



# **Large-screen Terminal APP**

## **User's manual**

**Version: BSAPP\_V2.12\_EN\_20241213**

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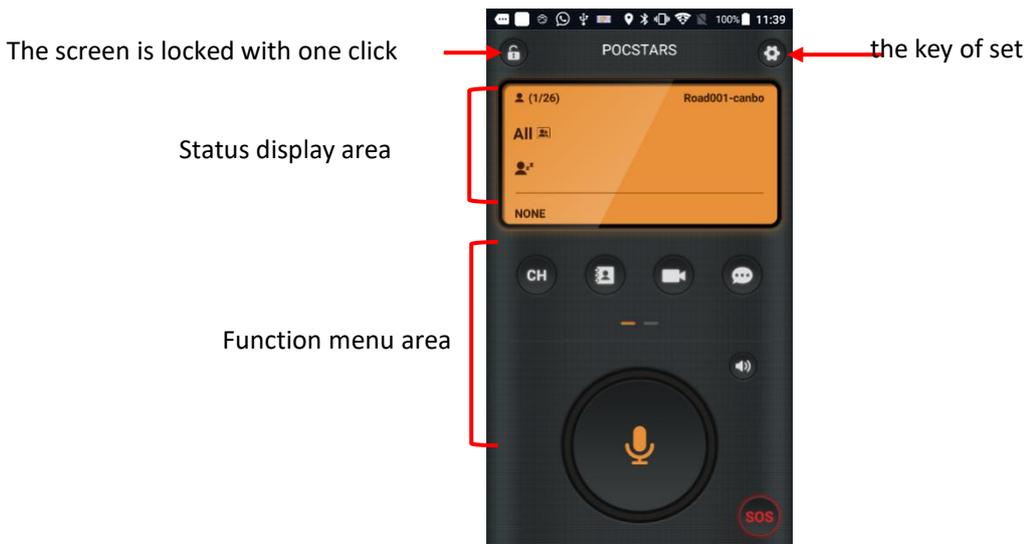
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# 1.Product Presentation

## 1.1.Product profile

Large-screen intercom application software is mainly a terminal application software that provides intercom solutions for large-size screen-related terminal products based on Android system. The APP provides great convenience for end users to use large-size screen terminal intercom products and mobile phones. Very simple operation, end users can easily experience one-click voice intercom, send and receive multimedia information, real-time video with the dispatching desk, one-button SOS alarm and other functions in emergency.

Combined with the usage habits of most large-screen end-users, the main operation interface of the product is presented to the users in the form of the most intuitive interface. Simple and lively, clear at a glance, easy to operate.



## 1.2.How to get the APP application software

(1) For the officially released version, find "Google play store" on the large-screen terminal and search for 'POCSTAR'.

(2) Release by the product operation personnel, generally subject to the official email.

# 2.Preparation before use

## 2.1. Preparation before use

Before using it, make sure that the device works normally and the network is smooth, and then download and install the application to the large-screen terminal device. At the same time, we should understand the professional terms often used in advance.

## 2.2. Insert the SIM card

Follow the terminal device card slot prompts and insert the SIM card or traffic card in the correct direction.

## 2.3. Make sure the device is on

Before use, ensure that the equipment can be started normally and the power is sufficient. Equipment basic function is normal.

## 2.4. Ensure that the network is smooth

Terminal devices need to be connected to the network to enter the application. Please sure the device network connection is normal. There are generally two ways to connect to the network:

1: The device opens the WIFI connection, WIFI can be used in the search area, and the network is normal.

2: The device uses a mobile phone card or iot card, and opens the relevant traffic Settings for network connection.

## 2.5. Install the intercom application software

Find "Google play store" on a large-screen Android device, search 'POCSTAR', click download, and install it.

## 2.6. Explanation of common technical terms

ICCID	ICCID is a special 20-digit code, stored in a SIM card. ICCID is the unique identification number of IC card, a total of 20 digits. Generated by the operator, the phone number can be reverse out through ICCID. And the mobile phone number. The id card equivalent to a mobile phone number.
IMEI	IMEI is the serial number of a terminal device, also called "serial number". The official name is the international mobile device identification code, which is equivalent to the ID card of a mobile device. It is mainly used to identify each independent mobile phone intercom and other mobile communication devices in the network.

single call	One-to-one call between terminal members and terminal members or dispatch desk.
Voice intercom	When a terminal member makes a one-to-one call with a terminal member or the dispatching desk, if you choose "voice intercom", that is, to initiate a half-duplex voice single call, where the two parties of the call can speak, and only one person can speak at the same time.
voice communication	When a terminal member makes a one-to-one call with a terminal member or the dispatch desk, if you choose "voice call", a full-duplex voice single call is initiated. In this call, both parties can speak and listen at the same time.
group calling	Terminal members make one-to-many voice conversations with their group members, and can also answer calls from other users in the group.
Multi-group listening	Listen to multiple groups at the same time, and play according to the priority configured by the system.
Quick call	Make one-to-one or one-to-many calls to temporary groups.
missed call	Intermitted by missed due to offline or network instability. Users can play back the missed intercom voice through the missing message reminder function.
Callback reminder	When the dispatcher or other member initiates a call, no one answers, and the main caller can initiate a call reminder that the caller needs to call back. The caller can see the person who initiated the reminder and reply to the caller in time.
Far open	The dispatcher performs a remote opening to the remote closed members, so that they can use the intercom function normally.
Remote closed	The dispatcher remotely turns off the voice function of a member of the group who cannot use the intercom function.
forced releasing	The dispatcher will force the user who is making the call, and the forced user will not be able to get the call right in this call, but can make the next call normally.
Regional group	The dispatcher can create up to 3 area groups. Members of the regional groups are divided into fixed members and temporary members. After a fixed member logs in the mobile APP, he can see the area group and automatically listen to the area group. He can manually enter the region group and talk. After the temporary members log in the mobile APP, if the area group is

	outside the set area; enter the set area, they can see the area group, and they can manually enter the area group and talk. After temporary members enter the area group, they will automatically monitor the area group, and leave the area group electronic fence will automatically cancel the monitoring.
Electronic fence	The dispatcher selects an area in the map. Once the user leaves / enters the designated area, the dispatch map will alarm and display the relevant information of the area user.
PTT	Push to Talk, Short for the intercom service.
GPS	<b>GPS is short for global Positioning System (Global Positioning System), which is a satellite-based positioning system for obtaining geographic location information and accurate universal coordination time.</b>

## 3. Product instructions

### 3.1. Log in / out

#### 3.1.1. Login app- -Login using ICCID

After the ICCID number is registered and activated on the company's operating platform, the SIM card corresponding to the ICCID number is inserted into the terminal device and can be logged in directly when the network connection is normal.

#### 3.1.2. Login app- -Login with IMEI

After the terminal device IMEI number is registered and activated on the company's operating platform, the terminal device corresponding to the IMEI can be directly logged in under the normal network connection.

#### 3.1.3. Login app-Login with the account password

In the company's operating platform, register the APP account and activate it, and set the initial password. In the large-screen terminal equipment login interface, enter the account number and password to log in.

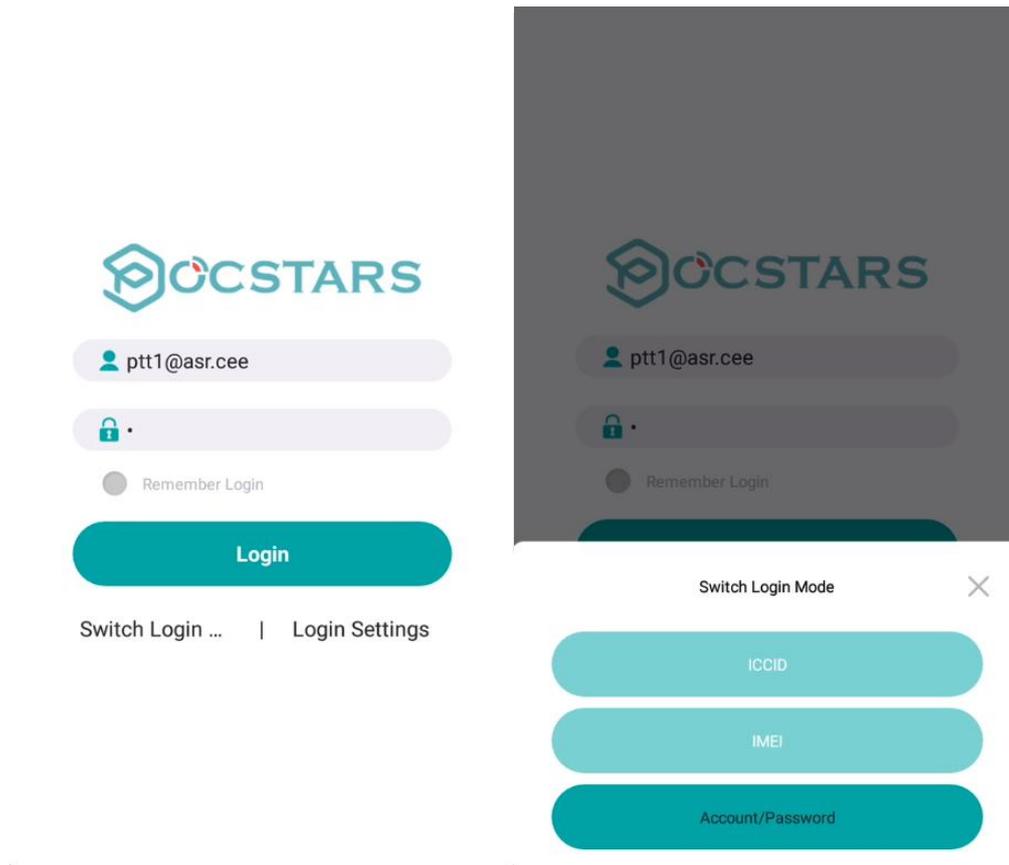
#### 3.1.4. Login app-users can switch login mode (3 ways)

Function value: can meet different needs of different customer login methods without separate version;

Scene description:

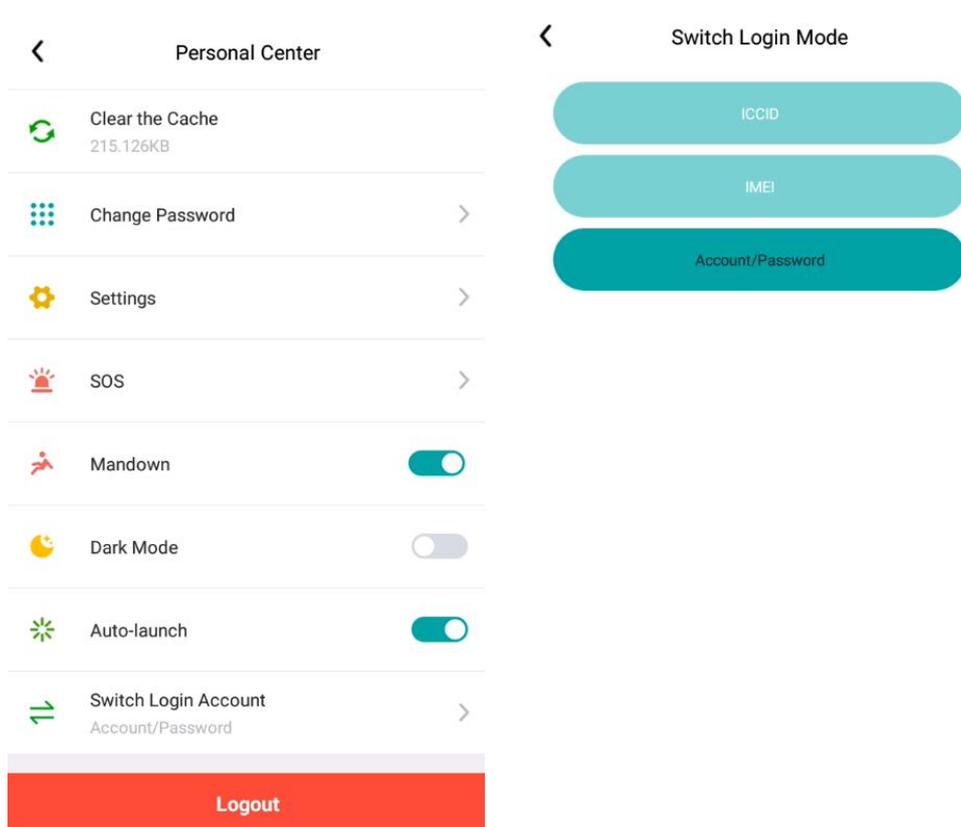
Scenario 1: Select the login mode when the user logs in

- 1、 The user starts the APP and displays the account and password login page by default;
- 2、 Users can switch to "login" to "ICCID automatic login" or "IMEI automatic login" by "switching login mode";
- 3、 The way the user logs in next time is the login method selected last time;



Scenario 2: The user switches between other login modes

- 1、 The user has logged in the application through IMEI automatic login;
- 2、 Users can switch to "ICCID automatic login" or "IMEI automatic login" by switching the login mode in the setting;
- 3、 Switch to the automatic exit login, and log in in the selected login mode;



### 3.1.5. Automatic login

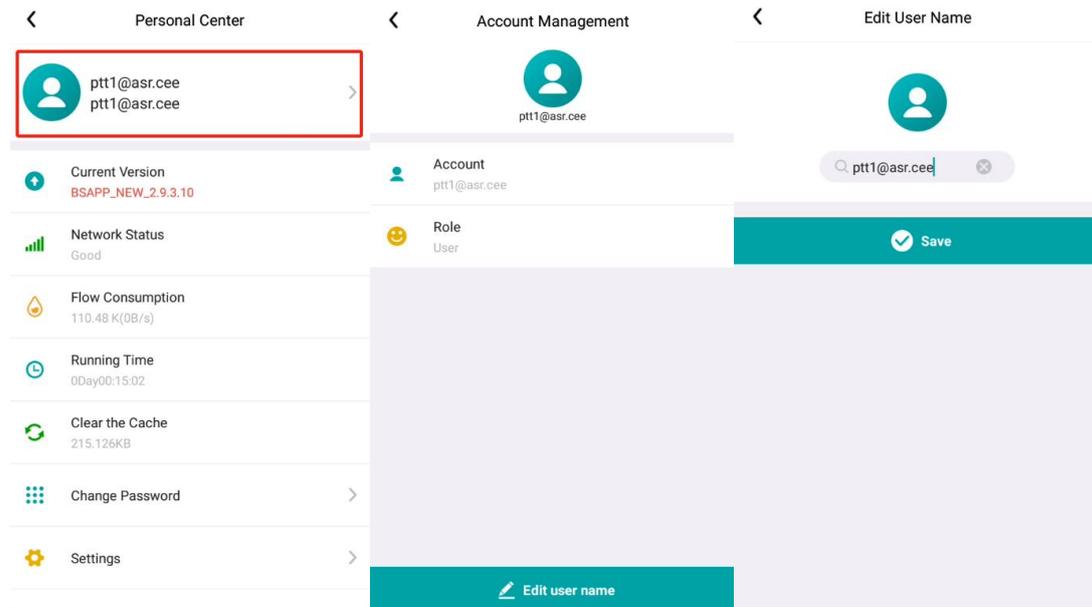
At the bottom of the login interface, check in the front box of 'Next automatic login'. You can realize the next APP automatic login.

### 3.1.6. log off

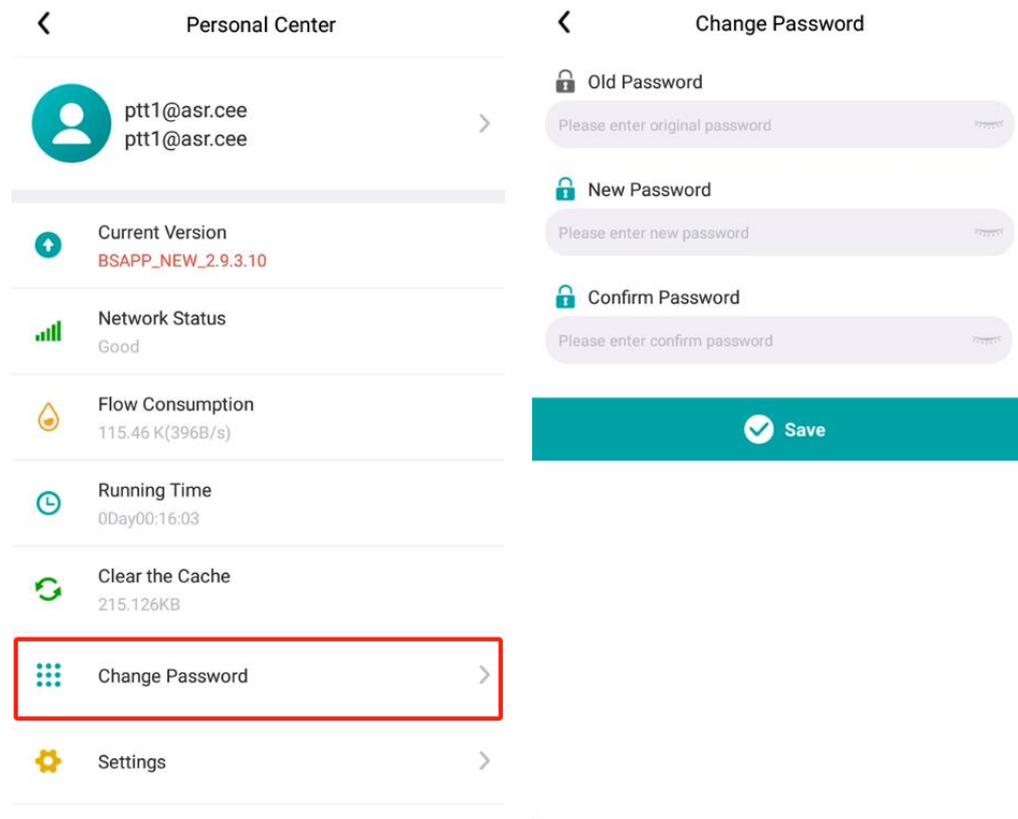
In the APP application interface, enter the 'Personal Center' menu in the upper right corner, and select 'Log In' at the bottom, that is, exit the app.

### 3.1.7. Modifies the user name and password

Modify the user name: In the APP application interface, enter the "Personal Center" menu in the upper right corner, select the user name, click to enter, and then the "Account Management" interface appears. Click 'Change the name' at the bottom, enter the modification, and exit.



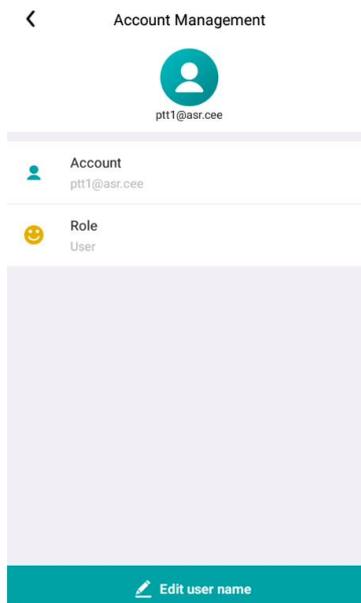
Change the password: In the APP interface, enter the "Personal Center" menu in the upper right corner, select "Change the Password", and the "Change the Password" interface will pop up, enter the original password and enter the new password twice, and exit after confirmation.



### 3.1.8.View account information

In the APP application interface, enter the "Personal Center" menu in the upper right corner,

select the user name, and enter the "Account Management" interface. You can query the account name, account type and other information.



### 3.1.9. Tips and reasons for common login failures

When logging in, sometimes the login failure, there are several main tips:

1: Prompt the account password is wrong, the reason is the password error, check the password and re-enter.

2: It is suggested that the account does not exist because (1) the account is entered wrongly and the account is checked again after checking; (2) the platform of the terminal version does not match the platform where the account is located.

3: It is suggested that there is no network connection, because the network is abnormal, and you need to check whether the network connection is normal.

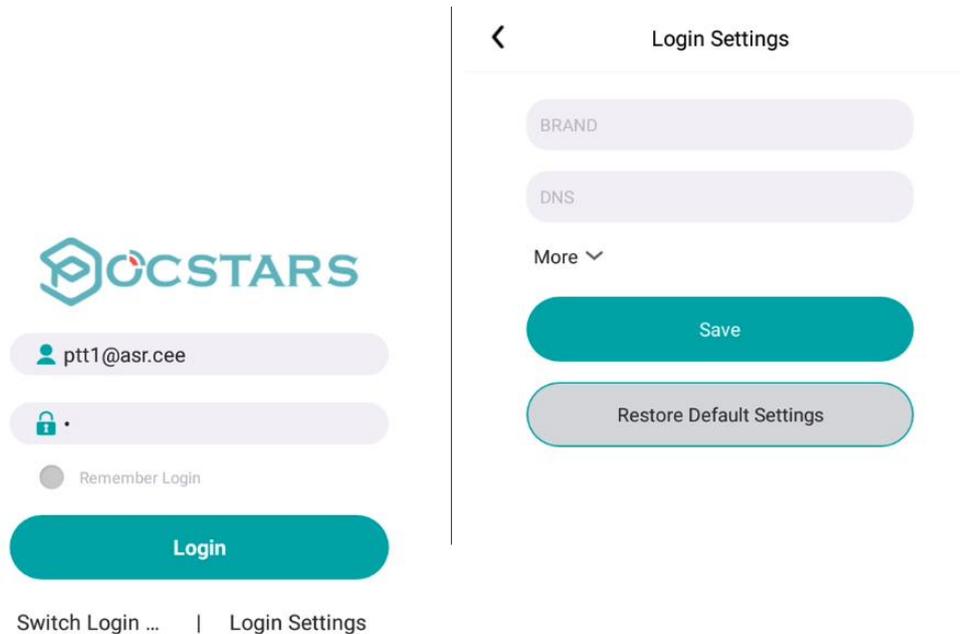
### 3.1.10. Users can set up the environment to log in

When the default factory version is pocstar public network environment, customers can set the non-pocstar public network environment;

**function value** : Meet the requirements of independent deployment and miniserver environment without having to release it separately due to different environment.

**Scene description:**

- 1、 In the login interface, select "Login Settings";
- 2、 According on the environment deployment, the user enters the environment parameters, where context (Brand) and DNS are required;
- 3、 The user needs to exit the app, rerun the APP, and log in;
- 4、 Users can also switch back to the pocstar public network environment by using "Restore the default setting" in the login setting;



**Note instructions:**

- 1、 User login timeout for 30s, and prompt: login timeout, indicating: the current configured environment parameters are wrong;
- 2、 The current supported environment parameters are: context, DNS, upgrade platform IP (UPGRADE IP), multimedia service address (MEDIA IP), SOS service address (SOS IP), real-time video service address (VEDIO IP), session service address (SESSION IP), get member location service (GPS IP).

## 3.2. Voice intercom

### 3.2.1.Voice intercom

For conventional large-screen intercom terminal equipment, the product design itself will have a dedicated PTT physical button, which can be used; For ordinary mobile phones, there is no

dedicated PTT physical button, and PTT can be operated through the interface UI button.

After login, press and hold the shortcut PTT button at the bottom of the interface, obtain the wheat right and start speaking. After the speech, release the PTT shortcut button, release the wheat right, and realize the one-key intercom.

Here are a few of the failure to get the rights :

- (1) The user drops, and hears the Tone tone immediately after hearing the Tone tone;
- (2) When the user is shaken (see 3.6.1), the Tone tone immediately hears the Tone tone;
- (3) When the current voice right is not empty, grab the wheat, hear the wheat Tone tone immediately after hearing the wheat Tone tone;
- (4) Due to the instability of the network, it failed to obtain the wheat right. After hearing the Tone tone, it heard the Tone tone within 3s;
- (5) Failed to gain mic rights when setting a user to s priority in a group.
- (6) PTT was pressed frequently for more than two times, and it failed to obtain wheat rights.

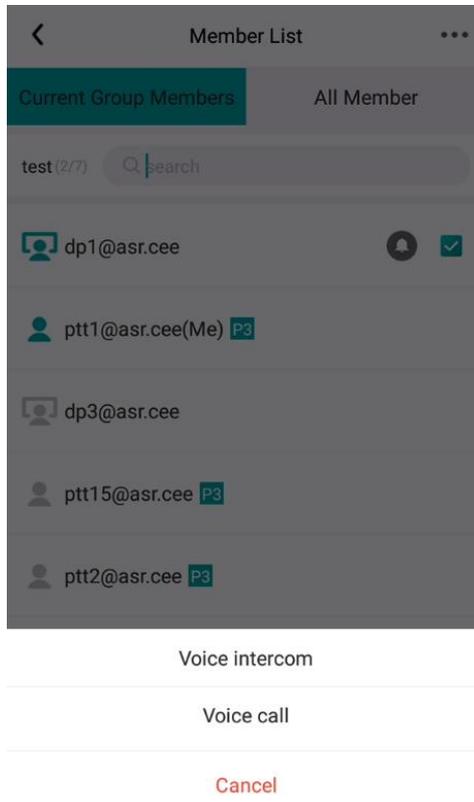


### 3.2.2. Switch groups

Enter the main , choose the menu of .You can see your own group list, click on the group you want to enter, that is, prompt 'switch group successfully', to achieve group switch.

### 3.2.3. Full-duplex voice call

The operating platform opens full-duplex calls.Enter the menu of ,See the Member List screen to see the list of current group members and all members. After the corresponding online members, there will be a check box. After checking a member who needs to call, click the call button at the bottom, and two buttons of "Voice intercom" and "Voice Call" will pop up. Click "Voice Call " to initiate a real-time voice call.

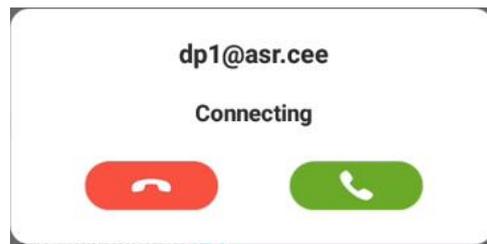


(1) When the main caller initiates a voice call, click the button of , hang up the call, as shown in Figure 1.

(2) When the caller receives a voice call, click the button of , you can answer real-time voice calls. Click the 'hang up' button to refuse to receive voice calls. As shown in Figure 2.



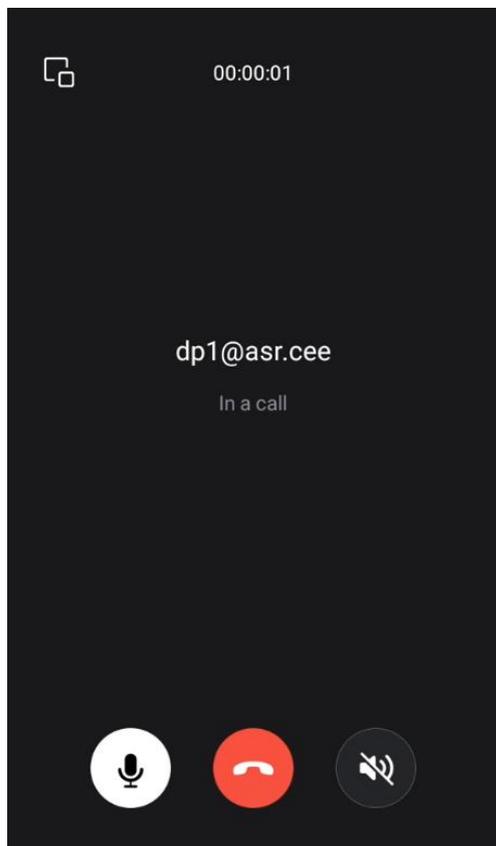
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2

(3) After answering the call, the default is the receiver mode, click the button of , can be switched to speaker.

(4) Click on the top left corner of , the call interface can be contracted and suspended on the APP interface, click  to back to the call interface.



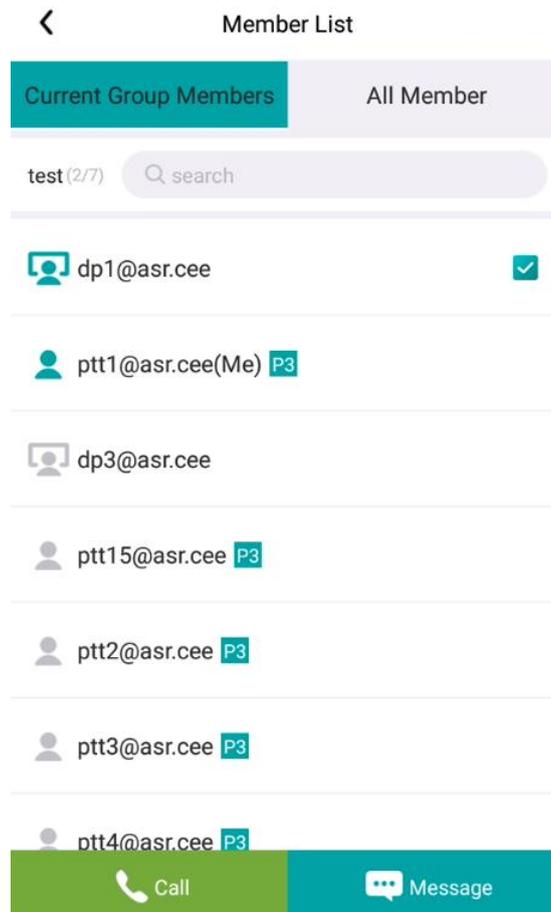
### 3.2.4. Single call end user

Enter the menu  and view the "Member List" interface. You can see the list of current group members and all members. There will be checkboxes next to online membership. After checking a member that needs to be called, click the call button at the bottom to form a

temporary one-to-one group. Long press the PTT intercom button  to realize the function of single call to other members. When Party B switches groups, the temporary single-call group will be automatically disbanded. The other party will receive the message 'Group disband'. In addition, when all the members in the group are silent for more than 60S, the group will automatically disband.

In the following cases, the single call fails:

- (1) The other party's voice is not empty:
- (2) The other person is rocking down:
- (3) The other person is in any other single call or temporary group.



### 3.2.5. Single-call Dispatching Console

Enter menu , view the member list to see the list of current group members and the list

of all members. Behind the corresponding dispatcher, there will be a tick box. After checking the dispatcher who needs to call, click the call button at the bottom to form a temporary pair of groups. Long press the PTT intercom button  to realize the single call dispatcher function.

### 3.2.6. Single response

**function value:** Users can choose whether to accept the single call according to their own wishes to supplement the application function.

**Scene description:**

**scenario one:**User B is not on the no-disturb mode and the automatic response mode is off.

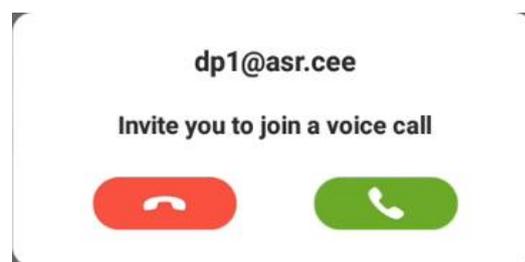
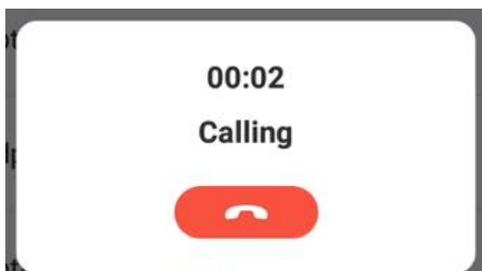
- 1、 User A single call User B, B receives A single call request;
- 2、 User B can choose to accept or reject the single call request, B can choose to accept, the single call success;
- 3、 A and B can be compared in A single call;

**scenario two:**User B does not open no-disturb mode, open automatic response mode.

- 1、 User A Single call user B;
- 2、 User B automatically refuses A's single call request (the voice right is idle, single call, in temporary group, and closed) and prompts user A;
- 3、 When user B is not in the case in step 2, automatically accept the single call request of A, and the single call is successful;

**scenario three:**User B opens the non-disturb mode

- 1、 User A single call user B;
- 2、 User B will not receive A single call request and automatically reject A single call request;
- 3、 User A received the prompt: the single call failed;
- 4、 User B will view the single call request record of user A in the call list;



In addition:

1、 Users can select members on the member list page, initiate temporary calls, or create session to send IM messages;

2、 In the single call and temporary group, the message page and menu enter through the member list. At present, you can only view the intercom record of the current single call and temporary group, and you do not support sending and receiving IM messages.

### 3.2.7. Group calling

Online members can make one-to-many calls to their current group. The current group member can hear the group call online.

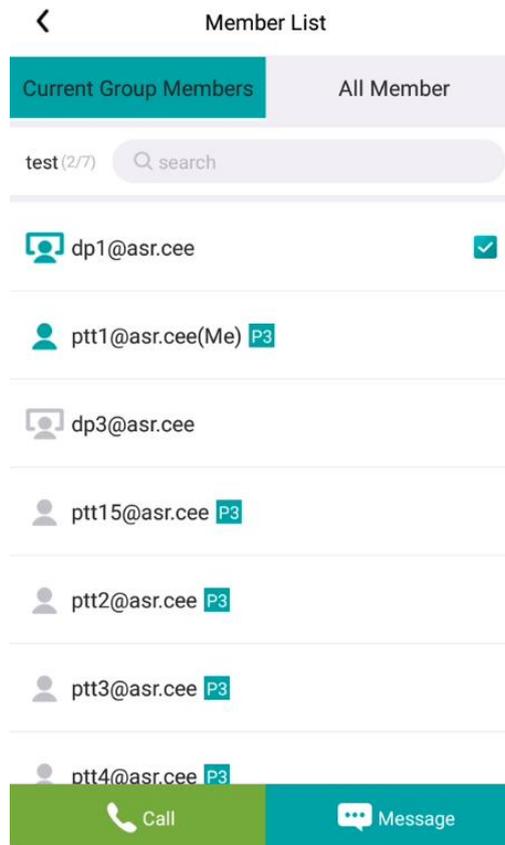
### 3.2.8. Temporary group call

Enter menu  to view the Member List screen to see the list of current group members and all members. After the corresponding online members, there will be a check box. After checking multiple members that need to be called, click the call button at the bottom to form a temporary one-to-many groups. Long press the PTT intercom button  to Implement the intercom function in a temporary group.

In the following cases, the temporary group is dissolved:

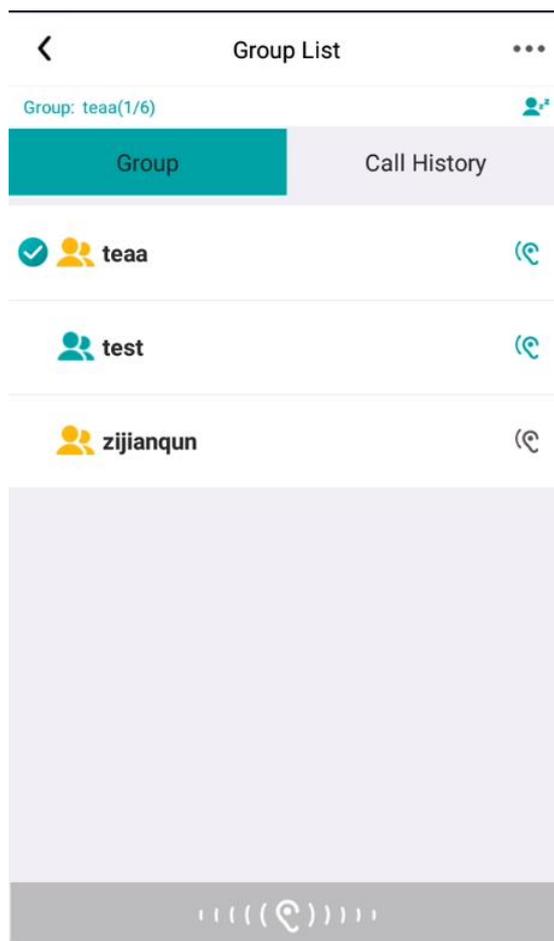
- (1) When the creator leaves the group, the group automatically resolves;
- (2) When all other members quit the group, the group automatically resolves;
- (3) When all the members of the group are silent for more than 60s, the group will also automatically dissolve.

Note: In the current domestic version, the dissolution timeout time is 60s, the overseas is 5 minutes, the planned January 2020 version is the default 60s, support configurable.



### 3.2.9. Listen to the group

Enter the main interface and check the menu . After clicking in, you can see the corresponding listening button behind your group list. Click the button. When the listening button becomes green, you can monitor the target group. If you want to monitor all groups, click the long monitor button at the bottom of the interface. After the button becomes green, you can monitor all target groups. Click the green listening button again to cancel the listening.



### 3.2.10. Regional group

The dispatch desk can delimit a area and create area groups. After a fixed member logs in the mobile APP, he can see the area group and automatically listen to the area group. This monitoring does not support manual cancellation, but can manually enter the area group and make a conversation. After the temporary members log in the mobile APP, if the area group is outside the set area; enter the set area, they can see the area group, and they can manually enter the area group and talk. After temporary members enter the area group, they will automatically monitor the area group, and the electronic fence leaving the area group will automatically cancel the monitoring, and manual cancellation of monitoring is not supported.

### 3.2.11. Query the voice intercom record

Enter the menu  and open the "Message" interface, that is, you can view all the voice, text, pictures, short video, and location information of the current group. The voice message contains the intercom recording and received instant voice message, click not encrypted or voice message during the encryption, can be voice recording playback, such as voice message is encrypted or encrypted voice message, before cannot play, through the message record can view the voice sender user name, send time and voice duration. You can switch to more message lists

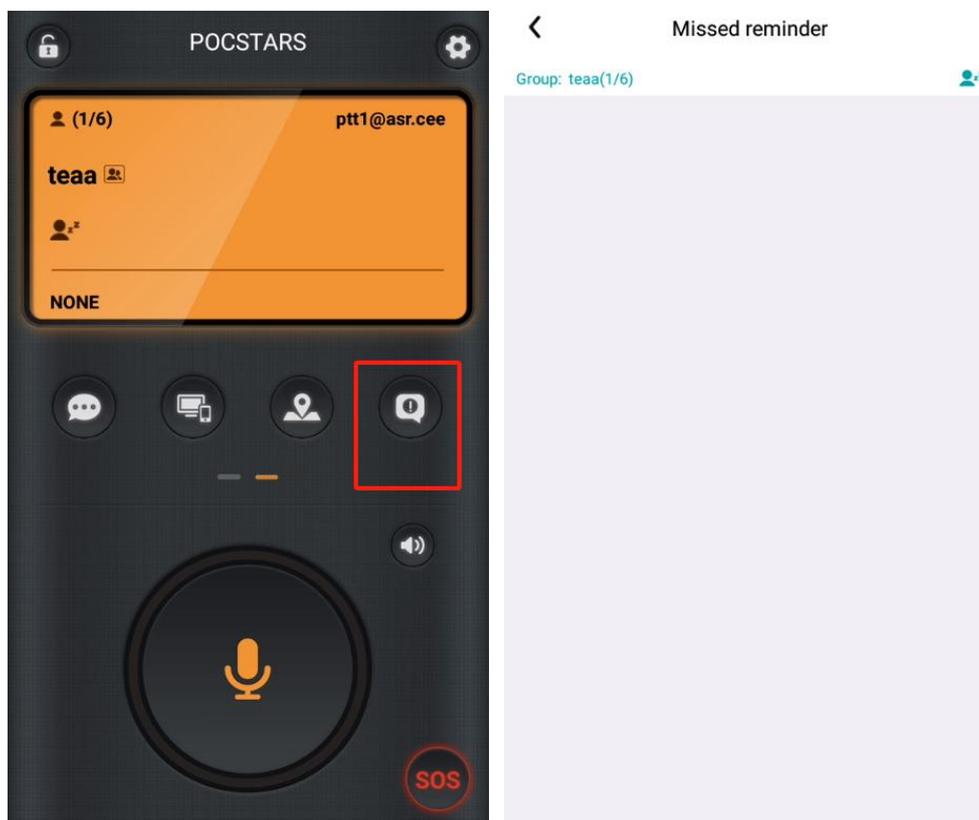
to view the recording records of other groups. After switching the groups, you can also view all the information records of the groups after switching.

### 3.2.11 Playback leak records

Due to offline or network instability, the missed intercom voice can be played back through the missing voice function. Display up to 10 missed words.

- 1) When there is a missing message, there will be an unread missed message, click the missing message menu, enter the missing message details page, you can see the missed intercom voice, and can be played back.
- 2) After switching between groups, clear the missing words record.

When the group is not switched, you can enter the missing words details page again through the first line of the message list to view and play back the missing words.



### 3.2.12 Call back to remind

In operating platform of the company's single call mode set to 'immediately on' mode and open the call remind function, terminal after 1V1 call, no one speaks, end users can initiate a call to remind the call, remind the call need to reply to the main call, after the caller received the call

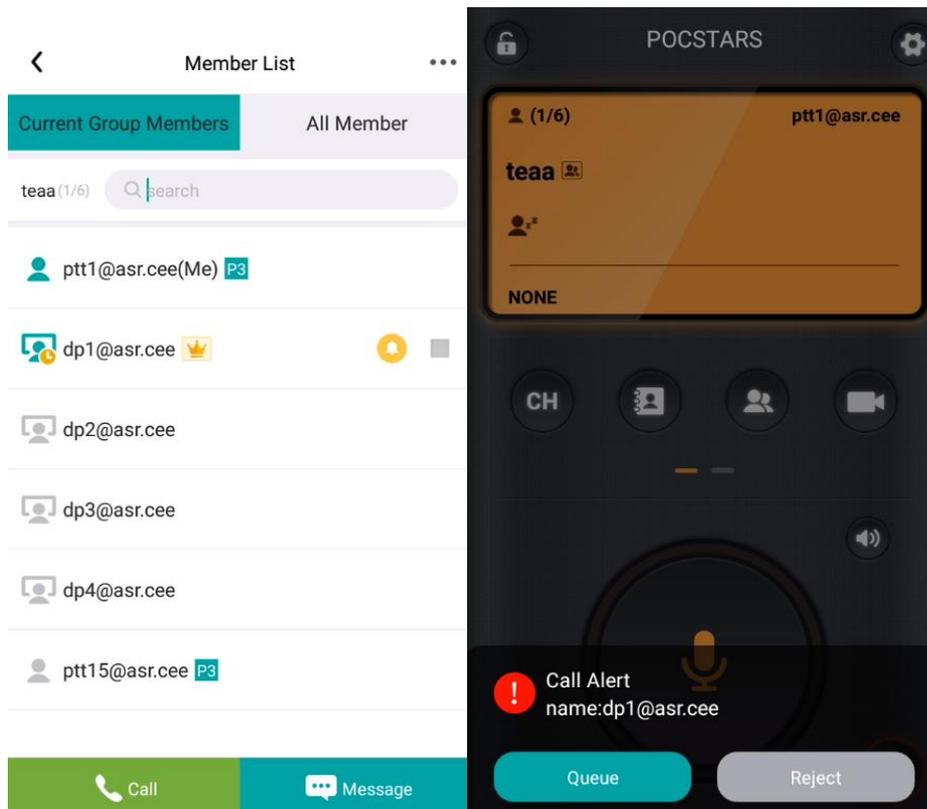
reminder, can according to the PTT immediately reply call remind members, can also remind into the queue list or refused.

Call back reminder icon color definition :

- 1、 Not initiated nor received a call reminder, the default is gray.
- 2、 The user clicks on the gray icon to initiate a call back reminder, reminding the user to reply to the call. The yellow icon indicates the person who initiates the reminder.
- 3、 It means that a call back reminder is sent to the end user for the call back. And will receive a call reminder prompt popup and bell ring at the same time.

**Initiate and receive a call-back reminder:**

Enter the member list, select the member to remind, and click the callback button to initiate the reminder member. The alert party will receive a pop-up and a continuous ring tone to remind the caller.

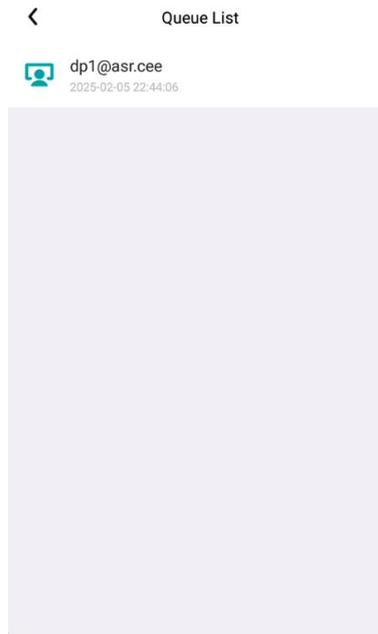


The reminded party can click the call reminder pop-up, or press the ptt button to reply, or click the refuse button to refuse the reply.

### Queue list:

The end user can also click on the queue to move the call reminder into the queue list and reply later.

Click the button in the upper right corner of the member list to enter the queue list, and click the online user to initiate a call back.

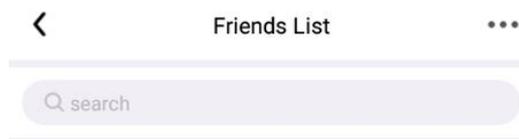


### 3.2.13 friend

When the company turns on the friends function, users in the company can view the friends menu .

After the company manager adds friends to the end user, the end user can view his friends in the friend menu. The end user clicks the button of  on the main interface to enter the friends list and select a friend to initiate a call or send a message.

- 1、 After entering the friend list, click 'Call' to select voice intercom or voice call.
- 2、 Click 'Message' to create a session message.

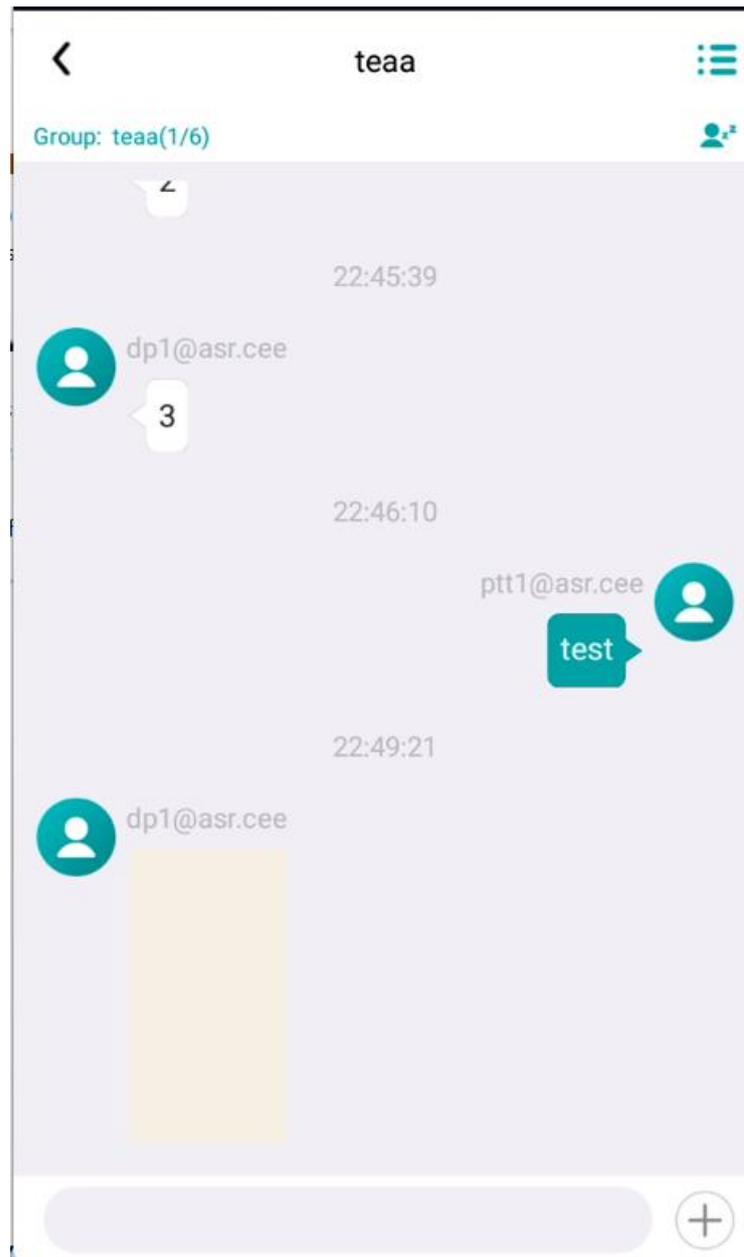


### 3.3. Multimedia message

End users can receive or send pictures, videos, text, location, file messages in the group, or create sessions to send and receive messages.

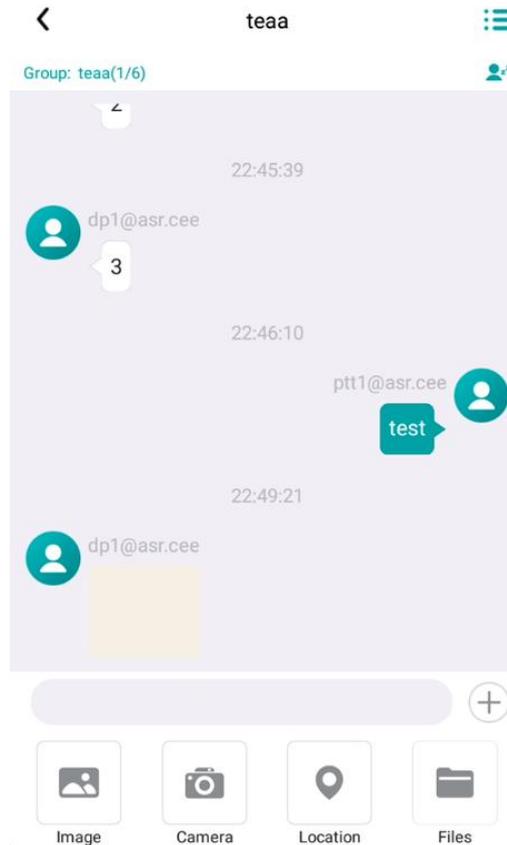
#### 3.3.1. View the multimedia message record of the group

Enter the message menu  and open the 'Message' interface, so that you can view all the voice, text, picture, and short video information of the current group. View the message sender and sending time through the message record. After switching a group, you can view all the message records of the switching group.



### 3.3.2. Send a message to the current group

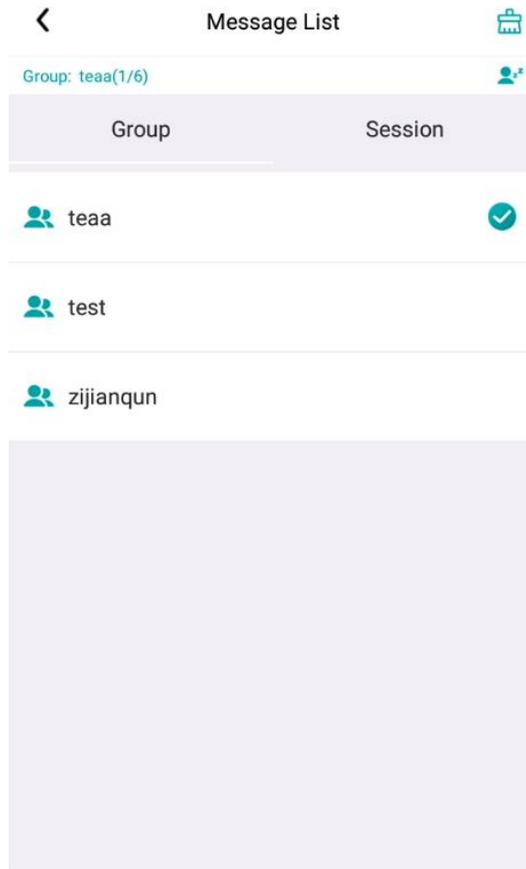
Enter the menu  and open the 'Message' interface. Text can be entered directly by means of , and then click to send the text. Click on the "+" symbol behind, you can send PTT, pictures, photos, videos, location, files and other information.



### 3.3.3. Send and receive multimedia messages in other fixed groups

In the message interface, see the more buttons in the upper right corner  to enter the session list, can view more message list of fixed group, select other fixed group, can view the selected fixed group message record (including intercom voice, text, pictures, location, short video), and can send multimedia messages in the group (including text, picture, location, short video), select other groups in the message list, will not change the current group.

Click the clear button  in the upper right corner to clear the intercom recording and multimedia message records (pictures, videos, text, location, files).



### 3.3.4. Send and receive multimedia messages in a session group

Enter the menu  and open the 'Message' interface, click the button in the upper right corner to enter the 'Session List' interface. You can see that there are 'Group' and 'Session' paging, choose 'Session' paging to view the existing session list, including 1 to 1 session group, and 1-to-many session group. Click the "+" button below to enter the "Add Session Member" interface. You can see the list of group members behind the member list; Check the members who want to talk and click the "OK" button below to initiate the session group.

In a temporary session, you can send and receive text, pictures, photos, terminal videos, location, and voice messages.

If the new session group already exists in the session list and will not be created again, it will automatically enter the existing session group and view the historical messages.



### 3.3.5. Forward or save a multimedia message

The end user can forward messages to other groups when receiving pictures, videos or locations;

1、 There are two ways to forward a message：

1) Select the picture just received / sent, long press (or click the button in the upper right corner of the picture), pop up the forward or save button, click forward, jump to the group list, click the group to be forwarded, prompt: successful forwarding. Click Save to save the picture in the mobile phone locally.

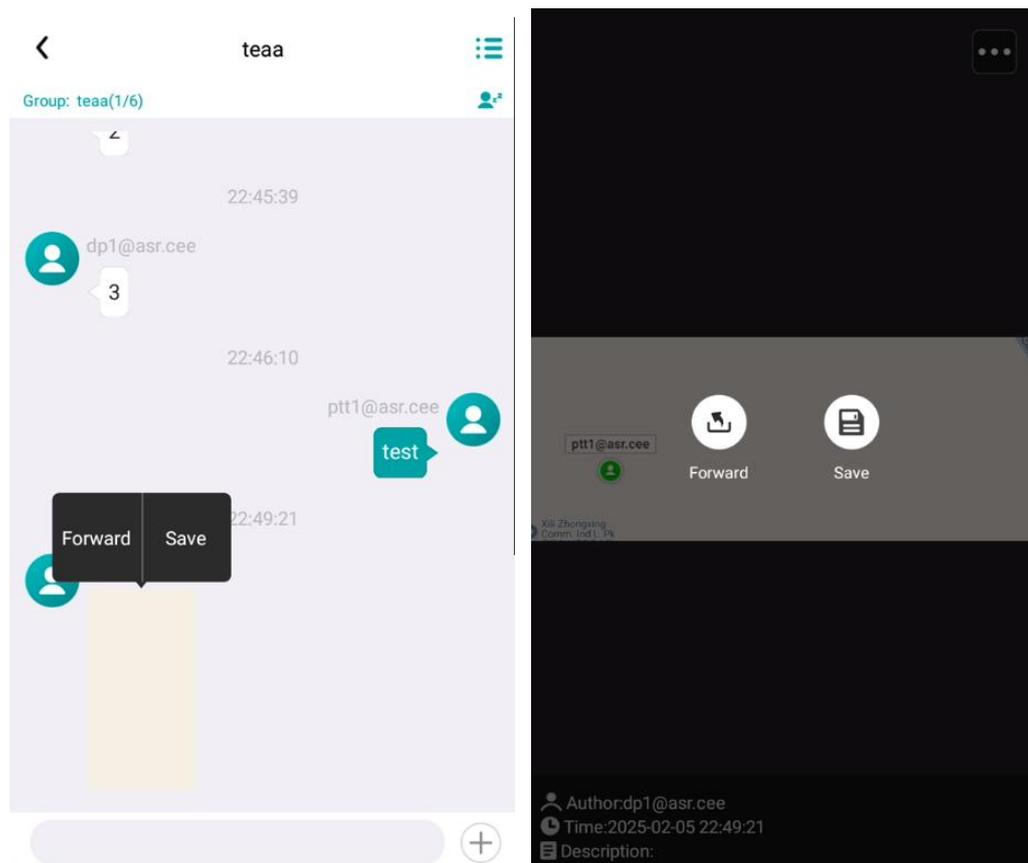
2) View the video, long press or play the video and click on the upper right corner to forward it.

2、 Forward messages can only support a fixed group and session list.

3、 You can only forward one image at a time.

4、 The video is only forwarded, not downloaded, and the picture can be forwarded and

saved.



### 3.4. Report the location of the machine

When the terminal positioning function is opened, the location of the machine will be automatically reported to the platform after the terminal is put online. The positioning function switch and the reporting frequency can be set through the dispatching desk, and the positioning function switch is closed by default.

#### 3.4.1. Ensure that the GPS settings are turned on

To report your current location, make sure that the GPS function in the terminal device is turned on. The general operation is to enter the system 'Settings' menu of the terminal device (not the Settings menu in the APP application). The general steps of Android system are: enter the "Settings" menu, select "Location Information", and select to open after entering. Each terminal device will be in a different menu, according to the actual situation.

#### 3.4.2. Report the location to the dispatching desk- - - -automatically report

When the terminal is online, the location of the terminal will be automatically reported to the platform at a certain frequency by default, and the latest reported location of the terminal can be viewed through the dispatching desk.

The default reporting frequency is 30s once, which can be set through the dispatching desk, and the range can be set as: 10-120s; The location report of the terminal can be closed through the dispatching desk. After reporting, the new location information of the terminal will not be closed.

### **3.4.3. Report the location to the dispatch desk- - -by sending the location information**

Click the menu  to enter the dispatch desk interface, you can see the information details page communicating with the dispatch desk. By sending '+' in the information bar, select the location message type and select the local location to send to the dispatch desk by default.

### **3.4.4. Send the local location via the multimedia information**

Enter the menu  to open the 'Message' interface.

By the mean of  to click on the '+' symbol behind it, and select the location message type and send the local location message by default.

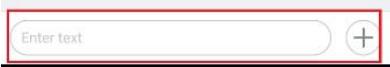
## **3.5. Communicating with the dispatcher**

### **3.5.1. Receive the dispatcher information- - -view the information sent under the dispatch stage**

Click the menu  to enter the dispatcher, you can see the historical message record of communication with the dispatch desk. The record includes: text, voice, location, picture and short video, and displays the user name of each message sender, sending time, voice message display voice duration, click to play voice.

### **3.5.2. Send information to the dispatcher- - -Send information to the dispatch desk**

Click the menu  to enter the dispatcher, you can see the list of the information communicating with the dispatch desk.

Through , the text can be directly entered, the point to send. Click on the back '+' symbol, you can send voice, pictures, photos, small videos, location and other information.

## 3.6. Real-time video

### 3.6.1. Video return- - -The terminal actively returns the real-time video to the dispatching station

Enter the menu , which opens the real-time video interface, Click on the icon below  to start the real-time video feed back. The dispatch station can receive the real-time video sent back by the terminal; At the end of the video return, click the button  to end the live video return.

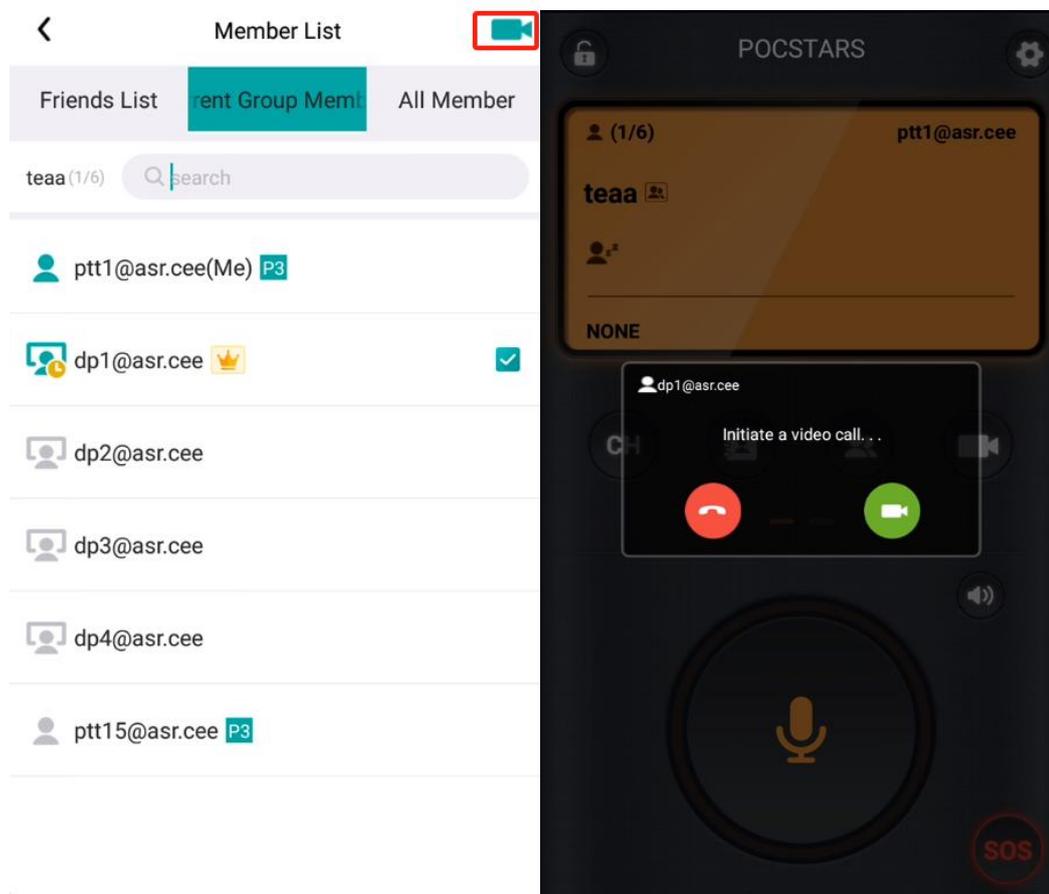


### 3.6.2. Video single call- - -terminal members can realize 1V1 two-way real-time video

Click the "Video" menu to enter the real-time video interface, click the video call button in the lower left corner, enter the list of video call members, select one member of the video call, click the video button in the upper right corner, initiate the video call invitation, and wait for the other party to answer.

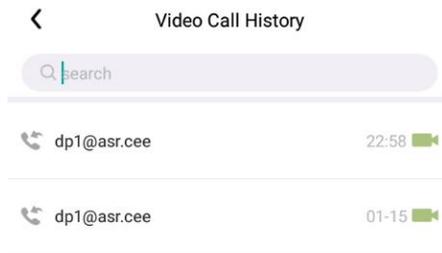
After the other party answers, enter the two-way real-time video call page.

The other person can also choose to hang up.



### 3.6.3. Video single-call history record

Click the history record button in the lower right corner of the video menu page, and the user can query the history of the real-time video single call and dial back.



### 3.6.4. View the push for video surveillance

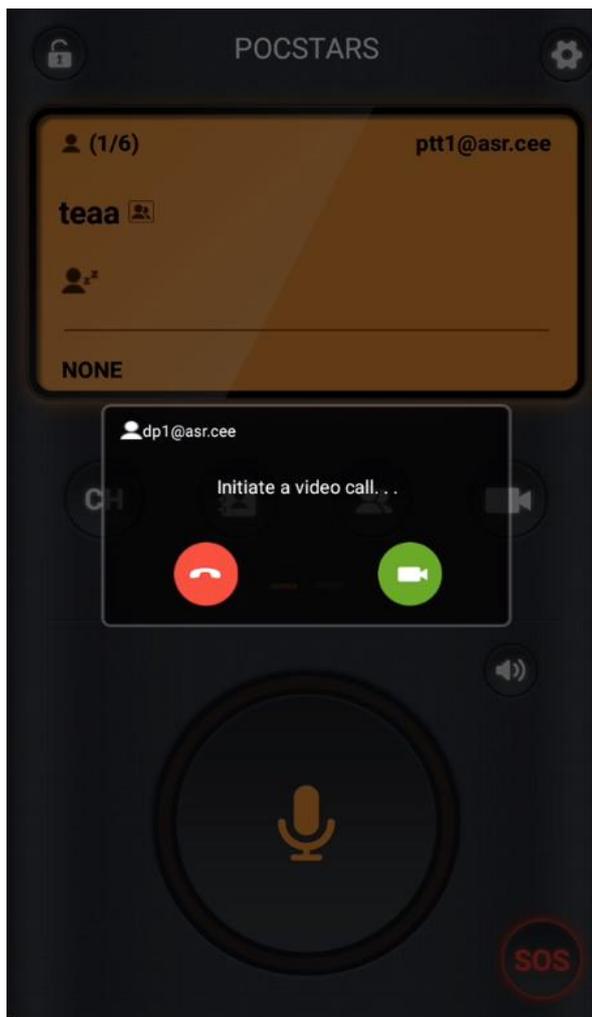
When the dispatching station pushes the surveillance video to the user, the APP user will pop a pop-up window, prompting the user to receive the video push from the dispatcher. Surveillance video is real-time footage from the surveillance camera. The following is shown on the left.

Click "Open" to watch the video;

After clicking "Close", you will not be able to watch the video;

When watching the video, click the hang up button at the bottom to end the viewing. Similarly, after the end, you will not be able to watch the video again, unless the dispatcher pushes the video to the user again.

Users will only have one surveillance video push each time, and when there is a new push, it will cover the old push that has not been viewed. When you are watching the push surveillance video, receiving a surveillance video push will pop-up. The user will choose to close the push to continue to view, which opens the newly received for viewing, and opens the newly received push, the surveillance video watched before will be automatically ended.



### 3.7. View the map

Through the map function, users can view the location of other members of the current group on the map, or view the landmark details.

#### 3.7.1. View user location

Enter the "Map" menu, the map shows the location of all members of the current group with the user icon. Click the user icon to view the details of the user. The details of the user include: user name, account, user status, distance from me, and location update time.

User icon style description:



:Users online



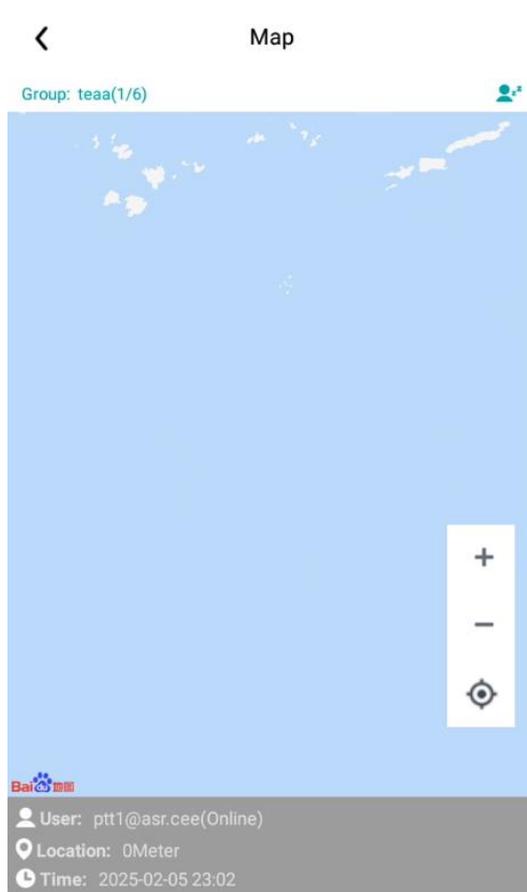
:The user is offline



:The user is shaken off

### 3.7.2. View location details

Enter the "Map" menu, click the landmark on the map to view the landmark details, including: user name, distance, time, and user status.



### 3.8. Get tips

#### 3.8.1. Get prompt- - -is closed by the dispatch desk

When the end user is shut down by the dispatch desk, the end user cannot initiate the intercom and cannot listen to the intercom. When initiating the intercom, it will prompt 'closed state, no call'.

#### 3.8.2. Get the prompt- - -to be forcibly removed by the dispatch station

⚠ When the end user is forced down by the dispatching station, the end user's speech is

directly removed, unable to continue this speech. The wheat tone will be prompted.

### 3.8.3. Get the hint- - -cross-line hint

The dispatch desk has set up an electronic fence for the terminal (prohibited or prohibited fence) for the terminal. When the terminal leaves the prohibited fence or enters the prohibited fence, it will receive a warning: you have crossed the line, please note.

When crossing the state, press PTT will be a prompt.

### 3.8.4. Get the prompt- - -to receive the SOS alarm

When the group member of the end user initiates the SOS alarm, the end user will also receive the SOS alarm prompt: receive the SOS alarm prompt sound, vibration, page to realize the alarm person user name and alarm time, and click to view the positioning of the alarm person on the map.

## 3.9. System Settings

### 3.9.1. Modify the username

Modify the user name: In the APP application interface, enter the menu in the upper right corner , select the user name, click to enter, and then the "Account Management" interface appears. Click 'Change the name' at the bottom, enter the modification, and exit.

### 3.9.2. Change password

Change password: In the APP application interface, enter the menu , select 'Change the Password', the personal information interface will pop up, enter the original password and enter the new password twice, and exit after confirmation.

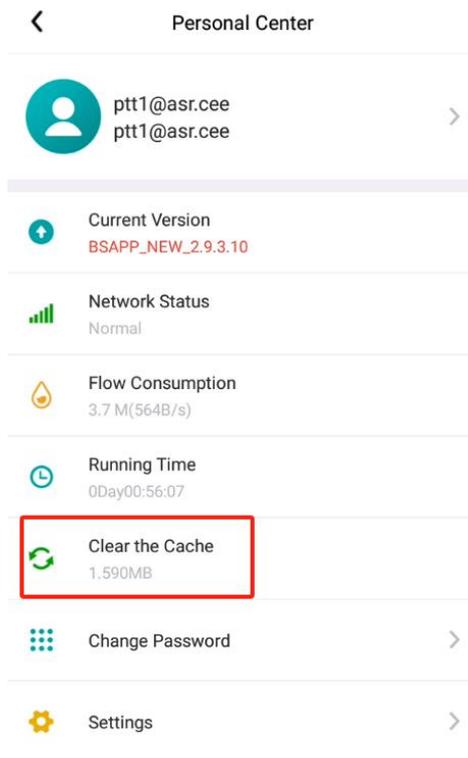
### 3.9.3. View the current version

In the APP application interface, enter the menu , and you can directly view the current version of the terminal device through the 'current version'. Click "Current version" to detect whether there is a new version. When a new version is detected, prompt: there is a new version, whether it is updated. Click OK to update; click Cancel to ignore the new version.

### 3.9.4. Clear cache

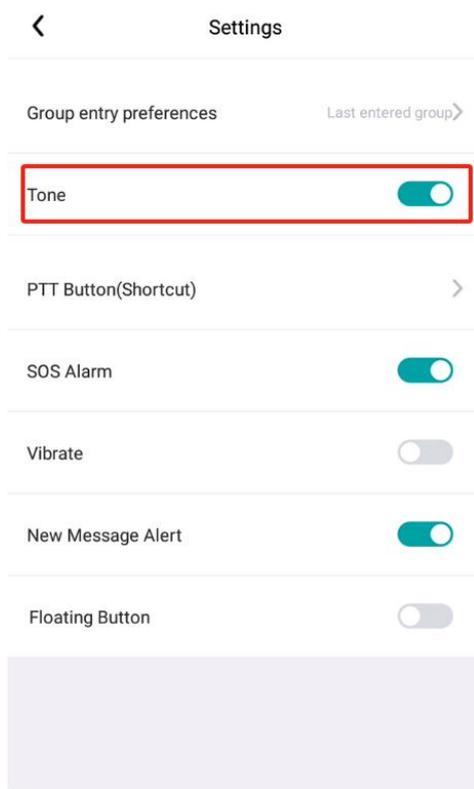
In the APP application interface, enter the menu  to select 'Clear Cache Data', click, will automatically clear the cache, release space. The clear cache does not affect the recording and message recording.

Note: The current version clear cache will cause single call and temporary group history recordings to be played back later.



### 3.9.5. The TONE tone is on / off setting

In the APP application interface, enter the menu  to select the Settings' menu. After entering, you can see the menu of " Set TONE tone' and click the corresponding on / off button to open and close the Tone tone. Tone tone includes: press Tone, put Tone, and pick Tone.



### 3.9.6. The SOS alarm prompt tone

In the APP application interface, enter the menu  to select the Settings' menu. After entering, you can see the menu of 'SOS Alert prompt' and click the corresponding on / off button to open and close the SOS prompt.

### 3.9.7. View the network connection status

In the APP application interface, enter the menu  to enter the 'personal center'. The Network Connection Status allows you to view relevant information.

Network connection status represents the comprehensive signal strength (mos value) of the signal strength of the current connected network and the signal strength of the connected poc server. The signal value will be reported to the dispatching desk every 5 minutes. The network status description is shown in the following list.

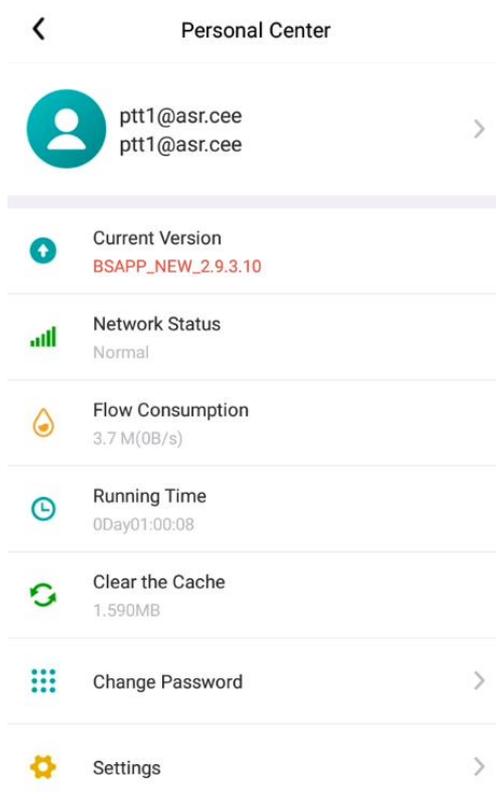
Grade	UI show	English description
0		Disconnected
1		Very Weak
2		Weak

3		Normal
4		Good
5		Perfect

### 3.9.8. View the traffic usage

In the APP application interface, enter the menu  to enter the 'personal center'.Through the "traffic consumption", you can view the relevant information.

Traffic consumption includes: the cumulative traffic consumption and the real-time data transmission rate of this login.



### 3.9.9. View runtime

In the APP application interface, enter the menu  to enter the 'personal center'.Runtime allows you to view relevant information.

The running time is the running time of the application after the startup. After quitting the login, the time will continue.

### 3.9.10. Set up the PTT shortcut key

In the APP application interface, enter the menu  to select the 'Settings' menu. After entering, you can see the menu of "Set PTT shortcut key". After entering, you will 'prompt' Volume up and down button, choose one. After pressing, automatically save exit, press the volume button physical button, set the button to the PTT shortcut, press the button to obtain the key right; enter "Set PTT shortcut key", and click "Clear Settings" to cancel the PTT shortcut setting.

PTT Button(Shortcut)



### 3.9.11. Set up the suspended PTT button

Users can initiate an intercom using the suspended PTT button when any page or application of the APP returns to the background. The hover PTT button is turned off by default.

#### Open the suspended PTT button

Enter the menu  and select the Settings menu. After entering, you can see the "floating PTT" menu, you can click to open. You need to allow the application permission to "display in the upper layer of the other application", after allowing, open successfully, and display the suspended PTT button. Press and hold the suspended PTT button to initiate the intercom; move the suspended PTT at will.

#### Close the suspended PTT button

Method 1: Click the "Suspension PTT" to set the switch, and the suspended PTT is closed / opened. After closing, the suspended PTT button is no longer displayed;

Method 2: When the background of this application is running, drag the suspended PTT button to the bottom of the screen, display the delete button, drag the floating PTT button to the delete button position, close the suspended intercom key confirmation pop-up, select confirmation, and close the suspended PTT button.

### 3.9.12. Apply the background to run the settings

**Function value:** Guide the user to set the application to keep the background running to ensure that the application is running normally in the background or screen out;

#### Scene description:

- 1、 When users install the apk and run the application, and after successful login, they will receive the background running setting guidance;

- 2、 The application will identify the type of device and pop up the items to be set. For example, when using Huawei phone, it will prompt: pocstar needs to be allowed to start automatically. Please click [Confirm] and turn on the switch corresponding to pocstar in [Self-start Management];
- 3、 After entering the system automatic start management, find the pocstars, set the original automatic management to manual management, and select to open the automatic start and background run;
- 4、 After entering the system automatic start management, find the pocstars, set the original automatic management to manual management, and select to open the automatic start and background run.

### **3.9.13. Set font size**

In the setting interface, click "Set font size" and enter the set font size interface, which can cut the default APK font into large font mode.

## **3.10. Initiate and view the SOS**

In case of emergency, the terminal device needs to send SOS reminder to other group members and dispatch desk for help. At the same time, when other group members send SOS alerts, I can provide help to the nearby team members at the fastest speed after receiving the alert.

### **3.10.1. Initiates the SOS call**

In the APP application interface, enter the APP application interface, select the button in the lower right corner  and press for 3 seconds. The terminal equipment system will automatically issue SOS warnings to the dispatching desk and other online members of the current group.

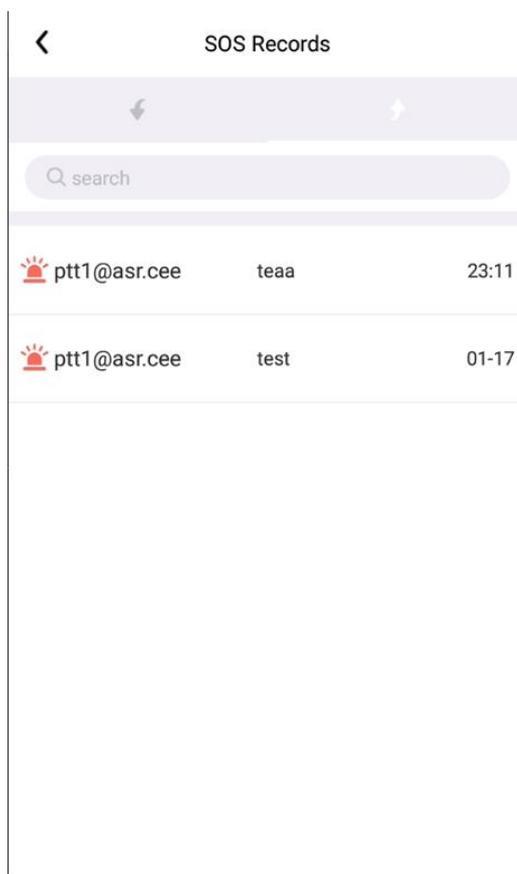
### **3.10.2. Receive SOS**

When other members of the group of the terminal device members send the SOS, the terminal device will receive the SOS alarm message, accompanied by receiving the SOS alarm prompt sound and vibration. Pop-up display message information: alarm user name, alarm time, click to view the location of the alarm on the map.

### 3.10.3. View the SOS record

In the APP application interface, enter the menu  to enter the 'personal center'. You can see the 'SOS' menu. After entering, click the button in the upper right corner  to query all the SOS call records received and sent by the terminal device. The record includes the user name of the SOS member, the date and time the SOS was sent, and the group when the SOS was sent. Click a record to view the location information of the sender on the map when the SOS is sent.

The record with red font is unprocessed records; the record with the font color is processed records. The SOS is processed by the dispatcher through the dispatch desk.



## 3.11. Fall alarm

### 3.11.1. Set up a fall alarm

Premise: The company has opened the fall alarm function, which is operated by the agent on the operation and management platform.

If the company turns on the fall alarm function, the fall alarm function is open by default, and users can choose to turn on or off their fall alarm function as needed.

Method of setting: In the APP application interface, click the button of  to enter the personal center page, and find the "fall alarm" switch item to set it up.

### 3.11.2. Trigger fall alarm

When the user falls, the application detects that the device falls. If the device is not active during a period of time, the application will automatically send a fall alarm to the dispatching station.

### 3.11.3. Cancel the fall alarm

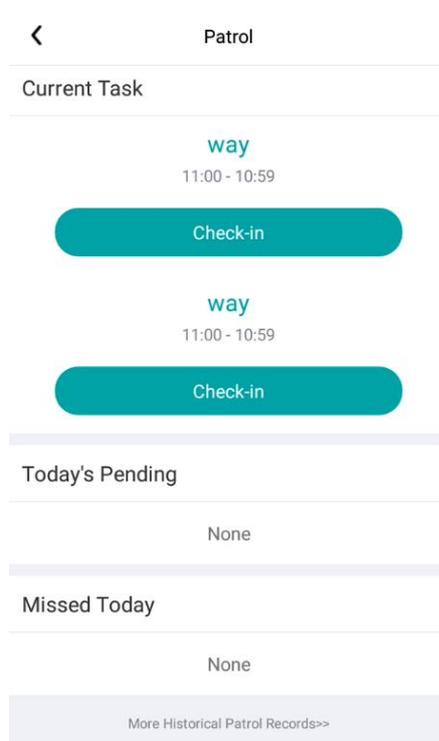
If the false alarm, the user can click "Cancel" to cancel the alarm.

## 3.12. Patrol

The operating platform creates the patrol plan and enables the plan. After enabling, the patrol task will be generated as planned. The personnel responsible for the patrol task will receive the patrol task.

### 3.12.1. Patrol- -the current mission

Click the button of  to enter the menu and enter the patrol interface. When there is a 'current task', the task name will be displayed. as shown in the figure:

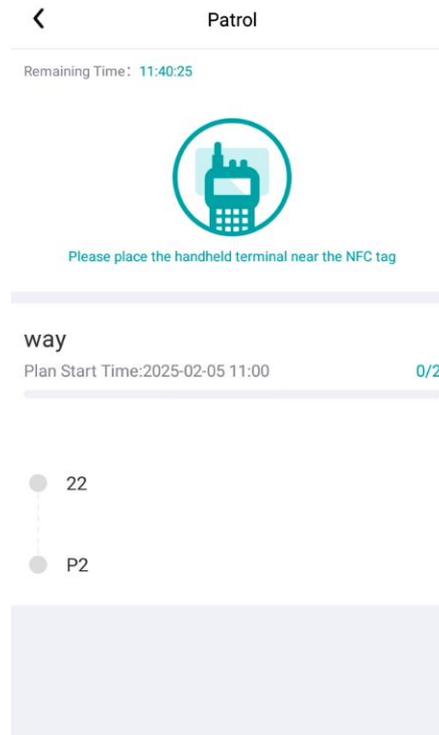


Method 1: Click 'Check in' to scan the NFC label at the NFC scanning end of the mobile

phone. Successful reading will show the successful status of the patrol point, and display the name and time of the punch person.

Method 2: After the task begins, go to the sign in, directly place the phone at the NFC label, or you can punch in successfully.

as shown in the figure:

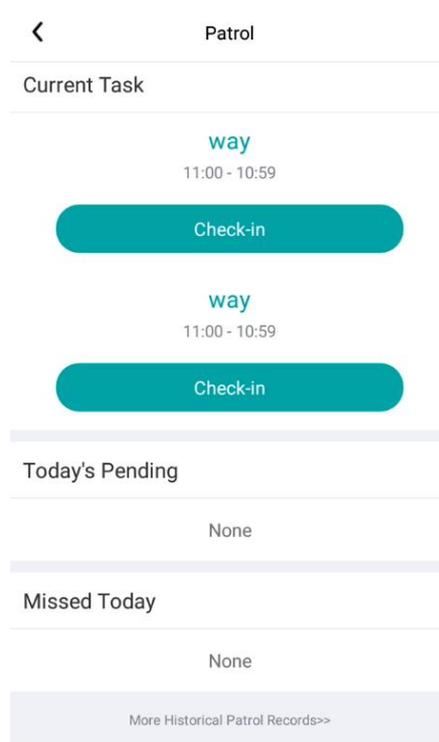


The progress bar will show how many patrol points are not completed, and punch in according to the patrol route. After all the patrol points are completed, the 'task is completed' will show as shown in Figure 1:

If some inspection points fail or fail within the specified time, the patrol points will show the missed inspection, and the interface shows that the task has ended.

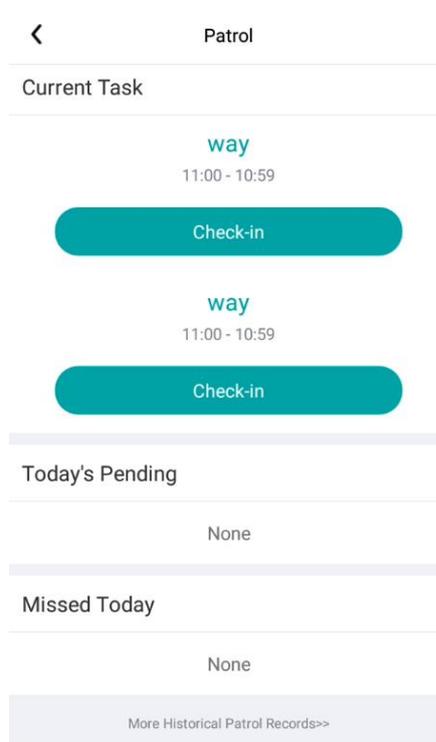
### 3.12.2. Patrol-waiting for patrol today

Click 'Patrol today' to view the pending patrol task today, click the task name, enter the task details interface, you can view the specific task details. The task with a message alert marks Start soon.



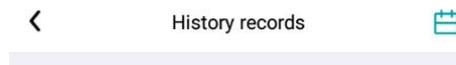
### 3.12.3. Patrol-leak tour today

Click the mission name of 'missed tour today' and click to view the details of the missed tour mission.as shown in the figure:



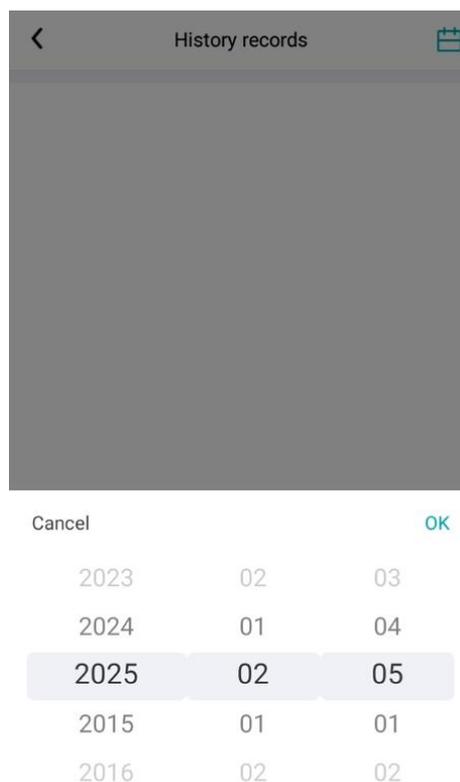
### 3.12.4. Tour more-more tour more historical records

At the bottom of the patrol interface [More Historical Patrol Records>>](#). You can view all the patrol history records, and click to enter the history record interface, as shown in the figure:



No data available

To filter according to the date, click on the 'calendar' icon in the upper right corner  and select the date and click OK to select the tour history of your selected date. as shown in the figure:



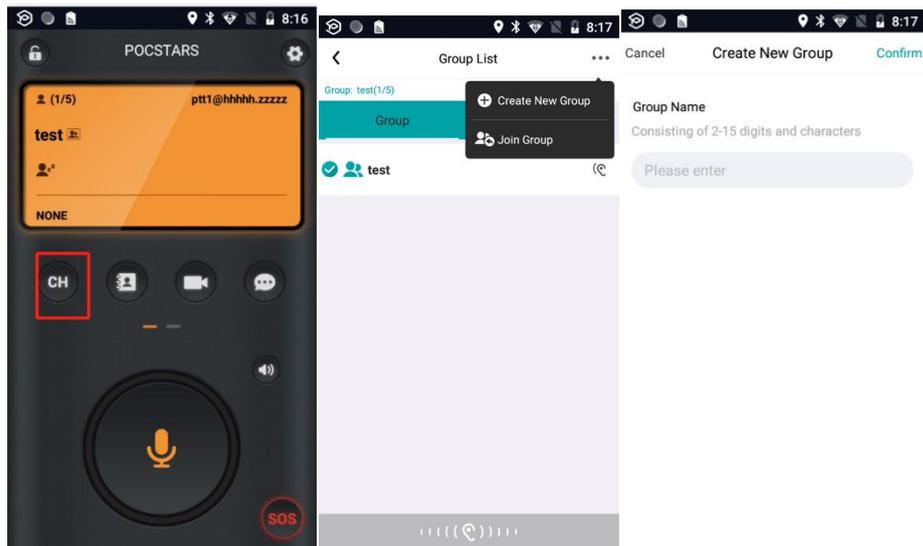
### 3.13. Self-created groups

Premise: The company has opened the function of self-built group, which is operated by the agent on the operation management platform.

Users of conventional large-screen and medium-scale intercom terminal devices can create groups by themselves. When the account is migrated, if the migrated account is the group owner of the self-established group, the self-established group will be deleted automatically.

#### 3.13.1. New group

Home - Group List - More - Create a new group as shown below:

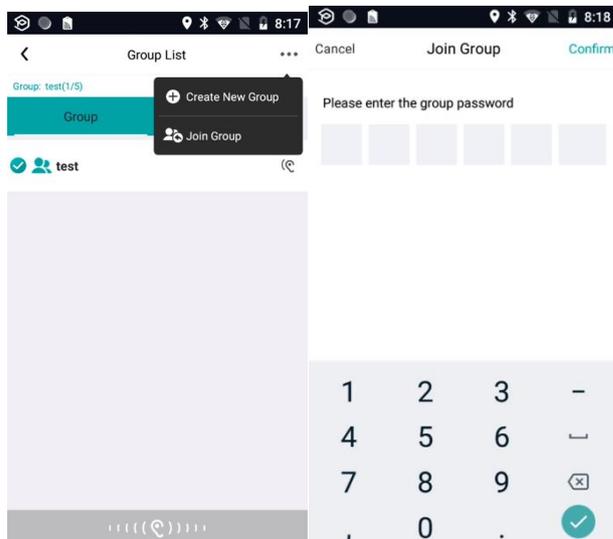


Enter the group name (2-15 digits, characters), click OK, verify the group name is repeated, you can create a group after passing.

When a user builds a group, the priority of the members in the group is normal by default.

### 3.13.2. Join a group

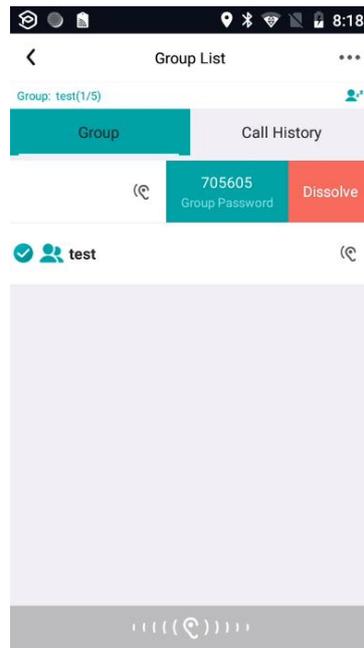
Home Page - Group list - More - Join groups as shown below:



Enter the group's 6-digit password and click OK to join the group.

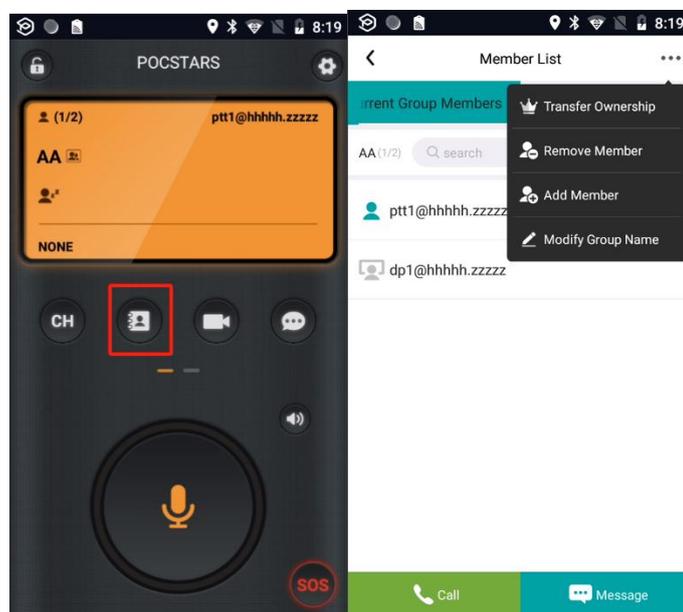
Users can apply to join the group of the same company through the group command, and can not join the group of other companies. Under the group list, the

group column is crossed to the left to view the group command, as shown below:



### 3.13.3. Managing groups

Switch to self-created group, click member List - More, the group can transfer, add members, move out members, modify the group name, as shown below:

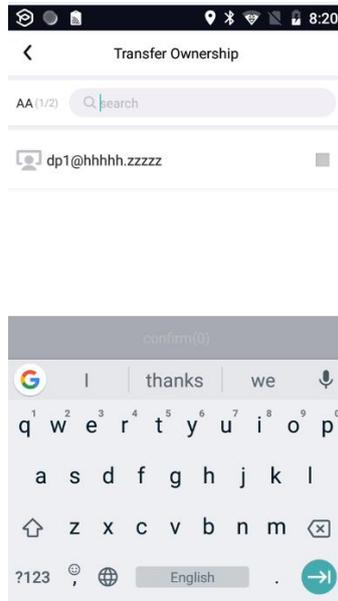


If the group manager is transferred to the dispatcher, the dispatcher can add members, remove members, and modify the group name, but the group owner

cannot transfer. If the dispatcher is not the group master, he has no authority.

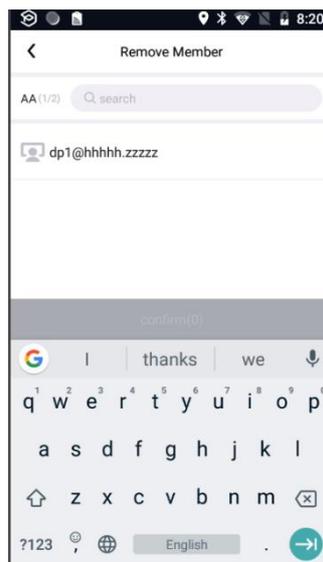
### 3.13.3.1. Group transfer

Select a user from the current group and transfer the group master, as shown below:



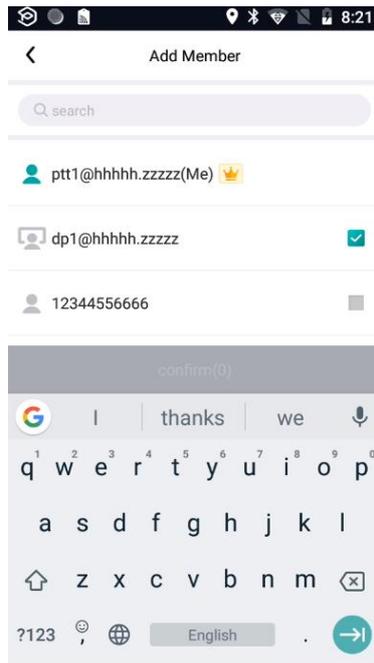
### 3.13.3.2. Removing members

Removes a member from the current group



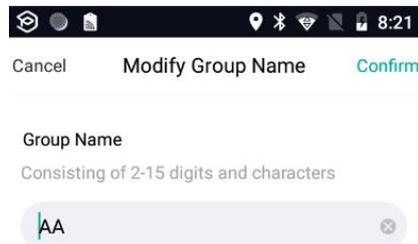
### 3.13.3.3. Adding members

You can select the user under the company to add to the group.



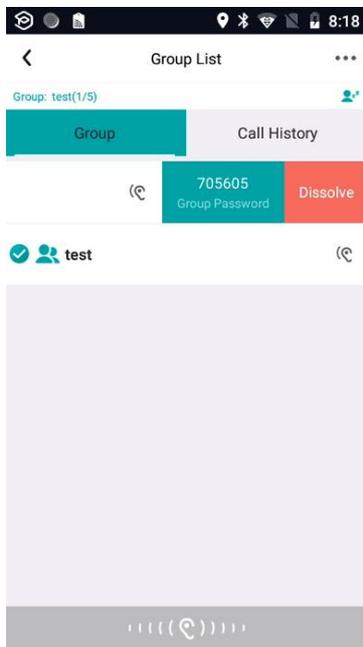
### 3.13.3.4. Changing the group name

Changing the group name.



### 3.13.3.5. Deleting groups

The administrator of the self-created group is the end user, and the disbanded group can be disbanded by the group. The group column under the group list is crossed to the left to view the dissolution, as shown in the following figure:



The administrator of the self-built group is the end user, and the disbanded group can be disbanded by the group. Note: The administrator of the self-built group is the dispatcher, and the disbanded group can only be disbanded by the administrator on the operation platform.

## 4. Common questions and answers

### 4.1. Unable to log in

When logging in, sometimes the login failure, there are mainly a few hints:

1: Prompt the account password is wrong, the reason is the password error, check the password and re-enter.

2: It is suggested that the account does not exist because (1) the account is entered wrongly and the account is checked again after checking; (2) the platform of the terminal version does not

match the platform where the account is located.

3: It is suggested that there is no network connection, because the network is abnormal, and you need to check whether the network connection is normal.

## **4.2. Intercom failure**

- 1: Please confirm if you have successfully logged in to the terminal application software.
- 2: Please confirm that you are currently in the correct group.
- 3: Please confirm whether the network is normal and whether the connection is successful.
- 4: Please confirm whether the terminal device button fails.

## **4.3. Failed to Locate**

- 1: Please verify that the terminal GPS location information is on.
- 2: Probably, the GPS signal is relatively weak and cannot be located.
- 3: When the positioning is not accurate, select the "high precision" positioning mode in the system setting interface.
- 4: The overseas version of APP uses google location service. When the device does not support google location service, all location-related interfaces cannot be accessed, including: sending location messages, viewing location messages, and viewing SOS details. In the map display interface will prompt: the system does not support google play services.
- 5: The overseas version of APP uses google location service. In mainland China, without using google service, all location-related interfaces cannot be accessed, including: sending location messages, viewing location messages, and viewing SOS details. In the map display interface will prompt: Google Play services are updating.

## **4.4. Cannot playback a single call or temporary group**

Due to legacy issues in the current version, there is a historical recording of a single call or temporary group that cannot be played back after the cache is cleared.

## **4.5. The location permission is set to enter the APP during use run only**

From 9.0, the system permission setting of Android has been only allowed in use. Positioning reporting must always allow permission, otherwise it cannot be located.

## **4.6. Large group function turns on notes**

After a large group opens an account, the dispatching desk and the terminal where the user list will not be displayed, and the status of the members is not displayed correctly. The large group function is suitable for users without a dispatch desk and without using a group user list.