
Large screen terminal APP application User Manual

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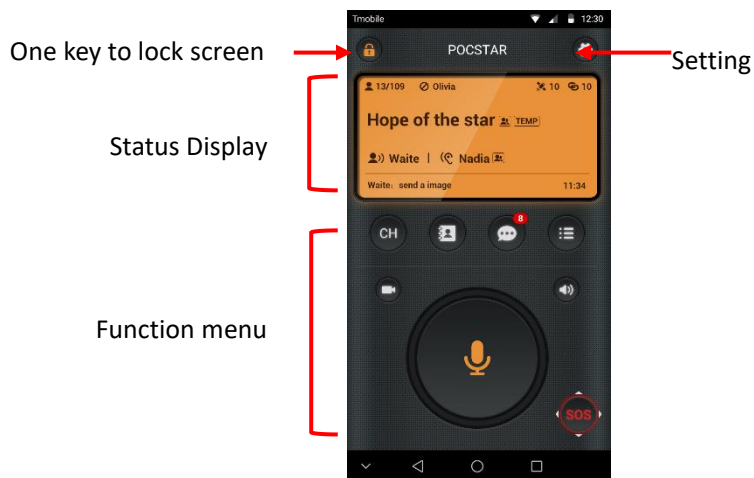
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FIRST. Product Introduction

1.1. Product Introduction

The large-screen PTT application software is a terminal application software that provides an PTT PoC solution for large screen-related terminal products based on the Android system. The product is presented to the user in an intuitive interface in combination with the user's usage habits. End users experience one-click PTT voice , send and receive multimedia information, perform video streaming with the dispatcher, and one-key SOS alarm and other functions.



1.2. Obtain APP application software

(1) For the officially released version, find “Google play store” on the large screen terminal device and search for ‘POCSTAR’.

(2) Released by the product operator, subject to official mail.

Second.Preparation before use

2.1 preparation before use

Before use, please refer to the guidance to download and install the application to the large screen terminal equipment, ensure the smooth network, and understand PTT common technical terms in advance..

2.2 Insert the SIM card

Insert the SIM card or flow card as prompted by the card slot of the terminal device.

2.3 Ensure that the device is on

Before use, ensure sufficient power, normal basic function, normal boot

2.4 Ensure smooth network

The terminal device needs to be connected to the network enter the application. Two ways to connect to the network:

1. Search for available WIFI and connect.

2. The device USES a mobile phone card or a link card, and opens the relevant traffic Settings after insertion to connect to the network..

2.5 Install PTT application software

Find "Google play store" on the Android large screen terminal device, search for "POCSTAR", and click to download.

2.6 Common technical terms

ICCID	ICCID is a special code composed of 20 digits stored in the SIM card. It is generated by the operator and is the unique identification number of the IC card. The mobile phone number can be detected in reverse through the ICCID, which is the corresponding relationship
IMEI	IMEI is the serial number of the terminal device, also called "serial number", the official name is the international mobile equipment identification code, which is mainly used to identify each independent mobile phone in the network, such as PTT radios and other mobile communication equipment
Single call	One-to-one PTT voice between terminal members or dispatch console.
Group call	One-to-many PTT voice between terminal members and group members
Multi-group listening	Simultaneously listen multiple groups, when multiple groups are talking at the same time, play according to the priority configured by the system.
Quick call	For members who have added quick call friends, form a temporary group to make one-to-one or one-to-many calls.
Missed	When the terminal device offline, the PTT voice information prompts sent by the

voice call	members of the group and the listening group. Enter the menu to view the specific voice content.
Temporary Enable	The dispatcher performs remote opening on the members of temporary disable to enable the PTT function use normally.
Temporary Disable	The dispatcher remotely turns off the PTT voice function of A member of the group, that PTT function cannot be used
Interrupt call	The calling user has been rejected by the dispatcher, and the interrupt call user has no call rights, who can make the next call normally.
Geo group	The dispatcher can create up to 3 geo groups, whose members are divided into fixed members and temporary members. After fixed member log in to the mobile app, they can view and listening the geo group automatically, and you can enter the geo group manually to talk. Temporary members log in to the mobile APP to view the geo group according to the location settings, if they are outside the setting area, who cannot view the geo group; if inside the area, they can view the geo group, and can enter the geo group manually to talk. Temporary members listening the geo group automatically after entering, and cancel the listening automatically when leaving the geo fence.
Geo-fence	The dispatcher delimits a certain area on the map, when the PTT user leaves / enters the demarcated area, the dispatch map will trigger an alarm and display the relevant information.
PTT	PTT, the Push to Talk Abbreviation.
GPS	GPS is an abbreviation of Global Positioning System, which is a satellite-based positioning system used to obtain geographic location and accurate time information.

THIRD.Product Instructions

3.1 Login / Logout

3.1.1 Login with ICCID

Register and activate the ICCID number on the company's operating platform, and insert the

SIM card corresponding to the ICCID number, Log in under normal network conditions.

3.1.2 Login with IMEI

Register and activate the IMEI number of the terminal device on the company's operating platform, Log in under normal network conditions.

3.1.3 Login with account password

Register and activate the APP account on the operating platform, and set the initial password. On the login screen of the large screen terminal device, enter the account number and password to log in

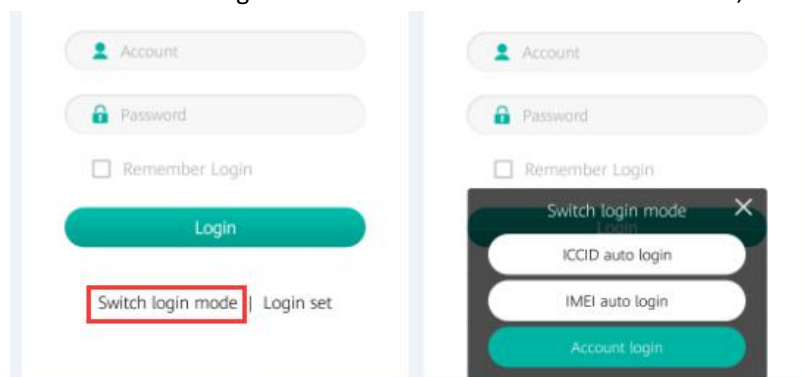
3.1.4 Login application-users can switch login methods

Functional value: meet the needs of different customer login methods;

Scene description:

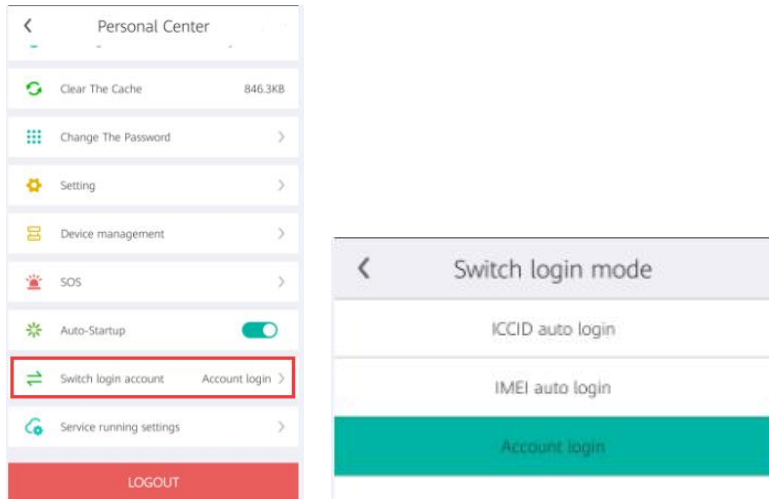
Scenario 1: Select the login method

1. The user starts the APP and displays the account and password to log in by default;
2. The user chooses to switch to "ICCID automatic login" or "IMEI automatic login".
3. The user's next login method is the method selected last time;



Scenario 2: Switching in login mode

1. The user has automatically logged in through IMEI;
2. The user switches to "ICCID automatic login" or "IMEI automatic login" by setting the switching login mode;
3. Switch to automatic logout and log in with the selected method;



3.1.5 Automatic login

At the bottom of the login interface, check "Automatically log in next time" that can realize the automatic login

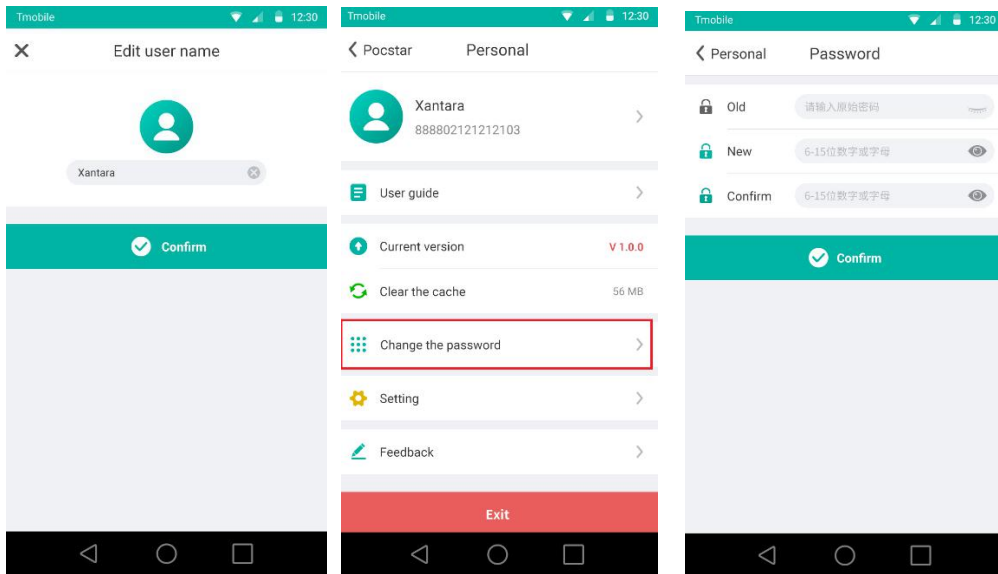
3.1.6 Logout

On the APP application interface, enter the 'Personal Center' menu in the upper right corner and select 'Logout' at the bottom to exit the application.

3.1.7 Modify user name and password

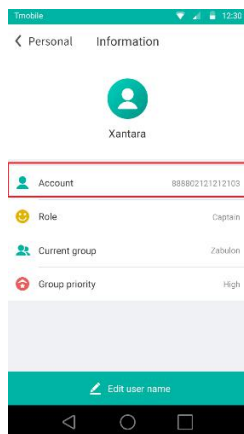
Modify user name: In the APP application interface, enter the "Personal Center" menu in the upper right corner, select the user name, click to enter, the "Account Management" interface appears. Click 'Change Name' at the bottom to enter the modification.

Change password: In the APP application interface, enter the "Personal Center" menu in the upper right corner, select "Change Password", the "Change the Password" interface will pop up, enter the original password and two new passwords, and exit after confirming.



3.1.8 View account information

On the APP application interface, enter the 'Personal Center' menu in the upper right corner, select the user name, and enter the 'Account Management' interface. You can query the account name, account type and other information.



3.1.9 Tips and reasons for common login failures

First: The account password is incorrect. Check the password and re-enter it.

Second: The account does not exist (1) The account input incorrect; (2) The platform to which the terminal version belongs does not match the platform where the account is located.

Third: No network connection, you need to check whether the network connection is normal.

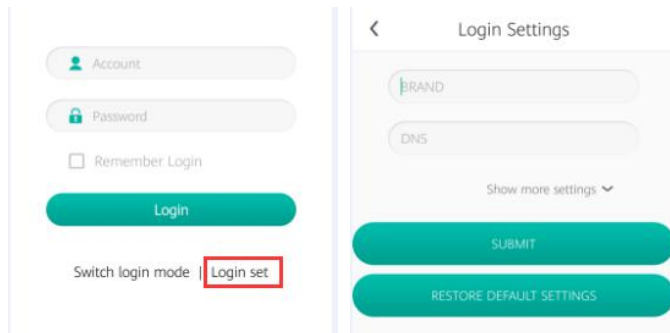
3.1.10 User setting login environment

The default factory version of the application is the POCSTARS public network environment, and customers can set the login environment information;

Functional value: meet the needs of independent deployment and Mini Server environment use version.

Scene description:

1. The user selects "Login Settings" on the login interface;
2. The user enters the environment parameters according to the environment deployment, and the context (ie Brand) and DNS are required items;
3. The user needs to exit the application, re-run the APP, and log in;
4. The user can switch to the POCSTARS public network environment by "Restore default settings" in the login settings;



Remark:

1. User login timeout 30s, prompt: login timeout, the currently configured environmental parameters are incorrect;
2. Currently supported environment parameters: context, DNS, upgrade platform IP (UPGRADE IP), multimedia service address (MEDIA IP), SOS service address (SOS IP), video streaming service address (VEDIO IP), session service address (SESSION IP), Get Member Location Service (GPS IP)

3.2 PTT Voice

3.2.1 PTT Voice

Conventional large-screen PTT terminal devices will have dedicated PTT physical buttons, which generally need to be adapted for use. Ordinary mobile phones without dedicated PTT physical buttons need to perform PTT operations through the UI interface buttons.

After logging in, press and hold the PTT button at the bottom of the interface. When you hear the press PTT Tone, you can obtain the speaking rights, and release PTT to end speaking.


Failed to obtain speaking rights under the following conditions:

- (1) The user offline;
- (2) The user was temporary disable state (refer 3.6.1);
- (3) When there is no free speaking rights, acquire speaking token, When you hear the press PTT tone meanwhile hear the rejected tone ;




(4) Due to the instability of the network, the acquisition of the speak rights failed. After hearing press PTT tone, the rejected tone was heard within 3S



3.2.2 Switch Group

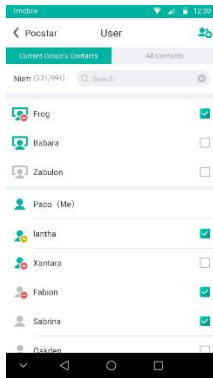
Enter the main interface and select the menu . You can view your own group list, click on the group you want to enter, and prompt 'successful group switching' to achieve group switching

3.2.3 Single call terminal users




Enter the menu  to view the 'Member List' interface that can view all member lists. There is a check box after the corresponding online member. Select the members to be called and click the button in the upper right corner  to form a temporary one-to-one group. Press and hold the PTT button  to realize a single call to other members. When the group is switched, the temporary single-call group is automatically disbanded and a "group dismissal" prompt is received. In addition, when all the group members are silent for more than 60S, they will be disbanded automatically.

The single call fails under the following conditions:

- (1) The other party's voice is free;
- (2) The other party is in a closed state;
- (3) The other party is in another single call or temporary group.



3.2.4 Single call dispatch console

Enter the menu  to view the member list, you can view all member lists. There is a check box after the corresponding dispatcher. After selecting the dispatcher to be called, click the button in the upper right corner  to form a temporary one-to-one group. Press and hold the PTT button  to realize the single call dispatch console function.

Note: The current overseas version does not support single-call dispatch console. It is expected that the January 2020 version will be supported; the domestic version already supports single-call dispatch console.

3.2.5 Single call answer

Function value: users can choose whether to accept single call to supplement application functions

Scene description:

Scenario 1: User B does not turn on Do Not Disturb mode, and turns off auto answer mode

1. User A makes a single call to user B, and B receives a single call request;
2. User B can choose to accept or reject the single call request, B chooses to accept, the single call is successful;
3. A and B can talk in a single call;

Scenario 2: User B does not turn on the DND mode and turns on the auto answer mode

1. User A makes a single call to user B;
2. User B automatically rejects the single call request of user A and prompts user A when (the call right is free, in the single call, in the temporary group, and temporary disable);
3. When the user B is not in the second step, the single call request of A is automatically accepted, and the single call is successful;

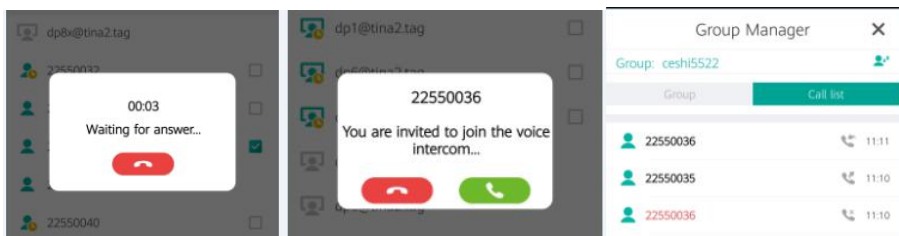
Scenario 3: User B turns on the do not disturb mode

1. User A makes a single call to user B;

2. User B will not receive a single call request, and automatically rejects A's single call request;

3. User A receives the prompt: Single call failed.

4. User B will view the single call request record of user A in the call list;



In addition:


1. The user can select members on the member list page to initiate a temporary call, or create a session to send IM messages;

2. In the single call and temporary group, the message page entered through the member list and menu can currently only view the PTT records of the current single call and temporary group, which does not support sending and receiving IM messages.

3.2.6 Group call

Online members can make one-to-many calls to the current group. All members of the current group can receive the member's call.

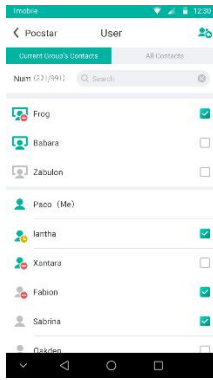
3.2.7 Temporary group call

Enter the menu , view and enter the 'member list' interface, you can view the all members list. There is a check box after the corresponding online member. Select multiple members to call and click the button in the upper right corner to form a temporary one-to-many group. Press and hold the PTT button to realize the PTT function in the temporary group.


The temporary group is disbanded as follows:

- (1) When the creator leaves the group;
- (2) When other members leave the group;
- (3) When all members of the group are silent for more than 60s.

Note: In the current domestic version, the dissolution timeout time is 60s, and overseas is 5 minutes. The January 2020 version is planned to be unified to the default 60s, which can be configured.




3.2.8 Group monitoring

Enter the main interface and select the menu . Click Enter to view the corresponding monitoring button after viewing your own group list. Click the button. When the monitoring button turns green, you can monitor the target group. If you want to monitor all groups, click the long monitor button at the bottom of the interface. The button turns green to monitor all target groups. Click the green monitor button again to cancel monitoring.

3.2.9 Geo-group


Creating an geo group by delimiting an area through the dispatch console. After logging in to the mobile APP, the fixed members can view the geo group and automatically monitor . This monitoring does not support manual cancellation. You can manually enter the geo group and talk. After the temporary member logs in the mobile APP, if the location is outside the set area, that cannot view the geo group; when entering the set area, you can view the geo group, and can manually enter the geo group and talk. Temporary members automatically monitor the geo group after entering , and cancel the automatic monitoring when leaving geo fence. Manual monitoring is not supported.

3.2.10 Query PTT voice records


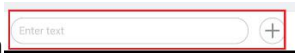
Enter the menu , open the 'message' interface to view all the voice, text, picture, video, location information of the current group. The voice message includes the recording of the PTT recording and the received instant voice message. Click the voice message to play back the voice record and view the user name, sending time and voice duration of the voice sender through the message record. You can switch to more message lists to view the recording records of other groups. After switching the group to view all the information records of the switched group.

3.3 Multimedia messages


3.3.1 View the multimedia message record of the current group

Enter the message menu , open the "message" interface to view all the voice, text, picture, video information of the current group. The voice message contains the recording record of the PTT, Click the voice message to play back the voice record. You can view the voice sender, sending time and voice duration through the message record. After switching the group, you can view all the information records of the switched group.



3.3.2 Send a message to the current group

Enter the menu  and open the 'message' interface. Through , enter text, and click to send. Click on the '+' symbol to send PTT, pictures, videos, location and other information.

3.3.3 sending and receiving multimedia messages in other fixed groups

In the message interface, click the view more button in the upper right corner , enter the 'conversation list' to view the message list of more fixed groups, select other fixed groups to view the message records (including PTT voice, text, picture, location and video), and send multimedia messages (including text, picture, location and video) in this group. Select other groups in the message list, and the current group will not be changed

3.3.4 Send and receive multimedia messages in the conversation group

Enter the menu , open the "message" interface, click the  button in the upper right corner, enter the "session list" interface, there are "group" and "session", select the "session" tab, you can view the list of existing sessions, including one to one Conversation group, and one-to-many conversation group. Click the '+' button below to enter the 'Add Session Members' interface, you can view the list of group members, tick the members you want to have a session, and click the 'OK' button to start the session.

In a temporary conversation, you can send and receive text, pictures, video, location, and voice information.

If the new conversation group already exists in the conversation list, it will automatically enter the existing conversation group, and can view the historical message records.

3.4 Report terminal location

When the terminal online, it will automatically report the position of the machine to the platform by default, and the function switch and the reporting frequency can be set through the dispatch console.

3.4.1 Turn on GPS settings

Turn on the GPS function of the terminal device and report your current location. The general steps for an Android system are: enter the 'Settings' menu, select 'Location Information', and then select Open after entering.


3.4.2 Automatic reporting position to dispatch console

When the terminal is online, the position of the machine is automatically reported to the platform at a certain frequency by default, and the latest reported position of the terminal can be checked through the dispatcher.



The default reporting frequency is once every 30s, which can be set through the dispatcher, and the setting range is: 10-120s;

When the dispatch console closes the terminal position report, the new location information of the terminal cannot be viewed.

3.4.3 Report location to dispatch console


Click the menu  to enter the dispatch console interface, you can view the interworking dispatch console page details . Select the type of location message by sending '+' in the information bar, and the local location is selected for sending to the dispatch console by default.

3.4.4 Send location through multimedia message

Enter the menu , open the 'message' interface. Through , click on the '+' symbol , select the location message type, and send the location message by default.


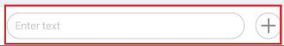
3.5 Message interworking with dispatch console

3.5.1 Receive dispatcher information-view dispatch console information




Click the menu  to enter the dispatch console interface, you can view the historical message records communicated with the dispatch console. The record contains: text, voice, location, picture and video, and displays the user name, the sending time, the voice message

duration, click to play voice.

3.5.2 Send message to dispatcher-send message to dispatch console

Click the  menu to enter the dispatching console interface, through , Enter text and click send. Click on the '+' symbol to send voice, pictures, videos, location and other information.

3.6 Video streaming

3.6.1 Enter the menu , open the video streaming interface, and click the icon below  to start the video streaming return. The dispatch console can receive the video streaming returned from the terminal; after the return is completed, click the bottom  to end the video streaming return.



3.7 Get tips

3.7.1 Get reminder ---- temporary disable by dispatch console

When the end user is temporary disable by the dispatch console, the end user unable to initiate and listen PTT. When initiating the PTT, it will prompt 'temporary disable state, prohibit call'.

3.7.2 Get reminder-interrupt call by dispatch console

When the end user was interrupt call by the dispatch console, the end user's The end user's talk was interrupted and could not be continued.

3.7.3 Get reminder-cross-border reminder

The dispatch console has set up an geo-fence for the terminal. When the terminal leaves the forbidden fence or enters the forbidden fence, you will receive an out-of-bounds prompt: You have crossed the boundary, please pay attention.

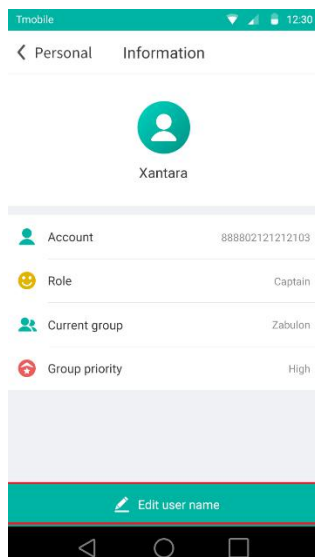
3.7.4 Get reminder-SOS alarm received

When a member of the group where the terminal user belongs initiates an SOS alarm, the terminal user will also receive the SOS alarm prompt: receive the SOS alarm prompt sound, vibration, page to realize the alarm user name and alarm time, click to view the location of the alarm person on the map .


3.8 System settings

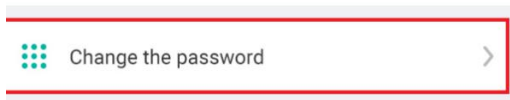
3.8.1 Modify user name

Modify the user name: In the APP application interface, enter the menu in the upper right corner, select the user name, click to enter, the 'Account Management' interface appears. Click 'Change Name' at the bottom, enter the modification, and exit after confirming.




3.8.2 Change password


Change password: In the APP application interface, enter the menu , select 'change password', a personal information interface will pop up, enter the original password and two new passwords, and exit after confirming.



3.8.3 View the current version

In the APP application interface, enter the menu , and through 'current version', you can directly view the current version of the terminal device. Click "current version", when a new version is detected, it will prompt: there is a new version, whether to update. Click "Confirm" to update; click "Cancel" to ignore the new version.

3.8.4 Clear cache

In the APP application interface, enter the menu  and select 'Clear Cache Data'. After clicking, the cache will be cleared automatically to free up space. Clearing the cache will not affect recordings and messages.

Note: Clearing the cache in the current version will cause the historical recordings of single calls and temporary groups to be unable to be played back. The subsequent version will be fixed.




3.8.5 TONE tone on / off setting

In the APP application interface, enter the menu, select the 'Settings' menu, you can see the 'Set TONE tone' menu, click the corresponding on / off button, you can turn on and off the Tone tone, Tone tone includes: push PTT Tone, release PTT Tone, take PTT Tone.




3.8.6 SOS alarm tone

In the APP application interface, enter the menu  and select the 'Settings' menu. After entering, you can see the 'SOS Alarm Prompt' menu and click the corresponding on / off button

to turn on and off the SOS prompt.

3.8.7 View network connection status

In the APP application interface, enter the menu  and enter the 'personal center'. You can view related information through 'Network Connection Status'.

The network connection status indicates the integrated signal strength (mos value) of the signal strength of the current connected network and the signal strength of the PoC server connected to this application. The signal value will be reported to the dispatch console every 5 minutes. The network status is shown in the following list.

等级	UI 展示	中文描述	英文描述
0		断线	Disconnected
1		极弱	Very Weak
2		弱	Weak
3		一般	Normal
4		强	Good
5		最佳	Perfect

3.8.8 View traffic usage

In the APP application interface, enter the menu and enter the 'personal center'. Through 'Data Consumption', you can view related information.

Traffic consumption includes: the cumulative consumption flow of this login and the real-time data transmission rate.


- (1) The cumulative consumption flow pattern is as follows: 9.9K;
- (2) Real-time data transmission rate pattern such as: 12B / S;

3.8.9 View running time

In the APP application interface, enter the menu and enter the 'personal center'. Through 'run time', you can view related information.

The running time is the length of time the application will run after this startup. Logging out will continue to count.

3.8.10 Set PTT shortcut keys

In the APP application interface, enter the  menu, select the 'Settings' menu, you can see the 'Set PTT shortcut key ', after entering, you will be prompted to 'Volume up and down keys, choose one. Automatically save and exit after pressing, press the physical button under the

volume, and set the button as a PTT shortcut key. When the APP is running in the foreground, press this button to obtain the right of wheat; enter the 'Set PTT shortcut key' and click 'Clear settings', you can cancel the PTT shortcut key settings.



3.8.11 Application background settings

Function value: guide users to set the application to keep running in the background to ensure that the application runs normally in the background or off-screen state;

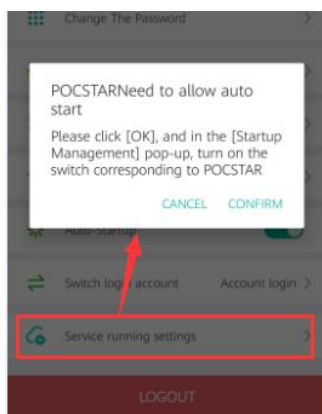
Scene description:

1. The user installs the apk and runs the application. After the login is successful, the user will receive setting instructions for background operation;

2. The application will recognize the device type and pop up the items that need to be set. For example, when using a Huawei mobile phone, it will prompt: POCSTARS needs to be allowed to start automatically. Please click [OK], and in the pop-up [self-start management], switch to the corresponding switch turn on;

3. After entering the system's automatic startup management, find POCSTARS, set the original automatic management to manual management, and choose to turn on automatic startup and background operation;

4. At present, this setting supports Android phones, such as: Huawei, Xiaomi, Samsung, vivo, oppo, and does not support Android walkie-talkies .When used on Android walkie-talkies, it will prompt: the background running setting does not support this model.



3.8.12 User can set message retention time

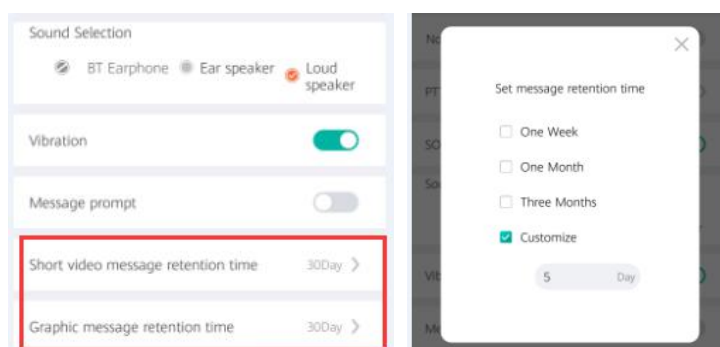
Functional value: The user can set the retention time of the message. When the retention time is exceeded, the message and the message cache are automatically cleared;

Scenario description: Set message retention time

1. In the personal center --- settings, you can set the short video message retention time, the default is 30 days, you can choose: 1 week, 1 month, 3 months, custom, customizable settable time range: 1- 90 days, automatically retained after setting;

2. You can also set the picture message retention time, the default is 30 days, you can choose: 1 week, 1 month, 3 months, custom, customizable settable time range: 1-90 days, automatically retained after setting;


3. After the setting, the pictures and short video messages that the user can view are all within the retention time, and the pictures and short video messages exceeding the retention time will not be viewed;



3.9 Initiating and viewing SOS

In an emergency, the terminal equipment needs to send SOS reminders to other group members and dispatchers for help. At the same time, when other group members send SOS alerts, the group members who are close to receiving the alerts can provide assistance.



3.9.1 Initiating an SOS call

Select the button in the lower right corner of the APP application interface , and press and hold for 3 seconds. The terminal equipment system will automatically issue an SOS alert to the dispatch console and the online members of the group where the machine is currently located.

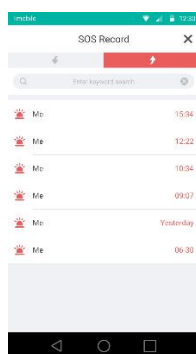
3.9.2 Receive SOS

When a group of terminal device members sends SOS, the terminal device will receive the SOS alarm message, accompanied by receiving the SOS alarm prompt sound and vibration. Pop-up window displays message information: user name, alarm time, click to view the location of the alarm person on the map.

3.9.3 View SOS records

On the APP application interface, enter the menu  and select the 'Personal Center' interface. You can see the 'SOS' menu. Click the button in the upper right corner  to query all SOS call records received and sent by the terminal device. The record includes the username of the sending SOS member, the date and time, and the group. Click on a record to view the sender's location information on the map.

The font of unprocessed records is red; the dispatcher processes the SOS through the dispatch desk.



FORTH. Common questions and answers

4.1 Cannot log in

The login failure is prompted as follows:

First: The account password is incorrect. Check the password and re-enter it.

Second: Account does not exist (1) Check the account and re-enter; (2) The platform to which the terminal version belongs does not match the account

Third: No network connection, you need to check whether the network connection is normal.

4.2 Unable to talk

First: Please confirm whether you have successfully logged into the terminal application software.

Second: Please confirm your current group.

Third: Please confirm whether the network connection is successful.

Fourth: Please confirm whether the keys of the terminal equipment are malfunctioning.

4.3 Unable to locate

First: please confirm whether the GPS position information of the terminal device has been turned on.

Second, GPS signal may be weak, unable to locate;

Third, In the system setting interface, you can select the 'high precision' positioning mode;

Fourth:When the device does not support Google location services, all location-related interfaces cannot be accessed, including: sending location messages, viewing location messages, and viewing SOS details. The map display interface will prompt: the system does not support google play services..

Fifth: The overseas version of the app uses Google's location service. In mainland China, all location-related interfaces cannot be accessed due to the inability to use the Google service, including: sending location messages, viewing location messages, and viewing SOS details. The map display interface will prompt: Google Play services are updating.

4.4 Cannot play back the historical recording of single call or temporary group

Due to the legacy of the current version, after clearing the cache, there is no historical recording of single calls or temporary groups.