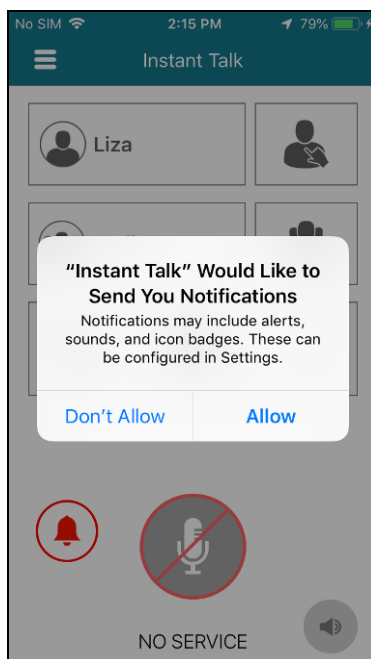


Figure 3-3 Prompt for Sending Notifications

- At first login you will be first prompted whether to allow the application to send notifications. If required, tap on **Allow** button to let the application send notifications like alerts, sounds and icon badges. If you tap **Don't Allow** you will not receive any notifications.

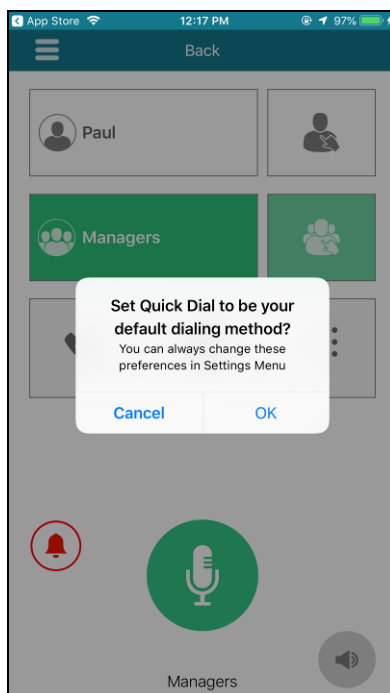


Figure 3-4 Prompt for Quick Dial

- Following the notification prompt, the **Quick Dial** prompt appears. If required, tap on **OK** button to set the Quick Dial to be your default dialing method or tap **Cancel** as shown in the figure above. On approval, the quick dial page will become your default landing page and whenever you go back from any screen you will land on the quick dial screen.
- The default home screen looks like the figure below.

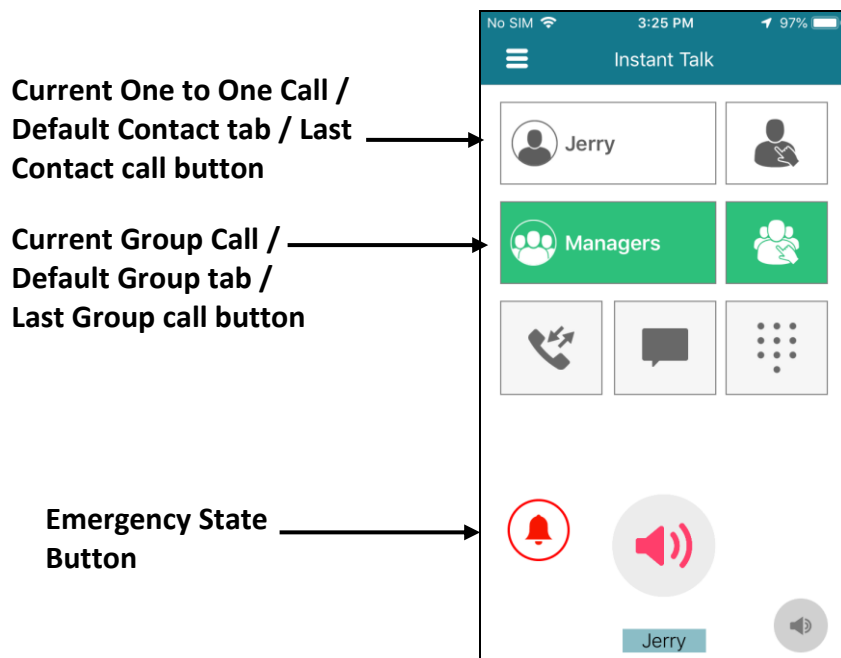
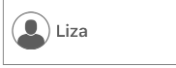











Figure 3-5 Home Screen

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 calls 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 administration portal or from the client application.
-  **[Contacts](#):** Displays a list of contacts which are either defined from the portal or added from the client.
-  **[Groups](#):** Displays a list of talk groups (either defined by the organization's administrator or created by you).
-  **[Call Log](#):** Displays the history of incoming and outgoing calls.
-  **[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 audio volume using this button. On tapping this button, the volume control pop-up appears as shown below.

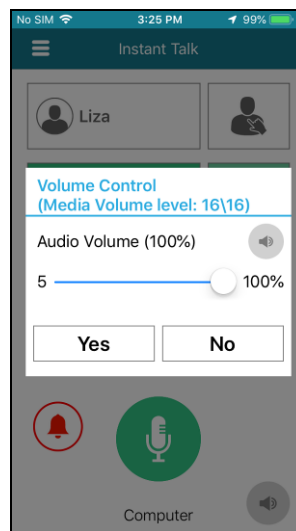


Figure 3-6 Volume Control

On the heading, the device's media volume level is displayed.

You can set the volume of the application 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 CONTACTS 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 figure below and the button is highlighted in Green.

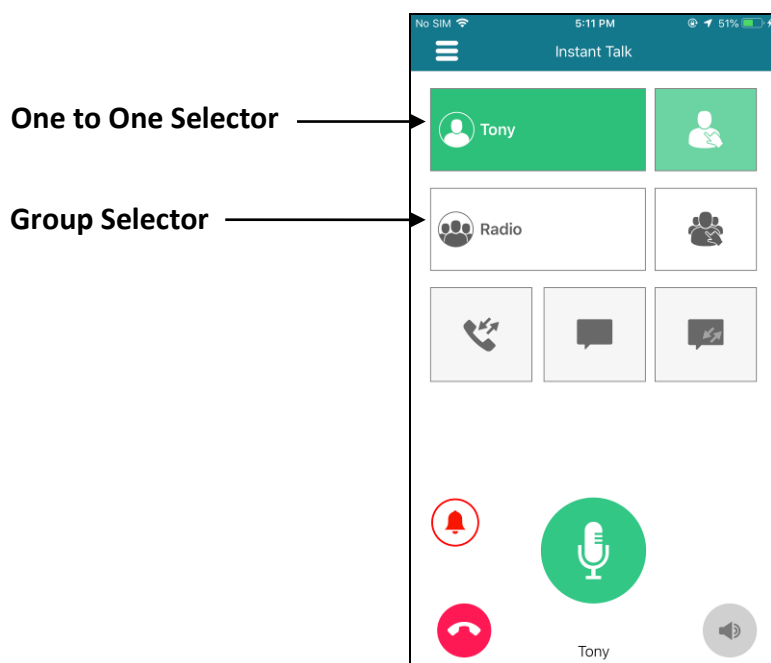


Figure 4-1 Current ongoing One-to-One call

The contact list contains users of the PTT service and their availability (Online/Offline) as shown in the left figure below. The default contact shown (Paul in the example below) is taken from the last One-to-One that appears.

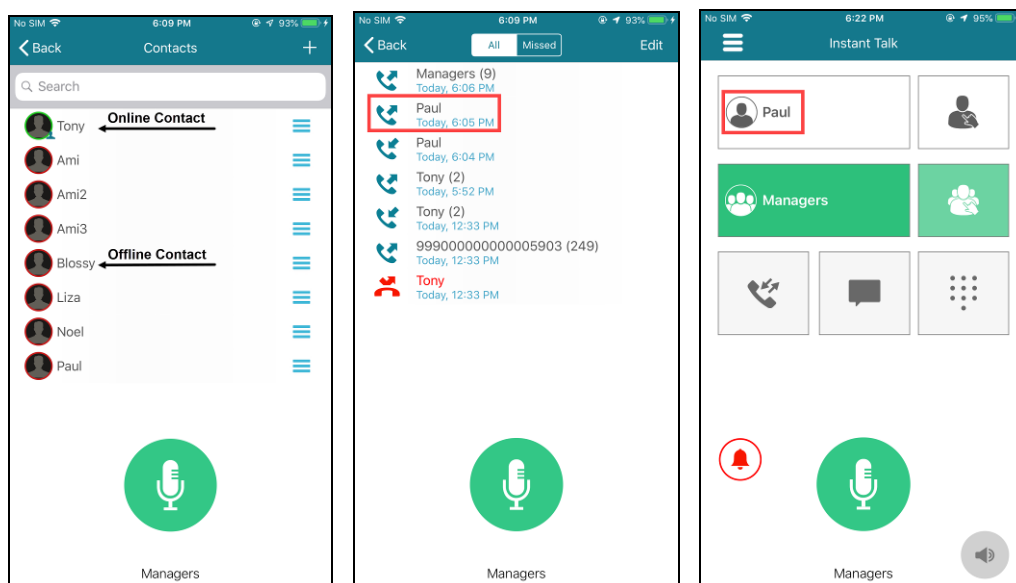


Figure 4-2 Contains Call Log and Home screen tabs

- b) 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 second 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.

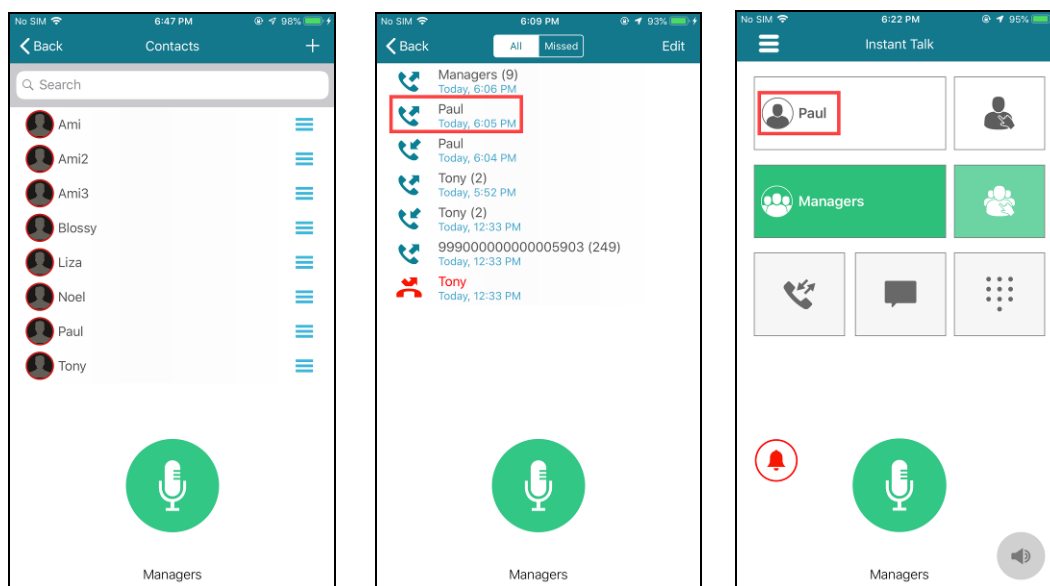


Figure 4-3

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

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

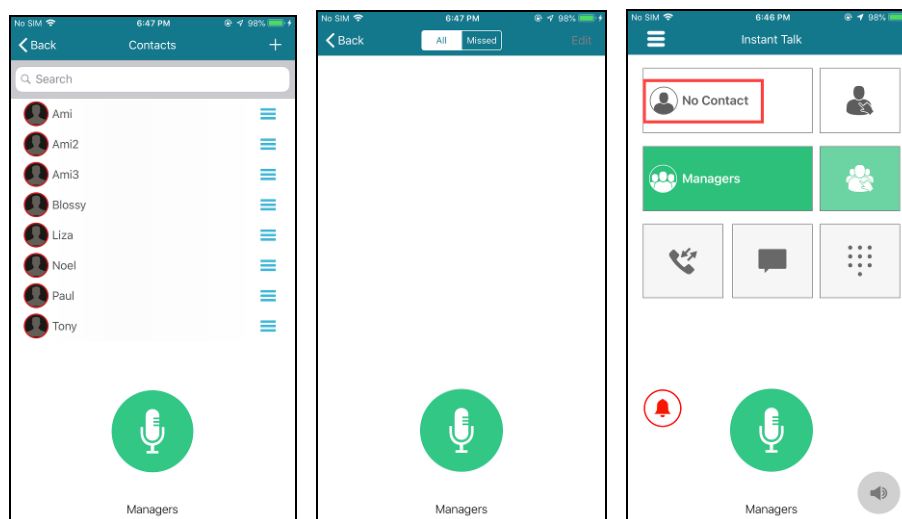


Figure 4-4

- 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 right image of Figure 4-5.

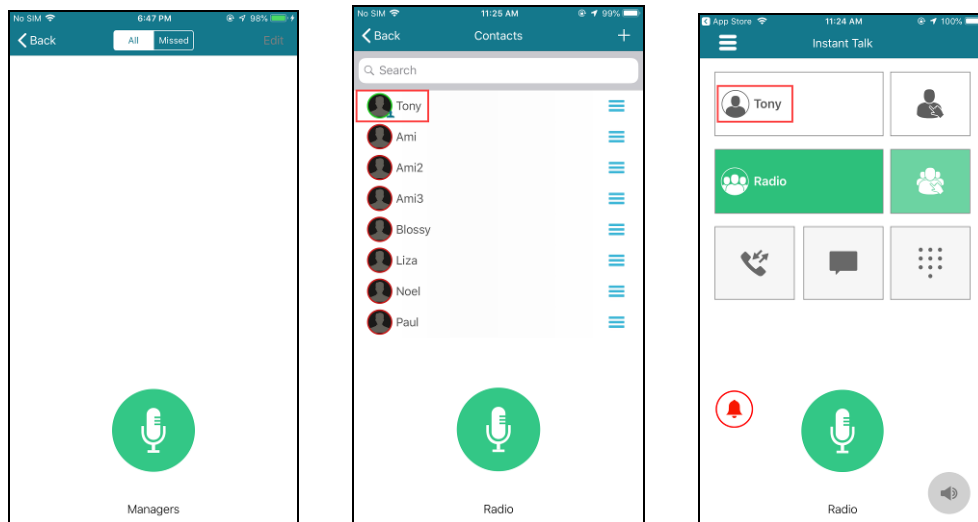


Figure 4-5

## 5 GROUP CALL SELECTOR AND GROUPS 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 and the Group call selector becomes highlighted in Green.

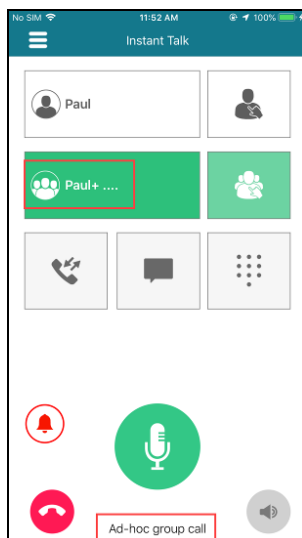


Figure 5-1 Ad-hoc Group Call

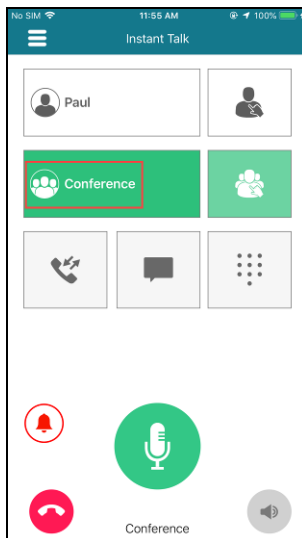


Figure 5-2 Conference Group Call

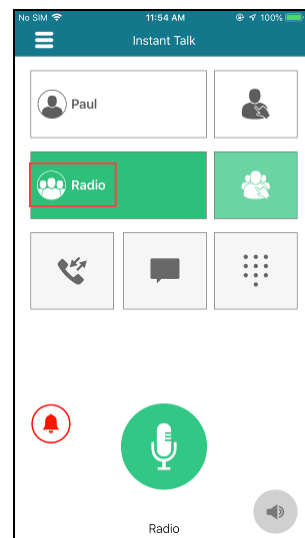


Figure 5-3 Radio Group Call

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

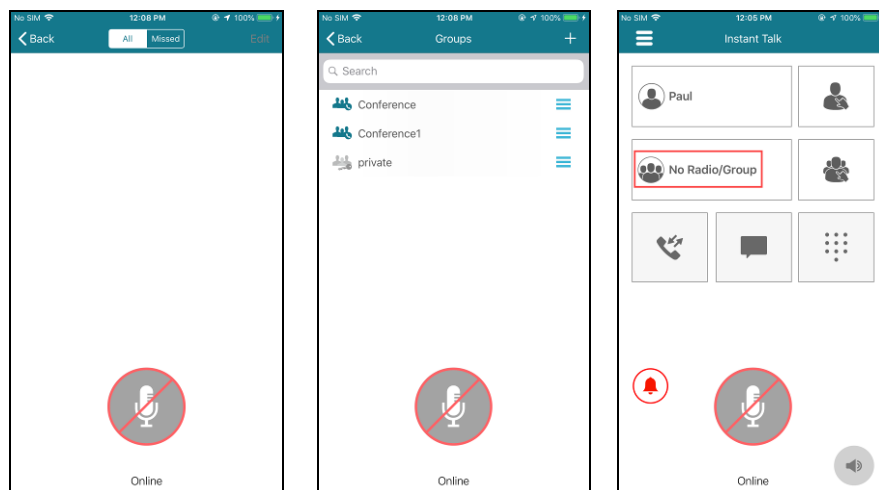


Figure 5-4

- 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 on the Groups Selector and you get joined in that Radio group call automatically as shown in Figure 5-5.



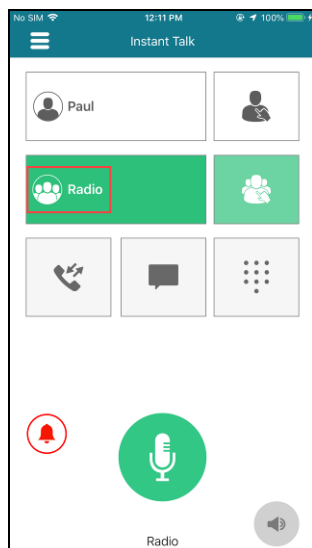


Figure 5-5

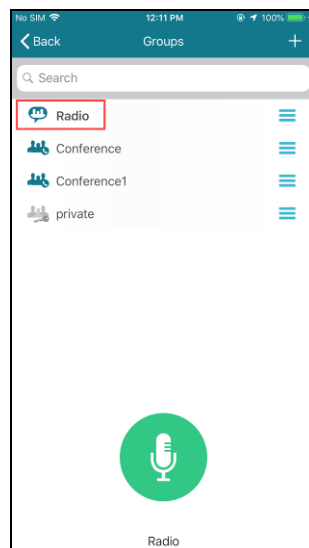


Figure 5-6

- d) The Radio group set as default from the administration 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 administration portal, the default Radio group is set as “Radio” (Figure 5-7). On selecting another group called “Managers” from the Groups tab, the Managers 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 (Managers) call session on next sign-in.

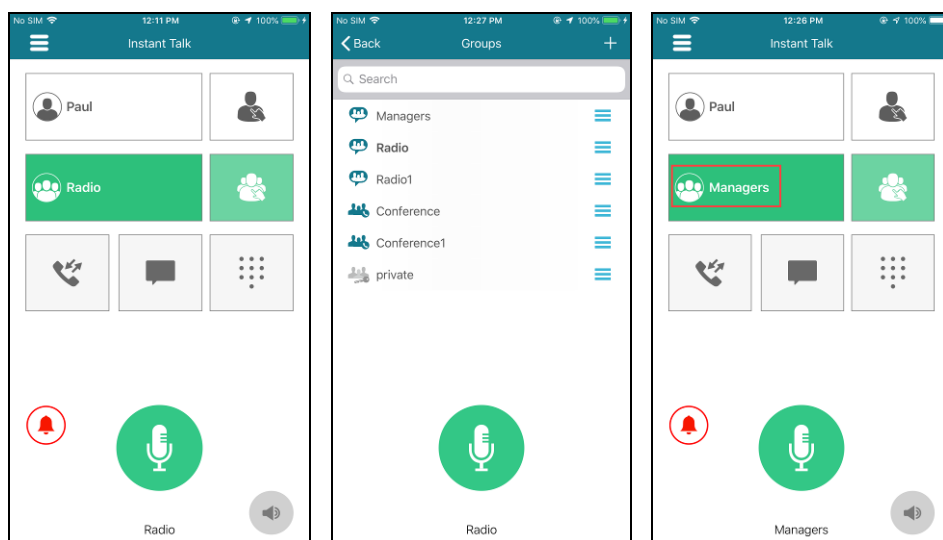


Figure 5-7

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

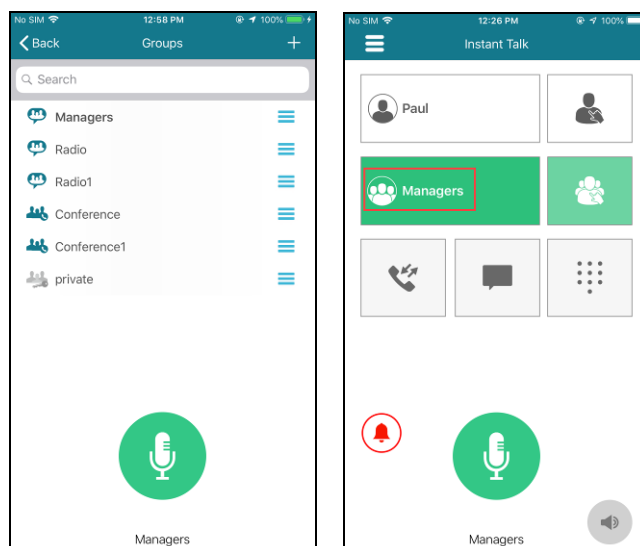


Figure 5-8

- a) 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. Note that unlike with Radio groups, in this case the Group Selector is not highlighted in Green by default as the call is typically not ongoing and the user needs to first establish the call by pressing the PTT button or the Groups Selector button.

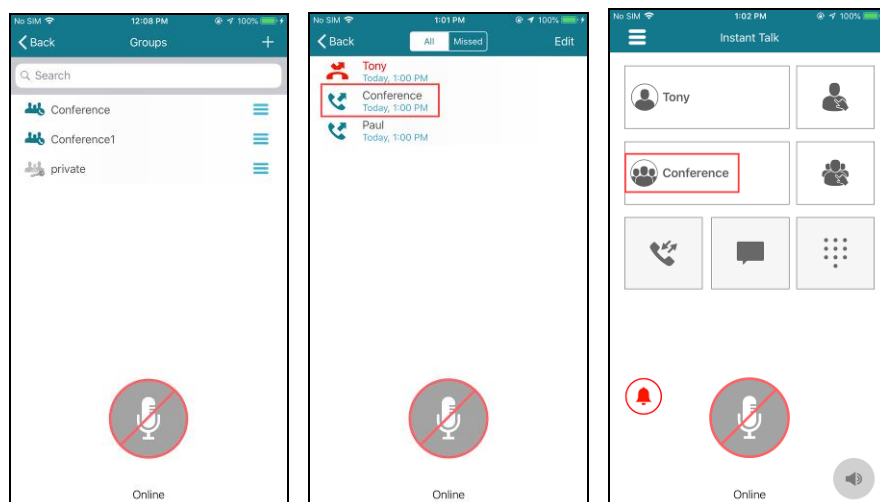


Figure 5-9

**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 tab is where your contacts (favorites) are displayed. You can add contacts from groups or by searching. Also, you can delete a contact if not restricted by the administrator.

**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 administration portal.

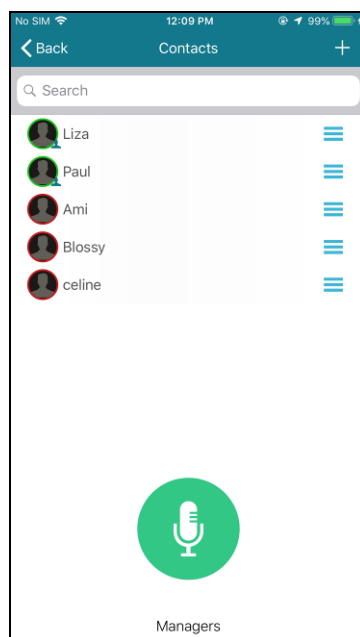


Figure 6-1 Contacts tab

### 6.1 Adding Individual Contacts

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

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

You can add a contact to your **Contacts** list in the following ways:

1. Add a contact by search (either by ID or by Name)
2. Add contacts from an existing group
3. Add a contact from the **Call log** 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 (MSISDN); the Display Name of the contact is usually the user's own name. The display name of the contact is set in the administration portal by the administrator of the service.

1. From **Contacts** tab, tap the plus  icon to view the search dialog box.

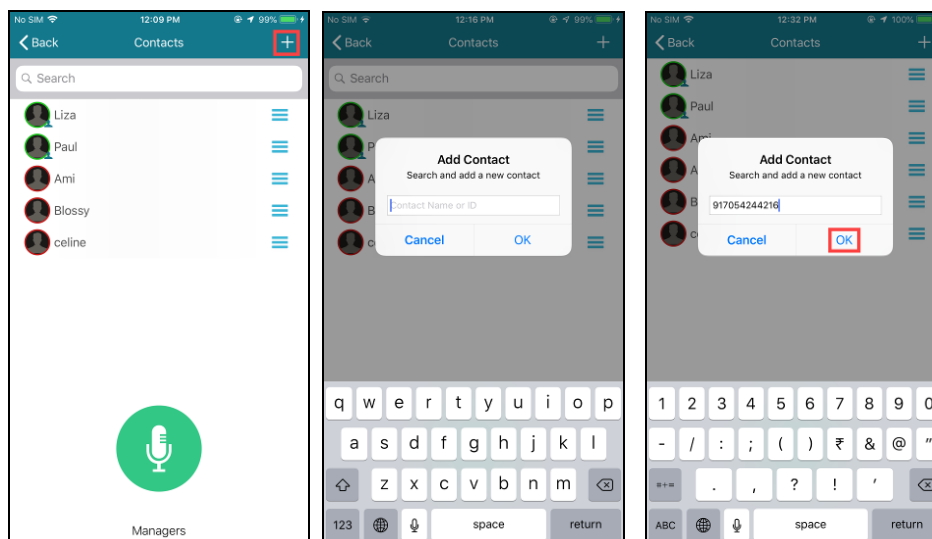


Figure 6-2 Add New Contact dialog

2. Enter the contact name or ID to be searched and tap **OK**.
3. The search result displays a list of contacts matching the criteria. 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.

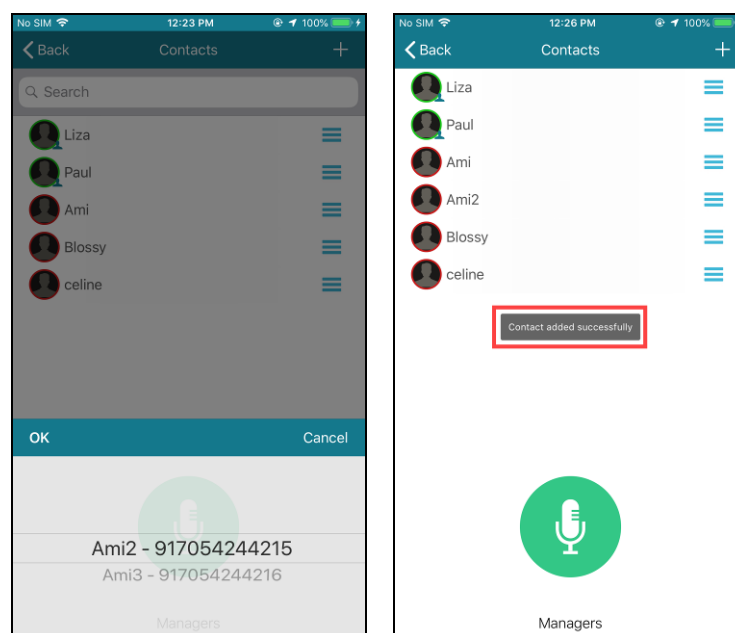


Figure 6-3 Contact Added Successfully

## 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.

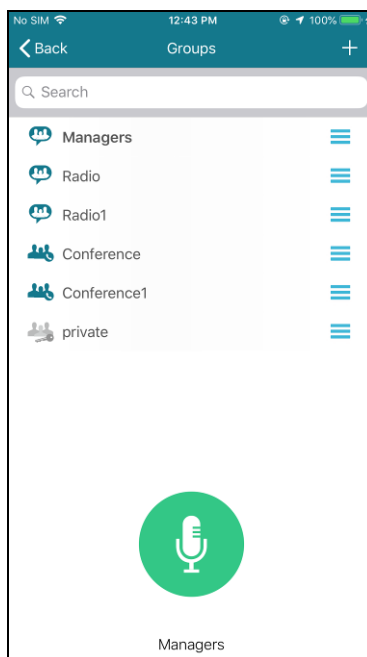



Figure 6-4 Select Group

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

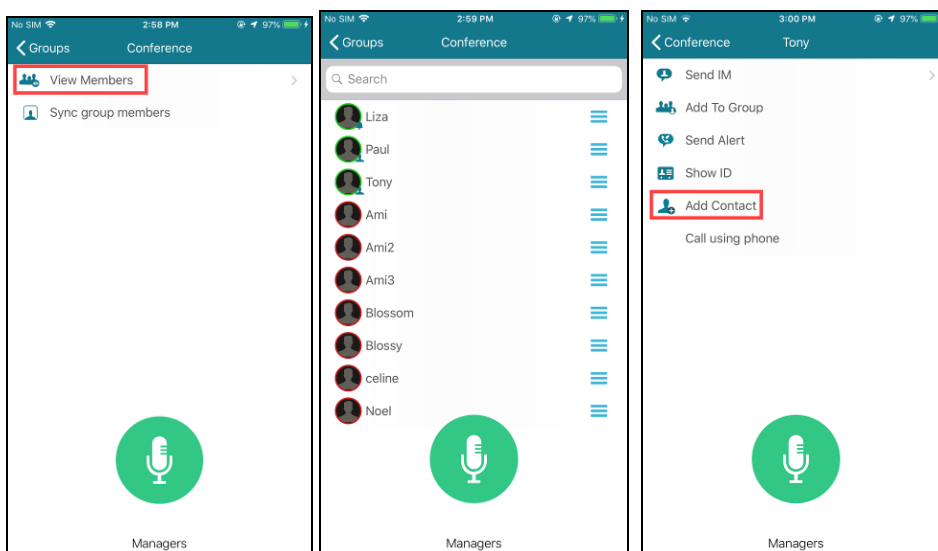


Figure 6-5 Add to Contacts

### 6.1.3 Adding a Contact from Call log

1. Tap on the **Call log** button from the Home screen.
2. From the **Call log** tab, tap the contact that you want to add to your contact list. A context menu appears.
3. Select **Add to Contacts** option from the context menu as shown below.

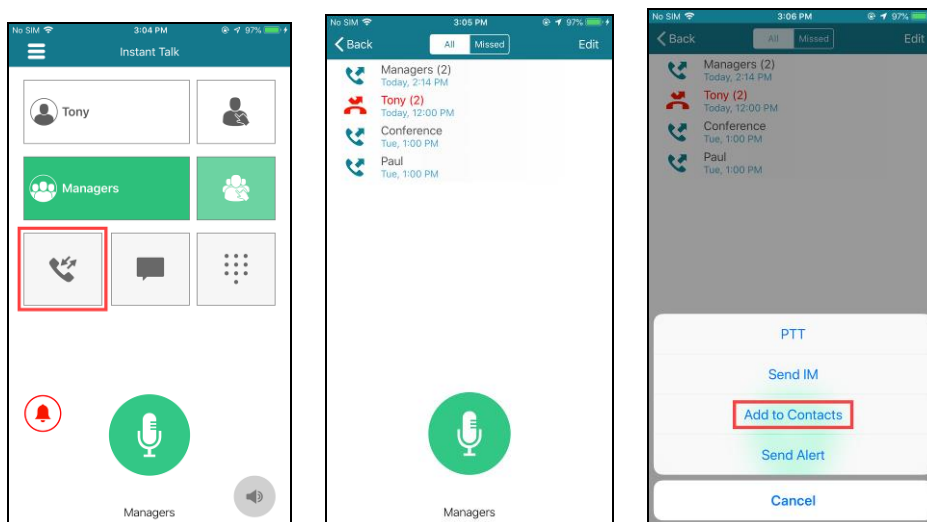



Figure 6-6 Add a Contact from the Call log record to your Contact List

**Note:** The **Add to Contacts** option will be disabled, if it already exists in the contacts list.

## 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 and display the contacts matching the criteria as shown in the figure below. Here contact names containing the letter “am” are displayed in the list. To narrow the search result, add more letters to the filter.

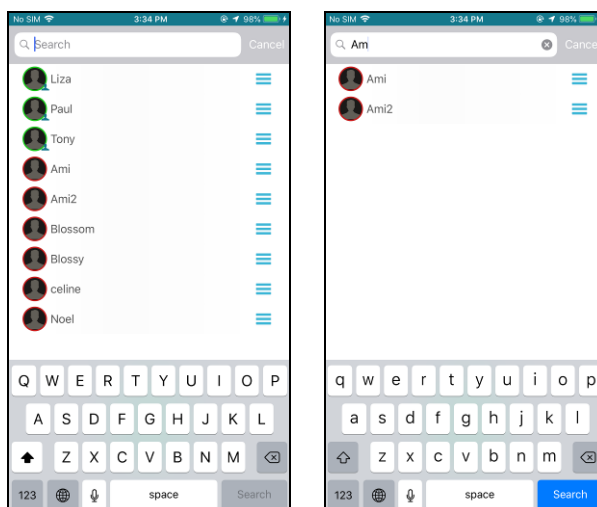


Figure 6-7 Filtering contacts

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 options button next to 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 administration portal by the administrators cannot be edited or deleted.

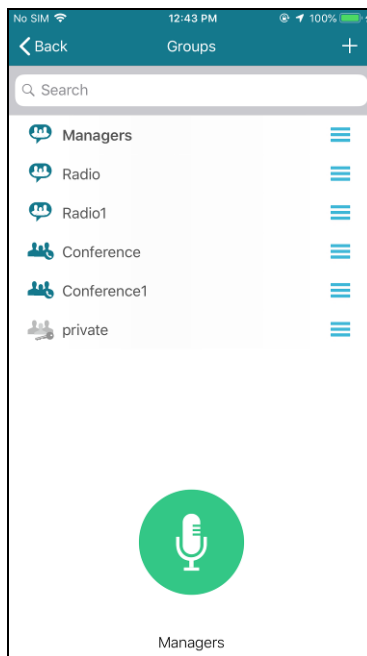



Figure 7-1 Groups tab

### 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.

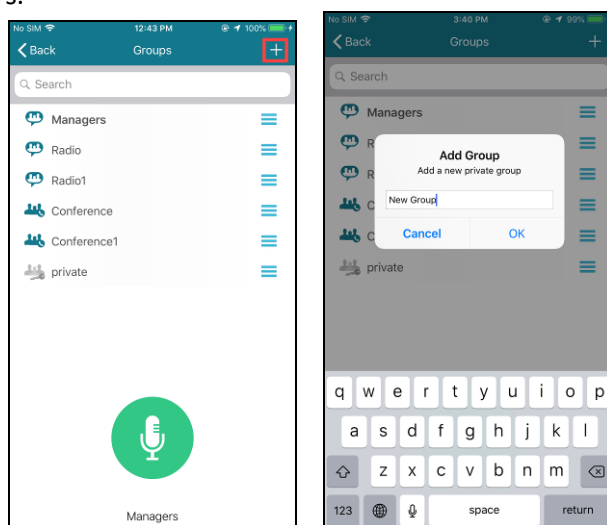


Figure 7-2 Adding a Private Group

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 Members
- Remove 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 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 **OK** to add members and a list of contacts from which you can add members appears.

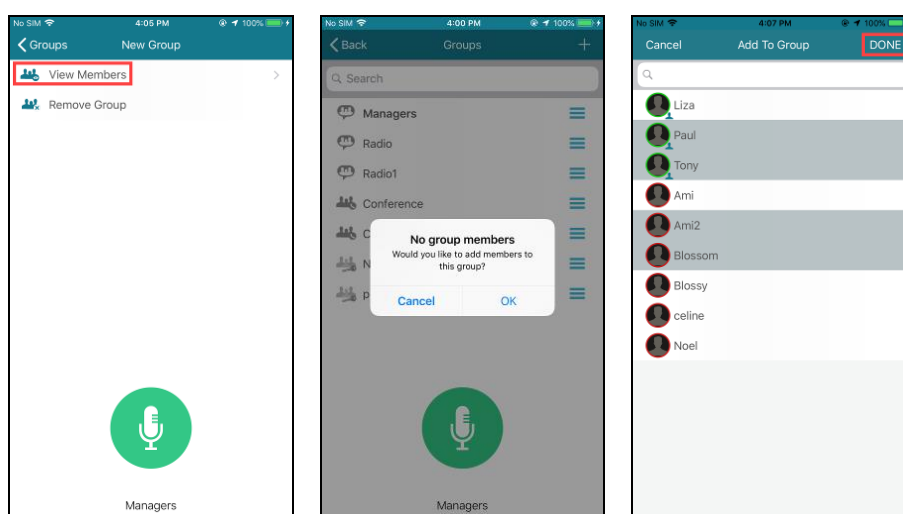



Figure 7-3 Adding members to a Private Group

3. Select the desired contact(s) that you want to add to this group and tap **Done** button on the top right corner of the screen.
4. To add more members to that group, tap the  plus icon from the selected **Group Members** screen.

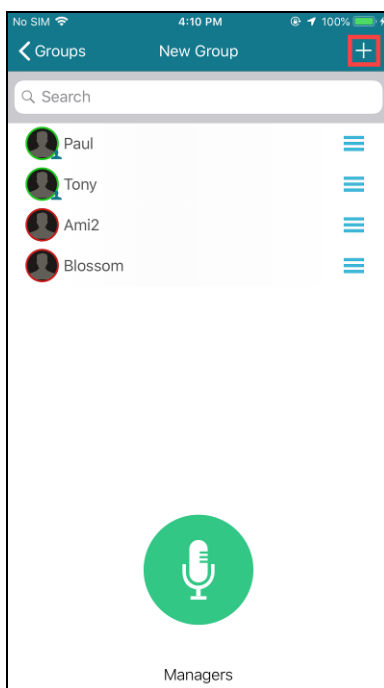



Figure 7-4 Added members to this private group

5. To remove any member from the group, tap the options  button next to that group member name and select **Remove** 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 **OK** to proceed further with the removal or tap **Cancel** as shown in the figure below.

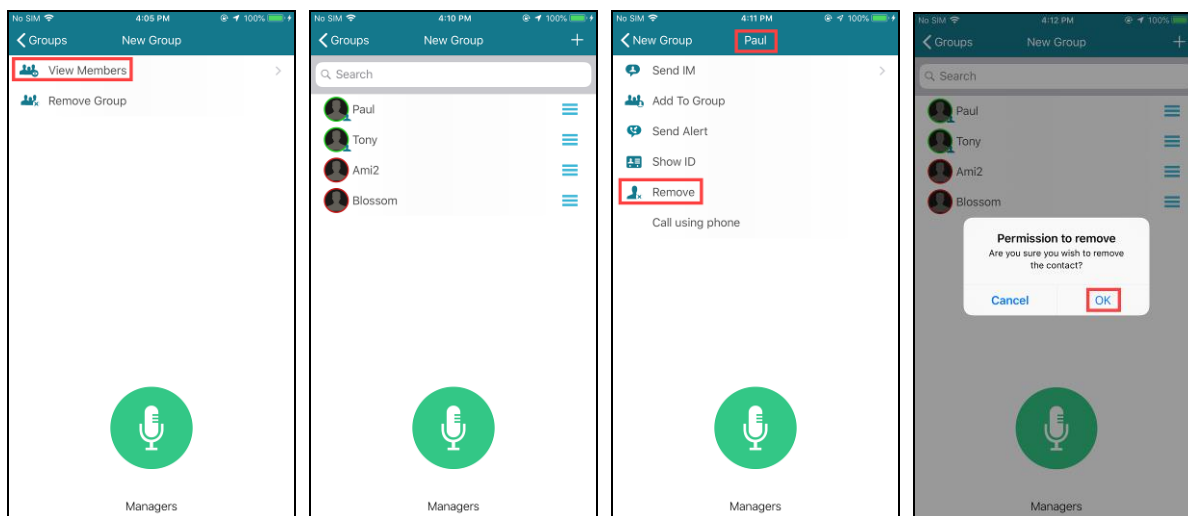


Figure 7-5 Private Group member list and member removal

**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 figure below. The page displays two sub-tabs namely: **All** and **Missed**. The All sub-tab displays all the call entries while Missed sub-tab displays the entries of all missed calls and missed alerts.

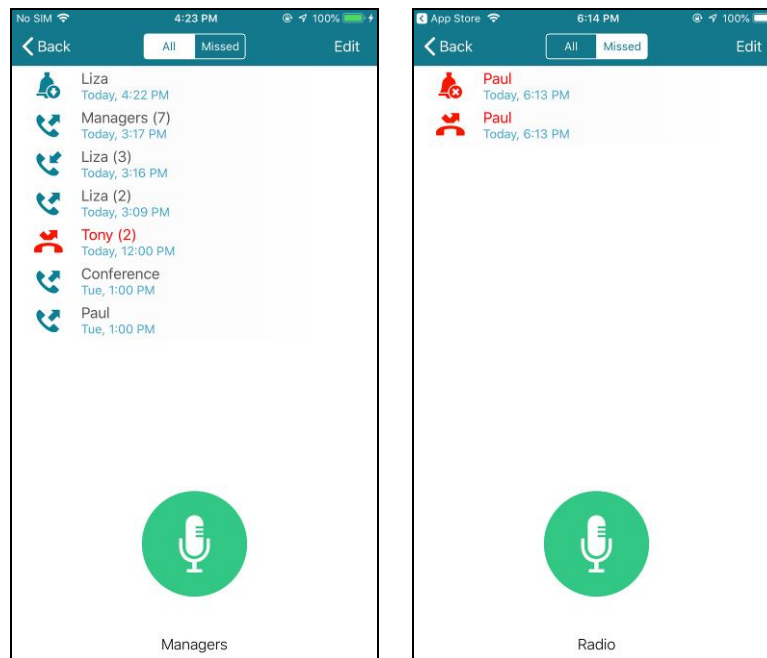








Figure 8-1 Call Log tab

To view your Call Log, tap the **Call Log** button from the Home screen. 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 entries in the Call Log per type of call.

| Icons   | Description                   |
|---|-------------------------------|
|  | Incoming Call / Received Call |
|  | Missed Call                   |
|  | Incoming Alert                |
|  | Missed Alert                  |
|  | Outgoing / Dialed             |
|  | Outgoing Alert                |

To clear the call log history, while on **Call log** tab; tap the **Edit** key on your device and select **Clear Call History** option. The application prompts with a confirmation message. Tap **“Delete All”** to clear all the logs or tap **Cancel** to abort the operation.

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

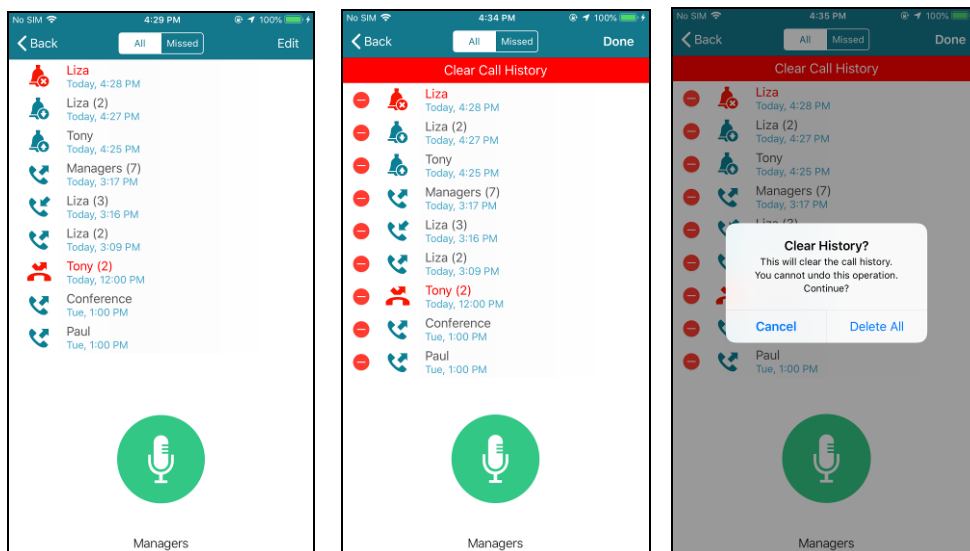


Figure 8-2 Call log

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](#).

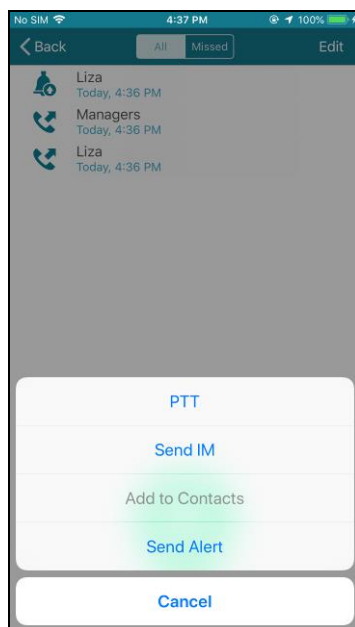






Figure 8-3 Call log Context Menu

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.

The table below depicts the status of messages:

| Icons   | Description     |
|---|-----------------|
|  | Delivered       |
|  | Read receipt    |
|  | Being delivered |
|  | Not delivered   |

### Sending IM to an Individual contact while in ongoing call

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

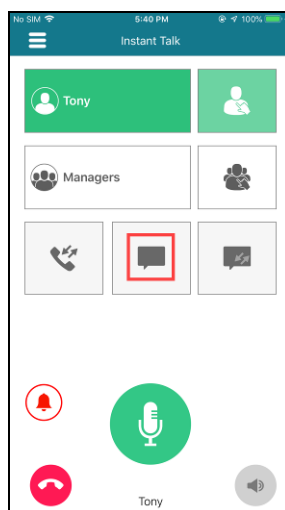


Figure 9-1

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

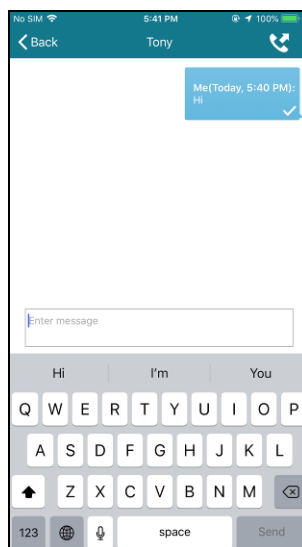


Figure 9-2

- c) Enter the required message and tap the **Send** button from the keypad to send the message.

### **Sending IM to a Server Group with ongoing call**

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

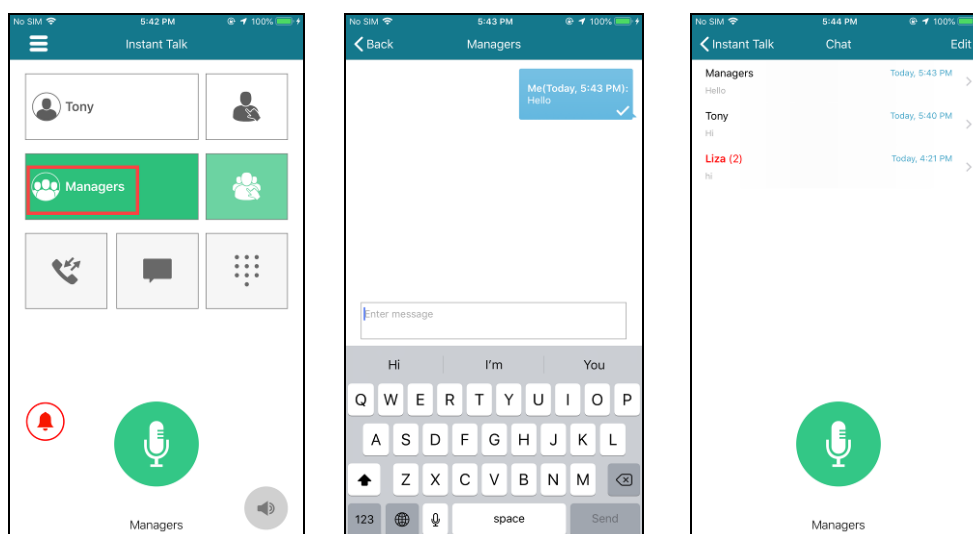


Figure 9-3

### **Sending IM to an Individual user from the Contact list**

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

- a) To send an IM to an individual contact scroll to the contact in the contact list.
- b) 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.
- c) Alternatively, you may tap on the 3 dots next to the contact name and select **Send IM** from the context menu.
- d) Enter your message in the textbox and tap **Send** as shown in the figure below.

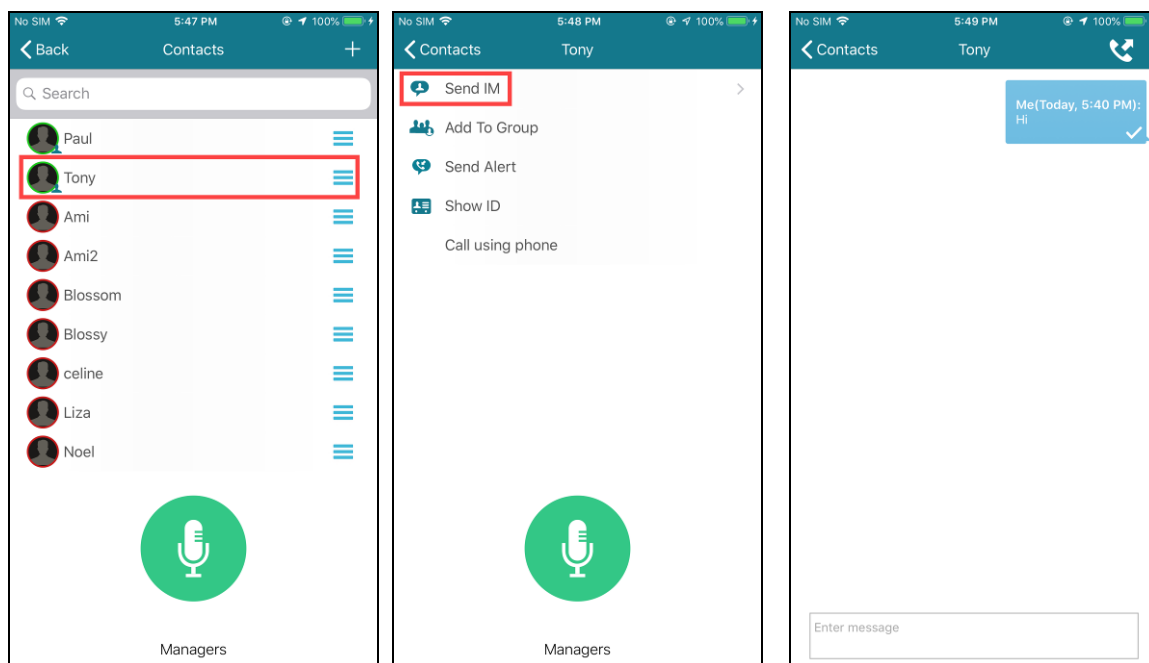


Figure 9-4 Send IM to an Individual Contact

### **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 the Figure 9-5. The message entered will reach to all the members of the group “Conference”.

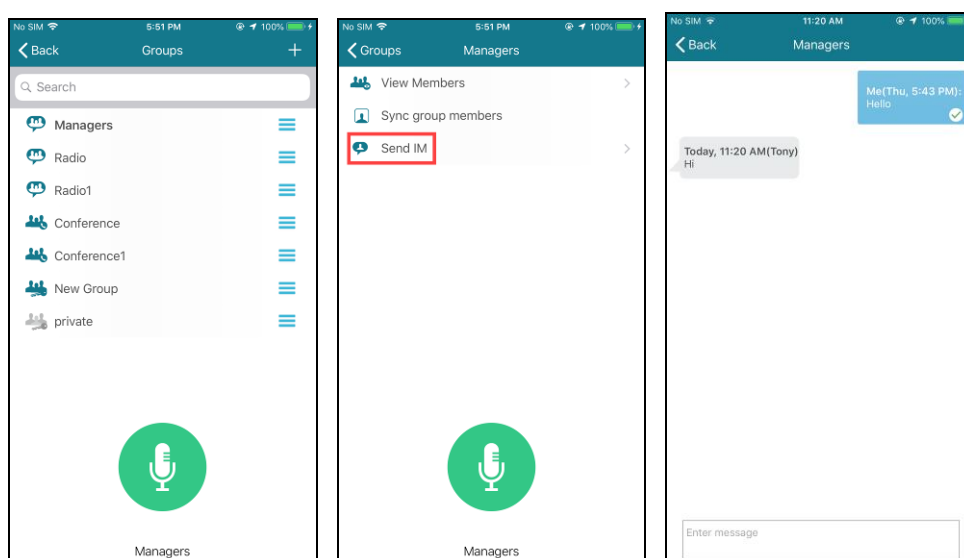


Figure 9-5 Sending IM to a Group

## 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 call a 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's or group's name and the call will be placed. Thus, a call can be placed easily and quickly. This is mostly useful for customers of transportation and security industries.

To view the Quick Dial option, tap on the Quick Dial button in the home screen and the Quick Dial tab 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 group can be searched by just preceding the number with a star (\*) as shown in the below right figure.

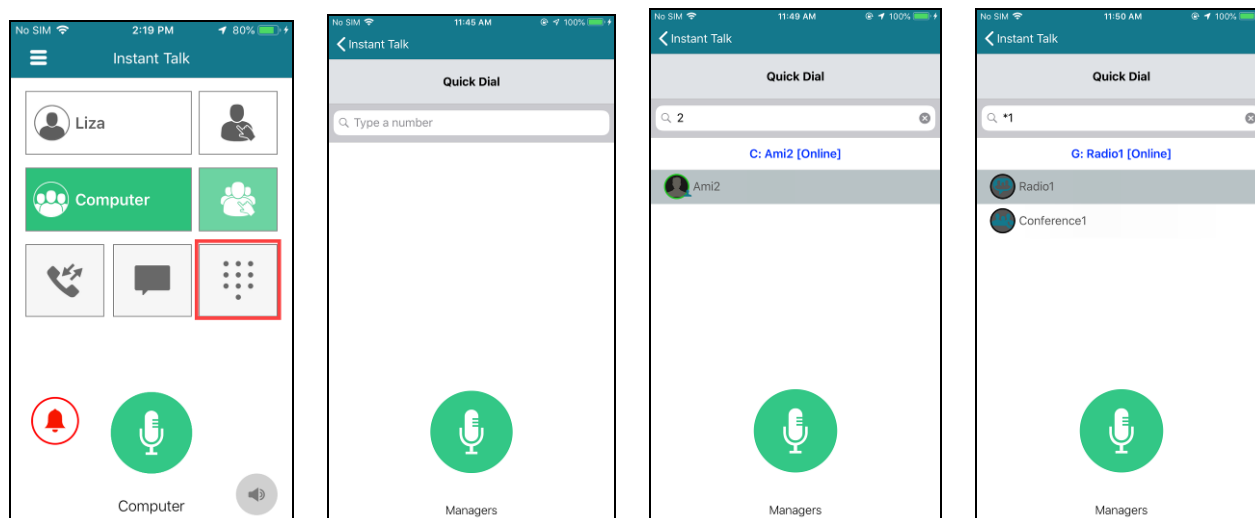


Figure 10-1 Quick Dial

### 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.



## 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 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 3 seconds. No emergency button will be displayed on the screen for such a device.

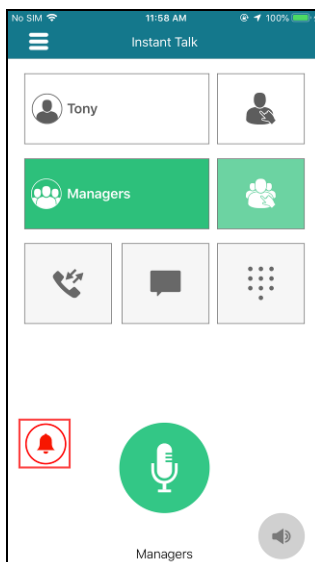


Figure 11-1 Emergency State button

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 “**Emergency On**” appears blinking on top of the PTT button indicating that the emergency is active.

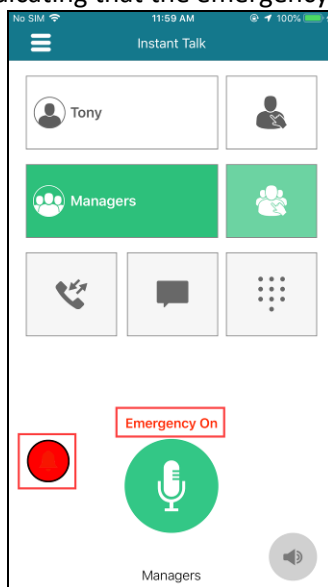


Figure 11-2 Emergency State Initiated

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 example Jerry is in emergency.

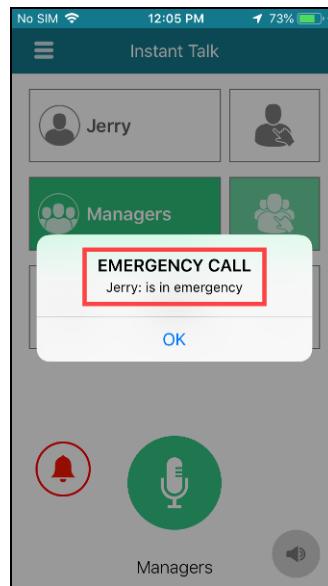


Figure 11-3 Emergency State Notification at the Recipient's end

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.

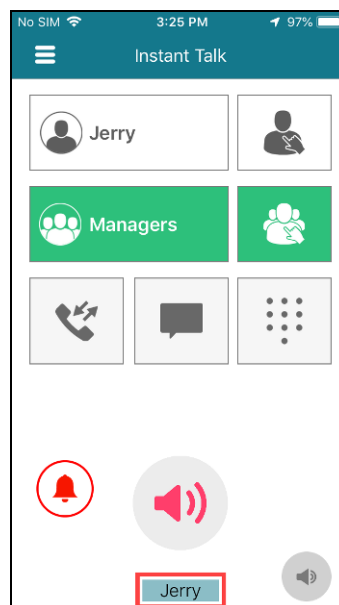


Figure 11-4 Emergency Call Initiator speaking at the Recipient's end

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.

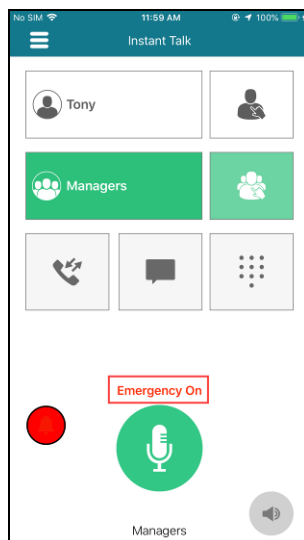


Figure 11-5 Emergency On displayed at the Initiator's end

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

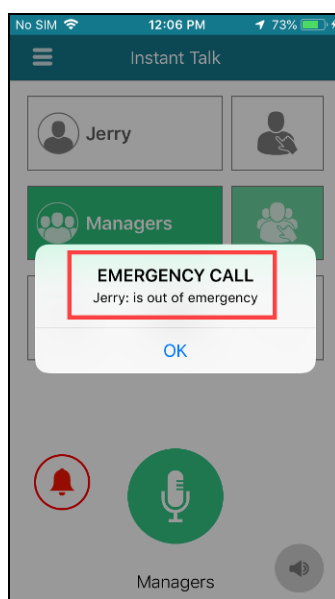


Figure 11-6 Emergency Off Alert at the Recipient's end

8. If the Controller is free and acknowledges the Emergency State raised by the initiator, the case is handled by this very 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 prior to 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 group

You may be associated with a Default Radio Channel (DRC) group. The default group is set by the organization manager in the administration 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 administration 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 Groups Tab](#).

To verify you are in the default radio channel, you can go to the Current Call tab and view the group name. 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 or **private chat** 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 grey.

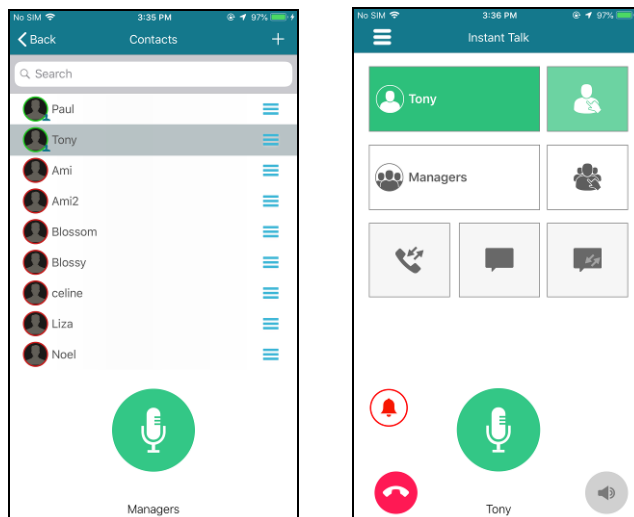


Figure 12-1 One-to-One call from Contacts tab

3. Press and hold the **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 figure below.

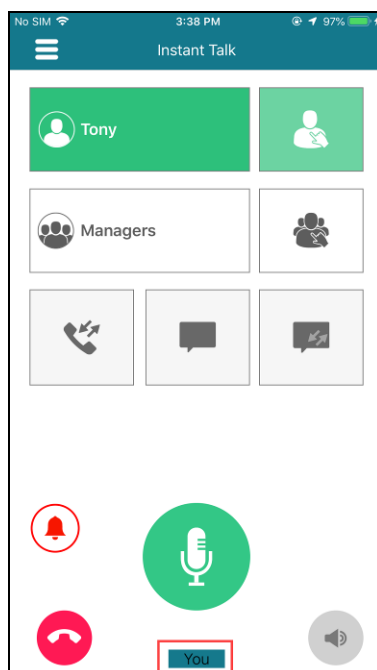


Figure 12-2 Talker's name is displayed

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.

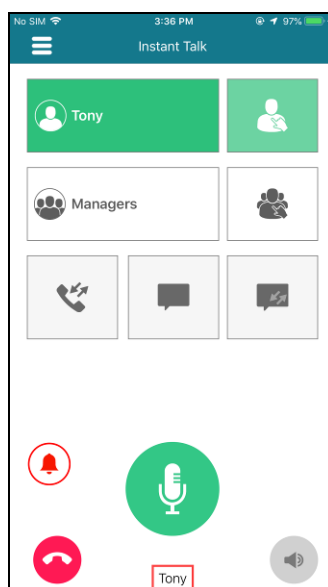


Figure 12-3 Callee is speaking

#### **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 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.

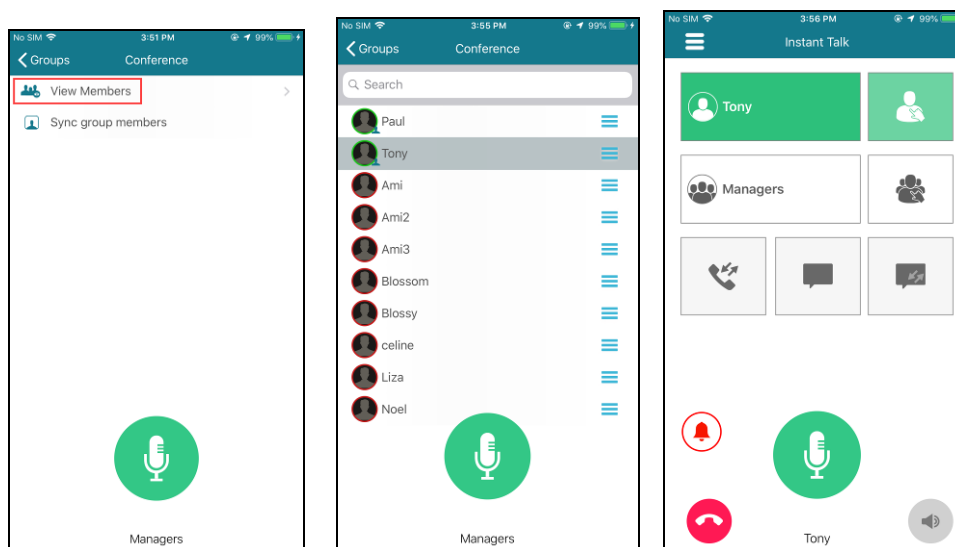



Figure 12-4 One-to-One call to a member of one of your groups

### Making a One-to-One call from Private Chat screen

1. To make a one-to-one call from your private chat, navigate to the **Chat History** tab from the menu.
2. Scroll to the desired contact and tap on it.
3. The select contact's chat appears.
4. Tap on the call  button on the top right corner of the screen.
5. The call is placed, and you are navigated to the home screen.
6. Press and hold the PTT Call button to transmit. The rest of the steps are same as One-to-One call from Contacts tab.

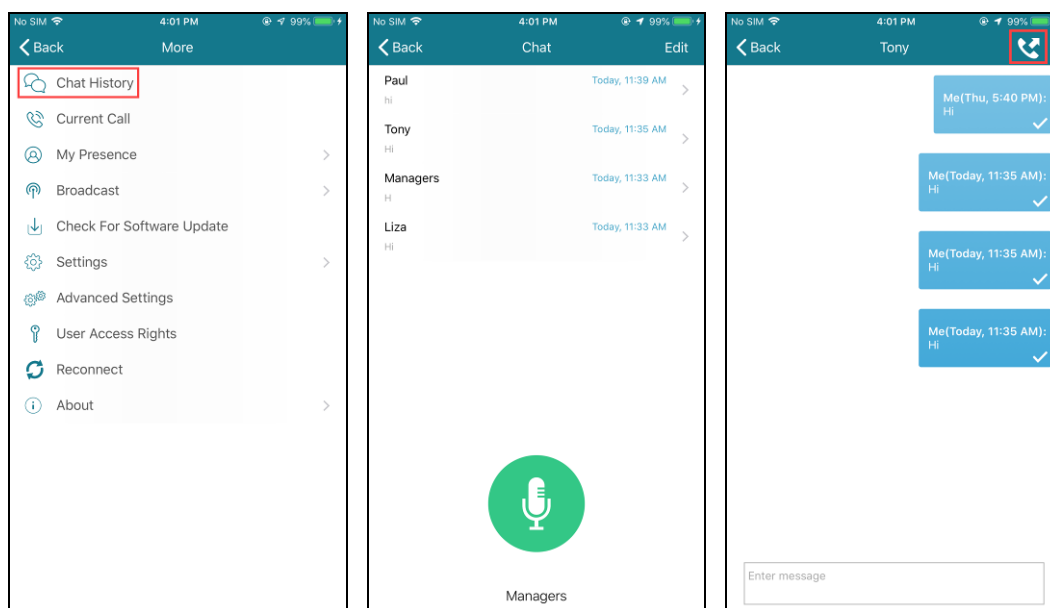


Figure 12-5 One to one call from the chat screen



## 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 grey. Press the PTT button and begin the conversation as usual. Maximum 10 users can be invited to the Ad-hoc group call.

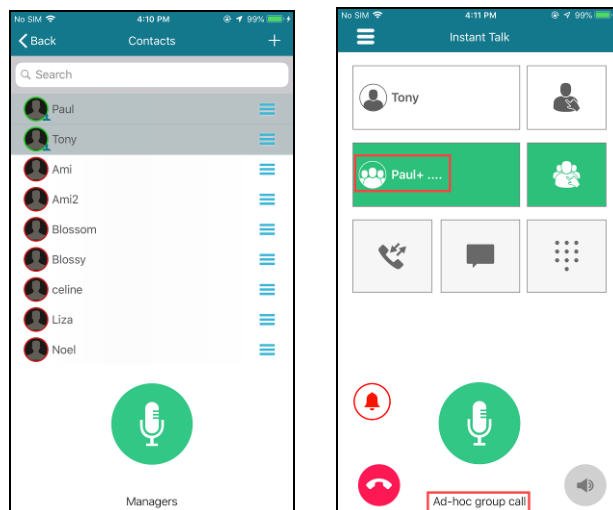


Figure 12-6 Ad-hoc Group Call

## 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 grey.
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 a 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.

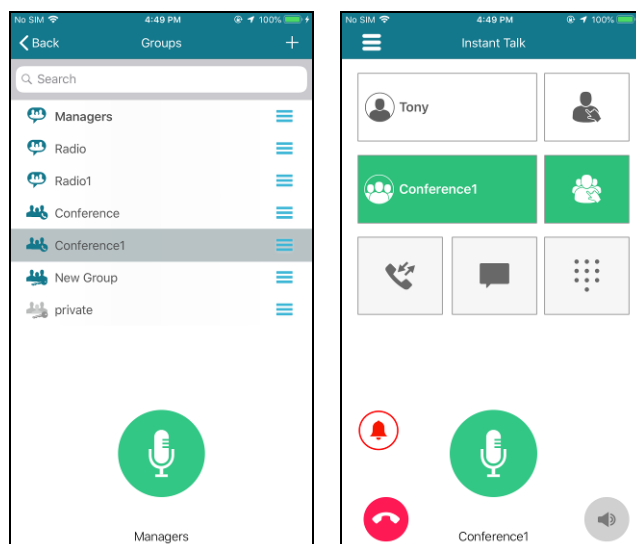



Figure 12-7 Group Call

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

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

## 12.5 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.

Once you end the call, the last PTT burst  button appears at the bottom left side of the home screen for 30 seconds as shown in the below figure. This enables you to listen to the audio of the last PTT burst, in case anything important is unheard.

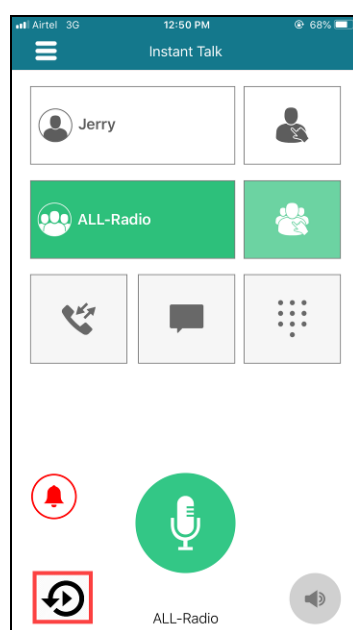


Figure 12-8 Last PTT Burst button

**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).

## 12.6 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).

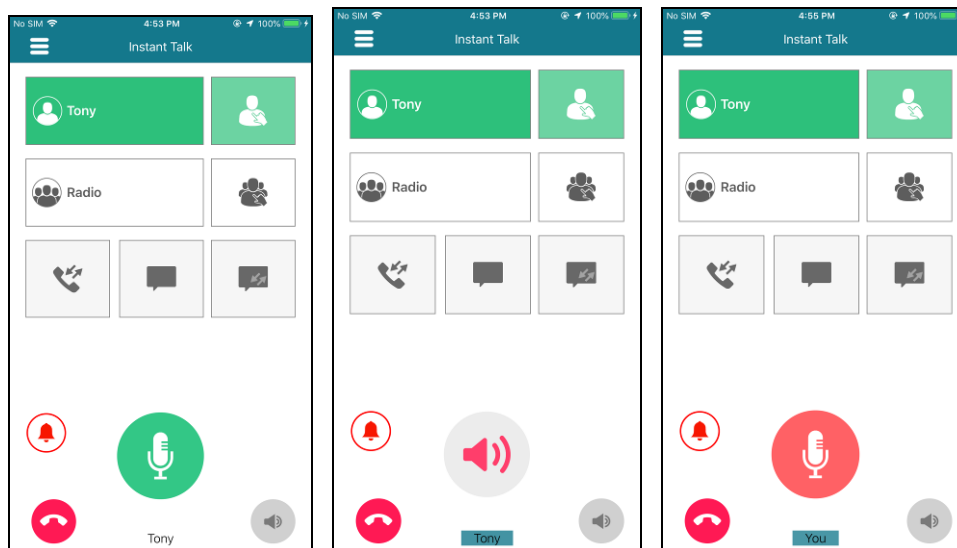


Figure 12-9 Receiving a Call

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.

## 12.7 Receiving an Incoming Alert (Request To Talk)

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

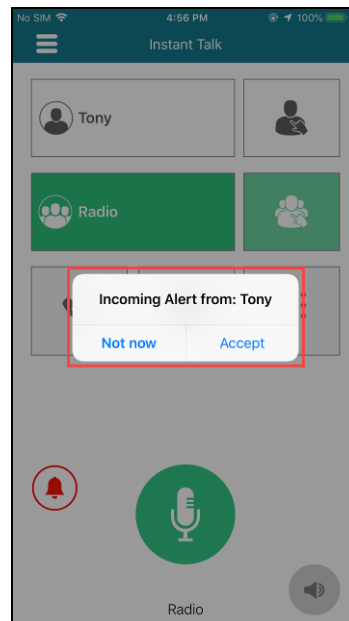


Figure 12-10 Incoming Alert Dialog

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

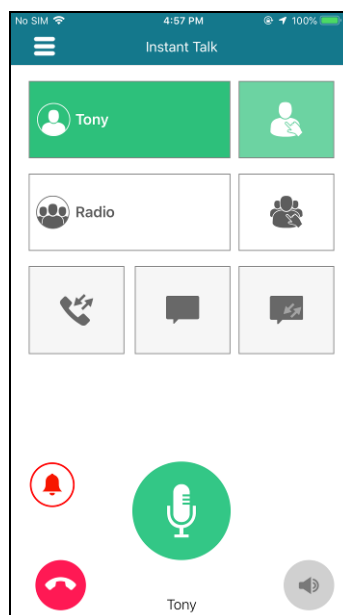



Figure 12-11 Incoming Alert Accepted

If the alert is rejected by tapping **Not now**, the pop-up disappears.

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

## 12.8 User Priority in Session

This feature facilitates a user to grab the floor while another user is speaking in a group or one-to-one call based on the priority configured from the administration portal. Priority can be set from 0 to 15, of which 15 is the highest. If 0 is set, it means no priority is set for the that user.

- In a session when two or more users have same priority, a priority button  will appear to the right hand side of the PTT button as shown in the first screen below. The priority button will appear in the devices of all the users having same priority. If you wish to take the floor, tap the priority button. On tapping, the color of the priority button turns to red and the PTT button gets enabled allowing the user to speak as shown below.

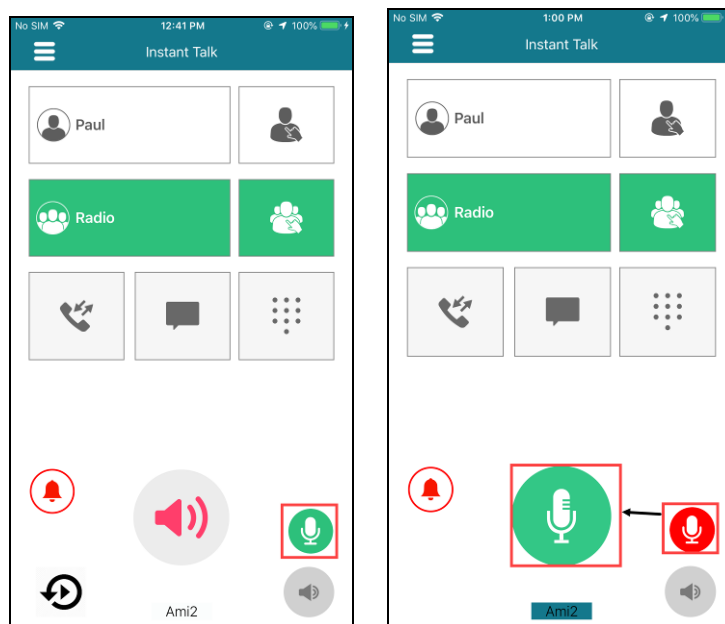


Figure 12-12 Priority Call

**Note:** The priority button appears only if it's permission is configured from the administration portal.

- If a user has the highest priority compared to other participants, his/her PTT button will remain enabled, allowing the user to speak at any point of time.
- If a user has the lowest priority, his/her PTT button will become disabled when the other participant is speaking.

## 13 MAIN MENU

### 13.1 Chat History

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

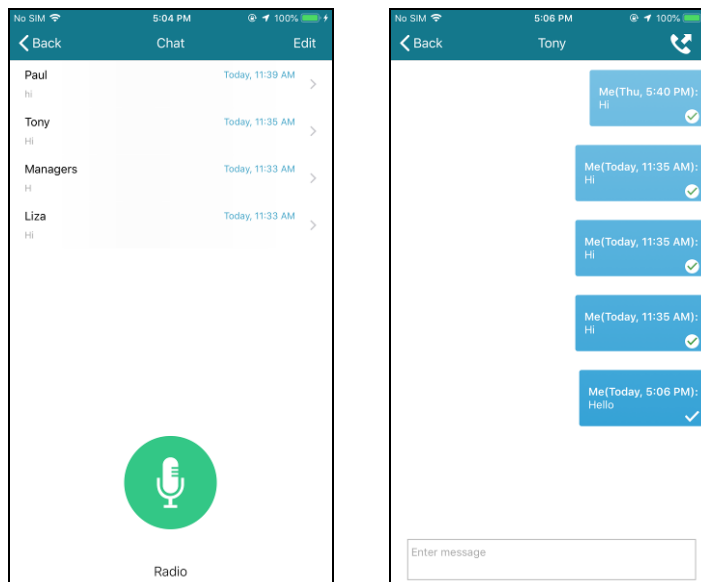



Figure 13-1 Chat History

#### Clearing a chat history:

1. To clear a chat history of a contact, tap the main menu of the application and select the **Chat History** option.
2. Tap **Edit** on the top right corner of the **Chat** screen.
3. Clear Chat History button appears in red color.
4. Tap the minus  icon next to the contact to be deleted. In the example below, the chat history of "Liza" is to be deleted.
5. Tap **Delete** button and the selected chat history gets deleted.

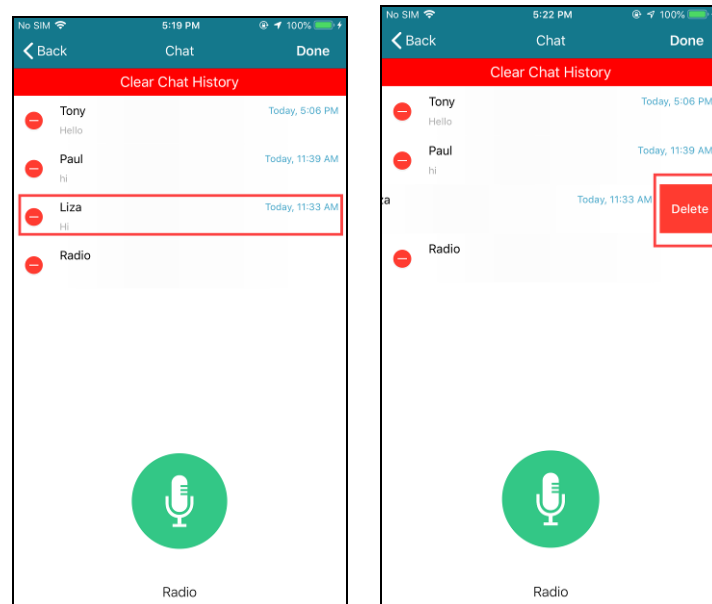


Figure 13-2 Clear selected Chat History

#### Clearing the entire chat history:

1. To clear the entire chat history (all conversations) tap the **Menu** icon of the application to view the menu options and select **Clear Chat History** menu option.

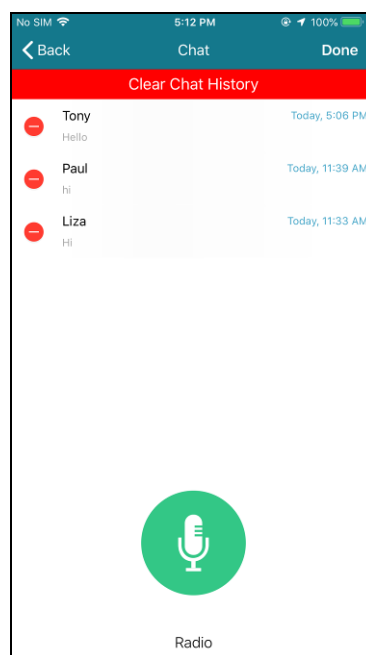


Figure 13-3 Clear all Chat History

2. The application prompts you with a message "Clear Chat History?".
3. Tap **Delete All** if you want to proceed further or tap **Cancel**.

**Copying, pasting and resending a chat:**

1. From the main menu of the application, 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 or resend. The application prompts you to copy or resend it.
4. Press **Copy** or **resend**.
5. You can then paste this text to the text box of a new message of same conversation or in another conversation by doing a long press in the message box.
6. You can also tap on the **Resend** option to resend the text message to same recipient(s).

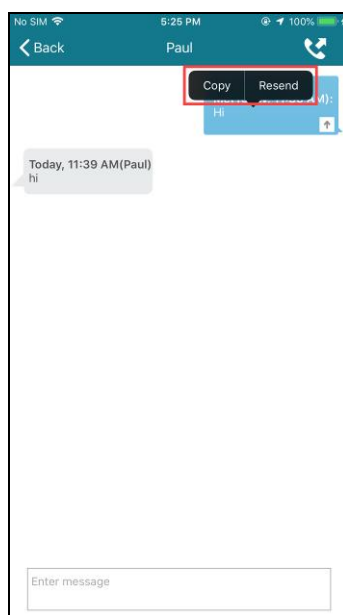


Figure 13-4 Copy or Resend a chat message

## 13.2 Current Call tab

This option displays the user or group in Figure 13-5 with whom you are currently in a call.

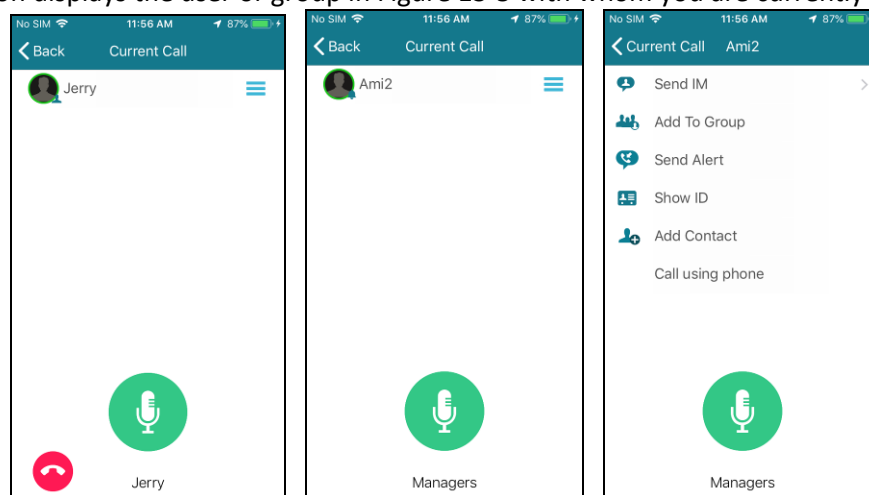


Figure 13-5



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 add the user to the group or view the user ID you can do it by tapping on the options icon next to 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 13-6.

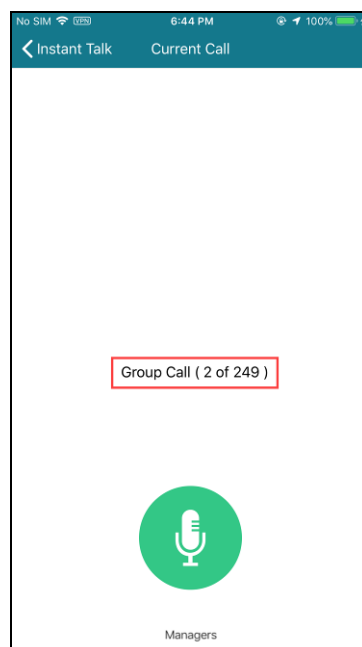





Figure 13-6 Large Group Call

### 13.3 My Presence

You can change your presence status by tapping the **Menu** icon on the top left corner of the screen and selecting **My Presence** option.

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/Sign Out | 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.<br>Note that Dispatch users may have the permission to override your Page-Me status. |

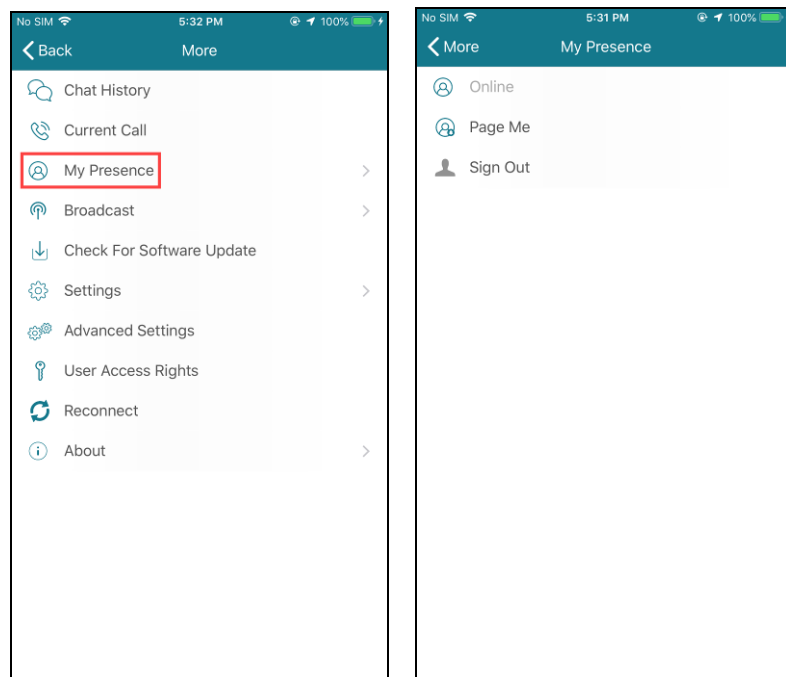


Figure 13-7 My Presence tab

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 issues. In addition, during voice exchange, status updates are kept on hold till the 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 the last presence status.*

## 13.4 Broadcast

The Broadcast option from the menu enables to broadcast some important message either to the organization users or to all 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 administration portal.

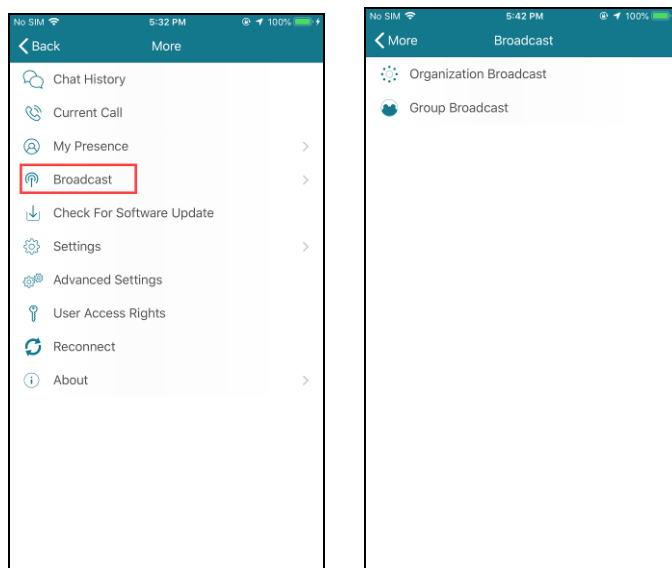


Figure 13-8 Broadcast to the Group

### Organization Broadcast

To initiate a broadcast call at the organization level, tap the Organization Broadcast option and the call gets initiated. The screen switches to the home screen.

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

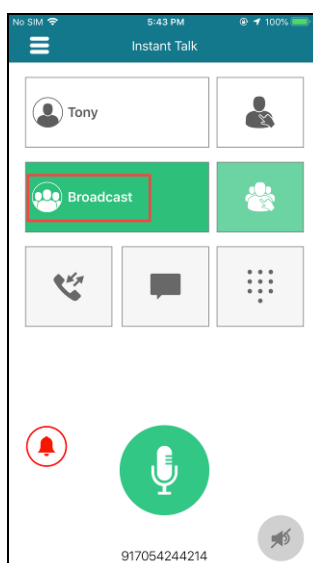


Figure 13-9 Organization Broadcast

### Group Broadcast

To initiate a broadcast call at the group level, tap the Group Broadcast option from the Broadcast menu and the call gets initiated. The screen switches to the home screen and the label **Broadcast** 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.

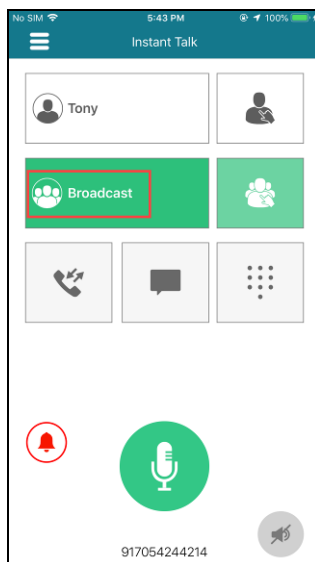


Figure 13-10 All Groups Broadcast

## 13.5 Check for Software Update

You can select the option “**Check for software update**” from the menu (Figure 13-11) 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 13-11). If a new version is available then a prompt stating “**A new version of Instant Talk is available, would you like to download it?**” will be displayed (Figure 13-11).

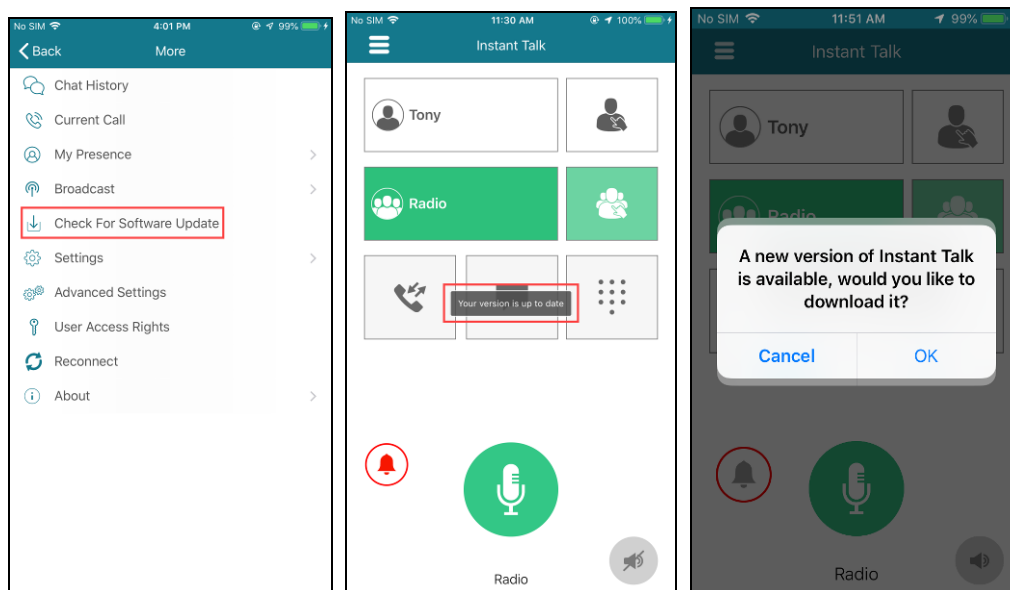



Figure 13-11

On tapping **OK**, the display navigates to the **App Store Instant Talk PTT** page. Tap the Download  icon if you wish to download the latest version. On tapping the download icon, the application gets downloaded and installed. Further installation steps are same as the topic "[Download and installation of iOS Client](#)".

## 13.6 Settings

Tap the **Menu** icon on the top left corner of the screen and select **Settings**. This leads to Settings screen and enables you to control the volume of error tone, incoming PTT alert/IM tones, session start/join tone and in-session PTT tones.

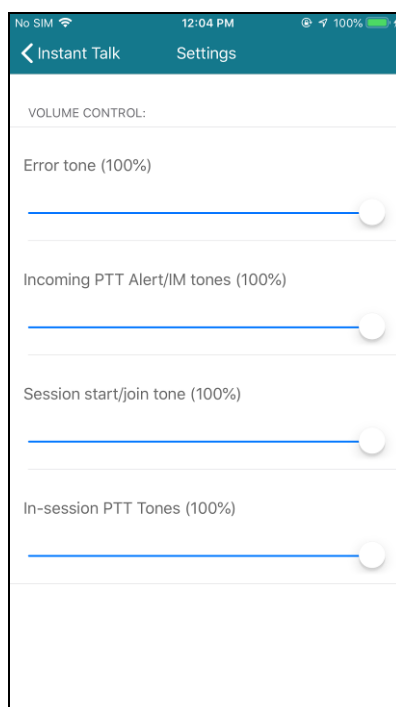


Figure 13-12 Settings

### Volume Control:

#### 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**.

- **Error tone (100%):** This tone slider allows to control the error tone of the InstantTalk PTT client. The error tone nature is to alert a user when something goes wrong and as such it is a loud tone. If you're using a mobile device with a strong speaker or connected to an external device and the tone is too loud, you can change the slide bar from 100% to 0% to decrease the Error Tone Volume. By default, this tone is set as **100%**.
- **Incoming PTT Alert/IM tones (100%):** This tone slider allows you to control the volume of the incoming alert tone:

- during an incoming session while the user is in **Page-Me** mode,
- request-to-talk tone (when you send alert to a contact using Send Alert option), and
- tone played during an incoming IM

You can change the slider from **minimum 0%** (mute) to **maximum 100%** (current volume level of the device's set volume). By default, this tone is set as **100%**.

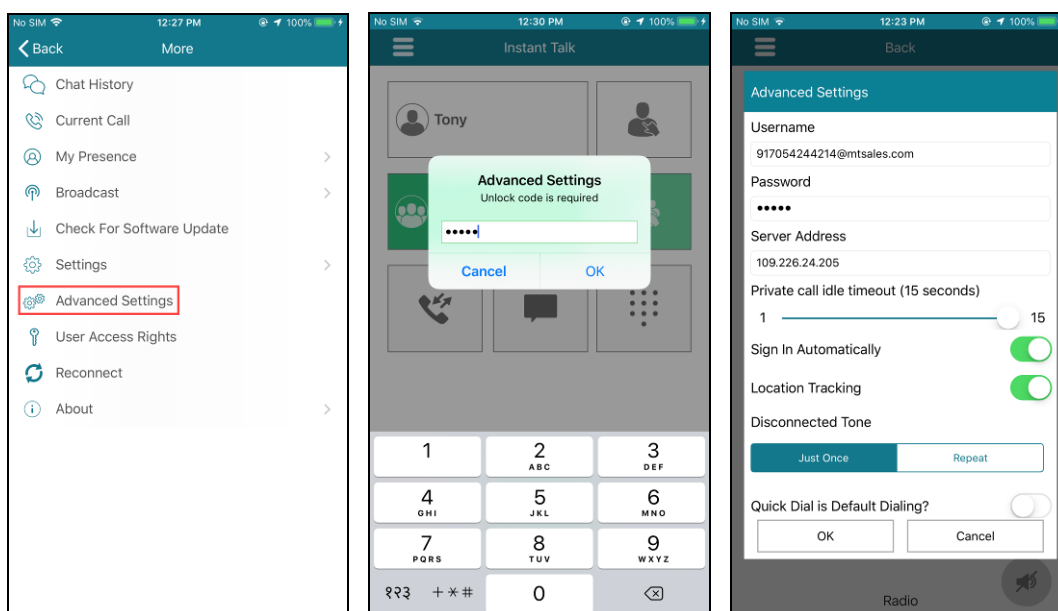
- **Session start/join tone (100%):** This slider is used to control the volume of the tone being played at the time of session start or joining a session. This can be set in percentage.
- **In-session PTT Tones (100%):** This slider is used to control the sound of the notifications/sound alerts being played during an ongoing session in the form of beeps. This can be set in percentage.

The changes done will get saved automatically.

## 13.7 Advanced Settings

Advanced settings page contains general settings along with more sensitive parameters configuring the application. 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, tap the **Menu** icon and select **Advanced Settings**. This leads to Advanced Settings prompt, that asks you to enter the code for unlocking the advanced settings page. Enter the code and tap **OK**. The following page appears.



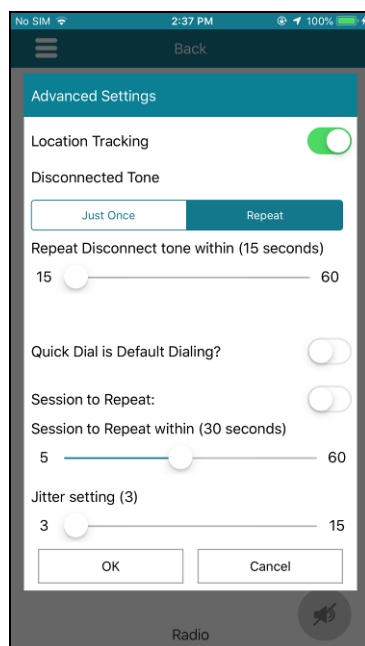


Figure 13-13 Advanced Settings

This enables you to change the advanced application settings.

- **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 (or FQDN) of the server on which the current user is signed-in.
- **Private Call Idle Timeout (15 seconds):** This slider is used for dropping/disconnecting the private (One-to-One) call, if there is no transmission 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.

- **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**.

- **Location Tracking:** Allows the center to track your location. If you want that your location be tracked by the center then turn it ON and if you don't want to be tracked, OFF. Whatever changes you make the status gets updated **during your next login**.
- **Disconnected Tone:** Enables to decide the number of times the tone should be played following a disconnection from the server. Tap Just once button is the tone is to be played only once. Tap Repeat button, to repeat the tone. If repeat option is selected, then set the parameter "**Repeat Disconnect tone within**" after which the tone should be played.
- **Repeat Disconnect tone within (15 seconds):** This slider enables to set the interval duration in seconds after which the disconnected tone should be repeated. The default value is 15 seconds. You can set it up to 60 seconds. **E.g.:** If 15 seconds is set, the tone will be repeated after every 15 seconds, once the application is disconnected from the server.
- **Quick Dial is Default Dialing?:** Allows to set the quick dial page as the default tb. If enabled, you will land on the quick dial tab every time you press the back button or back arrow.

- **Session to Repeat:** This option allows the user to reconnect to the last outgoing call by pressing the PTT button once. The outgoing 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 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 of the DRC, the focus will remain in the current one-to-one call button based on the time period configured in the parameter: **Session to Repeat within** (from 5 to 60 seconds).
- **E.g.:** If the **Session to Repeat within** is configured as **20 seconds**, and there is no audio transmission within this time period, then after 20 seconds only the focus will move to the default radio channel.
- **Session to Repeat Within (30 seconds):** Enables to set the interval duration in seconds till which the session will continue. The timer for repeating the session starts when the call is disconnected by the callee on call due to some reason. Once the duration limit exceeds and if there is no conversation from the caller's side, the session will end, and focus will move on to the default radio group channel automatically. The default value is 30 seconds. You can set it up to 60 seconds.
- **Jitter Setting (3):** Specify the duration in seconds to buffer the first audio burst. Default value is 3 seconds. Maximum value is 15 seconds.

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

## 13.8 User Access Rights

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

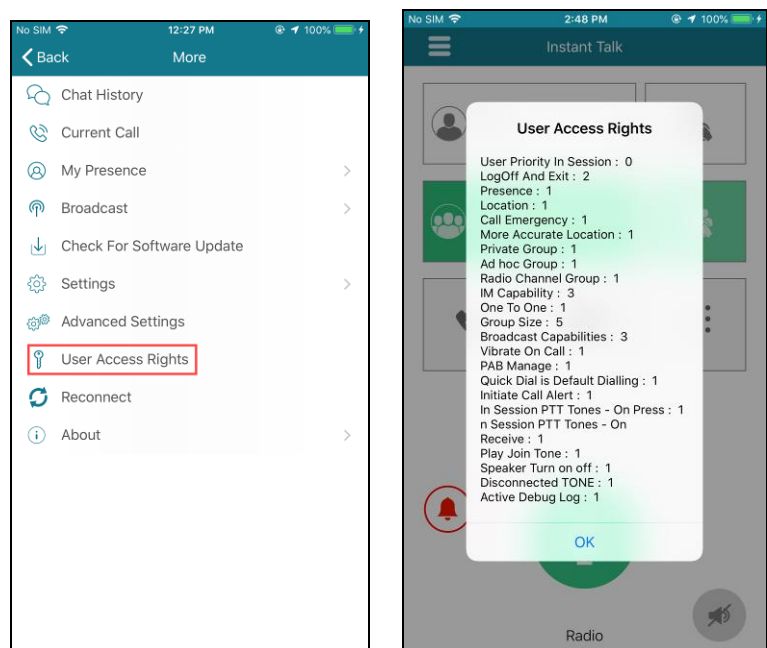


Figure 13-14 User Access Rights



## 13.9 Reconnect

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

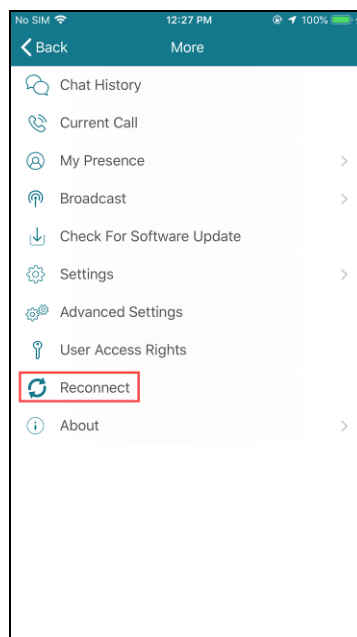


Figure 13-15 Reconnect

## 13.10 About

To view the server address and application version details, tap the **Menu** icon on the top left corner and select **About** option. It also shows your user name and your user ID. Details about the next check for update are shown as well.

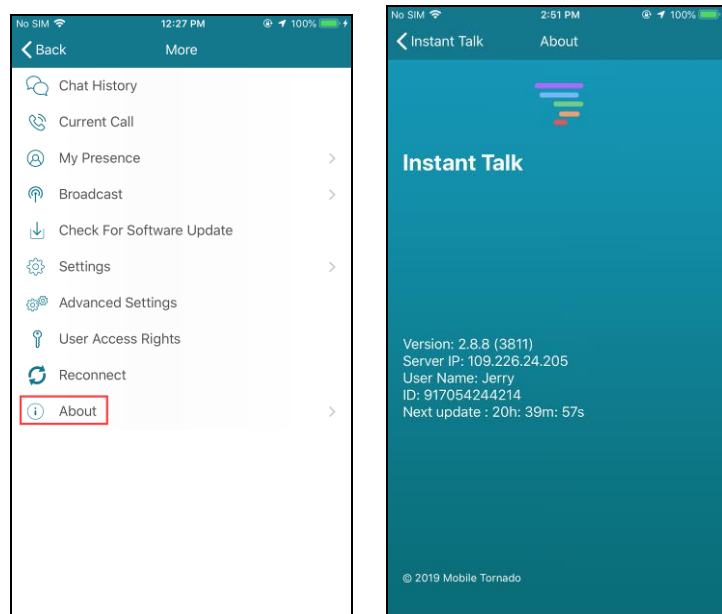


Figure 13-16 About


## 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 Group

To add a contact to an existing group,

1. Go to the **Contacts** tab.
2. Tap the **options**  icon located to the right side of the required contact. The context menu appears.
3. Tap the **Add to Group** option from the context menu as shown in Figure 14-1. A list of groups appears.
4. Select the group in which the contact is to be added and tap **OK**.
5. A confirmatory message stating “**Contact successfully added to group**” appears as shown in the last image of Figure 14-1.

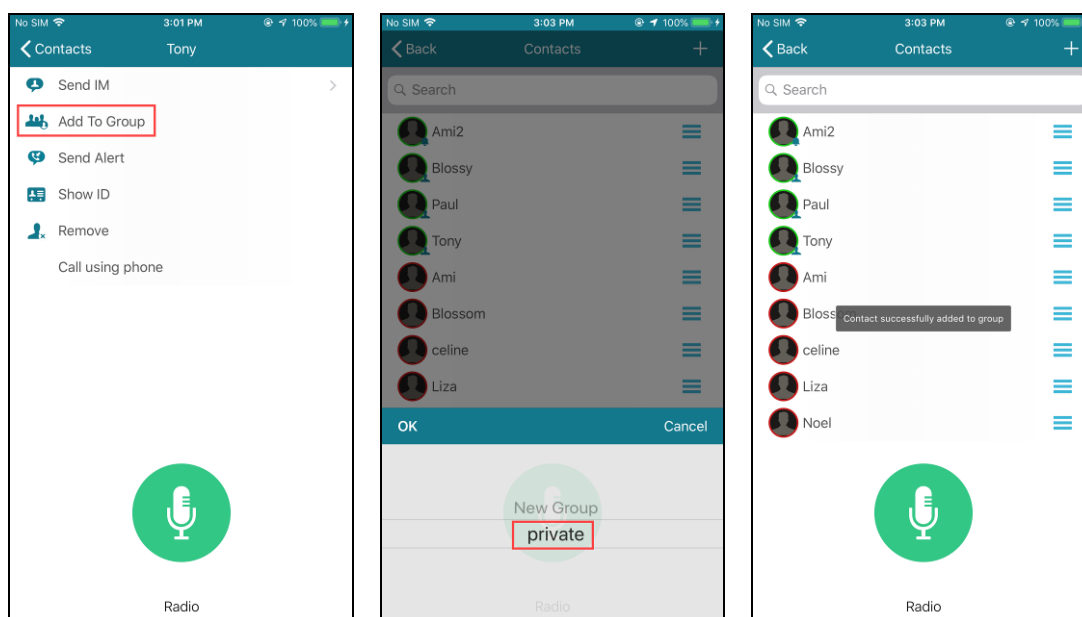



Figure 14-1

## 14.3 Send Alert

1. Tap the **options**  icon located to the right side of the required 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.

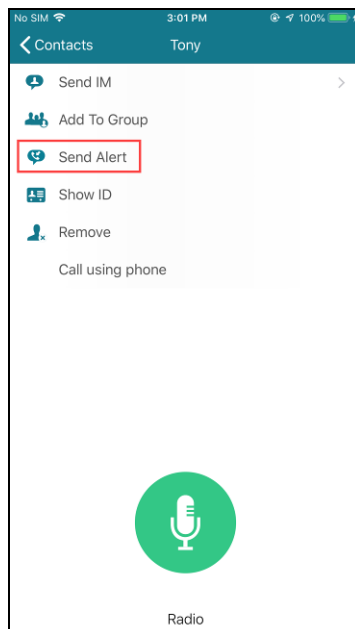


Figure 14-2 Sending an Alert for Requesting to Call back

3. An alert is sent to the recipient contact with a prompt message **Incoming Alert from <Display Name>?**
4. If the recipient 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 Show ID

This option displays the ID of the contact. You can tap **Copy** button to copy the id and use it wherever required.

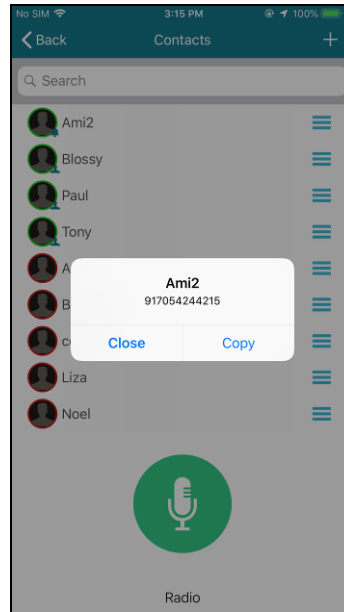



Figure 14-3 Show ID

## 14.5 Remove Contact

Tap the **options**  icon next to the contact that you wish to remove from the Contact list and select **Remove Contact** option from the context menu as shown in the figure below.

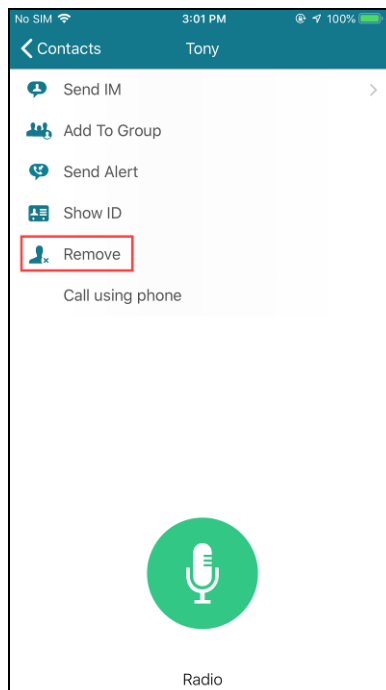



Figure 14-4 Removing a Contact

## 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 Call using Phone

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

To make a phone call, tap the **options**  icon next to the contact on the contact list. Tap the **Call using Phone** option from the context menu. This will prompt you with the below options, i.e.: **Cancel** or **Call**. On tapping the **Call** button, the GSM call gets initiated.

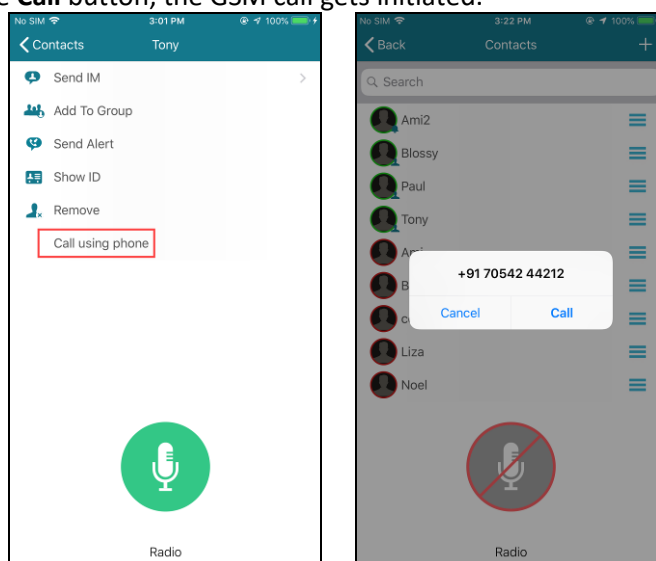



Figure 14-5 Call using phone

## 14.8 View Members

To view members of the group, tap the **options**  icon located to the right side of the required group and the context menu appears. Select **View Members** and it displays a list of members associated with that group as shown in the figure below. Now you can perform any required task related to the group members.

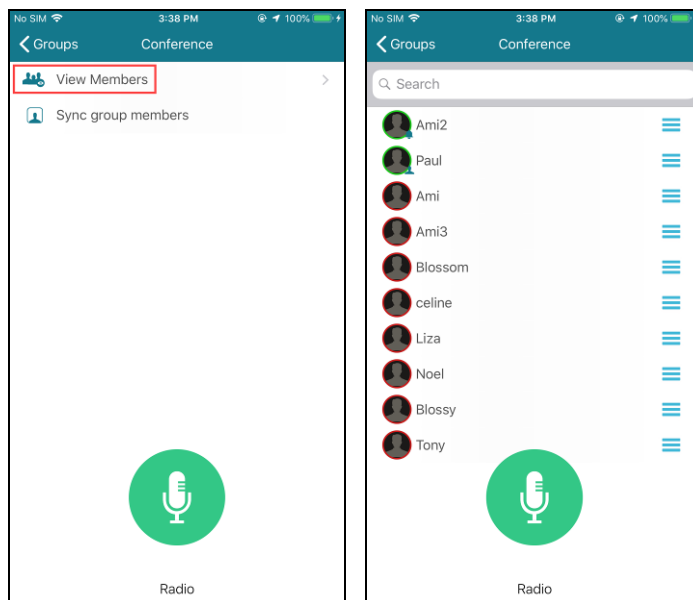



Figure 14-6 View Group Members

## 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 the **options**  icon next to any group name. A context menu appears. Tap on the **sync group members** option as shown in the below figure 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.

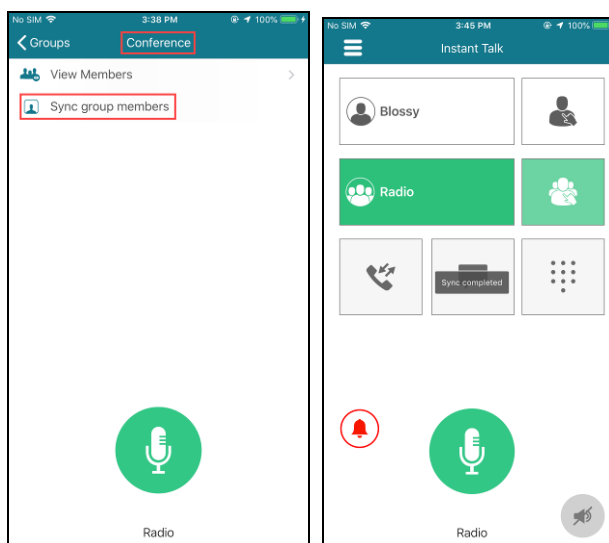



Figure 14-7 Sync Group Members

## 14.10 Remove Group

This option is used to remove a group from the group list. Only Private groups created by you can be deleted. To remove a group, go to the Groups tab, tap the **options**  icon next to the group and a context menu appears. Select **Remove Group** option as shown in the first figure below. A pop-up appears, tap **OK** and the group gets removed from the list.

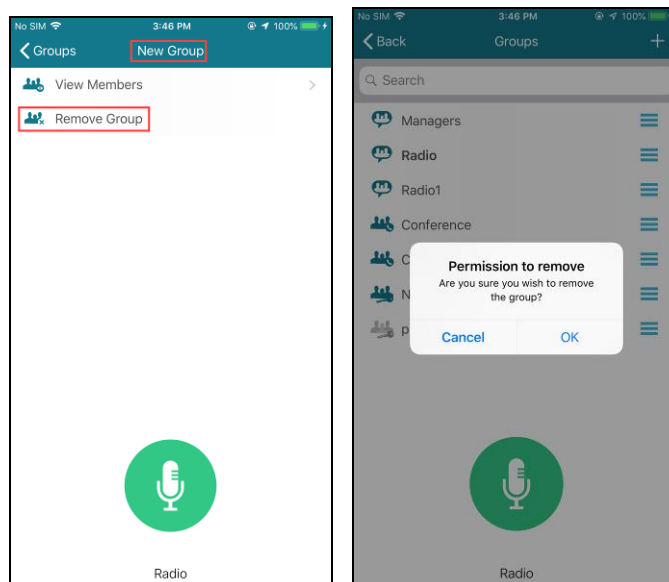


Figure 14-8 Remove Group

**Note:** only Groups created in the application can be removed.

## 15 ANNEXURE

| Access Rights                         | Description  | Values and Options on Client Application                  |
|---------------------------------------|--|---|
| <b>Priority</b>                       |  |   |
| 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. If users have same priority, then priority button will be displayed, and the user can take the floor by tapping on it. For more details refer to the topic <a href="#">User Priority in Session</a> . | 0 - 15  |
| <b>Sign-in Options</b>                |  |   |
| 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<br>1 - Log Off<br>2 - Log Off + Exit             |
| <b>Presence and Connectivity</b>      |  |   |
| Set Presence                          | Whether the user can set the presence.   | 0 – Can't Change<br>1 – Change to Page Me                 |
| <b>GPS and SOS</b>                    |  |   |
| Enable Location Reporting             | Whether user's location is reported to the server or not.  | 0 - Disabled<br>1 - Enabled                               |
| Enable SOS triggering                 | Whether the user can enter in Emergency State (SOS).   | 0 - Disabled<br>1 - Enabled                               |
| More Accurate Location                | If enabled, the GPS receiver in the phone is used to determine the location.   | 0 - Disabled<br>1 - Enabled                               |
| <b>Permissions related to License</b> |  |   |
| Private Group                         | If enabled, the user can initiate a private group call.  | 0 - Disabled<br>1 - Enabled                               |
| AdHoc Group                           | If enabled, the user can initiate adhoc group call.  | 0 - Disabled<br>1 - Enabled                               |
| Radio Channel                         | If enabled, the user can participate in a radio group call.  | 0 - Disabled<br>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<br>1 - 1-1 Only<br>2 - Group<br>3 - Group & 1-1 |
| One-to-One Call                       | If enabled the user can initiate one-to-one calls.   | 0 - Disabled<br>1 - Enabled                               |
| Max private group size                | Controls the max size of private groups.   | 0 - 5<br>1 -10  |



|                            |   |   |
|----------------------------|---|---|
|                            |   | 2 - 20<br>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<br>1 - Groups Broadcast<br>2 - Total Broadcast |
| <b>GUI affecting</b>       |   |   |
| Vibrate on Call            | If enabled the device is to be vibrated on receiving any PTT call.  | 0 - Disabled<br>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<br>1 - Enabled   |
| Quick Dial is Default      | Whether quick dial screen is to be set as default.  | 0 - Disabled<br>1 - Enabled   |
| <b>Audio Affecting</b>     |   |   |
| Initiate Call Alert        | Whether the user can initiate a call alert.   | 0 - Disabled<br>1 - Enabled   |
| PTT Tone on Connect        | Whether to play tone on connection.   | 0 - Disabled<br>1 - Enabled   |
| PTT Tone on Transmit       | Whether to play tone on pressing PTT button to transmit audio.  | 0 - Disabled<br>1 - Enabled   |
| PTT Tone On Receive        | Whether to play tone on receiving audio.  | 0 - Disabled<br>1 - Enabled   |
| Play Join Tone             | Whether to play PTT tone while joining radio call.  | 0 - Disabled<br>1 - Enabled   |
| Turn Off Speaker Key       | When enabled, allows the user to turn off the speaker and control the voice.  | 0 - Disabled<br>1 - Enabled   |
| Play tone in disconnection | Whether to play PTT tone after disconnection of network or client from the server.  | 0 - Disabled<br>1 - Enabled   |
| <b>App Maintenance</b>     |   |   |
| Activate Debug Log         | If enabled, this option is visible in the Advanced settings page. If not enabled this option remains hidden.  | 0 - Disabled<br>1 - Enabled   |