USER GUIDE
MOBILE

Intrepid
NETWORKS®

RESPONSE

MOBILE QUICK START USER GUIDE

Intrepid
NETWORKS®

COMMUNICATE, COLLABORATE, COORDINATE

The Intrepid Response platform is a low-cost simple-to-use web and mobile situational awareness platform for day-to-day and emergency operations.
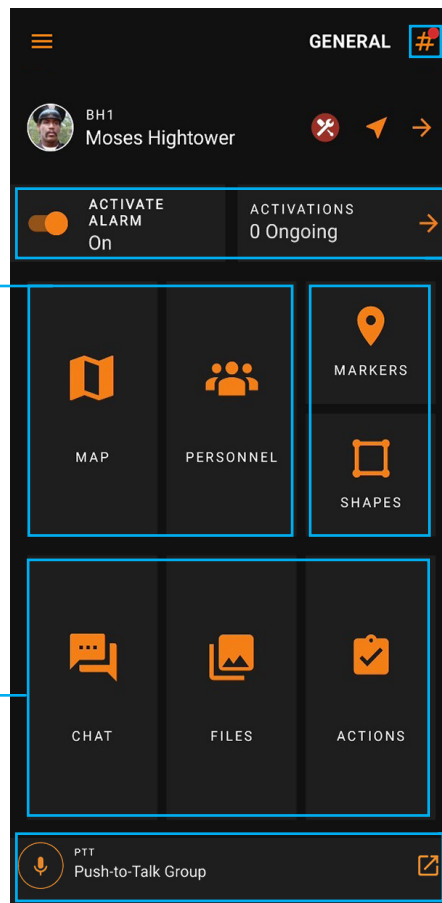
INTREPID RESPONSE DASHBOARD

CHANNELS

Channels segregate information into operational containers with controlled user assignment.

ACTIVATE

A simple-to-use emergency notification and response team mobilization tool.

LOCATE

Interactive mapping solution based on Google maps with various layers of geospatial data including live user locations, static markers, shapes and traffic. Additional features are available such as turn-by-turn directions and high quality satellite maps.

CONNECT

A multi-layered collaborative workspace that provides secure team communications and sharing of digital content on demand.

PUSH-TO-TALK

Interoperable with leading Push-to-Talk platforms for seamless voice and data integration.

The Locate, Connect, Activate and Push-To-Talk modules can be purchased in any combination or independently in accordance with your operational needs and budget.

MOBILE RESPONSE QUICK STARTUP

1. Open the Response App from the home screen.

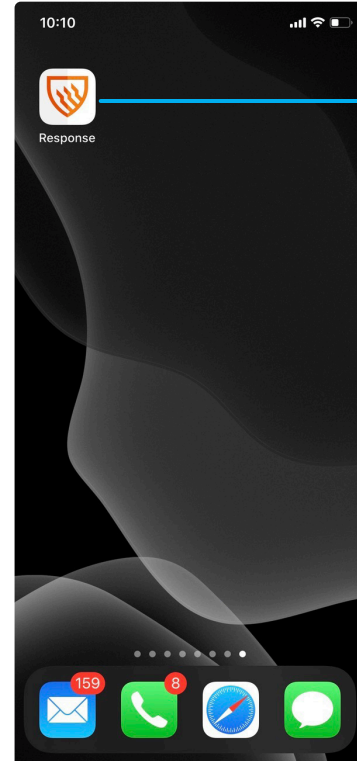**2.** Log in with your user name and password credentials.*

*Contact your Response Organization Administrator if you do not have credentials

3. Once the application is open, verify that the Active Location icon is orange making you visible on everyone's Locate map. If the icon is gray, you are **not** visible on the Locate map and you must tap the icon to enable location sharing.

4. Click on the Select Channel icon in the top right of the dashboard to verify which operational channel is currently active. The General channel is the default main Response channel that contains all users of an organization and should be highlighted in orange. You may also select additional channels from the list view. After you have selected a channel, the application will automatically return you to the main Response dashboard.
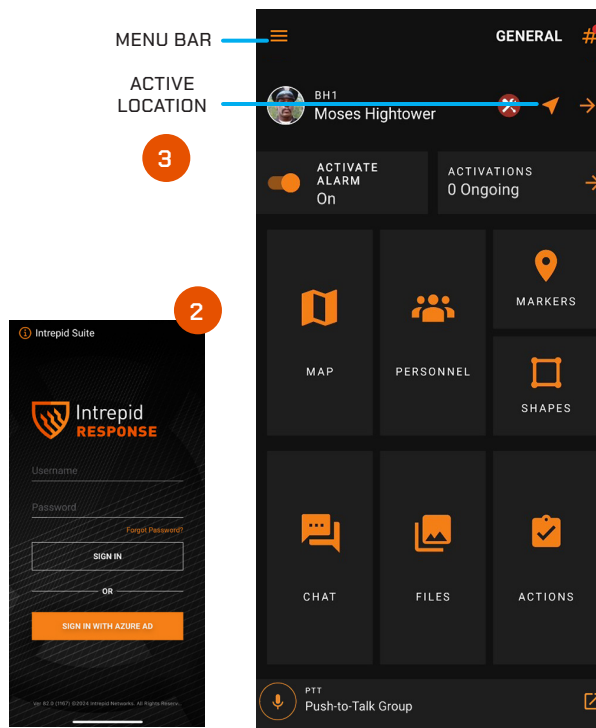
NOTE: If your dashboard does not display all the modules that you expect, please contact your Response Organization Administrator to add the appropriate module license permissions for your user account.

NOTE iOS Users: Starting with iOS 14, Apple requires specific configuration to allow reporting location from the background. To enable this:
1. Go to your device Settings, **2.** Scroll down and tap on "Intrepid Response" from the list of apps, **3.** then tap "Location", and **4.** then tap "Always". This will enable your peers to know where you are when the app is open on your phone but isn't on your screen.
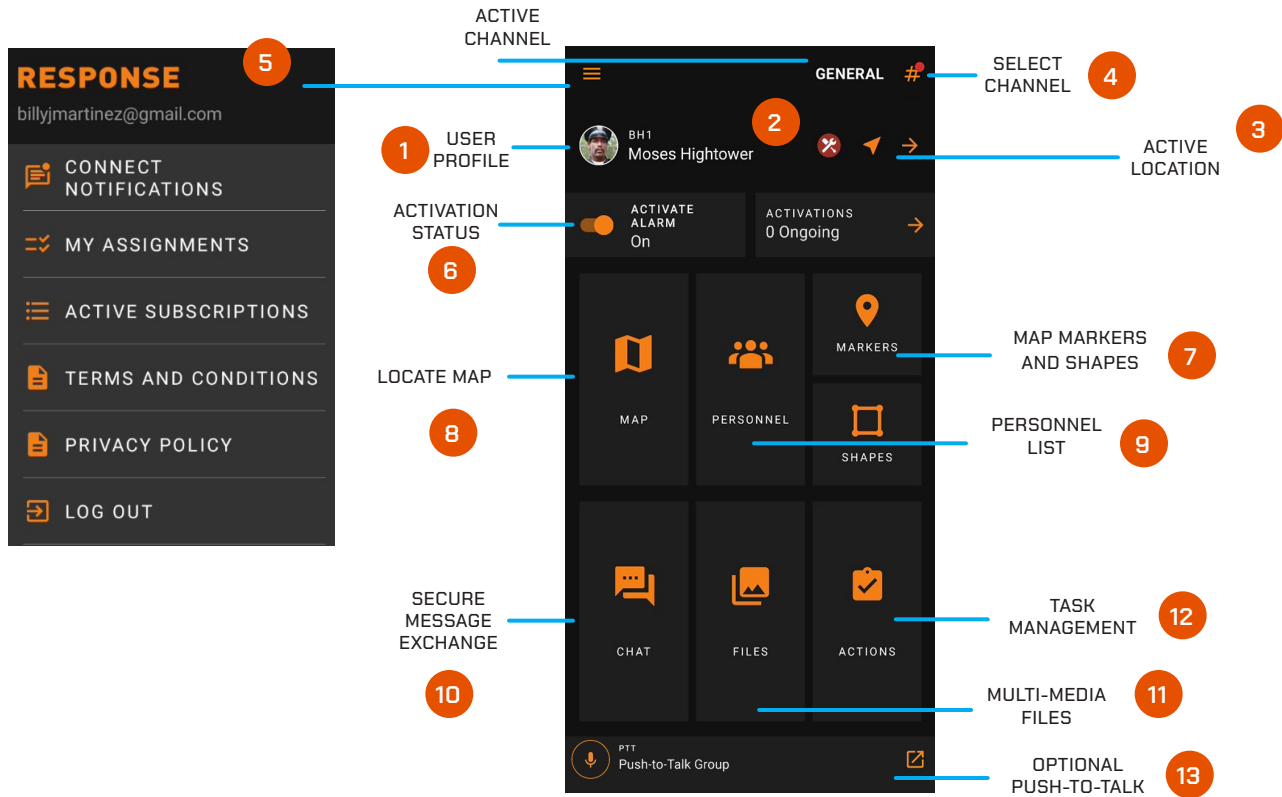
INTREPID RESPONSE ICON

1

MENU BAR

ACTIVE LOCATION

GENERAL

SELECT CHANNEL

BH1
Moses Hightower

ACTIVATE ALARM
On

ACTIVATIONS
0 Ongoing

MARKERS

MAP

PERSONNEL

SHAPES

CHAT

FILES

ACTIONS

PTT
Push-to-Talk Group

3

4

2

Intrepid Suite

Intrepid
RESPONSE

Username

Password

Forgot Password?

SIGN IN

OR

SIGN IN WITH AZURE AD

MOBILE DASHBOARD AT A GLANCE

ACTIVE CHANNEL

5

RESPONSE
billyjmartinez@gmail.com

CONNECT NOTIFICATIONS

MY ASSIGNMENTS

ACTIVE SUBSCRIPTIONS

TERMS AND CONDITIONS

PRIVACY POLICY

LOG OUT

SELECT CHANNEL **4**

GENERAL

1 USER PROFILE

2

BH1
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ACTIVE LOCATION

ACTIVATION STATUS

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ACTIVATE ALARM
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LOCATE MAP

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SECURE MESSAGE EXCHANGE

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TASK MANAGEMENT **12**

MULTI-MEDIA FILES **11**

PTT
Push-to-Talk Group

OPTIONAL PUSH-TO-TALK **13**

1. User Profile: Change your profile picture, name and call sign that will be utilized within the Response platform.

2. User Team Color and Icons: Choose your role from many unique icons as well as the icon color.

3. Active Location: Turn location sharing on or off, orange is active and gray is inactive.

4. Select Channel: Open the Channels list view and select the channel you want to become active.

5. Review Active Subscriptions, Terms and Conditions, Privacy Policy, and Log Out through this menu.

6. Activation Status: Toggle to adjust your activation status on or off so you can receive call out requests through Activate. See all Ongoing Activations by selecting the Activations Tab.

7. Map Markers and Shapes: Easily access any markers and shapes that have been added to the map.

8. Personnel List: List of active and stale personnel on your channel.

9. Locate Map: View live locations of personnel, markers and areas of interest on a Google map.

10. Secure Information Exchange: Share text messages, photos, documents and numerous other multi-media types.

11. Multi-Media Files: All multi-media files shared in a channel can be viewed and manged here.

12. Task Management: Create, edit, assign and close tasks within each channel.

13. Push-To-Talk: If enabled, press here to open your PTT application paired with Response.

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HOW TO USE MOBILE

1. User Profile

Click your name or tap the arrow in the same section of the Response dashboard to edit your profile. Update your profile photo, call sign, team color, user role icon, change your login password or add a URL link to your profile.

2. Map

Click the "Map" tile on the dashboard to view locations of all users in the selected channel as well as markers and other geospatial data. This includes shapes drawn on Locate web that are viewable on mobile clients.

Selecting the vertical 3-dot menu button in the upper right-hand corner of this screen allows you to choose various personnel and marker display options. Use common gestures (swipe, double tap, pinch, etc.) to move around the map or zoom in and out.

Selecting the map settings icon on the upper-left side of the map adjusts the map view type to Standard, Satellite, or Night Mode. Also select map details like traffic, shapes, and overlays of additional channels. The box menu icon will remove the top Channel bar, giving you a larger map view.

Tapping on an individual user icon will display a pop-up with more detailed information. Click on the vertical three dots on the right-hand side of the pop-up to select turn-by-turn directions to that individual. If PTT is enabled, other voice calling options will be available as well.

To create static map markers, touch and hold the spot where you would like to place a marker.

A menu will appear to "create map marker". Add marker name (optional), insert a URL link (optional), and define the marker icon and color. When complete, click "Done" in the top right corner. The marker will now display on the Locate map.

To remove a marker you placed, select the marker and click to display the pop-up menu, choose the three dots menu on the right and select delete. You are also able to edit the marker from this pop-up.

3. Personnel

Choose the "Personnel" tile on the Response dashboard to view all active and stale users in the selected channel. The Personnel list is sorted by linear distance of other users to yourself, with the closest user at the top of the list. View first and last name, call sign, profile picture and get turn-by-turn directions to their location.

Intrepid RESPONSE
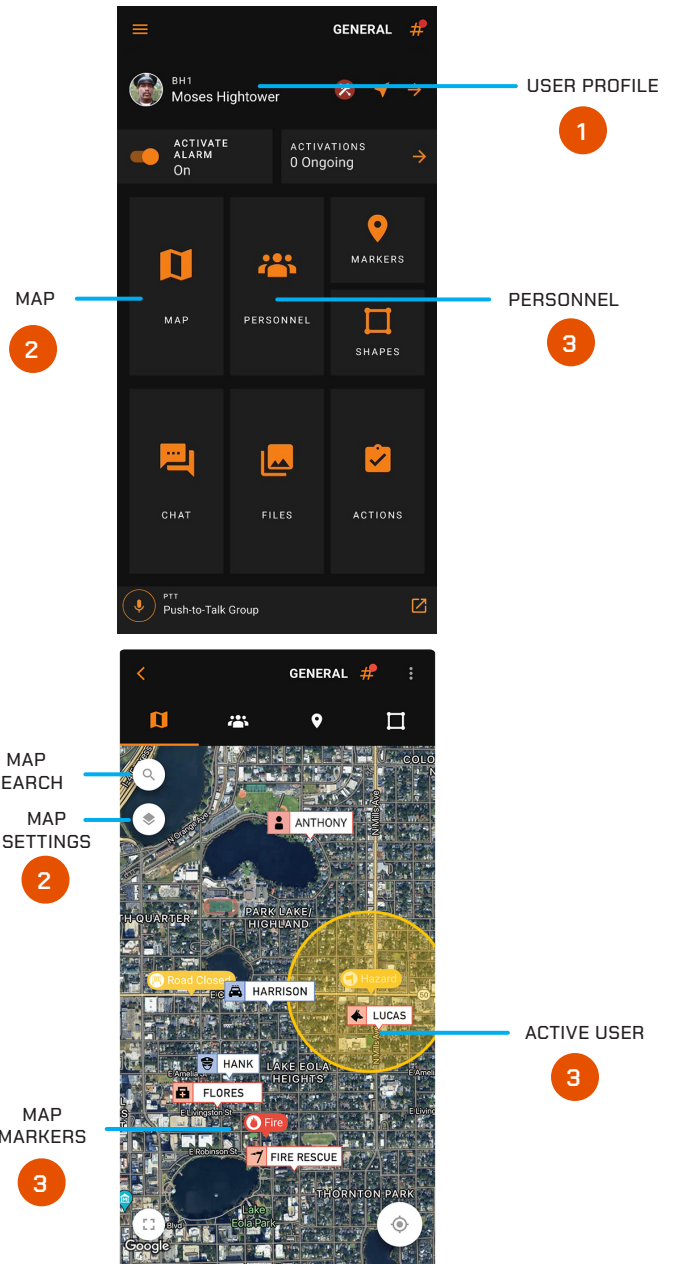
4. Channels

Channels segregate information into operational containers and only allow invited users to share and view operational data within unique channels. Channels enable organizations to manage multiple operations, departments, sectors, groups or investigations simultaneously within Response. To change your active channel, tap the Select Channel icon at the top right of the application and choose the desired active channel from the list. When connected, Response automatically returns to the main Response dashboard.
NOTE: Your location will only be visible on the active channel. Other information shared within that channel will only be stored in that channel container. The General channel includes everyone in your organization and is your default channel upon first time login. The Personal channel only contains yourself and is useful for information you do not want to share with other users at that time.

Channels that contain users from other organizations, called Mutual Aid Channels, are identified by the icon "⤳".

5. Activate

Change the Activation Status slider position right or left to choose either a status of available or unavailable for activation requests. To view Activations that are Ongoing, select the arrow to the right.

6. Markers and Shapes

Select Markers or Shapes to see a list of all active markers and shapes displayed on the Response map. Add new markers by pressing your finger down on the screen labeling the new marker.

7. Secure Message Exchange

Select the Messages tile on the lower-left side of the Response dashboard to share information within the active channel. Messages allow you to create, send and receive instant messages, files, PDF's, photos, short video files, tasks as well as other multi-media formats. To share only a text message, type in the "Send Message" dialog box at the bottom. Optionally, choose the "+" icon to select and share other multi-media types.

8. Multi-Media Files

Select the Files tile on the Response dashboard to only view and manage multi-media files within your active channel. Choose from various multi-media file types from this screen, select the "+ Add" at the bottom and choose from file types to add short video files, photos (existing or new capture), notes, tasks, contacts, and collaborative whiteboards.

9. Task Management

Selecting Tasks on the Response dashboard provides the user the streamlined capability to create, manage and delete tasks. Create a Task item by pressing the "Add a To-Do Item" icon at the bottom of the screen. Once created, you can title the task and add specific information. To fulfill a task, click the box on the left of the task to mark complete. Tasks also can be created in Messages as one of the multi-media formats.
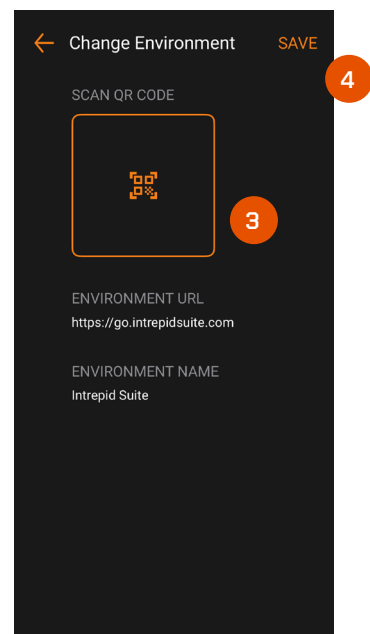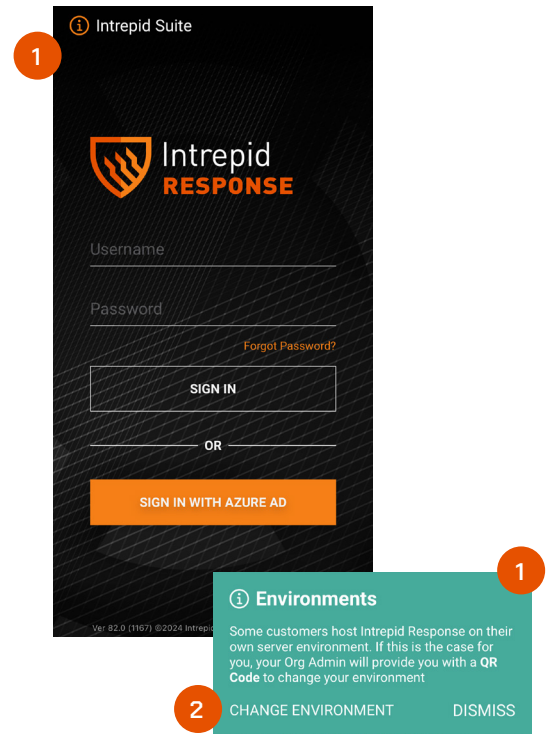
10. Push-to-Talk

Intrepid Response integrates with the leading PTT solutions. If enabled, selecting the Push-To-Talk tile opens your paired PTT application.
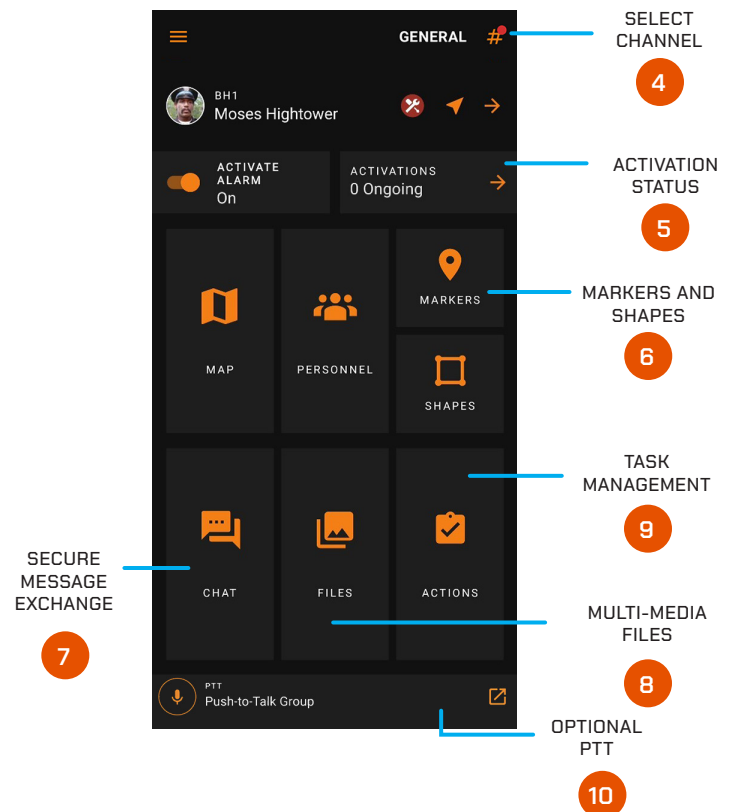
MOBILE: CHANGE ENVIRONMENTS

1. Navigate to the Login Screen of the Intrepid Response App. In the upper left hand corner, select the "i" within a circle icon next to the Intrepid Suite. This will open a pop-up menu for Environments and will give you more information about changing Environments. A custom QR Code is needed to change your Response Environment.

2. Select "Change Environment" on the Environments pop-up menu to be taken to the "Change Environment" Menu. Here you can see the Environment URL and Name that you are currently in, along with the option to click "Scan QR Code" to change the active Environment.

3. Select the "Scan QR Code" Box to open the device camera within the Response App. Hold your device camera in front of the New Environment QR code and allow it to scan the code. The camera screen with automatically close once the scan is successful.

   NOTE: Custom Environment QR Codes are available through your Organization Admin. Please contact your Organization Admin to provide the necessary QR Code needed to change the active Environment. Intrepid Networks can provide a QR code to switch back to our own Server Environments.

4. Click "**Save**" after your QR Code is scanned to confirm your operating Environment. This will save your new Environment and automatically bring you back to the login menu. Log into the Response App as normal.

ⓘ Intrepid Suite

Intrepid RESPONSE

Username

Password

Forgot Password?

SIGN IN

OR

SIGN IN WITH AZURE AD

Ver 82.0 (1167) ©2024 Intrepid

ⓘ **Environments**

Some customers host Intrepid Response on their own server environment. **If this is the case for you, your Org Admin will provide you with a QR Code** to change your environment

CHANGE ENVIRONMENT   DISMISS

← Change Environment   SAVE

SCAN QR CODE

ENVIRONMENT URL
https://go.intrepidsuite.com

ENVIRONMENT NAME
Intrepid Suite

MOBILE ACTIVATE USER GUIDE

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ACTIVATE MOBILE

1. The Activation status bar indicates your availability for emergency notifications and activation requests. Choose either available or unavailable as your current assignment dictates. Available is highlighted in orange and unavailable is grayed out to increase the visibility of your selection on the Response dashboard.

To receive an activation request on Response, you **MUST** select available.

NOTE: Upon each distinct user login, your availability will automatically default to Available.

2. Once the activation creator sends an Activation request, you will receive a pop-up notification alerting you to the incident. Depending on your notification settings in the Response Admin web application, you will also receive SMS text message and email notifications. Confirm your disposition for the activation request by choosing either Accept or Decline.

Once the activation is accepted, this will notify your activation creator that you will participate on the response team. If you decline the request, this will notify the activation creator that you will **not** participate on the response team.

3. Upon accepting the activation request, a pop-up will display the exact location of the incident, time the activation was sent, duration of the incident so far, the activation creator's name and any additional notes included in the activation. Selecting the directions icon or tapping the address bar of the incident will provide you with turn-by-turn directions to the location.

4. You also can cancel the activation after accepting, by pressing the red Decline button at the bottom of the dashboard. A pop-up notification will appear to confirm activation cancellation, select yes or no as desired.
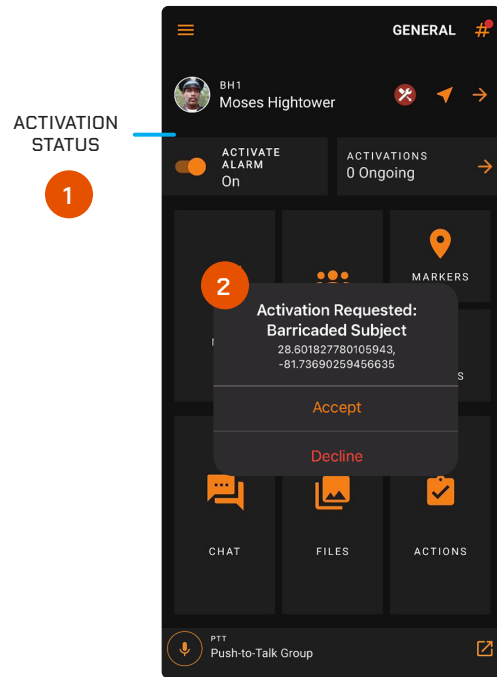
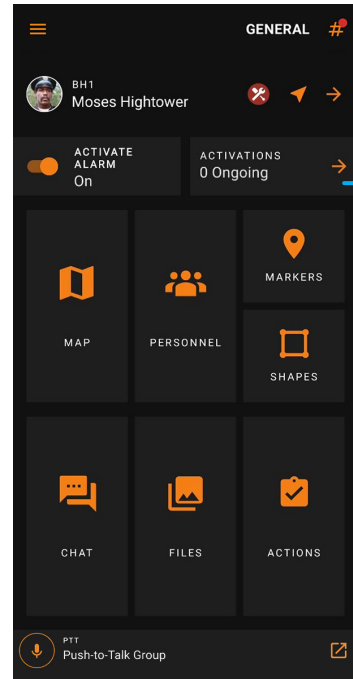ACTIVATION STATUS
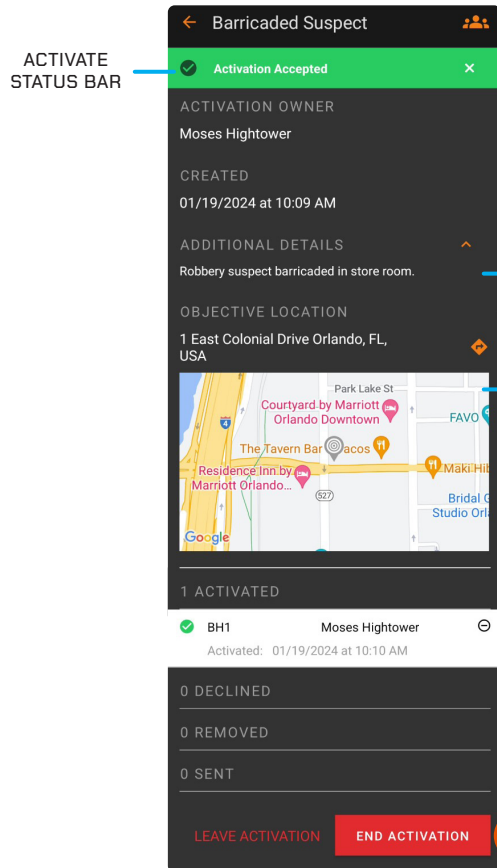
ACTIVATE STATUS BAR

INCIDENT DETAILS

TURN-BY-TURN DIRECTIONS

ACTIVATE MOBILE: CREATE ACTIVATION

Mobile users have the capability to create activations. Once an activation is created by the user, personnel are then selected to send notifications to request they accept the activation. The user creating the activation is responsible to monitor the status of the activation and 'end' the activation when it is completed.

1. To create an activation from mobile, the user will click on the Ongoing Activations arrow. The 'Ongoing Activations' list will then appear.

2. From the Ongoing Activations, the user will click on the '+' button. The 'Create Activation' form will appear.

3. An Activation can also be created directly from a Marker on the Response Map. Select and expand any Marker that is active on the Map and click 'Create Activation.' Users will be taken to the 'Create Activation' screen on page 12. The Activation information will be pre-populated based on the marker name and placement.
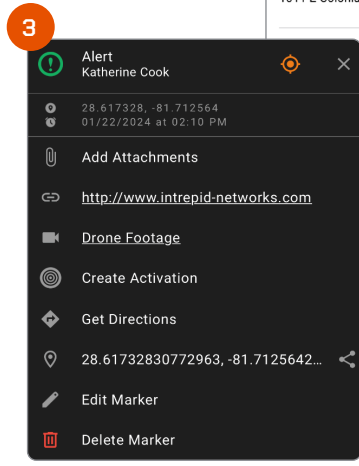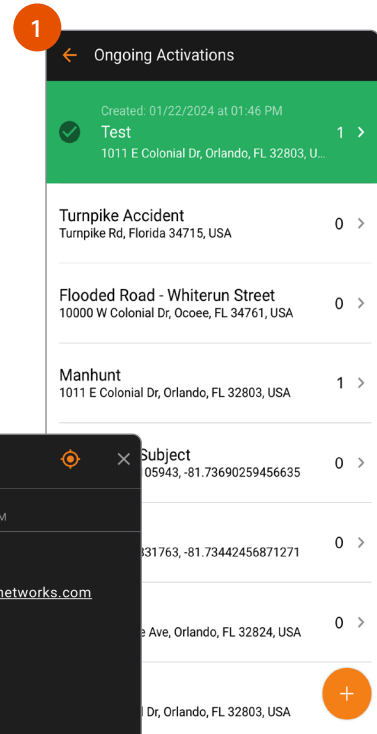
ACTIVATE MOBILE: CREATE ACTIVATION CONT.

4. The user must, at a minimum, fill in the Activation Nature and the Activation Location fields. Once these fields have been entered, the user will click on the 'Create' in the upper right hand corner of the mobile. Confirmation of the newly created Activation will appear in the green banner at the top of the form.

5. Select the 'Enter Activation Location' text box to add a incident location address. This will take the user to another screen where they can input the incident location and verify it with Google Maps automatically populated address list.

6. The checkbox 'Create an Associated Incident Channel' is an option to create a unique channel which will be used to collect messaging and artifacts for the activation.

7. When the Activation is created, the user will receive a confirmation.

NOTE: Users can receive critical notifications through SMS messages. These notifications are for the purpose of activation during a call-out. See the admin manual for instructions on how to register your phone to receive SMS messages.
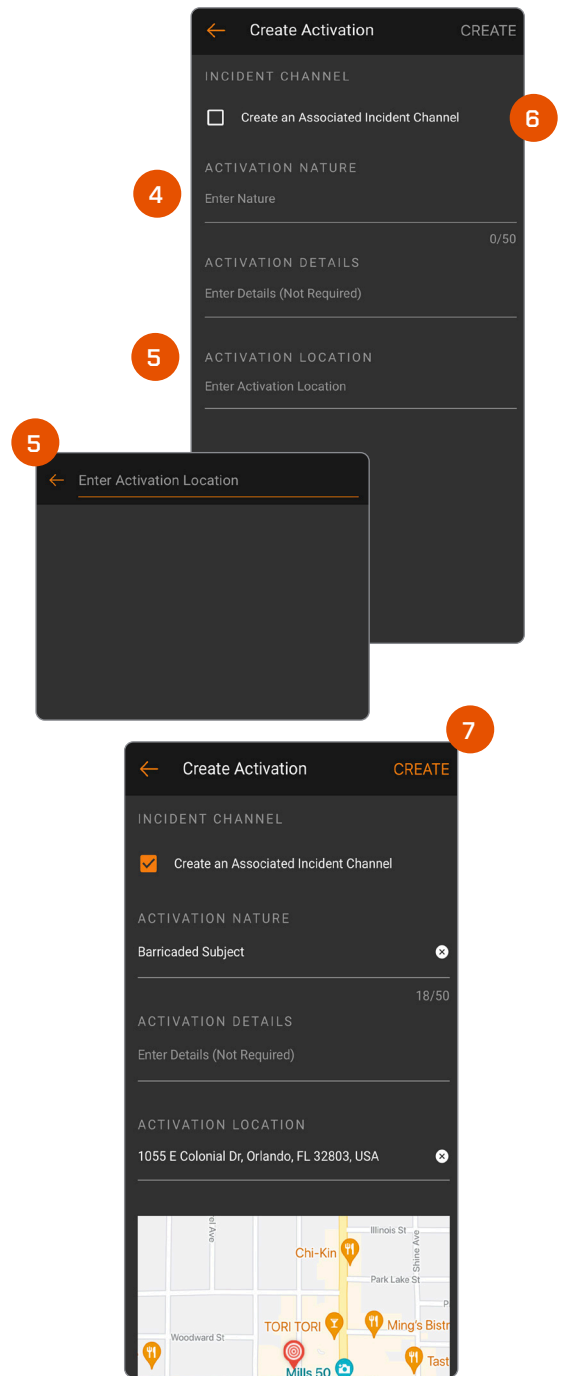
ACTIVATE MOBILE: ADD PERSONNEL

The next step for the creator of the activation is to assign personnel to the activation.

1. Click on the personnel icon in the upper right corner of the screen. The 'Add Personnel' form will appear.

2. The user can add personnel to the Activation by selecting groups and personnel either by checking 'Select All' or by individually selecting the group(s) or user(s) available to be activated.

NOTE: Users MUST be active, in an 'available' status, and online to show as a possible resource for an activation.

3. When the user has made their selection(s), the user will click on the 'Send' in the upper right had corner of the mobile. This will cause notifications to be sent out to the selected users and groups.

Notifications are sent to each user that was requested in the 'Add Personnel' form. An SMS and email message is sent to each user as well. In the Response application the user is immediately presented with the request to accept or decline. Clicking on Accept will take the user to the Activation form they have accepted.

4. Filter Users by Activation Status. See specific users who have already accepted or declined an Activation request, have been removed from the Activation previously, or who are currently being sent an Activation request.

5. See how a user can be notified of an Activation invitation with Notification Availability icons. See if a user has Activation Alarms turned off or on or if they have a verified phone number or email tied to their account.
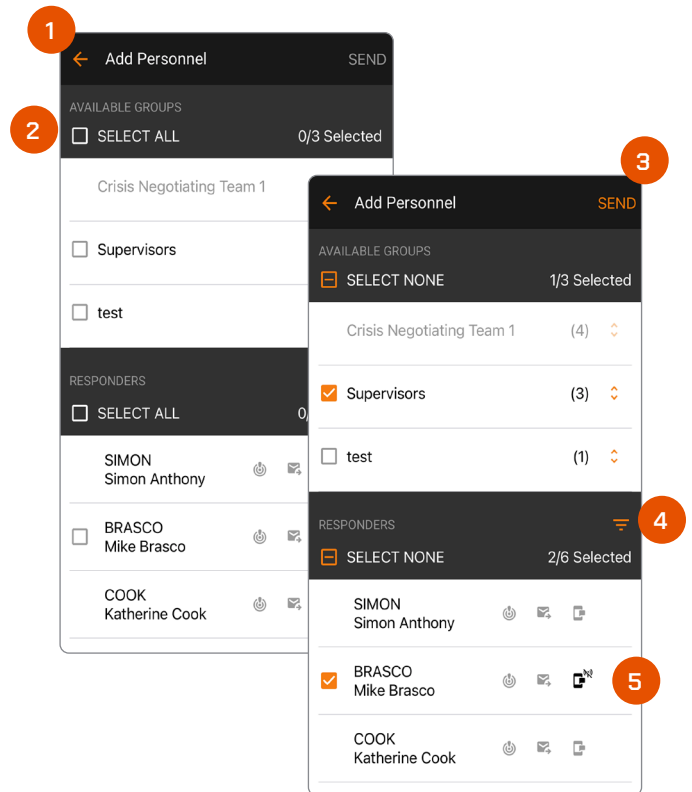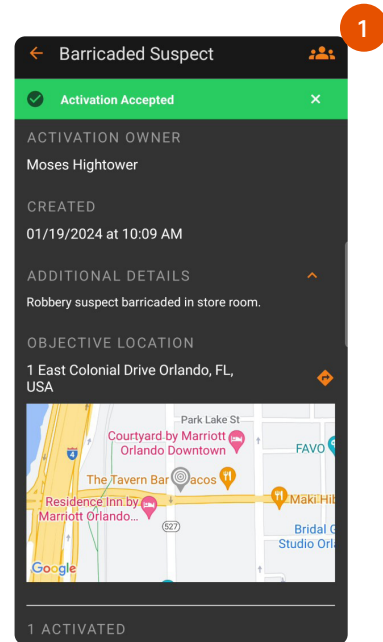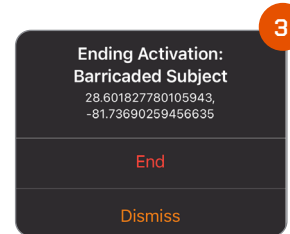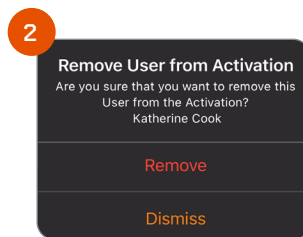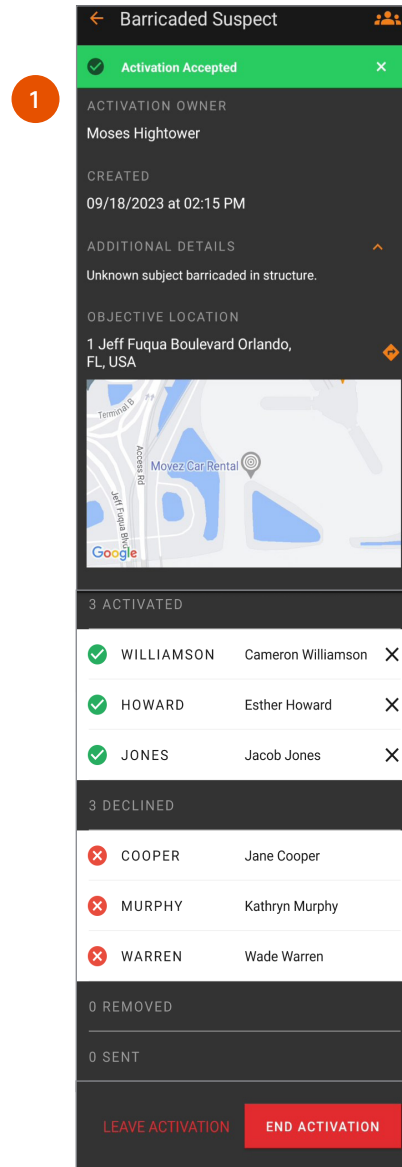
ACTIVATE MOBILE: MONITOR ACTIVATION

1. The owner of the activation and an account admin can monitor the assignment of personnel to the activation. The mobile application is updated based upon the response from the users that were notified. See which users have accepted, declined, or have yet to respond to the activation request at any time.

2. To remove personnel from the activation, the owner or Admin can remove individual users by clicking on the associated '-' by the user's name. A verification will then appear to remove the user.

NOTE: To ensure that a user can not be removed by mistake, the owner of the activation will need to 'confirm' the removal of that user on an additional pop-up menu.

3. To end an activation, the owner can click on the 'End Activation' button. The user will receive a dialog to confirm that they are ending the Activation. Users can also leave the activation at any time by selecting 'Leave Activation.'

ACTIVATE MOBILE: NEW CHANNEL

The ability to create an Incident Channel for an Activation is now a selection on the Create Activation form. Selecting this option will create a channel that is named by the Nature of the Activation and the date of the Activation.

When a users accepts the activation, their 'Active' channel will be changed to the Activation's Incident Channel. The purpose of creating this channel is to allow all communications associated with a specific activation to be easy to view and act on.

1. Click on the 'Create a Associated Incident Channel' check box to automatically create an incident channel for the new activation.

2. When the user creates an Activation with an associated Incident Channel, the user will be notified that both the Activation and Incident Channel were created.

3. The Active Channels list will also show the newly created incident channel.

NOTE: The Associated Incident Channel is made the user's Active Channel when the user creates or accepts the activation request.

When the activation is completed, the user will be associated with the Incident Channel until they choose another active channel or accept another Activation.

Did You Know:

Did you know Intrepid APIs support notifying a supervisor of an event so that they can choose to activate resources?

If you have an alarm system or a gunshot detection system your vendor can initiate an API to prompt a supervisor in Response to initiate a preloaded activation. Contact you account manger to learn more.
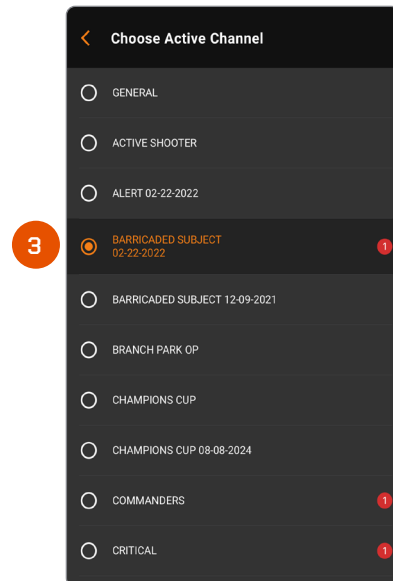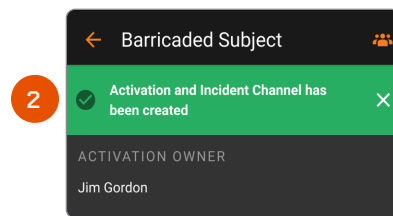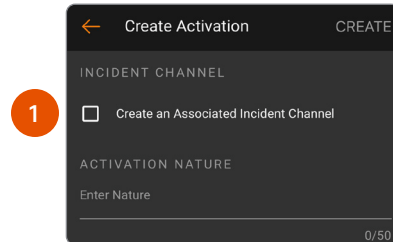
MOBILE
LOCATE
USER GUIDE

Intrepid
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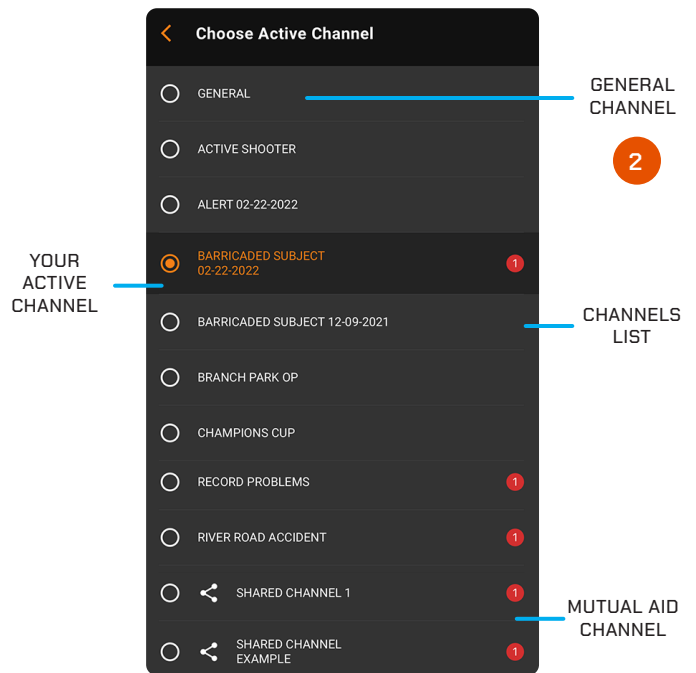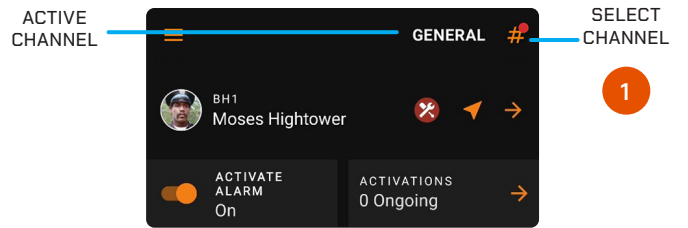# LOCATE MOBILE: SELECTING CHANNELS

Channels

Channels segregate information into operational containers and only allow invited users to share and view operational data within unique channels. Channels enable organizations to manage multiple operations, departments, sectors, groups, or investigations simultaneously. Channels are created by your organization administrator.

1. To change your active channel, tap the Select Channel icon at the top right of the application. Choose the desired channel from the list. When connected, Response automatically returns to the main Response dashboard and will display the name of your active channel. Mutual Aid Channels contain members from other organizations and are recognized by the icon " ".

NOTE: Your location will only be visible on the active channel. Information shared within that channel will be stored in that container and not accessible by other non-active channels. You can view multiple map channels by clicking on the Visible Channels icon " " on the Locate Map.

2. The General channel includes everyone in your organization and is your default channel upon first time login.

NOTE: Before removing or deleting a specific User from the Intrepid Response Platform, please note that doing so will cause all Markers, Shapes, Messages, and Files created by that User to also be removed from the Locate Map, Connect and Notebook Log, and Channels that the User was a part of. Instead of removing a User completely, we recommend toggling that User's profile status to "Inactive" within the Admin Web portal. Doing so will allow those Markers, Shapes, Messages, and Files to remain within the Platform, while not adding to the total subscription count of a organization.

ACTIVE CHANNEL

SELECT CHANNEL

GENERAL

BH1
Moses Hightower

ACTIVATE ALARM
On

ACTIVATIONS
0 Ongoing

1

Choose Active Channel

GENERAL

ACTIVE SHOOTER

ALERT 02-22-2022

BARRICADED SUBJECT 02-22-2022   1

BARRICADED SUBJECT 12-09-2021

BRANCH PARK OP

CHAMPIONS CUP

RECORD PROBLEMS   1

RIVER ROAD ACCIDENT   1

SHARED CHANNEL 1   1

SHARED CHANNEL EXAMPLE   1

GENERAL CHANNEL

2

YOUR ACTIVE CHANNEL

CHANNELS LIST

MUTUAL AID CHANNEL

LOCATE MOBILE: PERSONNEL LIST

1. Each user tile displays the team color (left-hand bar color), profile photo, call sign, full name and linear distance of this user to yourself. Select a user tile from the list to view that user's location on the map and also get turn-by-turn directions to the selected user's location.

2. The Personnel list is sorted by linear distance of other users to yourself, with the closest user at the top of the list. The distance is displayed in miles on right-hand side of each user tile.

3. Click the Back Arrow to return to the main Response dashboard.

4. Click the Select Channel icon to change the active channel.

5. Stale users will always appear grayed out on both the Personnel List and the Map.

NOTE: Stale is a specific Response user state that defines users who have lost connectivity or location for over three minutes but have not logged out of Response.

6. Select the three orange dots on the top right-hand side to open the Personnel Options menu. Additional selections are available here to manage display of assets on the map.

7. When you have multiple personnel and static markers present on the map. When you zoom out on the map all of the markers will "cluster" as a group icon with a number on it representing items in that group. Zoom in and the markers are now visible individually.

PERSONNEL OPTIONS **6**

3

SELECT CHANNEL

4

USER TILE

1

DISTANCE FROM YOUR CURRENT LOCATION

2

STALE USERS

5

MARKER CLUSTER

7
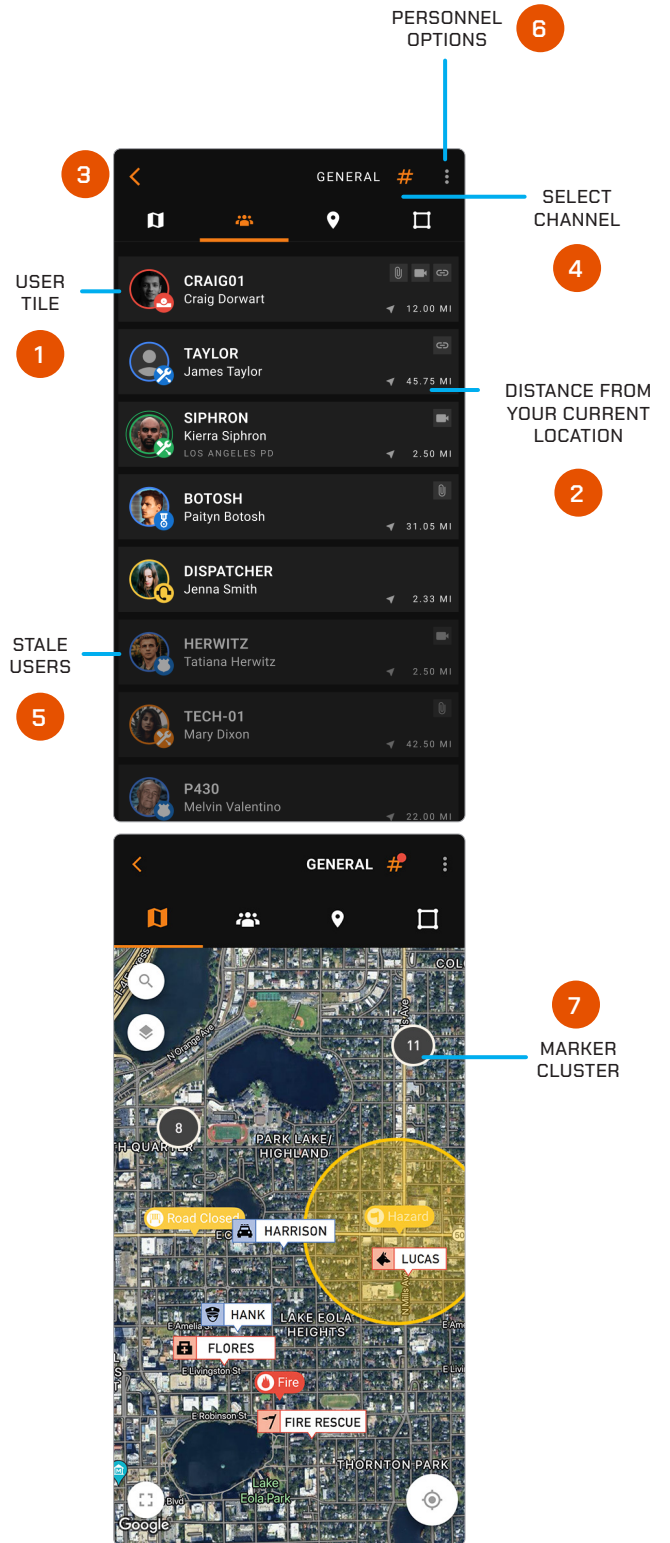
LOCATE MOBILE: MAP

1. Active user icons indicate their live location on the Locate map. Tap to expand the marker for full name, time and date of last activity in channel, plus latitude and longitude. Click the three dots on the right of the marker to get turn-by-turn directions and evoke a PTT call (if enabled) to that individual.

2. Map Markers can be created and placed anywhere on the map to mark locations of interest. Select from a wide array of icons and colors to differentiate the marker against others. Tap to expand the marker for name, URL link, time, and date created, plus latitude and longitude. Tap the three dots on the right of the marker to get turn-by-turn directions to that marker and also access Edit or Delete options.
NOTE: Users can only delete markers that they create.

3. Click the Back Arrow to return to the main dashboard.

4. Click the Select Channel Icon to change the active channel.

5. Shapes can be drawn as circles, squares, and freeform shapes to mark areas of interest.

6. Selecting the vertical 3-dot menu button in the upper right-hand corner of this screen allows you to choose various personnel and marker display options. Choose your selection and then click Save.

7. Choosing the map settings icon on the upper-right of the map provides options for the view map type: Standard, Satellite or Night Mode. Select additional map details like traffic, display shapes and overlays of additional channels.
NOTE: You can toggle between the map and personnel views with the navigation tabs near the top of each screen.
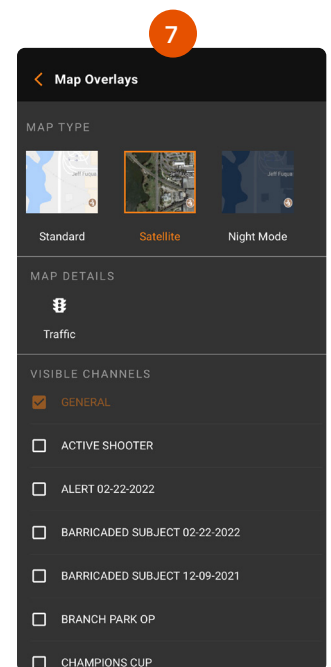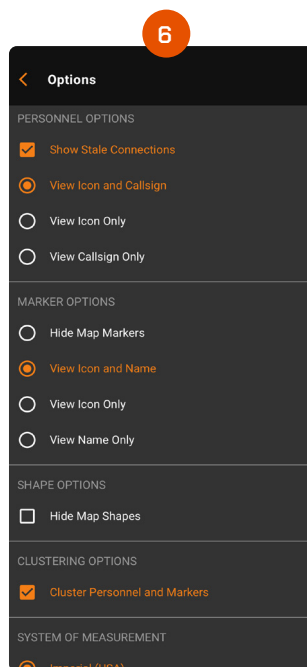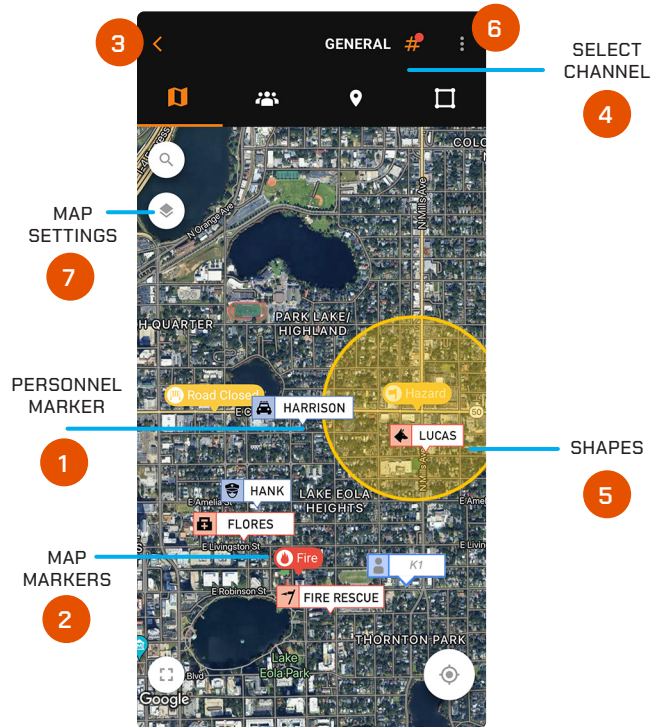
LOCATE MOBILE: MAP SEARCH

1. Map Search allows users to search for a specific location and creates a temporary marker in that location. Select the magnifying glass icon on the left to open the search box in a separate menu.

2. The Search box will open on a separate screen. Click inside the search box and start typing in your search. Users can search for a location name, address, or by specific coordinates. The search box will also automatically populate options for a completed address, similar to Google Maps. Simply click one of these options to quickly fill in the rest of the address or location name and find your search on the Locate Map.

3. Once your search is complete, the location will appear on the Locate Map. A red, temporary marker pin will appear at the location. The expanded marker menu will also appear on the bottom of the screen.

4. The expanded temporary marker menu will show the user the location they searched for, a location lock icon that can be toggle on or off, the coordinates of that location, and the option to "Add New Marker" from the existing location. Creating a New Marker will allow users to create a Locate Map marker in the same location as their search. This will open the "Create Marker" menu where users can choose a custom name and color for the marker before adding it to the Locate Map. (See page 21 for more details)
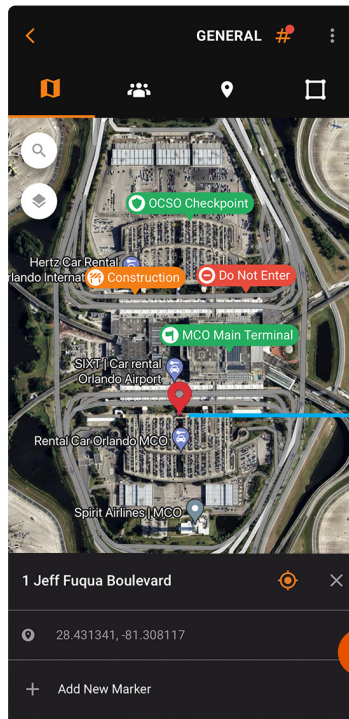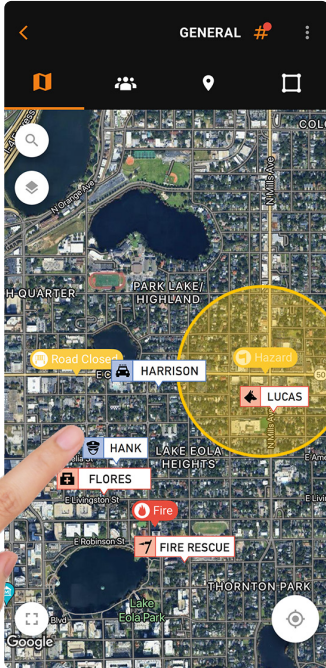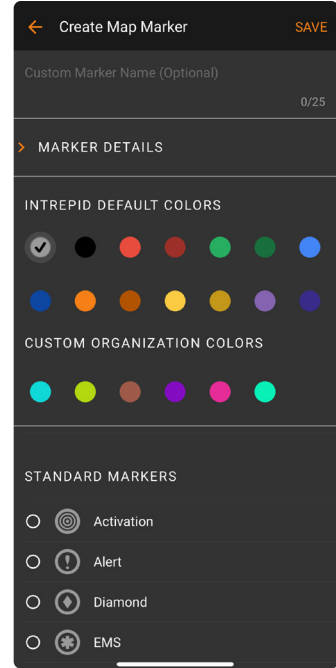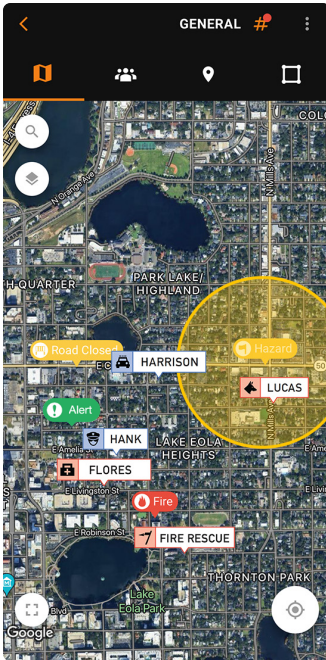
MAP SEARCH
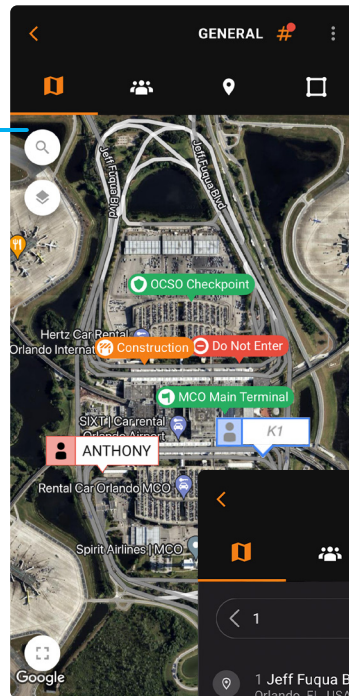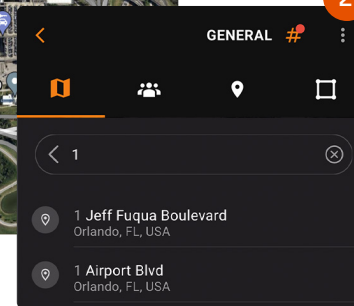
TEMPORARY MARKER

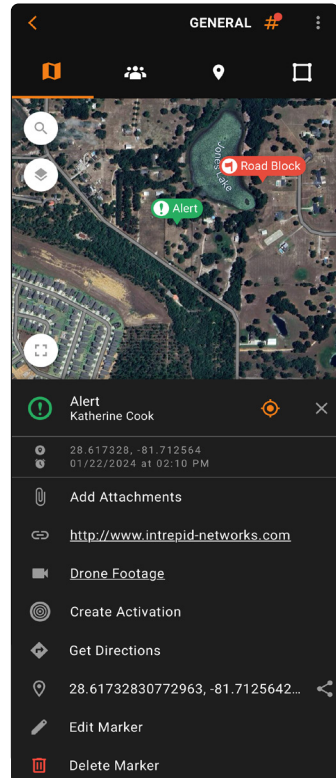# LOCATE MOBILE: CREATE MAP MARKERS

1. From the Map View, touch and hold the Map where you want to place a static location marker.

2. Select the Marker color and icon, optionally choose a custom name and/or a URL link or Video URL Link and click Done.

3. Your new Marker is placed on the Locate map.

4. Click the Marker once to view additional marker details on a pop-up. For more options select the three dots on the right to open the marker settings menu. Choose from Create Activation, add Attachment, add URL, add Video URL Link, turn-by-turn directions, edit and delete marker.

LOCATE MOBILE: MAP MARKERS ATTACHMENTS

1. Add Marker Attachments to a new or existing marker. Select the Marker you wish to add an attachment to and the Marker menu will expand. Select Add Attachments.

NOTE: Attachments can be added in the form of PDF, JPEG, or PNG. Limited to 5MBs in size.

The Add Marker Attachments menu will appear allowing you to select the option to take a photo with your camera, choose a photo from your existing photo library or attach a file from the files on your device.

Once selected, the attachment will appear on screen and can be named. Select Done to add the attachment to the marker.

2. Marker Attachments appear on the expanded marker menu once added. Attach up to 6 marker attachments to a single marker. Select Add Attachment within the Marker Attachments menu to add additional attachments.
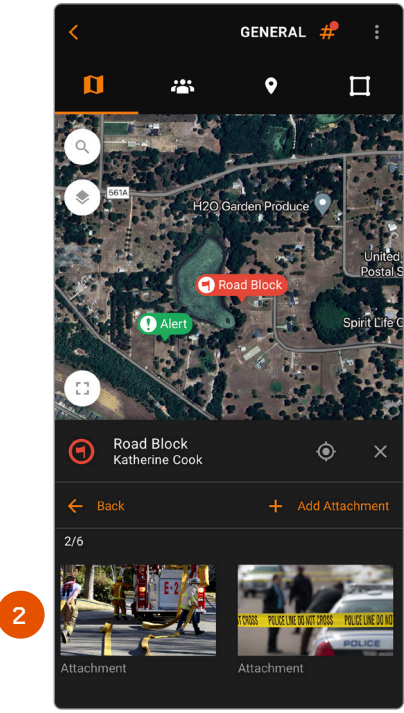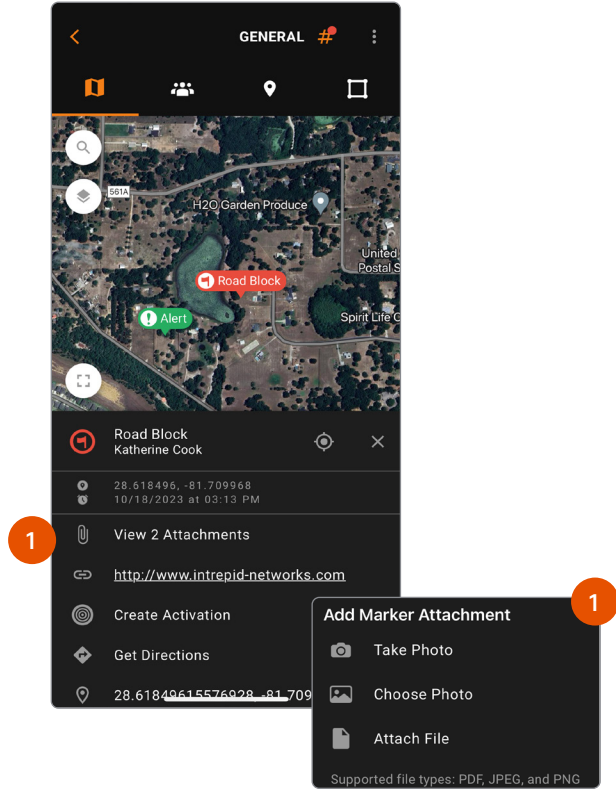
LOCATE MOBILE: PICTURE IN PICTURE

1. Picture in Picture feature allows users to watch video streaming link directly within the Intrepid Response Platform.

Picture in Picture URL links can be added when creating a marker or added to an existing marker by selecting the marker and clicking edit from the expanded menu.

NOTE: The link must begin with 'HTTPS' and end with the '.mp4' file extension.

The URL link can be selected from the expanded marker menu at any time once added to the marker.

2. The Picture in Picture video player will open full screen but users can select the 3 dot menu on screen to change the playback speed or open the separate Picture in Picture video player.

This video can be watched in a seperate box that stays on the screen as you navigate the map or other applications on your device.

NOTE: At this time the Picture in Picture video capabilities will not stay on screen when navigating to the Intrepid Connect module of the Response Platform. When other media, such as images or other shared videos, are selected this will cause the Picture in Picture video to close.
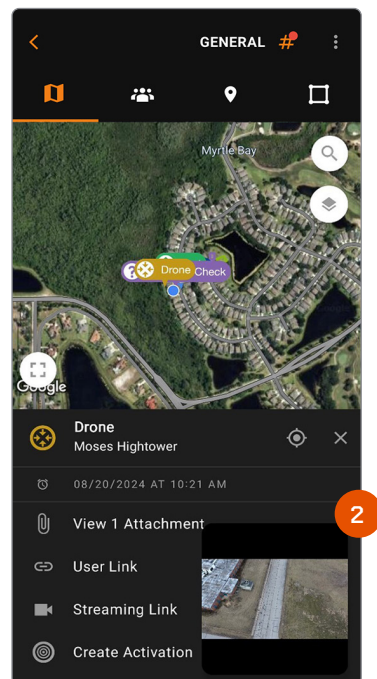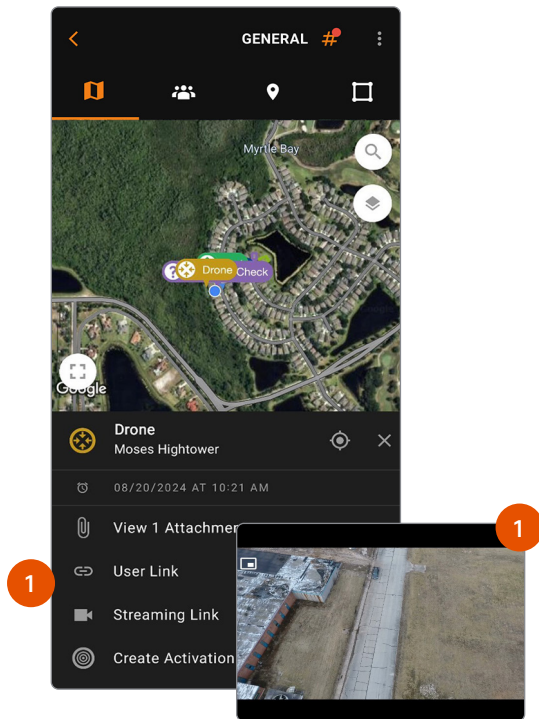
MOBILE CONNECT USER GUIDE

Intrepid
NETWORKS®

INTRODUCTION: CONNECT

Channels

Channels segregate information into operational containers and only allow invited users to share and view operational data within unique channels. Channels enable organizations to manage multiple operations, departments, sectors, groups or investigations simultaneously. Channels are created by your organization administrator.

1. To change your active channel, tap the Select Channel icon at the top right of the application. Choose the desired channel from the list. When connected, Response automatically returns to the main Response dashboard.

   NOTE: Your location will only be visible on the active channel. Information shared within that channel will be stored in that container and not accessible by other non-active channels.

2. The General channel includes everyone in your organization and is your default channel upon first time login.

3. Channel Notifications allow users to see which channels have new messages or information that they have missed.

4. Accessing Primary Connect Features
   All the primary features of Intrepid Connect (Messages, Files and Tasks) can be accessed directly from the Response dashboard by choosing either Messages, Files or Tasks.

ACTIVE CHANNEL

SELECT CHANNEL

ACCESS TO MESSAGES, FILES AND TASKS.

YOUR ACTIVE CHANNEL

GENERAL CHANNEL

CHANNEL LIST
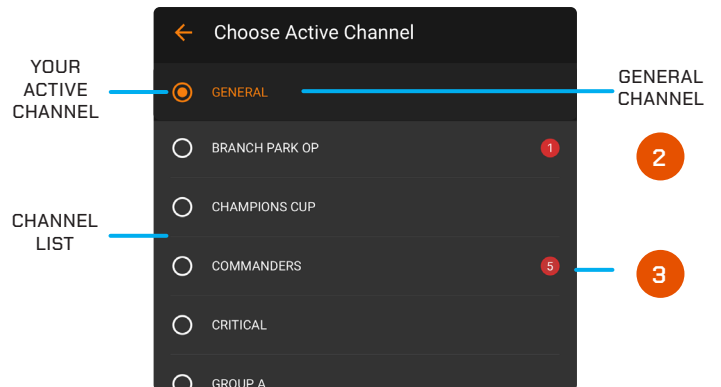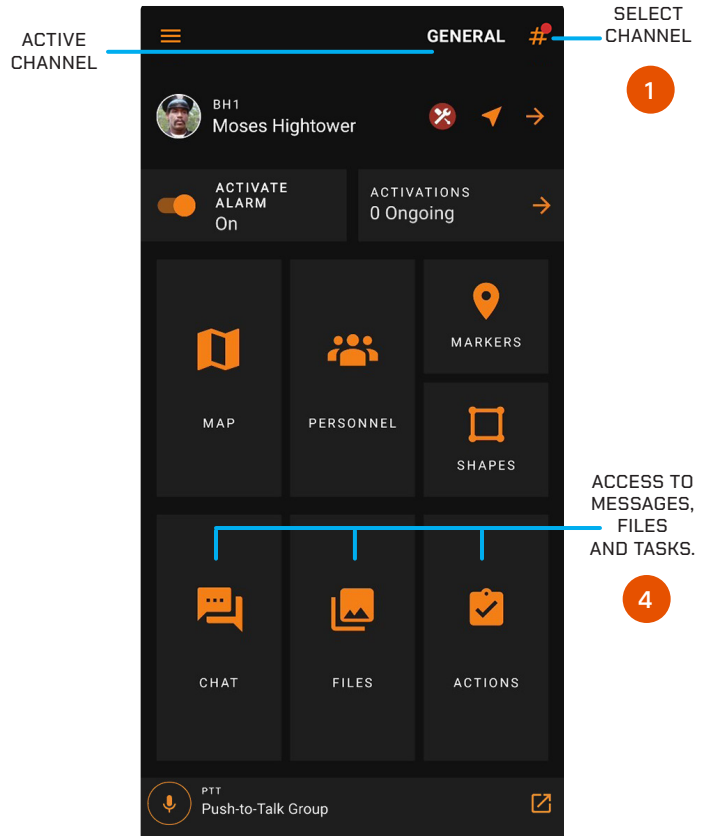
CONNECT: MESSAGES

How to Use Connect Messages

In Messages, users have many formats to share information within the active channel. These include text messages, voice messages, photos, short videos, documents, contacts, white boards and tasks. Users can also annotate drawings or embed multi-media on many of these individual message elements.

1. Voice Messages

To post a voice message, users must tap and hold the microphone icon displayed on the text entry box's bottom right. Once recorded, users can release the icon to share the recording in the active channel or cancel it by swiping the icon to the left. Once shared, the voice message will display a 'Play' icon along with the message's time duration; to playback, choose the play icon on the voice message.

2. Text Messages

To post a text message, tap the message bar that displays "Send message..." at the bottom of the screen to engage the text box. Type the desired text in the box and select return to share the text message in the active channel.

3. Read Receipts

View which team members in the Channel have seen your message by clicking on the checkmarks next to the message. A new screen will appear and show who and when each team member read the message.
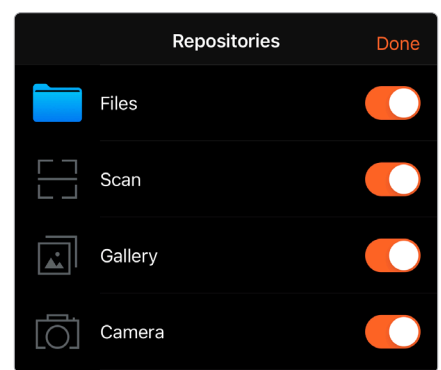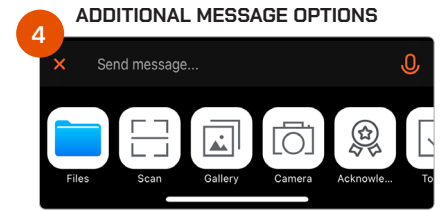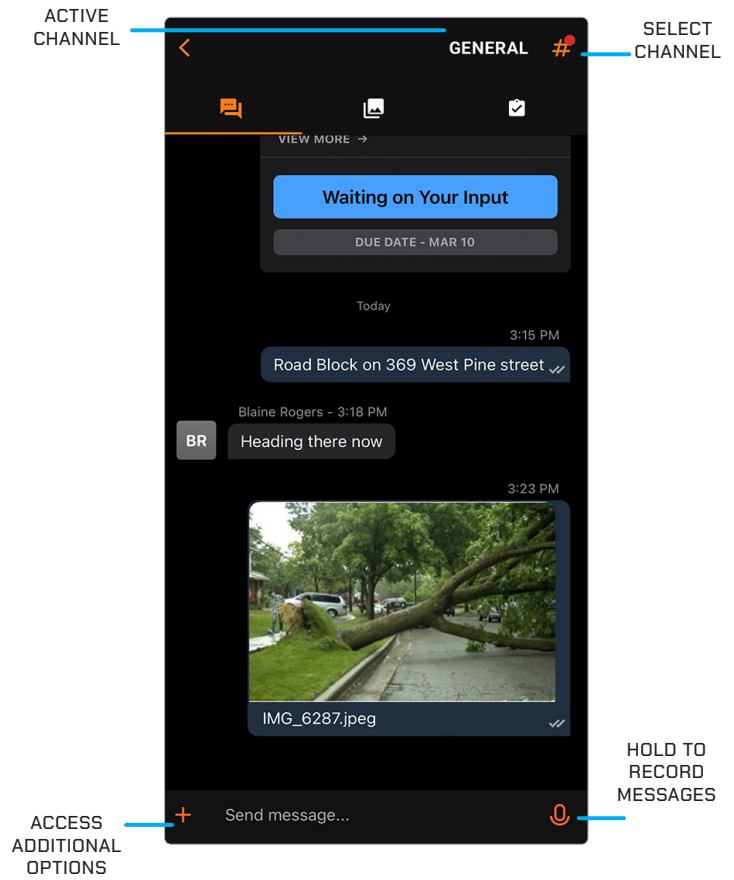
ACTIVE CHANNEL

SELECT CHANNEL

CLICK TO VIEW A TASK OR MEDIA

READ RECEIPTS

CREATE TEXT MESSAGE

ALL MESSAGE TYPES

CONNECT: MESSAGES CONT.

4. Additional Message Options Navigation Menu

To share other kinds of multi-media messages and perform more complex message operations, choose the plus "+" icon in the bottom left corner. These additional options include:

Gallery – Opens a view of all photos and videos available in the active channel.

Camera – Activates your device camera for direct photo or video capture.

Files – Accesses your personal device storage for multi-media files that can be shared to the active channel.

Clip – Shortcut to create instant videos.

Note – Create notes or comments that are not text messages.

Acknowledge – Request your team members to acknowledge receiving a specific note or task.

Whiteboard – An electronic version of a traditional physical whiteboard. Add a multi-media file for white board annotation such as a floor plan or external map

To-Do – Creates a task that can be shared within the active channel.

Contacts – Shares contacts directly from your device including Name, Number and Address if this information is available.

Web – Opens a Web browser directly within the App.

Scan – Opens the device camera to scan a QR or bar code.

NOTE: Select More on the Additional Message Options to open the Repositories. Turn certain multi-media options on or off depending on your preference.

ACTIVE CHANNEL

SELECT CHANNEL

HOLD TO RECORD MESSAGES

ACCESS ADDITIONAL OPTIONS

ADDITIONAL MESSAGE OPTIONS

CONNECT: FILES

The Files capability accesses only the multi-media files available in the active channel for easier viewing, organization and management of this data.
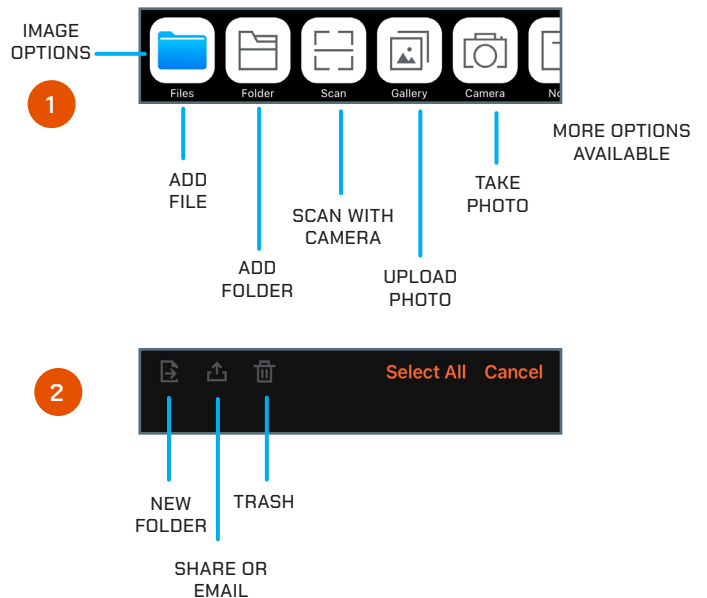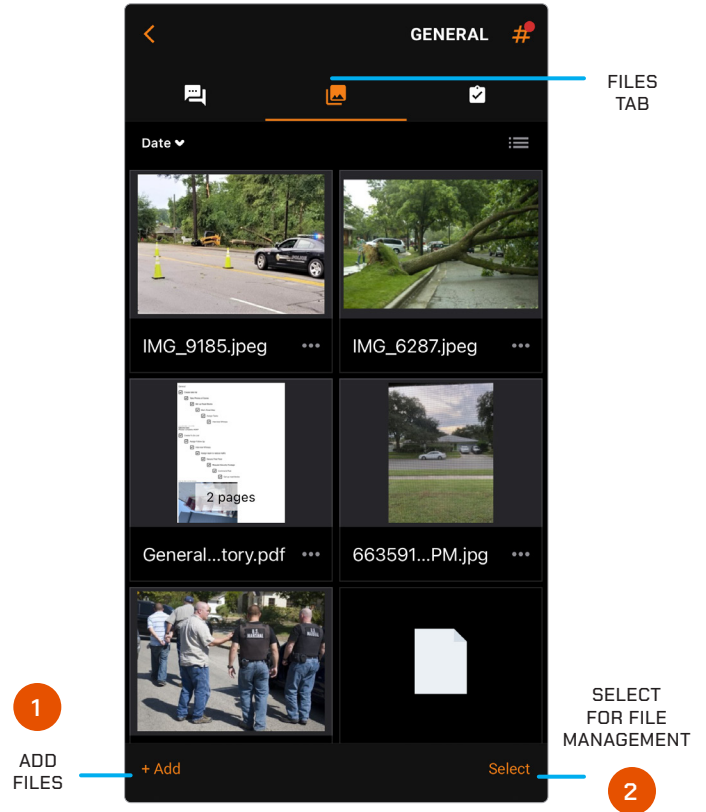
1. How to use Connect Files

Access the '+ Add' feature at the bottom-left of the Files screen to add multi-media files. The same multi-media options available in Messages (see page 18) are also available in Files. Additionally select any multi-media file for further annotation. Once a file has been selected, available tools are located at the bottom section of the screen that allow you to add comments, drawings, text or record a short video clip.

2. File Management

Use this feature to manage all your multi-media files. The three options are further described below:

Share – Share file(s) via email.

Trash – Deletes the currently selected file(s).

FILES TAB

SELECT FOR FILE MANAGEMENT

ADD FILES

IMAGE OPTIONS

ADD FILE

ADD FOLDER

SCAN WITH CAMERA

UPLOAD PHOTO

TAKE PHOTO

MORE OPTIONS AVAILABLE

NEW FOLDER

TRASH

SHARE OR EMAIL

CONNECT: TASKS

Tasks is a feature in Connect that provides a quick way to create a unique team task list for each channel in Response.

1. How to use Tasks

By selecting a task, additional details can be added by any user in the activate channel with the 'Comments' function. Users can add a comment by selecting the text box at the bottom of the screen to share a voice or text comment related to the selected task. Additionally, users can attach additional multimedia files by choosing the attachment icon in the same area.

Response operators have multiple management options once a Task is created in Connect. A user has the capability to modify and edit tasks with the following options:

- Title
- Mark as Completed
- User Assignment
- Description
- Due Date
- Add Comment

2. Create New Task

Select + Add in the bottom right corner of the menu to quickly create a new Task or Acknowledgment.

3. Task Organization

To access organizational and sort functions, select the Sort by... icon in the bottom left of the menu. Get detailed information about any task by selecting a specific task from the list.
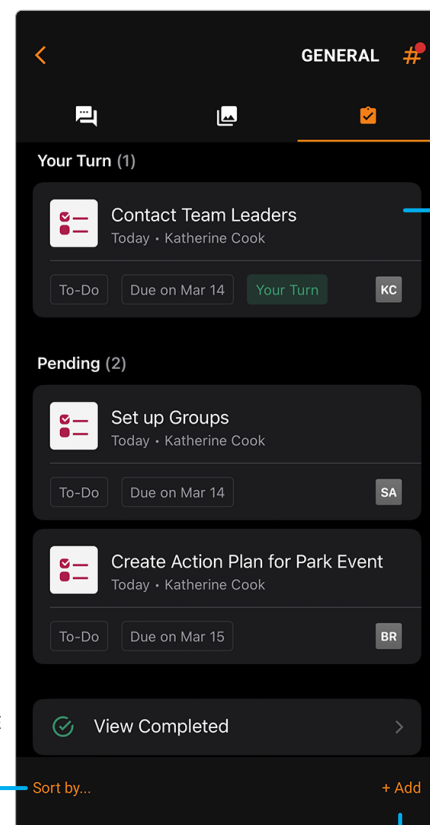
CONNECT: TASKS CONT.

4. Additional Sharing Options

Clicking on a Task enables edit mode which displays the attachment icon in the bottom-left of the screen. Using this option, the user will be presented with additional options for adding attachments to the tasks.

**Gallery –** Opens a view of all photos and videos available in the active channel.

Camera – Activate your device camera for direct photo or video capture.

Files – Accesses your personal device storage for multi-media files that can be shared to the active channel.

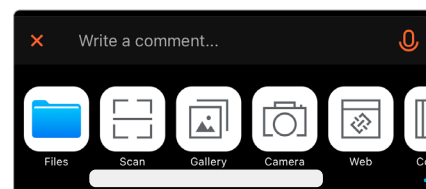**Web –** Open a web browser directly within the app.

Scan – Open the camera to scan a QR or bar code.

Contacts – Shares contacts directly from the device including Name, Number and Address if this information is available.
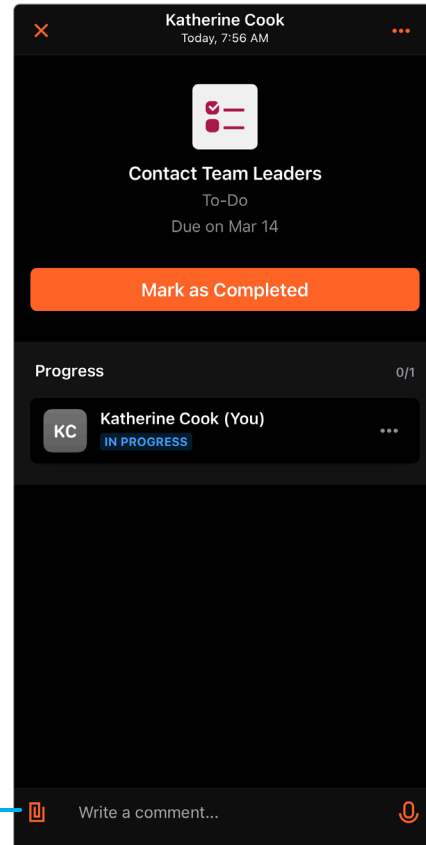
ATTACHMENT ICON

ADDITIONAL FILE UPLOAD OPTIONS

ADD MULTI-MEDIA OR INFORMATION

MOBILE PUSH-TO-TALK USER GUIDE

Intrepid
NETWORKS®

PUSH-TO-TALK TROUBLE SHOOTING

If the PTT button is absent on the Response dashboard, check that the user has an active PTT subscription in Intrepid Administration.

If the PTT button is present but disabled (gray), check that the PTT client is installed on the same device as Response.

If a user cannot be called from Response, ensure that the correct PTT phone number is populated in the user profile within the Response Admin web application by your administrator(s).

If you do not see an option to be called from within Response, ensure that your personal user profile has a phone number populated within the Response Admin web application by your Response administrator(s).

For non-Response PTT application troubleshooting please refer to the corresponding non-Intrepid user guide.
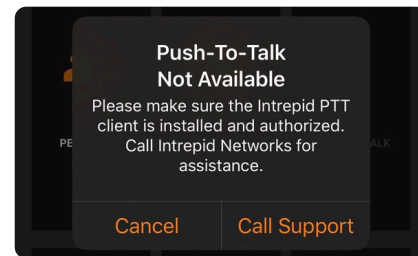
NOTE: Moveable PTT Button usable to navigate the app without the PTT call screen blocking user's view.
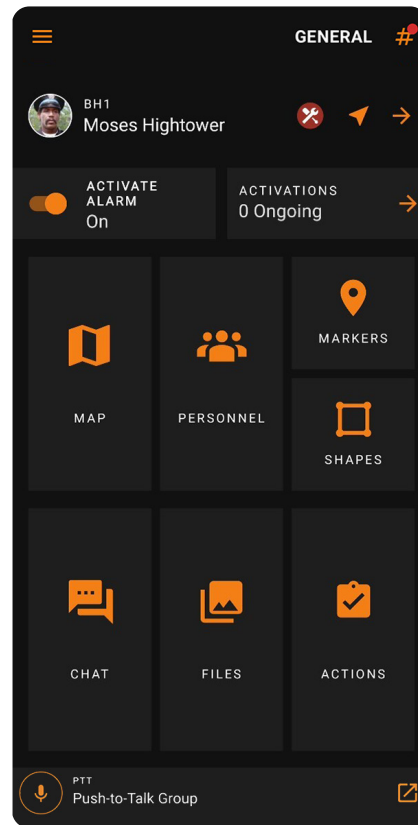
PUSH-TO-TALK
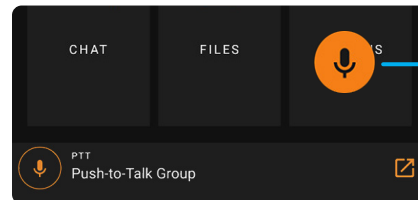
FLOATING PUSH-TO-TALK BUTTON

Sample Error Screen