TELUS Link™

iOS User Guide

Contents

Introduction

Overview

TELUS Link is a Push To Talk® (PTT) mobile wireless service provided over our 4G (HSPA/HSPA+) and 4G LTE networks. PTT allows you to connect instantly with team members, at the push of a button. It's like a walkie-talkie with the coverage, cost efficiency, and advantages of the latest wireless phones.

Key Features

- Instantaneous response

- Instant Talk and Instant Message

- Highly scalable instant communications between individuals and groups

- Two types of group communications: Radio Channels and Broadcast Groups

- 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

- Web-based management interface providing contact and group management

- Bluetooth capability

- Presence status can be set to 'Online', 'Page-Me' or 'Busy' mode

- Secure conversations

- Closed-loop solution – access limited to authorized users only

Client Installtion

Prerequisites

- iPhone 4, 4s, 5, 5c, or 5s device
- iOS 7
- An active mobile data plan or Wi-Fi connection

Download and Installation of iPhone Application

The TELUS Link application has to be downloaded from the AppStore.

- Search for the **TELUS Link** application, and tap to install. The application should now begin installing as shown below:

- Press the **TELUS Link** launcher icon to start using the application, as shown in below image.

- Enter your phone number and click the **Send** button to send a text message with an activation code for your phone.
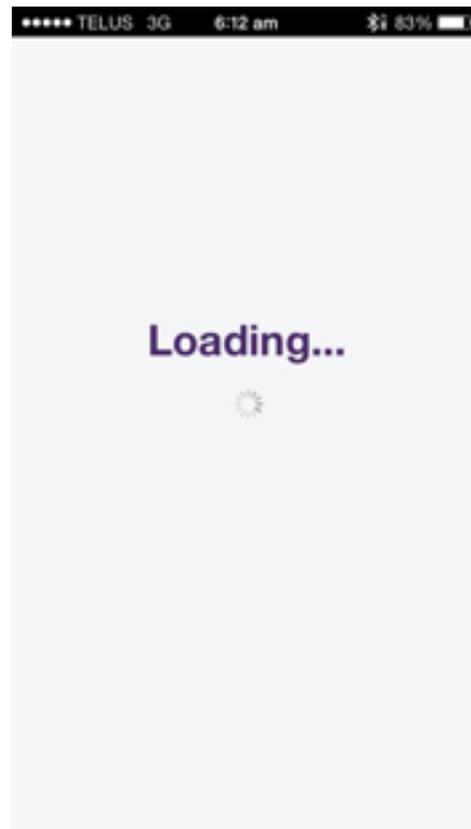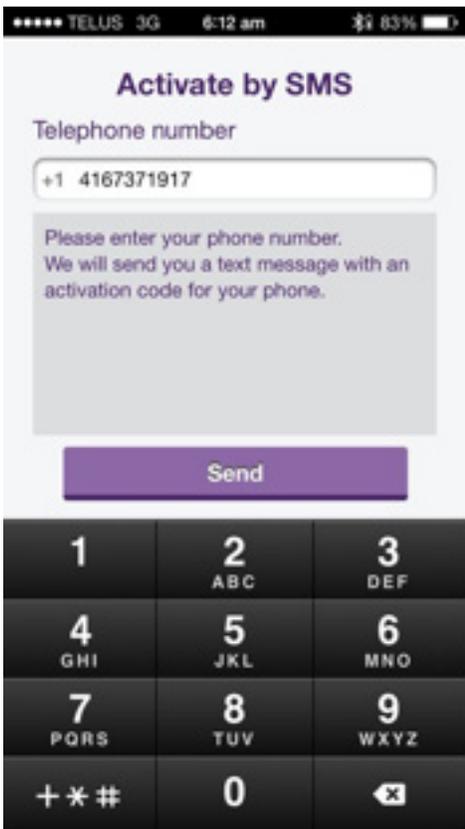
- To continue authentication, enter the code you received in this field.
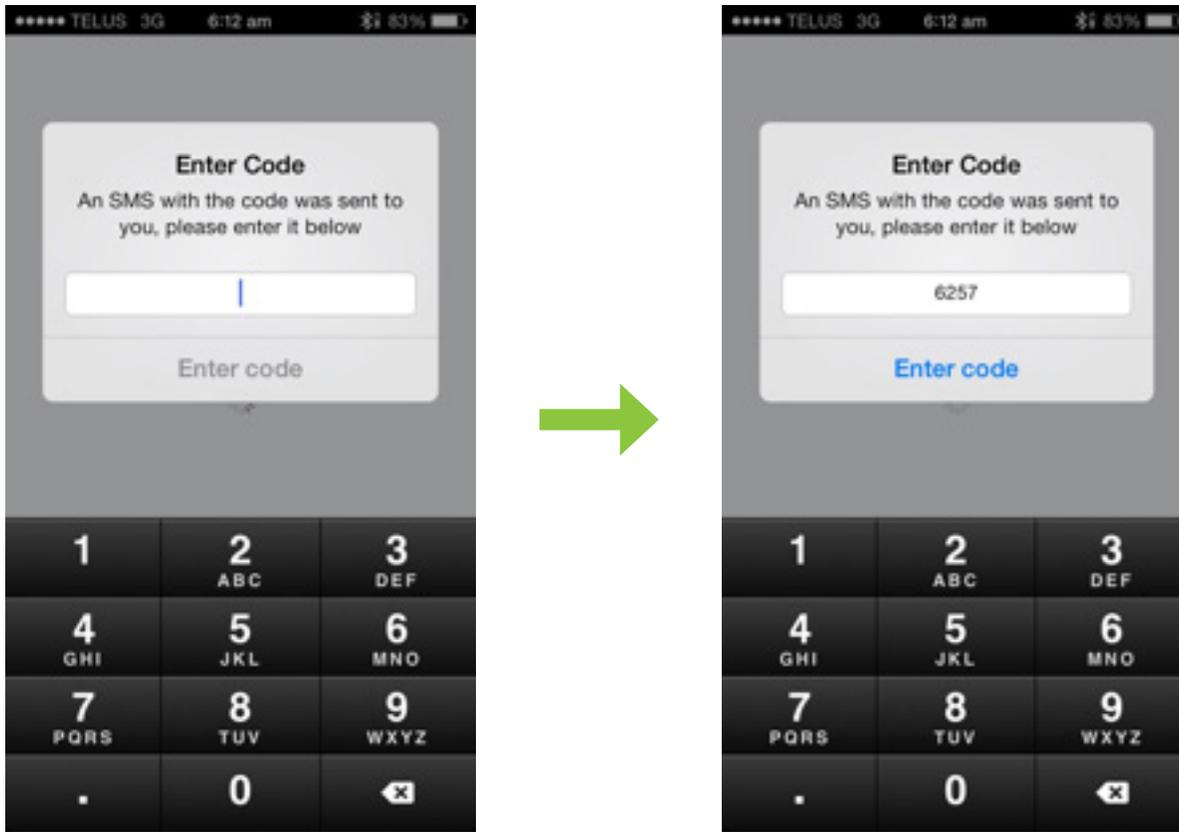
- After authentication, you will be prompted to sync the phone book on your device (optional). If you select **Start**, the application will go through the phone book and sync users to your TELUS Link Contact List.
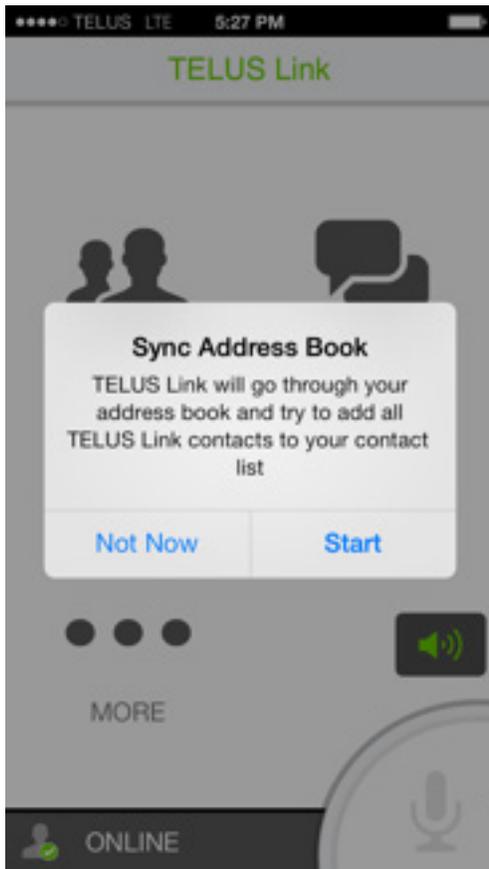
- Now, the Home screen of TELUS Link appears and you are connected.
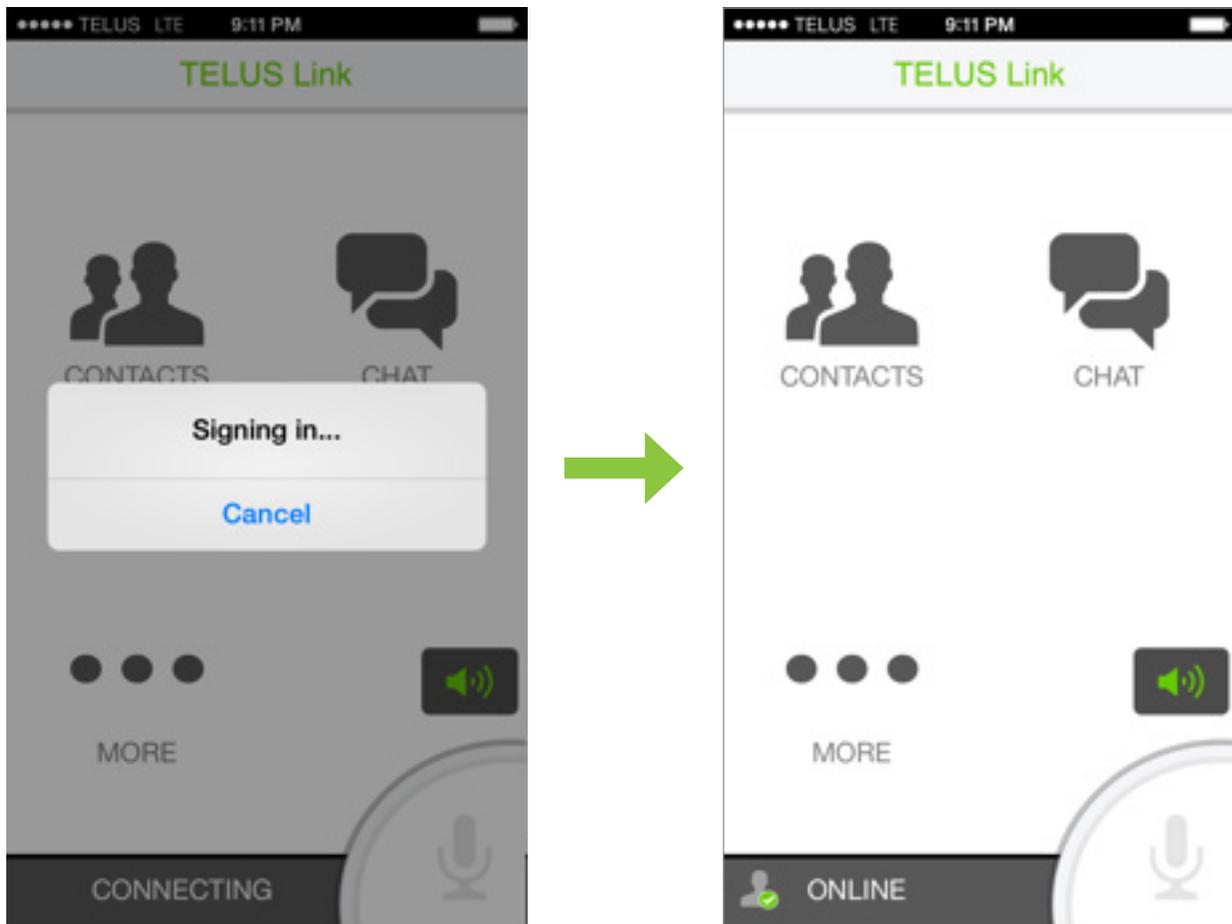
Best Practice Tip: Set a home screen **TELUS Link** shortcut. After 1 minute of inactivity, **TELUS Link** runs in the background.

Navigating The TELUS Link Application

Knowing the Tiles

The **Home** screen of **TELUS Link** shows the below tiles:
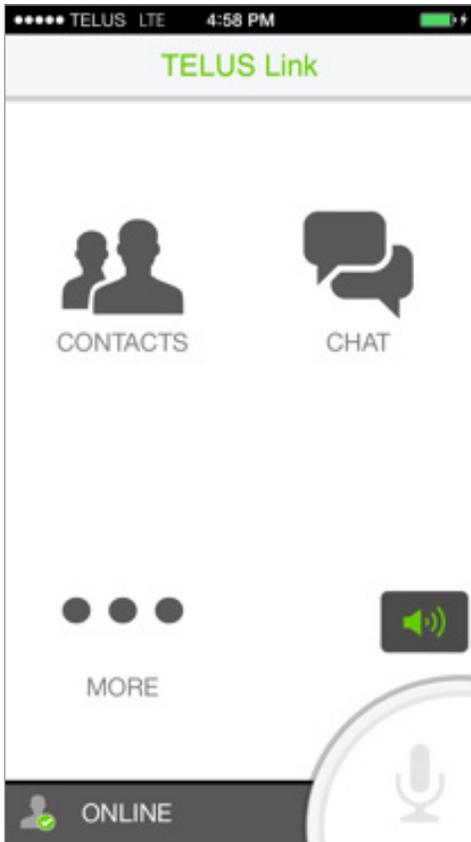
- Contacts: This is where your contacts are displayed. You can add contacts from groups or by searching for them.
  Note: Until you populate this tab with your personal contacts, it will be empty.

- Chat: This displays sent and received instant messages.

- More: This categorizes more options.

Each Tile can be selected by tapping on it. Each of these tiles are covered in detail in subsequent sections.

Knowing the Group Types

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, and broadcast calls take precedence.

- Can be specified as a default group
- Most customers will likely have only one default radio channel and the remainder as broadcast groups unless the customer desires dynamic channels where they can switch to between them

- Broadcast Groups:
  - Static group members defined in the TELUS Link Manager
  - 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.

Setting your Presence Status

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

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

1 Tap the **More** tile from the Home screen to view its options.
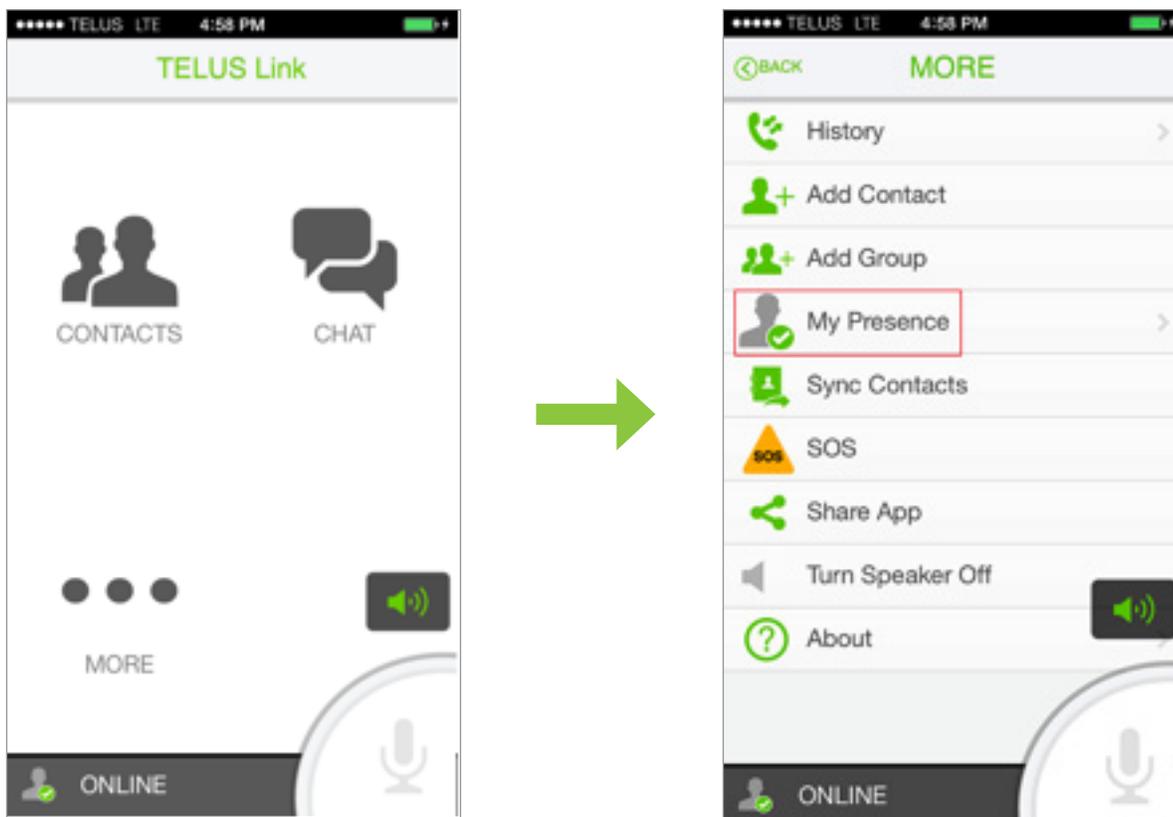
2 Select the **My Presence** menu option to view the various statuses.
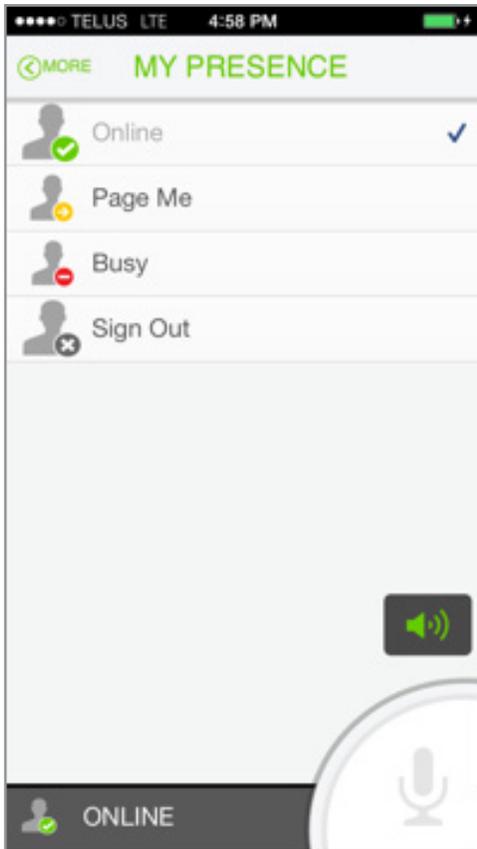
3 Select the desired Presence status: **Online**, **Offline**, **Busy** or **Page-Me**.

	Online: User is Online
	Offline: User is Offline
	Busy (Do not disturb): User cannot 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

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

Important Notes:

- When the status is set to Busy and a call is made, the status automatically updates to Online.
- When the status is set to Page-Me, outbound calls can be made without affecting the status.

Managing Your Contacts

The **Contacts** tile displays all the contacts present on the server.

Adding New Contacts

All contacts and groups for a particular contact are stored on the server. When TELUS Link 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.

There are two ways to add a contact to your Contacts tab:

1 Selecting a contact from an existing group

2 Adding a contact by searching

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 the ● ● ● icon against the group whose group members you want to view. This opens the further context menu options.

3 Press the View Group Members option to view the selected group's members. Press and hold the desired contact name and tap the Add to Contacts option. The name of the contact will now be listed in your Contact list, under the Contacts tab.
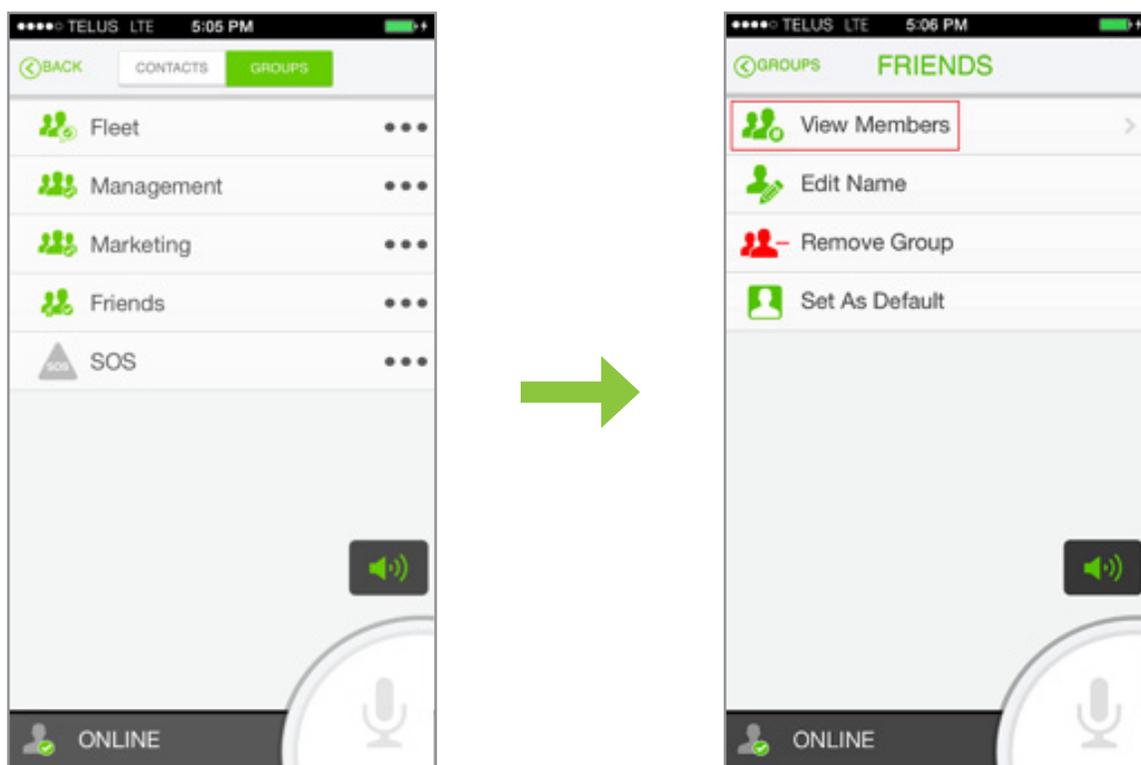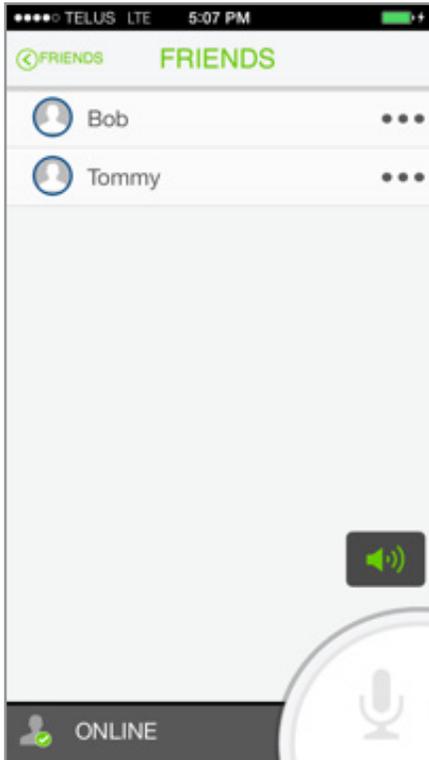
Adding Contacts by Search

You can add a contact by searching by either User ID or User Name. User ID consists of a 'country code' followed by the user's mobile phone number. The user's name is their Display Name. You can search by User Name by entering just the beginning letters of a user's Display Name.
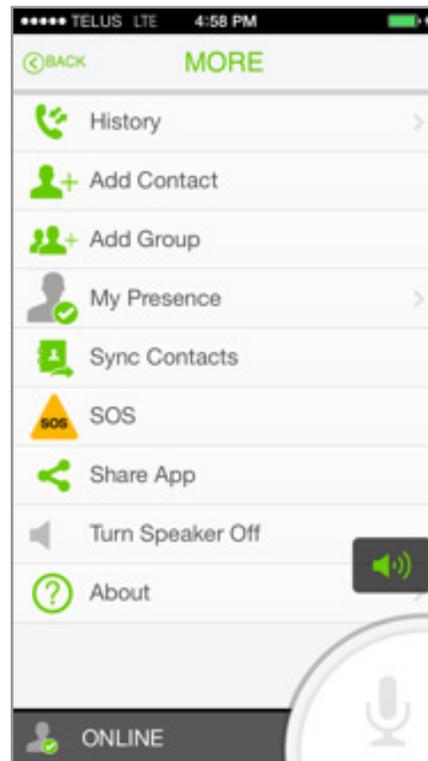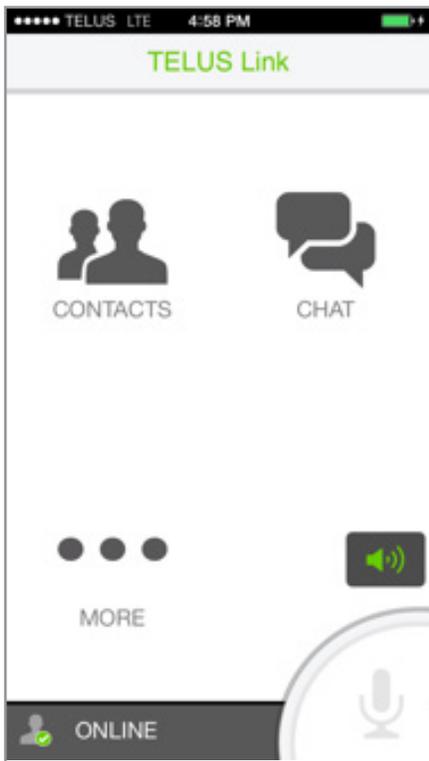
- Enter either a User Name or the full User ID. If one or more matches are found from the filtered results, tap the desired matching result to add to your Contacts tab.
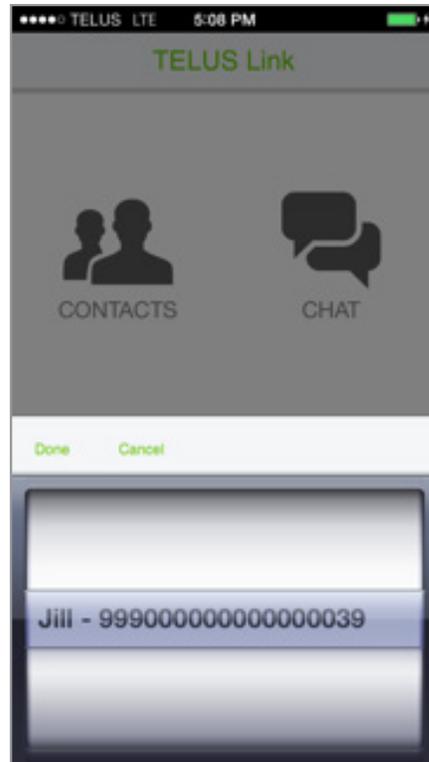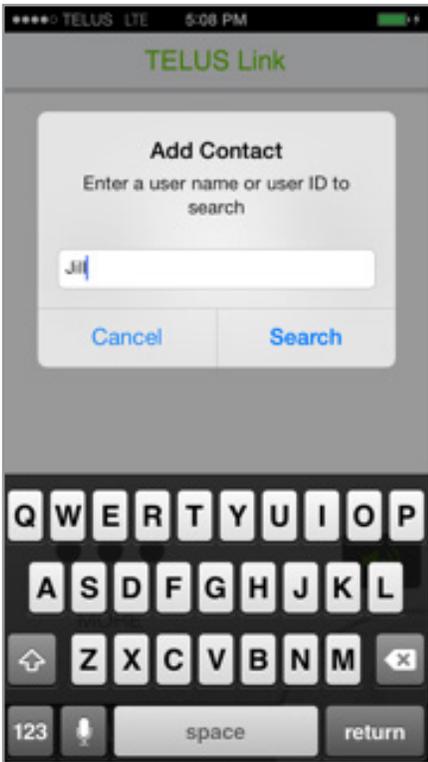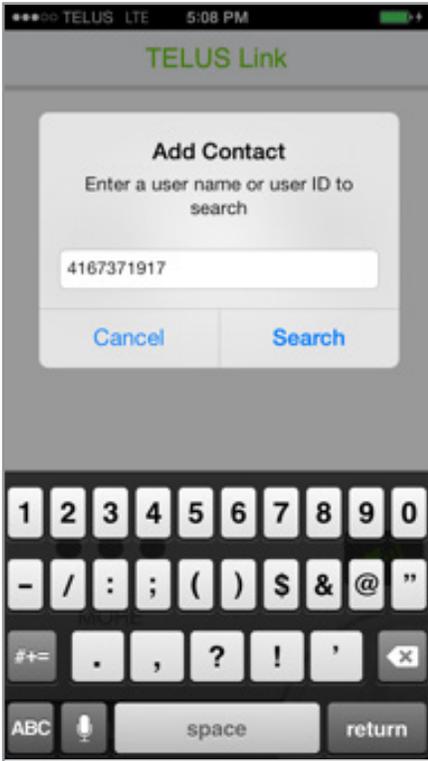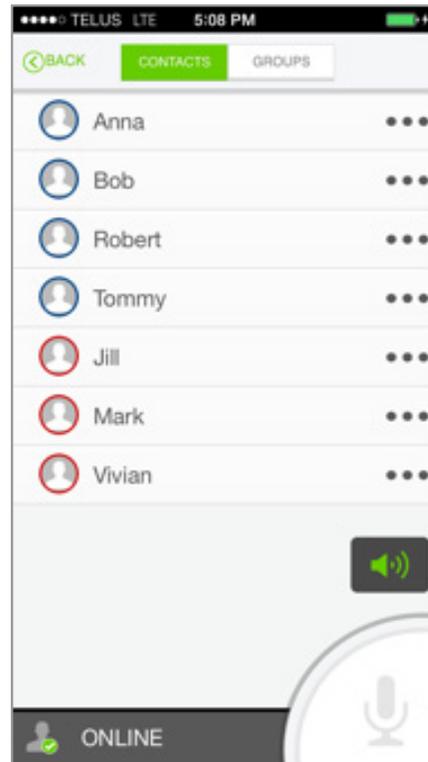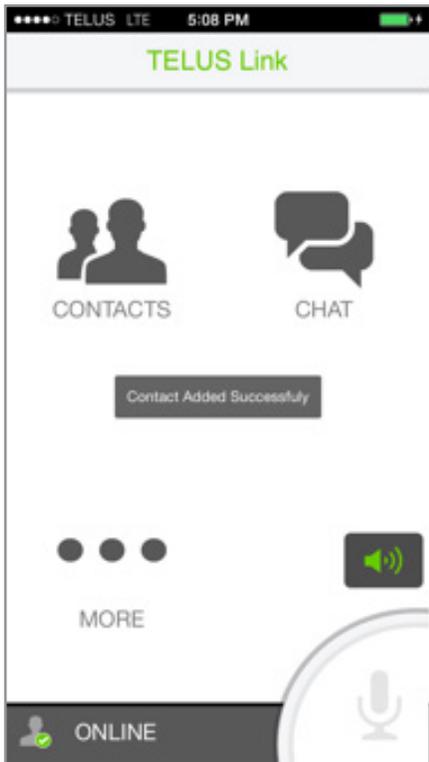
Editing a Personal Contact

You can edit the Display Name of your contacts to make them easier to identify if desired.

1 Press and hold on the contact you wish to edit to display the context menu options.
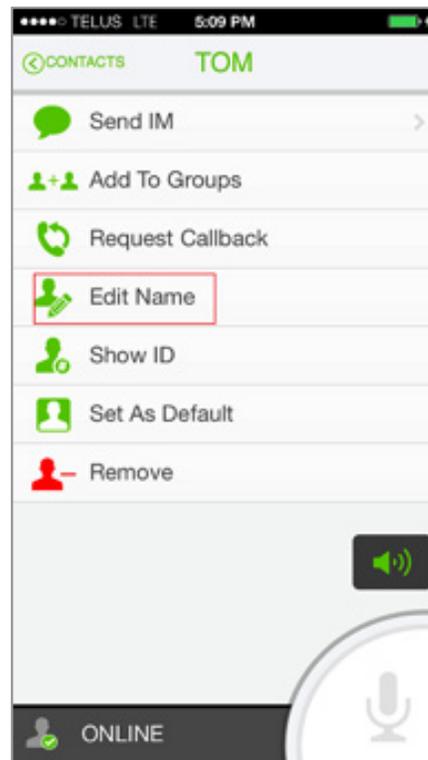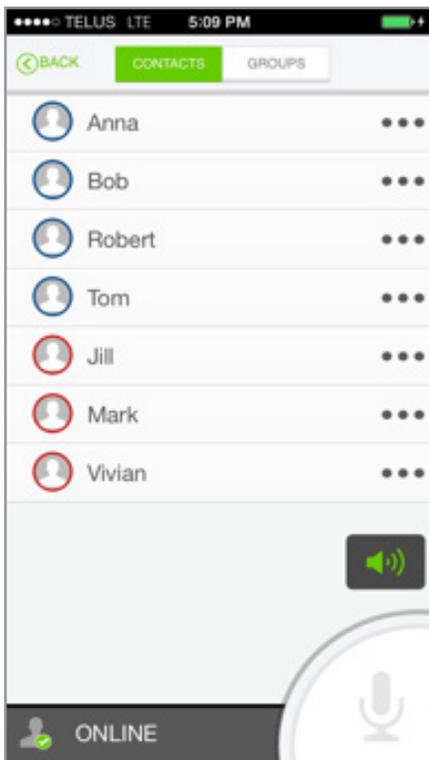
2 Select Edit Name from these context menu options to view the **Change Name** window.

3 Enter a new Display Name and press **OK**, as shown in the image below. The contact will be renamed in the Contact List.

13
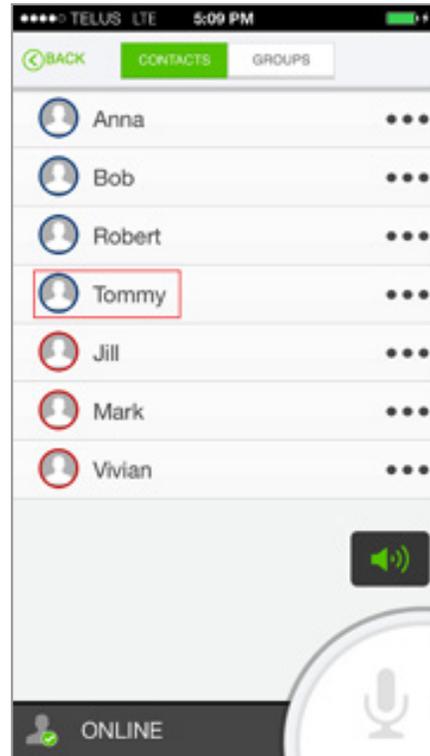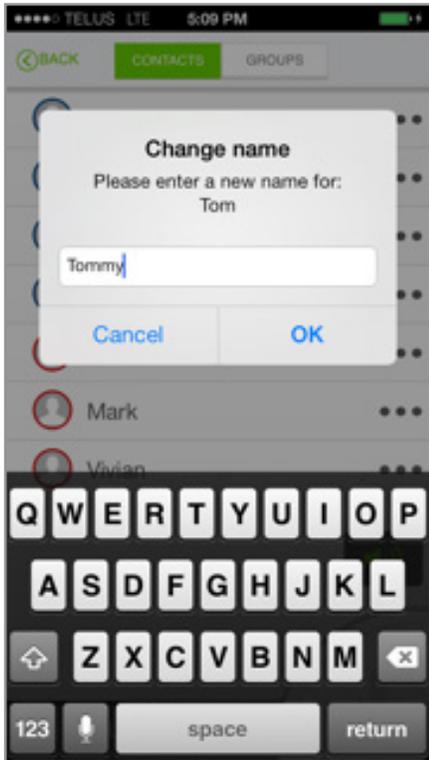
Removing a Contact

Press and hold the contact which you wish to remove. Tap the Remove option from the selected contact's context menu options.
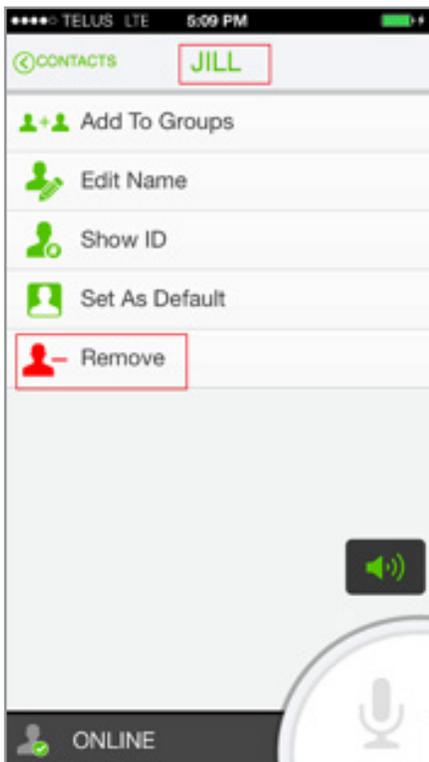
Making a Call

Best Practice Tip: Be sure to wait for the proceed tones (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.

Making a One-to-One Call

You can make a one-to-one call from the Contacts tab to any available contact.

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 by tapping the display icon 👤 to the left of the contact name. The contact name will be highlighted and the **PTT Call Button** will turn green.
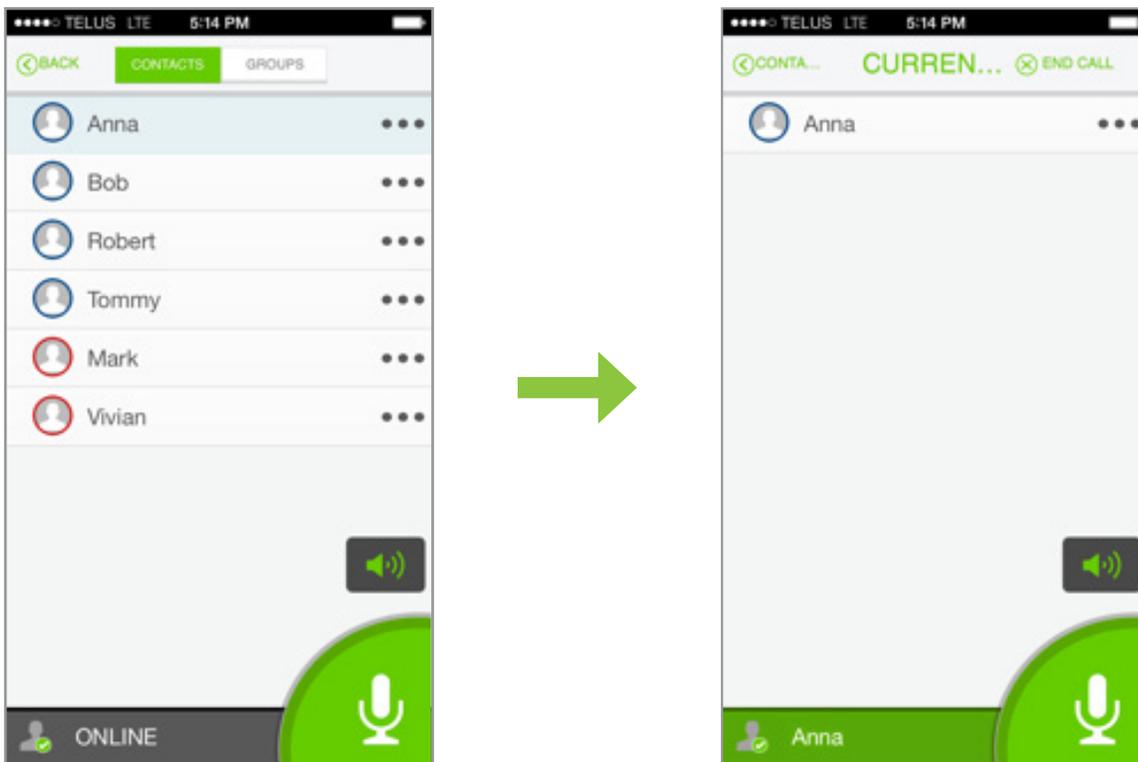
3 Press and hold the green Call button. You can view the caller's name at the bottom of the screen and under the **Current Call** tab. Continue to hold and begin speaking after hearing the three quick beeps. Release the Call button when you are finished speaking to allow the caller to reply. When the Call Button is released you will hear two quick beeps.

Making an Ad Hoc Group Call

You can make a one-to-many, Ad Hoc group call. An Ad Hoc call is the same as a one-to-one call, except you select multiple users from either your contacts or group members list. Tap the icon to the left of the Display Name for all desired contacts. Begin the conversation as usual.

Set Contact/Group as Default

Go to the **Contacts** tab and tap the ● ● ● icon beside the selected contact to view the contact's context menu options. Press and hold on the contact/group you wish to set as a default and press the **Set as default** option. Only when a contact/group is set as PTT default, will the PTT call button be enabled (green) continuously.
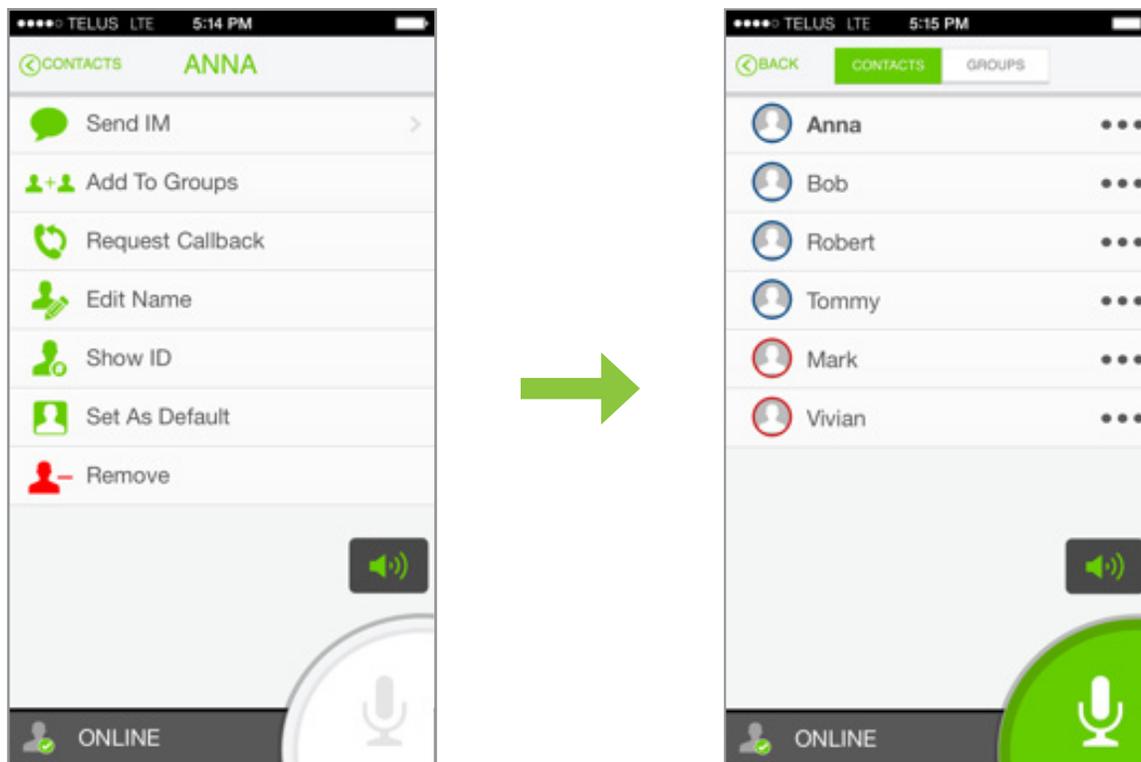
Now you can make a call to your default contact without first selecting their Display Name. Simply press and hold the green Call button. The contact name appears as bold (after it is set as default).

If required, you can also cancel (override) the default PTT Contact/Group.

Go to the Contacts tab and tap the ● ● ● icon to view the contact's context menu options. Press and hold on the contact/group you wish to set as a default and press the Override Default option.
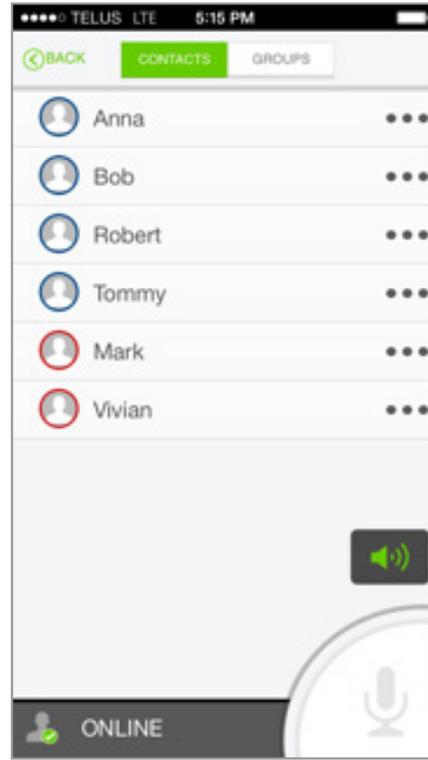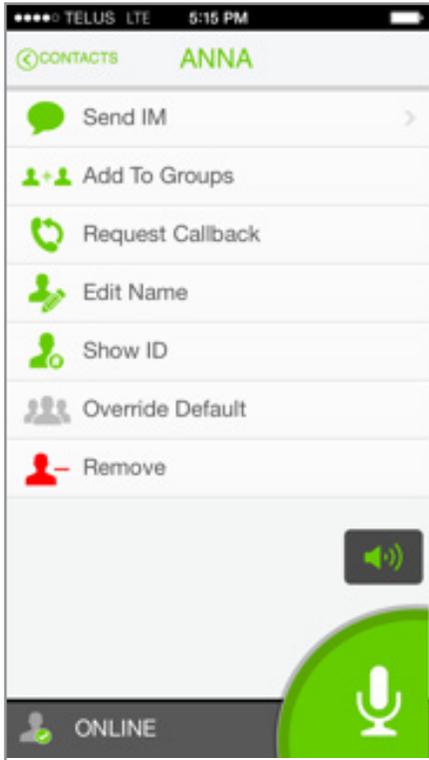
Sending an Alert to a Contact

An alert can be sent to a contact requesting a one-to-one call with them. To send an alert, press and hold the particular contact's Display Name to open the context menu options. Then, select Request a Callback. An alert will be sent to the contact. If the contact accepts, a call is initiated.
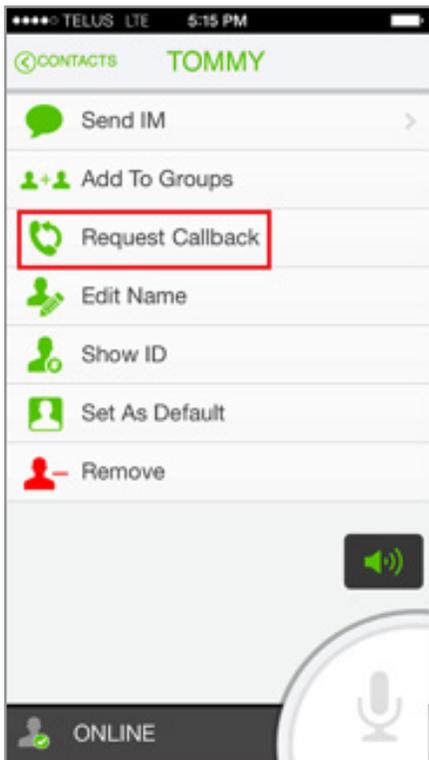
Managing Groups

Creating a Personal Group

1 Go to the Home screen and press the More tile to view its options.

2 Select the Add Group option. This opens the Add Group window. Give your personal group a name and press Add to save.
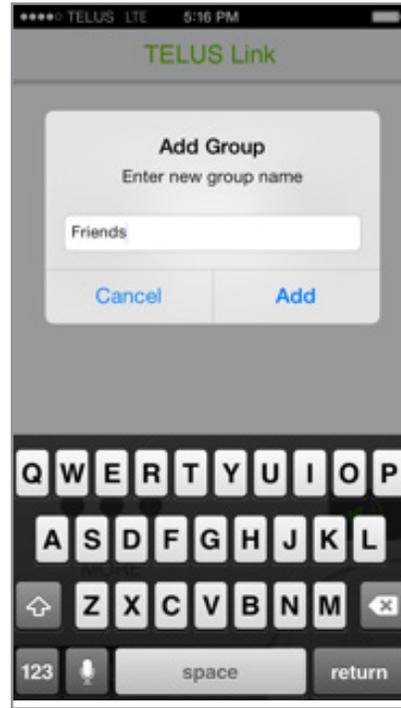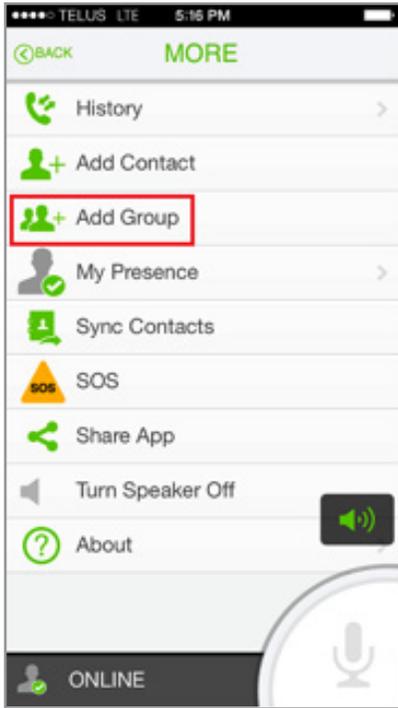
3 Your new Personal Group now appears on the Groups tab and can be used the same as the pre-set groups.
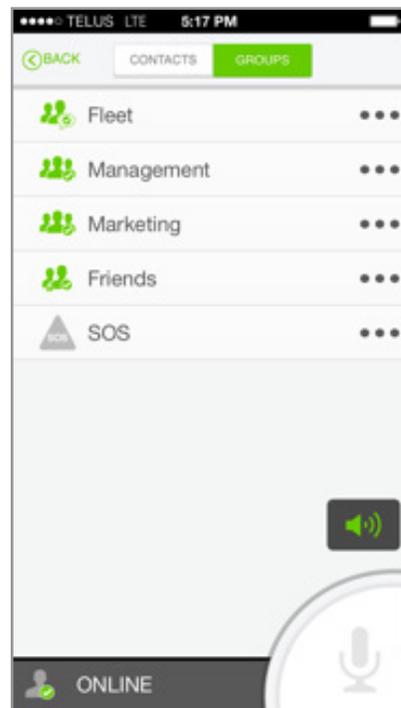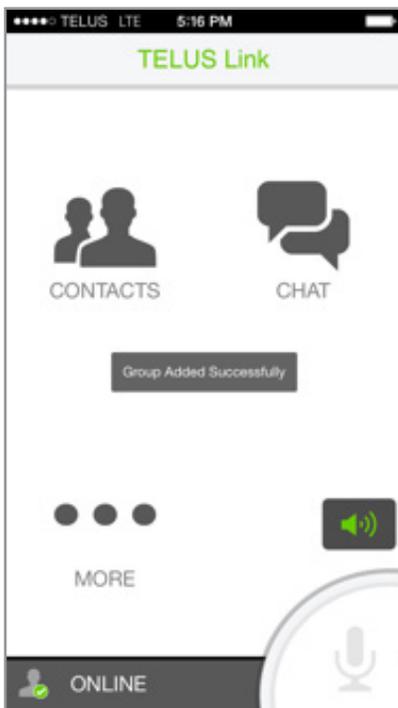
Making a Group Call

To make a Group Call:

1 Go to the Groups tab.

2 Scroll to the desired group with whom you want to perform a Group Call. Tap the group name to display its group members.
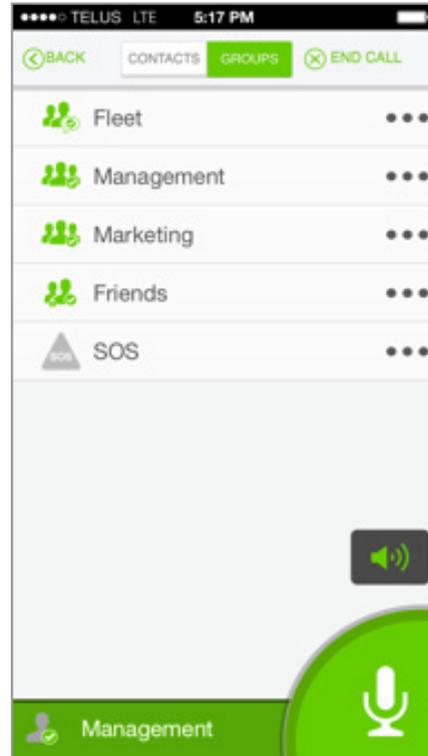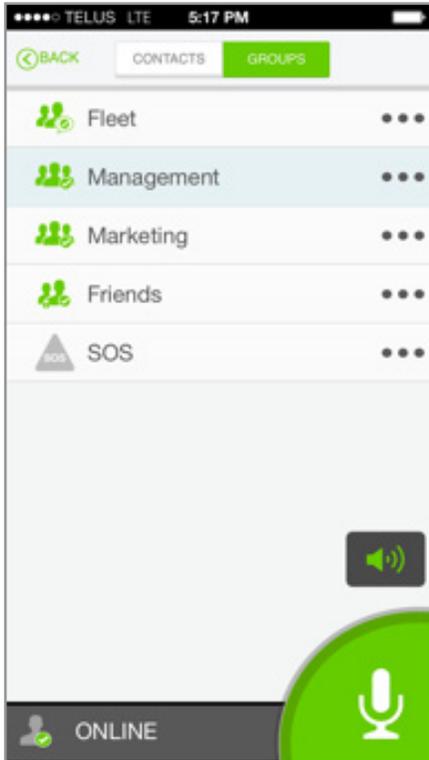
3 The PTT Call button turns green. The remaining steps to make a call remain the same as that of making a one-to-one call. The display switches to the Current Call tab. This tab lists group call participants. Broadcast Groups list all members. Currently connected members appear with a blue ring around the icon while disconnected members appear with a red ring around the icon. Radio Channel groups list only active, connected members.

4 Release the Call button when you are finished speaking to allow someone else in the group to speak. When the Call button is released you will hear two quick beeps. You can end the group call by pressing the End Call button. Alternatively, the call will automatically end after 45 seconds of inactivity.
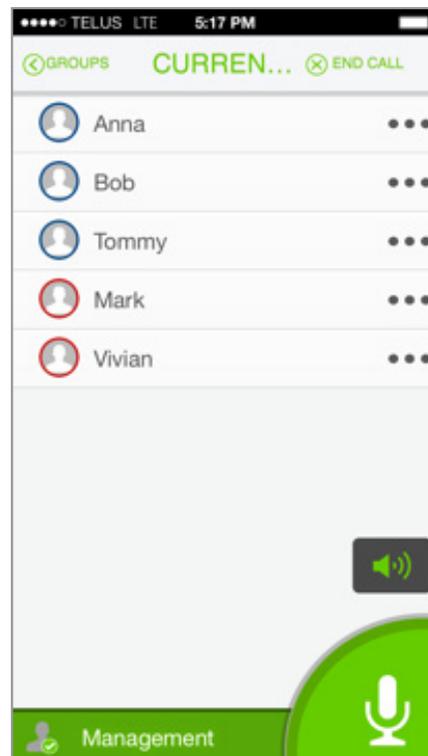
Receiving A Call

When a call is received, the display switches to the Current Call tab. At the bottom of the screen, it will show the caller's Display Name and a green bottom bar. Whenever the caller is speaking, the Call button is disabled (grayed out). When the caller has finished speaking, the Call Button is enabled (green).

You can end the call by pressing the **End Call** button at the top of the screen.
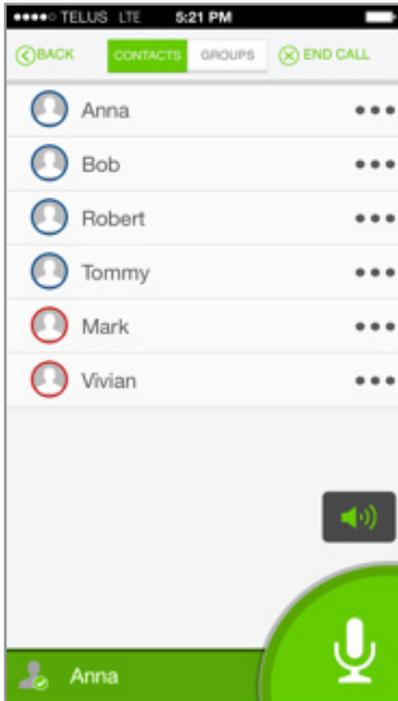
There is no need to select a contact for an incoming call. Simply press and hold the green **Call** button to reply. Continue to hold and begin speaking after hearing the three quick beeps. Release the **Call** button when you are finished speaking to allow the caller to reply. When the **Call** button is released you will hear two quick beeps.

Call Logs

To view the call logs, select the History tab. Icons indicate the direction of the call and also missed calls. Call Log details include a contact or group name, call time, and date.
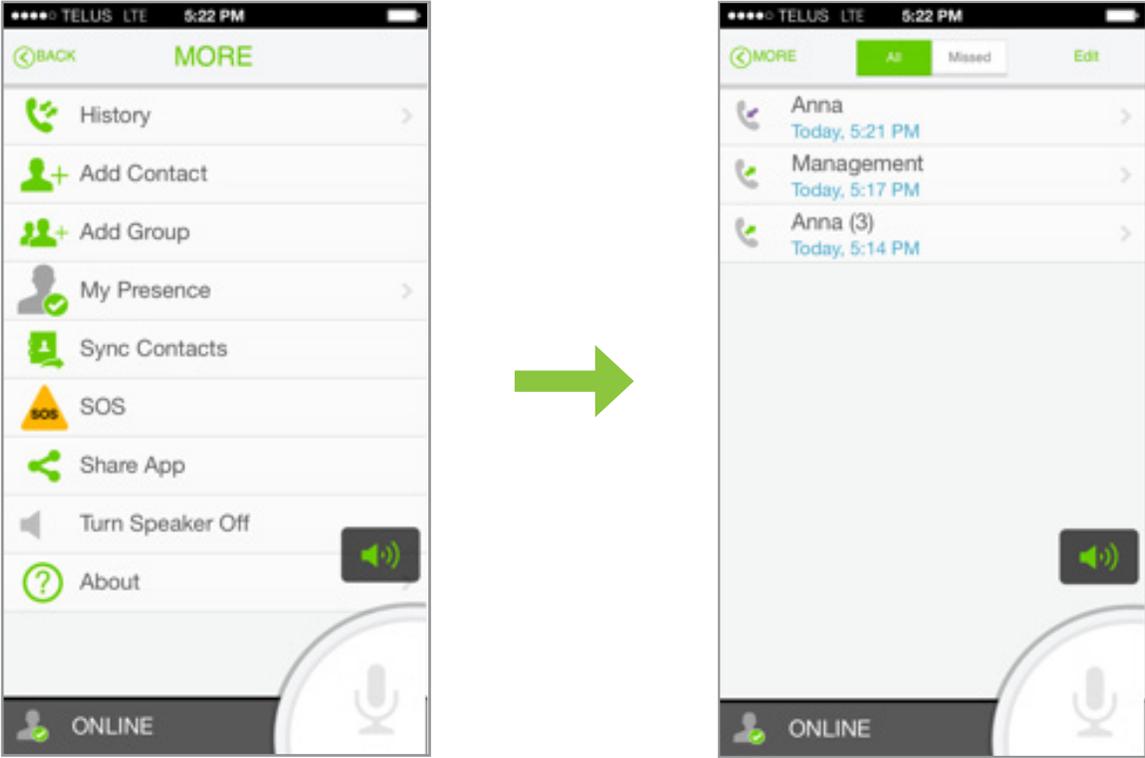
To edit any of the call log details, tap the **Edit** button. Select **Done** after you have edited the record.
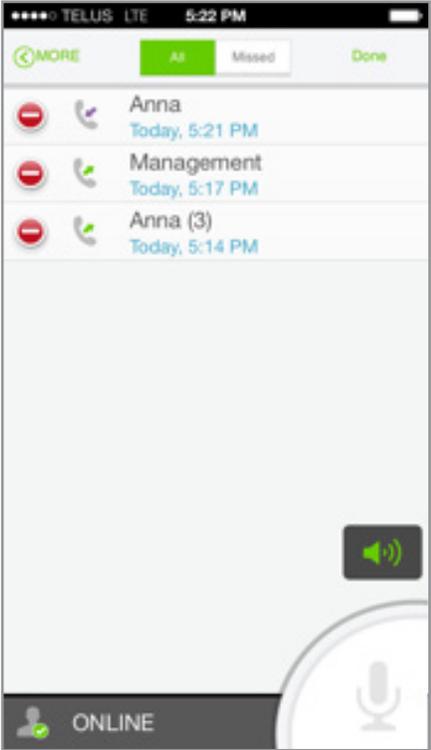
Select a single call log record to view its details or you can perform follow-up actions such as: **PTT Call** (make a call) or **Add to Contacts**.
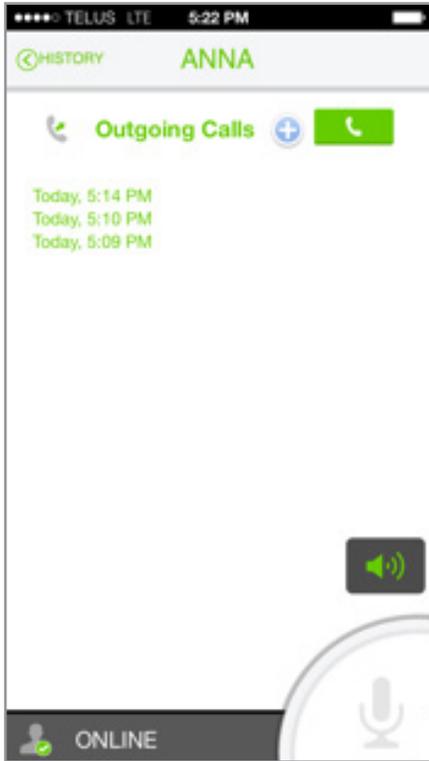
By default, **All** calls will be displayed, but you can tap the **Missed** button to view only the missed calls.
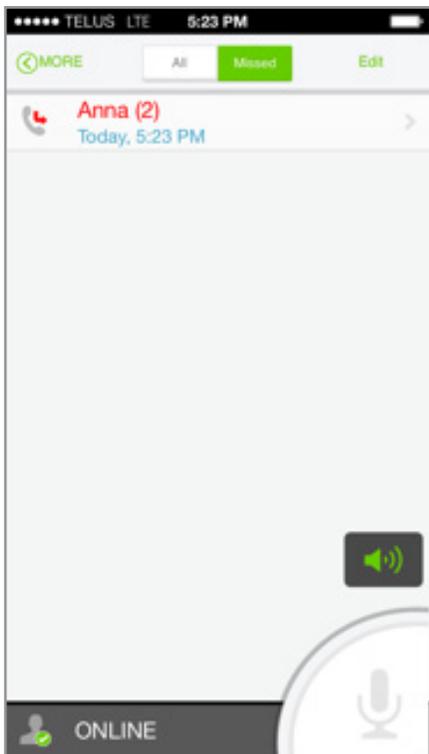
Instant Messaging (Chat)

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

To send an Instant Message, press and hold the desired contact name. Select Send IM from the context menu options and then select Send IM from the dialog box. Enter your message in the textbox and press Send.
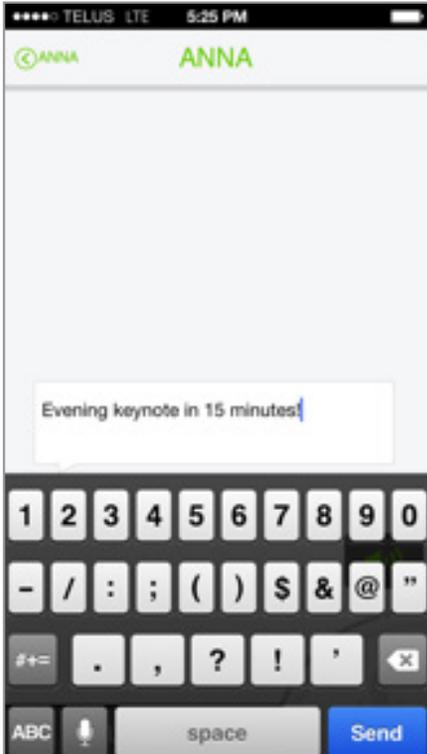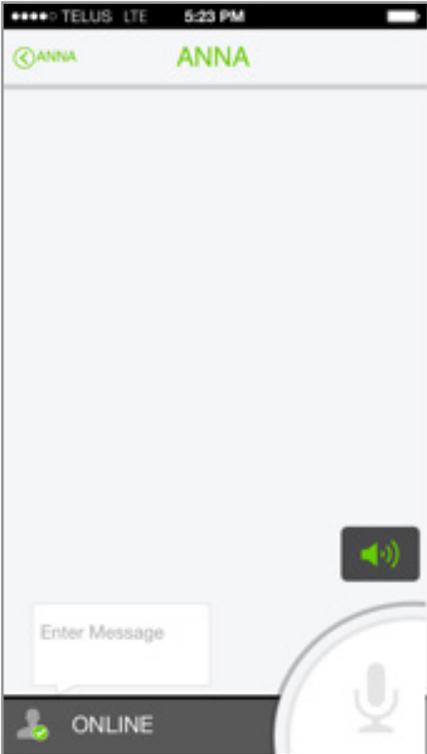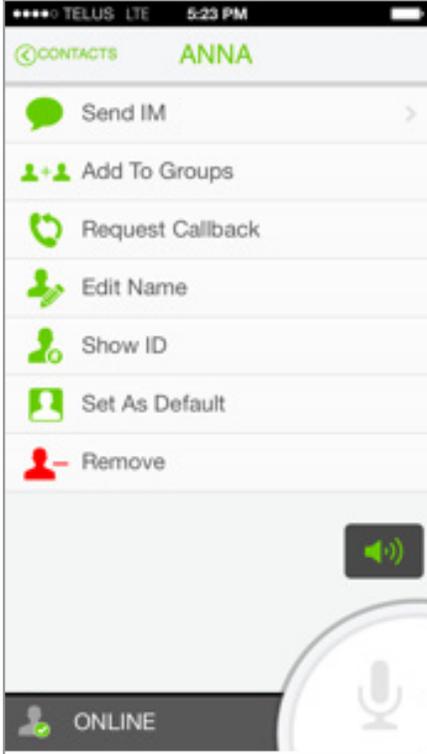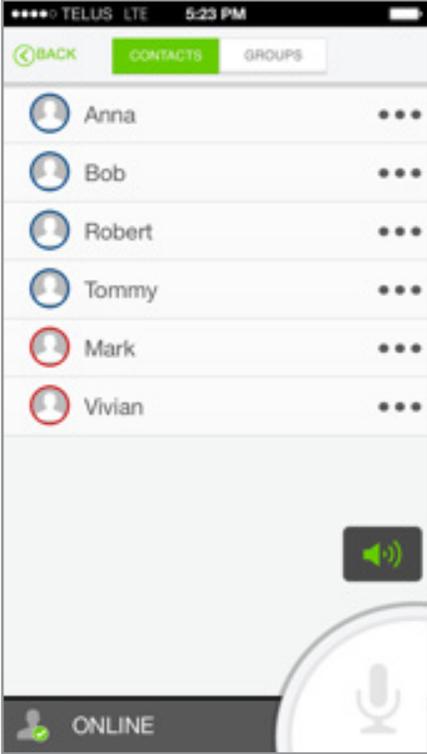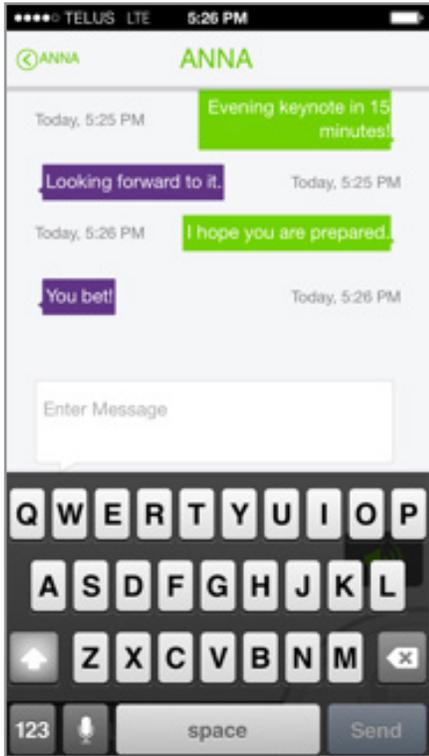
Past Instant Messages can also be viewed under this tab. Conversations are listed by Display Name. Tap the name of the contact to display past messages as shown in the example below.
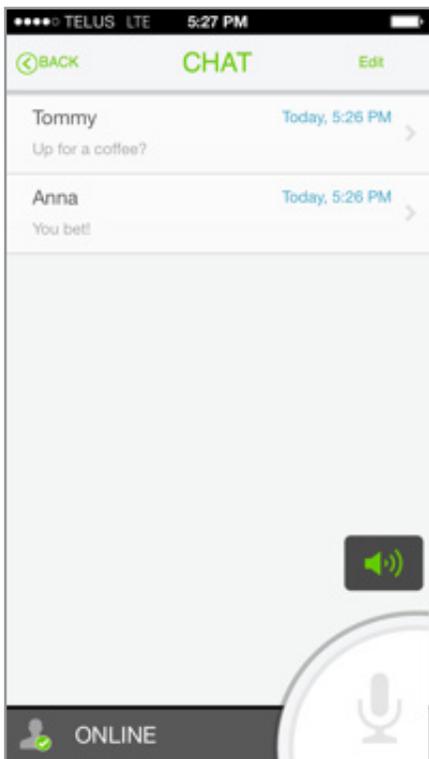
Working With More Tile Options

The **More** tile on the Home screen shows below options:
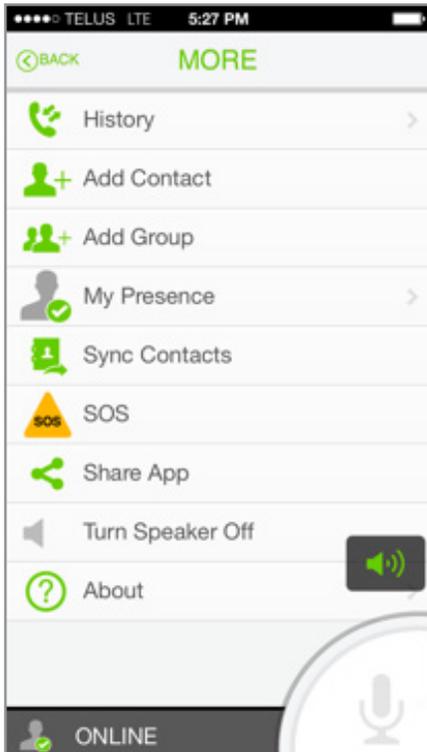
- **History**: See the Call Logs topic for details.

- **Add Contact**: See the Adding New Contacts topic for details.

- **Add Group**: See the Managing Groups topic for details.

- **My Presence**: See the Setting your Presence Status topic for details.

The remaining options are explained in this section.

- Sync Contacts
- SOS
- Share App
- Turn Speaker On
- About

Sync Contacts

From the **More** page, tap the **Sync Contacts** option to view the below page.

You can sync contacts from your phone book to the Contact List (under **Contacts** tab). Also, you can sync all the default group's contacts which are not already in your application's **Contact** List. This option will sync only those contacts which are in the same country as the logged-in user and registered with the server. You can either sync all of the contacts with one tap, or you can sync only selected contacts from your phone book.
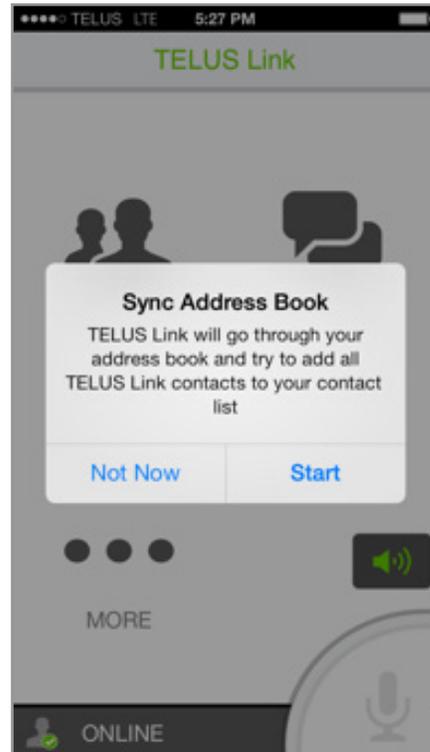
Sending an SOS Alert

An Instant Alert license is required to send SOS alerts. For further information, please contact your Care group.

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

SOS Statuses:

- Inactive = No active SOS
- SOS Received = SOS received by Dispatcher
- SOS Cleared = SOS handled by Dispatcher

Share App

You can share this application with other devices by pressing the **Share App** option from the **More** screen.
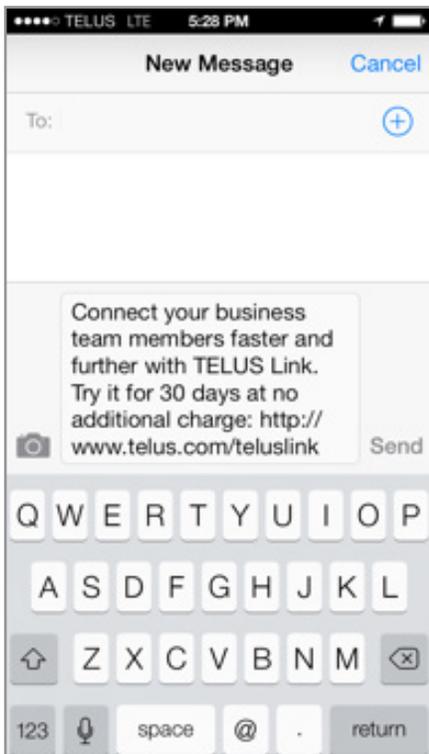
Turning Speaker On/Off

From the **More** screen, press the **Turn Speaker On** option if you want to turn the speakers on for the application. When the speakers are on, the speaker icon turns green and the More screen displays **Turn Speaker Off** (grayed out). Press the **Turn Speaker Off** option, if you want to turn the speakers off.
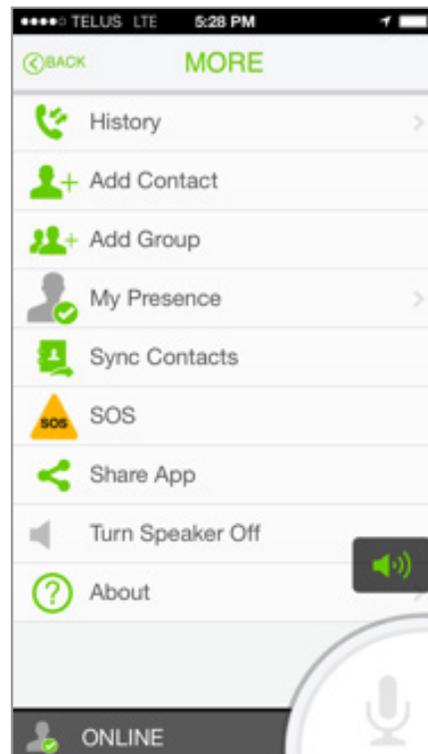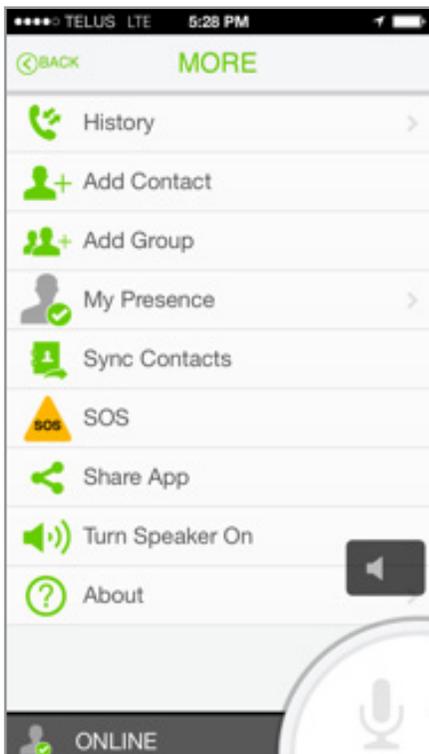
About

The **About** option displays the application details, as shown in below image.