TRBOnet Mobile

for iOS

User Guide

Version 2.0

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Contents

1 Introduction

1.1 About This Guide

This document is intended for end users of the TRBOnet Mobile software installed on an iOS mobile device. The document describes how to install and configure TRBOnet Mobile, make and receive radio network calls on a mobile device, exchange instant text messages with other radio network users, and manage jobs assigned to a user on the radio network.

1.2 About TRBOnet

TRBOnet is a suite of professional applications for MOTOTRBO digital two-way radio networks. TRBOnet manages voice and data communication paths across network endpoints. It provides a unified graphical dispatcher workbench interface for the entire range of workforce fleet management tasks.

For more information about TRBOnet products, refer to our website.

1.3 Contacts

Region	Phone	Email & Support
EMEA	+44 203 608 0598	info@trbonet.com — general and commercial inquiries
Americas	+1 872 222 8726	support@trbonet.com — technical support
APAC	+61 28 607 8325	http://kb.trbonet.com — online knowledge base

2 About TRBOnet Mobile

TRBOnet Mobile is a software application for iOS smartphones that emulates the functionality of a two-way radio on a MOTOTRBO radio network monitored by the TRBOnet software.

With TRBOnet Mobile installed on your mobile device, you can interact with other two-way radios, iOS and Android devices, and TRBOnet control room personnel, transferring voice and data over Wi-Fi or mobile networks. Beyond the two-way radio capabilities, TRBOnet Mobile features job ticketing and vehicle location tracking on a mobile device.

2.1 Features

- PTT functionality to transmit and receive voice
- Group calls and private calls
- Control room operator calls
- Device-to-device private calls
- Incoming SIP phone calls
- Emergency alarms
- Call alerts
- Incoming voice messages
- GPS-based and beacon-based user positioning on a map
- Instant text messaging
- Job ticketing

2.2 Requirements

The hardware and software requirements to install and run TRBOnet Mobile 2.0 on an iOS mobile device include:

- iPhone 5S and later models
- iOS version: 10.0 and higher
- Network connection: Wi-Fi or 3G/4G/LTE

3 Installation

The latest version of the TRBOnet Mobile software application is available for download on the App Store.

To install TRBOnet Mobile:

1. Visit the App Store from your mobile device.
2. Type "TRBOnet" in the **Search** box and run the search.
3. Tap the TRBOnet Mobile application, then tap the **Install** button.

4   4   Voice Transmit Configurations

When connected to TRBOnet Server, the Mobile Client can transmit voice in two configurations:

- Via IP connection over repeater slots, or
- Through a dedicated Control Station

In the latter case, you need to additionally configure the control station and subscriber radios (see section 5, Configuring Control Stations and Subscriber Radios), as well as perform additional settings in TRBOnet Enterprise (see sections 6.1.3, Settings for CP and LCP systems and 6.2.5, Settings for IPSC systems).

5   Configuring Control Stations and Subscriber Radios

If the Mobile Client uses a dedicated Control Station to transmit voice, it is necessary to appropriately configure the control station and subscriber radios. To do this:
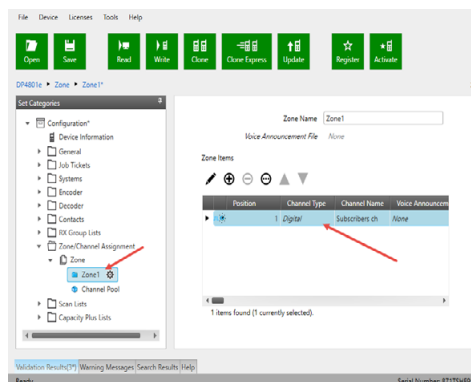
- Connect the radio to the PC.
- Run MOTOTRBO CPS.

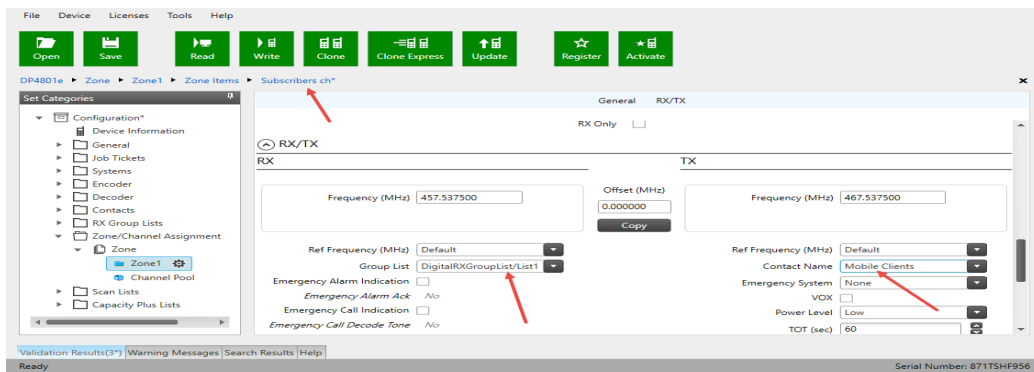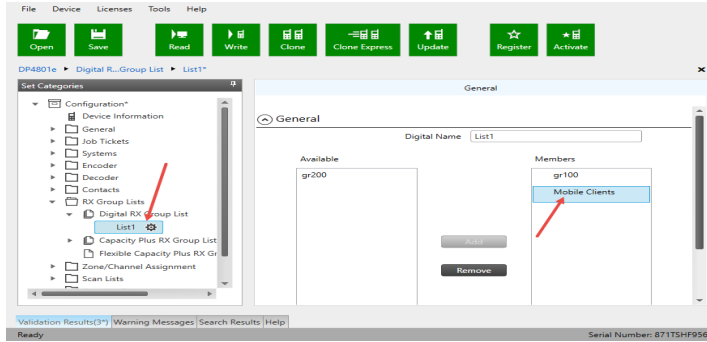## 5.1   Configuring Control Station

- Add a Mobile Clients group contact to the control station's contacts.
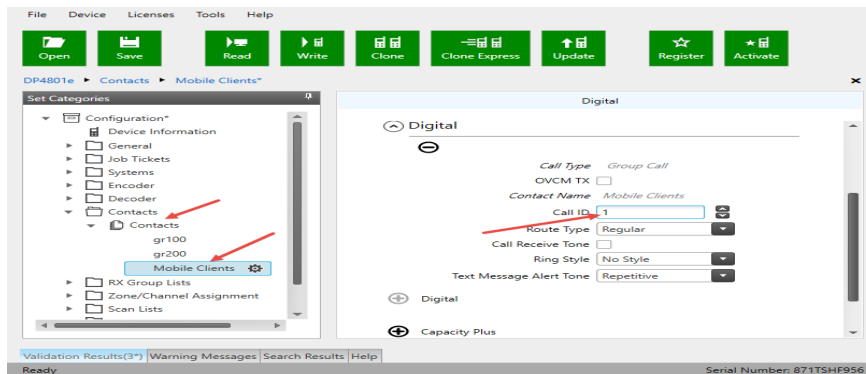
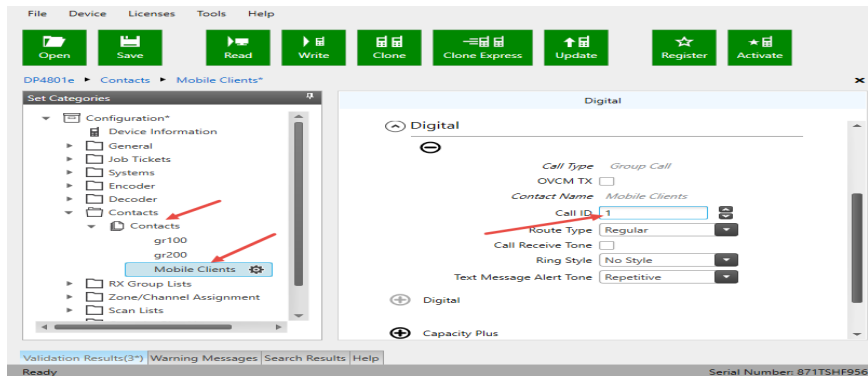- Add the channel the subscribers will operate on.

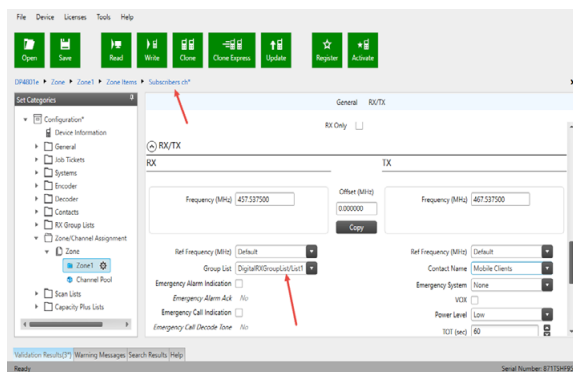- Set this Mobile Client group as both RX and TX contact on this channel.

5.2   Configuring Subscriber Radio

- Add the Mobile Client group contact to the subscriber radio.

- Add the Mobile Client group contact to the RX group list the radio will use.

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6 Configuring TRBOnet Enterprise

Before connecting TRBOnet Mobile to TRBOnet Enterprise, make sure that the Internal PBX Server or, a Mobile System gateway (depending on the version number of TRBOnet Enterprise) have been configured in TRBOnet Server, and the corresponding TRBOnet Mobile account has been created in TRBOnet Dispatch Console.

6.1 Configuring TRBOnet Server

6.1.1 TRBOnet Enterprise 5.3.3 and earlier

This section describes how to configure TRBOnet Server of version 5.3.5 and earlier.

- Make sure the **Internal PBX Server** option is selected in the **Telephony** pane.
- In the **Configuration** pane, select **Internal PBX Server**.
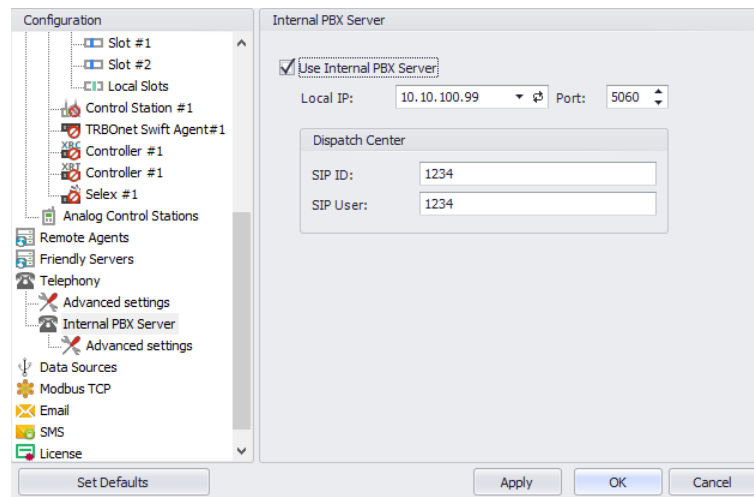
- In the **Internal PBX Server** pane, specify the following parameters:

  - **Local IP**
    Enter the IP address of the PC with TRBOnet Server.

  - **Port**
    Enter the local UDP port number for the SIP service (5060, by default).

 **Dispatch Center**

  - **SIP ID**
    Enter the SIP ID that will be used by the Dispatch Center.

  - **SIP user**
    Enter the SIP user name that will be used by the Dispatch Center.
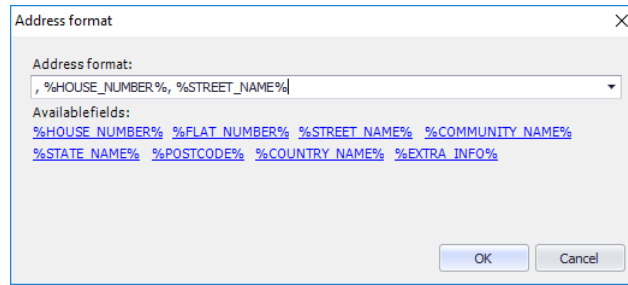
6.1.1.1 Advanced Settings

- In the **Configuration** pane, under **Telephony**, select **Advanced Settings**.
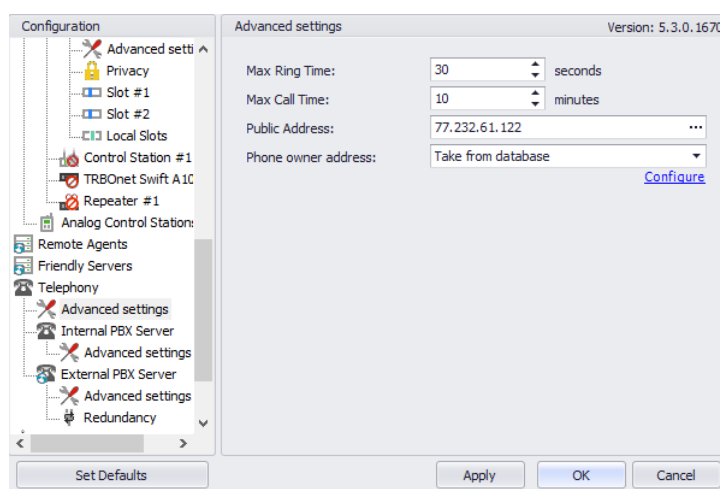
- In the **Advanced Settings** pane, specify the following parameters:

  - **Max Ring Time**
    Specify the maximum ringing time, in seconds.

  - **Max Call Time**
    Specify the maximum call time, in minutes.

  - **Public Address**
    This is the public IP address of your PC. To detect the public address, click the ellipsis (**...**) button.
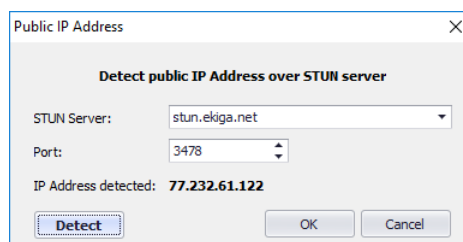
  - **STUN Server**
    From the drop-down list, select the STUN Server.

  - **Detect**
    Click this button to detect your public IP address.

  - **Phone owner address**
    From the drop-down list, select 'Take from database'. This will enable determining the street address of a caller.
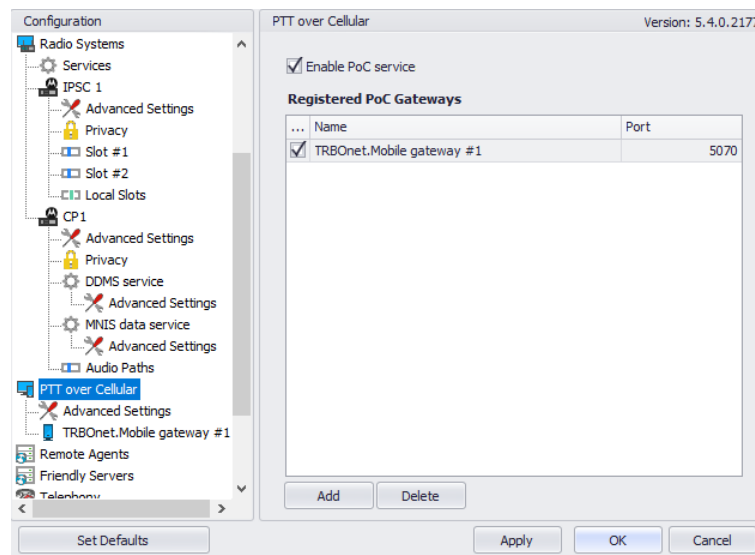   Click the **Configure** link.

- Add the required fields to the address information.

6.1.2 TRBOnet Enterprise 5.4 and later

This section describes how to configure TRBOnet Server of version 5.4 and later.

- In the **Configuration** pane, select **PTT over Cellular**.

- In the **PTT over Cellular** pane, select **Enable PoC service**.


6.1.2.1 Advanced Settings

- In the **Configuration** pane, select **PTT over Cellular > Advanced Settings**.

- In the **Advanced Settings** pane, specify the following parameters:

  - **Max Call Time**
    Specify the maximum call time, in minutes.

  - **Registration Interval**
    Enter the time interval, in seconds, to check the registration status of mobile subscribers.

6.1.2.2 Adding a Mobile Gateway

- In the **PTT over Cellular** pane, click **Add**.

- In the **Mobile Gateway** pane, specify the following parameters:
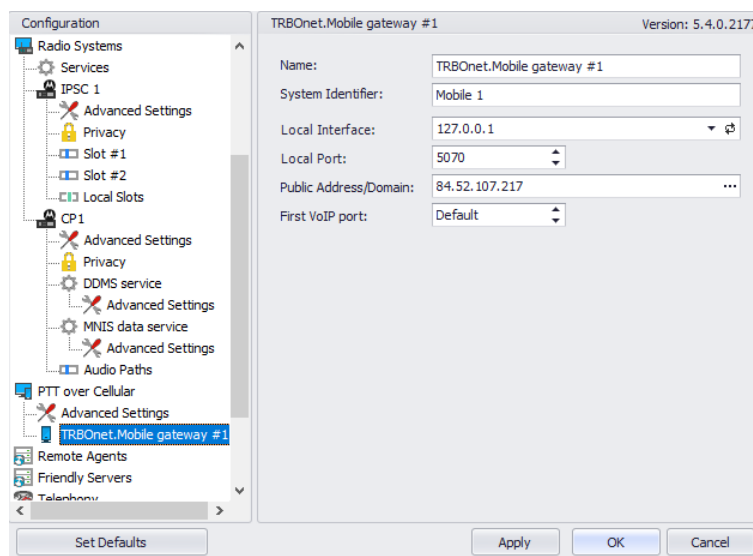
- **Name**
  Enter the name of the mobile gateway.

- **System Identifier**
  Enter the name of the mobile system to which the gateway will belong.

- **Local Interface**
  Enter the IP address of the PC with TRBOnet Server.

- **Local Port**
  Enter the local UDP port number for the Mobile service (5070, by default).

- **Public Address/Domain**
  This is the public IP address of your PC. To detect the public address, click
  the ellipsis (**…**) button.
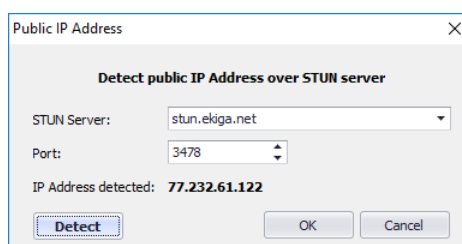
- **STUN Server**
  From the drop-down list, select the STUN Server.

- **Detect**
  Click this button to detect your public IP address.

- **First VoIP port**
  Enter the number of the first VoIP port for audio communications. The
  default value is specified in **Configuration > Network**.

Note: In addition, in order to ensure a better performance, go to
Configuration > Network, and set the **Data protocol** parameter
to **UDP**.

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6.1.3 Settings for CP and LCP systems

If the Mobile Client uses a dedicated Control Station to transmit voice, it is necessary to appropriately configure audio paths on both the control station and master repeater.

- In the **Configuration** pane, under the corresponding **Control Station**, select **Audio Paths**.

   In the **Audio Paths** pane:

   - Add a Group Call with the same ID you entered when you created the Mobile Group on the radio (**Call ID**).

   - Add a Private Call if you want to perform private calls from a Mobile Client.
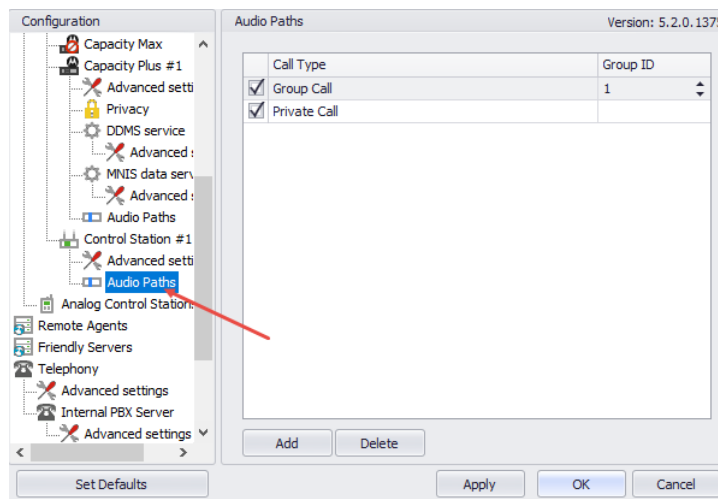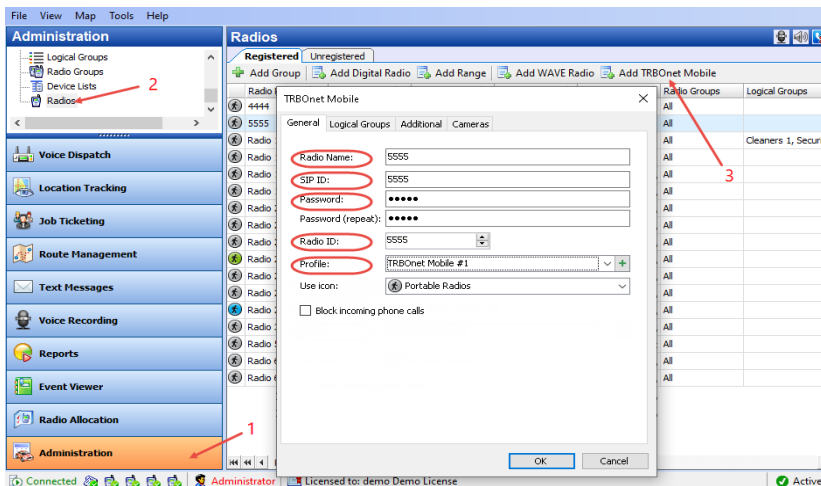

> Note: Make sure that the Group Call with the corresponding Group ID and the Private Call are not present or deactivated in the repeater's audio paths.
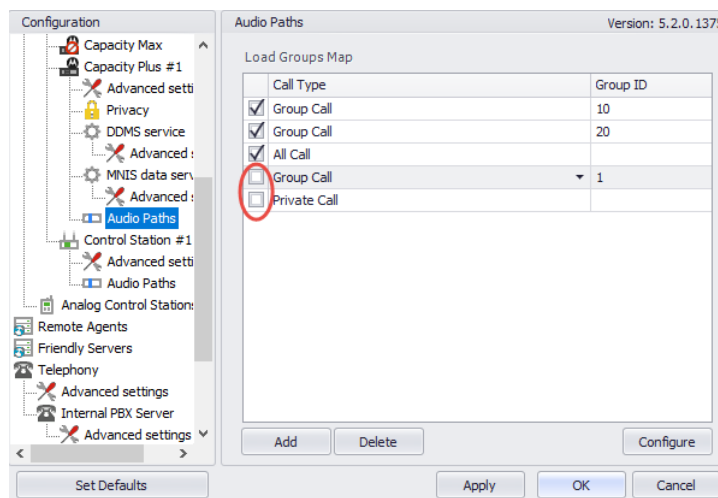
6.2 Configuring TRBOnet Dispatch Console

6.2.1 Adding TRBOnet Mobile

- Go to **Administration** (1), **Radios** (2) and click **Add TRBOnet Mobile** (3).

- **Radio Name**
  Enter the descriptive name of the mobile client to display in the Dispatch Console.

- **SIP ID**
  Enter the SIP ID that will be used by the mobile client. Note that this is a case-sensitive value. See also section 7.1, Running TRBOnet Mobile.

- **Password**
  Enter the password for the authentication.

- **Radio ID**
  Enter the Radio ID for the mobile client. This ID is used by other calling radios when addressing the mobile client, for instance, when making a private call or sending a text message.

- **Profile**
  Select the location profile for the mobile client. See section 6.2.2, Adding Mobile Client Profile.

- On the **Logical Groups** tab, specify logical groups for the mobile client:

  - In the list of available groups, select desired group(s).

- On the **Additional** tab, specify additional information about the mobile client user:

  - **Route Color**
    Specify a color to display the route passed by the radio on the map.

  - **Load Image**
    Click this button and browse for the photo or image to assign to the radio.

  - In the table below, specify the desired values for the custom fields.

- On the **Cameras** tab, select the check box beside the camera that will be associated with the mobile client.
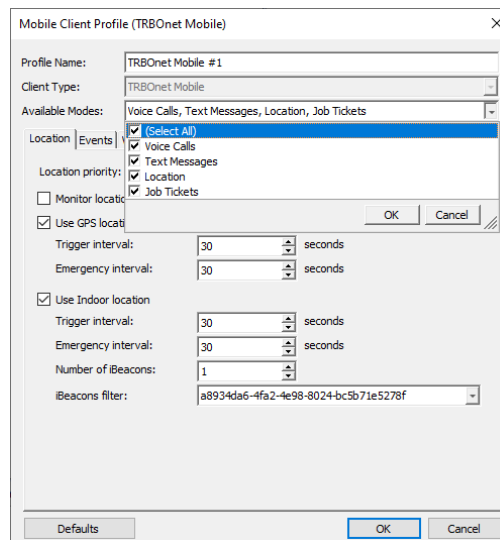
6.2.2 Adding Mobile Client Profile

The Mobile Client Profile feature allows configuring different location profiles that can be applied to the Mobile Client app running on a smartphone.

- Go to **Administration > Mobile Client Profile**.

  You can see the default Mobile Client Profile settings in the **Mobile Client Profile** pane.

To add a Mobile Client Profile:

- In the **Mobile Client Profile** pane, click the **Add** button.

- In the **Mobile Client Profile** dialog box, specify the following parameters:
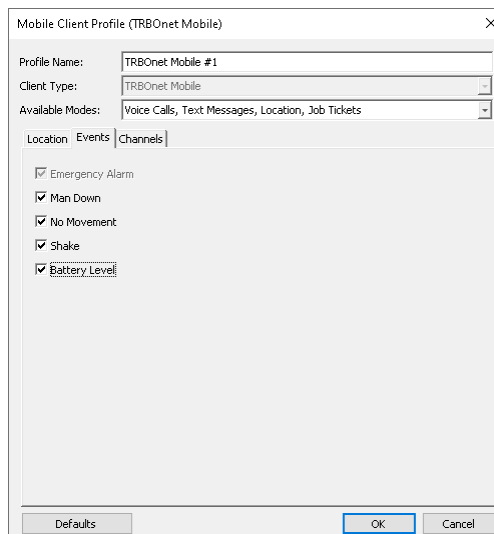

- **Profile Name**
  Enter a name for the mobile client profile.

- **Available Modes**
  In the drop-down list, select/unselect the features that will be available to the associated Mobile Client.

- Click the **Location** tab.

  - **Location Priority**
    This option is used when beacons are placed on the maps. If the smartphone having a GPS fix enters the range of a beacon placed on the map, its location tracking will be performed according to the selected priority.

    - **Beacon**
      Location tracking will be performed based only on the data from a Beacon that is placed on the map.

    - **GPS**
      Location tracking will be performed based only on the GPS coordinates received from the smartphone.

- **Monitor location from other stations**
  Select this option so that the Mobile Client will receive locations of other radios (mobile clients).

- **Use GPS location**
  Select this option to enable sending GPS data to TRBOnet Server.

  - **Trigger interval**
    Specify the time interval, in seconds, that will be used to send GPS location data.

  - **Emergency interval**
    Specify the time interval, in seconds, that will be used to send emergency messages.

- **Use Indoor location**
  Select this option to enable sending iBeacon data to TRBOnet Server.

  - **Trigger interval**
    Specify the time interval, in seconds, used to send iBeacon location data.

  - **Emergency interval**
    Specify the time interval, in seconds, that will be used to send emergency messages.

  - **Number of iBeacons**
    Specify the number of the most recently detected iBeacons whose data will be included in the data packet sent to TRBOnet.

  - **iBeacons filter**
    Click the **Add** link and enter the UUID of the beacons that will be used by the mobile client.

  > Note: If you don't specify the **iBeacon UUID**, the Mobile Client app running on an iOS device won't detect any iBeacons.

- Click the **Events** tab.

- Select the desired safety alarms (**Man Down**, **No Movement**, **Shake**) to be automatically triggered on the Mobile Client and sent to the Dispatch Console.

- Select the **Battery Level** option so that the smartphone's battery level will be sent to the Dispatch Console.

Note: Mobile apps send the battery information as soon as they are connected to TRBOnet. After successful connection, mobile apps pass the battery level to the server with every location update, voice transmission and text message. Regardless of its activity, a mobile app will update the battery charge level when it goes down to 90%, 80%, 70%, 60%, 50%, 40%, 30%, 20%, 15%, 10%, 5%.

- Click the **Channels** tab.
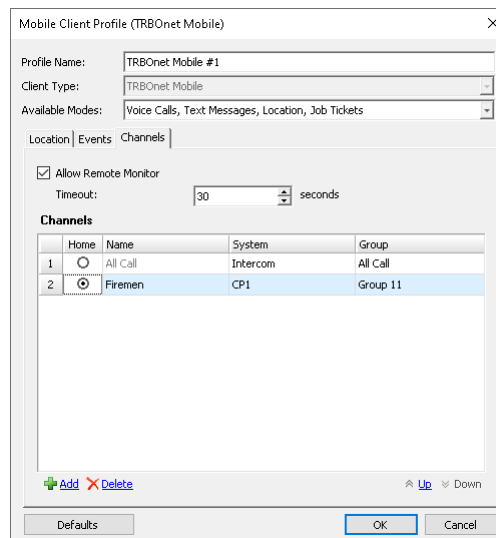
- **Allow remote monitor**
  If you select this option, the dispatcher will be able to activate the smartphone's microphone in hidden mode.

  - **Timeout**
    Specify the remote monitor duration, in seconds.

Note: The dispatcher won't be able to execute the Remote Monitor command for Mobile Client apps running in the background on iOS 13 and later.

- **Channels**

  In the table below, choose the channel (Home Group) on which the mobile app will transmit if the user presses the PTT button. To add a channel (Radio Group) to the list, click the **Add** link and specify the Name, System and Group.

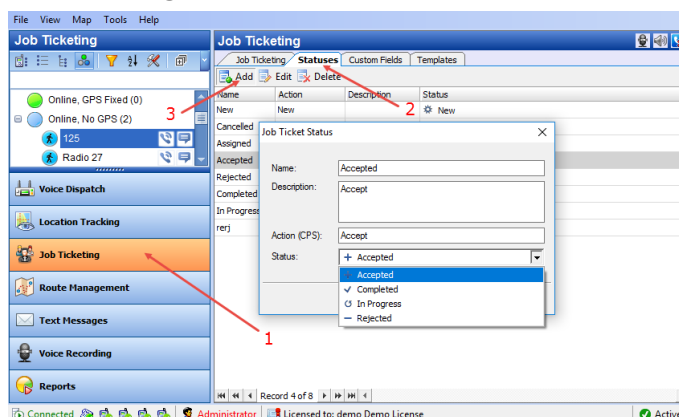### 6.2.3 Adding Mobile Group

- Go to **Administration** (1), **Radio Groups** (2) and click **Add** (3).
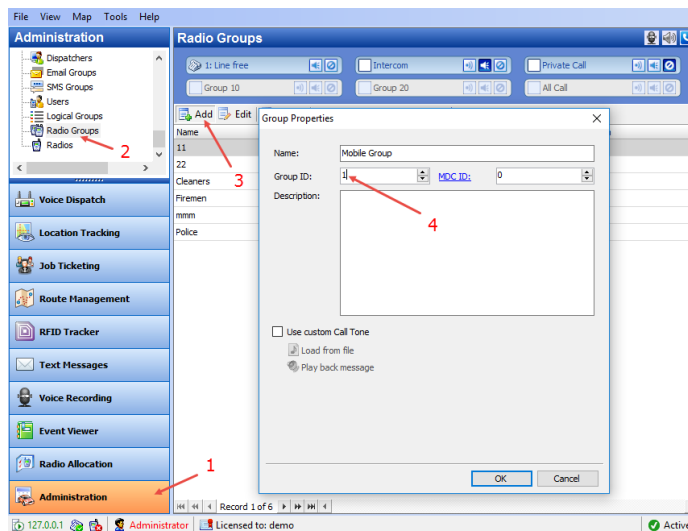
- **Group ID**
  Enter the same ID you entered when you created the Mobile Group on the radio (**Call ID**).

6.2.4 Adding Job Ticket Statuses

- Go to **Job Ticketing** (1), **Statuses** (2) and click **Add** (3).

- **Name**
  Enter the Job Ticket status name to display in the system.

- **Description**
  Add a description for the job ticket status.

- **Action (CPS)**
  Enter the action name as specified in MOTOTRBO CPS.

- **Status**
  From the drop-down list, select the Job Ticket status (Accepted, Completed, In Progress, or Rejected).

6.2.5 Settings for IPSC systems

If the Mobile Client uses a dedicated Control Station to transmit voice, it is necessary to appropriately configure talk groups on both the repeater slots and control station.

#### 6.2.5.1 Disabling Mobile Group on Repeater Slots

- Go to **Administration** (1), **Radio Systems** (2).
- In the **Radio Systems** pane, double-click the IP Site Connect Repeater/Slot.
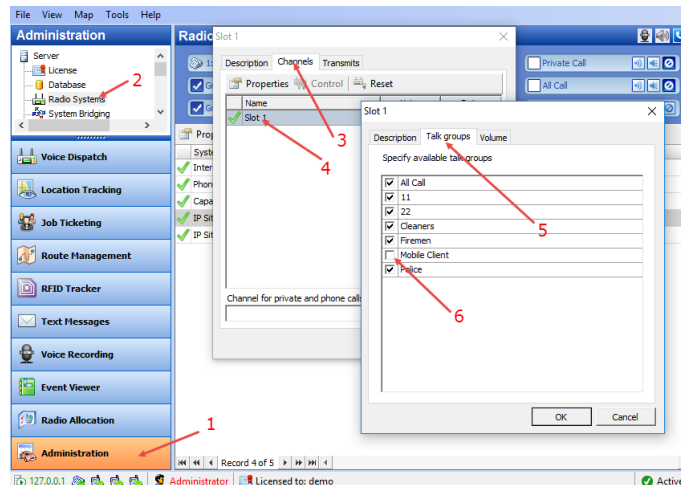
- In the dialog box, select the **Channels** tab (3) and double-click the slot (4).
- In the dialog box, select the **Talk groups** tab (5) and make sure the Mobile Client group is unchecked (6).

6.2.5.2 Enabling Mobile Group on Control Station

- Go to **Administration** (1), **Radio Systems** (2).
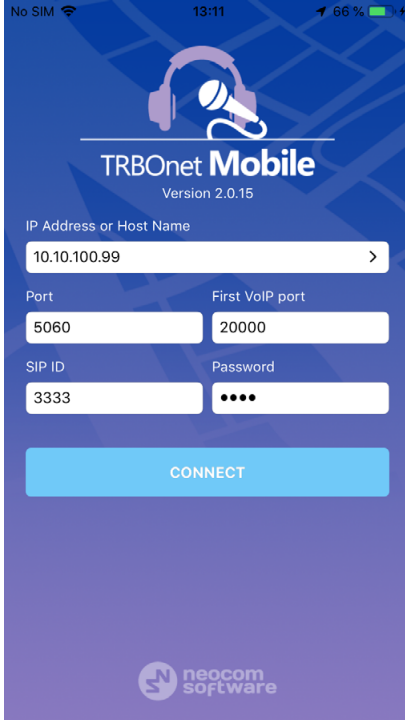- In the **Radio Systems** pane, double-click the Control Station.
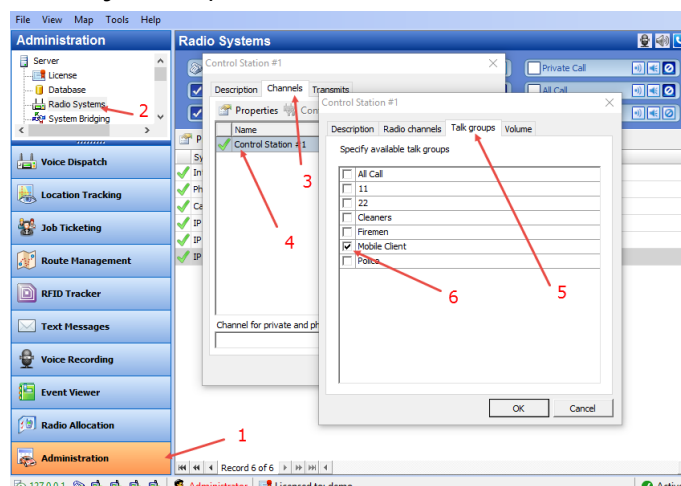
- In the dialog box, select the **Channels** tab (3) and double-click the Control Station (4).
- In the dialog box, select the **Talk groups** tab (5) and make sure the Mobile Client group is checked (6), while the others are unchecked.

7 Getting Started

7.1 Running TRBOnet Mobile

To launch TRBOnet Mobile on your mobile device, tap the TRBOnet Mobile icon on the screen. The login page appears on the screen.

On the login page, enter the following connection settings:

- **IP Address or Host Name**: The IP address or the host name of the SIP server.
- **Port**: The local port of the SIP server (by default, 5060, see section 6.1, Configuring TRBOnet Server).
- **First VoIP port**: The port number for audio communications. If the mobile device is connected to an unprotected network, leave this parameter untouched. In the case of a protected network (behind a firewall), the firewall must have at least 100 open ports starting with this port number (see also section 7.1.1, Recommended Port Numbers).
- **SIP ID**: The SIP ID of your TRBOnet Mobile application (this is a case-sensitive value). See also section 6.2.1, Adding TRBOnet Mobile.
- **Password**: The SIP password of your TRBOnet Mobile application.

Note: The connection settings in the figure on the left serve as an example. Contact your administrator to get the actual connection settings.

- Tap the **Connect** button.

Note: If the connection cannot be established, make sure that your mobile device is connected to the network.

7.1.1 Recommended Port Numbers

Internal PBX Server

Available port range: 1024 - 65535

Recommended port value: **5060**.

Network/First VoIP port

Available VoIP port range: 16384 - 32665

Recommended VoIP port range: **24576 - 32665**

Required VoIP port range: **at least 100 ports**

Recommended First VoIP port value: **24576**

Important notice for the iOS TRBOnet Mobile of version 1.8 and earlier:

For full compatibility of the iOS and Android versions, use the First VoIP port **20000** on Android devices. In addition, the required VoIP port range must be **20000 - 20100**.
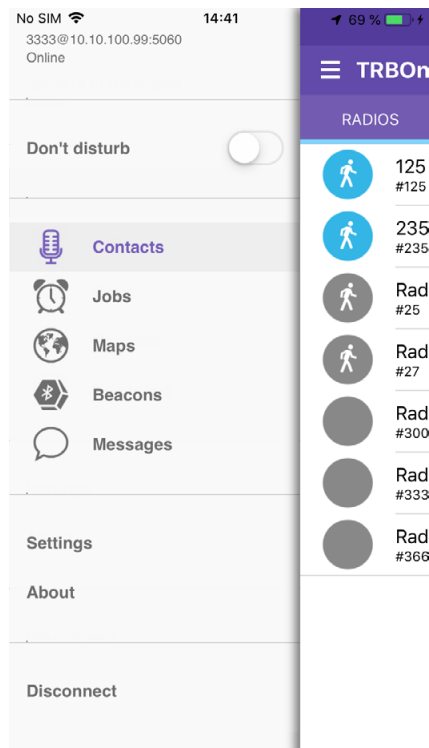
7.2   Main Page

The main page of TRBOnet Mobile includes the following elements.
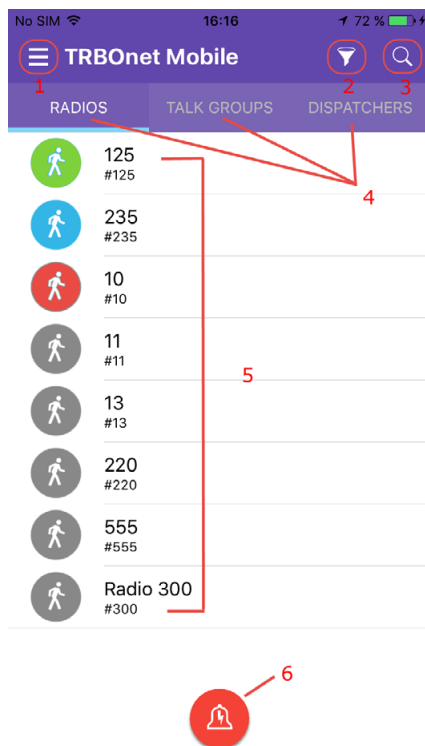
1. **Menu** button. Tap this button to expand the menu.

2. **Filter** button. Tap this button and specify the range of radio IDs to display in the list of radios.

3. **Search** button. Tap this button to display only those contacts that include the specified text pattern in their names and in smaller text below.

4. Contact lists. Tap **RADIOS**, **TALK GROUPS**, or **DISPATCHERS** to open the respective list of contacts.

5. Contacts. Tap an active contact to open the contact's page from which you can initiate a call or send a text message. Active contacts are marked with a green, blue, or red icon.

6. **Alarm** button. Tap this button to send an alarm to all active radio network users.

7.3   Menu

To expand the menu, tap the **Menu** button. The menu items are as follows:

- **Do Not Disturb**: If you select this option, radio calls to your Mobile Client will not be accepted. Instead, you will receive text notifications about missed calls.

- **Contacts**: Tap to open the main page.

- **Jobs**: Tap to open your jobs.

- **Maps**: Tap to open the map and see the location of all users displayed in your **RADIOS** contact list.

- **Beacons**: Tap to discover the neighboring beacons.

- **Messages**: Tap to open your text conversations.

- **Settings**: Tap to open the **Settings** page on which you can adjust the application settings.

- **About**: Tap to learn about the software.

- **Disconnect**: Tap to log out.

When you tap a menu item, you are redirected to the respective page.

7.4 Radios

Tap **RADIOS** to open the list of radio and TRBOnet Mobile users registered on the network.
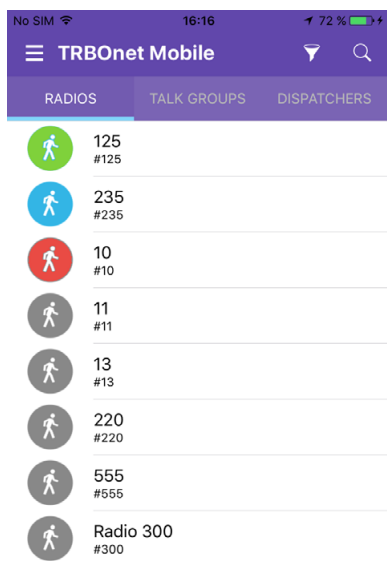
Each user appears in the list with the user name and identification number (radio ID) in a smaller font. The color of the icon indicates the network status of the user:

- **Gray**: Offline

- **Green**: Online, GPS enabled

- **Blue**: Online, GPS disabled

- **Red**: Online, in emergency

User names are sorted alphabetically. Online users are displayed on top.

Note: To narrow the range of displayed radio IDs, tap the **Filter** button and specify the range of radio IDs to display in the list of radios.

Tap a user on the **RADIOS** page. The user's page is displayed on the screen.
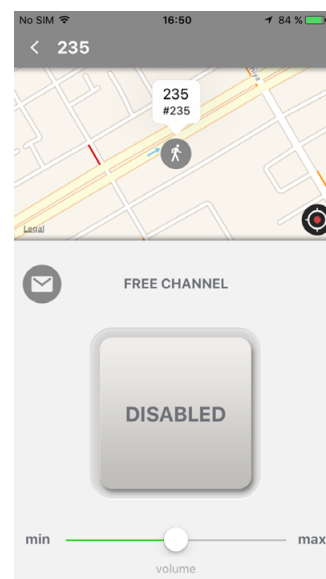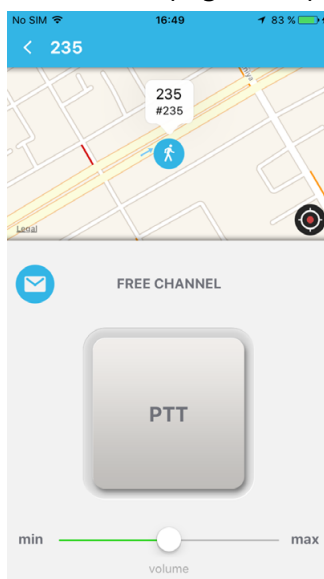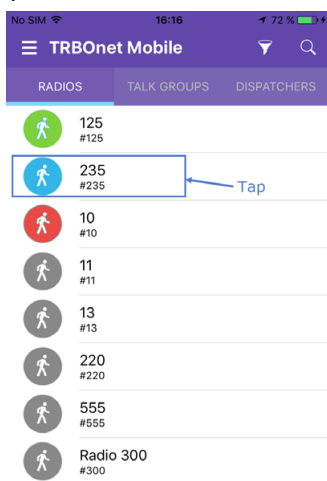
The user's page displays the physical location of the user on the map. The color of the icon indicates the actual network status of the user. You can call and send a text message to an online user as described in sections 8, Calls (page 20) and 9, Text Messages (page 29).

If the user is offline, the central button reads **Disabled** and the user cannot be called. Still you can type a text message and resend it later as described in section 9, Text Messages (page 29).

7.5 Talk Groups

Tap **TALK GROUPS** to open all talk groups in which you are registered as a member.
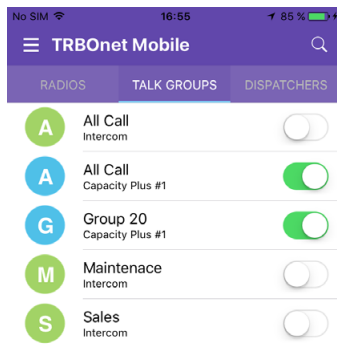
A talk group appears in the list with the group name and with the channel in a smaller font. Some talk groups use multiple channels and appear in the list more than once.

> Note: To learn how to hide the channel information, refer to section 13, Settings (page 36).

The icon in front of a talk group shows the first letter of the group name. The color of the icon has no special meaning.
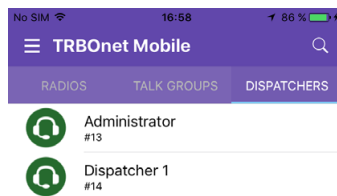
The **Sound** icon next to the group name works as a button, helping you select one talk group for listening.

- Tap the **Sound** icon to start to listen to the talk group. The color of the icon changes to green.

- Tap the **Sound** icon again to stop listening. The icon becomes pale-gray.

7.6 Dispatchers

Tap **DISPATCHERS** to open the list of online TRBOnet operators.

Offline operators do not appear in the list.

Each operator appears in the list with the name and with the identifier of the session in a smaller font.

Tap an operator on the **DISPATCHERS** page to open the operator's page from which you can make a call or send a text message. Find the details in sections 8, Calls (page 20) and 9, Text Messages (page 29).

7.7 Logging Out

To log out, open the menu and tap **Disconnect**.

> Note: The TRBOnet Mobile app will also be disconnected from the TRBOnet Server when you close the app in the Multitasking menu.

8 Calls

8.1 Making a Private Call

A private call is a one-to-one voice call between a calling party and a called party. You can make a private call to any active user on the **RADIOS** page or to any operator on the **DISPATCHERS** page.
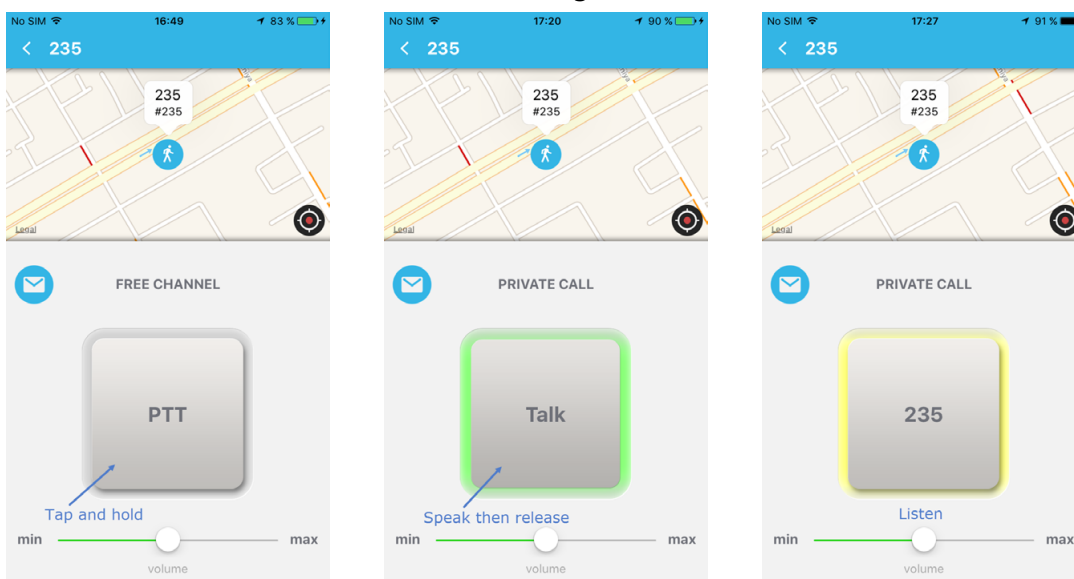
To make a private call:

1. Tap **RADIOS** or **DISPATCHERS**. Then tap the preferred user or operator, respectively.
2. On the user's or operator's page, tap the **PTT** button and hold it.
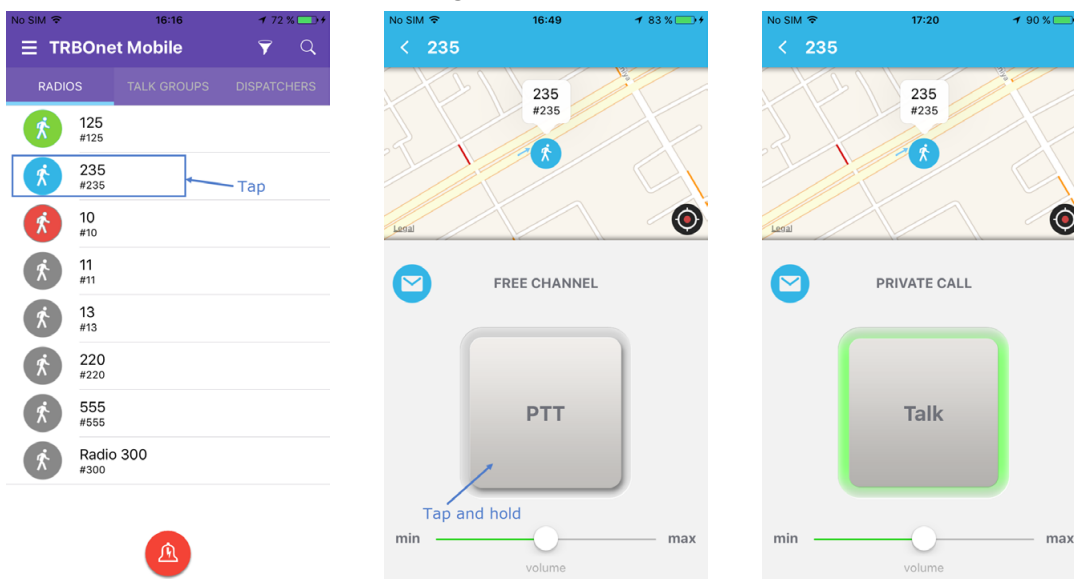
The private call is established when the text above the button changes from **FREE CHANNEL** to **PRIVATE CALL**.

3. To have a conversation, do the following:

- To speak, wait until the central button changes its text to **PTT**. Then tap and hold the button to speak.

- To listen to the other party, release the central button. When you see the other party's name on the central button, you can only listen and the other party can speak.

4. To terminate the call, tap the **Back** button on the top bar to leave the called party's page. If the other party terminates the call, you see the **FREE CHANNEL** text above the **PTT** button on the called party's page.

> Note: If there is no activity on the channel during the hangtime (typically, six seconds), the call terminates automatically.

8.2   Receiving a Private Call

You can receive a private call from a radio user, a TRBOnet Mobile user, a SIP phone, or any operator.

When you are called, TRBOnet Mobile receives an incoming call automatically. You start to hear voice and see the calling party's name on the screen.

> Note: TRBOnet Mobile apps running in the background on iOS 13 and later won't be able to receive a Private Call. In this case, an incoming call will be rejected and a corresponding missed call notification will appear. By contrast, regardless of whether the app is running in the background or not, a Group Call will get through as long as the respective group subscription is valid.

A conversation with a mobile user or operator

When you see the calling party's name on the central button, you can only listen. When the central button reads **PTT**, tap and hold the button to speak, then release the button.
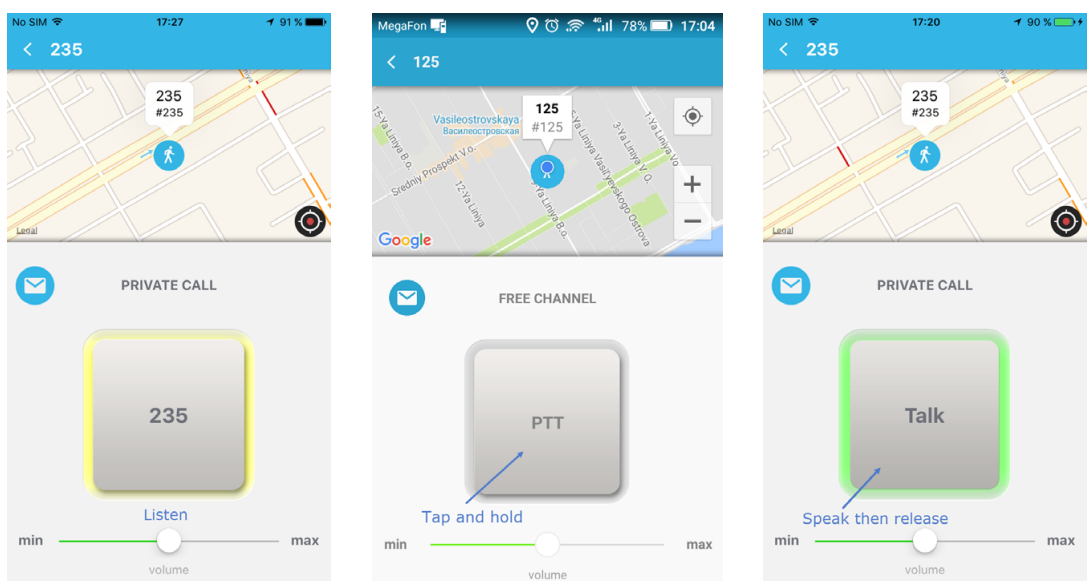
A conversation with a SIP phone user

The calling party can speak to you all the time until the call is finished. You can speak to the calling party only when you tap and hold the central button.

When you tap and hold the central button, it changes the text from the calling party's name to **Talk**. When you release the button, you see the calling party's name on the button again.
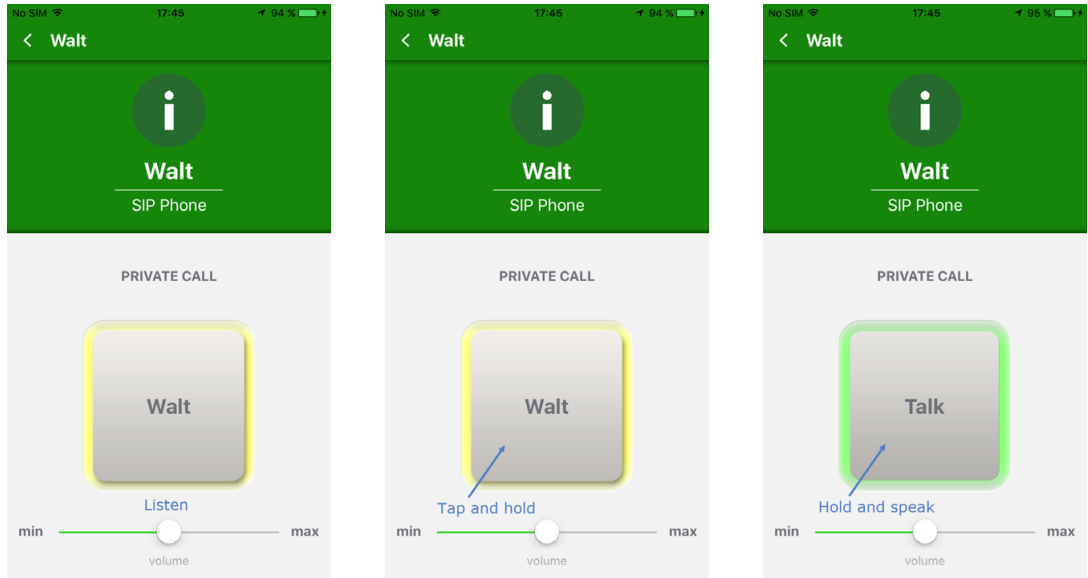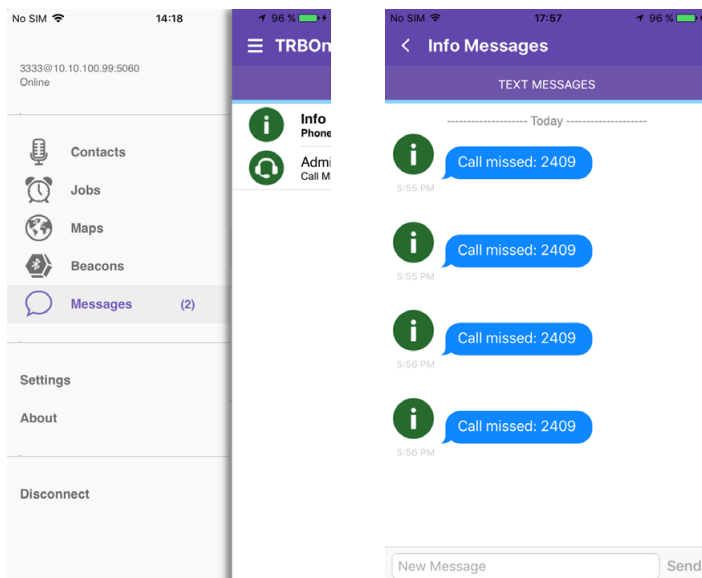

Call termination

To terminate an incoming private call, tap the **Back** button on the top bar. When the call is finished by any party, you are redirected to the last visited page automatically.

When your line is busy

When your line is busy, nobody can give you a private call. You get no notification of a private call attempt made by a TRBOnet Mobile user or operator.


At a call attempt from a SIP phone, you get a sound notification. Open the menu and tap **Messages** to read the text message about a missed call.

8.3　Listening to a Talk Group

The **TALK GROUPS** page shows all talk groups in which you are registered as a participant.

All talk groups on the **TALK GROUPS** page are mute by default. You can select up to three talk groups whose voice traffic you will be listening to on your mobile device. To select a talk group, tap the **Sound** button next to the preferred group on the **TALK GROUPS** page.
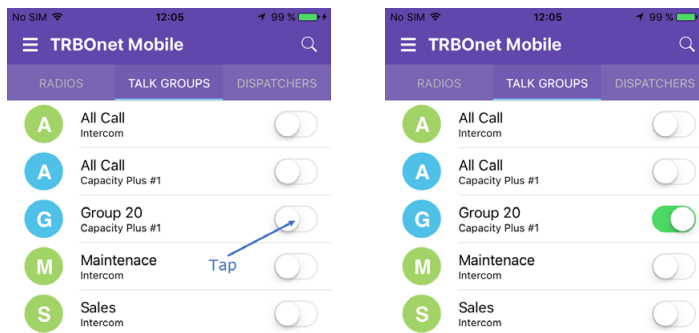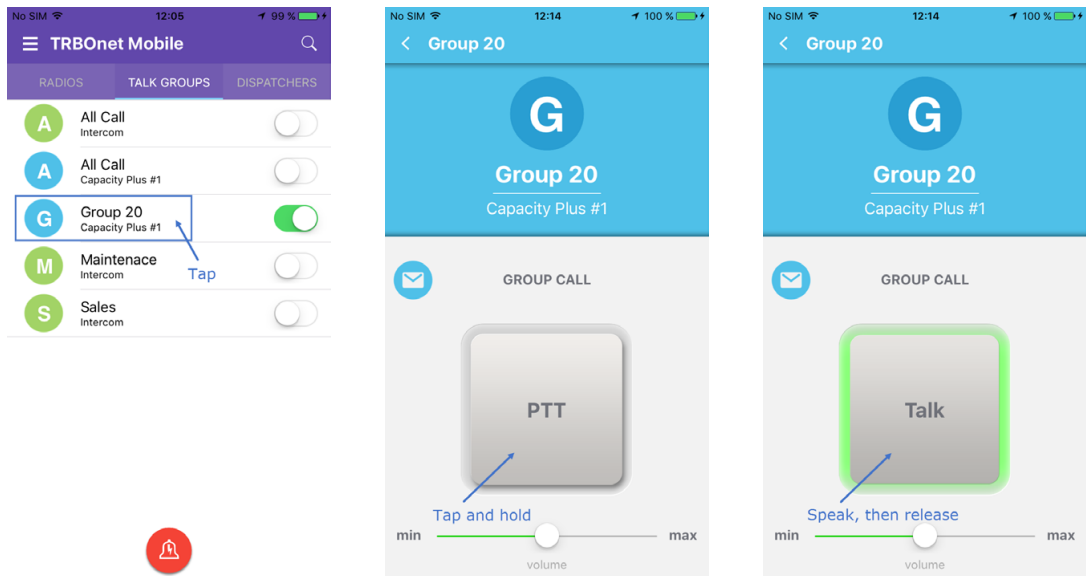

To mute the selected talk group, tap the **Sound** button again.

8.4　Making a Group Call

To make a group call:

1. On the **TALK GROUPS** page, tap the preferred talk group.

2. To speak, tap and hold the central button until the **PTT** text changes to **Talk**. Release the central button to let other call participants speak.

3. To leave the call, tap the **Back** button on the top bar.

When you speak to a talk group, all group listeners hear your voice. They do not see any identification of a speaker unless they join the call by opening the talk group page:
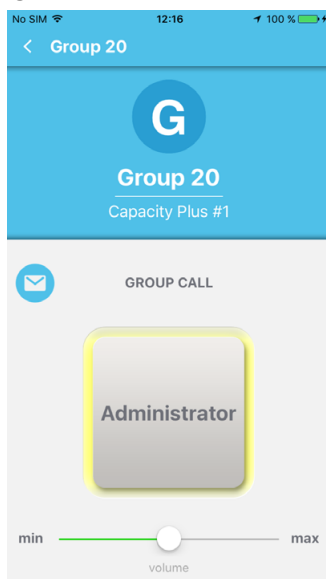
The talk group listeners who are busy having other calls do not hear your group call.

8.5 Sending an Alarm Message

An alarm message is a data call that a radio user or a TRBOnet Mobile user can send to their co-workers to notify them about an emergency.

You can broadcast an alarm message to all operators on the **DISPATCHERS** page and all active TRBOnet Mobile users on the radio network. Radio users do not receive alarm messages.

To send an alarm message:

1. Tap the **Alarm** button. This button is available from most pages on your TRBOnet Mobile application.

2. In the popup window, tap **Yes** to confirm sending an alarm.
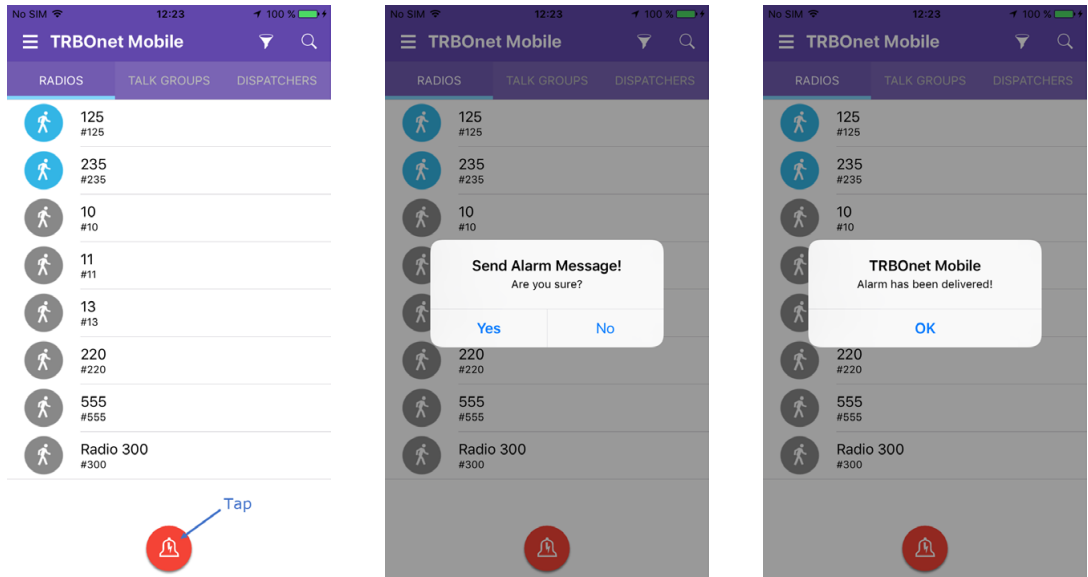
Once done, you'll see the delivery confirmation on the screen. All participants will see your alarm notification on their devices. A participant can ignore your alarm or serve it by initiating a private call to you.

Note: To learn how to suppress the delivery confirmations, refer to section 13, Settings (page 36).

8.6 Receiving a Call Alert from a Radio

When someone on the radio network sends a call alert to you, you will get a Request to Talk notification on the screen. If you are having a voice call, an incoming alert will terminate it automatically.

You have the following options:

- To ignore the call alert, tap **Dismiss**.
- To respond to the call alert, tap **Open PTT**. Then tap and hold the **PTT** button to initiate a private voice call with the person who sent you a call alert.
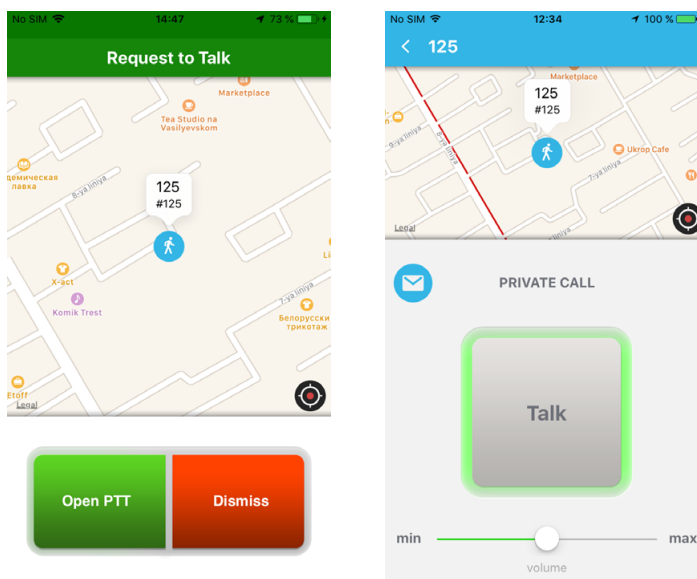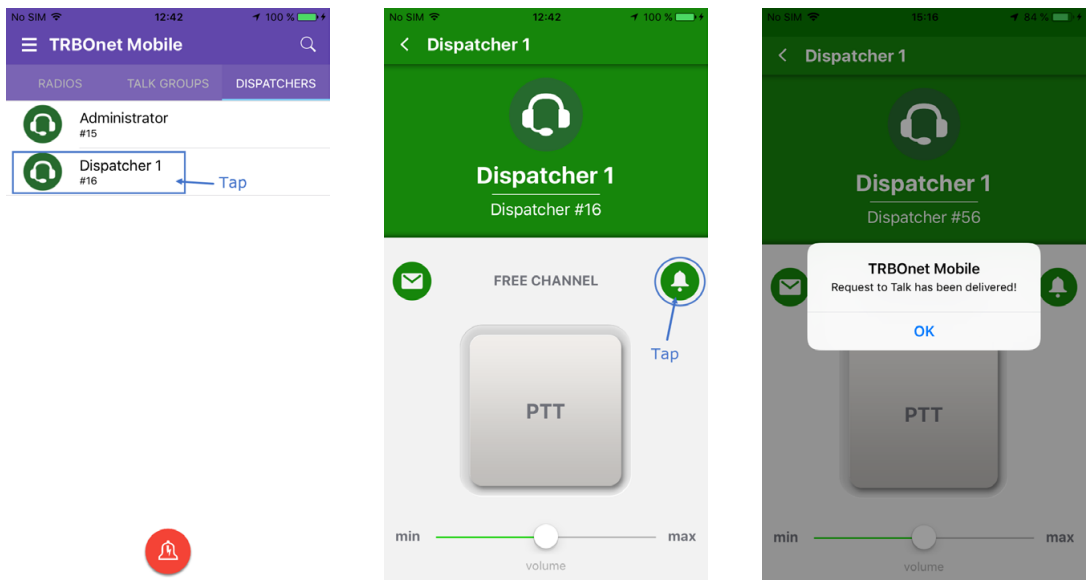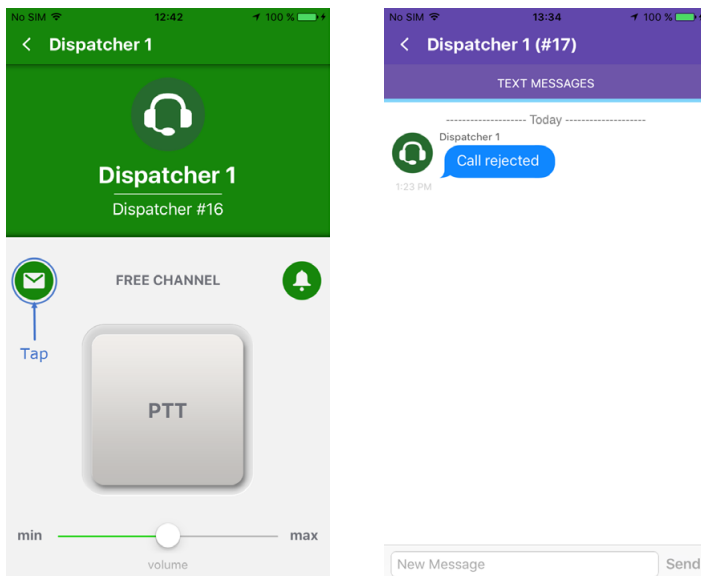
8.7 Sending a Request to Talk to a Dispatcher

A request to talk is a request for a private call that you direct to any operator on the **DISPATCHERS** page.

To send a request to talk:

1. On the **DISPATCHERS** page, tap a contact. On the operator's page, tap the **Request to Talk** button.

2. Tap **OK** to confirm sending the request to talk.
3. Tap **OK** to close the message box with the delivery confirmation.
4. The called operator can accept your request to talk or reject it with a note.

   - If your request to talk is accepted, you will receive a private call from the operator.
   - If your request to talk is rejected, you will get a sound notification. To read a note from the operator, tap the **Text** button on the operator's page.

8.8 Receiving a Request to Talk from a Dispatcher

You can receive a request to talk (a request for a private call) from any operator displayed on the **DISPATCHERS** page.
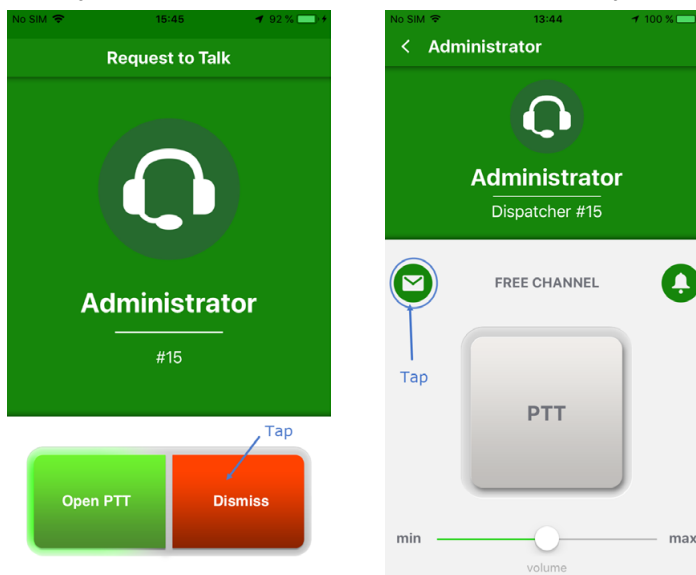
When your line is not busy

If your line is not busy, an incoming request to talk appears on the screen automatically. You have the following options:

- To accept the request to talk, tap **Open PTT**. On the operator's page, tap and hold the **PTT** button to initiate a private call.
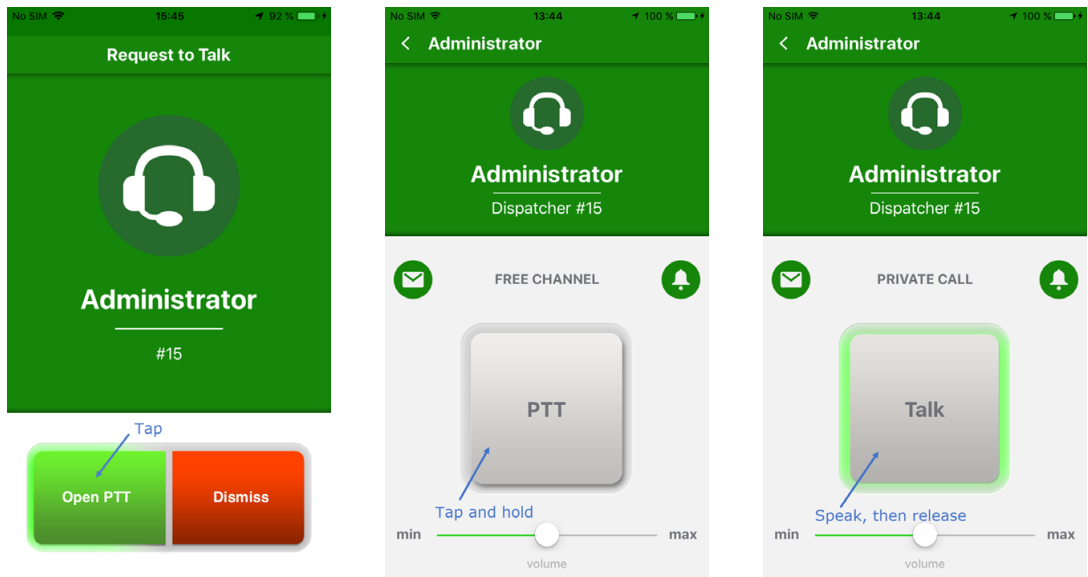

- To decline the request to talk, tap **Dismiss**. A text notification about the rejected request to talk will be automatically delivered to the operator.

When your line is busy

If you are busy having a voice call, you are notified about an incoming request to talk with a text message.

To learn who is requesting for a call, tap **Messages** on the menu, then tap the conversation with unread messages (displayed in bold).
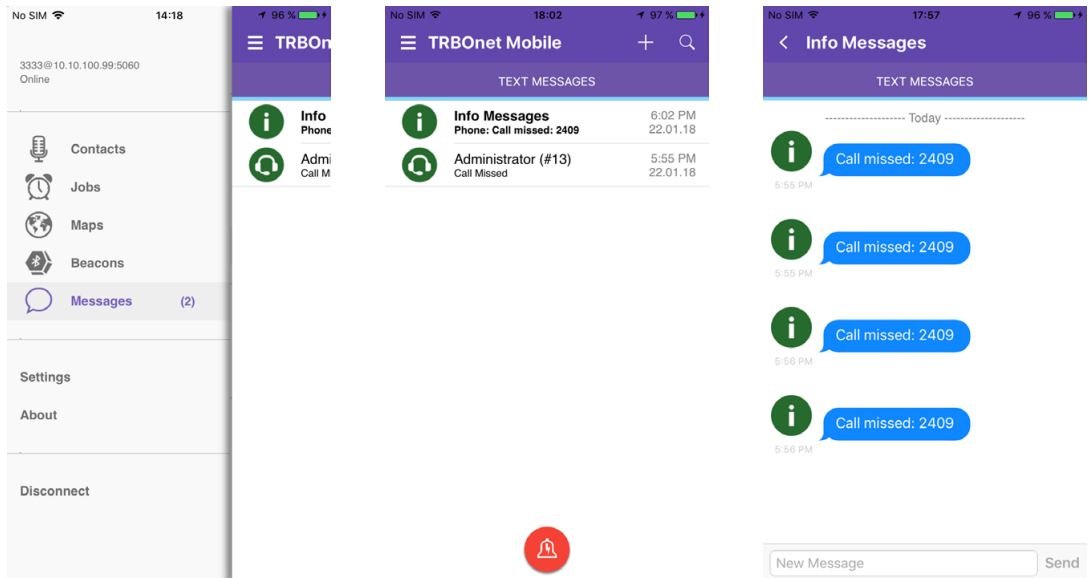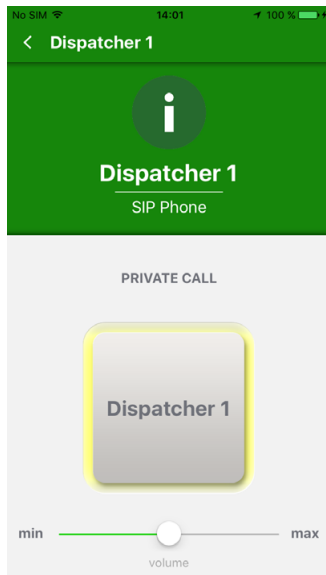

8.9 Listening to a Voice Message

Your mobile device can receive and playback voice messages from a TRBOnet control room.

Private voice messages

When you receive a private voice message, you start to hear voice and see the voice message page on the screen. A voice message can be played back in a loop. To terminate the voice message, tap the **Back** button on the top bar.
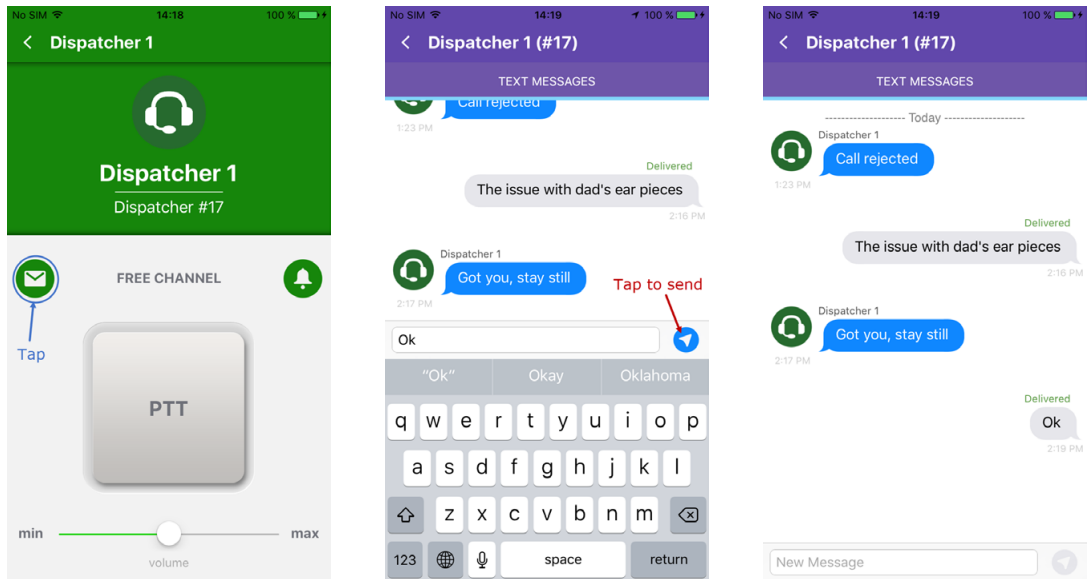
9   Text Messages

You can have a text conversation with any radio user or TRBOnet Mobile user, with a talk group from the **TALK GROUPS** page, and with an operator from the **DISPATCHERS** page.

Text conversation

To start a text conversation, open the page of the recipient and tap the **Text** button. Type your message in the edit box, then tap the **Send** button.

> Note: A text message can be typed in any language. The length of a text message is restricted to 105 characters. Messages that exceed the maximum allowed length will be truncated.

If the recipient is online, the sent message appears on the wall as **Delivered**. When the recipient responds, the incoming message appears next to yours on the wall.

If the recipient is offline, your message appears on the wall as undelivered. You can resend it later by tapping it and choosing **Yes** in the confirmation dialog.
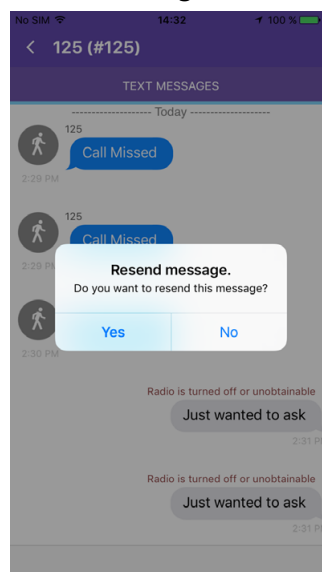
> **Note:** If the recipient is an operator, you cannot resend a text message. Instead, copy the text and send a new message.

## Incoming text messages

When you get an incoming message, you hear a sound notification. To check the incoming messages, open the menu and tap **Text**.
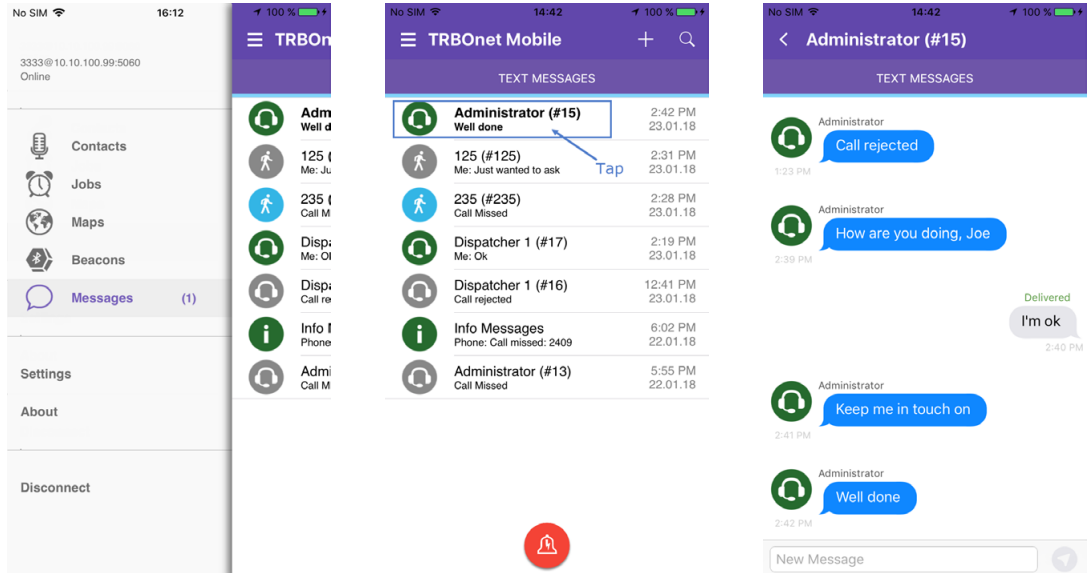
A conversation with unread messages is displayed in bold. Tap the conversation to see all included messages. To reply, type your text in the edit box and tap the **Send** button.

10 Jobs

A job is a task that you can receive from an operator of the Dispatch Console. To check if you have new jobs, open the menu. The **Jobs** menu item shows the number of unread jobs. Tap **Jobs** to see your jobs on the **CURRENT JOBS** page.
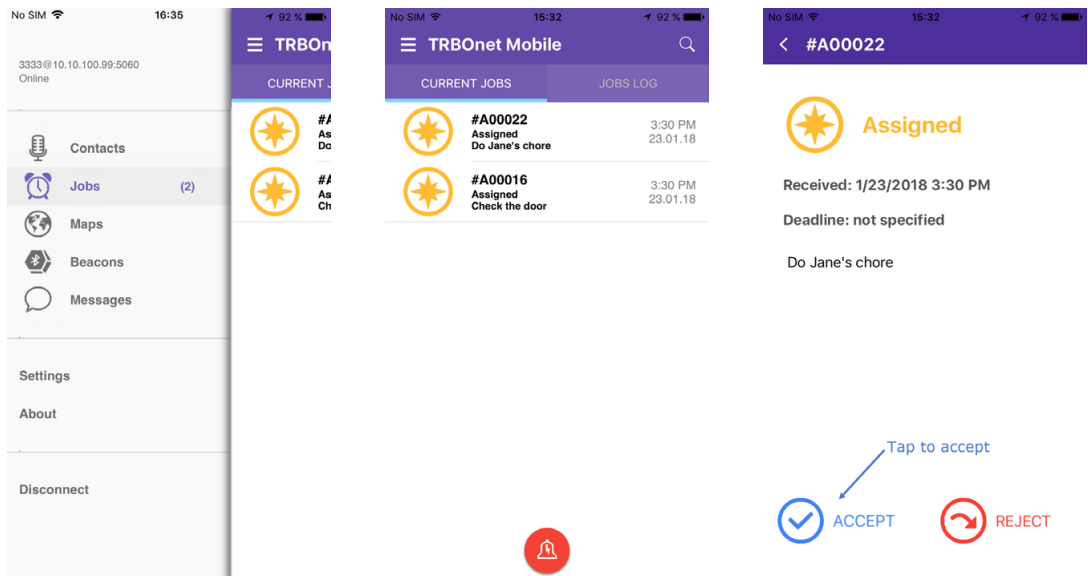
New jobs are added to the **CURRENT JOBS** page with the **Assigned** status. Unopened jobs are displayed in bold. Tap a new job, then tap **ACCEPT** or **REJECT**.

> Note: Job ticket statuses must be appropriately configured in TRBOnet Dispatch Console (see TRBOnet Enterprise/PLUS Job Ticketing User Guide).

ACCEPTED JOB

An accepted job appears on the **CURRENT JOBS** page with the **Accepted** status. Once you have accepted a job, it remains on the **CURRENT JOBS** page until completed.

To process a job, change the job status on your mobile device as follows:

- When you start work on an accepted job, open the job page and tap **PROGRESS**. The job status on top of the page changes to **In Progress**.

- When you finish the job, open the job page and tap **COMPLETE**. The job status changes to **Completed**.

To delete the completed job from the **JOB LOG** page immediately, tap **REMOVE FROM LOG**. To keep the completed job in the log, tap the **Back** button on the top bar.
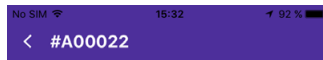
Tap

Tap

Tap or skip

IN PROGRESS

COMPLETE

REMOVE FROM LOG
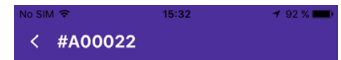
REJECTED JOB

A rejected job moves to the **JOB LOG** page. It remains on this page until you delete it or until the operator reassigns it to you or to someone else. A reassigned job disappears from **JOB LOG**. If reassigned to you, the job appears on the **CURRENT JOBS** page with the **New** status.

JOB LOG

Completed and rejected jobs move to the **JOB LOG** page. To delete a job from the **JOB LOG** page, tap the job and then tap **REMOVE FROM LOG**.
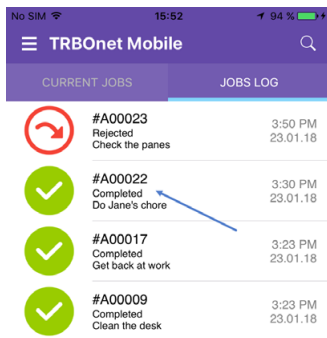
Tap to delete

REMOVE FROM LOG

11 Map

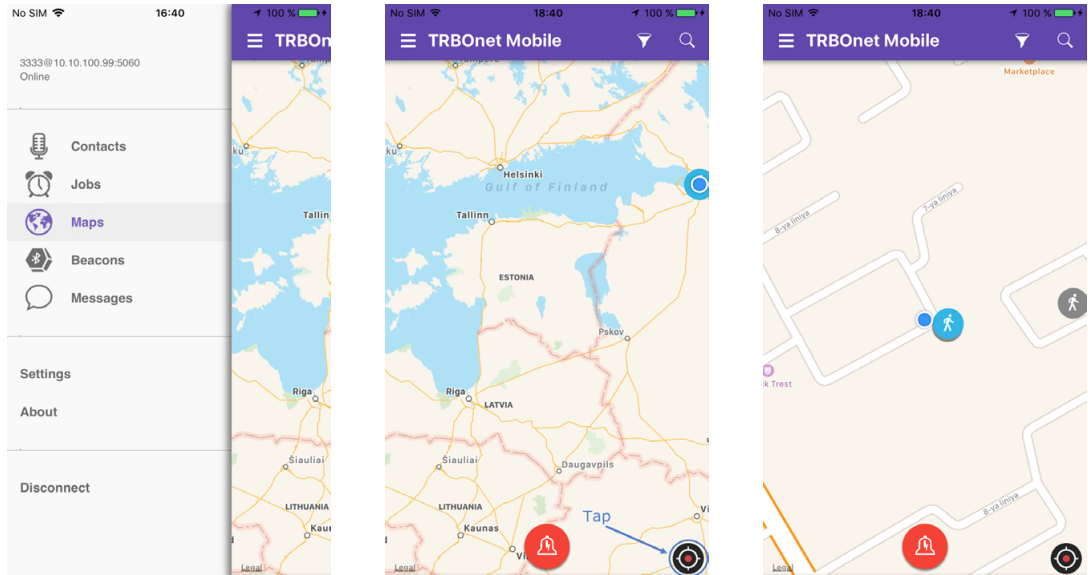On the map, you can see the locations of all users currently available on the **RADIOS** page. To do that, open the menu and tap **Maps**.

The map displays the last selected area. Tap the **Pan** button. All located users appear on the map with icons. The color of the icon indicates the network status of the user:

- **Gray**: Offline
- **Green**: Online, GPS enabled
- **Blue**: Online, GPS disabled
- **Red**: Online, in emergency

> Note: Offline users and users with disabled GPS are displayed on the map with their last known coordinates.

To learn the name of a user indicated by the icon, tap that icon on the map. The user's name appears next to the icon.

11.1 Filtering Radios on Map

By default, the map displays all users available on the **RADIOS** page. To display users with a particular network status, tap the **Filter** button and select one or several options required. For example, you may select to display only radios that are online and have fixed GPS signal. Tap **OK** to apply the filter.
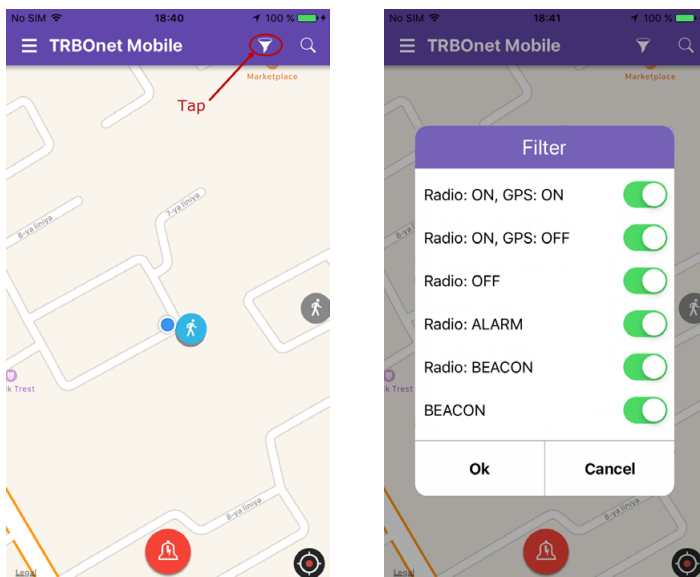
12   Beacons

On the **Beacons in Range** page, you see a list of the beacons in the coverage zone of which the smartphone is located.

- Open the menu and tap **Beacons**.

> Note: The **Beacons** menu item is available only if the
> **Use Indoor location** option is enabled in the Mobile Client profile associated with the Mobile Client account (see sections 6.2.1, Adding TRBOnet Mobile and 6.2.2, Adding Mobile Client Profile).
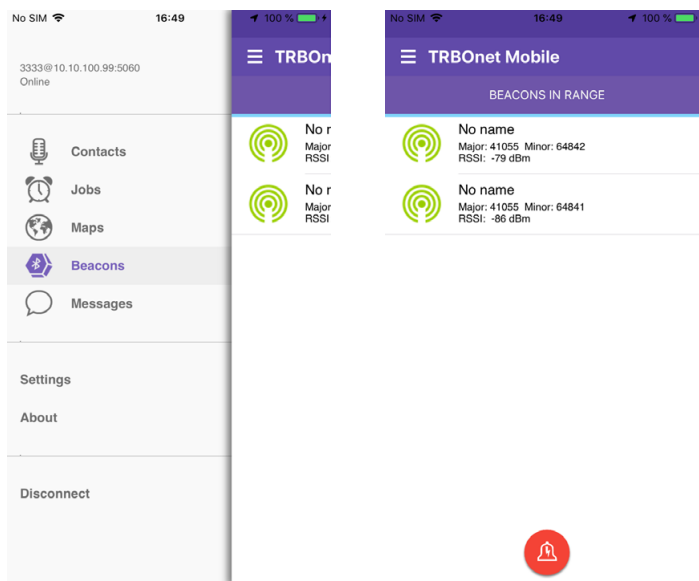
Information on a beacon includes its Major and Minor IDs, and RSSI level.

13 Settings

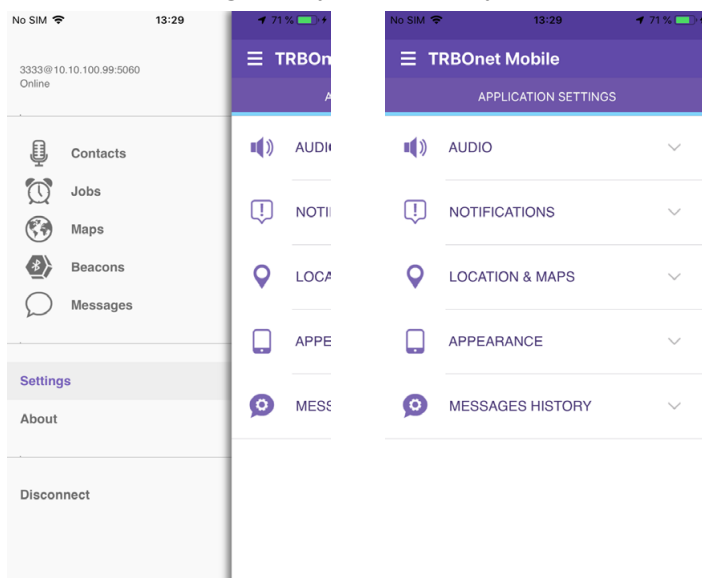To configure your TRBOnet Mobile application, tap the **Menu** button and then tap **Settings**. Scroll the **Settings** page and tap the option that you need to configure. Tap the **Back** button on the **Settings** page to save the settings and leave the page. The updated settings apply immediately.

Below is the list of available settings:

AUDIO

    CODECS

▪ Select the codecs to be used for audio communication.

> Note: For the best user experience, we strongly recommend that **SPEEX_WB** codec be used.

    FILTERS

▪ Select the filters to be applied to the audio stream.

- **Talk Permit Tone**
  Select this option so that a tone will be played when you tap the PTT button to start speaking.

- **Incoming Talk Tone**
  Select this option so that a tone will be played when you receive an incoming call.

- **Outgoing Transmission End Tone**
  Select this option so that a noise tone will be played when you release the PTT button to stop speaking.

- **Bluetooth Headset**
  Select this option if you will use a Bluetooth headset (speaker and microphone).

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NOTIFICATIONS

- **Flash Blinking**
  Select this option to enable flash blinking when an Alarm or Call Alert arrive.

- **Vibrate**
  Select this option to enable vibration for notifications, PTT button, etc.

- **Silent Mode**
  Select this option to disable all sound notifications.

- **Job Status Confirmation**
  Select this option to display a confirmation box when the user changes a job's status.

- **Information Toasts**
  Select this option to display information toasts in the app.

LOCATION & MAPS

- **MAP TYPE**
  Choose one the map types below:

  - **Hybrid**
    A combination of satellite and cartographic imagery.

  - **Hybrid Flyover**
    A flyover that combines satellite and cartographic imagery.

  - **Satellite**
    Photos taken from space.

  - **Satellite Flyover**
    A flyover using satellite images.

  - **Standard**
    Standard cartographic imagery.

APPEARANCE

- **Language**
  Tap to choose the application language.

- **Hide System Names**
  Select this option so that system information is not displayed below a group name in the **TALK GROUPS** page.

- **Keep Screen ON**
  Select this option to prevent the screen from falling asleep. If selected, this setting increases the battery usage.

- **Hide Alarm button**
  Select this option to hide the alarm button (red button at the screen bottom).

MESSAGES HISTORY

- **MAXIMUM AMOUNT**
  Choose the maximum number of messages to be stored for each contact. (**50**, **100**, **300**, **500**, or **1000 messages**).