



# Enterprise Secure Chat



## USER GUIDE

### ESChat for Android

**Authors:** SLA Corporation  
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## Document History

Date	Version	Comments
December 31, 2013	1.0	Initial Release
January 2, 2014	1.1	Minor Additions
March 7, 2014	1.2	Added Open Source Disclosure
January 19, 2016	1.3	Updates for ESChat version 21.4
December 18, 2017	1.4	Minor Additions
July 15, 2018	1.5	Updates for ESChat version 22.0
January 30, 2019	1.6	Updates for ESChat version 23.1

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Opus CODEC .....	<b>Error! Bookmark not defined.</b>

## Section 1: Product Overview

### ESChat Sales & Support

Contact for ESChat Sales and Support via:

**Product Information:** <http://www.eschat.com/>

**Email Sales:** [sales@eschat.com](mailto:sales@eschat.com)

**Email Support:** [support@eschat.com](mailto:support@eschat.com)

**Phone Support (Toll Free):** 844.4ESChat x3

**Phone Support (Local):** 805.541.5044

### Core Features

- The ESChat solution provides a reliable full featured 4G instant communication service that includes three core areas of operation:
  - **Push to Talk (PTT) Voice**
  - **Secure Group Messaging (Text and Images)**
  - **Location tracking and Mapping**
- The ESChat platform includes support for the following device types and peripherals:
  - **Smartphone Devices**
  - **Basic Phone Devices**
  - **PC Based Dispatch Client**
  - **Land Mobile Radio (LMR) Gateway**

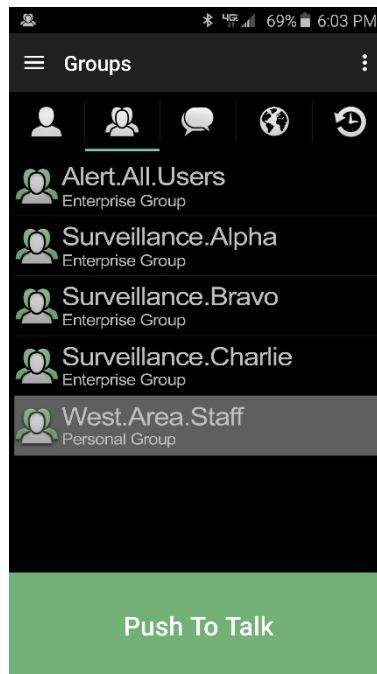
## ESChat on Android Phones and Tablets

Navigate through the ESChat by pressing on the various tab icons for Contacts Tab, Groups Tab, Messages Tab, Map, and Recent Calls. Within each Tab, there are context sensitive menus which are invoked by long pressing on items within the Tab. Samples of the main tabs and other common screens are shown below.

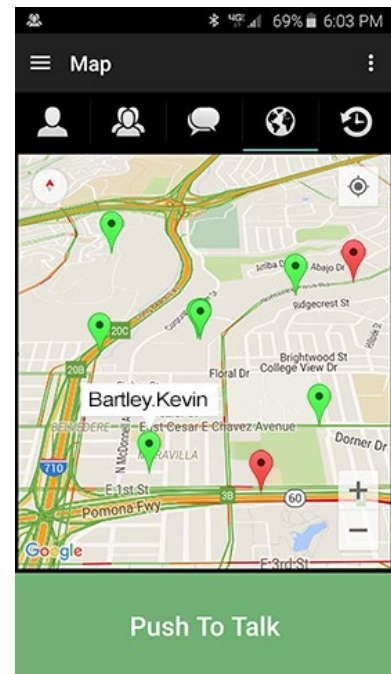
**Contacts Tab**



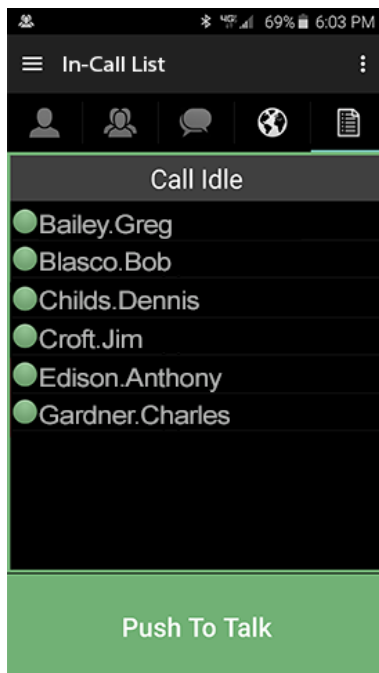
**Groups Tab**



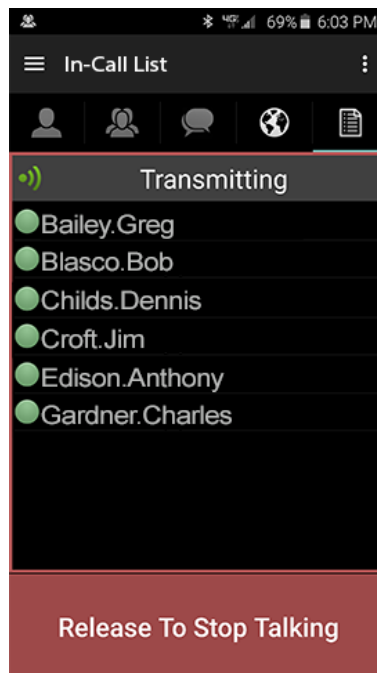
**Map Tab**



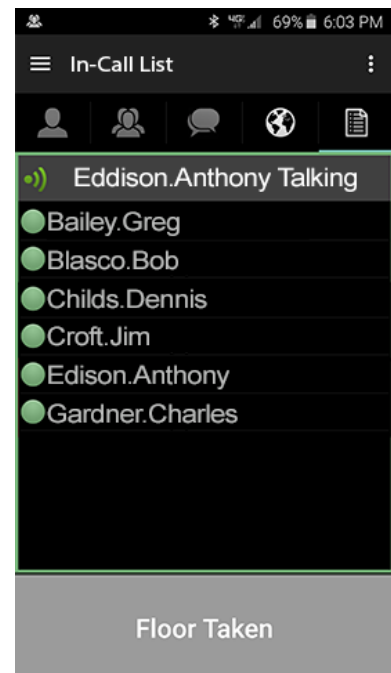
**In-Call List**



**In-Call List - Transmitting**

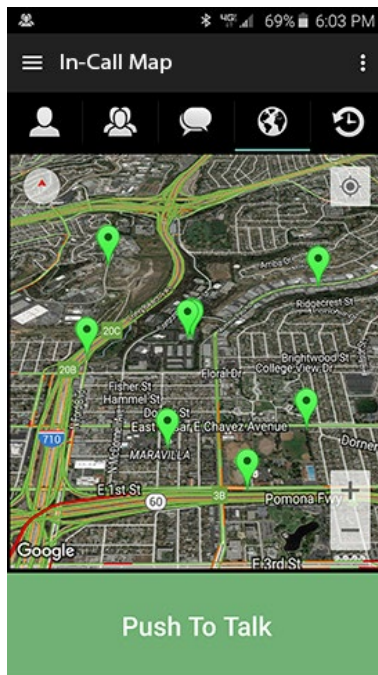


**In-Call List - Receiving**

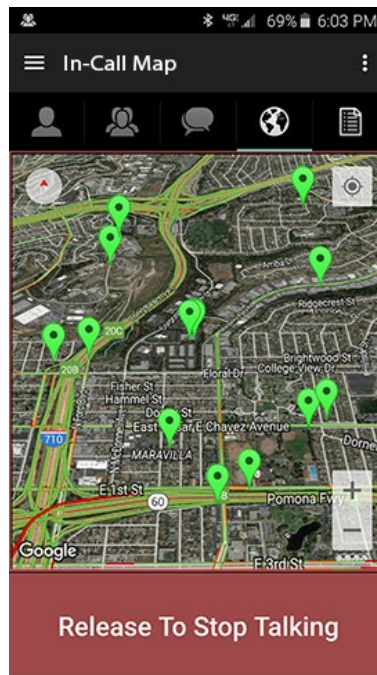




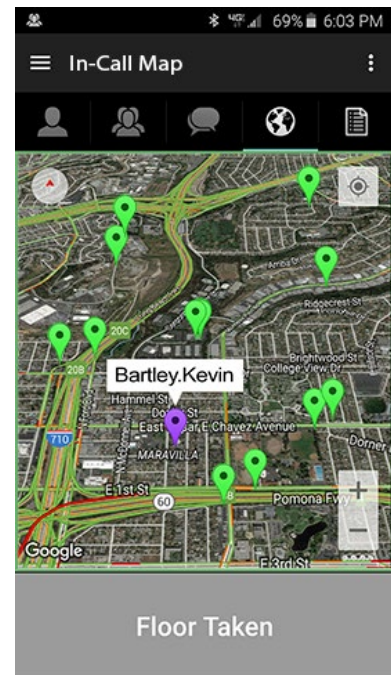
### In-Call Map - Idle



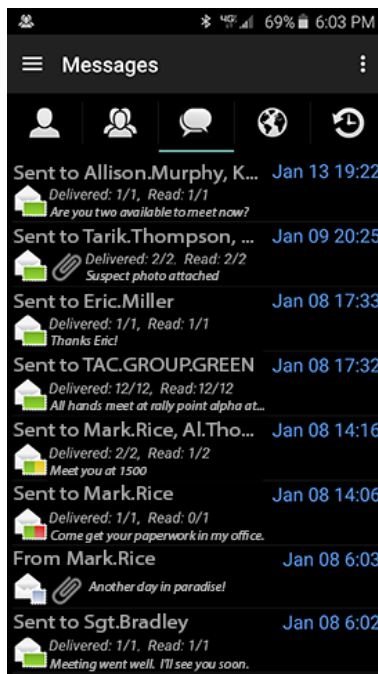
### In-Call Map - Transmitting



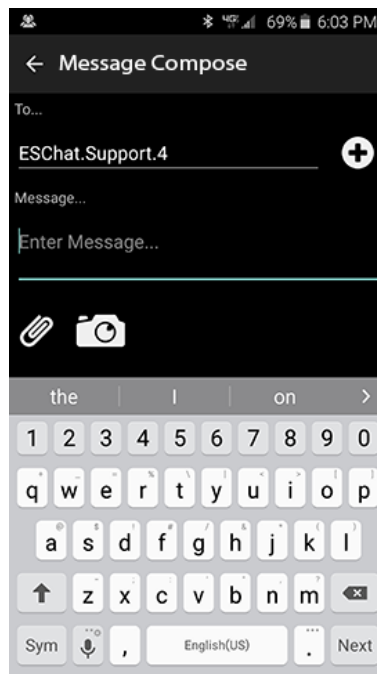
### In-Call Map - Receiving



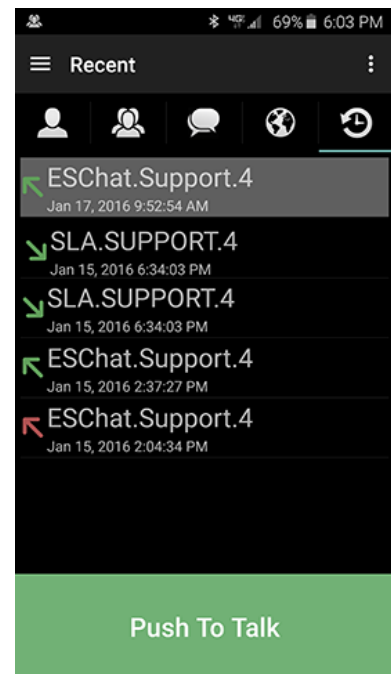
### Message Tab



### Message Compose



### Recent Calls

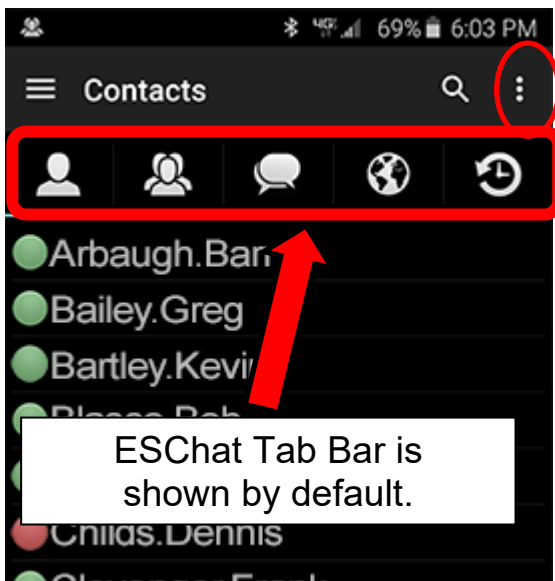




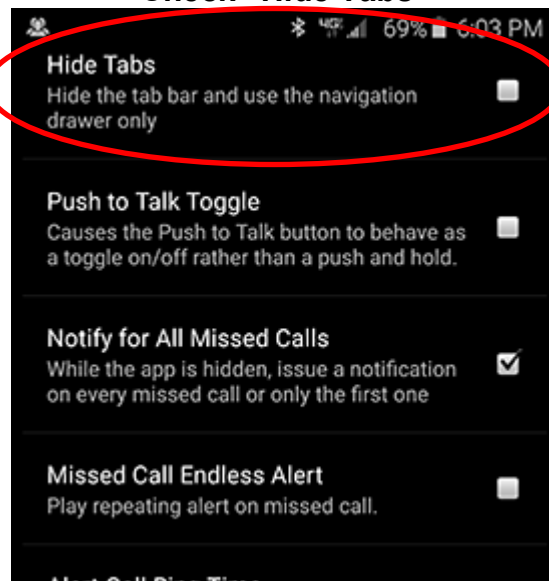
## Use of Android Navigation Drawer

If you only want to use the new Android “Navigation Drawer” interface, you can remove the Tab Bar in the ESChat Settings Menu. To change ESChat screens with the Navigation Drawer, press the menu icon (three dots) and then select the desired screen.

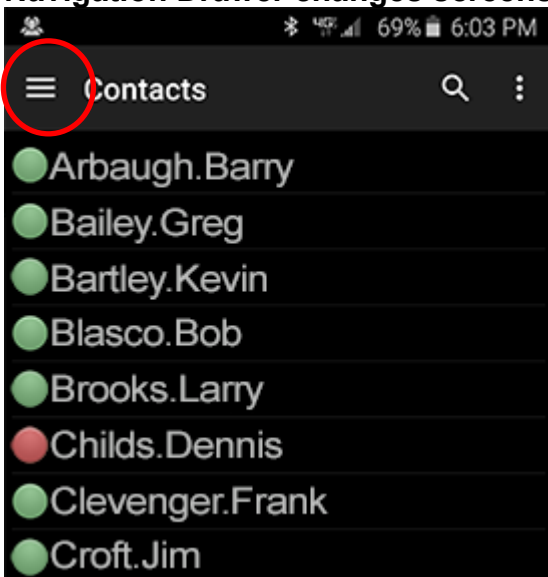
### Legacy View with Tabs (Default)



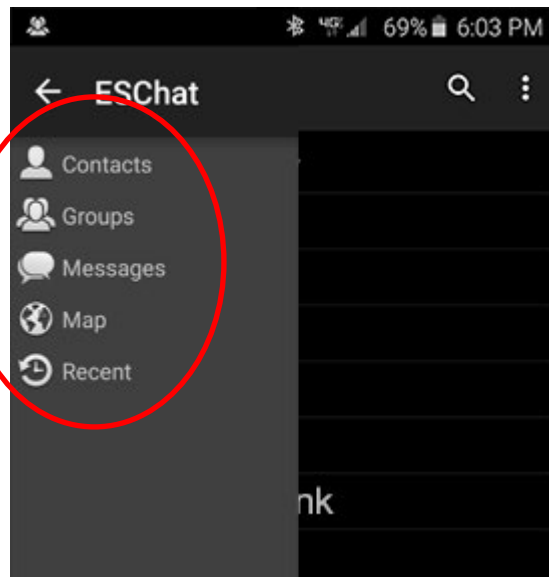
### Select Settings from Menu Check “Hide Tabs”



### ESChat without Tab Bar Navigation Drawer changes screens

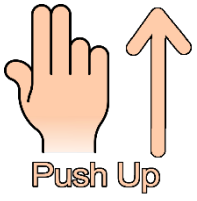
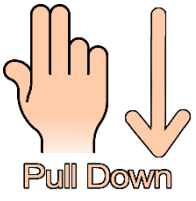
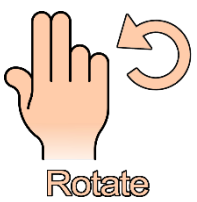
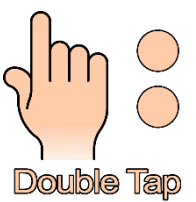

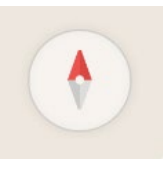






### Select ESChat Screen



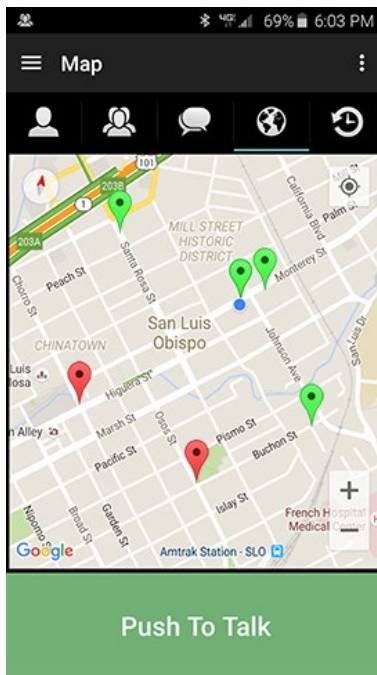
## Android Maps

Usefulness of the map view modes will depend on map zoom level. These options are highlighted at two different zoom view levels below. For detailed instructions on interactions with Google Maps, please watch this [video from Google](#).

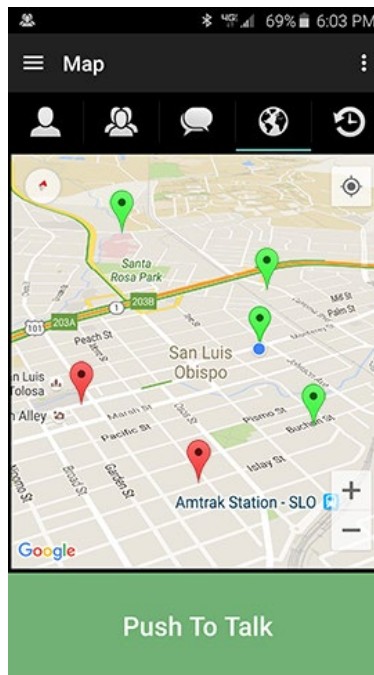
 <p>Two Finger Push Tilt Map into 3D</p> <p>Push Up</p>	 <p>Two Finger Pull Tilt Map into 2D</p> <p>Pull Down</p>
 <p>Two Finger Rotate Rotate Map View</p> <p>Rotate</p>	 <p>Double Tap Zoom In</p> <p>Double Tap</p>
 <p>The Blue Dot represents your position. The shadow displays the GPS Error.</p>	 <p>Tap the Compass to return the map to North-Up orientation.</p>
 <p>Tap to re-center the map on you. This is useful after scrolling and zooming on the map.</p>	 <p>Zoom in and out.</p>
 <p>ESChat Contacts represented by Green Pins are available for ESChat PTT Calls.</p>	 <p>ESChat Contacts represented by Red Pins are not available for ESChat PTT Calls.</p>

## Mid Elevation Map View

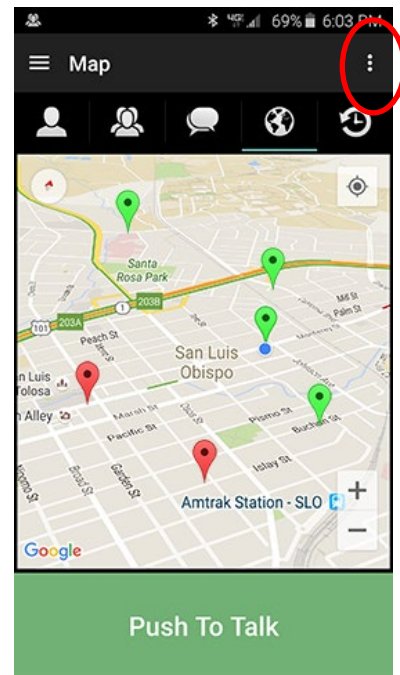
Default Vertical View



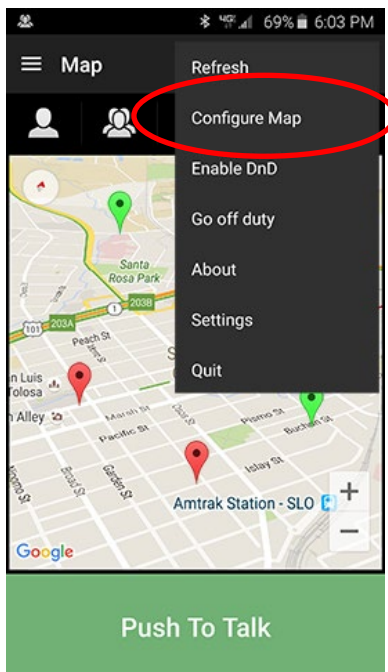
Tilt View (two finger push)



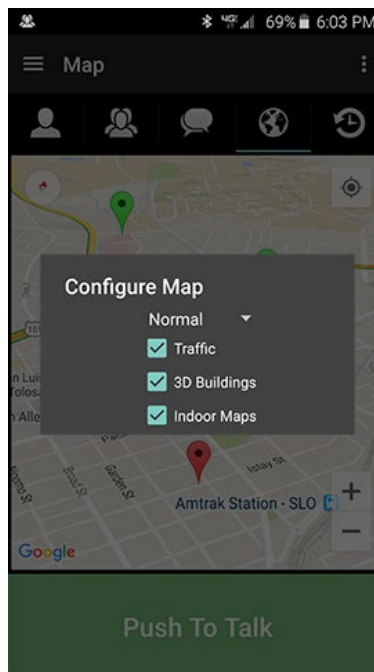
Map Menu Selector



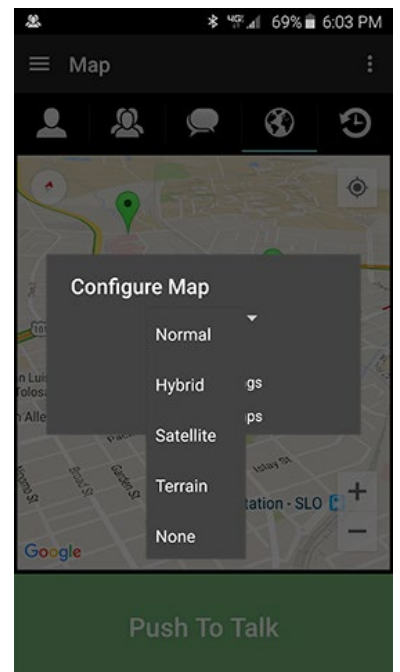
Map Menu



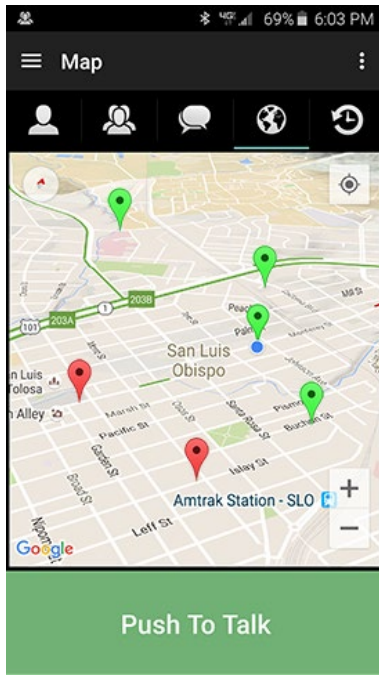
Map Configure Menu



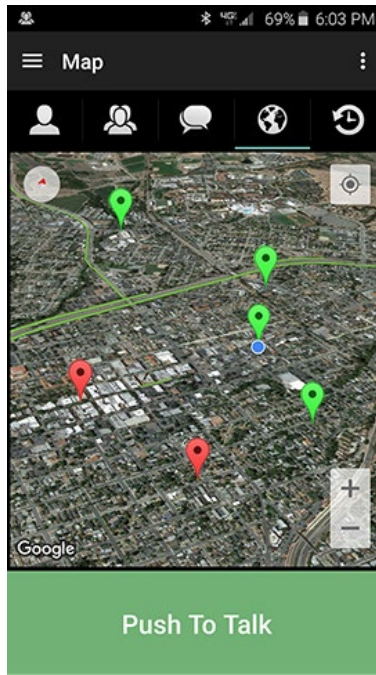
Map View Options



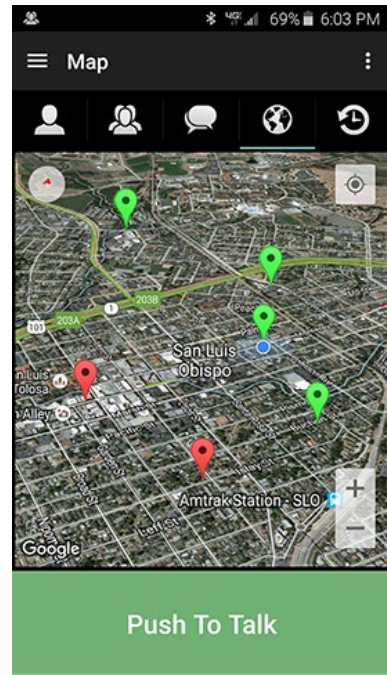
**Terrain View**



**Satellite View**



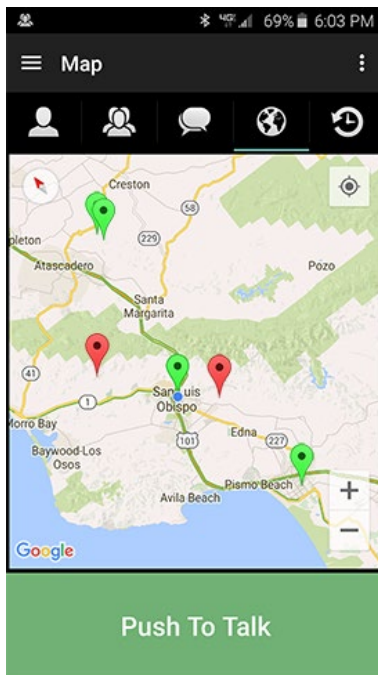
**Hybrid View**



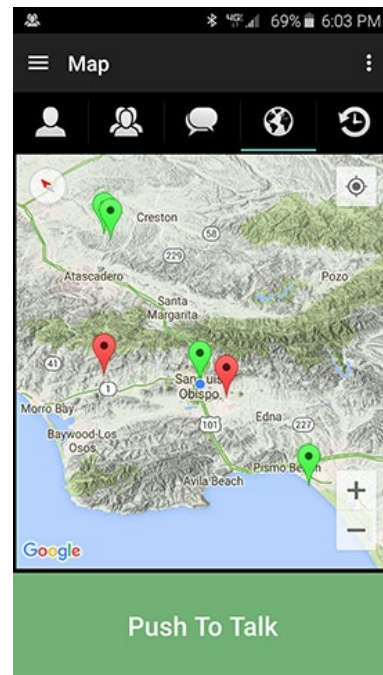


## High Elevation Map View

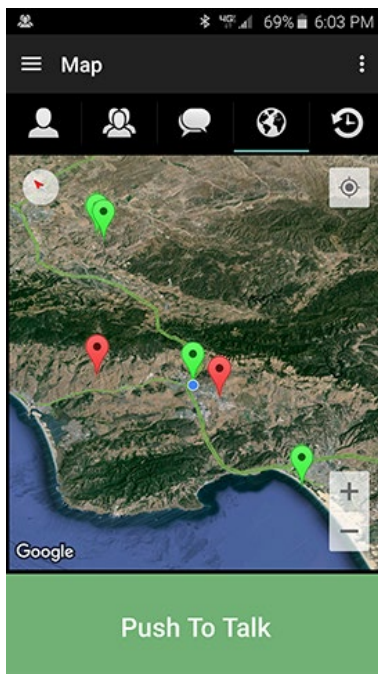
### Default Vertical View



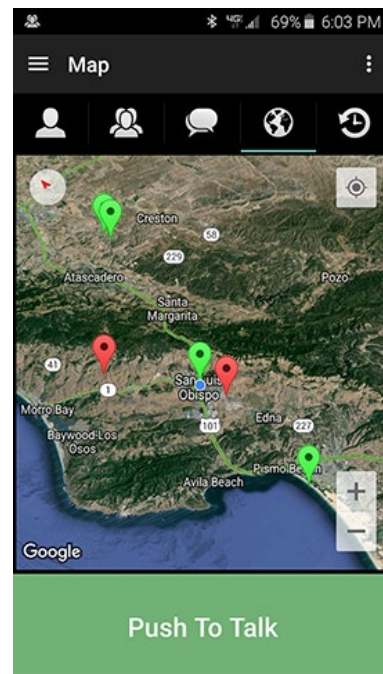
### Terrain View



### Satellite View

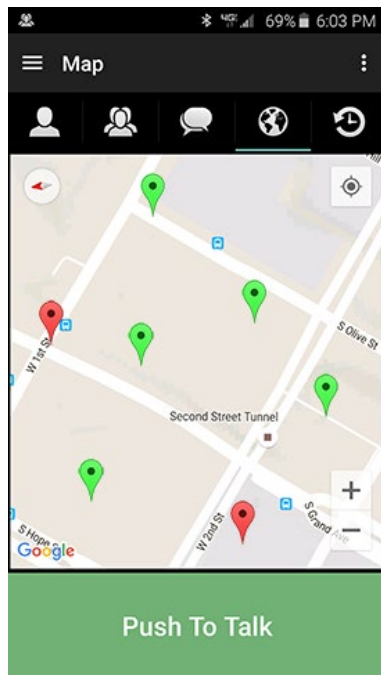


### Hybrid View

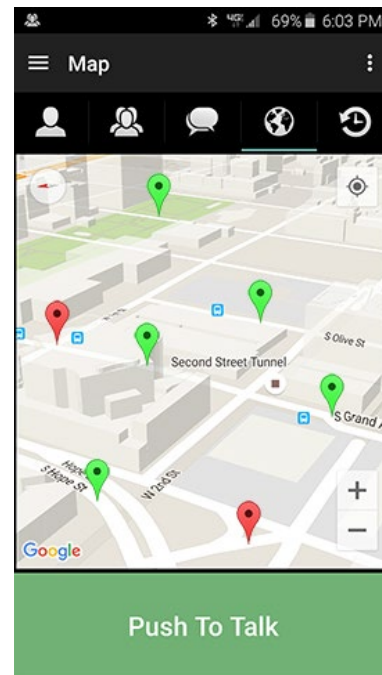


## Low Elevation Map View

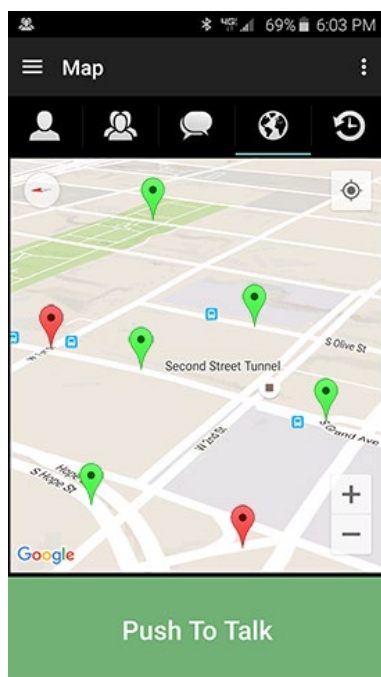
### Default Vertical View



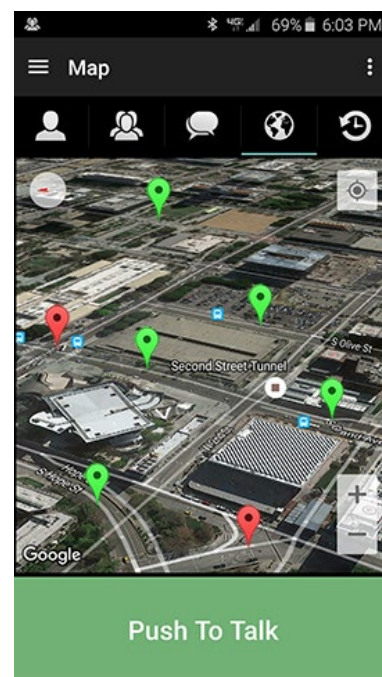
### Tilt View



### Terrain View



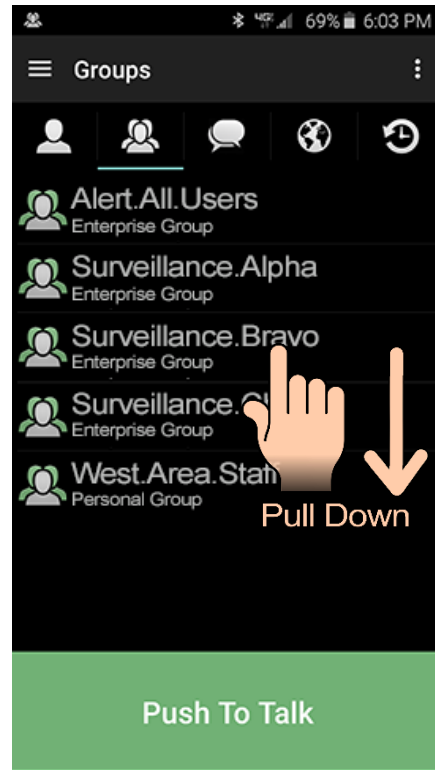
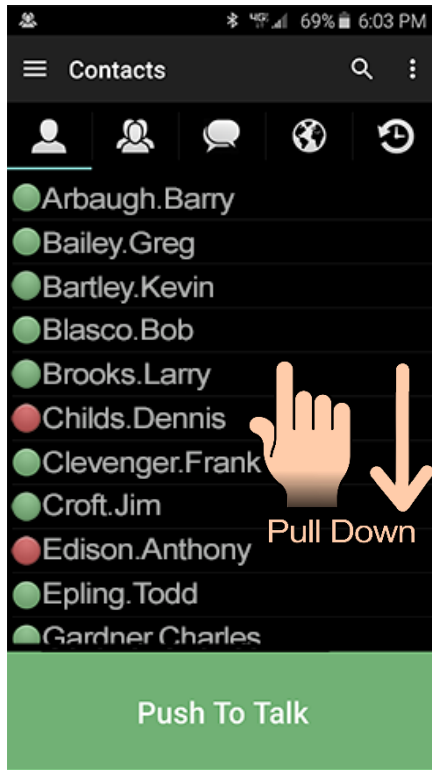
### Hybrid View



## Refreshing ESChat Screens

ESChat supports screen refresh via the Android “swipe down” gesture. Simply place your finger on the “Contacts List” or “Groups List” and pull down.

### Swipe List Down for Refresh





## Group Types

ESChat offers a variety of groups. Under the group tab, users will see groups listed by names and under that, whether the group is a personal group, a member group, or an enterprise group.

**Personal Groups (Group Size Limit is 255):** Personal groups are created by a user on a device and are only managed and visible on that device. Only the creator of the group may initiate a call.

**Member Groups (Group Size Limit is 255):** Member groups are also created and managed on a device and are visible on all member devices. Any member of the group may generate a call.

**Enterprise Open Groups (Group Size Limit is 255):** Open groups are created in the portal, and are searchable by name. Users may add or remove themselves from these groups.

**Enterprise Closed Groups (Group size limit is 255):** Closed groups are created in the portal. Membership is controlled in the portal.

**Enterprise Dispatch Groups (Group Size Limit is 255):** A dispatch group is set up in the administrative portal and is customizable according to who can receive or generate calls. This is useful, for example for a company with a small facilities department who might need to receive calls from a large number of people who want to be able to call facilities but don't want to be included on every communication from this group.









**Surveillance Groups: (Group Size Limit is 255)** This type of group mimics an LMR radio, with a dedicated channel that users can join or leave over time. Once begun, the call will stay open for a configurable amount of time up to two hours.




**Broadcast Groups: (Group size limit is 60,000):** Broadcast Groups are used to deliver high priority, pre-recorded voice bursts that are a one-way announcement. This kind of group is set up by ESChat Support, and then can be managed via the portal by an account Administrator. Users can be placed into the group with the privilege to generate or receive Broadcast announcements (or both). This type of call will interrupt any other ongoing calls at the time of broadcast.

## ESChat User and Group Presence

Presence is supported for individual Contacts and Groups.

- Contact Presence is used for individuals and follows the Microsoft Communicator Presence Color Codes.
- Group Presence is used to indicate whether a PTT Group call is available for Late Join. Late Join is a setting that can be enabled in the settings for a group.

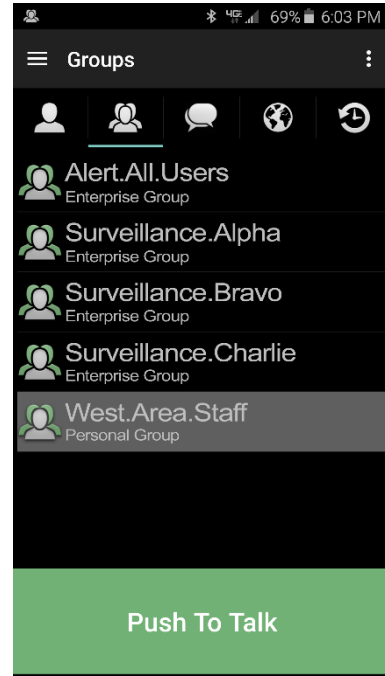
Android	User Contact Presence
	User is Available.
	User is Unavailable.
	User is in an ESChat call.
	User is in "Do Not Disturb" mode. This may be set globally in the client or only blocking calls from your User.
	User is in "Do Not Disturb" mode enabled from Silent/Vibrate mode.
	User is not responding to ESChat communication based on the most recent server inquiry.
	User is signed out of ESChat.
	Contact is Blocked.

Android	Group Presence
	Group is in ESChat call.
	Group is not in ESChat call.
	Group is blocked from calling you.

### Android Contact Presence



### Android Group Presence



## Data Usage

ESChat is a VoIP application that requires a Data Plan. Data usage is dependent on the device type and network service type (2G, 3G, 4G). Regardless of device and network type, while idle and not making any calls, ESChat usage is approximately 2MB/month.

Per hour usage:

4G network: 18 MB/hour

3G network: 8 MB/hour

Ten hours of talk time average:

4G network: 180 MB/month

3G network: 80 MB/month

## In-Call Viewing Options

Once an ESChat call has been established, the user can view a List View or Map View of all call participants. Both in-call views provide an indication of which call participant has the floor. In the In-Call Map View, location updating is in real-time.

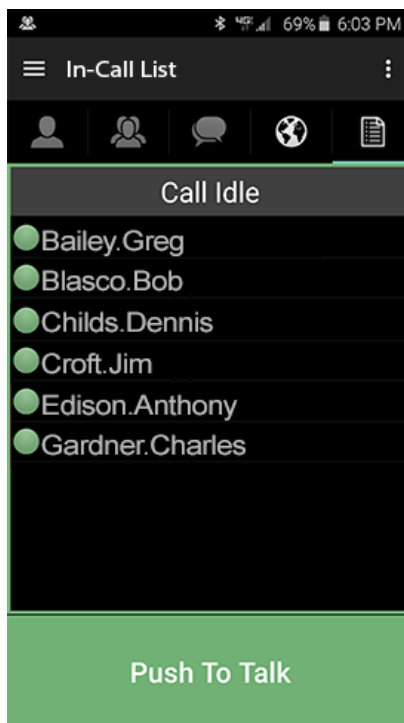
### In-Call List View

- All In-Call participants are shown on the list
- Talking participant is indicated with the “Sound Wave” icon.

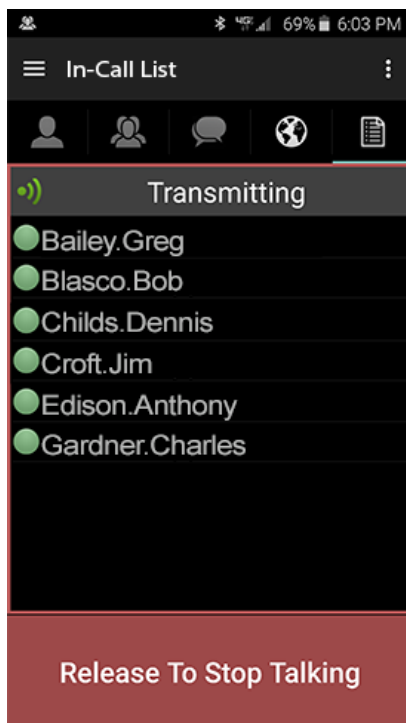
### In-Call Map View

- All In-Call participants with location enabled are shown on map
- Owner (self) is shown as blue dot
- Call participants are shown as green pins
- Talking participant is indicated with purple pin and info box
- In-Call locations are updated every two seconds

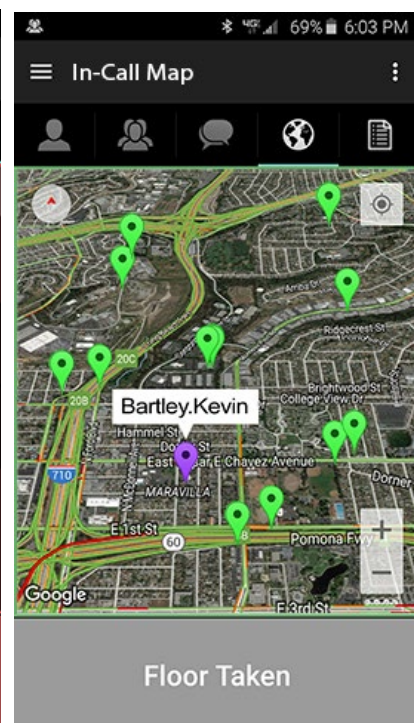
**Android  
In-Call List View**



**Android  
In-Call List View**



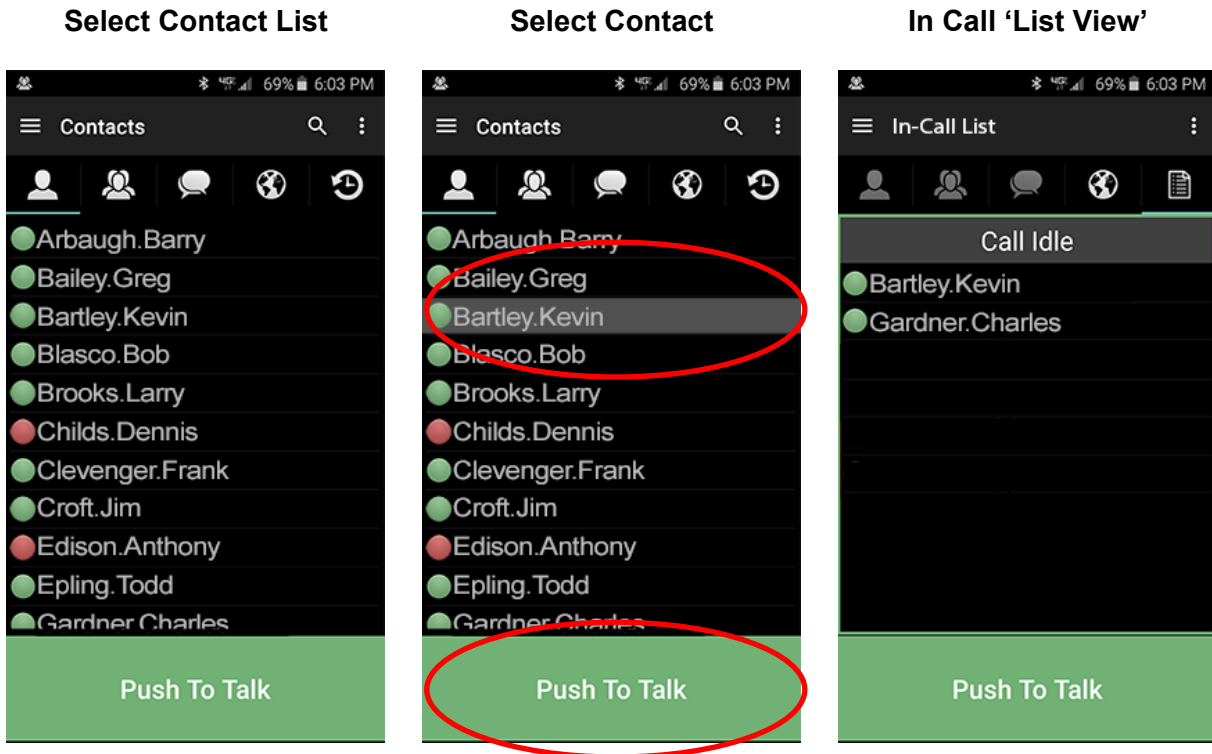
**Android  
In-Call List View**



## Section 2: Making PTT Calls with ESChat

### Making 1:1 Barge Calls – Contact List Method

To make a 1:1 Barge Call, select a single recipient from the Contacts List. Upon call connection, your initial voice burst will 'barge' through to the recipient's phone.



#### Starting a 'Barge' Call

- Select the Contacts Tab
- Select the desired Contact
- Press and hold "Push to Talk"
- Upon hearing the Grant Tone, begin speaking
- Release "Push to Talk" when finished

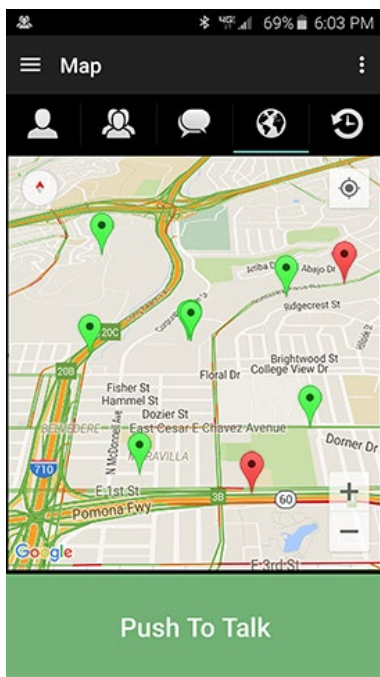
#### In-Call Operation

- All participants on the call are shown on the In-Call List
- Talking participant is indicated on the top status bar.
- To request the Floor, press "Push to Talk"
- Upon hearing the Grant Tone, begin speaking
- Release "Push to Talk" when finished
- To exit the call, press the "back" button on the device, or press the three-dot menu item and select "End Call"

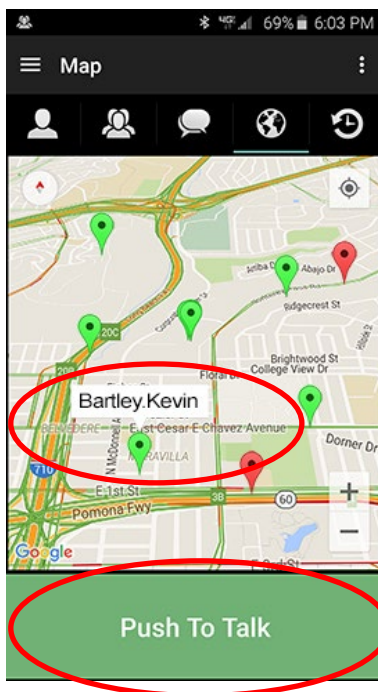
## Making 1:1 Barge Calls – Map View Method

To make a 1:1 Barge Call, select a single recipient from the Map View. Upon call connection, your initial voice burst will 'barge' through to the recipient's phone.

Select Map Tab



Select Contact



In Call 'List View'



### Starting a 'Barge' Call

- Select the Map Tab
- Select the desired Contact
- Press and hold "Push to Talk"
- Upon hearing the Grant Tone, begin speaking
- Release "Push to Talk" when finished

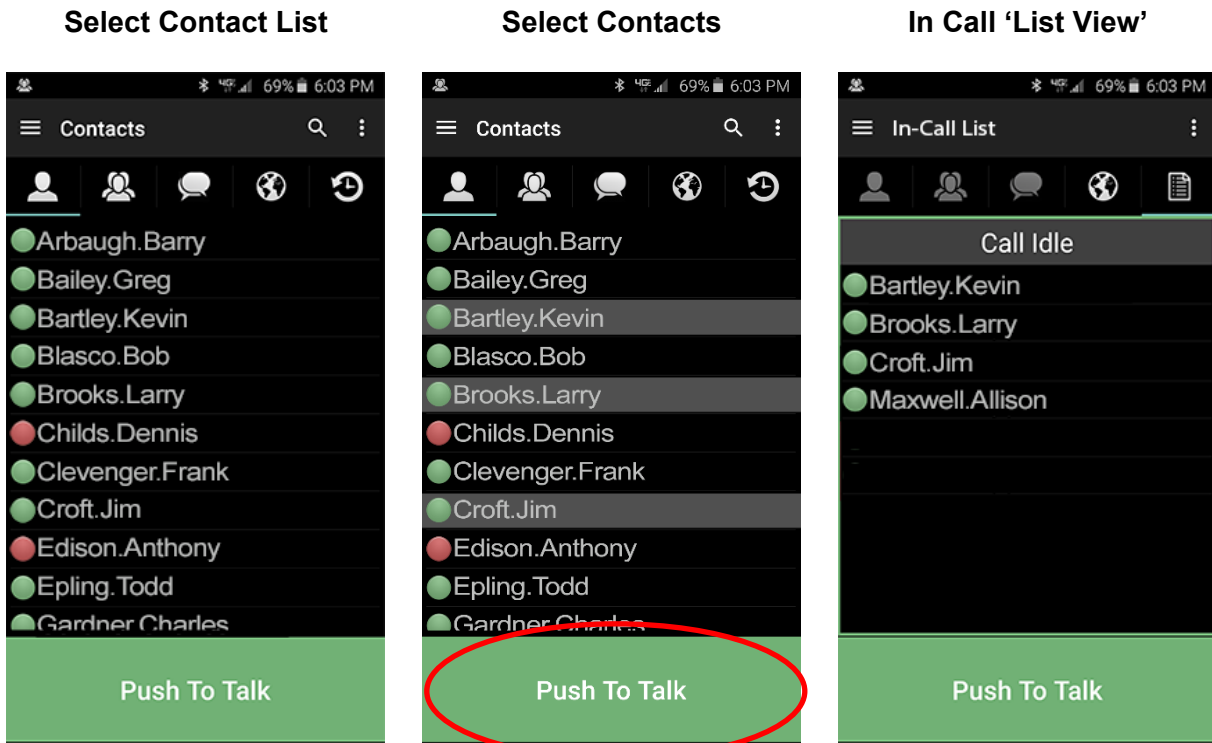
### In-Call Operation

- All participants on the call are shown on the In-Call list
- Talking participant is indicated on the top status bar.
- To request the Floor, press and hold "Push to Talk"
- Upon hearing the Grant Tone, begin speaking
- Release "Push to Talk" when finished
- To exit the call, press the "back" button on the device, or press the three-dot menu icon and select "End Call"



## Making Ad hoc Barge Calls – Contact List Method

To make an Ad hoc Barge Call, you select up to 128 contacts. Upon call connection, your initial voice burst will 'Barge' through to the recipients' phones.



### Starting a 'Barge' Call

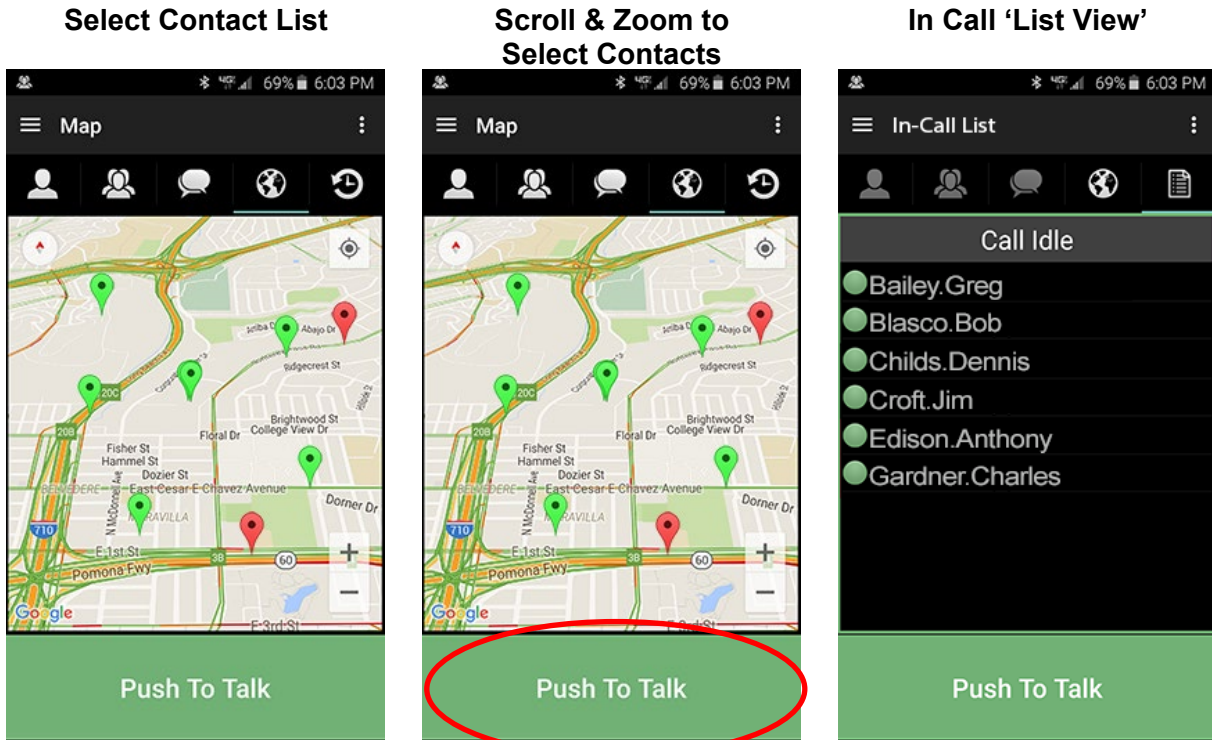
- Select the Contacts Tab
- Select the desired Contacts
- Press and hold "Push to Talk"
- Upon hearing the Grant Tone, begin speaking
- Release "Push to Talk" when finished

### In-Call Operation

- All participants on the call are shown on the list
- Talking participant is indicated on the top status bar.
- To request the Floor, press and hold "Push to Talk"
- Upon hearing the Grant Tone, begin speaking
- Release "Push to Talk" when finished
- To exit the call, press the "back" button on the device, or press the three-dot menu icon and select "End Call"

## Making Ad hoc Barge Calls – Map View Method

To make an Ad hoc Barge Call, select recipients by scrolling and zooming on the Map View. All Contacts displayed on the Map will be recipients to the call. Upon call connection, your initial voice burst will 'barge' through to the recipients' phones.



### Starting a 'Barge' Call

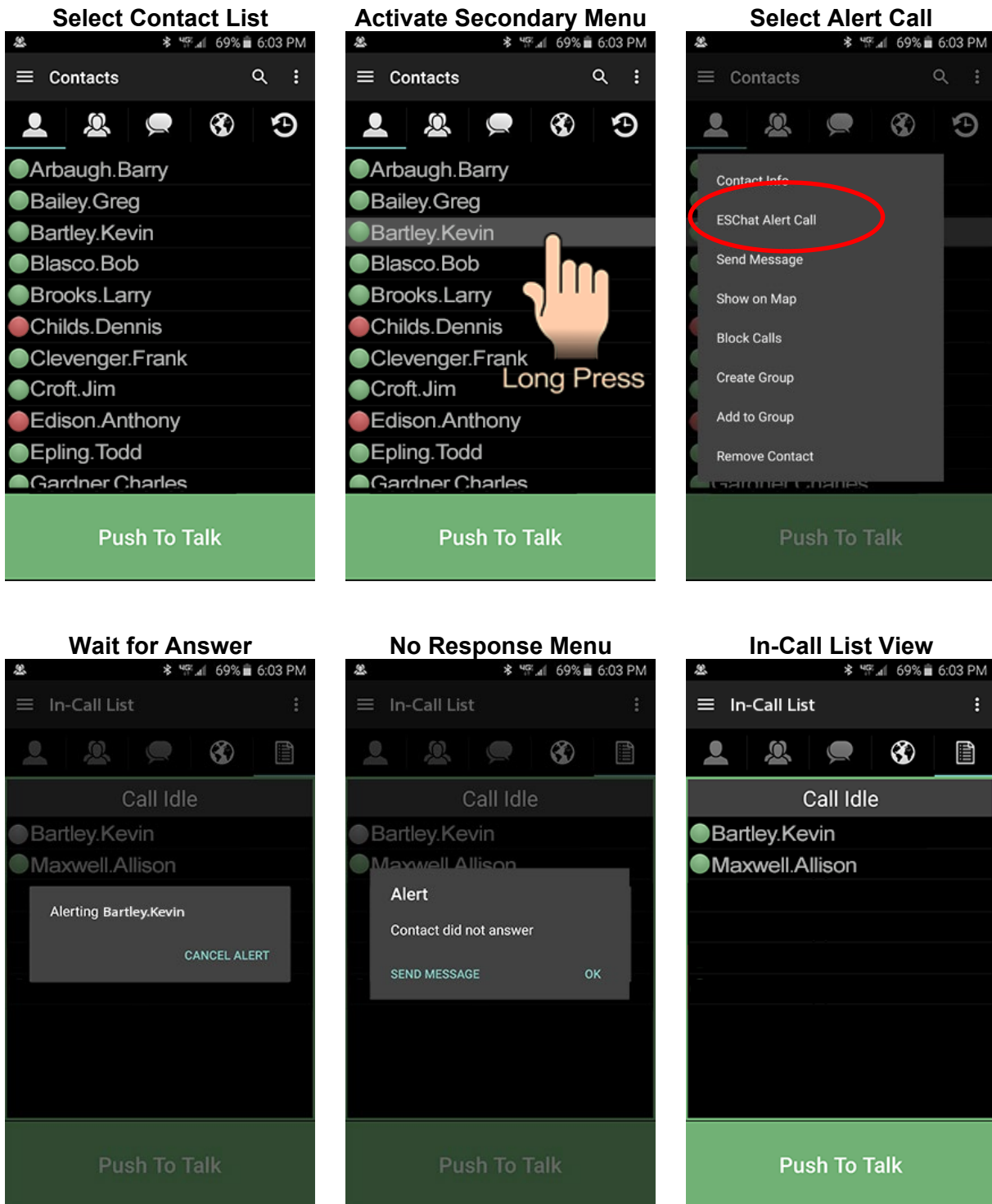
- Select the Map Tab
- Scroll and zoom to an area that includes desired Contacts
- Press and hold "Push to Talk"
- Upon hearing the Grant Tone, begin speaking
- Release "Push to Talk" when finished

### In-Call Operation

- All participants on the call are shown on the list
- Talking participant is indicated on the top status bar.
- To request the Floor, press and hold "Push to Talk"
- Upon hearing the Grant Tone, begin speaking
- Release "Push to Talk" when finished speaking
- To exit the call, press the "back" button on the device, or press the three-dot menu icon and select "End Call"

## Making 1:1 Alert Calls – Contact List Method

ESChat supports a 1:1 Alert Call, which functions as a request rather than a 'Barge' call. Alert Calls can be initiated from the contact list; press on the highlighted contact to reach the secondary menu and select Alert Call.



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***Starting an 'Alert' Call***

- Select the Contacts Tab
- Press and hold the Contact to reach the secondary menu
- Select 'ESChat Alert Call'

***Waiting for 'Alert' Response***

- While waiting for a response, you can cancel the Alert Call
- Once your Contact accepts, you will be placed into Alert Call

***Non-Response on 'Alert' Call***

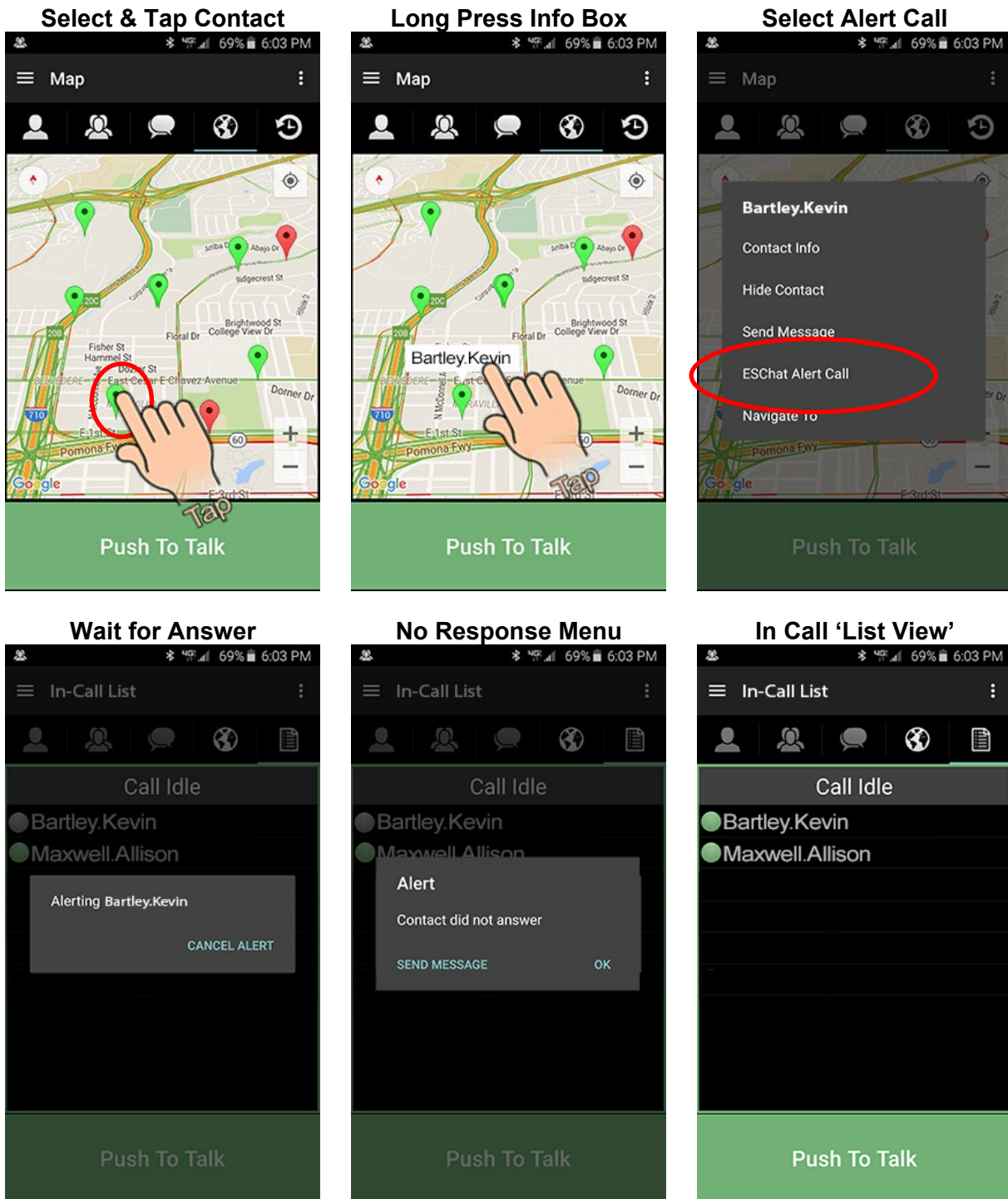
- You will be notified when your Contact is unavailable, or
- When your Contact cannot accept your call
- You have the option to send an ESChat Text Message

***In-Call Operation***

- All participants on the call are shown on the In-Call list
- Talking participant is indicated on the top status bar.
- To request the Floor, press "Push to Talk"
- Upon hearing the Grant Tone, begin speaking
- Release "Push to Talk" when finished
- To exit the call, press the "back" button on the device, or press the three-dot menu icon and select "End Call."

## Making 1:1 Alert Calls – Map View Method

Alert Calls can be initiated from the Contact List, as shown earlier, or the Map Screen.



***Starting an 'Alert' Call from the Maps Tab***

- Select the Maps Tab
- Select the Contact by pressing the Pin
- Press and hold the Contact Info Box to reach the secondary menu
- Select 'ESChat Alert Call.'

***Waiting for 'Alert' Response***

- While waiting for a response, you can cancel the Alert Call
- Once your Contact accepts, you will be placed into Alert Call

***Non-Response on 'Alert' Call***

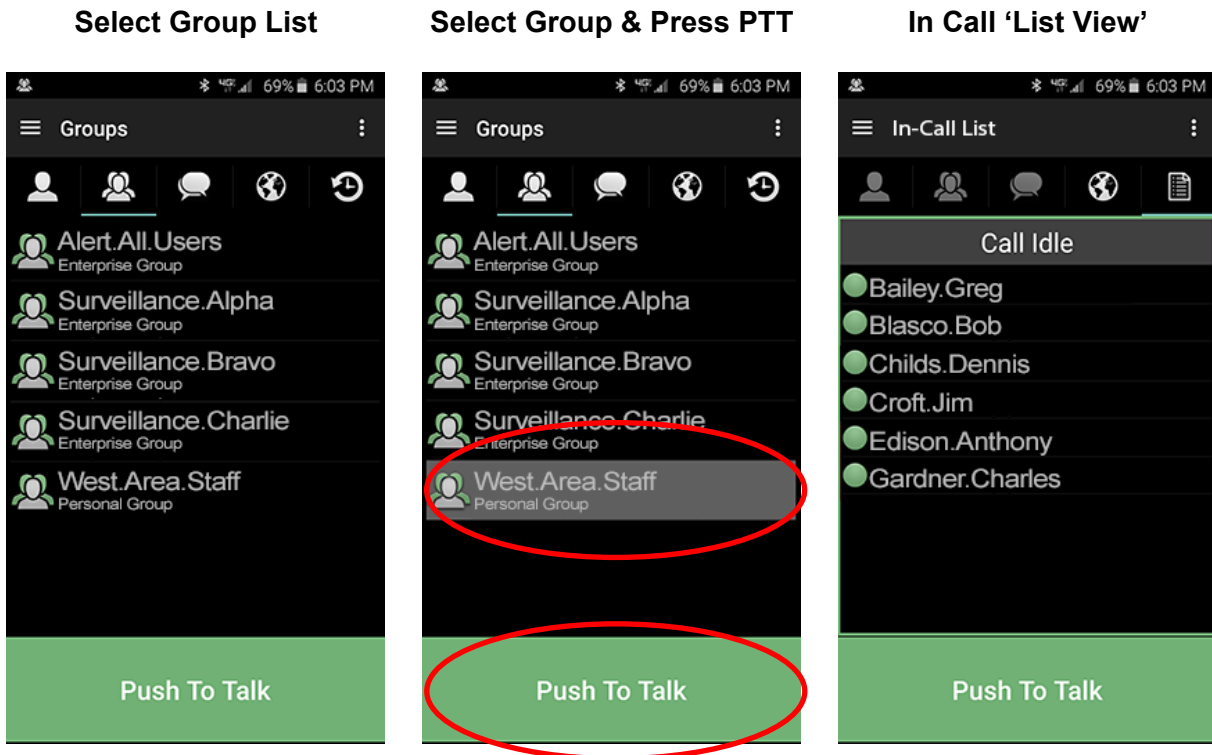
- You will be notified when your Contact is unavailable, or
- When your Contact cannot accept your call
- You have the option to send an ESChat Text Message

***In-Call Operation***

- All participants on the call are shown on the In-Call list
- Talking participant is indicated on the top status bar.
- To request the Floor, press and hold "Push to Talk"
- Upon hearing the Grant Tone, begin Speaking
- Release "Push to Talk" when finished speaking
- To exit the call, press the "back" button on the device, or press the three-dot menu icon and select "End Call."

## Making Group Barge Calls

In a Group Barge Call, you select a Group from the Group List. Upon call connection, your initial voice burst will 'barge' through to the recipients' phone.



### Starting a 'Barge' Call

- Go to the Groups Tab
- Select the desired Group
- Press and hold "Push to Talk"
- Upon hearing the Grant Tone, begin speaking
- Release "Push to Talk" when finished

### In-Call Operation

- All participants on the call are shown on the In-Call list
- Talking participant is indicated on the top status bar.
- To request the Floor, press and hold "Push to Talk"
- Upon hearing the Grant Tone, begin speaking
- Release "Push to Talk" when finished speaking
- To exit the call, press the "back" button on the device, or press the three-dot menu icon and select "End Call."



## Special Calls: Emergency PTT Calls

Any group created in the portal may be configured for individual users as an Emergency Call Group. Once the client settings are adjusted for this, the Emergency call capability will be reflected on the screen by a red tab. An exception to this is a ruggedized phone with a dedicated side PTT SOS button. An emergency call will send an insistent visual flashing signal and pull recipients into the call until they acknowledge it. When the caller ends the emergency call status, the call may be ended just as a usual call. Multiple callers may escalate a call with emergency status.

### ***Initiating an Emergency Call***

- Press and hold the Emergency button.
- The call begins with an insistent flash.
- Upon hearing the Grant Tone, begin speaking.
- Release “Push to Talk” when finished.

### ***In-Call Operation***

- All participants on the call are shown on the In-Call list
- Talking participant is indicated on the top status bar, in red.
- Recipients of the call must acknowledge the call.
- To request the Floor, press and hold “Push to Talk”
- Upon hearing the Grant Tone, begin speaking.
- Release “Push to Talk” when finished speaking.
- To exit the call, the caller must cancel the Emergency Call by pressing on the cancel button for the configurable length of time until the Emergency visual flasher disappears from the screen.
- End the call by pressing the back button or selecting “End Call” from the three-dot menu.

## Types of Group Membership: Originate Only, Receive Only, or Listen Only

Some groups configured in the portal may have members who may have limited roles in the group communication: A user may be assigned the role of a call originator, a call receiver, or a Listen Only Member. Once a call has begun, a Listen Only user may “Press to Listen” to hear the voice bursts in the call; they may not take the floor. In the case of group members who have listen only memberships, they will get an error message that no call is currently in progress when they attempt to initiate a call to this group, and will be offered the chance to send a text message to the group.

## Section 3: Sending Messages with ESChat

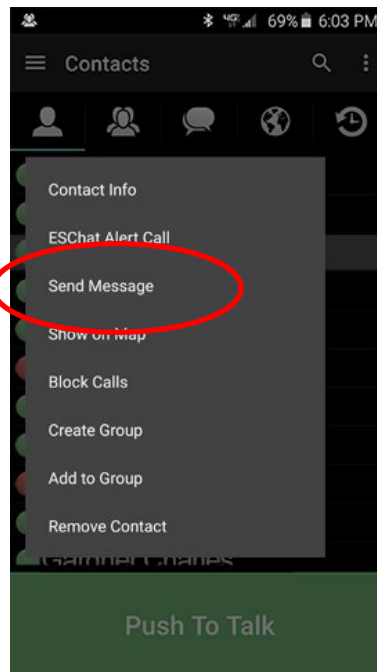
### 1:1 Text & Image Messaging

- Select a Contact from the Contact List.
- Long Press to activate the secondary menu.
- Select “Send Message.”
- Enter Message Text.
- Add existing image by pressing the Paper Clip Icon (optional).
- Take new image by pressing the Camera Icon (optional).
- Press “Send Message.”

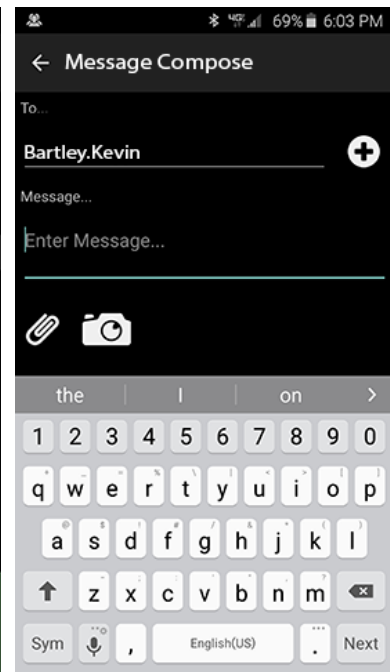
Select a Contact



Select a Send Message



Compose & Send Message



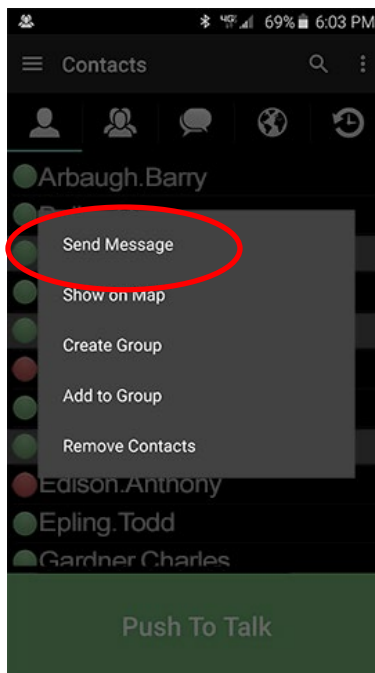
## Ad hoc Text & Image Messaging

- Select multiple Contacts from the Contact List.
- Long Press to activate the secondary menu.
- Select “Send Message.”
- Enter Message Text.
- Add existing image by pressing the Paper Clip Icon (optional)..
- Take new image by pressing the Camera Icon (optional)
- Press “Send Message.”

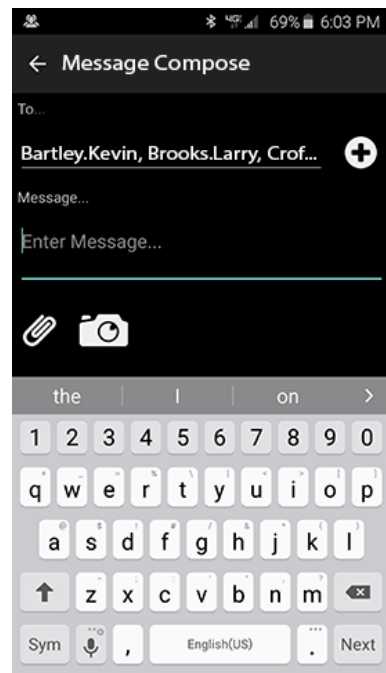
**Select Contacts**



**Select Send Message**

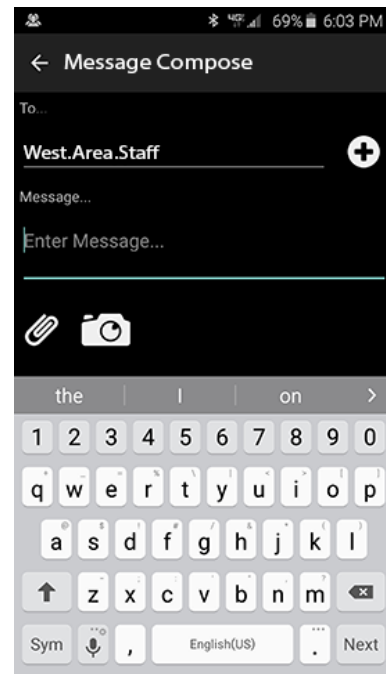
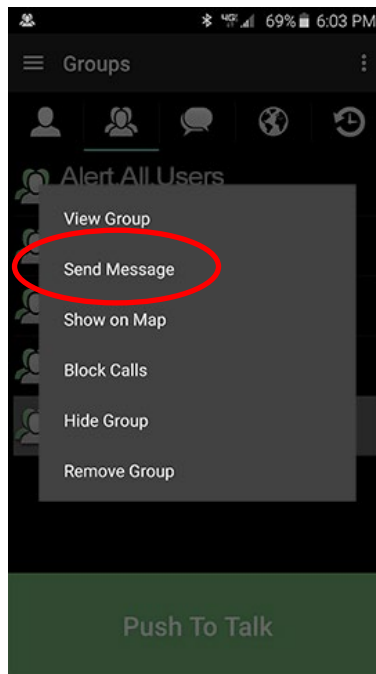
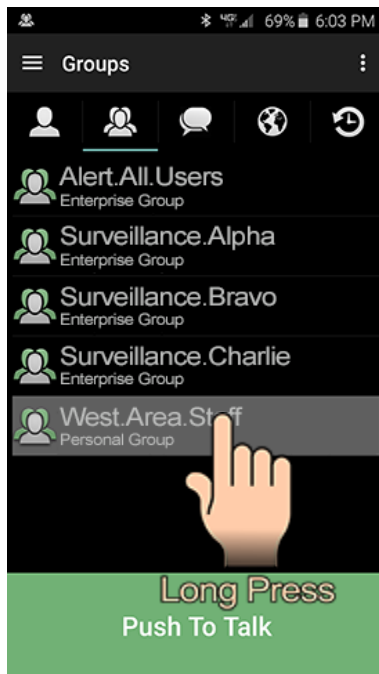


**Compose & Send Message**



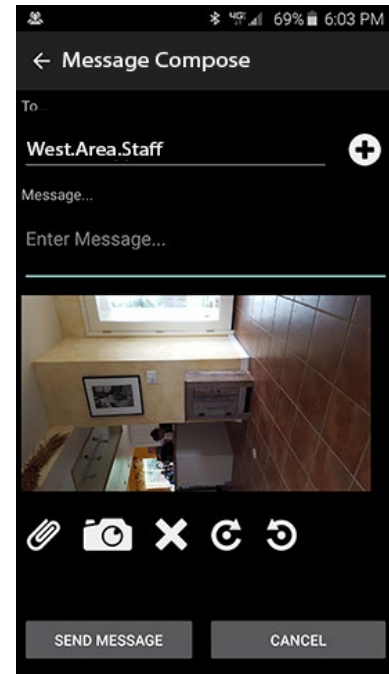
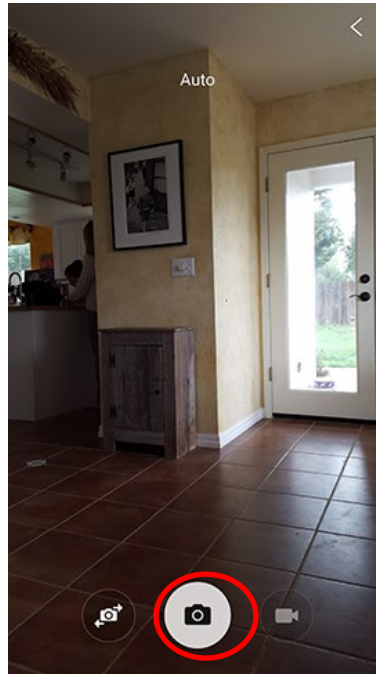
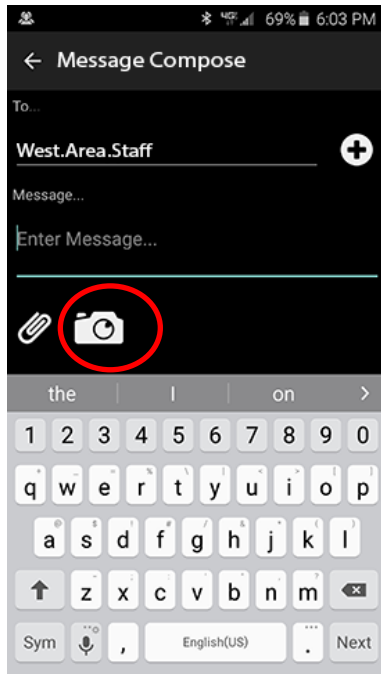
## Group Text & Image Messaging

- Select a Group from the Group List.
- Long Press to activate the secondary menu.
- Select “Send Message.”
- Enter Message Text.
- Add existing image by pressing the Paper Clip Icon (optional).
- Take new image by pressing the Camera Icon (optional).
- Press “Send Message.”

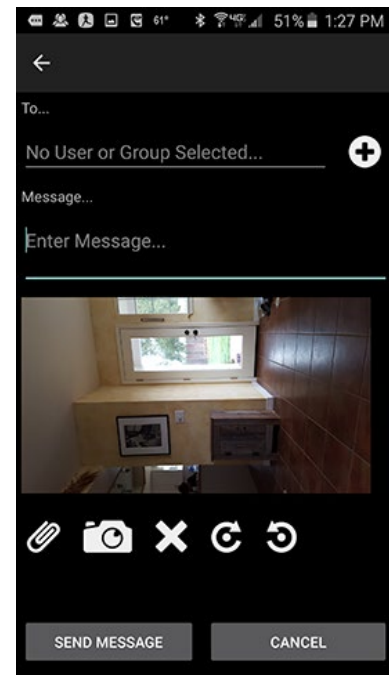
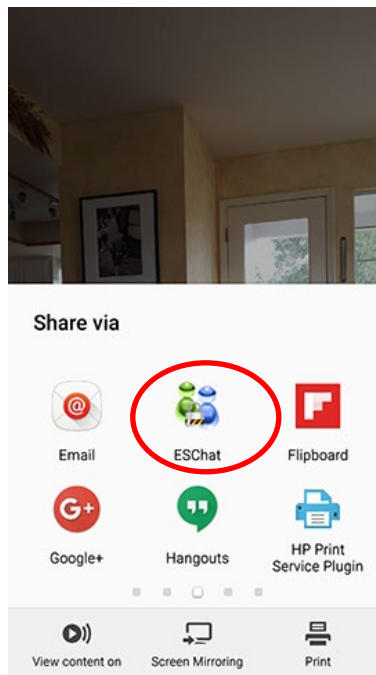


## Integrated Text & Image Messaging

Integrated Instant Group image messages can be sent in several ways via ESChat. An image message can be initiated in the same way a text message can be initiated (see above).



An image message can also be initiated via the Share Menu from the device's integrated photo album.

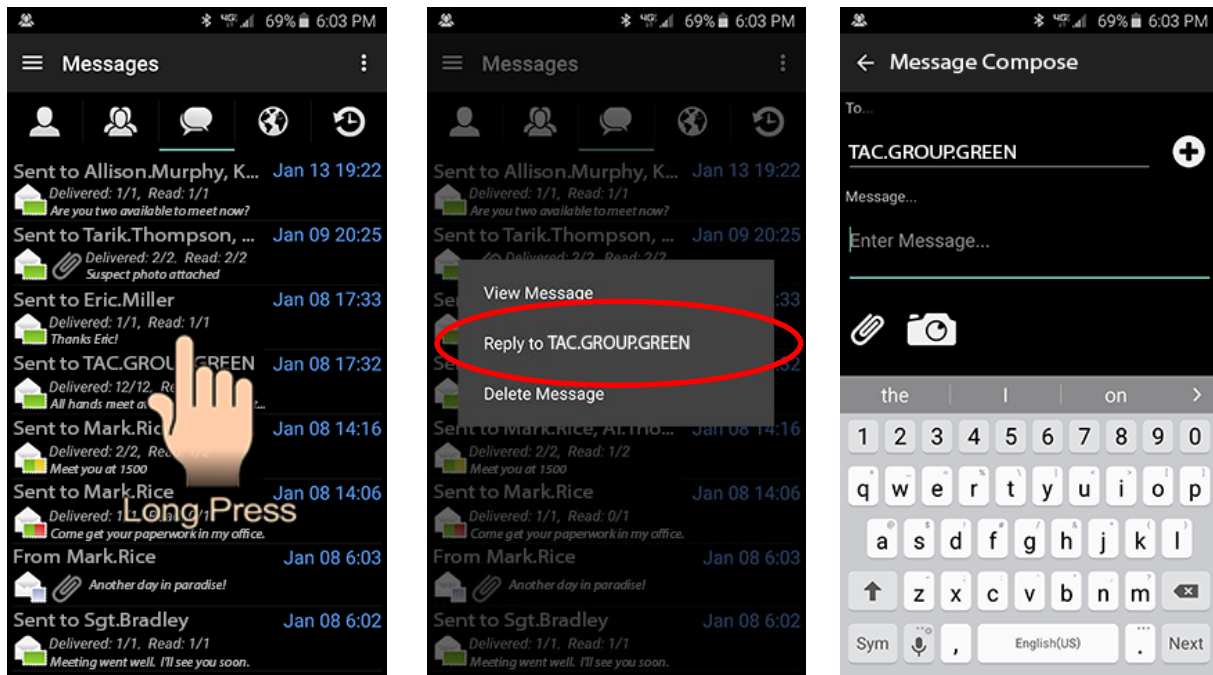


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## Viewing & Responding to Messages

View the message by pressing on the message header.



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## Section 4: Location Based Services

ESChat offers multiple options for Location Tracking and Mapping services.

### Live Tracking Mode

#### **Sending Location Information**

There are three ways to configure the sending or concealment of Live Location Information:

##### *Administrator Controlled*

Administrators can turn off the “Allow Location Disable” feature key in the administrative portal, thereby preventing users from disabling the location feature from their devices.

##### *User Controlled*

If the “Allow Location Disable” feature key in the administrative portal is turned on, users may control this feature by pressing the three-dot menu and selecting Disable Location.

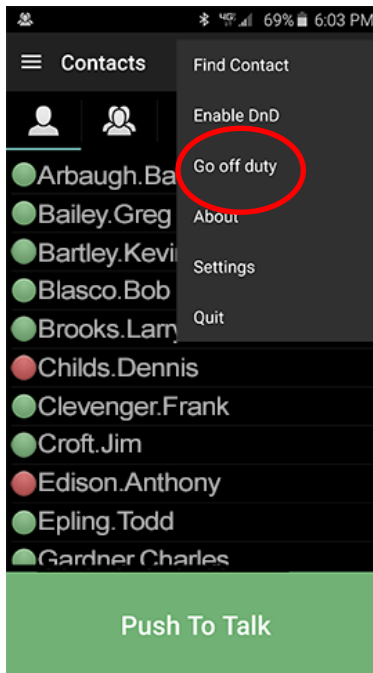
##### *Duty Mode*

Duty Mode is a feature key that is enabled in the administrative portal, and allows individuals to switch between “On Duty” and “Off Duty” modes on their devices. While users are “On Duty,” location information is available, and while “Off Duty,” location information is not available. While “Off Duty,” users are still available for ESChat Calls. If an “Off Duty” user responds to an ESChat call, or initiates an ESChat call, they will automatically be placed into “On Duty” mode.

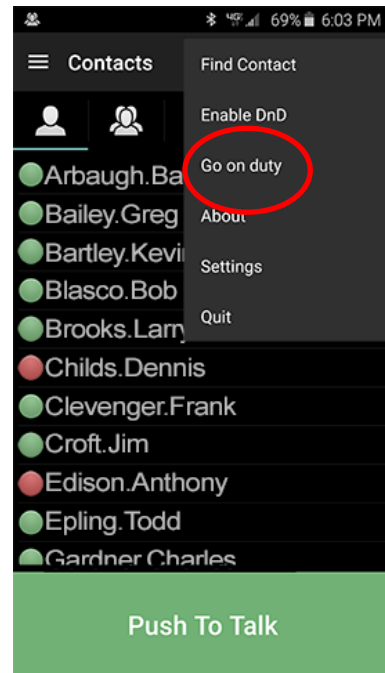
### Administrator Controlled



### On-Duty Mode



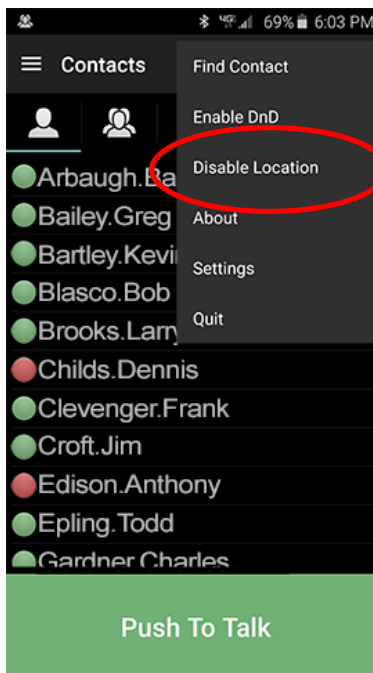
### Off-Duty Mode



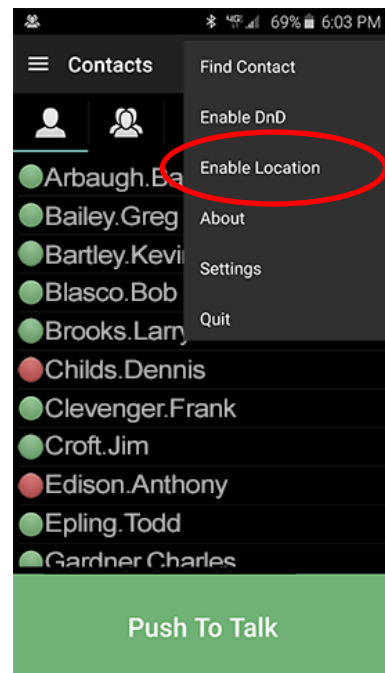
### Administrator Controlled



### User Controlled - Enabled



### User Controlled - Disabled



## Displaying Location Information

Enterprise administrators have the following options available when configuring the displaying of Live Location Information:

### *Map Display Enabled*

In this mode, smartphone devices will have a Map Tab available for viewing location of other ESChat Contacts. This mode also enables the viewing of live location while In-Call.

### *Map Display Disabled*

In this mode, the Map Tab is not available to the user. Additionally, In-Call location display is disabled.

### Map Display Enabled



### Map Display Disabled



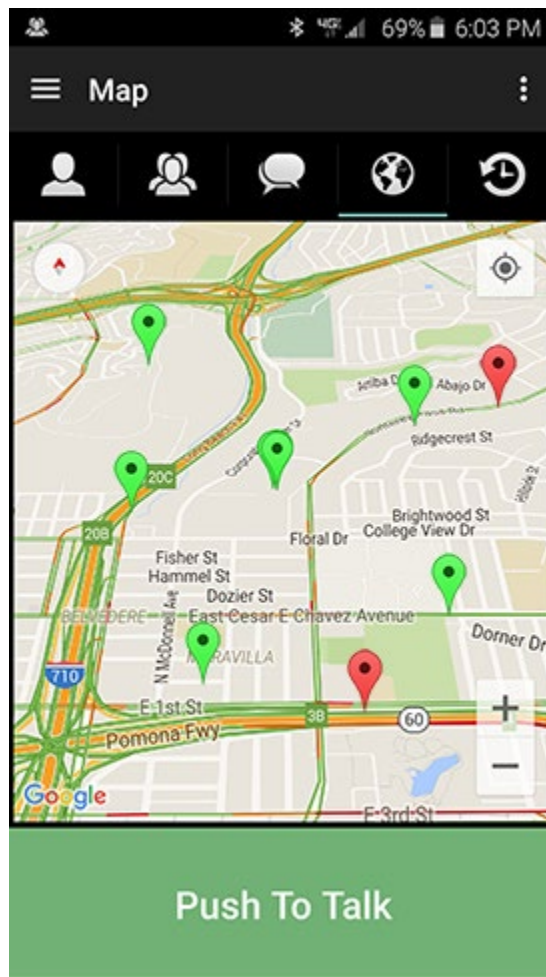
### Viewing Pre-Call Location Information

Users with Live Tracking Enabled and Map View privileges are able to view Location and Presence information for all Contacts. Location information is updated every four minutes, and users can request more frequent updates by pressing the Refresh button on the Map Tab.

#### **Pre-Call 'Map View'**

- Contacts with location enabled are shown on map.
- Owner (self) is shown as Blue Dot.
- Contacts are shown with same presence indications as on Contacts Screen.
- Pre-Call Locations are updated every four minutes.
- More frequent updates are available by pressing the Refresh Button.

#### **Android Pre-Call Map View**



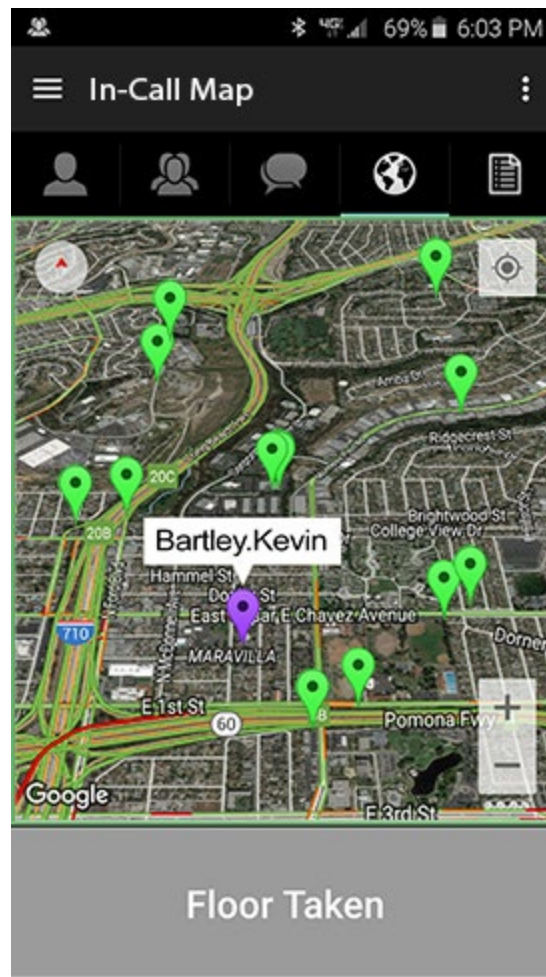
### Viewing Live In-Call Location Information

Users with Live Tracking Enabled and Map View privileges are able to view Real-Time location information for all In-Call participants. Location information is updated every two seconds during a call and provides a powerful tool for surveillance and other like operations.

#### ***In-Call 'Map View'***

- All Call participants with location enabled are shown on map.
- Caller is shown as Blue Dot.
- Call participants are shown as Green Pins.
- Talking participant is indicated with Purple Pin and Info Box.
- In-Call Locations are updated every two seconds.

#### **Android In-Call Map View**



## Historical (Bread Crumb) Tracking Mode

### Sending Historical Location Information

When Historical Tracking is enabled, the following configuration options are available. This extra feature incurs an additional charge per user per month.

#### *Bread Crumb Interval*

This is the Interval for saving GPS position Bread Crumbs. Interval can be set from 30 Seconds to 4.5 Minutes.

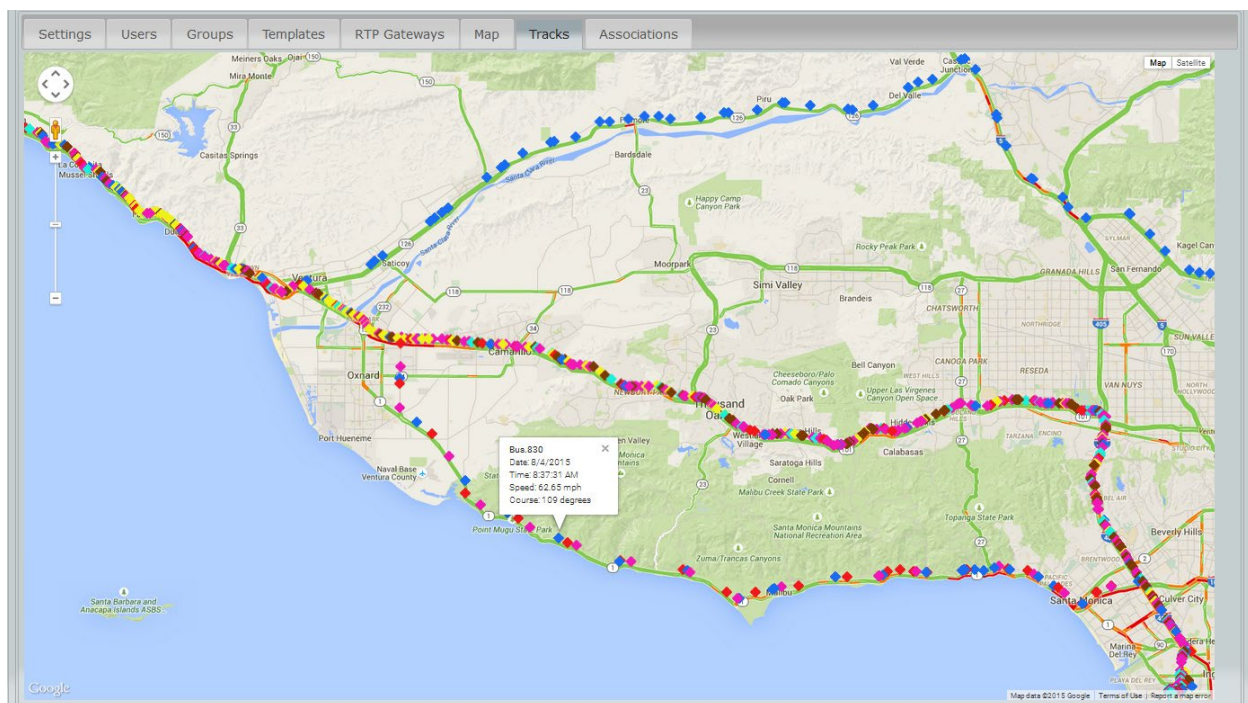
#### *Upload Interval*

This is the Interval that determines how often the saved Bread Crumbs are uploaded to the server. Interval can be set from 5 Minutes to 12 Minutes.

### Viewing Historical Location Information

Bread Crumbs tracks can be viewed using the ESChat web portal. Administrators can overlay Bread Crumbs for up to ten users simultaneously. Information included with each Bread Crumb includes:

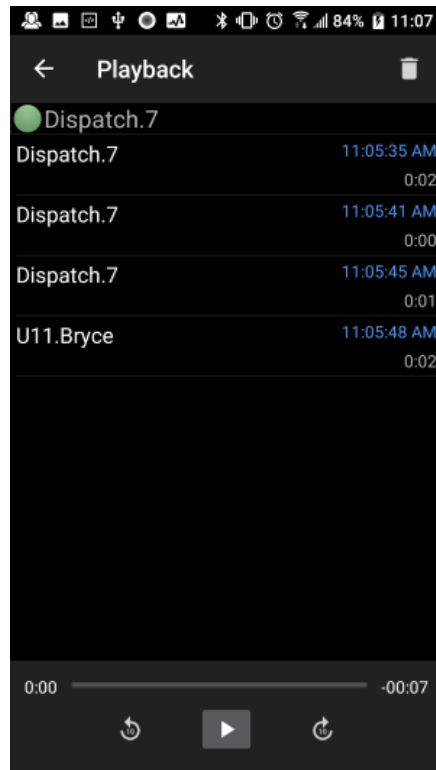
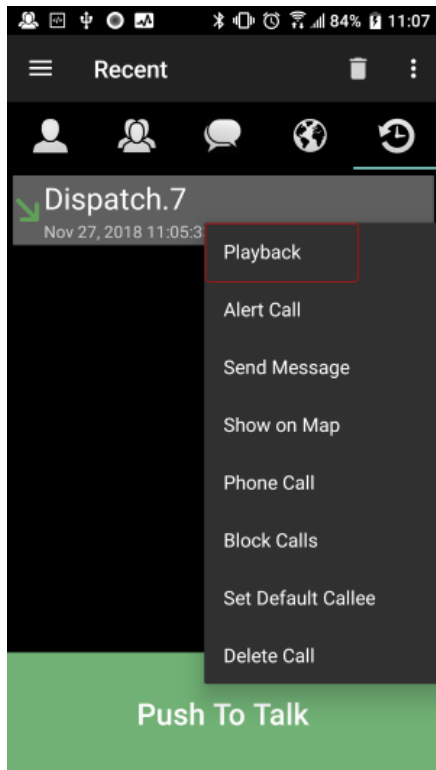
- Date/Time Stamp
- Coordinates
- Speed
- Direction





## Section 5: The Recents Tab and Client Side Playback

From the Recents Tab, view recent call activities, return calls from this screen, and if Client Side Recording has been enabled for your users customer wide, playback all calls from within a 24 hour period from this tab. Long press on a recent call to view the secondary option. If a call is available for playback the option will be listed in that menu. All calls for Client Side Playback eligible calls will have a flashing red light during the call to indicate recording.

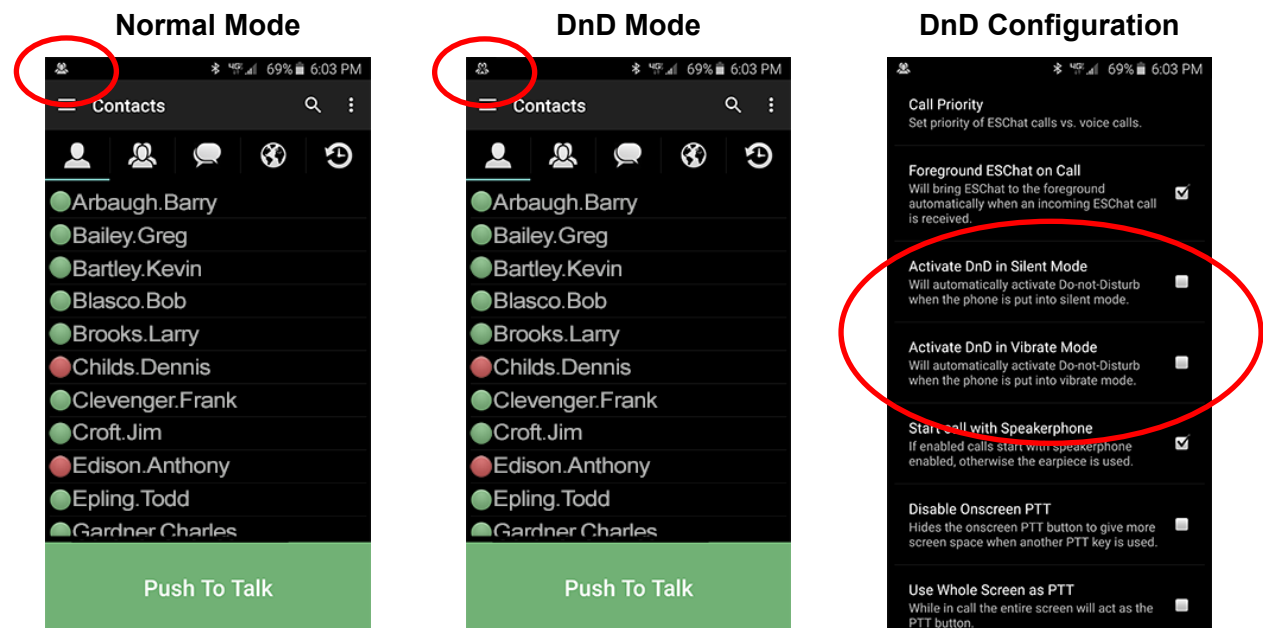


## Section 6: Operating Options & List Management

### Do Not Disturb (DnD)

#### Global DnD

ESChat supports Global DnD that prevents all PTT calls from being received. Global DnD Mode can be manually activated by the user by selecting the DnD menu item from the three-dot menu item. Users are able to see that they are in DnD mode by viewing the ESChat Icon in the smartphone notification bar.



## Block Calls

This feature allows a user to selectively disable the reception of calls from any group. To enable the feature the user either long-presses on a group and selects the 'Group DnD' option in the context menu, or the user selects the group, presses the menu button, and selects 'Group DnD' in the options menu. When a group is enabled with the 'Group DnD' feature the icon of the group changes to visually indicate that the reception of calls from the affected group is disabled (see icon below). To re-enable the reception of calls from the group the user must use either the context menu or options menu to toggle the 'Group DnD' feature off.



Group Not Active



Group Active



Group Blocked – Not Active



Group Blocked - Active

## Block Contacts

This feature allows a user to selectively disable the reception of calls from any individual contact. To enable this feature, long-press on a contact and select the 'Block Calls' from the secondary menu. When an individual contact is enabled with the 'Block Calls' feature, the icon of the individual contact changes to visually indicate that the reception of calls from the affected contact is disabled (see icon below). To re-enable the reception of calls from the individual contact the user must use either the context menu or options menu to toggle the 'Block Calls' feature off.

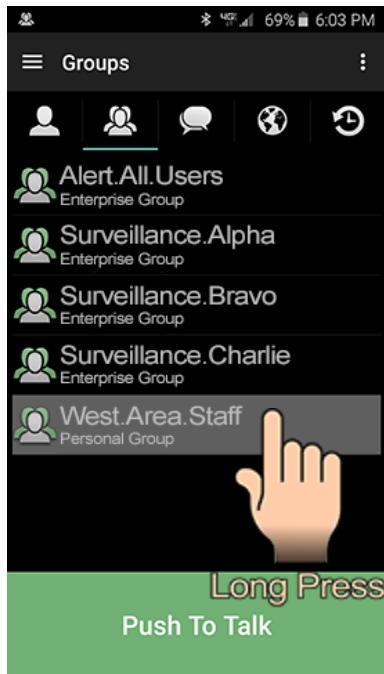


Contact is Blocked – User will not receive calls from this Contact

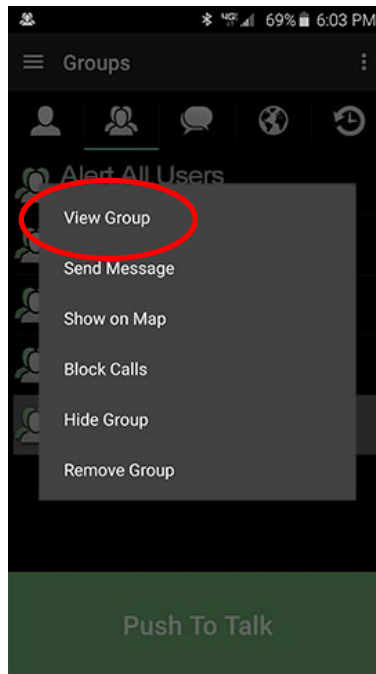
## Group Member List

The group view list shows the group list, their presence icons, and for the appropriate groups, what kind of group member they are (Originate, Receive, or Listen Only). The user can query the group prior to making the Group Call. Listen Only group members will have a microphone icon next to their username.

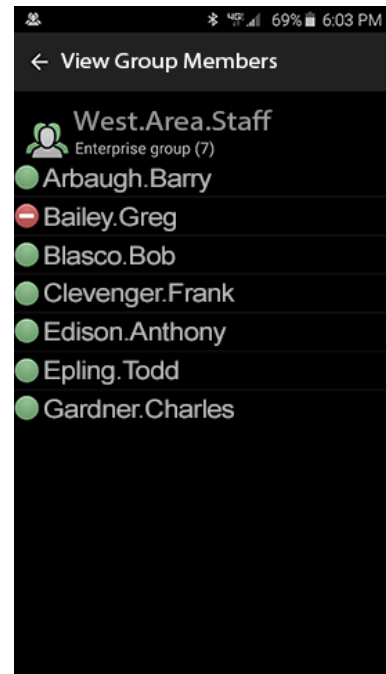
Long Press on desired Group



Select the View Group Option



Presence for Members



## Late Join / Re-Join

ESChat supports Late Join/Re-Join group configurations. To provide users with a better experience, ESChat also provides a Group Presence indication to specify which Group calls are active and available for Late Join/Re-Join.



Group Not Active



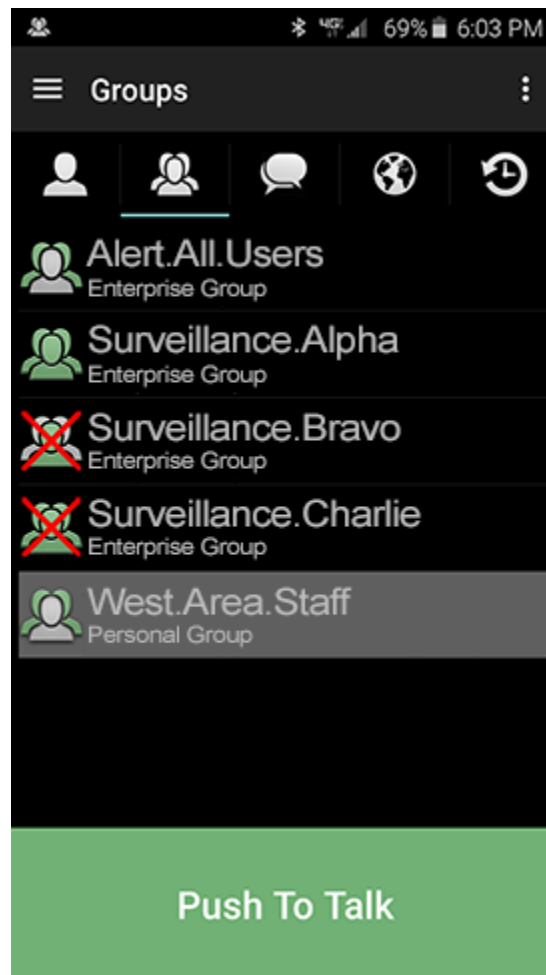
Group Active – Available for Late Join/Re Join



Group Blocked – Not Active



Group Blocked – Active – Available for Late Join/Re Join



## **Talker Override and Preemption**

ESChat supports a talker priority feature. When configuring a user or group via the Administrative Portal you may assign priority from levels 1-5 (default level is 0). Higher priority users may interrupt a lower priority ongoing call. While in call, when a priority user presses the PTT button to talk during a time when a non-priority user has the floor, the non-priority user's talking privilege will be revoked and the floor granted to the priority user. Priority users are treated on a first come, first served basis when multiple priority users of similar levels request the floor. A user who is assigned "talker override" in a specific group also has the privilege to take over the floor of an ongoing group call, regardless of the priority levels of the people in that same call. Priority settings, for users or groups, are not reflected on the devices.

A Broadcast group and configured Emergency group support a preemption feature. Whenever a Broadcast call is made, it will preempt every other call in which the members of the broadcast group are currently participating. Once the user has heard the broadcast message, he/she can make other ESChat calls again. In the case of an Emergency group call, the call will pull all members of the group into the call, and those users must acknowledge the call. The caller must take the call out of the emergency state in order for it to end.

## **Call Override Based on User and Group Priority**

Every ESChat User has an assigned Priority Level between 1 (lowest) and 5 (highest). The default priority level is 0. ESChat supports call override on 1:1, Ad hoc and Group Calls.

### **Call Override on 1:1 and Ad hoc Calls**

Ad hoc and 1:1 calls can be overridden by a user or a group with a higher priority than the members of the 1:1 call.

### **Call Override on Group Calls (by calling individual user(s))**

Members of an ongoing Group Call can be taken out of the Group Call and put into a new 1:1 or Ad hoc call if the Calling Party has a Priority higher than the Group Call. In this case, the Group call will continue with the remaining members.

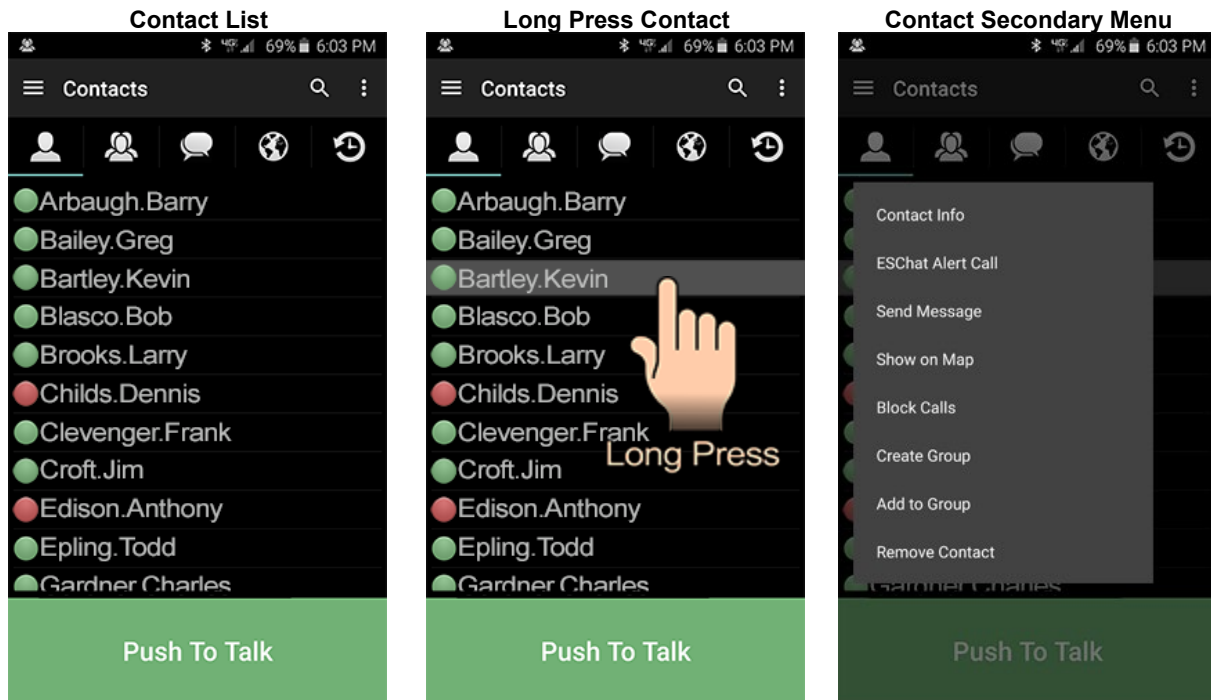
### **Call Override on Group Calls (by calling Group)**

Members of an ongoing Group Call can be taken out of the Group Call and put into a new Group Call if the New Group has a Priority higher than the ongoing Group Call. In this case, the ongoing Group Call will continue with the remaining members.

## Contact Management

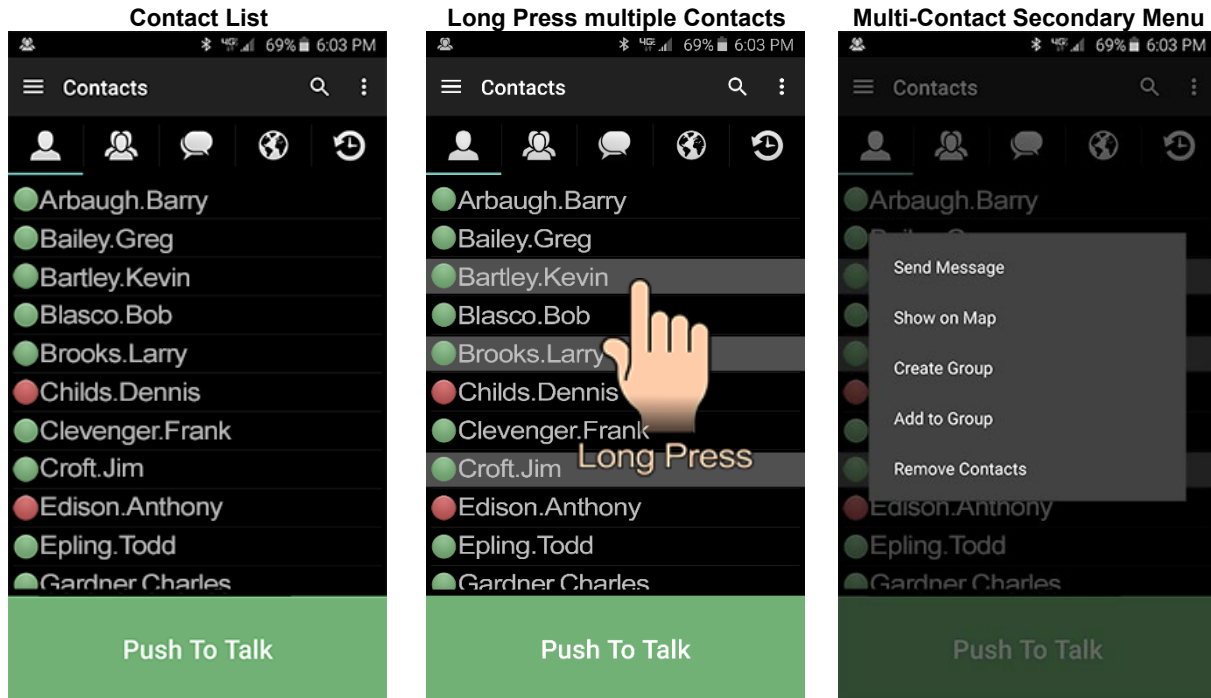
ESChat provides the ability to manage most Contact and Group Functions directly on the smartphone. Contact management on the device is performed through the device's native UI behavior such as using the Menu key or via 'Long Press' on one or more Contacts.

### Contact Management – Single Contact





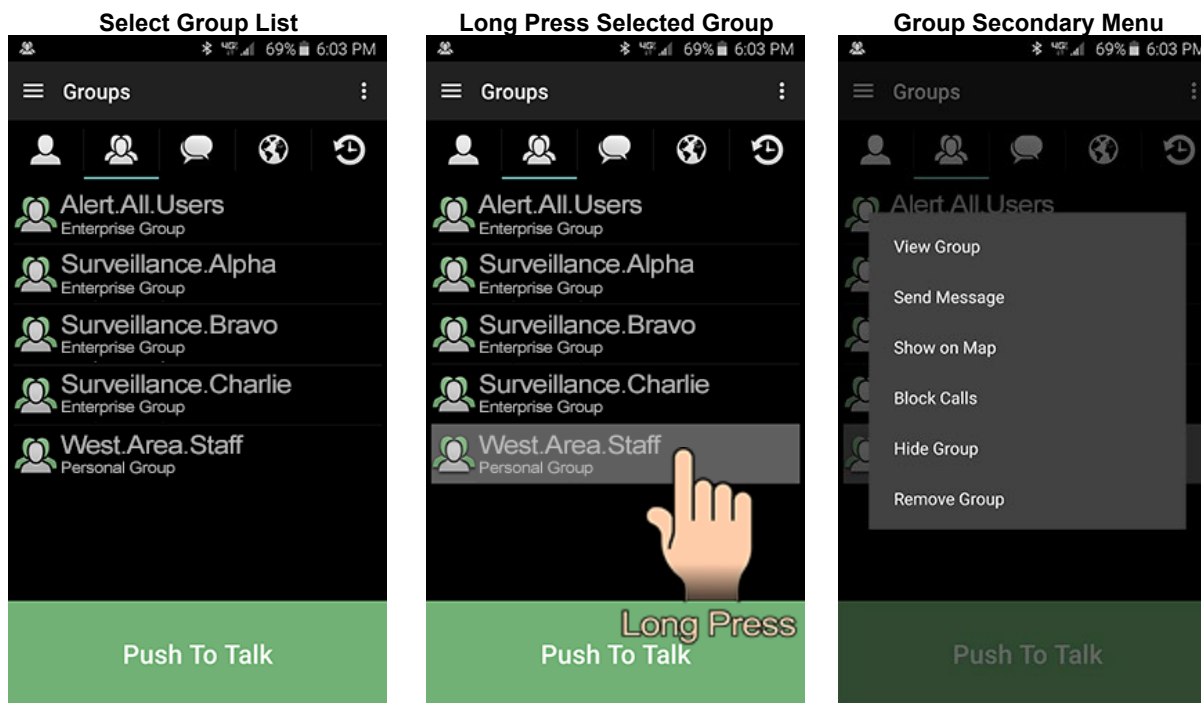
## Contact & Group Management – Multiple Contacts



## Group Management

ESChat provides the ability to manage most Contact and Group functions via the smartphone device. Contact management on the device is performed through the device's native UI behavior such as using the Menu key or via 'Long Press' on a Group.

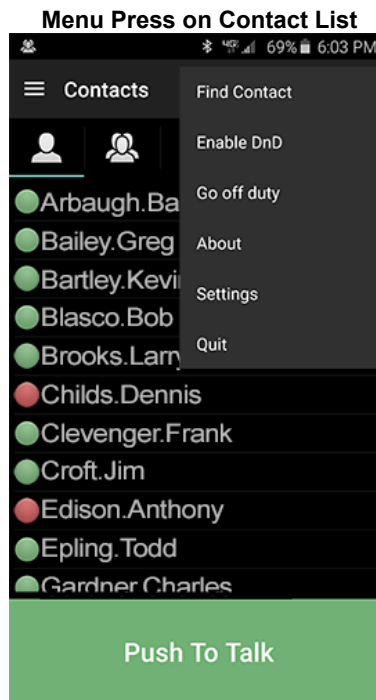
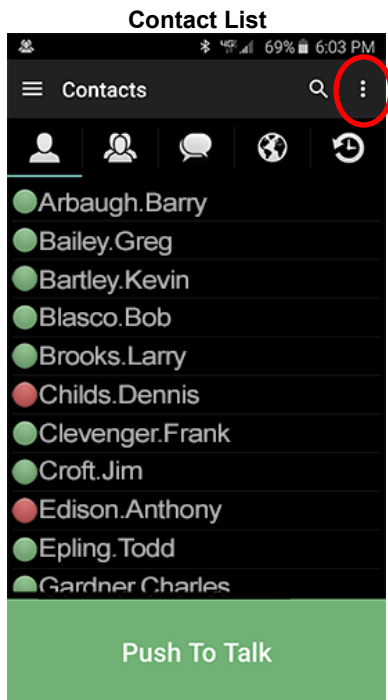
### Group Management



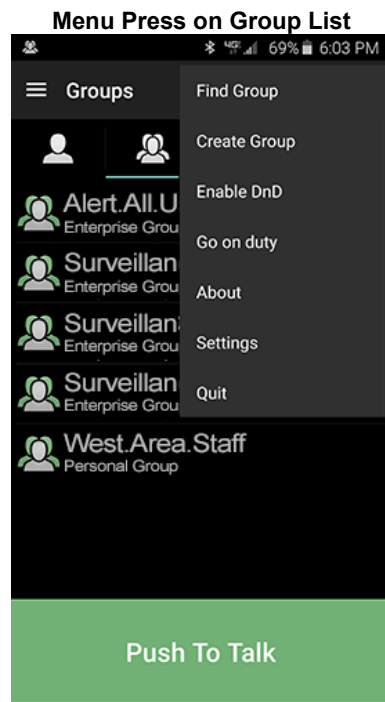
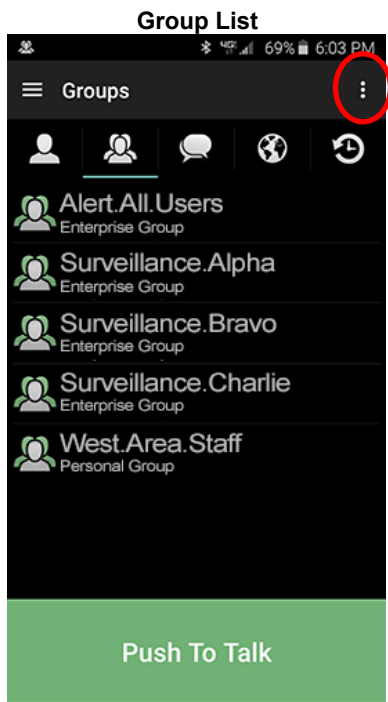
## Menu Management

ESChat provides the ability to manage most Contact and Group functions on the smartphone. Contact Management on the device is performed through the device's native UI behavior such as using the Menu key or via 'Long Press' on a Contact or Group. These menu options may depend on selections chosen by an administrator.

### Contact List Menu

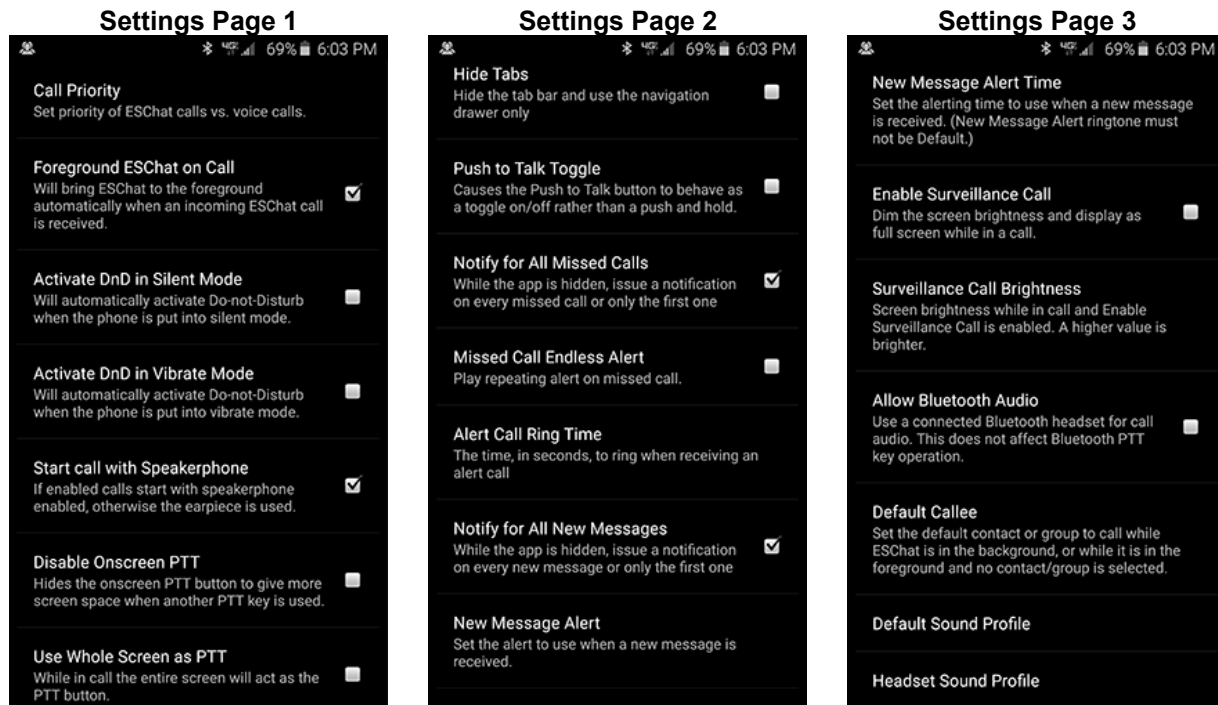


## Group List Menu

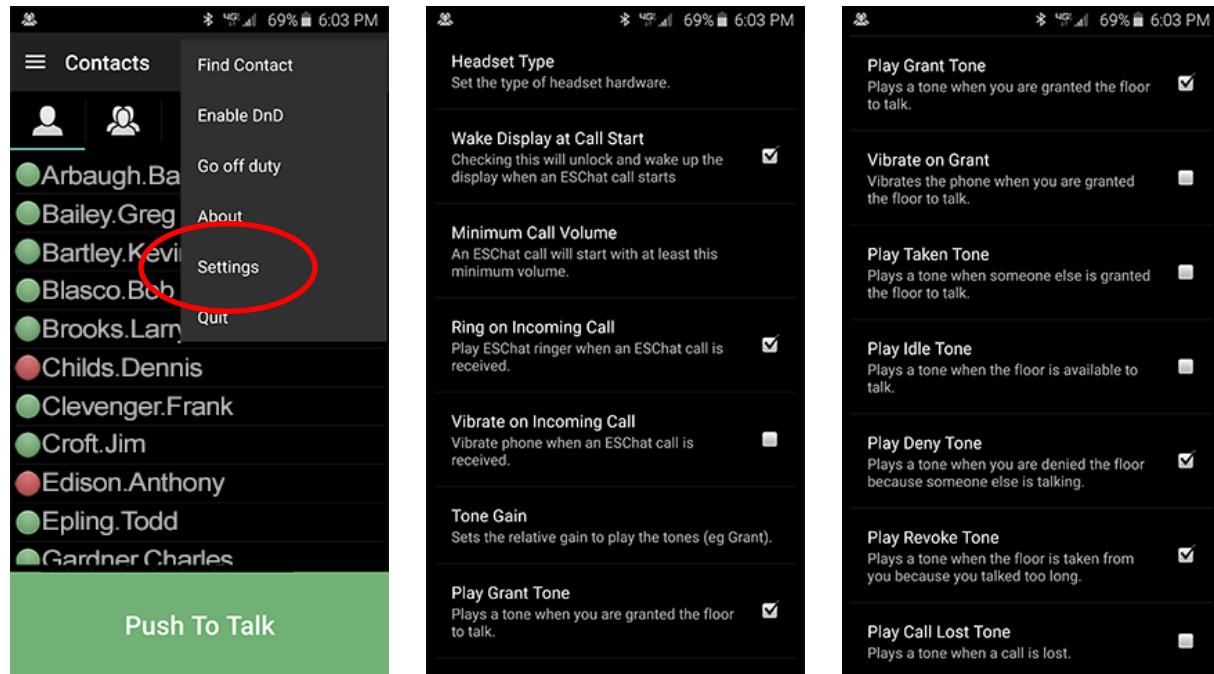


## Section 6: Device Settings

### ESChat Application Settings

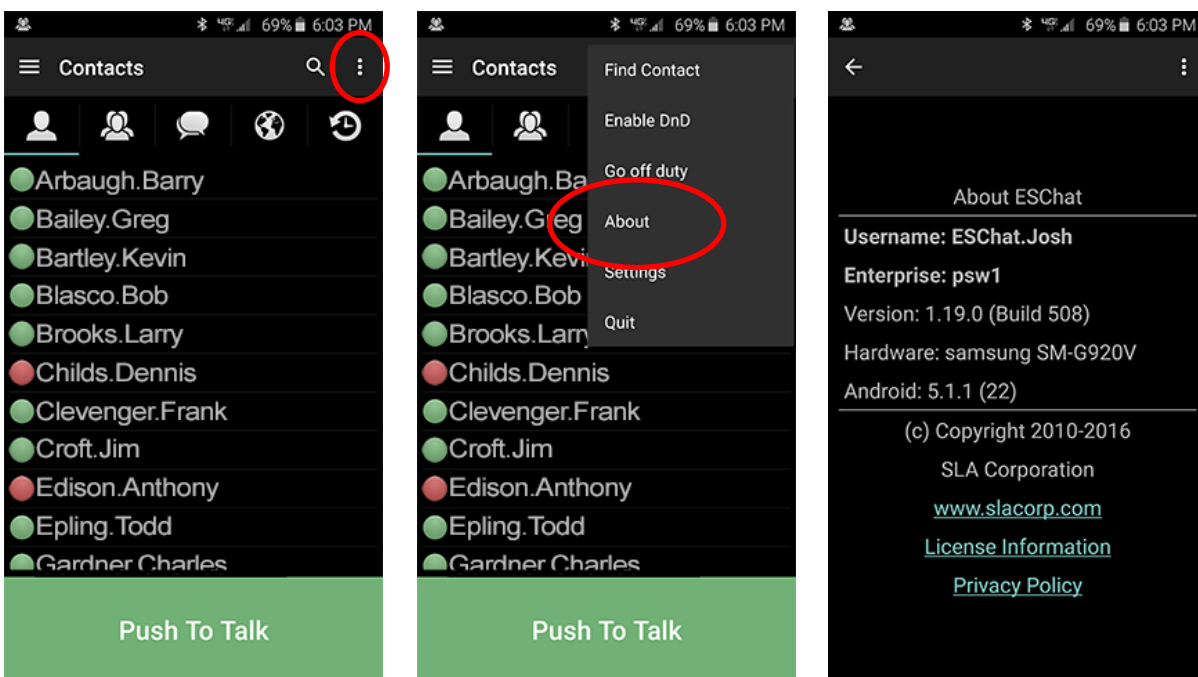


## ESChat Sound Profile Settings



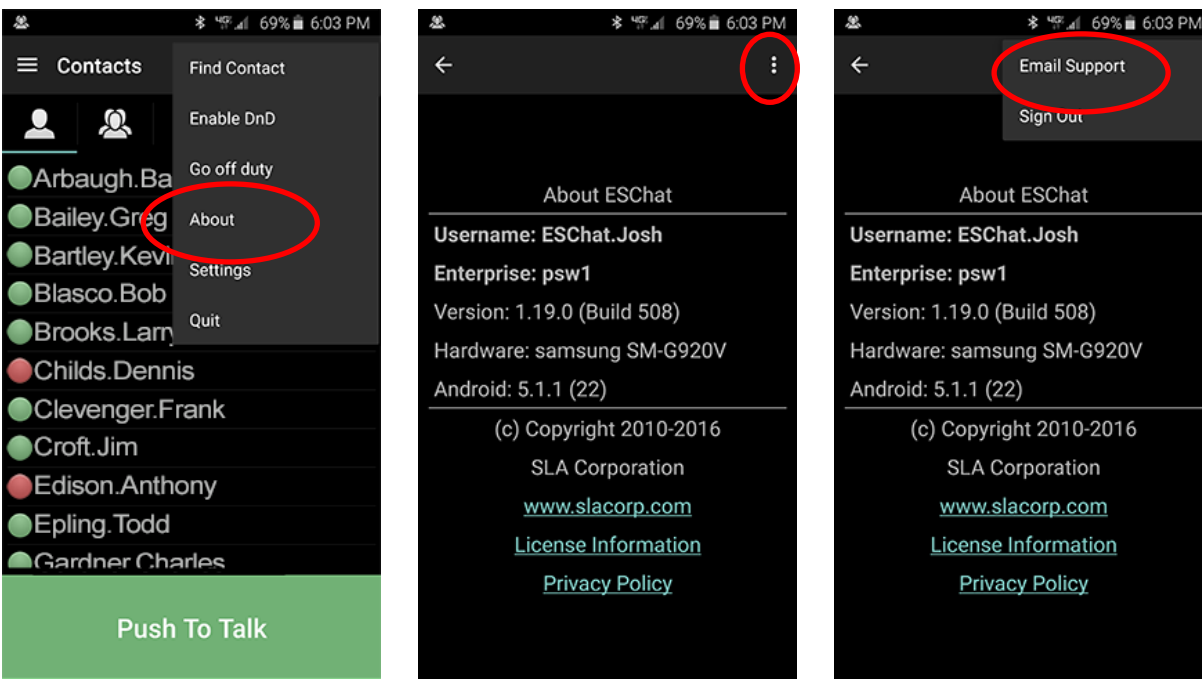
To Connect a Bluetooth Device, go into the device settings to turn on Bluetooth and pair with the Bluetooth device. Then go into the ESChat app, and under Settings, choose Headset Sound Profile and choose Headset Type. Choose the correct setting, either Bluetooth SPP or Bluetooth LE, for your Bluetooth device.

## User Account Information



## Send Debug Log Files to Support

Debug files can be sent to ESChat Support by accessing the About Screen and pressing menu. When sending Debug files, please include a description of the issue for which you are sending the file.



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## Section 7: Activating ESChat

Contact ESChat Support or enter the Activation Code provided by your administrator.

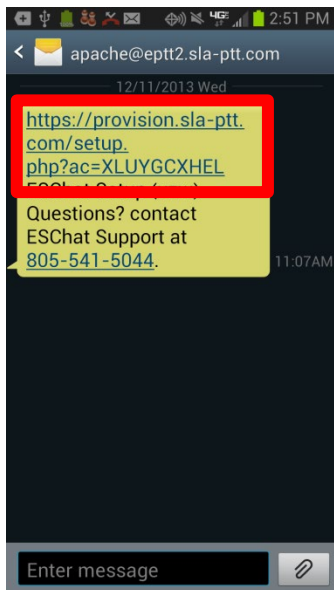
## Pricing

- **Small Office/Home Office through Large Business**
  - Smartphone Pricing via Verizon Wireless, \$4.99/month on a month to month basis
  - Smartphone Pricing via Verizon Wireless, \$4.49/month with an annual license
  - Smartphone Pricing via SLA Corp., \$4.99/month on a month to month basis
  - Smartphone Pricing via SLA Corp, \$4.49/month with an annual license
- **Government, including Federal State & Local**
  - Smartphone Pricing via GSA, \$4.57/month on a month to month basis
- **Government, US Department of Justice**
  - Smartphone Pricing via Verizon Wireless, \$4.57/month on a month to month basis
  - Smartphone Pricing via GSA, \$4.57/month on a month to month basis

Historical (Bread Crumb) Tracking can be added on Smartphone device accounts for an additional \$2.00 per month.

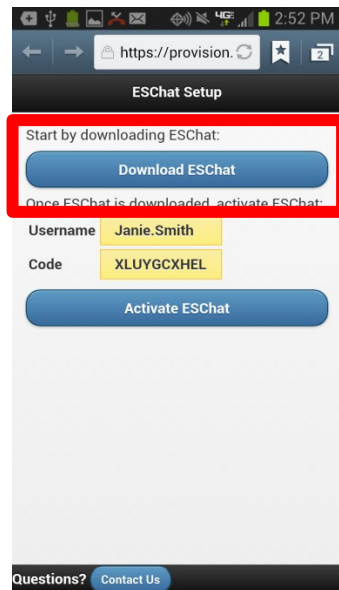
## ESChat Installation and Activation for Android

### To install and activate ESChat on all Android Devices



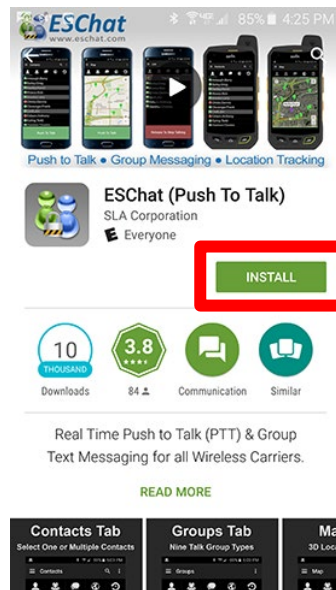
#### Step 1:

Open SMS or email and click Provision Link



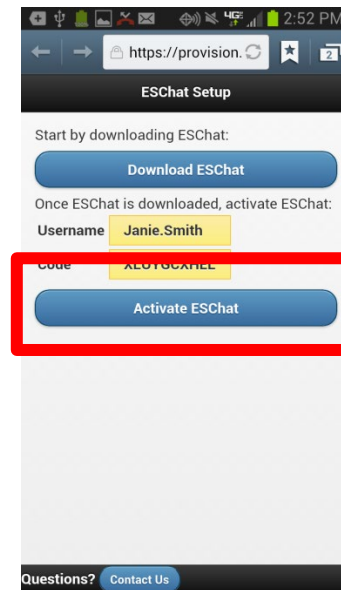
#### Step 2:

Click Download ESChat



#### Step 3:

Download ESChat from the Play Store. Wait for install to complete before proceeding.



#### Step 4:

Return to installation link and click Sign in to ESChat

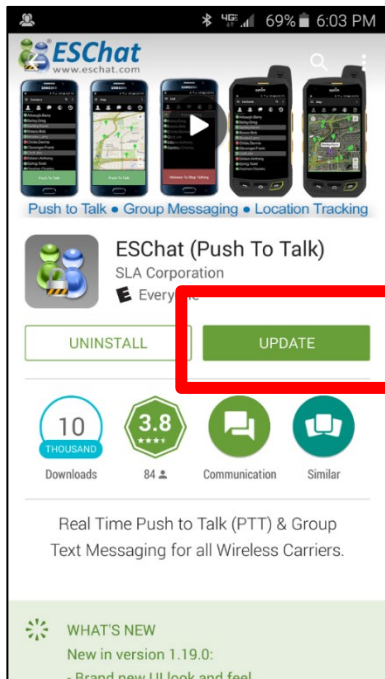


#### Step 5:

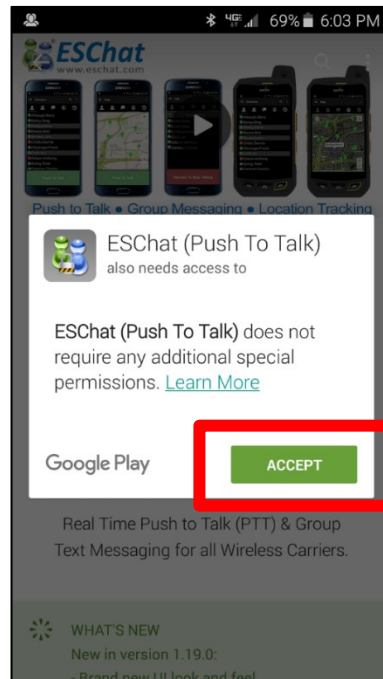
You're done.

## Update ESChat Manually via the Google Play Store

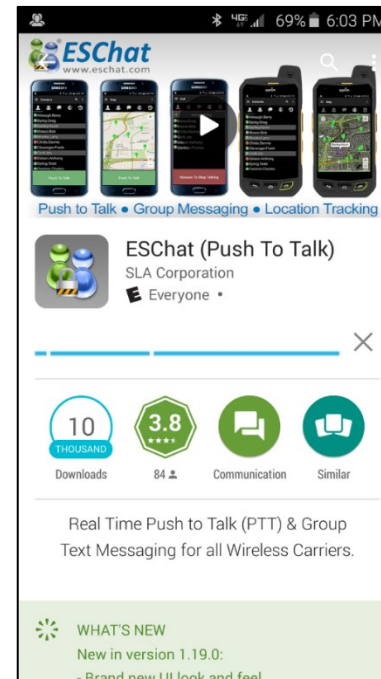
### To update existing ESChat installations on your Android Device



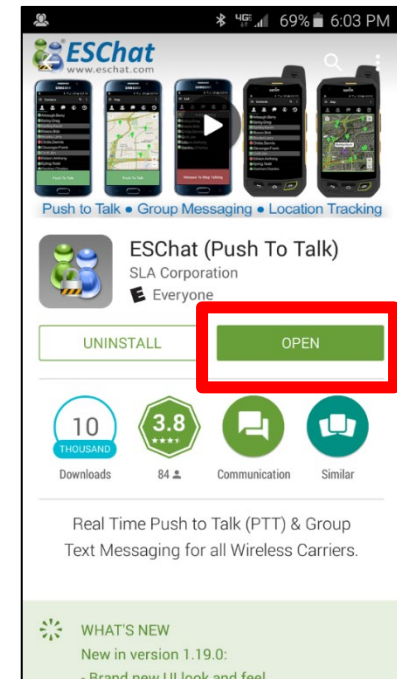
**Step 1:**  
Open the Google Play Store  
and search for ESChat.  
Select "Update"



**Step 2:**  
Acknowledge Permissions.



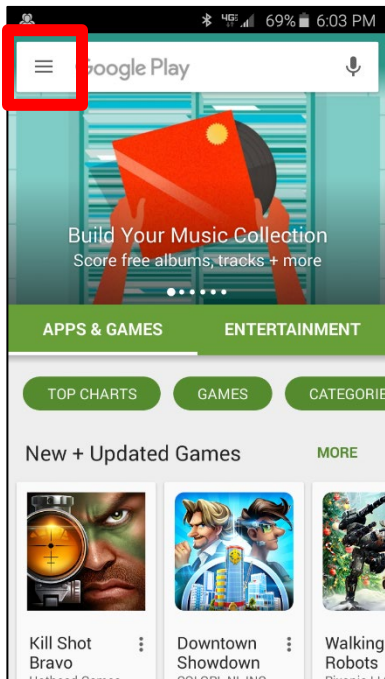
**Step 3:**  
Wait for Installation to Complete.



**Step 4:**  
Open ESChat.

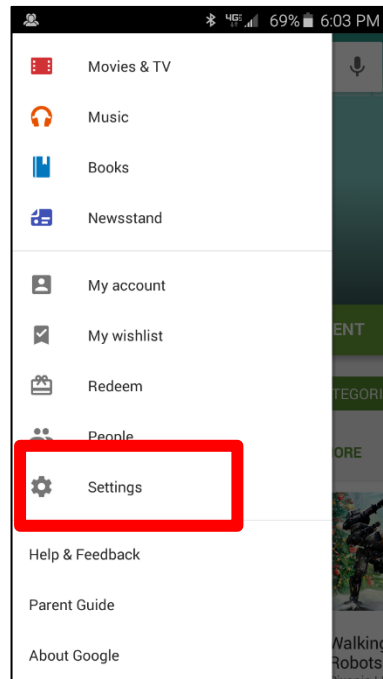
## Configure Android to Auto Update ESChat

### To configure ESChat for Automatic Updates



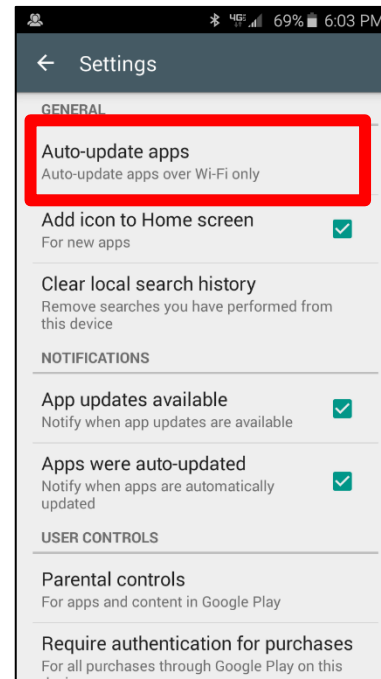
#### Step 1:

Open the Google Play Store and select the "Menu" button.



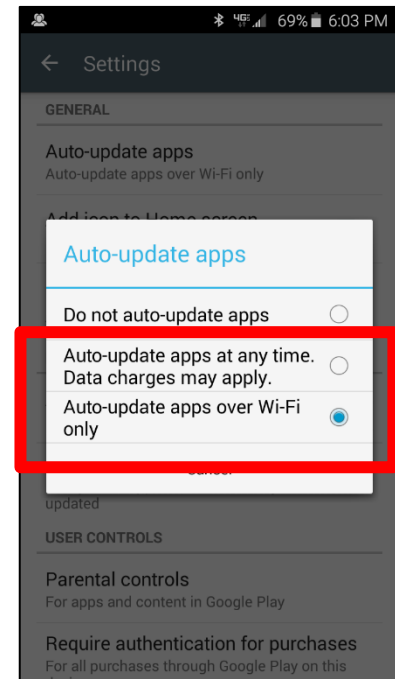
#### Step 2:

Select Settings.



#### Step 3:

Wait for Install to Complete.



#### Step 4:

Open ESChat.

