RVOC - RTS Voice Over Cloud

RVOC Edge

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1   About this document

1.1   Related documents

To enhance your experience with the RVOC Edge and provide you with comprehensive support, the following related documents are available:

– RVOC Edge **User Guide**: This comprehensive manual offers detailed instructions on how to effectively use the RVOC Edge. It covers all features and functionalities, providing step-by-step guidance and troubleshooting tips to help you navigate the app with ease.

– **Open Source Statement**: Here, you find information regarding the open-source components utilized in the RVOC Edge app. This document includes details about licenses and attributions, ensuring transparency about the software components that contribute to the app's functionality.

– **Terms and Conditions**: This legal agreement outlines the terms of use for RVOC Edge app. It details user rights and responsibilities, ensuring that you are informed about the rules governing your use of the app.

– **Privacy Notice**: This document provides transparency regarding how user data is collected, used, and protected. It outlines our commitment to data protection and compliance with relevant regulations, ensuring that your privacy is safeguarded while using RVOC Edge.

– **Release Notes**: This document summarizes updates, new features, and bug fixes for each version of the RVOC Edge . It provides insights into the app's evolution, helping you stay informed about the latest enhancements and improvements.

These documents are essential for maximizing your understanding and utilization of the RVOC Edge, ensuring a smooth and effective communication experience.

1.2   Notational conventions

To enhance clarity and understanding throughout the RVOC Edge help file or user manual, the following notational conventions are employed:

– **Bold Text**: Important terms, actions, or features within the app are highlighted using bold text. This convention helps draw attention to key concepts that users should focus on, ensuring they do not miss critical information.
– **Italics**: Italics are used for emphasis or to denote examples. This includes specific terms or phrases that may require additional clarification, helping to distinguish them from regular text.
– **[Link]**: Clickable links are indicated by the format [Link]. These links direct users to additional resources, documents, or external websites for further information, facilitating easy access to supplementary content.
– **Numbered Lists**: Step-by-step instructions or procedures are presented in numbered lists. This format makes it easier for users to follow along and complete tasks in a sequential manner, enhancing the overall usability of the guide.
– **Bullet Points**: Bullet points are utilized to present lists of items, features, or options in a concise format. This allows for quick scanning and comprehension, enabling users to absorb information efficiently.
– **Code or Command Formatting**: Any technical commands, code snippets, or specific input formats are displayed in a monospaced font. This distinction helps users recognize technical content and differentiate it from regular text.
– **Icons or Symbols**: Visual indicators may be used to represent specific actions or features within the app (e.g., a phone icon for calling, a gear icon for settings). These icons provide a quick visual reference, enhancing user navigation and understanding.

These conventions are designed to improve readability and usability, ensuring that users can easily navigate the help file and comprehend the information presented. By adhering to these notational conventions, we aim to create a more intuitive and user-friendly experience for all RVOC Edge users.

2 Changelog

2.1 Version management

Revision	Revision date	Change description
01	04/2025	Initial release

3 Technical requirements

- **Operating system**: The RVOC Edge is compatible with iPhone devices running iOS 16 or later. Android devices are supported running Android 8 or later.
- **Network connectivity**: A stable internet connection is required for optimal performance. The app supports connectivity over 3G, 4G, LTE and Wi-Fi.
- **Storage Space**: Users should have a minimum of 100 MB of free storage space on their device to install and run the app effectively.
- **Permissions**: The app requires the following permissions to function properly:
  - **Microphone Access**: To enable voice communication features.
  - **Camera Access**: for QR code scanning or other camera-related functionalities.
  - **Notifications**: To receive alerts for incoming calls (this permission is optional on the iOS version).
- **Device Compatibility**: The RVOC Edge is designed for iPhone models 8 and newer and devices running Android 9 or newer. Users should ensure their device meets this requirement for optimal performance.

These technical requirements are essential for ensuring that users can successfully download, install, and utilize the RVOC Edge without issues.

4 Overview

Introducing the RVOC Edge for RTS Intercom, a powerful communication tool designed to extend communication access to remote users outside of the main facility. This cost-effective and efficient solution is ideal for organizations that need to include individuals who are not physically present in their core intercom facility. The RVOC Edge provides a fast-to-deploy alternative that seamlessly integrates with the RVOC system, ensuring reliable connectivity.

With the RVOC Edge, users can easily connect to existing intercom networks, allowing for real-time communication and collaboration. The app is tailored to deliver the same user experience as traditional intercom keypanels, ensuring familiarity and ease of use for existing RTS users. The RVOC Edge operates over various network types, including 3G, 4G, LTE, and Wi-Fi. This flexibility ensures that users can stay connected regardless of their location, making it an ideal choice for dynamic work environments where mobility is essential.

Whether you need to make point-to-point calls, join group conversations, or utilize advanced features like Push-to-Talk (PTT), Talkback Intercom Functionality (TIF) and Interruptible Foldback (IFB) communications, the RVOC Edge is designed to meet your communication needs effectively. Experience enhanced connectivity and collaboration with the RVOC Edge, your gateway to modern intercom solutions.

5   Key features

The RVOC Edge offers a range of powerful features designed to enhance communication and collaboration for remote users. Below are the key functionalities of the app:

–   **Point-to-Point Calling**: Users can initiate direct voice calls with other users, facilitating one-on-one communication that is quick and efficient.

–   **Partyline Communication**: The app supports group conversations, allowing multiple users to join a shared communication channel.

–   **IFB Communications**: Interruptible Foldback (IFB) functionality enables real-time feedback during broadcasts or productions.

–   **Push-to-Talk (PTT)**: This feature allows users to communicate instantly by pressing a button.

–   **Talkback Intercom Functionality (TIF)**: This feature enables users to send audio back to the intercom system, allowing for two-way communication in real-time.

–   **Local Audio Control**: Users have the ability to adjust audio settings on their devices, including volume levels and audio routing.

–   **Notifications**: The app provides alerts for incoming calls.

–   **Recent Calls**: The Recent Calls feature maintains a comprehensive list of all incoming calls, allowing users to quickly reference their call history.

–   **Call Waiting Window**: When receiving a new call while already engaged in another conversation, the app displays a call waiting window.

6   Getting started

This section is designed to guide you through the initial steps required to download, install, and set up the app on your mobile phone. Whether you are a first-time user or transitioning from traditional intercom systems, we aim to make your onboarding experience as smooth as possible.

In this chapter, you find detailed instructions on how to download the RVOC Edge, as well as a step-by-step guidance for the installation process.

6.1   Installation (Downloading the app)

Introduction

In this section, we guide you through the straightforward process of downloading and installing the app on your mobile phone.

Make sure to download the RVOC Edge from official sources, such as the Apple App Store or Google Play Store. This ensures that you receive the latest version of the app, complete with all the necessary updates and security features. Downloading from official sources also protects you from potential risks associated with third-party apps, such as malware or unauthorized modifications. By following the steps outlined in this section, you can confidently install the RVOC Edge and begin enjoying its powerful communication features.
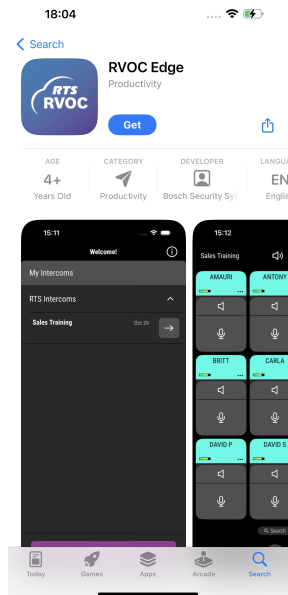
Downloading the RVOC Edge app

> **(i) Notice!**
> Check that your device has an active internet connection before starting installation.

For iPhone users

1.   Open the App Store
      Locate the App Store icon on your iPhone's home screen. It is typically represented by a blue icon with a white letter "A" made of popsicle sticks. Tap on the icon to open the App Store.
2.   Search for the RVOC Edge app
      Once the App Store is open, tap on the "Search" tab at the bottom of the screen. In the search bar, type "RVOC Edge" and press the search button. This displays a list of apps related to your search.
3.   Download the app
      Find the RVOC Edge in the search results. It should be listed with the app icon and name. Check that the description mentions RTS Intercoms. Tap the "Get" button next to the app. If prompted, enter your Apple ID password or use Face ID/Touch ID to confirm the download. The app begins downloading and installing automatically.

Figure 6.1: RVOC Edge in App Store
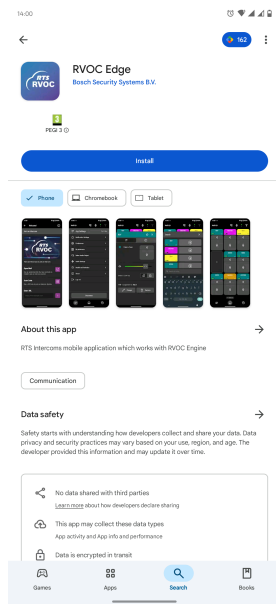
4.   Wait for installation
      You can monitor the download progress on the app icon on your home screen. Once
      the installation is complete, the RVOC Edge app icon appears on your home screen.

Figure 6.2: RVOC Edge icon

For Android users

1.   Open the Google Play Store
      Locate the Google Play Store icon on your Android device's home screen or app drawer.
      It is typically represented by a multicolored triangle icon. Tap on the icon to open the
      Play Store.
2.   Search for the RVOC Edge app
      Once the App Store is open, tap on the "Search" tab at the bottom of the screen. In the
      search bar, type "RVOC Edge" and press the search button. This displays a list of apps
      related to your search.
3.   Download the app
      Find the RVOC Edge in the search results. It should be listed with the app icon and
      name. Tap the "Install" button next to the app. If prompted, review the permissions the
      app requires and tap "Accept" to proceed with the download. The app begins
      downloading and installing automatically.

Figure 6.3: RVOC Edge in Google Play Store

4.   Wait for installation
      –   You can monitor the download progress on the app icon in your notifications or on the
           Play Store page. Once the installation is complete, the RVOC Edge app icon appears in
           your app drawer or on your home screen.

Figure 6.4: RVOC Edge icon

If you encounter any issues during installation, refer to the Troubleshooting section of this
guide or contact customer support.

Post-download steps

Opening the app
After you successfully download and install the RVOC Edge on your device, follow these
simple steps to get started:
1.   Locate the RVOC Edge icon
      After installation, find the RVOC Edge icon on your devices home screen or in the app
      drawer.
2.   Open the app
      Tap on the RVOC Edge icon to launch the app. This opens the app's initial screen.
3.   Accept the Legal agreement
      Upon opening the app for the first time, the proper legal agreement for your region
      appears. You must scroll down to read the entire agreement before you can proceed.
      The "Accept" button remains grayed out until you scroll completely to the bottom. Tap
      the "Accept" button to agree to the terms.

4.   Initial permissions
Once you accept the legal agreement, the app prompts you to grant certain permission.
These permissions are essential for the app to function properly and include:
- **Microphone access:** Required for voice communication features.
- **Notifications:** Necessary to receive alerts for incoming calls and messages.
- **Camera access:** For camera-related functionalities (QR code reading).

5.   Grant permissions
Review the permission request and tap "Allow" or "Grant" to enable the necessary
features. If you choose not to grant these permissions, some functionalities of the app
may be limited.

6.2   Initial setup

Welcome screen

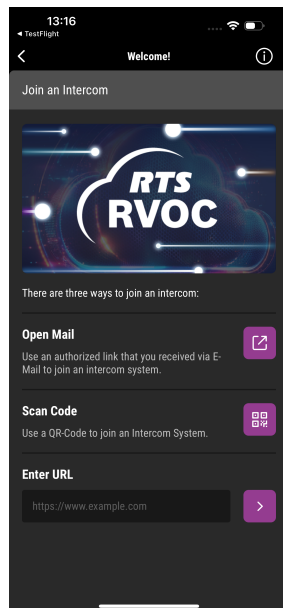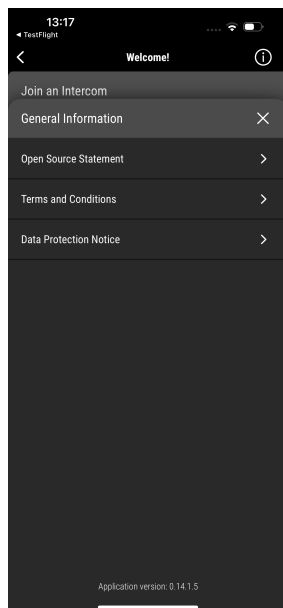The welcome screen serves as your gateway to connecting to an intercom system (RVOC
Engine).

Figure 6.5: Join an Intercom menu

–   **General information icon**: Located in the top right corner of the welcome screen, this
icon provides access to important documents. Tap the icon to read the **Open Source
Statement** and **Terms and Conditions**.

Figure 6.6: General information menu

–   **Connect to intercom system options**: The welcome screen provides three primary
    methods for connecting to your intercom system:
    –   **Open Email**: Tap this option to open an email that contains the necessary
        information or link to connect to your intercom system.
    –   **Scan QR Code**: Use this option to scan a QR code provided by your organization.
        This automatically configures the app to connect to the correct intercom system.
    –   **Enter URL Link**: If you have a specific URL link for your intercom system, please
        enter it in the designated field. This allows for direct access to the system without
        any additional steps. You can find this link in the AWS bucket environment,
        accessible by the Intercom Administrator.

Joining an existing system
1.   After connecting to an intercom via one of the above options, enter your e-mail/
     password associated with your intercom account. Enter your password in the **Password**
     field. Remember, passwords are case-sensitive. Ensure that you input the correct
     information to avoid login issues.
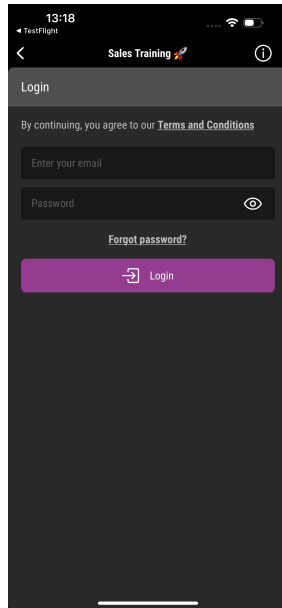
Figure 6.7: Login menu

2. Tap the Login button
   The app verifies your credentials and connects you to the intercom system.
   NOTE If you are logging in for the first time, you are prompted to set up a new password if you have not done so in the RVOC Engine.
3. Successful login
   If your enter the correct credentials, the system successfully logs you in and redirects you to the main interface of the RVOC Edge.

Handling login errors

If you encounter an error during the login process, a message appears indicating the issue. Common errors may include incorrect email or password. Double-check your entries and try again.

Forgot password

If you have forgotten your password, the RVOC Edge provides a straightforward process for password recovery:

1. Click the Forgot password? link.
   On the login screen, locate and tap the **Forget password?** link.
2. Enter your email address.
   A new screen that prompts you to enter the email address associated with your intercom account.
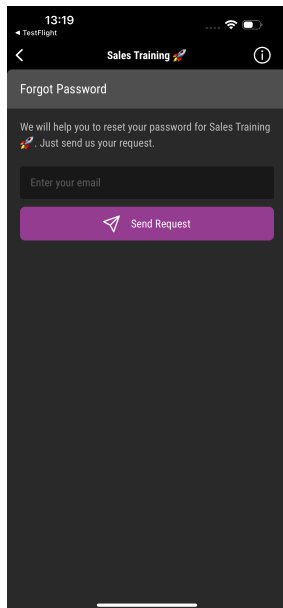
**Figure 6.8:** Forgot password menu

3.   Send your request.
      After entering your email, tap the **Send Request** button.
4.   Confirmation message.
      Once your request has been sent, a confirmation message appears, stating: "Request
      has been sent. A temporary password is on its way. Please check your email for further
      instructions"**.**
5.   Check your email.
      Open your email application and look for an email from the RVOC Edge. This email
      contains a temporary password and further instructions on how to log in and reset your
      password.
6.   Reset your password.
      Follow the instructions provided in the email to log in using the temporary password.
      Once logged in, you are prompted to create a new password.

Successful login
Upon successful login, the main interface of the RVOC Edge opens. From this screen, you
can access all the app's features and functionalities.
If an intercom port is not assigned to your account, a warning dialog appears, indicating that
no seat or port has been assigned. Check your intercom settings or contact your
administrator for assistance.
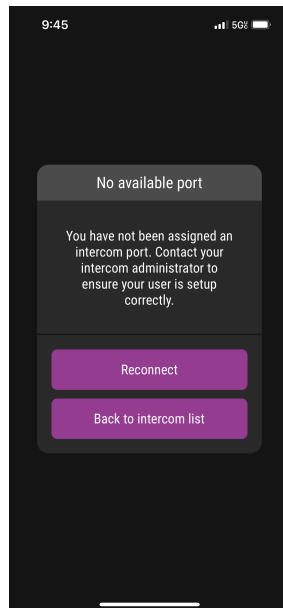
**Figure 6.9:** Port not assigned warning dialog

Important notes:
–   Ensure that you have a stable internet connection during the signup and login process.
–   If you encounter any issues during the signup or login process, contact customer support.

7   User interface

This chapter provides an overview of the main interface, key screens, and navigation options, as well as tips for effective use.

7.1   Main screen options

Header section
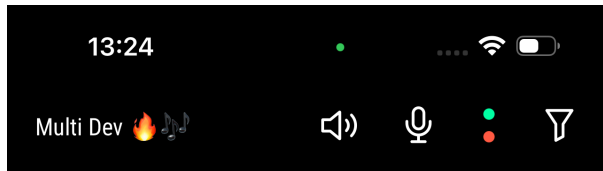
Figure 7.1: Header section of the main screen

The header section is located at the top of the main interface and includes several important elements from left to right:

–   **Intercom name**: Displays the name of the intercom system you are currently connected to. Tapping this name switches the display to show your assignment name.
–   **Audio output button**: Represented by a speaker icon, tapping the icon opens a window with available audio output options
–   **Mute all button**: Shown as a microphone icon, tapping this icon mutes your audio across all channels.
–   **Active speaker and mic indicators**: Two stacked indicators that light up to show activity:
    –   The top indicator lights up green when you are listening to any of the channels by latching or tapping the speaker icon on the corresponding tile.
    –   The bottom indicator lights up red when the microphone is tapped or latched for any assignment. Both indicators can be active simultaneously.
–   **Filters**: Tapping the filter icon opens a window that allows you to customize your view of the communication channels. The available filters include All, Talking, Listening, Unassigned, Point to Point, Party Line and Favorites.
    At the bottom of this screen are two buttons: one to Reset Filters and another to Show Results of the applied filters.
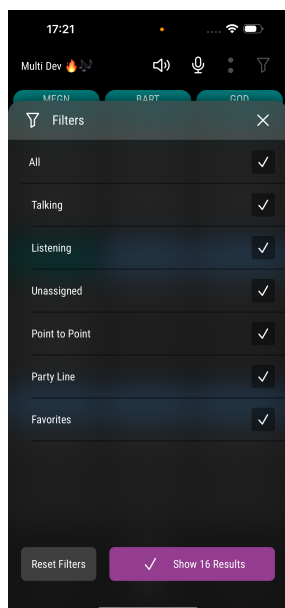
**Figure 7.2:** Filters menu

Tile view

Figure 7.3: Tile view from of the main screen

The central area of the main interface features a layout of nine tiles, each representing a key assignment within the intercom system. Each tile includes the following elements:

– **Name**: Displays the name of the user assigned to that particular key.
– **Volume Bar**: A visual indicator that allows you to adjust the listen level for that specific key.
– **More Options (Three Dots)**: Tapping the three-dot icon opens a context menu with additional options related to that key.
– **Speaker Icon**: This icon indicates the **Listen** function. Tapping this icon allows you to put that key in listen mode.
– **Microphone Icon**: This icon represents the **Talk** function. Tapping and holding or double tapping this icon activates the microphone.
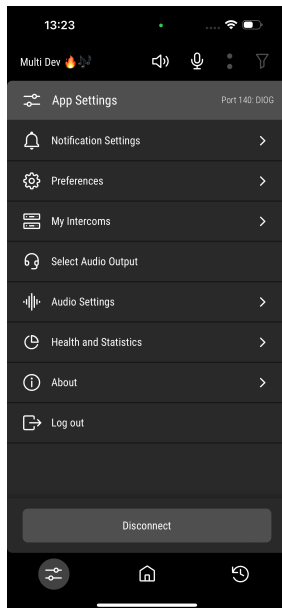
Navigation bar
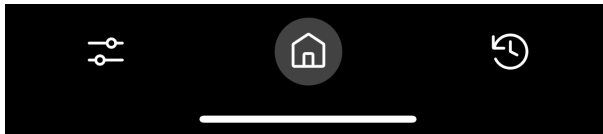

Figure 7.4: Navigation bar of the main screen

The bottom navigation bar provides easy access to the menu sections of the app.

App Settings: Tapping this icon opens a window with various settings options:

Figure 7.5: App Settings menu

– Notification Settings: Redirects you to your phone's settings, where you can manage permissions and allow access for the app.
– Preferences:
    – Always show volume indicator: A toggle button that is on by default.
    – Keep Awake: Choose between three options: On, Off (default), and On (External Power).
    – Listen Latch Mode: Options for single tap (default) or double tap.
    – Talk Latch Mode: Options for single tap or double tap (default).
– My intercoms: Displays a menu listing of all the intercom systems that the user has access to (the app maintains the history of the intercom accessed by the user).
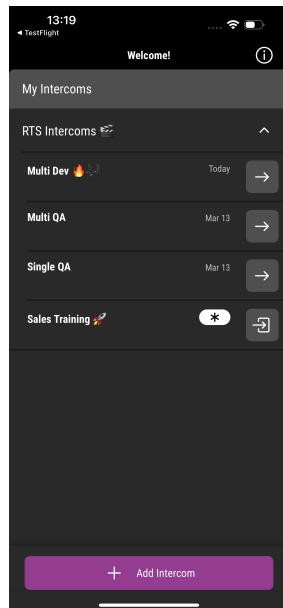
Figure 7.6: My Intercoms menu

–   Select Audio Output: Opens the speaker icon menu, allowing you to choose your audio
     output method.
–   Audio Settings: Toggle the Hot Mic option on or off (the Hot Mic is off, by default).
–   Health and Statistics: View network statistics (Round trip time and Packet loss) and
     audio statistics (Sent bitrate and Jitter). You can refresh this page by swiping down.
–   About: View the Open Source Statement and Terms and Conditions. The app version is
     also displayed at the bottom of this section.
–   Log out: Allows you to disconnect and log out from the intercom system.
     A **Disconnect** button is also available at the bottom of the window, which disconnects
     you from the current intercom.

Home: Returns you to the main screen.

Recent calls: Tapping the Recent Calls icon opens a list of all incoming calls you have
received. Recent calls fall into two categories:
1.   All callers always: If the intercom has the option set to show all callers, every call you
     receive is listed in your recent calls.
2.   No current assignment: Only calls listed for which you currently do not have an
     assignment on your app, allowing you to keep track of missed or unassigned calls.
–   Located at the top right of the Recent Calls window, represented by a three-dot icon,
     there is a options menu:
     –   **Clear Recent Calls List**: A button that allows you to remove all entries from your
          recent calls history.
     –   **Remove Calls**: This option provides several choices for managing your call history:
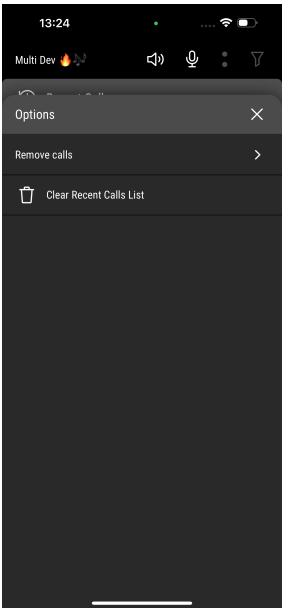   Never, Older than 10 minutes, Older than 30 minutes and Older than 2 hours.

Figure 7.7: Recent Calls options menu

Using Search and Filters

The RVOC Edge offers powerful search and filter functionalities that enhance your ability to manage keys and assignments efficiently.

– **Using the Search functionality**

The search feature is designed to help you locate keys quickly. To use this feature:

– **Accessing the Search Bar**: Navigate to the **Main screen**. Above the navigation bar you find the search bar.

– **Entering Search Terms**: Tap on the search bar. A pop up window appears showing you all the assigned keys. Type the name of the key you wish to find. The app automatically filters the results based on your input.

– **Selecting a key**: As you type, matching contacts appear in a dropdown list. Tap on the desired contact to view the profile or tap and hold the mic icon to initiate a call.
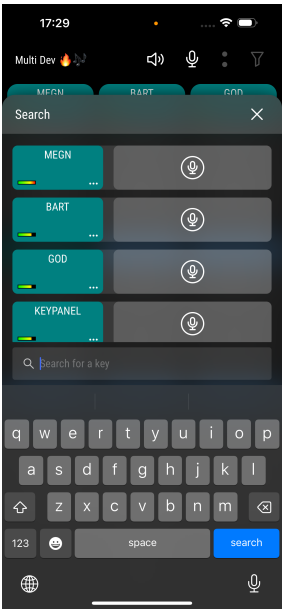

Figure 7.8: Search menu

- **Applying filters**
  Filters allow you to customize the view of your keys, making it easier to manage your communication. Do the following to apply filters:
  - **Accessing filters**: In the header of the main screen, look for the filter icon. Tap the icon to open the filter options.
  - **Choosing Filter criteria**: A list of available filters appears, such as All, Talking, Listening, Unassigned, Point to Point, Party Line and Favorites.
  - **Applying the filters**: After selecting your desired filters, tap the Show Results button to update the view on the main screen.
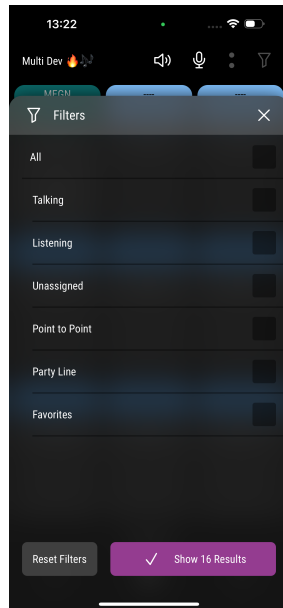
Figure 7.9: Filters menu

- **Clearing Filters**
  If you wish to return to the default view after applying filters, you can easily clear them:
  - **Resetting Filters**: In the filter menu, tap the Reset Filters button to remove all applied filters.

7.2 Navigation

In this section, we explore the various navigation features that enable you to move seamlessly through the app and access its powerful communication tools. Throughout this chapter, we cover the navigation bar, main interface navigation, and additional features that enhance your ability to communicate effectively. We also provide tips for efficient navigation and troubleshooting advice for any issues you may encounter.

7.2.1 Main interface navigation

Navigating the main interface of the RVOC Edge is essential for accessing its powerful communication features and functionalities.

- Overview of the main interface
  Upon logging in to your preferred intercom the main interface opens, which serves as your central hub for communication.

–   Accessing key sections
The main interface consists of several key sections, each accessible through the navigation bar or specific icons within the interface:
–   **Home screen:** This is your starting point, where you can view notifications and quick access buttons for initiating and answer calls. You can also join group conversations and manage your assignment layout.
–   **Settings screen:** Access this section to customize your app preferences, including audio settings and notification preferences.
–   **Recent calls screen:** This screen displays a comprehensive list of all incoming calls you have received. Depending on your intercom settings, you may see all callers or only those calls for which you currently do not have an assignment. This feature allows you to quickly reference your call history.

7.2.2   Navigation between sections

Switching between sections is simple and efficient. You can use the bottom navigation bar to tap on the desired icon, instantly taking you to that section. You can also slide left and right on the home screen to switch between different pages. Some options can slide to the left to reveal the delete icon (calls, intercom systems, etc.).

7.2.3   Contextual menus and Options

Within each section, you may encounter contextual menus that provide additional options. For example, in the App Settings section, tapping the settings icon opens a menu with various customization options. Here, you can adjust notification settings, manage preferences, and access health and statistics. Each option is clearly labeled, allowing you to make changes quickly and efficiently.

7.2.4   Utilizing quick action buttons

The main interface also features quick action buttons that allow you to perform common tasks without navigating away from the current screen. For example, you can change the audio output in the main screen by tapping the speaker icon on the header.

8   Using the app

The RVOC Edge is designed to facilitate various communication methods, including point-to-point calls, group conversations, and instant calls. Throughout this chapter, we provide step-by-step instructions for key tasks such as answering calls, joining partylines, using the Push-to-Talk (PTT) feature, and managing your assignments. Additionally, we cover how to adjust audio settings, handle notifications, and access health and statistics for optimal performance.

8.1   Making a call

Initiating a call using the RVOC Edge is a straightforward process that allows you to connect with other users quickly and efficiently. Follow the steps below to successfully make a call:
–   Initiating a call
     In the main screen, tap the Mic icon of the assignment you want to call to initiate the connection. The assignment key includes a Listen (green speaker icon) and a Talk (red mic icon) button. Press and hold activates the key, and if you want the key to stay activated then you double tap the mic icon. To unlatch, double tap it again.
–   During the call
     Once the call is connected, you have access to:
     –   Mute: Let go of the button or double tap to unlatch to mute your audio, preventing the other party from hearing you.
     –   Listen latching: Tap the speaker icon to activate the Listen function, allowing you to hear audio from that assignment.

8.2   TIF calling

TIF calling provides bi-directional communication between the intercom matrix and a standard telephone line. It allows the phone to access all crosspoints of the matrix, as well as dynamic party lines, IFB circuits, and other forms of communications.

TIF key options
–   Key settings: The TIF key options include the same settings as a regular key.
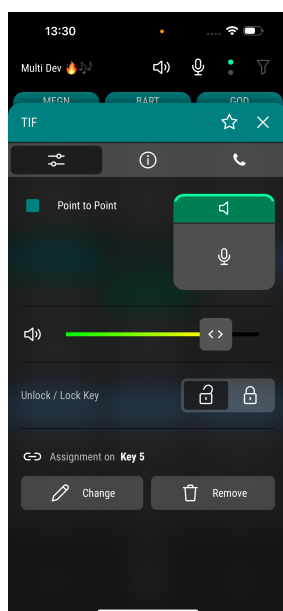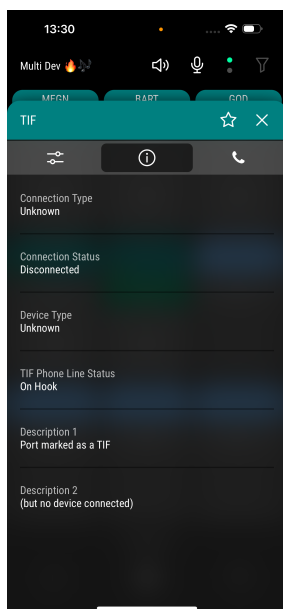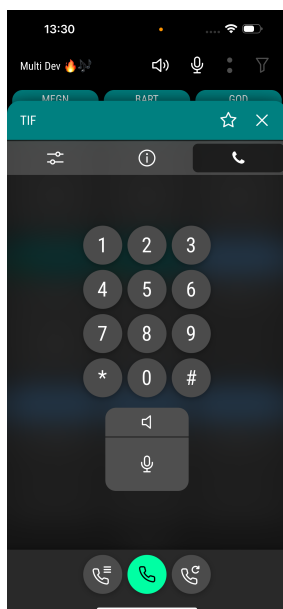

Figure 8.1: TIf key settings

– Information: Here you can find information about this key.
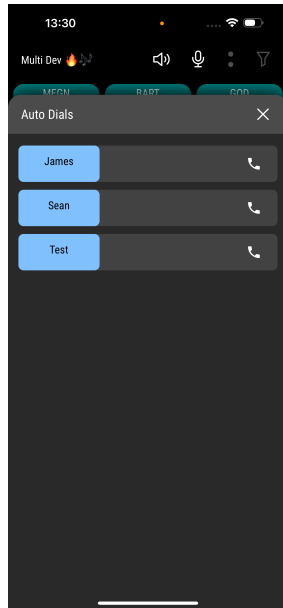

Figure 8.2: TIF key information

– Dial options: The TIF dial tab features a numeric keypad similar to a traditional phone dial.

Figure 8.3: TIF key phone dial

At the bottom of the TIF dial screen, you find three essential buttons:

– **Auto Dials:** Phone numbers frequently dialed and maintained using AZedit Intercom Configuration software.

Figure 8.4: TIF Contact list

– Call button: Initiate a TIF call directly from the TIF dial interface.
– Redial button: Quickly redial the last number called on the TIF line.

Initiating a TIF Call

To initiate a TIF call, follow these steps:

1. **Access the Main Screen**: Ensure you are on the main screen of the RVOC Edge.
2. **Locate the Assignment**: Identify the tile corresponding to the channel you wish to communicate with using TIF.
3. **Set the number to call:** Before tapping the microphone icon, you can either enter the number manually or select it from the Autodial list:
   – Go to the **Dial Menu** inside the options of the TIF key. Here, you can input the desired number, which associates that number to the key tile.
   – Open the Autodial page and select one of the preset contacts.
4. **Tap the Microphone Icon**: Press and hold or double tap the microphone icon on the tile to initiate the TIF call.
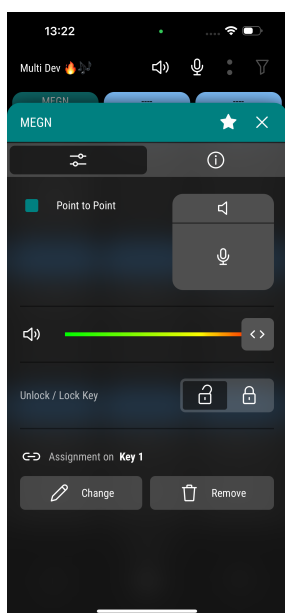
Redial a TIF

1. Press the redial icon to call the previously dialed number.
2. Press and hold or double-tap the microphone to talk.

End the call

To end the call, let go of the button or double tap to unlatch the microphone.

8.3   Keys

Figure 8.5: More options menu

Tap the three dots to open the Options menu. The Options menu gives you information about the connection, a volume slider that allows you to change the volume associated audio source from the intercom at your mobile device, the option to Unlock/Lock the key, and options to remove or change a different assignment to the selected key.
You can also make this assignment your favorite by tapping the start icon in the header.
Tap the three dots located at the top right of the corresponding tile to open the Options Menu. Here, you find the following features:

– **Connection Information**: View details about the current connection status.
– **Volume Slider**: Adjust the volume for the audio source associated with the intercom on your mobile device.
– **Unlock/Lock Key**: Toggle the lock status of the key to prevent or allow access.
– **Remove Assignment**: Option to remove the current assignment from the selected key.
– **Change Assignment**: Select a different assignment for the key.

8.4   Notifications and alerts (in the app)

Within the RVOC Edge , you receive specific notifications:

– **Call notification on the same page**: If you receive a call while on the same page as the assignment that is calling you, the name of that tile blinks, drawing your attention to the incoming call.
– **Call notification on a different page**: If you are on a different page when the call comes in, a banner appears at the top of the screen. This banner displays the name of the key that is calling you, along with:
  – A **Microphone Icon**: Press and hold this icon to talk to the caller.
  – An **X icon**: Tap this to close the notification. You can also swipe left on the banner to dismiss the notification.

Figure 8.6: Incoming call notification banner

The app also provides alerts for critical events:
– **Internet connection loss**: If you lose your internet connection, a screen appears attempting to reestablish the connection.
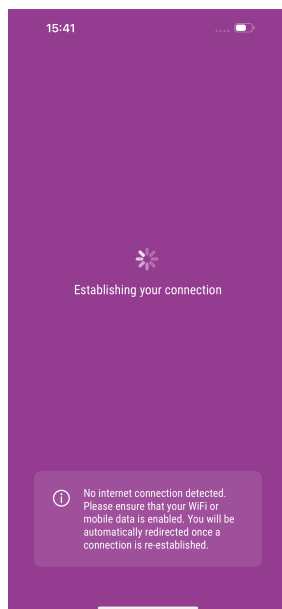
Figure 8.7: Connection lost screen

## 8.5   Notifications and alerts (on your device)

– Types of notifications
  – Incoming call alerts: Notifications that inform you of an incoming call, allowing you to go to to the main screen of the app.
  – System alerts: Notifications related to connections status.
– Managing notification settings
  To customize your notification preferences, follow these steps:

–   Navigate to the **App Settings** menu by tapping the icon (first from left to right) on the navigation bar.
–   Select **Notification Settings** to access the options available for managing notifications.
–   Clearing notifications
To manage your notification history, you can clear notifications as follows:
–   Swipe left on a notification to remove it from your notification center.
–   Alternatively, you can clear all notifications at once by accessing the notification center on your device and selecting the option to clear all.

8.6   Accessing Health and Statistics

The Health and Statistics feature of the RVOC Edge provides valuable insights into your network performance and audio quality. By monitoring these metrics, you can ensure optimal communication and troubleshoot any issues that may arise.
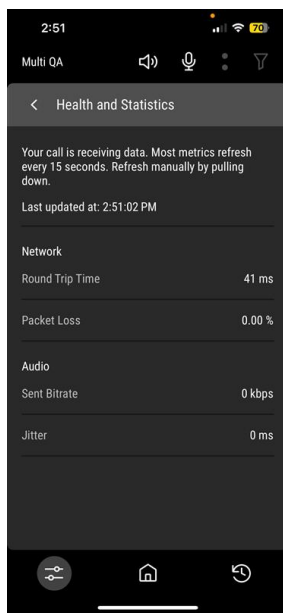
Figure 8.8: Health and Statistics menu

1.   Navigating to Health and Statistics
To access the Health and Statistics section, follow these steps:
–   Tap the App Setting icon in the navigation bar to open the settings menu.
–   Select **Health and Statistics** from the list of options. This takes you to a dedicated screen displaying relevant metrics.
2.   Understanding network statistics
The network statistics provide information about your connection quality. Key metrics include:
–   **Round Trip Time (RTT)**: This measures the time it takes for a signal to travel from your device to the intercom system and back. A lower RTT indicates a more responsive connection.
–   **Packet Loss**: This metric shows the percentage of data packets that were lost during transmission. High packet loss can lead to audio dropouts and degraded call quality. Aim for a packet loss rate of less than 1% for optimal performance.

3. Analyzing audio statistics
    The audio statistics offer insights into the quality of your audio transmission. Key metrics include:
    –   **Sent Bitrate**: This indicates the amount of audio data being sent per second. Higher bitrates generally result in better audio quality.
    –   **Jitter**: This measures the variability in packet arrival times. Low jitter values are essential for maintaining smooth audio playback and minimizing disruptions during calls.
4. Refreshing the Health and Statistics page
    To ensure you are viewing the most current data, you can refresh the Health and Statistics page. Simply pull down on the screen with your finger to refresh the metrics. This action updates the displayed statistics, allowing you to monitor any changes in real-time.
5. Interpreting the data
    Understanding the data presented in the Health and Statistics section can help you identify potential issues with your connection or audio quality. If you notice high RTT, significant packet loss, or elevated jitter, consider the following actions:
    –   Check your internet connection to ensure it is stable and strong.
    –   Move closer to your Wi-Fi router or switch to a wired connection if possible.
    –   Close any unnecessary applications that may be using bandwidth on your device.

9 Glossary

As you use the app, you may encounter various technical terms and jargon that can be unfamiliar. This glossary serves as a valuable resource to help clarify these terms, ensuring that you have a solid grasp of the functionalities and features available to you.
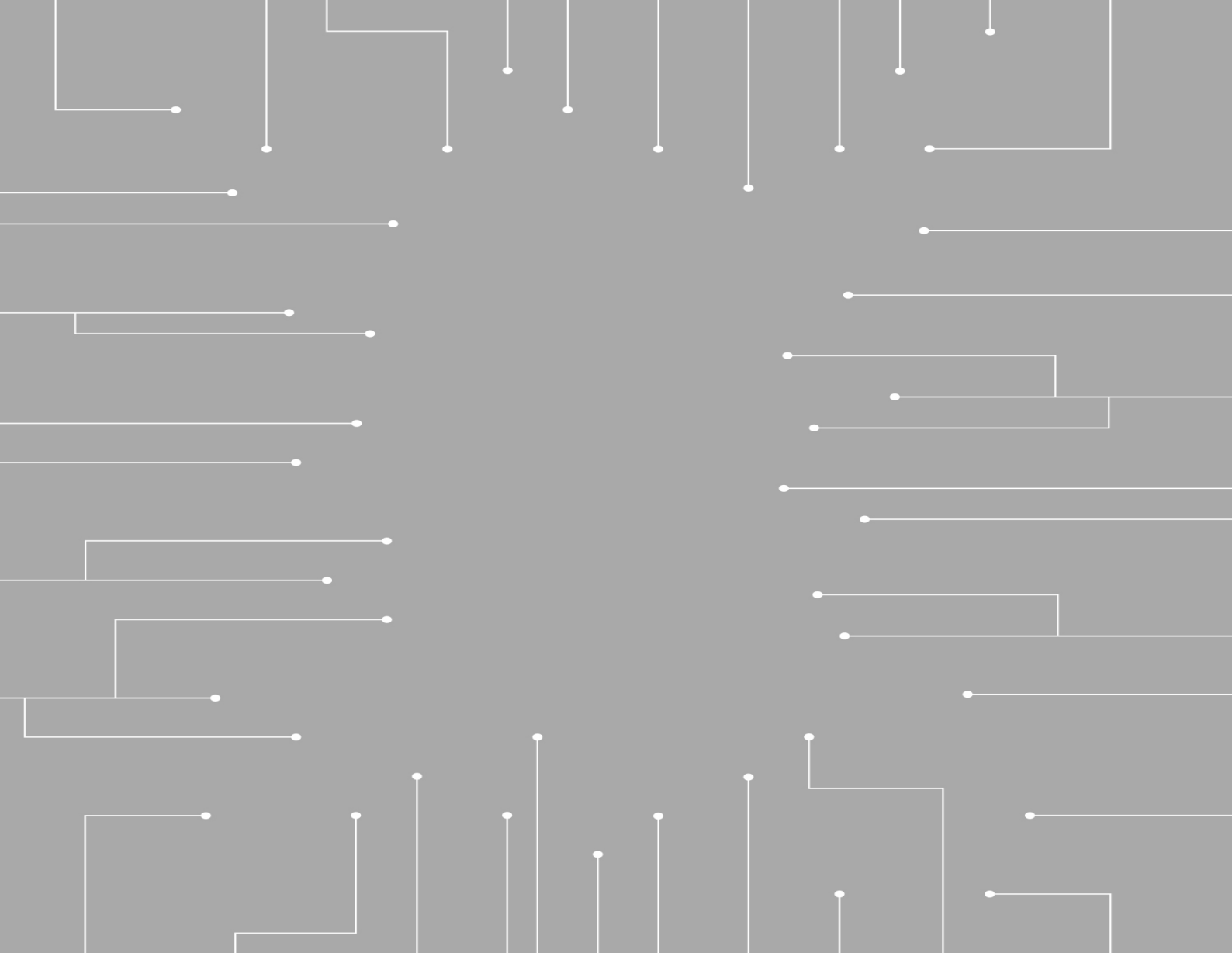
Glossary entries
- **Audio Bitrate**: The amount of audio data transmitted per second, affecting the quality of sound during calls.
- **Bluetooth**: A wireless technology standard for exchanging data over short distances between devices.
- **Call History**: A record of all incoming and outgoing calls made through the app.
- **Intercom**: A communication system that allows users to talk to one another, often used in professional settings.
- **Jitter**: The variability in packet arrival times during data transmission, which can affect audio quality.
- **Mute**: A feature that disables the microphone, preventing the user from being heard by others during a call.
- **Packet Loss**: The percentage of data packets that fail to reach their destination, which can lead to audio dropouts.
- **Push-to-Talk (PTT)**: A communication feature that allows users to speak instantly by pressing a button.
- **Round Trip Time (RTT)**: The time it takes for a signal to travel from the sender to the receiver and back, indicating connection responsiveness.
- **Speaker Output**: The audio output option that allows sound to be played through the device's speaker.
- **Partyline**: A shared communication channel that allows multiple users to converse simultaneously.
- **Hot Mic**: A feature that keeps the microphone active, allowing for continuous audio transmission.
- **Notification**: An alert that informs users of incoming calls, messages, or important updates within the app.