



Instant communication from an Android Device!

Product Training

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- Installation Instructions
- Getting Familiar with the application
- Troubleshooting
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Application Requirements

What you will need to get started:

1. Android Device
 - Android OS 2.3 or higher
 - 10MB of internal storage available
 - 1GHz or higher phone processor recommended
2. 3G/4G data connection or Wi-Fi access
4. MOTOTALK account provisioned on the SouthernLINC network
5. MOTOTALK Activation Email Confirmation including Account login information:
 - BUID (Business Unit)
 - Application Server Address
 - UserID
 - Password



TIP:

To check the Android OS version go to :

Settings > About Phone > Android Version

To check the internal storage:

Settings > Storage>

2.3 – Internal Storage or Application Storage

4.0, 4.1 – Storage



Installation Instructions

Installation Instructions

It's as easy as 1..2..3!

Step 1: Make sure your device is ready!

Your device must allow apps from “Unknown Sources”. If this option is not selected in your Android Device settings MOTOTALK may not install.

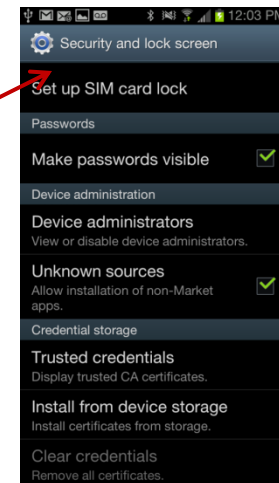
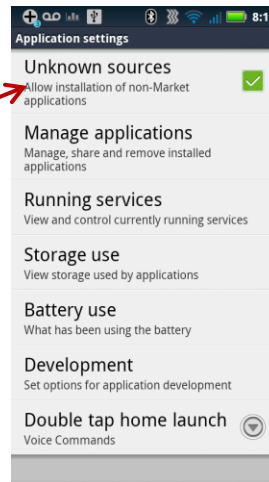
To set Unknown Sources for:

Android 4.0 (Ice Cream Sandwich) or 4.1 (Jelly Bean):

Go to: **SETTINGS > SECURITY and LOCK SCREEN.**

Android 2.3 (Gingerbread):

Go to: **SETTINGS > APPLICATIONS**



Installation Instructions

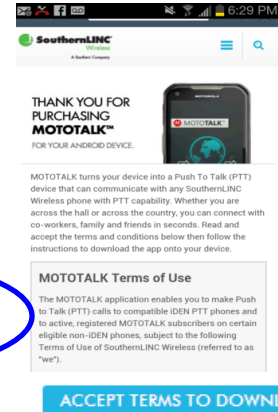
Step 2: Download and Install the application to your Android device!

1. Accept SouthernLINC Terms of Use.
From your device locate the email confirmation you received from **SoLINC Activations**. Select the link to Read and Accept the SouthernLINC Terms, read the terms then, select **ACCEPT TERMS TO DOWNLOAD**.
2. Download the application to your device by selecting **DOWNLOAD MOTOTALK**.
3. Install the application
Open the notification window and tap on the MOTOTALK apk file, then select **Install**. After the file has been installed successfully select **Done**.



STEP 2: Download and install the application to your Android device

1. From your device [Click here](#) to read and accept the SouthernLINC terms of use, then tap "DOWNLOAD MOTOTALK".



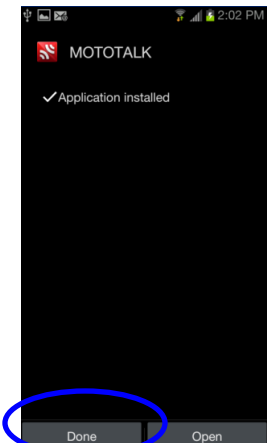
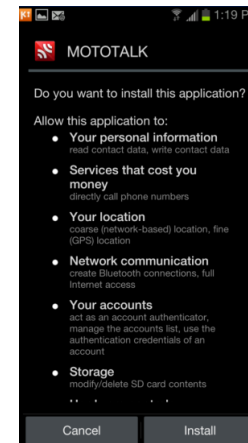
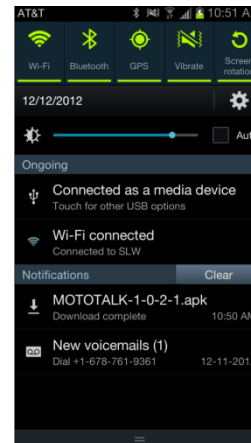
STEP 1: Your device must allow apps from "Unknown Sources." If this option is not selected, MOTOTALK may not install.

- On a device running Android 4.0 (Ice Cream Sandwich) or 4.1 (Jelly Bean): Go to SETTINGS > SECURITY LOCK. Under "Unknown Sources" make sure you check "Allow installation of non-Market applications."
- On a device running Android 2.3 (Gingerbread): Go to SETTINGS > APPLICATIONS. Under "Unknown Sources" make sure you check "Allow installation of non-Market applications."

STEP 2: Download and install MOTOTALK to your Android device.

[DOWNLOAD MOTOTALK](#)

- To install MOTOTALK, open your device's File Manager and locate the apk (Android Package) file titled "MOTOTALK-X-Y-Z" then tap on the file to



Installation Instructions

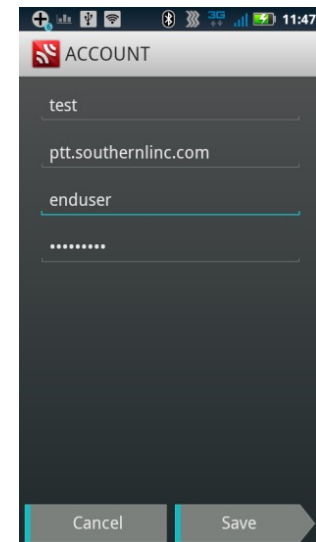
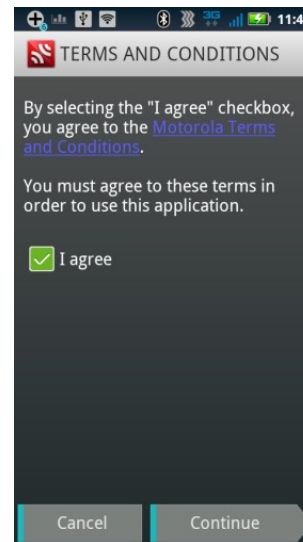
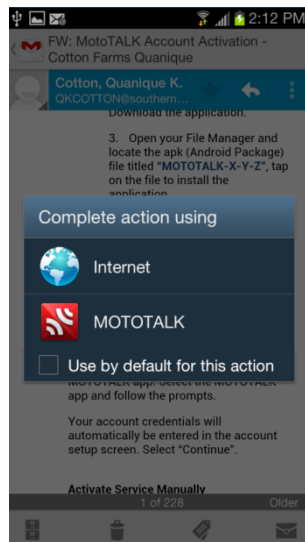
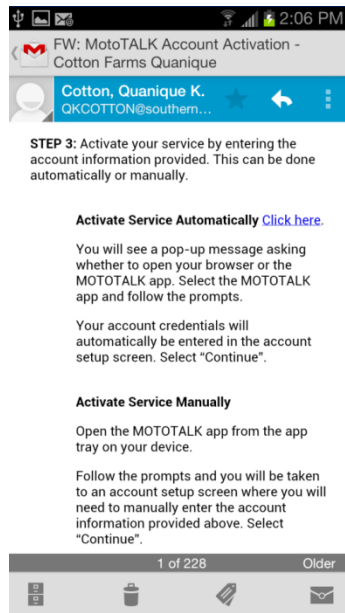
Step 3: Setup/Configure MOTOTALK account!

There are two ways to configure your MOTOTALK account, automatically and manually

Automatically configuring your account information saves time and prevents mistakes during the setup process.

To **auto-configure** follow the steps below:

1. From your Android device open the email confirmation and click on the link to Activate Service Automatically
2. From the browser popup message choose "MOTOTALK". Once selected the MOTOTALK app will launch..
3. Next, Tap "**Get Started**". Then, read and agree to the Motorola End User License Agreement, and then "**Continue**"
4. Your account information will automatically populate in the required fields. Tap "**Save**"

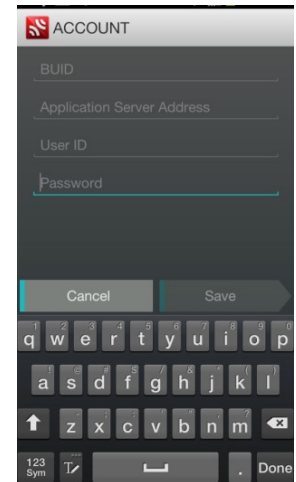
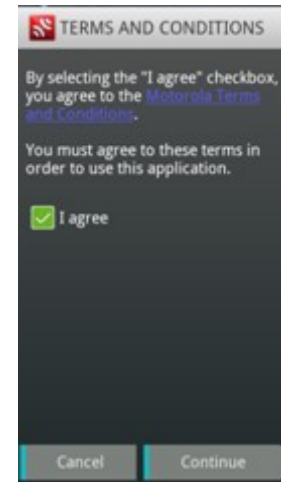
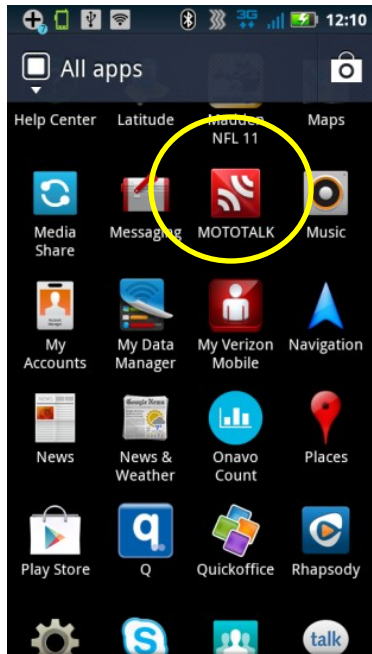


Installation Instructions

Configuring your MOTOTALK account manually -

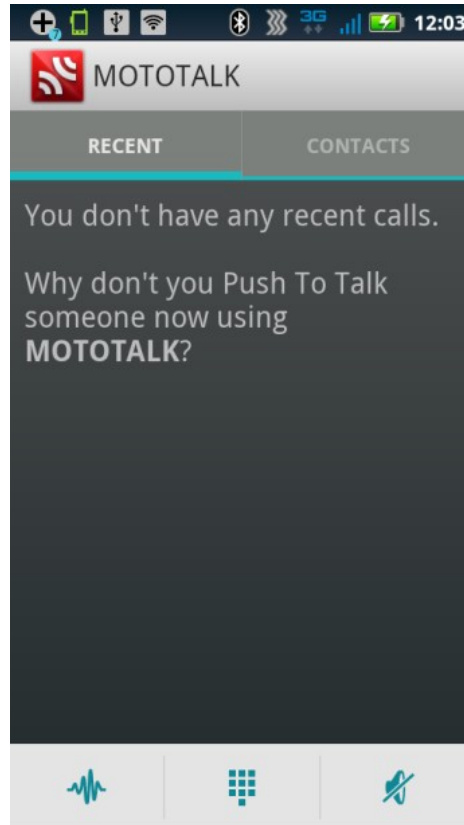
If problems occur while setting up account automatically you can proceed with entering account information manually by accessing the MOTOTALK application from the device's application list

1. Launch the MOTOTALK application by selecting it from the device's application list
2. Select **"Get Started"** agree to Motorola Terms and Conditions, then select **Continue**
3. Enter the MOTOTALK information, then select Save



Success!

**You are now connected to MOTOTALK PTT Service
on your Android device!**



Getting Familiar

How To: Get the best performance

Because MOTOTALK shares the 3G/4G data connection and battery with other applications running on the device adjustments may need to be made to the Data and Battery settings. (These settings can vary depending on device and manufacture).

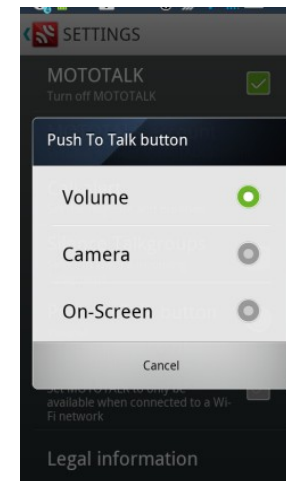
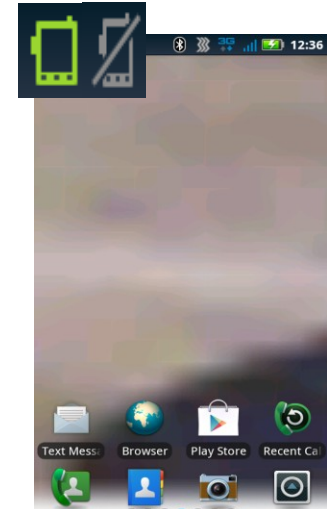
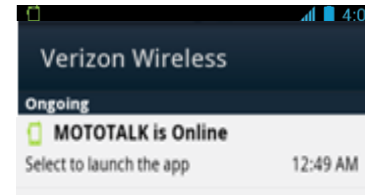
2.3 Gingerbread	4.0 and 4.1 (ICS, Jelly Bean)
Settings>Battery and Data Manager <ul style="list-style-type: none">• Battery Mode – check Performance Mode• Data Saver – uncheck Enable data saver• Data Delivery – check Background data and Data enabled• Wireless & Network<ul style="list-style-type: none">Wi-Fi settings > Menu > AdvancedWi-Fi sleep policy > select Never	Settings > Wi-Fi > Advanced: Keep Wi-Fi on during sleep – Never <i>Auto Connect – unchecked (AT&T users)</i> Data Usage Set mobile data limit – unchecked More Settings > Mobile Networks Use Packet Data – checked

TIP: At times when connection to MOTOTALK is not needed please refer to battery saving methods and data synchronization guidelines recommended by the device manufacturer. Please refer to your device manual for instructions.

Getting Familiar

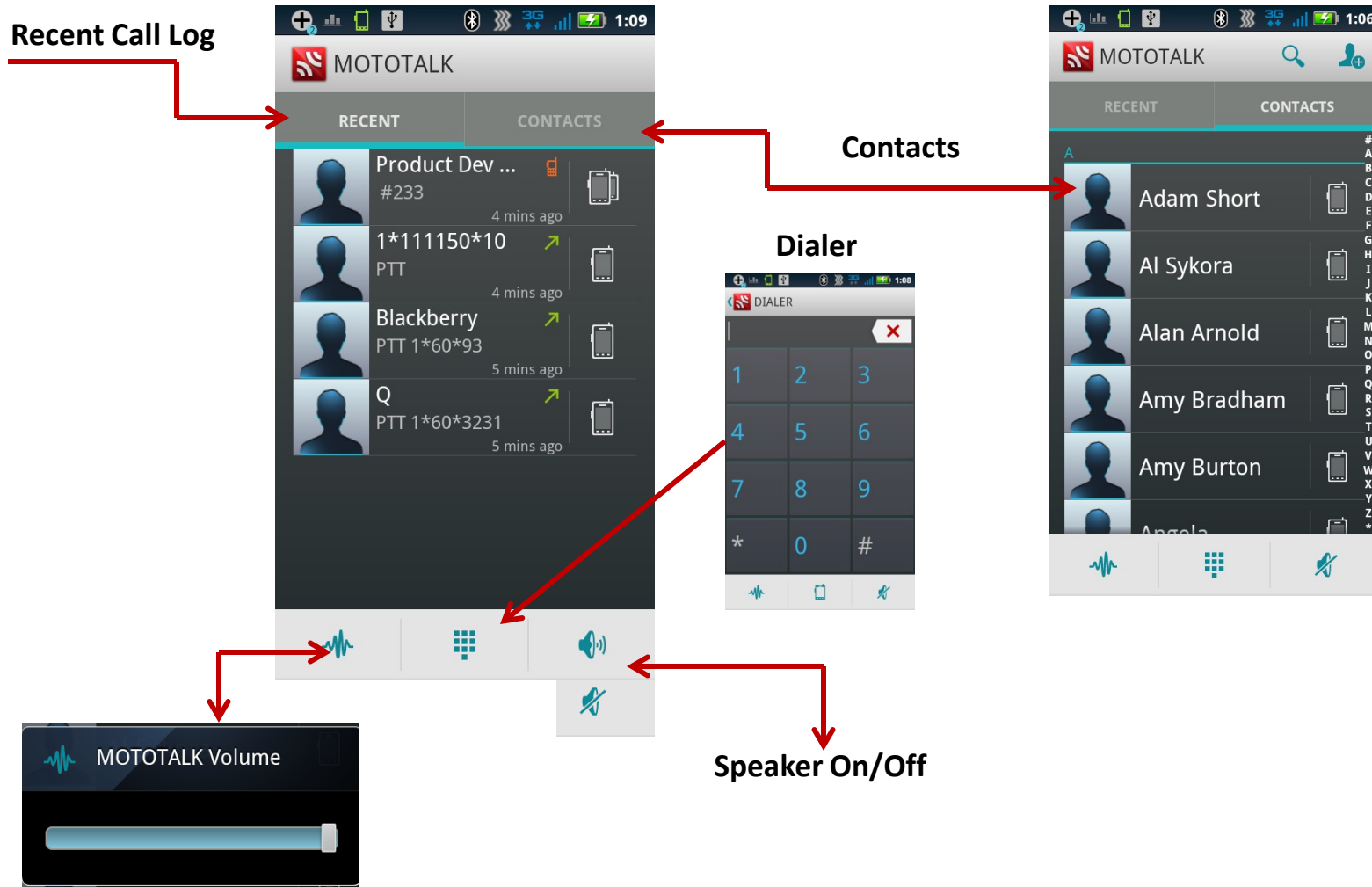
Ease of Use

- MOTOTALK **status icon** lets you know when your connected and when your not.
- Check status and launch app from the **Notification Window**
- Create a Home Screen **shortcut** to easily launch the app
- Select which device button you would like as your **PTT key** (Menu>Settings>Push to Talk Button)



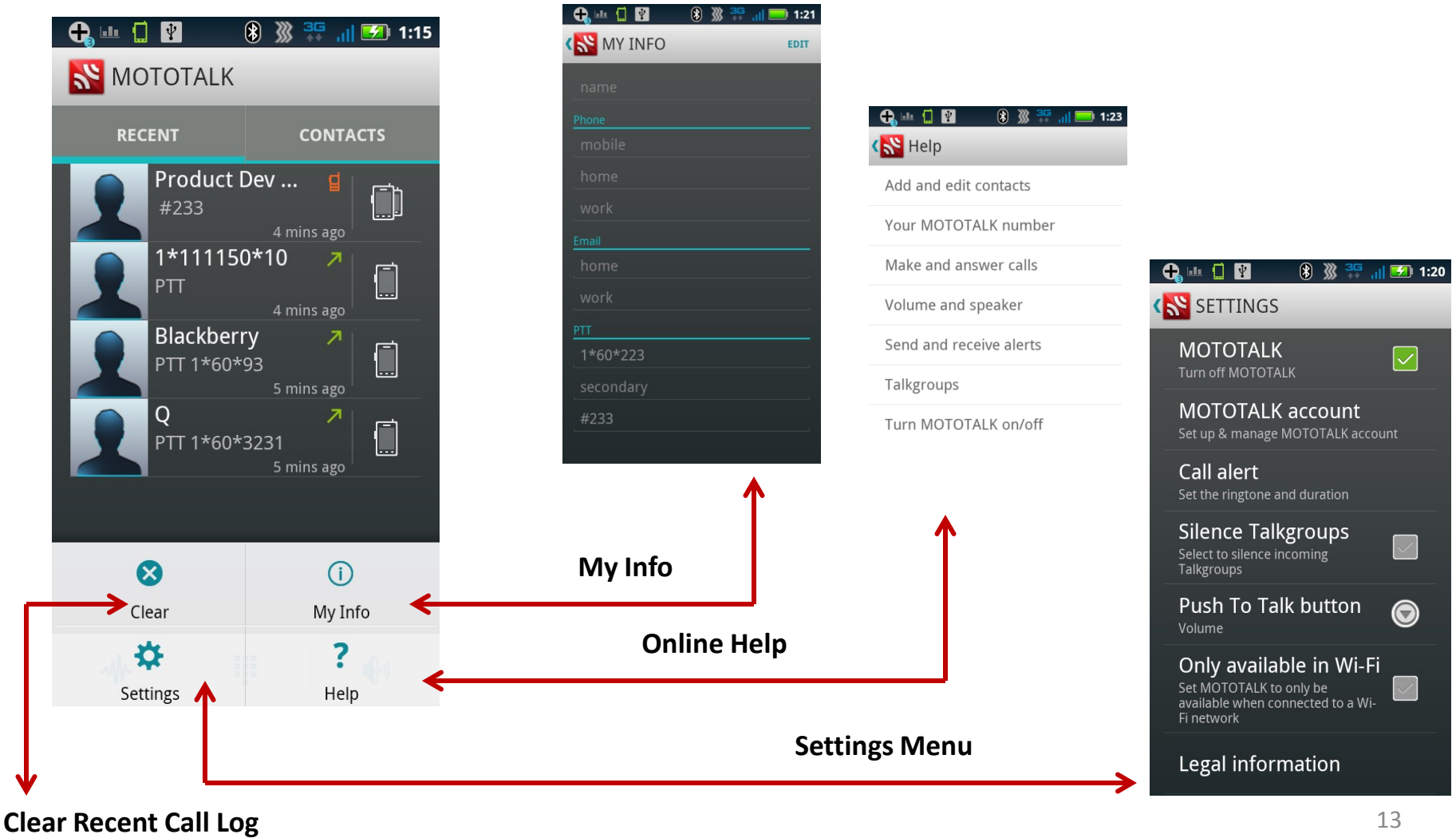
Getting Familiar

How To: Application Navigation - Home



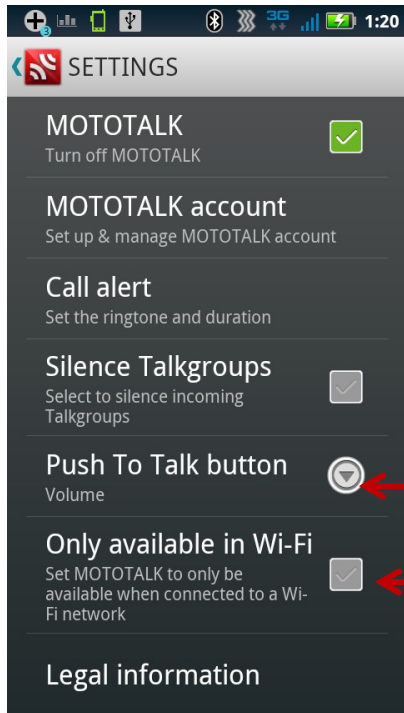
How To

Application Navigation - Menu



How To

Application Navigation - Settings



Turn MOTOTALK ON/OFF

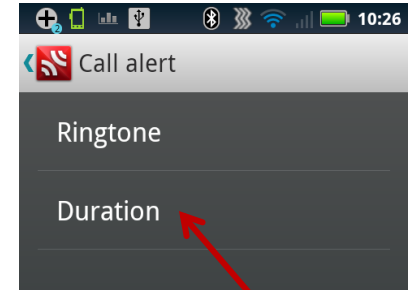
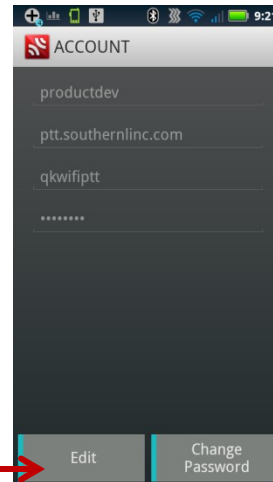
Edit Account Information & Change Pswrd

Silence Talk-group:
Checked – Will NOT receive GC
Not Checked – Will receive

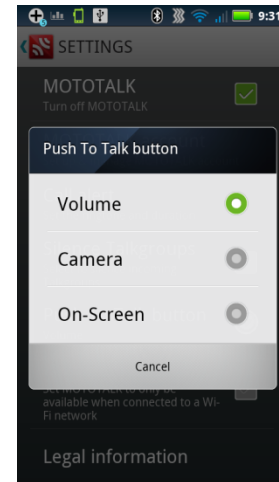
Choose PTT Key

Only available in Wi-Fi
Checked - will not work with 3G/4G data network
Not Checked - will work with Wi-Fi & 3G/4G

TIP: If the device has a dedicated PTT key it will appear in the list as an option to select




Set Call Alert Ringtone and Duration



How To Add and Edit Contacts

MOTOTALK imports your push-to-talk contacts the first time you open the application

To Add a Contact

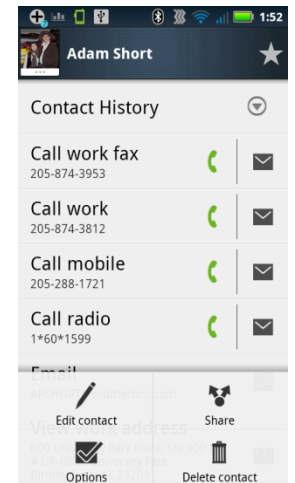
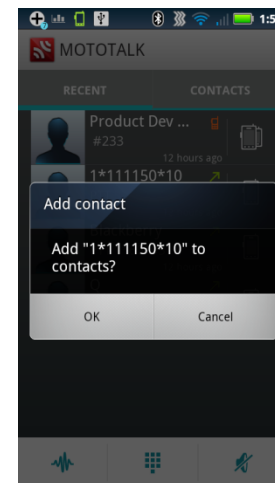
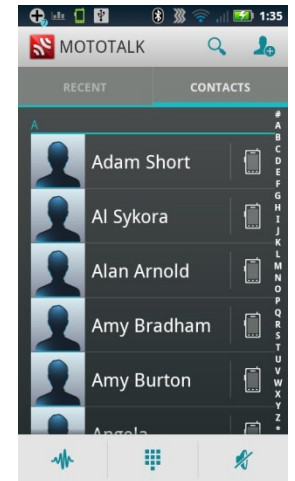
1. Touch **Contacts** > then touch the contact icon 
2. Enter the contact's name
3. Enter the MOTOTALK (PTT) number in the **Phone** field
Contacts will need to be entered with full UFMI information: (ex: 1*13555*289)
4. Touch **Save**.

To edit a contact:

1. Touch the contact, then touch **View full contact**.
2. Touch **"Menu"** > **Edit Contact**




To save recent MOTOTALK caller as a contact

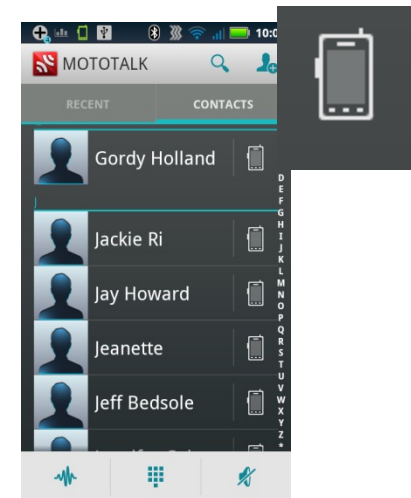
1. Touch **Recent**, then touch the photo/avatar
2. Touch **Ok** to add to contact list



How To Make and Answer Calls

To make a MOTOTALK call

- Touch Recent or Contacts, then touch 
- If you know your contact's MOTOTALK number touch the Dialer,  enter the number then touch 

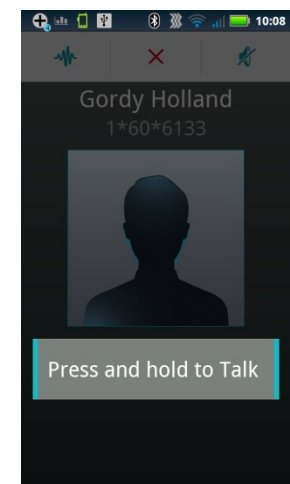


To answer and talk

- Touch Press and hold to Talk or press the hard PTT key. Release it to listen to the caller.

To end a call

- Touch , or wait a few seconds for call to time out.



How To Talk Groups

MOTOTALK users will need to have Talkgroup provisioned on account before accessing via the application.

Join a Talkgroup

Before you can make a Talkgroup call you'll need to join the TG

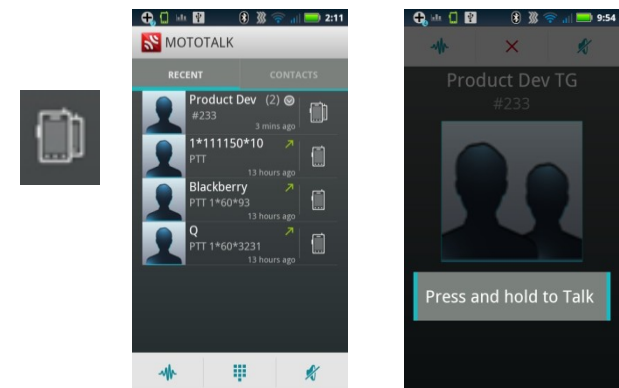
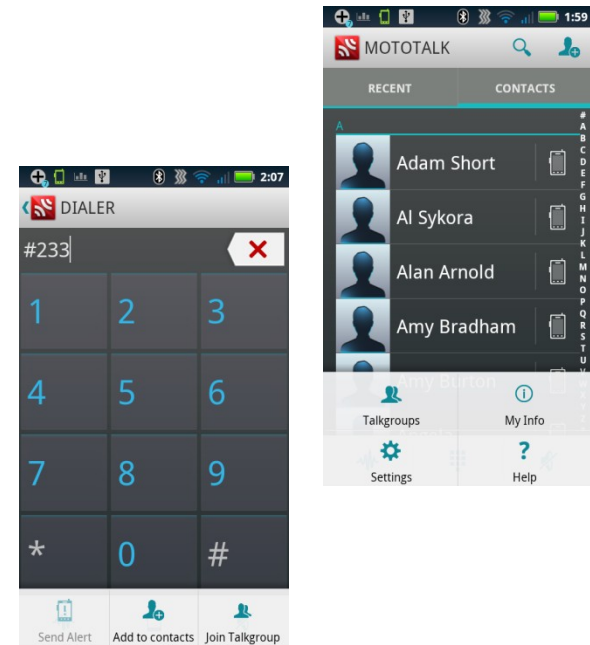
From the Dialer

1. Touch, the Dialer  and enter the Talkgroup number beginning with # (such as #255)
2. Touch "Menu" > Join Talkgroup
3. Press PTT key to initiate group call

Make a Talkgroup call


If the talkgroup is already a contact, touch Contacts > "Menu" > Talkgroups, then touch radio icon beside the contact

From the Recent Call Log Touch the radio icon next to the recent call



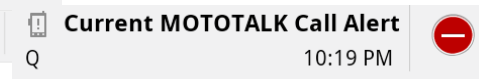
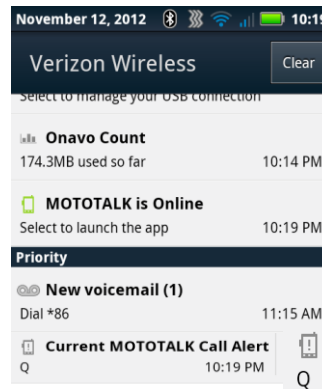
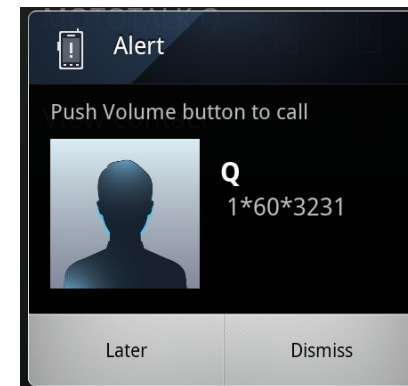
How To Send and Receive Alerts

Send an alert to tell someone you want to talk...

1. Touch **Recent** or **Contacts** and choose a contact or MOTOTALK number.
2. Touch  and touch **Send Alert**.

When you receive a call alert, touch:

- Dismiss: Dismiss the call alert
- Later: Store the call alert to notifications



TIP: Alert notifications appear in the status bar after a few minutes of inactivity. Swipe down to view



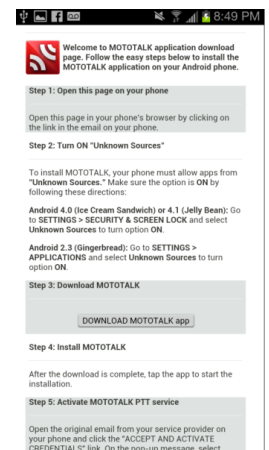
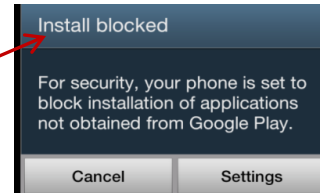
Instant communication from an Android Device!

Troubleshooting

Troubleshooting

Installation:

- **When trying to download the application I received the following error**
Unknown Sources must be checked in order to install the application.
Please refer to the installation instructions
- **I downloaded the application but I don't know where to find it**
 - Most Android devices allow applications to be downloaded to the device's internal storage as well as the SD Card. Check the folders in both device Storage and SD Card Storage for a file labeled **"MOTOTALK 1.0.2 .apk"**.
 - Ensure there is enough memory in the storage location. MOTOTALK requires at least 5 MB of storage be available.
- **I clicked on the link to auto-configure my account information and I did not get the pop-up to select MOTOTALK.**
 - The application is not installed on the device. You must first download and install the application before clicking on the link. After clicking on the auto-configure link select **"Browser"**. From the MOTOTALK download page click on **"Download MOTOTALK app"**.



Troubleshooting

Connection

- **My application will not register**
 - Verify account credentials were entered correctly. If so contact Customer Support to reset account information
 - You are not connected to 3G/4G data or Wi-Fi. Make sure Data Enabled is selected in Battery and Data Manager. If 3G/4G data is not available find a Wi-Fi hot spot.
 - Wi-Fi access point is blocking access to the application – Contact Customer Care
- **The MOTOTALK status is showing offline**
 - Make sure you have a data connection
 - Verify MOTOTALK is turned on in the Settings Menu
 - Verify device's data restriction settings
 - Verify you are in 3G/4G data coverage

Audio

- **I can barely hear the person talking through the speaker or earpiece**
 - Make sure the MOTOTALK volume has been turned up.
 - The application audio may need to be audio tuned for your device model. Please contact Technical Customer Support for further information.

MOTOTALK Resources

For assistance with your MOTOTALK account please contact:

- SouthernLINC Wireless Customer Care at 1800-406-0151 or www.southernlinc.com/customersupport

Other support contacts:

- Motorola Support Page www.motorola.com/mymototalk
- Motorola Help Desk at 1866-237-0585

Hours of Operations:

Monday – Friday 8:00am to 11pm ET.

Saturday – Sunday 10am to 7pm



Instant communication from an Android Device!

FAQs

Frequently asked Questions

Q: Will MOTOTALK work on the iPhone?

A: No, the application will currently only work with Android based devices.

Q: Where do I get the application to install on my device?

A: The application can be downloaded by clicking on the link found in the email confirmation and accepting the SouthernLINC MOTOTALK Terms of Use.

Q: What should I do if I can't find the email confirmation sent when I added the MOTOTALK service?

A: Please contact Customer Care at 1-800-406-0151 and they will assist you.

Q: What is the total amount of users that can be brought into a Talkgroup call?

A: A total of 60 MOTOTALK users can be engaged in a Talkgroup call at a time. However there is no limit for traditional iDEN users.

Q: When installing the application there is a popup that says "Importing contacts", what does this mean?

A: The application will look for Push To Talk numbers already stored in the device's contact list if some are found it will import them into the MOTOTALK contact list.

Frequently asked Questions

Q: Is a contract required for MOTOTALK?

A: You must read and accept the SouthernLINC MOTOTALK terms of use before installing the application.

Q: How do I know that my MOTOTALK account has been set up?

A: An email confirmation will be sent to the email address provided on the activation request form.

Q: What happens if I do not keep at least 1 phone active on my account?

A: The MOTOTALK account(s) will be deactivated.

Q: Are there any Early Termination fees associated with the MOTOTALK account?

A: No, there are no ETFs associated with MOTOTALK at this time.

Q: I'm trying to use the auto-configure link and I'm getting an error that the username and password is invalid what do I need to do?

A: Please Customer Support at 1-800-406-0151 to verify your account information is correct.

Q: How do I store a private ID in my contact list.

A: A PTT ID can be stored in the MOTOTALK contact list or the Android Native contact list. The PTT ID must be stored in a phone number field for example "Mobile, Fax, Home, Work etc..." with the format 1*FLEET*Private ID. For example 1*89*5111