



# Report-IT Enterprise for Android User Manual

Software Version 2.6.202  
Manual Version 2.6.202  
November, 2018

# Table of Contents

<b>Part I About Report-IT</b>	<b>3</b>
<b>Part II Home Screen Controls</b>	<b>5</b>
<b>Part III Getting Started with Report-IT</b>	<b>7</b>
<b>Part IV Transmit Recordings or Insert Live Wraparounds</b>	<b>13</b>
<b>Part V Connection Quality &amp; Statistics</b>	<b>15</b>
<b>Part VI SIP Connections</b>	<b>17</b>
<b>Part VII Managing Reports</b>	<b>18</b>
1 Renaming a Report .....	19
2 Playback of Reports .....	20
3 Trim Reports for Playback .....	20
4 Adding Playlists .....	21
5 Adding and Removing Reports from Playlists .....	22
6 Sharing Reports .....	23
7 Editing Recordings .....	23
8 Locking Reports .....	24
9 Deleting Reports .....	24
<b>Part VIII Configurable User Settings</b>	<b>26</b>
1 Change Password .....	26
2 Audio Settings .....	27
3 Offline Recording Settings .....	30
4 Customer Support .....	32
<b>Part IX Specifications</b>	<b>33</b>
<b>Part X Software Licensing</b>	<b>33</b>
<b>Part XI Credit Notices</b>	<b>33</b>
<b>Index</b>	<b>34</b>

# 1 About Report-IT

Tieline's Report-IT Enterprise app turns your iPhone® or Android™ smartphone into a pocket-sized portable 15kHz live IP audio codec and ultra-slim high fidelity audio recorder. It is a simple application which allows a reporter to use a smartphone to:

- Broadcast 15kHz live two-way interviews between the talent/reporter and the studio live to air.
- Use the high quality mic on your iPhone or Android smartphone to prerecord up to 20kHz quality high fidelity audio, then file reports via FTP automatically.
- Prerecord interviews, trim them offline, then build a playlist and insert them as “wraparounds” into live crosses with the studio.
- Attach a professional dynamic mic to your phone using a compatible third-party microphone adapter cable.



Report-IT also supports connections to non-Tieline N/ACIP 3326 compliant codecs with an optional SIP for Report-IT Enterprise TieServer subscription upgrade, which delivers low latency live audio using widely available algorithms including Opus Mono, Opus Voice, G.711 and G.722.

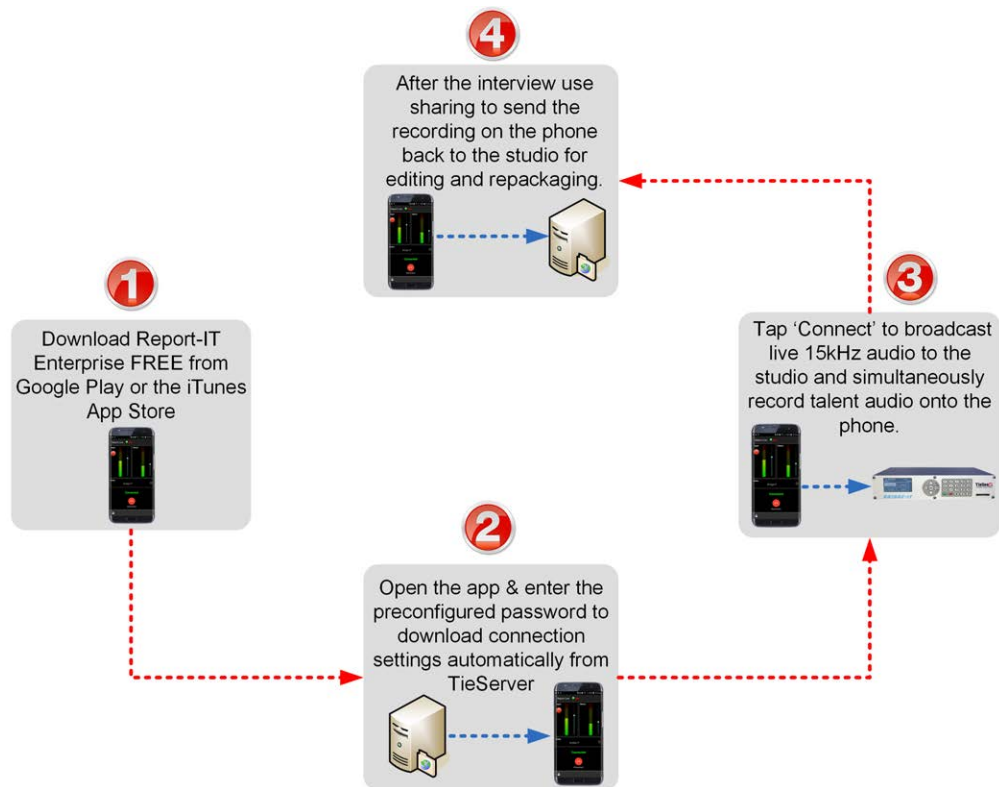
## About Report-IT

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. Report-IT Enterprise allows 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.

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

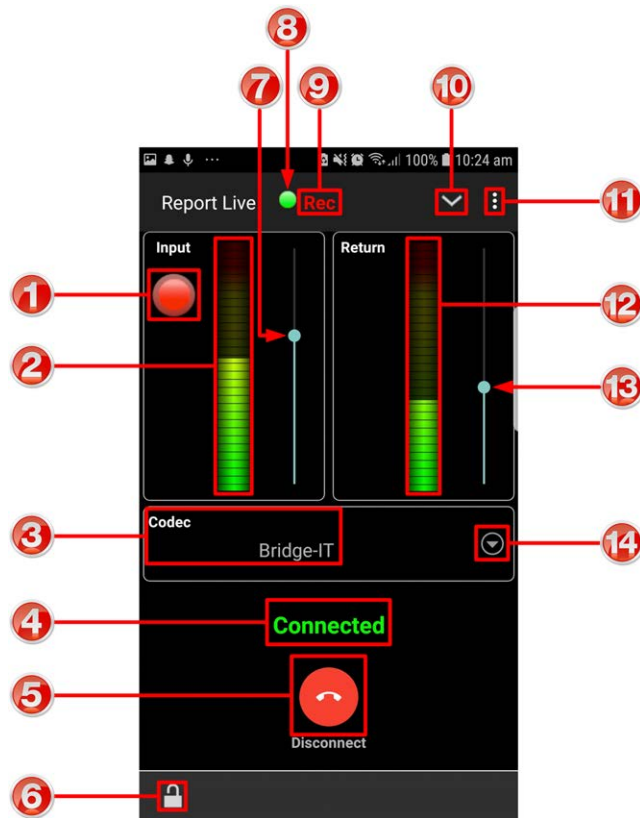
## How does Report-IT work?

To use Report-IT Enterprise simply download the app for free. Then use the login credentials provided by the studio engineer or administrator to automatically log in to TieServer and download all settings for connecting to specific Tieline studio codecs, or sharing recorded files with file servers. **Note:** It is possible to record a report 'offline' 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.



To learn how to download Report-IT onto your smartphone and get connected see [Getting Started with Report-IT](#).

## 2 Home Screen Controls





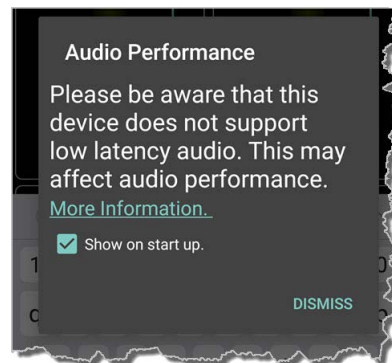
	Feature	Description
1	Record Symbol	Symbol illuminates when a report is being recorded
2	Input PPM	Displays microphone input level; The PPM meters in Report-IT display average power for audio; aim to keep levels peaking in the green region of the meter.
3	Codec connection	Displays the codec to which Report-IT is configured to connect
4	Connection status	Displays <b>Connecting</b> or <b>Connected</b> status when dialing.
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	Input Slider/Fader	Slider to adjust microphone input levels
8	Record/Connected indications	Displays flashing green symbol when connected live (orange symbol while connecting) and <b>REC</b> flashes red when recording
9	Record indicator	Indicates when Report-IT is recording a file.
10	Activity	Tap to select the activity you want to perform with Report-IT; options include Report Live, Record Report or Manage Reports
11	Menu button	Tap to <b>Sign Out</b> or view the Report-IT <b>Settings</b> screen.

12	Return PPM	Displays return audio level from the studio codec when connected; keep levels peaking in the green region of the PPM
13	Return slider/fader	Slider to adjust return audio levels
14	Codec selector	Tap the arrow to select a new codec (Note: for security, IP address details are never displayed in Report-IT Enterprise)

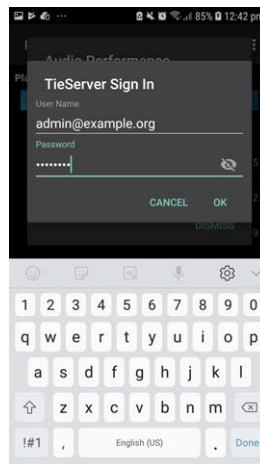
### 3 Getting Started with Report-IT

#### *Downloading Report-IT and Connecting to the Studio*

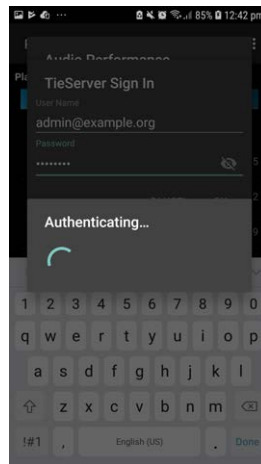
1. Download the Report-IT Enterprise Edition  app from Google Play for free.
2. After downloading and installing the application, tap the **Report-IT Live Enterprise Edition**  app symbol on the phone screen to run the application.
3. When the application is opened for the first time you will be asked to allow recording of audio, access to photos and media, manage phone calls and access the device's location. A notification dialog is also presented to warn that low latency audio may not be available on some Android devices. Click for more information or tap **Dismiss** to close the dialog.



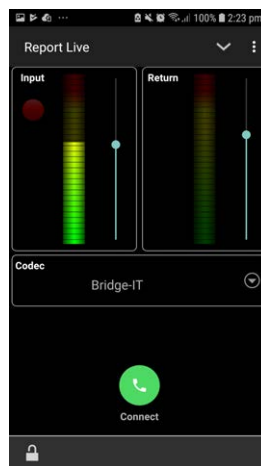
4. Enter the **User Name** and **Password** provided by the studio to sign in to TieServer, then tap **OK**. Note: it is possible for an administrator to configure Report-IT to remember the password for subsequent logins.





5. 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.



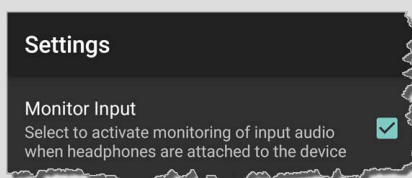
6. Move the **Input Slider** to adjust input audio levels.



7. Tap **Connect**  on the **Report Live** screen to dial the studio codec and adjust the **Return Slider** to change return audio levels.
8. Tap **Disconnect**  on the **Report Live** screen to end the connection.



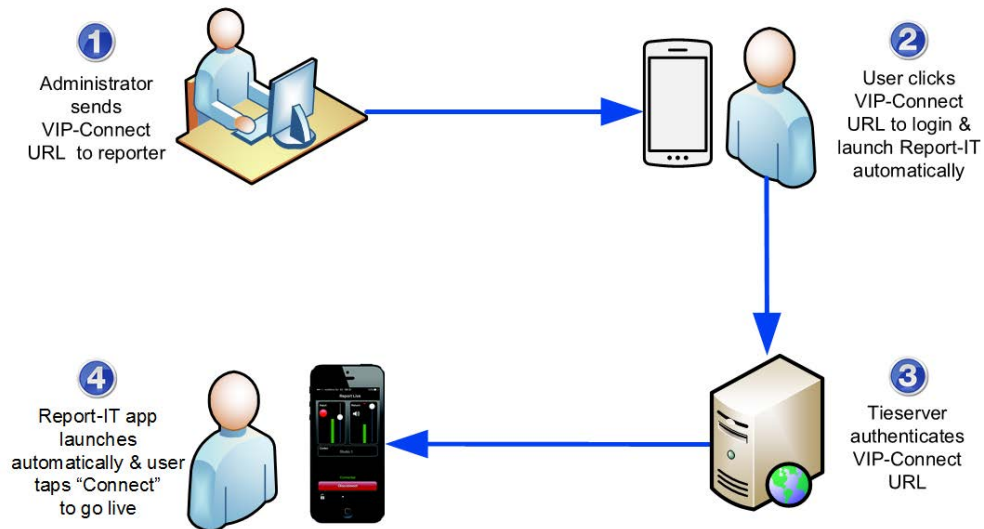
**Important Note:** The **Monitor Input** audio option can be toggled on or off by a user when the **Monitor Override** option is enabled by the Report-IT Enterprise administrator. To adjust this setting tap the **Menu** button and then **Settings > Online Recording > Monitor Input [Enable]**.



## Connecting using VIP-Connect

Using VIP-Connect, an administrator at the studio can send a personalized URL using SMS, email or other electronic form, which a user can click to automatically and securely log in and launch the Report-IT application. Note: This feature can only be configured by an administrator using the PC/Mac version of the TieServer Console.

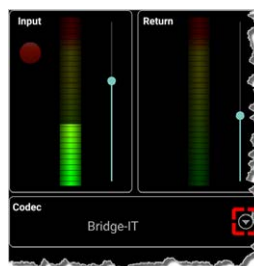




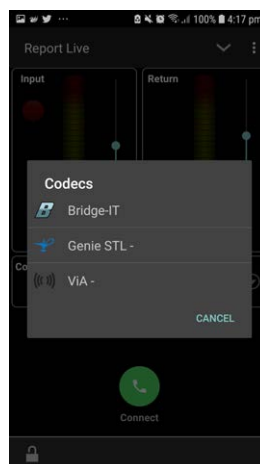
## Dialing Different Connections

More than one connection can be configured and users can select from multiple codecs installed and configured at the studio. To select a different dialing destination:

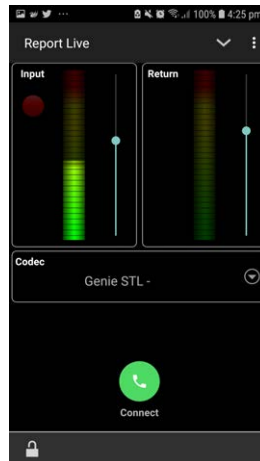
1. Tap the arrow  symbol on the **Report Live** screen to view the list of available **Codecs**.



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 configure the **Record on Connect** feature and Report-IT will automatically start recording when a live connection commences. 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.

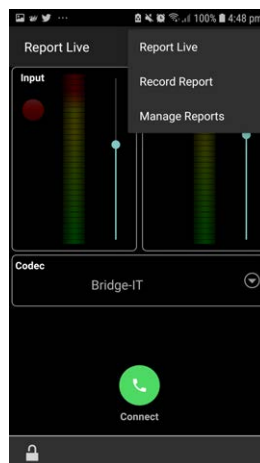


#### **Important note when recording and reporting live:**

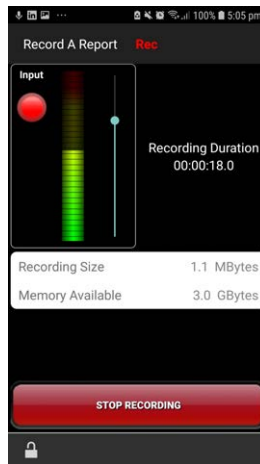
- If **Auto Reconnect** is **On** then recording will not stop if disconnection occurs.
- If **Auto Reconnect** is **Off** then recording will stop if disconnection occurs.

### ***Recording a Report without a Live Connection***


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



2. Move the **Input Slider** to adjust audio input levels.
3. Tap the **Record** button to start recording.
4. Tap the **Stop Recording** button to end recording.



## Managing Recorded Reports

Tap **Activity**  in the top-right corner of the **Home** screen and then tap **Manage Reports** to manage recordings. For more information see [Managing Reports](#).

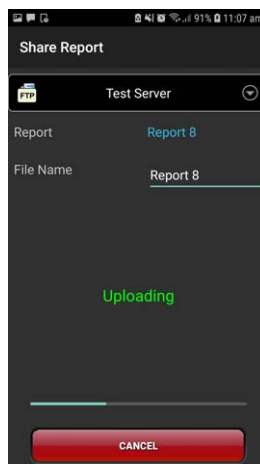
## Sharing Reports

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:

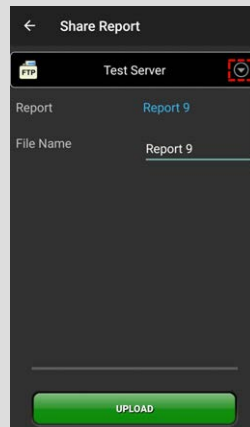
1. Tap **Disconnect** to hang up the connection.
2. Tap **Upload** to commence uploading the recording to the server. Data transfer is displayed on the progress bar.



3. Data transfer may take several minutes, depending on the size of the report and the upload connection bandwidth available. The confirmation message **Upload Complete** is displayed at the completion of the file transfer.

**Important Notes:**

- Tap to edit the default name in the **File Name** text box using the onscreen keyboard prior to transfer if required. Tap **Done** when this is complete.
- Tap the arrow symbol to select a different sharing server if required.



- Tap **Cancel** to end 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.
4. Tap **Upload** to upload the report.



**WARNINGS:** Configure call forwarding to voice-mail or another number to ensure your live or recorded operations are not interrupted by incoming phone calls and other applications; 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 > Audio > Background Audio Streaming [Enable]**.

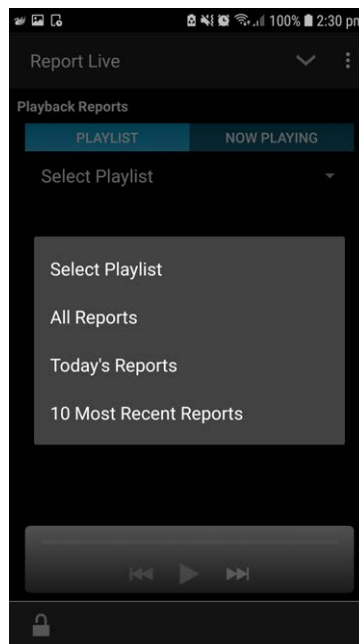
**Important Notes:**

- 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 up or down if this setting is enabled.
- The **Return PPM** meter on the **Home** screen displays no audio until a connection to the studio codec is created.
- Tap **Menu > Settings > Online Recording > Monitor Input [Enable]** to activate monitoring of input audio when headphones are attached to the device.
- Tap **Menu > Settings > Audio > XTalk Cancellation** to activate crosstalk cancellation and reduce return channel audio leaking into the input channel.
- Tap **Menu > Settings > Audio > Output Stream** to adjust whether audio is routed to the earpiece output, or phone speaker.

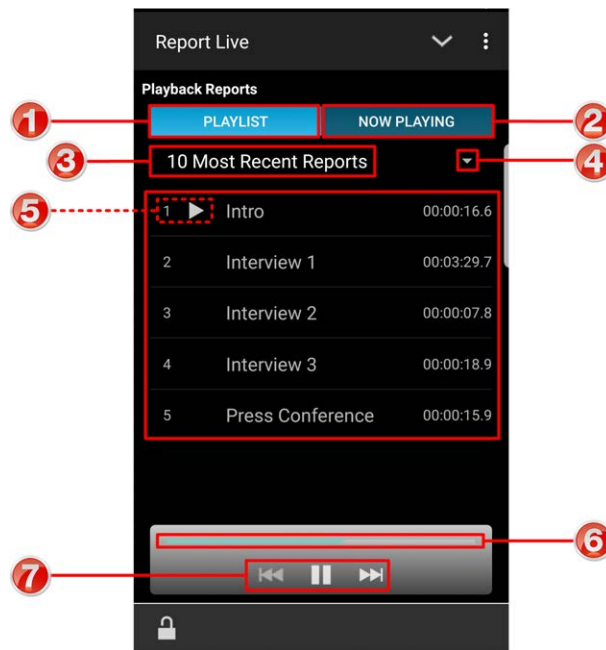
## 4 Transmit Recordings or Insert Live Wraparounds


Recordings can be streamed to a codec at the studio or inserted into live reports (wraparounds) using playlists displayed on the **Playback Reports** screen. (See [Add and Remove Reports from Playlists](#) 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 left to reveal the **Playback Reports** screen.
4. Tap the drop-down **Select Playlist**  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** and use the slider to adjust the file 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.

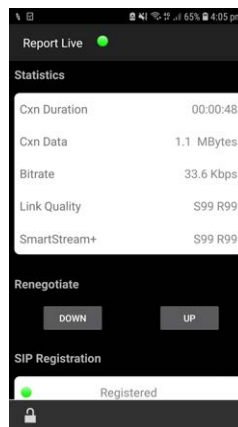


	Feature	Description
1	<b>Playlist</b> button	Tap to display all reports in the selected playlist
2	<b>Now Playing</b> button	Tap to adjust the audio playback level of the currently selected recording
3	Current playlist	The name of the currently selected playlist
4	Select playlist arrow	Press <b>Select Playlist</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

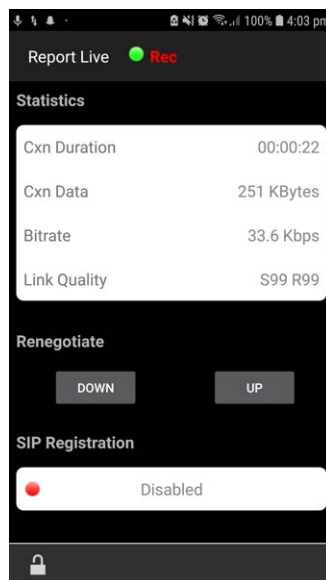
## 5 Connection Quality & Statistics

Swipe to the left to view the **Statistics** screen. From the top of the screen you can view:

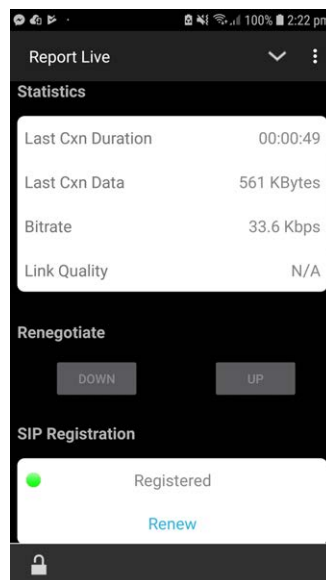
1. **Cxn Duration:** The duration of the current or last connection.
2. **Cxn Data:** the amount of data used over the current or last connection.
3. **Bitrate:** the bit-rate of an active connection.
4. **Link Quality:** the local and remote link qualities of an active connection.
5. **SmartStream+:** Displays the Send/Return Link Quality for the SmartStream PLUS redundant IP stream when this is configured. Note: SmartStream PLUS using Wi-Fi and Cellular networks simultaneously will only work on Android Lollipop 5.0 and higher.



6. **Renegotiate:** Tap **UP** and **DOWN** to adjust the connection bit-rate up or down.
7. **SIP Registration:** Status of SIP registration (only visible when SIP is enabled in Report-IT Enterprise).



Report-IT Statistics



SIP Account Registered

### Adjusting the Connection Bit-Rate

Tap **Up** to increase the audio connection bit-rate, or **Down** to decrease the audio connection bit-rate.

## ***Latency and Report-IT Jitter Buffering***

By default Report-IT uses the default 'Best Compromise' automatic Jitter Buffer setting, which is the default setting in all Tieline IP audio codecs. It is designed to provide excellent audio quality with low latency, to support live bidirectional audio communication. There are 5 different Auto jitter-buffer settings available, including a fixed jitter buffer setting, which can be configured by the Report-IT administrator. Tieline's Jitter-buffer is smart because of its ability to:

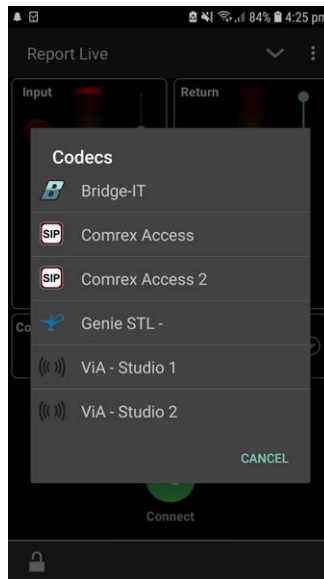
- Remove duplicate packets.
- Re-order packets if they arrive out-of-order.
- Repair the stream in the event of packet loss (error concealment).
- Manage latency dynamically based on current network congestion.
- Manage forward error correction (FEC).

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 minimizes any delay.




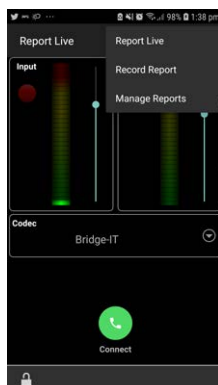
## 6 SIP Connections

Dialing a connection using SIP is very similar to dialing connections with Tieline codecs. Simply select the codec and then tap **Connect**.

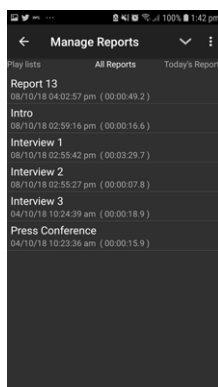


## 7 Managing Reports

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

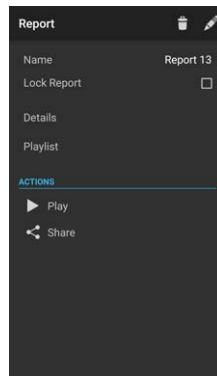


The **Manage Reports** screens list all recorded reports sequentially in chronological order. Swipe left and right to view default and custom playlists.



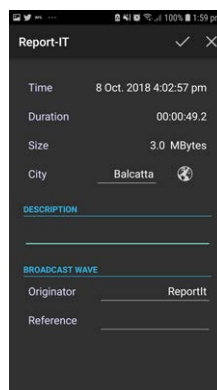
Tap a file in a playlist to view a range of selectable options in the **Report** screen. Options include:

- Deleting the recording.
- Renaming the file: tap the edit button.
- Locking the recording.
- Viewing and editing file details, including metadata.
- Add or remove the file from a custom playlist.
- Play the file.
- Share the file.





## Metadata Details

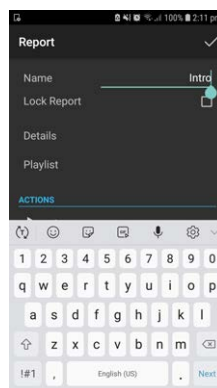
Tap **Details** to view and edit metadata information associated with a report.




## 7.1 Renaming a Report

Reports 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**.

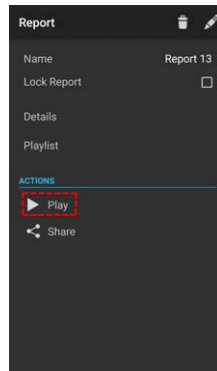


4. Tap  in the top-right of the screen to confirm the changes.

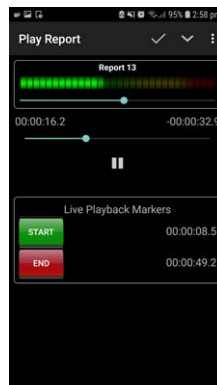
Note: The default report name for Report-IT Enterprise users can be configured by the system administrator.

## 7.2 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 and tap **Edit**  in the top-right of the screen to adjust the **Live Playback Markers**.







## 7.3 Trim Reports for Playback

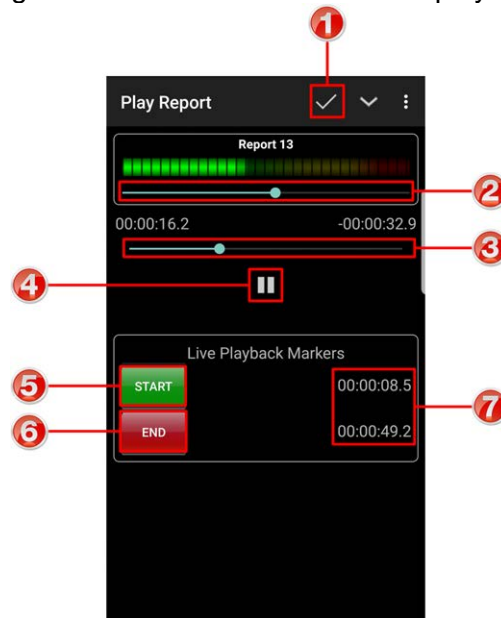
It is possible to trim the top and tail of a recorded report and store this setting for playback.



**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 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. Note: use your finger to slide the play-head along the **Scrubber Bar** and skip to any point of the recording.
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 playback settings.



	Feature	Description
1	Edit/Save button	Tap to edit and store settings
2	Playback level	Slide to adjust the audio playback level
3	Scrubber Bar	Tap or slide your finger along the scrubber bar to skip to any point of the recording during file playback
4	Play/Pause Symbol	Tap to play and pause the recording
5	Start button	Tap to configure the start point for report playback
6	End Button	Tap to configure the end point for report playback
7	Start/End markers	Time indication for start and end markers



## 7.4 Adding Playlists

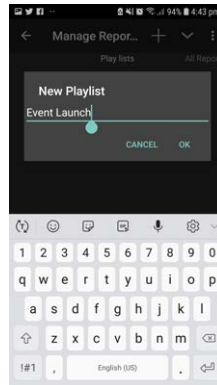
It is possible to create playlists for sequential playout of recordings and management of recordings. The three default playlists in Report-IT to which reports are automatically added are:

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 right 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.




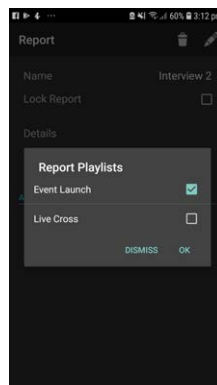
5. Tap **OK** to create the new playlist.


## 7.5 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

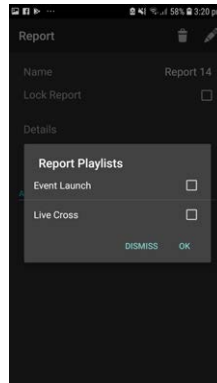
1. Tap **Activity**  in the top-right corner of the **Home** screen and then tap **Manage Reports**.
2. Swipe to navigate to the report you want to add to a playlist.
3. Tap to select the report.
4. Tap **Playlist** in the **Report** screen to view all custom playlists.
5. Tap to select the playlists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



Note: It is also possible to add a file to a playlist by selecting a custom playlist and then press the **Plus**  symbol to add files.

### Removing a Report from 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 remove from a playlist.
3. Tap the report.
4. Tap **Playlist**.
5. Tap to deselect a check-box and remove the file from a playlist.



6. Tap **OK** to confirm the changes.



**Important Note:** Removing a report from a custom playlist does not delete the recording. To delete a recording see [Deleting Reports](#).

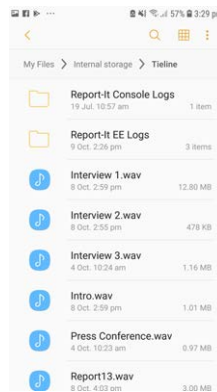
## 7.6 Sharing Reports

Report-IT supports file sharing and this can be performed manually or automatically. See [Getting Started with Report-IT](#) for more information.

## 7.7 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 device.
2. Select the **Tieline** folder to view all Report-IT recordings.






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

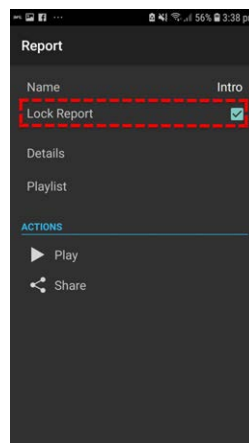


**Important Note:** Report-IT is configured to search the **Tieline** folder for recordings to display within Report-IT, therefore edited recordings must be saved in the **Tieline** folder to ensure they are displayed within the Report-IT app. The default folder can be changed to take advantage of additional storage, e.g. Micro SD. See Audio Storage Location info in the topic [Audio Settings](#) for more details.

## 7.8 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 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.



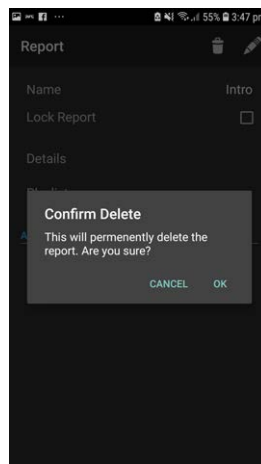
## 7.9 Deleting Reports

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 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.




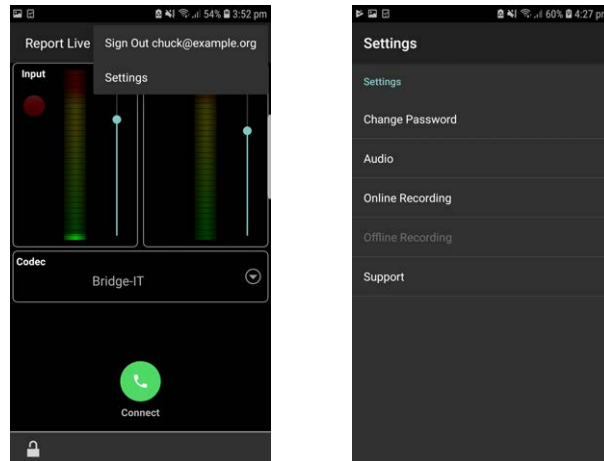
4. Tap **OK** to confirm the deletion.



## 8 Configurable User Settings


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

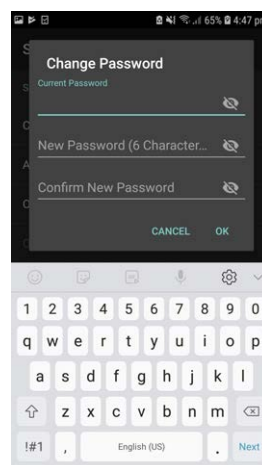
1. Open the Report-IT Enterprise application.
2. Tap the **Menu**  button on your Android handset.
3. Tap **Settings**.



### 8.1 Change Password

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

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




## 8.2 Audio Settings

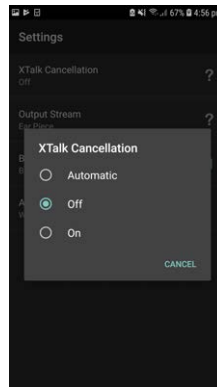
### ***XTalk Cancellation***

Crosstalk cancellation may help reduce return channel audio leaking into the mic input. There are 3 settings:

1. **On**: Always active.
2. **Automatic**: Active when the input and output is via an external interface, e.g. headset.
3. **Off**: (Default) Always inactive.


To adjust this setting:

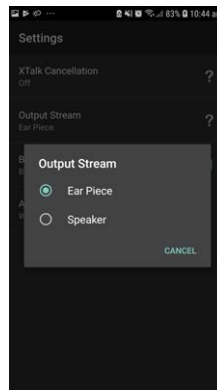
1. Open the Report-IT Enterprise application.
2. Tap the **Menu**  button.
3. Tap **Settings** and then **Audio**.
4. Tap **Output Stream**.
5. Tap **Ear Piece** or **Speaker**.



### ***Output Stream Selection***


Select **Output Stream** to stream return audio from either the ear piece on the handset or the speaker. The default setting is **Ear Piece**, which is used when a headset is not plugged in. Use the **Speaker** setting when no external interface like a headset is connected.

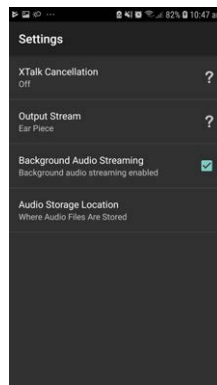
1. Open the Report-IT Enterprise application.
2. Tap the **Menu**  button.
3. Tap **Settings** and then **Audio**.
4. Tap **Output Stream**.
5. Tap **Ear Piece** or **Speaker**.



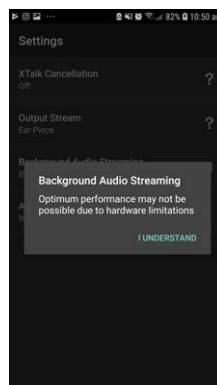
## Background Audio Streaming

Report-IT can be configured to allow 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.
3. Tap **Settings** and then **Audio**.
4. Tap **Background Audio Streaming** to select the check-box and display a tick.



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



### 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

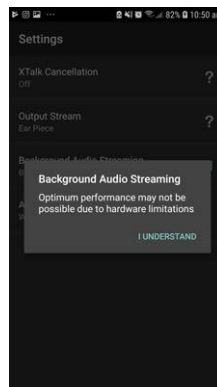
prior to going live for the first time, to ensure it is capable of using this feature successfully.

- Report-IT Enterprise will only run in the background when there is an active live connection or recording taking place.
- Report-IT Enterprise will be closed when switching to another application if there is no active connection or recording taking place, or when the **Home** button is pressed. (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.

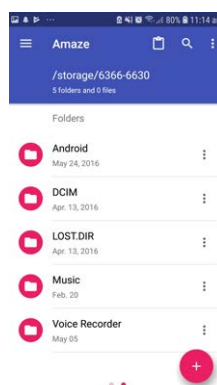
## Audio Storage Location

It is possible to change the default folder to which files are recorded and take advantage of additional storage, e.g. Micro SD card. To change this setting:

1. Open the Report-IT Enterprise application.
2. Tap the **Menu** .
3. Tap **Settings** and then **Audio**.
4. Tap **Storage Location**.
5. Enter the new storage location and tap **OK**.



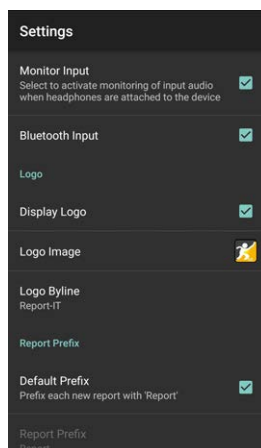
To find the directory path for folders in your Android device you can use a file manager application like Amaze to discover the correct location.



## 8.3 Offline Recording Settings

It is possible to record reports offline, which is useful when no wireless network access is available, or a user is unsure of their login credentials. Recorded reports can be streamed to the studio later via a codec, or shared using a file server when wireless network connectivity is available.

Report-IT settings can be adjusted on each Android device when recording reports offline, i.e. when a user does not log in to their Report-IT user account. These settings are independent of system administrator user account settings. Navigate to these settings via **Menu ⓘ > Settings > Audio > Offline Recording**.



**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.

### **Monitor Input**

Select to activate monitoring of input audio when headphones are attached to the device.

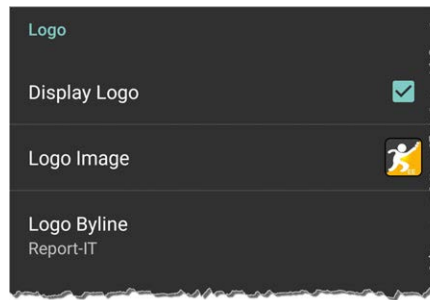
### **Bluetooth Input**

Select to use a Bluetooth device as the audio input for your Android smartphone.

### **Changing the Logo and Byline**

To adjust the **Logo** and **Logo Byline** visible on the screen of a phone

1. Save the image you want to use to your phone.
2. Open the Report-IT Enterprise application without logging in to the user account.
3. Tap the **Menu ⓘ** button.
4. Tap **Settings** and then **Offline Recording**.
5. Ensure the **Display Logo** check-box is selected.
6. Tap **Logo Image**.

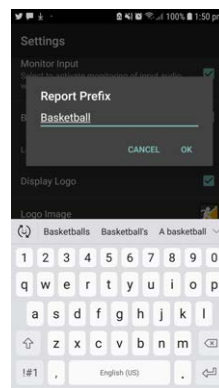


7. Select a logo and tap **Save**.
8. Tap **Logo Byline** and edit the text displayed below the image on the screen, then tap **OK**.


### ***Customizing the Report Prefix***

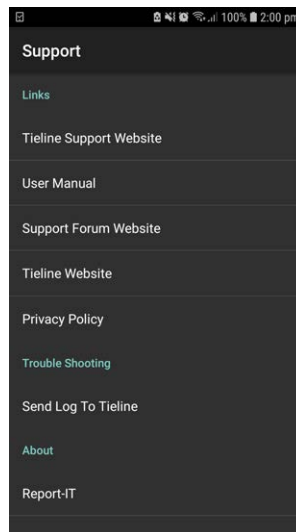
The default name given to reports is "Report" and then a sequential number, e.g. Report 1 then Report 2 etc. To change this default name:

1. Open the Report-IT Enterprise application without logging in to the user account.
2. Tap the **Menu** button.
3. Tap **Settings** and then **Offline Recording**.
4. Tap to deselect the **Default Prefix** check-box (Note: **Default Prefix** uses the default System Administrator setting).
5. Tap **Report Prefix**, then enter the new prefix and tap **OK**.



## 8.4 Customer Support

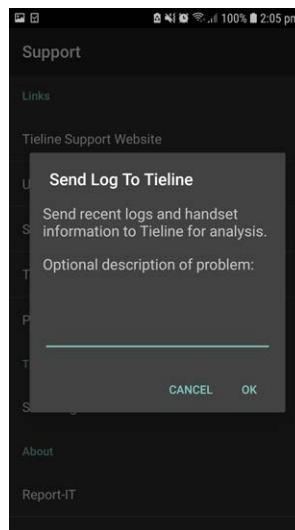
To access customer support elements like the user manual and website links, or to send a log file for troubleshooting, tap **Menu**  > **Settings** > **Support**.



### ***Troubleshooting: Send a Logs to Tieline***

If there is an issue with Report-IT you can send a log file 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 **OK** to send the log file to Tieline.



## 9 Specifications

- Report-IT Enterprise and the TieServer Console applications require Android Jelly Bean v.4.1 or higher
- Report-IT Enterprise supports dual mono connections with Tieline G3 codecs. (Requires minimum firmware version 1.6.86. See <http://www.tieline.com/Support/Latest-Firmware/Current-G3-Firmware-Versions>)
- Report-IT Enterprise supports up to 15kHz audio quality over live connections using Tieline Music at 24Kbps.
- For Opus quality versus bitrate encoding comparisons please visit <http://opus-codec.org/comparison/>
- Report-IT Enterprise supports 16 bit PCM audio recording capability; sample rate dependent on handset capability.
- Languages supported include English, Spanish, Portuguese, French and Norwegian.

## 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.

### ***End User License Agreement (EULA) for TieServer and Report-IT Enterprise***

Please read Tieline's Terms and Conditions of Use for TieServer and Report-IT Enterprise available at [www.tieline.com](http://www.tieline.com) before use.

## 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. The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc.
5. Opus is an audio coding format developed by the Xiph.Org Foundation and all known software patents that cover Opus are licensed under royalty-free terms.
6. Other product names mentioned within this document may be trademarks or registered trademarks, or a trade name of their respective owner.

# Index

## - A -

- Activity button
  - Manage Reports 18
  - Report Live 13
- Audio monitoring
  - earpiece/speaker output selection 27
  - output stream selection 27
- Audio storage location
  - default record location 27
- Audio streaming
  - background app audio streaming 27
- Automatic file sharing 7

## - B -

- Bit rate adjustment 15

## - C -

- Change login password 26
- Codec selection 5
- Connect/Disconnect button 5
- Connecting 7
- Connection quality 15
- Connection statistics
  - bit rate 15
  - bitrate 15
  - duration 15
  - explained 15
  - link quality 15
  - renegotiate up/down 15
  - SmartStream PLUS 15
  - SmartStream+ 15
- Controls 5
- Credit Notices 33
- Customer Support 32

## - D -

- Delay 15
- Deleting reports 24

- Dial different connections 7
- Disclaimer 33
- Disconnecting 7

## - E -

- Editing recorded files 23

## - F -

- Features described 5

## - G -

- Getting started 7

## - H -

- Home Screen Controls 5

## - I -

- Input monitoring 7
- Input PPM 5
- Input slider 5
- Insert reports live 13

## - J -

- Jitter buffer and latency 15

## - L -

- Live connections
  - auto reconnect 7
  - connection statistics 7
  - dialing the studio 7
  - Monitor input setting 7
  - Output stream setting 7
  - renegotiate connection bit rate 7
  - Xtalk cancellation setting 7
- Lock reports
  - locking 24
- Logs
  - send to Tieline 32

## - M -

- Manage reports 7
- Managing Report options
  - delete recording 18
  - lock recording 18
  - play files 18
  - rename files 18
  - share files 18
  - view and edit details & metadata 18
- Manual file sharing
  - automatic sharing 7
  - manual sharing 7
- Menu button 5
- Metadata 18

## - O -

- Offline recording settings
  - Bluetooth input 30
  - logo 30
  - logo byline 30
  - monitor input 30
  - report prefix 30

## - P -

- Password
  - changing 26
- Playback report 20
- Playlists
  - add a custom playlist 21
  - add a report 22
  - remove a report 22

## - R -

- Record a report 7
- Record/Connected indications 5
- Renaming a report 19
- Report-IT
  - about 3
  - download links 3
  - features 3
  - how it works 3
  - overview 3

terminology 3

Return monitoring 7

Return PPM 5

Return slider 5

## - S -

- Screen lock 5
- Send Logs 32
- Share reports 7
- Sharing reports 23
- SIP connections
  - selecting 17
- SIP registration
  - account disabled/registered 15
  - renew account 15
- Software Licensing 33
- Specifications 33
- Support 32

## - T -

- Transmit reports 13
- Trim Reports 20

## - U -

- User name and password 7
- User settings 26
  - background streaming 27
  - output stream selection 27

## - V -

- VIP-Connect
  - how it works 7

## - W -

- Warnings 7
- Wraparounds 13

## - X -

- XTalk Cancellation
  - crosstalk cancellation 27