



# Report-IT Enterprise for Android User Manual

Software Version 2.0.5 Manual Version 2.0.5.1 June, 2013

## **Table of Contents**

About Report-IT	3
Home Screen Controls	5
Getting Started: Report-IT 10/25/50/100 Packs	7
Transmit Recordings or Insert Live Wraparounds	13
Connection Quality & Statistics	15
Managing Reports	16
	17
Trim Reports for Playback	19
Adding and Removing Reports from Playlists	20
Adding and Deleting Playlists	21
Sharing Reports	22
Editing Recordings	22
Locking Reports	23
Deleting Reports	23
Configurable User Settings	25
Change Password	25
Offline Recording Settings	26
Advanced Settings	27
Customer Support	29
Multilingual Support	31
Specifications	31
Software Licensing	31
Credit Notices	35
	36
	Transmit Recordings or Insert

## 1 About Report-IT

Tieline's Report-IT changes the newsgathering game by turning your iPhone® or Android™ smartphone into a pocket-sized portable 15kHz live IP audio codec and ultraslim high fidelity audio recorder. It is a simple application which allows a reporter to use an Android smartphone to:

- Broadcast 15kHz live two-way interviews between the talent/reporter and the studio live to air.
- Use the inbuilt mic on all Android smartphones to prerecord interviews to the phone and then transfer these files to the studio via file sharing servers.
- Prerecord interviews, trim them offline, build a user-friendly playlist of edited clips and insert them into your live cross to the studio later (sometimes called wraparounds).

#### Report-IT Enterprise

Report-IT 10 Pack and Enterprise 25/50/100 Packs enable broadcast networks to centrally manage multiple users from the studio using cloud computing concepts to configure, manage and secure all live Report-IT connections across their IP networks. Reporters, announcers and remote talent don't even need to configure Report-IT to use it. Studio engineers can use a special Report-IT administrator login to create a unique password remotely and define specific connection settings for each user using:

- The PC/Mac TieServer Console (25/50/100 pack only).
- The TieServer Console application for Android devices.
- The TieServer Console application for iOS devices.
- An iPhone with Report-IT Enterprise installed using an administrator login.

#### Important Notes:

- The iOS TieServer Console App (<a href="https://itunes.apple.com/us/app/tieserver-console/id604794105?ls=1&mt=8">https://itunes.apple.com/us/app/tieserver-console/id604794105?ls=1&mt=8</a>) can be used to administer 10/25/50/100 packs and should be used instead of iOS Report-IT Enterprise app versions. Using the Report-IT Enterprise Edition app to administer a domain will use a device license.
- Organisations using Android devices only should use the Android TieServer Console app (<a href="https://play.google.com/store/apps/details?">https://play.google.com/store/apps/details?</a> id=com.tieline.reportitee.admin) to configure 10/25/50/100 packs.
- 3. Using either the Android or iOS app does NOT use up a device license.
- 4. The PC/Mac TieServer Console tool (<u>www.tieserver.com</u>) can be used for 25, 50 & 100 packs ONLY.

All configuration settings for connecting to Tieline codecs and sharing with file servers are automatically downloaded into Report-IT Enterprise via TieServer after a user account password is entered into a compatible device. This process not only makes it very simple for users to connect, it also significantly enhances broadcast IP network security by never exposing IP address and port details of studio codecs to reporters and contributors in the field.

This guide is designed to assist Report-IT users to download the Report-IT Enterprise Edition application from Google Play and enter their login credentials. It also contains information about operating Report-IT as a newsgathering tool.

#### Where should I start?

If you want to learn how to download Report-IT onto your smartphone and get connected see Getting Started: Report-IT 10/25/50/100 Packs.

## Terminology and Abbreviations

CMS	Codec Management System
Domain	An identification string that defines a realm of
	administrative autonomy, authority, or control on the
	internet
FTP	File Transfer Protocol
GUI	Graphical User Interface
NAT	Network Address Translation
PAT	Port Address Translation
TCP	Transmission Control Protocol
TieServer	Tieline server used to store and manage codec and user account information to facilitate connections
TieServer Console	Web browser Graphical User Interface (GUI) tool, also
	available as an Android or Apple device application, used
	by administrators to configure Tieline hardware and
L	software, including Report-IT Enterprise Edition
LUDP	User Datagram Protocol

## 2 Home Screen Controls



	Feature	Description
1	Home button	Tap to return to the <b>Report Live</b> screen from any screen.
2	Input PPM	Displays microphone input level; The PPM meters in Report-IT display average power for audio; aim to keep levels peaking in the green region of the PPM.
3	Return PPM	Displays return audio level from the studio codec when connected; keep levels peaking in the green region of the PPM
4	Codec connection	Displays the codec to which Report-IT is configured to connect; tap the arrow to select a new codec (Note: for security, IP address details are never displayed in Report-IT Enterprise)
5	Connect/ Disconnect button	Tap the <b>Connect</b> button to establish a connection to the studio codec; when connected, tap the red <b>Disconnect</b> button to disconnect.
6	Screen lock button	Tap to lock screen controls when connected to ensure settings cannot be accidentally adjusted; buttons and sliders are greyed out and disabled when locked
7	Menu	Tap to <b>Log Off</b> or view the Report-IT <b>Settings</b> screen.
8	Back/Return	Tap to navigate to the previous screen or exit Report-IT from the <b>Home</b> (Report Live) screen.
9	Return slider/fader	Slide to adjust return audio levels
10	Mute button	If displayed, tap to mute return audio from the studio codec (turns blue when muted)
11	Input Slider/Fader	Slide to adjust microphone input levels

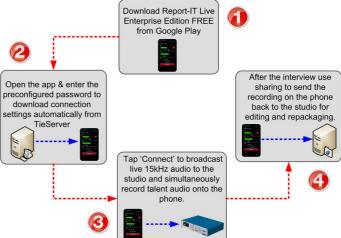
12	Record Symbol	Indicates when a report is being recorded or not recorded
13	Activity	Tap to select the activity you want to perform with Report-
		IT; Report Live, Record Report or Manage Reports
14	Record/	Displays flashing green symbol when connected live
	Connected	(orange symbol while connecting) and REC flashes red
	indications	when recording

## 3 Getting Started: Report-IT 10/25/50/100 Packs

To use Report-IT Enterprise simply download the Tieline Enterprise

Edition Android™ App from
Google Play for free. Then use the login credentials provided by the studio to automatically log in to TieServer and download all settings for connecting to specific Tieline studio codecs, or sharing with file servers.

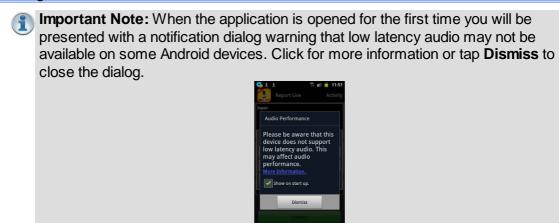
Open the app & enter the preconfigured password to download connection settings automatically from TieServer Ti





**Important Note:** It is possible to record a report without logging in to TieServer but it is not possible to make live connections or share recorded reports until Report-IT has logged into TieServer.

#### Dialing into the Studio



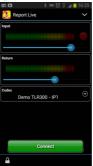
- 1. After downloading and installing the application, tap the **Report-IT Live Enterprise Edition** app symbol on the phone screen to run the application.
- 2. Enter the **User Name** and **Password** provided by the studio in order to sign in to TieServer, then tap **OK**. Note: it is possible for an administrator to configure Report-IT to remember the password for subsequent logins.



3. Report-IT will authenticate the password using TieServer and download all configuration and connection settings configured by the studio. This may take several seconds to complete.



4. Use your finger to move the **Input Slider** and adjust input audio levels.



 Tap Connect on the Report Live screen to dial the studio codec and use your finger to move the Return Slider horizontally to adjust return audio levels from the studio codec.



**Important Note:** The **Monitor Input** audio option can be toggled on or off by a user when this option is enabled by the Report-IT Enterprise administrator. To adjust this setting:

- 1. Tap the **Menu** button on your Android device.
- 2. Tap **Settings**.
- 3. Tap **Audio**.
- 4. Tap to select and deselect Monitor Input.

#### Disconnecting a Connection

1. Tap the **Disconnect** button on the **Home** screen to end the connection.



**WARNINGS:** To ensure your live or recorded operations are not interrupted by incoming phone calls and other applications, configure call forwarding to voice-mail or another number; ensure all calendar and clock alarm functions are also turned off.

By default Report-IT Enterprise will stop a recording or live streaming when the **HOME** button is pressed to close the application on the screen. Background audio streaming/recording is also possible by selecting **Menu > Settings > Advanced > Background Audio Streaming [Enable]**. For more details see Advanced Settings



#### **Important Notes:**

- If Auto Reconnection is ON the Report-IT app will attempt to automatically reconnect to the studio codec if the connection is temporarily lost. This setting is configured by the studio administrator.
- Use your finger to swipe left from the Report Live screen to view connection Statistics and Renegotiate the connection bit-rate if this setting is not disabled.
- The Return PPM meter on the Home screen displays no audio until a connection to the studio codec is created.

#### Dialing Different Connections

More than one connection can be configured, enabling users to choose from more than one codec at the studio. To select a different dialing destination:

1. Tap the arrow symbol on the **Report Live** screen to open the **Codec** page.



2. Tap to select a new codec.



3. Tap **Connect** on the **Home** screen to dial the codec selected.



#### Recording a Report

Report-IT administrators can use the **Record on Connect** feature to configure Report-IT to automatically record when a new live connection is created. Offline recordings can also be performed if network connectivity is unavailable, or users wish to record interviews to insert later as playlists within live reports.



#### Important note when recording and reporting live:

- If **Auto Reconnect** is **On** then recording will not stop if disconnection occurs.
- If **Auto Reconnect** is **Off** then recording will stop if disconnection occurs.

#### Recording a Report without a Live Connection

 Tap Activity in the top-right corner of the Home screen and then tap Record Report.



- 2. Use your finger to move the **Input Slider** and adjust audio input levels.
- 3. Tap the **Record** button to start recording.
- 4. Tap the **Stop Recording** button to finish recording.



#### Managing Recorded Reports

Recorded reports can be managed by tapping **Activity** in the top-right corner of the **Home** screen and selecting **Manage Reports**. For more information see Managing Reports.

#### Sharing Reports

Report-IT supports file sharing and this can be performed manually or automatically.

#### Automatic File Sharing

Report-IT can be configured by an administrator to automatically prompt users to send a recording after it has been disconnected. If this is configured:

- 1. Tap **Disconnect** to hang up the connection.
- 2. Tap **Upload** to commence uploading the recording to the server. Data transfer is displayed on the progress bar.

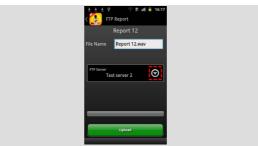


3. Data transfer may take several minutes, depending on the size of the report and the upload connection bandwidth available. Confirmation is displayed at the completion of the file transfer.



#### **Important Notes:**

- Tap the File Name text box to display the onscreen keyboard and rename a report prior to transfer if required. Tap the Back arrow when this is complete.
- Tap the arrow symbol to open the Shares screen and select a different share server if required.



Tap to cancel a file transfer prior to completion.

#### Manually Configured File Sharing

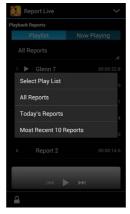
Recordings can also be selected and transferred manually.

- 1. Tap the **Activity** button in the top-right corner of the **Home** screen and then tap **Manage Reports**.
- 2. Tap a report to view it in the **Report** screen.
- 3. Tap **Share** on the **Report** screen.
- Edit the File Name and Details metadata if required, then tap the arrow to open the Select Share screen and choose a new option if required.
- 5. Tap the **Upload** button to upload the report using the share option configured into Report-IT.

## 4 Transmit Recordings or Insert Live Wraparounds

Recordings can be transmitted to a codec at the studio or inserted into live reports (wraparounds) using playlists displayed on the **Playback Reports** screen. (See <u>Add and Remove Reports from Playlists</u> for more info)

- 1. Tap **Activity** in the top-right corner of the **Home** screen and then tap **Report Live**.
- 2. Tap the **Connect** button on the **Home** screen to establish a connection to the studio codec.
- 3. Swipe your finger to the left to reveal the **Playback Reports** screen.
- 4. Tap the arrow to select a playlist (from the default and custom playlists displayed).



- 5. Tap a report to select it from the playlist of recordings.
- 6. Press the play symbol to play the report. Note: this automatically mutes the device microphone during playback.
- 7. Tap **Now Playing** if you want to adjust the report playback level.
- 8. Swipe your finger to the right to return to the **Report Live** screen at the completion of playback.
- 9. Tap the **Disconnect** button on the **Report Live Home** screen to end the connection.



	Feature	Description
1	Playlist button	Tap to display all reports in the selected playlist
2	Now playing button	Tap to display the currently selected recording
3	Current playlist	The name of the currently selected playlist
4	Select playlist arrow	Press <b>I</b> to select a new playlist
5	Current report selected	Indicates the currently selected report
6	Playback indicator	Elapsed playback indication
7	Playback controls	Play, pause,and skip report controls

## 5 Connection Quality & Statistics

When a connection is live and you are viewing the **Report Live** screen, swipe to the left to view the **Statistics** screen and view current connection statistics.

In order of viewing from the top of the screen you can see:

- 1. **Cxn Duration:** The duration of the current or last connection.
- 2. **Cxn Data:** the amount of data used over the current or last connection.
- 3. Bitrate: the bit-rate of an active connection.
- 4. Link Quality: the local and remote link qualities of an active connection.



#### How to Adjust the Audio Bit-Rate when Connected

- 1. Use your finger to swipe left to view the **Report Live Statistics** and **Renegotiate** screen.
- 2. Tap **Up** to increase the audio connection bit-rate, or **Down** to decrease the audio connection bit-rate.

#### Latency and Report-IT Jitter Buffering

Behind the scenes Report-IT uses SmartStream automatic Jitter Buffer settings with the default setting being 'Best Compromise", which is the same default setting in all Tieline IP audio codecs. It is designed to provide the safest level of good audio quality without introducing too much extra delay. Tieline's Jitter-buffer is smart because of its ability to:

- Remove duplicate packets.
- Re-order packets if they arrive out-of-order.
- Repair the stream in the event of packet loss (error concealment).
- Manage delay dynamically based on current network congestion.
- Manage forward error correction (FEC).

Over LANs, WANs and wireless networks the automatic jitter buffer generally works extremely well and very reliably. It adapts automatically to the prevailing IP network conditions to provide continuity of return audio streaming in Report-IT and simultaneously minimises any delay.

## 6 Managing Reports

To manage reports that have been recorded tap **Activity** in the top-right corner of the **Home** screen and then tap **Manage Reports**.

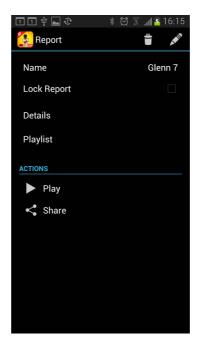


The **Manage Reports** screens list all recorded reports sequentially in chronological order. Swipe left and right to view default and custom playlists.



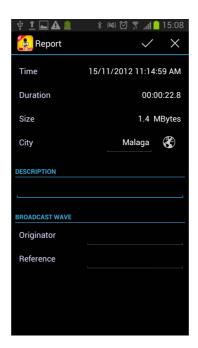
Tap a report in a playlist to view a range of selectable options in the **Report** screen. Options include:

- Renaming the report: tap the edit button.
- Locking the report.
- Viewing and editing report details, including metadata.
- Playback the report.
- Share the report.



#### Metadata Details

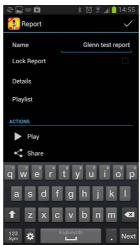
Tap **Details** to view and edit metadata information associated with a report.



## 6.1 Renaming a Report

Reports sent via sharing can be renamed prior to file transfer.

- 1. Tap **Activity** in the top-right of the **Home** screen and then tap **Manage Reports**.
- 2. Swipe left or right to navigate to a recording in a playlist and tap to view it in the **Report** screen.
- 3. Tap **Edit** in the top-right of the screen to edit the report **Name**.

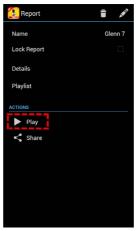


4. Tap ✓ in the top-right of the screen to confirm the changes.

Note: The default report name for Report-IT Enterprise 50/100 Pack users can be configured by the system administrator.

## 6.2 Playback of Reports

- 1. Tap **Activity** in the top-right corner of the **Home** screen and then tap **Manage Reports**.
- 2. Swipe left or right to navigate to a recording in a playlist and tap to view it in the **Report** screen.
- 3. Tap Play to open the Play Report screen.



4. Tap the **Play** symbol to commence playback.



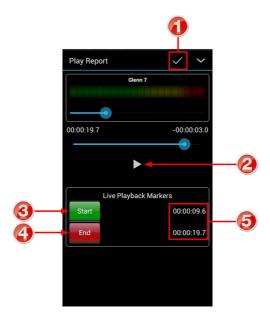
## 6.3 Trim Reports for Playback

It is possible to trim the top and tail of a recorded report and store this setting for playback.



**Important Note:** Trimming a report will not affect the original recording and only affects live report playback of recordings. Reports that are sent via sharing are not trimmed.

- 1. Tap **Activity** in the top-right corner of the **Home** screen and then tap **Manage Reports**.
- 2. Tap to select a category playlist, then tap to select a report and launch the **Report** screen.
- 3. Tap Play on the Report screen.
- 4. Tap **Edit** in the top-right corner of the screen.
- 5. Tap the **Play** symbol to play audio and determine the playback start point for the report. You can also use your finger to slide the play-head along the **Scrubber Bar** and skip to any point along the report time-line.
- 6. When you are happy with the position, tap **Start** to position the playback start marker.
- 7. Next, play audio to determine the end-point of the report, then tap **End**.
- 8. Tap ✓ in the top-right corner of the screen to save the playback settings.



	Feature	Description
1	Edit/Save button	Tap to edit and store settings
2	Play/Pause Symbol	Tap to play and pause the recording
3	Start button	Tap to configure the start point for report playback
4	End Button	Tap to configure the end point for report playback
5	Start/End markers	Time indication for start and end markers

## 6.4 Adding and Removing Reports from Playlists

Custom playlists need to be created before attempting to manually add a recording to these playlists. (See Adding and Deleting Playlists for more details on adding playlists)

#### Adding a Report to a Playlist

- 1. Tap **Activity** in the top-right corner of the **Home** screen and then tap **Manage Reports**.
- 2. Swipe to navigate to the report you want to add to a playlist.
- 3. Tap to select the report.
- 4. Tap Playlist in the Report screen to view all custom playlists.
- 5. Tap to select playlists the recording will be added to, then tap **OK**.



6. Tap the **Back** arrow to exit the screen.

#### Removing a Report from a Playlist

- Tap Activity in the top-right corner of the Home screen and then tap Manage Reports.
- 2. Swipe to navigate to the report you want to remove from a playlist.
- 3. Tap the report.
- 4. Tap Playlist.
- 5. Tap the playlist check-box to deselect the report.
- 6. Tap **OK** to confirm the changes.
- i

**Important Note:** Removing a report from a custom playlist does not delete the recording. To delete a recording see <u>Deleting Reports</u>.

## 6.5 Adding and Deleting Playlists

It is possible to create playlists for sequential playout of recordings and management of recordings. The three default playlists in Report-IT to which reports are automatically added are:

- 1. All Reports.
- 2. Today's Reports.
- 3. Most Recent 10 Reports.

#### Adding a New Custom Playlist

Custom playlists can be created to allow you to manually add a recording to your own playlist.

- 1. Tap **Activity** in the top-right corner of the **Home** screen and then tap **Manage Reports**.
- 2. Swipe to view the Playlists screen.
- 3. Tap the **Plus** symbol to add a new playlist.
- 4. Use the on-screen keypad to enter a playlist name.



5. Tap **OK** to create the new playlist.

#### Deleting a Custom Playlist

- 1. Tap **Activity** in the top-right corner of the **Home** screen and then tap **Manage Reports**.
- 2. Swipe to view the Playlists screen.
- 3. Tap the **Delete** symbol in the top-right corner of the screen.
- 4. Tap the playlist check-box to select it for deletion.



5. Tap **Delete** at the top of the screen to delete all selected playlists.

## 6.6 Sharing Reports

Report-IT supports file sharing and this can be performed manually or automatically. See <u>Getting Started</u> for more information.

## 6.7 Editing Recordings

Reporters can edit recordings using any compatible Android editing application. To find Report-IT recordings:

- 1. Navigate to the file folders on your Android handset.
- 2. Select the **Tieline** folder to view all Report-IT recordings.

Edit the recording and then save it back into the **Tieline** folder.

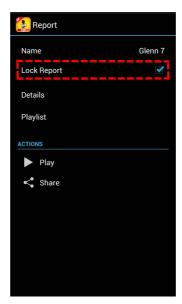


**Important Note:** Report-IT is programmed to search the **Tieline** folder for recordings to display within Report-IT, therefore edited recordings must be saved in the **Tieline** folder to ensure they are displayed within the Report-IT app.

## 6.8 Locking Reports

To lock a report and disallow editing:

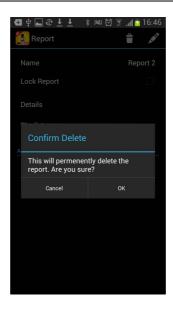
- 1. Tap **Activity** in the top-right corner of the **Home** screen and then tap **Manage Reports**.
- 2. Tap to select a category playlist, then tap to select a report and launch the **Report** screen.
- 3. Tap to select the **Lock Report** check-box. Note: the **Edit** and **Delete** symbols are then removed.



## 6.9 Deleting Reports

To delete recordings permanently:

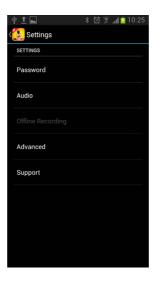
- 1. Tap **Activity** in the top-right corner of the **Home** screen and then tap **Manage Reports**.
- 2. Tap to select a category playlist, then tap to select a report and launch the **Report** screen.
- 3. Tap the **Delete** symbol in the top-right corner of the screen.
- 4. Tap **OK** to confirm the deletion.



## 7 Configurable User Settings

Most of the settings for Report-IT Enterprise are preconfigured using the TieServer Console. Some configurable settings are available via the **Settings** menu within Report-IT. To access Report-IT user settings:

- 1. Open the Report-IT Enterprise application.
- 2. Tap the **Menu** button on your Android handset.
- 3. Tap Settings.



## 7.1 Change Password

The system administrator may give permission for a user to change the password on the Report-IT user account. The **Password** menu will be greyed out if password reset is unavailable.

- 1. Open the Report-IT Enterprise application.
- 2. Tap the **Menu** button on your Android handset.
- 3. Tap **Settings**
- 4. Tap Password.
- 5. Tap Change Password.
- 6. Enter the existing password and new password into the onscreen dialog and tap **OK**.



#### 7.2 Offline Recording Settings

Report-IT 10 Pack and Enterprise 25/50/100 Pack is able to record reports offline, which is useful when no wireless network access is available, or a user is unsure of their login password. Recorded reports can be sent to the studio later via a codec, or by sharing files using a file server when wireless network connectivity is available.

A small subset of Report-IT settings can be adjusted locally on each Android device when recording reports offline and these settings are independent of system administrator user account settings. They include:

- 1. Logo, byline and Report Prefix: Adjust the **Logo** and **Byline** visible on the screen of a phone and the **Report Prefix** used to name each recording.
- 2. Monitor input: select to activate monitoring of input audio when headphones are attached to the device.
- 3. Bluetooth input: select to use a Bluetooth device as the audio input for your Android smartphone.

The **Logo** on the screen of a phone and the default **Report Prefix** used to name each recording is configured by the system administrator using the TieServer Console. It is also possible for a user to change and customize these settings for offline recordings, i.e. when a user does not log in to their Report-IT user account.



Important Note: After a user signs in with their username and password, the Offline Recording menu is hidden and Report-IT is automatically configured with the settings the administrator has configured via TieServer.

#### Changing the Logo and Byline

- 1. Save the image you want to use to your phone (Note: by default, Report-IT looks for the image in the camera, screen capture and download folders).
- 2. Open the Report-IT Enterprise application without logging in to the user account.
- 3. Tap the **Menu** button on your Android device.
- 4. Tap **Settings** and then **Offline Recording.**
- 5. Tap Logo.
- 6. Tap Logo Image.



- 7. Select a logo, resize it if required and tap **Save**.
- 8. Tap **Logo Byline** to adjust the text displayed below the image on the screen.
- 9. Tap the **Back** arrow to return to the **Home** screen.

#### Customising the Recording Prefix

The default name given to reports is "Report" and then a sequential number, e.g. Report 1 then Report 2 etc.

- 1. Open the Report-IT Enterprise application without logging in to the user account.
- 2. Tap the **Menu** button on your Android handset.
- 3. Tap Settings and then Offline Recording.
- 4. Tap **Report Prefix** and deselect **Default Prefix** (Note: **Default Prefix** uses the default System Administrator setting).



- 5. Enter the new Report Prefix and tap OK.
- 6. Tap the **Back** arrow to return to the **Home** screen.

## 7.3 Advanced Settings

#### Background Audio Streaming

In the **Advanced** menu it is possible for users to configure Report-IT to permit background streaming & recording with other apps active on the device. By default this setting is turned off.

- 1. Open the Report-IT Enterprise application.
- 2. Tap the **Menu** button on your Android device.
- 3. Tap **Settings** and then **Advanced**.
- Tap Background Audio Streaming to select the check-box and display a tick.



5. Tap I Understand to accept the Background Audio Streaming warning.



6. Tap the **Back** arrow to return to the **Home** screen.

## ¶ Impo

#### **Important Notes:**

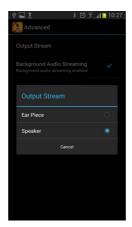
- To ensure your handset does not have hardware limitations which preclude it from streaming live audio successfully in this mode, always test each handset prior to going live for the first time, to ensure it is capable of using this feature successfully.
- Report-IT Enterprise will only run in the background when there is an active live connection or recording taking place.
- When there is no active connection or recording taking place, Report-IT
   Enterprise will be closed when switching to another application or pressing
   the Home button (Note: logout takes approximately 5 seconds after the
   application is closed). The current login session will be terminated and the
   user will be forced to log in again when Report-IT is relaunched. Faster login
   can be achieved by the system administrator activating the Remember
   Password feature for a user account.

#### **Output Stream Selection**

Use the **Output Stream** menu to choose to stream return audio from either the ear piece on the handset or the speaker. The default setting is **Ear Piece**.

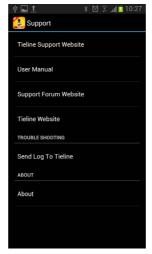
1. Open the Report-IT Enterprise application.

- 2. Tap the **Menu** button on your Android device.
- 3. Tap Settings and then Advanced.
- 4. Tap Output Stream.
- 5. Tap Ear Piece or Speaker.
- 6. Tap the **Back** arrow to return to the **Home** screen.



## 7.4 Customer Support

To access the customer support elements (user manual and website links and log file troubleshooting) within Report-IT tap the **Menu** button on your **Android** device, select **Settings**, then **Support**.



#### Troubleshooting: Send a Log to Tieline

If you are having trouble with Report-IT on your handset you can send a log to Tieline's support staff. This will assist in diagnosing any technical issue you may be encountering.

- 1. Tap Send Log to Tieline.
- 2. Enter a brief description of the problem in the text box.



3. Tap  $\mathbf{OK}$  to send a log file to Tieline.

## 8 Multilingual Support

Report-IT has support for various languages. To change the default language:

- 1. Open the TieServer Console application.
- 2. Tap the **Menu** button on your Android handset.
- 3. Tap Settings > Language and input > Language > [select your language]

## 9 Specifications

- Report-IT Enterprise requires Android v.2.3 or higher
- Report-IT Enterprise supports up to 15kHz audio quality over live connections using Tieline Music at 24Kbps.
- Report-IT Enterprise supports 16 bit PCM audio recording capability; sample rate dependent on handset capability.
- Report-IT Enterprise TieServer Console application requires Android v.4.0.1 or higher

## 10 Software Licensing

#### Disclaimer

Whilst every effort has been made to ensure the accuracy of this manual we are not responsible for any errors or omissions within it, or for incidental or consequential damage in connection with the furnishing, performance or use of this material. Tieline makes no warranty of any kind with regards to this material, including the implied warranties of merchantability and fitness for a particular purpose. The product specifications and descriptions within this manual will be subject to improvements and modifications over time without notice, as changes to software and hardware are implemented.

Neither Tieline nor its suppliers shall be liable to you or to any third party for any damages either direct, indirect, incidental, consequential or otherwise (including in each case, but not limited to, damages for the inability to use the equipment or access and send data, loss of data, loss of business, loss of profits, business interruption or the like) arising out of the use of or inability to use Report-IT, even if Tieline has been advised of the possibility of such damages.

## 11 Credit Notices

- 1. Android is a trademark of Google Inc.
- 2. Google Play is a trademark of Google Inc.
- 3. iPhone, Apple, App Store and iOS are trademarks and/or registered trademarks of Apple Inc., registered in the U.S. and other countries.
- 4. Other product names mentioned within this document may be trademarks or registered trademarks, or a trade name of their respective owner.

# Index

- A -

Audio monitoring earpiece/speaker 27 output stream selection 27

Audio streaming background audio streaming 27

- B -

Bit rate adjustment 15

- C -

Change login password 25
Connecting 7
Connection quality 15
Connection statistics 15
Controls 5
Credit Notices 35
Customer Support 29

- D -

Delay 15
Deleting reports 23
Disclaimer 31
Disconnecting 7

- E -

Editing recorded files 22 English 31

- F -

French 31

- G -

Getting started 7

- H -

Home Screen Controls 5

- | -

Input monitoring 7
Insert reports live 13

- J -

Jitter buffer 15

- L -

Latency 15

Live connections
auto reconnect 7
connection bit rate 7
connection statistics
dialing the studio 7
renegotiate bit rate 7

Locking reports 23

Logs
send to Tieline 29

- M -

Managing Reports
edit report details 16
lock reports 16
metadata 16
playback 16
rename reports 16
share reports 16
Multilingual support 31

- P -

Password
changing 25

Playback report 18

Playlists
add a custom playlist 21
add a report 20
delete a custom playlist 21

```
Playlists
    remove a report
                      20
 Record a report 7
 Recording
    Bluetooth
                 26
    logo
           26
    logo byline
                  26
    offline
             26
    report prefix
                   26
 Renaming a report
 Report-IT
    about
             3
    feature
              3
    overview
               3
 Reports
    Bluetooth input
                      26
    logo
           26
    logo byline
    offline recording
                       26
    report prefix
                   26
    reset default report name
                                26
 Retransmit reports
                      13
 Return monitoring
- S -
 Screen lock
                5
 Send Logs
               29
 Share reports
 Sharing
    automatic sharing
                        7
    manual sharing
                      7
 Sharing reports
 Software Licensing
                      31
 Specifications
 Support
    Multilingual
                  31
```

```
- U -
```

User settings 25
background streaming 27
output stream selection 27

## - W -

Warnings 7 Wraparounds 13

Trim Report

19