



## iPhone User Manual

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# 1 INTRODUCTION

## 1.1 What is TeamVOX?

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

TeamVOX delivers Push-to-talk capability over the Internet between employees regardless of where they are located. It supports both WWAN (Wide Wireless Area Network) and WLAN (Wireless Local Area Network) Push-to-talk communications.

## 1.2 Audience

The intended audience of this User Manual is the TeamVOX users for iPhone client.

## 1.3 Key Features

- Instantaneous response.
- Both Voice calls and Messages.
- Highly scalable instant communications between individuals and groups.
- Two types of group communications: Radio channel and Broadcast group.
- Ability to create ad hoc groups and personal groups.
- Ability to assign a default user or group.
- Alerts for missed calls and call back requests.
- Interoperable with clients on other platforms such as BlackBerry, and Android.
- Wi-Fi interoperable.
- The Web-based management interface allows creation of contact and group management, provisioning, connection and license usage reporting and more.
- Instant Locate provides Web-based display of the current location, historical data (bread crumbing) and alerts.
- Works with Bluetooth headsets.
- Presence status can be set to ‘Online’, ‘Page me’ or ‘Do not disturb’.
- Secured conversations.
- TeamVOX is closed-loop – access limited to authorized users only.

## 2 TeamVOX INSTALLATION AND GETTING STARTED

### 2.1 Pre-requisites

- iPhone 4S and above.
- iOS 6 and above.
- An active mobile data plan or Wi-Fi connection.

### 2.2 Download and Installation of iOS Client

**TeamVOX** application has to be downloaded from the AppStore.

1. Search for the TeamVOX ptt application, and tap on it to install.
2. After installation, tap the TeamVOX launcher icon to start using the application, as shown in below image.
3. This leads you to the Login screen. Enter the User name, Password and Server IP Address in respective fields, as provided to you by your Service Provider.

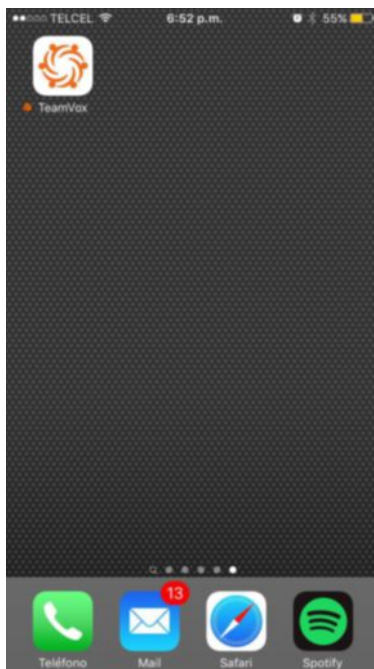


Figure 2.1 Launcher icon



Figure 2.2 Login screen

4. After entering user credentials, click Login button. This will proceed further with its signing process and opens the Home screen, as shown below.

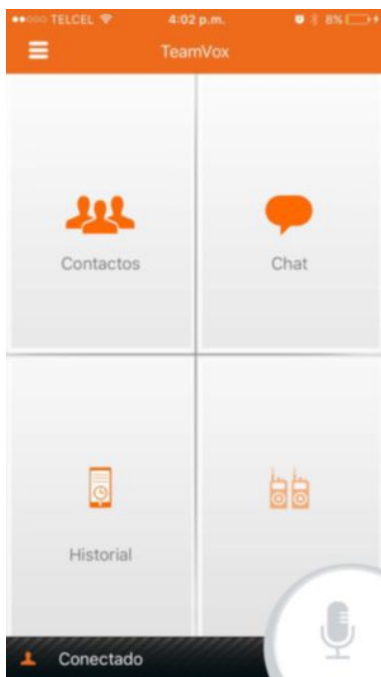


Figure 2.3 Signing in the application

5. During your first time sign in only, the application prompts you with the below notifications message. If you want the TeamVOX application to send you the alert or new messages notifications, tap Ok/Aceptar. If you don't tap allow, you will not receive any notifications.

6. After authentication, you will be prompted to sync the phone book on your device (optional). If you select Start, the application will go through the phone book and sync users to your TeamVOX Contact List.

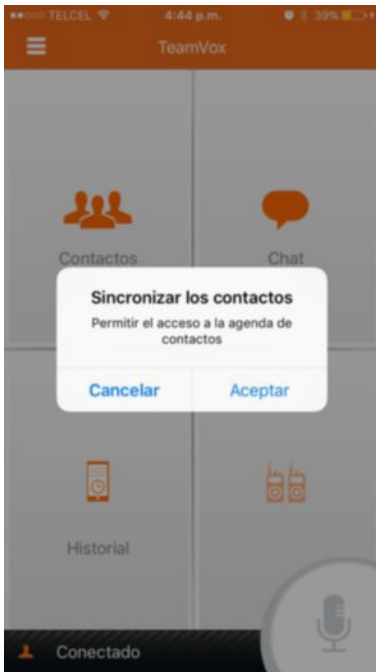


Figure 2.5 Syncing

The Home screen of the TeamVOX appears; and you are now connected.

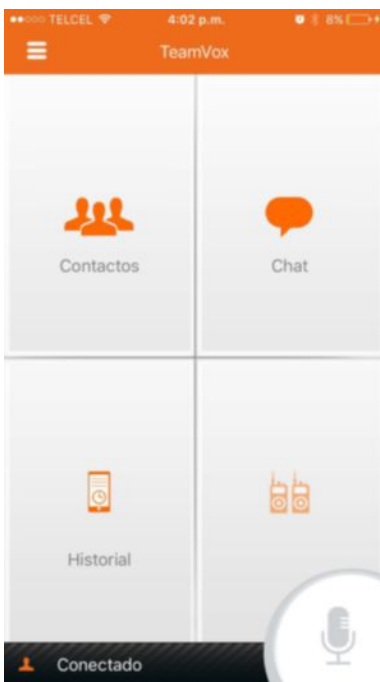


Figure 2.6 Home screen (after connected)

**Best Practice Tip:** Set a home screen TeamVOX shortcut. After 1 minute of inactivity, TeamVOX runs in the background.

## 2.3 TeamVOX application's Tiles overview

The TeamVOX application's Home screen displays four tiles:


- **Contacts:** Contacts tile takes you to the Contacts screen that displays the Contacts as well as the Groups. You can add contacts from groups or by searching.
- **Chat:** Chat tile takes you to the Chat screen. This displays the IM's sent/received.
- **History:** History tile takes you to the Call Logs screen and displays all the Call Logs as well as missed calls.
- **Current Call/Radio Current Call:** Current Call tile takes you to the Current Call screen when you are on any PTT call. If the signed in user is in any radio group, then only Radio Current Call tile is enable.

Each Tile can be selected by tapping on it. Each of these tiles is covered in detail in a subsequent section.

## 2.4 Setting your Presence status

You can determine your availability as it is displayed to others.

Your PTT presence status can be changed easily and frequently by selecting the desired status from the My Presence menu option.

1. Tap the More icon  present at the left-top of the Home screen to view the more options of the application.

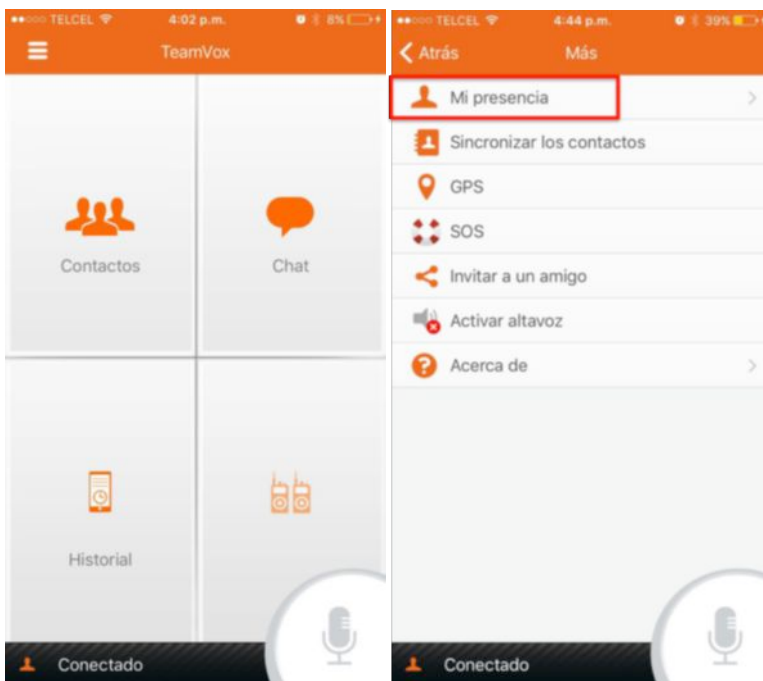


Figure 2.7 Home screen > More icon > My Presence

2. Tap on the arrow of My Presence option to view the different presence statuses.

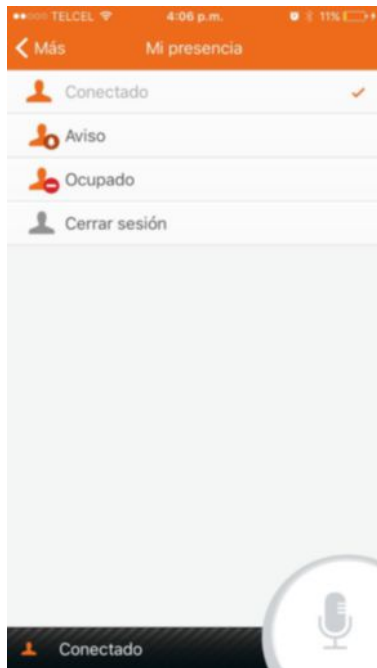






Figure 2.8 My Presence




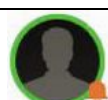
3. Tap to select the desired status: Online, Page Me or Busy.

	Online: User is Online
	Offline: User is offline



	Busy (Do not disturb): User can not be invited to any new sessions
	Page me: Any incoming call must be authorized.

The following icons display the presence status of the contacts listed in your Contact list.

	Online
	Offline
	Busy (Do not disturb)
	Page me

**Notes:**

*When the status is set to **Page-Me**, outbound calls can be made without affecting the status.*

## 3 MANAGING YOUR CONTACTS

From the Home screen, tab the Contacts tile. This takes you to the Contacts screen.

### 3.1 Adding Individual Contacts

All contacts and groups for a particular contact are stored on the server. When the Mobile Tornado client starts, it downloads this information from the server.


You do not need to add any individual contacts in order to make a Push to Talk call. However, contacts that are added appear on the Contacts tab where it is easier to select if you make regular one-to-one or Ad Hoc group calls to specific contacts. Online contacts are listed alphabetically first, followed by offline contacts.

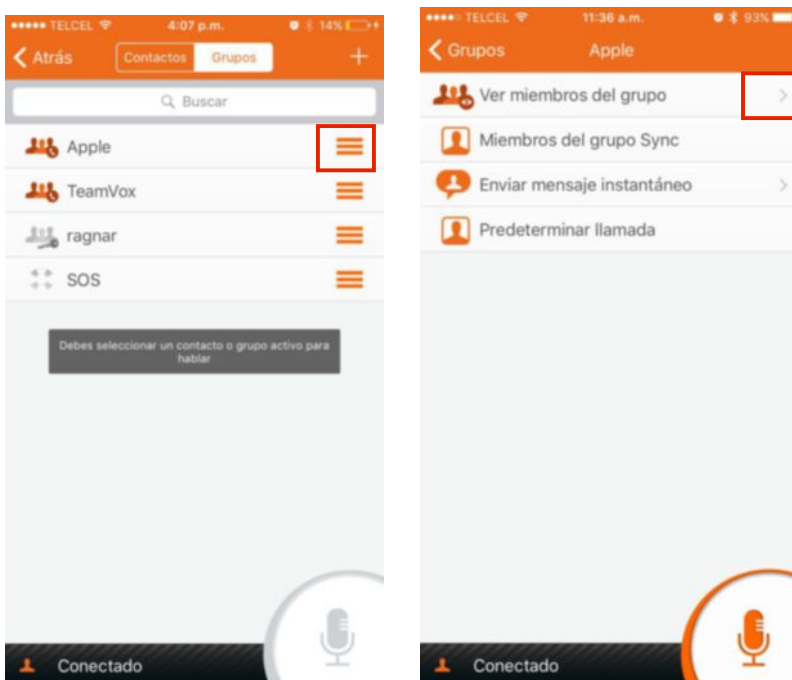
Below are the different ways to add a contact to your Contacts tab:


1. Selecting a contact from a group
2. Adding a contact by searching
3. Adding a contact from Current Call or Call Logs History screen.

#### 3.1.1 Adding Contacts from an Existing Group

To add a new contact from an existing group:

1. Tap the Contacts tile. Press the Groups tab which appears next to the Contacts tab.
2. Press  icon against the group whose group members you want to view. This opens the further context menu options.
3. Tap the arrow besides the View Group Members option to view members of the selected group, as shown in below figure.



4. Long press  icon of the desired contact name to view that contact's sub-options. Tap Add to Contacts option. The name of the contact will now be listed in your Contacts list, under Contacts tab. Once you add the contact in your contact list, Add Contact option does not appear for that contact.

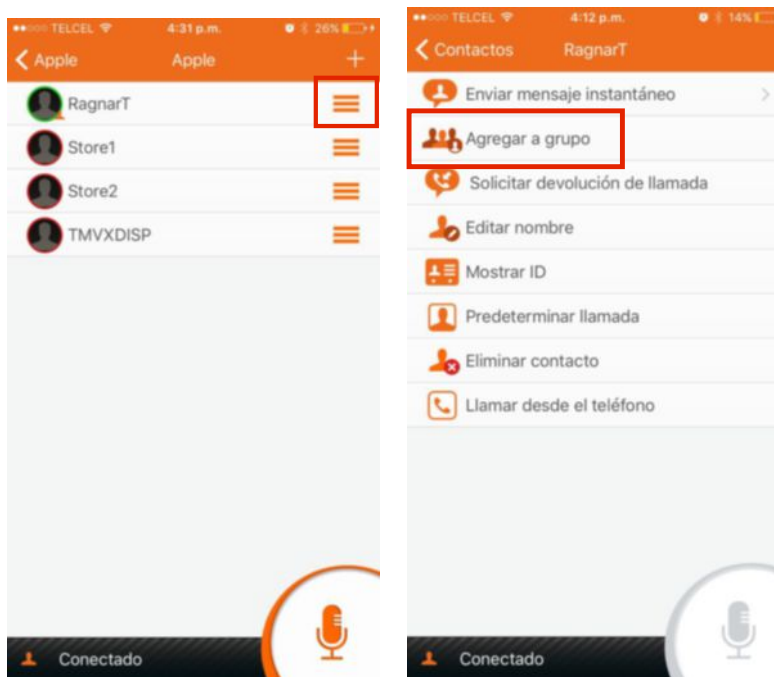


Figure 3.2 Add Contact from an existing group

**Note:** Only a group member of an existing Server Group (Radio/Broadcast) can be added to the Contact list.

### 3.1.2 Adding Contacts by Search

You can add a contact by searching on either User ID or User Name. The ID is system-generated for the PC client. For a mobile client, the ID consists of the 'country code' followed by the mobile phone number. The name is the Display Name. You can search on Name by entering just the beginning letters of the Display Name.

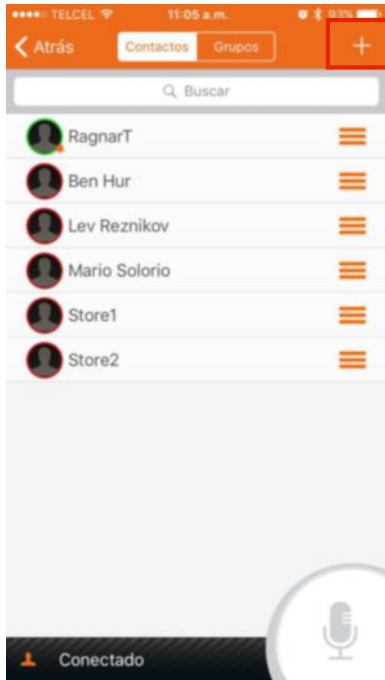


Figure 3.3 Tap + icon to add a new contact

1. Enter either a Display Name or the full ID as your search criterion.
2. Tap Search button.
3. The Instant Talk searches for entered user ID/user name. If one or more matches are found from the filtered results, tap the desired matching result to add to your Contacts list.

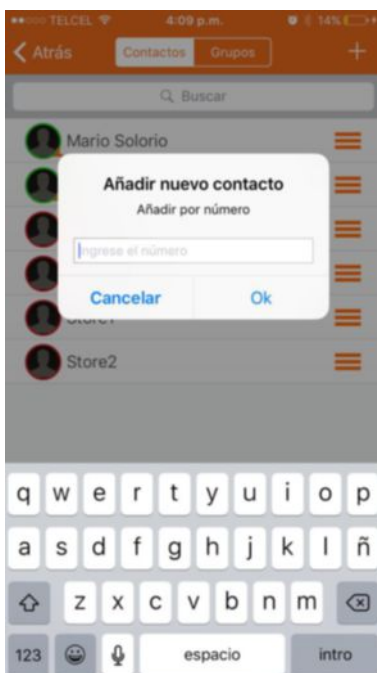


Figure 3.4 Add a new contact

### 3.1.3 Adding Contacts from Current Call or History screen

Contacts can also be added from Current Call screen or from History screen.

➤ From Current Call screen:

1. When you receive any incoming call, you are directed to the Current Call screen.

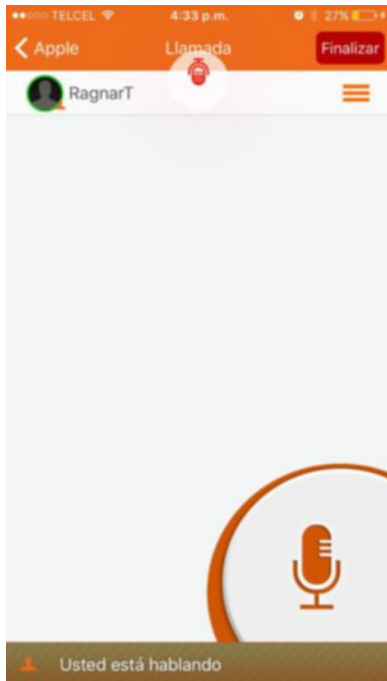


Figure 3.5 Current Call screen (incoming call from Tom)

2. To add the unknown user to your Contact list; while you are on Current Call screen, tap the unknown number (incoming call) to view its context menu. Tap the Add to Contacts context menu to add this user to your Contacts list.

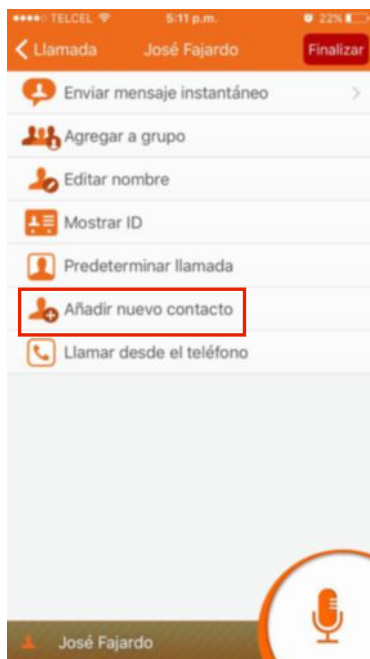


Figure 3.6 Select 'Add Contact' to add this contact to your Contacts list

➤ From History screen:

1. Tap the History tile to view the History screen with all the call logs and its details.
2. Select the desired Call Log entry (of a user) that you want to add to your Contacts list.
3. Tap the + icon present at the top to add this contact to your Contacts list.

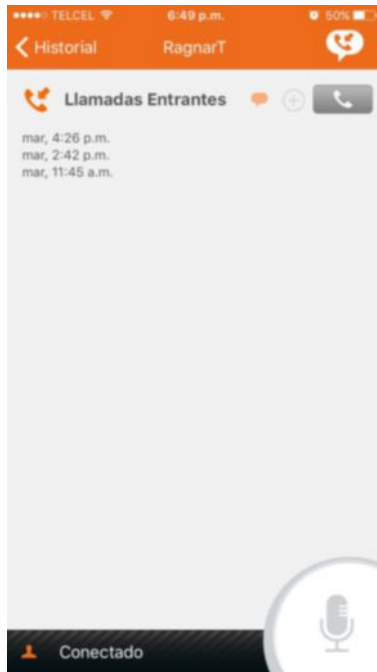



Figure 3.7 Add a contact from 'History' screen

## 3.2 Contact Search

After you have populated your Contact list, you can use the Contacts Search feature to filter out/search the

required contact from your contact list. Tap the Search  and enter the initial letters of the required Contact Name. The application will search the contact names matching with it and filter out the related contacts from your Contact list.

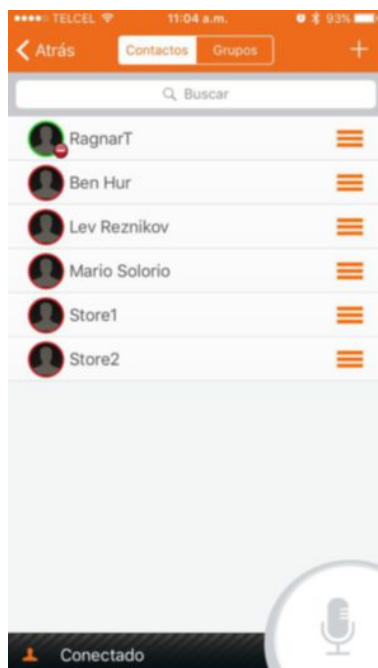



Figure 3.8 Contact Search

### 3.3 Editing a Contact

You can edit the display name of your contacts to make them easier to identify if desired.

1. Long press  icon of the contact you wish to edit, the selected contact's context menu options gets display.
2. Tap Edit Name menu option to view the Change Name screen.
3. Enter new display name and press OK, as shown below. The contact gets renamed in the Contacts list.

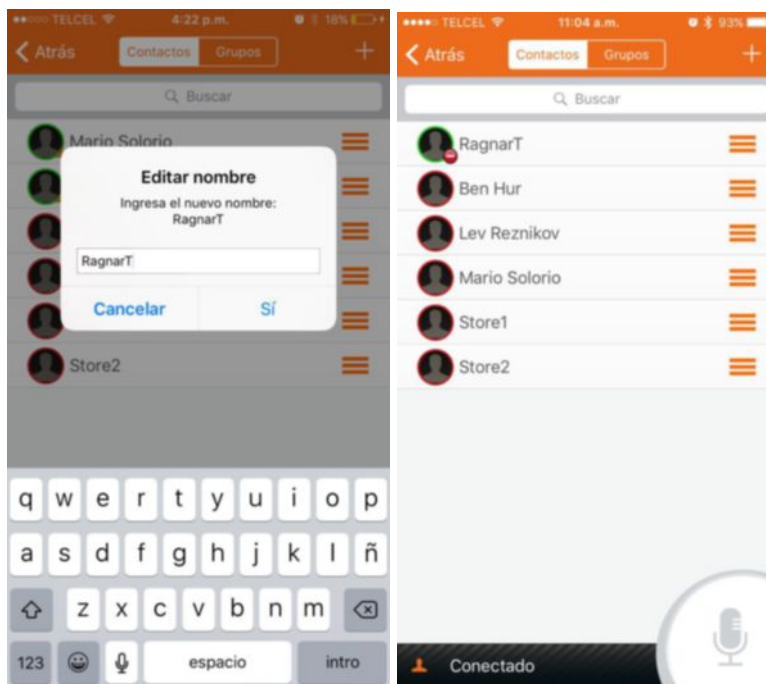


Figure 3.9 Editing a contact

### 3.4 Contacts' menu options at a glance

From Contacts screen, tap any online contact to view its context menu options, as shown below:

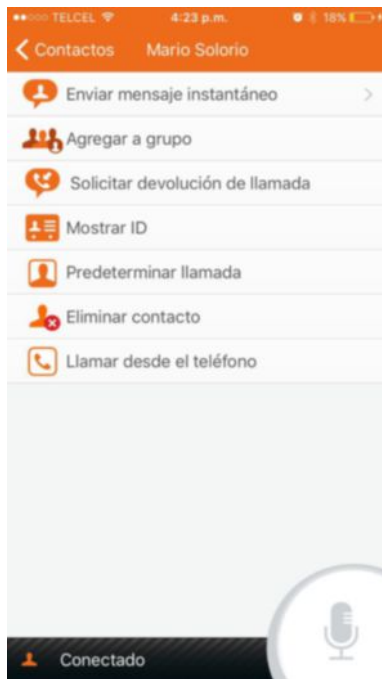


Figure 3.10 Menu Options of Online contact

Tap any offline contact to view its menu options as well.

#### 3.4.1 Send IM

Select Send IM to send a chat message (IM) to the selected contact. For more details, see [Instant Messaging](#) topic.



### 3.4.2 AddToGroups

Tap Add to Groups from the list if you want to add the selected contact to any existing Personal Group. This opens the below screen that lists all the existing Personal Groups. Tap on the desired group from this list to which you want to add the selected contact and tap Done.

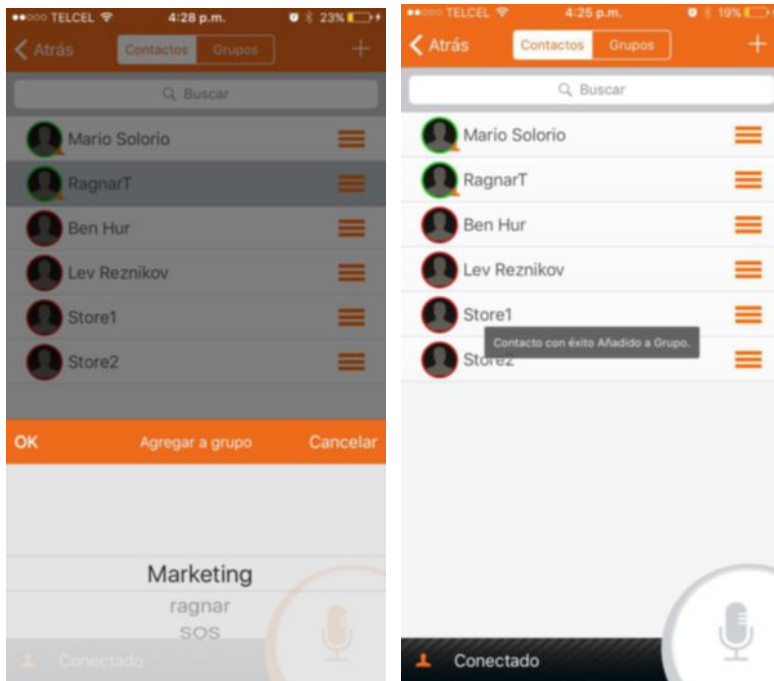


Figure 3.12 Add a contact to desired Personal Group

### 3.4.3 Request Callback

An alert can be sent to a contact requesting a One-to-One call with them. Tap Request Callback context menu to send an alert to the selected contact.

**Note:** When the user's presence status is set to DND, you cannot send any alerts. Hence, for such contact, **Request Callback** option does not appear.

### 3.4.4 EditName

Tap Edit Name context menu to edit a selected Contact name. For more details, see [Editing a Contact](#) topic.

### 3.4.5 Show ID

Tap Show ID context menu to view the ID of the selected contact, as shown in below figure.

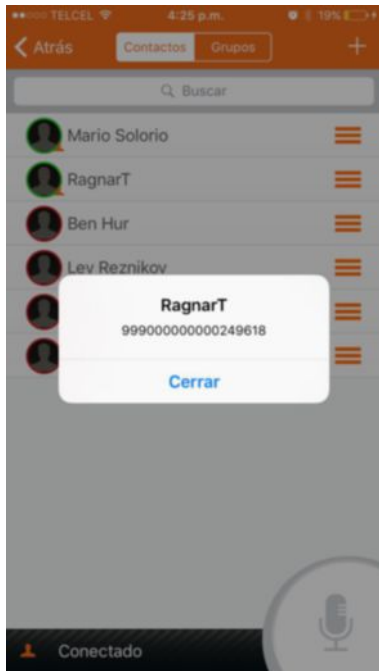


Figure 3.13 Show Id of the contact

### 3.4.6 Set as Default

1. Press and hold on the contact you wish to set as a default. Only when any contact is set as PTT default, the PTT call button on the Home screen is enabled.
1. Tap the Set As Default context menu to set the selected contact as your PTT default. The set default PTT contact's name appears in bold. Now you can make a call to your default contact without first selecting their Display Name. Simply press and hold the PTT Call button.

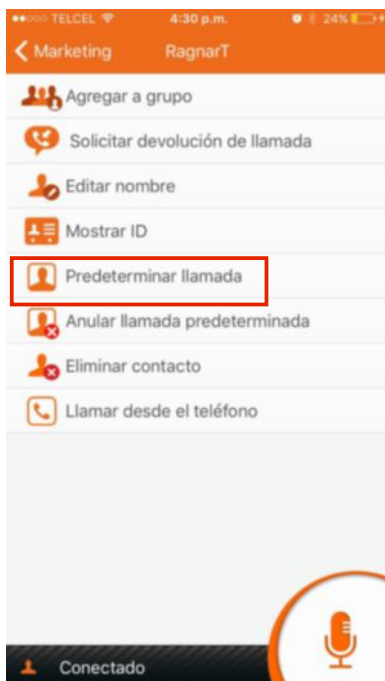


Figure 3.14 Set as Default

### 3.4.7 Override Default

If required, you can also cancel the set default PTT. Tap the Override Default context menu.

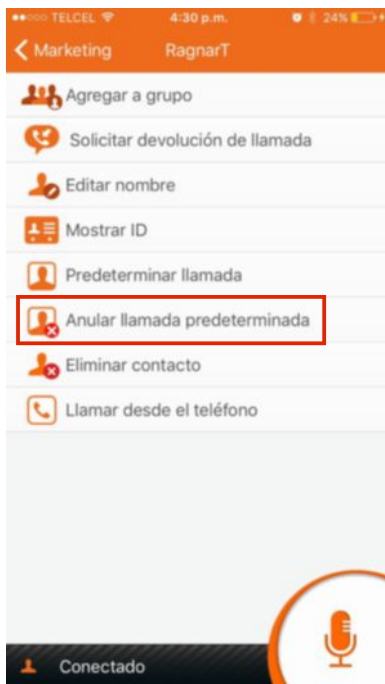


Figure 3.15 Override Default

### 3.4.8 Remove Contact

Tap the Remove context menu to remove the selected contact.

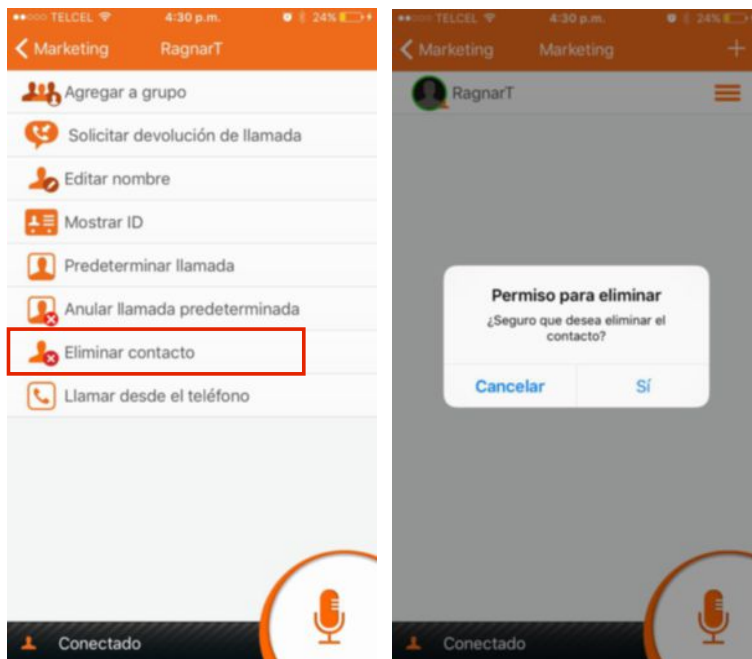
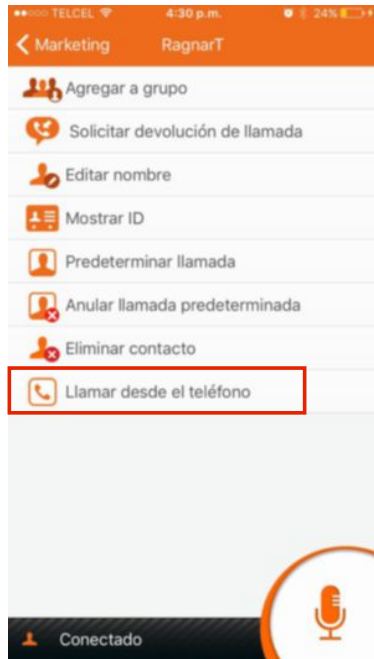


Figure 3.16 Remove

### 3.4.9 Make a phone call

Tap the Make a phone call context menu to make a normal GSM call to the selected contact.



**Note:** *Make a Phone Call* context menu is visible for a particular contact only when it is a valid number.

## 4 MANAGING YOUR GROUPS

### 4.1 Group Types at a glance

There are four types of groups:

- **Radio Channels:**
  - Designed to closely mimic the operational functionality of traditional 2-way radio channel where if you're not on that channel, you won't receive the message. Like a 2-way channel, you can listen to only one radio channel at a time.
  - Member list displays only currently connected contacts.
  - Lowest priority communication. One-to-one, one-to-many, broadcast calls take precedence.
  - Can specify a radio channel as a default group.
  - Most customers will likely have only one default radio channel and the remainder as broadcast channels unless the customer desires dynamic channels where they can switch to a channel such as for zone dispatchers.
- **Broadcast Groups:**
  - Static group members defined on portal.
  - Communication has priority over radio channels.
  - Messages received by all online members of broadcast group.
  - Member list displays all contacts—even when offline.
  - Active until ended or idle 45 seconds.
- **Ad Hoc Groups:**
  - Calls involving multiple contacts but not pre-defined.
  - Active until ended or idle 45 seconds.
- **Personal Groups:**
  - Ad Hoc group saved by a contact for regular use.

**Group size limit:** The Group size limit of a Personal Group is set to 20 by the service provider.

### 4.2 Creating a Personal Group

1. Tap the Contacts tile from the Home screen. On Contacts screen, select Groups tab.
2. Tap the + icon present at the top, to add a new group. This opens the Add Group window.
3. Give your personal group a name and tap Add to save your group. Your new Personal Group now appears on the Groups tab and can be used the same as the pre-set Groups




Figure 4.1 Add Group

### 4.3 Adding Members to a Group

**Note:** You cannot add or delete group members to the Server Groups or do any type of edits to the Server Groups.

You can add group members to an existing Personal group from Contacts tab.

1. On Contacts screen, tap Contacts tab and select the desired contact that you want to add to an existing Personal group.
2. Long press the  icon of that particular contact to view its menu options and select Add To Groups menu option.
3. This will prompt you with selection of the desired group. Select the Personal group to which you want to add the selected contact and tap Done. You will get confirmation message of the addition.

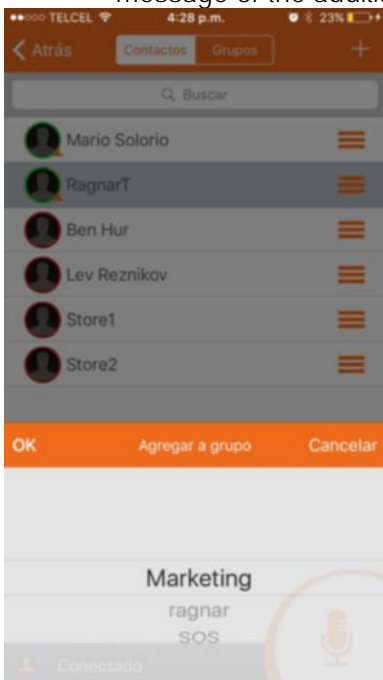



Figure 4.2 Add contact (member) to a Group

## 4.4 Removing Contacts from a Personal Group

You can remove a single or multiple group members from a group, one by one.

1. From the Groups tab (Contacts screen), select the desired group whose group member is to be removed. Long press the  icon against that group to view its menu options.
2. Press the arrow of View Members to view the selected group's members.

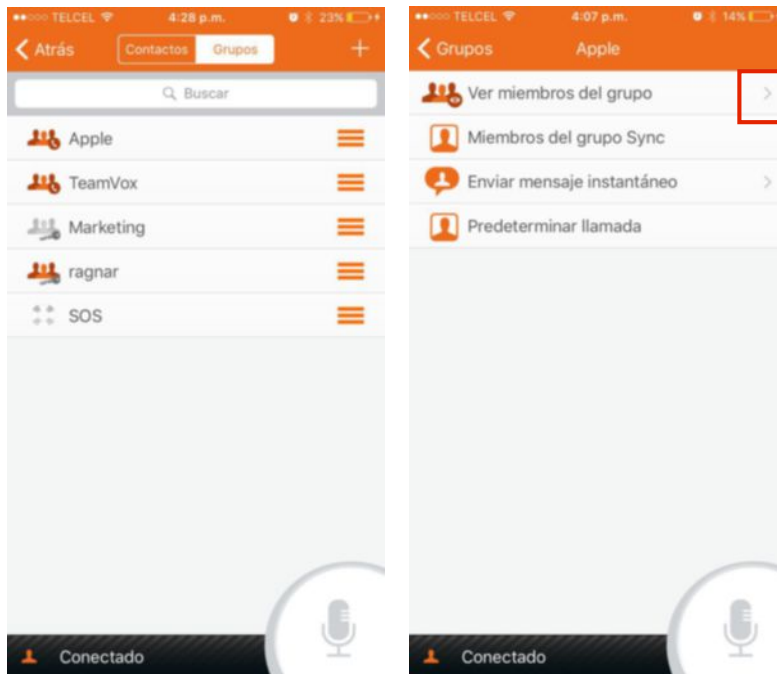



Figure 4.3 Group > View Members

3. Select the desired group member (contact) which you want to remove from this group.
4. Long press the  icon to view the further menu options.

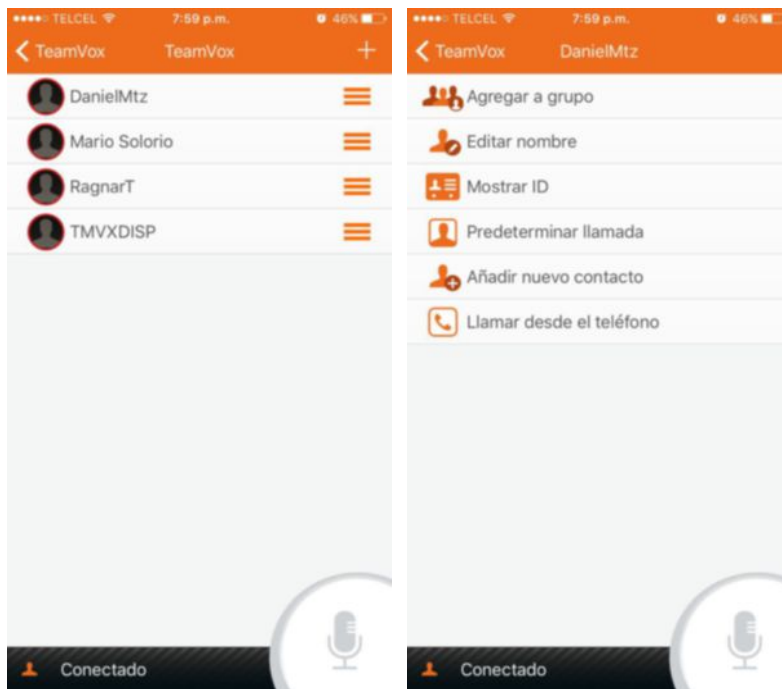



Figure 4.4 Remove the selected group member

#### 4.5 Group tab's menu options at a glance

While on Groups tab, select any group and long press the  icon to view its context menu options.

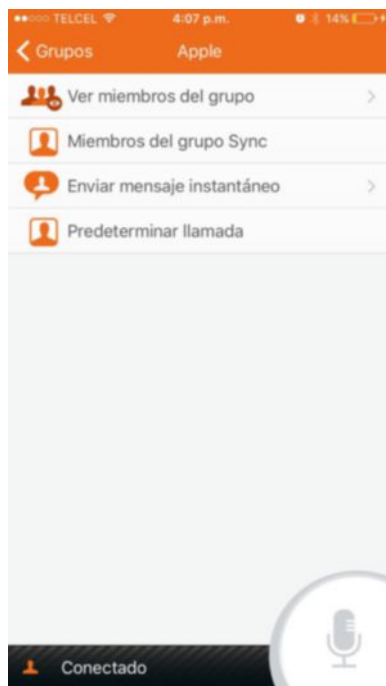


Figure 4.5 Personal Group's menu options



#### 4.5.1 View Group Members

Tap View Group Members menu option to view the selected group's members.

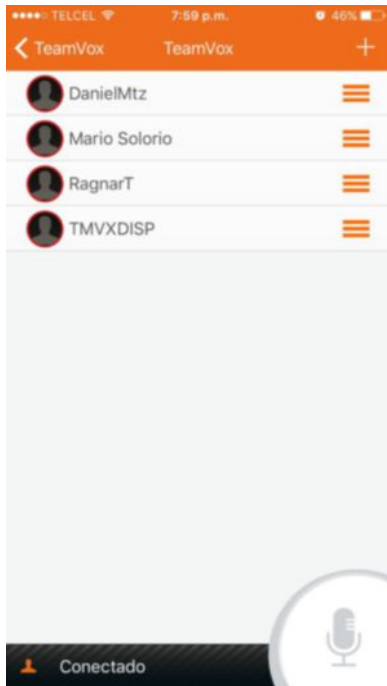



Figure 4.7 Group members of 'Admin Group'

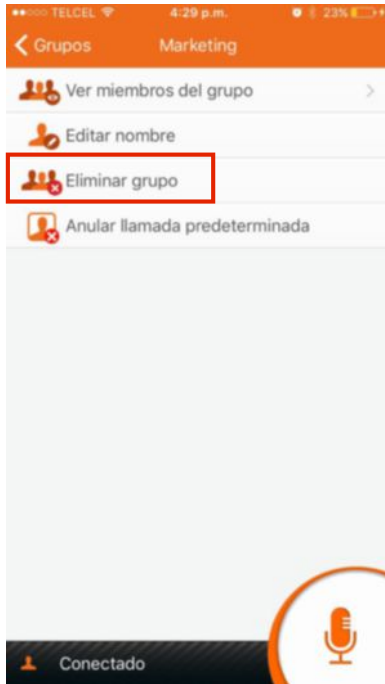
You can perform all the actions for that group member such as Sending chat message, sending an alert, view its ID, set this group member as default PTT, add to your contact list (if not there) and you can also remove this user from this group.

#### 4.5.2 EditName

1. Select the desired group and long press the  icon. Tap Edit Name options from its menu options to view the Change Name screen as shown below.
2. Change the group's name as required and tap OK to save the renamed one.

#### 4.5.3 Remove Group

Tap the Remove menu option to remove the selected Personal Group.



#### 4.5.4 Set and OverrideDefault

1. Tap the Set As Default menu option to set the selected group as PTT default group. The set PTT default's group's name will appear in bold.
2. Likewise, tap the Override Default menu option to override the set default group. The group's name will again appear as normal (unbold).





## 5 PTT CALLS

*Best Practice Tip: Be sure to wait for the beeps before speaking or the beginning of your message will be clipped. Do not release the button until you are completely finished speaking or the end of your message will be clipped.*

### 5.1 Making a One-to-One Call

To make a one to one call from your contacts,

1. Tap the Contacts tile from the Home screen and go to the Contacts tab.
2. Scroll to the desired contact and select it. The contact name will be highlighted and the PTT Call Button will turn blue.

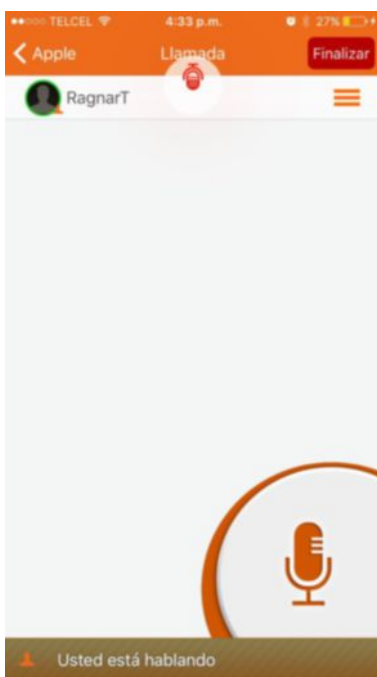


Figure 5.1 Make a One-to-One Call

3. Press and hold the blue PTT button. You can view the caller's name at the bottom. Continue to hold and begin speaking after hearing the three quick beeps. When you are on a one-to-one call, 'You are talking' appears at the bottom with End Call button at the top-right most. Release the PTT button when you are finished speaking to allow the caller to reply. When the PTT button is released you will hear the beeps.

### 5.2 Making an Adhoc Call

Adhoc Group call is like a Personal Group call (temporary) as you select multiple users from either your contacts list (Contacts screen) OR group members list (Groups tab).

In an Adhoc Group call, you can call maximum 10 contacts.

Select the desired contacts and begin the conversation as usual.

## 5.3 Making a Group call

To make Group Call,

1. Go the Groups tab.
2. Scroll to the desired group with whom you want to perform Group Call. This displays its group members.

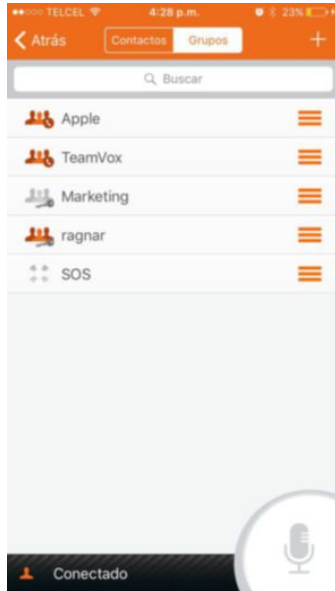


Figure 5.2 Selecting the desired Group

## 6 CALL LOG HISTORY

To view the call logs,

1. Tap the History Tile from the Home screen. The History screen lists All the call logs and Missed calls also. Icons indicate the direction of the call. Call Log details includes a contact or group name or group chat, call time and date.

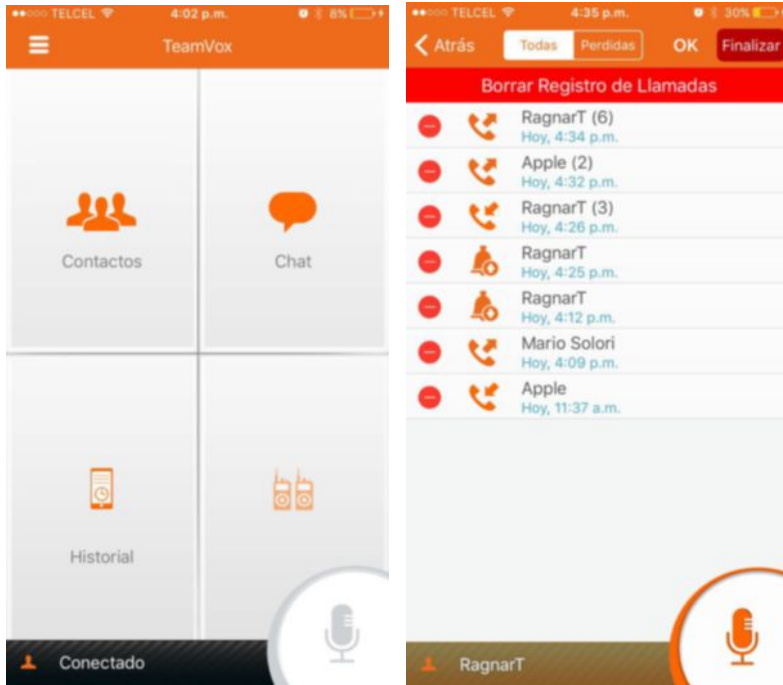


Figure 6.1 History > Call Logs

2. To clear/delete any of the call log details, tap Edit button. The screen appears as below. Select Delete to delete any call history record.

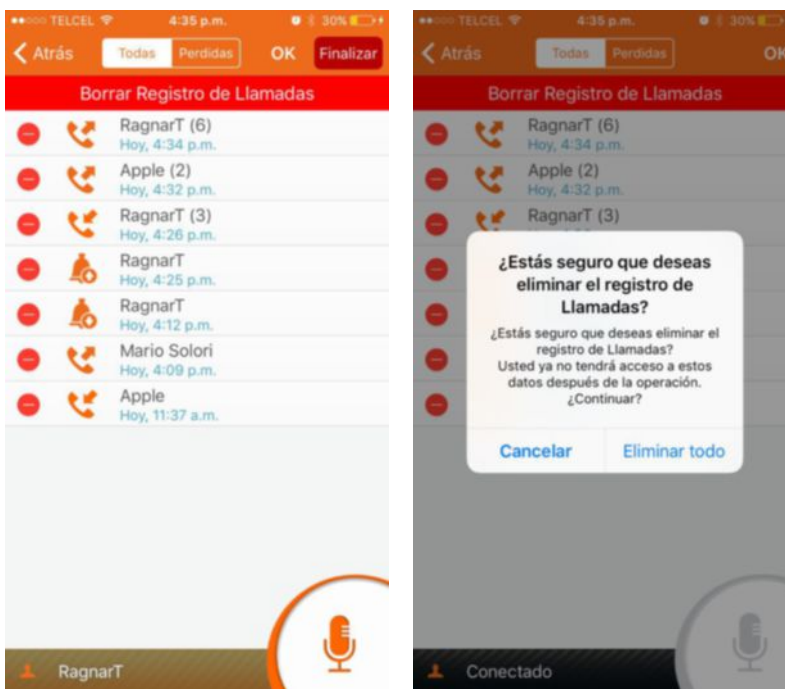


Figure 6.2 Edit (Clear) Call History

3. Select a single call log record to view its call log details and you can also perform the actions such as:  
PTT Call (make a call) and Add to Contacts.



Figure 6.3 Single Call Log details

4. Tap the Missed tab to view the history of missed calls/chats.

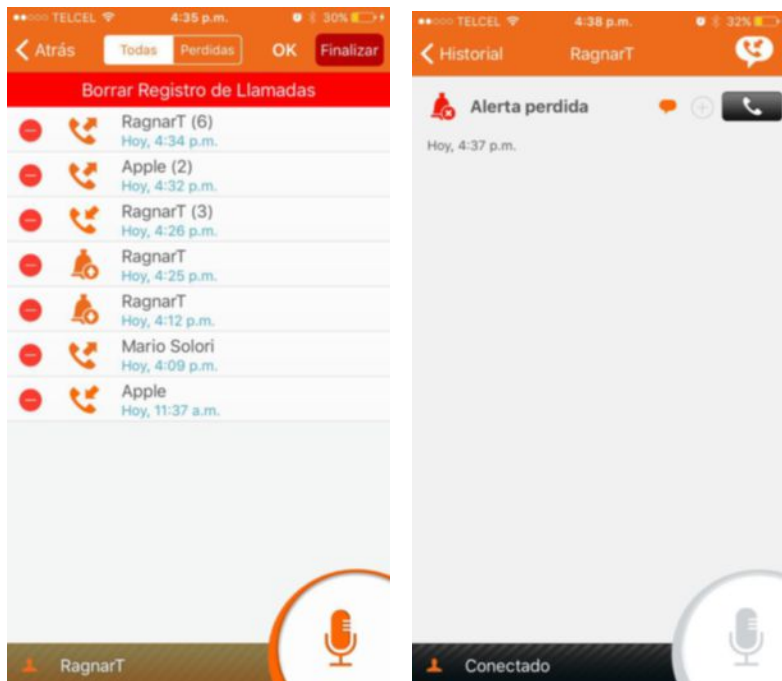


Figure 6.4 Missed Calls



The application notifies you with any missed calls, as shown in below figure:

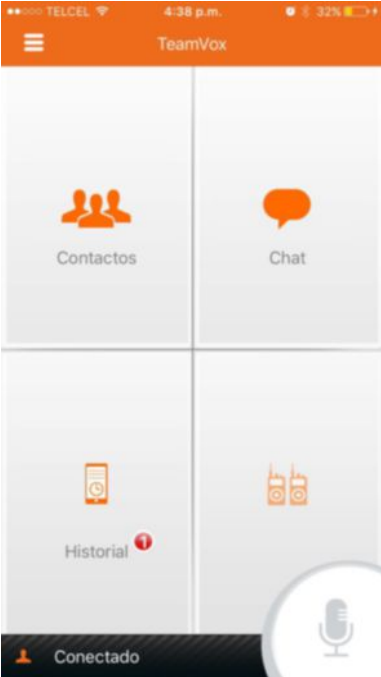



Figure 6.5 Missed Call Notification

## 7 INSTANT MESSAGING (CHAT)

When an incoming Instant Message (IM) is received, the display automatically switches to the Chat screen, displays the incoming message with a reply box and the keypad open.

To send an Instant Message,

1. Long press the  icon of the desired contact name. Select Send IM from the context menu options. This takes you to the Chat screen.

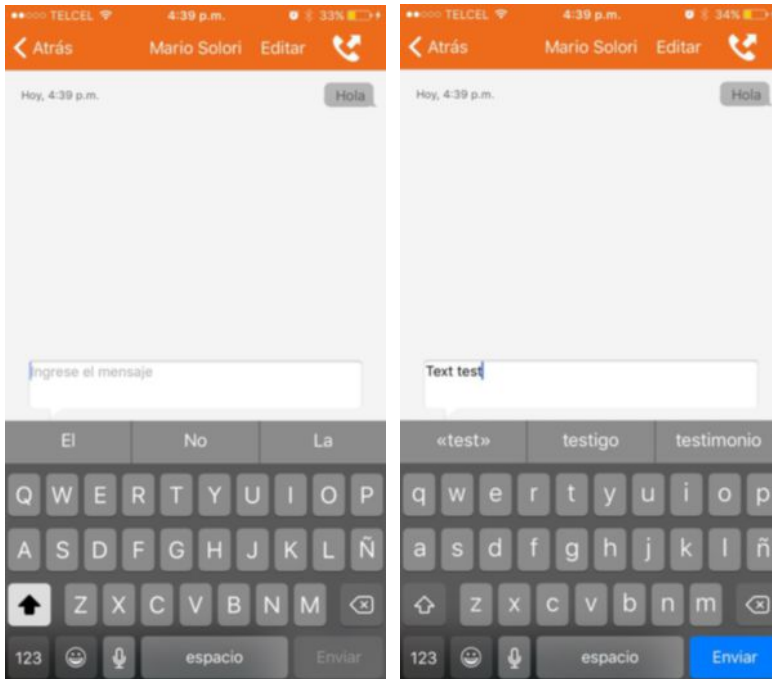


Figure 7.1 Send IM

5. Enter your message in the textbox and press Send.



Figure 7.2 Chat

6. Past Instant Messages or Chat History can be viewed from More > History > select the contact. Click the chat icon to view the chat history with that contact.



Figure 7.3.1 Chat History

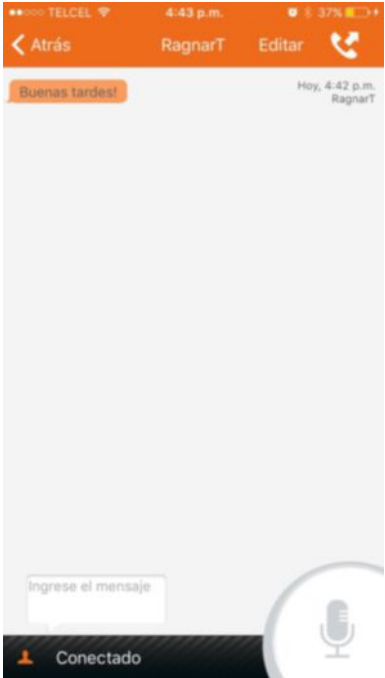


Figure 7.3.2 Chat History

The application notifies you for the unread chat message, as shown in below figure:

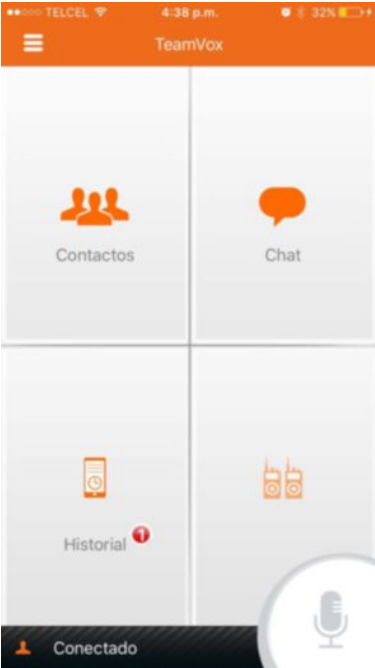


Figure 7.4 Unread IM notifications

## 8 MORE OPTIONS AT A GLANCE

1. Tap the icon from the Home screen to view the More options of the application.

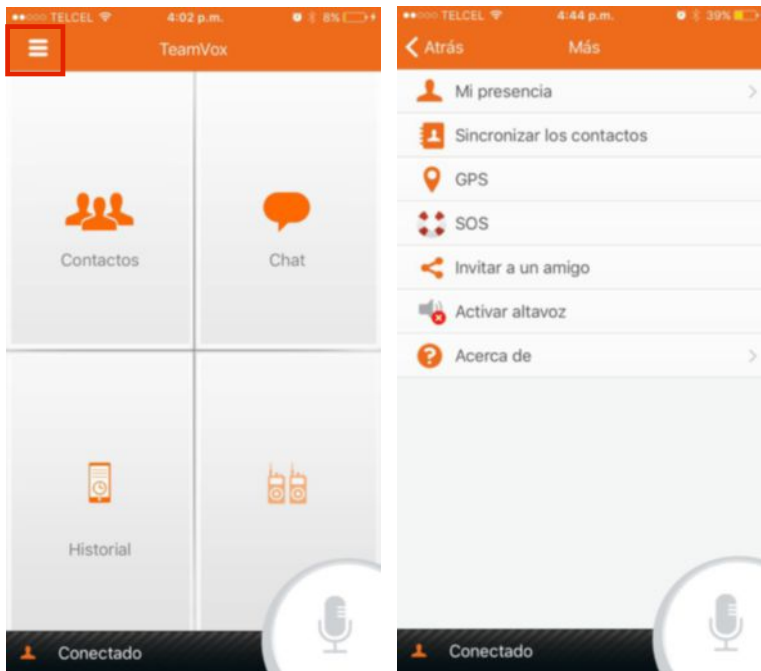


Figure 8.1 More Options

### 8.1 MyPresence

See [Setting Your Presence Status](#) topic for details.

### 8.2 Sync Contacts

Tap the Sync Contacts option from the More screen.

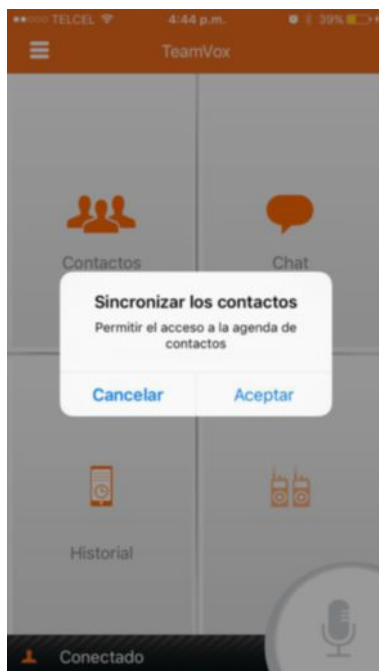


Figure 8.2 Sync Address Book

You can sync contacts from your phone book to the Contacts list (under Contacts screen). Also, you can sync all the default group's contacts which are not there in your application's Contacts list. This option will sync only those contacts which are of the same country (as the logged-in user) and registered with the server. You can either sync all the contacts at one tap, or you can sync only selected contacts of your phone book.

### 8.3 SOS

An Instant Alert license is required to send SOS alerts, for further information, please contact your service provider.

1. To send an SOS Alert, from More screen, press the SOS option.
2. Tap the large red SOS icon to send a new SOS Alert.



Figure 8.3 Sending SOS alert

#### SOS Statuses:

- Raised = SOS raised
- Inactive = No active SOS
- SOS Received = SOS received by controller
- SOS Cleared = SOS handled by controller

### 8.4 Share App

You can share this application with other device by pressing the Share App option from More screen. On selecting this option, it asks you to select the mode through which you want to share the application and its URL as provided to you by your Service Provider.

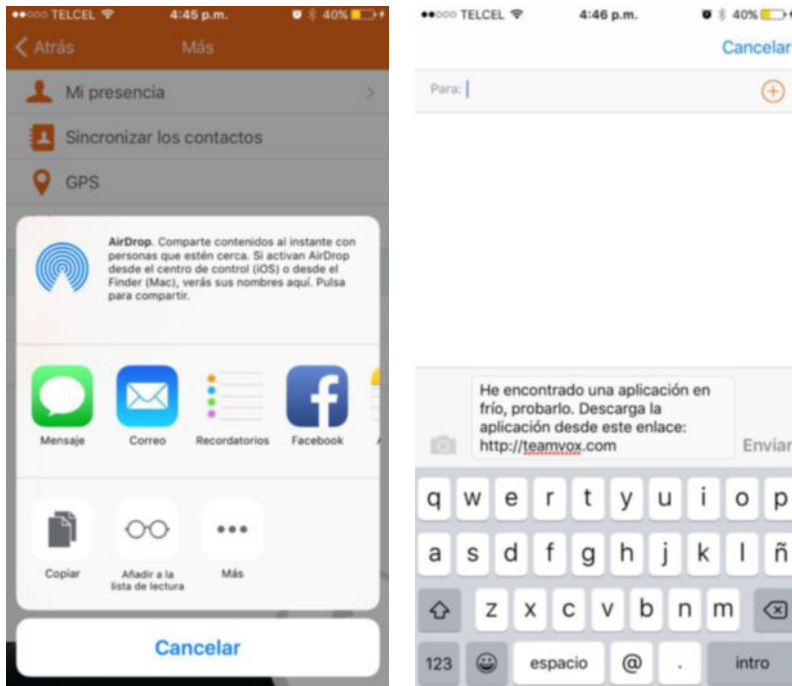




Figure 8.4 Share App

## 8.5 Turn Speaker Off

To turn speaker Off,

1. Go to More Screen, tap the Turn Speaker Off option. Speaker On is indicated by  icon.

To turn speaker On,

2. Go to More Tile, tap the Turn Speaker On option. Speaker Off is indicated  icon.

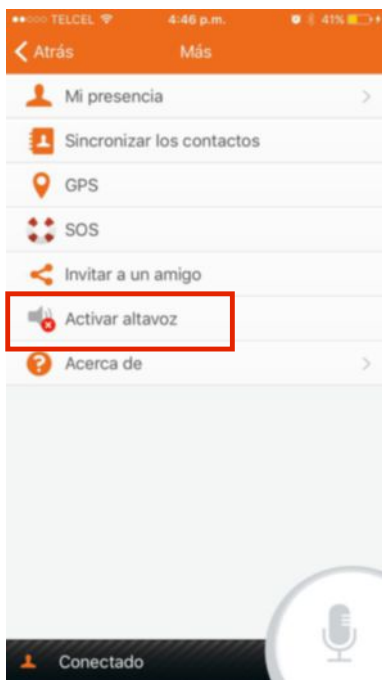


Figure 8.5 Speaker Off

## 8.6 About

The About option displays the application details such as Version, Core Version, Server IP (as provided by your Service Provider), Signed in User Name and its ID, as shown in below image:



Figure 8.6 About