Large screen terminal APP application User Manual

Version: BSAPP_V2.1.11

CONTENTS

1. Product Introduction

1.1. Product Introduction

The large-screen PTT application software is a terminal application software that provides an PTT 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 can experience one-click PTT voice, send and receive multimedia information, perform video streaming with the dispatcher, and experience one-key SOS alarm and other functions.
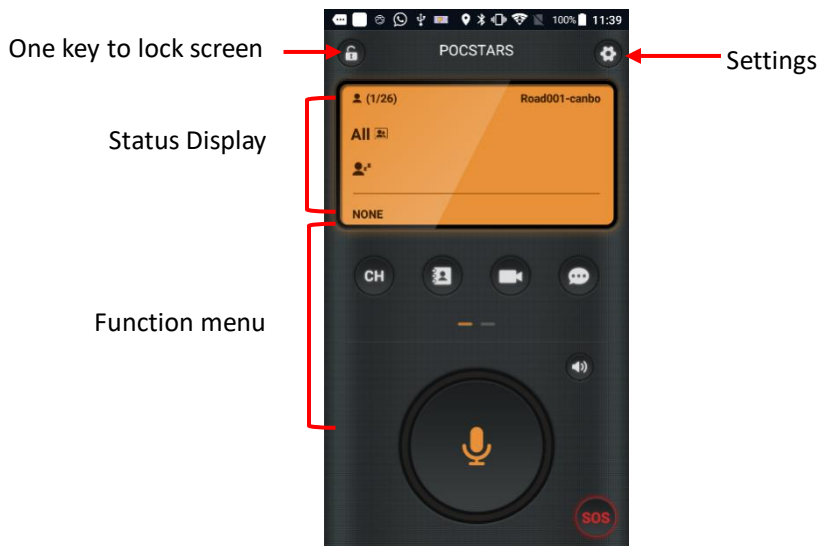
1.2. Obtain APP application software

(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.

2. 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 to enter the application. Please make sure the network connection of the device is normal. 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 monitoring	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 Call	Through Missed call reminder feature to playback up to 10 missed call which due to off-line or network instability caused voice call missed.
Call Alert	When the dispatcher or other members initiate a call and no one answers, the main caller can initiate a call alert to remind the called person to call back. The called person can see the person who initiated the reminder and reply to the main caller in time.
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.

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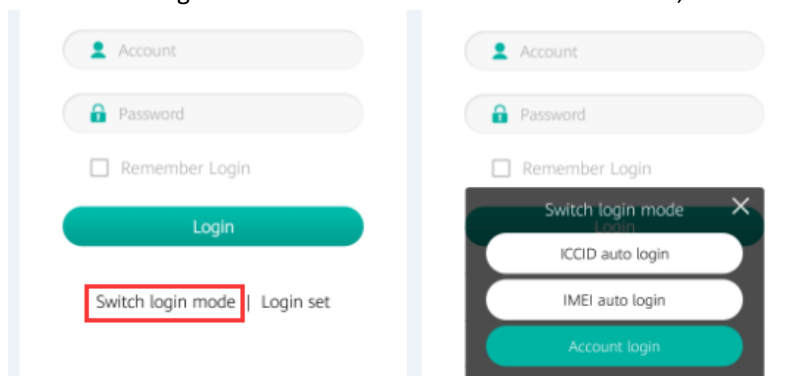
Scenario 2: Switching login mode
1. The user has automatically logged in through IMEI;
2. The user switches to "ICCID automatic login" or "IMEI automatic login" by setting the switching login mode;
3. Switch to automatic logout and log in with the selected method;
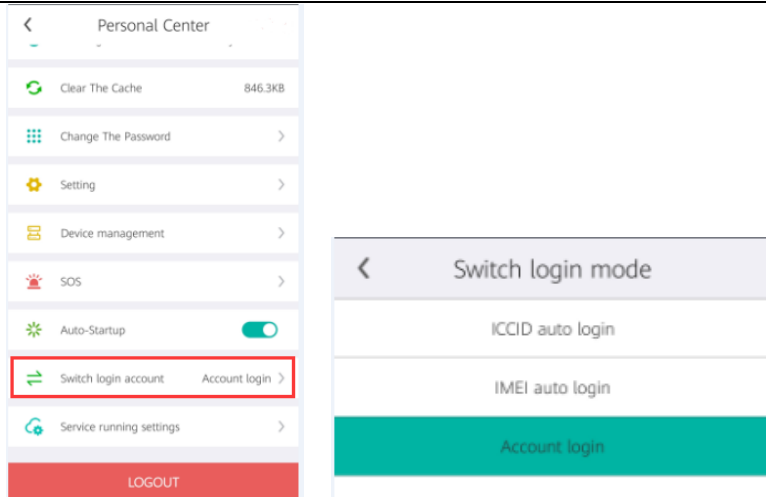
3.1.5 Automatic login

At the bottom of the login interface, check "Automatically log in next time" to 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.
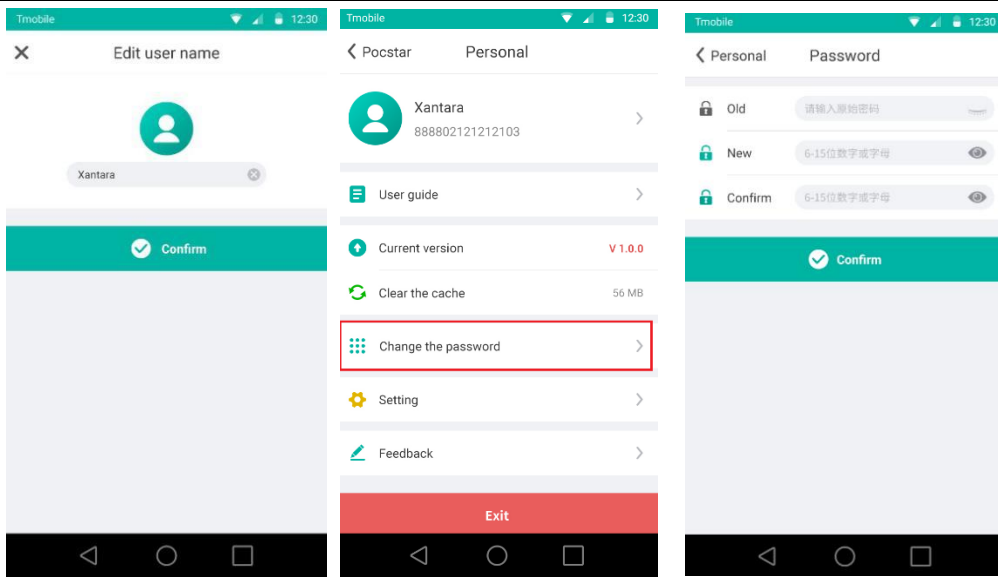
3.1.8 View account information
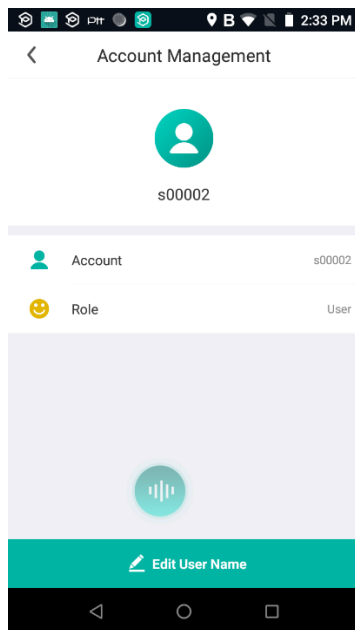
On the APP application interface, enter the 'Personal Center' menu in the upper right corner, select the user name, and enter the 'Account Management' interface. You can query the account name, account type and other information.

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 POCSTAR public network environment, and customers can set the login environment information;

Functional value: meet the requirements of independent deployment and MiniServer environment, and there is no need to release a separate version because of different environments.

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; submit.

3. The user needs to exit the application, re-run the APP, and log in;

4. The user can switch to the POCSTAR public network environment by "Restore default settings" in the login settings;
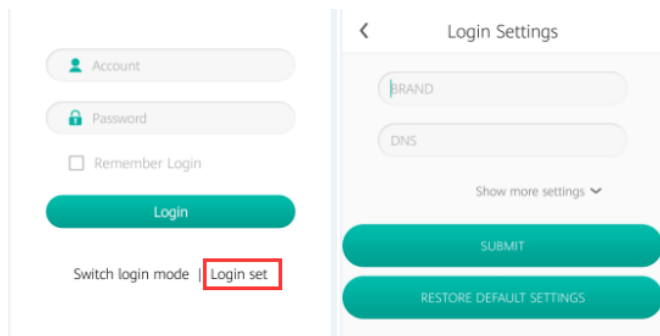
Remarks:

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.

Fail to obtain speaking rights under the following conditions:

(1) The user offline; after hearing PTT tone, the rejected tone was heard immediately.

(2) The user was in temporary disabled state; after hearing PTT tone, the rejected tone was heard immediately.

(3) When there is no free speaking rights, acquire speaking token, When you hear the press PTT tone meanwhile hear the rejected tone ; after hearing PTT tone, the rejected tone was heard immediately.

(4) Due to the instability of the network, the acquisition of the speak rights failed. After hearing 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' pops up and you successfully achieve group switching
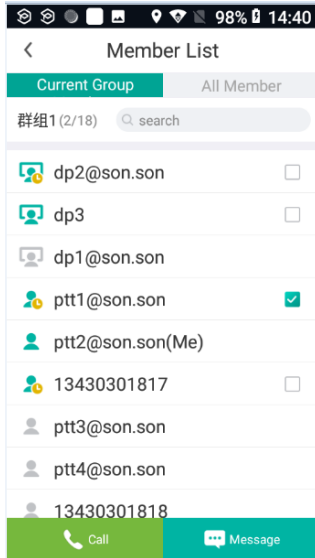
3.2.3 Single call to terminal users

Enter the menu to view the 'Member List' interface that can view current group member list and all member lists. There is a check box after the corresponding online member. Select the members to be called and click the call button at the bottom 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 disband" 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 temporarily disabled state;

(3) The other party is in another single call or temporary group.

3.2.4 Single call to dispatch console

Enter the menu ![icon] to view the member list, you can view current group member list and all member lists. There is a check box after the corresponding dispatcher. After selecting the dispatcher to be called, click the call button at the bottom to form a temporary one-to-one group.

Press and hold the PTT button ![icon] to make a single call to 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 Awhen (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 call button at the bottom 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.
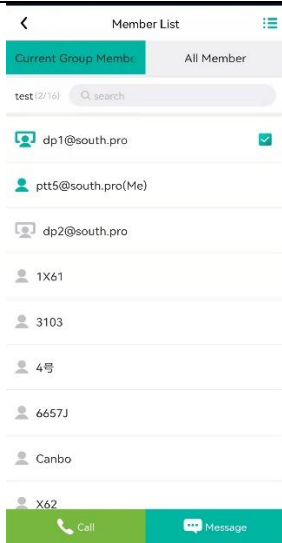
3.2.8 Group monitoring

Enter the main interface and select the menu. After entering, you can see the corresponding monitoring button at the back of your group list. Click the button, and when the monitor button is on, you can monitor the target group. If you want to monitor all groups, click the long monitoring button at the bottom of the interface, and the button status changes to monitor all target groups. Click the monitor button again to cancel.

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. Manually canceling the monitoring is not supported.

3.2.10 Search 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.

3.2.11 Replay the missed calls

Due to off-line or unstable network, users can replay missed call voice through the missed call voice. The maximum number of missed calls is 10.

1) When there is a missed call, it will prompt that there is an unread message. Click the missed call menu to enter the detailed page. You can see the missed call and replay.

2) After switching the group, clear the missed call records.

When the group is not switched, check and playback the missed calls through the "missed call reminder" in the first line of the message list. Enter the detailed page again to view and replay the missed call.
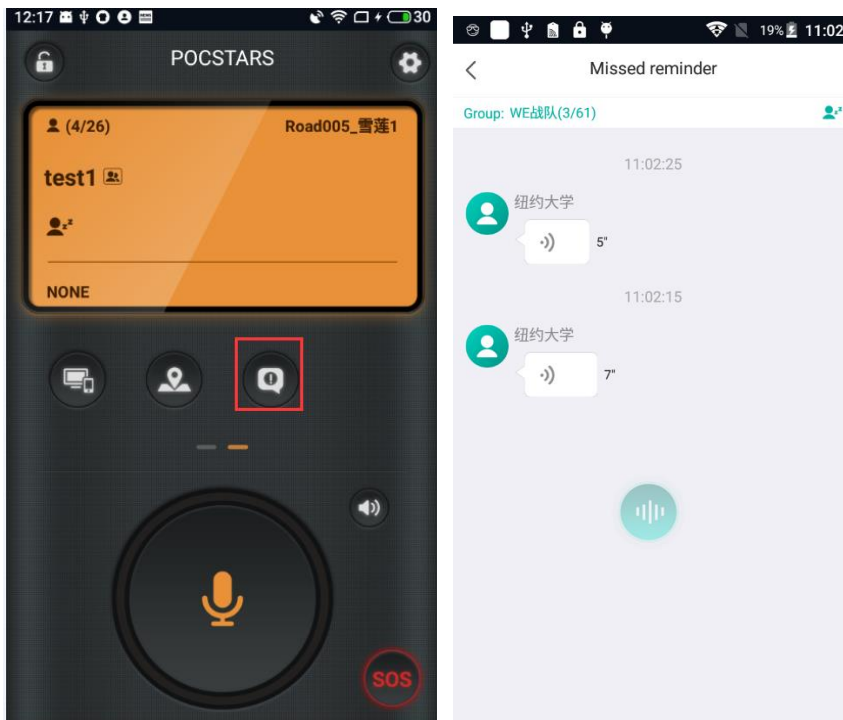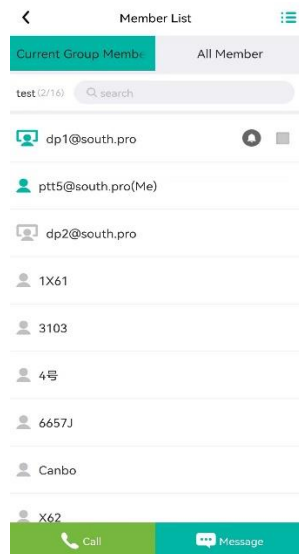

3.2.12 Call Alert

When the company's private call mode is set to be "immediate connection" mode on the admin panel and the call alert function is activated, after the terminal initiates a 1 on 1 call, and no one speaks, the end user can initiate call alert to the called person to remind him to reply to the caller. After receiving the call alert, the called person can immediately reply to the member who initiated call alert by pressing PTT, can move reminders to the waiting list or reject them.

Color definition of call alert icon:

1. The call alert is neither initiated nor received. It is gray by default.

2. The user clicks the gray icon to initiate a call alert to remind the user that he needs to reply to the call. The yellow icon indicates the person who initiated the reminder on his own initiative.

3. This icon indicates that the end user has sent a call alert, reminding that the called person needs to call back. The call alert will be received, and the call alert window will pop up and the bell will ring at the same time.

Initiate and receive call alert:

Enter the member list, select the member to be reminded, and click the callback button to initiate. The reminded party will receive a call alert pop-up window, and a continuous beeping sound will ring to remind the called person.

The reminded party can click the call alert pop-up window, or press the PTT button to call back; or click the reject button to reject the callback.

Waiting list:

The end user can also click the waiting list to move the call alert into the waiting list and reply later. Click the ☰ button in the upper right corner to enter the waiting list, and click the online user to initiate a callback.
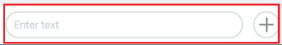
dp1@south.pro
2021-08-31 18:38:54

3.3 Multimedia messages

3.3.1 View the multimedia message record of the current group

Enter the message menu and open the Message interface, you can view all the voice, text, pictures and short videos of the current group. View the sender and the sending time through Message Record. After switching groups, you can view all message records of the 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 'session 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 short video), and send multimedia messages (including text, picture, location and short 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 positioning function is turned on, after the terminal goes online, the position of the terminal will be automatically reported to the dispatch console. The positioning function switch and reporting frequency can be set through the dispatch console, and the positioning function switch is turned off by default.

3.4.1 Turn on GPS settings

Turn on the GPS function of the terminal device and report your current location. The general operation is to enter the system "Settings" of the terminal device (not the settings menu of the app). The general steps for an Android system are: enter the 'Settings' menu, select 'Location Information', and then select to turn on after entering. Each terminal device is located in different menus, and it is turned on according to the actual situation.

3.4.2 Automatic reporting position to dispatch console

When the terminal is online, the position 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 dispatch console.
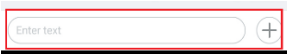
The default reporting frequency is once every 30s, which can be set through the dispatcher, and the setting range is: 10-120s;

The dispatch console can close the terminal position reporting.

3.4.3 Report location to dispatch console-via sending location information

Click the menu to enter the dispatch console interface, you can view the detailed page with dispatch console. Select the type of location message by clicking '+' in the information bar, and the local location of this terminal is selected to be sent to the dispatch console by default.
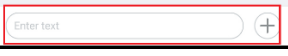
3.4.4 Send location through multimedia message

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

3.5 Communicating with dispatch console

3.5.1 Receive message from dispatcher

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

3.5.2 Send message to dispatcher

Click the [icon] menu to enter the dispatch console interface and you can see the message list communicated with dispatch console. Through [Enter text +] , 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 Sending back video: the terminal actively sends real-time video to the dispatch console

Click the [icon] menu, enter the video streaming interface, and click the icon [icon] below to send back the real-time video. The dispatchers can receive the real-time video sent by the terminal at the dispatch console; When the sending is over, click [icon] below to end.

3.6.2 1to1 Private call----one to one two-way video streaming

Enter the menu, enter the video streaming interface, click the video single call button in the lower left corner, enter the list of video single call member list, select one member to make video call, click the video button in the upper right corner, initiate the video single call invitation and wait for the other party to answer. After the other party answers, enter the two-way real-time video call page.

The other party can also hang up.
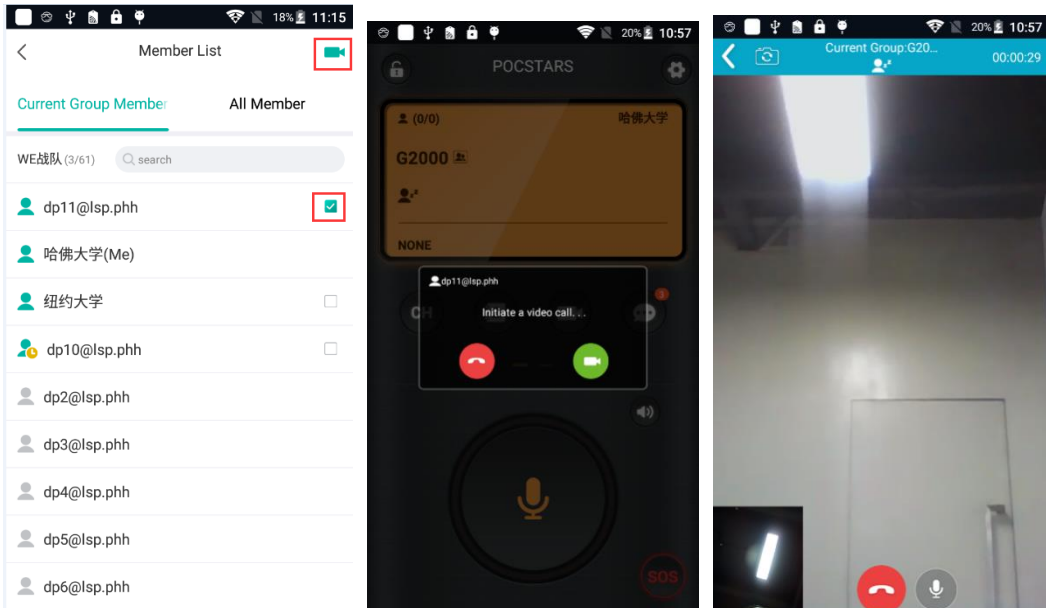
3.6.3 Video single call records

Click the Records button, the user can search the records of real-time video single call, and call back.
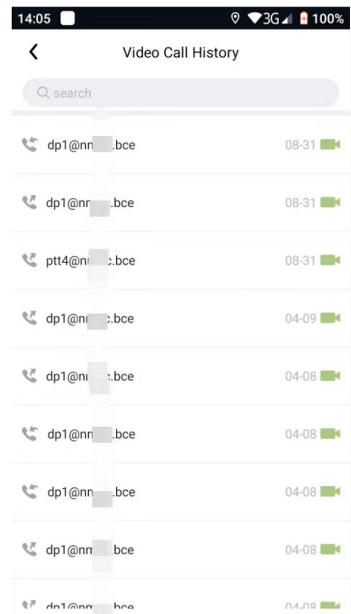
3.7 Map

The user can view the location of other members of the current group through the map function;as well as view the landmark details.

3.7.1 View user location

Enter the "Map" menu. The map displays the location of all members of the current group as a user icon. Click the user icon to view the user's details which includes: user name, account number, user status, distance, location update time.

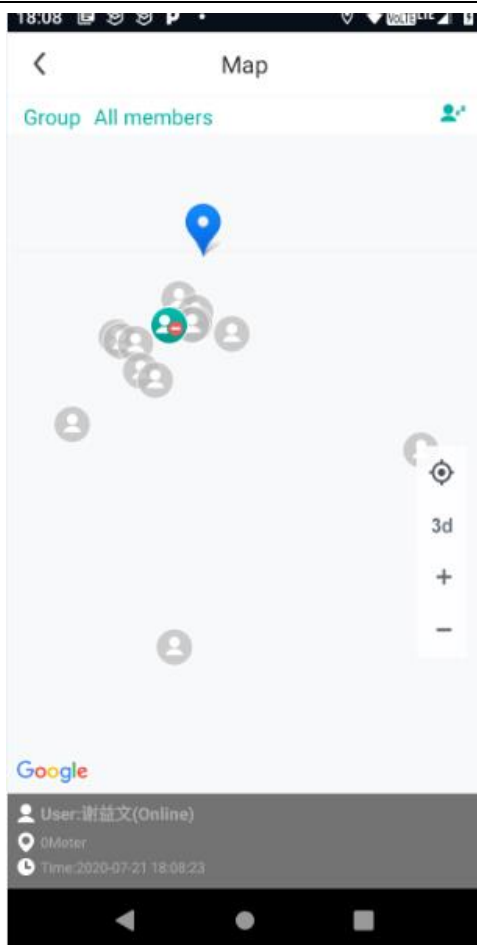User icon style description:

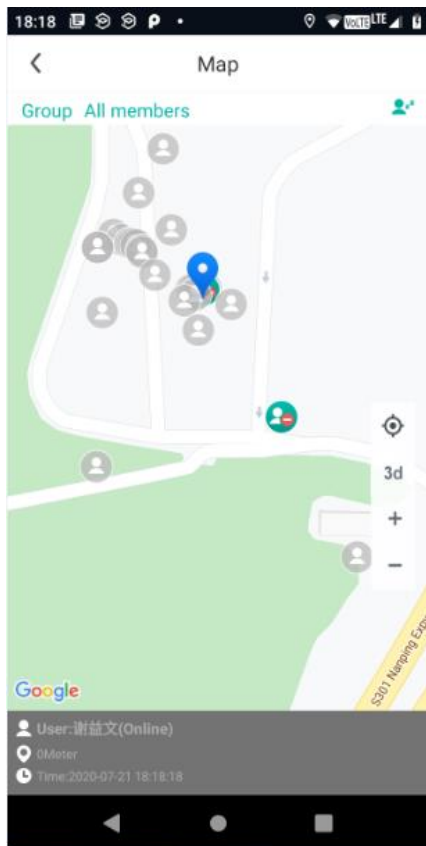：User online

：User offline

：Temporary disabled

3.7.2 View location details

Enter the "Map" menu, and click the landmark on the map to view the details of the landmark, which includes user name, distance and time.

3.8 Get reminders

3.8.1 Get reminder ---- temporary disabled by dispatch console

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

3.8.2 Get reminder-interrupt call by dispatch console

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

3.8.3 Get reminder-out of Geo-fences 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, it will receive a prompt: you have crossed the boundary, please pay attention.

3.8.4 Get reminder-receiving SOS alarm

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, including the SOS alert, prompt sound, vibration, and the page displays the user name and alert time. Click to view the location of the   person who send alert on the map .

3.9 System settings

3.9.1 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, and the 'Account Management' interface appears. Click 'Edit User Name' at the bottom, modify, and exit after confirming.
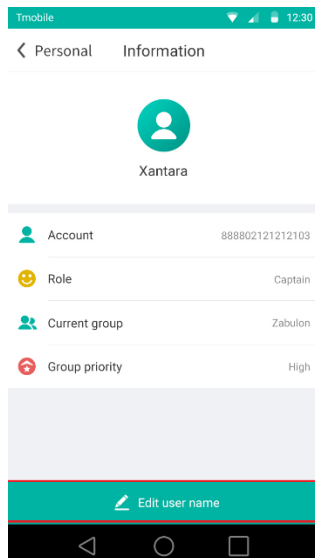
3.9.2 Change password

Change password: in the APP application interface, enter the menu ⚙, select 'change password', and a personal information interface will pop up. Enter the original password and the   new passwords twice, and exit after confirming.
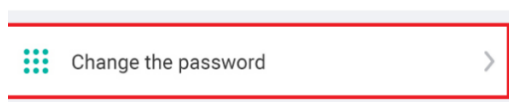
3.9.3 View the current version

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" to check if there is a new version. If there is a new version, it will prompt: there is a new version, whether to update. Click "Confirm" to update; click "Cancel" to ignore the new version.

3.9.4 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 replayed. The subsequent version will fix this issue.


### 3.9.5 TONE tone on / off setting

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

3.9.6 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.

3.9.7 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.

Icon	Status
.ull	Disconnected
.ull	Very Weak
.ull	Weak
.ull	Normal
.ull	Good
.ull	Perfect

3.9.8 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;

3.9.9 View running time

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

The running time is the length of time that the application runs after this boot. If you log out, and do not exit the application, the timing will continue.

3.9.10 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.

Setting PTT   Volume_Down >

3.9.11 Set floating PTT button

Through click the floating PTT button to initiate an voice call on any page of the APP or when the application exits to the background. The floating PTT button is turned off by default.

Turn on the floating PTT button

Enter the menu, select the "Settings" menu. After entering, you can see the "Floating PTT" menu, and you can click to turn on it. The permission of "display on the upper layer of other applications" is required. After permission, the PTT button will be displayed. Press and hold the PTT button to initiate PTT; The position of the floating PTT button can be moved at will.

Turn off the floating PTT button

Method 1: Click the "Floating PTT Button" setting switch --->Turn off/on the floating PTT Button, after turning off, the floating PTT button will no longer be displayed;

Method 2: When the application is running in the background, drag the floating PTT button to the bottom of the screen to display the deleting button. When the floating PTT button is dragged to the delete button position, a confirmation will pop up. Choose Confirm to turn off floating PTT button..
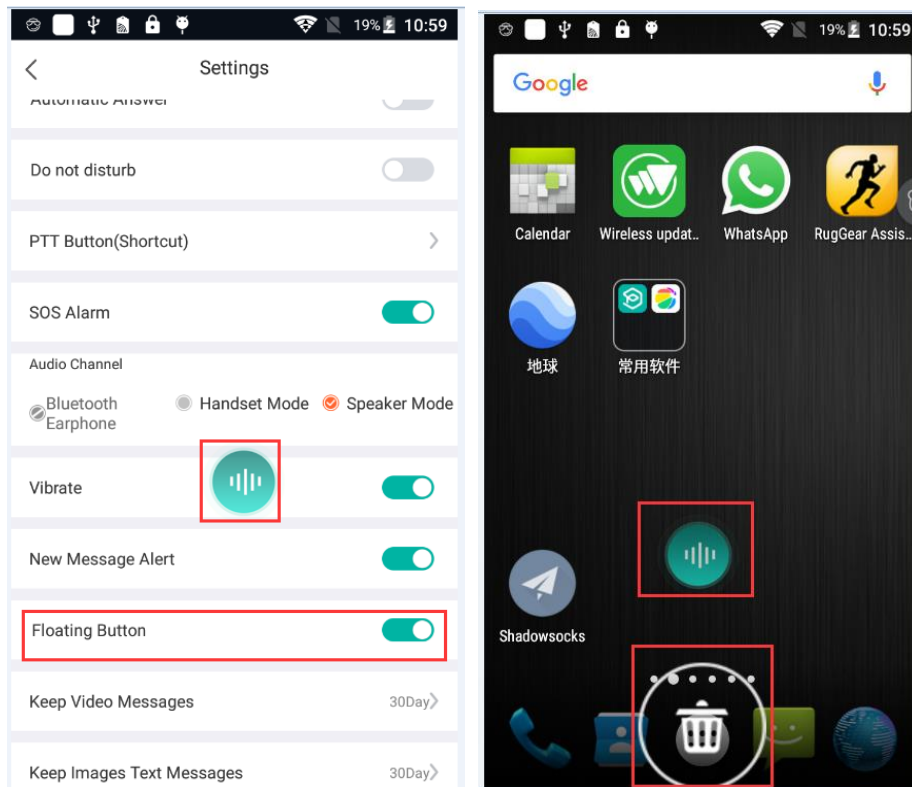
3.9.12 Application background settings

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;

Scenario 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: POCSTARSS 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 POCSTAR, set the original automatic management to be 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.
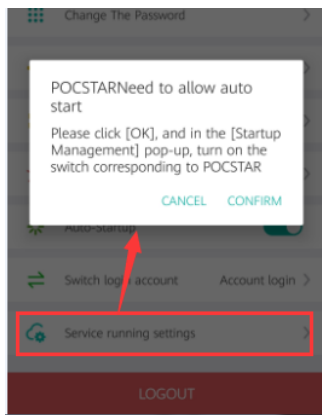
3.9.13 Set font size

In the setting interface, click "Set Font Size", enter the setting font size interface, and you can change the APK default font to be the Big Font Mode.

3.10   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.

3.10.1 Initiating an SOS call

Select the button in the lower right corner of the APP application interface ![SOS], 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.

3.10.2 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.

3.10.3 View SOS records

On the APP application interface, enter the menu ![menu] and select the 'Personal Center' interface.

You can see the 'SOS' menu. Click the button in the upper right corner ![icon] 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.
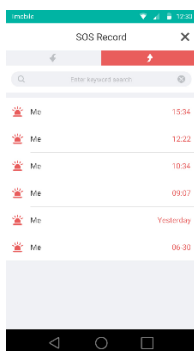
4. Common questions and answers

4.1 Unable to 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: for overseas App, 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 Unable replay 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.

4.5 When the location permission is set to run only in use, you cannot enter the app.

Since 9.0 version, Android's system permission settings have added "Permitted Only in Use". The permission to locate and report must be allowed at any time, otherwise it cannot be located.