# 1   Getting Started with Report-IT

## *Downloading Report-IT and Connecting to the Studio*

1. Download the Report-IT Enterprise Edition app from Google Play for free.
2. After downloading and installing the application, tap the **Report-IT Live Enterprise Edition** app symbol on the phone screen to run the application.
3. When the application is opened for the first time you will be asked to allow recording of audio, access to photos and media, manage phone calls and access the device's location. A notification dialog is also presented to warn that low latency audio may not be available on some Android devices. Click for more information or tap **Dismiss** to close the dialog.
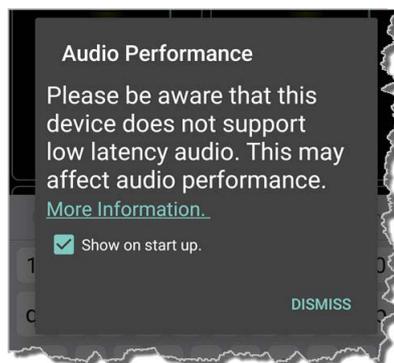

4. Enter the **User Name** and **Password** provided by the studio to sign in to TieServer, then tap **OK**. Note: it is possible for an administrator to configure Report-IT to remember the password for subsequent logins.
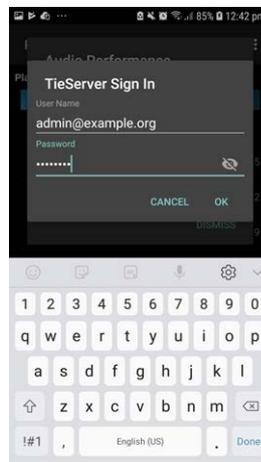
5. Report-IT will authenticate the password using TieServer and download all configuration and connection settings configured by the studio. This may take several seconds to complete.
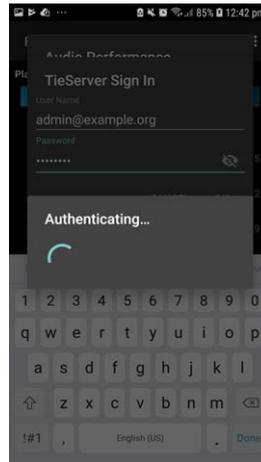
6. Move the **Input Slider** to adjust input audio levels.
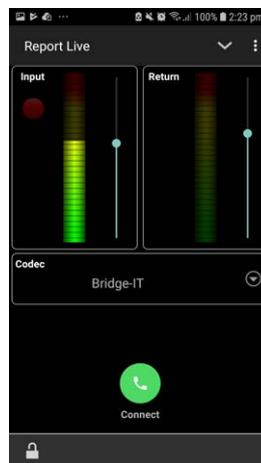
7. Tap **Connect** 📞 on the **Report Live** screen to dial the studio codec and adjust the **Return Slider** to change return audio levels.

8. Tap **Disconnect** 📞 on the **Report Live** screen to end the connection.

> ℹ️ **Important Note:** The **Monitor Input** audio option can be toggled on or off by a user when the **Monitor Override** option is enabled by the Report-IT Enterprise administrator. To adjust this setting tap the **Menu** button and then **Settings > Online Recording > Monitor Input [Enable]**.
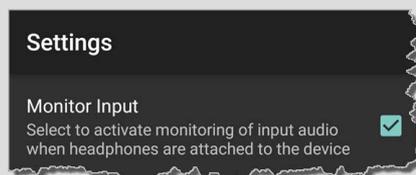

Connecting using VIP-Connect

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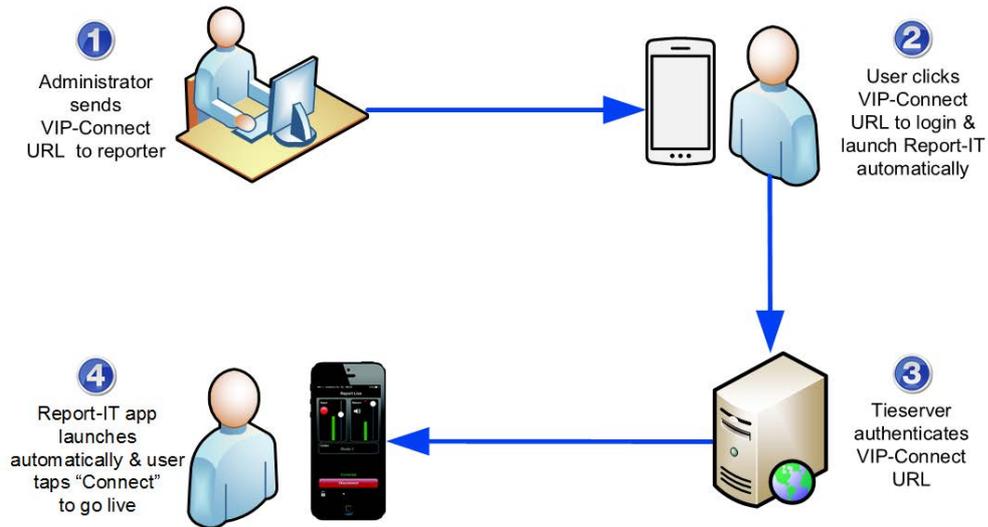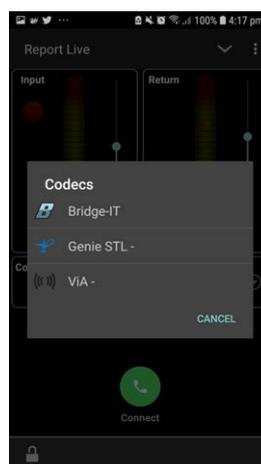
Dialing Different Connections

More than one connection can be configured and users can select from multiple codecs installed and configured at the studio. To select a different dialing destination:
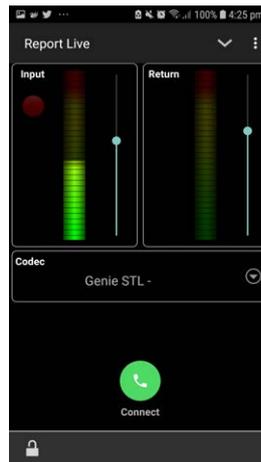
1. Tap the arrow ⊙ symbol on the **Report Live** screen to view the list of available **Codecs** .
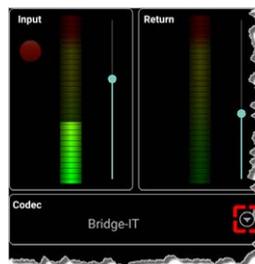
2. Tap to select a new codec.

3. Tap **Connect** 📞 on the **Home** screen to dial the codec selected.

Recording a Report

Report-IT administrators can configure the **Record on Connect** feature and Report-IT will automatically start recording when a live connection commences. Offline recordings can also be performed if network connectivity is unavailable, or users wish to record interviews to insert later as playlists within live reports.
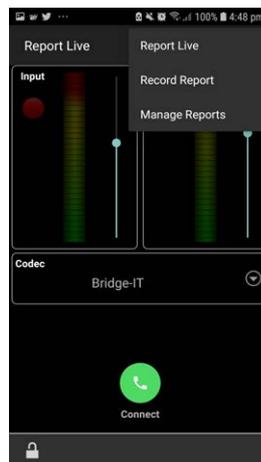
> ℹ️ **Important note when recording and reporting live:**
> - If **Auto Reconnect** is **On** then recording will not stop if disconnection occurs.
> - If **Auto Reconnect** is **Off** then recording will stop if disconnection occurs.

Recording a Report without a Live Connection

1. Tap **Activity** ∨ in the top-right corner of the **Home** screen and then tap **Record Report**.

2. Move the **Input Slider** to adjust audio input levels.
3. Tap the **Record** button to start recording.
4. Tap the **Stop Recording** button to end recording.
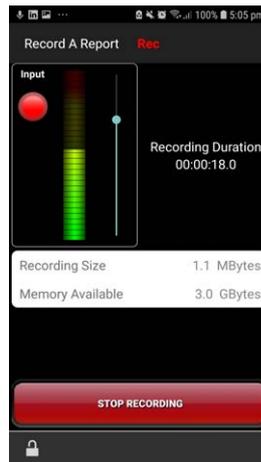
Managing Recorded Reports

Tap **Activity** ✉ in the top-right corner of the **Home** screen and then tap **Manage Reports** to manage recordings. For more information see Managing Reports.

Sharing Reports

Report-IT supports file sharing and this can be performed manually or automatically.

Automatic File Sharing

Report-IT can be configured by an administrator to automatically prompt users to send a recording after it has been disconnected. If this is configured:

1. Tap **Disconnect** to hang up the connection.
2. Tap **Upload** to commence uploading the recording to the server. Data transfer is displayed on the progress bar.
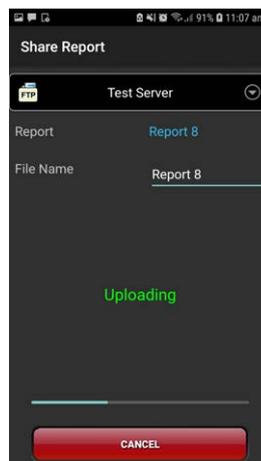
3. Data transfer may take several minutes, depending on the size of the report and the upload connection bandwidth available. The confirmation message **Upload Complete** is displayed at the completion of the file transfer.

ⓘ **Important Notes:**
- Tap to edit the default name in the **File Name** text box using the onscreen keyboard prior to transfer if required. Tap **Done** when this is complete.

- Tap the arrow symbol to select a different sharing server if required.
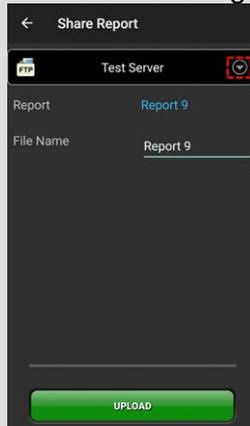
- Tap **Cancel** to end file transfer prior to completion.

Manually Configured File Sharing

Recordings can also be selected and transferred manually.

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

⚠️ **WARNINGS:** Configure call forwarding to voice-mail or another number to ensure your live or recorded operations are not interrupted by incoming phone calls and other applications; ensure all calendar and clock alarm functions are also turned off. By default Report-IT Enterprise will stop a recording or live streaming when the **HOME** button is pressed to close the application on the screen. Background audio streaming/recording is also possible by selecting **Menu > Settings > Audio > Background Audio Streaming [Enable]**.

ℹ️ **Important Notes:**
- If **Auto Reconnection** is **ON** the Report-IT app will attempt to automatically reconnect to the studio codec if the connection is temporarily lost. This setting is configured by the studio administrator.
- Use your finger to swipe left from the **Report Live** screen to view connection **Statistics** and **Renegotiate** the connection bit-rate up or down if this setting is enabled.
- The **Return** PPM meter on the **Home** screen displays no audio until a connection to the studio codec is created.
- Tap **Menu > Settings > Online Recording > Monitor Input [Enable]** to activate monitoring of input audio when headphones are attached to the device.
- Tap **Menu > Settings > Audio > XTalk Cancellation** to activate crosstalk cancellation and reduce return channel audio leaking into the input channel.
- Tap **Menu > Settings > Audio > Output Stream** to adjust whether audio is routed to the earpiece output, or phone speaker.