



Report-IT Enterprise Edition User Manual for iPhone

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1 About Report-IT Enterprise Edition

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 Enterprise

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.

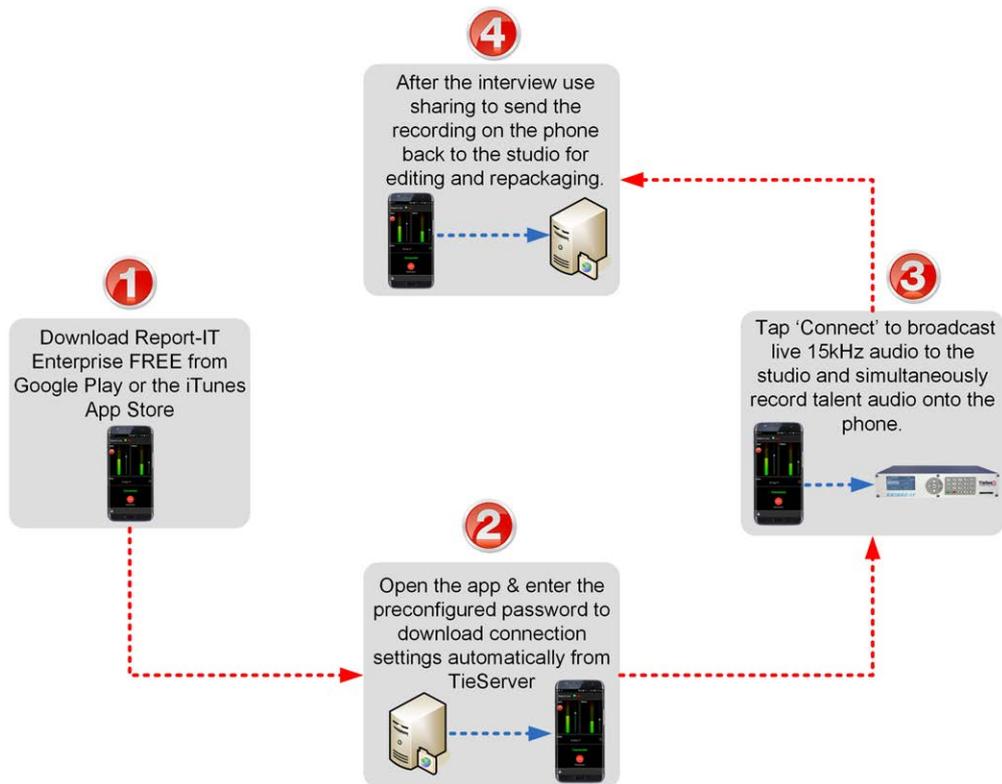
About Report-IT

This guide is designed to assist Report-IT users to download the Report-IT Enterprise Edition application from the App Store for iOS devices 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.

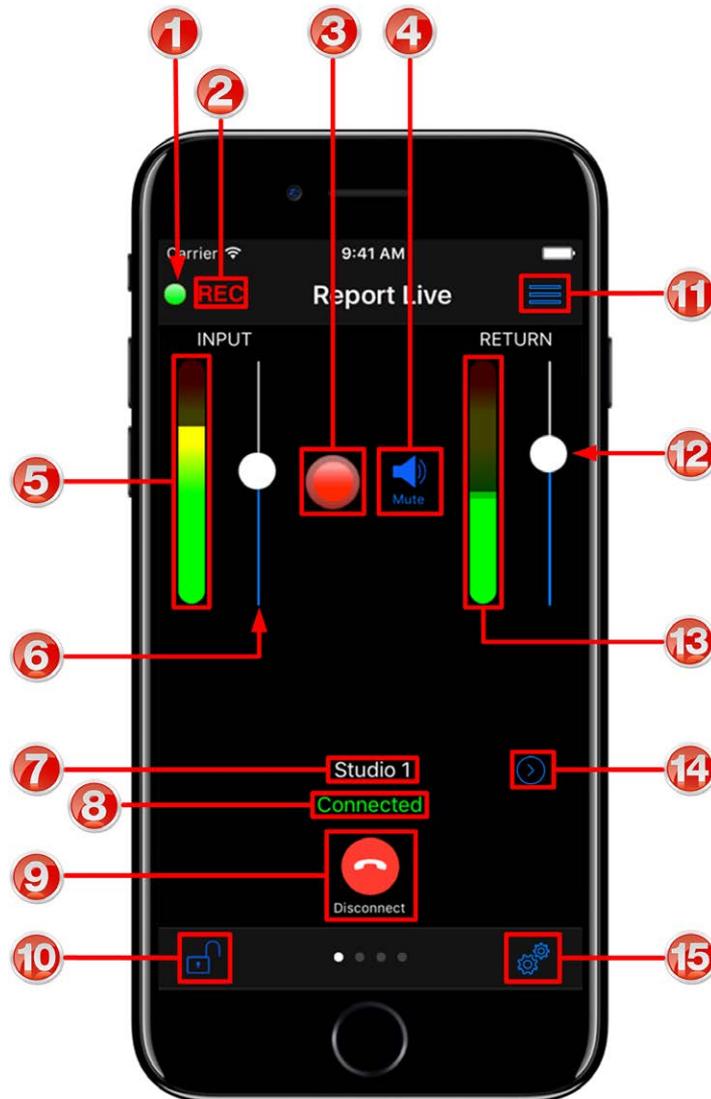
How does Report-IT work?

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 Enterprise](#).

2 Home Screen Controls



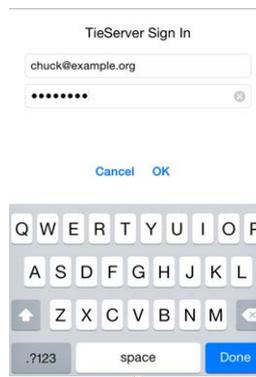
	Feature	Description
1	Connected indications	Displays flashing green symbol when connected live (orange symbol while connecting)
2	Record indicator	REC flashes red when Report-IT is recording a file
3	Record Symbol	Symbol illuminates when a report is being recorded
4	Mute button	When displayed, tap to mute return audio from the studio codec
5	Input PPM	Displays microphone input level; keep levels peaking in the green region of the PPM. the PPM meters in Report-IT display average power for audio and represent the following: <ul style="list-style-type: none"> • First green indicator is -29.5dB. • First yellow indicator is -13.0dB. • First red indicator is -5.5dB
6	Input Slider/Fader	Slide to adjust microphone input levels

7	Codec connection	Displays the codec to which Report-IT is configured to connect
8	Connection status	Displays Connecting or Connected status when dialing
9	Connect/Disconnect button	Tap the Connect button to establish a connection to the studio codec; when connected, tap the red Disconnect button to disconnect
10	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
11	Menu Button	Tap to select the activity you want to perform; Report Live, Record a Report or Manage Your Reports
12	Return slider/fader	Slide to adjust return audio levels
13	Return PPM	Displays return audio level from the studio codec when connected and monitored input (if enabled); keep levels peaking in the green region of the PPM (as displayed)
14	Codec selector	Tap the arrow to select a new codec (Note: for security, IP address details are never displayed in Report-IT Enterprise)
15	Configuration	Tap to open the Configuration screen and view login and password settings, audio and Theme settings, and Support links

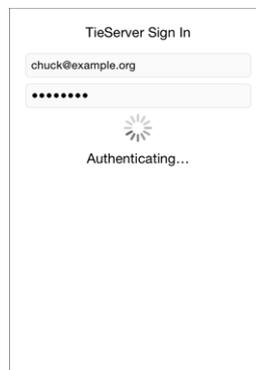
3 Getting Started with Report-IT Enterprise

Downloading Report-IT and Connecting to the Studio

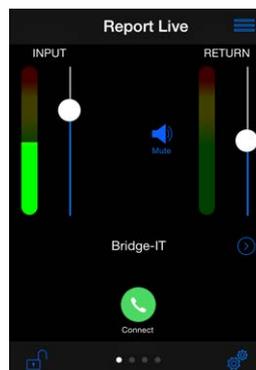
1. Download the Report-IT Enterprise Edition  app from the App Store for iOS devices for free.
2. After downloading and installing the application, tap the **Report-IT Live Enterprise Edition**  app symbol on the phone screen to run the application.
3. Enter the **User Name** and **Password** provided 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.



4. 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.



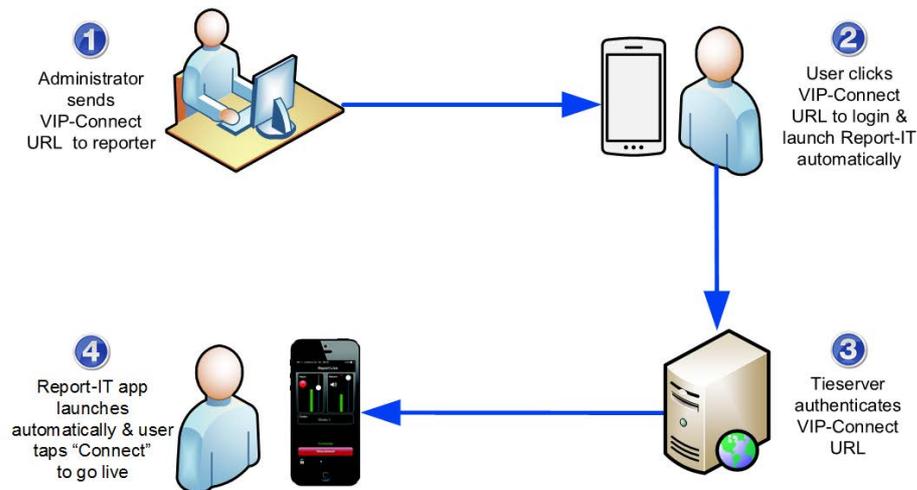
5. Move the **Input Slider** to adjust input audio levels.



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

Connecting using VIP-Connect

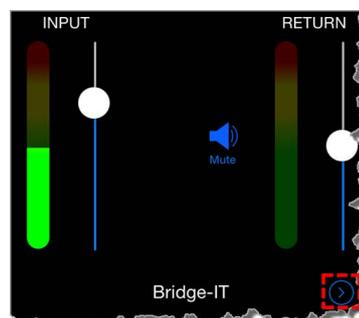
Using VIP-Connect, an administrator at the studio can send a personalized URL using SMS, email or other electronic form, which a user can click to automatically and securely log in and launch the Report-IT application. Note: This feature can only be configured by an administrator using the PC/Mac version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



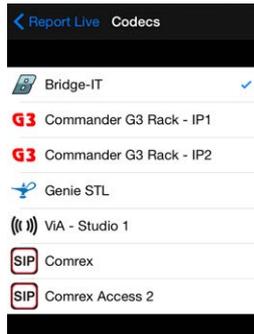
Dialing Different Connections

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:

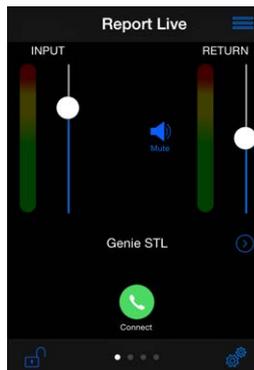
1. Tap the arrow  symbol on the **Report Live** screen to view the list of available **Codecs**.



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.

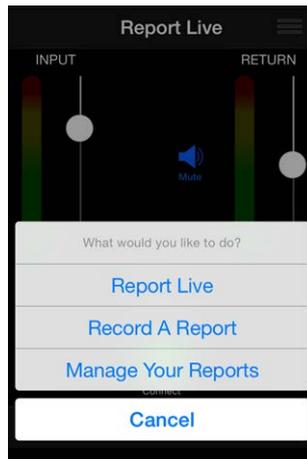


Important note when recording and reporting live:

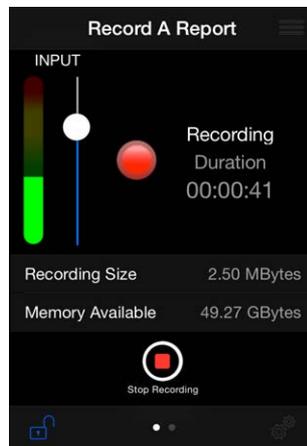
- If **Auto Reconnect** is **On** then recording will not stop if disconnection occurs.
- If **Auto Reconnect** is **Off** then recording will stop if disconnection occurs.

Recording a Report without a Live Connection

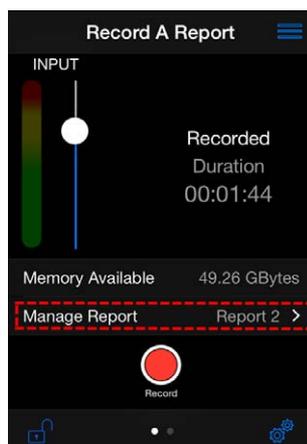
1. Tap the **Menu**  button in the top-right corner of the **Home** screen and then tap **Record A Report**.



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.



5. Tap **Manage Report** as a shortcut to rename or adjust other recording options for the selected report.



Managing Recorded Reports

Tap the **Menu**  button in the top-right corner of the **Home** screen and then tap **Manage Your Reports** to manage all 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.

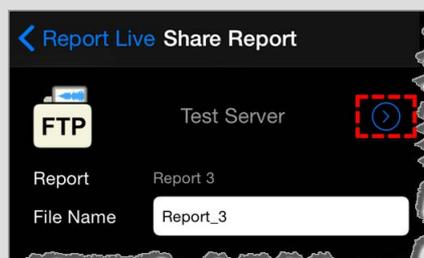


3. Data transfer may take several minutes, depending on the size of the report and the upload connection bandwidth available. **Upload Complete** is displayed at the completion of the file transfer.



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 **Menu**  button in the top-right corner of the **Home** screen and then tap **Manage Your Reports**.
2. Tap to select a report to view it in the **Report** screen.
3. Tap **Share** on the **Report** screen.
4. Tap **Upload** to upload the report.



WARNINGS - To ensure your live or recorded operations are not interrupted by incoming phone calls and other applications:

1. Configure call forwarding to voice-mail or another number; tap **Settings > Phone > Call Forwarding** and then slide the switch to **On**.
2. Turn off the **RINGER** on the left-hand side of the iPhone to avoid SMS tone interruptions. IMPORTANT NOTE: This will not prevent incoming SMS messages and will only stop alert tones. If Report-IT is being used and an SMS is received, a dialog box with **Close** and **Reply** buttons is displayed. **ONLY** press **Close** in response to an SMS. If you press **Reply** Report-IT will shut down and suspend your recording or transmission.
3. If you are recording a report only you can switch on **Airplane** mode via the iPhone **Settings** application. In **Airplane** mode no phone calls or SMS messages will be sent to the iPhone. When you have finished recording, **Airplane** mode must be turned off to retransmit or share your recording.
4. In the **Calendar** application, ensure that there are no event alarms enabled during the planned live/recording period.
5. Ensure that no **Clock** application alarms are enabled during the planned recording period.
6. Do not plug in or unplug a headset during recording. Likewise, do not dock or undock the device during recording.
7. Do not plug the iPhone into a power source during a recording. When an iPhone gets plugged into power, it beeps or vibrates, according to user settings.

If you can't enable call forwarding before your report and you receive an incoming call, decline the call ASAP using the **Decline** button on the iPhone screen. From the time that the incoming call alert is shown, to the time the decline button is pressed, recording will cease and silence will be transmitted.



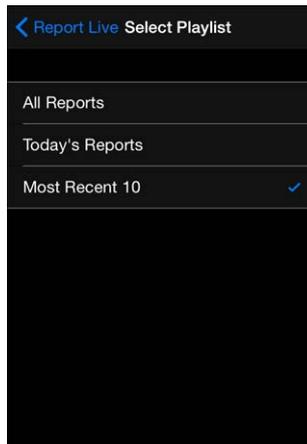
Important Notes:

- 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 twice 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.
- Tap **Configuration**  then **XTalk Cancellation** to activate crosstalk cancellation and reduce return channel audio leaking into the input channel.
- Tap **Configuration**  > **Offline Recording Settings > Monitor Input [Enable]** to activate monitoring of input audio when headphones are attached to the device. Note: This menu setting is only visible when a user is not logged in to Report-IT Enterprise.

4 Transmit Recordings or Insert Live Wraparounds

Recordings can be retransmitted to 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 the **Menu** ☰ button 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 ↻ symbol to select the playlist you want from the default playlists and any custom playlists displayed.



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

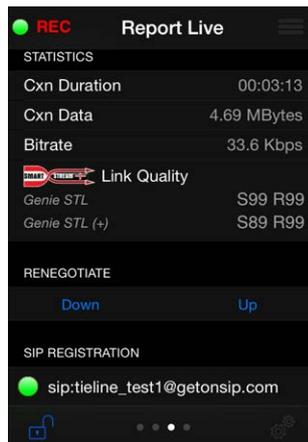


	Feature	Description
1	Playlist button	Tap to display all reports in the selected playlist
2	Current playlist	The name of the currently selected playlist
3	Current report selected	Indicates the currently selected report
4	Playlist files	List of files in the selected playlist
5	Playback indicator	Elapsed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

5 Connection Quality & Statistics

Swipe left twice from the **Report Live** screen when connected to view the **Statistics** screen. The following is displayed:

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.



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).

How to Adjust the Audio Bit-Rate when Connected

1. Use your finger to swipe left across the screen twice 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

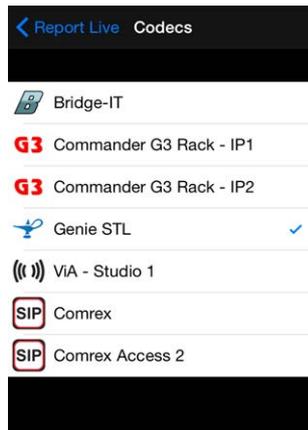
By default Report-IT uses the default 'Best Compromise' automatic Jitter Buffer setting, which is the default setting in all Tieline IP audio codecs. It is designed to provide excellent audio quality with low latency, to support live bidirectional audio communication. There are 5 different Auto jitter-buffer 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 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 minimizes any delay.

6 SIP Connections

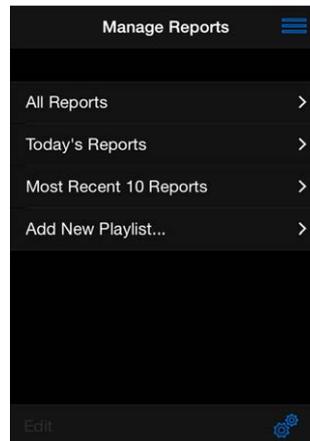
Dialing a connection using SIP is very similar to dialing connections with Tieline codecs. Simply select the codec and then tap **Connect**.



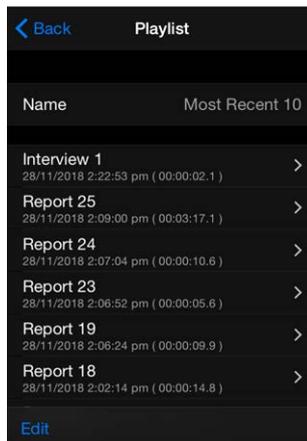
7 Managing Reports

Tap the **Menu**  button in the top-right corner of the **Home** screen and then tap **Manage Your Reports** to manage all recordings. The **Manage Reports** screen categorizes recorded reports and allows you to:

1. View and manage reports.
2. Add and view playlists of reports.



Tap a category to find the report you want to select.



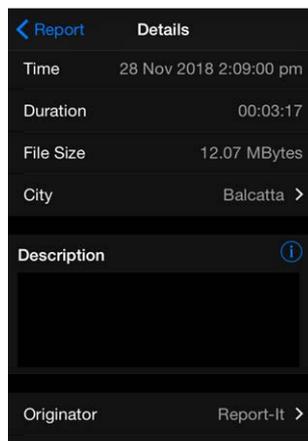
Tap a report to perform a variety of editing functions. Options include:

- Renaming the report.
- Locking the report.
- Viewing and editing report 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

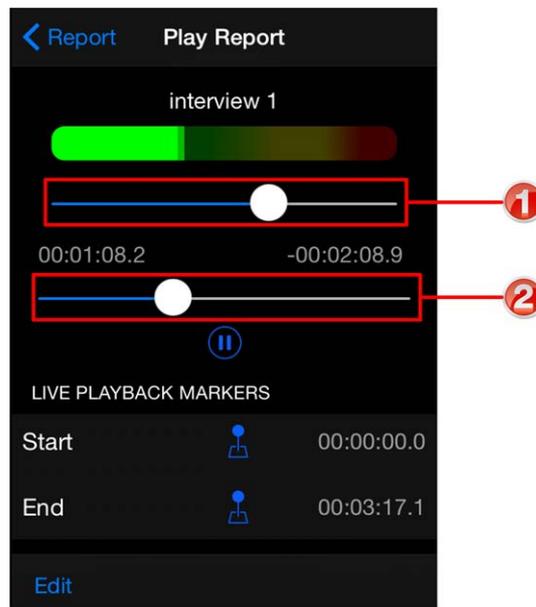
1. Tap the **Menu**  button in the top-right corner of the **Home** screen and then tap **Manage Your Reports**.
2. Tap a playlist and navigate to a report, then tap the report to view it in the **Report** screen.
3. Tap the **Name** field on the screen.
4. Rename the report and tap **Done**  to return to the **Report** screen.
5. Tap **Playlist** in the top-left corner of the **Report** screen to navigate back to the **Playlist** screen.

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

7.2 Playback of Reports

1. Tap the **Menu**  button in the top-right corner of the **Home** screen and then tap **Manage Your Reports**.
2. Tap a playlist and navigate to a report, then tap the report to view it in the **Report** screen.

3. Tap **Play Report** on the **Report** screen.
4. Tap the **Play/Pause** symbols to play and pause the current report.
5. Use your finger to slide the **Playback Level Slider** (top) and adjust audio playback level.
6. Use your finger to slide the play-head along the **Scrubber Bar** and skip to any point along the report timeline. Note: tap **Edit** in the bottom-left of the screen to adjust the **Live Playback Markers**.



	Feature	Description
1	Playback Level Slider	Slide the marker to adjust playback audio levels
2	Scrubber Bar	Slide the marker to skip to a point along the report timeline

7.3 Trim Reports for Playback

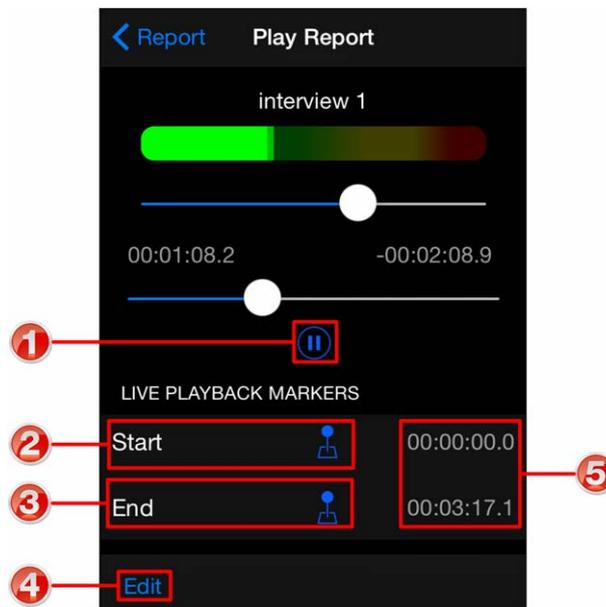
It is possible to trim the top and tail of a recorded report and store this setting for playback.



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

1. Tap the **Menu** button in the top-right corner of the **Home** screen and then tap **Manage Your Reports**.
2. Tap a playlist and navigate to a report, then tap the report to view it in the **Report** screen.
3. Tap **Play Report** on the **Report** screen.
4. Tap **Edit** in the bottom left-hand corner.
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 timeline.
6. After determining the start position tap the **Start Pin** symbol to position the playback start marker.

7. Next play audio to determine the end-point of the report, then tap the **End Pin**  symbol.
8. Tap **Done** in the bottom left-hand corner of the screen to save the report playback marker settings.



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

7.4 Editing, Cutting and Pasting Audio

Editing with Integrated Apps

The simplest and most seamless way to edit Report-IT recordings is by using one of the integrated editing apps. This method of exporting a file will retain all metadata associated with a file. As an example, a user would tap **Edit With TwistedWave** in the following image to send a report directly to the app ready for editing.



TwistedWave

TwistedWave is a popular editing app which integrates seamlessly into Report-IT to allow editing of recordings.

iSnippet

iSnippet from Nétia is a user-friendly editing app which integrates into Report-IT (from v3.2.5) to allow editing of recordings. Tieline's partner Nétia provides iSnippet free to all Radio-Assist customers, or it can be purchased via the iTunes app store.

Copying and Pasting Files Between Apps

Report-IT supports copying and pasting recordings between Report-IT and other iOS Apps that support either MAPI AudioCopy & AudioPaste or the Intua Paste Board (see <http://code.google.com/p/intua-audio-sharing/wiki/CompatibleApps>). Numerous non-linear editing and audio effects apps are available to edit and fine-tune original recordings.

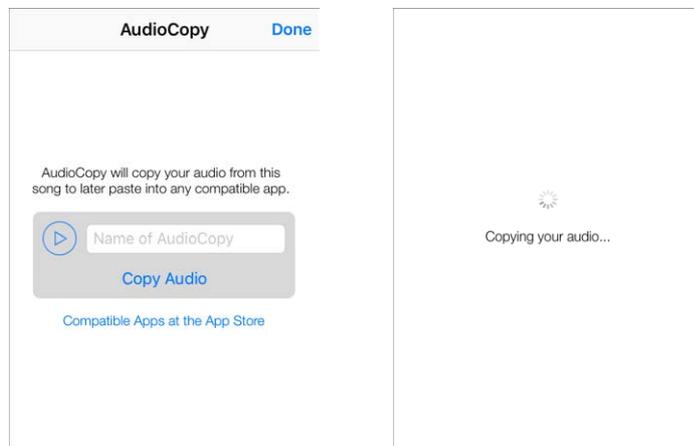
Usually this function is used to copy a report from Report-IT into a compatible non-linear editing app, edit the report, and then paste it back into Report-IT to replace the previous report. It is also possible to cut and paste a recording directly within Report-IT Enterprise using the AudioCopy and AudioPaste functions.

Copy a Report into an Editing App with AudioCopy

1. Tap the **Menu**  button in the top-right corner of the **Home** screen and then tap **Manage Your Reports**.
2. Tap a playlist and navigate to a report, then tap the report to view it in the **Report** screen.
3. Tap **AudioCopy**.



4. Tap the text box to open the onscreen keyboard and edit the name, or just tap **Copy Audio**. This initiates audio rendering and may take several seconds if the recorded file is large.



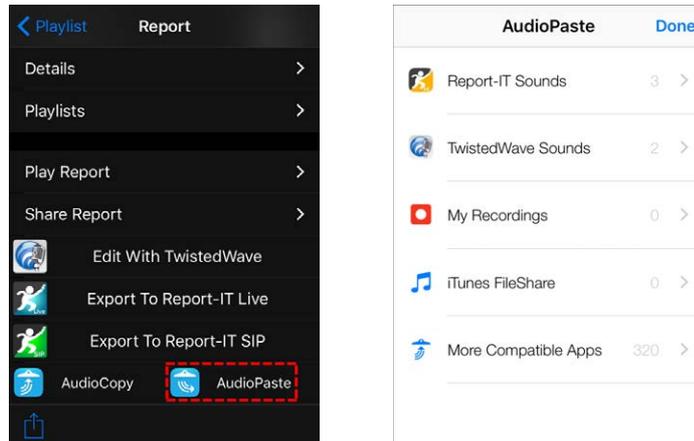
5. Tap to either launch a compatible installed app, or download one of the listed compatible apps and use it edit the audio file.



6. Consult the selected editing app's user documentation for details on how it performs non-linear editing functions and exports audio files to compatible apps.

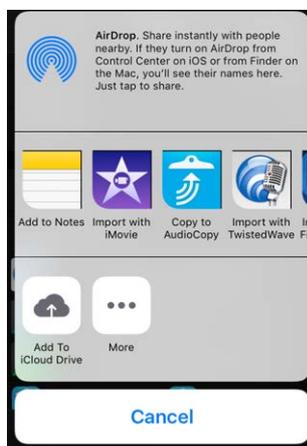
Paste Audio Back into Report-IT

1. Tap the **Menu** ☰ button in the top-right corner of the **Home** screen and then tap **Manage Your Reports**.
2. Tap a playlist and navigate to the report to be overwritten with the newly edited file.
3. Tap **AudioPaste** and select the file in the editing app. This will commence the file transfer into Report-IT which will overwrite the current file.



Other File Sharing Options

It is also possible to share files easily using AirDrop and iCloud, or share to other apps, by tapping the **Share**  symbol displayed within a report (below other sharing options). Note: Files shared using this method will be WAV files without metadata.



Sharing from within other apps is also the simplest way to import new files into Report-IT without overwriting an existing file.



Sharing from within the TwistedWave app

7.5 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

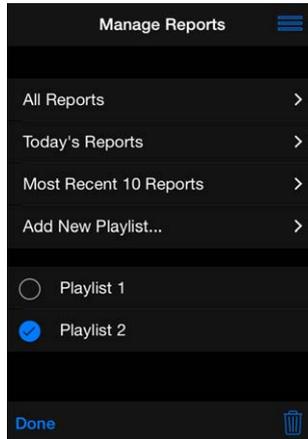
Custom playlists can be created to allow you to manually add a recording to your own playlist.

1. Tap the **Menu**  button in the top-right corner of the **Home** screen and then tap **Manage Your Reports**.
2. Tap **Add New Playlist**.
3. Use the on-screen keypad to enter a playlist name.
4. Tap **Done** to create the new playlist.

Deleting a Custom Playlist

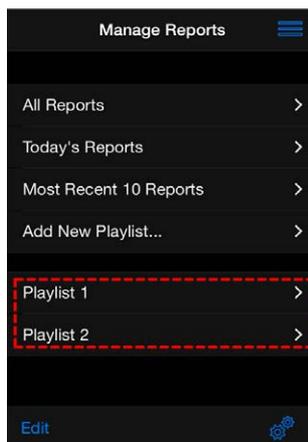
1. Tap the **Menu**  button in the top-right corner of the **Home** screen and then tap **Manage Your Reports**.
2. Tap **Edit** in the bottom left-hand corner of the screen.

3. Tap the radio button adjacent to each playlist to select it for deletion.
4. Tap the **Bin**  symbol in the bottom right-hand corner of the screen to remove selected playlists.



7.6 Add and Remove Reports from Playlists

Custom user playlists need to be created before attempting to manually add a recording to these playlists. Custom playlists are displayed below the default playlists. (See [Adding and Deleting Playlists](#) for more details on adding playlists)



Adding a Report to a Playlist

1. Tap the **Menu**  button in the top-right corner of the **Home** screen and then tap **Manage Your Reports**.
2. Tap the default or custom playlist containing the report to be added to another playlist.
3. Tap to select the report.
4. Tap **Playlists** in the **Report** screen to view all custom playlists.
5. Tap to select the playlists to which the recording will be added.

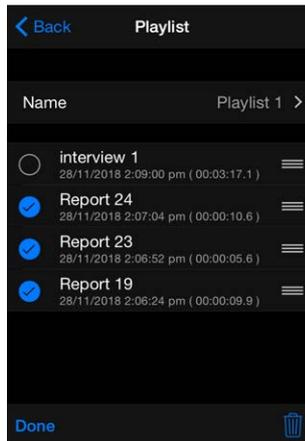


6. Tap **Report** in the top left-hand corner of the screen to return to the **Report** screen and save all changes.

Removing a Report from a Playlist

Removing a report from a custom playlist does not delete the actual recording itself. To delete a recording see [Deleting Reports](#).

1. Tap the **Menu** ☰ button in the top-right corner of the **Home** screen and then tap **Manage Your Reports**.
2. Tap the playlist containing the report to be removed.
3. Tap **Edit** in the bottom left-hand corner of the screen.
4. Tap to select the playlists from which the recording will be removed.

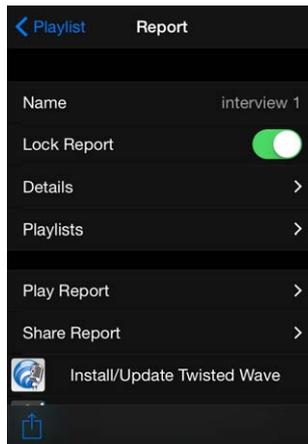


5. Tap the **Bin** 🗑️ symbol in the bottom right-hand corner of the screen to remove the file from selected playlists.
6. Tap **Done** in the bottom left-hand corner of the screen to finish editing.

7.7 Locking Reports

Locking a Report from Editing

1. Tap the **Menu** ☰ button in the top-right corner of the **Home** screen and then tap **Manage Your Reports**.
2. Tap a playlist and navigate to a report, then tap the report to view it in the **Report** screen.
3. Tap to slide the **Lock Report** switch from **OFF** to **ON**.



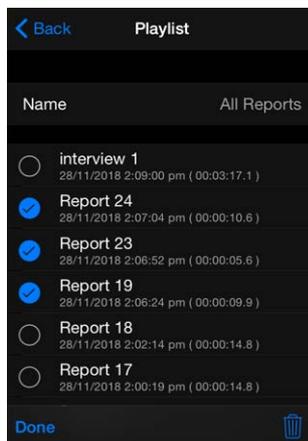
4. Tap **Playlist** in the top left-hand corner of the screen to save the new setting.

7.8 Deleting Reports

Reports can only be deleted from one of the following default playlists:

- All Reports
- Today's Reports
- Most Recent 10 Reports

1. Tap the **Menu**  button in the top-right corner of the **Home** screen and then tap **Manage Your Reports**.
2. Tap to select a playlist, then tap to select a report and open the **Report** screen.
3. Tap **Edit** in the bottom left-hand corner of the screen.
4. Tap to select the recordings to be deleted.



5. Tap the **Bin**  symbol in the bottom right-hand corner of the screen.
6. Tap **OK** in the **Confirm Delete** dialog to confirm deletion and delete the files permanently.

7.9 Backup Reports

When a backup of your iOS device is performed, Report-IT will also include any recordings made. This may take a long time if large amounts of data are being backed up. When your device is configured for iCloud and Wi-Fi backup, consider disabling backup of recordings to improve wireless performance/bandwidth available during a backup, and to avoid using up iCloud data quotas.

1. Tap the **Configuration**  symbol from within the 'live' or 'record' mode screens to open the **Configuration** screen.



2. Tap **Backup Reports** (default setting is **ON**) to toggle the setting **ON/OFF**.
3. Tap **Done** to return to the previous screen.

7.10 Sharing Reports

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

8 Configurable User Settings

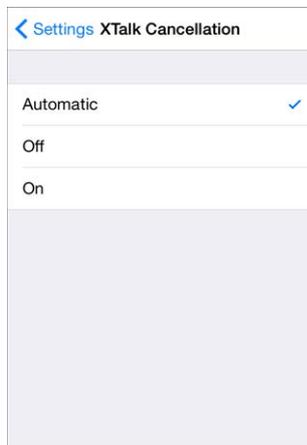
Most of the settings for Report-IT Enterprise are preconfigured by an administrator using the TieServer Console. Some user settings are available via the **Configuration**  menu within Report-IT.

8.1 Audio Settings

XTalk Cancellation

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

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



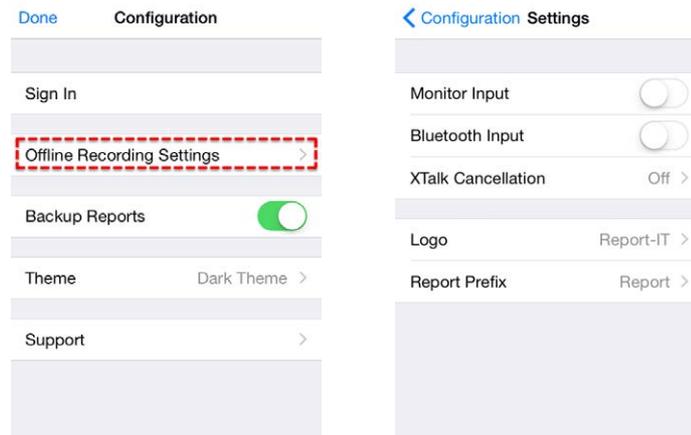
To adjust this setting:

1. Tap the **Configuration**  symbol.
2. Tap **Offline Recording**.
3. Tap **XTalk Cancellation**.
4. Tap to select a setting.
5. Tap **Settings** in the top left-hand corner of the screen.

8.2 Offline Recording Settings

Report-IT users can 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 sent to the studio later via a codec, or by sharing files using a server when wireless network connectivity is available.

A small subset of Report-IT settings can be adjusted locally on a device when recording reports offline, i.e. when a user does not log in to their Report-IT user account. These **Offline Recording Settings** are only visible in the **Configuration** screen when a user is not signed in. Tap the **Configuration**  symbol from within the 'live' or 'record' mode screens to open the **Configuration** screen and edit **Offline Recording Settings**.



Important Note: When a user first opens Report-IT, the **Offline Recording Settings** default to whatever the settings were when that particular user account was last used. 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

Enable this setting to activate monitoring of input audio when headphones are attached to the device.

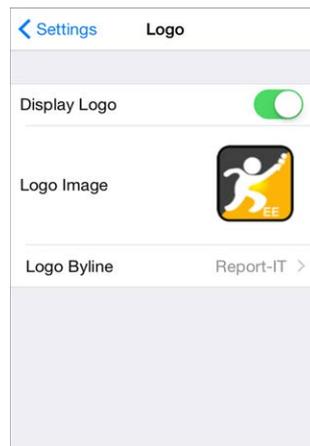
Bluetooth Input

Enable this setting 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 to the device.
2. Open the Report-IT Enterprise application without logging in to the user account.
3. Tap the **Configuration**  symbol.
4. Tap **Offline Recording**.
5. Tap **Logo**.
6. Tap **Logo Image**.



7. Select a logo and tap **Choose**.
8. Tap **Logo Byline** and edit the text displayed below the image on the screen, then tap **Logo** in the top right-hand corner of the screen.

8.3 Change Theme

It is possible to change the skin theme used by the Report-IT app. To select the light and dark themes:

1. Open the Report-IT Enterprise application.
2. Tap the **Configuration**  symbol.
3. Tap **Theme**.
4. Tap to select either **Dark Theme** or **Light Theme**.



8.4 Change Password

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

1. Open the Report-IT Enterprise application and log in.
2. Tap the **Configuration**  symbol.
3. Tap **Change Password**.

4. Enter the **Current Password** and **New Password** and tap **Done** in the top right-hand corner of the screen to save the new password.

8.5 Customer Support

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

1. Open the Report-IT Enterprise application and log in.
2. Tap the **Configuration**  symbol.
3. Tap **Send Log to Tieline**.
4. Enter a brief description of the problem in the text box.

5. Tap **Upload** to send the log file to Tieline.



Important Note: The **All Logs** switch is **OFF** by default. Only turn this on if Tieline staff request long-running event history logs.

9 Software Licensing

Report-IT has been approved for use with the Apple iPhone and is subject to Apple's hardware and software End User Licence Agreements (EULAs) for use of this device. See <http://www.apple.com/legal/sla/>

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.

Terms And Conditions for TieServer

Please read Tieline's Terms and Conditions of Use for TieServer and Report-IT Enterprise available at www.tieline.com before use.

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