

TELUS LinkTM

Sonim User Guide



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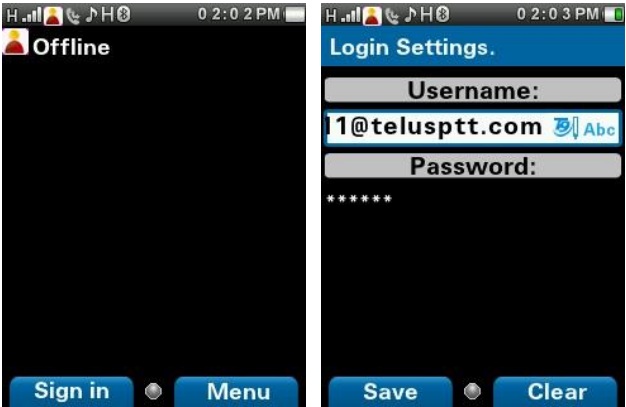
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TELUS Link Installation

TELUS Link comes pre-installed in Sonim device

Activating TELUS Link

When you switch ON the phone, the first time, you can activate your TELUS Link application by following the steps below

Step	Instruction	Screenshot
1	Simply pressing the PushToTalk (PTT) button (on the left side of the phone) OR Select <i>Menu > TELUS Link > Select OK</i> to activate PTT.	
2	In the Sign in screen, select Sign in to get the username and password from the server and connect to the PTT service automatically. Then select Save.	
3	Enter the phone number and select Yes. You will be logged in to the	

	<p>PTT service and the PTT home screen is displayed.</p>	
<p>4</p>	<p>This is the home screen for Link application</p>	

Using TELUS Link

Launching and signing in

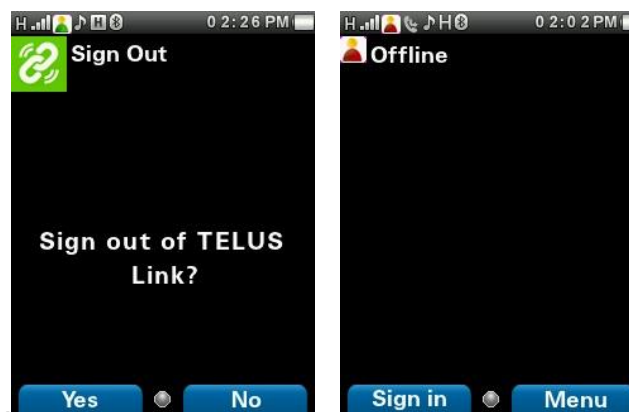
Tap the TELUS Link icon to launch the application. When you have logged in successfully, you will see this screen. Tabs from left to right are:

- **Contacts:**
 - This is where your contacts (favorites) are displayed. You can add contacts from groups or by searching by phone number.
- **Groups:**
 - This lists the groups you belong to
- **Call Logs:**
 - This displays calls placed/received
- **IM History:**
 - This displays your Instant Messaging history



Signing out from TELUS Link

To sign out from the TELUS Link application and service, select *Menu > TELUS Link > Menu > Signout > Select Yes*. Once you log out of the PTT service, the Offline icon is displayed:



Group Types

There are four types of groups:

■ Radio Channels:

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

■ Broadcast Groups:

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

■ Ad Hoc Groups:

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

■ Personal Groups:

- These are Ad Hoc groups you have saved for regular use

Adding Individual Contacts

To add a new contact to the Contacts list, follow the steps below:

Step	Instruction	Screenshot
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<p>1</p>	<p>Open TELUS Link: Press and release the PTT button or select <i>Menu > TELUS Link</i>. Select <i>Contacts</i> tab > <i>Menu > Add new Contact</i>.</p>	
<p>2</p>	<p>Add by Contact name: Enter the Contact name. The contact details are displayed from the PTT server. Select the contact and select <i>Add</i></p>	
<p>3</p>	<p>Add by phone number: Enter the PTT Contact number. The contact details are displayed from the PTT provisioning server. Select the contact and select <i>Add</i></p>	

Managing the Contact List

A TELUS Link subscriber can have up to 1024 contacts in the Link Application Contact list.

To access your TELUS Link PTT Contacts, press and release the PTT button or select *Menu > TELUS Link*. Select the *Contacts* tab. The *Contacts* tab contains the list of members whom you want to call or send alerts.

Select or highlight a contact and select *Actions*. By default the first contact is selected. The following options are displayed:

- **Send Message:** send a message to the selected contact
- **Send Alert:** send an alert to the selected contact
- **Set as PTT Default:** set the selected contact as PTT default contact
- **Add to my Groups:** add the selected contact to any of the personal PTT groups in the group list
- **Edit Contact:** edit the selected contact details
- **Remove Contact:** delete the selected contact

TELUS Link-related Key Functions

TELUS Link PTT-related keys present on your Sonim phone are:

Key	Function
PTT key	Displays the PTT home tab Initiates a PTT call. Used for call control
Volume Keys	Adjusts the volume during a PTT conversation. Navigates up and down the PTT Contacts list and groups list
Left Selection Key	Activates the Actions menu to perform PTT operations

Right Selection Key	Activates the menu options displayed at the bottom of the screen.
Star (*)	View call logs by pressing * key from any PTT screen
Hash (#)	Turn speaker on/off by pressing # key
Center Menu Key	Send SOS by long pressing the Center Menu Key when you are in any PTT screen
Green Key	Send alert by pressing green key
Navigation keys	Scrolls horizontally or vertically to access a desired menu option. Scroll to different tabs in the PTT home screen
Power on/power off/End call key	Switch on/off the phone Return to the home screen when the phone is in any other screen Ends a PTT call

Making Calls

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

Making a Call to Your Default Radio Channel

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

Making a One-to-One Call


You can make a one-to-one call to any available contact, from either the *Contacts* tab or the *Groups* tab.

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

Step	Instruction
1	Go to the <i>Contacts</i> tab
2	Scroll to the desired contact and select it
3	Press and hold the PTT Call button
4	Continue to hold and begin speaking after hearing the <i>proceed</i> tone
5	When you have finished speaking, release the PTT Button to allow the caller to reply. When the PTT Button is released you will hear another tone.


Sending Alerts

You can send an alert to an individual to let them know that you want to speak to them. It is a great way of getting someone's attention in a discreet way.

1. Press and release the PTT button or select *Menu > TELUS Link*. Select *Contacts* tab.
2. Select an online contact and press 

You can also send an alert by selecting *Actions > Send Alert*. The alert is sent to the contact.

Blocking Incoming PTT Calls

Press and release the PTT button or select *Menu > TELUS Link*. Select *Menu > My Status > My Presence > Busy*, to block incoming calls from the other PTT members. The *Busy* icon  is displayed at the top of the screen indicating that *Busy* option is enabled. This presence icon is displayed next to your contact name in the PTT *Contacts* list of other PTT users in your organization.

Managing Groups

To access the Push to Talk groups set up on the handset, press and release the PTT button or select *Menu > TELUS Link*. Select *Groups* tab. The *Groups* tab contains the list of groups with contacts set up on your device via the TELUS Link Manager. With Telus Link you can access up to 40 groups in the group list.

Select a group and select *Actions*. By default the first group is selected. The following options are displayed:

- **View group members:** view the PTT contacts present in the selected group.
- **Add group members:** add new PTT contacts to the selected group.
- **Remove group member:** delete specific members from the selected group.
- **Edit group name:** modify the selected group from the list.
- **Remove group:** delete the selected group from the groups list.
- **Set as PTT default:** set the selected group as PTT default group.
- **Send message:** send a message to the selected group.

Adding a Group

To add a new group to the PTT groups list, follow the steps below:

1. Press and release the PTT button or select *Menu > TELUS Link*. Select *Groups* tab > *Menu > Add New Group*
2. Enter the Group name
3. Select members from PTT Contacts and select *OK*.

Creating a Personal Group

Select two or more contacts. Press the *Menu* button and select *Add New Group*. Name your personal group and select *OK*.

Making a Group Call

Step	Instruction
1	Press and release the PTT button or select <i>Menu > TELUS Link</i> . Select <i>Groups</i> tab to display the existing list of PTT groups
2	Scroll to the PTT group you want to call. Press and hold the PTT button to set up the call and wait for the <i>proceed</i> tone. The group can be selected or highlighted. The screen displays In Group Call
3	Continue to hold the PTT button while you are speaking
4	Release the PTT button when you finish speaking
5	To end the call, press <i>End Call</i> key or <i>End</i> key

Making an Ad Hoc Group Call

You can quickly make a single call to many contacts in the PTT Contacts list.

1. Press and release the PTT button or select *Menu > TELUS Link*. Go to *Contacts* tab to display the list of PTT Contacts
2. Select the required contacts you want to call. You can add up to 10 contacts to initiate an ad-hoc group call
3. Press and release the PTT button
4. Continue to hold the PTT button while you are speaking. Release the PTT button when you finish speaking
5. To end the call, press *End* key

Accessing the Call Log

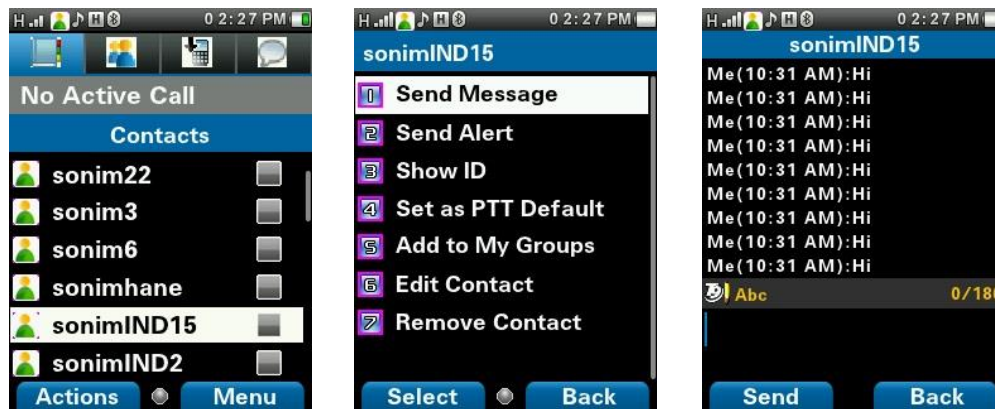
You can also access the call logs tab by pressing the * key when you are in any Link screen or by selecting *Menu > Logs*, in any Link screen.

To continue past conversations, you can also make PTT calls from conversation history by scrolling to the entry in the list and pressing the PTT button.

Using TELUS Link Instant Messaging

You can send instant messages to PTT contacts and groups. To send instant messages, press and release the PTT button or select *Menu > TELUS Link*. Select *Messages* tab then select *Actions*. The following options are displayed:

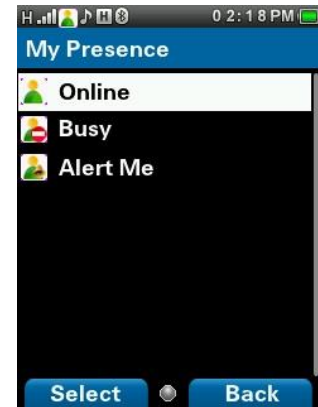
- **Open text chat:** displays messages chat for selected contact/group
- **Close text chat:** closes an active message chat session
- **New text chat:** initiates a new chat session with the selected contact/group
- **Clear all history:** clears all chat history
- **Clear history:** clears history for a selected contact



Presence Status

To set your PTT presence status, press and release the PTT button or select *Menu > TELUS Link*. Select *Menu > My status > My Presence*. Select one of the following options:

- **Online:** you are available to accept calls and send or receive alerts
- **Busy:** you cannot accept calls and alerts but you can initiate a call and send alerts
- **Alert Me:** you can be notified of incoming calls and choose whether to accept them





When you change your status, all other Link users who have you as a contact are updated. Status updates are typically instant but subject to network loading and traffic.



Important Notes:

- Your status will be automatically updated to *Do Not Disturb* when a phone call is in progress. As soon as the call ends, your status is switched back to *Online*
- When your status is set to *Do Not Disturb* and a call is made, your status automatically updates to *Online*
- When your status is set to *Page-Me*, outbound calls can be made without affecting your status

PTT Display Icons

The common PTT display icons are:

Icon	Description
	Indicates that PTT is activated in your phone, but you are not logged in
	Indicates you are logged-on to PTT service and available to answer PTT calls.

	Indicates you are in <i>Busy</i> mode.
	Indicates <i>Alert Me</i> mode.

TELUS Link Application Settings

To access TELUS Link PTT settings, press and release the PTT button or select *Menu > TELUS Link*. The contact list is displayed. Select *Menu > Settings*. The following options are displayed:

- **Clear PTT Default:** clears the default PTT contact/group
- **Clear all call logs:** clears the PTT contact/group call logs
- **Audio settings:** set the following audio settings
 - Voice Volume – To control PTT call voice volume
 - Tone volume – To control incoming PTT call tone volume
 - Speaker – Turn on/off the speaker during active PTT call. You can also press the # key to turn On/Off the speaker
- **Login automatically:** enable this option to login automatically when the phone is turned on
 - Yes (Default): select to enable automatic login
- **Vibrate for incoming call:** enable this option to activate vibration for incoming PTT call.
 - Yes: select to activate call vibrate option
 - No (Default): select to deactivate vibrate for incoming call
- **In session PTT tones:** enable this option to play tone for all floor notifications
 - Yes: select to play tone for all floor notifications
 - No (Default): select to deactivate ‘floor idle’ tone at talker end and ‘floor granted to others’ tone at listener end
- **Silent SOS:** enable this option to activate silent mode when SOS is active
 - Yes: select to activate silent mode
 - No (Default): select to deactivate idle alert tones
- **Location Update:** enable this option to view the location status
 - Yes: select to activate location update
 - No (Default): select No to deactivate location update.

PTT Tone Behaviour

In-session PTT Tones

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

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

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

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

In session PTT Tones Off

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

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

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

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

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