



# **Report-IT Live User Manual for 10 Pack & Enterprise 100 Pack**

**Software Version 3.0.7  
Manual Version 3.0.7.1  
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# Table of Contents

<b>Part I About Report-IT</b>	<b>3</b>
<b>Part II Release Notes v 3.0.7</b>	<b>4</b>
<b>Part III Getting Started: Report-IT 10/100 Packs</b>	<b>5</b>
<b>Part IV Home Screen Controls</b>	<b>10</b>
<b>Part V Retransmit or Insert Reports Live</b>	<b>11</b>
<b>Part VI Connection Quality &amp; Statistics</b>	<b>12</b>
<b>Part VII Recording a Report</b>	<b>14</b>
<b>Part VIII Managing Reports</b>	<b>15</b>
1 Renaming a Report .....	16
2 Playback of Reports .....	16
3 Trim Reports for Playback .....	17
4 Cutting and Pasting Audio .....	18
5 Adding and Deleting Playlists .....	23
6 Add and Remove Reports from Playlists .....	23
7 Locking Reports .....	24
8 Deleting Reports .....	25
9 Uploading Reports via FTP .....	25
<b>Part IX Configuring 10 and 100 Packs</b>	<b>26</b>
1 Configuring Codec Connections .....	27
2 Configuring FTP Servers .....	33
3 Creating & Managing User Accounts .....	39
4 Configuring User Account Connections .....	41
5 Changing the Administrator Password .....	50
6 Connecting Two iPhones to one Codec .....	51
7 Offline Recording Settings .....	53
8 Changing Codec Profiles .....	53
9 Reconfigure the Default Report Name .....	54
10 Show/Hide Mute Button .....	55
<b>Part X Customer Support</b>	<b>55</b>
<b>Part XI Software Licensing</b>	<b>55</b>
<b>Part XII Credit Notices</b>	<b>59</b>
<b>Index</b>	<b>60</b>

# 1 About Report-IT

Tieline Report-IT Live changes the newsgathering game by turning your iPhone into a pocket-sized portable 15kHz live IP audio codec and ultra-slim high fidelity 20kHz audio recorder. It is a simple application which allows a reporter to use an iPhone®<sup>1</sup> to:

- Broadcast 15kHz live two-way interviews between the talent/reporter and the studio live to air.
- Take advantage of the inbuilt 20kHz quality mic on all 3G/3GS/4 iPhones, by prerecording interviews to the phone and then FTP these 20kHz audio quality files to the studio without needing a codec.
- Prerecord interviews, trim them offline, build a user-friendly playlist of edited clips and insert them into your live cross to the studio later (sometimes called wrap-arounds) - all from your iPhone

Report-IT Live	Overview of Report-IT 10 Pack Powered by Enterprise	Overview of Report-IT Enterprise 100 Pack
<p>Ideal for freelance journalists or individual reporters in small networks where remote network management is not critical.</p> <ul style="list-style-type: none"> <li>• Licensed for installation onto a single iPhone</li> <li>• All settings managed within the app on the phone itself</li> <li>• Basic app provides 2 hours of 'live-time' broadcast hours</li> <li>• In-app upgrade to Pro version for unlimited 'live-time' broadcast hours and other features</li> <li>• No annual fee</li> </ul>	<p>Centrally manage a team of up to 10 reporters from the studio using a Report-IT administrator account installed onto an iPhone. Remotely configure, manage and secure all live Report-IT 10 Pack connections across your IP networks.</p> <ul style="list-style-type: none"> <li>• Licensed for installation onto up to 10 individual iPhones</li> <li>• Create secure individual user login accounts for each user</li> <li>• Manage all user accounts via an iPhone administrator account</li> <li>• Purchase additional Report-IT 10 packs as required and configure each under the same, or a separate administration account if preferred</li> <li>• TieServer back-up of all configuration settings</li> <li>• No annual fee</li> </ul>	<p>Ideal for medium and large sized broadcast networks. Centrally manage a team of up to 100 reporters from the studio using either an iPhone administrator account, or a PC web-GUI management console. Configure, manage and secure all live Report-IT Enterprise 100 Pack connections across your IP networks.</p> <ul style="list-style-type: none"> <li>• Licensed for installation on up to 100 individual iPhones</li> <li>• Create secure individual user login accounts for each user, or share user accounts amongst many users</li> <li>• Designed for remote talent/contributors to download the app onto their iPhone for free; enter a username and password and be interviewed live by the studio in seconds!</li> <li>• Manage all user accounts via an iPhone administrator account, or the TieServer Management Console</li> <li>• TieServer back-up of all configuration settings</li> <li>• Annual subscription which includes 100 additional licenses each year</li> </ul>

### ***Report-IT Live and Report-IT Live Pro***

Report-IT is available as a free trial version called Report-IT Lite with limited recording features. To purchase Report-IT Live go to the iTunes App Store and download the Report-IT Live app. Upgrading to Report-IT Live Pro is performed via an in-app purchase on the iTunes App Store.

### ***Report-IT 10 Pack and Enterprise 100 Pack***

Report-IT 10 Pack and Enterprise 100 Pack enables broadcast networks to centrally manage multiple users from the studio using cloud computing concepts to configure, manage and secure all live Report-IT connections across their IP networks.

Reporters, announcers and remote talent don't even need to configure Report-IT to use it. Studio Engineers can use an iPhone with a special Report-IT administrator login to remotely create a unique password and define specific connection settings for each user.

All connection settings for connecting to specific Tieline studio codecs or FTP servers are automatically downloaded into the application via TieServer when the unique password is entered into the iPhone. This process not only makes it very simple for users to connect, it also significantly enhances broadcast IP network security by never exposing IP address details of studio codecs to reporters and contributors in the field.

The TieServer Management Console is the ideal tool for managing many users and is available to users of Report-IT Enterprise 100 Pack.

### ***Where should I start?***

If you want to learn how to configure connections for your user licenses see [Configuring 10 and 100 packs](#).

If you want to learn how to download Report-IT onto your iPhone and get connected see [Getting Started: Report-IT 10/100 Packs](#).

## **2 Release Notes v 3.0.7**

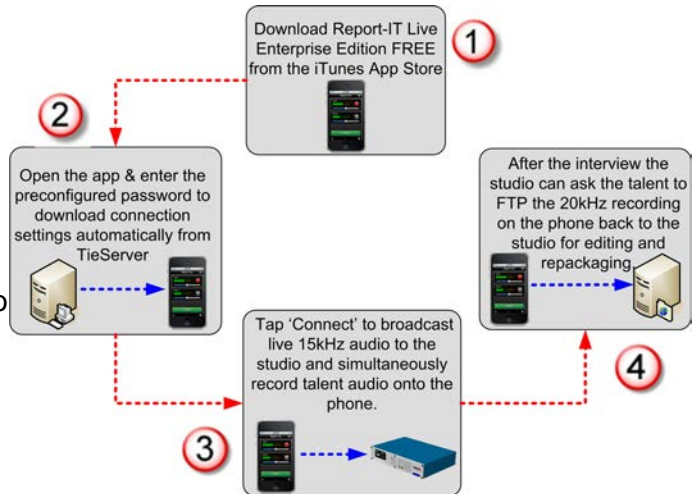
New features implemented since v.3.0.2 of Report-IT include:

1. [Support for G3 dual program](#); Supports selection of custom profiles in G3 codecs using Report-IT (Requires minimum G3 firmware version 1.6.86. See <http://www.tieline.com/Support/Latest-Firmware/Current-G3-Firmware-Versions>)
2. Ability to [select different profiles](#) when connecting.
3. [The default prefix used when naming a new report can now be specified](#)
4. The default report recording name prefix is now based on localisation settings, i.e. language selection.
5. Inclusion of an ["Allow Mute" setting](#) to add and remove the **Mute** button from the main connection screen; this is used to avoid accidental muting of incoming audio from the studio.

### 3 Getting Started: Report-IT 10/100 Packs

To use Report-IT 10 Pack or Report-IT Enterprise 100 Pack simply download the FREE Tieline Enterprise Edition app from the App Store and use the unique login provided by the studio to automatically log in to TieServer and download all settings for connecting to specific Tieline studio codecs or FTP servers.

- See [Configuring 10 and 100 Packs](#) if you are an administrator wanting to configure user accounts.



**Important Note:** It is possible to record a report without logging in to TieServer but it is not possible to make live connections or FTP recorded reports until Report-IT has logged into TieServer.

#### Dialing into the Studio

1. After downloading and installing the Enterprise Edition tap the **Report-IT Live Enterprise Edition** app symbol on the iPhone screen to run the application.
2. When the application opens you are prompted to enter the password provided to you by the studio in order to sign in to TieServer. Enter the password and tap **OK**.



3. 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.



4. Use your finger to move the **Input Slider** and adjust input audio levels.



5. Tap **Connect** on the **Report Live** screen to dial the studio codec and use your finger to move the **Return Slider** horizontally to adjust return audio levels from the studio codec.

#### Dialing Different Connections

More than one connection can be configured by the studio, enabling users to dial into more than one codec or FTP server at the studio. To select a different dialing destination:

1. Tap the arrow symbol on the **Report Live** home screen to open the **Codecs** page.



2. Tap to select a new codec.



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



## FTP Reports to the Studio

There are two ways to perform FTP transfers.

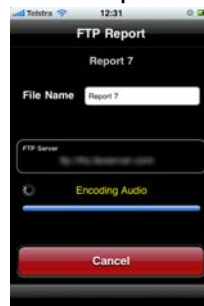
### ***Automatic FTP File Transfers***

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

1. Tap **Disconnect** to hang up the IP connection.



2. Tap **Upload** to commence uploading the recording to the server.



3. The recording is first encoded, then transmitted. The data transfer upload is displayed on the progress bar.



4. Data transfer may take several minutes, depending on the size of the report and the upload connection bandwidth available. Confirmation is displayed at the completion of the file transfer.




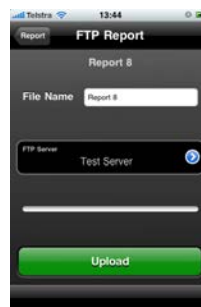
#### Important Notes:

- Tap the **File Name** text box to display the onscreen keyboard and rename a report prior to transfer if required. Tap **Done** when this is complete.
- Tap the blue arrow symbol to open the **FTP Settings** screen and select a different FTP server if required.
- Tap **Cancel** to cancel a file transfer prior to completion.

### Manually Configured FTP File Transfers

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 Your Reports**.
2. Tap a category playlist to find the report you want to select, then tap the report to view it in the **Report** screen.
3. Tap **FTP Report** on the **Report** screen.
4. Tap the **Upload** button to upload the report to the FTP server entered into Report-IT.



#### Adjusting Input/Output Audio Monitoring

Input audio monitoring is normally switched off by default prior to a connection being made. This is usually the case because if input audio is being emitted from the iPhone receiver when earphones are not being used, audio may be affected by echo caused by input audio feeding back into the iPhone mic.

If earphones are being used it is possible for Report-IT administrators to configure the app to monitor mic input audio prior to connecting. After a connection is made, return audio can be monitored via either the iPhone earphone output or the receiver (default



setting). To adjust these settings as an administrator see [Configuring User Account Connections](#).

#### Disconnecting a Connection

1. Tap the **Disconnect** button on the **Home** screen to end the connection.



**WARNINGS** - To ensure your live or recorded operations are not interrupted by incoming phone calls and other applications:

1. Configure call forwarding to voice-mail or another number; tap **Settings > Phone > Call Forwarding** and then slide the switch to **On**.
2. Turn off the **RINGER** on the left-hand side of the iPhone to avoid SMS tone interruptions. IMPORTANT NOTE: This will not prevent incoming SMS messages and will only stop alert tones. If Report-IT is being used and an SMS is received, a dialog box with **Close** and **Reply** buttons is displayed. **ONLY** press **Close** in response to an SMS. If you press **Reply** Report-IT will shut down and suspend your recording or transmission.
3. If you are recording a report only you can switch on **Airplane** mode via the iPhone **Settings** application. In **Airplane** mode no phone calls or SMS messages will be sent to the iPhone. When you have finished recording, **Airplane** mode must be turned off to retransmit or FTP your recording.
4. In the **Calendar** application, ensure that there are no event alarms enabled during the planned live/recording period.
5. Ensure that no **Clock** application alarms are enabled during the planned recording period.
6. Do not plug in or unplug a headset during recording. Likewise, do not dock or undock the device during recording.
7. Do not plug the iPhone into a power source during the recording. When an iPhone gets plugged into power, it beeps or vibrates, according to user settings.
8. DO NOT press the iPhone **HOME** button when reporting live or recording, or you will exit the Report-IT Live application.

If you can't enable call forwarding before your report and you receive an incoming call, decline the call ASAP using the **Decline** button on the iPhone screen. From the time that the incoming call alert is shown, to the time the decline button is pressed, recording will cease and silence will be transmitted.

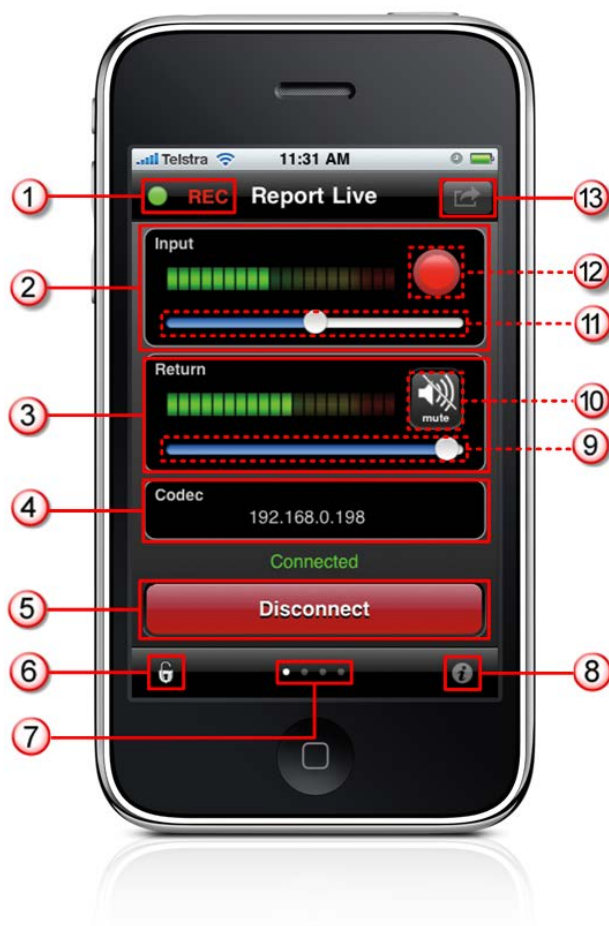


#### **Important Notes:**

- 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 twice from the **Report Live** screen to view connection **Statistics** and **Renegotiate** the connection bit-rate if this setting is not disabled.
- The **Return PPM** meter on the **Home** screen displays no audio until a connection to the studio codec is created.

<sup>1</sup> iPhone is a trademark of Apple Inc., registered in the U.S. and other countries.

## 4 Home Screen Controls





	Feature	Description
1	Record/Connected indications	Displays flashing green symbol when connected live (orange symbol while connecting) and <b>REC</b> flashes red when recording
2	Input PPM	Displays microphone input level; keep levels peaking in the green region of the PPM (as displayed). the PPM meters in Report-IT display average power for audio and represent the following: <ul style="list-style-type: none"> <li>• First green indicator is -29.5dB.</li> <li>• First yellow indicator is -13.0dB.</li> <li>• First red indicator is -5.5dB</li> </ul>
3	Return PPM	Displays return audio level from the studio codec when connected and monitored input (if enabled); keep levels peaking in the green region of the PPM (as displayed)
4	Codec connection	Displays the codec to which Report-IT is configured to connect; tap the arrow to select or configure a new address (Note: IP address details are never displayed in 10 Pack and Enterprise 100 Pack versions of Report-IT)
5	Connect/Disconnect button	Tap the <b>Connect</b> button to establish a connection to the studio codec; when connected, tap the red <b>Disconnect</b> button to disconnect.


6	Screen lock button	Tap to lock screen controls when connected to ensure settings cannot be accidentally adjusted; buttons and sliders are greyed out and disabled when locked
7	Home/Statistics page toggle	Tap to toggle between the <b>Home</b> screen and the <b>Statistics</b> screen to view connection statistics. A swipe gesture left/right can also be used to navigate between the screens.
8	Configuration Information	Tap to open the <b>Configuration</b> screen and adjust <b>Connection</b> and <b>Audio</b> settings
9	Return slider/fader	Slide to adjust return/monitor audio levels
10	Mute button	If displayed, Tap to mute return audio from the studio codec (turns blue when muted)
11	Input Slider/Fader	Slide to adjust microphone input levels
12	Record Symbol	Indicates a report is either recording or not recording
13	Activity button	Tap to select the activity you want to perform with Report-IT Live; Report Live, Record a Report or Manage Your Reports

## 5 Retransmit or Insert Reports Live

Recordings can be retransmitted to the studio or inserted into live reports using playlists displayed on the **Playback Reports** screen. (See [Add and Remove Reports from Playlists](#) for more info)

1. Tap the **Activity**  button in the top-right corner of the **Home** screen and then tap **Report Live**.
2. Tap the **Connect** button on the **Home** screen to establish a connection to the studio codec (see Getting Started for more connection details).
3. Swipe your finger to the left to reveal the **Playback Reports** screen.
4. Tap the arrow  to select the playlist you want from the default and custom playlists displayed.
5. Tap the **Report Live** button in the top-left hand corner of the screen to return to the **Playback Reports** screen.
6. Tap a report to select it from the playlist of recordings.
7. Press the play symbol to play the report. Note: this automatically mutes the iPhone microphone during playback.
8. Tap **Now Playing** if you want to adjust the report playback level.
9. Swipe your finger to the right to return to the **Report Live** screen at the completion of playback.
10. Tap the **Disconnect** button on the **Report Live Home** screen to end the connection.



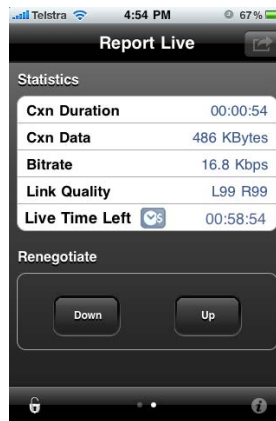
	Feature	Description
1	<b>Playlist</b> button	Tap to display all reports in the selected playlist
2	<b>Now playing</b> button	Tap to display the currently selected recording
3	Current playlist	The name of the currently selected playlist
4	Select playlist arrow	Press  to select a new playlist
5	Current report selected	Indicates the currently selected report
6	Playback indicator	Elapsed playback indication
7	Playback controls	Play, pause, and skip report controls

## 6 Connection Quality & Statistics

When a connection is live and you are viewing the **Report Live** screen, swipe to the left twice to view the **Statistics** screen and view current connection statistics.

In order of viewing from the top of the screen you can see:

1. **Cxn Duration:** The duration of the current or last connection.
2. **Cxn Data:** the amount of data used over the current or last connection.
3. **Bitrate:** the bit-rate of an active connection.
4. **Link Quality:** the local and remote link qualities of an active connection.
5. **Live Time Left:** the amount of live time remaining if Report-IT Live Pro is not purchased.



### ***How to Adjust the Audio Bit-Rate when Connected***

1. Use your finger to swipe left across the screen twice to view the **Report Live Statistics** and **Renegotiate** screen.
2. Tap **Up** to increase the audio connection bit-rate, or **Down** to decrease the audio connection bit-rate.

### ***Latency and Report-IT Jitter Buffering***

Behind the scenes Report-IT uses automatic Jitter Buffer settings with the default setting being 'Best Compromise', which is the same default setting in all Tieline IP audio codecs. It is designed to provide the safest level of good audio quality without introducing too much extra delay. Tieline's Jitter-buffer is smart because of its ability to:

- Remove duplicate packets.
- Re-order packets if they arrive out-of-order.
- Repair the stream in the event of packet loss (error concealment).
- Manage delay dynamically based on current network congestion.
- Manage forward error correction (FEC).

Over LANs, WANs and wireless networks the automatic jitter buffer generally works extremely well and very reliably. It adapts automatically to the prevailing IP network conditions to provide continuity of audio streaming and minimise delay.

### ***Want to Learn More about Tieline Codecs?***

To learn more about the audio functions available within the Report-IT application and Tieline codecs, please visit [www.tieline.com/support](http://www.tieline.com/support), select the codec that you have installed at the studio and download the user manual for that codec. Online support is also available via [support@tieline.com](mailto:support@tieline.com) and the Tieline forums at <http://forums.tieline.com>.

## 7 Recording a Report

When Report-IT Live is used to record audio, it makes use of whatever free memory is available on your iPhone. The maximum duration of a recording is entirely dependant upon how much memory you have available on your iPhone.


### *Automating the Recording of All Live Reports*

It is possible to simultaneously record all reports and stream live audio after a live connection to a studio codec is established.

1. Tap the **Configuration Information** symbol in the bottom-right corner of the **Home** screen.
2. Use your finger to slide the **Record ON Connect** switch from **Off** to **On**.




#### **Important Notes:**

- If **Auto Reconnect** is **On** then recording will not stop if disconnection occurs. Tap the **Information**  symbol to open the **Configuration** page, then tap **Advanced > Auto Reconnection** to view and adjust this setting.
- If **Auto Reconnect** is **Off** then recording will stop if disconnection occurs.
- If the application runs out of live time when connected then recording will stop immediately after disconnection.


### *Record a Report without a Live Connection*

Off-line interviews can be recorded for retransmission to a studio codec later or for FTP file transfers.


1. Tap the **Activity**  button in the top-right corner of the **Home** screen and then tap **Record A Report**.
2. Use your finger to move the **Input Slider** and adjust audio input levels.
3. Tap the **Record** button to start recording.
4. Tap the **Stop Recording** button when you have finished recording.



### *Managing Recorded Reports*

Recorded reports can be managed by tapping the **Activity**  button in the top-right corner of the **Home** screen and selecting **Manage Your Reports**. For more information see [Managing Reports](#).

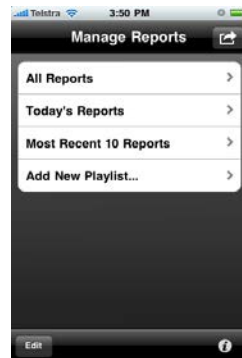
## 8 Managing Reports

To manage reports that have been recorded tap the **Activity**  button in the top-right corner of the **Home** screen and then tap **Manage Your Reports**.



The **Manage Reports** screen categorises recorded reports and allows you to:

1. View reports easily.
2. Add and view playlists of reports.





Tap a category to find the report you want to select and open the **Manage Report** screen.



Tap a report listed in the **Manage Report** screen to view it in the **Report** screen. From here you can perform a variety of editing functions:




## 8.1 Renaming a Report

1. Tap the **Activity**  button in the top-right corner of the **Home** screen and then tap **Manage Your Reports**.
2. Tap a playlist to find the report you want to select, then tap the report to view it in the **Report** screen.
3. Tap the **Edit** button in the bottom-left corner of the **Report** screen.
4. Tap the **Name** field on the screen.
5. Rename the report and tap the **Report**  button to return to the **Report** screen.
6. Tap the **Done** button in the bottom-left corner of the **Report** screen to save any changes.

Report-IT 10 Pack and Enterprise 100 Pack users can configure new default report names, see [Reconfigure the Default Report Name](#).

## 8.2 Playback of Reports

1. Tap the **Activity**  button in the top-right corner of the **Home** screen and then tap **Manage Your Reports**.
2. Tap a playlist to find the report you want to select, then tap the report to view it in the **Report** screen.
3. Tap **Play Report** on the **Report** screen.
4. Tap the **Play/Pause** symbols to play and pause the current report.
5. Use your finger to slide the **Playback Level Slider** (top) and adjust audio playback level.
6. Use your finger to slide the play-head along the **Scrubber Bar** and skip to any point along the report timeline.






	Feature	Description
1	Playback Level Slider	Slide the marker to adjust playback audio levels
2	Scrubber Bar	Slide the marker to skip to a point along the report timeline

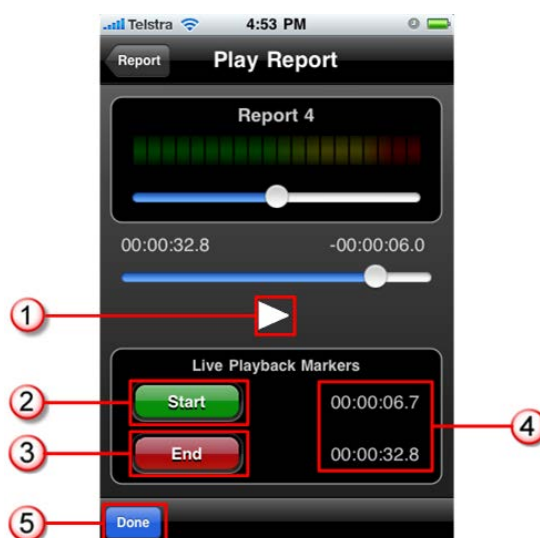
### 8.3 Trim Reports for Playback

It is possible to trim the top and tail of a recorded report and store this setting for playback.



**Important Note:** Trimming a report will not affect the original recording and only affects live report playback of recordings. Reports that are sent via FTP are not trimmed.

1. Tap the **Activity**  button in the top-right corner of the **Home** screen and then tap **Manage Your Reports**.
2. Tap a category playlist to find the report you want to select and open **Report** screen.
3. Tap **Play Report** on the **Report** screen.
4. Tap the **Edit** button in the bottom left-hand corner.
5. Tap the play symbol to playback audio and determine the playback start point for the report. You can also use your finger to slide the play-head along the **Scrubber Bar** and skip to any point along the report timeline.
6. When you are happy with the position tap **Start** to position the playback start marker.
7. Next playback audio to determine the end-point of the report, then tap **End**.
8. Tap **Done** in the bottom-left corner of the screen to save the report settings.




	Feature	Description
1	Play/Pause Symbol	Tap to play and pause the recording
2	Start button	Tap to configure the start point for report playback
3	End Button	Tap to configure the end point for report playback
4	Start/End markers	Time indication for start and end markers
5	Done/Edit button	Tap to edit and store settings

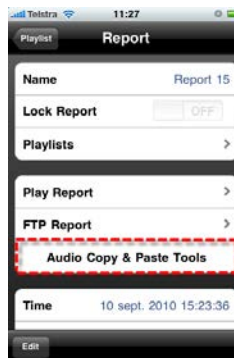
## 8.4 Cutting and Pasting Audio

It is possible to copy and paste audio between Report-IT Live and other iPhone Apps that support either MAPI AudioCopy & AudioPaste or the Intua Paste Board (See <http://www.sonomawireworks.com/iphone/audiocopy> and <http://code.google.com/p/intua-audio-sharing/wiki/CompatibleApps>). Such apps include non-linear editing and effects apps. Two common ways of integrating the cut and paste functions with Report-IT include:

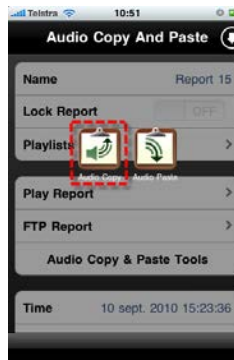
- Copy a report from Report-IT into a non-linear iPhone editing app, edit the report and then paste it back into Report-IT as a new report. Alternatively you can append or overwrite a previous recording.
- Copy a report recorded and/or edited within a non-linear iPhone editing app and then paste it into Report-IT as a new report.

### ***Copy a Report into an Editing App***

1. Tap the **Activity**  button in the top-right corner of the **Home** screen and then tap **Manage Your Reports**.
2. Tap a playlist to find the report you want to select, then tap the report to view it in the **Report** screen.
3. Tap **Audio Copy and Paste Tools**.



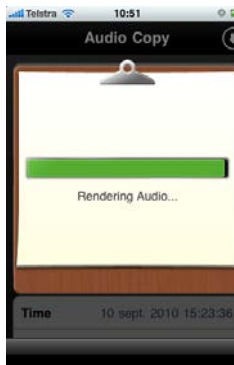
4. Tap the **Audio Copy** symbol.



5. Tap the name of the file to open the onscreen keyboard and edit the name, or just tap **Copy Audio**.



6. This initiates audio rendering and may take several seconds if the recorded file is large.



7. Tap to either launch a compatible installed app, or download (from the iTunes App

Store) one of the listed compatible applications and use it to edit the audio file. See <http://www.sonomawireworks.com/iphone/audiocopy/> for more details on AudioCopy and AudioPaste.



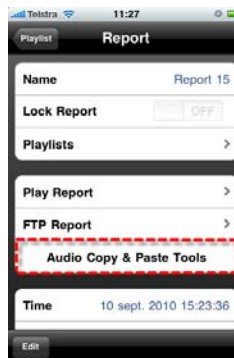
8. Consult your editing app's user documentation for details on how it performs non-linear editing functions and exports audio files to compatible applications.

### ***Paste Audio Back into Report-IT***

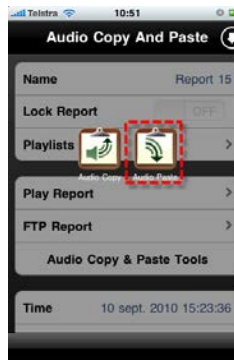
1. After editing your report within a compatible non-linear editing app, choose the audio copy function and select the file you want to transfer into Report-IT.
2. Select **Report-IT Enterprise Edition** when prompted to select the app you want to paste the audio into.



3. Navigate to a report within the **Manage Your Reports** screen within Report-IT (Tap the **Activity** button in the top-right corner of the **Home** screen, then tap **Manage Your Reports**, tap a playlist to find the report you want to select, then tap the report to view it in the **Report** screen).
4. Tap **Audio Copy and Paste Tools**.



5. Tap the **Audio Paste** symbol.



5. You can tap **Paste**, then tap **OK** to overwrite the currently selected audio report, or;



6. Alternatively you can tap either:

- **Paste to** and **End** if you want to append the current recording by pasting to the end of the selected report, then tap **Done**.



- or **Paste to** and scroll to **New Report** if you want to create a new report, then tap **Done**.



7. Tap **Paste** to past the recording.

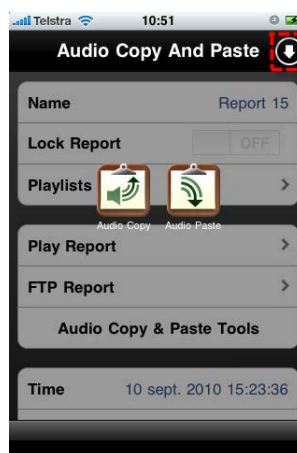


8. Confirmation is displayed if the paste is successful.



### ***Closing the Audio Copy and Paste Function***

Tap the arrow button in the top-right of the screen to close the **Audio Copy and Paste** screen.




## 8.5 Adding and Deleting Playlists

It is possible to create Report-IT Live playlists for sequential playout of recordings and management of recordings. The three default playlists in Report-IT Live to which reports are automatically added are:




1. All Reports.
2. Today's Reports.
3. Most Recent 10 Reports.

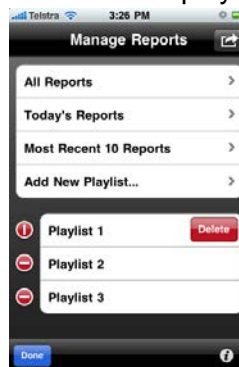
### *Adding a New Custom Playlist*

Custom playlists can be created to allow you to manually add a recording to your own playlist.

1. Tap the **Activity**  button in the top-right corner of the **Home** screen and then tap **Manage Your Reports**.
2. Tap **Add New Playlist**.
3. Use the on-screen keypad to enter a playlist name.
4. Tap **Done** to create the new playlist.

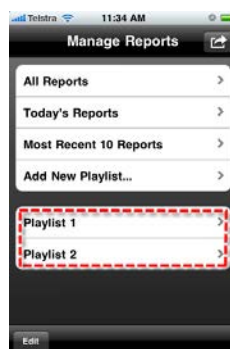
### *Deleting a Custom Playlist*

1. Tap the **Activity**  button in the top-right corner of the **Home** screen and then tap **Manage Your Reports**.
2. Tap the **Edit** button in the bottom left-hand corner of the screen.
3. Tap the red delete  symbol adjacent to the playlist you want to delete.
4. Tap the **Delete**  button to remove the playlist.




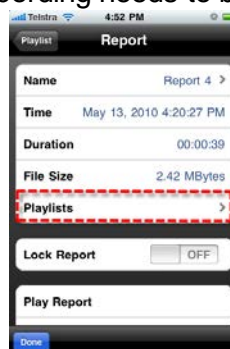
## 8.6 Add and Remove Reports from Playlists


Custom user playlists need to be created before attempting to manually add a recording to these playlists. Custom playlists are easily identifiable because they are displayed separately below the default playlists. (See [Adding and Deleting Playlists](#) for more details on adding playlists)



### ***Adding a Report to a Playlist***




1. Tap the **Activity**  button in the top-right corner of the **Home** screen and then tap **Manage Your Reports**.
2. Tap the default or custom playlist that contains the report you want to add to another playlist.
3. Tap to select the report you want to configure.
4. Tap **Playlists** in the **Report** screen to view all custom playlists, then tap to select each individual playlist the recording needs to be added to.



5. Tap the **Report**  button to return to the **Report** screen and save all changes.

### ***Removing a Report from a Playlist***

Removing a report from a custom playlist does not delete the actual recording itself. To delete a recording see [Deleting Reports](#).

1. Tap the **Activity**  button in the top-right corner of the **Home** screen and then tap **Manage Your Reports**.
2. Tap the playlist that contains the report you want to remove.
3. Tap the **Edit** button in the bottom left-hand corner of the screen.
4. Tap the red  symbol adjacent to the report you want to remove.
5. Tap the **Remove**  button to remove the report.
6. Tap the **Done** button to finish editing.

## **8.7 Locking Reports**

### ***Locking a Report from Editing***

1. Tap the **Activity**  button in the top-right corner of the **Home** screen and then tap **Manage Your Reports**.






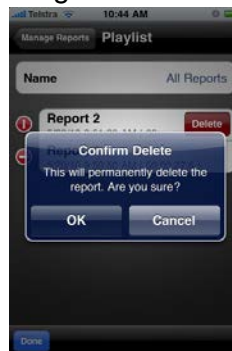
2. Tap a category playlist to find the report you want to select, then tap the report to view it in the **Report** screen.
3. Tap the **Edit** button in the bottom-left corner of the **Report** screen.
4. Use your finger to slide the **Lock Report** switch from **OFF** to **ON**.
5. Tap the **Done** button in the bottom-left corner of the screen to save the new setting.

## 8.8 Deleting Reports


Reports can only be deleted from one of the default playlists:

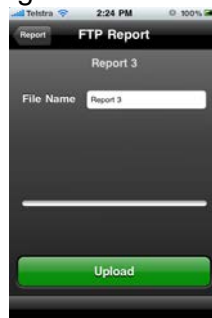
- **All Reports.**
- **Today's Reports.**
- **Most Recent 10 Reports.**

1. Tap the **Activity**  button in the top-right corner of the **Home** screen and then tap **Manage Your Reports**.
2. Tap to select the default playlist that the report you want to delete is within.
3. Tap the **Edit** button in the bottom left-hand corner of the screen.
4. Tap the red delete  symbol adjacent to the recording you want to delete.
5. Tap the **Delete**  button to delete the report permanently.
6. Tap **OK** in the **Confirm Delete** dialog to confirm the deletion.



## 8.9 Uploading Reports via FTP

1. Tap the **Activity**  button in the top-right corner of the **Home** screen and then tap **Manage Your Reports**.
2. Tap a category playlist to find the report you want to select, then tap the report to view it in the **Report** screen.
3. Tap **FTP Report** on the **Report** screen.
4. Tap the **Upload** button to upload the report to the FTP server entered into the Report-IT app (see Configuring FTP Settings for more FTP configuration information).

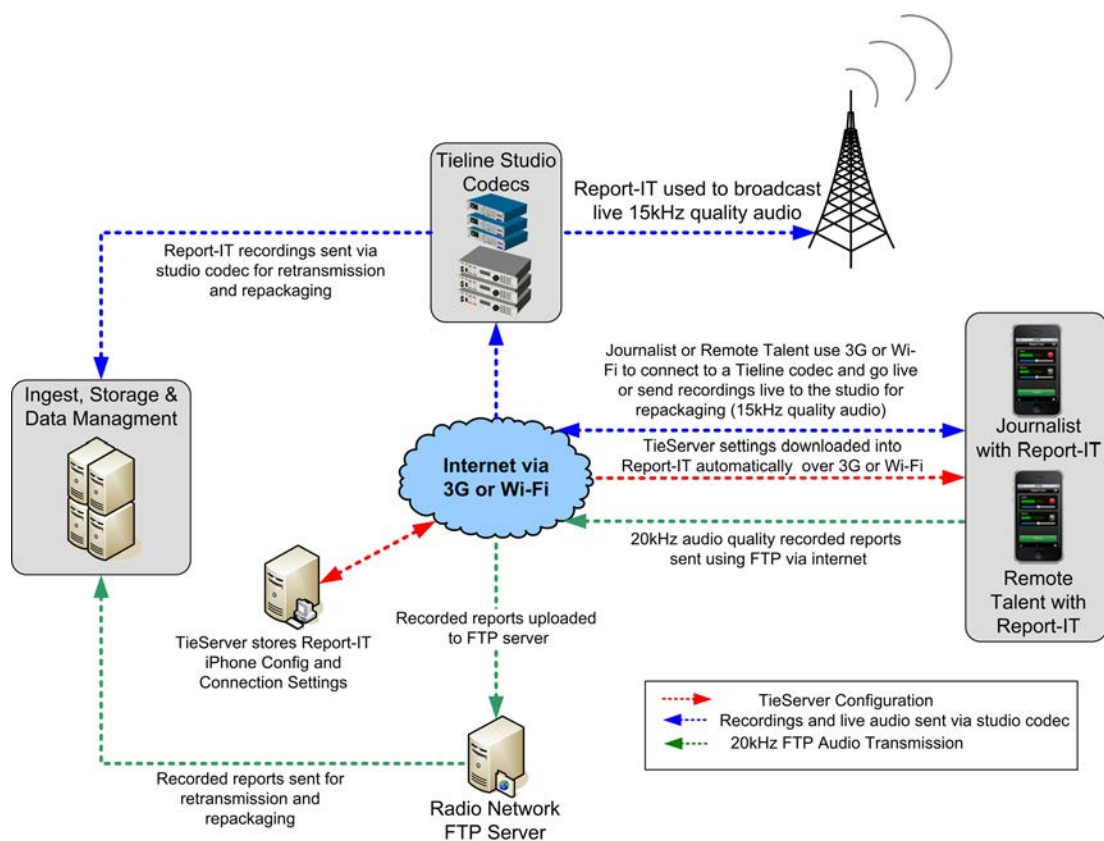


## 9 Configuring 10 and 100 Packs

Report-IT 10 Pack or Report-IT Enterprise 100 Pack enables broadcast networks to centrally manage multiple users from the studio using cloud computing concepts to configure, manage and secure all live Report-IT connections across their IP networks. To configure 10 Pack or 100 Pack connections you need to use an administrator licence login, supplied by Tieline with every system.

Administrators of Report-IT 10 pack can use an iPhone administrator login to configure all user account settings. Report-IT Enterprise 100 Pack administrators can use either an iPhone administrator login, or the PC TieServer Management Console. The TieServer Management Console is the ideal tool for managing large numbers of users on your network.

Depending on the workflow requirements of your network there are a number of options for configuring Report-IT Live 10 Pack and Enterprise 100 Pack:



### Secure Access to Codecs and FTP Servers:

Report-IT 10 Pack and 100 Pack is designed to deliver secure IP network connections. All users have no visibility of IP addresses or other settings for codecs and FTP servers in your network. All codec and FTP server configuration is performed by authorised 'administrators' at the studio, then user accounts are created for individuals which provide access to specific codecs or FTP servers.



**Important Note:** Administrators can see and use all codecs visible within the administration screens. All these codecs are in their domain and are not visible to

other broadcast networks.

### ***What to do first...***

When using Report-IT 10 Pack or Enterprise 100 Pack for live broadcasting it is essential that you supply Tieline with the serial numbers of the codecs that your iPhones will be connecting to before you commence configuration. This is required because these serial numbers are used by TieServer to identify and secure the codecs in your broadcasting network.

### ***How does an Administrator Configure User Accounts?***

Tieline will create an administrator account and domain name for your network on TieServer and you can use this domain to configure all Report-IT user accounts. Tieline will supply a username and password for your administrator account. Use these to log in to your administrator account and configure user accounts.

Report-IT 10 Pack and Enterprise 100 Pack Administrators can configure:

1. Default domain settings for codec, FTP and connection settings. These apply when no individual user account settings have been configured.
2. Individual user account settings: These settings override the 'global' default domain settings when enabled.



**Important Note:** It is possible to connect live to a studio codec using an administrator version of Report-IT to test codec, FTP and default domain settings. Using administrator account iPhones for live broadcasting is not recommended because any settings you apply become global default settings for all your Report-IT Live user accounts and any changes may interfere with their operation.

### ***Recommended Configuration Process***

Following is a suggested process for configuring Report-IT 10 Pack or Enterprise 100 Pack for the first time.

1. [Configure any codecs](#) you will be connecting to into Report-IT.
2. [Configure any FTP servers](#) you will be using into Report-IT.
3. [Configure the Default Domain](#) (user connection) settings into Report-IT.
4. [Create user accounts](#) and [configure individual account settings](#) for each 10 Pack or Enterprise 100 Pack license.

## **9.1 Configuring Codec Connections**

Before commencing configuration of codec connections, ensure Tieline has recorded all the serial numbers of the codecs in your network into TieServer.

### ***Global and Individual User Account Codec Settings in Report-IT***

There are two default codec settings in Report-IT 10 and Enterprise 100 Pack:

1. Global Default Domain Codec: nominating one of the codecs in your network

as the default codec for all connections. This setting is used when no individual user account default setting has been configured.


2. User Account Domain Codec: nominating one of the authorised codecs available to an individual user as the default codec for their Report-IT connections. This overrides the 'global' Default Domain Codec setting when **Use Defaults** within user account settings is **OFF**.


To simplify configuration we recommend you configure all codecs into Report-IT prior to creating individual user accounts, then:

1. Configure all studio codec settings into Report-IT.
2. Configure the 'global' default domain codec for all user accounts authorised to use this codec.
3. Configure the default studio codec for individual user accounts as required.

### **Configure Studio Codecs into Report-IT**

1. After downloading and installing the Enterprise Edition tap the **Report-IT Live**

**Enterprise Edition**  app symbol on the iPhone screen to run the application.

2. Enter the password provided to you by Tieline in order to sign in to TieServer as an administrator, then tap **OK**.
3. Tap the **Information**  symbol in the bottom-left corner of the **Report-Live** screen, then tap **Administration**.



4. Next, tap **Codecs** to view the codecs which have been entered into TieServer.  
Note: initially the default name is the serial number of the codec.



5. Tap the first codec to display the codec settings, then tap **Name** to open the onscreen keyboard and enter a name. Tap **Done** when this is completed. Note: The codec name is the way a codec is identified within user accounts - no other details are provided to ensure network security.



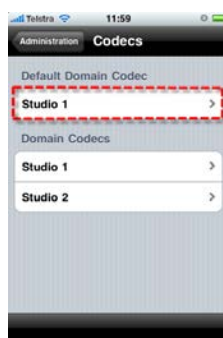
6. Tap **Codec Address** to open the onscreen keyboard and enter the IP address of the codec. (Note: preferably this should be a public static IP address). Tap **Done** when this is completed.



7. **UDP Audio Port** and **TCP Session Port** settings are entered by default to connect to Tieline IP codecs and should only be changed after consulting your IT network administrator (see [Changing Codec Port Settings](#) for more information).
8. Tap **Done** when all configuration is complete to return to the **Codecs** screen, then perform the same configuration for all other codecs in your network.

### ***Global Configuration of the Default Codec for Report-IT Connections***

1. In the **Codecs** screen (via **Information** ⓘ > **Administration** > **Codecs**), tap **Default Domain Codec**.



2. Tap a codec displayed in the **Default Codec** screen to select it, then tap **Done**.



3. This codec is now the default codec for all connections, unless this setting is configured for individual user accounts.



### ***Configuring Default Codec Settings for Individual User Accounts***

Default codec settings for individual Report-IT 10 Pack or Enterprise 100 Pack users can only be configured after user accounts have been created. See [Creating User Accounts](#) for more details on creating new user accounts. Once you have created individual Report-IT user accounts you can select a default codec for each user account. This is the codec that will be dialed by default when a user opens Report-IT and taps **Connect**.

1. Tap **Information**  > **Administration** > **User Accounts**.



2. Tap to select the user account you want to configure.



3. Tap **Codecs**.



4. Tap to select the codecs in your list which the user will be authorised to connect with.

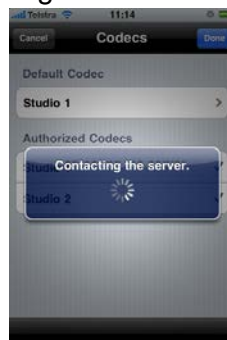


**Important Note:** If the **Default Codec** reads **Not Specified**, then when the user logs into Report-IT the **Default Domain Codec** will be used (as long as the user is authorized to see that codec). If the user is not authorised to use this default domain codec, the first codec they are authorized to see will dial the connection.

5. Tap **Default Codec** to view the list of authorised codecs and tap to select the default codec, then tap **Codecs** in the top-left of the screen to return to the **Codecs** screen.



6. Tap **Done** to save all settings and return to the **User Account** screen.



7. Users can also manually select a different codec to connect to if required.  
See [FTP Reports to the Studio](#) for more details.

### ***Editing Codec Connection Settings***

1. Navigate to **Information** ⓘ > **Administration** > **Codecs**.



2. Tap to select the codec you want to edit, then tap to adjust the settings as required.  
3. Tap **Done** in the top-left of the screen to save the edited settings on TieServer.

#### **9.1.1 Changing Codec Port Settings**

As a default, Report-IT Live uses TCP port **9002** to send session data with connection information and UDP port **9000** to send audio. The session port always uses the TCP protocol because this protocol is the most likely to get through firewalls – ensuring critical session data (including dial, connect and hang-up data) will be received reliably.

In TCP/IP and UDP/IP networks the codec port is the endpoint of your connection and by using different ports, several codecs in your studio can use the same static public IP address. In this situation, when data is received from



several remote codec devices at a single public IP address at the studio, port information is translated from data packets to ensure the correct packets are sent to the correct studio codecs. This process is performed by PAT (Port Address Translation), which is a feature of NAT (Network Address Translation) devices.

If you need to reconfigure the default Report-IT Live port numbers, please consult your IT system administrator for assistance on port allocation, or email [support@tieline.com](mailto:support@tieline.com) for more information.

## 9.2 Configuring FTP Servers

### *Global and Individual User Account FTP Settings in Report-IT*



There are two default FTP server settings in Report-IT 10 Pack or Enterprise 100 Pack:

1. Global Default FTP Destination: nominating one FTP server as the default server for all user accounts. This is used when individual user account FTP settings are not configured.
2. User Account Default FTP Destination: nominating one of the servers available to an individual user account as the default FTP server for file transfers. This overrides the global Default FTP Destination setting when **Use Defaults** within user account settings is **OFF**.

We recommend you configure all FTP servers into Report-IT prior to creating individual user accounts. This simplifies user account configuration. The best way to proceed with FTP configuration is:

1. Configure all FTP server destinations into Report-IT.
2. Configure the default FTP server destination globally for all user accounts that are authorised to use this server.
3. Configure the default FTP server destination for individual user accounts as required.

### *Configure FTP Server Settings into 10 Pack or Enterprise 100 Pack*

1. After downloading and installing the Enterprise Edition app, tap the **Report-IT Live**  app symbol on the iPhone screen to run the application.
2. When the app opens enter the password provided to you by Tieline in order to sign in to TieServer as an administrator, then tap **OK**.
3. Tap the **Information**  symbol in the bottom-left corner of the **Report-Live** screen, then tap **Administration**.



4. Next, tap **FTP Destinations**.



5. Tap the plus symbol in the top-right of the screen to open the **FTP Destination** screen.



6. Tap **Name** to open the onscreen keyboard and enter a description for the FTP server that will be visible to users, then tap **Done** in the bottom-left hand corner.



7. Tap **Server Settings** to open the **FTP Server Config** screen and add the configuration settings for the server, then tap **FTP Destination** to return to the FTP Destination screen.



8. Tap **Encoding Settings** to adjust the encoding used to sent reports via FTP file transfer, then tap **FTP Destination** to return to the **FTP Destination** screen.



9. Tap **Done** to save the server settings to TieServer and return to the main **Domain FTP Destination** screen.



10. Add as many servers as you require in the same way.

### ***Global Configuration of the Default FTP Server for Report-IT User Accounts***

To configure a default FTP server globally:

1. In the **Domain FTP Destinations** screen (via **Information ⓘ > Administration > FTP Destinations**), tap **Default Domain FTP Destination**.



2. Tap a server displayed in the **Default FTP Destination** screen to select it, then tap **Done**.



3. This destination is now the default FTP server for all FTP file transfers, unless an alternative FTP destination is configured for individual user accounts.



### ***Configuring a Default FTP Destination for Individual User Accounts***

Default FTP server settings for individual users can only be configured after user accounts have been created. See [Creating User Accounts](#) for more details on creating new user accounts. Once you have created individual Report-IT user accounts you can select a default FTP Destination (server) for each user account. This is the server that will be used by default when users send reports via FTP file transfer.

1. Tap **Information**  > **Administration** > **User Accounts**.



2. Tap to select the user account you want to configure.



3. Tap **FTP Destinations**.



4. Tap to select the **Authorised FTP Destinations** in your destination list, which the user will be authorised to connect with.



**Important Note:** If the **Default FTP Destination** reads **Not Specified**, then when the user logs in the **Default FTP Domain Destination** will be used (as

long as the user is authorized to see that server). If the user is not authorised to use this default domain server, the first FTP server they are authorized to use will be selected.

5. Tap **Default Domain FTP Destination** to view the list of authorised FTP server destinations and tap to select the default server; then tap **Done** in the top-right of the screen to save the settings to TieServer and return to the **Domain FTP Destination** screen.



6. Users can also manually select a different FTP destination instead of the default setting if required. See [Dialing Alternative Connections](#) for more details.

### ***Editing FTP Server Settings***

1. In the **Domain FTP Destinations** screen (via **Information** ⓘ > **Administration** > **FTP Destinations**), tap **Default Domain FTP Destination**.





2. Tap to select the server you want to edit, then tap to adjust the **Server Settings** or **Encoding settings** as required.
3. Tap **Done** on the **FTP Destination** screen to save the edited settings on TieServer.

### ***Deleting FTP Servers***

1. In the **Domain FTP Destinations** screen (via **Information** ⓘ > **Administration** > **FTP Destinations**), tap **Default Domain FTP Destination**.





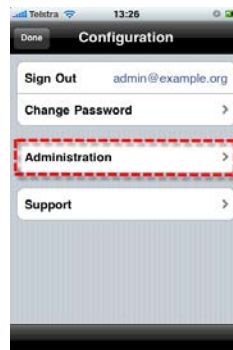
2. Tap the **Edit** button in the bottom left-hand corner of the screen.
3. Tap the red delete  symbol adjacent to the server you want to delete.
4. Tap the **Delete**  button to remove the server.

## 9.3 Creating & Managing User Accounts

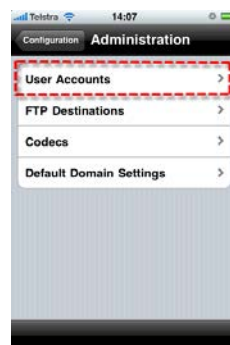


**Important Note:** To simplify user account configuration we recommend you enter all codec and FTP servers into Report-IT 10 Pack or Enterprise 100 Pack prior to creating individual user accounts

1. Tap the **Report-IT Live Enterprise Edition**  symbol on the iPhone screen to run the app.
2. When the app opens enter the password provided to you by Tieline in order to sign in to TieServer as an administrator, then tap **OK**.
3. Tap the **Information**  symbol in the bottom-left corner of the **Report-Live** screen, then tap **Administration**.

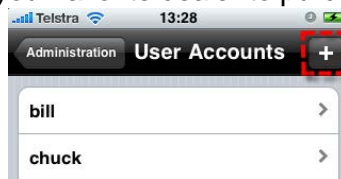


4. Tap **User Accounts**.



5. Tap the plus symbol in the top right-hand corner of the screen to add a new user

account. Note: if the symbol is greyed out you have reached the limit of your account licences. Contact Tieline or your favorite dealer to purchase more licences if required.




6. Tap **User Name** to display the onscreen keyboard and add the user name, then tap **Done**.



7. Tap **Email** to display the onscreen keyboard and add the user name, then tap **Done**.
8. Tap **Done** again to return to the **User Account** screen.




#### Important Notes:

- The default user account password when you first create a user account is **password**
- Once you have created a user account you can adjust individual user settings by navigating to **Information**  **> Administration > User Accounts > Select a user account > Settings**. For more information see [Configuring User Account Connections](#).


### Changing the Default User Account Password

To change the password for an individual user account from the default setting:

1. Navigate to **Information**  **> Administration > User Accounts**.
2. Tap to select the account you want to adjust.
3. Tap **Password**.
4. Enter the password and password verification, then tap **Done** in the top-right corner of the screen to save the new settings to TieServer.

### Enabling and Disabling User Accounts

When user accounts are first created in Report-IT they are **Enabled** by default. It is also possible to disable accounts temporarily if required, without having to delete them.

1. Navigate to **User Accounts** via **Information**  **> Administration > User Accounts**.
2. Tap to select the account you want to enable or disable.
3. Tap the **Enabled** button to toggle between **ON** and **OFF** to change the setting



as required.




### ***Editing User Account Settings***

User account settings can be edited after an account has been created. Simply navigate to the account, adjust settings as required and tap **Done** to save them.



**Important Note:** Any changes made to user account configuration requires the user to sign out and sign in again for them to take effect. Closing the Report-IT Live app and reopening it also forces a user to sign in. Changes are visible to administrators as soon as they are made and saved.

### ***Deleting User Accounts***

1. Navigate to **User Accounts** via **Information**  > **Administration** > **User Accounts**.
2. Tap the **Edit** button in the bottom left-hand corner of the screen.
3. Tap the red delete  symbol adjacent to the account you want to delete.
4. Tap the **Delete**  button to remove the account.

### ***Purchasing Additional User Account Licences***

There is no limit on the number of additional account licences you can add to your TieServer account. If you reach the limit of your account licences and require more user accounts as your network grows, simply contact Tieline or your favorite dealer to purchase more licences as required.

## **9.4 Configuring User Account Connections**



**Caution:** If any changes are made to a user's account settings they will not be enabled until the user signs out of Report-IT and signs in again. Closing the Report-IT App down also forces the user to sign in.)

### ***Global and Individual User Account Connection Settings***

There are two levels of user account configuration available to administrators when configuring connection settings for Report-IT 10 Pack or Enterprise 100 Pack:

1. Global default domain connection settings: Default domain settings apply for codec, FTP and connection settings when no individual user account settings have been defined.
2. Individual user account connection settings: User account settings for individual users can also be configured, which override default domain settings and allow studio engineers to enter unique settings for each user. This is only possible when **Use Defaults** within user account settings is **OFF**.

Global settings make it easy to configure all accounts to connect to the studio in a similar way. Additionally, individual user account settings allow administrators to tailor account settings as required for different connection scenarios.

To simplify user account configuration we recommend you add all codecs and FTP servers into Report-IT prior to creating individual user accounts and configuring connections. The best way to proceed with user account configuration is:

1. Configure default domain settings that will apply for all codec, FTP and connection settings.
2. [Configure individual user account settings](#), which will override default domain settings, on an account by account basis.

### Configuring Default Domain Connection Settings

1. Tap the **Report-IT Live Enterprise Edition**  symbol on the iPhone screen to run the app.
2. Enter the password provided to you by Tieline in order to sign in to TieServer as an administrator. Enter the password and tap **OK**.
3. Tap the **Information**  symbol in the bottom-left corner of the **Report-Live** screen, then tap **Administration**.



4. Tap **Default Domain Settings** to view all global domain settings.



5. Adjust settings as required and tap **Done** to save all changes. For more details about individual settings see [Connection Configuration Settings Explained](#).



**Important Note:** If you don't configure individual user account settings the default domain connection settings will apply.

### Configuring Individual User Account Settings

By default each new user account uses the 'global' configuration settings. To adjust a user account's settings individually:

1. Navigate to **User Accounts** via **Information**  > **Administration** > **User**

**Accounts.**

2. Tap the account you want to configure.
3. Tap **Settings**.
4. Ensure **Use Defaults** is set to **OFF**. (If set to **ON** the global default domain settings will apply to the user account and settings will be greyed out)



5. Adjust configuration settings as required and tap **Done** in the top-left of the **Settings** screen to save all new settings for the individual user account. These settings will now apply and override the global settings.


**Adding a New User Account Password**

The Report-IT 10 Pack or Enterprise 100 Pack user account password delivers security to your broadcast IP networks by only allowing access to authorised users.





**Important Note:** The default user account password when you first create a user account is **password**

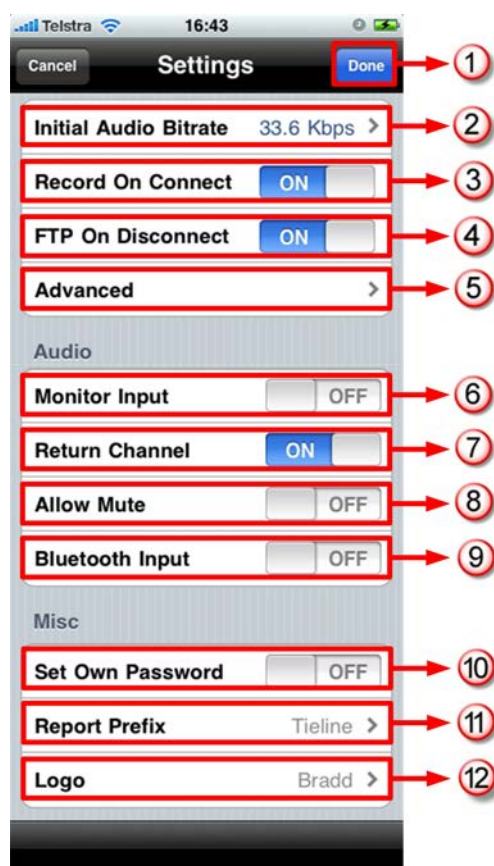
To change the password for each user:

1. Navigate to **Information**  > **Administration** > **User Accounts**.
2. Tap to select the account you want to adjust.
3. Tap **Password**.
4. Enter the password and password verification, then tap **Done** in the top-right corner of the screen to save the new settings to TieServer.

**Connection Configuration Settings Explained**

Following is a summary of the settings which can be adjusted globally by administrators for all users, or for individual user accounts on a case-by-case basis. To make adjustments:

- Globally: navigate to **Information**  > **Administration** > **Default Domain Settings**.
- Individually: navigate to **Information**  > **Administration** > **User Accounts** > **Select a user account** > **Settings**.



	Setting	Purpose
1	Done button	Tap to save all new settings
2	Initial Audio Bitrate	Configures the initial audio bit-rate of connections when they are first dialed
3	Record On Connect	Configures Report-IT to record talent audio on the iPhone simultaneously when connected live to a studio codec
4	FTP On Disconnect	If enabled, opens the <b>FTP Report</b> screen automatically when a user disconnects to facilitate FTP file transfer
5	Advanced	Opens the <b>Advanced</b> screen menu with additional connection options
6	Monitor Input	Enables audio monitoring of the iPhone mic input
7	Return Channel	Enables audio monitoring of the return audio from the studio
8	Allow Mute	Turn <b>ON</b> to display the <b>Mute</b> button on the main screen of Report-IT
9	Bluetooth Input	Turn <b>ON</b> to pair a Bluetooth device with Report-IT; turn <b>OFF</b> to avoid a device being accidentally paired with Report-IT
10	Set Own Password	Enables users to set their own login password using Report-IT
11	Report Prefix	Tap to enter a new default name prefix which is applied to all recorded reports
12	Logo	Use to configure a new logo into Report-IT

### Advanced Settings Screen

Tap **Advanced** to access the following settings.



	Setting	Purpose
1	Settings button	Tap to return to the <b>Settings</b> screen
2	Auto Reconnect	Enable setting to automatically reconnect if a connection is lost
3	Across Networks	Enable setting to connect over Wi-Fi by default if the iPhone is registered to a Wi-Fi network, and fail over to 3G if the Wi-Fi network becomes unavailable
4	Allow User Reneg	Enable setting to allow a user to renegotiate the connection bit-rate

### 9.4.1 Adjusting the Audio Bit-rate

#### *Initial Audio Bit-Rate when Connecting*

There are two ways to configure the initial audio connection bit-rate in Report-IT 10 Pack or Enterprise 100 Pack:

1. Globally configure the initial audio bit-rate for all users: Navigate to **Information ⓘ > Administration > Default Domain Settings > Settings > Initial Audio Bitrate**.
2. Configure the initial audio bit-rate for individual user accounts (overrides global settings): Navigate to **Information ⓘ > Administration > User Accounts > Select a user account > Settings > Initial Audio Bitrate**.

Tap to select the bit-rate setting required and then tap **Done** in the top-right of the screen.

#### *Allowing Audio Bit-Rate Adjustment when Connected*

If Report-IT is connected live to the studio it is possible for users to adjust the audio connection bit-rate upwards or downwards depending on the prevailing network congestion. This capability needs to be enabled within Report-IT 10 Pack or Enterprise 100 Pack before a user can make these adjustments.

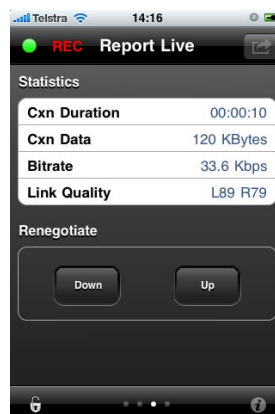
There are two ways to let users adjust the audio connection bit-rate:

1. Globally configure the same setting for all users: Navigate to **Information ⓘ > Administration > Default Domain Settings > Settings > Advanced > Allow User Reneg.**
2. Configure the initial audio bit-rate for individual user accounts (overrides global settings): Navigate to **Information ⓘ > Administration > User Accounts > Select a user account > Settings > Advanced > Allow User Reneg.** Note: this setting is only active when **Use Defaults** within user account settings is **OFF**.

Tap the **Use Defaults** button to toggle between **ON** and **OFF**, then tap **Done** in the top-right of the screen to save the setting.

### ***How to Adjust the Audio Bit-Rate when Connected***

1. Use your finger to swipe left across the screen twice to view the **Report Live Statistics** and **Renegotiate** screen.
2. Tap **Up** to increase the audio connection bit-rate, or **Down** to decrease the audio connection bit-rate.




## **9.4.2 Customising Screen Logos**

A cool feature on Report-IT Live is the ability to add your station logo to the screen when reporting for additional branding opportunities in print and visual media.

### ***Saving a Logo into Report-IT Live***


Prior to adding your logo onto the Report-IT Live screen you need to save it into the iPhone **Camera Roll**. One of the easiest ways to do this is to:

1. Email or SMS the image to your iPhone.
2. Tap the image, then tap the **Activity**  button in the bottom-left corner of the screen.
3. Tap **Save Image**.


Another easy way to get images into an iPhone is to just go to a web site and hold your finger down on an image you want to save to the camera roll - a dialog will pop

up asking if you want to save it.

### ***Globally Configure the Logo Screen for All User Accounts***

1. Open Report-IT Live and tap **Information**  > **Administration** > **Default Domain Settings** > **Logo**.
2. Tap or use your finger to swipe the **Display Logo** switch from **OFF** to **ON**.
3. Tap the image displayed in the **Logo Image** pane and select the **Camera Role** that your logo is saved within.
4. Tap the logo or image to select it, adjust and optimise the image size within the visible 'safe area' box, then tap **Choose** in the bottom right-hand corner of the screen.
5. The image should now be displayed in the **Logo** screen.
6. Tap **Logo Byline** to add a byline to your image, e.g. your station's call-sign or the reporter's name, then tap **Done**.
7. Tap **Configuration** in the top left-hand corner of the **Logo** screen to exit logo configuration.
8. Tap **Done** in the top left-hand corner of the **Configuration** screen to confirm settings.

### ***Customising the Logo Screen for Individual User Accounts***

1. Open Report-IT Live and tap **Information**  > **Administration** > **User Accounts**.
2. Tap to select the user account you want to configure.
3. Tap **Settings**.
4. Tap **Logo**.
5. Tap or use your finger to swipe the **Display Logo** switch from **OFF** to **ON**.
6. Tap the image displayed in the **Logo Image** pane and select the **Camera Role** that your logo is saved within.
7. Tap the logo or image to select it, adjust and optimise the image size within the visible 'safe area' box, then tap **Choose** in the bottom right-hand corner of the screen.
8. The image should now be displayed in the **Logo** screen.
9. Tap **Logo Byline** to add a byline to your image, e.g. your station's call-sign or the reporter's name, then tap **Done**.
10. Tap **Configuration** in the top left-hand corner of the **Logo** screen to exit logo configuration.
11. Tap **Done** in the top left-hand corner of the **Configuration** screen to confirm settings.

### ***Viewing the Logo Screen when Live***

1. Open Report-IT Live and navigate to the **Report Live** screen.
2. Connect live and then swipe to the left three times to view the **Logo** screen.

### ***Viewing the Logo Screen when Recording***

1. Open Report-IT Live and navigate to the **Record a Report** screen.
2. Commence recording and swipe to the left to view the logo screen.

### 9.4.3 3G and Wi-Fi Network Settings

Report-IT Live will operate over 3G wireless broadband networks and Wi-Fi connections. By default the iPhone connects to an available Wi-Fi network that it has been registered to, rather than a 3G network.



**WARNING:** The purchase price of Report-IT does not include network airtime/data costs. Please check these fees and charges with your cell phone network provider.

#### *Global and Individual Wireless Settings in Report-IT*

There are two default wireless network settings in Report-IT 10 Pack and Enterprise 100 Pack:

1. Global default wireless settings: nominating the default wireless settings for all user accounts when individual settings are not configured.
2. Individual User Account wireless settings: nominating wireless settings available to an individual user account. This overrides the global default wireless networks settings.

With Report-IT Live it is possible to connect in the following ways.

#### *Globally Configure Connections over Wi-Fi Only*

1. Register the iPhone to the wireless network you are operating within.
2. Open Report-IT Live, log in and tap **Information** ⓘ > **Advanced** > **Default Domain Settings** > **Advanced**.
3. Ensure **Across Networks** is **OFF**.
4. Tap **Settings** at the top-left of the screen to return to the **Settings** screen.
5. Tap **Done** at the top-left of the screen to confirm the new settings.

#### *Globally Configure 3G Wireless Connections Only*

There are two different ways to make sure the iPhone will only connect over 3G networks.

1. Tap **Settings** > **Wi-Fi** for your iPhone and use your finger to swipe and turn the Wi-Fi setting to **Off**, or
2. If you connect initially over 3G but move across both 3G and Wi-Fi networks, you can ensure that you will always connect over 3G if the connection is temporarily lost.
  - Open Report-IT Live, login and navigate to **Information** ⓘ > **Administration** > **Default Domain Settings** > **Advanced** > **Across Networks** and make sure this setting is **OFF**. (Note: This allows you to use both Wi-Fi and 3G when you are not using Report-IT Live).

To save the settings:

- Tap **Settings** at the top-left of the screen to return to the **Settings** screen.
- Tap **Done** at the top-right of the **Settings** screen to confirm the new settings.



### ***Globally Connect over Wi-Fi with Automatic 3G Backup***

Report-IT Live will connect over Wi-Fi by default if the iPhone is registered to a Wi-Fi network. It can also failover to 3G as a backup if the Wi-Fi network becomes unavailable.

1. Tap **Settings > Wi-Fi** for your iPhone and use your finger to swipe and turn the Wi-Fi setting to **On**.
2. Open Report-IT Live, log in and tap the **Information ⓘ > Advanced > Default Domain Settings > Advanced**.
3. Tap to select:
  - **Auto Reconnect** is **ON**
  - **Across Networks** is **ON**



4. Tap **Settings** at the top-left of the screen to return to the **Settings** screen.
5. Tap **Done** at the top-left of the screen to confirm the new settings.

When these settings are configured, if you lose a connection, the phone will attempt to connect to the studio over 3G.



**Important Note:** If a Wi-Fi network is not available it will connect over 3G with these settings. If a 3G network is not available and Wi-Fi is available, then Wi-Fi will be the network selected for connecting. You can tell which network you are connected to by checking for the **Wi-Fi** symbol in the top left-hand corner of the iPhone screen.



It is also possible to configure global wireless network settings and create unique user account settings as required.

### ***Individual User Account Connections over Wi-Fi Only***

1. Register the iPhone to the wireless network you are operating within.
2. Open Report-IT Live, log in and tap **Information ⓘ > User Accounts > Select a user account > Settings > Advanced**.
3. Ensure **Across Networks** is **OFF**.
4. Tap **Settings** at the top-left of the screen to return to the **Settings** screen.
5. Tap **Done** at the top-left of the screen to confirm the new settings.

### ***Individually Configure User Accounts to Connect over 3G Only***

1. Tap **Settings > Wi-Fi** for your iPhone and use your finger to swipe and turn

- the Wi-Fi setting to **Off**, or
- If you connect initially over 3G but move across both 3G and Wi-Fi networks, you can ensure that you will always connect over 3G if the connection is temporarily lost.
    - Open Report-IT Live, login and navigate to **Information** ⓘ > **User Accounts** > **Select a user account** > **Settings** > **Advanced**. and make sure this setting is **OFF**. (Note: This allows you to use both Wi-Fi and 3G when you are not using Report-IT Live).

To save the settings:

- Tap **Settings** at the top-left of the screen to return to the **Settings** screen.
- Tap **Done** at the top-right of the **Settings** screen to confirm the new settings.

### ***Individually Configure User Accounts to Connect over Wi-Fi with Auto Backup to 3G***


- Tap **Settings** > **Wi-Fi** for your iPhone and use your finger to swipe and turn the Wi-Fi setting to **On**.
- Open Report-IT Live, log in and tap the **Information** ⓘ > **User Accounts** > **Select a user account** > **Settings** > **Advanced**.
- Tap to select:
  - Auto Reconnect** is **ON**
  - Across Networks** is **ON**



- Tap **Settings** at the top-left of the screen to return to the **Settings** screen.
- Tap **Done** at the top-left of the screen to confirm the new settings.

When these settings are configured, if you lose a connection, the phone will attempt to connect to the studio over 3G.

## **9.5 Changing the Administrator Password**

- Tap the **Report-IT Live Enterprise Edition**  app symbol on the iPhone screen to run the application.
- Enter the username and password provided to you by Tieline in order to sign in to TieServer as an administrator, then tap **OK**.
- Tap the **Information** ⓘ symbol in the bottom-left corner of the **Report-Live** screen, then tap **Change Password**.
- Enter the current password and then the new password and verify it.



5. Tap **Done** in the top-right corner of the screen to confirm the new password settings.

## 9.6 Connecting Two iPhones to one Codec

It is possible to connect two separate Report-IT iPhone connections to a single Tieline Commander or i-Mix G3 codec. These connections will always be routed to specific outputs of the studio codec if configuration is performed as follows:



### Important Notes:

- This solution requires Report-IT version 3.0.7 and G3 codec firmware version 1.6.86. See <http://www.tieline.com/Support/Latest-Firmware/Current-G3-Firmware-Versions>.
- This solution requires studio codec configuration using Toolbox software to ensure both Report-IT connections are consistently routed to the studio codec's left (IP1) and right outputs (IP2). See [http://www.tieline.com/files/files/436\\_Bcast\\_Tech\\_note\\_20-Bidirectional\\_Dual\\_Program\\_Connections\\_rev1.pdf](http://www.tieline.com/files/files/436_Bcast_Tech_note_20-Bidirectional_Dual_Program_Connections_rev1.pdf)

1. Tap Information , then **Administration > Codecs**.
2. Select a **Codec** from those listed, then tap **Profile**.



3. The default **Profile** is **Mono Program**; tap **Dual Program** to select this option.



4. Navigate back to the **Codecs** screen and you will see **IP2** displayed for the **Alternative** (second) connection.



5. Tap **Done** to upload the new settings into Tieline's TieServer. The studio codec you have configured will now accept calls from two different iPhones using Report-IT simultaneously, and consistently route each incoming call separately.
6. Now configure your user account settings; navigate back to the **Administration** screen and tap **User Accounts**.
7. Tap the **User Account** you want to configure.
8. Tap **Codecs**, then tap **Default Codec**.
9. Select **IP1** or **IP2** as the dedicated IP connection for the G3 audio codec to which you want to connect. IP1 is automatically routed to codec channel 1 (left program out) in the studio codec and IP2 is automatically routed to channel 2 (right program out) in the studio codec. Note: if a Bridge-IT codec is displayed (e.g. **Studio 1** in the following image), only one IP connection is available.



10. Navigate back to the **Codecs** screen and tap **Done** to upload the new settings to Tieline TieServer.



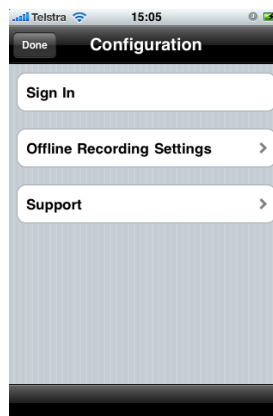
11. Use the same procedure to configure the second Report-IT user account and select the other IP connection.

## 9.7 Offline Recording Settings

Report-IT Report-IT 10 Pack and Enterprise 100 Pack is able to record reports offline, which is useful when no wireless network access is available, or a user is not sure of their password for logging in. These reports can be sent to the studio later via a codec or FTP server when connections to the studio become available.

A small subset of Report-IT settings can be adjusted locally on each iPhone when recording reports offline. These **Offline Recording Settings** are only visible in the **Configuration** screen when a user is not signed in. When a user first opens Report-IT, the **Offline Recording Settings** default to whatever the settings were when that particular user account was last used.

After a user signs in with their username and password, the **Offline Recording Settings** menu is hidden and Report-IT is automatically configured with the settings the administrator has configured via TieServer.



## 9.8 Changing Codec Profiles


The default connection profile when connecting Report-IT is Mono Program and it is also possible to select a different profile if required.

1. Tap Information ⓘ, then **Administration > Codecs**.
2. Select a **Codec** from those listed, then tap **Profile**.

Profile	Explanation
Mono Program	Changes the profile of a G3 codec to Mono Program during connection (default setting)
Dual Program	Changes the profile on a G3 coded to Dual Program - allowing two independent connections to a single codec simultaneously
Codec Current Runtime	This setting does not change the current profile on a G3 codec. WARNING: this setting relies on the studio codec having a compatible Report-IT profile loaded
Other/Custom	Select the number of a custom profile to load during connection

## 9.9 Reconfigure the Default Report Name

The default name given to reports is "Report" and then a sequential number, e.g. Report 1 then Report 2 etc. An administrator can also enter a custom 'report prefix' for each user.

1. Tap Information , then **Administration > User Accounts > 'Select an Account' > Settings**.
2. Ensure **Use Defaults** is set to **OFF** to allow changes to default settings.
3. Navigate down the screen and tap **Report Prefix**.
4. Ensure **Default Prefix** is set to **OFF** in the **Report Prefix** screen.
5. Use the on-screen keyboard to enter the new administrator-defined report prefix, then tap **Done**.



**Important Note:** Enter **%username%** in the **Default Prefix** text box to add a user's login name as the default prefix. For example, if a user's login is [john@mydomain.com](mailto:john@mydomain.com), and you enter **%username%** the default report name would be "john x". You can also add additional identifiers before or afterwards, e.g. **%username% election report**

6. Tap **Done** in the top-right corner of the **Settings** screen to confirm the new user settings.

### ***Configure the Login Username as the Default Report Name for All Users***

By configuring Default Domain Settings, Report-IT can also define the user login name as the default report name prefix for all users.

1. Tap Information , then **Administration > Default Domain Settings > Settings**.


2. Navigate down the screen and tap **Report Prefix**.
3. Ensure **Default Prefix** is set to **OFF** in the **Report Prefix** screen.
4. Use the on-screen keyboard to enter **%username%** as the new administrator-defined report prefix, then tap **Done**.
5. Tap **Done** in the top-right corner of the **Settings** screen to confirm the new settings for all users without individual user account settings.




**Important Note:** If the default prefix is "Report", the word displayed depends on the iPhone language setting. E.g. in French "Report" = "Reportage"

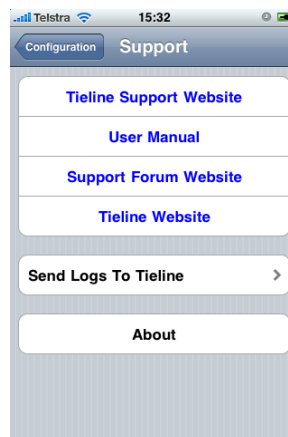
## 9.10 Show/Hide Mute Button

Administrators can choose whether to display the **Mute** button on the main screen for each user. This allows the user to mute incoming audio from the studio.

1. Tap Information , then **Administration > User Accounts > 'Select an Account' > Settings**.
2. Ensure **Use Defaults** is set to **OFF** to allow changes to default settings.
3. Navigate down the screen to **Allow Mute** and ensure it is set to **ON**.
4. Ensure **Default Prefix** is set to **OFF** in the **Report Prefix** screen.
5. Tap **Done** in the top-right corner of the **Settings** screen to confirm the new settings.

## 10 Customer Support

To access the customer support elements within Report-IT Live tap the **Information**  symbol from within the 'live' or 'record' mode screens to open the **Configuration** page, then tap **Advanced**.



## 11 Software Licensing

Report-IT Live has been approved for use with the Apple iPhone and is subject to Apple's hardware and software End User Licence Agreements (EULAs) for use of this device. See <http://www.apple.com/legal/sla/>

### **Disclaimer**

Whilst every effort has been made to ensure the accuracy of this manual we are not responsible for any errors or omissions within it, or for incidental or consequential damage in connection with the

furnishing, performance or use of this material. Tieline makes no warranty of any kind with regards to this material, including the implied warranties of merchantability and fitness for a particular purpose. The product specifications and descriptions within this manual will be subject to improvements and modifications over time without notice, as changes to software and hardware are implemented.

Neither Tieline nor its suppliers shall be liable to you or to any third party for any damages either direct, indirect, incidental, consequential or otherwise (including in each case, but not limited to, damages for the inability to use the equipment or access and send data, loss of data, loss of business, loss of profits, business interruption or the like) arising out of the use of or inability to use Report-IT, even if Tieline has been advised of the possibility of such damages.

## ***End User Licence Agreement (EULA) for TieServer***

### **TIELINE TECHNOLOGY**

#### **TieServer END USER LICENSE AGREEMENT**

##### **Minimum End User License Terms**

### **1. Recitals**

Report-IT Live Enterprise Edition (hereinafter known as the "Application") is a free iPhone Application that allows users to access Tieline's paid "TieServer" Service to connect with and control access to Tieline studio audio codecs. This EULA governs the use of TieServer Services only.

This End User License Agreement terms and conditions form a legal contract between You: "the TieServer account administrator" and Tieline Pty Ltd trading as Tieline Technology (hereinafter known as "Tieline" and should be carefully read before downloading and using the Application.

### **2. Eligibility**

In order to use TieServer Services using the Application, you will need:

- (a) Apple iOS™ Report-IT Enterprise Edition compatible devices (accepting Apple's standard EULA)
- (b) To purchase a TieServer License pack from an authorised Tieline Dealer listed at <http://tieline.com/dealer>
- (c) To register complete details of your company, appointed administrator and codec serial numbers
- (d) To accept this TieServer EULA via the online form located at <http://www.tieline.com/register>

"Service" means the TieServer online remote management service made available by Tieline. "Users" means Your employees, representatives, consultants, contractors, interviewees or agents who are authorized to use the Service and have been supplied user identifications and passwords by You (or by Tieline or Your reseller at Your request).

"You" and "Your" means the customer entity which has contracted to purchase licenses to use the Service subject to the conditions of these End User License Terms.

### **3. Activation and Use of Service**

- a. Upon successful completion of the License application, Tieline undertakes to issue Service Administrator licenses by the close of business on the next available working day between Monday to Friday and excluding Western Australian public holidays.
- b. Simultaneous use of a particular Administrator or User licensed login by different individuals is not permitted, but may be reassigned from time to time to new Users who are replacing former Users who no longer require use of the Service.
- c. You (i) are responsible for all activities occurring under Your User or Administrator account; (ii) are responsible for the content of all Your Data; (iii) shall use commercially reasonable efforts to prevent unauthorized access to, or use of the Service, and shall notify Tieline at support@tieline.com promptly of any such unauthorized use You become aware of; and (iv) shall comply with all applicable local, state, federal and foreign laws and regulations in using the Service
- d. You shall use the Service only for Your internal business purposes and shall not use the Service to: (i) knowingly transmit through or post on the Service unlawful, immoral, libellous, tortuous, infringing, defamatory, threatening, vulgar, or obscene material or material harmful to minors; (iv) knowingly transmit material containing software viruses or other harmful or deleterious computer code, files, scripts, agents, or programs; (v) knowingly interfere with or disrupt the integrity or performance of the Service or the data contained therein; (vi) attempt to gain unauthorized access to the Service, computer systems or networks related to the Service; or (vii) harass or interfere



with another user's use and enjoyment of the Service.

e. You shall not (i) modify, copy or make derivative works based on the Service or its underlying technology; or (ii) disassemble, reverse engineer or decompile any portion of the Service or its underlying technology.

#### **4. Services Provided**

Tieline shall make the Service available to You pursuant to the terms and conditions set forth in this End User License Agreement. Tieline will use commercially reasonable efforts to make the Service generally available 24 hours a day, 7 days a week, except for: (a) planned downtime (of which Tieline shall give at least 8 hours notice via the Service and which Tieline shall schedule to the extent reasonably practicable during the weekend hours from 6:00 p.m. PT Friday to 3:00 a.m. PT Monday); or (b) any unavailability caused by circumstances beyond Tieline's reasonable control, including without limitation, acts of God, acts of government flood, fire, earthquakes, civil unrest, acts of terror, strikes or other labor problems (other than those involving Tieline's employees), computer, telecommunications, Internet service provider or hosting facility failures or delays involving hardware, software or power systems not within Tieline's possession or reasonable control, and network intrusions or denial of service attacks.

#### **5. Data Collection and Use**

You hereby agree that Tieline, its parent, subsidiaries, affiliates, and their respective successors and assigns, may collect and use certain technical information associated with your use of the Software, including, without limitation, any information provided in connection with any support or technical services for the Software. This information shall be strictly used in accordance with the Tieline Privacy Policy.

#### **6. Agreement**

You agree that Tieline shall have a royalty-free, worldwide, perpetual license to use or incorporate into the Service any suggestions, ideas, enhancement requests, feedback, recommendations or other information provided by You or Your Users relating to the Service and hereby waive any claim on Tieline to copyright of those ideas.

#### **7. Fees and Charges**

Contracts for fees for use of the Service represent a firm commitment order which cannot be cancelled or redeemed during the term of the licenses, and the number of licenses contracted for cannot be reduced in the middle of a license term. Tieline reserves the right to adjust the prices from one license term to the next. You may incur charges from your mobile service provider for downloading and using the Application. Any such charges are your sole responsibility and any matters regarding these charges should be raised with your mobile service provider.

#### **8. Telco Service Disclaimer**

You acknowledge, that Your 3GIP or IP connectivity service, including content you transmit or receive, is operated or supplied by third parties who are not controlled or authorised by Tieline.

You acknowledge that:

- a) we do not warrant that your Internet Service will be uninterrupted or error-free;
- b) we cannot guarantee a timeframe for restoration of your Internet Service, should it fail; and
- c) we are not liable to you for any loss or damage you may suffer as a result of using the Internet to send or receive data which may contain viruses or other harmful software.

#### **9. Termination**

You may not cancel or terminate an executed license order. User subscriptions will automatically renew for additional periods of (1) year at the list price in effect at the time of renewal unless You give Your reseller notice of termination at least 30 days prior to the end of the relevant subscription term. Tieline reserves the right to immediately terminate Your use of the Service without notice due to a breach of the terms of this End User License Agreement by You or any User or any Administrator without compensation.

#### **10. Technical Support**

You are entitled to standard support from Tieline consisting of telephone help desk or online support

services, as outlined at [www.tieline.com/support](http://www.tieline.com/support).

### **11. Upgrades and IP Protection**

We may provide you with upgrades, updates or enhancements to the Service and Application from time to time. You must not sublicense, assign, share, sell, rent, lease or otherwise transfer your right to use the Service or Application except as specified in the product manual and within relevant literature released by Tieline.

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THERE ARE NO REPRESENTATIONS OR WARRANTIES THAT APPLY OR THAT ARE MADE TO YOU IN ANY WAY IN CONNECTION WITH THE SERVICE, OR APPLICATION USED IN CONNECTION WITH THE SERVICE OR THIS EULA. TO THE MAXIMUM EXTENT PERMITTED BY LAW, WE DISCLAIM ALL REPRESENTATIONS AND WARRANTIES WITH RESPECT TO THE SERVICE AND YOUR ACCESS TO AND USE THEREOF, WHETHER EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR ANY WARRANTIES OF TITLE, NON-INFRINGEMENT AND/OR ARISING FROM A COURSE OF DEALING OR USAGE OF TRADE. WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, THE SERVICE IS MADE AVAILABLE TO YOU ON AN "AS IS" AND "AS AVAILABLE" BASIS AND TIELINE DOES NOT GUARANTEE, WARRANT OR REPRESENT THAT THE SERVICE OR APPLICATION SHALL MEET YOUR REQUIREMENTS OR THAT YOUR USE, OPERATION OR RESULTS OF USE OF THE SERVICE OR APPLICATION SHALL BE UNINTERRUPTED, COMPLETE, RELIABLE, ACCURATE, CURRENT, OR ERROR-FREE. YOU ASSUME THE ENTIRE RISK OF DOWNLOADING, INSTALLING, COPYING, OPERATING, USING AND/OR DISTRIBUTING ACCESS TO THE SERVICE AND APPLICATION.

### **13. LIMITATIONS OF LIABILITY**

YOU UNDERSTAND, ACKNOWLEDGE AND AGREE THAT TO THE FULLEST EXTENT PERMISSIBLE BY LAW, NEITHER TIELINE NOR ITS, SUBSIDIARIES, AFFILIATES, THEIR RESPECTIVE SUCCESSORS AND ASSIGNS, OFFICERS, DIRECTORS, EMPLOYEES, AGENTS, LICENSORS, REPRESENTATIVES, ADVERTISERS, BUSINESS AND PROMOTIONAL PARTNERS, OPERATIONAL SERVICE PROVIDERS, SUPPLIERS, RESELLERS AND CONTRACTORS SHALL, UNDER ANY CIRCUMSTANCES, BE RESPONSIBLE OR LIABLE FOR ANY CLAIM, LOSS OR DAMAGE, OF ANY KIND, DIRECT OR INDIRECT, INCLUDING, WITHOUT LIMITATION, ANY AND ALL COMPENSATORY, CONSEQUENTIAL, INCIDENTAL, DIRECT, INDIRECT, SPECIAL, EXEMPLARY OR PUNITIVE DAMAGES, IN CONNECTION WITH OR ARISING FROM ANY USE OF THE SERVICE OR APPLICATION OR OTHERWISE IN CONNECTION WITH THIS EULA.

YOU FURTHER ACKNOWLEDGE AND AGREE YOUR SOLE RIGHT AND EXCLUSIVE REMEDY FOR ANY LOSS OR DAMAGE ASSOCIATED WITH THE SERVICE OR APPLICATION OR THIS EULA, EVEN IF YOU CLAIM THAT SUCH REMEDY FAILS OF ITS ESSENTIAL PURPOSE, SHALL BE TO HAVE TIELINE, UPON WRITTEN NOTICE FROM YOU, ATTEMPT TO REPAIR, CORRECT OR REPLACE THE SERVICE OR APPLICATION. IF REPAIR, CORRECTION OR REPLACEMENT IS NOT REASONABLY COMMERCIALY PRACTICABLE IN THE SOLE AND ABSOLUTE DISCRETION OF TIELINE, EITHER YOU OR TIELINE SHALL HAVE THE RIGHT TO TERMINATE AND DISCONTINUE YOUR USE OF THE SERVICE OR APPLICATION.

### **14. Indemnification**

You agree to defend Tieline, its parent, subsidiaries, affiliates and/or their respective successors and assigns, officers, directors, employees, agents, licensors, representatives, advertisers, business and promotional partners, operational service providers, suppliers, resellers and contractors (the "Tieline Indemnified Parties") against any and all claims, demands and/or actions and indemnify and hold the Tieline Indemnified Parties harmless from and against any and all losses, damages, costs and expenses (including reasonable attorneys' fees), resulting from any breach or violation of this EULA, infringement, misappropriation or any violation of the rights of any other party, violation or non-

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# Index

## - 3 -

3G  
wireless network settings 48

## - A -

About 55  
About Enterprise Edition 26  
Adding a playlist 23  
Administrators  
    changing passwords 50  
    programming process, recommended 26  
    programming user accounts 26  
    secure codec and FTP connections 26  
    what to do first 26  
Audio monitoring 5

## - B -

Bit-rate  
    adjustment up and down 45  
    initial audio connection 45

## - C -

Codecs  
    default codec settings 27  
    editing codec settings 27  
    global codec settings 27  
    port settings 32  
    programming codecs 27  
    user account codec settings 27  
Connecting two iPhones 51  
Connection bitrate 5  
Connection quality 12  
Connection statistics 12  
Controls 10  
Credit Notices 59  
Custom playlists 23  
Customer Support 55  
Cut and paste

cutting and pasting reports 18

## - D -

Delay 12  
Deleting a playlist 23  
Deleting reports 25  
Dialing other connections 5  
Dialing the studio 5  
Disclaimer 55  
Disconnecting 5  
Dual mono program 51

## - E -

Editing recordings  
    copy reports 18  
    non-linear editing 18  
Editing reports  
    copy reports 18  
    non-linear editing 18  
Enterprise Edition explained 26

## - F -

Features 5  
FTP  
    automatic FTP file transfers 5  
    default FTP settings 33  
    deleting FTP servers 33  
    editing FTP settings 33  
    global FTP settings 33  
    manual FTP file transfers 5  
    programming FTP servers 33  
    user account FTP settings 33  
FTP reports 25  
FTP reports to the studio 5

## - G -

Getting started 5

## - H -

Home Screen Controls 10  
How it works 26

## - I -

Input monitoring 5  
Insert reports live 11

## - J -

Jitter Buffer 12

## - L -

Latency 12  
Licenses  
    purchasing additional 39  
Locking reports 24

## - M -

Managing Reports 15  
Mute  
    show/hide button 55  
Mute button  
    show hide 55

## - O -

Output monitoring 5

## - P -

Password  
    administrator 50  
    changing user account password 39  
    default user account password 39  
Playback report 16  
Playlists  
    adding reports 23  
    removing reports 23  
Port settings  
    codecs 32  
Prefix  
    report name 54  
Profiles  
    change codec profiles 53

## - R -

Recording  
    automating recording 14  
    managing recording 14  
    offline 53  
Recording a Report 14  
Release notes 4  
Renaming a report 16  
Report name  
    change default 54  
    default prefix setting 54  
Report-IT Lite  
    about 3  
    features 3  
Report-IT Live 3  
    about 3  
    features 3  
    in-app purchase 3  
    purchase options 3  
Report-IT Pro  
    about 3  
    features 3  
Reports  
    offline recording 53  
Retransmit reports 11

## - S -

Screen logos  
    customising 46  
    global settings 46  
    individual user settings 46  
    saving 46  
    viewing when live 46  
    viewing when recording 46  
Software Licensing 55  
Support 55

## - T -

Trip report 17

## - U -

User accounts

## User accounts

- advanced settings 41
- configure connection settings 41
- connection settings explained 41
- creating 39
- creating passwords 41
- deleting 39
- disabling 39
- editing 39
- enabling 39
- managing 39
- program default settings 41
- program user account defaults 41
- purchasing additional 39

## - W -

## Warnings 5

## Wi-Fi

- wireless network settings. 48

## Wireless networks

- 3G settings 48
- global wireless settings 48
- settings 48
- user account settings 48
- Wi-Fi settings 48