TELUS Link™

Android User Guide

Contents

TELUS Link™ Installation

What is TELUS Link?

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.

Requirements

- Android phone (OS 4.1 or later)
- Recommended phone specifications:
  - Minimum 3G capability
  - Minimum 1 GHz processor or more
- An active mobile data plan or Wi-Fi connection.

Download and Installation

Step	Instruction	Screenshot
1	Use your device to connect to the Google Play store and search for TELUS Link™. The TELUS Link™ app can be downloaded to your device and installed over the air (OTA).	
2	When the TELUS Link™ app has been fully downloaded, launch it by selecting the icon	
3	Enter your cellular phone number for authentication. Press the green arrow to proceed.	
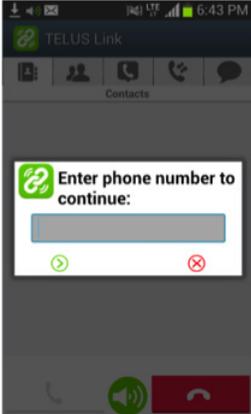
4	An SMS message will be sent to you by the server to validate your credentials. No response is required. You will see the app Connecting to Network and Synchronizing.	
5	Once your device has been synchronized, you will be prompted to import contacts from your phonebook and to create an SOS shortcut.	
6	When you have logged in, you can use the app.	
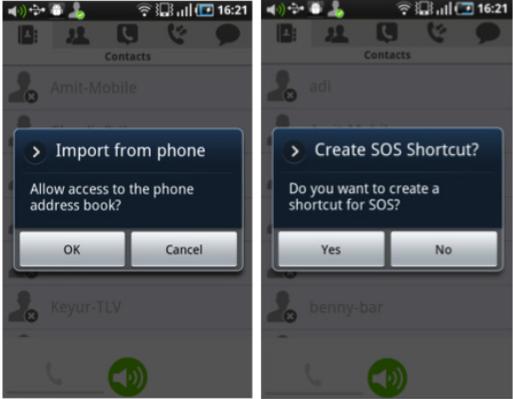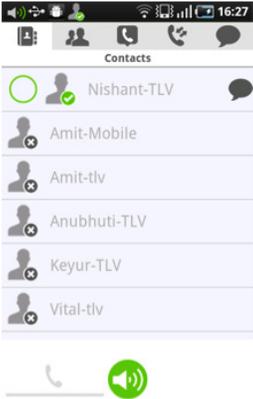
Using TELUS Link™

Launch and Sign In

Tap the TELUS Link™ icon to launch the application.

Best Practice Tip: Set a TELUS Link™ shortcut on your home screen.

After 1 minute of inactivity, TELUS Link™ runs in the background.

When you have logged in successfully, you will see this screen.
Tabs from left to right are:

Contacts: This is where your contacts (favourites) are displayed.
You can add contacts from groups or by searching by phone number.

Groups: This lists the groups you belong to.

Current Call: This indicates the contact or group you are connected to
when you are on a call.

Call Logs: This displays calls placed/received.

IM History: This displays your Instant Messaging history.
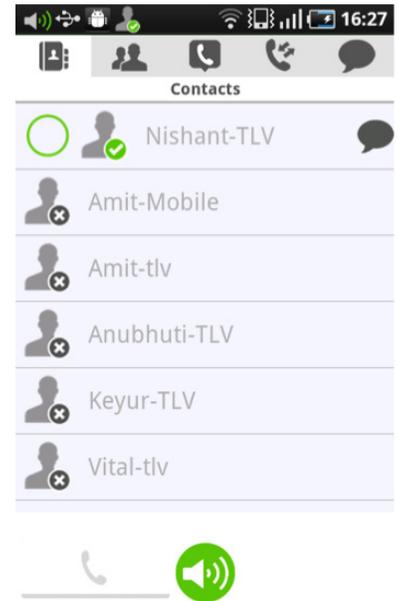
Group Types

There are four types of groups:

- Radio Channels:
  - Closely mimic the operational functionality of a traditional 2-way radio channel
  - You can listen to only one radio channel at a time
  - You will only receive messages sent on a channel if you are on that channel
  - The member list only displays currently connected contacts
  - This is the lowest priority communication: one-to-one and one-to-many broadcast calls take precedence
  - You can specify radio channels as your default group

- Broadcast Groups:
  - Static group members are defined over the TELUS Link Manager
  - Communication within a broadcast group has priority over radio channels
  - Messages will be received by all online members of a broadcast group
  - Member list displays all contacts—even when offline
  - Calls will stay active until ended or idle for 45 seconds

- Ad Hoc Groups:
  - Calls involving multiple contacts but not pre-defined groups
  - Calls will stay active until ended or idle for 45 seconds.

- Personal Groups:
  - These are Ad Hoc groups you have saved for regular use
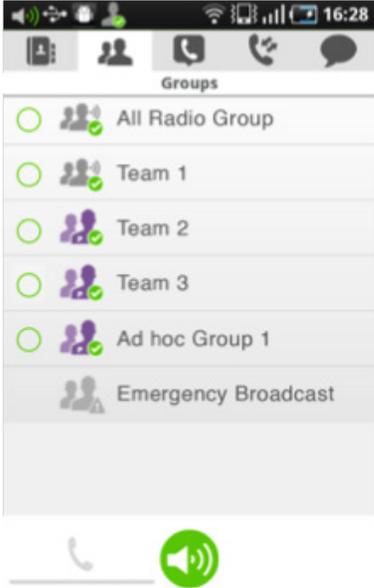
Adding Individual Contacts

All your contacts and groups are stored on the TELUS server. When you launch TELUS Link™, it downloads this information to your device.

You do not need to add any individual contacts in order to make a Push To Talk call. However, if you make regular one-to-one or Ad Hoc group calls to specific contacts, you will find it easier to select them if you add them to your Contacts tab. Online contacts are listed alphabetically first, followed by offline contacts.

There are two ways to add a contact to your Contacts tab:
1. Add a contact from a group
2. Add a contact by searching their username/telephone number

Adding a contact from an existing group

Step	Instruction	Screenshot
1	Select the Group tab to display your list of groups.	
2	Tap on the group containing the name of the contact you want to add. From the group pop-up menu in the bottom-left corner, select View Group Members	
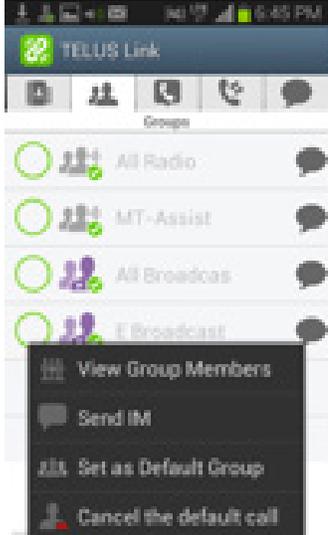
Step	Instruction	Screenshot
3	Tap the group member's name and then tap Add to Contacts	
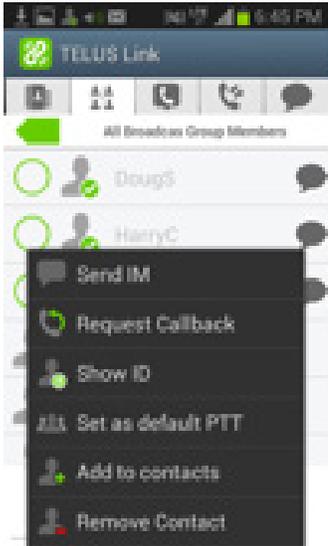
Adding a contact by search

Step	Instruction	Screenshot
1	From any tab, press the Menu key on your device and select Add New Contact	
2	Select Add by Name	
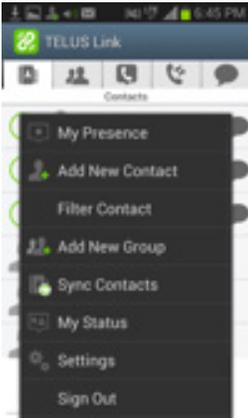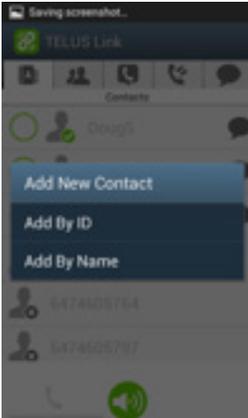
3	Enter the Display Name If one or more matches are found, tap the required name to add to your Contacts tab	
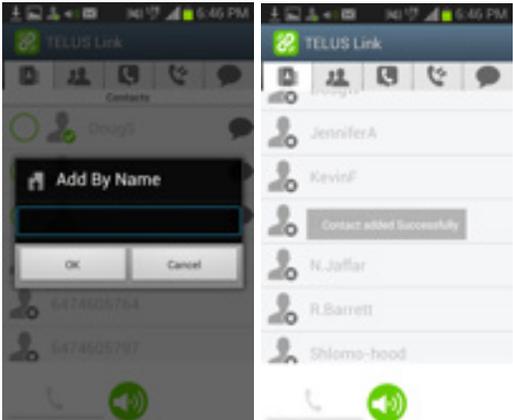
Creating a Personal Group

Select two or more contacts by tapping on the checkmark next to each contact name. Press the Menu button and select Add New Group. Name your personal group and select OK.

Editing a Personal Contact

Edit the Display Name of your contacts to make them easier to identify. Tap on the contact you wish to edit and select Edit Name from the pop-up menu. Enter a new Display Name.

Removing a Contact

Tap on the contact you wish to remove and select Remove Contact from the pop-up menu.

Set Contact as Default

If there is one contact you call more often than any other, you can set that contact as your default. You will then be able to call them simply by pressing and holding the green Call Button, without first selecting their Display Name. To set a contact as default, press and hold on the contact name and select Set as Default Push To Talk (PTT) from the pop-up menu.

Making Calls

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

Making a Call to Your Default Radio Channel

Your default group is set in the TELUS Link Manager when you set up your subscriber groups. To call your default radio channel, ensure you are In Call with <default>, then press and hold the green Call Button or your dedicated Push To Talk (PTT) button, and begin speaking.

Making a One-to-One Call

Make a one-to-one call to any available contact, from either the Contacts tab or the Groups tab.

Making a one-to-one call from the Contacts tab

Step	Instruction
1	Go to the Contacts tab
2	Scroll to the desired contact and select it by tapping the checkmark to the left of their Display Name
3	Both the checkmark and the Call button will turn green
4	Press and hold the green Call button
5	Continue to hold and begin speaking after hearing the proceed tone (see page 13-14)
6	When you have finished speaking, release the Call Button to allow the caller to reply. When the Call Button is released you will hear another tone.

Step	Instruction
1	Select the Group tab. Scroll to the desired group, tap the group name, then press the Menu key on your device and choose View Group Members.
2	Scroll to the desired contact and select it by tapping the checkmark to the left of their Display Name.
3	Both the checkmark and the Call button will turn green
4	Press and hold the green Call button
5	Continue to hold and begin speaking after hearing the proceed tone (see page 13-14)
6	When you have finished speaking, release the Call Button to allow the caller to reply. When the Call Button is released you will hear another tone.

Making an Ad Hoc Group Call

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. Scroll to each desired contact and select it by tapping the checkmark to the left of their Display Name. A green checkmark will appear next to each contact. Begin the conversation as usual.

Creating a Personal Group

Ad Hoc groups can be saved as Personal Groups for regular use. Tap the Menu button and select Add A New Personal Group. Give your personal group a name and press Ok to save it.

Your new Personal Group now appears on the Groups tab and you can make a group call to them as explained below.

Adding contacts to a Personal Group:
- From the Contacts tab, Select each contact you want to add
- Press the Menu button to display the pop-up menu, then select Add contact to personal group
- Select the Personal Group from the list of available groups

Making a Group Call

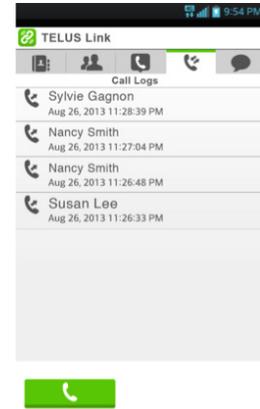| Step	Instruction
1	Scroll to the Groups tab
2	Scroll to the desired group and select it by tapping the checkmark to the left of the group name
3	Both the checkmark and the Call button will turn green
4	Press and hold the green Call button
5	Continue to hold and begin speaking after hearing the three quick proceed tones
6	Release the Call Button when you are finished speaking to allow the caller(s) to reply. When the Call Button is released you will hear another two quick beeps.
7	You can end the group call by pressing the red End Call button. Alternatively, the call will automatically end after 45 seconds of inactivity.

Receiving a Call

Step	Instruction
1	The display switches to the Current Call tab. The caller's Display Name will appear at the bottom of the screen, followed by the phrase "is talking". Whenever the caller is speaking, the Call Button is disabled (grayed out). When the caller has finished speaking, the Call Button is green (enabled).
2	There is no need to select a contact for an incoming call. Simply press and hold the green Call Button to reply. Wait for the proceed tone, continue to hold and begin speaking. Release the Call Button when you have finished speaking to allow the caller to reply. When the Call Button is released, you will hear another two quick beeps.

Sending a Callback Request

| Step	Instruction
1	Tap on the desired contact from either the Contacts List or Groups List. The contact must be in Online or Page Me mode.
2	Select Request a Callback from the pop-up menu
3	An alert is sent to the contact and a message box appears asking them to Accept Incoming Call From <Display Name>?
4	If the contact accepts, a call is initiated

Call Logs

To view your call logs, scroll to the Call Logs tab. Icons indicate the direction of each call and whether or not it was a missed call. A contact or group name will be displayed along with the time and date of the call.

Instant Messaging

Sending an Instant Message (IM)

Step	Instruction
1	Tap on the desired contact name
2	Select Send IM from the pop-up menu. Contact must be Online.
3	Enter your message in the text box at the bottom of the screen and press the Send button
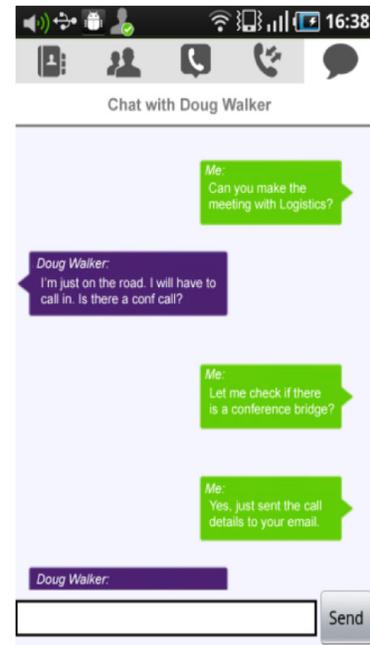
Receiving an Instant Message

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

Chat History

You can view past Instant Messages by using the Chat History tab. Conversations are listed by Display Name. Tap the name of the contact to display past messages.

Presence Status

You can update your status by pressing the Menu button and selecting My Presence from the pop-up menu.

TELUS Link™ has the following user states:
- Online: Online and available for instant Push To Talk conversations
- Page-Me: Cannot be contacted for instant Push To Talk conversations, but will receive alerts
- Do Not Disturb: Cannot be contacted for Push To Talk conversations, but can initiate calls

When you change your status, all other users on the network are updated. Status updates are typically instant, however because this is network dependent, the application may take longer to synchronize.
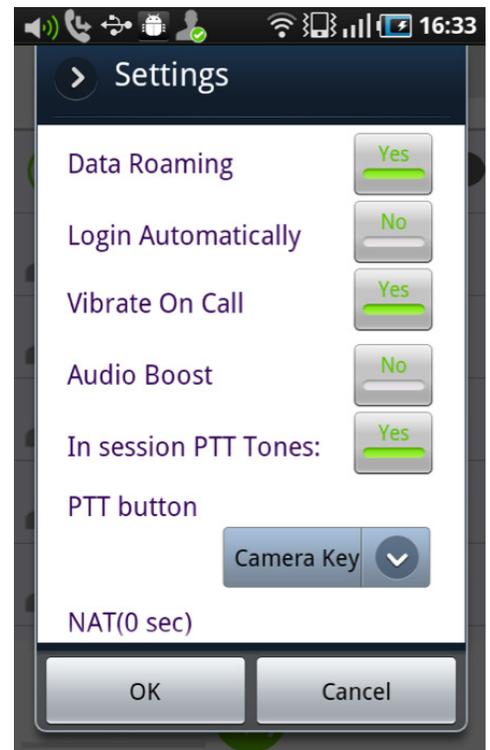
Important Notes:
- Your status will be automatically updated to Do Not Disturb when a phone call is in progress. As soon as the call ends, your status is switched back to Online.

- When your status is set to Do Not Disturb and a call is made, your status automatically updates to Available

- When your status is set to Page-Me, outbound calls can be made without affecting your status
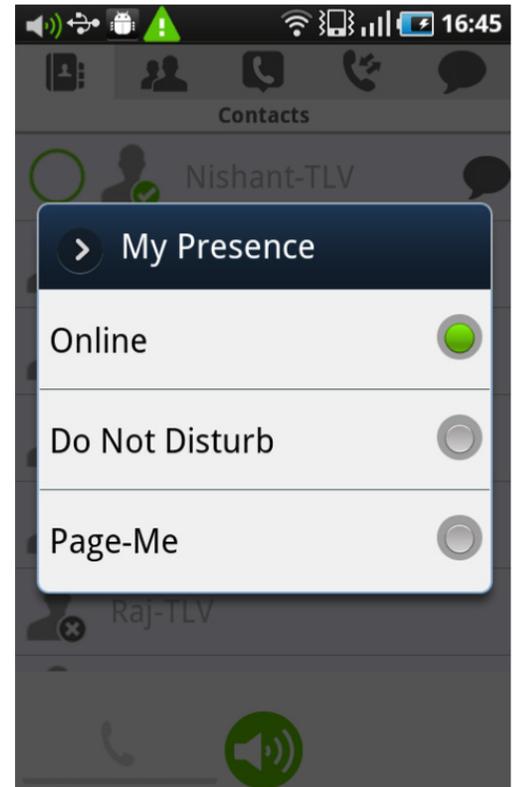
Application Settings

To view the Settings menu, press the Menu button, select More from the pop-up menu, then select Settings.

Setting	Description
Data Roaming	Allows connectivity while roaming
Login Automatically	Automatically signs in to the application when device is powered on
Vibrate on Call	Vibrates when call is received
Boost Audio	Sets audio through the speaker. When Boost Audio is off, audio will come through the personal speaker and you will need to hold the phone to your ear.
In session Push To Talk (PTT) Tones	Plays audible notifications whenever a user speaks to you during a PTT session. When In-session PTT Tones are off, you will hear only one tone when a user responds or initiates a call and no further tones during the same PTT session. See PTT Tone Behaviour on page 13-14.
PTT button	Sets a dedicated Push To Talk button on your device. The button must also be set from the Home screen of your device. To set up a dedicated PTT button from your Home screen: ■ From the Home screen, press the menu button ■ Select Settings from the pop-up menu, then Custom Button, then Customizable Key ■ Find TELUS Link in the application listings and enable the same button that was set from within TELUS Link™
NAT	Configures keep-alive frequency (can affect battery life)
IM History	Configures how long instant messaging history is saved

Push To Talk (PTT) Tone Behaviour

In session PTT Tones On

(see Application Settings on page 12)

Initiator presses PTT Button	1-to-1	Broadcast Group	Ad-Hoc Group
Initiator (Proceed Tone)	Double Beep	Double Beep	Double Beep
Recipient (Wake-up Tone)	4 Beep	4 Beep	4 Beep

Initiator releases PTT Button	1-to-1	Broadcast Group	Ad-Hoc Group
Initiator (Release Tone)	Single Beep	Single Beep	Single Beep
Recipient (Release Tone)	Single Beep	Single Beep	Single Beep

Subsequent presses of PTT Button	1-to-1	Broadcast Group	Ad-Hoc Group
Initiator (Proceed Tone)	Double Beep	Double Beep	Double Beep
Recipient (Incoming Tone)*	Chirp	Chirp	Chirp

Subsequent releases of PTT Button	1-to-1	Broadcast Group	Ad-Hoc Group
Initiator (Release Tone)	Single Beep	Single Beep	Single Beep
Recipient (Release Tone)	Single Beep	Single Beep	Single Beep

In session PTT Tones Off

Initiator presses PTT Button	1-to-1	Broadcast Group	Ad-Hoc Group
Initiator (Proceed Tone)	Double Beep	Double Beep	Double Beep
Recipient (Wake-up Tone)	4 Beep	4 Beep	4 Beep

Initiator releases PTT Button	1-to-1	Broadcast Group	Ad-Hoc Group
Initiator (Release Tone)	<none>	<none>	<none>
Recipient (Release Tone)	Single Beep	Single Beep	Single Beep

Subsequent presses of PTT Button	1-to-1	Broadcast Group	Ad-Hoc Group
Initiator (Proceed Tone)	Double Beep	Double Beep	Double Beep
Recipient (Incoming Tone)	<none>	<none>	<none>

Subsequent releases of PTT Button	1-to-1	Broadcast Group	Ad-Hoc Group
Initiator (Release Tone)	<none>	<none>	<none>
Recipient (Release Tone)	Single Beep	Single Beep	Single Beep

NOTE:

When you join a Radio Channel, you will hear 4 beeps. If other users are already in Radio Channel, they will only see you join in and will not hear a tone. Once in the channel, the PTT behaviour is the same as in a Group.